



1972 – 2022  
**YEAR IN REVIEW**  
50<sup>th</sup> Anniversary Edition







FOR  
50 YEARS  
4CS HAS BEEN  
SERVING  
THE LOCAL  
COMMUNITY

# 50 YEARS ON AND STILL GOING STRONG

## A MESSAGE FROM THE PRESIDENT

**It is with a strong sense of responsibility and pride that I commemorate the 50th Anniversary of the Canterbury City Community Centre.**

I believe it is important that I share some history of how it began all those years ago.

The then Canterbury Community Aid Bureau arose from a Public Meeting convened by Canterbury Mayor Colin Williams on 29 June 1972. One month later the organisation was founded at another Public Meeting where the Constitution was adopted, and a Management Committee of 25 people was elected.

Our first President was Dr Paul d'Arbon and subcommittees were formed to address areas of local need, volunteers recruited and trained, and the organisation was established.

Minutes of those early meetings leave you with a sense of 'how did they do it'? Meetings were attended by up to 50 people and held each quarter. The Bureau, pioneered local community services management and development.

There was very little to model themselves upon and the style of management was very hands on. The Management Committee was concerned with governance, management and service delivery.

By May 1973, with the assistance of the Mayor Harold Bull, premises were obtained at 62 The Boulevard, Lakemba - a modest weatherboard and timber house, purchased for \$25,000, and which would later become the site of the current Lakemba Library. The Management Committee rolled up their sleeves and laid the carpet!

In 1973, funding received under the Australian Assistance Plan (AAP) enabled the employment of the first part time Coordinator. After the Whitlam Government lost Office in 1975 the AAP was discontinued, and Canterbury Council contributed toward salaries until assistance from the NSW Government was provided.

By 1986 the Organisation was well established and moved to its current location at 130 Railway Parade, Lakemba. It changed its name in 1996 to become Canterbury City Community Centre – and thus became the 4cs.





Over the years the 4cs has always been community managed and has provided the best services it could with the resources available. There have been some constants over the 50 years – the endless quest for funding, striving for genuine engagement and response to local need and working with multiple stakeholders to achieve shared aims. We see ourselves (even after 50 years), as intrinsically connected to the local community and to the many people and organisations who wish to work with us to create social impact.

As a local resident to Lakemba, I see this in practice everyday and my own personal story of how I came to be involved with the organisation is testimony to this. Shortly after moving into Lakemba, I became a volunteer with our Garden Care program, which was an amazing opportunity to meet other residents and became inspired by the 4cs. For the last four years I have had the honour of serving the community as a board member and president for the past 12 months.

The current Board acknowledges that our history is also your history, and we would not have reached this milestone without the support of many.

At the first AGM, Dr DÁrbon spoke of Canterbury Council and half jokingly referred to them as the 'fairy godfather' of the Bureau. We share the same appreciation of the role that the then Canterbury Council played in our development ... from those early days, the support of Councillors, the support of Council staff particularly during difficult years, and the current support we enjoy through the provision of two premises in Lakemba. Two premises which is a long way from the modest house we occupied 50 years ago.

I would like to warmly thank the Canterbury Bankstown Council for continuing our long tradition of working together to elevate the needs and aspirations of our local community.

We applaud the thousands of people, Board members, staff and volunteers who have contributed their time, skill and commitment to local and place-based community services spanning 50 years.

I want to also thank my fellow Board members who together, steer and guide the 4cs through the current environment with the community and the future at the centre. They are Jubaida Hossain, Rhiannon Cook, Annette Bird and Usman Saadat.

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To our CEO, Esta Paschalidis-Chilas, I would like to express my appreciation of your dedication and commitment to the 4cs, and ensuring that we all work towards a sustainable future.

Lastly, on behalf of the Board of the 4cs I warmly wish the organisation a wonderful 50 year birthday and to many fulfilling and impactful years ahead.

**Rachel Gavarotto**  
President

# A POSITIVE FUTURE THANKS TO OUR PAST

## A MESSAGE FROM THE CEO

**I can not express the joy I feel at being the CEO of the 4cs at a time where we reflect on the 50 years of dedicated service we have provided to the community both in Lakemba and across the Canterbury Bankstown and Inner West regions.**

This is especially true because I am a long standing resident of Canterbury!

Starting from very humble beginnings in Lakemba by a group of people heavily invested in creating something from within their local community, the Canterbury Community Aid Bureau was born. I do not think that in 1972 the then Canterbury Mayor, Colin Williams, our first President Dr Paul d'Arbon and the Management Committee of 25 people would have envisaged the ongoing strength and vitality this organisation has demonstrated over the last 50 years.

