

4CS NEWS



Canterbury City
Community Centre
Community Building Community

Canterbury City Community Centre Newsletter | October 2018 | Volume 17 | Issue 4 | 4cs.org.au



Thanks
to our
Sponsors
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Changes
in Aged
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Cleanest St
Lakemba
is on again
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WORD FROM THE CEO

We are heading in to the final three months of the year and closing what has been a challenging and busy period at the Centre. Our October newsletter once again highlights some of the wonderful people associated with the 4cs, provides an update on current programs and news about activities and services starting soon. We are really excited to be launching a community choir, offering new parenting programs including a music and play together group, plus two active living exercise classes and the seniors salsa classes promise to be really enjoyable.

Changes to our Constitution in June have meant that our Annual General Meeting has been scheduled for later in the year than usual and invitations will shortly be sent to all members, friends and supporters ... the details are included on this page. If you would like to attend please let us know for catering purposes. Our AGM is also doubling as our end of year gathering and an opportunity to thank our Volunteers in anticipation of International Volunteer Day on 5 December.

Board Nominations

The 4cs is governed by a volunteer Board of Directors who provide support to the Centre and oversight of our general direction, management and compliance. The Board is elected by the members at the AGM – if you are interested in nominating for the Board and would like more information please contact me on 9750 9344 or ceo@4cs.org.au and I can tell you a bit about what is involved. We are particularly looking for people with Accounting qualifications – especially in Aged Care or not for profit services.

Aged Care Royal Commission

The last few months have been harrowing to see incidents of abuse and neglect exposed within Aged Care facilities. Those who are most vulnerable in our community deserve to be treated with dignity and respect, to feel safe and to be valued and treasured for their life contributing to Australian society.

We have found it upsetting to hear of the worth of those in care described only in terms of being 'someone's mother or father' as we know that for many of our aged clients they don't have a close relative to advocate on their behalf... the system should be their advocate and their worth as a

human being is irrespective of their relationships, assets or income.

It is right that the Aged Care sector comes under the spotlight, but the nature of reforms and the funding to Aged Care must also be examined. There is no excuse for the abuse that we have seen but as a society we need to recognise that the Aged Care system needs to be adequately supported, our fellow Australians who are elderly should be valued, and the allocation of funds needs to support individual care needs of those most in need. There are 100 000 people on the national queue waiting for a Home Care Package ... many will go in to care prematurely waiting for that support to stay living independently at home.

We know our sector has many staff who choose this work because they enjoy working with older people and genuinely value the connection and care required. For the 4cs Aged Care staff and volunteers I would like to acknowledge their outstanding care provided to our elderly clients. We work hard to build a respectful and inclusive practice and I see first hand the effort that goes into making services enjoyable and which support individual choices for clients to remain living at home. We have included quite a bit of information in this newsletter about ongoing reforms in aged care and I would encourage clients to be pro active in planning ahead to be able to remain living at home.

If you have any concerns, or would like to discuss any aspect of your current or future services, please don't hesitate to contact myself or Gillian Whalley Okafor, Manager Aged Services on 9750 9344.

Volunteer Justice of the Peace needed

We are currently seeking a Justice of the Peace who would be prepared to volunteer at the 4cs each Monday morning between 10:00 am to 12 noon to help residents certify documents and witness statutory declarations. If you are interested please contact Jacinta on 9750 9344.

End of Year Closure

Whilst we will still have a few staff working over the Christmas and New Year period (thank you to our wonderful Home Care Packages staff!) the Centre will be closed from 4:00 pm on Friday 21st December 2018 and will re-open at 9:00 am on Wednesday 2nd January 2019!

Merry Christmas and Happy New Year to all!



Invitation

To all Members and Friends of Canterbury City Community Centre Inc

End of Year Celebration Dinner and 46th Annual General Meeting

Wednesday
21st November 2018
5:30 pm for a 6:00 pm start

Lakemba Senior Citizens Centre
Cnr The Boulevard and
Croydon Street, Lakemba

RSVP
14th November 2018
on 9750 9344 or
customerservice@4cs.org.au

Alcohol Free event
All food Halal

THANKS TO OUR SPONSORS

Being a locally based Community Organisation the 4cs relies on the support of a broad base of others to keep running ... from our wonderful volunteers, the funding bodies, Canterbury Bankstown Council and a number of private companies who support our services.

Competition in the marketplace also affects the community services sector and we would like to express our appreciation to those local businesses who dedicate a portion of their work and fundraising efforts to support local charities.

Clubs NSW – Canterbury Bankstown

Canterbury City Community Centre has been a recipient in the ClubGrants Program since its inception ... with the support of our local Clubs a number of unfunded, or underfunded, initiatives have been supported over the years.

This year we were very grateful to have several projects funded and would like to thank the Canterbury Bankstown ClubGRANTS Committee and Campsie RSL Club, Canterbury Bankstown Leagues Club and Bankstown Sports Club in particular.

Through the ClubGrants Program we have received support to deliver an Active Seniors group, a Movie Night at the Markets during Harmony Week, a Salsa for Seniors group, a Volunteering Project focusing on Board Training, a Garden Care Volunteering drive and funds to establish a Community Choir!



Enviro-print

For over 10 years the Centre has been the recipient of in kind support from the staff of enviro-print (an offshoot of Planet Press), with the donation of printing free of charge for a number of our projects which receive no funding. Enviro print will print our flyers or brochures at the end of another print run ... using paper which would otherwise be discarded. Enviroprint was established with the philosophy of 'We support those that support us' and we value our relationship with this wonderful Canterbury-Bankstown Printing Company highly ... they provide a great service to the 4cs and also to the environment.

Specsavers

For the last 5 years the staff at Roselands Specsavers store have supported the work of the 4cs through their Specsavers Community Initiatives Program. The Program dedicates a portion of every pair of glasses sold to their charity partners, shared between the national charity The Fred Hollows Foundation and a local charity ... which is the 4cs for the Roselands store. SpecSavers Roselands raises approximately \$1000 each year for Centre programs in this way! Thank you SpecSavers.

