



Canterbury City
Community Centre

Community Building Community

Annual Report 2016



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





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Annual Report 2016



President's Report

2016 continues to be a year of growth and change for Canterbury City Community Centre (4cs).

The 4cs is embracing aged care reforms, preparing for the National Disability Insurance Scheme (NDIS) roll-out, and just starting delivery of Home Care Packages. The allocation of 19 Home Care Packages to the 4cs under the final Aged Care Assessment Round (ACAR) earlier this year is a significant win given the over-all trend toward the funding of service delivery to larger for-profit providers and charities.

4cs service offering in Aged Care now includes Garden Care, group and individual Social Activities, Volunteer Recruitment and Training for work in Aged Care through STARS, and the delivery of Home Support Services, including personal care, nursing and care coordination and management services under the Home Care Packages Program.

The expansion of 4cs Aged Care Services has resulted in a year of unprecedented organisational restructuring and policy and systems development to support best practice in governance, management and service delivery. 4cs has also invested significant time and resources acquiring and developing information technology systems, including new databases to support service delivery and

reporting, new hardware to facilitate service provision and the successful transition to a new website and increased usage of social media platforms for improved communication, promotion and marketing.

Our CEO, Liz Messih, is to be commended for her ongoing leadership of a major organisational review and restructure needed to enable implementation of new aged services, as well as improve our efficiency and communication strategies. 4cs is set to add 7 office-based staff, including the recent hire of a new Coordinator for Home Care Packages, and 32 field staff by next July. Total staff employed at the 4cs is set to increase from 26 to 55 over the next year.

The Restructure has seen two main portfolios created, in Aged and Disability Services and in Capacity Building. The employment of direct care and community work staff will create pathways to employment and training within our community as we deliver new services, groups and activities.

This expansion of services has put unprecedented pressure on the office and activity spaces available to the Centre, as new staff and volunteers will be employed. This growth has coincided with the amalgamation of the Bankstown and Canterbury City Councils and major urban redevelopment along

the Bankstown to Sydenham rail corridor. Our CEO, senior staff and I had a series of meetings with new City Council members and Members of Parliament to continue to raise awareness of 4cs services and the pressing accommodation needs now faced by the Centre. The CEO is also actively building relationships with new council members through an ongoing Community and Cultural Facilities Study and consultations related to the new Canterbury Bankstown Stronger Communities Fund.

The tireless efforts of our CEO, Liz Messih, to grow a strong Neighbourhood Centre dedicated to supporting people experiencing disadvantage was recognised earlier this year when she received a well-deserved NSW Canterbury Woman of the Year Award, celebrating International Women's Day and women's contribution to NSW.

New opportunities for service delivery are being explored through engagement with the NSW Family and Community Services Targeted Early Intervention reform process, which is reshaping community-building Neighbourhood Centre funding to give more focus on services for children and families. This will be an uncertain time for our Community Builders services but we hope that the aims of the Reform process, including targeting resources to the areas of greatest

need, will end in a favourable result for our community.

The CEO and 4cs staff successfully secured funds through grants and social enterprise activities needed to continue support, social inclusion and capacity building activities throughout this year. We are grateful for donations from private foundations, Specsavers and Clubs as well as in kind support from small local suppliers such as printers, graphic designers and workshop facilitators. Of note, the Lakemba Community Markets, run as a social enterprise, continues to grow in terms of stall holders and participants and is very well received by the community. A new social enterprise Mum2Mum was also launched to increase social connections and assist newly arrived women from a refugee background to settle in Australia.

'With urban development driving population increases in disadvantaged areas like Lakemba, the role of community centres like 4cs will become ever more important.'

The ever industrious Canterbury Men's Shed members continue their light wood and other craft activities and have supported various other community projects throughout the year. Unfortunately the Shed was not successful in securing Club Grants support for 2016/17 and the Centre will seek to secure funding through grants and social enterprise activities to continue to staff and support the Men's Shed as a priority for the organisation moving into the next year.



4cs continues to work in partnership with other organisations, with significant opportunities coming through our relationships with Sydney Community College, various TAFEs, Metro Assist, Canterbury Earlwood Caring Association, Red Cross Asylum Seeker Support Service, Leichhardt Women's Community Health Centre, CatholicCare, and of course the Canterbury Bankstown and Inner West Councils. These partnerships are key to Neighbourhood Centre Services, such as the ever popular Lakemba Community Garden and the Lakemba Ladies Lounge, and the provision of free or subsidised adult vocational education, English classes, exercise classes, parenting workshops, family counselling, health counselling and women's health workshops, and financial counselling and tax preparation support.

The Skills Training and Resource Service (STARS) continues to promote and facilitate volunteering and train volunteers for work in the local government areas of Canterbury Bankstown and the Inner West. Synergies are being sought between 4cs programs to maximise outcomes for the centre's clients. For example, clients taking courses at 4cs to prepare them for work in

aged or disability care have been encouraged to volunteer through the STARs program, then gone on to complete their qualifications, and are now looking at opportunities with the Centre's new aged care services.

2016 saw quite a bit of Board movement and a board renewal process was launched. While our Treasurer, Phil Schwenke and Vice President Neta Yallop left the Board, existing members assumed new executive roles and we gained a new Secretary Janice Adam. I would like to thank the Board for their commitment to the Centre throughout the year. Efforts to renew the Board will continue over the next year.

With urban development driving population increases in disadvantaged areas like Lakemba, the role of community centres like 4cs will become ever more important. I look forward to working with the Board, CEO, staff and volunteers to ensure the Centre is successful in its new and ongoing programs to build the capacity of the community, promote social inclusion and provide access to needed support services.

Tonya Cook-Pedersen
President



Chief Executive Officer's Report



It is my pleasure to report on a very successful year at the 4cs – a year which has continued to see substantial changes in the Sector and the external environment in which we work.

It has also been a year that has seen improved outcomes for the Organisation in terms of increased funding and new programs offered. The way in which we work – adhering to our core values with a commitment to delivering good quality services which are value for money – has delivered substantial opportunities for the Organisation and our communities of interest over the past year.

At the beginning of the reporting year our Strategic Plan for 2015 – 2018 was formally adopted following its development earlier in the year. This Plan set five key objectives for the future which can be loosely summarised as the development of responsive services; community engagement; diversifying our funding base; working in partnership and building organisational capacity.

The success of any Plan is in its implementation and whether it is a 'living' document. The 4cs Strategic Plan has shaped and guided our work over the year with significant achievements to be recorded in each area.

A major win for the year has been our successful tender under the Home Care Packages Program where we were allocated 19 Packages under the final Aged Care Assessment Round (ACAR). The significance of this allocation cannot

be understated. It will enable the 4cs to deliver continuity of care for many of our frail aged clients as their needs increase and will support the Organisation's ongoing presence in the Aged Care field through the many reforms that are planned in the years ahead.

The Home Care Packages Program is to be deregulated in early 2017 and we are working toward firmly establishing our market niche to remain competitive and, of course, good quality and value for money.

Our existing Aged Care Services transitioned from the HACC Program to the new Commonwealth Home Support Program (CHSP) on the 1st July 2015 – with the transition creating many challenges in managing referrals and waiting lists through the new central My Aged Care portal, collecting and submitting data and adapting to changes in Service definitions.

Our staff and volunteers have responded with innovation and flexibility (and a fair bit of perseverance) in responding as the new access and reporting requirements unfolded as well adapting services to Consumer Directed Care.

Of course we have always delivered services responsive to community and individual need and the range of groups, short courses and activities available through the Centre is astounding.

We certainly live up to the Neighbourhood Centre ethos of creating many pathways or doors of entry to services, community

engagement, and opportunities available beyond our Organisation.

During the year we have continued to diversify our funding base and have seen our own social enterprise, the Lakemba Community Markets, grow to become a successful monthly event which now pays its own way.

We continue to receive funding from State and Commonwealth Governments, rental subsidies from the Canterbury-Bankstown Council and support from local businesses such as SpecSavers Roselands and our local Clubs. The many small suppliers who support our work through discounted supplies and services are also greatly appreciated. This year we have also received the support of a private Foundation to establish the Mum2Mum group.

We continue to work extensively in partnership, providing a space for other Organisations to outreach their Services in Lakemba as well as working collaboratively to develop and deliver training and group activities. We are very appreciative of the relationships we have with other Providers, some of which have spanned many years.

A major focus during 2015/16 has been the development of our own capacity as an Organisation. After years of growth, and changing administrative and compliance requirements, an Organisational Review was undertaken in early 2016. Consultant Debbie Jamieson met with all 4cs staff and the final Report was considered by the Board in May.

The Review included all Centre programs and was able to incorporate the introduction of the Home Care Packages Program.

The Review has resulted in a Restructure with the creation of three main portfolios, including Aged and Disability Services (Manager Gillian Whalley-Okafor), Capacity Building (Manager Kate Maclean) and Corporate Services.

'Our Organisation relies on the support of volunteers, who serve in many different roles within the Organisation. They are an incredible group of people who are generous with their time and share their commitment and care with the community. To say Thank You seems inadequate, but on behalf of the staff I thank every volunteer at the Centre – we couldn't do it without you!'

The restructure is still underway and includes the employment of a larger number of direct care and community work staff, with Co ordinators and Managers no longer relieving in direct care roles. The Review has also seen a number of new positions created in Administration, Data Entry and Scheduling as well as a dedicated position focused on Communications.

The commitment and co-operation of 4cs staff in the process speaks to their commitment to the Organisation and seeking to achieve the best outcomes for the future. The Review has resulted in many changes, with more to come, from where people sit, their roles and even in the lines of reporting.

I would like to express my appreciation to the staff for their co-operation in this process and for the skill and dedication they have brought to their work throughout the year. As in previous years, our way of working across programs brings real benefits for the people who use our services. Many residents can move through programs, to new opportunities and find pathways to employment or community engagement through the 4cs.

In January 2016 we launched our new website which gave the Centre a whole new look ... and a new logo. This look is gradually being introduced to all our publications.

At the same time as the website was developed we were also engaged in the development of a Client Management System – a data base initially to be used by our Garden Care team but to be extended across the Organisation in the months ahead. This Data Base can be accessed remotely by our field work staff and will reduce the amount of double handling of information, as well as the use of paper.

To make us even more efficient we have purchased Samsung tablets with linked iPhones for staff to use when they are working away from the Office.

Whilst we have had many successes there are also challenges and continued uncertainty ahead. The employment of additional staff and new programs starting have created increased pressure on our building. The physical limitations of space will need to be addressed in the medium term if we are to continue to respond to the needs of our community.

With the amalgamations of local Councils, and significant population growth expected along the

Bankstown – Sydenham line, the need to build new relationships to seek permanent solutions for community infrastructure are urgently needed.

Current Funding program reviews are likely to impact our Community Builders Program over the next year, and funding for the STARS Program is also only secure until June 2017.

We are anxious about the future of both of these exceptional Programs and will be working hard to ensure their continuation. Clubs funding to the Canterbury Men's Shed has also not been successful for 2016/17 and we will be seeking alternate support to keep it going into the future.

Our Organisation relies on the support of volunteers, who serve in many different roles within the Organisation. They are an incredible group of people who are generous with their time and share their commitment and care with the community. To say Thank You seems inadequate, but on behalf of the staff I thank every volunteer at the Centre – we couldn't do it without you!

Members of the 4cs Board are also volunteers and they have continued to provide excellent governance and stewardship for the Organisation during the year. There has been quite a bit of movement in Board membership during the year and I thank each member for their contribution.

I would particularly like to thank Tonya Cook-Pedersen and Meredyth Conn for their ongoing support and commitment. It is an enormous responsibility to accept a position on the Board and the Organisation quite simply would not exist without this contribution.

In closing, I would like to thank our members and those in the community who use our services for their support and their trust. We will continue to work hard to deserve that trust so that together we can continue to work toward our vision of a strong resilient community which values and includes each member.

Liz Messih
Chief Executive Officer (CEO)

Our Organisation



Canterbury City Community Centre is governed by a voluntary Board of Directors, which is elected each year by the financial members at the Annual General Meeting.

The Board

The Board is responsible for the overall planning and policy of the Centre. It provides leadership, care and control. At times, the Board recruits new members with specialist skills, knowledge or expertise to complement those already on the Board. During the year we have seen the loss of two key Board members who have served 4cs over many years. Neta Yallop, a foundation member, resigned due to ill health and Phil Schwenke resigned due to work commitments. We have also been joined by three new Board members Skye Laris, Okechukwu Nwanoka and Nicole Yade who each bring new perspectives and qualifications to our work.

The numbers of financial members of the Centre declined slightly during the year, 121 members, including 12 Life members (down from 130 last year). This is still above trend for Organisations our size. New members are always welcome.

Life Membership was awarded to outgoing Treasurer Phil Schwenke. Phil made many improvements to the Centre's accounts and financial management practices. Over the 5 years in the role Phil has left us in a strong financial position. Thank you Phil.

Board of Directors during 2015/2016

President

Meredyth Conn (to March 2016)
Tonya Cook -Pedersen (from March 2016)

Vice President

Neta Yallop OAM (to Jan 2016)

Secretary

Janice Adams

Treasurer

Phil Schwenke (to March 2016)
Meredyth Conn (from March 2016)

Members

Tonya Cook-Pedersen,
Jubaida Hossain, Skye Laris (from April 2016), Okechukwu Nwanoka (from April 2016), Aka Rangiura, Nicole Yade (from April 2016)

Staff Employed 2015/16

Chief Executive Officer

Liz Messih

Executive Officer ADSS

Gillian Whalley-Okafor

Administration Manager

Trish Marchant

Book Keeper

Inggrid Tedjalaksana

Cleaning Staff

Kamruzzaman, Sagorika Sultana, Shekila Yeasmin

LNC Community Development Worker

Kate Maclean

Community Workers

Romana Waseem, Andi Dwipasatya

Child Minders

Khanm Tamou, Sagorika Sultana

Market Movers

Alan Aldrouich, Ariza Ardonis, Rafla Chandra, Tawhid Khan, Imran Khan

Shed Projects Community

Glenn Harding

Development Worker

Shed Projects Community Worker

Jegan Nadeson (to October 2015)

Centre Based Day Care Coordinator

Rosanna Hasan

Social Support Coordinator

Leanne Kelleher

STARS Training Officer

Deborah Helmrich

Volunteer Recruitment & Training Officer

Donna Brunton

Garden Care Coordinator

Juliet Burton

Garden Care Assistant Co ordinator

Debbie Dunn

Garden Care Support Workers

Bobbie Faucett, Duncan Hilder, Nicole James, Milo Kelly, Yul Scarf, Su Tozer, Megan van Kaathoven

ADSS Administration Officer

Yvonne O'Young

Data Entry

Anthony Parker

Home Care Coordinator

Gina Gericke (from June 2016)

Volunteer Program

Canterbury City Community Centre could not provide the range of Services and activities that we do without the skill, time and dedication of an amazing volunteer team. Volunteers give generously and freely of their time and make their community a better place for all of us to live in!