This is a testimony to their early vision and commitment as well as the tenacity and optimism of many people since then. When you delve into our history as I have spent some time doing, you realise that some important constants have guided our development

and offerings to the community. From the critical role of local government and the importance of community led and informed management and governance to our continued determination to provide high quality services that people need and positively respond to.

I was so keen to reflect on what our early subcommittees that addressed local need and the packed quarterly public meetings mean to who we are today. It is really clear that they have influenced the way we have always connected with our community and the fact that we see them as partners in what we do – it really is a strong part of our DNA until today.

There is no doubt in my mind that our foundations from 50 years ago, our learning along the way together with the assets and gifts we have built, will set us up for future success.

Why do I use the words assets and gifts? It is because we have the gifts of a vibrant and diverse community we work alongside and the assets of community volunteers, staff, values-based partners and funders who trust us and many people who wish to see us continue to do what we do well into the future.





This should never be under-estimated. The community and social capital the 4cs represents is a gift in itself, a gift that so many people before me have made possible.

I want to especially mention Liz Messih. Many people reading this report will know that Liz was and remains the kind of supporter of the 4cs that is rare and a treasure. Through her leadership, the 4cs traversed funding insecurity, local issues which sometimes brought us negative attention and made our community feel it is under siege as somehow lesser. We all thank you deeply Liz!

Liz's CEO report marking the 40th anniversary in 2012 shares sentiments and values that ring very true 10 years on. Including, the fact that we continue to see our work at the Centre and in service of our community as a 'great privilege'.

To our dedicated and committed Staff over 50 years, I offer my sincere gratitude because we know first hand that working at the 4cs is something more than a job! It is a place where we can bring our values to the fore while making a significant difference to people's lives.

I want to warmly acknowledge the many community partners that have worked with us and the funding bodies who have trusted the 4cs. We do not take the trust and confidence of our funding bodies and partners lightly. We firmly believe that it is only through working with like minded people that deep social impact can occur.

To the members of our Board over 50 years, we can not govern well without your insight and commitment to serving the organisation and the community.

To our current Board lead by Rachel Gavarotto, it has been a joy working with you and I know that the future of 4cs is front of mind in your deliberations.



50 Years  
1972 - 2022

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4cs would not be the organisation that we are without our Volunteers, from 50 years ago until today. We literally could not get the show on the road every day without you. You are a vital part of the organisation and I thank you most sincerely on behalf of all of us.

May I take the opportunity to highlight the important role of local Government and particularly the then Canterbury Council and the now Canterbury Bankstown Council. I often say that this is the level of Government most closest to the people and therefore has the opportunity and indeed obligation to support and harness our strengths. We would not be where we are if it were not for many elected representatives and staff of those two organisations over the last 50 years.

To us though, the most important people in our ecosystem are the individuals, families, carers, volunteers and local community members who allow us to walk alongside them as they navigate the various aspects of their lives. Without your trust and confidence, the 4cs would be a much less exciting and substantial organisation.

Turning my attention to the future is something I have a passion for because it speaks to optimism, opportunity and the important work left to do at the 4cs.

We know there is much in our external environment that we do not control, we attempt to influence it but we do not actually control it. That includes how funding is organised and how services are designed.

What we do control though is how we respond to the external environment and to ensure that our responses set us up for a bright future ahead.

That is exactly where we are in our organisational development cycle right now. In the coming months we will pay attention to our new strategic vision and priorities. This together with our preparations for the creation of a new home and community aged care program coming into being from July 1, 2024 will certainly keep us focused on what is important.

Along the way though, we will celebrate our success and impact, remain open to values based partnerships, speak to the strength of place based local services and keep placing our community and its members at the centre of all that we do.

As a resilient and effective non-Government organisation working at the grassroots level of our community, we will continue to create a sense of belonging, inclusion and equity for all people.

**Happy 50th Birthday 4cs.**

**May community keep building community for another 50 years and beyond!**

**Esta Paschalidis-Chilas**  
Chief Executive Officer



## Terry is a treasured part of 4cs history and a symbol of its future.

**Terry is a rare 4cs community treasure. Deeply committed to being in service of others and in giving back to her local community, her story is one of a life cycle of connection... from an active leader in the organisation, to a client being supported to live well at home in Lakemba – support she values very much.**

Terry was a local resident actively involved in the management and development of the 4cs, seeing it grow and develop over time. When our CEO, Esta recently spoke with her, she said that she might be the 'last one of the originals left'.

Terry shared her memories of the 4cs, the volunteer efforts of many people and community members donating money to the centre when it was struggling financially. She said that often people would give her money and she would pass it onto the centre. Community Building Community from as far back as anyone can remember!