Return and Earn

With the introduction of the Return and Earn Container Deposit Scheme the Centre has been pleased to be a charity partner at three local vending

machines ... residents can deposit eligible containers and receive a \$0.10 refund or have this go to one of four nominated charities. We were a partner at the introduction of the scheme and thank Tomra and everyone who collected bottles on our behalf ... We managed to raise just under \$200! Most importantly we were also able to promote the scheme and help get containers out of our waterways and landfill!

Flowers Across Sydney

Nominated by a local florist, the 4cs were charity partners during the month of August with Flowers across Sydney ... where 10% of proceeds from every bunch of Bright Tulips purchased were donated to the 4cs. Flowers across Sydney partner with a different charity every month and chose a different floral arrangement as part of the sponsorship.





MUNAZZA'S STORY

Munazza came to Sydney from Karachi Pakistan in 2010 after marrying her husband Taj Muhammad. The oldest of 4 sisters, she trained as a Montessori teacher in Pakistan and ran a small boutique with her sister in her home town. Not knowing what to do here in Australia, her sister suggested she start her own small fashion business, but she lacked confidence and wasn't sure how to start and really didn't think it would be possible.

Munazza discovered Lakemba Community Markets in 2015 and this was the gateway to her connecting with the Centre and thinking that maybe she could start a small business selling clothing again. Munazza also fell pregnant at this time and started attending the English conversation classes and Lakemba Ladies Lounge, as well as finding out about other services and opportunities available to her. Munazza said she felt very welcomed at the Centre, met new friends and began to feel part of the community. Her main regret is not getting involved and reaching out earlier. She sat at home for the first few years too scared to go out while missing family and friends from home. Her advice to other women is "Don't sit at home, I made that mistake at first, but there are lots of opportunities and services like

those at the 4C's to help you slowly merge into the community, learn the language, culture and socialise with others."

After talking with other stall holders and the market co-ordinator Romana, Munazza now has a regular stall at Lakemba Community Markets, selling a range of clothing and accessories from Pakistan. She has had the stall for nearly 3 years now and feels very proud of her achievements. Her sister and family back in Pakistan are also very proud and pleased for her, with her sister regularly sending her garments to sell. She says that she, her husband and son, Aayan, feel very much part of the community now, but is always looking at ways to improve her business. Thanks to the child minding offered as part of the Customer Service Course delivered in partnership with Sydney Community College at the Cottage, Munazza can attend while her 4 year old son is cared for, enabling her to further develop her customer service skills.

If Munazza had one tip for women arriving from overseas to live in Lakemba it is "Don't stay at home alone, if you don't know what's available then ask. Go to Canterbury City Community Centre, they will make you feel welcome and let you know what programs, activities, etc are available in Lakemba and the surrounding areas."



Free English Classes for Women

The 4cs has two English classes for women in Term 4 - at both Beginner/Intermediate (Wednesdays) and Intermediate/Advanced (Tuesdays) levels.

The classes are free and held during school hours at The Cottage, 28 Croydon St Lakemba.

Our classes are held in a friendly relaxed setting and provide an opportunity to practice your english language skills.

To enrol you will need to come to the Information Session:

Beginners to Intermediate

Enrolment Session
Wednesday
17 October 2018
12:30 pm to 2:00 pm

Intermediate to Advanced

Enrolment Session Tuesday
16 October 2018
12:30 pm to 2:00 pm

To find out more
call 9750 9344
or visit 4cs.org.au

LAKEMBA COMMUNITY MARKET

SHOP AROUND THE WORLD AT LAKEMBA

Wondering what to do on a Saturday? Why not come and visit Lakemba Community Markets. Located at beautiful Jubilee Reserve there are over 30 stalls of beautiful items from every corner of the globe, including; the latest fashion, accessories, jewellery, henna design, gifts, delicious food, second hand items and much more.

There is always FREE craft activities for the kids, plus regular local dance performers and special cultural celebrations so it is the perfect place to bring the family for a day out.

For more information about what's happening call Romana the market coordinator on 0412 270 811.

DATES FOR OCTOBER TO DECEMBER 2018

- Saturday 6th October 2018
- Saturday 3rd November 2018
- Saturday 1st December 2018

INTERESTED IN HAVING A STALL?

Second Hand	\$25.00
General Market Stall	\$35.00
Hot Food Stall	\$50.00

Stallholder Fees (include table and marquee).

For applications for stallholders, go to:

website: www.4cs.org.au
 or call: 4cs on 9750 9344,
 mobile 0431 127 288 or
 or email markets@4cs.org.au.

All money raised from stallholder fees goes back to the 4Cs for community activities and programs in Lakemba.



WHEN ARE LAKEMBA MARKETS?

The first Saturday of every month from 10:00 am to 4:00 pm

Jubilee Reserve, Cnr of Railway Parade and Bellevue Avenue, Lakemba



CHANGES TO AGED CARE

How it will affect you

There have been some major changes to the way that Aged Services are accessed and delivered over recent years – with more changes to come.

These will inevitably have an impact on how the 4cs delivers services and on our own clients. 10% of Services will be audited by the Department of Social Services each year to ensure that we are complying with the changes.

There is no need for clients to be alarmed as any changes will be explained by staff over the coming months. Support and assistance will always be provided so clients can negotiate any changes with ease.

My Aged Care

One of the most significant changes is that all referrals for services for people over 65 (and over 50 for people from Aboriginal and Torres Strait Islander backgrounds)

now go through My Aged Care.

My Aged Care is a centralised number and website where information about services older people may need and how to access those services is managed.

My Aged Care can be contacted by calling 1800 200 422 or visiting www.myagedcare.gov.au.

