CANTERBURY IS A GREAT PLACE TO LVE



1972 - 2022



Celebrating 50 years! **PAGE 2**



Social Inclusion Art Project!

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Hello everyone

I proudly present this edition of our Newsletter to mark the 50 year anniversary of this wonderful community and place based organisation.

What started from very humble beginnings here in Lakemba has developed into a leading social service offering a wide variety of programs and services in Canterbury Bankstown and in the Inner West as well.

We would not have got to this point without the strategic assistance of the then Canterbury Council and now Canterbury Bankstown Council, Inner West Council, various Members of Parliament, our funding bodies, partner organisations and so many colleagues throughout the years who have assisted and supported the work we do together. It very much is a group effort to allow us the opportunity to do this work over a sustained period of time.

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I am very conscious that my role as CEO is to steer us through the next stage of our development while maintaining a commitment to our core vision, mission and values. So much has changed in our community, the service sector and in the organisation as well. What has not changed at the Canterbury City Community Centre (4cs), is our focus on the needs of the community, doing the best work we can with the resources we have and doing our work in genuine partnership with like-minded people and organisations from all walks of life.

Who can forget the "I Love Lakemba" campaign and the many stalls at Lakemba Festival, the Lakemba Markets, seeding the Lakemba Community Garden, our Seniors ipad project, the many seniors outings, family events, parenting courses and so much more.

Our initiatives all place the community at the centre of our efforts, they come from a place of strength and in a belief that the diversity of the community is something to enjoy.

When I first started as the CEO almost two years ago, I will be honest and say I knew so much about the 4cs already. Having been a CEO of a neighbouring community organisation, living in Canterbury and serving on Canterbury Council, the 4cs was not new to me.

One of the things that attracted me to the role was knowing we are confident in our contribution to the collective impact of the community and sector. We know that our work builds on the work of others and does not happen in isolation. Partnership and collaboration has been in our DNA from the very foundation 50 years ago.



COMMUNITY BUILDING COMMUNITY THEN AND NOW!

To be honest, it is not easy to survive and indeed thrive in the community sector. I have been in it for 30 years and know first hand that without leadership courage, an open mind and a willingness to change and develop, the 4cs would not be where it is today. I want to thank the wonderful Liz Messih for her exemplary service to the 4cs and the many staff, board members and volunteers who worked alongside her to realise the potential of the 4cs. Looking ahead, I am deeply optimistic as we have an extraordinary complement of committed and skilled staff and a team of passionate volunteers who we could not do our important work without. Our Board of Management understand the needs of the community but also consider the changes happening around them and how they need to respond and think ahead.

'OUR INITIATIVES ALL PLACE THE COMMUNITY AT THE CENTRE OF OUR EFFORTS, THEY COME FROM A PLACE OF STRENGTH AND IN A BELIEF THAT THE DIVERSITY OF THE COMMUNITY IS SOMETHING TO ENJOY.'

Our organisation is the service of choice for many people as they progress through the various stages of their life. That is something we take very seriously and we thank the many individuals, families and carers who entrust us to walk alongside them.

CELEBRATE

Each edition of our Newsletter I choose a theme to reflect on and share with you and given we are marking 50 years – I choose celebrate this time.

I have done this because I want us to remember that despite the many challenges we might face day to day, there is always cause to celebrate. We celebrate our individual and organisational resilience and the wonderful partners and colleagues we work with every day.

Lastly, we celebrate the community and individuals whose lives aren't always easy, as they age, as they settle into a new country and as they deal with so much, but we celebrate because we are here to support one another. In supporting one another and providing a safe and welcoming environment, life has more meaning and a stronger sense of connection.

I wish the 4cs not only another 50 years, but another 50 years filled with good fortune and capacity to continue to do the important work we do.

Sometimes I even joke that when I get on - I want to be a client of the 4cs... I mean who wouldn't want to be one!

Esta Paschalidis-Chilas, CEO



HOME CARE

Want to give feedback about your service?

