



Canterbury City
Community Centre

Community Building Community

YOUR LOCAL CENTRE MAKING A WORLD OF DIFFERENCE

.....
Annual Report 2017
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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

This year Canterbury City Community Centre (4cs) has been consolidating a wide range of internal changes undertaken in 2016 primarily to enable an expanded offering in aged care services. Liz Messih, our CEO, is to be commended for her excellent leadership throughout the organisational restructure, uptake of new services, and management of associated resource and policy challenges.

This next year will require renewed focus on external uncertainties that can, if not managed strategically, impact on the organisation's overall sustainability and ability to meet demand for services. Uncertainties are arising predominantly from the implementation of social reforms in key sectors where 4cs works, local government restructuring and election of a new council, and 'urban renewal' initiatives.

The roll-out of social reforms in, for example, the aged care and disability sectors raise a great deal of uncertainty and a number of challenges for 4cs. The move to individualised funding and client-directed care is administratively more expensive. It requires service providers to continuously spend more on such things as marketing, digital technology and administration in order to attract and retain clients and achieve efficiency in services. In this new policy environment, small, community-based service providers like 4cs must increasingly compete with larger not-for-profit organisations and for-profit organisations for qualified staff, efficiency in services, and clients. Organisations that cannot achieve the level of efficiency required will struggle as government funding is unlikely to be sufficient to sustain all service providers. 4cs will continue to reshape its business model, retool and reorganise so as to be able to continue to deliver quality caring services and remain sustainable.

Unprecedented growth in the communities that 4cs serves is being driven by the Sydenham to Bankstown Urban Renewal Strategy. There are many unanswered questions

and challenges involved in the proposed buildup of railway station precincts that the strategy envisions. The Canterbury-Bankstown Council covers 8 of the 11 stations along the Sydenham to Bankstown line. Unrivalled growth is anticipated around these stations, with talk of 35,000 new dwellings and 100,000 more people in next two decades. The impact of the strategy on the physical environment of the communities 4cs serves and the well-being of the area's residents is a major concern.

While the strategy puts an emphasis on providing community services and facilities, it is unclear how this will be delivered. Groups like 4cs have a vital role to play in building connections and advocating for appropriate community engagement and ongoing delivery of caring quality services as the renewal strategy is implemented. But it must be recognised that 4cs is at capacity in terms of its own facilities, and that the facilities themselves may disappear as the renewal strategy proceeds.

Ongoing demand for new and larger services will continue to put unprecedented pressure on the office space available to community service providers like 4cs.

Local government reforms also raise uncertainty and challenges. The Canterbury-Bankstown Council was created in May 2016 from a merger between Canterbury City and Bankstown City Councils, making it the NSW's largest council area with around 380,000 residents. September 2017 will see voters electing three councillors in each of the amalgamated council's five wards. This is the first chance residents have had to choose representatives since the amalgamation in May. 4cs will work to raise its profile and make strategic connections with new council members in the large amalgamated council for the benefit of the local community.

This is critical given that the new Canterbury-Bankstown Council will have to manage the anticipated growth, ensure appropriate community engagement, and determine the future of the area.

The CEO and the Board will continue to work together to identify and manage risks as they arise. We remain confident that in as much challenges will continue to present themselves so too will opportunities.

Tonya Cook-Pedersen
President

Chief Executive Officer's Report

This year Canterbury City Community Centre (4cs) celebrated 45 years of providing services in our community. We are proud to remain a locally based not-for-profit creating pathways and opportunities for residents in the Canterbury Bankstown and Inner West Local Government Areas. Making a difference for the people and communities who use our services.

The past year has seen great achievements in which we have delivered on our Statement of Purpose and worked with many others to achieve our Vision of a Strong Resilient Community which values and includes each member. The year has again been one of change, both in the external environment in which we operate and within the 4cs.

Our Board and staff have demonstrated flexibility and adopted a positive approach in responding to an Organisational restructure as well as significant changes to our external relationships and sources of funding.

This year our Annual Report is presented a little differently and we hope it may showcase the capacity of the Organisation to provide many doors of entry to community life where people can engage, grow, find opportunities, make connections and contribute to just what a Community Centre should be.

Some of the highlights of the year have included

- Establishing the Home Care Packages program and delivering caring, reliable and effective services to those most vulnerable in the community
- A significant increase in income - nearly reaching the magic \$2 million mark
- Doubling the number of staff employed and seeing the decisions implemented in our Organisational restructure

bring positive benefits and efficiencies to our way of working

- Premiering our Movie Mission:Lakemba to an audience of 250 people and developing the movie to become an award winning song
- Maintaining a positive workplace culture and a welcoming and inclusive practice
- Supporting significant building refurbishment and continued infrastructure improvements in IT, customer service and marketing
- Delivering a record number of short courses, parenting programs, workshops and STARS Training Courses – building capacity for individuals, Organisations and communities
- Providing an integrated and coordinated service which provides pathways for residents to achieve individual goals within a safe and supportive environment
- Achieving Third Party Verification with full marks enabling the 4cs to become a Service Provider under the NDIS.