The Centre's Board of Directors (who also serve in a voluntary capacity) and staff greatly appreciate the commitment and dedication of our volunteers. It is an enormous privilege to work with such an inspiring group of people.

Abul Azad
Aka Rangiura
Alison Sida
Anna Fizell
Anne Badjakian
Anthony Parker
Arti Pardeshi
Ashma Begum
Ashma Rasheed
Bob Hill
Bruce Flaherty
Bruno Gentile
Chadia Safi
Charles Moothoo
Charlotte Wirnsberger
Dakota Westhafer
Daphne Lygdas
David Wright
Dennis Roberts
Dennis Ryan
Derrick Barclay
Diane Duvall
Dot McLeay
Eddy Quelch
Elaine Lawler
Ena Eaton
Erica Saville
Filomena Soares-Lee
Fiona Nannes
Francesco Girdo
Giselle Le Bon

Jacqui Biffin
Jane Cook
Janice Adam
Janice Verwey
Jennifer Goff
Jenny Harding
Jessica Zimmer
John Dagher
Jubaida Hossain
Julia Sykes
Katy Rosenthal
Kevin Kirkpatrick
Lambrini Tzouvaras
Lorraine Parker
Layla Lavarato
Lisa Evans
Lisa Francis
Ludmila Heath
Lydia Rafana
Lynne Jones
Madeline Butcher
Margaret Connors
Maria Prendergast
Maria Smith
Marie Papi
Mark Glasby
Mary Burian
May Srisuk
Melissa Roser
Meredyth Conn
Michael Quinlivan
Michelle Perumalla
N'mah Bangura
Nadia Sultana
Neta Yallop
Nicole Yade
Okechukiou Nwanoka
Patricia Dostine
Patricia McQuade
Pelalina Fusi
Peter La Vite
Peter Parker
Phil Schwenke
Phillip Dippert
Rhiannon Cook

Robert Randall
Robyn O'Sullivan
Rosemary Sewell
Ruta Lipace
Ruth Hearne
Saiful Islam Sharif
Sajeeda Bahadurmia
Sam Blake
Sandi Joelson
Seta Sissaguian
Shahenaz Malek
Shahla Rani
Sharon Baldwin
Shelley Walters
Skye Laris
Steven Forrester
Susan Probert
Susan Roberts
Sylvia Kefalianos
Tara Crisp
Thanh Nguyen
Tonya Cook-Pedersen
Tracy Mulherin
Van Le
Vidya Perumalla
Virginia Addison
Walter Kasseem
Youkyung Kelly

Training Awards

In 2012 we introduced the STARS Training Awards for those volunteers who have shown a commitment toward ongoing professional development.

In 2015 the Award was presented to Eddie Quelch who has demonstrated a great commitment to attending training throughout the year. Congratulations Eddie!

National Volunteer week

Once again the theme for National Volunteer Week 2016 was Give Happy Live Happy. We celebrated the contribution of our volunteers in making the lives of so many others in our community happier.



Organisational Review & Restructure

In March 2016, Canterbury City Community Centre engaged the services of an external consultant, Debbie Jamieson, to conduct a review and make recommendations regarding the 4cs Organisational Structure. Initially the Review was to focus on our Commonwealth Home Support Services and then was broadened to include the Capacity building services offered at the Centre. The Review was undertaken over a six week period and involved individual and group consultations with staff across the Organisation. Mid way through the Review we were advised of our success in obtaining Home Care Packages and the staffing and Organisational requirements of this Program were included in the findings.

The final report was adopted by the Board toward the end of the financial year and is currently being implemented. An additional 7 Office based positions in administration and Service delivery have been created, and a minimum of 20 additional field staff and community workers will be employed.

Two Service portfolios have been created in Aged and Disability Services (Manager Gillian Whalley-Okafor) and Community and Sector Capacity Building (Manager Kate Maclean).

Congratulations and appreciation to all 4cs staff who have participated in the Review and co operated so thoughtfully in the process and the outcomes - from sharing opinions and insights, to moving desks and portfolios. The level of support across the Organisation has shown a great deal of commitment to the future of the 4cs and a shared passion for our continued success.

Corporate Services

After a great deal of work over many months the Centre's new website was launched in January 2016. It presented quite a challenge to design a site that covered such

We learnt some interesting facts during the week ... volunteers are healthier, happier and sleep better than those who don't volunteer ... volunteers live longer ... and volunteering can provide meaning, a sense of self-worth, a social role and health enhancement.

No wonder so many Australians volunteer and we're glad so many volunteer at the 4cs.

Volunteers also contribute \$200 billion annually to the Australian economy!

This year we celebrated the achievements of the 4cs Volunteers and said Thank You at a Breakfast during National Volunteer Week on 11th May. We went with a Hotel theme this year where our special guests were welcomed to the exclusive Hotel Lake Emba for a buffet breakfast in our fine dining room overlooking the Lake. Well ... it all happened at the 4cs main office but it was a lovely morning to celebrate community and for the 4cs staff to wait on our volunteers.

The breakfast was a wonderful opportunity to say thank you and also for many of our volunteers to meet other Centre volunteers who work in different programs. It was a fun morning and included Certificates for all to recognise their contribution to our work.

Thank you to the incredible 4cs Volunteers - a wonderful group of people who are making a difference within our communities.

Student Placement

From April to June 2016 Lyndal Hunt, studying a Certificate IV in Community Services with Uniting Care Institute of Family Practice, helped organise the Women's Health Services expo and morning tea for the arrival of the brand new NSW Breastscreen Van to Lakemba. Lyndal also did a great job in updating the Canterbury Bankstown English Language Directory. Thanks Lyndal!

Reconciliation Action Plan

During the year we have continued in the development of the 4cs Reconciliation Action Plan (RAP) for the Centre which will provide direction and structure to our intention to work toward reconciliation and to close the gap between Aboriginal and non Aboriginal Australians. The 4cs RAP Committee comprises Meredyth Conn, Liz Messih, Gillian Whalley-Okafor, Juliet Burton and Leanne Kelleher. We have been fortunate to benefit from the generous support of the Aboriginal HACC Development staff from Aged and Community Services, Jayde Kelly and Tamara Silva, and then Terry Hill and Gai Marheine.

The RAP Committee meets quarterly and has experienced some delays during the year in submitting a plan to Reconciliation Australia, although some of our proposed actions in the draft plan have already been undertaken.

a diverse range of services in a manner where information could be easily found. Shortly after the launch the company that we had worked closely with went into administration and a tense few weeks ensued until the site was safely hosted and the final work undertaken. We are pleased that Morpht and DevApp are now providing hosting and web support and thank them for their commitment during this difficult time.

DevApp also stepped in to complete the development of our new Client Relationship Management System – currently being trialled in Garden Care. The new Data Management system has coincided with changes to data collection and the way we submit this information to our main funding body.

The Organisational Review and our changing external environment has resulted in new positions being created at the Centre, with the employment of a Customer Service and Administration Officer planned, and new positions in Scheduling and Administration in Garden Care. We will also now have a new Communications Position responsible for our print and digital marketing material ie. flyers, newsletters, annual report; as well as social media and 4cs website – to be undertaken by Trish Marchant our current Administration Manager.

Following the Organisational Review, increasing pressures on our office space, and the employment of new staff in new programs we have continued to investigate alternate ways of working. To this end we have made a significant investment in IT and have purchased 10 tablets that can be used by field staff in undertaking assessments, entering client information and updates and in providing information to clients when out in the community. The tablets and linked mobile phones will create a very mobile work force in 2016/17.

During the year we have also upgraded our two Photocopiers, with the newer models introducing time saving features to the printing of our newsletters and improved quality in print production.

Our two facebook pages have continued to grow and are an effective way to distribute information quickly and of course to share the many photos and stories that are created at the Centre. Our facebook communities are just part of the many communities supported and connected at the Centre.

The quarterly Newsletter has also remained an important means of communicating with multiple stakeholders and we currently print over 700 copies for members,

friends and supporters. We still produce a wide range of flyers and brochures to promote programs, courses and events. Our publications have been designed in house by Administration Manager Trish Marchant and externally by Graphic Artist Catherine Au-Yeung of L'attitude Creative Pty Ltd and reflect the nature of services and activities offered well!

Centre Programs and activities are also promoted through email circulars, or Mail Chimp, to which people can subscribe. These targeted communications make sure information gets to those to whom it is most relevant with the newsletter also available via Mail Chimp.

The Centre's Finance Sub Committee has continued to meet on a regular basis and, together with our Book Keeper Ingrid Tedjalaksana, have continued to make significant changes to our accounts and purchasing practices. We have continued to increase our efficiency whilst maintaining our standards of transparency and accountability.

Premises

The Centre's programs and services operate across four sites in the Canterbury-Bankstown Local Government Area, all leased from Canterbury - Bankstown City Council at a peppercorn rental. We are extremely grateful to Council for this very practical support of the Centre and its work.

We hope this may continue under the newly amalgamated Council and that further support may be given in determining the long term accommodation needs for community service groups in Lakemba.

Our existing premises are under enormous strain with the growth we have experienced in recent years – we have reviewed work practices including desk sharing, creating capacity for staff to work remotely and storing equipment and archives off site.





Lakemba Neighbourhood Centre

Funded by the NSW Government Department of Family & Community Services under the Community Builders Program, the Jennour Foundation and ClubGrants NSW.

As a Community Hub we receive many requests for information about local services and can generally provide choice and a place to go for extra support or advice.

Being a trusted and accessible community Organisation we often find ourselves at the front line for residents making a general enquiry about a problem or issue they are experiencing or a specific enquiry for information about a service.

During the year we have responded to 4584 general information enquiries – and made 622 assisted referrals. This does not include information provided to residents as part of their participation in the various groups and services held at the Centre.



Welfare Services

The Centre is able to assist residents experiencing financial hardship with the provision of a food parcel to help them through a difficult period. The food relief program is supported largely through donations.

Over the course of the year, we have conducted 173 interviews for residents needing assistance with food relief which has resulted in the provision of food parcels to feed 417 individuals. A further 5 residents were assisted with prescriptions or fares. A total of 33 people have dropped in to our Offices for food that they can eat at the Centre.

Justice of the Peace

A Justice of the Peace (JP) is available at the Centre two mornings

a week to assist residents who need documents certified and Statutory Declarations witnessed. Over the past year a total of 968 residents were assisted by a JP at the Centre certifying 1322 documents and attestations. Many of these occasions of service can involve numerous documents and require additional assistance with filling out forms, and further photocopying assistance has been provided for 80 residents.

Thank you to Volunteer JP Patricia Dostine for helping with this busy service which is delivered at other times by 4cs staff. Patricia retired during the year and moved to the South Coast and we thank her for her time at the 4cs and the assistance she provided to many local residents.

We also keep up to date listings of other JP's and can ensure that if a J.P is unavailable at the Centre we can usually steer residents in the right direction to find one.

Lakemba Ladies Lounge

Lakemba Ladies Lounge is held every Thursday at the Cottage from 9.30 am – 12.30 pm. The friendly and welcoming environment at the Cottage provides the perfect space for women to come together, socialise and try a new activity. For many women who are newly arrived from overseas and isolated, the Cottage has become a second home where they can start making friends and connections with others from the local area.

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

The first time leading the activity can often be quite nerve wracking for many women, but with the support of each other, and Romana our Community Worker, most women have really enjoyed the experience and come back to lead another class. While women bring their children, the focus is definitely on the women having time to enjoy the activity, which is made possible by having our early childhood worker, Sagorika available to keep an eye on everyone's children aged 0-5.

This past year has seen a number of new activities, with a particular focus on sharing recipes and cooking. In March this year the focus was on Biryani, where women cooked and tasted different styles from India and Lebanon.

Just before Eid there was a focus on cooking sweets, with lots of delicious ideas for Ifta celebrations. Whatever the activity there is always lots of laughter.

A special thankyou to the following women have led an activity over the past 12 months:

- Roohi (Dress Making)
- Arti, Sali and Manreet (Indian Cooking)
- Iram (Cake Decorating)
- Pakinee (Massage)
- Ebtisam (Origami)
- Sadia (Henna)
- Anis, Ebtisam and Aisha (Biryani from around the World)
- Husina, Mehwish, Hasina and Ebtisam (Sweet Dishes from around the World)
- Amna and Nessrin (Looking after Yourself)

Special events @ Lakemba Ladies Lounge

As part of the Lakemba Ladies Lounge we have celebrated a



number of special events including International Women's Day, Harmony Day and Eid. These are great events where many old and new members come together to share a dish, play games and even sing!

Access to English Classes

Women's English Classes

Over the past year we have seen a huge growth in demand for English classes. Our ever popular women's English class on a Wednesday afternoon has grown even more popular due to the fabulous volunteers Sandi Joelson and Fiona Nannes. With two experienced teachers we are now running a beginners and intermediate class simultaneously, which makes the Cottage a hive of activity on a Wednesday afternoon.

The group has also been out on excursions, practicing their English over coffee at a café or with staff at the library. The demand for childminding has continued to grow and unfortunately we have had to put many women on a waitlist during 2015, but have come up with a new and inventive way to help women waiting for a formal class to practice their English with the pilot of Mum 2 Mum. A total of 106 women have attended these classes over the

past 12 months with regular class sizes of approximately 10 women in beginners to 14 women in the intermediate class.

