



CHRISTIAN COMMUNITY AID



ANNUAL REPORT
2012 - 2013

Board Report



The Christian Community Aid staff and volunteers have again proven themselves with true dedication and passion for their work providing local services that address the needs of all people in the community that have required assistance or community services. CCA is a non-government organisation and operates on a not-for-profit basis. Our funding is dependent on local, state and federal Government grants as well as

donations from individuals and corporations to enable us to operate our community programs.

Whilst our relationship with all levels of Government remains strong it is becoming increasingly harder to win various grants and obtain donations. This was evident recently when we missed out on a joint application for 'financial counselling' funding and, as a direct result, have had to reduce financial counselling services at a time when the demand in the local area is increasing. Our board members are focusing on developing strategies to increase fundraising opportunities.

I would particularly like to thank the General Manager, Heather Pinto and her staff who have collectively worked on following through with the goals set out in the Strategic Plan. I also thank the Board of Directors who continue to volunteer their valuable time to the working committees that have been established to implement the strategies of sustainable growth.

God bless you all for your support and dedication.

Charles Kilby

President

Principal, Aussie Home Loans Ryde



During 2012 – 2013 financial year Christian Community Aid contributed extensively towards building liveable and inclusive communities without boundaries where people share a concern for each other regardless of their differences and one that is proactive in maintaining inclusive activities that build bridges of common interests while maintaining respect for unique differences.

Programs and services at CCA are based on principles of respect and value of diversity of the community. People from different cultural, religious and social backgrounds are given access to quality community necessities and amenities, have the same opportunities to take part in all aspects of community life and, have a sense of belonging and respect in the community.

Christian Community Aid has a wonderful history of commitment, cooperation and timeless dedication given by their team of invaluable volunteers. Along with appreciating the support and help in the many roles that volunteers undertake, staff are most grateful for volunteers' contribution to the successful operation of a broad range of services and activities.

This annual report is a tribute to the CCA Board, staff, volunteers, supporters, donors and funders. The entire gamut of services that CCA offers is only made possible because of the dedication, commitment and trust in the organisation and for this I am extremely grateful.

Heather Pinto

General Manager



Michael Lum

Vice President
Solutions Architect TNS



Susan Thompson

Vice President
Optometrist



Andrew Weatherburn

Treasurer
B. Com, CPA



Stephen Kemp

Secretary
Technical Consultant



Deirdre Haywood

Board Member
Counsellor, Lifeline



Angela Peverell

Board Member
Director, Pitney Bowes



Steve Owen

Board Member
Business Manager
McDonald College



Jane Noller

Board Member
Taxation Accountant



Matthew Inman

Board Member
Research Scientist
CSIRO

Acknowledgements

The organisation would like to thank all their financial members who have supported Christian Community Aid not just in the last financial year, but over many years.

Appreciation and recognition goes to all the individuals and families, Churches, Church Fellowships, Corporate Organisations, Community Groups and Associations who have chosen to support Christian Community Aid throughout the year. The support happened in a variety of ways including financial assistance, grocery items, gift vouchers and Christmas fare for our end of year Hampers.

The organisation would like to express their thanks to the Government Departments that have funded Christian Community Aid throughout the 2012 - 2013 financial year.

Churches

Eastwood Baptist Church
Eastwood Uniting Church
Eastwood Uniting Church Musical Society Inc
Epping Baptist Church
Epping Church of Christ
Epping Presbyterian Church
Epping Uniting Church
Marsfield Community Church
Marsden Road Congregation
Ryde Congregational Church
St Aidan's Anglican Church
St Aidan's Anglican Church Ladies Auxiliary
St Mark's Lutheran Women's Fellowship
St Philip's Anglican Church, Eastwood
The Anglican Parish of St Alban, Epping
West Epping Uniting Church
West Epping Uniting Church Ladies Fellowship
West Ryde Baptist Church
West Ryde Baptist Church Friendship Club

Government Grants

Australian Chinese Charity Foundation
Department of Health and Ageing
Department of Immigration and Citizenship
Department of Families, Housing, Community Services and Indigenous Affairs
Financial Counselling Trust Fund within the Office of Fair Trading
Family and Community Services Ageing, Disability and Home Care
Human Services, Community Services
Department of Energy, Utilities and Sustainability
Parramatta City Council
Ryde City Council

Organisations

Apple a Day
Better Homes Realty
Country Women's Association, Eastwood
Curves, West Ryde
Eastwood Evening Garden Club
Eastwood Patchwork Quilters
Epping Creative Machine Knitters
Epping Rotary
Ermington Public School
Housing Industry Association Ltd
Isobel Pulsford Preschool
Matrix Projects Pty Ltd
National Seniors, Macquarie Branch Inc
Neighbourhood Watch
Officeworks, North Ryde
Pfizer Australia
Probus Club of Eastwood Inc
Returned and Services League, Epping Sub-Branch
Ryde City Combined Probus Club
Ryde Ladies Probus Club
Spirit of Sydney Women's Choir
The Bushland Shire, Hornsby Council
The Commonwealth Bank Staff Community Fund
Thursday Pink Ladies, Ryde Hospital
West Epping Ladies Probus Club
Western Earthmoving Pty Ltd
West Ryde Hotel
Zonta Club of Macquarie

Mission Statement

Christian Community Aid takes a holistic approach, providing local services that address the needs of people in the community.

