



# BACK AT A DISTANCE...!

Services returning with Covidsafe Plans

**4CSNEWS**  
CANTERBURY CITY COMMUNITY CENTRE



Volunteering  
During  
COVID-19

**PAGE 4**



Garden Care  
Comes to  
Bankstown

**PAGE 12**

JULY/SEPT 2020

  @4ccccc | 4cs.org.au



Canterbury City  
Community Centre

Community Building Community





capacity to respond quickly during times of crisis... this was also borne out in those communities experiencing the worst of the bush fires early in the year.

## 4cs during the Pandemic

Our planning in January saw us well prepared to follow the advice of Government and to be able to quickly shut down or modify services where needed and to move staff off site to continue their work from home from mid March. We had a small team of four based in the Office who provided support to staff working from home while still undertaking their own work and most importantly responding to the increased calls on our Centre for assistance and information as the situation deteriorated.

Our community care services continued throughout the shutdown, providing support to vulnerable residents with some modifications and very strict hygiene requirements in place.

Staff working from home juggled an increased and changing workload without the usual resources – they have needed to initiate new activities while learning new technology. Quite a few of our staff also had to juggle pets, home schooling and changed living arrangements!

We have all been surprised by how much longer everything takes and we miss those incidental conversations that help us do our work. Thank you to the people who use our services for their patience as seemingly simple tasks have taken much longer to do. Like everyone else we have been on a very steep learning curve but are now well practiced in meeting using Zoom and Teams.

We were all ridiculously excited to return to the Centre to have our flu shots at the end of April and to see each other... even if it was for a very short time and at a distance.

I would particularly like to acknowledge our direct care staff in the Home Care Packages and Garden Care Programs who continued providing essential care and support for our vulnerable

## NEWS FROM THE CEO *Liz Messih*

It has been a challenging few months for us all and we were grateful that, as at the end of June 2020, it was looking like Australia had fared better than expected in terms of the health consequences of the Coronavirus pandemic. This doesn't diminish the tragedy for those who were directly affected and we are all now nervously watching the developing situation in Victoria and our thoughts are with those communities now in lock down.

As NSW gradually emerges from restrictions, it remains a very difficult time as the impact on our economy has consequences for families with the loss of jobs and income. The social distancing requirements needed to keep us safe have also taken a toll on emotional and psychological well being for many. The 4cs will continue to be flexible and respond as we are able in the months ahead. It may be that restrictions on activities will need to be reimposed at some point and it is important that we all continue to be vigilant in terms of maintaining those basic precautions to prevent the spread of the virus.

As difficult as the last few months have been it has been encouraging to experience how brilliantly the community has responded and maintained social distancing, good

hygiene and stayed at home when sick to restrict the spread of the virus, protect those who are vulnerable and ensure our health system can manage the load. This has included maintaining this commitment during times that we would normally have come together to celebrate or observe key events in our calendars such as Easter, Anzac Day, National Volunteer Week, National Reconciliation Week, Ramadan and Eid Ul-Fitr. From the 4cs we recognise that this commitment from everyone in our community has ensured that our vulnerable clients, and our staff who provide services to them, have been made safer. Thank you.

It has also been encouraging to see the response of local organisations who were able to work together quickly, flexibly and collaboratively to respond to urgent needs and to have excellent local leadership from our Federal and State MP's, Tony Burke, Jihad Dib and Sophie Cotsis and Khal Asfour, the Mayor of Canterbury Bankstown, each regularly brought us together over Zoom to catch up and share notes.

The experience of the last few months has been a solid endorsement for the need for Government to maintain and adequately support local services and infrastructure to have the

clients in the community. Although there were strict safety protocols in place, and training was provided, it was an anxious and uncertain time and everyone has responded so positively and has kept well and safe.

Community members have also responded with many of our activities moving online. We have been able to offer English classes, adult education and exercise programs using zoom and it is humbling to see the commitment that people have made to participate.

Our Volunteers have stood down from their usual tasks during the pandemic but have been available to provide support for clients online and over the phone as well as to deliver care packs. In June our Garden Care Volunteers started to return to the gardens with Covidsafe plans in place and we were very happy to see them back!

## Planning for the months ahead

Our priority remains to ensure staff, volunteers and consumers remain safe and we are slowly opening back up within the limits set by Government. Every activity that is re-opened has a Covidsafe plan developed which guides the actions of staff and the activities that can be offered.

While we are slowly coming back we expect it will be quite some time before we are 'back to normal' with perhaps the most noticeable impact being on our group activities. Meeting spaces at the Centre and the Cottage which used to accommodate 30 plus people can now only hold a maximum of 7 (at the Cottage) and 14 (at the Centre).

This means some activities may remain online or that group activities will be smaller with participants taking turns to attend.

It remains a very fluid situation and will be changing constantly over the weeks and months ahead but we will continue to keep people informed by phone and email, through the newsletter or the website and facebook.

We are also on the look out for alternate and larger meeting

venues... particularly as we establish new services. Our accommodation needs (which have been an issue for quite a while) have now become urgent with the increase in funding. The new Services will require that we find additional office space for staff, garaging for vehicles and activity space for new groups in the Inner West and Canterbury Bankstown Council areas.

With the current limitations of social distancing we expect many of our staff to continue working from home for a while and are in the process to move all our files and databases to the cloud and are also strengthening our cyber security arrangements. These activities will support staff to continue working remotely and from multiple locations.

For everyone who uses our services, we ask that you continue to work with us as programs resume by maintaining the commitment to good hygiene, social distancing and most importantly to stay home if unwell and to get tested if you have flu like symptoms. This has kept us all safe!

For many people, resuming activities may be accompanied by some anxiety and we encourage you to develop your own Covidsafe plan... some tips are included in this newsletter. Part of that plan may be to seek reassurance that hygiene, social distancing and cleaning is

being addressed where you are attending activities... please don't hesitate to ask if you would like a copy of the Covidsafe Plan for any 4cs activity you are involved in.

## Applications for Membership

It's that time of year again where we ask that people who support our work consider becoming a financial member of the Association. We have included the Centre's Membership Form on the back page of the Newsletter but you can also apply online or download a copy of the form from the website. Membership at \$5.50 (inc GST) is a great investment in your community and a very practical and meaningful way you can support the 4cs.

Members are also eligible to be nominated to stand for our Board of Directors at the Annual General Meeting which is planned to be held later in the year on the 18th November.... maybe by Zoom but hopefully in person. The Board meets every second month, with sub committees meeting alternate months, and provides essential oversight and governance support for the Organisation.

**If you would like more information, please don't hesitate to contact me on 9750 9344 or [ceo@4cs.org.au](mailto:ceo@4cs.org.au)**







## Volunteering During Covid

My name is Anicieta and I have been volunteering at the Canterbury City Community Centre (4cs) for about 6 years now.

I enjoy volunteering and getting involved with the community especially with the elderly people by cheering them up and making them happy. We try to keep them healthy and busy with their life but in the past couple of months we have been in lockdown. Due to restrictions we must isolate ourselves and stay at home because of Covid-19 in order to protect ourselves from the virus.

Fortunately, we are very lucky because of technology. We can use the phone and computer to video call everyone in 4cs and the social support program. Just because we are self-isolating and staying at home we do not stop keeping in touch with the rest of the group of volunteers and staff at the Community Centre. There are restrictions such as keeping a certain distance from each other and the use of hand sanitizer and face masks during the door to door care pack delivery. The residents get emotional and teary but also very excited to see us when we're outside their home. I miss them so very much and I miss volunteering at the Centre as it is almost my second home.