Mum 2 Mum

Unable to provide sufficient spaces to women wanting to learn English with children aged 0 – 5 years in our women's English Classes, the project Mum 2 Mum was born to bring women together 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.

Working in partnership with Mums for Refugees, Mum 2 Mum started on the 17th March 2016 with fortnightly 'play dates' at Jubilee Reserve Lakemba to; support refugees, asylum seekers and migrants to improve their English speaking skills; increase CALD women's social networks and community connections and finally help the settlement process by welcoming women and their children from overseas. A total of 8 women signed up as volunteers to assist women practice their English and approximately 12 women from a Rohingya and Indonesian background attend the playdates. Morning tea and a range of activities

with our early educator Khanm were very popular and provided a space for women to talk together. Great news is that Mum 2 Mum was successful in gaining a small grant and will expand next year.

Mens English Class

In May 2016 at the Cottage we started a Mens English Class for the first time with the wonderful volunteer Virginia. On every Tuesday from 2pm – 4pm, we received several referrals from the Red cross and Settlement Services International for asylum seekers that due to their visas were unable to access English classes elsewhere. The class has continued to meet weekly with approximately 5 – 8 men attending each week.

Learning English Directory for Canterbury Bankstown LGA

Started in 2004, updates have been completed each year since that time. This year the directory was updated with the assistance of Lyndal Hunt, a student on placement with us while completing her Certificate iv in Community Services. To reflect the recent amalgamation of Canterbury and Bankstown LGAs in to the New Canterbury Bankstown Council, the directory was this year expanded to cover classes across Bankstown as well.

The directory continues to be a valuable resource for local residents wanting to access English classes, with its easy to read format including information about costs, locations and eligibility. Over 500 copies were printed and distributed via Community Centres and Libraries. The Directory can also be accessed on our website.

Partnerships and Outreach Services

Lakemba Parenting and Family Support

Over the last 12 months we have continued to build our partnership with Canterbury Earlwood Caring Association, to provide individual support to families with children



aged 0-12 years. While we were very sad to see Samantha Fieldes leave, it has been great to have Alison Matthews as the new family support worker in this role. Sam and Alison have been able to assist a number of families regarding their child's development, parenting concerns, assistance dealing with government agencies and contacting appropriate services when required.

Both Sam and Alison are experienced parenting program practitioners, and it has been great to run several workshops and be able to refer the many families we see for this individual assistance and support

Outreach Financial Counselling

Operating from our Centre since April 2014, Neena Diwan a Financial Counsellor from Metro Assist has been based at the Centre every second Thursday providing valuable financial advice and assistance to clients in Lakemba.

The service is targeted at people going through financial hardship and struggling to pay their bills. Several people have been referred to Neena for assistance in assessing their financial situation, preparing a budget and organising payment arrangements for outstanding debts and loans.

Lakemba Women's Health Clinic

This clinic is made possible through the great partnership with Leichhardt Women's Community Health Centre. Operating now for nearly 5 years, the clinic continues to thrive with referrals on the increase from local GPs and Early Childhood nurses.

This year saw another change in Nurses and while we were very sad to say goodbye to Kath Lynch, it's been great to welcome Anna - Lucia McCusker to Lakemba. The nurse continues to offer an extended appointment time of 45 minutes in response to the increasing complexity of consultations to enable the nurse to do a thorough assessment and assist women with a range of health needs. A total of 63 women visited the clinic over the last 12 months from a diverse range of cultural backgrounds, with access to health screenings such as Pap Smears being the most common concern.

Red Cross Migration Programs Outreach Service

In April 2016 we started a new partnership with the Australian Red Cross Society to assist the increasing numbers of Asylum seekers that are attending programs at the 4cs. Sally McDonnell-Adams works for the Red Cross Migration Support Program within the Community

Development team. This program provides support to people who have arrived in Australia seeking protection, regardless of how they arrived in Australia and regardless of their immigration status. Many asylum seekers can face extreme hardship and uncertainty about the future. Having Sally at the Centre means she has been able to provide that extra individual support and opportunities for asylum seekers while they resolve their immigration status.

Business Advice with the Business Enterprise Centre

With assistance from the Business Enterprise Centre, we were able to offer people attending the Micro-Business Course, market stall holders and others interested in establishing or needing help with their small business, individual appointments with staff from the BEC.

Running from October to December 2015, the BEC Business Advisor helped people work out tangible goals to work towards, provided step-by-step advice to overcome problems, discussed new ways of marketing and helped people find out about a range of information, online tools and opportunities to

build their business. A total of 13 people took advantage of the 2 Free sessions.

Environment@Lakemba

Environment@Lakemba had another very active year that has seen the membership grow to 14 people regularly attending meetings every 2nd month, with many more participating in clean up days and events. The focus this year has been on informing the community about Council's FREE household clean up service with a series of fabulous banners and A-Frames being placed in prominent places around Lakemba and across the LGA. With support from Anil Gupta, Canterbury Council's Waste Officer the group has been able to introduce new bins and signage to Jubilee Reserve, Fairmount Reserve and along Railway Parade.

Another highlight every year was Clean Up Australia Day, which saw over 30 volunteers picking up rubbish in Lakemba. Joined by the Lakemba Bangla Language School, the group picked up over 12 giant bags of rubbish. Marching in Haldon St Festival and having a stall were also group highlights, with a focus on informing the community about recycling and the importance of

NOT putting plastic bags in the recycling bin. A fun interactive display with over 200 FREE yellow calico bags given away for people to place their recycled matter in was also very popular.

Parenting Workshops

Raising Happy Healthy Children

Once again we were able to hold this popular parenting program in partnership with CECAL. Held during August and September 2015, this series of 3 workshops focused on Communication with Your Child, Behaviour Management and Boundaries as well as Health and Nutrition. Parents could attend one workshop or all three. A total of 17 parents attended over the series. An advantage of running the workshops with Samantha from CECAL is that parents who required further assistance were able to book in to see Sam privately as part of the Lakemba Parenting and Family Outreach Service on a Tuesday.

Workshops and Groups

Breathing for Happy Living

Together with Lindsay from Leichhardt Women's Community Health Centre we were able to provide this 4-week course to





women from a range of different backgrounds. The course focused on ways to reduce stress and anxiety through simple breathing techniques. A total of 9 women attended the sessions.

Building Healthy Relationships

Working with Lindsay from Leichhardt Women's Health Centre, this 5-week course was held on a Wednesday at the Cottage to assist women build their self-confidence and improve their relationships with family and friends. A total of 8 women attended the course.

Moving Meditation

In late 2015 we were pleased to be able to offer a 3-week taster course in Moving Meditation, thanks again to our partnership with Leichhardt Women's Health Centre. With an emphasis on improving overall health, several styles of movement meditative practices were trialled over the 3 weeks. The course was attended by 7 women.

Stepping On

A free seven week Falls Prevention Program in Arabic for people aged 65 years was held from May through to July 2016. The Program focussed on balance and strength training, safe footwear, pedestrian safety,

home safety and the impact of medication and vision on falls. We provided space and support for the Program which was run by the Central and Eastern Sydney Primary Health Network.

Courses and Classes

Microbusiness for Women

Continuing the successful partnership between the Centre and Sydney Community College (SCC), 5 units of the Certificate III in Microbusiness Operations were delivered at the Centre with our other partner 3Bridges. A total of 12 women attended the course to learn about business planning, marketing, social media, budgeting, finance and regulatory issues.

Event Management Course

Given the popularity of the Event Management Course during early 2015, we once again worked with the South Western Sydney Institute of TAFE to offer this 8-week course to 14 women, to gain the skills and knowledge to plan and run events. With a focus on practical skills the students planned and organised the Refugee Week Celebration at Lakemba Community Markets thanks to a grant from Canterbury City Council.

Women's Learn to Swim Class

With lots of requests from women for more exercise and activity classes, we started our first Learn to Swim Program in February 2015. The response was enormous with over 40 women applying to attend. Working with the local Oasis Women's Fitness Centre and Pool, we provided an 8-week course for 22 women at a reduced cost, including transport to and from the pool. For many of the women it was their first time learning to swim. Next year's program is already full.

Online Social Media Course for Small Business

With funding from Canterbury City Council's Financial Assistance Program, this short 6-week course starting on the 2nd May 2016, was attended by over 15 participants wanting to increase their businesses social media presence. Many of the participants were local stall-holders from Lakemba Community Markets, keen to expand and promote their business. Online platforms explored as part of the course were Instagram, Facebook, Twitter, LinkedIn and more.

Women's Seminars at the Cottage

In response to requests from women and local service providers a range of one off information sessions were held at the Cottage. This year they included; Food Safety Handling, Laughter Workshops, Job Seeking Strategies, Healthy Eating to Reduce Your Risk of Diabetes and Reducing Debt.

OMNICAN

The Canterbury Older Men: New Ideas group has continued to meet at the Cottage on the second and fourth Tuesday of each month during the year. Established by the Centre in 2000 the group meets for discussions about current events or other topics of general interest. The group is self-governing and receives minimal support from the Centre through providing a venue and some administrative support.

Events

Chand Raat

Now in its 4d year, the ever popular Chand Raat Celebration was held at the Remembrance Hall in Lakemba in July 2015. While still mainly a women's event, with all stallholders being women, this year saw many husbands and families attend with a total of approximately 500 people coming to celebrate the end of Ramadan and get ready for Eid.

This year also saw many of our new market stallholders from Lakemba Community Markets attend this wonderful celebration.

International Womens Day

This year we celebrated International Women's Day at Lakemba Community Markets on Saturday 5th March. It was a great celebration with lots of FREE activities for women including receiving a henna tattoo and cup of chai. There were also some great performances by local women.

The popular, 'Guess that Spice Competition' was held with over 35 women entering to guess the correct names of the 10 spices in sealed envelopes. The winners received a voucher and delicious recipe book.



Haldon St Festival

In August 2015 we once again participated in the Haldon St Festival with a double stall on Haldon Street with information about all the Centre's programs.

Once again it was a great opportunity to pass on information about our programs and engage with the community about what programs and activities they would like.

With the double stall we were able to support the Environment@Lakemba team who were busy promoting and providing lots of information about recycling, waste and Councils Household Clean ups. The interactive Yellow Bin proved very popular, with people choosing items they thought were recyclable and placing them in the bin. Everyone also received a yellow calico bag to assist with recycling like.



and to discourage people putting plastic bags in the yellow bin.

Lakemba Community Markets

This year has seen lots of special events held in conjunction with the markets including; Harmony Day, Refugee Week, Eid celebrations, Father's Day and our huge 1st Birthday Celebration.

It's been great to celebrate these events at Jubilee Reserve, as they bring the whole community together to celebrate and share these special days. Each special event has had its own unique celebration, with a range of different activities and partner organisations to make it happen.

Special FREE activities across the above events have included; local performers, bike maintenance workshops, Taronga mobile zoo, toy making and craft activities, jumping castles, competitions, cultural dress parades, animal farms, paper plane making, potting plants, recycling workshops, Bollywood dance workshops, and cooking demonstrations. Information stalls from other local organisations around particular themes have

also been an important part of connecting the community to local services and information.

Lakemba Community Garden

The Lakemba Community Garden was established in 2010 and provides a space for 29 Plots where residents can grow fruit and vegetables and contribute toward sustainable living in Sydney.

Canterbury City Community Centre has leased the Garden from Canterbury Bankstown Council since 2010 and works with the gardeners to maintain and nurture the garden.

Membership of the Lakemba Community Garden is open to residents within walking distance, and who do not have access to their own garden, and provides an opportunity to grow fruit, vegetables and herbs in the company of other residents.

The Garden is a space where local residents can get some exercise, learn some skills and meet others in their neighbourhood. Residents who do not want to hold a Plot can

apply to become a 'Frog' (Friend or relative) of the Garden and attend training, working bees and social events.

During the year the Garden has continued to experience problems with unwanted criminal and anti social activity. The loss of housing (and associated natural surveillance) along the eastern boundary has contributed to the difficulties and created many challenges - we are hopeful much of this will be resolved once the new housing is eventually constructed.

We are grateful for the support of Canterbury City Council Community Safety and Environmental Services staff and Campsie LAC who have met with us on a number of occasions to discuss possible solutions to the ongoing problems experienced. Congratulations and appreciation to our gardeners who continue to persevere and enjoy the garden and each others company. At the end of the financial year we had only one vacant Plot, attracting a number of new and enthusiastic Plot Holders during the year.





Although an activity of the Centre, the Lakemba Community Garden is supported by the Gardeners through a small Steering Committee which has met on a regular basis throughout the year. We thank members Sylvia, Sundari and Annette for their support and attendance at these meetings. The Steering Committee prepare a quarterly newsletter for gardeners and maintain contact with new and current members.

Working Bees

Working Bees are now held on the first Saturday of each month with Gardeners maintaining and developing the shared/communal spaces of the garden. Working Bees coincide with the monthly Lakemba Markets and in this way we are able to share storage and staff time between the Projects.

We are thankful for the work of the staff at the New City of Canterbury Bankstown for maintaining and repairing equipment at the Community Garden and problem solving many of the practical issues that arise.

Community Education and Training

The Lakemba Community Garden provides a space for training and community activities. Over the past year the following workshops have

been organised;

- Herbs for the Home and Garden
- Hot Composting
- Composting Know How
- Plant Propagation Techniques
- Natural Pest Management
- Gardening in Small Spaces
- Low Maintenance Gardening (Seniors Week)

Lakemba Environment Day and Community Garden Open Day

What a fantastic event it was when the Lakemba Environment Day

and Community Garden Open Day joined forces with the Lakemba Community Markets on Saturday 7th November 2015. The sun shone while members of the Ecopella Choir sang their hearts out. Children made colourful insect costumes with Reverse Garbage and listened to stories thanks to Lakemba Library. Mama Creative corralled all the youngsters and had them engrossed in a range of craft activities.

The Community Gardeners were there sharing composting tips and giving tours of the Garden – which was looking green, lush and very productive. The Bike Shed got locals up and riding and everyone enjoyed the sausage sizzle! There was a dazzling array of fantastic things to buy from the market stalls as well as food to tantalise the tastebuds.

Thanks to everyone involved for making it such a welcoming, inclusive and fabulous day.

