



Canterbury City  
Community Centre  
Community Building Community

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# YEAR IN REVIEW 2024

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# Contents

**Our Vision, Purpose and Values** >

**A Message From Our President** >

**A Message From Our CEO** >

**Building Capacity, Building Community** >

● **Listening@Lakemba** >

● **DFSV Program - Me, Myself and I** >

● **STARS** >

● **Come Volunteer! Project** >

● **Partnerships** >

**Supporting Older People** >

● **Volunteering – Making a Difference** >

**Feedback** >



Canterbury City  
Community Centre

Community Building Community







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

## Our Vision

A strong, resilient and inclusive community that values people across all life-stages.

## Our Purpose

To build connections between people and provide services that enhance quality of life.

## Our Values

### Social Justice

We ensure fair and equal access to our information, services and resources.

### Respect

We embrace the diversity of our community with dignity and compassion.

### Integrity

We make decisions and take actions that are based on strong ethics.

### Inclusion

We welcome, value and involve all members of the community.

### Innovation

We actively seek new ways to improve service quality and access to opportunities.





## A Message From Our President

**This year, 4Cs experienced growth and success, overcoming the ongoing challenge of securing funding while actively pursuing innovative ways to engage and address local needs. We see ourselves connected to the local community and value the collaboration with numerous individuals and organisations committed to working alongside us in achieving positive social impact.**

Our ambition to expand our quality services and increase community access to support and opportunities continues. This involves the delivery of high-quality community services, the growth of community-led initiatives, responding to changing needs and the building of organisational capability.

Outside of the regular strategic and governance decision making, the 4Cs Board has actively led important pieces of work including reviewing the 4Cs Risk Policy and Whistle Blower Policy, as well as the Skills Matrix used when people would like to nominate for the 4Cs Board. These pieces of work are important to keep 4Cs vibrant and future focused.

In addition the Board has supported the continued improvement of a range of systems and processes in financial administration and reporting, work, health and safety, clinical reporting to the Board and risk management.

While this work has been implemented by Management, the Board has both clear oversight and a keen interest in these matters.

Our Quality Care Advisory Body and Consumer Advisory Body meetings commenced late in 2023 and this year both these bodies held valuable meetings. We are thrilled to have Elizabeth Machado chairing the Quality Care Advisory Body. With her long standing clinical, human resource and service delivery expertise in aged care, I am confident that 4Cs will be even better placed into the future.

Importantly, these bodies involve Consumers and Staff working alongside one another to ensure our aged care services are delivered with optimum impact. The Consumers who participate provide invaluable insights as to their experience of the 4Cs aged care services.



This year, 4Cs experienced growth & success, overcoming the ongoing challenge of securing funding.





• We see ourselves connected to the local community & value the collaboration with numerous individuals and organisations committed to working alongside us in achieving positive social impact.

I would like to take the opportunity to offer my warm thanks to important stakeholders who have contributed to the impact of our work again this year, starting with Canterbury Bankstown Council for continuing our long tradition of working together to elevate the needs and aspirations of our local community.

I want to sincerely thank our funding bodies Department of Health and Ageing, Department of Communities and Justice, Multicultural NSW, City of Canterbury Bankstown, NSW Centre for Volunteering and Inner West Council. Without their trust and collegial approach, 4Cs would not be able to carry out the important work we do.

We applaud the many people, Board members, partners, staff and volunteers who have contributed their time, skills and energy to a local and place-based community service, like the 4Cs.

I want to also thank my fellow Board members, who together guide the 4Cs through the current environment, always with the community and the future at the centre foremost in their minds. They are Rhiannon Cook, Annette Bird, Usman Saadat, Ian Krieger and James Lim.

To our CEO, Esta Paschalidis-Chilas, I would like to express my appreciation for her dedication and commitment to 4Cs. She consistently ensures that we all work towards a sustainable and thriving future for the 4Cs.

**Rachel Gavarotto**  
President



## A Message From Our CEO

**It is with great pride that I share with you our 52nd Year in Review. It has been another impactful year for the 4Cs, the people we support and assist and of course for those of us who work here. All those pieces connect to get the outcomes we strive for.**

Our Vision for a strong, resilient and inclusive community that values people across all life-stages is lived out each day through the various programs, services and initiatives we create and implement. From the information and talks provided in our social support groups to the safe place created for women and children of all backgrounds at The Cottage.

Our Purpose being to build connections between people and provide services that enhance quality of life is something we hold very dear in the program planning and budgetary decisions we make as well as the type of partnerships and funding we seek and support. This is evidenced in various ways and the large scale community events we hold are one way we give life to our purpose.

As an established leader in community facing services, I know how much the policy frameworks which guide our work and indeed the way we work, have changed over the last three decades. For example, the 4Cs has responded to cycles of change in aged care, in community programs and in social services more broadly and above it all we have focused our energy and resources into, enhancing people's quality of life. Putting people and our community at the centre of our thoughts, motivation and actions. That will continue well into the future because that is what sets organisations like ours apart, local, place based, deeply connected and trusted.

Again, this year you will enjoy reading about how people experience us, specifically Katy, Ambreen, Parveen & Amtul, Arlene, Gordon & Trang and Anna as well. These important people and their stories highlight the importance of the work our people do. Work we can only do because of our dedicated staff, volunteers, partners and the crucial support of our funders and donors. Most importantly, none of this would be possible without the people who trust us to assist in their life's journey.



That is what sets organisations like ours apart — local, place-based, deeply connected, and trusted.





• This year has been a year of extensive organisational development... We have focused on building and investing to future-proof the 4Cs, and this commitment will continue into the future.

We continue to take a strengths-based and partnership-oriented approach and this has brought outcomes that we can see very clearly and you will see those outcomes dotted throughout this Year in Review. If you look at the numbers, they reflect the important impact we are having across aged services, community programs, and our special projects as well.

This year we wanted to highlight our long standing partnership with Sydney Community College. A partnership which has enabled the local community to access a range of educational courses and programs. Their educational track record together with our community presence and the trust people have in us has meant that our partnership is complementary and successful. We thank everyone at the College for being wonderful colleagues.