Thanks to Megan and Alison for contacting us by e mail and phone to volunteer during lockdown. Hopefully everything will be back to normal soon. Keep in touch, stay safe and healthy everyone.

## SOCIAL INCLUSION UPDATE

### Social Connection and Physical Distancing

When our social groups and activities for people over 65 were put on hold due to COVID-19, it was very important to us at Canterbury City Community Centre to ensure our consumers and volunteers knew we were thinking of them, even though we couldn't see them face to face.

We kept in touch with regular phone calls and welfare checks and made sure group members could keep in touch with each other if they wished. Our staff and volunteers made monthly drops of Activity and Care packs and it was wonderful to be able to share a wave and a short chat from the kerb side... we were even on hand to sing Happy (90th) Birthday for Joan from the street.

We were able to keep seniors up to date with information, posting out Covid resources from the Council on the Ageing plus the 4cs Covid Directory. One of the ways we kept connected, was to create a monthly mini newsletter that went out to our consumers with the care pack... this was also posted or emailed to

our volunteers. As well as an update on what was happening at our community centre, we included fun recipes, interesting articles and trivia.

A big thank you to all our Knitters and Crocheters as another big donation of blankets was delivered to the Exodus Foundation and Sanctuary House in May just in time for winter.

We have many talented crafty people who attend our groups and we were able to include information and materials in our Care Packs and Newsletter for group members to participate in the '1000 Hearts Project'. Created by Sarah de Jonge in 2016, 1000 Hearts is a Kindness Project that was started to spread love and compassion in an all inclusive way with no cost, no conditions and no limits.

The project is based around small pocket hearts which are handmade from wool felt and stitched with love and good intentions.

These hearts are then offered to people as a symbol of compassion, care and kindness. We can't wait to see the finished hearts... we know they will be made with lots of love and kindness.



# iPad Project for Seniors

Keep connected to family, friends and your community using technology



We can loan you an iPad for 6 months and teach you how to use it! Learn how to:

- Video call you friends and family
- Set up and use an email account
- Learn how Zoom works and join a Zoom Activity on line
- Use Facebook and other social media
- Browse the World Wide Web
- Look up information about your hobbies and interests
- Find activities and groups to join from the comfort of your own home
- Learn about being safe on the Internet

## When

Tuesday 21<sup>st</sup>, Wednesday 22<sup>nd</sup> and  
Thursday 23<sup>rd</sup> of July 2020  
10:00 am to 2:00 pm

## Where

Canterbury City Community Centre  
130 Railway Parade  
Lakemba NSW 2195

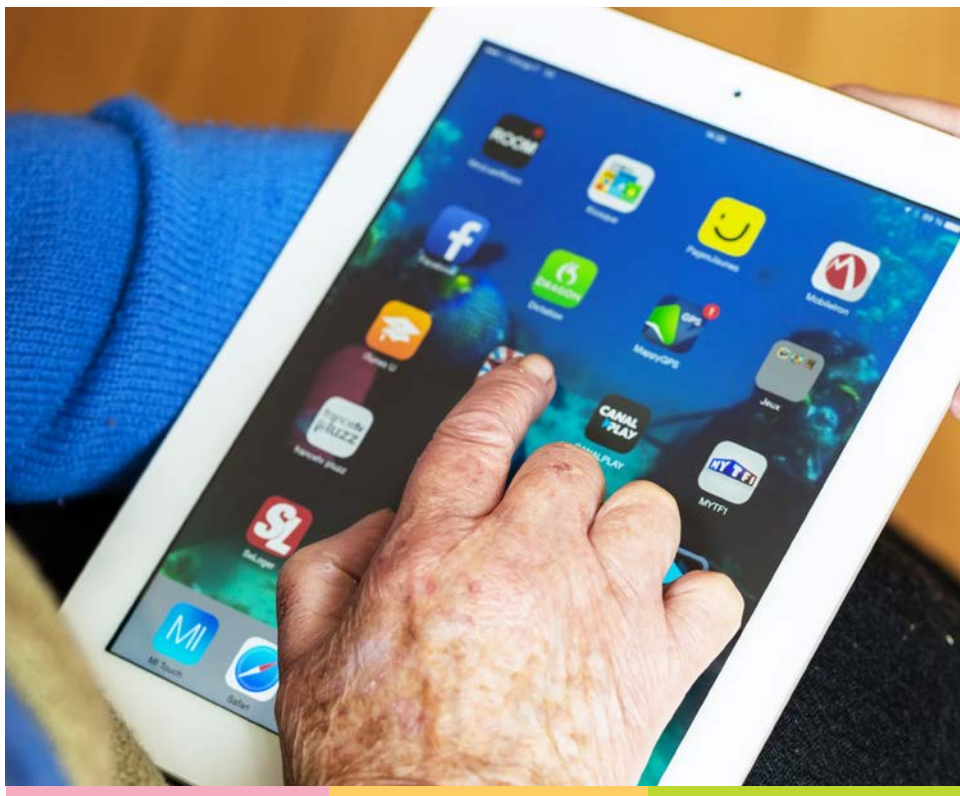
**Cost:** \$ 5:00 for the group plus \$ 5:00 for transport

Participants must be registered with My Aged Care. We can help with this

Supported by funding from the Australian Government

For more information call **Alison** on **9750 9344**





## iPads for Seniors Project

We are starting up with our iPads for Seniors Project, where clients are loaned an iPad with data for a period of 6 months and are supported to set it up and learn how to use it to keep connected to family and friends, as well as joining in the many online activities that are on offer. The isolation during the pandemic has highlighted the important role that technology can play when we are not able to get out and about and see each other. With iPad technology clients are able to participate in online Exercise Classes, do virtual tours of Art Galleries and Exhibitions, watch performances, as well as chat face to face with grandchildren and other family and friends.

The iPads have been funded through a Commonwealth Government CHSP Emergency Support (COVID) grant.

## SOCIAL SUPPORT GROUPS – *Back Soon by Popular Demand*

One of the first activities we had to pause when the COVID-19 pandemic hit was our very popular Social Support Groups for older people.

These groups have played an important role for many years in bringing together local people over 65 to keep connected, socially active and to enjoy life.

A typical day for a Social Support Group involves the client being picked up on the mini bus right from their door and transported to the Centre to meet up with friends and our very helpful volunteers, and enjoy morning tea. After this there are activities, including art and craft and dominoes, or perhaps a quiz or a word game. Following this is a two course lunch, then more chat and perhaps sharing some jokes until clients are then taken home on the bus. Sometimes we may have a Guest Speaker or Performer, and once a month we would enjoy an Outing.

The Groups have been very much missed.

While staff and volunteers have been keeping in touch with all our clients by phone, dropping off

books, wool and Care Packs, and our Exercise Class has continued online – we all acknowledge that it is not the same as seeing each other in person for a chat and a laugh.

The good news is that the Groups are returning in mid July!

We have been busy behind the scenes planning how we can come back, while still maintaining the necessary precautions to keep everyone safe and healthy.

As the current regulations require 4sqm of space for each person, the groups will be smaller when they return and we are also looking at larger local venues to hire on a temporary basis.

While our Groups won't be looking quite the same when they return – we will have to maintain social distancing from each other, definitely no hugging, we will need to pick up clients in smaller groups on the buses, and our cleaning regime will be even more thorough than usual – they will still be fun and a great opportunity to catch up with each other and have a talk and a laugh with old and new friends.

## Greenacre Social Inclusion Group coming soon

There is also good news for older people living in the Bankstown area.... 4cs will now be expanding its Social Support Groups into Greenacre. Thanks to the support of Greenacre Area Community Centre we will be commencing a group and activities in their large hall on Tuesdays – starting on 1<sup>st</sup> September 2020.