She talked warmly of our former CEO, Liz Messih, 'Liz was the best Manager we ever had, a great girl'. As Liz shared with us, 'Terry is very generous and kind-hearted, the kind of person who gave everything to others. Terry actually ran the first funded social support group for the 4cs as a Volunteer. The funding grant was only \$5,000... from little things big things grow'.

When Esta asked Terry what she liked about being in involved in the 4cs she said, 'I just loved going there, the people were so nice and the workers at the 4cs are so good to people'. In her voice you can hear the kind of optimism and community pride the 4cs is built on.

We are sincerely grateful to Terry for her countless hours of dedicated service and we know she has made 4cs richer as a result.

50 Years  
1972 - 2022



Terry Doolan, Former 4cs Board Member



# BUILDING CAPACITY BUILDING COMMUNITY 50 YEARS ON



**From the organisation's founding in 1972, community has been at the heart of our purpose. The community that founded the organisation had community building at the core of their early vision and this remains essential to our work today.**

50 years on and the 4cs continues to play an important role in connecting individuals and communities, to promote harmony and build community resilience and capacity.

For most of the Centre's years we have provided a range of community activities on limited funds, however, after a long campaign to increase our core Centre funding and with the help of the former Member for Canterbury, Linda Burney MP, our community builders program funded by Department of Communities and Justice received a well-deserved funding boost in 2011. This enabled the Centre to dedicate additional staff and resources to work with the community to identify needs and develop a range of programs, courses and activities to meet these needs.

In 2011 4cs ran the first Listening@Lakemba Campaign. Working with Bankstown TAFE and other local

organisations we door-knocked over 350 households to conduct a survey of local residents. They and organisations were then invited to hear the results of the survey and encouraged to be part of the solution.

While the survey highlighted a resilient and cohesive community that appreciated Lakemba's vibrancy and celebrated its diversity, it also underlined the concerns and needs of many living in Lakemba.

Social isolation of women and lack of activities and programs for women, housing affordability as well as litter/household dumping were nominated as the top 3 concerns. Through Listening@Lakemba forums and consultations undertaken over the years – the social isolation of women continues to be the top issue.

In response to this, we have offered a range of programs to assist women connect with other women and a range of organisations. Opportunities for people to connect reduces the impact of social isolation, has positive health benefits, promotes cross cultural and inter-generational understanding and builds strong resilient communities. I would like to share highlights of some of our programs to support women and the broader community.



## Lakemba Ladies Lounge

Held weekly, the friendly and welcoming environment at the Cottage provides the perfect space for women to come together, socialise and try a new activity. For many women who are newly arrived from overseas the Cottage has become a second home where they can start making friends and connections with others from the local area.

What makes the Lakemba Ladies Lounge unique, is that it is local women who plan and run the various activities, through sharing their skills and knowledge with others.

The first time leading the activity can often be quite nerve wracking for many women, but with the support of each other, and Romana our Community Worker, most women have really enjoyed the experience and come back to lead another class.

While women bring their children, the focus is definitely on the women having time to enjoy the activity which is made possible by having one of our early childhood workers available to keep an eye on everyone's children aged 0 - 5 years.

Since commencing in 2012 Lakemba Ladies Lounge has run a number of activities – some of these include dress making, cooking, origami, Henna, massage, hairstyles, cake decorating, crochet, manicures, card-making, craft/ jewellery making, yoga, dancing, tai-chi and the list goes on. There is no limit to the talents of local women.

## Celebrating Locally

We have always celebrated a number of special events throughout the years including International Women's Day, Refugee Week, Harmony Day and Eid. These are fabulous celebrations – whether it be a dinner, movie-night, market, fashion show or sports day, families have enjoyed coming together to play, talk and connect.



50 Years  
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## Sajeda Bahadurmia

Since featuring in our 2018 Annual Report, a lot has changed for Sajeda – including a new addition to the family, a beautiful baby boy. For those not familiar with Sajeda's story she arrived in Australia from Burma in 2013 as an asylum seeker and settled in Lakemba.

In 2014 Sajeda started attending our Centre's English conversation classes and Lakemba Ladies Lounge. She soon encouraged other women from her community to attend, leading to a range of programs targeted specifically at these women including a range of health, parenting and trauma informed workshops. She also volunteered as part of our Garden Care team.

It has been a privilege to work with Sajeda over the years. We currently partner with Sajeda in her role as Community Liaison Officer with Hampden Park Public School to deliver Mum 2 Mum – a course that enables women with children aged

0 - 5 to learn English as well as deliver a Certificate I and Certificate II Introductory to Computer & English classes with our training partner Sydney Community College. Thanks to Sajeda's encouragement and support these classes are well attended with the majority from a Rohingya or asylum seeker background.

