

CHRISTIAN COMMUNITY AID ANNUAL REPORT 2014



**ENABLING
BETTER LIVES**

cca
CHRISTIAN COMMUNITY AID
Serving the Community

ABOUT CCA

Founded in 1965 to serve the community

More than 450 volunteers

50 paid staff

20,000 hours service delivery averaged per month

1,200 hours of social support each month

Over 550 Adult Education students

Over 300 households received Emergency Relief support

148 new Financial Counselling clients

Over 1,400 food parcels given out

Nearly 530 families using Family Day Care

84 Family Day Care Educators

2 Youth Services centres now operating

Settlement support for migrants and refugees

5,000 meals delivered or served each month

200 hours of HACC counselling services each month

300 Medical transport trips each month

OUR BOARD



Michael Lum
Vice President



Susan Thompson
Vice President



Andrew Weatherburn
Treasurer



Stephen Kemp
Secretary



Dierdre Haywood
Board Member



Angela Peverell
Board Member

MISSION STATEMENT

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

VISION STATEMENT

We engage with the community to enable better lives.

PRESIDENT'S REPORT



Charles Kilby
President

Brave New World

In our 49th year of operation we have seen a year where factory closures and increasing cost of living, particularly energy costs, have become regular news items placing greater demand for community services. Workers are effectively working longer hours than ever to secure their jobs and rocketing house prices plus a critical shortage of affordable housing have all combined to force up rents putting even further financial pressure on families and individuals. 'Double income' families have become the norm and the demand for child care, financial counselling, youth services and aged care are all escalating.

CCA continues to be blessed in these difficult times with dedicated staff and volunteers and a proactive Management team combined with a visionary board. Our Strategic Plan has put us on a path of change well before the impact of the current economic climate and shift in Government policy. We are well positioned to take on the challenges that lie ahead.

At the recent Prayer Breakfast hosted by the City of Ryde Council the key note speakers' message was that you don't have to go it alone. Don't be afraid to accept help when needed. Together we can overcome obstacles and achieve great things and this is the essence of community. CCA continues to offer a holistic approach to meeting the needs of everyone in our community.

The road ahead;

Investing in our future; the board made the decision to invest in a new computer hardware and software package to position ourselves for the projected increased demand in



Jane Noller
Board Member



Matthew Inman
Board Member

RECOGNITION OF COUNTRY

CCA acknowledges the traditional owners of the land on which we live and work as the first people of this country. We pay our respects to all Aboriginal and Torres Strait Islander communities and to their elders, past and present.

community services. This system is a client based management system streamlining the administration of our services and provides a clearer picture of the services we provide to each individual client.

The demand for Adult Leisure Learning continues to grow with some participants travelling from across Sydney to participate.

Requests for Food Services continue to increase with over 4000 hot meals being served every month. Our 'holistic' mission has seen programs such as the Linen Service be added to our range of services for the elderly.

Funding challenges

Even though we failed to secure the next round of funding from the State Government for our Financial Counselling Services the Board made the decision to continue this critical program while we search for other funding sources.

Family Day Care (FDC) faces its greatest challenge ever with the Government announcement that funding for the administration of this vital community service will be withdrawn in 2015. FDC provides safe, affordable and regulated child minding for working parents. Increasing our fees for this service will put additional pressure on carers and struggling families. The business model for this service must change completely to survive and we are in the process of increasing our ranges of services. CCA is currently exploring the possibility of including before and after school care as an additional source of income to supplement the projected shortfall in the administration of FDC.

Youth services have been bolstered with the opening of a new youth hub in Eastwood and The Shack continues to provide vital youth services in Epping.

Partnerships

We have been actively seeking program partnerships in all areas as a way of expanding our services to meet the increasing demand.

Bequest

At a time of extreme challenges and potential cost blowouts, to restructure our business model we have received a bequest from a regular supporter of CCA and The Shack. This

cash injection positions us for potential capital requirements for the challenges ahead. We are blessed to have an Angel in heaven watching over us.

Thank you to my fellow board members, our General Manager Heather Pinto and her management team, our staff and volunteers and the support of our members, our financial backers including private donors, Local Councils, State Government, Federal Government and the local business community for combining to make CCA what it is today and positioning us to take our great organisation into the future.