I wanted to make specific mention of the Me, Myself & I Program which I encourage you to read about because it demonstrates that by engaging locally and with respect for diversity, domestic, family and sexual violence issues can be discussed. I wish to thank Dr Zoe Bell for her considered approach to the Project Evaluation, as well as members of the Advisory Committee and our specialist partner Jannawi Family Centre.

It is with absolute joy that I warmly congratulate this Year's Recipient of Canterbury Woman of the Year, Sajeda Bahadurmia. We have enjoyed a long and fruitful relationship with Sajeda and have seen first-hand how hard she works to advance the interests of the Rohingya community and with a focus on the lives of women. 4Cs and our local community are very lucky to have Sajeda as an active community leader. I personally want to wish her continued energy and drive to impact positively in all that she does.



This year has been a year of extensive organisational development and this includes additional resources that are strengthening our operations as well as allowing for consolidation of our human resources where possible to assist us to meet increasing client demand and opportunity. We have focused on building and investing to future proof the 4Cs and this will continue into the future.

I am very optimistic about what lies ahead for the 4Cs as we deepen our work in domestic and family violence and more recently in settlement services with newcomers to our community. We are a proud partner in a new settlement services partnership led by Metro Assist and we look forward to achieving important outcomes together with them and with the Lebanese Community Council.

I want to take the opportunity to sincerely thank our Board members led by Rachel Gavarratto our President for their trust, guidance and commitment to me and to the 4Cs of course. Our Board also commit to our Risk Committee and Finance Committee. They do this voluntarily and I know they are a key reason for our success. As well, to thank the Chair of our newly established Quality Advisory Body, Elizabeth Machado who is giving of her clinical knowledge and expertise voluntarily as well. We have already seen a positive impact in our clinical oversight. As well our Consumer Advisory Body has now met twice and we are working hard to ensure consumers and carers have an increased voice when it comes to service design and improvement.

When I reflect on our year, I see Eid and International Women's Day events, knitting groups, senior's outings to reduce isolation, collaboration with like-minded colleagues, Listening @ Lakemba, student graduations, playgroups, women gathering to support one another, people having help with complex forms and so much more. This work is boundless in demand but our dedicated service partners, volunteers and staff give it energy and insight that makes a tangible difference every day and I thank them sincerely.

I know I lead an organisation that cares, one that seeks to leave a legacy beyond a transactional exchange of services rendered.

I and the team know we do not do this work alone, we have wonderful colleagues who look out for us, help us do better, help us find much needed resources and advise us in strategic ways.

There are too many of them to mention but I hope they know it is deeply appreciated.

Our motto "Community Building Community" means a lot to everyone at the 4Cs and we continue to use it as our guide, as our North Star.

Enjoy the read!

**Esta Paschalidis-Chilas**  
CEO





# Building Capacity, Building Community

**Through our Community Builders and other community programs, 4Cs continues to play a vital role in connecting individuals and communities to foster harmony, resilience and capacity.**

This area of 4Cs work is directly connected to the first two pillars of our Strategic Plan 2023-2025: delivering high quality community services and growing community led services in response to changing needs.

Over the last year we have continued to provide a range of community activities for women from culturally and linguistically diverse (CALD) backgrounds to help them settle in Australia. This has included English classes, certificate level courses as diverse as Computers, Job skills, Community Services, Business Administration and Individual Care.

In addition we have run a number of workshops, family days and celebrations for International Women's Day, Eid and Harmony Week that help bring families and the wider community together to enjoy and connect.

These events and community engagement activities help 4Cs stay true to our values of Respect and Inclusion, embracing diversity with dignity and compassion, and welcoming, valuing and involving all members of the community.

Working in partnership with a range of like-minded organisations has enabled us to deliver even more programs this year. Partnerships with Hampden, Punchbowl and Wiley Park Public Schools has enabled us to deliver entry and certificate level courses to support women that might not currently know about or access our community centre but do attend their local school.

By building strong relationships with local schools and their broader school communities, we improve access to ours and other local services. The delivery of these courses is made possible through our long standing collaboration with Sydney Community College, TAFE NSW and our more recent partner, Macquarie Community College.



1104



**ADVICE, INFORMATION AND  
REFERRALS TO OTHER SERVICES  
VIA WALK-INS AND PHONE**





885



PEOPLE INVOLVED IN LARGE ONE-OFF COMMUNITY EVENTS

Working in partnership with a range of like-minded organisations has enabled us to deliver even more programs this year.





Our outreach services continue to be popular and provide even more services for the local community to access.

Our outreach services continue to be popular and provide even more services for the local community to access. Outreach services offered included STARTTS torture and trauma counselling, legal information and assistance provided by Marrickville Legal Centre, mental health support through One Door and the Women's Health Clinic through Leichhardt Women's Health Centre. In total these services provided 77 days of individual support at the Centre throughout the year.

Our volunteer Form Filling service has provided support to 36 people with My Gov, Centrelink and Housing applications plus other form help. This service is vital in the local community and would not be able to happen without our dedicated Volunteer Rita Wilkinson.



In addition, working more closely with Jannawi, has enabled the delivery of domestic violence services in Lakemba at The Cottage on Tuesday, with Jannawi Family Centre providing counselling and targeted groups to women experiencing domestic and family violence. This partnership has also grown to include collaborating on culturally safe healthy relationship programs such as the Me, Myself and I Program. The program saw 6 groups delivered in Urdu and Rohingya languages with a total of 62 participants attending.





Lakemba Community Garden continues to thrive, there are currently 32 plot holders, enjoying growing their vegetables and herbs, while coming together once a month for working bees.

To finish off the year we are very pleased to have been awarded as part of the Inner & South West Settlement Partnership, led by Metro Assist a new position – Generalist Settlement and Transition Support Worker, to work with newly arrived migrants and refugees. Our ability to service the needs of our local community has increased with this new position and relevant service offering.

Our closer collaboration with Jannawi Family Centre has enabled the delivery of domestic violence services at The Cottage in Lakemba.