We have continued to work in partnership with other Service Providers and Government bodies and have welcomed the opportunity to form new relationships, particularly with the amalgamated Council of Canterbury Bankstown and the many Organisations we are getting to know in the new (combined) City.

A major challenge has always been to stretch our dollar as far as it can go and this continues this year. With a number of Programs receiving little or no funding, most notably the Canterbury Men's Shed, we experience continued frustration at the uncertainty of funding to key programs which are highly valued by the community but which are not financially supported.

Funding models of the Home Care Packages Program and the NDIS create challenges for how we budget and monitor spending. We are learning through this opportunity which puts us in a good position for the future of our other funded programs. Our primary sources of funding, under the Commonwealth Home Support Program and the NSW Community Builders Program continue to be extended under short term contracts and are subject to significant review



over the coming year. We have just heard that CHSP funding to STARS will continue until June 2020 - but the ADHC (32%) component is still due to finish in June 2018.

None of what we have achieved this year would have been possible without the hard work and dedication of our staff, volunteers and Board, along with the individuals and organisations that support us. The ability within the Organisation for people to work together as a team has added considerable value to every Program offered. I extend my appreciation for this combined contribution from everyone involved at the 4cs – it is my experience that the Organisation's culture and integrity is valued by the people who work here and we remain committed to its success.

Communities are made stronger by this working together to achieve a common goal. 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 year ahead will again be one of change. We hope to further consolidate gains made in the last few years, look to diversify our income through other funding sources and private donations, and of course will continue to provide an inclusive Community Centre which values and includes each member.

Liz Messih
Chief Executive Officer (CEO)

THE 4CS STATS...

32,632 

1 AWARD WINNING SONG
VIEWED 32632 TIMES IN
4 DAYS ON FACEBOOK

1365 

72 STARS LEARNING &
DEVELOPMENT COURSES
FOR 1365 PEOPLE FROM
103 ORGANISATIONS
IN THE CANTERBURY
BANKSTOWN AND
INNER WEST LGA'S

391 

11 SOCIAL INCLUSION
GROUPS DELIVERED
OVER 391 SESSIONS

29  

HOME CARE PACKAGES

106   

6 ORGANISATIONS
OUTREACH THEIR
SERVICES ON
106 OCCASSIONS

3044 

PEOPLE ATTEND 30
COURSES DELIVERED
OVER 217 SESSIONS

118 

VOLUNTEERS SUPPORT
4CS OVER 9835 HOURS

3 RESIDENT
ACTION
GROUPS MEET 

27 TIMES
DURING
THE YEAR 

437 

PEOPLE FED IN
OUR EMERGENCY
RELIEF PROGRAM

17,232 

HOURS OF GARDENING
SERVICES PROVIDED FOR
FRAIL AGED CLIENTS

582 

CLIENTS (AVERAGE AGE
OF 80.57 YEARS) FROM
47 DIFFERENT COUNTRIES
OF BIRTH RECEIVE
COMMONWEALTH
HOME SUPPORT
PROGRAM SERVICES

997 

DOCUMENTS ATTESTED
BY A JP FOR 330 PEOPLE

Growth and Sustainability

Like many Community Sector Organisations, Canterbury City Community Centre has recognised that it must continue to grow and develop, and to diversify its income, in order to remain viable into the future. The challenge has been to support this growth in a manner that is sustainable and which maintains our workplace culture and identity as a locally focussed and responsive community based Organisation.

In the 2016/17 year the 4cs has grown in income, in expenditure, in the number of workers employed and the number of programs delivered. This growth has been against industry trend for Organisations our size.

To support this growth, during the year we have finalised an Organisational Review which saw the 4cs restructured into three portfolio areas – Aged and Disability Services, Capacity Building Services and Administration and Management.

The Review has seen positions rationalised according to responsibilities, more direct care staff and community workers employed to deliver services and to work across Program areas, and new positions created to support customer service and communications. The Review and restructure was a consultative process and has established a structure that will sustain the Organisation during continued growth.

The Civi CRM Database has been deployed in our CHSP Services and is currently being introduced across the Organisation. The investment in the website and database has been made to increase efficiencies and accuracy and free up our staff for doing the work they are employed to do – which is supporting individuals and communities.

Likewise our investment in Information Technology and communications has been significant during the year and has been to establish a framework to support continued growth and build the capacity of staff and the Organisation as a whole.

In June 2017 the Centre successfully underwent Third Party Verification which will enable the 4cs to become a provider of Disability Support Services under the NDIS. Likewise we are participating in the reform process for the Targeted Early Intervention Program which supports the delivery of our NSW Government funded Community Builders Program.

Our employee numbers have doubled during the year and we have re-configured offices to accommodate additional staff. We have also upgraded our Policies and Procedures and streamlined information provided to new employees, Service Users and volunteers.

Changes in funding models are challenging how we manage cash flow and how we budget and we are addressing these in the future. Establishing the Home Care Packages Program has been an enormous achievement during the year, and in February 2017 the Program was de-regulated with Packages allocated to individual clients rather than Organisations.

Like any major change of this nature there have been teething problems across Australia experienced but we are investing in creating a continuous pathway of care for





our clients within our Aged Care Services. CHSP Services are likely to follow this funding model in 2020 and we are preparing for the future.

