



# YEAR IN REVIEW 2020

# 4Cs



# YEAR IN REVIEW

When the history of 2020 is written, it will be interesting to see how the year is remembered – it has certainly been one of the most challenging and uncertain periods many of us have experienced. At the 4cs we, like everyone else, have needed to adapt, pivot and respond to rapidly changing circumstances and emerging needs.

**"WHILE IT HAS BEEN A CHALLENGING TIME WE HAVE EMERGED SAFELY AND STRONGLY AT THE OTHER END AND READY TO MEET THE CONTINUED CHALLENGES OF THE YEAR AHEAD."**

From the devastating impacts of climate change with the summer bushfires to the global pandemic which arrived in March two things have been clear.

Firstly, that in times of crisis local organisations and networks become more important and are the front line for local communities.

Secondly, that during tough times people and organisations can be resilient... we have witnessed this across the board with people stepping up and responding with community spirit and incredible generosity in caring for friends, neighbours and strangers.

At the 4cs the challenges of the year have seen our staff and volunteers display a great deal of flexibility and responsiveness to changing circumstances and community needs. The Organisation's greatest asset is the contribution made by the people who work here – in paid or voluntary capacities. While it has been a challenging time we have emerged safely and strongly at the other end and ready to meet the continued challenges of the year ahead.

The year has again been one of growth with our income increasing by 17% on the previous year and continuing the trend of long and sustained growth over many years.

This expansion has largely been in the area of Aged Services but with the support of many partners we have also been able to increase our offerings in the Community Builders portfolio which underpins our Neighbourhood Centre services in Lakemba. This growth has seen an increase in services offered, geographic area covered and staff and volunteers employed.

The ongoing issue of insecurity of tenure in our current location in Lakemba has been complicated by the problem of the site being no longer fit for purpose with tough decisions about relocation now becoming more urgent.



17%

**GROWTH IN INCOME**



**"THE PANDEMIC HAS SEEN CHANGES TO THE WAY MANY OF OUR SERVICES ARE DELIVERED BUT THROUGHOUT IT ALL WE HAVE KEPT PEOPLE CONNECTED."**

The inability of our current accommodation to provide adequate space for office staff, activities, garaging and storage has been further complicated by current social distancing requirements with Covid 19.

As we re-emerge from 2020 this will again become the critical issue for the Organisation and whether or not we can retain our main office in Lakemba.

The 4cs has a strong connection to the Lakemba community built over 50 years but it needs a commitment from every level of government to ensure that the Organisation can remain in this location.

Despite the challenges, the 4cs have continued to provide much needed services to those most vulnerable in our community. Prior to the lock down we were heading to our busiest year yet... after March we all felt that every task took twice as long to complete.

The Pandemic has seen changes to the way many of our services are delivered but throughout it all we have kept people connected.

On a positive note, the Organisation has also seen improvements in IT and new efficiencies created out of necessity.

While we have seen growth in most areas, the Pandemic has placed an enormous strain on those services which we have delivered without

funding over many years.

It is sad that funding and policy directions have moved away from local service provision in favour of larger state wide and even national services and the delivery of emergency relief which was already unsustainable became impossible for us to deliver without resources.

While we are a Community Centre, the 4cs is also a community itself. I would like to thank all those individuals who contribute toward its success; our Board, staff, volunteers, our many partners and those who fund us, the people who use our services and our members.

We are a critical piece of local infrastructure requiring the coordinated effort of many people determined to see us succeed.

Thank you to all for the support during the 2019/20 year.

**Liz Messih**  
Canterbury City Community Centre CEO

# SERVICES DURING COVID-19

**From March 2020 services and activities at the 4cs were directly impacted by the growing threat from the Coronavirus Pandemic.**

As the situation unfolded our staff were quickly working off site with a small team remaining at the Centre to provide support to staff working in the community or working from home.

Identifying those clients most vulnerable our services were geared to provide direct care support where it was needed most, connection and checking in, information and referral to other services where needed.