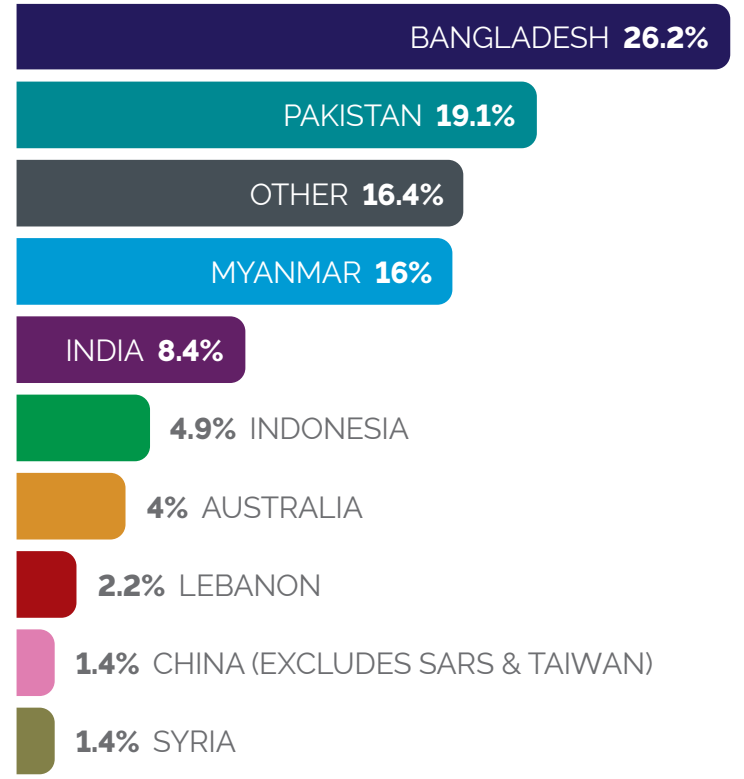




94.2% 

OF CLIENTS ARE FROM CULTURALLY & LINGUISTICALLY DIVERSE BACKGROUNDS

INDIVIDUAL CLIENTS AND SUPPORT PERSONS BY COUNTRY OF BIRTH – TOP 10







# Journey to a New Life

**Parveen and her sister-in-law Amtul's journey from Myanmar (formerly known as Burma) to Australia is a story of resilience and hope.**

Eleven years ago, they fled the violence in Myanmar that targeted Rohingya Muslims. Their small village in Bruneian was destroyed and Parveen's uncle was among those who tragically lost their lives. "We came to Australia to escape the horror, Parveen recalls. "It's heartbreaking to leave loved ones behind." Despite language barriers both husbands found work. Highly educated in their homeland, Parveen's husband transitioned from being a pharmacist to working as a shop assistant. "If you look for work, you can find it," Parveen says with pride. "They are hardworking, even with limited English."

Parveen and Amtul, less fluent in English enrolled in classes at the 4Cs Centre. With support from Romana at 4Cs, and Sajeda from the local Rohingya community, they began to rebuild their lives.

Now, eleven years later Parveen's son is preparing for high school, and she recently became a permanent resident. While Amtul still waits for her status, both women remain hopeful. "Finding freedom means a better future for our kids," Parveen reflects. "Australia is a gift from God - a safe and beautiful country with welcoming people."

4Cs is proud to support strong, determined individuals like Parveen and Amtul as they rebuild their lives. Their journey is a testament to resilience, hope and the pursuit of a brighter future.

## Parveen & Amtul's Story

With support from Romana at 4Cs, and Sajeda from the local Rohingya community, they began to rebuild their lives.



# Listening@Lakemba

**Between October 2023 and February 2024 we coordinated Listening@Lakemba once again. A collaborative community initiative that amplifies local voices and addresses community needs.**

This project was made possible through partnerships with WESTIR, Bankstown TAFE with the support of Canterbury Bankstown City Council, as well as other local community organisations including Catholic Care, Metro Assist, the Muslim Women's Association, Jannawi Family Centre, the Lebanese Muslim Association, and Canterbury Hospital.

Building on our previous Listening@Lakemba campaigns in 2011 and 2017, a total of 384 people completed surveys with the assistance of TAFE Community Service students and bilingual workers. The survey aimed to identify the strengths, needs and issues of the local community.

Survey participants and local workers were then invited to discuss the results and encouraged to be part of the solution at the Listening@Lakemba Community Forum held on 27 February 2024.

Over 130 community members participated in table discussions to plan solutions to the issues raised.

Language-focused tables were available for Urdu, Rohingya, and Bengali speakers, while other tables included discussions on activities and programs for women, activities for children and young people, environment/cleanliness, activities that bring the community together and community and sporting facilities/parks.

The 2024 Listening at Lakemba Report includes a summary of the survey findings as well as discussions, priorities and strategies discussed at the Forum. The report highlights a resilient and cohesive community that appreciates Lakemba's diversity, but also highlights the concerns and needs of many living in Lakemba.

Identified priorities included a high demand for service provision, access to healthcare, adult education, and community activities. Fitness activities and facilities, especially for women also ranked highly. Healthcare needs emerged as urgent, particularly medical, dental, and mental health services.

The discussions highlighted a demand for activities for children and youth as well as the importance of cleanliness, alongside education and community awareness about proper rubbish bin usage. Additionally, there was a strong need for job readiness programs and employment opportunities, particularly for women.



384



**SURVEYS COMPLETED & OVER 130  
PEOPLE ATTENDED THE FORUM**



In response to this report 4Cs continues to partner with other organisations to address the identified priorities. Activities such as Environment@Lakemba, women's exercise classes and after school activities for girls have already begun.

There is a lot to do but together with the community, Council and other organisations we hope to provide and advocate for improved services as highlighted by the Listening@Lakemba Report and Forum.

• The report highlights a resilient and cohesive community that appreciates Lakemba's diversity, but also highlights the concerns and needs of many living in Lakemba.