Heather Pinto
General Manager

GENERAL MANAGER'S REPORT

As Christian Community Aid completes another year it is timely to reflect upon our essential values:

- empathic, inclusive, non-judgemental and non-discriminatory services;
- open, transparent and accessible processes;
- respect for individual dignity and confidentiality;
- support, empowerment and enablement of individuals to make choices;
- commitment to ethical and professional service delivery;
- compliance with funding body requirements.

These values underpin our organisation. They guide our internal conduct as we move forward maintaining and improving an organisation which delivers over 20,000 hours of direct service to the community each month. CCA is well served by its staff and volunteers – they make the organisation what it is. One that is highly respected, dependable, responsive and ethical.

Today, CCA continues to help anyone and everyone who walks through our doors. It may be with a food parcel to meet an immediate need or providing access to other services. These include caring for children, meals delivered to the home, social outings and activities, transport to medical appointments, assistance with financial and budgeting issues, adult education opportunities, services for newly arrived migrants and refugees, specialized services for people from culturally and linguistically diverse backgrounds and financial assistance for emergencies.

The following are but a few of the highlights and challenges of 2013-2014:

- The funding loss from Office of Fair Trading in the Financial Counselling program had a

major impact resulting in the loss of staff.

- 'One-off' transition funds for Home and Community Care programs for IT, training & development.
- Veterans and ADF Community Resource Centre has a new home in our West Ryde Office.
- Signing a memorandum of understanding with Ryde Council, Oasis and Ryde Family Support for the integrated Youth Hub in Eastwood.
- Launch of a new look CCA website incorporating Chinese language information.
- Implementation of new IT software and hardware to increase efficiency and reduce duplication.
- Continued financial support from local churches, businesses, community organisations, councils, volunteers and donors.
- Increased participation in the work experience program from schools and advocacy groups.

The change from block funding to Consumer Directed Care (CDC) funding brings new challenges. To address this CCA continues to focus on staff training, client feedback and consultations, developing partnerships with the corporate world and local businesses and pursuing joint ventures with organisations delivering similar or complementary activities.

The three goals of our strategic plan are quality, growth and sustainability. To achieve these goals CCA ensures its service quality is of a high standard. More than 450 police checks for volunteers have been completed. Youth Services have expanded to include school homework support, a therapeutic counselling service and BBQs in the park along with case work and youth support. Following an IT audit there have been new hardware and software implementations and also the recruitment of a senior IT staff member.

Continuity of funding and resources remains an ongoing challenge for CCA. However during the year CCA operated successfully within a tightly monitored budget. All major operating targets have been met, whilst achieving high levels of client satisfaction and meeting community needs.

I take this opportunity to thank our funding authorities, the Board, management team, staff, volunteers, local churches, businesses, community organisations, councils, donors and our

clients. CCA continues to move forward as a 'For Purpose' organisation into 2015 which will be our 50th year of operation. We continue to serve the community as a local organisation providing solutions and care for its members. CCA provides support ranging from the provision of someone's next meal to enabling the long term health and financial future for individuals and families facing challenges in their lives. CCA is proud to continue its long record of service to our community.

THE POWER OF GIVING

WR is a young single man in his early 30's. He grew up in the Ryde area with a violent father and an alcoholic mother. WR was forced out of home at 17 and was homeless for several weeks, then lived in a shelter until he was 18. He obtained work as a labourer and supported himself for many years.

A violent attack on his older sister where she nearly died had a devastating effect on him, leaving him disturbed and apprehensive for the past few years. During this time he was diagnosed with depression, drank heavily and was unable to work.

Over the last year WR has managed to gain back some control over his life and has stopped drinking. He is working part time and, with the assistance of a financial counsellor, is paying off credit card debt.

WR has not had an adequate fridge for some time. This is not only inconvenient but also adds to the cost of groceries as he is unable to store fresh food.

Late in 2013 a group of 10 local business men got together for their usual business lunch and collected a sum of \$2000 for a local charity. It was to be spent on equipment or supplies – practical assistance for someone in need. They contacted CCA.

By Christmas 2013 a new fridge was delivered to WR's home thanks to the generosity of this group. Needless to say WR had a fantastic Christmas. He was very grateful.