Clients contacting My Aged Care will be able to talk to a customer service officer about the services they need and be referred to an assessor who will visit them and have a chat about what the client is able to do and what they would like support with.

They will then, with the client's permission, make appropriate referrals for the required services.

All 4cs clients receiving services in our Garden Care and Social Inclusion Programs will need to be registered with My Aged Care by

calling 1800 200 422. If you are unsure if you are already registered or need some assistance to do this, please speak to a 4cs staff member who will be happy to help you.

Service Fees

Organisations need to be charging fees to their clients as a contribution towards the cost of the service. Services need to be open and transparent about the fees they are charging which means having that information available to clients and potential clients.

Clients will be asked to pay according to their ability, for example, clients on a full aged pension can expect to pay a little less than those who are fully self-funded in their retirement.

The 4cs will be reviewing its fees over the coming months and staff will talk to clients about any changes.

New Aged Care Quality Standards

All providers of Aged Care Services need to comply with Government Standards to ensure that services are of a high quality and meeting the needs of clients.

As of 1 July 2019 the Aged Care Quality Standards will replace the current four sets of standards for Aged Care.

The new Standards will cover 8 different areas which include ensuring clients are treated with dignity and are listened to, planning services with clients, and how the organisation delivering the service is run.

There will be a focus on Client Choice – that is working with the client and recognising them as an individual; and Client Feedback – where clients are able to let us know if services are continuing to meet their needs.

Commonwealth Home Support Program and Home Care Packages

The Commonwealth Home Support Program or CHSP as it is known, is a program of "entry level" services for eligible clients. CHSP services are "block-funded" where organisations are funded directly to provide services which clients can access.

The 4cs Garden Care and Social Inclusion Programs are offered under the CHSP. CHSP services provided by other organisations include Meals on Wheels, Home Care, Home Maintenance, transport and shopping and so on.

Clients with more complex care needs are supported through the Home Care Packages program (HCP).

With HCP the client is allocated a Level of package (from 1 – 4) with each level allocated a \$ figure which is the amount they may spend on services.

The client works with the service provider to decide how that money will be spent to best support them – for example, support with domestic assistance; transport to the physiotherapist; assistance with gardening; or to purchase equipment and furniture

to help them remain at home.

The 4cs offers both the Commonwealth Home Support Program and Home Care Packages Program.

Interaction between CHSP and HCP

Clients receiving services through Home Care Packages are not able to access services provided through the CHSP, unless they are paid for through their package.

For example, clients may purchase Garden Care services as part of their package or access a Social Group as part of their package.

4cs currently provides both Gardening and Lawn Mowing, as well as access to our Social Support Groups and Outings to clients receiving a Home Care Package. We are happy to organise these services for clients on a HCP – if that Package is delivered by the 4cs or another provider.

There are a few exceptions where clients on a HCP can access CHSP services, if their budget is already fully allocated. This can be for Allied Health, Nursing and Respite or in an emergency situation only and on a short term basis.

If you are receiving a Home Care Package and also accessing CHSP services (Garden Care or Social Support) from 4cs, you need to let us know so that we organise to have the service allocated as part of your Package.

The Future

Currently services under the Commonwealth Home Support Program are funded up until the end of June 2020, however no decisions have been made about future program or funding arrangements beyond this time.

It is expected that CHSP services may become part of a larger Packages Program and cease being block funded for Organisations like the 4cs.

If you would like further information contact
Gillian Whalley-Okafor
Manager of Aged Services at
the 4cs on 9750 9344,



ACTIVE LIVING EXERCISE CLASSES AT 4CS

Keep Active While Having Fun!

In partnership with Central Eastern Sydney Primary Health Network (PHN) the 4cs are offering two Active Living Exercise Classes to increase muscle strength and mobility, and keep you fit and healthy. Both groups are facilitated by a qualified Health Professional who understands the exercise needs of older people. They are free and light refreshments will be provided. Exercises are done to music and are fun and enjoyable. Participants are asked to wear comfortable clothing and footwear.

When : Wednesdays 12.30 pm to 1.30 pm until June 2019. Our Wednesday class has already started but participants are still welcome to join in.

This is a group for all ages but is also suitable for older people with chronic lung and heart conditions.

When : Mondays 11:30 am to 12:30 pm commencing on 8 October until August 2019.

This is a group for people 65 and over. All participants will need to be registered with My Aged Care and 4cs staff will assist with this process. Limited transport available.

This group is supported by funding from Campsie RSL Club through the CLubGRANTS program.

Where : Canterbury City Community Centre, 130 Railway Parade, Lakemba.

**Bookings and Enquiries call
Alison on 9750 9344.**

WELLNESS AND REABLEMENT

Commencing in October 2018 Aged Service Providers will report to the Department on how they are incorporating a "Wellness & Reablement Approach" into their services. What does this mean in practice?

Wellness is another word for wellbeing – which encompasses many different areas of our lives. (See diagram).



A Wellness approach takes into consideration the strengths, abilities and interests of the individual client where services work alongside them to achieve the best outcomes from the agreed support strategies. This could include what hopes and dreams they have for the future (eg. being able to be more connected to their grandchildren); what gives them joy and real meaning in their life (eg. being able to spend time in the countryside); and what is important to their sense of self-identity (eg. being a "history buff" or a great cook). According to

research, the most important of these is "purpose" or having something to look forward to.

In practical terms this means that services need to be focusing on the wellbeing of their clients – recognising each client as a unique individual with strengths and abilities and working with that client to support them in being as independent, active, socially engaged and happy as possible.

This will include some short term strategies (reablement) to address barriers to their independence – for example, assisting a client to become competent in using a mobile phone, or joining an exercise group or dance class to regain muscle strength.

In our own CHSP services this means listening to our clients and finding out what makes them "tick" and providing services that meet their individual needs.