• [VIEW  
2023/24  
FINAL  
REPORT  
HERE >](#)





# Domestic and Family Violence (DFSV) Program - Me, Myself and I

**This program focused on healthy relationships in the family home and was specifically designed for the Rohingya and Urdu speaking communities in Southwest and Western Sydney.**

The program was funded by the New South Wales Government Department of Communities and Justice under the Domestic, Family and Sexual Violence Multicultural Community Grant.

Domestic, family and sexual violence is a major issue in Australia. The Australian Government National Plan to End Violence against Women and Children 2022-2032 identifies that people of CALD backgrounds have specific needs that are often not addressed by mainstream services (Australian Government, 2022).

There are also multiple barriers preventing migrant and refugee women from accessing help-seeking and reporting, such barriers include visa conditions, community stigma and compounding loss (ANROWS, 2020).

**The Project was designed from the outset with the following in mind:**

- Focusing on working with CALD communities deeply and from where they are.
- Bringing the communities to the table to help inform

the project's implementation. The Australian Rohingya Women's Development Organisation (ARWDO) and the Paki Women's Hub provided foundational knowledge on the experience of DFSV in these communities, the barriers to safety and strategies for engaging the community.

- Enlisting Jannawi Family Centre (a specialist DV service) to help create the program
- Building in external evaluation of the Project to document the learnings.

A total of 6 programs were delivered over 3 weeks to a total of 62 women. Each week had a different emphasis – Week 1 Parenting; Week 2 Exploring Healthy/Unhealthy Families and Week 3 Resilience, Coping and Self Care.

By the end of the program participants reported they had developed a greater awareness and understanding of what domestic violence is, and how it affects them and their children; were able to identify the signs of unhealthy relationships and had a greater knowledge of how to access appropriate services in their community.

Group Feedback was extremely positive, as one participant stated, "The activities helped me recognise and remember who I am, and reminded me to wake up to myself that yes, 'I have ability'. I feel more empowered and strengthened."

62



WOMEN PARTICIPATED IN  
6 PROGRAMS OVER 3 WEEKS







• The activities helped me recognise and remember who I am... they reminded me to wake up to myself, that yes - I have ability. I feel more empowered and strengthened.

While the program officially ended in June 2024, the Advisory Committee were keen for other services to role out this program to their communities. A Facilitators Guide has been developed with examples of all the resources used and a training day held for local workers. Given the success and need for this project 4Cs will continue to explore alternative funding sources to continue this much needed and valuable project so that it can be rolled out to other CALD communities.

Advisory committee members included Esta Paschalidis-Chilas CEO, Canterbury City Community Centre; Kate Maclean Manager, Community Sector and Capacity Building, Canterbury City Community Centre; Neelab Rustami Project Co-ordinator, Canterbury City Community Centre; Romana Waseem Community Worker, Canterbury City Community Centre, Sajeda Bahadurmia Co-Chair, Australian Rohingya Women's Development Organisation; Sonya Khan, Paki Women's Hub; Biliana Milosevic, Jannawi Family Centre, Jessica Harkins Practice Manager, Domestic Family and Sexual Violence, Settlement Services International; Dilini De Silva, Practice Specialist, Domestic Family and Sexual Violence, Settlement Services International; Zoe Bell Operations Manager, Australian Rohingya Women's Development Organisation and Research Fellow, ARC Centre of Excellence on the Elimination of Violence Against Women (CEVAW).



# Skills Training and Resources (STARS)

**STARS provides training and support to staff and volunteers in Aged Care Services funded through the Commonwealth Home Support Program (CHSP) nationwide. Previously limited to the Inner West and Canterbury-Bankstown Local Government Areas, recent funding has enabled us to deliver our services across Australia—made possible with the support of Zoom.**

The STARS team has developed strong skills in delivering online training via webinars, Zoom and Teams. In partnership with other support providers, they offer a range of courses to improve skills and knowledge in the Aged Care Sector. For example, the The Aged Care Reforms and Trends course was delivered online to 132 participants.

Recent funding has enabled us to deliver our services across Australia.

While many workshops and information sessions have moved online to reach audiences nationwide, we continue to offer face-to-face training to support the needs of local services and their frontline staff and volunteers. In addition to valuable skills training, these sessions provide other benefits, such as bringing together workers and volunteers from various organisations to network and share their knowledge and expertise in the Aged Care Sector.

In the 2023/24 year, STARS conducted 47 training sessions for 828 staff and volunteers from over 23 CHSP organisations. Topics included Safe Food Handling, Aged Care Diversity Framework, Managing Client Expectations, Volunteer Essentials, Unit Costing, Organisational Governance, Resilience and Agility for Aged Services Managers, and Professional Boundaries for Staff and Volunteers.

Additionally, the team spoke at various Employment Expos across Inner West and South Western Sydney to encourage volunteers into the Aged Care Sector. To support this five bilingual videos and accompanying handouts were produced in Arabic, Vietnamese, Urdu, Mandarin and simple English to help recruit newcomers to Australia as volunteers. Funded by the NSW Centre for Volunteering and Australian Department of Social Services, the videos support volunteer managers to recruit and support their volunteers.

828



STAFF AND VOLUNTEERS  
FROM OVER 23 ORGANISATIONS  
ATTENDED 47 TRAINING SESSIONS







# A Pathway Through Volunteering

**When Ambreen arrived in Australia from Pakistan in 2010, she faced many challenges. As a full-time mother of two young daughters, she struggled with English and felt isolated in her new surroundings.**

Determined to overcome the language barrier and connect with her children, Ambreen enrolled in English courses at TAFE. However, it wasn't until she moved to Lakemba in 2015 that her journey truly began to change.

With a new baby and feeling overwhelmed and isolated, Ambreen discovered the 4Cs Centre and joined the Lakemba Ladies Lounge. There, she met other women facing similar challenges and found an opportunity to volunteer. This experience became a turning point. "I wanted to do community work, make friends and learn more about Australia," Ambreen recalls.

Ambreen began volunteering with the 4Cs Social Inclusion group, where she assisted elderly social support clients. The experience was transformative, boosting her confidence and teaching her new skills like manual handling, food safety and first aid. Her involvement extended to helping in the kitchen and accompanying clients on outings, which she described as deeply fulfilling.