Thank You

Thank you to our fantastic Lakemba Community Gardeners for their enthusiasm and commitment and to all the Garden supporters, especially the City of Canterbury Bankstown and our horticulturally talented Garden Care team, who have helped with training, advice, time and labour.





Lakemba Community Market



Now in its second year, Lakemba Community Markets are steadily growing. Held on the first Saturday of the month at the pretty Jubilee Reserve, on the corner of Railway Parade and Bellevue Avenue Lakemba, the Markets have become a real monthly attraction.

Stallholders

Reflecting the diversity of Lakemba there are a range of different stallholders each month selling clothing, food and accessories from around the world.

With the demand for stalls growing, an application to increase the

number of stalls from 30 to 45 was approved early 2016 by Canterbury City Council, with an extension to continue using the park in to the future for the Markets.

Priority for stallholders is given to people living in Lakemba and surrounding areas, people connected through the Centre's programs, and other local organisations or businesses.

There is also a limited number of second hand stalls to encourage people to pass on unwanted items to others, rather than have it go to landfill.

A snapshot of stallholders over a 6 month period from May 2015 to November 2015 illustrated there had been:

- 45% of stall holders attended once, 34% attended 2- 4 times and 20% attended monthly.
- 89% of stallholders are women.

For many stallholders it is often the first time selling their product and their first venture into business.

While several women have completed the Certificate III in Micro Business Operations at the 4cs, others are learning as they go, with the support of other stall-holders and regular one off workshops and courses at the Centre.

Workshops

In May 2016, with funding from Canterbury City Council's Financial Assistance Program, we ran the very popular 6 week course to assist stallholders to create an online presence for their business.

Feedback from the 17 participants was very positive, with everyone developing their own digital marketing plan and establishing an average of 2 new social media platforms from which to promote their business including; Facebook, Pinterest and Instagram.

With so many great cooks in Lakemba, we get many enquiries for people wanting to start a food stall.

To assist with this, we have run regular Safe Food Handling Courses, to ensure that people meet the Markets health and food safety guidelines.





Cultural & Community Events

Another great focus for this year has been having a special celebration each month to highlight a particular cultural and/or significant community event.

Each month we have celebrated something different with a range of activities and information stalls.

The market team has also been lucky enough to have the students from two event management courses held at the 4cs during Term 3 2015 and Term 2 2016 to assist with the planning, organisation and evaluation of these events.

First Birthday Celebration

Of all the monthly celebrations our First Birthday event held on the 2nd April 2016 was a real highlight. Throughout the day it was estimated that over 2000 people attended, well beyond our expectations.

With many stallholders there with us from the very first market in March 2015.

It was a great day to celebrate not only the success of the Markets, but also the individual stall-holders, who had realised their dreams and were now operating their own small business.

The Federal MP for Watson Mr Tony Burke, Cr Eisler from Canterbury City Council, were also there to support the day and congratulate everyone in their endeavours.

With over 40 stalls, entertainment, Free Animal Farm and Face-painting, it was a great day for everyone.

The Market team look forward to another year of celebrating Lakemba's diversity, supporting people that want to start a small business and providing a vibrant community gathering place for people to meet and socialise with others in a friendly atmosphere.

Over the past 12 months we have celebrated:

- Chinese New Year
- NAIDOC Week
- International Women's Day
- Refugee Week
- Eco Fair
- Easter
- EID
- Father's Day





STARS (Skills, Training and Resource Service)

Supported by funding from the Australian and NSW Governments under the Commonwealth Home Support Programme (CHSP) and CCSP and the Councils of Canterbury-Bankstown (formerly Canterbury City) and Inner West (formerly Leichhardt and Marrickville)

STARS supports CHSP services to build their capacity to meet the needs of their clients by supporting volunteers and staff with learning and professional development opportunities, and promoting and supporting volunteer program best practice, including assistance with volunteer recruitment.

STARS Staff

STARS staff comprises Deb Helmrich (Training Officer); Donna Brunton (Recruitment and Training Officer); and Gillian Whalley-Okafor (Coordinator).



Training

STARS continues to deliver relevant, affordable, high quality training that is responsive to the needs of the sector, including volunteers, board members and staff.

Our Learning and Development Calendar is informed by our annual training needs analysis, feedback from training, focus groups and informal feedback from staff and volunteers.

This year we developed a new and more responsive model for our calendar by offering it three monthly. This allowed for more flexibility when scheduling our sessions and a faster turnaround time when

responding to current issues.

STARS have two qualified trainers on its team who hold the Certificate 4 in Workplace Training and Assessment and deliver our core training. Additional to their role developing and delivering STARS training, both Deb and Donna liaise with service providers to assess the training needs of their workforce to develop and/or deliver training best suited to their needs.

STARS is continuing to improve the accessibility of its training through providing translated materials in a variety of formats, including Braille. We also use the expertise of a wide range of professionals and consultants to deliver more specialised training.

This year our calendar was supported by the following organisations and consultants who facilitated sessions on our behalf: Alzheimers Australia; Mary Blankevoort; STARTTS; Jill Lipman; Loretta Kaldor; Victoria Spence (Life Rites); Mary Lafferty; City of Canterbury Council's Road Safety Officer; NSW Elder Abuse Helpline and Resource Unit; Sue Probert (TAFENSW); Susan Smith (Disability Safe); Lane Blume; Wei Jiang and Meg Bennett (Talis Training); Ann Adams-Karlik (Adams Therapy and Training); Gemma Rygate (Centre for Volunteering); Grace Leotta; Intellectual Disability Rights Service; Gail Carroll (Meals on Wheels Association); Bharat Rai (Inner West Multicultural Access Project); Dr Deborah Koder (SMHSOP); Lauren



Parkinson (SSWAHS); Vicky Coumbe (ACON); HammondCare; Action Australia; Medilife: Jessica Lobo and Ashley Kadib (NDS); Greg Robertson and Mel Harrison (PWD); Carol Lynn (3Bridges Community).

STARS training supports the sector and assists in building its capacity to meet the needs of clients, as well as service standards required by funding bodies.

This year STARS has delivered **69** training sessions, including the following topics:

- Safe Food Handling
- Practical Activities with Service Users – based on the concept of care for the CHSP
- Low Risk Driving
- Volunteer Essentials
- Identifying and Responding to Elder Abuse
- How to Care for and Sharpen Gardening Tools
- Working within Boundaries
- First Aid (Fast Track / Refresher)
- Understanding Work Health and Safety Risks
- Case Notes and Documentation
- Mental Health First Aid
- CHSP, Home Care and Disability Standards – what volunteers need to know
- Manual Handling for Social Support Volunteers
- Manual Handling for Direct Care Workers
- Let's Talk about The New Definition of Volunteering
- Maintaining Professional Boundaries with People from your own Cultural Background
- Enabling Inclusion for Clients with an Intellectual Disability
- Meal Appeal
- Cultural Diversity
- Communicating with Older Adults with Cognitive and Other Impairments – Activity &



- Engagement in Dementia Care
- Self-Care for Volunteers – how to deal with emotional overload, grief and loss
- Leading and Motivating Volunteers
- Recognising and Responding to Abuse of Older People
- Epilepsy Essentials
- Follow Basic Food Safety Procedures
- Provide Cardiopulmonary Resuscitation (CPR)
- The NDIS De-Mystified
- Disability Safe (Boardsafe)
- Responding to Sexual Assault
- Working within Boundaries
- Support Independence and Wellbeing
- Meaningful Engagement in Activities for People with Dementia

During this period, STARS delivered training to a total of **1069** volunteers, board members staff and students, over-delivering by 50% against our Activity Work Plan.

Accredited Training

During this period STARS

partnered with Registered Training Organisations (RTOs) to deliver Accredited Training to participants:

- Caring Careers - partnered with Sydney Community College and 3Bridges Community to deliver accredited units in Certificate III Individual Support. This was for people interested in starting a career in Aged Care, Disability, Children's Services or CHSP.
- Partnered with Hammond Care to deliver Facilitate Support Responsive to the Specific Nature of Dementia (CHCAC416A)
- Partnered with 3Bridges Community to deliver Follow Basic Food Safety Practices (HLTFS207C) and Support Independence and Wellbeing (CHCCCS023)
- Partnered with Medilife to deliver Provide Cardiopulmonary Resuscitation (CPR) (HLTAID001) and Provide First Aid (HLTAID003)

This evidences our ongoing commitment to providing volunteers with accredited training to build towards qualifications to enable them to enter the paid workforce, particularly in the areas of aged care



and disability services.

LGBTI Commitment

STARS continue to assist services to support clients from the LGBTI community by the inclusion of training workshops on LGBTI issues on the calendar. Thanks to ACON for their continuing support.

Commitment to CALD Communities

STARS continues its commitment to working with people from culturally and linguistically diverse communities, through delivering training in community languages and other relevant training.

During this reporting period we delivered:

- Safe Food Handling in Mandarin
- Maintaining Professional Boundaries with People from your own Cultural Background
- Cultural Diversity

Volunteer Recruitment & Referral

STARS provides both a recruitment and referral service within the Inner

West. The Volunteer Recruitment Officer works with local service providers and local residents to match up specific volunteering opportunities with those residents, according to their interests, skills and availability.

This involves having a broad knowledge and understanding of service in our target area, as well as an understanding of the issues that may affect an individual's suitability to particular roles.

This screening and matching process is crucial in increasing the chances for a successful outcome. During this period **403** referrals were made to a variety of volunteering positions including social support, opportunity shops, gardening services and administration.

During this period 5 Volunteering Essentials workshops were delivered and 2 Step into Volunteering sessions – covering the basics of: what is volunteering; volunteer rights and responsibilities; work health and safety; home and community care sector; and volunteering opportunities.

STARS Volunteer Recruitment Information Sessions in Leichhardt and Marrickville

STARS office is based at Canterbury City Community Centre in Lakemba. Some potential volunteers outside of Canterbury may find it difficult to travel to attend a recruitment interview.

STARS aim is for their volunteer recruitment and referral service to be accessible across the communities we work in. Providing Volunteer Information Sessions in local libraries is one of our strategies.

In September and October sessions were held in Balmain and Leichhardt libraries which provided information to the local community on a range of concepts concerning volunteering. These included: important points to consider before you volunteer; types of volunteering opportunities available; and the volunteer recruitment process. The Recruitment Officer regularly meets up with potential volunteers at Leichhardt Library for an interview.

The Volunteer Outreach Information Service continues at Marrickville

Library (1st Wednesday of each month). Local residents have the opportunity to access information about volunteering, including being matched with an organisation.

Paving the Way to Volunteering

In partnership with Neami National, Ashfield, STARS ran Paving the Way to Volunteering. Participants experienced an activity-based session exploring what is volunteering; what skills do I need; what are the barriers; and how can volunteering help with health?

The session then explored volunteering as a pathway to employment – learning about workplace behaviour, re-identifying with and using previous skills and competencies and gaining new skills and knowledge.

The group welcomed Rochelle Scarf (Volunteer Coordinator, Inner West Neighbour Aid) to talk to the group about a range of available volunteering opportunities, including gardening and pet- walking.

Feedback from the session was very positive and further workshops are planned for the future.

GoVolunteer

A great way to find a volunteer position by using technology! Potential volunteers can jump onto this national website and look for a volunteer position that suits their

interests and is in their area.

STARS provides information on how to do this at their information sessions and interviews.

STARS currently has 47 positions advertised through GoVolunteer. It's a great way of opening up the world of volunteering – from the comfort of your lounge!

Promotional Activities

STARS continually promotes the concept of volunteering across the community by publicising its services and encouraging volunteer participation. In 2015 / 16 STARS engaged in the following promotional activities:

- Haldon St Festival
- Navatas Employment Expo, Campsie
- Facebook Page – regular posts on the STARS Facebook page. Likes reached 182! The Facebook page is used to celebrate local volunteering and to promote volunteer events and opportunities
- Older Women's Network Expo 7 April 2016

Local Councils

STARS is supported by Canterbury-Bankstown Council (formerly

Canterbury City) & Leichhardt and Marrickville councils (now Inner West Council) through financial contribution towards our Volunteer Recruitment Program.

Thanks to Sue Pace (Adult and Seniors Librarian) for helping to facilitate our monthly Outreach Program at Marrickville Library.

We greatly appreciate the support that local Councils provide and the opportunity to work with them in a variety of areas.

Networks & Partnerships

STARS actively participates in a number of networks, working cooperatively with other agencies to facilitate enhanced service delivery, including:

- Canterbury / Marrickville HACC / Sector Support Forum
- Inner West 5 HACC Forum
- NSW Volunteer Coordinators Network (VCN)
- NSW Sector Support and Development Network
- Marrickville Multicultural Disability Forum
- Marrickville Aged Services Interagency
- NSW Volunteering (Family and Community Services)
- NSW Centre for Volunteering

Service Providers Story

Through my role as a Support Facilitator working with people who struggle with mental illness, I identified that there seemed to be a gap for those who were looking for meaningful activities and / or had hopes for future employment and involvement in their community.

Many of the consumers I worked with identified many personal and social barriers to them getting involved in work and volunteer opportunities. I did my research and came across Donna from STARS. In response to the gaps identified, Donna and I began to plan a one day workshop for people accessing the PHAMS & Partners in Recovery service at Neami National. We ran the workshop during Volunteers Week and feedback from the group indicated that the workshop contributed greatly to their confidence and knowledge and offered a step forward into volunteering.

Staff and consumers are more informed than ever as to how to get involved in volunteering and the great impact that this can have on the wellbeing of the volunteer and their communities. We hope to continue working alongside Donna and STARS to enable people with mental illness to make valuable contributions to their communities.

Emily Lagos, W Partners in Recovery

(Volunteer of the Year Awards)

- Canterbury City Council (Mental Health Month)
- Partners in Recovery
- Inner West Disability

Forum Southern Sydney Connection

STARS continues to work in partnership with our "sister services" Volunteer Link and Volunteer and Training Service (VAST) under the umbrella Southern Sydney Connection. Together we cover the Canterbury, Inner West (Leichhardt and Marrickville), Bankstown, Eastern Suburbs, City of Sydney, St George and Sutherland areas of Sydney – for volunteer recruitment and referral, and volunteer and staff training.



'I attended a volunteer information session which was extremely informative and spurred me on to follow through.