This young man is trying to turn his life around. He is living in a stable environment and is still struggling but managing his income and expenses.

The Power of Giving in everyday life!

FAMILY DAY CARE

2014 has been a year of continuing improvement for FDC with significant developments in our service delivery.

FDC was successful in gaining two grants through the Community Building Partnerships program. One was for the complete overhaul of our very tired outdoor playspace and the other funded the refurbishment of an existing garage at Number 12 for use as a new Toy Library facility to house our expanding toy and resource collections. Both these projects are very exciting and have long been needed. The new playspace will encourage the children to explore and experience their natural world through the incorporation of real plants and trees, a compost area and even an ant farm! The toy library space will be quadrupled and we plan to extend the service to our families using FDC, enhancing the breadth and quality of the service we already provide.

The year has also seen FDC become social media savvy with the introduction of our FDC Facebook page. This facilitates communication with Early Childhood Community members around the globe enabling us to share and support our passion for enabling better lives for our communities. Our dedicated FDC website <http://www.ccasfdc.org.au> continues to take shape and will be further developed providing a comprehensive information hub for educators, families and the wider community. We have been actively recruiting new educators with our numbers now exceeding 90 for the first time in many years. The quality of both our educators and overall service is of a high standard. We are seeing many of our new educators leaving mainstream early childhood services to join our FDC service. These educators are bringing with them a wealth of experience and they are sharing their knowledge and expertise in support of our goal of inclusive and high quality service provision.

YOUTH SERVICES

This year has seen positive developments for our Youth Services. At The Shack, Epping structured, free activities are being offered. School and homework support, held twice weekly at Epping Library, is run by a volunteer team and is usually booked out. Psychological counselling is being offered twice a week with 185 sessions booked over the last year.

End of week barbecues are proving popular with between 20-40 young people attending this informal, social activity. Youth Week provided further entertainment for around 30 youth with games, prizes and a barbecue.

CCA's Youth Service expanded into Eastwood with CCA's involvement in the newly created youth hub. Our Space is supported by Ryde City Council and opened early in 2014. Our Space offers services from OASIS Youth Support (Salvation Army), Ryde Family Support Services and CCA. The official opening in April was attended by local State and Federal MP's, Ryde's Mayor, local services, school representatives and other agencies. Our Space is located at 167 Shaftsbury Road with good internal and external space for activities. Currently CCA Youth Services offers school/homework support, barbecues and school holiday activities. More programs are planned for coming months including counselling, art and sports.

The Our Space Launch Party was attended by 80 young people. Activities included music and art with local community radio 2RRR and representatives from NSW Police attending. The event sponsors included Medicare Local North Sydney and 2Realise. Feedback from youth was positive and indicated a successful event. Their comments and suggestions will be incorporated when planning future activities.



HOME AND COMMUNITY CARE

Our HACC Services (Home & Community Care) programs include Meals on Wheels, lunch groups, shopping services, social support outings and the newly launched linen service. The Department of Social Services is our funding body and has announced major changes from July 2015. HACC will become the Commonwealth Home Support Program (CHSP). It will cover most of our current HACC programs although some funding will be discontinued and there will be major changes to our existing work practices due to changing guidelines. CCA is proactively planning for the coming changes and, as has happened with the successful linen service, is developing appropriate new service offerings.

Our CHSP program will be client focused and aiming to maximise client independence, autonomy and choice. These changes will have wide ranging impacts. For example, Meals on Wheels will continue as is but with an even wider choice of meals from a greater variety of providers. We are analysing how best to build on the strengths of our existing services, implement efficiencies and potentially introduce new services in response to community needs.

One example of how our HACC services can make a difference in a client's life: We received very satisfying news from a client last week who wanted to share her satisfaction in regard to a positive health change since starting the MOW service. She lives with type 2 diabetes & high cholesterol and has in the past tried various food options to address her medical conditions. We suggested she try our diabetic choice meals to see if they met her requirements.

The client was so pleased to discover her cholesterol levels had dropped from 7.4 to 5.3 since beginning Meals on Wheels and her diabetic control had also improved. Great news for her and very satisfying for us to hear!