Our staff did an amazing job sourcing personal protective equipment, and redesigning activities and services so that they became Covid safe.

Throughout the Pandemic, in the early days of lock down and through the process of gradually re-opening, the community and all involved in the Centre have responded incredibly well. Staff and volunteers stayed home if unwell, got tested, practiced social distancing and good hand hygiene and cough etiquette. We looked after each other and kept safe.

Our direct care staff in Garden Care and the Home Care Packages

program were able to continue to provide services with some controls in place around social distancing. Our Volunteers were on a break for a while or were redeployed to other activities.

Providing community services which seek to build connection and inclusion have been especially challenging during times that require physical distancing.

Many of our social inclusion groups and short courses went on line as we all developed our zoom skills, and our seniors were supported through regular phone calls, a monthly newsletter and drop offs of goodie bags.

The community and everyone at the 4cs showed resilience, flexibility and a commitment to support others through this difficult time.

The 2020/21 Financial year will require that the Organisation remains flexible and responsive as Covid 19 remains an ongoing threat and the economic and social toll is still being played out.



**"THANK YOU FOR THE CARE PACK AND THE NEWSLETTER. I LOVED THE PUZZLES, THE WOOL WILL KEEP ME BUSY AND I AM ENJOYING THE DELICIOUS GOODIES!"**



60%

**CHSP CLIENTS LIVE ALONE**

# SENIORS IPAD PROJECT

Recognising the need to use supported technology to help our Seniors stay connected we were able to secure a small grant from the Department of Health to purchase 50 iPads (plus data) to deliver a Seniors iPad project.

**"URSULA RECEIVED  
29 FRIEND REQUESTS  
AND MESSAGES  
FROM NEPHEWS  
AND NIECES LIKE...  
'WELCOME  
TO FACEBOOK  
AUNTIE!'"**

4cs staff and volunteers provided individualised training and support for seniors in the Canterbury Bankstown area to be able to use new technology to connect with family and friends, community services and organisations during the challenging times of Covid.

The project was able to tailor the set up and training to meet the individual needs and interests of each participant with consumers creating gmail and facebook accounts, connecting with family via messenger and participating in social inclusion and exercise programs using zoom.

Participants also toured museums of the world, played games and watched music and you tube clips on line. Most importantly they found new ways to stay connected.

The resilience and determination of the seniors was inspiring for everyone in our team. 95 year old Doreen was able to connect regularly with her children living interstate and also attended the 4cs exercise program using zoom.

Ursula, who had never used the internet before, became a facebook star creating her own emoji and

connecting to some of her 11 siblings spread across Australia and other parts of the world.

Soon after creating her Facebook profile Ursula received 29 friend requests and messages from nephews and nieces along the lines of... 'Welcome to Facebook Auntie!'

50

**IPADS  
LOANED TO  
SENIORS  
DURING  
COVID-19**



**"OUR CHSP SERVICES SUPPORT RESIDENTS WITH LOW LEVEL NEEDS AND AIM TO HELP PEOPLE TO LIVE THEIR BEST LIVES, IN THEIR OWN HOMES AND WITHIN THE COMMUNITY."**



**616**

**CHSP CLIENTS FROM 56 DIFFERENT COUNTRIES OF BIRTH**

## SUPPORTING SENIORS

Canterbury City Community Centre has continued to deliver entry level services to frail aged residents in the Canterbury Bankstown and Inner West Local Government areas under the Commonwealth Home Support Program (CHSP) and to residents with higher or more complex needs through the Home Care Packages Program.

We also support residents with friendly home visiting through the Community Visitors Scheme where volunteers will visit aged residents in their own home (if they are in receipt of a Package) or in an Aged Care facility.

Our CHSP Services are delivered through the Garden Care and Social Inclusion Programs. During the year we have provided support to 616 consumers, some of whom receive more than one service from the 4cs.