The session provided potential volunteers with the opportunity to work in areas best suited to their interests and/or skills.

I am now a happy volunteer with Garden Care and hope to continue with the team for years to come!

Jenny.

Conferences

As part of their commitment to professional development and keeping current on developments in the sector,

STARS Staff attended the following conferences:

- CHSP Forum Now and Into the Future 30 July Novotel Sydney
- National Volunteer Conference, Canberra 6 – 8 April 2016

The Conference Program focused on emerging volunteering trends and ideas and featured innovative programs and models of volunteering, networking lounges and research roundtables.

Main points to emerge were:

- Volunteer support is fragmented across Australia
- There are no universal Policies, Procedures and Practices for volunteers
- Volunteer rates in Australia are declining, and the reasons identified were – not having the time, the influence of technology, and informal volunteering not being included in the findings

The Conference finale was a Gala Dinner which was a great opportunity to network and be entertained by comedian Jean Kitson.

Special Events

NSW Volunteer of the Year Awards 2015

STARS co-hosted the event with Volunteer Network. The Awards are a fantastic opportunity to acknowledge the contribution of volunteers and it was great to see our Garden Care Team represented as they were nominated under the Team category

Local Volunteer of the Year Awards 2015

Hosted by The Hon Tony Burke, MP, Federal Member for Watson, to acknowledge and honour the contribution of local volunteers. Representatives of our various volunteer teams at 4cs attended the event and received certificates on behalf of their teams.

Conversation over Coffee at Georgia's Kitchen

It is important to continually engage the sector that we are supporting and one of the ways that we do this

is by inviting local service providers to join us over a cup of coffee to give us feedback about new and better ways to provide that support.

In late 2015 we held a very successful focus group at Georgia's in Marrickville, attended by 10 service providers. One of the ideas to come out of this was that we provide regular forums for local volunteers, along the lines of our Volunteer Coordinator's Forums.

This has been scheduled for August 2016.

New Definition of Volunteering

Gemma Rygate, CEO of the NSW Centre for Volunteering, presented a workshop in Belmore on the New Definition of Volunteering.

This follows a consultation around re-defining what is and what is not considered volunteering in a changing world, reflecting both changes in workplaces and technology.

International Volunteers Day (December 5) 2015

IVD this year was marked by a special workshop on Self Care – How to Deal with Emotional Overload, Grief and Loss. This aligned to the National Volunteer Week theme for 2015 – "Give Happy, Live Happy". The workshop was facilitated by Victoria Spence of Life Rites.

This was followed up with a Gentle Yoga session lead by teacher Mary Lafferty. After learning some valuable strategies to look after themselves, volunteers joined together for a celebratory lunch and an opportunity to keep talking.

Volunteers are often so focused on supporting others that they forget they need to care for themselves as well. This was a gentle reminder.

NDIS De-mystified

One of the highlights of the Learning and Development Calendar was the session on the NDIS rollout, facilitated by Jessica Lobo and Ashley Kadib of National Disability Services (NDS). The session was

attended by 51 local service providers.

National Volunteer Week 2016

To celebrate National Volunteers Week 2016, STARS invited local volunteers to attend the new release film "Mother's Day" at the Beverly Hills Cinema. Volunteers enjoyed the Lucky Door Prize draw, a complimentary Choc Top and the opportunity to catch up with each other in a relaxed atmosphere.

This is one of the ways that STARS acknowledges and rewards the volunteering efforts of our local community.

Thank you ... and is this farewell to Sector Support?

It can be difficult to operate where there is such uncertainty surrounding the future of funding.

Full credit to the STARS Team for again delivering over target and continuing to support the sector with quality learning and development opportunities and promotion of best practice in volunteering.

Deb and Donna are creative, focused and always striving to improve on the service that STARS

delivers – a big thanks to both of you.

STARS, like other Sector Support programs within the CHSP is only guaranteed funding until 30 June 2017. It is hard to imagine what the sector might look like without the support of services like STARS.

Where will organisations go for affordable, accessible, flexible, customised training and support with their volunteer programs?

If organisations are forced to pay market prices for training and consultancy it would be a fair prediction to say that both the paid and voluntary workforce of the sector will not be accessing training.

So readily leading to a reduction in the quality of client services and that organisations will not be able to attract volunteers. Ultimately it will be the clients who are disadvantaged.

We are hoping for a favourable decision from the Department of Health in continuing funding to Sector Support programs and ensuring that clients continue to receive services from a robustly trained paid and volunteer workforce.





Shed Projects

Supported by the ClubGrants Program and the City of Canterbury



Both the Canterbury Men's and Canterbury Bike Shed had another great year, continuing to demonstrate the importance that programs such as this play in the community.

We continued to provide support for other community organisations, government bodies and local residents. With our expertise in woodwork and bike mechanics; promoted information about healthy living and other social issues we provided a space for (mainly men) to come together to learn and socialize.

Canterbury Men's Shed Projects

In 2015 members worked with the City of Canterbury Library Services to create "Little Free Libraries" – a place where pre loved books can be left for others to borrow. The first Little Free Library was in the style of a red telephone box and was launched by Canterbury Mayor Brian Robson and Cllr Linda Eisler. It can still be seen at Hurlstone Park Station and is a hub of fiction and non fiction borrowing and donating.

The second Little Free Library has been completed and is in the design of a Tardis from Dr Who ... but it hasn't landed anywhere yet, but hopefully after the dust settles with

the Council amalgamations it will find a permanent home somewhere in the City.

Also for Council, Mens Shed members made about 100 wooden buttons for Canterbury Library's WWI Perpetual Poppies Project. This project involved inviting people to knit poppies to dedicate to a war veteran (of any war) who has lived or whose family lived in Canterbury City area. The person creating the poppy dedicated it to a relative or chose a veteran from the publication Canterbury's Boys which has the stories of 1,911 men and women who volunteered for service during WWI.

The poppies will be kept in the Library's Local History Collection and be displayed at other times throughout the year. It was great to participate in this Project with the Centre's Inner West Social Connections Knitting Group – a nice cross over of Centre Projects.

Annual Toy Sale

At our highly anticipated and popular annual Shed Toy Sale on 28th November 2015, we managed to smash our previous record of raising \$3700 and made over \$4200! Which was a great effort. It's incredible to see all the products out on display, including some refurbished bikes, which were also very popular and sold out! You really do see how busy everyone is and how talented they are.

The sale day was good fun again, with all the guys making sure all our



"customers" felt welcome and were looked after. And as usual the day went off without a hitch. Well done!

Community Awareness and Men's Health

The community awareness raising initiatives we were involved with included Men's Health Week in June, which encourages communities across Australia to reach out to men, boys and their families to promote health and wellbeing. We had a BBQ Exchange (what else?) between Canterbury and Canada Bay Men's Sheds and Open Days at both the Canterbury Men's and Bike Sheds to promote the benefits of joining community programs such as these.

We were honoured to be a part of the White Ribbon campaign, which is Australia's only national, male led Campaign to end men's violence against women in July. This event was supported with a visit from Tony Burke, Federal Member for Watson, Brian Robson, Mayor of Canterbury, representatives from Campsie Police and Belmore PCYC, to the Men's Shed for a BBQ.

We also had a visit from Sophie Cotsis, NSW Legislative Council representative from the Australian Labor Party and like other visitors to the Shed, Sophie was very impressed with the work the guys do.

To end the year, we had our "End of Year Lunch" at Belfield RSL with both Men's and Bike Shed members kicking back and relaxing.

Canterbury Bike Shed

In November 2015, the Bike Shed started to go down to the Lakemba Markets to try our luck with selling some bikes that members refurbished, restored and revamped. This proved to be such a popular "venture", that we continued to go to the following markets and most of the bikes were sold within an hour.

The Bike Shed also had a new logo and promotional brochure created, along with some shirts and a banner



made, so we can display it at the Lakemba Markets, as we were a regular fixture down there.

In March 2016, some of our members gave a basic bike maintenance workshop, where they were able to share their skills, knowledge and generosity further afield.

As you know, we receive bikes that have been neglected in peoples' garages for far too long and they just need a bit of TLC just to get them back on the road. Which is great ... as it is stopping bikes going into landfill and getting people more active.

Our storage space is rarely empty of bikes, which is a bit of an issue, but it always keeps us busy.

All the Bike Shed members are so knowledgeable about bike maintenance, that we're getting more and more people dropping by to get some running repairs and sometimes hanging around for cuppa!

Special mention needs to go to Alan Waldon, who helps everyone stay on track with the bikes that are repaired, goes out and picks up donated bikes, stores some at his place when we run out of space and always knows the answer to that tricky

question. He's a great community resource!

Steering Committee

Throughout its operation the Canterbury Men's Shed has been supported by a small Committee of Members who provide advice and problem solving around some of the issues that arise at the Shed. Special mention and thanks need to go to the 2015/16 Steering Committee members Ted Tkac, Francis Carver, Jacques Chaperon, Dick Graham, Jim Rhodes and Kevin Camper for accepting a greater role and their support and commitment to functioning of the Men's Shed.

Thanks

We would like to thank Campsie RSL for the generous donation through the ClubGrants scheme, which helps us operate.

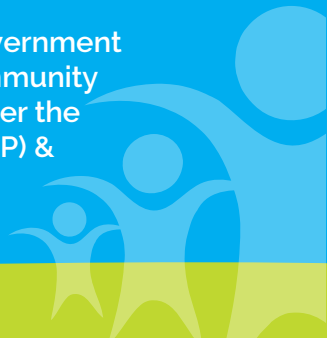
As well as Canterbury Council, who are just as generous letting us use their buildings and always assisting us with any maintenance that needs to be done. It's greatly appreciated.

New members are always welcome to the Men's and Bike Sheds and enquires can be directed to Glenn on 9789 2710 on Wednesdays and Fridays.



Social Support

Supported by funding from the Australian Government Department of Health and NSW Family & Community Services (Ageing, Disability & Home Care) under the Commonwealth Home Support Program (CHSP) & Community Visitors Scheme (CVS).



Canterbury City Community Centre provides a range of opportunities for older people to interact socially with each other. The importance of continuing to engage socially as people age is supported by a wealth of research.

Social isolation can lead to depression, which affects people's overall physical health and wellbeing. Services to support older people's need for social connection are just as vital as those that provide meals, housework or transport.

Underpinning the delivery of programs under the CHSP is the

"wellness approach". Wellness is an approach that involves assessment, planning and delivery of supports that build on client's strengths, abilities and goals. Clients are given more choice and control over their services.

Clients may choose from the following social support opportunities offered by 4cs:

- Large Groups – 4CS Friendship Group/Social & Activities Group/Shed Mates Large Group
- Outings Small Group – Evergreen Garden Lovers, Knitting with Heart, Small Outings
- One to One – including Home Visiting

- CVS – Residential Care Visits / One on One Home Visits (for clients on Home Care Packages only).

4cs Friendship Group

The group meets each Thursday at the Centre with an average attendance of 27. Door to door transport is provided for those who are unable to travel independently.

The group enjoys morning tea and lunch together, as well as activities including bingo, gentle exercise and quizzes.

Monthly Guest Speakers provide information on a range of relevant topics. This year the group heard about: Opal Card; Breast Screening; Home Care Packages; Diabetes and the changes to the CHSP.

Social and Activities Group

This group meets each Tuesday and there is a focus on learning and enjoying arts and crafts activities together.

Those in the group with more craft experience, assist the others and the group has benefitted greatly from this approach.

This year the group has participated in: oil painting; card making; knitting & crochet; jewellery making; and "stained glass" art, among others.

Transport is provided for those who need it and the group enjoys morning tea and lunch together.



Shed Mates

The Shed Mates group meets on a Tuesday at our Men's Shed in Campsie. Clients participate in a variety of projects including light woodworking & painting; string art; and making pencil boxes. The group also enjoyed walks, games of quills & dominoes, and gentle exercise sessions. Lunch menus include going out for Korean BBQ, the Pub Grub Tour and firing up the BBQ at the shed.

Large Group Outings

Once a month the groups head off together for an outing. This provides clients with the opportunity to explore new places and re-visit venues they are no longer able to access independently. Group members can also meet up with clients from other groups and interact socially and make new friends. This year Outing destinations included: a picnic at Carss Park; Rashays on Broadway followed by some leisurely shopping; show & lunch at Canterbury Leagues Club; and Paris Seafood Restaurant.

Small Group Activities & Outings

For those who prefer to socialise as

part of a small group, and for those with special interests, we provide some other opportunities.

Knitting with Heart

This group meets at the Cottage on Fridays for a morning of social knitting and crochet, at the same time enjoying morning tea together, a chat and a laugh or two. The group has produced some beautiful items to take home, but also donated many to be distributed to people who are homeless and residents of nursing homes.

Evergreen Garden Lovers

For those with a love of gardening. This group meets socially over a mutual interest in all things green.

This year they have visited many places including Ku-ring-gai Wildflower Gardens; Bowral Tulip Festival; Elizabeth Bay House; Camellia Gardens; and the Chinese Friendship Gardens.

Small Group Outings

Regular small group outings are also offered and this year destinations have included:

- The Miss Fisher Exhibition at Old Government House

- Parramatta; to see the Audrey Hepburn classic 'Funny Face' at Marrickville. .

Sometimes the group joins up with others, for example the wonderful Christmas in July at Gledswood House and the Seniors Week Gala Concert

One to One Home Visits

This service is provided for clients who prefer a one-on-one social interaction with a volunteer visitor. Volunteers visit the client in their own home for conversation, often over a cup of tea.

Clients and volunteers are matched according to their interests and personalities. These visits might also involve getting out and about to a local coffee shop or for some social shopping.

Community Visitors Scheme (CVS)

The CVS is a service for people living in a residential facility or receiving a Home Care Package. One of the aims of the scheme is to establish and strengthen links between the clients and the local community.

Volunteer visitors visit clients in their



homes for conversation and perhaps participate in an activity together, visit the local café, or just go for a walk.

When matching our clients and volunteers we look for common interests, for example, a love of history or sport. Volunteers also visit small groups of clients in a residential setting – playing board games or having a chat. This also facilitates social interaction between the residents.

Client Needs Survey (Annual)

Our services are dependent on feedback from clients to assist us to deliver services responsive to their needs.