Canterbury City Community Centre welcomes feedback and complaints from consumers and service users. We encourage input and feedback from consumers, carers, workers and the community to help us improve how we work and the way we work across the whole organisation.

Once we receive a complaint we are committed to respond in a fair and timely manner and we don't pass judgement. We value your input and consider any practical suggestions that are within our capacity to incorporate. Feedback can provide a valuable learning opportunity for staff and the organisation.

Some tips on how to make a complaint:

- Put it in writing, this helps to clarify the issue and make it easier for us to understand
- Focus on the facts (you may feel distressed, angry or frustrated but detailed facts help other understand)
- Include important information, including times dates, names and anything else that is relevant to understanding the issue
- Be clear about what you want to achieve
- Let us know how you would like us to get back to you (by phone, email, etc).

Consumers of our services, or their representative, have the right to raise concerns and make complaints about the care and services they receive from our organisation. Together, we can work together to amicably address your concerns.

If you are not happy with the outcome, it is your right to make a complaint to the Aged Care Quality & Safety Commissioner. Call **1800 951 822** or go to <u>https://www.agedcarequality.gov.au/</u> making-complaint/lodge-complaint



SOCIAL INCLUSION

Art Project (Nature at its best)

Back in 2020/2021 our program was successful in receiving funding for a group art project through the Club Grants program. Campsie RSL generously provided funding for us to employ Art Therapist Robbi Wymer to facilitate an 8 week collaborative art project with our Friday social group which will culminate in a large group artwork that will be displayed in our community centre.

Robbi has been working in the arts industry for over 25 years as an artist, arts worker and art therapist. Currently she is working in a hospital with people recovering from a mental illness facilitating art therapy groups and working with NDIS clients in their homes.

Robbie is passionate about the healing qualities of creativity and how local communities can strengthen



their connections and resilience by making art together.

After COVID delayed the project, it finally got on the way in April this year and began with an outing to Auburn Botanical gardens to discuss how the artwork could look, and to be inspired by the gardens and wildlife.

Robbie then created a potential piece (pictured below) based on the conversation to show what the finished artwork could look like.



The group settled on a multidimensional fabric wall hanging with a painted backdrop and attached sewn, crocheted, and appliqued flowers, birds and other pieces inspired by the excursion to the Auburn Botanical Gardens

We plan to unveil the completed artwork at the Peacock Gallery, on the grounds of Auburn Botanical Gardens, where the project began. We are so excited we can hardly wait to see the finished piece!!

Marina, our new Community Visitor Scheme and Social Support Worker

Hi, my name is Marina Khan. I am originally from Pakistan and have been living in Australia for almost 15 years.

When I first arrived in Australia I felt alone and isolated. I had come from a background where I was always surrounded by people.

Once I started going out I visited my local Library and found a play group close to home, this brought a positive change to my life. I met different people and was able to improve my language skills.

After completing TAFE I got a part time job as medical receptionist. This is where I learned about Canterbury City Community Centre (4cs) and the work they do.

I decided I wanted to volunteer and joined their Thursday group. I met lovely women from different backgrounds. It made me feel so happy meeting new people and sharing my skills with them.

I now enjoy working at the 4cs as the Community Visitor Scheme and Social Support Assistant.

I help assist Alison Matthews, (Social Inclusion and Wellness coordinator) and her team in the running of the program for people aged over 65 years.

I am so happy I am now able to give back to the community and feel loved and appreciated for my work.





Su, our new Bus Driver and Social Support Worker

Last year, in the middle of the Sydney lockdown, 4cs became the proud owner of a new Toyota Coaster 21 seater bus.

It took a couple of months more before the bus was modified with a wheelchair hoist and then prettied up with 4cs logo and corporate colours.

The next step was to recruit a bus driver, which with the current challenges across the aged care sector, was no easy task. However, we can now say it was worth the wait as we welcome Su to the team.

Su says... It's a great joy for me to be returning to the 4cs in the new role of Bus Driver and Support Worker. I thank this community for welcoming me back with open arms.