Sajeda's most recent achievement is the establishment of the Australian Rohingya Women's Development Organisation (ARWDO) to advocate for women from the community. Forming an Incorporated Association is no easy task, but as with most things Sajeda does to improve the well-being of asylum seekers, her determination, passion and enthusiasm has resulted in ARWDO being formed and receiving some initial funding.

We look forward to a long future working with Sajeda to help us better respond to the needs of the Rohingya community and wish her all the best for her future endeavors – a truly inspiring community leader.



## Adult Education Courses

### English Conversation Classes

At the very entry level we have always run English conversation classes for women. Providing childminding onsite for children aged 0 - 5 means that women can access these early on. With the huge demand for childminding we started Mum 2 Mum in 2016 with support from a philanthropic organisation. The program brings women together with their children to assist newly arrived women from culturally and linguistically diverse backgrounds practice their English language skills. The groups run at Hampden Park Public School, Lakemba Public School and Punchbowl Public School.

### Accredited Courses

We are lucky enough to work in partnership with Sydney Community College and TAFE NSW to deliver a range of short accredited courses. From Certificate I to Certificate III, we have delivered everything from micro-business, childcare, computers, make-up, floristry, entry to care roles, community services, women's job skills and fashion design. From these courses many women continue their studies with TAFE.

### Outreach Services

Facilitating access to information and other services has always been a top priority for the centre. Being a trusted and accessible community organisation, we often find ourselves at the front line for residents. On average we have responded to 2800 general information enquiries – and make 650 assisted referrals. This does not include information provided to residents as part of their participation in the various groups and services held at the centre. To facilitate access to outside services we have worked in partnership with a range of services over the years. These outreach services are only possible through collaboration with a number of

other services, and we really appreciate all the staff and organisations that have worked with us over the many years. Some of our long-term services over the years include the; Women's Health Clinic LWCHC, Counselling NSW STARTTS; Lakemba Parenting and Family Support Canterbury Earlwood Caring Association, Financial Counselling and Emergency Relief with Metro Assist. We are pleased to announce a new partnership with Marrickville Legal Service.

## Groups and Activities

While too numerous to list, in response to surveys and consulting with local women we have run a range of one-off workshops and classes from parenting to meditation. Some of the most popular include:

**Women's Learn to Swim Class** - We started our first Learn to Swim Program in February 2015. The response was enormous with over 40 women applying. Working with the Oasis Women's Fitness Centre and Pool, we provided a 6 x 8 week course for 60 women at a reduced cost. For many of the women it was their first time learning to swim.

**Getting Your Learners License Course** - In partnership with Canterbury Bankstown Council's Road Safety Officer 20 plus women received their Learners License.

**Tuning into Kids** - Popular with mums of children aged 3 – 8 years this parenting series focuses on communication, behaviour management and building a relationship with your child. Our bilingual staff have delivered it in Urdu, Bangla and Arabic.

**Introduction to Sewing** - Our beginners and intermediate classes have always been popular. We have extended the classes to a new 'sewing corner' at the Cottage where women can meet and share sewing ideas.

Most of the small group activities wouldn't be possible without funding from the ClubGRANTS scheme and Canterbury Bankstown's Small Grants Program.

## HIGHLIGHTS

### Environment@Lakemba

Since commencing in 2012 in response to Listening@Lakemba and the local resident's concerns regarding the prevalence of litter and household dumping in the local area, Environment@Lakemba was born. Consisting of a dedicated group of 10 – 15 people, the group has been meeting every second month.

Supported by Canterbury Bankstown Council's waste officer the group has implemented a range of community initiatives include Lakemba Clean-Up Competition, participated in Clean Up Australia Days, assist design Council banners and posters to educate the different communities, participated in various stalls at local events, conducted litter audits and been actively involved in Council's anti-dumping strategies.

### Lakemba Community Market – Shop around the world at Lakemba

The initial idea for the markets was in response to women from our Micro-Business courses who wanted a local market to promote and sell their products. After much planning and a DA from Council we ran the monthly Lakemba Community Markets from 2015 to 2018.

The markets were important in providing an opportunity for people from Lakemba and surrounding areas to earn an income, showcase their talents and develop their own smallbusiness. The market was an important gathering and social space for the community. Every month we celebrated a special event with a range of different activities and partner organisations to make it happen. Special free activities included; local performers, bike maintenance workshops, Taronga mobile zoo, toy making and craft activities, jumping

castles, competitions, cultural dress parades, animal farms, paper plane making, potting plants, recycling workshops, Bollywood dance workshops, and cooking demonstrations.

Information stalls from other local organisations around particular themes were also an important part of connecting the community to local services and information.