For example if a client has a strong interest in craft activities we may refer to our Tuesday Social and Activities Group where they can participate in a range of crafty activities, providing a monthly calendar of our outings and events so clients can plan ahead and look forward to joining up with friends over the next month or providing information about adaptive gardening equipment so that a client can continue to be active in their garden.



LEARN TO DANCE THE SALSA!!!

For people 65 and over with full or limited mobility.

Come along and learn how to dance the Salsa and have fun with people your own age.

This is an 8 week workshop especially for seniors. Afternoon tea will be provided so that participants can enjoy socialising together and getting to know each other.

The group is all about having fun, keeping fit and active and meeting other people. Our fabulous teachers, Beatriz and Michael have loads of experience and their own Dance School – Salsa4Seniors.

They will make you feel very welcome.

Starts : 22 October 2018

When : Over 8 Mondays
2:00 pm to 4:00 pm

Where : Canterbury City
Community Centre
130 Railway Parade
Lakemba

Wear comfortable clothes and your dancing shoes!!!

Participants will need to be registered with My Aged Care and we are happy to assist with this process.

For all bookings and enquiries please call Alison on 9750 9344.

Thanks to Canterbury Bankstown Council for supporting this workshop through their Community Events and Sponsorship Program.





STEP INTO VOLUNTEERING INFORMATION SESSIONS

If the overwhelming response to our information stall at the recent South West Sydney Jobs & Skills Expo (August 23rd 2018) is anything to go by, volunteers have certainly not dried up and disappeared in the Canterbury-Bankstown area.

For much of the morning, our information stall was swamped with people of all ages wanting information on how to volunteer in their local community.

To help those people interested in volunteering, the Skills, Training and Resource Centre (STARS) is holding free information session about volunteering. These sessions are also for people who have done some volunteering but want more information and for people who are new to Australia and have not volunteered in Australia.

The 'Step Into Volunteering' information sessions run for approximately an hour and cover the following:

- What is volunteering and what is a volunteer;
- What volunteer opportunities are available;
- How to find the right volunteer opportunity for you;
- Your volunteer rights and responsibilities;
- Benefits of volunteering
- And much, much more!

The information sessions are held across the Canterbury-Bankstown and Inner West areas. To find out more about the next information session and book your place, contact Jacinta on 9750 9344.

Important information for current volunteers on Centrelink

From September 20th, 2018, Centrelink will be changing the participation requirements for current and future volunteers.

Volunteering Australia & the Department of Jobs and Small Business has released the following information about changes to participation requirements for job seekers aged 30 to 49 years and aged 55 years to the 65 years:

- Annual activity requirements for job seekers aged 30 to 49 will increase from 30 hours per fortnight to 50 hours per fortnight, to align with requirements for younger job seekers.
- Job seekers aged 55 to 59 who have been receiving an unemployment payment for less than 12 months and who wish to avoid needing to do any other activities, such as job search, will need to undertake 30 hours per fortnight of volunteer or paid work, of which at least 15 hours will need to be in paid work. After 12 months on payment, current

arrangements will apply and they can undertake fewer or no paid work hours.

- Annual activity requirements of 10 hours per fortnight will be introduced for those aged between 60 and the Age Pension age.

If a person has already been on payment for 12 months on 20 September 2018, they will not be subject to the changes. Additionally, if a job seeker has not been on payment for 12 months but has already spent some time on payment before the changes take effect, they will only be subject to these changes until they have been on payment for 12 months.

For more information on the Working Age Payments Reforms - Budget 2017-18 visit: humanservices.gov.au or contact Centrelink on 132 850.

Volunteers Wanted for new Form Filling Service!

4cs is looking for a pool of friendly volunteers to help members of the community with filling out forms and accessing online government services using the MyGov Website.

Areas of help can include:

- Centrelink papers
- Medicare forms
- Housing Applications
- Application forms
- Any general forms
- Understanding letters and other documents
- Registering and checking MyGov account

Volunteers need to be able to read, write and speak English and have a basic level of computer literacy.

4cs is committed to providing volunteers with the support, training and assistance to make your volunteering experience as worthwhile and rewarding as possible. Interested volunteers need to attend a training session on the MyGov website, how to fill out basic forms and other useful information.

[To register or to find out more, contact Jacinta on 9750 9344.](#)

GET READY TO VOLUNTEER

STARS has recently developed a training program to support people living with disability/additional support needs to become more volunteer ready. This innovative project was funded through the Canterbury Bankstown Council Community Grants Program with program materials developed after researching the interface of volunteering and disability and adapting existing resources and reference materials about volunteering. National Disability Coordination Office (NDCO) resources were also used and adapted with permission.

A Get Ready to Volunteer training package was written which included lesson and activity plans, Power Point presentations, a Train the trainer manual, Participant Handbooks 1-4 and administrative support documents including promotional flyers.

The Project included a pilot program facilitated over 4 weeks which was attended by 10 participants, 8 of whom completed the program. Evaluations were completed each week with a more detailed evaluation sent to all participants a few weeks after finishing. Thank you to all who have completed and returned the evaluations as the feedback is being incorporated into the final changes made to the training materials.

The Project included activity-based learning and opportunities for participants to learn about programs available for support such as Ability Links. Guest speakers James and Pedro from 3 Bridges Community Inclusive Volunteering Program also gave a talk about the pathway to volunteering facilitated a session on resume writing.

The NDCO facilitated the session on disclosure and the 4 week program finished with a Speed Volunteering Event where participants had the opportunity to meet Volunteer Coordinators and staff from a range of different programs including Scouts NSW, Settlement Services International, CASS, Inner West Council, Greenacre Community



Centre, Bankstown Canterbury Community Transport, 3 Bridges Community, Canterbury City Community Centre, Inner West Neighbour Aid, Canterbury Meals on Wheels and Access Sydney Community Transport.