Ambreen's dedication did not go unnoticed. She was offered an opportunity to volunteer as an in-home support worker, where she would pick up an elderly woman who lived alone and take her shopping once a week. "It was a really great experience for me."

Ambreen shares. "I loved being able to help someone, make them happy and see the joy it brought her."

The elderly woman was always so happy and would even wait outside for Ambreen to arrive. "She used to wait outside for me, and that motivated me. I knew I was making a difference."

Ambreen's journey continued as she pursued further education, earning a Diploma in Community Services. She later transitioned into early childhood education, working at a childcare centre during COVID-19. Today, Ambreen is the acting director of a before and after school care program.

Reflecting on her journey, Ambreen credits volunteering for her personal and professional growth. "It's the best way to learn about yourself, meet new people and gain confidence," she says. "Volunteering helped me find my path and gave me the courage to keep moving forward."



## Ambreen's Story

Volunteering helped me find my path and gave me the courage to keep moving forward.



# New to Australia? Come Volunteer! Project

Canterbury City Community Centre (4Cs) through STARS has developed short videos and translated PDFs on formal volunteering in English, Urdu, Mandarin (and simplified Chinese), Vietnamese and Arabic. These are the first resources of their kind to be translated in Australia.

The project was funded through the Centre for Volunteering and the resources are publicly available through the Centre's online knowledge base. They assist Volunteer Managers and Coordinators in the recruitment of those new (and not so new!) to Australia to volunteer.

The resources were originally meant to be available only to people in NSW but this has been extended to knowledge bases of all peak volunteering bodies throughout Australia. This has been an excellent development that the 4Cs is very proud of.

Art Resistance was engaged to assist in scripting (from STARS Step into Volunteering Community information session concepts), filming and editing the videos, with five different services, bilingual workers, narrators, volunteers and clients.

Our very own Angela Gallard designed and coordinated the project from funding to

completion with the assistance of Kate Maclean and Sandra Olarte Osorno (Social Work student, University of Wollongong).

As the original reach was across NSW, migration data from Government and census information was researched to identify current migration patterns and choose languages. Local partners with strong relationships with the 4Cs were approached to support the project. There was a lot of goodwill and enthusiasm demonstrated by services, workers, volunteers and clients with the development of the videos and towards the project in general.

There were many people involved from each service at each stage, often providing in-kind support. The services in the videos are: 4Cs for the Urdu video, Arab Council Australia for Arabic, CCCI (Community & Cultural Connections, Inc) for Vietnamese and CASS Care for Mandarin. CECAL (Canterbury Earlwood Caring Association) was involved in the production of the English video.

There was also engagement with community leaders to find out what was appropriate for the languages and communities chosen. Community leaders provided valuable feedback as to some of the cultural nuances that may influence the reach of the resources.



All the community leaders were very enthusiastic about the project and this made all the difference.







## رضاکاروں کے اپنے بھی حقوق ہوتے ہیں جن میں

ان کے ساتھ عزت اور  
وقار کا پرتاؤ ،

ایک محفوظ ماحول فراہم کرنا

تنظیم اور اپنے کام کے  
بارے میں درست معلومات  
حاصل کرنے کی رسائی ہو، شامل ہیں



All the community leaders were very enthusiastic about the project and this made all the difference. We thank those organisations and community leaders sincerely.

The videos included information people needed to know about volunteering and personal stories of current volunteers. Clients of services were also included to show some of the roles people do within the services who participated.

The PDFs were again developed from concepts from Step into Volunteering and complemented the videos – it's very hard to fit all the information from a forty-minute presentation into a four-and-a-half-minute video! Since the resources were launched in March 2024, the videos have been viewed and PDFs given out. STARS was asked to speak at four volunteer expos for National Volunteer week in May and June 2024.

The English video was played and many PDFs in multiple languages in Lakemba, Bankstown and Hurstville were given to community members. CASS has advised they have played the Vietnamese video and provided the Vietnamese PDF to the community. It was wonderful to see and hear the responses and feedback given.

With volunteering down across Australia in recent years, we hope these resources will provide communities with the information they need to engage in meaningful volunteer work. Increased participation fosters a sense of connection, which the 4Cs is eager to advance alongside like-minded people and organisations.

With volunteering down across Australia in recent years, we hope these resources will provide communities with the information they need to engage in meaningful volunteer work.



# Innovation and Community Strengthening

Innovation is one of our core values, driving us to seek new ways to improve service quality and expand access to opportunities.

We recognise that these goals are only achievable through genuine partnerships, and our collaboration with Sydney Community College (SCC) exemplifies this. For over fourteen years we have valued this partnership deeply, as it has enabled us to strengthen the capacity of so many people in our community.

We invited SCC to share their thoughts on this enduring partnership, and they expressed their appreciation for the opportunity to acknowledge this highly valued partnership, as conveyed by Jennifer Aldred, Senior Manager of Finance and Funded Programmes.

“With our shared commitment to fostering community strength and resilience, SCC remains honoured to be part of this ongoing partnership. We look forward to continuing our joint efforts in providing vital educational services into the future. Our collaboration has been instrumental in building essential skills in language, literacy, numeracy and digital competency in addition to the business and community services training that supports entry into the workplace. As well, feedback from students tells us that the social



## Partnership with Sydney Community College

connection which comes from a learning program such as ours is a highly prized factor in their participation”.

From 4Cs perspective, Esta Paschalidis-Chilas, CEO stated, “Our partnership with SCC brings together the best assets and resources of our two organisations - the deep community trust and connection that 4Cs has built alongside SCC’s longstanding expertise in vocational education.

Together, these elements result in high retention rates, foster a sense of inclusion among students and community members, and a soft landing for people to take critical steps forward in their lives to meet their aspirations”.

Our collaboration has been instrumental in building essential skills in language, literacy, numeracy and digital competency.