### I Love Lakemba and Movie Mission: Lakemba

The centre has always embraced Lakemba and in response to the negative portrayal and tensions of September 2021 developed the 'I Love Lakemba' campaign. Merchandise including tattoos, mugs and bags were very popular at Haldon St Festivals. In 2016 a short film was produced by passionate locals to showcase and celebrate Lakemba's' cultural diversity and vibrancy through the drama/comedy titled 'Mission: Lakemba'.

The aim of the film was to improve the image of Lakemba by showing the real-side and poking fun at the typical stereotypes. A red carpet opening to a packed house that enjoyed seeing the REAL Lakemba on-screen, not the one often presented in the media.

**You're Always Welcome Here in Lakemba** – with over 48,000 Facebook likes the short music clip from the movie Mission: Lakemba was a huge hit. Written and performed by local residents, the song still has an impact and the sentiment behind the song is still relevant today.

### Lakemba Community Garden

The Lakemba Community Garden was established in 2010 and provides a space for 35 individual garden plots where residents can grow fruit and vegetables and contribute toward sustainable living in Sydney.



## YOU'RE ALWAYS WELCOME HERE IN LAKEMBA (Song Lyrics)

The media has got their own agenda in your bullet  
proof vest, you came to Lakemba,

Your aim once again was to come here to blame,

The people of this neighbourhood and give us  
a bad name,

We're tired of being used as a backdrop to your news,

Using race, religion and division to confuse,

Trying to portray La-kemba as a failure of  
Multicultural Australia.

### **You're Always Welcome Here In Lakemba**

You were greeted happily and met nice people,

And you got to learn that we are peaceful and equal  
and people that all about unity,

Day and night this is a safe community,

With everyone around here in a good mood,

You ate good food, got Henna tattooed,

And went to many places and seen many races  
and welcomed here by these friendly faces.

### **You're Always Welcome Here In Lakemba**

Sorry Pete but you got it all wrong,

But we're all glad that you came along,

When you arrived, your vision was blurred,

No need to be afraid, forget what you heard,

At first you were scared, then you got some help,

Everywhere you went, you saw it for yourself,

And met some good people, so remember

**You're Always Welcome Here in Lakemba**



## Romana Waseem

Starting with our organisation way back in 2006, Romana is our longest serving staff member and is a very familiar person to many women and families that live in Lakemba and surrounding areas.

In fact Romana can't walk down Haldon Street without someone recognising her, whether it be from a current or previous class, group or activity, women always fondly greet her.

Just recently Romana bumped into Anjum who attended our Lakemba Ladies Lounge back in 2016 after her husband had passed away and was caring for two young children.

With lots of encouragement from Romana, Anjum later joined our English Conversation class and then in 2017 successfully completed her Certificate III Course in Childcare. It was great news to learn that Anjum was now working full-time and enjoying her new career as a childcare worker.

While we are sad to say goodbye to many women, it is always great hearing their success stories and knowing that Romana and the programs offered at the centre have played a role in supporting women through the ups and downs of family life and their settlement journey.

Romana is a truly inspiring role-model who understands the struggles of many women settling in a new country with young children, but with no extended family or friends for support. Her personal experience, empathy, community knowledge and skills are why our programs are so successful in engaging women and helping them transform their lives. 4cs is lucky to have her and we hope that she will be working with us for another 16 years!



4cs manages the garden on behalf of Canterbury Bankstown City Council and works with the gardeners to maintain and nurture the garden. Membership of the Lakemba Community Garden is open to residents within walking distance, and who do not have access to their own garden.

The Garden is also a space where local residents can get some exercise, learn some skills and meet others in their neighbourhood. Residents who do not want to hold a Plot can apply to become a friend of the Community Garden and attend training, working bees and social events.

## Skills Training & Resource Service (STARS)

Funded for the last 23 years our STARS service has provided essential training and support to staff and volunteers working in Commonwealth Home Support Programs across the Inner West and Canterbury.

Our STARS team possesses a wealth of knowledge about the sector, the transition to the new aged care system and the needs of local organisations. The pandemic and lockdowns meant a big change in service delivery, with face-to-face training and volunteer information sessions moving online. The team were able to adapt and move to online delivery through Teams, Zoom and Webinars. While face-to-face is slowly coming back the online mode of delivery is also here to stay for those that have the required digital literacy and prefer it.

There are big changes ahead for the Aged Care Sector with the shift to a new mode of program delivery. Like with the response to the Pandemic our STARS team are flexible, resilient and prepared to support services to the best of our ability.