As many of you know, I have been connected to the centre for close to 20 years, both volunteering with and working in the Garden Care program as a team leader.

In the last 5 years, I have been working both as a bus driver with Connect Inner West community transport and supporting people with disabilities with care in their homes, and in groups out and about in the community.

During this period, I also studied the Certificate IV in Disability and am learning more all the time.

I'm grateful to continue my growth here at 4cs with all our wonderful clients, sharing their different experiences and life skills - I hope to get to know you all well!



ABC OF UNIT COSTING

This online workshop provides an introduction to Unit Costing in community care for small to medium community care organisations.

The participants will:

- Describe the key steps of Unit Costing
- Define how to develop a Unit Cost for their services type or program
- Apply practical tools and resources in developing Unit Costs
- List step by step process to know the Unit Cost of their service and network with colleagues

Target Audience:

All staff and volunteers working in aged care services including in-home, team leaders, coordinators and field staff.

Tuesday 15th November 2022, 10 am to 11:30 am

Online via ZOOM

Trainer: Carrie Hayter

FREE for CHSP staff and volunteers

Register via 4cs.org.au/civicrm/event/info?reset=1&id=287

A collaboration between SSDs covering Canterbury, Bankstown, Marrickville, St George, SW Sydney, Macarthur, Central Coast, Mid-North Coast & Central West regions

MANUAL HANDLING



This is for staff and volunteers supporting people with individual or group social support and transport in the community and includes risk management, back care and practical application specifically to transport and shopping tasks:

Includes: on and off the bus, chair and car transfers, assist people to stand, walk and manage steps, lifting and carrying shopping bags and pushing a shopping trolley

Monday 21st November 2022, 9:00 am to 12:30 pm

At the Carrington Centre, 2 Carrington St, Campsie

FREE for CHSP staff and volunteers Trainer: Susan Smith Register via <u>4cs.org.au/civicrm/event/info?reset=1&id=284</u>

STEP INTO VOLUNTEERING FREE INFORMATION SESSION



Have you ever thought about volunteering but didn't know where to start?

Come along to our Step into Volunteering information sessions to find out! The focus will be on community aged care services funded under the Commonwealth Home Support Program.! Open to the public however registrations are essential.

Wednesday 9 November 2022, 10 am to 11.30 am Burwood Library, Meeting Rm 1, 2 Conder St Burwood Facilitator: Angela Gallard, STARS

Register via <u>4cs.org.au/civicrm/event/info?reset=1&id=283</u>

FREE - For further information contact Angela Gallard on 9750 9344 or <u>angela.gallard@4cs.org.au</u>

OPERATIONAL AND STRATEGIC DIRECTION FOR CHSP SERVICE PROVIDERS - A WEBINAR WITH STEFF KEARNEY FROM STEWART BROWN ACCOUNTANTS

The objective of the webinar is to inform the operational and strategic direction of community and aged care providers in the context of government reforms and the new Support at Home Program.

The online seminar will focus on the government reform agenda, including strategies to improve their financial readiness for the reforms, the expected challenges of standalone CHSP, sustainability and viability, alternative operational models, governance, digital transformation, unit cost and pricing strategies.

Tuesday 18th October 2022, 10 am to 11:30 am

FREE for CHSP staff – suitable for CEOs, CFOs, Boards, Co-ordinators, Managers, Finance and Administration staff. **Trainer:** Steff Kearney

Online via Microsoft Teams Register via link

A collaboration between SSDs covering Canterbury, Bankstown, Marrickville, St George, SW Sydney, Eastern Sydney, New England & Orana Far West regions.



FORGOTTEN AUSTRALIANS ONLINE WORKSHOP

More than half a million children were placed in institutional and out-of-home care under various arrangements in the last century. 'Care Leavers' may also be known as 'Forgotten Australians', 'Former Child Migrants' or 'Stolen Generations'. Many in this group experienced control, abuse, had their basic rights taken from them and have significant anxieties about entering aged care.