# Supporting Older People

**4Cs aged care services are designed to support people with the help needed to stay safely and well in the home.**

When we first meet someone, we run through what exactly they need to support them in the most useful way. This could be health challenges and sometimes that little bit of support is all that's needed to get someone back on their feet and on their way to independence. This year we had 139 new clients join Social Support or Garden Care for support.

**All referrals to our services need a call to the My Aged Care call centre (1800 200 422).**

## Social Inclusion and Support Programs

Getting out on Canterbury City Community Centre's wheelchair-modified 16-seater bus is one of the week's highlights for many in our community. This year, the Social Inclusion groups have visited forty different venues, providing destinations of interest to everyone.

The groups have lunched at twenty different cafes and clubs. Venues are carefully selected to ensure accessibility for people with varying levels of mobility. Each month, we support an average of thirty-nine clients.

Each month, six different outings are organised, with the groups meeting at Railway Parade, Lakemba on the remaining eight days and at Olds Park twice a month. Mondays focus on Tai Chi and wellness, and twice a month, the Tuesday and Friday groups have a Salsa session with Beatriz. We have heard from guest speakers, including a dietitian, Service NSW, and the Savings Finder Program. Not to forget the lovely art workshops that produced beautiful cards from the original pastel artworks. All these activities help people stay connected, happy and fit and well.

As of this year our Social Support Individual Program is supported by access to our Home Care Package Care Workers. Since COVID, it has been difficult to recruit sufficient volunteers to help people for two hours



10,704



**HOURS OF SUPPORT FOR  
SOCIAL SUPPORT GROUP**



a week. So, we changed our model and began rostering our Care Workers to provide individual support. We look forward to continuing to support Social Support Individual clients with shopping, attending medical appointments and having much needed social contact and a chat with someone.

To further boost support for these programs, we have been fortunate to have two students on placement with us. The students have brought their abilities and knowledge and are now gaining practical experience working with us and building rapport with our clients. We want to thank Amanda Michail and Yemmy Hassan for their interest in and commitment to the 4Cs.

## Garden Care

Our Garden Care program offers assistance to those who find maintaining their garden or lawn challenging. After assessing both the front and back yards, a team of horticulturally trained gardeners and volunteers is scheduled to tidy up the area. Our primary goal is to ensure the grounds remain safe and neat. This includes light pruning to keep pathways clear of branches. However, we do not handle large branches above shoulder height or topiary work. Each month, we support an average of 287 clients with this service.

Over the 2023–2024 year, we have removed 510 cubic metres of green waste and used 291 cubic metres of mulch. Our 20 Garden Care Volunteers have provided 1914 hours of support.



18,595

HOURS  
PROVIDED BY  
WORKERS FOR  
GARDEN CARE  
AND LAWN  
MAINTENANCE







# Putting Care Back in the Garden

**Arlene has been a resident of Wiley Park for over 55 years, having migrated from Sri Lanka in 1975. She and her husband made the move to Australia to build a better future for their two children, Melanie and Royston, who have since built successful lives here.**

"My daughter is a midwife and my son is a financial advisor," Arlene shared proudly. "I have three grandchildren and three great-grandchildren. They bring so much joy to my life." Now a retired housewife, Arlene enjoys cooking traditional Sri Lankan dishes and often hosts friends who come by to enjoy her signature curry. Despite losing her husband two years ago she continues to find comfort in her hobbies and community. Arlene participates in yoga and gentle exercise classes at the Police Boys Club in Bankstown, where she enjoys catching up with friends.

Yet, there were some aspects of life that became challenging without her husband by her side. "My husband was always in the garden. He loved it," she recalled fondly. After his passing, managing the garden on her own became increasingly difficult due to her back and knee pain. Arlene explained, "I didn't want to let the garden go, but I just couldn't do much." It was through conversations with others that Arlene discovered the 4Cs Garden Care program, a service designed to support elderly residents in maintaining their gardens. "People told me to apply and I'm so glad I did," Arlene shared. "It's made a big difference because they do a wonderful job. They ask me what I want done, and it gets done."

Arlene is appreciative of the reliability and care shown by the team. "If they say they're coming on a certain day, they come," she said with a smile. "I'm really grateful for the aged care services, especially the garden care. I look forward to having them over and they always make sure I'm happy."

## Arlene's Story

It's made a big difference because they do a wonderful job. They ask me what I want done, and it gets done.



630 

CLIENTS ASSISTED BY  
OUR CHSP PROGRAMS



Getting out on the 4Cs wheelchair-modified 16-seater bus is one of the week's highlights for many in our community.







• We consider it a deep honour to walk alongside people as they age in their homes and we know that our support and the services we provide make a positive difference.

### Personal Care

Many people need help with showering and dressing as they age in their homes. Our dedicated team of Care Workers visit clients in their homes to provide this service. Sometimes, it is just knowing that someone else is in the house in case of a fall. Other times, stiff shoulders or other injuries require a helping hand to lift a jacket sleeve. Personal Care supports about ten to fifteen clients three times per week, providing an average of thirty-two hours of care per week.

### Home Care Packages

When care needs increase, a client is assessed through My Aged Care for a Home Care Package. Level 1 and Level 2 provide 2 and 3-4 hours of care per week, respectively, while Level 3 and Level 4 packages increase the hours of care and support. Once the client has a package level, we work with them to support their needs and aspirations.

Most clients receive help from regular physio or podiatry. Others require support with light cleaning or transport to medical appointments. Package clients can also be supported with personal care. Seventy-five clients are on packages, and on average, we provide a total of 237 hours of care per week using a team of twenty-two care workers and subcontracted allied health professionals.



We were sad to lose a number of long-standing clients this year and we wish to thank them, their Carers and their families for entrusting us with their care. We also had several clients transition into residential care and we wish them all the very best in the next stage of their life.

We consider it a deep honour to walk alongside people as they age in their homes and we know that our support and the services we provide make a positive difference.

75 clients are on packages, and on average, we provide a total of 237 hours of care per week, using a team of 22 care workers and subcontracted allied health professionals.