FINANCIAL COUNSELLING

Families and individuals experiencing financial difficulties access Financial Counselling at West Ryde and our Outreach Service at Hunters Hill Ryde Community Services. Counsellors assess individual situations, prepare budgets and discuss options with clients. Advocacy is a vital component of this service through liaison with banks, creditors and housing. This year CCA's Financial Counsellors saw 148 new clients. Clients are also referred to other services as necessary. Through skilled and persistent efforts our Counsellors have had debts waived ranging from \$2,500 to \$30,000.

Counsellors present Financial Community Education to a range of audiences including migrants and CCA members. Ongoing support with budgeting and financial education is provided to a single parents group in Carlingford.

Tax Help is available for completing Tax Returns. This free community service runs from July to October each year for individuals earning under \$50,000 p.a. 59 clients used this service in 2013.

Mary came with a Power of Attorney for her mother who became a nursing home resident after suffering a stroke leaving her unable to speak or feed herself. Mary discovered her mother had 3 credit cards with debt totalling \$30,000 owed to 3 major banks. The Financial Counsellor contacted the banks, explained the situation, requested a debt waiver and provided the supporting documentation. The debt waiver request was successful leaving Mary and her family very grateful and relieved with the outcome.

Support When
You Need It



COMMUNITY SETTLEMENTS

Our multi-lingual staff provides support and service for newly arrived migrants and refugees through both direct face-to-face support for individuals and families and structured group activities.

120 clients have been assisted through individual case work. Regular group activities include English classes and targeted groups supporting the Chinese, Korean and Iranian communities. The Rainbow Group monthly meetings combine these cultural groups. Two new groups began this year: a CALD parent/grandparent support group and a Living in Australia Computer Group. Both have proved successful with increasing interest. 8 clients have gone on to become CCA volunteers supporting others in need. Their volunteer hours have included office-work, tutoring, interpreting and helping with groups.

The CSS program works collaboratively with other services and agencies such as Ryde City Council through joint projects, multicultural events and intercultural projects including the Harmony Day Community Expo and a new Refugee Guide and Events booklet.

NO INTEREST LOAN SCHEME

CCA's No Interest Loan Scheme (NILS) has reached a significant milestone. In June this year the 100th CCA NILS loan was approved.

Over the past year CCA supported 23 people with NILS loans for items including beds, washing machines, refrigerators, computers, glasses and mobility scooter batteries.

Here is just one NILS story:

A NILS client asked that the NILS coordinator phone him. When answering the phone he said "tongue in cheek" he was too busy ironing a shirt and cooking toast to talk! This was his little joke as he had just collected a new iron and toaster funded by his 5th NILS loan and was very happy.

NILS loans offer clients the opportunity to buy otherwise unaffordable items. For this man his 5 loans enabled him to set up his community housing townhouse after moving to Eastwood from the Eastern Suburbs. In the past 3 1/2 years he has bought a washing machine, refrigerator, TV, toaster and iron as well as new prescription glasses. When repaying each loan he has also made increased and additional payments and settled his loans early.

He speaks enthusiastically about NILS and the genuine difference it makes in his life. Accessing the NILS loans has enabled not only his financial decisions but also his social inclusion and independence.



ADULT EDUCATION

Adult Education includes our Leisure learning and Chinese Leisure Learning programs. They offer low cost, daytime education classes tutored by enthusiastic volunteers with a passion for their subject. The volunteers are fantastic and we are so appreciative of their dedication. The range of classes (more than 100) offered is quite staggering including languages, art, craft, dance, photography, computing, music, singing, discussion groups and games.

The combined current enrolments total nearly 550 students and classes are being held 4 days a week at different locations across the Ryde LGA. Many students are enrolled in more than one class with some attending several venues.

The learning experiences and social connections are valued by both students and tutors. Chinese Leisure Learning highlights have included the annual Painting and Photography exhibitions, a tutor training day covering first aid and communication skills and the production of their Community Cookbook to be launched in August. Leisure Learning's painting tutor Betty Pearson has volunteered since the very beginning nearly 30 years ago and was nominated for the Ryde Volunteer of the Year Award. Both programs held Open Days and Annual Concerts which are a fantastic opportunity for the students to display their skills and also appreciate what others are achieving.

A memorable night was an Opera House performance by the Combined CCA Choir comprising members from both programs under the leadership of conductor Alan Ho as part of the "China meets Australia Cultural Festival". CCA's Adult Education programs are a testament to the enthusiasm and dedication of our volunteer tutors, students and the hard working coordination staff.