Join Meg Schwarz who will talk about Forgotten Australians and how to implement the About Me one page story which was developed in partnership with Helping Hand, Relationships Australia South Australia, and Flinders University.

www.helpinghand.org.au/about-us/diversityinclusion/forgotten-australians/

Topics: • Introduction to the Real Care the Second Time Around Project and Forgotten Australians • Introduction and Overview of the About Me One -Page Story • Getting Started with the About Me One-Page Story

Monday 12th December 2022 , 10 am - 11:30 am

Online via ZOOM

Presenter: Meg Schearz, Helping Hand FREE for CHSP, other aged care staff & volunteers **Register via:**

4cs.org.au/civicrm event/info?reset=1&id=285

VOLUNTEER COORDINATOR MEETINGS - HELD BI-MONTHLY ONLINE VIA ZOOM

Are you a volunteer coordinator or have volunteer co-ordination as part of your role? Come and join other coordinators for connection and support.

The second half of the meeting will be for CHSP Volunteer Coordinators to discuss implementation of Aged Care reforms.

Next meeting December TBC

For further information contact Angela on 9750 9344 or <u>angela.gallard@4cs.org.au</u>

SAFE FOOD HANDLING (NON-ACCREDITED)



This session will cover: Where and how to safely store food; safe food handling; personal hygiene; hand washing technique and glove use; legislation and how it affects food handlers; reducing cross-contamination; food transportation: Frozen, cold and hot; food spoilage; cleaning and sanitation.

When: Monday 5th December 2022, 10:00 am to 12:30 pm or 1:30 pm to 4:00 pm (choose one session) At the Carrington Centre, 2 Carrington St, Campsie FREE for CHSP staff and volunteers Trainer: Jill Lipman Session 1 (am) <u>4cs.org.au/civicrm/event/info?reset=1&id=279</u> Session 2 (pm) 4cs.org.au/civicrm/event/info?reset=1&id=280

WELLNESS & REABLEMENT IN A NEW AGED CARE WORLD

Within the context of the new community aged care reforms, this session will discuss strategies for embedding wellness and reablement approaches into service delivery within a market driven environment, including the areas of the whole organisation approach, organisational policies and procedures, staff training and development.

Thursday 10th November 2022, 10 am to 11:30 am

Online via ZOOM

Trainer: Glen Sorensen, Age Communications

FREE for CHSP staff and volunteers

Register via <u>4cs.org.au/civicrm/event/info?reset=1&id=288</u>

A collaboration between STARS, TMN, CBCity Council and Sydney Community Forum

CUSTOMISED ONSITE AND ONLINE TRAINING



STARS have accredited trainers that can facilitate onsite or online training for your team.

Please contact Leonie Puckeridge, STARS Training Officer on leonie.puckeridge@4cs.org.au or call 97509344 if you are interested in training contextualized to meet your team's needs.



GARDEN CARE

Bowral Tulips

In the Southern Highlands, tulips mean the beginning of Spring when the trees and plants start to burst with colour.

For many years now Corbett Gardens in Bowral has held their annual Tulip Festival and this year was no exception.

Corbett Gardens are located in central Bowral and the home of Tulip Time. Each year a festival is held featuring 75,000 mass planted tulips.

The festival is over for 2022 but if you are thinking of planning a trip for next year and would like more information, visit <u>www.visitsouthernhighlands.com.au/</u> <u>event/tulip-time-festival/</u>

Spring Jobs in Your Garden

Spring can be such a lovely time to be outside in the warmth, enjoying your garden and working on a few fun Spring jobs.

For many of your garden plants it will be a great opportunity to get stuck into pruning to remove dead wood, to keep plants at a good manageable size for your garden & needs, to open up access if a particular plant has taken over the driveway or steps and to generally encourage beautiful new growth and flowering.

If you are going to get stuck into pruning it is always a good idea to feed your plants to aid in their recovery at the same time. There are lots of products on the market and you will be sure to find one that is suitable for your plants and your needs.

Organic foods, manures and compost are great for your plants and particularly your soils health but if you are unable to get out in the garden often maybe a type of slow release product will suit your needs. Read the instructions carefully when in comes to application rates and how to apply.

