



Canterbury City
Community Centre

Community Building Community

ANNUAL REPORT 2018

**Your local centre
making a world
of difference**





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Our Statement of Purpose

We connect individuals and communities to:

- Develop and provide services responsive to community needs and individual choice
- Promote harmony, social inclusion and an improved quality of life
- Build capacity, sustainability and resilience.

Our Values

- Social Justice
- Integrity
- Accountability
- Equity
- Empowerment
- Compassion

Our Vision

A strong resilient community which values and includes each member

Our Motto

Community Building
Community

President's Report

Over the 2017-18 financial year the Canterbury City Community Centre (4cs) continued to respond to wide-ranging policy reforms affecting the delivery of social supports. In doing so, it maintained the high quality of its services and kept firm its focus on clients and the community in which they live.

Many of the people who receive aged care services through 4cs would be unaware of the scale of change required as part of the move to individualised funding packages. New administrative and financial processes have been introduced and while there has been a financial loss as our Home Care Packages Program has grown in size, staff have worked hard to ensure a smooth transition for clients. The Quality Review conducted by the Australian Aged Care Quality Agency in December 2017 found that the Centre once again met all 18 criteria – a very pleasing result.

The 4cs capacity and community building activities provided a wealth of opportunities for people to connect with others in their community, to share and learn skills, and to contribute to shaping a strong and vibrant community.

Our Listening@Lakemba survey found that Lakemba's incredibly diverse population was one of the attributes most valued by the community, while littering and access to recreational and sporting facilities remain areas of concern. These views are

reflected in many of the Centre's activities that seek to celebrate the strengths within our community, while programs such as Environment@Lakemba continue to bring residents together to organise activities towards creating a more attractive and healthier place to live.

In response to the NSW Family and Community Services Targeted Early Intervention reform process, the Centre this year continued to place a stronger focus on services for children and families. Many of our services – including the Lakemba Ladies Lounge and the Mum 2 Mum playgroup – are activities that are not only valuable in their own right, but also provide opportunities for participants to learn about and connect with other services and supports. By working in partnership with a wide range of other organisations – including health and counselling services, education providers, and migrant support services – 4cs continues to maximise its reach and impact, creating pathways to assistance for many in the community.

Our CEO, Liz Messih, and her hard-working team are to be congratulated for their ongoing commitment to responding to need at both the individual and community levels and for their focus on continuous improvement in an environment of change.

The Centre's work is supported by numerous funding bodies, and by donations – both in-kind and monetary – from a range of individuals and organisations. This support is much valued and appreciated.

During this year 4cs farewelled the Men's Shed with members electing to work towards becoming an Independent Association. After more than ten years supporting the Shed, including several years with no funding, the Centre wishes Men's Shed members all the best on their journey to independence and hopes this will lead to new prospects for financial support.

This year also saw the 4cs move to adopt a new constitution, bringing it into line with updated legislation, and allowing for improved governance structures and processes.

With the Centre's strategic plan drawing to a close, a new plan for 2018 - 2021 was developed. Clients, funders, staff and volunteers helped shape the plan and in doing so, strongly reaffirmed the Centre's current Vision, Statement of Purpose and Values.

Over the coming years the Centre will continue working towards "A strong resilient community which values and includes each member". Challenges ahead include the prospect of further reforms, increased competition for funding and clients, population growth and increased levels of need, and uncertainty around the Centre's physical facilities. This year, however, has shown that the Centre has the capacity to adapt while remaining true to its core commitment to serving the people of Canterbury - Bankstown and the Inner West.

**Rhiannon Cook
President**

Chief Executive Officer's Report

Once again the year has seen substantial growth in demand and use of Centre services, in income and expenditure, in the number of programs offered and people employed. We have been on what seems like an endless journey over the last few years of growth and managing internal change within a volatile and uncertain external environment.

The rate of change has exerted some pressure on our finances, administration and operations but we have finished the year intact and on a firm footing. Our Board and staff have responded to the pressure and are continually adapting and re-evaluating to keep the Organisation moving forward while retaining those 4cs qualities that we all value so highly – a commitment to the people who use our services and working with many others to achieve our Vision of a Strong Resilient Community which values and includes each member.

Our largest Program area is in Aged Care and we are appreciative to the Dept of Social Services for their continued support through the Commonwealth Home Support Program and the Home Care Packages Program. We have seen a steady increase in the number of clients receiving services through the 4cs and it is pleasing to be able to continue to offer services to clients as their needs become more complex.

Community Builders funding received from the NSW Government, Family and

Community Services offers the 4cs great flexibility to respond to the changing needs of families and children in the area. We have also received many small grants and I would like to thank our local Clubs through the ClubGrants Program and Canterbury Bankstown Council for their support in this regard, as well as the continued support with the provision of premises from Council.

With the full transition of services under the NDIS we have lost some funding in direct service delivery and have assisted existing clients access new services during the process. Unfortunately funding to our highly valued STARS Program was reduced by one third at the end of the year with the full transition to the NDIS and will see a reduction in services in the coming year.

I would like to acknowledge the hard work and dedication of our staff, volunteers and Board, along with the individuals and many partner organisations that support us. During the year the Board has led the Organisation through the adoption of a new Constitution and Strategic Plan. Most importantly, it has provided oversight and direction during a critical point in understanding and managing the relationship between two very different funding models.

We have an exceptional staff team at the 4cs who are well supported by an equally exceptional volunteer team. The ability within the Organisation for people to work together has added considerable value to every Program offered. I would also like to thank our members and the people who use our services for their trust and their support of the Centre.

The Annual Report contains some of the stories of the people who have contributed to the 4cs and our community during the year ... it will provide just a small glimpse of why we all like working here so much.

The year ahead will again be one of change as much as we crave constancy. We are focused on diversifying our income, continuing to grow existing service areas in fee for service and brokerage opportunities, expanding our communications, building our capacity to use technology to improve efficiency and to capture soft outcomes, and of course to continue to provide good quality caring services which respond to the needs of our community.

Neighbourhood Centres like the 4cs often fill gaps in service delivery ... we are an open door for residents to access services when the navigation of the system is complex or hard to work out. We have a unique role to play within communities, we are not just about providing a service (although this is what we do) but also about creating pathways for residents within a community. We facilitate a sense of belonging and connection, are a mediating structure between individuals and government where no other support exists, we offer a mechanism to give back to the community, and in essence work with others to build community from the inside out.

We look forward to your continued support in the year ahead.

Liz Messih
Chief Executive Officer (CEO)



Canterbury City
Community Centre
Community Building

47

TAFE STUDENTS SURVEY
372 HOUSEHOLDER'S
DOOR TO DOOR



Connections and Community

A key role for the 4cs consistent with our Statement of Purpose and our long history is to connect individuals and communities, to promote harmony and build community resilience and capacity. Centre staff and volunteers work hard to create a warm and welcoming environment in which to deliver Services – we often hear feedback from residents that they feel at home in the Centre ... with many women describing the Cottage as like their second home.

Connecting people to each other and to organisations has benefits for the individuals and the community as a whole. Opportunities for people to connect can reduce the impact of social isolation, have positive health benefits, promote cross cultural and inter-generational understanding, and build strong resilient communities. Communities where people build relationships across different Organisations and areas of influence are resilient and provide a supportive and inclusive environment for vulnerable members such as children and the elderly.

Canterbury City Community Centre operates a number of social inclusion programs that connect individuals and communities to each other, and to services.