While there are a number of ways in which we gather this information, each year we conduct a formal Client Needs Survey where clients have the opportunity to tell us what they think of the services we deliver – what they like, what they don't and what else we can do to support them.

The Survey was conducted in September with an impressive response rate of 68 %. An overwhelming number of respondents reported satisfaction



with the service and that it was meeting their needs. Some positive suggestions were also made and as a direct response to the results of the survey, some changes have been initiated in the groups and others are planned.

Special Occasions and Events

The groups all enjoy celebrating

special occasions throughout the year and this also assists clients in feeling connected to the community.

This year we celebrated some special days -including Valentine's Day chocolates; our own Easter Hat Parade; ANZAC cookies and singalong; and Seniors Week.

Aboriginal Art Workshop

This special workshop was supported by a Seniors Week grant. Local artist, Nicole Phillips, worked with the group to help them create decorative ceramic plaques based on Aboriginal symbolic motifs.

Nicole talked to the group about the significance of symbolism in Aboriginal art and the group used their own symbols based on "a journey" to decorate their plaques. Thanks to the Men's Shed for their assistance in mounting the plaques on a wooden base. The results are beautiful.

Pamper Session

Our Thursday group was treated to facials, manicures & nail treatments. A very enjoyable morning and an opportunity to make our clients feel really special and pampered!

Thanks to corporate volunteers Laura and Pumpa of Independent



Mobile Makeup Artists & Beauticians.

End of Year Party

Always a special event. Clients enjoyed a buffet lunch, Father Xmas gave out gifts and the group was entertained by talented young singer Eilidh, who also led the group in a singalong.

Volunteers

Volunteers play a vital role in all Social Support programs. We are lucky to have a team of dedicated volunteers who work alongside our clients and support their participation.

Many of our volunteers work with both the large and small group activities!

We appreciate the work they do and their commitment in attending a range of learning and development opportunities to further enhance their knowledge and skills.

Thank you so much to Giselle, Layla, Elaine, Sylvia, Filomena, Marie, Seta, Anna, Lorraine, Peter, Ann, Dennis, Abul, Saiful, Lambrini, Lydia, Daphne, Madeline, Pelalina, Shahla, Janice, Robert, Charles, Bruno, Bob, John, Kim, Meredyth, Jenny, Lisa and Anthony.



Transport

Transport is provided to groups and on outings using our own 12-seater bus and volunteer driver Peter, and buses supplied by St George Tours & Buses and their drivers Mick and Gary. Our drivers are professional, courteous and careful and we appreciate them going that extra mile when assisting clients with their transport (pun intended!!)

My Aged Care (MAC)

From 1 July 2015, My Aged Care is the one-stop-shop for aged care services and information in Australia. All referrals for our Social Support services (or any other of the Commonwealth Home Support Programme services) must come through MAC – either by visiting the website: www.myagedcare.gov.au or calling 1800 200 422.

Clients may state a preference for the service they receive, and where possible the MAC team will send the referral through to the preferred service.

Canterbury City Community Centre's Social Support Programs aim to have a positive impact on the quality of life of our clients by facilitating social connections between each other, between themselves and their volunteers, supporting them in staying connected to their community and assisting them in learning new skills and participating in activities. These are all beneficial to the clients overall mental and physical wellbeing.

We would like to thank our clients for their participation and for sharing their stories, and their rich life experiences with us.





Garden Care

Funded by the Australian Government Department of Health under the Commonwealth Home Support Program (CHSP) and the NSW Department of Family and Community Services.

The Garden Care program assists frail older people, people with disabilities and their carers to remain living in their own homes by providing a garden care and or lawn mowing service in the Inner West of Sydney.

The Service

Garden Care is part of the Commonwealth Home Support Program (CHSP) and the NSW Community Care Support Program (CCSP) which aims to increase access to quality home support services for eligible clients.

Garden Care aims to help frail older people and younger people with disabilities living in the community maximise their independence through the provision of quality entry level support services which take into account each persons individualised goals, preferences and choices, thereby enhancing their quality of life. It has certainly been a busy and challenging year for Garden Care!

As if all the changes in the aged care sector were not enough, including the introduction of the My Aged Care website and contact Centre, 4cs has had a review and subsequent re-structure of its programs. The service has also set up a new database; introduced its Consumer Directed Service and its Fee for Service; set up a contract to provide services for Home Care Packages; and is now using hedgers and chainsaws in its service

provision. Garden Care now has three main services:

Easy Care Gardening

Easy Care Gardening service helps to turn client's gardens into low care gardens that are safe and easy to maintain. The Easy Care Gardening service is provided by Garden Care Support Workers and a team of Garden Care volunteers between 9am – 12 midday. Monday to Friday and 1st and 3rd Saturdays of the month. At 10.30am staff and volunteers down tools to have morning tea with the client and share stories together.

New Easy Care Garden clients can receive up to three visits in the first year and then service is provided on an annual basis to maintain the work undertaken. Easy Care Gardening includes: weeding, papering, mulching, pruning and a general tidy up of the garden.

Lawn Mowing service

Lawn Mowing is provided 15 times a year. Twice a month in summer, once a month in autumn and spring and once every six weeks in winter. The Lawn Mowing Service is mainly provided by contractors.

Consumer Directed

Consumer Directed Service is available in the afternoons Monday – Friday. This service has one to two staff members working in the garden (dependent on the type of job and equipment required for the garden). Clients can receive up to 3 hours of Consumer Directed service once a

year.

All three services are subsidised.

Fee for Service

In preparation for the sector changes we are positioning our service to be flexible and responsive in the new marketplace, in June 2016 we commenced work on two gardens for the Community Restorative Centre (CRC) homes. Our staff designed and carried out work to transform these gardens into easy care low maintenance gardens.

Some Facts and Figures

During this period 334 clients received our Easy Care and Consumer Directed Service, an increase of > 10% on the last reporting period, and 389 clients received our Lawn Mowing Service, an increase of 2.3% on the last reporting period. 70 new clients were assessed and received their first service.

Wellness Approach

The Wellness Approach continues to be the philosophy underpinning our Garden Care Service. Staff at assessment time and on each yearly visit to the garden, discuss what is important to the client to keep them active or connected to their garden, giving them choice and a say in service provision. Many of our clients have a connection to their gardens that they have tended over many years. Our aim is for the client to continue to get pleasure

from their garden. In a passive way it might be the view to the garden from their lounge room window. In an active way it might be identifying areas that they can still work on that Garden Care leave for them to do, or working alongside the team on the day of service. The aim being to enhance the physical and mental wellbeing of the client.

We Listen to Our Clients

In response to regular requests from our clients to provide extra hours of services or jobs that are outside of our usual service provision, Garden Care has introduced a new service – Consumer Directed Service. Commencing in September 2015, this service is provided by staff only at an hourly rate of \$15.00 for one staff member. It is directed by the client. The jobs vary and include:

- Spraying the citrus trees for bugs
- Turning the vegetable plot
- Extra Pruning
- Weed control
- Chain sawing and removing dead shrubs
- Re-potting orchards
- Hard pruning overgrown plants

What's New in Garden Care

My Aged Care - there have been significant changes this year in the Aged Care sector and the Garden Care Program has adapted the service to accommodate these changes and prepare for the future.

Any new person that contacts us to access our service is now referred to My Aged Care. My Aged Care is the one-stop-shop for aged care services and information in Australia. Clients can either telephone or go to the website. Currently the Garden Care service is at capacity and our waiting list is full. Once we have provided service to clients on our existing waiting list we will be open to new referrals through My Aged Care.



Equipment and Vehicle Update

- New equipment used by staff in the gardens include a chainsaw and a power battery operated hedger. This equipment is helping in providing a more efficient service and offering more to our clients. We have also adapted one of our utes with a tool box on the back tray. All our equipment for the gardens is now stored on the back tray. This makes it safer when transporting volunteers and staff to gardens. Our two other utes will be upgraded and converted in the upcoming year.

Consumer Directed Care

When a new client is assessed for Garden Care we now provide up to 2 hours of Consumer Directed Service before they enter into our Easy Care Gardening Service.

New Hours and Fees

Easy Care Gardening Service with volunteers is between 9am -12 midday Monday to Friday and 1st and 3rd Saturdays of the month. Cost for 1-2 people in the garden is \$20.00, 3-4 people in the garden is \$40.00 and 5 or more people in the garden is \$60.00

Database

Garden Care office staff have been involved in developing a client relationship management database, moving away from having paper files on clients. This is assisting to streamline operations.

Home Care Packages

Canterbury City Community Centre has signed a contract with Uniting to be a subcontractor.

Fee for Service

Garden Care commenced providing a gardening service to other not for profit organisations at a competitive market price.

Our Volunteers

Our Garden Care volunteers are a fantastic group of people who bring their energy, skills, conversation and humour to the garden making it an enjoyable day for all, including the clients. We could not provide service to so many clients without the dedication and commitment of the volunteers.

Between 1 July 2015 and 30 June 2016 – 44 people volunteered with Garden Care and generously gave 2,875 hours to the Garden Care program.

In August 2015 the Garden Care Team was nominated in the Team category for the NSW Volunteer of the Year Awards (Inner West region) and a special mention to Dennis Ryan who was nominated in the Individual category. This was a great honour for the team and acknowledgement of the valuable work they do and the contribution they make to the community. Representatives of

the team attended a formal award presentation in Burwood, rubbing shoulders with local politicians and VIPs.

Contractors

Debbie Dunn, Garden Care Assistant Coordinator, took over the role of overseeing the Lawn Mowing Service supported by Yvonne O' Young. Debbie has successfully recruited 4 new contractors into the service. We now have 16 contractors providing the Lawn Mowing Service.

On 1 December 2015 we held a dinner and catch up meeting for our contractors. Debbie and I went through the Contractors Handbook and reinforced their role and responsibilities with being a contractor to our service. The Contractors had a chance to meet each other for the first time and share their experiences and stories. This information helps to continually improve the service to our clients.

Garden Care Staff

With the restructure of the Garden Care program in providing the afternoon service, staff hours and days of work changed. Most staff are employed part- time on longer days to accommodate the afternoon service.

Our Garden Care team is:

Juliet Burton (Garden Care Coordinator), Debbie Dunn (Assistant

Garden Care Coordinator), Duncan Hilder (Garden Care Support Worker), Nicole James (Garden Care Support Worker), Yvonne O'Young (CHSP Administrative Officer) Yul Scarf (Garden Care Support Worker), Su Tozer (Garden Care Support Worker) Megan Van Kaathoven (Garden Care Support Worker). Casual staff employed during this period included Anthony Parker and Bobbie Faucett.

Garden Care staff share a commitment to providing a high quality service for our clients and a passion for gardening. We are proud of our achievements during the year and are always looking for ways to improve. With the changes in the sector we plan to continue our client focus and the delivery of flexible and professional services that will equip Garden Care to move ahead in the new community sector environment.

Staff and Volunteer Training

Garden Care is committed to providing its paid and voluntary workforce with the necessary skills and information to provide a quality service and encourage them to participate in relevant professional learning and development opportunities. This year staff and volunteers have participated in the following courses:

- First Aid Certificate
- Dementia Training
- CPR Training

- Safe Driving
- Tool Sharpening
- Elder Abuse
- Case Work and Documentation
- Dementia Awareness
- Code of Behaviour
- Attainment in use of a Chainsaw
- Use of Chemical Poisoning in the Garden
- Outlook Express

Assist Landscape Construction Unit

Garden Care staff and some volunteers received a statement of attainment in the Assist Landscape Construction Unit, giving them hands on experience in concreting, paving and timbering.

Tour of the ILC

In September 2015 staff and volunteers from Garden Care and Inner West Neighbour Aid (who deliver a Gardening service) had a joint tour to the Independent Living Centre to see how assistive technology can help older people remain in their own homes. This was an opportunity to upskill on the use of assistive technology to best suit our clients' needs and to network and build a relationship with another like service.

Promotion and Presentations

To promote volunteering opportunities within Garden Care, we participated in the following:

Eco Day@Lakemba – staff members Yul and Deb assisted at this event, helping out with the barbecue and promoting Garden Care.

Seniors Week – in collaboration with Canterbury City Council we presented an Information Session on Low Maintenance Gardening for Seniors.

Networks

It is important for services to be active in networks to keep informed about issues and developments





in the sector. Garden Care staff participated in the following community networks:

- Marrickville Aged Care Services Interagency
- Canterbury – Marrickville Sector Support Forum (formerly the HACC Forum)
- Combined Area Sector Support Forum
- CHSP Gardening Services Network

Feedback from Clients

We receive many positive phone calls, letters and emails from clients and their families thanking us for the service we have provided.

Below are some of the messages we have received.

"Dear Good People of Garden Care, thank you very much for cleaning up my yard and gardens. They are looking very beautiful. And thank you to the helpful staff who provided a very professional service."

"Just a note of thanks... They worked so hard and had such a lovely pleasant manner – which made it so enjoyable for me. With renewed thanks for such a great service."

"On behalf of my mum I would like to thank you all for all the hard work you do and for being so lovely. My brother and I really do appreciate your professionalism and the friendly attitude with which you approach this service you provide"

Acknowledgements

We would like to acknowledge and thank our funding bodies – the

Australian Department of Health and the NSW Department of Family and Community Services. A special thanks and appreciation to the Canterbury City Council Depot and the Waste Services staff at the three Councils of Canterbury, Marrickville and Leichhardt.

They continue to provide an excellent service in collecting the green waste from our Garden Care client's homes in a prompt manner.

Of course our volunteer team deserves another big thank you. We appreciate their efforts so much – their hard work and their willingness to learn and to teach.

This is constantly reflected back to us by our clients who share in our appreciation.

Thank you.

Connie's Story

Connie was a new client this year and she knew exactly what she wanted – to enjoy her back yard again! Connie's garden was a private oasis that had been lost as its maintenance had become more difficult with time.

Connie told us during our first assessment that she'd like to be able to sit out there with friends again or to be able to read a book in the sun without feeling like the garden was taking over. After walking through the space with the Garden Care Support Worker, Connie explained what she wanted and Garden Care was then able to create it – a space in which Connie could entertain once more. Over the course of a month, Garden Care made two-and-a-half visits, with a combined total of five staff members and five volunteers, and transformed the garden.