30,954

HOURS PROVIDED BY  
4CS CARE WORKERS  
FOR CHSP CLIENTS







# A Caring Connection

**Gordon, a retired carpenter and joiner has led a life full of purpose. After retiring at 73, he spent his time helping elderly neighbours and sharing his skills at the Canterbury Men's Shed. But when his wife fell ill, he turned to the 4Cs Home Support Program, where he met Trang, a compassionate care worker who became essential in his life.**

Trang first supported Gordon's wife with shopping, cleaning, and household tasks allowing Gordon to focus on her care. After his wife's passing, Trang continued to help Gordon maintain his independence, taking him on monthly visits to his wife's grave—a gesture that means the world to him.

"She trims around Joan's headstone, keeps it neat, and because of her, I get to visit Joan every month. It means a lot," he says.

- I often forget to refill the tea bags but after Trang visits, I always
- find them full again. It's those little things that really stand out.

Gordon adds, "I often forget to refill the tea bags, but after Trang visits, I always find them full again. It's those little things that really stand out."

For Trang, working as a 4Cs Home Care Worker is more than just a job; it's a heartfelt commitment. Each day brings different tasks, from assisting with showers to ensuring clients get fresh air.

Inspired by her own mother's battle with Alzheimer's, Trang has dedicated herself to making a difference in her clients lives, reminding them of their dignity and independence with simple acts like refilling tea bags or keeping their surroundings tidy.

Gordon and Trang's story reflects the impact of the 4Cs Home Support Program. For Gordon, it's a lifeline to independence and memory; for Trang, it's a path to bring comfort and compassion.

Together, they embody the essence of care that goes beyond services, forming connections that make life richer.



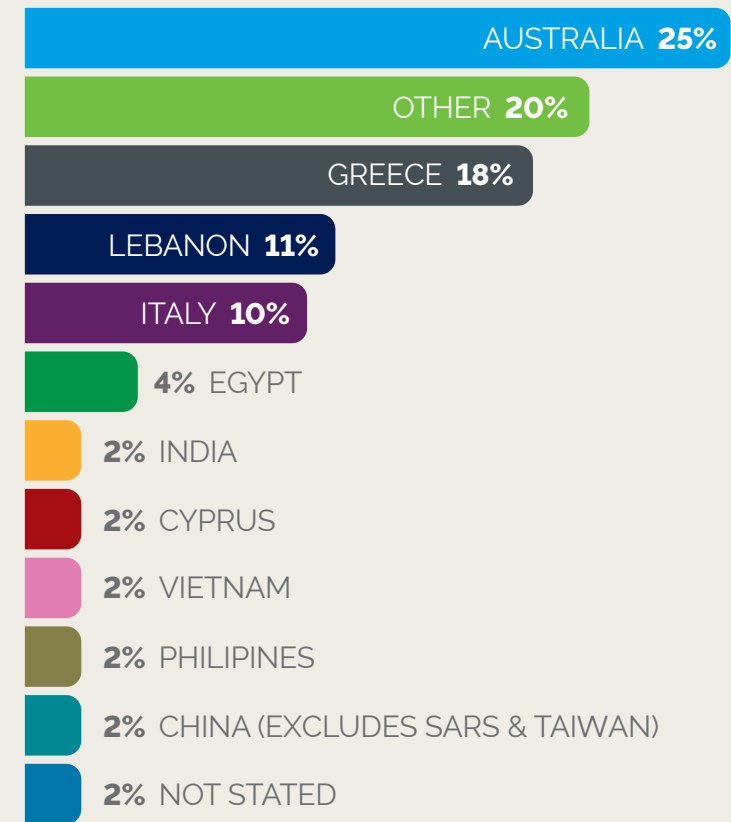




75% 

OF CHSP CLIENTS BORN  
IN A COUNTRY OTHER  
THAN AUSTRALIA

### CHSP COUNTRY OF BIRTH OF 630 CLIENTS





# Social Support Client

**At 70 years old, Anna finds herself enjoying the social groups at Lakemba. Living alone Anna appreciates the sense of community the group offers, saying, "It gets me out, meeting other people and I love it. The staff and volunteers are very friendly and if we have a problem, we've got someone to talk to."**

Anna's journey with the Lakemba social group didn't start as a participant—it began as a volunteer. For years, she dedicated her time to helping others but when health issues arose, she found herself on the other side needing the support she once gave.

"I have health issues and couldn't volunteer anymore. I started staying home and felt lonely. That's when I reached out to My Aged Care to find out how I could join the groups as a participant."

• The outings are lovely  
• and it's something  
• I look forward to.

The transition wasn't difficult for Anna, she felt comfortable with the group from the beginning, knowing she would find support. "Once I got approved, I started coming regularly and it's been wonderful ever since. The outings are lovely and it's something I look forward to."

But the social group offers more than just a chance to get out of the house—it has become a crucial part of Anna's mental and emotional wellbeing. "I suffer from mental health issues like depression and anxiety. Being around close friends here and the volunteers has helped me cope. We all have our problems and sometimes we solve them together, which I really appreciate."

For Anna, the community she's found at Lakemba is more than just a group of people—it's a support network that has positively impacted her life. Anna's story is a reminder of the importance of community services that support seniors, helping them combat isolation, improve mental health and foster lasting friendships.

Programs like the Lakemba social group provide a space where seniors can not only receive help but also rediscover their sense of belonging.







237 

HOURS OF CARE PROVIDED TO 75 HCP CLIENTS PER WEEK



510 

CUBIC METRES OF GREEN WASTE WERE REMOVED FROM CLIENT GARDENS, AND 291 CUBIC METRES OF MULCH USED IN CLIENT GARDENS



50.8% 

PERCENT OF CLIENTS ARE LIVING ALONE



46.2% 

OF CLIENTS ARE AGED BETWEEN 80-89 YEARS





# Volunteering: Making a Difference

**Volunteers are the lifeblood of community centres, providing valuable support to the community. It has become increasingly difficult to attract and retain dedicated individuals to help us in recent years and especially post-Covid.**

This year, we attended several local community events to promote our organisation. Partnering with educational institutions such as the Bankstown TAFE Careers Expo was a great way to reach out to students looking to gain experience and enhance their resumes.