While each person has an individual story to tell, as a group we can report that they are from 56 different countries of birth, have an average age of 81.37 years and the majority either live alone (60.06%) or with a partner who is also aged (30.36%). Our oldest client is 101 years young!



Our CHSP services support residents with low level needs and aim to help people to live their best lives, in their own homes and within the community.

Our CHSP Services are supported by large volunteer teams, with 40 people volunteering in Garden Care and 41 in the Social Inclusion Program. We couldn't provide the services without them.

In April 2020 we received growth funding to be able to expand our Garden Care and Social Inclusion Programs, and to establish a new Personal Care Service, in the South West Aged Care Planning Region—specifically into the former Bankstown Local Government Area.

Unfortunately the funds came as the lockdown for Covid commenced and this impacted our ability to establish the new services in the new area straight away, the Group Social Inclusion Programs in particular.

## GARDEN CARE

During this year our Garden Care staff, volunteers and Lawn Mowing Contractors delivered 16,060 hours of service to 472 gardening clients.

The transformations of gardens that were unsightly, and in many cases unsafe, brings a sense of pride and relief to our elderly clients.

Many clients are able to continue light tasks to maintain the garden or simply be able to get outside and enjoy the space once again.

The gardens visited by the 4cs have been the source of decades of love, hard work and memories and our teams share this with their owners.

## SOCIAL INCLUSION AND WELLNESS

It is vital that as people age they keep their connection to and involvement in the community, and there is a growing body of evidence showing that social isolation can lead to depression and a decline in physical well-being.

Our services encourage and support clients in re connecting with past pleasures as well as finding new ones.

During the year we have provided social inclusion services, in large or small groups or one on one, to 128 clients.

In addition to our weekly groups, we have initiated a number of new small activity groups for seniors based around exercise and physical activity... Tai Chi in the Park, Gentle Yoga, Line Dancing, a community choir and a number of Seniors Gentle Exercise classes.

## COMMUNITY VISITORS SCHEME

Volunteers visit eligible clients in their homes or in a residential setting with the aim of alleviating social isolation that may be experienced by older people and to increase their general feeling of wellbeing and connection to the community.

## HOME CARE PACKAGES

The 4cs Home Care Packages Program continued to expand delivering a co ordinated and integrated pathway of care for 72 aged residents by years end, an increase from 46 at the beginning of the year.

Home Care Packages deliver a suite of services tailored to the specific needs of clients and can include personal care, domestic assistance, allied health and nursing care, transport, home maintenance and modifications, meal preparation and care management.



**"YOUR GARDENERS WORKED FLAT OUT... THEY DID ALL THE THINGS I HAVE WANTED TO DO BUT HAVEN'T BEEN ABLE. THEY ARE A TOP TEAM."**



**16K+**

**HOURS OF SERVICE TO 472 CLIENTS**



**"OUR STAFF AND VOLUNTEERS GO OUT OF THEIR WAY TO ENSURE THAT CLIENTS RECEIVE NOT ONLY A SERVICE... BUT THEY ALSO RECEIVE PERSONAL ATTENTION AND CARE FROM TEAM MEMBERS."**



72

**HOME CARE  
PACKAGES  
CLIENTS**

There have been challenges in establishing the Packages Program within a competitive and commercial environment but we have succeeded in this, and in a way, that is consistent with our Statement of Purpose.

Our Packages are allocated to clients with often more complex needs and our approach has been to respond flexibly to client needs, as required in delivering consumer directed care services, offering choice and also continuity in carer and consistency of approach.

We are able to provide services using our own employees, rather than Agency staff, and this has been greatly appreciated by the clients and their families. We employ 15 staff in the HCP Program who between them speak 10 languages.

The services that the 4cs delivers under the CHSP, Community Visitors Scheme and Home Care Packages Program give consumers real choice about being able to continue living at home.

The capacity to provide both entry level support and higher level care is a benefit to clients who use our services.

We hear from clients that they like the personal connection to our Service, staff and volunteers, within their own community. Clients like continuity of staff to deliver the Service, they appreciate staff who have cross cultural understanding and language, and like staff to be from the local community.