Our Greenacre group will also involve running an iPad for Seniors Project. We are very much looking forward to meeting new clients in the Bankstown area, and talking to them about what other activities and programs they would like to have locally. We are also currently recruiting volunteers to support our Greenacre group and welcome any enquiries to 9750 9344 or book in for the Information Session on 29<sup>th</sup> July 2020.

The last few months have been difficult, but we are starting to see the light at the end of the tunnel and will be making a slow and cautious return to Group Activities from July.

If you would like more information on our groups and activities for people over 65, whether you are an existing client or might like to join us, particularly new friends from Bankstown – we would love to hear from you. Please call Alison or Gillian on 9750 9344.

# ZOOM Exercise Classes with Jacquie

4cs has been running Exercise Groups for older people for over 2 years. They have always been extremely popular, so much so that we needed to introduce a second group a while back!

The classes combine the important function of providing appropriate physical exercise to keep people fit and well, with the equally important aspect of social connection.

People come along and have a chat, and get to know each other over a cuppa. Our participants really look forward to the group each week.

When the pandemic hit, all our face to face activities for over 65s had to stop, including the exercise group.

However we wanted to find another way of providing the classes to our participants, who were having to stay home in isolation. Exercise Class facilitator, Jacquie Sekulovski, was also keen to keep things going – and to keep the participants moving!

We decided that we would run the groups using the wonders of modern technology – via Zoom! Although not everyone had a computer or a device to be able to participate we had enough who could and we started running the groups each Monday.

While the experience is somewhat different to face to face groups, everyone is enjoying it and able to see each other online and keep up their exercise regime. Here's what some of the participants had to say:

"I enjoyed doing the zoom classes in the comfort of my own home."

"Jacquie makes it easy to join the class, as she sends an email the day before with a link to press which takes you to the class very easily without entering numbers or passwords."

"Although I do enjoy the online class, I can't wait to go back to the Centre and enjoy the company of my friends."

We asked Jacquie how she had found the new experience taking the online classes:

"Initially it was a bit challenging trying to work the online software and then teach the participants how to use it. The initial class was a work in progress, but since then the program has been running smoothly with minimal technical glitches."

We wondered how different it was to running the classes face to face:

"Face to face classes, from a social point of view are definitely more effective. Participants can socialize better and talk amongst each other, whereas during an online exercise class, talking amongst each other can interfere with the audio quality – therefore it is a quieter program. From an instructor's point of view, it doesn't differ much. I am still demonstrating the exercises and they are following on and I am still able to make corrections when required."

Jacquie reminded us of the benefits of exercising for older people:

"The most important benefit of exercising in later life is that it can decrease or prevent functional decline associated with ageing – and promote independence. This is because exercise maintains and improves cardiovascular function, offsets loss of muscle, improves

bone health and postural stability, increases flexibility and range of motion, reduces risk factors to improve health, improves mood and reduces cognitive decline."

Jacquie said that judging by the high weekly retention rate of those in her class, the participants are enjoying it and appreciating all these benefits! "We are lucky to have such advances in technology that allow for this kind of access to exercises during this difficult time. Participants learn the skill of operating the Zoom software and were forced out of their comfort zone – which assists in growth. Participants can also continue to use the software once face to face classes return to further decrease loneliness and isolation, if they want to catch up with others."

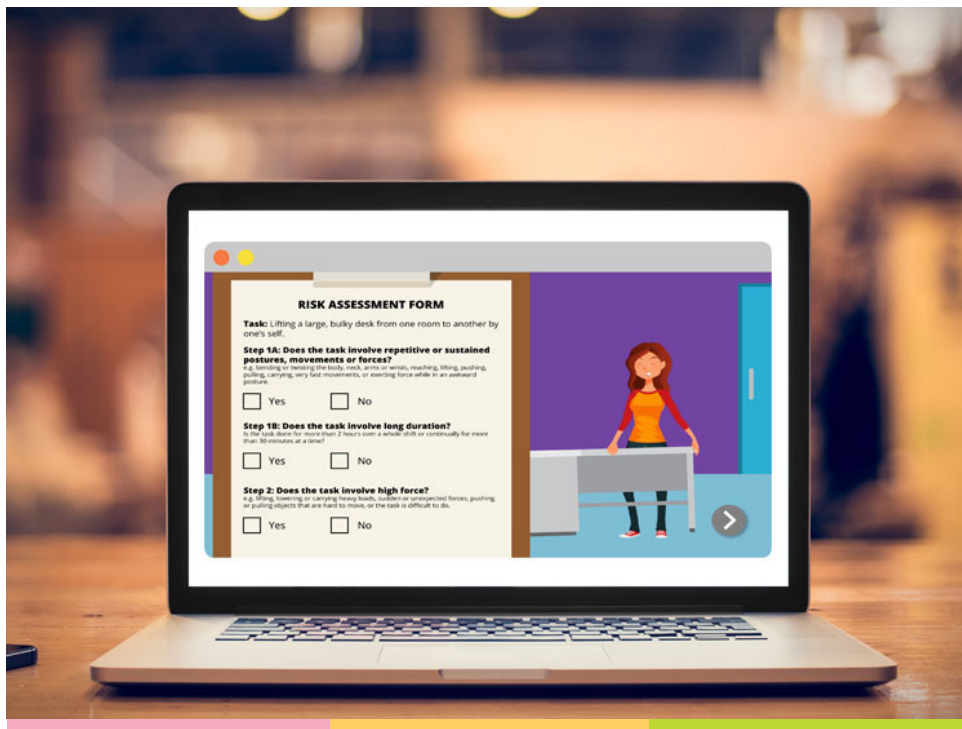
All in all the classes are a great success – and help keep everyone still active and engaged while at the same time keeping safe and well at home.

**PS:** At any time, but particularly during the pandemic, having access to technology that assists in keeping people connected to others, and to other opportunities to engage in activities, is an absolute boon. Currently 4cs is providing the opportunity for eligible people over 65 to access such technology and to receive training in how to use it.

Please see the information on our iPad Project in this newsletter, or call 9750 9344 if you are interested.







## STARS UPDATE

As with all our services STARS has had to operate very differently during the last 3 months due to Covid-19.

Several face to face training sessions had to be postponed, along with our much anticipated event to celebrate volunteers during National Volunteer Week. However, the STARS team has been very quick and proactive responding to the needs of local CHSP services for training and support.

### Volunteer Coordinator Forums

Volunteer Coordinators of CHSP Aged Care services and local not-for-profit services usually meet twice a year face-to-face. This is to discuss their experiences and exchange ideas in working with volunteers to continually improve on the volunteer experience for the volunteers, the clients, the organisation and wider community.

Due to Covid-19, the forum scheduled for the 26<sup>th</sup> March had to be cancelled. STARS organised an online Zoom meeting May in the lead up to National Volunteer Week, generating interest from many services.

Eleven volunteer coordinators attended, with many more asking to attend the next session. Covid-19

has changed the way we all work, and, for the Volunteer Coordinator Forum has presented an opportunity for coordinators to meet on a more regular basis – every two months instead of twice a year.

Hopefully, once we are able to meet again face-to-face, we can use this as well as meeting online to meet and collaborate together into the future.

**The next Volunteer Coordinator Forum is again via Zoom on Thursday 16th July, 10 am – 12 pm**

If you are a Volunteer Coordinator running programs serving the Inner West and Canterbury-Bankstown areas and interested in attending the forum, please contact Angela at STARS [angela.gallard@4cs.org.au](mailto:angela.gallard@4cs.org.au)

### STARS Training

STARS can help with all of your training and support needs from assessing the topics required for your service type to customized development and delivery.