## A Message from Jennifer

Sydney Community College sends its warmest congratulations to 4cs on its 50th birthday. As a partner of 4cs for over 10 years, we value the commitment of its staff to service provision that meets the focus of the local community. Kate McLean and Romana Waseem are imaginative and effective in the way they connect people to the training services offered by our College. We want to acknowledge also our professional and productive association with Liz Messih over many years and, now, with Esta Paschalidis-Chilas as CEO. 4cs remains in good hands. We look forward to our continued association with 4cs for another 50 years.

**Jennifer Aldred, Senior Manager**  
**Sydney Community College**

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## A Message from Zoi

I would like to congratulate the 4cs on 50 years of continuous service to the community. You are to be commended for the extensive range of community and aged care services in the Inner West. I look forward to seeing what more you and your team can achieve in the future.

**Clr Zoi Tsardoulis**  
**Marrickville-Midjburri - Inner West Council**

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## A Message from Dina

I am thrilled to hear that 4cs is 50 years old this year. What a testament to past and present leaders, keeping it strong and relevant in this current market driven climate. Bravo to you and your team!

**Dina Petrakis, CEO**  
**Ethnic Community Services Co-operative**



# SUPPORTING SENIORS 50 YEARS ON



**The 4cs has been delivering community based aged care services for several decades and in that time the organisation has seen cycles of change to funding models, methods of service delivery and the names of programs as well.**

We have seen the demography of the community change as well as people's needs changing as they progress through life. What has not changed is our continued commitment to assisting seniors to live a life in connection with their community.

As of today, the 4cs delivers aged care services to seniors in the Canterbury Bankstown and Inner West Local Government areas under the Commonwealth Home Support Program (CHSP) and to residents with higher or more complex needs through the Home Care Packages (HCP) Program.

We also support residents with friendly home visiting through the Community Visitors Scheme where volunteers will visit aged residents in their own home (if they are in receipt of a Package) or in an Aged Care facility.

Looking back, the formalisation of help for the frail aged, people with a disability and their carers began as an Australian Government and State/Territory initiative under the Home and Community Care Act 1985. The Act came about in response to growing calls for the government to free up hospital beds that were overwhelmingly being used by people who could still manage at home with just a little support, from a community nurse for example. The Home and Community Care program was jointly funded and managed by Commonwealth and State governments at 60% 40% respectively.

Early funding under this program was provided to Canterbury City Community Centre to provide social support to isolated older people. Group activities were organised and volunteers recruited to support both the groups and individual clients in their homes. By the 2000's, 4cs was successful in establishing an Easy Care Gardening service in response to a growing need from older residents for help with mowing their lawns and looking after their gardens.

Reforms to the aged care and disability sector commenced in 2013 through the National Disability



Insurance Scheme Act and this heralded the separation of support services for people with disabilities from services for older people. It was around this time too that Community Aged Care Packages changed over to HCPs. The earlier model, Community Aged Care Packages, allowed people to continue living independently but only had 2 levels and the higher level of needs were supported by the Extended Aged Care at Home program (EACH and EACHD for people with dementia).

In 2015, the Government developed the HCP system with four levels of care which would provide higher level support than the entry level Commonwealth Home Support Program (formerly Home and Community Care services). 4cs became an approved aged care provider, necessary to apply for Home Care Packages.

While aged services under the Commonwealth Home Support Program (CHSP) receive a grant from the government and this subsidises activities or service supports, the model of funding HCPs was different. Clients were assessed at one of four levels. Each level provides an allocated amount of funds which translate into hours of care/support.

By taking this step, 4cs was able to diversify our models of aged care funding. This also provided a continuity of care between CHSP and HCP services as clients aged, health deteriorated, and more support was required. 4cs was given 19 Home Care Packages in 2015/6 for the Inner West area only.

In Feb 2017, the government streamlined the system doing away with area restrictions. As long as the client had a referral code and had been assessed they could apply to any approved provider. Around this time, the centre was also successful in gaining funding to provide CHSP funded Personal Care – assistance with showering and dressing, further broadening the range of services on offer.

4cs is like a quiet achiever there's a determination across the organisation to deliver quality services, supporting people with professionalism and a friendly attitude... It's a very 'real' place to be and onward to another 50 years!

Following the Royal Commission into Aged Care Quality and Safety commenced in 2018, the Government has begun the process of overhauling the aged sector and drafting a new legislative framework to replace the current Aged Care Act 1997.

This process is now underway with considerable change to accountability and reporting mechanisms along with changes to the funding model which came into effect from August 2022.