Volunteer Coordinators were also supported to understand why inclusiveness was good for their services through a Volunteer Coordinators Forum Breakfast hosted by STARS which featured the GRTV program and facilitated by the NDCO.

Resources Available

Two new print resources – Volunteering and Example Code of Behavior were prepared as part of the project written in Easy English for people with low English literacy, including people with intellectual disability and people with English as a second language.

The Volunteering document contains information on rights and responsibilities and expectations of volunteers and the Example Code of Behaviour is modelled on the 4cs own Code and is helpful in explaining behavior expected in the workplace.

All resources will soon be available on the Canterbury City Community Centre, Volunteering ACT and Volunteering Australia websites. Copies of the Train the Trainer manual will also be available for accredited not for profit trainers

to use who wish to facilitate the program and are available from Deb Helmrich at STARS on 9750 9344 or starstraining@4cs.org.au.

Many thanks go to the 10 GRTV program participants who participated in the pilot program.

Any new program can be daunting and we thank all participants for their courage to come together and meet new people, learn new skills, share information and knowledge and for being kind and supportive to each other. Great thanks also to family members and support workers for your contributions, your support of participants and the program and being part of the team.

Thank you

This pilot project would not have been possible without the generous support and collaboration of services and staff - everyone who was asked supported the project through their time, resources, encouragement and sharing of ideas.

Special thanks to Canterbury Bankstown Council, Li Hua Chu Ability Links SSI Campsie, NDCO program, Scope Australia Ltd, The Centre for Volunteering, Volunteering ACT, Participate Australia, Bruno Gentile Canterbury City Community Centre volunteer for all formatting, layout and design and Ola Obolo, University of Western Sydney student on placement at 4cs.

STARS Training Workshops

October to December 2018



Older Persons Mental Health First Aid

Wednesdays 10 & 17 October 2018, 9:30 am to 4:00 pm
Ashbury/Belmore

This 12 hour (2 day) course teaches adults how to provide mental health first aid (MHFA) to the older person (65+). In older age, mental illness can particularly occur in association with physical illness, loss of independence, bereavement and brain changes than can occur with ageing.

Over the 2 full days, participants will learn about the signs and symptoms of common mental health problems in the older person, how to offer initial help, where to get professional and other help, what sort of help has been shown by research to be effective and how to provide first aid in a crisis situation.

The following will be covered:

Mental Health Problems

- Depression
- Anxiety
- Confusion and dementia
- Psychosis.

Mental Health Crisis

- Suicidal thoughts and behaviours
- Panic attacks, and delirium
- Unsafe behaviors due to confusion - becoming lost, unsafe in current place of residence
- Challenging behaviours due to confusion.

This training is highly recommended for all Commonwealth Home Support Programme (CHSP) funded staff and volunteers. Cost \$125 CHSP

staff and \$30 CHSP volunteers. Other community based aged care staff may attend if places are available and at an additional cost.

All participants who attend the full 2 days will receive a handbook and a Certificate of Completion.

Register soon – this course will book out

Volunteer Essentials

Tuesday 16 October 2018,
9:30 am to 2:30 pm,
Marrickville

This session will introduce topics relevant to volunteers in the community sector including:

- Your rights and responsibilities as a volunteer
- Work, health and safety
- Duty of Care
- Professional boundaries
- Communicating effectively
- Wellness and reablement
- Standards.

Cost is free

ACCOM Measurement Tool

Monday 5 November 2018,
10:00 am to 1:00 pm, Campsie

Implementing and measuring wellness and reablement outcomes of aged care programs: The Australian Community Care Outcomes Measurement (ACCOM) tool.

Being able to demonstrate positive outcomes for clients accessing aged care programs at home is an important component of quality assurance and monitoring.

The ACCOM tool (developed through a joint project Macquarie University and University of

Wollongong) uses valid and reliable instruments to measure the impact of services on consumers' quality of life and health outcomes.

This workshop will explain how to use the ACCOM tool and the steps required to implement and manage ongoing outcome program evaluation of aged care programs. Cost \$20 CHSP staff.

Responding to a Medical Emergency

Tuesday 27 November 2018
9:00 am to 11:00 am, Newtown

This presentation is not first aid training but aims to cover some important information in a short timeframe. This workshop will include the following topics:

What to do if:

- The person collapses
- The person collapses/falls and is lying on the floor
- Is having some sort of medical/health emergency but you are not sure what is happening
- The person is bleeding
- The person is having a medical emergency and asks you to give them medication
- The person falls and has bruises
- What the procedure is when someone has a fall
- What type of things to look out for that could indicate that something is wrong

Save the date: STARS Training consultation

Monday 8 October 2018
2:00 pm to 3:30 pm, Campsie

Bookings and enquires 9750 9344 or customerservice@4cs.org.au



HOME CARE PACKAGES



YOU MAY BE ELIGIBLE TO RECEIVE ASSISTANCE THROUGH THE HOME CARE PACKAGES (HCP) PROGRAM.

Are you receiving two or more services through the Commonwealth Home Support Program?

Have your needs changed?

Do you need more support to stay well, independent and living in your own home?

You may be eligible to receive assistance through the Home Care Packages (HCP) Program.

The Home Care Packages Program provides a subsidy towards a package of care, services and case management to meet your personal needs.

There are four levels of packages from Level 1 to Level 4, according to the level of support you require, with each level of package attracting a different amount of subsidy.

The subsidy amount is paid to an approved Home Care Package provider – one that you have chosen. The subsidy goes towards the total cost of your service and care delivery. It is also expected that you will contribute to the cost of your care where your circumstances allow.

You are able to receive a range of support and services through your Home Care Package, including:

- Personal Services – eg. showering and dressing.
- Nutrition and Meal Preparation – eg. assistance to plan and prepare meals.
- Transport – eg. transport to a medical appointment.
- Nursing and Allied Health – eg. visits by nursing staff or appointments with a podiatrist.
- Social Support – eg. support to access community activities or a home visitor to socialise with.
- Aids and Equipment – eg. purchasing of items that can assist you in performing daily living tasks.