If what you require is outside of our expertise we will support you to find the right trainer.

Training is available online via Zoom as prerecorded sessions or as live webinars. Face to face training will be resuming again at the end of July

with both calendar and customised options available.

If you are a CHSP service and are interested in accredited training Comply with infection prevention and control policies and procedures (HLTINFCOV001), either face to face or online please email your expression of interest to [starstraining@4cs.org.au](mailto:starstraining@4cs.org.au)

### Free online training

STARS is working with ALTURA to run a diverse range of FREE short online courses for CHSP staff and volunteers from June to August. Places are currently full, but if you are interested in online training for your organisation please contact Deb at [starstraining@4cs.org.au](mailto:starstraining@4cs.org.au)

**Courses include:**

- Safe food handling in the home
- Risk assessment in the home
- Manual handling- assist clients safely
- Responding to challenging behaviours and aggression,
- Confidentiality and information handling
- Lone working and personal safety
- Recognising changes in client needs.

Non CHSP staff can also access the training at a cost.

### Volunteering

If you, or someone you know are thinking about Volunteering, and don't know where to start or what may be available in your area contact STARS!

As well as training and supporting workers and volunteers already working with services, STARS is also a Volunteer Resource Centre supporting community members to learn about volunteering and assisting in finding volunteering opportunities.

STARS are working on having online information for potential volunteers.

**For more information contact Angela at [angela.gallard@4cs.org.au](mailto:angela.gallard@4cs.org.au)**



# VOLUNTEER WITH THE 4CS

Are you looking for a fun way to give back to your community?



We are looking for reliable and motivated people to join our gardening and social support volunteer teams in the Bankstown Area. Come along to our information session to hear how you can get involved.

## When

Wednesday  
29<sup>th</sup> of July 2020  
10:00 am to 11:00 am

## Where

Community Room 1  
Bryan Brown Theatre and Function Centre  
Rickard Rd & Chapel Road, Bankstown NSW 2200

**Facilitator:** Canterbury City Community Centre

If you feel unwell please do not attend. We will arrange another time with you.

Free with light refreshments provided.

For more **information** and to **register** call **9750 9344**



# NATIONAL VOLUNTEER WEEK 2020

National Volunteer Week is held in May each year and it is always a big event on the 4cs Calendar. This years' theme was Changing Communities, Changing Lives.

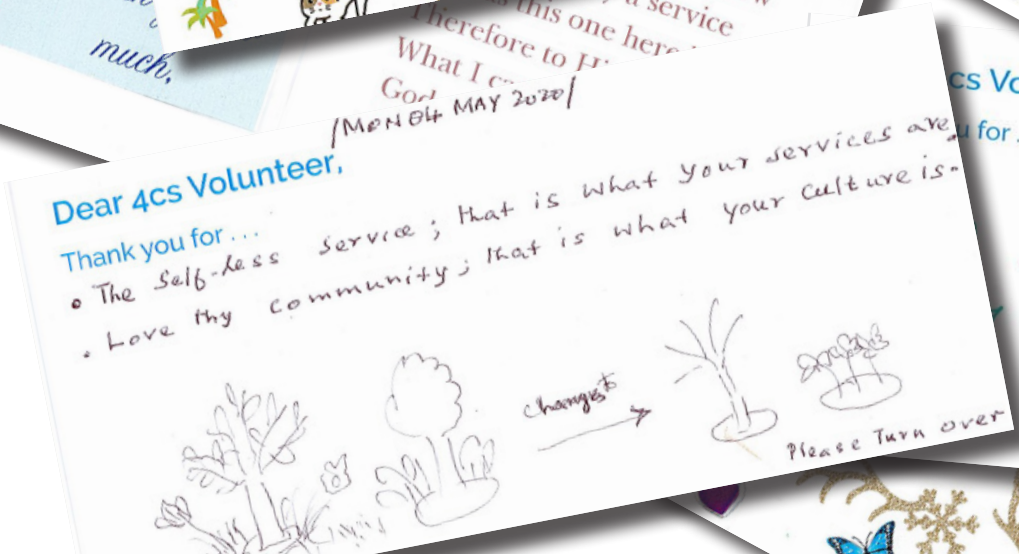
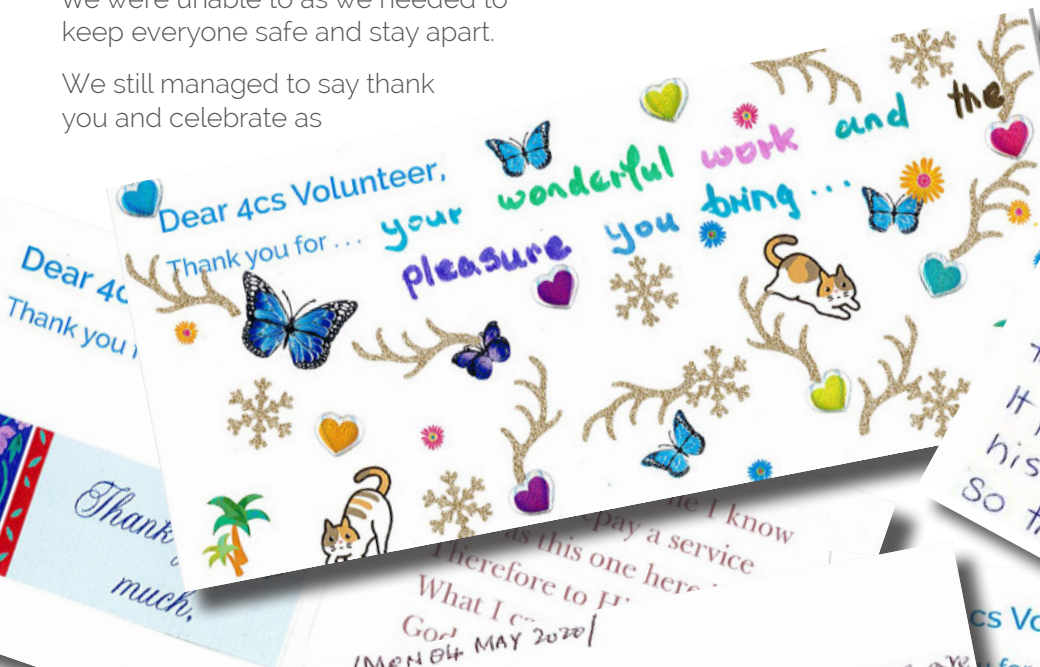
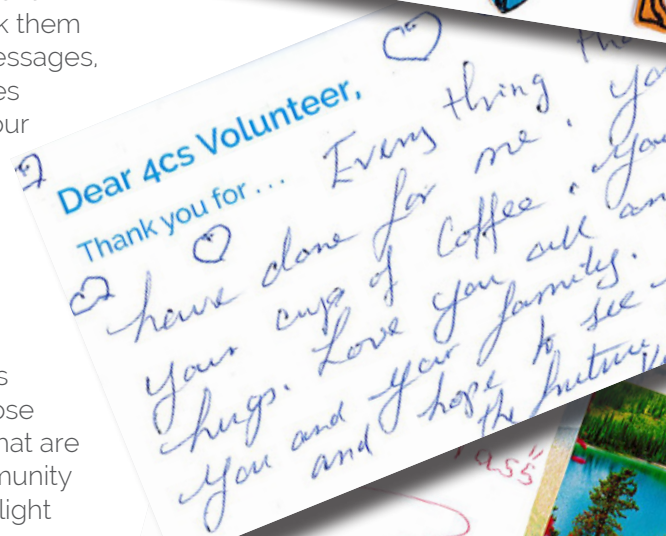
We have 120 volunteers at the 4cs who provide essential services and support... in administration and on our Board, in our social inclusion programs, teaching English or helping people fill out forms, driving our bus or home visiting, providing gardening support for elderly clients, teaching others a new skill or in community education programs.