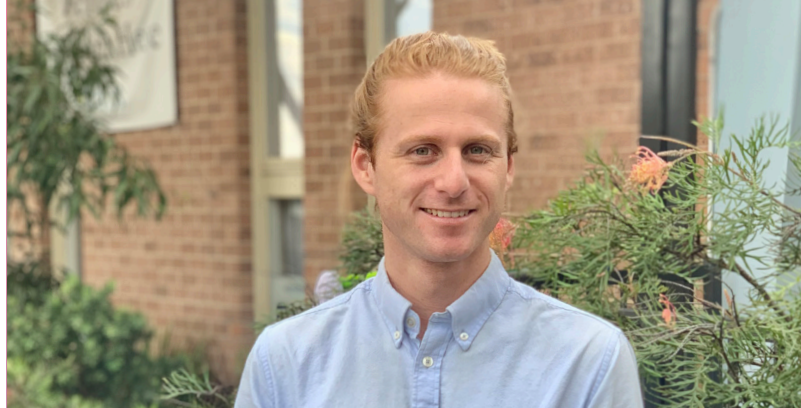
The new In-Home Aged Care program is due to commence in July 2024. 4cs experience with running the HCP provides a level of confidence for the centre as the proposed new system is said to incorporate many of its features, which are similar to the National Disability Insurance Scheme.

While COVID put a hold on our regular group activities we returned cautiously to both gardening and social group activities towards the end of 2021, once Sydney's lockdown was removed. This period impacted on our recruitment and retention of volunteers however, potential volunteers are once again approaching us to provide much needed support. It has been difficult to gain access to residential care for our Community Visitor Scheme program as many facilities were reluctant to engage with external people.

The impact of COVID also provided an opportunity to change the way we deliver our social support groups. To maintain social distancing rules, we used external venues which provided larger spaces with catering. Both clubs, Mt Lewis and Olds Park, have meant that groups have almost grown to capacity and enabled more people to attend than was possible at the centre.

Looking ahead to July 2024, will see 4cs aged services transition to funding and delivery of services, under a new Aged Care Act. The Commonwealth Government's legislated changes will bring new monthly reporting and compliance activities structured around a payment in arrears system, both of which have already been implemented.

From the client perspective, the new Act should provide greater choice and transparency, improvements to assessment processes and access to a pool of funds for goods, equipment and assistive technology. The new system will use a fee for service funding model with fees set by the government. These are major changes for the sector and it will be interesting to see the benefits to our clients over the next 5 - 10 years as 4cs heads towards its 60 year anniversary.



## Michael - Volunteer to Community Aged Care Project Officer

**Michael is currently employed with 4cs as a Community Aged Care Project Officer within the Garden Care team.**

Back in September 2020 Michael moved to the Inner West and was looking for work after finishing university. He was also interested in connecting with his new community and considered volunteering.

By November 2020 Michael was volunteering with 4cs Garden Care five days a week and reached the 15 hour limit recommended by Volunteering Australia. Michael was then offered a full-time paid position within the Garden Care team as a Community Aged Care Project Officer in February 2021.

Now employed for 18 months and reflecting on why 4cs has been around for 50 years, Michael said... 'a key factor is the workplace culture and the support to grow, whether that's through training opportunities, regular catchups or the ability to address new challenges from a different angle. Most importantly, I feel supported through the open, transparent and respectful communication between all my team members... I think this culture stems from staff and volunteers wanting to help build the community'.



## A Message from Lyn

4cs is like a quiet achiever. Whoever the staff have been over the years, they seemed committed to representing the community and making things happen. Every time our paths have crossed, I have noticed more great ideas put into practice.

Now that I work here I can see why. There's a determination across the organisation to deliver quality services, supporting people with professionalism and a friendly attitude. It's a very 'real' place to be and onward to another 50 years!

**Lyn Milne**  
4cs Manager Aged Services

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## A Message from Gillian

Congratulations to the 4cs on reaching a landmark 50 years of providing quality services and resources to the local community and beyond. Over the years the 4cs has gone from strength to strength, overcoming barriers like inadequate funding, sector changes and the pandemic.

4cs always rose to the challenge. Visionary leadership, passionate and talented staff, ethical practices and being truly grounded in the community have ensured its survival - and the excellent reputation it deserves. Staff, volunteers, clients and all involved with the centre - past and present- should be very proud. Enjoy your celebration!

**Gillian Whalley-Okafor**  
Former Manager, Aged and Disability Services







## A Message from Liz

Congratulations to the 4cs on reaching this wonderful milestone of 50 years continuous community service to the people of Lakemba, the Canterbury-Bankstown and Inner West Local Government Areas.

The 4cs was a remarkable place to work. That it has survived and thrived when many similar organisations have ceased operations is a testament to the many people involved... Board members, staff, volunteers, partner agencies, all levels of government and local members of Parliament. Above all it belongs to the generous support and trust of an amazing community.