To find out whether you are eligible to receive a Home Care Package you will need to contact My Aged Care on 1800 200 422. The contact centre staff will ask you some questions to help them understand your needs and care arrangements to be able to support you through the next steps.

If you are eligible, a face-to-face assessment of your needs will be arranged for you in your own home. You will also be provided with information about services that may be able to assist you.

Your own particular needs, preferences and circumstances will be taken into account when referring you for a service. You may also involve your family and friends if you wish so that they can act as your representative.

Remember, the Home Care Packages are there to support you to stay well and independent at home the way you want to live.

Canterbury City Community Centre is an approved and trusted provider of Home Care Packages. We have a team of qualified and caring staff to support you. For more information about the packages please call Gina on 9750 9344.

Our Home Care Packages Direct Care Workers Team

Our Home Care Packages Direct Care Workers Team are out in the community working with our clients and supporting them with a range of services including personal care, transport, domestic assistance, meal preparation and social support.

Every month the team gets together at the Centre with Coordinator Gina to share and receive information, de-brief and take part in training.

The Team are committed to their own professional development, and upskilling to continuously improve the service and the wellbeing of the clients.

Recently Home Care Packages commenced using a Scheduling Program called Shiftcare. This allows for efficient communications between the Coordinator and Care Workers in scheduling in the weekly care needs of our clients, allocating them to staff and recording staff rosters. Staff use their Smartphones to accept shifts and to communicate with the Centre.

In August a training session was organised to demonstrate the new system to staff. We are now a few weeks into using the system and staff have taken to it very quickly. They report that it makes their life easier and is effective, easy to use and efficient. The 4cs is committed to continuous quality improvement of all our services and pleased to be able to report a positive response to this new addition.

Our Home Care Packages Team also enjoy getting together to meet up with each other, share information and support each other. It also provided a great photo opportunity for our newsletter!

PARENTING GROUPS

For more information or to book into the the below Parenting groups please call Romana at the 4cs on 9750 9344.

Music Time Together

A fun group for parents with young children aged 2 - 5 to develop their learning skills and build bonds with their parents through music and song.

Date: Fridays commencing 19th October 2018
Time: 10 am – 11.30 am
Venue: Early Childhood Health Clinic, 35 Croydon St Lakemba
Facilitator: Jeanette Harvey - Music Therapist
Cost: Free

Tuning in to Kids for parents from Bangladesh

Want to share ideas to help your kids understand and control their emotions? Do you want your family life to be more enjoyable? Then come along to this FREE program for Bangladeshi parents living in Lakemba.

Date: Wednesdays commencing 24th October to 28th November 2018 (6 weeks)
Time: 9:30 am – 12:00 pm
Venue: The Cottage – 28 Croydon St, Lakemba
Facilitator: Feroza - Can Get Health Canterbury
Cost: Free



LAKEMBA COMMUNITY CHOIR

Do you like to Sing? Do you like to meet other people? Why not join our new Lakemba Community Choir?

We are all about enjoying ourselves and having fun while creating beautiful music from all over the world together. All ages and musical abilities welcome!

Morning Tea will be provided.

We will meet every Wednesday from 10:00 am to 11:30 am.

Commencing the 24th October 2018.

Venue: Canterbury City Community Centre at 130 Railway Parade, Lakemba.

Supported by funding from Campsie RSL through the ClubGRANTS Program.

Enquires to Gillian or Alison on 9750 9344



Mum2Mum

Practice English together with other Mums

Bringing women and their children together to play, learn and practice speaking English.

It's free and held during school hours commencing:

Monday
22 October 2018
9:30 am to 11:30 am

The Hall, Hampden Park Public School
Hampden Road
Lakemba.

To find out more call Romana on 9750 9344 or www.4cs.org.au



Canterbury City Community Centre
Community Building Community

GARDEN CARE



FAREWELL TO YUL

4cs farwelled valued staff member Yul Scarf at the end of July. Yul had been with us for a number of years, most recently in the Job Shared role of Garden Care Coordinator. We wish Yul all the very best for the next interesting chapter in their lives.

GARDEN CARE AND HOME CARE PACKAGES

Did you know that if you are receiving a service from Garden Care and are assigned a Home

Care Package, you can continue to receive Garden Care services through your package?

Many clients enjoy having continuity of service and have established relationships with the Garden Care team and their Lawn Mowing Contractor. You may talk to Garden Care staff as well as your Home Care Package provider who can arrange this for you.

Some of the services that Garden Care can provide through Home Care Packages are: Lawn Mowing

and edging; weeding; pruning; mulching; fertilizer application; potting plants; garden advice; creating a vegetable garden; or a general garden tidy up.

Even if you are on a Home Care Package and have never received services from Garden Care before – let us support you to create a safe and enjoyable outdoor space. Whether it is a large overgrown garden, a small courtyard or a balcony. Our qualified staff are able to advise you about the best plants to use, and help you select plants and pots. You determine what jobs you want doing and we will work with you to make your outdoor space look really lovely.

One of our Home Care Package clients had a good balcony space but the pot plants she had on it were not flourishing. Our Garden Care staff member, Deb, who is a Horticulturalist, was able to chat with the client about what plants she liked and advise which ones would thrive on a north-east facing balcony – some Nandina species and some annual herbs and flowers for colour. Pots were selected together.

If you are a Home Care Package service provider looking for some gardening support for your clients please call us to discuss the range of options we can provide.

For more information and to discuss your needs contact Ben or Deb at Garden Care on 9750 9344.

WELCOME BEN

Hi everyone, my name is Ben Benevento and I am very excited to announce myself as the new Garden Care Coordinator at Canterbury City Community Centre. I have been working in the CHSP sector for almost 13 years so am very familiar with the program however this will be a new challenge for me as I will be working in Garden Maintenance for the first time. What I am most looking forward to is getting to meet and work with the residents of my local community and to be a productive team member of the 4cs organisation.