For Organisations like the 4cs we know that Volunteers make a huge difference every single day... whether that difference is to one person or to many... or to a whole community. National Volunteer Week is our chance to say thank you and to celebrate the contribution made by our Volunteers. Usually we come together as the 4cs community at an event but this year we were unable to as we needed to keep everyone safe and stay apart.

We still managed to say thank you and celebrate as

a community and asked our clients to send in their thoughts of appreciation for the volunteers. We were amazed by the response... 140 clients were able to phone in messages or post a card to wish the 4cs Volunteers a Happy National Volunteer Week and to thank them for all that they do. These messages, together with video messages from the staff, were sent to our Volunteers by email using Sway.

The cards are on display at the Centre ready for when the Volunteers can call in to read them and a few are in this newsletter. Difficult times can often shine a light on those relationships and networks that are the most important for community wellbeing. Covid 19 shone a light on how important volunteers are to Australian life. Happy National Volunteer Week to all the 4cs Volunteers and volunteers everywhere.





...all your hard work  
 ...trips so valuable, w/  
 ...never  
 ...tores  
 ...get it  
 ...the  
 ...our  
 ...hear  
 ...Pill  
 ...You Service



3/51  
 Dear 4cs Volunteer,  
 Thank you for ...

Being there for us!  
 Your time, efforts + support  
 is always appreciated by all  
 Stay Safe. KADIKIT

Keeping mum's backyard tidy!  
 We're still trying to beat that  
 nut grass ... but with your help,  
 I'm sure we will prevail!

Thank you



THANK YOU VOLUNTEERS.  
 Such a simple word;  
 It's often under-rated  
 And yet, in truth,  
 It's always good  
 To feel appreciated.  
 So here's  
 my chance  
 to say it!  
 It's absolutely true.....  
 I loved having you at my  
 morning tea.  
 Peggy



Beaucoup  
 you all, on Friday  
 you for ...

Keeping mum's backyard tidy!  
 We're still trying to beat that  
 nut grass ... but with your help,  
 I'm sure we will prevail!

Thank you



Dear 4cs Volunteers  
 One must find time to  
 stop and thank the people who  
 make a difference in our lives.  
 Please accept this heartfelt  
 "THANK YOU" from me to express  
 a MILLION thanks to all  
 - for all their  
 - regiving  
 Dear 4cs Volunteer,  
 Thank you for ...

MAY YOU ALWAYS BE BLESSED,  
 WITH WAHHS, FOR THE WIND  
 A ROOF FOR THE RAIN,  
 A WARM CUP OF TEA BY THE FIRE.....  
 LAUGHTER TO CHEER YOU,  
 THOSE YOU LOVE NEAR YOU,  
 AND ALL THAT YOUR HEART MIGHT DESIRE,  
 LOVE FROM TRUDY  
 XOXOXO

"WOLD GAELIC BLESSING"  
 BIG THANK YOU TO ALL THE LOVELY PEOPLE

his garden.  
 no for  
 ar 4cs Volunteer,  
 Thank you for ...



All the help, you came and pulled  
 out all the weeds so now I can plant  
 some seeds.  
 We thank you all,  
 Keep well and strong  
 so we can have your  
 help once more.  
 Best Wishes from  
 Despina



Thank you for ... all the help you have given  
 my parents - Con & Mary.  
 idness and kind words have meant a lot  
 of us. Thank you again  
 & God Bless  
 Stay safe  
 Very happy  
 Miss you all  
 Bella B







## GARDEN CARE *During the Pandemic*

Thanks to the Garden Care staff and Lawn Mowing contractors who have worked on during the last few months and continued to provide services to our clients during this difficult time. This has included making changes to the way we work, to make sure everyone stays safe and well.

Our volunteers stopped working for a while, so there were fewer people in the garden and social distancing was easier to maintain, and clients were asked to stay safely indoors while the service was in progress.

We are pleased to have the volunteers back with us again from June – travelling to the gardens independently, bringing their own morning tea, maintaining social distancing, as well as hand and respiratory hygiene and a strict regime for cleaning and sanitizing tools and surfaces. Judging by the smiles on the volunteers' faces – I think they missed our clients, staff and each other almost as much as we missed them!

### Garden Care Comes to Bankstown

4cs is pleased to announce the expansion of its Garden Care service into the former Bankstown Local Government Area. Garden Care has been providing quality, consumer directed services in the Inner West and Canterbury areas for 20 years, and

an increase in funding will now allow some older Bankstown residents to receive the same services.

Garden Care is funded by the Australian government under the Commonwealth Home Support Program (CHSP) to support people over 65 (50+ for people of Aboriginal or Torres Strait Islander background) to live independent lives and keep well and active.

Garden Care is able to offer three types of services to eligible clients:

**Easy Care Gardening** – this annual service is an overhaul of the garden by a team of volunteers, led by a qualified Garden Care worker. This includes weeding, papering and mulching of garden beds, trimming back of vines and shrubs and clearing of pathways to make the garden safe and accessible once more. Gardens are then easier to maintain for the clients, safer and ecologically friendly. Clients can also decide on the areas that they want the team to focus on and staff will always consult with the clients before the work proceeds. Clients can have from one to three visits to achieve the desired result. The Garden Care team will return 12 months later to maintain the garden and top up the mulch.

**Lawn Mowing** – this is a regular mowing service carried out by our team of professional contractors –

and includes mowing and edging – up to fifteen times a year.

**Garden Support Service** – this service tackles those one-off jobs like rose pruning, restoring a pond area or pressure hosing of a slippery patio.

All services are subsidized and fees are according to size of garden, degree of difficulty and time required to complete the job. Clients will always be advised of the fees prior to service.

Lawn mowing is available in the former Bankstown local government area of CB City Council. Easy Care Gardening and the Garden Support Service are initially available in the suburbs of Bankstown, Chullora, Greenacre, Mt Lewis, Padstow, Punchbowl, Revesby and Yagoona.

If you would like to receive this service you must go through My Aged Care by calling 1800 200 422 or visiting their website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

We are currently looking for Volunteers to help with our Garden Care Teams in the Bankstown area... if you have a few hours to spare each week or each month please contact the Centre or book in for our Volunteer Information Session on the 29th July 2020 at the Bryan Brown Theatre. More information about the session is in this newsletter.

If you have any enquiries and would like to talk to a Garden Care staff member please call 9750 9344.

### Winter in the Garden

**Now that winter is upon us, there are some gardening tasks to attend to:**

- Reduce watering to all potted plants, even those inside or under cover. Providing too much water when they don't need it may cause diseases and root rot. Keep indoor plants away from heaters.
- Move potted plants that prefer warm weather into more protected spots in the garden, such as under a verandah or to a porch.
- Cut back herbaceous perennials, including Chrysanthemums. Many will already be shooting from their base so leave this new growth and cut off any twiggy branches and old foliage above it. Don't worry, they will grow back.
- Prune grape vines.