We are exploring opportunities to fund the Canterbury Men's Shed and have seen the members hold their most successful Toy Sale during the year, plus a highly successful Barbecue at Bunnings. We have established a donation function on our website and hope to start a fund raising campaign this year. Likewise the Lakemba Community Markets have been well established and are attracting ever increasing numbers of stall holders and visitors.

Whilst the past year has seen rapid growth we are hoping for a period of consolidation in the months ahead. We are fortunate to retain a highly engaged and committed work force and a strong and positive work place culture.

Investment and continuous improvements made in communications and marketing, customer service, Organisational structure, 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 its Strategic Plan.

Our ability to work in partnership has supported the Organisation over the past year. We have appreciated opportunities to work with Canterbury Bankstown Council through extending the STARS Program into the former Bankstown LGA through the Stronger Communities Fund. Council's support remains ongoing through the provision of premises for many of the Centre's activities and we are appreciative to Council for this very practical support which has underpinned much of our growth in recent years.

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, the Cottage or the Shed.

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.

Canterbury Men's Shed

The Canterbury Men's Shed has continued to provide a place where men aged 50 years and over can meet others in the community, work together on community projects, share a yarn and promote men's health. Members have met on Mondays, Wednesdays and Fridays and during the year have contributed to many projects, such as Council's Little Free Library designed as the Tardis (from Dr Who) at Campsie Station. Shed members have not received any sponsorship or grants during the year and have stepped up their fund raising efforts – running their most successful



\$5500 

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**RAISED AT THE
MEN'S SHED
TOY SALE**

Toy Sale ever in November. The Canterbury Men's Shed has also provided a space for other activities, such as Shed Mates (a group for frail aged men), a TAFE Carpentry Course targeting men from CALD and Refugee backgrounds and the Community Bike Shed.

Community Bike Shed

The Community Bike Shed meets on two Saturdays per month and members work to repair and recycle bicycles – the bike mechanics have saved scores of bikes from going to landfill and have seen the bikes re-issued in the community, often free of charge. Planned replacement of the Bike Shed could not proceed during the year and members are continuing to struggle with storage issues.



Enviroment@Lakemba

Meeting every two months, environment@lakemba is a group of committed locals who together are addressing Lakemba's littering and illegal household dumping issues.

The Group has undertaken many projects including Clean Up Australia Day, Billboard and street advertising around rubbish collection and waste, and are currently coordinating the Cleanest Street Lakemba Competition.

16



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**BAGS OF RUBBISH
COLLECTED ON
CLEAN UP
AUSTRALIA DAY**



9 LAKEMBA
COMMUNITY
MARKETS



78 MARKET
STALL
HOLDERS



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 Chinese New Year, International Womens Day, School Holiday fun, Refugee Week, Environment Week, Eid Celebrations and Indonesian Independence 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.

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, Shed Mates, Evergreen Garden Lovers group and supported outings.

Door to door transport is provided as is 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.

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

The Lakemba Community Garden has 29 Plots available for community use with Lakemba residents eligible to hire a large or small plot for 6 months at a low cost. During the year we have held 6 workshops for gardeners and the general community as well as the monthly working bees where Gardeners work on the common areas together, share seeds and produce and contribute to common projects. We have been pleased to work with Sydney Creative Play and Mums 4 Refugees during the later part of the year on a community mosaic project which has beautified the garden as well as facilitating communication with the chalk board.

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 embroidery, story telling, cooking, bread making, and sewing, amongst other topics. The Lounge has met 40 times during the year and is attended by an average 14 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'.

STARS and Volunteering

Our Skills Training and Resource Service (STARS) has continued to provide support for residents wanting to volunteer in the community.. and those Organisations

seeking Volunteers. People volunteer for a range of different reasons ... for example, they can meet people and make new friends, learn new skills, gain valuable experience and keep active. Volunteering brings people together and helps us to connect with each other by promoting social inclusion and cohesion. Volunteering widens people's horizons and assists them to gain new skills and experience. Volunteering builds strong resilient communities!

During the year, the STARS Program has extended its reach in Volunteer Recruitment to include the former Bankstown LGA and can now refer potential Volunteers across the Canterbury Bankstown and Inner West area. The personalised assistance and the availability of initial and follow up training opportunities through STARS has seen the capacity for the area to employ a skilled and committed Volunteer Workforce enhanced.

449 

POTENTIAL
VOLUNTEERS
REFERRED BY STARS
TO WORK IN NOT FOR
PROFIT ORGANISATIONS
IN THE INNER WEST
AND CANTERBURY
BANKSTOWN AREAS



Caring 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 caring quality services. During the year we have also extended our hours of operation and now have an open door between 9 am and 4 pm.

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.

Canterbury City Community Centre has delivered Commonwealth Home Support Program (formerly HACC) Services for over 20 years, and in the last 12 months has established the Home Care Packages Program for aged clients with higher or more complex needs.

In providing services for frail aged clients, we recognise our responsibility in supporting vulnerable residents to remain living 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 time and again 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.

Garden Care

During this year our Garden Care service delivered 17,232 hours of service to 506 clients. Contributing to this were 33 volunteers, 8 staff and 13 lawn mowing contractors. The number of gardening hours 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. It is the client's reflections that tell the real story of what the Service means.