Vision

We engage with the community to enable better lives.

Recognition of Country

CCA acknowledges the Wallumedegal people, the traditional owners and custodians of the land on which our premises stand.

Christian Community Aid

We Provide

Home and Community Care



Home and Community Care

All these programs are delivered to the older persons living in their own homes or to younger persons with a disability.

Home Visits

Staff conduct home visits and one to one interaction to enable seniors to remain independent and continue living in their own homes. Advocacy and referrals is a very important part of this program. Based on their observations and conversations staff encourage clients to attend social and recreational activities. Carer support and telephone linkage is another dimension to this service.

Social Outings

The outings are popular and are designed to provide community transport and increase the possibility of social interaction between people who would have otherwise been quite isolated. So far this year clients have enjoyed outings to Palm Beach, Taren Point and Rose Bay.

Shopping

Bus shopping presents clients with the opportunity to be driven to shopping centres where they are able to do their own shopping. Volunteers are available to accompany and support clients around the centre. In addition to this shopping service, internet shopping is available where one phones through with their shopping list, the order is sent through to Coles and it is delivered to the door. Another form of shopping is provided by volunteers who collect the shopping list from the client, complete the shopping and deliver it to the client's home.

Transport

Five days a week CCA staff and volunteers provide a door to door transport service to medical centres, specialist appointments as well as hospitals. The service reduces the stress of organising public transport and makes a considerable difference to the wellbeing of our clients.

Food Services

From CCA's kitchen in Eastwood hot, chilled or frozen meals are delivered seven days a week to clients and their carers in the suburbs surrounding Ryde. The range of meals caters for dietary needs and includes Australian, Greek, Indian, Italian, Polish, Mauritian, Asian and Halal meals. Snack packs, finger foods and breakfast packs are also delivered. Meals are delivered on public holidays including Christmas Day.

Counselling

Financial Counselling

Financial counselling is a free counselling and referral service delivered by qualified staff and volunteers. All are accredited members of Financial Counsellors' Association NSW. A wide range of issues are addressed and dealt with such as credit and debt, mortgage and rental arrears, bankruptcy and a range of financial stresses resulting from relationship breakdown, loss of job, illness or death in the family. In the past year over 811 new, repeat and tax help clients were assisted. This program has been funded by State and Federal departments but in 2013 for no apparent reason we lost state funding after almost twenty years.

Youth Outreach

The Shack Youth Outreach provides free support services for young adults between the ages of 12 – 17 years and their families. Services include one to one support, advocacy, specialised programs, family crisis intervention, outreach activities and social events. In the past year The Shack has launched a free homework support program in the Epping Library every Tuesday evening from 3 – 5 pm.



The Shack has partnered with Ryde Council and other youth agencies to conduct weekly social BBQs in the park in Ryde and Epping on Tuesday and Friday evenings. With the financial support of local service organisations and the Commonwealth Bank The Shack has been in a strong position to offer free counseling services, one day a week.

Emergency Relief and Social Welfare

This program continues to provide support to the social and financially disadvantaged by providing material aid in the form of food parcels, food vouchers, assistance with utility costs as well as social support and advocacy. Over 1,000 food parcels were distributed this financial year.

Community Settlement

This is a support program for newly arrived migrants and refugees by way of individual casework and support groups. Clients are assisted with access to health services, employment, education, training and public housing. Within this program there is a Korean Women's Group, Chinese and Iranian Group's, an intercultural Group and the Rainbow Group.

Programs and Services

Counselling

Through interactive activities, the Rainbow Group provide opportunities to new migrants and refugees to connect with service agencies. The Rainbow Group meetings have been responsive to emerging needs with each meeting focusing on a different theme. So far attendants have been Chinese, Farsi, Korean, Hindi, Russian, Spanish, Greek, Indonesian, Arabic and Mandarin speaking. Food and entertainment have been the constant element. The group meets on the 3rd Thursday of each month at the Ryde Ex-Servicemen Club, Top Ryde. The Department of Immigration and Citizenship funds this program.