- Continue to remove weeds as soon as you see them and think about mulching your garden beds in preparation for spring and summer.
- When planting young seedlings in winter, use organic liquid fertiliser to give them the boost they need. Pick off caterpillars before they eat your vegie seedlings and feed them to the chooks! Keep an eye out for aphids, squash to remove and plant beneficial flowers and herbs amongst or nearby your veggies such as marigolds, calendula, alyssum, thyme, parsley, these will help to attract aphid predators in to feast.
- Fertilise winter flowering bulbs such as jonquils when the first buds appear. Continue fertilising until flowering ends to ensure a good display next year.
- Prune deciduous trees & shrubs.
- Most deciduous fruit trees should receive their winter prune to cut back last year's growth by about one third and correct any structural problems. However, for areas prone to early spring frost, it is best to delay pruning until late September. Be sure to prune according to the needs of the variety.
- Don't prune frost damaged shrubs and trees until the danger of further frosts has passed. The frost damaged leaves may provide protection from further damage and new growth from pruning would be very vulnerable to frost.
- Try to have your gutters cleaned if you have deciduous trees close to your house, keep paths and stairs clear of leaves to avoid slips and remove build up on the ground from around structures. Fallen leaves are a great addition to your compost heap when layered with green plant material and your fruit & veg scraps.
- Do you have a comfy place to sit in your garden – or on your balcony? If not, think about the benefits of having a place to sit outside, to relax, to listen to and watch birds, meditate or simply be in the sun or shade for ten minutes. Maybe you could take your morning cuppa or breakfast outside for a change –

or enjoy a good book. Even in winter we can have lovely sunny weather and can find a sheltered spot to sit.

## Pruning Roses

The best time to prune roses is from mid June to early July. For the winter pruning, it is best to remove half to two thirds of all growth including all the dead wood and spindly growth. If the rose bush is not growing as vigorously as the other roses in your garden it is best not to prune as hard. Floribunda roses should not be pruned as hard as hybrid tea roses.

Ideally you should leave 3-5 strong, healthy, green coloured canes with the centre nicely opened to allow good air flow throughout the growing season. Prune the canes down to a good thickness, no less than 10mm, ideally to an outward facing bud. Clean up all the prunings, pick off any foliage and clear up dead and diseased leaves from the garden.

Be careful to not damage or prune off new shoots that are coming from above the graft union as these will become strong new stems that will carry new flowers in the following years.

Shoots from below the graft union are coming from the root stock and need to be removed. The most effective way is to scrape the soil away from

the graft, grab the sucker, twist it and pull it off. The NSW Rose Society website has lots of handy tips.

## Sydney Water Restrictions – Level 1

Due to increased dam levels Sydney Water restrictions have been eased back to Level One for everyone in Greater Sydney, Blue Mountains and the Illawarra. Sydney Water have published guidelines on their website that advise of the restrictions and how we can save water... important information for gardeners.

**Gardens** - You can only water your garden with a hand-held hose fitted with a trigger nozzle, a watering can or a bucket before 10 am and after 4 pm.

**Sprinklers** - You can't use standard sprinklers or watering systems.

**Hoses** - You can't leave hoses unattended.

**Hosing of hard surfaces** - You can't hose hard surfaces, unless there is an emergency or for health and safety reasons.

**Washing your car** - You can wash your car with a bucket and sponge, a hose fitted with a trigger nozzle, high pressure water cleaning equipment or at a commercial car wash.

A fine of \$220 can apply for anyone breaching the restrictions.





## SADIA'S Story

Sadia arrived in Lakemba in 2015 from Pakistan with her husband and young son. Like many other women she did not have other family or friends here and was unsure how to start her new life here in Australia. Wondering whether to work or study she saw a poster at Lakemba Library advertising a Women's English Class at the Cottage.

During this class she learnt about other programs the 4cs was running for women including the Certificate IV in Micro Business in partnership with Sydney Community College. She had thought of importing clothing and accessories from Pakistan, so doing this course would hopefully give her the skills and knowledge to start her own small business.

At the end of 12 months Sadia successfully completed this course and began selling her clothing and doing henna tattoos at Lakemba Community Markets and other markets/events around Sydney. With the markets ending in December 2018 and having lived in Sydney for 3 years, she wanted to give back to the community and help make the settlement journey easier for other women that arrived here from overseas, especially for those who have English as a second language.

Having always want to teach but not having a Bachelor of Education, she learnt from her teacher in Micro Business that she could teach adults by completing a Cert iv in Training and Assessment. When the course became available to do FREE under the funding program Smart and Skilled, Sadia embarked on another 12 months of study while pregnant and having her second child.

With certificate in hand Sadia approached training colleges for work and started teaching Children's Services with the Australian Learning Group. Her experience, qualifications and understanding of the barriers facing many ESL students to study in Australia made her the ideal candidate to assist people learn from overseas. She currently has students in her class from all over the world including Pakistan.

## COMMUNITY PROGRAMS UPDATE

While many of our programs had to cease due to Covid-19, we are pleased to announce that since early May when most school aged children went back to school, we have been able to continue our Intermediate English Conversation Class and Mum 2 Mum English classes online. While not the same as being together in the classroom, both Fiona and Musharraf have done an excellent job working with women to assist them online.

With many women still caring for young ones at home and juggling all the demands of home life, classes have been smaller in size and limited to one hour. Most of the women connect to Zoom using their phone or ipad.

As of the 13<sup>th</sup> June our two courses with Sydney Community College were able to resume face to face classes by implementing a range of physical distancing, cleaning and hygiene procedures. Both classes have relocated to the main Centre on Railway Parade with a maximum of 9 students in the room and shorter classes.

The morning session has half the students and then the session is repeated in the afternoon for the other half. It is great to have Sadia Kashif a former student now teaching the class, you can read more about her story below.

Unfortunately, there is no space at the Centre for childminding, but thanks to a partnership with Canterbury Bankstown Council's Lakemba Children's Centre, students have been able to place their children in the Centre while studying. This has been a great benefit for the women and their children as it is giving the children an opportunity to experience prior school services to help get them get ready for the transition to school. For many of the mothers it is the first time that their child is attending a formal Childcare Centre and we hope to continue this partnership into the future.

With all our other programs at the Cottage including parenting courses, learn to drive classes and Lakemba Ladies Lounge, we have had to put on hold until physical distancing regulations are relaxed. The current one person per 4sq metre means that we can only have a total of 6 women in the front room and one child in the play area. We have had many requests from women to resume the fun activities as part of Lakemba Ladies Lounge so Romana will be starting this program from 3<sup>rd</sup> Term online using Zoom. Please see the Lakemba Ladies Lounge flyer for all the details on what's on and how to join in or contact Romana on 9750 9344 or [romana.waseem@4cs.org.au](mailto:romana.waseem@4cs.org.au)



Bangladesh, Iraq, Lebanon, Sth Korea, India and Vietnam.

In another co-incidence while attending a women's health seminar at the Centre she bumped into Tonya, the co-ordinator of Sydney Community College who was very excited to learn that Sadia was qualified to teach and offered her work teaching the Community Services here at Lakemba!

Sadia's journey has had many twists and turns since arriving in Australia, but she believes that "... it is possible to succeed in Australia at study, at work or in business with team work and by that I mean by the support of my family (husband & son), classmates, teachers and of course the 4cs, that provided assistance, support and access to activities that helped me along my journey".

## COVID-19 Information Directory

While we have had to keep our front door closed due to the pandemic, we have been able to respond to people's calls for assistance and support by providing information and referring individuals to a range of local services.