ENVIRONMENT@LAKEMBA

Cleanest Street in Lakemba Competition 2018

Given the success of the inaugural Cleanest Street Lakemba Competition in 2017 which saw over 50 entries and 16 streets participating, Environment@lakemba is once again organising this competition. Streets will be judged on the amount of litter and illegal household dumping, as well as the tidiness of their nature strip. Last years winners were Croydon St for Cleanest St and Fairmount St for most improved.

Organised by Environment@Lakemba with the assistance of Canterbury City Community Centre and City of Canterbury Bankstown, it encourages neighbours young and old to come together and keep their street clean. Launched by Mayor Khal Asfour this year the competition is bound to be strong, with residents in last year's competition actively participating through poster distribution, rubbish removal, and with some even making promotional videos to encourage community involvement.

Entry forms and guidelines are available at Lakemba Library, Canterbury City Community Centre and our website, www.4cs.org.au. If you would like to see if your street has been entered into the competition and help your neighbours with the clean up effort during October, call the Centre and we can put you in touch with others in your street.

Winners will be announced at Council's Wiley Park Christmas Carols on the Tuesday 2nd December.

If you would like to learn more about what Environment@Lakemba does, come to a meeting where we share a meal and plan activities.

Next Meeting is Thursday 18th October 2018 at 5:30 pm to 7:00 pm

Venue: Canterbury City Community Centre, 130 Railway Parade, Lakemba.

For more information call Kate on 9750 9344.

LAKEMBA COMMUNITY GARDENS

Spring has properly hit Lakemba Community Garden. We also had a rare bit of rain to keep the bugs in our soil happy.

This is the perfect time to feed manure and fertiliser to the garden and start some serious planting for the warmer months.

A few suggestions for planting in the Sydney region: Beans; Tomatoes; Eggplant; Zucchini; Chilli; Capsicum; Beetroot; Corn; Cucumber; Broccoli; Carrot; Cauliflower; Onion; Peas; Pumpkin; Potato; Parsley; Coriander; Basil; Spinach; Sweet potato; and of course, any leafy greens such as lettuce and amaranth

It is also important to know that this coming summer is going to be very hot and dry, so once you have finished planting, MULCH MULCH MULCH!

Happy Gardening!



Working Bees

Come along and meet other gardeners!

Work on common areas together!

The 1st hour we work, the 2nd hour we learn.

Come share company, ideas and seeds.

It is always a lovely morning.

We all use these spaces so it is important that we all help out when we can.

We have a number of Saturday Working Bees coming up:

6th October 9:00 to 11:00 am

3rd November 9:00 to 11:00 am

1st December 9:00 to 11:00 am

Harvest Share

The end of our working bees are a time to share harvest, seeds, food, company and conversation.

Come along and meet your fellow gardeners!

Plot Holder Support

4cs Team Member Milo is available every second Thursday to assist in the Community Garden.

Contact Milo on 9750 9344 or gc7@4cs.org.au



SOCIAL INCLUSION & WELLNESS



Canterbury City Community Centre provides a number of social groups and outings for people over 65 years.

Our Social Inclusion groups are all about supporting clients to be socially active and to stay connected to the community. Clients have the opportunity to meet up for a chat with people their own age, share interests and make new friends.

We are always looking for new ideas to make the groups stimulating, interesting and lots of fun. Our Tuesday group has an Arts and Crafts focus and has recently been harking back to the 70s and creating colourful tie dyed calico shoulder bags. This was the first time most of them had used this technique and the results were dazzling.

Everyone also really enjoyed our "Name the Hollywood Actor" photo quiz. It also stirred some memories for our clients of the "Golden Years" and the films of such legends as Gregory Peck and Bette Davis.

One simple activity that has quickly become popular is seeing how many small words we can find in a large word. Clients and volunteers were able to find a whopping 87 words in "Adventurous"! Everyone joins in this activity and an element of competitiveness has even crept in – who will come up with that elusive 8 letter word?

To exercise the body – as well as the brain – we have introduced a

short Gentle Exercise routine to the groups. These simple exercises keep everyone moving and can assist with flexibility and muscle strength. Clients are able to do the exercises seated if necessary and just do as much as they feel able.

We also want the groups to be fun – and have introduced "balloon tennis" and charades. Our volunteer Bruce also delivered a poetry reading of one of "Banjo" Patterson's classics.

One very popular Information Session we held for our groups was having the firefighters from Lakemba Fire Station talk to our clients on Fire Safety in the Home, including some valuable tips about the importance

of installing a smoke alarm. No-one could resist a photo opportunity with the crew and their fire truck!

It is important to provide a range of different activities to keep the groups interesting and dynamic, and not get into a rut. Even as people get older it is vital to try new things and keep our brains active – this will all contribute to clients' wellbeing.

In October we are introducing a Seniors Social Salsa group for 8 weeks as well as an Exercise Group for people over 65, which will run for 20 weeks.

Just some of the ways we are supporting local older people to keep enjoying life, keep fit and healthy and feel good about themselves. If you would like to be involved, or know someone who would, please call Alison on 9750 9344.