Listening@Lakemba

In the second half of 2017 the Centre undertook a comprehensive community consultation, the results of which helped to

inform our Strategic Plan and the activities offered in our Community Builders Program. A project of the 4cs in partnership with Bankstown TAFE and WESTIR, teams of Bankstown TAFE Community Services students conducted 372 surveys with householders across Lakemba.

The results were revealed at a community forum where people had the chance to not only hear the results of the survey, but also discuss solutions to the needs and concerns raised. Over 150 local residents and representatives from both community and government organisations attended the Listening@Lakemba Community forum in October to hear and discuss the results of the Lakemba Household Survey.

When asked what people liked about Lakemba the top six responses were the multicultural diversity of the suburb; sense of community; access to shops, services and facilities; transport and food. What people didn't like most was the litter and illegal dumping of household goods, followed by insufficient parking.

The survey also highlighted what people thought were the top needs in the area, these included education campaigns to improve the cleanliness of the suburb, more recreational and sporting facilities particularly the need for a public swimming pool with access for women's only swimming sessions.

These were followed closely by the need for improved facilities in parks including playgrounds, more free activities for children

and young people, as well as increased access to adult education courses.

Overwhelmingly Lakemba's vibrant and diverse population was seen as a real positive for people living in the area and something that should be celebrated and promoted as an example of how different cultures can live harmoniously together and celebrate their different cultures. 82% of survey respondents were born overseas and the total number of countries they came from was 48.

The final report was distributed widely and is available on the 4cs website.

Environment@Lakemba

Meeting every two months, environment@lakemba is a group of committed locals who together are addressing Lakemba's littering and dumping issues. The Group has met since the first listening@lakemba report in 2012 and have undertaken many projects this year including Clean Up Australia Day, as well as co coordinating the inaugural Cleanest Street Lakemba Competition. The competition saw 48 householders from 14 streets compete for the honour of winner of Cleanest Street Lakemba 2018... with Croydon St South taking out the prize, followed by Fairmount Street for 'Most Improved'.

Lakemba Community Markets

Our monthly Markets have continued to grow with 45 stall holders now participating on the first Saturday of every month. We

have lost a couple of market days to rain but have managed to celebrate Eid, Pakistan Independence Day, Relaxation & Wellbeing, Chinese New Year, International Womens Day, School Holiday Fun, Refugee Week, Mother's Day and World Environment Day. The Market has provided a space for local Performers and stall holders to showcase their skills and products, earn an income and further build their capacity. During Harmony Week we hosted an evening Movie and Market Night with over 800 families enjoying a screening of the movie Moana and access to the markets.

Social Inclusion and Wellness

Funded under the Commonwealth Home Support Program, our Social Inclusion and Wellness Service offers a range of large and small groups and one on one social support for frail aged residents living in the Inner West. Supported by a large Volunteer team, the groups include our Thursday 4cs Friendship Group, the Tuesday Art and Activity Group, Knitting with Heart, Blokes Day Out, Evergreen Garden Lovers group and supported outings. Door to door transport is provided as are lunch and light refreshments. Groups provide an opportunity to socialise with peers in a supportive and accessible environment – this has health benefits and contributes to people being able to remain living independently in their own homes.

This year, greater flexibility has been offered through the Program with a variety of special interest outings and information sessions held, as well as gentle exercise, Salsa for Seniors and coming soon... a community choir.

One on one support is available for some of our clients who may need additional

assistance to pursue an interest or activity, to go to the shops and run errands, or just to share a conversation and a cuppa.

Lakemba Community Garden

This year Lakemba Community Garden has continued to blossom with 29 plot holders looking after their individual plots as well as coming together for monthly working bees and workshops, which are also open to the community. Workshops this year have included topics such as Natural Pest Management, Composting, Native Bees and Measuring Soil PH for a healthy garden. Keen to hear and share their ideas with other gardeners there was also an excursion to Riverwood and Chester Hill Community Gardens. Thanks to a small grant from the Stronger Communities Fund through local MP Tony Burkes Office, the community garden has a new addition – a large, bright, yellow tool box. Apart from a place to store all the gardening tools and equipment the design of the tool box has enabled the gardeners to share seeds, gardening tips and information.

Lakemba Ladies Lounge

The Lakemba Ladies Lounge provides a space where local women can meet, try a new activity and relax in a friendly environment. Women who attend each Thursday volunteer to share a skill with others and a quarterly Program is developed with activities ranging from making rag dolls, candles or gift cards, basic computers, embroidery, story telling, cooking and sewing, amongst other topics. The Lounge has met 40 times during the year and is attended by an average 16 - 40 women each week, many of whom bring their pre-school aged children. For women new to Australia, or without family and friends in the local area,

the Lakemba Ladies Lounge has become a 'home away from home'. The Ladies Lounge has also hosted many workers from other services who provide information about their services or about specific topics such as financial management, parenting or accessing government services.

The Lakemba Ladies Lounge Out and About activities provided a range of outings and excursions for women and their children to visit places they would not normally have access to. Following a Council grant the 4cs was able to support the initiative with the provision of transport, child-minding support, entry fees and refreshments. A total of 329 women participated in the outings.

STARS and Volunteering

During the year the STARS Program has continued to assist residents looking to volunteer across the Canterbury Bankstown and Inner West LGA's. A total of 10 Step into Volunteering sessions have been delivered with 55 people from these sessions following up with an individual appointment to help match their skills and interests to a local organisation. While people are looking to volunteer for a range of reasons such as making new friends, keeping active and learning a new skill ... a large number are also looking to gain experience to help them find paid work. For many people newly arrived from overseas, volunteer experience in a local organisation can assist them to build their confidence, better understand Australian work place customs and culture, as well as help them to network and find work.

STARS has also been busy promoting the value of volunteering and opportunities available through information stalls at local expos across the region including



the Bankstown Volunteer Expo, Lakemba Community Markets, Roselands Shopping Centre and other local events. In addition, the new promotional postcard - Volunteer in Your Community has also been distributed widely, while volunteers can find out what's available locally through the development of two new Volunteer Handbooks for the Canterbury Bankstown and Inner West

Regions. To celebrate the vital role that volunteers play in the delivery of a range of services and appreciate their contribution to the community, two events were held during National Volunteer Week May 2018 to bring volunteers across the region together.

STARS also supported Inner West Council recognise their volunteers through the Amy

Large Awards and assisted with the Premiers NSW Volunteer of the Year Awards. With nearly 2.1 million volunteers across NSW it's important to recognise the contribution that volunteers make.

The 4cs like many other organisations wouldn't be able to do what we do without you, so Thank You.

Yoonus' Story

Yoonus's passion for improving the local community has seen him be a driving force with the group Environment@Lakemba since its formation in 2012. Born in South Africa, Yoonus left school at the age of 14 to help support his family. After a few years working and studying part time he went into manufacturing, starting a small factory to produce plastic goods, then high quality aluminium and stainless steel cookware. As the business grew one small factory turned to three with Yoonus responsible for exports, marketing and sales at International shows in the UK and UAE.

Apart from running a successful business his interest in politics and passion for improving the local community saw Yoonus as president of the local school's Parent and Citizen Committee and an active representative on the Local Council Advisory Board.

After several trips to Australia he migrated to Sydney in 1997 as a business migrant with his wife and four children. He continued to travel back and forward to South Africa for business and made Lakemba home in 2001. He thought the range of foods available, particularly halal food, public transport and proximity to the city made Lakemba the perfect place to settle.