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

The provision of aged care services has been incredibly challenging during the past year... with the continual reforms to funding and service delivery models, 4cs service expansion and then the pandemic.

Our staff and volunteers are to be congratulated for the extraordinary efforts they have applied to continue to deliver services, to innovate and support those most vulnerable in the community.

Our direct care staff in particular were the front line during the pandemic... providing care, support and reassurance where it was needed most.



# BUILDING CAPACITY BUILDING COMMUNITY

**An important role for the 4cs is to connect individuals and communities, to promote harmony and build community resilience and capacity. Centre staff and volunteers strive to create a warm and welcoming environment in which to deliver services and we often hear feedback from people who attend the Centre that they feel at home when they are here.**

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

The Centre offers many entry points to the service system and it is not uncommon for residents to access one service then perhaps to undertake a short course, moving on to volunteering and then leave the 4cs

with new skills and capacity to take on further challenges elsewhere. It is a privilege to share this journey with so many local people.

Our Lakemba based services are supported by NSW Community Builders funding and we were very pleased to sign a new Contract with the Department of Communities and Justice for a further 5 years under the new Targeted Early Intervention Program. This will allow us to plan with certainty for the years ahead.

The 4cs operates a number of social inclusion activities that connect individuals and communities to each other, and to services. The 2019 – 20 year was shaping up to be our busiest year in memory with a large range of social inclusion activities, courses, workshops, events and outreach services aimed to strengthen community connection and build community capacity.

During the year we offered 233 short courses, workshops, social inclusion groups, classes, parenting groups and an array of activities which were attended by 3050 people.



**"CONNECTING PEOPLE TO EACH OTHER AND TO ORGANISATIONS HAS BENEFITS FOR THE INDIVIDUALS AND THE COMMUNITY AS A WHOLE."**



233

**GROUPS & COURSES ATTENDED BY 3050 PEOPLE**



**"THE LAKEMBA  
COMMUNITY  
GARDEN  
UNDERWENT  
A SIGNIFICANT  
REPAIR DURING  
THE YEAR WITH  
GARDEN BEDS  
RESTORED  
THANKS TO A  
SMALL GRANT."**



**133**

**PEOPLE  
ASSISTED  
WITH FORM  
FILLING**

The activities included English classes; Certificate level courses on qualifications as divergent as Computers, Floristry, Community Services and an Introduction to the Beauty Industry; the Lakemba Ladies Lounge; Women's Swimming classes; Learning to Drive; Health Education workshops; Tuning into Kids and other parenting groups including some in community languages.

In March, when the Pandemic arrived and we went into lockdown, many of our groups went online and we, and the women that we work with, needed to be flexible and to adapt to new technologies with new ways of connecting and learning.

The resilience of all has shone through during this time and it has been humbling to see a group of 35 women graduate their Certificate level courses knowing that they started in February (before Covid) in the relaxed environment at The Cottage, moved quickly to remote learning from home and then finished with a mix of online and smaller classes when we were able.

That everyone completed their studies was an amazing achievement for the students, their teachers and the 4cs staff supporting the classes.

Our Form Filling service provided individualized assistance to 133 residents and our Justice of the Peace and Food Relief services continued up

until March when it became no longer safe or practical to offer them during the pandemic.

A number of services were co-ordinated through our Lakemba Hub including the Lakemba Women's Health Clinic in partnership with Leichhardt Women's Community Health Centre and Financial Counselling and Material Assistance offered in partnership with Metro Assist. Over the year 472 service days of individual support and service were offered through various outreach services at the Centre offices in Railway Parade.

The Lakemba Community Garden underwent a significant repair during the year with garden beds restored with thanks to a small grant received. The Garden has 29 active plot holders who are supported by our Community Builders team and with additional support and gardening expertise from our Garden Care staff.



The community action group environment@lakemba continued to meet, participating in Clean Up Australia Day and other local initiatives aimed at reducing littering and illegal dumping.