**Liz Messih, Former 4cs CEO**

## A Message from Linda

I'm honoured to extend my congratulations to the Canterbury City Community Centre (4cs) for achieving this impressive 50 year birthday milestone. The history of 4cs is a heart-warming success story and I'm proud to have played a role in supporting the great work of this community asset. The diverse range of services available to those in need make a significant difference.

I thank CEO Esta Paschalidis-Chilas and the team for their tireless work and leadership at 4cs. Esta has been a powerful community advocate who has put the organisation in a strong position to prosper long into the future.

**Linda Burney MP, Member for Barton  
Minister for Indigenous Australians**



## A Message from Tony

**In celebrating the 50th Anniversary of Canterbury City Community Centre, I would like to acknowledge the invaluable role that the '4cs' play in ensuring that our local community remains inclusive, cohesive, and resilient.**

Through the critical services it provides, the Canterbury City Community Centre helps empower and support the most vulnerable and disadvantaged members of our community.

The centre's vital outreach programs continue to provide community members with connection, whether this will be through volunteering or

community events. These services show that Canterbury City Community Centre is worthy of its motto 'community building community'.

I extend my warmest congratulations on Canterbury City Community Centre's 50th Birthday and look forward to celebrating many more years to come.

Yours sincerely

**Tony Burke MP**  
**Member for Watson**



50 Years  
1972 - 2022



## A Message from Sophie

**I am very happy to see that the Canterbury City Community Centre is celebrating its 50th anniversary.**

The welfare and prosperity of our local community is extremely important to me, and a priority that I share with the CEO Esta Paschalidis - Chilas and the terrific team. Thank you for the very important programs you run to support our amazing multicultural community.

The 4cs has helped our community through the toughest of times, notably during the COVID pandemic, and now through the cost-of-living crisis. The partnership between the community is invaluable, and one I hope to see only strengthen in future.

I offer my sincerest congratulations to all the magnificent volunteers, staff, and management at the Canterbury City Community Centre!

**Sophie Cotsis MP**  
**Member for Canterbury**





## A Message from Khal

**On behalf of the residents of the City of Canterbury Bankstown, I would like to personally thank you for the outstanding work you do in our community.**

Your support in providing a range of activities and programs, in particular legal, health and wellbeing, domestic violence and cultural support services over many years is greatly appreciated.

A community-based centre that aims to enrich the lives of so many through its vision and values.

Undoubtedly, the majority of work you do on an ongoing basis, is with the needy and diverse communities.

I congratulate you on your 50th anniversary and thank you and all the dedicated staff and volunteers for your contributions to our City.

**Clr. Khal Asfour**  
**Mayor of Canterbury-Bankstown**

# 50 YEARS OF RESILIENCE AND COMMUNITY SPIRIT

50 Years  
1972 - 2022

## A Message from Jihad Dib MP Member for Lakemba

**I would like to start off by congratulating Canterbury City Community Centre on serving the community for 50 years this year. I have worked closely with the organisation in my time as a local Member of Parliament and when I was Principal of Punchbowl Boys High School.**

This is a time of reflection for many of us and I too have been reflecting on how challenging 2022 has been. The past few years have shown us that the measure of a community is not just how it comes together during the good times, but how it responds during the difficult times.

I am especially proud of our community for taking on the challenge not to leave anyone behind.

It is the smallest gesture that can help others. I am pleased to recognise Canterbury City Community Centre who have demonstrated generosity and a willingness to help.

The Lakemba community assisted the many families who were left in need by providing food and other essential supports.

While COVID-19 continues to impact our lives, it has allowed our community spirit to prosper. Many restrictions have eased but there are still ongoing challenges to navigate. We should take any opportunity to pause, reset and to look at how we do things.

I have used every opportunity to honour our local unsung heroes by telling their stories in Parliament. Canterbury City Community Centre was recognised in NSW Parliament for playing its part in our community. I recognised the collective work of Canterbury City Community Centre coming together to support Esta in her transition as the new CEO and for the amazing charity work they did during the pandemic.

It is important to acknowledge the Board of Directors, staff and most importantly volunteers who are the backbone of the community centre. The tirelessness and dedication on display is a testament to the Centre and something for which the community can be both proud and grateful.

On behalf of our community, I extend our heartfelt appreciation and thanks for your tireless work.





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50 Years  
1972 - 2022



130 Railway Parade Lakemba NSW 2155

Open 10:00 am to 4:00 pm Monday to Friday Call 02 9707 1111

# 50 YEARS OF COMMUNITY BUILDING COMMUNITY

Canterbury City Community Centre acknowledge the traditional custodians of the land on which we live and work, and pay our respects to elders past and present.



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