With his interest in helping the community he became involved with projects at the local Lakemba mosque and volunteered his time to assisting others. With his contacts in the business world and local community he has been able to harness support to assist Rohingya asylum seekers with housing and the basic necessities to help them start their life in Australia.

He first heard about Canterbury City Community Centre when he saw a poster for the Listening@Lakemba Community Lunch and Forum in November 2011. Keen to hear the views of others and have a say he was particularly interested in the litter and household dumping problem in Lakemba and what could be done to address this. Eager to become involved and to make Lakemba an even better place to live, he signed up for the first Environment@Lakemba meeting.

Environment@Lakemba brings together local residents to educate the community about litter, recycling and Councils Household Clean Up service through information stalls at Haldon St Festival and Lakemba Community Markets, clean up days, development of a range of culturally appropriate resources and the co-ordination of the Cleanest St Lakemba Competition.

As a member of Environment@Lakemba, Yoonus has contributed enormously by engaging and talking with local businesses, schools, the mosque and church groups over the last 6 years. With his knowledge of business, active participation in the community plus great people skills, he has been able to assist Council engage with these groups to help keep Lakemba clean.

His advice for working with the community for change is to have a vision and be optimistic, as he states, "Water under the bridge is gone, you can't retrieve it, you must look ahead to where the water is coming from and harness the power of that."

Yoonus 2nd from right with Hasna, Zafar, Maggie and Prakash





Inclusive Quality Services

Canterbury City Community Centre offers an accessible and local point for residents to drop in to seek information or referral to another service. As a Neighbourhood Centre we are open to the public and can find ourselves responding to enquiries of any nature – it could be seeking support for a person in crisis, finding a phone number for a known service, or locating a Service to provide ongoing support such as counselling. On average we respond to 500 such requests for information each month.

It is invaluable to retain a local presence – not everyone has the same access to information and barriers can exist through language, lack of knowledge about Australian systems and services, limited access to technology, age and income. A human face and a local presence makes a difference in delivering Inclusive quality services.

During the year we have retained our extended hours of opening of 9:00 am to 4:00 pm and have continued to see an increase in demand for those informal Neighbourhood Centre services offered. For example, requests for emergency relief assistance have increased by 41%, as has the number of people needing the services of a Justice of the Peace.

We work hard to create a welcoming environment for all who attend the Centre for whatever reason. The capacity of the

Organisation to build trust through sustained positive interactions is an important feature of our ability to offer preventative supports to local residents – people can seek help for an issue before it becomes a crisis or to feel included in community where previously they felt they were on their own.

Aged Services

Canterbury City Community Centre has delivered Commonwealth Home Support Program services for over 20 years, and in the last 12 months has continued to establish its Home Care Packages Program for aged clients with higher or more complex needs. The capacity to provide both entry level support and higher level care is a benefit to clients who use our services. The provision of aged care services is occurring during a period of continuous and evolving reform with funding models for Home Care Packages, where the funds are allocated to the consumer, planned to extend to our other CHSP services which are currently block funded.

During the year the Organisation underwent a quality review conducted by the Australian Aged Care Quality Agency and was accredited with 18 criteria met out of a possible 18. New Aged Care standards came into effect at the end of the financial year and the 4cs will be reviewing all policies and procedures in the coming year to ensure compliance by July 1st 2019.

In providing services for frail aged clients, we recognise our responsibility in supporting

vulnerable residents to remain living independently and with choice in their own homes and are fully aware of the position of trust that this places us in as an Organisation. We hear from clients that they like the personal connection to our Service, staff and volunteers, within their own community. Clients like continuity of staff to deliver the Service, they appreciate staff who have cross cultural understanding and language, and like staff to be from the local community.

Our staff and Volunteers go out of their way to ensure that clients receive not only a service, be it gardening, social support, transport, personal care or domestic assistance, but they also receive personal attention and care from team members.

Commonwealth Home Support Program

During the year we have provided services to 697 individual clients, some of whom receive more than one service from the 4cs. Our CHSP clients come from 61 different countries of birth ... 61.5% live alone and 30% live with a partner. The average age of our CHSP clients is 81 years although we are seeing increasing numbers aged 90 plus.

Garden Care

During this year our Garden Care service delivered 16,588 hours of service to 408 gardening clients and 303 lawn mowing clients. Contributing to this were 50 volunteers, 8 staff and 13 lawn mowing contractors. The number of gardening hours



16,588
HOURS OF GARDENING
PROVIDED FOR FRAIL
AGED CLIENTS





Munazza's Story

Munazza came to Sydney from Pakistan in 2010 after marrying her husband Taj Muhammad. Munazza 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 that 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 4cs to help you slowly merge into the community, learn the language, culture and socialize with others."

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 and feels very proud of her achievements. She says that she, her husband and daughter feel very much part of the community now, but is always looking at ways to improve her business. Most recently Munazza has been attending a Customer Service course at the Centre, made possible by the Centre's partnership with Sydney Community College and the provision of child minding.

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.'

is an amazing achievement in itself as it means a home is tidier, safer, looks well cared for, and becomes less of a worry or source of shame for the resident. Many of the gardens visited by the 4cs have been the source of decades of love, hard work and memories and our teams share this with their owners.

Following receipt of a small grant from the inner West Council Garden Care produced two videos promoting volunteering within the Program – this resulted in a significant increase in volunteer numbers during the year. A highlight for the year was the launch of the videos during National Volunteer Week and seeing clients Greg and Win receive their Golden Gnome Awards.

The extensive use of volunteers in the service delivery model used by Garden Care has benefits not only for the client and their garden, but also for the volunteer and the broader community. The transformations of gardens that were unsightly and in many cases unsafe brings a sense of pride and relief to our elderly clients. For many it makes the space usable again and many are able to continue light tasks to maintain the garden or simply be able to get outside and enjoy the space once again.

Our Easy Care Gardening Days also include time for morning tea where the clients can have a cuppa with the team and many gardening, or life, stories are shared.

Our Consumer Directed Gardening Service and Lawn Mowing Service are more task orientated but still delivered with the same care and courtesy. As a service vulnerable to the weather Garden Care has been impacted by the drought as fewer mows are undertaken and also by heavy rain or

extreme heat as days are lost in the easy care gardening service.

Social Inclusion and Wellness

It is vital that as people age they keep their connection to and involvement in the community, and there is a growing body of evidence showing that social isolation can lead to depression and a decline in physical well-being. Our services encourage and support clients in re connecting with past pleasures as well as finding new ones. During the year we have provided social inclusion services, in large or small groups or one on one, to 117 clients.

As service providers we are mindful of putting clients at the centre. This is a common thread in our Garden Care, Social Inclusion and Wellness Program, and our Home Care Packages. This means listening to the client's wishes and tailoring services to suit the individual.

Making good matches between staff or volunteers and the clients they support is crucial in maximising good outcomes for the client. Having a regular volunteer or worker means that there is continuity of care and gives the opportunity for a rapport to develop with the client.

Our Social Inclusion groups also respond to the individual needs of clients, with groups formed around special interests and activities such as Knitting, Arts and Social Activities, Blokes Day Out and Garden Lovers. The groups also provide an opportunity to socialise with peers and re-build confidence in social situations.

Our Social Inclusion Program has employed three part time staff during the year and a

large volunteer team of 35 people.