Our partnerships with Adult Education providers TAFE NSW and Sydney Community College have increased access to adult education opportunities for local women.

The unique service delivery model of our Mum2Mum playgroup at Hampden Park Public School was replicated at 3 other locations in 2019 with the 4cs starting playgroups in Greenacre, Bass Hill and Wiley Park.

In the early months of lockdown our Centre developed a number of information resources for the community... continuing to keep people connected to services and information during a very uncertain period. Our role as a trusted and accessible source of information and support became very important during this time.

## STARS

As our Skills Training and Resource Service (STARS) approaches its 20<sup>th</sup> year we are concerned that it may be its' last as the ongoing review of Sector Support Services funded under the CHSP is due to come to a conclusion at the end of the year.

STARS has provided essential training and support for organisations in the Inner West who utilize the skills of volunteers to deliver services to aged care clients. STARS wealth of knowledge about the sector, the needs of local Organisations and its ability to deliver accessible training for volunteers is greatly valued in the Inner West.

During the year 304 potential volunteers were referred by STARS to local Organisations. STARS also hosted Volunteer Co ordinator Forums which provide an opportunity to staff responsible for co ordinating Volunteer Programs to share information and resources and to network with others in similar roles.

During the 2019/20 year 402 volunteers attended 29 training sessions run by STARS on a variety of subjects including Safe Food Handling; Organisational Governance & the New Aged Care Standards; Cultural Diversity; Suicide Prevention; Trauma Informed Care; Manual Handling; Working within Boundaries; Step into Volunteering; and First Aid.

The highlight of the year was undoubtedly a large Conference organised with many partners.

### You Ain't Seen Nothin' Yet! 2020 CHSP Futures Conference

The Conference was held on 10 March 2020 at the NSW Teachers Federation Conference Centre Sydney



**"ENVIRONMENT@  
LAKEMBA  
CONTINUED  
TO MEET,  
PARTICIPATING  
IN CLEAN UP  
AUSTRALIA DAY  
AND OTHER LOCAL  
INITIATIVES AIMED  
AT REDUCING  
LITTERING AND  
ILLEGAL DUMPING."**



111

**VOLUNTEERS  
PROVIDING  
SUPPORT AND  
SERVICES**



**"STARS' WEALTH OF KNOWLEDGE ABOUT THE SECTOR, THE NEEDS OF LOCAL ORGANISATIONS AND ITS ABILITY TO DELIVER ACCESSIBLE TRAINING FOR VOLUNTEERS IS GREATLY VALUED IN THE INNER WEST."**

and was a huge success with over 280 staff, volunteers and consumers in attendance. Organised by STARS in collaboration with other Sector Support and Development services the aim of the conference was to showcase CHSP services through;

- presenting examples of innovative delivery of CHSP services
- exploring the latest research and developments
- giving a voice to consumers and volunteers
- celebrating the success of the CHSP in supporting older Australians to remain in their homes, with their family, friends, communities and cultures.

Guest speakers included The Hon Tanya Plibersek MP, Federal Member for Sydney, Senator The Hon Richard Colbeck, Minister for Aged Care and Senior Australians, Minister for Youth and Sport and Robert Fitzgerald AM, NSW Ageing and Disability Commissioner.

The conference featured 32 presentations delivered by 50 presenters, including a session from our very own 4cs social inclusion team. Titled Stories of Connection, Gillian and Megan accompanied by Barbara, Doreen, Dorothy and Robert recounted their personal stories of how participating in the activities at the Centre had changed their lives.

As Doreen stated, "I joined the Centre in 2012 and it was one of the best things I've done in my older life. I attend exercise classes, the knitting group and regular outings. These social activities keep me active and connected to the community, as well as help me make life-long friends." Beatriz also did a seated salsa dance activity which had everyone clapping along and joining in.

Conference feedback was overwhelmingly positive with participants appreciating that many of the presentations such as the 4cs, demonstrated that drawing on the skills of clients could bring people together, enable older people to feel valued in their communities, and continue to contribute as valued community members.