Enjoy your Springtime in the garden no matter what you enjoy doing and remember the sunscreen and hat.

GARDENING VOLUNTEERS NEEDED



Like all volunteer-based community services we are always on the lookout for willing and able volunteers. If you can spare as little as 5 hours a week then please consider becoming a Garden Care volunteer.

Our volunteers help our trained Garden support staff transform the gardens of our customers so that they can enjoy their beauty and stay safe in the garden.

Typically, our volunteers meet at our customers home at 9am and are assigned gardening tasks as required. At around 10:30am the team will stop for a morning tea break before finishing up the service at 12pm.

If you enjoy working outdoors and in a team environment that is supportive and nurturing then call Ben on 9750 9344.

ENVIRONMENT@LAKEMBA

Environment@Lakemba met for the first time since February on the 7th September,

Two very special guest speakers Jenny Saleba from the Cooks River Canoe Club and Lisa Roach Canterbury Bankstown Council's new officer in charge of dumped goods.

It was great to see all our regular members after such a long time.

Jenny shared some interesting information about the Cooks River and the many water catchments that lead to the river from Lakemba and surrounds. Unfortunately these storm-water drains often carry many pollutants, waste and litter to the river.

The Club has recently prepared a Report for the Cooks River alliance titled the "Cooks River Litter Prevention Strategy" with the aim of decreasing litter by 50% in 2025.

The group was interested in potentially working together in the future to help reduce the litter by focusing on litter prevention strategies – such as focusing on keeping storm water drains clear, by reducing street litter.

Verge Garden

The group are keen to start their next project with a focus on residential verges, the space outside people's front property.



The group is thinking of starting a campaign to encourage local residents to take 'ownership' of their verge through keeping it clean, planting native plants or even herbs and vegetables.

If this is something that might interest you, why not come to our next meeting to share your ideas.

Next Meeting Wednesday 19th October 2022, 5:30 pm to 7:00 pm at Canterbury City Community Centre, 130 Railway Parade, Lakemba.



COMMUNITY GARDEN

The Community Garden is once again a hive of activity as gardeners prepare for spring.

With lots of rain the garden is looking lush and thanks to the many gardeners that are weeding and cleaning up around the plots and pathways, the Garden is looking very clean at the moment.

We currently have two plots available, so if you would like a plot in the community garden and live in Lakemba or surrounding suburbs please call Kate at the Centre on 9750 9344.

We do have some new signs for the Garden to remind people visiting the garden that they are welcome to admire the vegetables and herbs but REMEMBER no picking!!

Lots of love, time and energy has gone into people's individual garden plots and it is very frustrating and sad when produce is stolen.

DATES FOR WORKING BEE



Working Bees are usually held the 1st Saturday of the month.

Come share company, ideas and seeds. It is always a lovely morning.

Up-coming dates are Saturdays 5th November and December (Date TBC) 8.30 am – 12.30 pm.

A text will be sent out to all gardeners to confirm the working bees.

STARS TRAINING VOLUNTEERING

CHANGES TO STARS AND OTHER SECTOR SUPPORT AND DEVELOPMENT SERVICES

Sector Support, Development and Training providers funded by the Commonwealth Home Support Program (CSHP) have been advised by the Department of Health and Aged Care that their Work Activity Plans will change.

From July 2022, STARS is required to direct at least 75% of our funding towards assisting CHSP service providers to transition to the new Support at Home program.

The emphasis is on business and digital transformation, financial sustainability and embedding the new aged care reforms. The remaining 25% of funding can be utilized to assist CHSP service providers with other non-reform activities, including training and support of volunteers.

For STARS, this means the majority of our training needs to focus on helping to equip CHSP services for the aged care reforms. We will be doing this in collaboration with other Sector Support colleagues in our local regions and across NSW.

The remaining 25% of our training can include practical and operational skills and knowledge such as Safe Food Handling, Manual Handling, dementia education, mental health, communication skills and volunteer fundamentals. STARS will continue to offer such training with this reduced capacity.