Community Visitors Scheme

4cs receives funding through the Community Visitors Scheme (CVS) to provide volunteers to visit eligible clients in their homes or in a residential setting. The purpose of CVS is to alleviate social isolation that may be experienced by older people and to increase their general feeling of wellbeing and connection to the community. Last year 26 group visits were provided by our volunteers to residential facilities and we had 26 active Home Visitors for our one on one program. 4cs have taken an innovative approach to service delivery by bringing in socially isolated clients on Home Care Packages to join in a social group at the Centre, where they can interact with others and enjoy the camaraderie of being part of a group whilst still receiving individual support from a volunteer.

Home Care Packages

Home Care Packages deliver a suite of services tailored to the specific needs of clients and can include personal care, domestic assistance, allied health and nursing care, transport, home maintenance and modifications, meal preparation and case management. In establishing our Home Care Packages Program within a competitive and commercial environment we have tried to steer a course between ensuring financial sustainability, long term viability and ensuring the Service was consistent with our Statement of Purpose and vision for the community.

Home Care Packages are for clients with often more complex needs and our approach has been to respond flexibly to client



needs, as required in delivering consumer directed care services, offering choice and also continuity in carer and consistency of approach. We are proud of the level of care we are able to offer and over the course of the year have supported 38 clients with a Home Care Package. We have also been able to provide services using our own

employees, rather than Agency staff, and this has been greatly appreciated by the clients and their families. We employ 15 staff in the HCP Program who between them speak 10 languages.

During the year the number of clients receiving services at any one time has grown

steadily from 16 at the beginning of the year to 33 at the end. The Program has achieved a sustainable level of service during the year which needs to be maintained into the future.

The services that CCCC delivers under the CHSP and HCP give clients real choice about being able to continue living at home.

Inge's Story

Inge first came upon the 4cs at a Haldon St Festival. She had recently moved into the area and was feeling a bit socially isolated so was happy to discover that we had a Social Inclusion and Wellness Program.

Inge enjoyed participating in a couple of our groups and outings, and quickly found a niche for herself using her background in the textile industry and skills in design and craftwork in both the Tuesday Social and Activities Group and the Friday Knitting and Crochet group. Inge was always happy to support and assist other clients with their craft activity. She also came up with some creative ideas that could be used in the group.

A change in Inge's circumstances at home lead to her feeling quite anxious and stressed which greatly impacted on her overall wellbeing. Staff were able to work with her and other agencies and eventually secure suitable accommodation for Inge. Inge settled in to her new home and quickly made new friends and was back to her usual positive and happy self.

Around this time, as her support needs had changed, Inge had also been able to access a Home Care Package which provided her with more services, including assistance to beautify her courtyard from our Garden Care program. Inge reports that she is very, very happy with all the services she receives from the 4cs.

Through working together and developing mutual trust and respect, Inge and staff at the 4cs have been able to find the best solutions to support and maintain her wellbeing and independence.



Taking a Strengths Based Approach

At Canterbury City Community Centre we work from a strengths based and capacity building perspective – whether we are working with individuals or communities. Coming from a position of understanding strengths and abilities we can work together to address an issue or find a solution to a problem. Some examples of this approach can be found in the following Projects.

You're Always Welcome Here in Lakemba

In 2017 the Centre worked with a group of talented locals to develop the film Mission:Lakemba which sought to challenge the negative media portrayal of Lakemba. A short song at the end of the movie left people singing and the group decided to further develop the song and enter it in the Sydney Vision 2017 Song Contest. A little bit like Eurovision, the Contest sees different Sydney suburbs compete for the Prize using their suburbs name in the song. With the assistance of Art Resistance and Indigenous Hip Hop artist Mark Ross aka Munkimuk, the song "You're Always Welcome Here in Lakemba" was developed with half the suburb (almost) performing in the clip.

The end result was that the song won first prize of Sydney Vision announced at the Dendy Circular Quay as well as the People's Choice Award in August 2017 – showcasing our resilient and strong community and our

diverse community's ability to work collectively and harmoniously. We performed the song at the Haldon St and Newtown Festivals and were excited to see it go a little bit viral on face book and receive over 42,000 views.

Increasing Choice for Consumers

Aged Care Services at the 4cs have embraced Consumer Directed Care with participants in our different Programs having a greater say over the delivery and direction of services offered. In our Garden Care Service, clients often participate in the gardening day if they are able and great care is taken to consult around the work that is undertaken. The Garden Support service, in addition to Easy Care gardening and Lawnmowing, has seen the Service build capacity to respond to the individual needs of clients and their gardens.

Our Social Inclusion and Wellness Program customises to suit the individual needs and preferences of clients. Our Social Inclusion groups also contribute ideas and feedback to help guide activities. The Home Care Packages Program has been established to respond to the individual needs of clients, from their choice of carer, to the times services are delivered and to how they are delivered. This can create challenges for time tabling and rostering of staff but the end result is a service which is delivered in a way which truly supports the individual, and sometimes complex, needs of clients and their families. Within this context staff have embedded principles of wellness and reablement in the planning and management

of care services with a goal oriented service plan, based upon the clients needs, established. A wider variety of small social inclusion groups have been offered during the year and a new partnership with the Primary Health Network has resulted in free weekly exercise classes offered under the Active Living Program. These classes are showing excellent results for participants in building physical strength and resilience as well as delivering positive social outcomes.

The implementation of new Aged Care Standards from 1st July 2018 will see the needs of the consumer more firmly embedded at the forefront of all our Policies and Procedures.

Lakemba Ladies Lounge

Whilst offering a relaxed social space, the Lakemba Ladies Lounge also provides a place where women can learn a new skill being taught by the other women from the community. As women build confidence and connection within the group they volunteer to teach a skill that they possess and further develop their own skills in tutoring, public speaking and leading a group.

For women who are new to Australia, or who may have started a family since arriving, the opportunity to have skills and abilities recognised and appreciated provides a platform for further community engagement.

Lakemba Ladies Lounge Out & About

Following receipt of a grant from Canterbury



Australian Chamber Orchestra

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MOUNTAIN

1st
'YOU'RE ALWAYS WELCOME
HERE IN LAKEMBA' WINS
SYDNEY VISION CONTEST



329

**WOMEN PARTICIPATE IN
LAKEMBA LADIES OUT
& ABOUT EXCURSIONS**



Bankstown Council we were able to offer a series of excursions for local women under the banner of Lakemba Ladies Lounge Out and About. The aim of the program was to build confidence and access for local women, many newly arrived in Australia, to visit parts of the city they may not otherwise have the opportunity to see. A total of 329 women participated in the project, visiting Taronga Zoo, the Movies, Ten Pin Bowling and a picnic at Carss Park.

Lakemba Community Markets

Showcasing Lakemba's diverse and exciting community to the rest of Sydney, the Lakemba Community Markets are held on the first Saturday of the month in Jubilee Reserve Lakemba. Stall holders sell clothing, accessories and food from many different cultures and performers demonstrate culture through dance and song. The majority of stall holders live locally in Lakemba and surrounding suburbs and are supported by our Market Team to build their own small business. Several stall holders have undertaken a range of different workshops and courses to build the skills and knowledge needed to have a stall. The Markets are a wonderful example of multicultural Sydney and community harmony.