Since March, the Centre has maintained a directory of the latest information on Centrelink benefits, emergency relief providers, health services including mental health, and other local services. Every effort has been made to ensure the information in the directory is

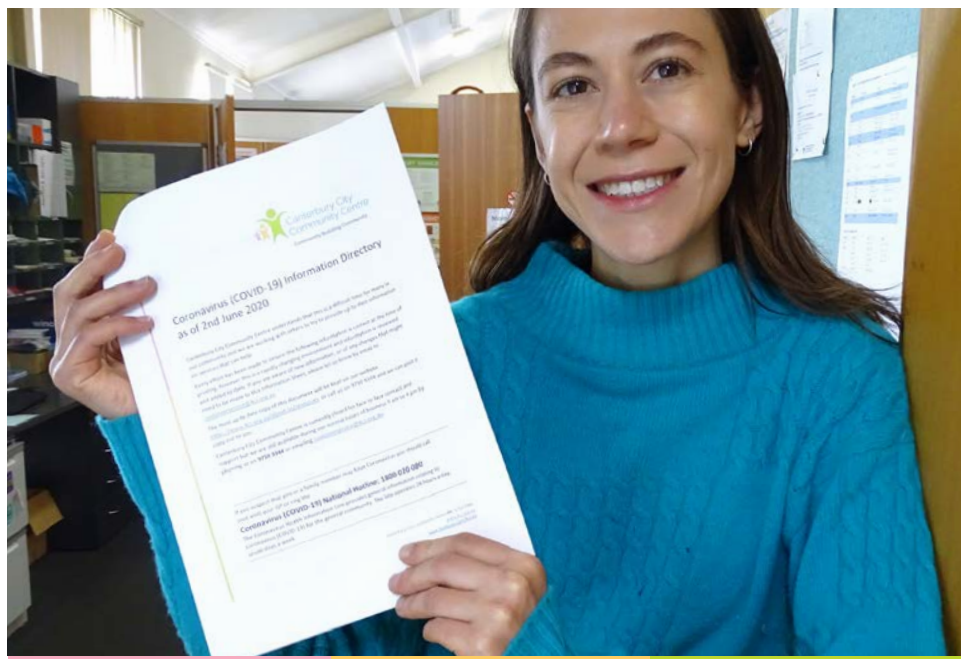
correct at the time of printing. The most current version can be found on our website [www.4cs.org.au](http://www.4cs.org.au) under resources or we can post a copy to you.

If you need further assistance or information, please contact the Community Centre by phone on 9750 9344 between 9 am and 4 pm on Monday to Friday and we will try to help.

## In Need of a Justice of the Peace?

With many services closed including our Centre and Lakemba Library, it has been difficult to get a local JP, but the good news is there are now some local JPs available at the places below.

- **Pharmacy 4 Less**  
5 pm - Midnight Tuesdays and Wednesdays at 49 The Boulevard, Lakemba (No appointment needed)
- **Jihad Dib, MP's Office**  
Phone for Appointment 9759 5000, 10 am - 4 pm Monday to Friday, Shop 21 Broadway Plaza, Punchbowl
- **Tony Burke, MP's Office**  
Phone for Appointment 10 am - 4 pm Monday to Friday, 9750 9088 - Shop 29 Broadway Plaza, Punchbowl
- **Service NSW Centres**  
Call 13 77 88 to find out when a JP is available at your local Service NSW Centre



## WORKING BEES

We are pleased to announce that working bees will start again at Lakemba Community Garden.

Having been on hold for the last 3 months due to Covid-19, the Department of Health is now easing restrictions enabling us to get back together in the garden to tidy up those communal, share gardening tips and stories.

Working Bees are usually held the 1<sup>st</sup> Saturday of the month.

Up-coming dates are:

Saturday 1<sup>st</sup> August 2020  
8:30 am to 12:00 pm

Saturday 5<sup>th</sup> September 2020  
8:30 am to 12:00 pm

Remember if you would like manure at \$ 5:00 bag or mulch \$ 15:00 a bag, please contact Joan at the Centre and she will bring some down on the day.

If you have any queries please call Kate at the Centre on 9750 9344.

We look forward to seeing you again at the next Working Bee.

# LAKEMBA *Ladies* Lounge

July to September 2020

Starting August Lakemba Ladies Lounge will be online Thursdays 10 am to 12 pm. We will be connecting with ZOOM. You just need to download Zoom on your laptop, phone or computer. It's FREE and if you need help call Romana on 0412 270 811

You will need to book the class you want to attend by text or email, as classes are limited to 15 people. Email: [romana.waseem@4cs.org.au](mailto:romana.waseem@4cs.org.au) or call 0412 270 811

## JULY

*Lakemba Ladies  
Lounge is closed for  
school Holidays*

## AUGUST

**Eid Party - 6 August**  
*please dress up and make a cultural dish to show us. Uzma will show us how to do henna. Lucky booking number prize will be drawn.*

**Light Exercise - 13 August**  
*with Marina*

**Make Samosas - 20 August**  
*with Arifa*

**Try Macrame - 27 August**  
*with Sana*

## SEPTEMBER

**Make Shawarma -**  
3 September  
*with Saira*

**Learn to knit a scarf -**  
10 September *with Rashda*

**Learn to knit a scarf -**  
17 September *with Rashda*

**Pizza - 24 September**  
*by Hina*

For information call **Romana or Kate on 9750 9344**



# HAVING A PERSONAL COVIDSAFE PLAN FOR SENIORS

From the 1st July many Covid restrictions have eased in NSW and it's a time that people are starting to venture out more.

It is also a time that our risks of catching the virus may increase unless we continue to remain vigilant and maintain basic precautions around hand hygiene, cough etiquette, social distancing and cleaning. It is natural to feel a bit anxious about getting out in the community after being at home for a while but having a Plan may help to feel prepared and keep you safe.

NSW Health advises that people over the age of 70 are at greater risk of more severe symptoms if they are infected with COVID-19 and need to take extra care.

There are no specific restrictions for people over 70 about self-isolating or staying home... you can choose when you go out, where you visit, and when to have visitors.

The Department of Health has developed a handy Covid Action Plan to use, and to adapt in case there is increased transmission of the virus in the community.

A copy of the Plan is included with the Newsletter or can be downloaded from the Department of Health [Website](#).

When preparing a personal Covid Plan, people need to consider their personal or individual risk, what is happening in their community, what activities are important to them (and can be done safely) and what they feel comfortable participating in.

Whatever you decide, it's important that you follow the same health and safety advice that applies to the whole community:

- get tested if you have any symptoms, even if they're mild
- Stay home if you're feeling even mildly unwell
- practise good hand and respiratory hygiene

- maintain a physical distance of at least 1.5 metres from others, unless you're in the same household
- stay active and healthy and keep your other vaccinations up to date especially for influenza
- keep up to date with information, especially any rules about gatherings, such as weddings, funerals and worship
- Download the [Covidsafe App](#)
- Talk to your Doctor if you have any concerns.

To help you make decisions it is important to get up to date information. The [4cs Covid Directory](#) is a good source of Information or call the National COVID Older Persons Information line on **1800 171 866** for information or advice.

Your Personal Covidsafe Plan would need to be adjusted if there are increased cases of community transmission. If case numbers do increase you could

review your Plan to include the following:

- Develop a 'Social Bubble' and limit interactions outside that bubble
- Change or avoid non essential activities outside your bubble
- Change or avoid activities shown to have a high risk
- Change some of your activities to reduce interactions, such as online shopping
- Maintain good health and prepare yourself for any increase in restrictions.
- It is important to know the symptoms of Covid and where to go to get tested.



It is also good to build up a support network of people who can help... family, friends, neighbours and Organisations.

What else would you include on your Plan...?