When the Garden Care team was working at Lorraine's house she and her daughter, Lesley became engaged in the process and wandered around the garden using their mobility aids, supporting and encouraging the team and taking delight in the transformation that was taking place. Said Lorraine later... 'It is a wonderful team ... an extra special thank you to all the amazing and dedicated people that volunteered and worked hard but happily in Mum's garden ... knowledgeable, enthusiastic and such an awesome service that really does make a difference.'

Transforming a garden also facilitates wellness and re-ablement for many of our clients. Some are able to continue light tasks to maintain the garden or simply be able to get outside and enjoy the space once again. Client Meryl recently had her garden transformed by the Garden Care team. It is a large space and had got a bit out of hand with weeds taking over. She has since been enjoying sitting out in the sun and again taking pleasure in her beautiful garden.

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.

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.

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AN EXTRA SPECIAL THANK
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HARD BUT HAPPILY IN MUM'S
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ENTHUSIASTIC AND SUCH
AN AWESOME SERVICE THAT
REALLY DOES MAKE
A DIFFERENCE.'**



76 SOCIAL
INCLUSION
CLIENTS



11 THOUSAND
HOURS OF
SUPPORT



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. For example, our Individual Social Support Service has matched clients with volunteers for trips to the Art Gallery, to an exercise class or trips to the beach based on the individual preferences of the clients.

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, Shed mates and Garden Lovers. The groups also provide an opportunity to socialise with peers and re-build confidence in social situations.

At the age of 92 Betty had become socially isolated over a number of years and joining the groups gave her new found optimism for the future, has seen her make new friends in the group and even connect with some old ones that she had lost touch with... 'I now have something to look forward to!'

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 29 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.

In community services one measure of quality is the impact that the service has on clients' lives. At 4cs our clients and their families indicate that services can be transformative.

Dennis, a Home Care Package client who had initially been quite resistant to receiving any services in his home accepted domestic and social support which enabled him to feel in control again and focusing on what he enjoys doing.

including socialising and visiting family... 'You guys have changed my life.'

The services that CCCC delivers under the CHSP and HCP give clients real choice about being able to continue living at home. Dennis agrees, 'I would not be able to live in the house without the HCP service. Having the choice to stay.. means I get my independence. I have been really blessed with both my workers. They are very helpful and easy to talk to. It's nice to have someone there in case something goes wrong. They make me want to get out of bed!!!! You have all made a big, big difference!'

'I WOULD NOT BE ABLE TO LIVE IN THE HOUSE WITHOUT THE HCP SERVICE... HAVING THE CHOICE TO STAY MEANS I GET MY INDEPENDENCE. I HAVE BEEN REALLY BLESSED WITH BOTH MY WORKERS. THEY ARE VERY HELPFUL AND EASY TO TALK TO. IT'S NICE TO HAVE SOMEONE THERE IN CASE SOMETHING GOES WRONG. THEY MAKE ME WANT TO GET OUT OF BED!!! YOU HAVE ALL MADE A BIG, BIG DIFFERENCE!'



Partnerships and Pathways

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 people who live in our community.

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 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 106 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, a Family Counsellor from Canterbury Earlwood Caring Association and a Tax Help Volunteer. Staff from these Organisations have also spoken to the groups that meet at the Centre and 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 our three locations.

In particular the opportunities created by Sydney 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 childminding, has meant that access is enhanced.

Some of the accredited Training opportunities have included Introduction to Retail; Introduction to Caring Careers; Make Up and Beauty; Introduction to Carpentry; Introduction to Children's Services; and English and Job Seeking Skills.

A wide range of non accredited courses and workshops have also been held.. 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 other residents.

During the year we have offered everything from Sewing; Tai Chi; Meditation; Stress Management; Tuning into Kids; Tuning into Teens; Gardening workshops; Women's Health Workshops; Financial Literacy; Health Issues Workshops; English Classes for Women; English Classes at Advanced, Beginners and Intermediate level; English Tutor Training and English Classes for men.

Over 12 months we have partnered with others to deliver 30 short courses, parenting programs and workshops, delivered over 217 sessions and attended by 3044 people.

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 118 volunteers who between them have contributed nearly 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.

Aniceta began volunteering at the 4cs in 2015 in our Social Inclusion and Wellness Program. Groups offered through the program cater for residents over the age of 65 and consist of art and activities such as knitting, outings, friendship and sharing a meal together.

Being a social and outgoing person Aniceta was quick to feel comfortable and confident within her role. Even though Aniceta had lived in Lakemba since 2002 she didn't

**'BY CONTINUING TO
HELP THE ELDERLY I CAN
MAKE A DIFFERENCE TO
THEIR LIVES. BY GAINING
MORE KNOWLEDGE AND
UNDERSTANDING OF HOW
TO PROVIDE BETTER CARE.
I CONTINUE TO BE A STRONG
MEMBER OF THE TEAM WHO
VOLUNTEERS AT THE 4CS.'**

feel really connected with the community and decided that through volunteering it would provide her with the opportunity to engage with a wide range of people as well as giving back to the community where she lived and which she loved.