Cleanest St Lakemba

A project of Environment@Lakemba, the Cleanest Street in Lakemba Competition saw 48 household entrants and a total of 14 streets entered into the competition. Supported by the Centre and Canterbury Bankstown Council the competition encouraged local residents to reduce litter and illegal household dumping. Streets were judged during September and October 2017

on the amount of litter, illegally dumped goods and the general tidiness of their nature strips. In a tight contest, Croydon St South was declared the inaugural winner.

Doreen's Story

Doreen's first point of entry into the 4cs was as a Garden Care client, when her husband John was no longer able to do the heavy mowing and gardening. After John passed away, Doreen found herself wanting some more social contact and joined the Knitting with Heart Group, where she met other like-minded people. This was just the beginning. Through her connection with the 4cs Doreen has gone on to participate in the Active Living Exercise Group, the Evergreen Garden Lovers outings, the Wednesday Wanderers outings and a Succulent Growing Workshop.

In late 2017 4cs recommended Doreen for participation in the Youth Inclusive Forum, an initiative of Canterbury-Bankstown Council, where she met up with young people aged 15 – 25 to provide them with some insights into being an older person. Although this was a little out of her comfort zone, she happily stepped up and did a fantastic job. She says that joining in these activities has made a great deal of difference to her life. She enjoys having other people to share interests and stories with, as well as someone to show her handiwork to! Her philosophy of 'just do it!' has helped to keep her an incredibly independent and well 93 years young.

Doreen still has the Garden Care Team supporting her in her large garden, and participates by providing a homemade morning tea when the team of 8 + volunteers and staff descends on her garden!



Partnerships and Pathways

As a Neighbourhood Centre offering a range of different services, the 4cs presents multiple entry points for residents to participate in community life and to access services, take advantage of opportunities and to give back to their community.

The 4cs works extensively in partnership with other Organisations and funding bodies in the development and delivery of Services. This way of working increases the capacity of the Organisation to meet the needs of our local community and greatly increases access and opportunities for individuals who live here.

Working in partnership, and increasing the range of services offered by the 4cs, has meant that many residents find a pathway through the Organisation. Entering at one level of Service and progressing through to other services, to volunteering and to attendance at short courses, has built capacity not only for individuals but for the broader community and our Organisation.

It is satisfying to see many students of our short courses progress to further study at TAFE or to find employment.

Outreach Services

We have provided interview and office space for six other Organisations to provide their Services in Lakemba on 113 separate occasions. Our small middle room provides a space for the Community Nurse from Leichhardt Women's Community Health

Centre, the Financial Counsellor from Metro Assist, a Counsellor from STARTTS, a Case Worker from the Red Cross Asylum Seeker Service, Parenting Support from Metro Assist and a Tax Help Volunteer.

Staff from these Organisations connect with the different social inclusion programs offered through the Centre and in this way have created genuine and meaningful points of access for residents to engage additional support that may be needed.

Short Courses, Parenting programs and Workshops

During the year we have maintained strong partnerships with Training Providers which have resulted in an amazing range of accredited and non accredited courses to be delivered at three locations in Lakemba.

The opportunities created by Sydney Community College, Macquarie Community College and TAFE SWSi NSW have meant the establishment of a pathway to further study, volunteering and employment for many residents. Providing these opportunities in a local setting, often with child-minding, has meant that access is enhanced.

Some of the accredited training opportunities have included Introduction to Early Education and Care; Job Seeker Skill Up; Introduction to Community Services; Introduction to Caring Careers; Make Up and Beauty; Introduction to Children's Services; Introduction to Customer Service and English and Job Seeking Skills.

A wide range of non accredited courses and workshops have also been offered ... these courses also serve a very important social inclusion outcome, linking residents not only to opportunities for learning and development but also opportunities to meet others in their community. During the year we have offered a wide range of workshops, information sessions and short courses on a varied range of topics, some of these are highlighted below:

English Classes at Beginner, Intermediate and Advanced levels are offered twice each week for local women at the Cottage. The classes are supported by 4cs amazing Volunteer English Class tutors and the provision of child-minding. Classes are offered during school hours and are very popular.

Parenting Programs have been offered on an ongoing basis during the year in partnership with a number of other Organisations including STARTTS, Creating Links and Fusion Australia. We have been able to offer Tuning into Kids; Tuning into Teens; Families in Cultural Transition; Dads Matter; and Music and Play Together activities.

Over 12 months we have partnered with others to deliver 29 short courses, parenting programs and workshops, delivered over 218 sessions and attended by 3188 people.

Informal opportunities for learning and development also occur during workshops at the Lakemba Community Garden and the Lakemba Ladies Lounge.



113

OCCASIONS OF
SERVICE FROM
6 ORGANISATIONS





1059
PEOPLE ATTENDED
STARS LEARNING AND
DEVELOPMENT COURSES



Volunteering

Research has shown that volunteering is a great pathway into paid employment as new skills, confidence and knowledge can be transferred into the workplace. Volunteering helps people to make connections in their community, keep active and keep well.

During the year, Canterbury City Community Centre has been supported by 117 volunteers who between them have contributed over 10,000 volunteer hours of Service.

Our Organisation could not function without Volunteers serving at every level – they contribute their time, skill and care to the communities we serve together. For many, volunteering has been part of their journey

through the 4cs and through a broader connection to community.

STARS Learning and Development

STARS has continued to work closely with local organisations on their training needs to provide responsive and relevant training to ensure that staff, volunteers and board members have the latest information, knowledge and skills to meet the current changes being introduced across the aged and disability sectors.

It has been able to do this by building strong relationships with government, community and peak agencies to deliver training and in the last year partnered with 22 such organisations to deliver 58 workshops.

A total of 1059 volunteers, staff and Board members from 80 Organisations attended the training delivered by STARS over the course of the year.

Following support from the Canterbury Bankstown Council and the local ClubGrants Program, STARS were able to extend service to include the former Bankstown LGA – now covering a large area of the Inner West and combined Canterbury Bankstown LGA's. This enabled STARS to have a wider reach in assisting with the learning and development needs of local organisations, as well as improving their capacity to recruit and maintain volunteers. STARS delivered a customised series of Governance Training sessions to support local Boards and Management Committees fulfil their role.

During the year, STARS has continued to partner with Volunteer Link (3 Bridges) and VAST (Junction Neighbourhood Centre) in the Southern Sydney Connection to deliver joint sessions for staff and volunteers in CHSP funded services in the region.

80 people also attended the full day and fast paced Diversity Forum where speakers addressed the Aged Care Diversity Framework as well as barriers and resources to support increased awareness and sensitivity for LGBTIQ, Aboriginal and Torres Strait Islander, Forgotten Australians, former Child Migrants, Stolen Generations and culturally and linguistically diverse people.

With the full transition toward the NDIS in the Inner West, STARS moved toward a 1/3 reduction in funding by June 30 2018. This meant that a staff position became redundant later in the financial year and we start the 2018/2019 year with reduced resources to provide sector support in the region.

Learning and Development opportunities facilitated by STARS provide a valuable resource for local not for profit Organisations and a support for the volunteers who contribute their time, skills and knowledge. An investment in developing skills for local staff and volunteers has positive results for the quality of care afforded the vulnerable clients who use local services as well as providing a pathway for many volunteers to employment, further study... or additional volunteering

Aged Services

The 4cs has been a provider of Commonwealth Home Support Services (CHSP) for over 20 years – providing support for aged residents with low level needs to remain living independently at home with

increased choice and wellness through our Social Inclusion and Wellness and Garden Care Programs. With the expansion to become a Home Care Package Provider in 2017 the Centre is now able to provide a greater level of support to our existing aged care clients as their needs increase and they transition through the aged care system.