Family Day Care

Family Day Care

Children between the ages of 0 – 5 are cared for in small groups, by qualified educators in their homes in a safe, professional and very caring setting.



Family Day Care takes a holistic approach to the early care and education of children. Staff and educators need to comply with the regulations and also with each element of the national quality standards. In doing so educators need to program activities, observe children, document and reflect on practices. In 2013 Family Day Care service underwent its first assessment in the new national Assessment and Rating process. The coordination unit was assessed on management and the effectiveness of play sessions whilst the educators were assessed and reviewed in all areas of compliance with the regulations and national quality standards. CCA Family Day Care received a 'Working Towards' rating.

There is a large, enclosed outdoor area at the rear of the CCA Family Day Care premises where staff members have created a number of play areas. A garden bed with growing vegetables and annuals has been installed along with a footpath leading to a wooden bridge and a rockery. On a regular basis the CCA minibus collects groups of children and their educators transporting them to the Eastwood site where the children have the opportunity to enjoy sharing, exciting innovative ideas which enhance the children's development and creativity.

General



Chinese Leisure Learning Centre

The program includes over 40 courses at a very affordable price and are conducted over three days. Over 30 volunteers give freely of their time, around 3,000 hours in the year, talents and energy in teaching the courses. Traditional courses including Chinese painting, calligraphy, photography, dancing and Tai Chi continue to be popular. With changes in the demographics the demand for this program has increased a great deal. Two additional centres have commenced offering new courses including badminton, jazz dance, table tennis and Chinese musical instruments.

General Leisure Learning

The General Leisure Learning program operates three days per week in the Ryde Local Government area providing over 85 classes covering academic, physical, creative and healthy lifestyle subjects. All the classes are tutored by enthusiastic and knowledgeable volunteers who get as much enjoyment and satisfaction from the program as the students they teach. For many, attending leisure learning classes is the highlight of their week where they have the chance to socialise and make new acquaintances.

Chinese Women's Group

This group meets at Eastwood Uniting Church every Wednesday during school term. It maintained a steady membership throughout the past year and achieved its purpose of providing weekly social networks and community educational programs for women. Programs offered include family and women's health seminars, personal growth and development courses, parental education and resources, environmental workshops, relevant life skills as well as a variety of leisure activities.

English Conversation Classes

The English Conversation program has increasingly developed and flourished. Within this financial year, the number of enrolments has increased to 50 with students attending classes on a weekly basis.

No Interest Loan Scheme

NILS is a community-based program offering loans for the purchase of essential goods and services. Items include washing machines, fridges, freezers, furniture, prescription glasses, health and education needs. NILS loans offer: no fees or charges, no interest and repayments in affordable amounts over 12-18 months.

Volunteers



Emma, special volunteer with special needs, comes in every Wednesday specifically to pack the fresh fruit and vegetables which are generously donated by “Apple a Day”. She also assists in office work when needed. “Emma’s family have told us she is so proud of what she is doing, as it has given her a sense of purpose”.

The Volunteer Introductory program is a joint initiative with The City of Ryde and CCA. Potential volunteers visited our Home Delivered Meals kitchen and were given an overview of our Service. At the grass roots level, this is a great introduction to the concept of volunteering in the local area. Volunteers attended a session on Privacy Awareness Training (Confidentiality) through Ryde City Council.

Volunteers in the customer service area as well as medical transport program attended a combined training afternoon tea where service quality, growth and sustainability of the programs were discussed and evaluated. We appreciate the additional dedication associated with training for potential volunteer Bus Drivers that is undertaken in-house by a current volunteer bus driver, prior to drivers achieving their LR licence.

At the annual Volunteer Thank You event the theme was “Stories,” a wonderful, happy occasion as we said Thank You to our committed volunteers. Volunteers were encouraged to write or say something of their journey with CCA.

“When I was struggling in the past, I was helped by CCA. I am now happy to say, I am in a position to return that help and take great pleasure in being able to volunteer and give back...”

Retiring after 18 years – “I have received much more than I have given as a volunteer...”

“My husband and I have been doing meals on wheels for 10 years. We see it as an important role helping people to stay in their homes for longer, as their independence is so cherished...”

“I was advised on retiring - ‘don’t lose touch with the social side of work’. Volunteering keeps one in touch with others, and provides rewarding challenges...”

We have over four hundred dedicated volunteers.

Highlights

July 2012 the Annual Volunteer Thank You Afternoon Tea was held with over 100 volunteers attending. At the event volunteers were asked to sign a piece of fabric that has been framed and is now displayed in the main office.

July 2012 Pfizer pharmaceuticals nominated CCA Food Services in an international charities competition held in the US and CCA won the First Prize.