Through volunteering Aniceta felt her self-esteem and overall confidence begin to improve, and she developed new skills and knowledge by regularly attending STARS training courses, and learning from others around her.

Over the last two years Aniceta has become passionate about working with the elderly and in 2017 she began volunteering at a local residential care facility where she

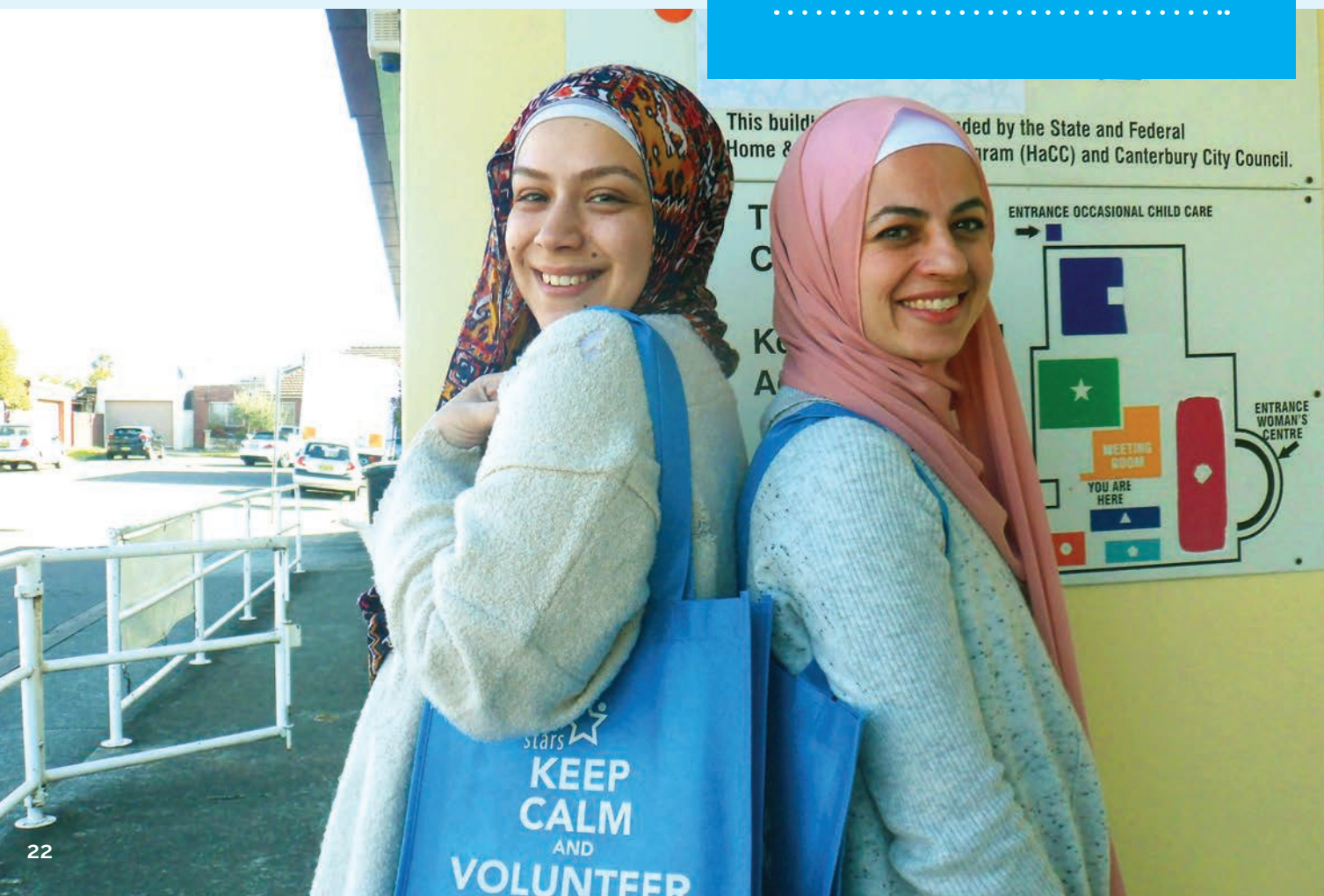
30 SHORT
COURSES



217 SESSIONS
DELIVERED



3044 PEOPLE
ATTENDED



visits clients - also part of the Social Inclusion and Wellness Program.

This additional role provided Aniceta with the opportunity to gain further experience with the elderly within a residential setting. She has continued to build relationships with staff, volunteers and clients which has also provided her with a network of engagement and support. Training has continued to provide Aniceta with a platform for working with elderly clients particularly those experiencing Dementia.

While volunteering at the residential facility Aniceta was thrilled to be offered paid employment and now works there part-time assisting clients to appointments and working in the kitchen as a catering officer. She still finds the time to continue volunteering at the Centre as well as cooking for the homeless community while volunteering with Mission Australia.

STARS Learning and Development

Following an injection of funds from the Canterbury Bankstown Stronger Communities Fund, STARS has been able to extend the service it currently provides to include the former Bankstown LGA – now covering a large area of the Inner West and combined Canterbury Bankstown LGA's.

This has 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 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.