Home Care Packages allow for a coordinated suite of services for people with higher level or complex needs. Services provided include domestic assistance, personal and nursing care, home maintenance and modifications, transport and assistance with shopping.

The benefits for the client in being able to transition from CHSP to Packaged Care within the one Organisation are enormous, as they can continue with a Service they know and trust and one which has a good understanding of local needs.

During the year, the 4cs has introduced regular information sessions for seniors on different aspects of ageing and the aged care system.

The 4cs Aged Care Services are delivered mainly by our own staff and volunteers but we are also supported by 13 hard working lawn mowing Contractors, and specialist Providers such as Home Nursing Services. Reforms in Aged Care Services in recent years, with more planned in the near future, are creating challenges for which the Organisation is working hard to respond.

Activities for Women

During the year we have continued to deliver a range of social inclusion, learning and development, and capacity building activities which have created opportunities for local women. In the 2017/18 year the Lakemba

Ladies Lounge, English classes, Job Skills and various short courses have worked with the skills and abilities of local women and created a pathway to involvement. Through providing activities in a local setting, in the relaxed and friendly environment at the Cottage, with the support of on-site child minding, we have facilitated access to opportunities for local women.

For many, their experience with the Centre has seen a pathway created to volunteering, further study and/or employment.

STARTTS Rohingya Women's Healing and Support Group

Over the past 3 years we have seen an increasing number of women from Rohingya background and their families accessing our English classes, Lakemba Ladies Lounge and other programs. To better meet their needs we have worked extensively with the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) to provide more intensive individual and group support to members of this community. Given the ongoing trauma with the recent events in Myanmar and the displacement to Bangladesh of many people's immediate family members, it was important to work together with other agencies to provide counselling and other support.

From a consultation with the Rohingya community undertaken by STARTTS in December 2017, the 4cs and other local agencies including Schools as Community Centres at Lakemba Public School, Primary Health Network, Settlement Services International, Metro Assist, Save The Children, Hampden Park Primary School and the Burmese Rohingya Community Association, worked together to respond to the issues



3188

**PEOPLE ATTENDED SHORT
COURSES, PARENTING
PROGRAMS & WORKSHOPS**



raised by this community. Hopefully by collaborating and pulling together our resources we will be able to respond effectively to meet the needs of this resilient but traumatised community.

As part of the collaboration, and following consultation with the community, we were able to offer a Stress Less, Stretching and Breathing Group over two terms and a Yoga/Stretching group over a further term. A further Families in Cultural Transition Group (FICT) was offered over 9 weeks to help newly arrived refugees learn about Australia and settle successfully in their new country.

The program provided comfort and support to refugees, allowing them to discuss issues they are facing now that may be the result of past experiences in their birth country, their journey to Australia and making the transition to life in Australia.

Mum 2 Mum

Mum 2 Mum brings together women with their children aged 0 to 5 years old, to assist newly arrived women from culturally and linguistically diverse backgrounds practice their English language skills and settle in Australia.

The group was established in partnership with Mums 4 Refugees and has met during the year at Hampden Park Public School. Each week the women improve their English and practice their conversation skills with the support of our English Teacher and the 8 Mums who volunteer through Mums 4 Refugees. The group is also supported by an early-childhood worker to keep the children entertained while mums are learning and a family support worker to assist families with parenting assistance should they need it.

Sajeeda's Story

Every year the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) holds the Humanitarian Awards to acknowledge and thank those people who have made an exceptional, positive contribution towards refugee issues in NSW. While there are many talented local people working hard to assist refugee communities, the Centre decided to nominate Sajeda Bahadurmia for her excellent work and passion for improving the health and well-being of asylum seekers.

Sajeeda arrived in Australia from Burma in 2013 as an asylum seeker and settled in Lakemba. In 2014 she attended the Canterbury City Community Centre English Conversation Classes held at the cottage. She had heard about the classes through a friend. She joined this and a range of other classes, including Lakemba Ladies Lounge, encouraging other women from her community to attend. Sajeeda demonstrated leadership qualities and a passion for improving the health and welfare of other asylum seekers and their families. Sajeeda then signed up as a volunteer in our Garden Care program in 2015. At this time Sajeeda was expecting her 6th child but she loved the friendly team and the work so much, that she kept volunteering even through the later stages of her pregnancy.

In addition to volunteering at the Centre she has also volunteered for other organisations on their humanitarian programs including SSI and STARTTS. She has worked in the SSI Community Kitchen sharing her passion for food from her homeland as well as participating in the SSI Ignite Ability Enterprise Program. She has also been recently trained as an educator to help deliver FICT (Families in Cultural Transition) training groups through STARTTS at the Cottage.

Sajeeda is a truly inspiring leader and role model for other women. Her drive and enthusiasm to ensure other Rohingya women and their families access services and information to assist their settlement in Australia is just one of the many reasons she deserved the award for Outstanding Refugee Worker 2018

Congratulations from all of us at the 4cs.



Organisational Capacity

In the 2017/18 year the 4cs has continued its rapid growth in income, in expenditure, in the size of our workforce, the number of programs delivered and the number of residents who use our services. This growth continues to go against industry trend for Organisations our size and structure.

With any growth of this sort, the capacity of the Organisation has also needed to expand as the administrative, communications, accounting, management and support functions of the Organisation have responded to the additional requirements.

Organisational Structure

The Organisational Review of the previous financial year is now firmly embedded and we have been consolidating these internal changes within a volatile, ever changing and uncertain external environment.

The key program areas which fund the 4cs have been under review for the past 5 years and as such we are still unsure of the final implications for our Organisation and our community. We are striving to ensure we have the capacity to continue to operate within a wide range of service environments and funding models.

Funding Models

The 2017 de-regulation of the Home Care Packages Program to become consumer funded has created challenges for our

accounts and reporting schedules as we have sought to establish what is a new program without the safety of block funding.

The numbers of clients in our Home Care Packages Program grew steadily over the year, impacted by competition in what is now a commercial market, and the slow release of packages at a government level. We have finished the year with a sustainable and growing number of package clients and are hopeful of an improved financial position next year.

Building the capacity of the Organisation to deliver the Home Care Packages Program, and to consequently manage individual consumer budgets, is an investment in our other Commonwealth Home Support Program services which are expected to follow this funding model from 2020.

Communications and Marketing

Over the past 12 months we have made significant improvements in our communications and marketing, recognising that the 4cs has important messages to convey not just about the services we offer but the values by which we operate and our vision for the community. Most of the 4cs communications are developed in house by a part time staff and we have been able to coordinate improvements with developments in our Civi CRM data base and the website.

Our followers on facebook have nearly doubled over the past year, we have launched our youtube channel and Instagram





502
YOUTUBE VIEWS OF
'VOLUNTEERING WITH
GARDEN CARE'


pages, won an Award for our song 'You're Always Welcome Here in Lakemba' and produced three short videos about 4cs services.

We have linked our mail chimp and newsletter subscriptions to the Civi CRM data base and in this way communicate quickly and cost effectively with large numbers of residents.

Civi CRM Database

The Civi CRM Database has been deployed across the Organisation during the year with improvements made in data management in all our Programs and especially in STARS, events management and communications. The nature of Civi will mean that we can continue to expand to capture client feedback and 'soft outcomes' experienced by clients as a result of their involvement with us.