Given the positive feedback STARS with other services is looking at organising another conference next year, to continue the themes of this conference and highlight the contribution of CHSP service sector.



# YOUNG SOMALIAN WOMEN'S CREATIVE ARTS PROJECT

Two groups of young girls aged 9 - 11 years and 14 - 17 years from Somalia and North Africa were involved in a creative arts program to explore issues of identity.



"INITIALLY THE GIRLS WERE VERY QUIET AND RESERVED, HOWEVER, WORKING TOGETHER IN SMALL GROUPS THE GIRLS BECAME MORE CONFIDENT TO EXPRESS THEIR IDEAS"

Working together with Sincerity Alliance, Bankstown Arts Space, community artist Melissa Wheeler, and with funding from the Australian Neighbourhood Houses and Centre Association, two groups of young girls aged 9 - 11 years and 14 - 17 years from Somalia and North Africa were involved in a creative arts program to explore issues of identity from October 2019 and finishing with an exhibition at Bankstown Arts Space in March 2020.

Melissa, a community artist with extensive experience in working with young people, along with Safaa and Huda from Sincerity Alliance assisted

the girls explore and express their feelings and thoughts on their identity through making life size figures and collages of words and images.

Initially the girls were very quiet and reserved, however, working together in small groups the girls became more confident to express their ideas... with much discussion and laughter.

The project enabled the girls to express themselves in a safe environment and to see that they are not alone in their struggles with identity and family. Their parents and siblings were also very interested in

the girls' artworks and in following their progress, as well as becoming more engaged with our Centre and other programs we offer. Some of the mothers expressed an interest in the short courses including women's swimming and English classes.

The Project has been very valuable for the girls and families involved but also in improving connections between these communities and the 4cs.

The launch of the event was held on International Women's Day in 2020 and luckily came just before lockdown due to Covid.



7951

HOURS OF SOCIAL SUPPORT

# ACKNOWLEDGEMENTS



Canterbury City Community Centre's stated purpose is to 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.

We offer a range of ever evolving services and activities and provide support to those most vulnerable in our community. We can't do this on our own and are grateful to a broad coalition of individuals and agencies who work with us to achieve our vision of a strong resilient community which values and includes each member.

The Centre employed over 100 volunteers over the past year who provided support with their skills, time, commitment and care in a variety of roles. 4cs volunteers provide essential services and support in administration and on our Board, in our social inclusion programs, teaching English or helping people fill out forms, driving our bus or home visiting, providing gardening support for elderly clients, teaching others a new skill or in community education programs.

During the pandemic our volunteers have also needed to be extra flexible...

with volunteering initially on hold and then many volunteers taking on new roles in making phone calls and taking care packs to vulnerable clients.

Thank you to all our volunteers! You are amazing!

We would also like to thank those Agencies who fund our activities. The 4cs receives grants and fee subsidies to underpin it's Aged Care services from the Commonwealth Department of Health and its Capacity Building Programs through the NSW Department of Communities and Justice.

We also thank Canterbury Bankstown Council for their support through the Council Grants Program and the provision of premises at 28 Croydon St and 130 Railway Parade Lakemba. Support during the year has also been received for various projects through small grants received from Canterbury Hurlstone Park RSL Club, Canterbury

Leagues Club, Resourcing Parents NSW, the Stronger Communities Fund, Australian Neighbourhood Houses Association, Musculoskeletal Association, Commonwealth Dept of Social Services and NSW Refugee Health.

During the year we have worked with many partners and we would like to particularly thank Leichhardt Women's Community Health Centre, STARTTS and Metro Assist for outreaching services to the 4cs. We would also like to thank Corporate partners SpecSavers and UTurn Recycled Fashions for their financial support of our community programs.

Thank you to the staff team for an extraordinary commitment during what has been an extraordinary year.

Thank you to our members and the people who use our services for their trust and continued support.