STARS 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 72 workshops.

A total of 1365 volunteers, staff and Board members from 103 Organisations attended the training delivered by STARS over the course of the year.

In response to feedback from the Inner West Disability Sector for specific training to be ready for the July 2017 NDIS

rollout, STARS enlisted NDS Sector Support and Sector Development staff from National Disability Services to provide the training NDIS in Transition – Essential Information for Frontline Workers.

This workshop was attended by over 80 workers keen for information about the NDIS planning process and rollout, price guide, experiences of providers and participants and changing policy and service delivery landscape. In addition to the above NDS also provided four workshops on From Plans to Practice attended by 80 staff; and two Zero Tolerance – understanding and preventing abuse workshops attended by 36 staff and volunteers.

The high number of attendees at these workshops is testimony that listening and responding to the training and learning development needs of organisations and working in partnership to deliver training, is the key to staff and volunteers building their skills and knowledge to manage sector changes.

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 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 at home and avoid institutional care. This has been achieved through our Social Inclusion and Wellness Program and Garden Care.

With the allocation of Home Care Packages 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.

Our Aged Care Services are delivered mainly by our own staff but we are also supported by 12 hard working lawn mowing Contractors, and specialist Providers such as Home Nursing Services.

Activities for Women

A need for services for women was identified at our first Listening@Lakemba campaign in 2011 and since this time we have delivered on a range of social inclusion, learning and development, and capacity building activities which have created opportunities for local women.

In the 2016/17 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.

Rohingya Womens Health Days

Our Conversational English Classes for Women experienced a marked increase in demand from women from the Rohingya community during the year. Many of these women could not access other classes due to their visa status or the lack of available childminding.

To respond to this need we piloted the program Mum 2 Mum in partnership with Mums 4 Refugees. This program brings women from refugee and CALD backgrounds with children aged 0 – 5 together with volunteers in a playgroup setting to practice their English language skills, increase

their social connections and their knowledge of local community services.

The program received a small grant from a Philanthropic Foundation to employ a community worker, childcare worker and English teacher to support the volunteers.

The program is now delivered from Hampden Park Public School and has seen a spike in numbers due to the large number of Rohingya families attending the school and being able to work closely with the school to identify those newly arrived parents with very low English language ability.

During the delivery of Mum 2 Mum several women identified parenting and health concerns they needed additional assistance with. We connected several of the women to the CECAL outreach family support worker who attended Mum 2 Mum and English classes to build rapport and relationships with the women.

Several of the women then had the confidence to make individual appointments and some also attended a 3 week parenting program.

To respond to the women's health needs we approached several agencies including; NSW Refugee Health, Breast Screen NSW, Leichhardt Women's Health Service, Primary Health Network, Settlement Services International, Red Cross and STARTTS to organise a series of 5 Rohingya Women's Health Seminars on a range of different topics that had been identified by the women.

Employing a casual bilingual worker from the Rohingya community, providing interpreters at each session, childcare and lunch, the seminars were extremely well attended with between 22 and 34 women attending each session with 18 – 36 children aged between 0 – 5 years.

The final topic in the series was delivered by STARTTS on self-care and coping with grief, loss and trauma. Many women wanted further assistance with this and STARTTS is now providing individual counselling from our Centre and an 8 week Rohingya Women's Healing and Support Group started in July 2017.

The pathway for some of the women is now including volunteering at the Centre in our Garden Care program, holding a plot in the Lakemba Community Garden, and having a stall at Lakemba Community Markets.



Others are participating in further training by enrolling in either the Introduction to Beauty and Make Up and Working in Retail Courses offered at the 4cs through TAFE.

Mum 2 Mum

Mum 2 Mum brings together women with their children aged 0 – 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 Canterbury Family Support Service in Lakemba before relocating to 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.

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.

Consumer Directed Care

Aged Care Services at the 4cs have embraced Consumer Directed Care with participants in our different Programs having a 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 expansion of the Service to include Consumer Directed Gardening, 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. In this way, we are able to undertake everything from a front yard makeover to pruning the roses to spraying the driveway for weeds.

Our Social Inclusion and Wellness Program customises to suit the individual needs and preferences of clients. This can include matching an elderly client who enjoys visiting Art Galleries to a Volunteer with similar interests. Our Social Inclusion groups also contribute ideas and feedback to help guide activities. Knitting with Heart meets each Friday and is a happy and purposeful group who knit items for local charities. During the year they have created twiddle muffs for dementia clients at local aged care facilities, scarves and beanies for the homeless community distributed by the Exodus Foundation, hand crafted dolls for distribution at Christmas, and many individual items made with love and care (and a bit of laughter thrown in).

Our 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.

Mission : Lakemba

If there's one thing that many people in Lakemba feel passionate about, it's the negative media attention the suburb often receives in the press, radio and television. During the year a group of local residents met over many months to develop a script for a short film which they hoped would show the REAL Lakemba to people outside the suburb.