We seek and value input from community aged care staff, volunteers and services regarding your training needs, whether relating to the reforms or not. We will do our best to creatively address training and development needs of our local CHSP services in this new environment.

Please reach out to Angela Gallard or Leonie Puckeridge at the STARS Team to discuss any issues or needs you may have. Call STARS on 9750 9344.

Training Update

Well it has been a busy 3 months with most courses booked out and people on waiting lists to attend.

One very popular course was the Vicarious Trauma, Burnout and Self Care Workshop facilitated by Joshua Hall, Psychologist from STARTTS on the 1st September 2022.



The workshop covered some of the research into vicarious trauma and a range of practices and resources which can help promote worker self-care.

To deliver this training STARS partnered with Canterbury Bankstown City Council and The Multicultural Network with the training delivered at TMN's premises Bankstown.

'THE LAST COUPLE OF YEARS HAVE BEEN TOUGH ON WORKERS – GREAT TO HAVE SOME STRATEGIES FOR KEEPING WELL AND AVOIDING BURNOUT.'

A total of 17 people attended the training with everyone rating it either 8 or 9 out of 10.

As one participant stated 'The last couple of years have been tough on workers – great to have some strategies for keeping well and avoiding burnout.'

STARS Training Calendar

Checkout our October/December 2022 Calendar for all the latest training. See <u>link</u> for details



We have some new activities this Term at the Cottage - please see below. If you would like more information call Romana on 0412 270 811 or <u>romana.waseem@4cs.org.au</u>

MUM 2 MUM ENGLISH CLASSES



English class for mums with children aged 0 - 5 years.

Would you like to learn or improve your English but have children at home aged 0-5.

Then this class is for you with childcare provided, an opportunity to interact with other mums and for kids to play

Monday Mornings - 31st October 2022 9.30 am - 11.30 am The Cettage

The Cottage 28 Croydon Street, Lakemba 2195

Monday Afternoons - 17th October 2022 1.00 pm - 3.00 pm, Hampden Park Public School Hampden Road, Lakemba 2195

For details on how to join call Romana on 0412 270 811 or romana.waseem@4cs.org.au.

SEWING CORNER



Every Thursday afternoon.

12.30pm to 3.00pm sewing machines will be available at the Cottage for women to use. Maybe you want to make an outfit or do some alterations. **Not for beginners!**

Machines and equipment provided, but you must provide your own material and have experience using a sewing machine. To book a machine, call Romana 0412 270 811

ASSISTANCE WITH FORMS AND MyGOV



Need help completing a FORM?

We can help with Centrelink, MEDICARE, Housing and set up a MyGov Account.

Free - Appointment only

Tuesday and Thursday mornings At the Centre, 130 Railway Parade, Lakemba..

Call 9750 9344 to book your appointment.

ADVANCED COMPUTER SKILLS COURSE



In this course you will learn how to use business software as well as design and produce spreadsheets.

Course is 8 weeks on Wednesdays 9.30 am - 2.30 pm. Starting 19th October 2022 No childminding available.

Enrolment and information session Wednesday 12th October, 9.30 am - 11.30 am At the Centre, 130 Railway Parade, Lakemba

FAMILY FUN DAY



Come and join in some fun activities and a BBQ lunch for the whole family!

Saturday 22nd October 2022, 10:00 am to 1:00 pm Playground at Parry Park, Lakemba

RSVP Call Romana on 0412 270 811

MUM 2 MUM

Free English Conversation Classes -Practice together with other Mums



Free classes for women in a friendly enviroment to learn and practise English with activities provided to keep children entertained.

Mum 2 Mum operates during School Terms and children must be aged between 0 and 5 years.

When:

Every Monday during School Term Starts Monday 17th October 2022 1:00 pm to 3:00 pm

Where:

The Hall, Hampden Park Public School Hampden Road (entry from side gate opposite Risallah College), Lakemba NSW 2195

Cost: Free



For more information call Romana 4cs on 0412 270 811