• Their work makes a tangible difference to older people living in the community. It might even become a pathway to employment.

Volunteers can take up training and development opportunities that enhance their skills while they are seeking paid work. We have also conducted a social media campaign throughout the year, spotlighting volunteering and its impact on both the volunteer and the recipient.

We celebrated with our volunteers during Volunteer Week in May. A lunch was held at Enfield Flower Power and was enjoyed by both staff and volunteers who help with Garden Care and Social Inclusion.

This was a terrific opportunity for volunteers to network with staff and each other, away from the everyday focus of their volunteering roles. It was a well-deserved way to recognise the support, dedication, and commitment of our regular volunteers. Many volunteers say they feel a sense of fulfillment from helping others and enjoy the opportunity to build meaningful relationships with staff, other volunteers, and clients. Some enjoy gardening with the Garden Care team or helping with social groups.

Whatever their interests, their work makes a tangible difference to older people living in the community. It might even become a pathway to employment. We would not do what we do each day without volunteers - THANK YOU!







Volunteers are the lifeblood of community centres, providing valuable support to the community.

1914 HOURS PROVIDED BY GARDEN CARE VOLUNTEERS





# A Decade of Dedication

**After retiring from my part-time job, I found myself with more free time than I expected. I wanted to stay active and make a positive impact, so I decided to explore volunteering opportunities.**

One day, while at the public library, I came across a postcard advertising for volunteers with Canterbury Garden Care. Intrigued, I decided to give it a try and I joined the Thursday group.

Determined from the very first day, I knew I had found something special. Every Thursday, I meet with a wonderful group of people from various nationalities and walks of life, all coming together with a shared purpose.

The clients we work for are always so appreciative, and it's incredibly rewarding to see the difference we make in their lives.

• I love every minute of it... Whether it's brightening someone's day or simply lending a helping hand, the impact of volunteering is profound.

Now, over 10 years later, I'm still as passionate as ever. I love every minute of it. I'm an optimistic person by nature, always looking on the bright side of life, and volunteering allows me to share that positivity with others. Whether it's brightening someone's day or simply lending a helping hand, the impact of volunteering is profound.

For anyone considering volunteering, I can't recommend it enough. If one type of work isn't the right fit, there are countless other opportunities to explore.

The camaraderie among volunteers is incredibly fulfilling and knowing you're making a difference in someone's life is a reward in itself. If you have the time and energy, I encourage you to find a volunteer role that suits you. For me, it's gardening, and I absolutely love it.





# We value your feedback...



**As a community-based organisation, the 4Cs has a long history of listening to the community and to our clients about their needs but importantly, about what they think of our services.**

During this reporting year we had excellent opportunities to receive feedback from clients, consumers and carers. One such opportunity was the independent Quality Audit conducted by the Aged Care Quality & Safety Commission, where the Assessment Team interviewed 19 clients who spoke very highly about our services overall.

To quote the Performance Report "...consumers and representatives across HCP and CHSP services consistently stated they are treated with dignity and respect. Staff spoke about consumers in a respectful and caring manner and were knowledgeable about consumers' background".

**"I am more than happy with the services of the centre. The staff and especially the volunteers are very respectful and helpful."**

**"Overall, I'm happy with the services I received from the centre."**

As well, "...consumers and representatives said they are kept informed about what is happening and have information available to them... they advised the management team are responsive when they have queries... the service demonstrated it has a range of systems and processes to ensure consumers are provided with current, accurate and timely information to exercise their choice"

This was very re-assuring and a credit to the team and our volunteers, who show genuine care towards our clients.

For clients accessing our aged services, each year we conduct a survey of people engaged in these programs and this year's 276 responses improves on last year by 26.6% where we had 218 responses. Importantly, 175 of the respondents were clients themselves.



Clients are able to tick multiple benefits in using our services and 77.8% of respondents said 4Cs Staff were courteous and friendly, 70.3% said that our services are affordable and 67.4% said they felt security and peace of mind and using our services takes pressure off family/friends and 57.6% said they felt less stressed and lastly, 33% feel more independent as a result of our aged services. That last metric is vital because it affirms the wellness and reablement approach taken at the 4Cs.





“Support workers and staff at the Centre are helpful, courteous and friendly.”

When we ask what we could do better, the vast majority being 144 people said pretty much nothing, just “come more often” in the case of gardening services. Nearly all respondents were happy to and confident in giving feedback and felt they were listened to.

This finding, together with 136 people taking the time to provide additional comments, is extremely heartening to 4Cs.



Of the 16% of clients whose feedback required a response, 5 were very happy with the final outcome, 6 were happy, and 5 were somewhat happy. These feedback items were closed (on average) within 7 days which points to a very efficient turnaround and resolution timeframe.

In addition to using these two forms of feedback mechanisms, 4Cs also maintains a centralised Feedback Register. Between July 2024 and June 2025, 99 clients provided feedback across all 4Cs services and programs. Positive feedback constituted 63%, negative was 25% and neutral was 12%. This indicates that clients are satisfied overall with our services and feel comfortable to provide feedback.

“Your people are wonderful and I would like to see them more than once a year for the gardening service.”

To indicate how we use feedback at 4Cs, we recently extended the staffing team in the garden care service with the addition of a Team Leader in order to meet the increasing demand for our services. As well as this, from 2025 the organisation will have a data and administration officer who will be able to use the data and information we gather to assist us to make continued improvements across the organisation and to better understand client sentiment and needs as well.



“Thank you. Great services. Would love a service that cleans exterior of house. Such as windows and doors.”





Canterbury City  
Community Centre

Community Building Community

# Thank you!

## ADMINISTRATION OFFICE

1a Cleary Ave, Belmore

## COMMUNITY CENTRE

130 Railway Parade Lakemba  
PO Box 66 Lakemba 2195

## THE COTTAGE

28 Croydon St, Lakemba

## LAKEMBA COMMUNITY GARDEN

Cnr Bellevue Ave,  
Railway Parade, Lakemba

Call us on **9750 9344**



FOR  
MORE