The specific requirements of the Home Care Packages Program has seen the eTools client management system and the purchase late in the year of the ShiftCare rostering system as our client and staff numbers have grown.

Quality Review under the Australian Aged Care Quality Agency

During the year we successfully underwent a Quality Review under the Australian Aged Care Quality Agency and ended with 18 criteria met out of a potential 18.

Maintaining policies and procedures, systems and documentation which is compliant with funding body expectations and legislative requirements is an ongoing obligation across the Organisation.

For example, during the year we needed to respond to changes in Police Check requirements and were able to implement this quickly and consistently across the 4cs.

Staff

We are fortunate to retain a highly engaged and committed work force and a strong and positive work place culture. We continue to attract people who choose to work with us because they like what we do and who we are.

Board of Governance

The 4cs continues to seek to build the capacity of the Board of Governance and welcomed a largely new Board at last years AGM who have successfully implemented a change to our Constitution and the adoption of our 2018 – 2021 Strategic Plan during the year.

New Board members participated in an orientation to the 4cs, as well as attending Governance training offered through STARS in October/November 2017.

2018 – 2021 Strategic Plan

Whilst the past year has seen continued growth and some pressure exerted on the Organisation we are hoping for greater funding certainty in the year ahead. Investment and continuous improvements made in communications and marketing, customer service, accounts management, and increased resources to direct service delivery and information technology

will support the Organisation to remain competitive in the immediate future and to continue to meet objectives set in our 2018 – 2021 Strategic Plan.

Partnerships

Our ability to work in partnership has supported the Organisation over the past year. This support has underpinned many of the Programs we have delivered with Canterbury Bankstown Councils support in the provision of premises central to much of our growth in recent years.

As in previous years, the growth of the Organisation has outstripped the capacity of the facilities to support it and we are continuously seeking venues for courses and programs.

Whilst the year has tested the capacity of the Organisation, the continued growth and improvements made demonstrate that we are on track and will further consolidate our position during the coming year.

Like all Organisations our size, we will require the support of individuals, other Organisations and all levels of Government to ensure we remain sustainable into the future.

LAKEMBA
CROYDON ST
2017 CLEANEST STREET
LAKEMBA - WINNER

1st
CROYDON ST WINS
THE CLEANEST ST
IN LAKEMBA



Thank You to our Volunteers

In 2017/18 we have had 117 people contribute over 10,000 hours of support to those more vulnerable within the community and also to contribute their skill and knowledge to the functioning of the Organisation.

We have large Volunteer teams in Garden Care and Social Inclusion. Volunteers who teach English or help with our administration, Volunteers who drive our bus or who provide individual transport, Volunteers supporting refugee mums in Mum 2 Mum and Volunteers serving on our Board of Directors.

Volunteers at the 4cs demonstrate a great commitment to undertaking their work to a high standard, participating in on-site tool box talks to promote safety and the smooth running of activities, as well as attending team meetings and learning and development opportunities. During the year 4cs volunteers have attended 132 training courses to assist build knowledge and capacity to support their volunteer roles.

Some of our Volunteers have been with the Organisation for a long time, others contribute over a shorter period and move on to further study or employment or volunteering elsewhere. Whatever the contribution, and for however long, we thank each and every Volunteer for their support of our work during the 2017/18 year.

We also acknowledge the many other residents who participate in our community action groups or contribute in our social inclusion groups, such as the Lakemba Ladies Lounge. Thank You!





117
VOLUNTEERS
CONTRIBUTED OVER 10,000
HOURS OF SUPPORT



Thank you to our amazing Volunteers for the many hours of service, skill, dedication, care and commitment they bring to their roles...

our community is better for your efforts!

Robert's Story

My journey to volunteering and the difference it has made to my life. This is my story ... In 2007 my wife passed away with cancer and in 2011 I was retrenched from my job of 20 years.

After 12 months of job hunting I became quite depressed and felt I was becoming isolated. I was finding it difficult to get up in the morning. It was suggested I try volunteering and eventually contacted STARS at the 4cs. I was offered a range of roles none of which I had any experience in but I settled on gardening as I enjoy physical work and being outdoors, despite not having a garden.

On my first day my supervisor Su was showing me the ins and outs of weeding. As we knelt together by the garden bed she chatted to me about my circumstances and gave me a very sympathetic hearing. Just what I needed. Unfortunately, later in the day I blotted my copy book by smoking on the job. A no-no I learnt and it was explained what you can or can't do when volunteering. As a result, I decided to give up smoking after having been addicted for 40 years. I haven't had a smoke since. The best thing I ever did health wise.

I have since taken up volunteering in bushcare along the Cooks River and social support with the elderly giving me a real sense of belonging to the community. With Garden Care I enjoy helping the elderly maintain their gardens thus helping them enjoy their homes longer. If I was asked to say what volunteering means to me in one word it would be 'connection' - connection to community, to country, to the river and nature. The most enjoyable part of the day in Garden Care is having morning tea with the clients. It may be home cooked snacks, a simple biscuit or a cake and tea served on their best china and linen tablecloth. I love hearing the clients' stories, so much oral history. The most rewarding part is looking around at the end of the day and seeing the results of your work. The hedges are trimmed the garden beds weeded and fresh mulch has been laid. What a transformation. Just occasionally the client will come out at the end of the day to see what we have done, and you see a look of pure joy on their face. That to me is what volunteering is all about.





Thank you

Akakoreia Rangiuiira
Alison Sida
Ambreen Shirazi
Aniceta Weintz
Anita Norvil
Anna Edwards
Anna Fizzell
Anne Badjakian
Annette Bird
Antoinette Mason
Argyro (Sylvia)
Kefalianos
Arti Pardeshi
Bach Van Le
Bernadette
Schneider
Bruce Christmas
Bruce Flaherty
Carol Kozma-Oglu
Charles Moothoo
Charlotte
Wirnsberger
Christina Thao
Christopher Morgan
Colin Lewis
David Wright
Derrick Barclay
Desiree (Gisele)
Le Bon
Dominic Tran
Dorothy (Dot)
McLeay
Douglas Gomis

Elaine Lawler
Erica Saville
Erum Sohail
Eun Ji Bae
Farzana Farzana
Filomena Soares-
Lee
Fiona Ninnos
Frances Mansour
Francine Hannon
Georgina Christofis
Giovanna Gengaroli
Han Ying
Hasina Jahan
Helen Mansour
Jack Johansson
Jadwiga Urbaniak
Jennifer Goff
Jennifer Yoon
John Venetsanos
Jubaida Hossain
Judith Philps
Kathrine Mossop
Katie McGuire
Katrina Brown
Katy Rosenthal
Kullapus (May)
Srisuk
Lambrini Tzovaras
Lamis Tobaji
Lorraine Parker
Layla Lavarato
Lei (Allan) Zhu

Lihua Li
Louise McMaster
Ludmila (Luci) Heath
Lynne Jones
Madhulika (Maddy)
Ghosh
Madhusmita Miri
Margaret (Maggie)
Connors
Maria (Maggie)
Smith
Maria Prendergast
Marina Riquelme
Mary Shalhoub
Matthew Costello
Maureen
Wooldridge
Max Dixon
Melanie Churchill
Melissa Cormack
Melissa Roser
Meredyth Conn
Michael (Michelle)
Perumalla
Michael Marroun
Michael Quinlivan
Midhun Satheesan
Miriam (Dhany)
Parker
Moon Choi
Nancy Andaloro
Nicholas Tsigounis
Nina Pollock
Nirmila Ram Devi