The jacaranda saw a light pruning to allow the sun back in, unwanted crepe myrtle and wisteria were removed while the English ivy that had slowly been taking over was cut right back to show off Connie's potted plants. The avocado tree was given its own feature bed, complete with ornamental ducks and an antique wheelbarrow while the incredibly productive citrus trees were given a prune to allow the Yesterday, Today and Tomorrow tree to really show its stuff.

The result was something special, not just for Connie but for the volunteers and staff too!



Treasurer's Report

The 2015-16 year finished with a loss of \$17,746 compared with a surplus of \$62,238 in the previous financial year.

The main reason for this loss is the final implementation of the Centre's database and new website which commenced in the 2015 financial year, and the purchase of three new computers and also 10 tablets and iphones.

These portable devices enhance efficiency of staff and enable them to increase time spent in the field servicing clients and eliminating double handling of information.

With changes in Consumer Directed Care and greater consumer choice in February 2017, it is vital that the Centre has the resources available to deliver services and meet clients' needs effectively and efficiently.

Income

Increased by \$50,237, due to an increase in donations and participants' contributions, not an increase in Government funding.

Expenditure

Increased by \$79,984. Wages and salaries increased by \$66,836. This increase in staffing was planned for in 2015, but held over due to uncertainty in the sector.

With the successful application for funding of the Home Care Packages Program by the Centre in March 2016, where we were approved to deliver 11 Level 3 Packages and 8

Level 4 Packages, the employment of a Manager for the Home Care Packages Program was essential.

If fully subscribed, this Home Care Packages Program will mean approximately \$800 000 in income per annum to the Centre in 16/17.

'I would like to thank our previous Treasurer, Phil Schwenke, for his service as Treasurer over the last five years. Phil was instrumental in implementing positive changes in the financial processes for the Centre over these years and his expertise was valued greatly.'

Funds were also spent on consultants fees to conduct a Commonwealth Home Support Program Review and Restructure to ensure staffing levels and roles in the Centre effectively support

current services in changing funding environments and enable the Centre to respond to funding opportunities.

Software and IT expenses increased by \$43,156 as explained above.

With the amalgamation of Bankstown and Canterbury City Councils, the Centre's premises and immediate and long term accommodation needs have been raised at meetings with local members and Council staff.

The budget for 2016/17 will be adjusted to reflect the possibility of a significant increase in rental costs for the Centre.

I would like to thank the Board, staff and our auditors, Benbow Pike, for their support, help and advice throughout the year.

In particular our bookkeeper, Ingrid Tedjalaksana has worked efficiently and effectively to ensure up to date and accurate information, whilst streamlining processes along the way.

I would like to thank our previous Treasurer, Phil Schwenke, for his service as Treasurer over the last five years.

Phil was instrumental in implementing positive changes in the financial processes for the Centre over these years and his expertise was valued greatly.

Meredyth Conn

Treasurer

Financial Report

FOR THE YEAR ENDED 30 JUNE 2016

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CANTERBURY CITY COMMUNITY CENTRE INCORPORATED
ABN 23 371 328 833

OFFICERS' REPORT

Your Board members present the financial report of the Canterbury City Community Centre Incorporated for the financial year ended 30 June 2016.

Board Members

The names of Board members throughout the year and at the date of this report are:

Meredyth Conn	Bashir Sawalha
Tonya Cook-Pedersen	Phillip Schwenke
Janice Adam	Neta Yallop
Lisa Evans	Skye Laris
Jubaida Hossain	Nicole Yade
Aka Rangiura	Okechukwu Nwanoka

Meetings of Board Members

During the year, ten meetings of board members were held. Attendances by each board member during the year were as follows:

	Number Eligible to Attend	Number Attended
Meredyth Conn	10	10
Tonya Cook-Pedersen	10	9
Janice Adam	8	6
Lisa Evans	2	2
Jubaida Hossain	10	4
Aka Rangiura	10	5
Bashir Sawalha	2	0
Phillip Schwenke	6	4
Neta Yallop	5	2
Skye Laris	3	2
Nicole Yade	3	1
Okechukwu Nwanoka	3	1

Principal activities and performance

The principal activities of the Centre during the financial year were to provide community services to people in the Canterbury and surrounding local government areas.

There were no significant changes in the nature of the activities of the association during the year.

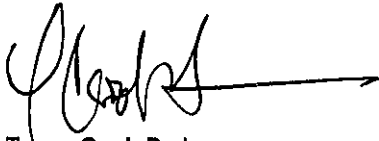
The loss from ordinary activities for the year amounted to \$17,746 (2015: \$63,238 profit).

OFFICERS' REPORT(Cont'd)


Auditor's independence declaration

The auditor's independence declaration is set out on page 22 and forms part of the officers' report for financial year ended 30 June 2016.

Signed for and on behalf of the Board and in accordance with a resolution in respect thereof.



Tonya Cook-Pedersen
President


Janice Adam
Secretary

Meredyth Conn
Treasurer

Dated: 13 September 2016 .

INCOME STATEMENT
FOR YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Revenues from ordinary activities	2	1,577,861	1,527,624
Employee benefits		(1,028,037)	(981,091)
Depreciation and amortisation		(34,446)	(38,400)
Other expenses from ordinary activities		<u>(533,124)</u>	<u>(444,895)</u>
Profit / (loss) for the year before transfers to/(from) reserves		(17,746)	63,238
Accumulated funds at the beginning of the financial year		188,282	125,817
Transfer to Asset Replacement Reserve		(10,518)	(10,518)
Transfer from Lakemba Community Market Reserve		<u>19,505</u>	<u>9,745</u>
Accumulated funds at the end of the financial year		<u>179,523</u>	<u>188,282</u>

BALANCE SHEET
AS AT 30 JUNE 2016

	Note	2016 \$	2015 \$
CURRENT ASSETS			
Cash and cash equivalents	3	425,620	494,390
Trade and other receivables	4	15,751	3,886
Other	5	6,793	6,941
TOTAL CURRENT ASSETS		<u>448,164</u>	<u>505,217</u>
NON-CURRENT ASSETS			
Property, plant and equipment	6	48,828	66,617
Intangibles	7	23,037	16,620
TOTAL NON-CURRENT ASSETS		<u>71,865</u>	<u>83,237</u>
TOTAL ASSETS		<u>520,029</u>	<u>588,454</u>
CURRENT LIABILITIES			
Trade and other payables	8	79,007	113,974
Other	9	68,128	87,536
Provisions	10	83,396	90,397
TOTAL CURRENT LIABILITIES		<u>230,531</u>	<u>291,907</u>
NON-CURRENT LIABILITIES			
Provisions	10	63,678	52,981
TOTAL NON-CURRENT LIABILITIES		<u>63,678</u>	<u>52,981</u>
TOTAL LIABILITIES		<u>294,209</u>	<u>344,888</u>
NET ASSETS		<u>225,820</u>	<u>243,566</u>
FUNDS			
Accumulated funds		179,523	188,282
Reserves		46,297	55,284
TOTAL FUNDS		<u>225,820</u>	<u>243,566</u>

STATEMENT OF CHANGES IN FUNDS
FOR THE YEAR ENDED 30 JUNE 2016

	Accumulated funds	Lakemba Community Market Reserve	Building Fund Reserve	Asset Replacement Reserve	Total
	\$	\$	\$	\$	\$
Balance 1 July 2014	125,817	29,250	10,000	15,261	180,327
Surplus for the year	63,238	-	-	-	63,238
Utilised in the year	9,745	(9,745)	-	-	-
Transfers in the year	(10,518)	-	-	10,518	-
Balance 30 June 2015	188,282	19,505	10,000	25,776	243,566
Deficit for the year	(17,746)	-	-	-	(17,746)
Utilised in the year	19,505	(19,505)	-	-	-
Transfers in the year	(10,518)	-	-	10,518	-
Balance 30 June 2016	<u>179,523</u>	<u>-</u>	<u>10,000</u>	<u>36,297</u>	<u>225,820</u>

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 \$	2015 \$
Cash flows from operating activities			
Receipts from members and customers		1,508,953	1,490,203
Receipts from donations		41,464	23,232
Payments to suppliers and employees		(1,605,271)	(1,411,732)
Interest received		9,158	11,726
Net cash inflow/(outflow) from operating activities	11	<u>(45,696)</u>	<u>113,429</u>
Cash flows from investing activities			
Payment for property, plant and equipment		<u>(23,074)</u>	<u>(5,540)</u>
Net cash inflow/(outflow) from investing activities		<u>(23,074)</u>	<u>(5,540)</u>
Net increase/(decrease) in cash held		(68,770)	107,889
Cash at the beginning of the financial year		494,390	386,501
Cash at the end of the financial year	3	<u><u>425,620</u></u>	<u><u>494,390</u></u>

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 30 JUNE 2016**

Note 1. Statement of Significant Accounting Policies

General Information and Statement of Compliance

The financial report has been prepared as a Tier 2 general purpose financial report which has been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements adopted by the Australian Accounting Standards Board, the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act 2009 (NSW)*. In the opinion of the officers, the Association is not publicly accountable.

This financial report is for the entity Canterbury City Community Centre Incorporated as an individual entity. Canterbury City Community Centre Incorporated is an association incorporated in New South Wales under the *Associations Incorporation Act 2009 (NSW)*.

Canterbury City Community Centre Incorporated is primarily involved in providing community services to people in the Canterbury and surrounding local government areas.

The following is a summary of the material accounting policies adopted by the association in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

Reporting Basis and Conventions

This financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, financial assets and financial liabilities for which the fair value basis of accounting has been applied.

Accounting Policies

(a) Revenue Recognition

Government and other grants are recognised when the Association obtains control or the right to receive the grant, it is probable that the economic benefits will flow to the entity, and the amount of the grant can be measured reliably. The Association does not obtain control of a grant until it has provided the services and met the conditions that make it eligible to control it. Grants received in advance are deferred as a liability and not recognised until the Association has provided the services and met the conditions.

Donations are recognised and brought to account on a cash basis when received.

Revenue from the rendering of a service is recognised upon the delivery of the service to customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax (GST).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

Note 1. Statement of Significant Accounting Policies (Cont.)

(b) Building Fund Reserve

Net funds received in the year from fund raising are transferred to the Building Fund Reserve to cover future accommodation and charitable needs.

(c) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of GST. The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the statement of financial position.

Cash flows are included in the statement of cash flows on a gross basis. The GST components of cash flows arising from investing and financing activities which is receivable from, or payable to, the ATO are classified as operating cash flows.

(d) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year, together with benefits arising from wages and salaries, annual leave and sick leave, which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on-costs. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the association to employee superannuation funds and are charged as expenses when incurred.

(e) Income Tax

The association has been classified as a tax-exempt charitable institution under section 50-5 of the Income Tax Assessment Act 1997.

(f) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

(g) Property, Plant and Equipment

Plant and equipment are stated at cost less accumulated depreciation and accumulated impairment losses.

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 30 JUNE 2016**

Note 1. Statement of Significant Accounting Policies (Cont.)

(g) Property, Plant and Equipment (Cont.)

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on a straight line basis. The estimated useful lives, residual values and depreciation method are reviewed at the end of each reporting period, with the effect of any changes in estimate accounted for on a prospective basis.

The following depreciation rates are used in the calculation of depreciation:

- Motor vehicles 22.5%
- Office equipment, furniture and fixtures 10-40%

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected to arise from the continued use of the asset. Any gain or loss arising on the disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the asset and is recognised in profit or loss.

(h) Impairment

At the end of each reporting period, the association reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). When it is not possible to estimate the recoverable amount of an individual asset, the association estimates the recoverable amount of the cash-generating unit to which the asset belongs. When a reasonable and consistent basis of allocation can be identified, corporate assets are also allocated to individual cash-generating units, or otherwise they are allocated to the smallest group of cash-generating units for which reasonable and consistent allocation basis can be identified.

Recoverable amount is the higher of fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

When an impairment loss subsequently reverses, the carrying amount of the asset (or cash-generating unit) is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that could have been determined had no impairment loss been recognised for the asset (or cash-generating unit) in prior years.

A reversal of an impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 30 JUNE 2016**

Note 1. Statement of Significant Accounting Policies (Cont.)

(i) Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation.

(j) Financial instruments

Financial assets

Financial assets are recognised initially on the date at which the association becomes a party to the contractual provisions of the instrument.

The association derecognises the financial asset when the contractual rights to the cash flows from the asset expire, or it transfers the rights to receive the contractual cash flows on the financial asset in a transaction in which substantially all the risks and rewards of ownership of the financial asset are transferred. Any interest in transferred financial assets that is created or retained by the association is recognised as a separate asset or liability.

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when and only when, the association has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

The association has the following financial assets: loans and receivables, cash and cash equivalents and held to maturity investments.

Loans and receivables are financial assets with fixed or determinable payments that are not quoted in an active market. Such assets are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition loans and receivables are measured at amortised cost using effective interest method, less any impairment losses.

Loans and receivables comprise cash and cash equivalents and trade and other receivables.

Cash and cash equivalents comprise cash balances and call deposits with original maturities of three months or less. Bank overdrafts that are repayable on demand and form an integral part of the association's cash management are included as a component of cash and cash equivalents for the purpose of the statement of cash flows.

Held to maturity investments are non- derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the Association's intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 30 JUNE 2016**

Note 1. Statement of Significant Accounting Policies (Cont.)

(j) Financial instruments (Cont.)

Financial liabilities

Financial liabilities are recognised initially on the date, which is the date that the association becomes a party to the contractual provisions of the instrument.

The association derecognises a financial liability when its contractual obligations are discharged or cancelled or expired.

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when, and only when, the association has a legal right to offset the amounts and intends either settle on a net basis to realise the asset and settle the liability simultaneously.

The association classified financial liabilities into the other financial liabilities category. Such financial liabilities are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, these liabilities are measured at amortised cost using the effective interest rate method.

Other financial liabilities comprise trade and other payables.

(m) Use of Estimates and Judgments

The preparation of financial statements in conformity with the Australian Accounting Standards requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

There are no judgements made by management in the application of the Australian Accounting Standards that have a significant effect on the financial report or estimates with a significant risk of material adjustment in the next year.