FRONT OFFICE

Over the past 12 months CCA has continued its practical support for the local community. Our Administration staff are the first point of contact and do their best to support all who walk in the front door. Distributing food parcels is one vital task handled by the Front Office. Non-perishable food items are generously donated by many community members including businesses, churches, schools, clubs and individuals. Hundreds of food parcels are given out each year culminating with the distribution of Christmas Hampers in December. These hampers contain gifts for each family member, Christmas food items and a voucher to purchase items of their own choosing.

Administration staff may be called upon to assist clients if welfare staff are unavailable. One case was a single Dad who was homeless with his 3 children. Staff made contact with a local agency which provided safe accommodation giving respite to this family in crisis.

The front office staff and volunteers also organise our in-demand medical transport service. This service offers clients collection from their homes, transport to their appointments and then delivers them home again safe and sound. CCA's paid driver is ably supported by volunteer drivers to efficiently deliver this service. Clients enjoy peace of mind knowing they will be transported safely and reach their appointments on time.

CCA also offers the community use of a photocopier and JP services.

EMERGENCY RELIEF

CCA provides material and financial support to families and individuals struggling to pay bills and put food on the table. Over 300 families and individuals received support throughout the year and 1,431 food parcels given out. Support and advocacy included liaison with Centrelink, Housing NSW, schools, Ryde Mental Health and local support services. Within CCA referrals were made to Financial Counselling, NILS, The Shack and HACC services.

We recently assisted a family with 3 young children referred by RFSS. They were struggling with basic living costs after a business collapse. They now have a regular salary coming in but it is not enough to pay their rent, bills and debts incurred during the period of unemployment. A tearful mother told of her heartbreak at sending her 6 year old to school without a full lunch box and being unable to afford preschool for their 4 year old. They were in rental arrears and had a disconnection notice from Energy Australia. CCA assisted immediately with food and food vouchers. We advocated with the electricity provider to prevent disconnection and issued EAPA vouchers to assist with the bill. This family was referred for financial counselling and to The Store House for warm winter clothing for the children. CCA will keep in touch with this family over the next few months.

VOLUNTEERS

Volunteers are essential contributors to our service provision. We are both grateful for, and humbled by, their efforts. More than 450 active volunteers provide services on a daily basis to our community with over 25,000 hours of service given annually. CCA volunteers come from all walks of life and are a true representation of our community. Whilst most volunteers do not seek or desire recognition we hold a Volunteer Thank You Event each July to express our thanks for the work they do. It is a day for our volunteers to be served rather than their usual serving although keeping some out of the kitchen is impossible! CCA regularly nominates its volunteers for local Volunteer Recognition Awards. Volunteers give what time they can spare – anywhere from 1 to 14 hours a week.

One volunteers story:

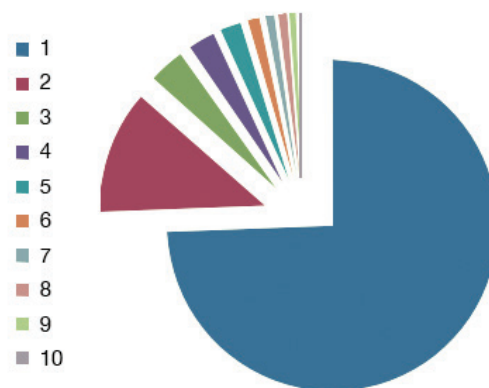
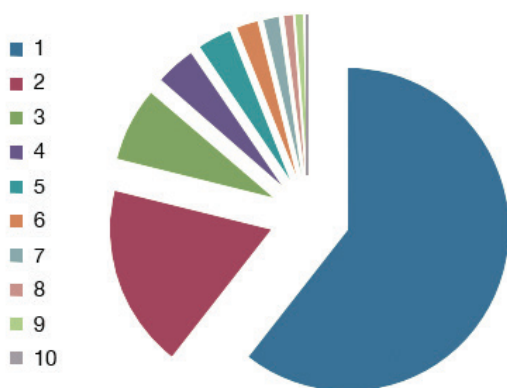
“Alice” is a capable, caring person who gives so much to CCA whilst also holding down a full time job. Much of her spare time is spent in the CCA office. Alice does not seek the limelight and gives selflessly to the community in a variety of roles. She is involved in lunch groups, helps with translating information from English to Cantonese, computer work and general office duties. As Alice has spent so much time in the CCA office she has a good understanding of our services CCA provides and is able to pick up any task quickly. Alice says through her volunteering she gains more than she gives. She shares her skills and knowledge and learns much in return about the community and Australian life in general. With no family in Australia her service to the community has enriched her life and the community interaction is very important to her.