Thanks to a grant from Canterbury League Club under the Club Grants Program, the Centre was able to engage film-makers Art Resistance to guide and support the Project with our Capacity Building team. The project became a short drama/comedy/documentary following Investigative Journalist 'Pete' as he tried to uncover the dirt on Lakemba. What he found was so much closer to the truth. Residents were involved in all aspects of film production and developed technical and story telling skills in the process. The film was premiered during Harmony Week 2017 to an audience of 250 people, with our Lakemba Stars arriving by Limo. The Film has been shown on many occasions since then and is now available on DVD.

'You're Always Welcome Here in Lakemba'

A short song at the end of the Movie left people singing and the Mission:Lakemba 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 and an identifying symbol (this year it was the Infinity symbol). 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 – showcasing our resilient and



strong community and our diverse community's ability to work collectively and harmoniously. We were also excited to see the Music Clip go a little bit viral on Facebook and to date it has received over 38,000 views.

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 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.

Appreciation to Volunteers

Canterbury City Community Centre relies on the Services of an amazing Volunteer team who contribute their time, skill and care in various roles in the Organisation. We have large Volunteer teams in Garden Care and Social Inclusion, Volunteers who teach English or help with our administration, Volunteers supporting refugee mums in Mum 2 Mum and Volunteers serving on our Board of Directors. Thank you each and everyone for your support of our work.

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 and the Canterbury Mens Shed.

118



**VOLUNTEERS
SUPPORT 4CS
AND OVER**

9835



HOURS VOLUNTEERED



Akakoreia Rangiuiura
 Alison Sida
 Aniceta Weintz
 Anita Maclean
 Anna Edwards
 Anna Fizzell
 Anne Badjakian
 Annette Bird
 Anthony Parker
 Antoinette Jaja
 Antoinette Mason
 Arti Pardeshi
 Ashma Rasheed
 Bach Van Le
 Bernadette Schneider
 Bruce Flaherty
 Bruno Gentile
 Carol Kozma-Oglu
 Charles Moothoo
 Charlotte Wirnsberger
 Chris Saville
 Colin Lewis
 Daphne Lygdas
 David Wright
 Dennis Roberts
 Derrick Barclay
 Dorothy McLeay
 Elaine Lawler
 Erica Saville
 Farzana Farzana
 Farzana Nishat
 Filomena Soares-Lee
 Fiona Ninnies
 Frances Craven
 Frances Mansour
 Francine Hannon

George Bojic
 Georgina Christofis
 Gisele Le Bon
 Han Ying
 Haydn Yates
 Helen Mansour
 Janette Campbell
 Jane Cook
 Janice Adam
 Jennifer Goff
 Jennifer Yoon
 John Dagher
 Jubaida Hossain
 Judith Philips
 Julia Sykes
 Kathrine Mossop
 Katrina Brown
 Katy Rosenthal
 Kelly Fan
 Kullapus (May) Srisuk
 Lambrini Tzovaras
 Lamis Tobaji
 Lorraine Parker
 Layla Lavarato
 Lisa Francis
 Louise McMaster
 Ludmila Heath
 Lydia Rapana
 Lynne Jones
 Madeleine Butcher
 Madhulika Ghosh
 Margaret Connors
 Maria Prendergast
 Maria Smith
 Marie Papi
 Mary Shalhoub

Max Dixon
 May Srisuk
 Melanie Churchill
 Melissa Roser
 Meredyth Conn
 Michael Perumalla
 Michael Quinlivan
 Miriam (Dhany) Parker
 Moon Choi
 Nicole Yade
 Nicholas Tsigounis
 N'mah Bangura
 Okechukwu Nwanoka
 Pelalina Fusi
 Peter Parker
 Phillip Dippert
 Phuong (Mai) Nguyen
 Rizwana Tasneem
 Robert Hill
 Robert Randall
 Robyn O'Sullivan
 Rosemary Sewell
 Ruth Hearne

Ruth Sanger
 Sajeda Bahadurmia
 Samuel Choy
 Sandi Joelson
 Seta Sissaguian
 Sharon Baldwin
 Simone Cameron
 Skye Laris
 Stanya Sharota
 Steven Forrester
 Sylvia Kefalianos
 Tara Crisp
 Terry Selby
 Thanh Nguyen
 Thi Tuyet Nga Pham
 Thidar Win
 Toni Morozoff
 Tonya Cook-Pedersen
 Tracey Mulherin
 Umi Ayyildiz Keskin
 Virginia Addison
 Wajihah Hamid
 Yvonne Eunson

2016 

STARS TRAINING AWARD
 WAS PRESENTED TO BRUNO
 GENTILE IN RECOGNITION OF
 HIS COMMITMENT TO ONGOING
 PROFESSIONAL LEARNING
 AND DEVELOPMENT.

Treasurer's Report

Income for the 2016/17 year was \$1,990,782 compared to \$1,577,861 in 2015/16 – an increase of about 26%. The increase in income relates mainly to the funding for Home Care Packages .

The Home Care Package subsidies received of \$300,000 is less than 50% of the \$800,000 we forecast, but this is the first full year of the provision of these services and we have budgeted for 2017/18 for the receipt of approximately \$800,000. With the achievement of NDIS and Third Party Verification in June 2017, we also have the potential for delivering services under the NDIS.

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

We have also received 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 decreased slightly over the year – mainly due to weather conditions, but the Markets are now well established.