(n) Comparative Figures

Comparative figures have been adjusted to conform to changes in presentation for the current financial year where required by accounting standards or as a result of changes in accounting policy.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

Note 1. Statement of Significant Accounting Policies (Cont.)

(o) Application of New and Revised Accounting Standards

Amendments to AASBs and the new Interpretations that are mandatorily effective for the current year

In the current year, the association has applied a number of amendments to AASBs and new Interpretations issued by the Australian Accounting Standards Board (AASB) that are mandatorily effective for an accounting period that begins on or after 1 July 2015, and therefore relevant for the current year end.

Standard	Requirement
AASB 2013-9	<i>Amendments to Australian Accounting Statements – Conceptual Framework, Materiality and Financial Instruments</i> The Standard contain three main parts and makes amendments to a number of Standards and Interpretations. Part A of AASB 2013-9 makes consequential amendments arising from the issuance of AASB CF 2013-1. Part B makes amendments to particular Australian Accounting Standards to delete references to AASB 1031 and also makes minor editorial amendments to various other standards. Part C makes amendments to a number of Australian Accounting Standards, including incorporating Chapter 6 <i>Hedge Accounting</i> into AASB 9 <i>Financial Instruments</i> .
AASB 2015-3	<i>Amendments to Australian Accounting Standards arising from the withdrawal of AASB 1031 Materiality.</i> The Standard completes the AASB's project to remove the Australian guidance on materiality from Australian Accounting Standards.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
Note 2. Revenue		
Grants and Subsidies Received	1,422,660	1,417,808
Donations	41,464	23,232
Interest Received	9,158	11,726
Participant Contributions	53,265	35,392
Membership Fees	403	507
Training Fees	25,227	23,114
Other Income	14,221	12,174
Programs / Excursions	11,463	3,670
	1,577,861	1,527,624
Note 3. Cash and cash equivalents		
Cash at bank	208,733	280,037
Cash on deposit	216,387	213,653
Cash on hand	500	700
	425,620	494,390
Reconciliation of cash:		
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the balance sheet as follows:		
Cash	425,620	494,390
Note 4. Receivables		
Trade debtors	2,765	3,886
Other debtors	12,986	-
	15,751	3,886
Note 5. Other assets		
Prepayments	6,793	6,941
Note 6. Property, plant and equipment		
Office Equipment, Furniture & Fixtures - at cost	205,048	188,391
Accumulated depreciation	(181,051)	(168,831)
	23,997	19,560
Motor Vehicle - at cost	120,542	120,542
Accumulated depreciation	(95,711)	(73,485)
	24,831	47,057
Total property, plant and equipment	48,828	66,617

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
Note 7. Intangibles		
Computer Software - at cost	<u>23,037</u>	<u>16,620</u>
Note 8. Payables		
Trade and other creditors	78,464	113,318
Omnican/Cota under trust	<u>542</u>	<u>656</u>
	<u>79,007</u>	<u>113,974</u>
Note 9. Other liabilities		
Grants in Advance	<u>68,128</u>	<u>87,536</u>
Note 10. Provisions		
Current		
Provision for employee entitlements	<u>83,396</u>	<u>90,397</u>
Non-current		
Provision for employee entitlements	<u>63,678</u>	<u>52,981</u>
Note 11. Cash flow information		
<u>Reconciliation of Cash Flow from Operations with surplus/(loss) from ordinary activities</u>		
Surplus/(loss) from ordinary activities	<u>(17,746)</u>	<u>63,238</u>
Non-cash flows in surplus/(loss) from ordinary activities		
Depreciation	<u>34,446</u>	<u>38,400</u>
	<u>34,446</u>	<u>38,400</u>
Changes in assets and liabilities		
Decrease/(increase) in receivables & other assets	(11,717)	1,358
Increase/(decrease) in payables & other liabilities	(54,375)	(17,358)
Increase/(decrease) in provisions	<u>3,696</u>	<u>27,791</u>
	<u>(62,396)</u>	<u>11,791</u>
Net cash inflow/(outflow) from operating activities	<u>(45,696)</u>	<u>113,429</u>
Note 12. Key management personnel compensation		
Members of the Board receive no remuneration in relation to management of the association.		
Note 13. Auditor's remuneration		
Assurance services	<u>5,000</u>	<u>5,050</u>

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 30 JUNE 2016**

Note 14. Capital and leasing commitments

The association does not have any capital or leasing commitments.

Note 15. Contingent liabilities

There are no contingent liabilities.

Note 16. Events after the reporting period

No matters or circumstances have arisen that may significantly affect the operations or the state of affairs of the association in future periods.

Note 17. Related parties

There were no related party transactions during the year.

No officer has entered into a material contract with the association since the end of the previous financial year and there were no material contracts involving officers' interests existing at year end.

Note 18. Economic dependence

The association is dependent on the ongoing receipt of grants to ensure the continuance of their services.

Note 19. Financial Instruments

(a) Financial risk management – objectives and policies

The Association's financial instruments comprise cash and cash equivalents. In addition the Association has various financial assets and liabilities including amounts receivable and amounts payable to trade and other creditors.

The main risks arising from the Association's financial instruments are interest rate risk, liquidity risk and credit risk. The Association does not hold financial instruments denominated in foreign currencies and does not use derivative instruments to manage risks associated with its financial instruments.

The Association's policies for managing each of these risks are summarised below. The policies are subject to approval by the Board and are reviewed regularly.

Interest Rate Risk. The Association is exposed to interest rate fluctuations on its cash at bank and cash on deposit investments. The Association actively monitors interest rates for cash at bank and on deposit to maximise interest income. The Association accepts the risk in relation to fixed interest securities as they are held to generate income on surplus funds.

Liquidity Risk. The Association manages liquidity risk by monitoring forecast cash flows and ensuring that adequate liquid funds are maintained.

Credit Risk. The Association is exposed to credit risk in respect of amounts receivable and in respect of funds deposited with banks and other financial institutions. The maximum exposure to credit risk as at 30 June 2016 is the carrying amounts of financial assets recognised in the balance sheet. The Association holds no collateral as security and the credit quality of all financial assets that are neither past due nor impaired is consistently monitored in order to identify any potential adverse changes in the credit quality.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

Note 18. Financial Instruments (Cont.)

The amounts receivable outstanding beyond the relevant terms are followed up continually.

Funds deposited with banks and other financial institutions are approved by the Board. At the reporting date the Association does not have any material credit risk exposures to any single receivable or any bank or financial institution.

(b) Fair values

Carrying amounts of financial assets and liabilities recorded in the financial statements represent their net fair values, as determined in accordance with the accounting policies disclosed in Note 1.

(c) Interest rate risk

The Association's exposure to interest rate risk, which is the risk that a financial instruments value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on those financial assets and financial liabilities, is as follows:

	2016				2015			
	Weighted Average Effective Interest Rate	Floating Interest Rate	Non Interest Bearing	Total	Weighted Average Effective Interest Rate	Floating Interest Rate	Non Interest Bearing	Total
Financial Assets								
Cash at bank	2.0	425,120	-	425,120	2.7	493,690	-	493,690
Cash on Hand		-	500	500		-	700	700
Trade and Other Receivables			15,571	15,571		-	3,886	3,886
		425,120	16,071	441,191		493,690	4,586	498,276
Financial Liabilities								
Trade and Other Payables			78,464	78,464			113,318	113,318
			78,464	78,464			113,318	113,318

**INFORMATION AND DECLARATIONS TO BE FURNISHED UNDER THE
CHARITABLE FUNDRAISING ACT, 1991**

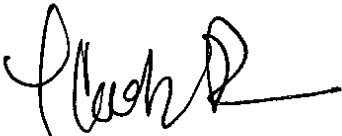
**INCOME AND EXPENDITURE OF FUNDRAISING APPEALS
FOR THE YEAR ENDED 30 JUNE 2016**

The Association conducted no fundraising appeals during the financial year and the comparative year.

Declaration by the President in respect of fundraising appeals

I, Tonya Cook-Pedersen, President of Canterbury City Community Centre Incorporated declare that, in my opinion:

- (a) the income statement gives a true and fair view of all income and expenditure of Canterbury City Community Centre Incorporated with respect to fundraising appeals; and
- (b) the balance sheet gives a true and fair view of the state of affairs with respect to fundraising appeals; and
- (c) the provision of the Charitable Fundraising Act 1991 and the regulations under that Act and the conditions attached to the authority have been complied with; and
- (d) the internal controls exercised by Canterbury City Community Centre Incorporated are appropriate and effective in accounting for all income received and applied by the Centre from any of its fundraising appeals.



Tonya Cook-Pedersen
President

Dated: 13 September 2016

OFFICERS' ASSERTION STATEMENT

In the opinion of the Board the financial report as set out on pages 3 to 18:

1. Presents a true and fair view of the financial position of Canterbury City Community Centre Incorporated as at 30 June 2016 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board; and
2. At the date of this statement, there are reasonable grounds to believe that Canterbury City Community Centre Incorporated will be able to pay its debts as and when they fall due.

The Board further certifies and confirms in respect of funding provided by the various Federal, State and Local governments, that Canterbury City Community Centre Incorporated:

1. has applied them only for the purposes approved and;
2. has complied with all applicable laws in the performance of the services and;
3. has complied with all the agreements and guidelines.


This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Tonya Cook-Pedersen
President



Janice Adam
Secretary



Meredyth Conn
Treasurer

Dated: 13 September 2016

INDEPENDENT AUDIT REPORT TO THE MEMBERS

Report on the financial report

We have audited the accompanying financial report of Canterbury City Community Centre Incorporated for the year ended 30 June 2016, as set out on pages 3 to 18.

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 entity'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 entity'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)*.

We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act 2009 (NSW)* provided to the officers of Canterbury City Community Centre Incorporated, would be in the same terms if provided to the officers as at the date of this auditor's report.

INDEPENDENT AUDIT REPORT TO THE MEMBERS (Cont.)

Auditor's 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 2016 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 Centre will be able to pay its debts as and when they fall due.



Benbow & Pike
Chartered Accountants
Suite 401, 54 Miller Street
NORTH SYDNEY NSW 2060

Gerard J Abrams
Partner

Dated:

**AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 60-40 OF
AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 AND THE
ASSOCIATIONS INCORPORATIONS ACT 2009 (NSW) TO THE OFFICERS**

I declare that, to the best of my knowledge and belief, during the financial year ended 30 June 2016 there have been:

1. no contraventions of the auditor's independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act 2009 (NSW)* in relation to the audit; and
2. no contraventions of any applicable code of professional conduct in relation to the audit.



Benbow & Pike
Chartered Accountants
Suite 401, 54 Miller Street
North Sydney NSW 2060

Gerard J Abrams
Partner

Dated:

COMPILATION REPORT TO CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

Scope

On the basis of information provided by the officers of Canterbury City Community Centre Incorporated, we have compiled in accordance with APES 315 'Compilation of Financial Information' the special purpose financial report of Canterbury City Community Centre Incorporated for the year ended 30 June 2016 as set out on the following pages.

The specific purpose for which the special purpose financial report has been prepared is to provide confidential information to the officers and members.

The officers are solely responsible for the information contained in the special purpose financial report and have determined that the accounting policies used are consistent and are appropriate to satisfy the requirements of the Board and for the purpose that the financial report was prepared.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the officers provided, in compiling the financial report. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

To the extent permitted by law, we do not accept liability for any loss or damage which any person, other than the association, may suffer arising from any negligence on our part. No person should rely on the special purpose financial report without having an audit or review conducted.

The special purpose financial report was prepared for the benefit of the association and its members and the purpose identified above. We do not accept responsibility to any other person for the contents of the special purpose financial report.



Benbow & Pike
Chartered Accountants
Suite 401, 54 Miller Street
North Sydney NSW 2060

Gerard J Abrams
Partner

Dated:

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
INCOME		
Donations Received	41,464	23,232
Grants Received	1,396,252	1,390,845
Grants Received – Non Recurring Capital	26,408	26,963
Grants Brought Forward	-	-
Interest Received	9,158	11,726
Membership Subscriptions	403	507
Participants Contributions	53,265	35,392
Photocopying Fee	75	115
Training Fees	25,227	23,114
Other Income	25,609	15,730
	<u>1,577,861</u>	<u>1,527,624</u>
EXPENDITURE		
Allowance – Volunteers	10,062	17,462
Amenities	3,239	2,362
Advertising	2,149	183
Audit Fees	5,000	5,050
Bad Debt	-	25
Bank Charges	794	1,285
Bus Hire	38,140	27,892
Capital Expenditure	15,400	13,250
Cleaning	1,282	2,957
Consultant Fees	40,595	38,130
Contractor – Lawn Mowing	116,179	107,157
Depreciation	12,220	11,460
Electricity	9,631	9,200
Festival Expense	152	585
Food Relief	4,475	3,219
Furniture & Equipment <\$1000	14,019	10,090
Garden Care – Tools, Program costs & Amenities	11,764	11,446
Insurance & Workers' Compensation	36,204	28,007

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	\$	\$
EXPENDITURE (cont.)		
Legal Fees	1,364	-
Miscellaneous Expenses	1,130	1,231
Motor Vehicle	37,409	42,979
Printing, Postage and Stationery	19,198	25,079
Program Costs	68,688	53,744
Provision for Annual Leave	(7,002)	12,214
Provision for Long Service Leave	10,697	15,577
Registration and Licences	2,420	5,782
Rent	931	-
Repairs and Maintenance	12,884	14,855
Resource Material	5,341	1,572
Software / IT	63,347	20,191
Security Costs	1,485	1,210
Staff Training and Amenities	5,949	8,265
Subscriptions Paid	8,128	5,510
Superannuation	87,151	82,945
Telephone and Internet	15,956	10,096
Travel	2,035	3,019
Wages and Salaries	937,191	870,355
Grants in advance	-	-
	<u>1,595,607</u>	<u>1,465,386</u>
Surplus/(Deficit) for the year	<u>(17,746)</u>	<u>62,238</u>





THANKS

EVERYONE FOR YOUR SUPPORT!



Canterbury City Community Centre

Community Building Community

Canterbury City Community Centre

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