FINANCIALS

INCOME	\$	%
1) Government Grant	1,643,811	60.6
2) Parent Levy	497,145	18.3
3) Meal Receipts	200,676	7.4
4) Donations	112,924	4.2
5) Course Fees	94,168	3.5
6) Transport Receipts	59,019	2.2
7) Interest Income	44,640	1.6
8) Childcare Income	29,314	1.1
9) Fund Raising	20,902	0.8
10) Other Income	11,897	0.4
TOTAL INCOME	2,714,49	100

EXPENSES	\$	%
1) Employment Costs	2,017,212	74.4
2) Programme Expenses	327,274	12.1
3) Facility Expenses	99,964	3.7
4) Transport Expenses	79,076	2.9
5) General Expenses	58,496	2.2
6) Telecommunications	39,014	1.4
7) Professional Fees	30,724	1.1
8) Technology Expenses	26,651	1.0
9) Voluntary Expenses	17,448	0.6
10) Marketing Expenses	15,683	0.6
TOTAL EXPENSES	2,714,49	100



ACKNOWLEDGEMENTS

The Board, members, staff and volunteers of Christian Community Aid express our sincere appreciation and gratitude to the organisations and individuals who enable our continuing provision of service to the Community. Support is offered in a variety of ways including financial (grants, donations, sponsorship) and material (food donations, vouchers, labour, time, etc.).

Funding Bodies

Department of Social Services: Families and Community (Commonwealth) / Department of Social Services: Ageing and Aged Care (Commonwealth) / Family and Community Services: Ageing, Disability and Home Care (NSW) / Community Building Partnership Grants (NSW) / Department of Education (Commonwealth) / Parramatta Council / Ryde Council

Churches

Christ Evangelical Center of Australia, Epping / Eastwood Baptist Church / Eastwood Uniting Church / Eastwood Uniting Church / Musical Society / Eastwood Uniting Church Friday Fellowship / Epping Baptist Church / Epping Church of Christ / Epping Presbyterian Church / Epping Uniting Church / Macquarie Anglican Church, Eastwood / Marsfield Community Church / Marsden Road Congregation / Marsden Road Uniting Church / Ryde Congregational Church / Ryde Uniting Church / St Aidan's Anglican Church West Ryde / St Aidan's Anglican Church Ladies Auxiliary / St George's Anglican Church Eastwood / St Mark's Lutheran Church Epping / St Philip's Anglican Church, Eastwood / The Anglican Parish of St Albans, Epping / West Epping Uniting Church / West Epping Uniting Church Ladies Fellowship / West Epping Ladies Probus Club / West Ryde Baptist Church / West Ryde Baptist Church Friendship Club

Organisations

An Apple a Day West Ryde / Allan Walker Village, Carlingford / Australian Chinese Charity Foundation / Bendigo Bank, Epping / Better Homes Realty / Cale Property Agents, Eastwood / Clubs NSW, Northern Metropolitan Region / Country Women's Association, Eastwood-Epping Branch / Eastwood Evening Garden Club / Eastwood Public School / Epping Creative Machine Knitters / Epping Public School / Eastwood Rotary Club / Epping West Ladies Probus / Epping Rotary Club / Isabel Pulsford Preschool, Epping / Kenthurst Uniting Church / National Seniors Association, Macquarie Branch / Northern District Chinese Christian Church Youth Group / Pink Ladies / Probus Club, Eastwood / Ryde Combined Probus Club / Ryde Eastwood Leagues Club / Ryde Ladies Probus Club / Ryde Rotary Club / Small Things Matter / Spirit of Sydney Chorus Community Choir / Sydney Cake Decorating Guild / The Epping Club / West Epping Trefoil Guild / West Ryde Hotel