Noriko Hage
Peter Parker
Phillip Dippert
Phuong (Mai)
Nguyen
Rhiannon Cook
Rizwana Tasneem
Robert Randall
Robyn O'Sullivan
Rosemary Sewell
Rosemary Stidwill
Sally Stock
Samuel Choy
Sandi Joelson
Sandra Compton
Seta Sissaguian
Skye Laris
Sonia Natili
Stephanie Shanahan
Stephen Campbell
Stephen Flanagan
Tahsin Karim
Terry Selby
Thanh Nguyen
Thi Tuyet Nga Pham
Thidar Win
Tonya Cook-
Pedersen
Tracy Mulherin
Urailada Woodbridge
Urinthorn (Imm)
Pheungsaengkeo
Yvonne Eunson

Treasurer's Report

Income for the 2017/18 year was \$2,276,345 compared to \$1,990,782 in 2016/17 – an increase of 15%. The increase in income relates mainly to the funding for Home Care Packages as the number clients has steadily increased over the year.

The Home Care Package income was \$607,644, whilst increasing on the prior year, it was below the Budget projections of \$800,000. Issues around timely release of home care packages to clients from the Department of Health has resulted in some uncertainty in achieving our financial plans.

Income for our three key service areas of Community Builders, Commonwealth Home Support Program (Garden Care and Social Inclusion) and Home Care Packages is provided by funding from NSW Department of Family and Community Services and Commonwealth Departments of Health and Social Services and we acknowledge their support. Over 80% of our income is from Government funding.

This year we continued to receive funds from Canterbury Bankstown Council, as well as support with the provision of premises for the Centre.

Thanks also go to SpecSavers Roselands for their continued regular donations and also to the local suppliers who provide discounted services, such as Planet Press.

As a community centre, we recognise the importance of supporting local businesses and value our relationships with them.

Income received from the Markets increased slightly over the year. This year saw the final year of income and expenditure from the Men's Shed as this is now run independently to the 4cs.

Despite the increase in Income, profit decreased by \$130,389 compared to the prior year with expenses increasing by more than income. There was a 25% increase in wages and superannuation as home care package clients increased over the year. To ensure a financially sustainable service, management has recently undertaken a review of its operational practices and pricing levels.

This year also include a negative adjustment for the accounting of home care packages that related to the previous year of \$30,000. Considerable focus has been placed on improving the systems and processes to ensure 4cs is appropriately recognising income from home care packages.

The prior year expenditure in IT and Software relating to the database and website has started to be depreciated this year, at a cost of \$6,066. The development costs of this has been taken up in Intangible Assets in the balance sheet, so that the costs can be spread out over a eight year period to give a more accurate measure of the expense as it relates to this financial year.

Our cash available stands at \$468,869 and although is an increase of \$63,000 over the prior year, it is driven by the higher level of funding received in advance.

The Finance Sub Committee meets quarterly and reviews in detail the accounts prepared by the bookkeeper, which are then presented to the full Board at the next Board Meeting.

With the changes in funding, monitoring of debtors and unspent home care package client funds is now an increased part of this review as well as monitoring of spending.

I would like to thank the Centre's former and current bookkeeper, Ingrid and Jian respectively, and the Finance Sub Committee for their work throughout the year. Thank you also to our recently appointed new auditors, Calibre Partners. Their advice and assistance was greatly appreciated.

The Centre receives over 10,000 hours of volunteer support – a huge asset for the organisation. We could not deliver the programs we do without their dedication and commitment.

All the Board Members are also volunteers. The continued and combined efforts of staff, volunteers and members should ensure 2018/19 is a successful year.

John Venetsanos
Treasurer



10

LAKEMBA COMMUNITY
MARKETS HELD WITH
75 STALL HOLDERS



Audited Financial Statements

Statement of financial position as at 30 June 2018

Canterbury City Community Centre
Incorporated ABN 23 371 328 833

	2018	2017
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	468,869	405,710
Trade and other receivables	37,010	26,874
Other	11,631	7,164
Total current assets	517,510	439,748
Non - Current assets		
Property, plant & equipment	46,887	79,482
Intangibles	42,459	48,525
Total non-current assets	89,346	128,007
TOTAL ASSETS	606,856	567,755
CURRENT LIABILITIES		
Trade and other payables	130,974	129,829
Other	155,945	41,650
Provisions	101,727	88,970
Total current liabilities	388,646	260,449
Non - Current liabilities		
Provisions	80,415	60,304
Total non - current liabilities	80,415	60,304
TOTAL LIABILITIES	469,061	320,753
NET ASSETS	137,795	247,002
FUNDS		
Accumulated funds	80,462	200,187
Reserves	57,333	46,815
TOTAL FUNDS	137,795	247,002

A copy of our complete audited Financial Statements for the year ended 30 June 2018 is available on the ACNC website.

Income statement for the year ended 30 June 2018

Canterbury City Community Centre
Incorporated ABN 23 371 328 833

	2018	2017
	\$	\$
INCOME		
Grants received	1,527,141	1,509,835
Government subsidy	607,644	300,541
Donations	11,576	23,694
Interest received	7,680	7,814
Participant contributions	44,765	85,429
Training fees	35,415	32,422
Other income	42,124	31,048
Total Income	2,276,345	1,990,782
EXPENSES		
Employee benefits	1,710,586	1,365,161
Depreciation and amortisation	38,661	29,052
Program costs	162,871	106,545
Lawn mowing contractor	112,962	130,254
Volunteer expenses	7,742	10,236
Other expenses	352,730	328,352
Total Expenses	2,385,552	1,969,600
Profit (loss) for the year before transfers to (from) reserves	-109,207	21,182
Accumulated funds at the beginning of financial year	200,187	179,523
Transfer to asset replacement reserve	-10,518	-10,518
Transfer from Building fund reserve	-	10,000
Accumulated Funds at the End of the Financial year	80,462	200,187

A copy of our complete audited Financial Statements for the year ended 30 June 2018 is available on the ACNC website.

We have audited the accompanying financial report of Canterbury City Community Centre Incorporated (the association), which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Officers' Assertion Statement.

Opinion

In our opinion, the financial report of the association is in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act 2009 (NSW), including:

1. Giving a true and fair view of the association's financial position as at 30 June 2018 and of its performance for the year ended on that date; and
2. Complying with Australian Accounting Standards - Reduced Disclosure Requirements (including Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Act 2012.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our

responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report.

We are independent of the association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of the Officers for the Financial Report

The Officers of the association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal controls as the Officers determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Officers are responsible for assessing the association's ability to continue as a going

concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Officers either intend to liquidate the association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

Other Matters

We also report that:

1. The financial statements show a true and fair view of the financial result of fundraising appeals conducted during the year and;
2. The accounting and associated records have been properly kept during the year in accordance with the

Charitable Fundraising Act 1991 and the Regulations and;

3. Money received as a result of fundraising appeals conducted during the year has been properly accounted for and applied in accordance with the Charitable Fundraising Act 1991 and the Regulations and;
4. At the date of this report, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

Calibre Partners Pty Limited



Roger Wong
Director

Dated this 23rd day of October 2018.





Canterbury City
Community Centre

Community Building Community

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