Information Seminars

Every three months the 4cs hosts an Information Seminar for people aged 65 years and over. During Mental Health month in October we are hosting a FREE presentation on:

Mental Health and Well Being

Speakers from the Sydney Local Health District will talk about What is Good Mental Health to be followed by a Salsa for Seniors Dance Workshop. Lunch and Morning Tea provided 10:45 am for an 11 am start Wednesday 3rd October 2018

Canterbury City Community Centre
130 Railway Parade Lakemba
Bookings Essential, please call
Alison on 9750 9344



Lakemba

Ladies Lounge

Children are Welcome
All activities
are FREE
Morning Tea Provided

A PLACE TO TRY
AN ACTIVITY, LEARN
SOMETHING NEW,
MEET OTHER WOMEN
AND RELAX

EVERY THURSDAY 9.30AM - 12.30PM, THE COTTAGE, 28 CROYDON ST, LAKEMBA

October

Closed during
the School
Holidays and
Re-opens on
Thursday
18 October 2018

Cooking delicious
South Indian Food with
Akhila & Anis
Thursday 18 October 2018

Learn the secrets for
successful threading
with Uzma
Thursday 25 October 2018

November

Sewing basics - How
to measure cloth with
Marina and Bahar
Please bring your own
material & measurements
Thursday 1 November 2018

Sewing basics - How to cut
a top with Marina and Bahar
Thursday 8 November 2018

Outing - Welcome to
Watson Community Event
Hosted by Tony Burke MP at
Belmore Sports Ground
Thursday 15 November 2018

How to cut a trouser with
Marina and Bahar
Thursday 22 November 2018

Stitching By hand & machine
with Marina and Bahar
Thursday 29 November 2018

December

Cook the delicious
Eritrean dish Engira
with Nazret
Thursday 6 December 2018

End of the
Year Party
Please bring a
plate to share
Thursday
13 December 2018



Canterbury City
Community Centre
Community Building Community

If you would like more information on the Lakemba
Ladies Lounge please call Kate or Romana on 9750 9344.

OUTREACH SERVICES

Need help? Based at the Centre, maybe one of the 3 services below could help you! Call our Centre on 9750 9344 to make a FREE and CONFIDENTIAL appointment.

Counselling for Refugees and Asylum Seekers - STARTTS

Suvangi Koirala, a counsellor from the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), is at our Centre every Friday to provide FREE support and counselling for people who have experienced trauma and are having difficulties as a result. Dealing with being in a new country while coping with terrible memories of the past can impact on people's everyday living.

The counsellor can help people:

- Talking about their worries or difficulties
- Assisting the person find ways of coping with their feelings
- Connecting them with relevant services and support
- Helping the person understand how Australia works.

To make an appointment please call STARTTS directly on 9794 1900

Financial Counselling and Assistance – Metro Assist

If you are having difficulty managing your money and worried about how to pay bills and debts then come and visit Neena Diwan from Metro Assist on Thursdays.

A Financial counsellor can help if you are:

- Struggling to pay your utility bills
- Falling behind on loan or credit card payments
- About to have your electricity, gas or water disconnected
- Having difficulty paying fines or a mortgage.

To book an appointment please call the Centre on 9750 9344.

Lakemba Women's Health Clinic

The Lakemba Women's Health Clinic is a partnership between Canterbury City Community Centre and Leichhardt Women's Community Health Centre to improve access for women to health services in Lakemba.

Staffed by a Women's Health Nurse, the clinic operates on Wednesdays from the Centre's offices at 130 Railway Parade Lakemba. Now operating for over 6 years, the clinic has been a run-away success, providing a range of preventative health screenings for local women.

The nurse can see women by appointment for a range of concerns including cervical screenings, breast health, contraception and menopause advice, and emotional health and well being. General health screenings on offer include cardiovascular risk assessments, blood pressure, Vitamin D, cholesterol and glucose checks.

The service is FREE and CONFIDENTIAL. Appointments can be made for the Lakemba Women's Health Clinic by calling the 4cs on 9750 9344.

COMING SOON

Assistance with Filling in Forms and Accessing Online Services

With more and more families requiring assistance to set up their My Gov account, access childcare benefits and other services online, we are working with Hampden and Lakemba Public Schools to train up a team of volunteers to assist people who need help with:

- understanding letters, bills or other documents
- assistance completing government and other forms (eg Centrelink and NSW Housing)
- setting up a My Gov or other online account
- information about Government rebates/payments available to families.
- referral to legal/welfare and other advice/advocacy services.

We hope to be operating the service by early November 2018 on Tuesdays from 10:00 am to 3:00 pm.



Tuning In To Kids

Free program for Lakemba families - a relaxed group for parents from Bangladesh

Want to share ideas to help your kids understand and control their emotions?

Do you want your family life to be more enjoyable? Then come along to this free program for Bangladesh parents living in Lakemba

Every Wednesday
Commencing
24 October -28 November 2018
9:30 am to 12:00 pm

At The Cottage
28 Croydon Street
Lakemba NSW 2195

Free onsite childminding: You must book a place before the course commences

For bookings call
Feroza 0451 403 428 or
Romana 0412 270 811



 Canterbury City
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MUSIC AND PLAY TOGETHER

Play music and have fun with your child.
For parents and children aged 2 to 5 years



In these sessions, you will learn about:

- Music and its importance for bonding, and development
- Using lullabies, soothing songs for calming and settling
- Traditional songs, making up songs and playing music
- Percussion and movement activities
- Home made instruments, ideas and play

When

Every Friday
26 October to 30 November 2018
10:00 am to 11:30 am

Where

Lakemba Early Childhood Health Clinic
35 Croydon Street
Lakemba NSW 2195

Facilitator: Jeanette Harvey, Music Therapist

Cost: Free

This program is funded by a grant from Strengthening Families Resourcing Parents.

For enquires and bookings call **9750 9344** or **0412 270 811**

LAKEMBA COMMUNITY

MARKET

Shop around the World at Lakemba



Delicious Food,
Clothing, Accessories,
Second Hand Stalls &
so much more...

School Holiday Fun, Craft,
Colouring Activities, Music
Therapy & a visit from
Lakemba Fire Brigade!



CELEBRATING SCHOOL HOLIDAYS

SATURDAY 6TH OCTOBER 10AM – 4PM

JUBILEE RESERVE LAKEMBA

CRN OF RAILWAY PARADE AND BELLEVUE

INFORMATION & STALL HOLDERS CALL 9750 9344 OR 0412 270 811