The Men's Shed has again not been funded by Clubs Grants and receives no Government funding, but we are investigating fund raising and campaigning to keep this going. The annual Open Day and Toy Sale raised over \$5,000 in November 2016.

Expenses increased by about 23% in the 2016/17 year.

There was a 33% increase in wages and superannuation. This was in line with Phase 2 of the Organisational Review which commenced in June 2016 and included redundancy payments for two staff members and the employment of a Senior Case Manager for Home Care Packages, Support Workers for Home Care Packages, increase in Garden Care staff and a Receptionist/Administrator.

There has again been significant expenditure in IT and Software relating to the database and website. 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 five year period to give a more accurate measure of the expense as it relates to this financial year.

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 is now an increased part of this review as well as monitoring of spending. I would like to thank the Centre's bookkeeper, Inggrid, and the Finance Sub Committee for their work throughout the year.

We appointed new auditors for the 2016/17 year, Calibre Partners, and I would like to thank them for their advice and assistance. The Audited Financial Statements included in this year's Annual Report are in a new summarised format. Full copies of the Audited Financial Statement are available upon request.

The Centre receives over 9,835 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 2017/18 is another successful year.

Meredyth Conn
Treasurer



Audited Financial Statements

Statement of financial position as at 30 June 2017

Canterbury City Community Centre Incorporated
ABN 23 371 328 833

	2017	2016
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	405,710	425,620
Trade and other receivables	26,874	15,751
Other	7,164	6,793
Total current assets	439,748	448,164
Non - Current assets		
Property, plant & equipment	79,482	48,828
Intangibles	48,525	23,037
Total non-current assets	128,007	71,865
TOTAL ASSETS	567,755	520,029
CURRENT LIABILITIES		
Trade and other payables	129,829	79,007
Other	41,650	68,128
Provisions	88,970	83,396
Total current liabilities	260,449	230,531
Non - Current liabilities		
Provisions	60,304	63,678
Total non - current liabilities	60,304	63,678
TOTAL LIABILITIES	320,753	294,209
NET ASSETS	247,002	225,820
FUNDS		
Accumulated funds	200,187	179,523
Reserves	46,815	46,297
TOTAL FUNDS	247,002	225,820

A copy of our complete audited Financial Statements for the year ended 30 June 2017 is available on the ACNC website.

Income statement for the year ended 30 June 2017

Canterbury City Community Centre Incorporated
ABN 23 371 328 833

	2017	2016
	\$	\$
INCOME		
Grants received	1,509,835	1,422,660
Government subsidy	300,541	-
Donations	23,694	41,464
Interest received	7,814	9,158
Participant contributions	85,429	53,265
Training fees	32,422	25,227
Other income	31,048	26,087
Total Income	<u>1,990,782</u>	<u>1,577,861</u>
EXPENSES		
Employee benefits	1,365,161	1,028,037
Depreciation and amortisation	29,052	34,446
Program costs	106,545	68,688
Lawn mowing contractor	130,254	116,179
Volunteer expenses	10,236	10,062
Other expenses	328,352	338,195
Total Expenses	<u>1,969,600</u>	<u>1,595,607</u>
Profit (loss) for the year before transfers to (from) reserves	21,182	-17,746
Accumulated funds at the beginning of financial year	179,523	188,282
Transfer to asset replacement reserve	-10,518	-10,518
Transfer from Building fund reserve	10,000	-
Transfer from Lakemba Community Market Reserve	-	19,505
Accumulated Funds at the End of the Financial year	<u>200,187</u>	<u>179,523</u>

A copy of our complete audited Financial Statements for the year ended 30 June 2017 is available on the ACNC website.

Independent Auditor's Report



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 2017, the statement of comprehensive income, statement of cashflows and the statement of changes in funds for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Officers' Assertion Statement.

Officers' responsibility for the Financial Report

The Board is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Reduced Disclosure Regime (including the Australian Accounting Interpretations), the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act 2009 (NSW).

This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These auditing standards require that we comply with relevant

ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act 2009 (NSW).

Opinion

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

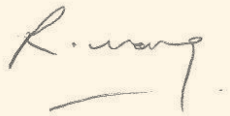
1. giving a true and fair view of the association's financial position as at 30 June 2017 and of its performance for the financial year then ended on that date; and
2. complying with Accounting Standards – Reduced Disclosure Regime (including the Australian Accounting Interpretations), the Australian Charities and Not-for-profits Commission Regulation 2013 and the Associations Incorporation Act 2009 (NSW).

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

A handwritten signature in black ink, appearing to read 'R. Wong', with a horizontal line underneath.

Roger Wong
Director

Dated this 29th day of August 2017.





Foundation Member Neta Yallop

During the year we were saddened to hear of the passing of 4CS Foundation Member Neta Yallop. Neta served on the Board of Canterbury City Community Centre until just a few short years ago.

She brought her warmth and wisdom to every interaction at the Centre and championed a welcoming and inclusive Australia. Neta is fondly remembered by the Board, staff and volunteers at the 4cs and with gratitude for her many years of community service.





THANKS

.....
Everyone for
your support



Canterbury City
Community Centre

Community Building Community

.....

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4cs.org.au