## Over 70? Do the 7

### COVID-19

**Taking a cautious approach and understanding the risks can help protect yourself and those around you.**

<b>②</b> Avoid unnecessary travel 	<b>③</b> Keep gathering virtually where you can 	<b>④</b> Consider having your essentials delivered 
<b>⑤</b> If you do go out stay 1.5m away from others at all times 	<b>⑥</b> If you're sick stay home and get tested 	<b>⑦</b> Ensure you don't come into contact with anyone who is unwell 

Taking extra steps will make a difference [nsw.gov.au](#)

**> HELP US STAY COVID SAFE**





## HOME CARE PACKAGES

### *During the COVID-19 Pandemic*

**It has been a particularly difficult time for the service that works with our most vulnerable clients – the Home Care Packages.**

Home Care Packages (HCP) support older clients with higher care needs to live independently and keep safe and well while living at home.

We needed to continue to support these clients, but it was not without its challenges.

While some families chose to provide extra support to their elderly parents at this time, enabling them to temporarily withdraw from our service, many did not have this support available to them and were reliant on our service more than ever.

Our frontline workers did a remarkable job under difficult circumstances, and displayed professionalism, dedication and compassion.

A team meeting was held as the seriousness of the pandemic was starting to become apparent, to plan how we would proceed, and what extra precautions we needed to put in place.

Training was crucial, and all Home Care Package staff undertook online training in Infection Control, and then in various aspects of working safely with vulnerable clients in a home based setting.

Hand and respiratory hygiene was observed, as well as social distancing where possible. Clients were also provided with information about hand washing and staying at home to avoid infection.

Personal Protective Equipment (PPE), including hand sanitizer, wipes, gloves and face masks were sourced, and training in how and when to use the equipment was completed. At this time PPE became scarce and difficult to obtain, and we were concerned that we would have to suspend service. However thanks to the persistence and resourcefulness of staff, a crisis was averted and the required PPE obtained.

We received (and continue to receive) daily updates from the Department of Health, and followed their advice, advising staff of any changes. We also kept in touch with clients and let them know that we would not be able to continue to provide some aspects of the service until it was again safe to do so.

We needed to limit excursions out of the home to essential medical appointments only and outings to the shops or to attend our Social Groups needed to be put on hold. So while other arrangements could be made for shopping, this meant that our clients were out of their usual routine

and more isolated than usual. Not a happy time for our clients, but most understood that we were taking these precautions with their health and wellbeing in mind.

We are starting to come back to normal now – but with caution – and we are still observing all the necessary safeguards and precautions.

Thanks must go to our clients for their patience during this time, and for working with us to help us keep them safe and healthy.

### Breaking News

The Department of Health has advised that, as of 1<sup>st</sup> July 2020, clients attending a Commonwealth Home Support Program (CHSP) funded Social Group may continue to do so as they transition to a Home Care Package without needing to take an attendance fee from the Package. This is great news for our Package Clients who also attend our Social Support Groups.

Up until now, when a client who is attending one of our CHSP Social Support Groups or activities, goes on to receive a Home Care Package, they must pay for attendance at the Group through their package. Without the CHSP subsidy this is at a higher rate and this often discourages clients from attending the groups as they may think that their Home Care Package should be spent on other "essential" services.

The Department of Health has now advised that any client attending a Social Support Group, who is assigned a Home Care Package, can continue to attend the group as a client – paying only the usual small subsidized fee to attend – and freeing up their Home Care Package budget for other services and goods.

Keeping active and socially connected is one of the best things older people can do to maintain wellness and good mental health. Being part of a social support group is an excellent way of doing this – providing the opportunity to meet new friends, try new activities and visit new places – all excellent for mind, body and spirit. Allowing Home Care Package clients to continue to attend these groups at a subsidized rate and without affecting their ability to purchase other services they need, is a positive step indeed.



# 4cs Launches New Personal Care Service in Bankstown Area

4cs are excited to announce the launch of a new Personal Care service for eligible people over 65 in the Bankstown area. The service will cover some of the suburbs in the former Bankstown Council area of Canterbury-Bankstown City.

This service is funded under the Commonwealth Home Support Program (CHSP) to assist older people to keep well and independent, while living in their own homes.

Personal Care provides assistance with activities of daily living self-care tasks to help a client maintain appropriate standards of hygiene and grooming, including assistance with self-care, and assistance with client self-administration of medicine.

Activities can include support with eating, bathing / showering, toileting, dressing, grooming, getting in and out of bed, moving about the house and assistance with medication.

Our Personal Care service embodies a "wellness approach" that means we work with clients to help promote greater independence and listen to their individual needs

and wants while supporting them in achieving their goals.

In practical terms, this means we encourage and support clients to keep doing the tasks they can still manage, while assisting them with those tasks they find difficult. For example, a client may have difficulty showering but are able to dress and groom themselves on their own.

We have a team of Care Workers who are qualified, experienced and caring, and understand the needs of older people. We have both male and female workers, who speak a range of community languages, including Arabic, Tagalog and Spanish.

Most importantly, our staff are friendly and respectful, with a genuine commitment to listening to clients, and their families, and providing the service that will best suit their needs.

If you think this service might assist you (or a family member) please call My Aged Care on 1800 200 422. If you need further information please call 4cs on 9750 9344 and we will be happy to help you.

## NEW SIGN LANGUAGE INTERPRETING SERVICE – Aged Care Services

The Commonwealth Department of Health has made available a FREE sign language interpreting service for any Consumers of Australian Government funded aged care services, including the Home Care Packages and Commonwealth Home Support Programs.

Providing a free sign language and interpreting service to support older Australians who are deaf, deaf blind, or hard of hearing will make those services more inclusive and accessible.

This is very welcome news at the 4cs and will assist us to engage and support consumers at assessment and delivery in our Packages, Garden Care, Social Inclusion and Personal Care Services through Face-to-face sign language interpreting and Video Remote Interpreting services.

Sign language Services are provided through Auslan Connections and are available in Auslan, Aboriginal and Torres Strait Islander languages, American Sign Language, International Sign Language, and Signed English for deaf consumers or consumers who are hard of hearing, and tactile signing and hand over hand for deafblind consumers.

These new sign language interpreting services will support older Australians to better engage and fully participate in their aged care services. Bookings for the service are made in advance through the 4cs or your other Service Provider.



# APPLICATION FOR MEMBERSHIP OF CANTERBURY CITY COMMUNITY CENTRE INC



Incorporated under the Associations  
Incorporations Act 2009

Canterbury City Community Centre is an Incorporated Association which is governed by a voluntary Board of Directors elected by the Financial Members of the Organisation.

To become a member of Canterbury City Community Centre Inc you must be over the age of 18, complete this form and pay the required fee, and support the stated purpose, values and vision of the Organisation.

Your application for membership will need to be accepted by the Board of Directors and, once

approved, you will be eligible to vote at Special and Annual General meetings of the Association as well as nominate to serve on the Board of Directors.

Canterbury City Community Centre Inc is governed by the Rules set out in its Constitution. Members have no liability for the payment of debts incurred by the Association beyond any unpaid annual membership fee.

The annual membership fee is \$5.50 including GST.

To apply to become a member fill out the form below or go online to [www.4cs.org.au/membership](http://www.4cs.org.au/membership).

## MEMBERSHIP APPLICATION FORM

Name .....

Address .....

Email .....

Please contact me by                      Post ☐                      or                      Email ☐

I hereby apply to become a Member of Canterbury City Community Centre Inc and agree to support the stated Values, Purpose and Vision of the Organisation and be bound by the Constitution of the Association for the time being in force.

Signature .....

Date .....

Return to, The Secretary, Canterbury City Community Centre Inc, PO Box 66, Lakemba NSW 2195

### Office Use Only:

Date Received                      /                      /

New Application ☐

Renewal ☐

Date Approved by Board                      /                      /

Date Entered to Membership register                      /                      /

Membership Fee Received ☐

Receipt No.