November 2012 the combined Epping Rotary and CCA major fundraising Trivia Night was held at the Epping Boys School in the Edmund Barton Hall. Of course Epping Rotary table were the winners!

November 2012 an Afternoon Tea culminated the end of an era for a number of volunteers who after almost 15 years of dedicated service decided it was time to retire.

December 2012 over 100 Christmas Hampers were packed and distributed to local residents.

March 2013 was marked with a fantastic celebration of 25 years of service by Moya Silcock. This special evening event was splendid and well worth every day that Moya worked at CCA.



March 2013 the Seniors’ Week Celebration was held with much singing, food, laughter and fun.

April 2013 the Shack launched a number of outreach youth programs such as BBQs in the park and the school support program.

April 2013 CCA has embarked on a new look for its promotional material. As a result the brochures are now very colourful and eye catching.

May 2013 a Senior IT worker was recruited thus completing the IT Team supporting the implementation of the strategic plan.

June 2013 the Home Delivered Meals program again secured an ‘A Rating’ for its food safety processes and procedures thus making it one of the very few services that is permitted to deliver hot meals during the day to people’s homes.

Staff

General Manager

Heather

Administration Manager

Marketing and Accounts Officer
Medical Transport Drive
NILS Coordinator
Office Secretary
Volunteers Coordinator

Jan

Elaine
Alison
Dianne
Brana
Jill

Operations Manager

Senior Communications Technology Officer
Information Technology Officer

Amanda

Ian
Julia

Community, Adult Education Manager

Community, Adult Education Coordinator

Ying

Sylvia

Home and Community Care Manager

CALD Welfare Worker
Client Assessment, Statistical Administrator
Community Worker
Community Worker
Food Services Team Leader
Home Delivered Meals Coordinator
Home Delivered Meals Assistant
Home Delivered Meals Assistant
Programs Promotions Officer
Social Support Worker
Social Welfare Worker

Sue

Carmen
Win
Cheryl, Fiona
Marie, Maree
Adelaide
Susmi
Aileen
Suchitra
Michelle
Nan
Kylie

Financial Counselling Manager

Financial Counsellor
Financial Counsellor
Financial Counsellor
Financial Counsellor
Community Settlement Services Worker
Community Settlement Services Worker
Youth Service Worker

Petrana
Alessandra
Brenda
Cora
John
Kit
Shohreh
Vanessa

Family Day Care Manager

Administration Manager
Administration Assistant
Administration Officer
Bus Driver
Educator Support Officer
Educator Support Officer
Educator Support Officer
Educator Support Officer
Educator Support Officer
Educator Support Officer
Placement Officer
Playsession Leader
Team Leader
Toy Library Assistant
Toy Library Convenor

Janice
Diane
Suneetha
Wendy
Richard
Francesca
Julie
Kim
Simone
Sue
Vicky
Viji
Sylvia
Grace
Debbie
Christine
Pam

Financials

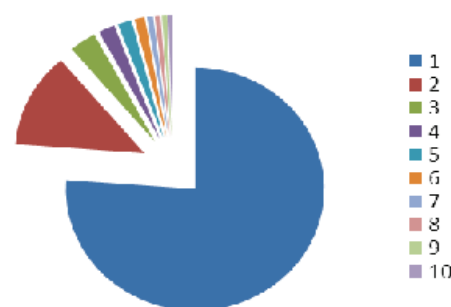
INCOME

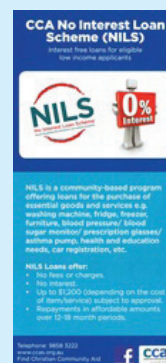
	2012/2013	
1. Government Grants	1,680,899	61.2
2. Parent Levy	527,265	19.2
3. Meal Receipts	193,389	7.0
4. Course Fees	100,272	3.7
5. Donations	96,147	3.5
6. Interest Income	57,232	2.1
7. Childcare Income	36,483	1.3
8. Transport Receipts	30,624	1.1
9. Fund-raising	16,052	0.6
10. Other Income	7,404	0.3
TOTAL INCOME	2,745,767	100.0



EXPENSES

	2012/2013	
1. Employment Costs	2,099,738	76.2
2. Program Expenses	348,870	12.7
3. Facility Expenses	93,568	3.4
4. General Expenses	56,512	2.0
5. Transport Expenses	48,914	1.8
6. Telecommunication Expenses	35,263	1.3
7. Voluntary Expenses	21,762	0.8
8. Professional Fees	19,826	0.7
9. Technology Expenses	17,432	0.6
10. Marketing Expenses	15,118	0.5
TOTAL EXPENSES	2,757,003	100.0





Volunteers

Highlights



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