

Annual Report 2017



Enabling better lives.

52 years
serving the
community

1,000+
meals provided
each week

550+
Community
Learning students

200+
Emergency Relief
interviews

540+
children using
Family Day Care

135+
youths attending
groups each
month

280+
medical transport
trips each month





11,600+
incoming phone
calls

400+
Justice of the
Peace appointments

100+
households using
the Community
Store

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.

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.



President's Report



“What an amazing legacy! It’s so encouraging to see that, more than fifty years later, we continue to meet the needs of the community.”

Over 50 years ago, Christian Community Aid (CCA) opened our doors on the basis that help would be given to “anyone who came to the office”. Back then there was one member of staff, a social worker and a number of volunteers drawn from the various churches in the area. They started with £1,300 in funds. The services offered were Meals on Wheels, medical transport, legal advice, emergency relief and the distribution of Christmas hampers at the end of that first year.

What an amazing legacy! It’s so encouraging to see that, more than fifty years later, we continue to meet the needs of the community.

This past year has brought challenges as we continue to face the changing landscape of the Community Services Sector: funding challenges, reduced availability of volunteers and collaborating/partnering with other organisations.

A strong and positive partnership has been established with the Department of Family and Community Services (FACS) and Relationships Australia to deliver the ‘Ready for Life, Ready for Success’ model. This model operates under the Targeted Early Intervention Framework in the Northern Sydney area. This model supports vulnerable children and their families through workshops, training and resources, providing an integrated continuum of services.

Other new CCA initiatives in the past year include the Community Store – providing modestly priced groceries to those on low incomes, and the Toy Library – allowing parents and our Family Day Care Educators to borrow toys.

The CCA offices have also extended our opening hours (now 8:30am - 6:00pm) to meet the changing needs of modern working life.

We have again been strongly supported by the community, with our annual Trivia Night raising over \$20,000 and the recent tax-time appeal also raising around \$20,000. CCA sincerely thanks the many supporters who contributed.

Of course, what makes a great organisation is its people – the staff and volunteers. I want to pay tribute to the professionalism, commitment and passion of Heather, our General Manager, and her dedicated staff and volunteers. Through their daily efforts they are all making CCA’s vision of *Enabling Better Lives* a reality.

I would also like to take this opportunity to acknowledge my fellow Board members for their commitment to the organisation and their valuable contributions. They are generous in sharing both their expertise and time. Thank you to Vahé Hamparian, our Treasurer for the diligent work you put in each month and also to our Vice Presidents, Susan Thompson and Peter Garrard, for your support.

CCA works hard at creating a better community for all who live in our area. We are committed to ensuring that none are forgotten or left behind. All in our community are important and entitled to be treated with dignity and respect.

Thank you for your continued interest in and support of CCA. I hope that this report gives a glimpse of the wonderful services, enabled by you, delivered by CCA each and every day.

—
Michael Lum
President

General Manager's Report



“Underpinning all levels of service delivery at CCA is a person-centred approach, research-based practices, a skilled workforce and strategies with proven effectiveness.”

I am both proud and humbled to present the 2016-2017 report. It has been an ambitious, inspiring and innovative year. We have consulted and collaborated with Federal, State and Local Governments, stakeholders, other community organisations, community members, staff, volunteers and the Board to foster innovation and develop new opportunities for growth and sustainability.

We are committed to developing and creating a high quality, seamless framework of services supporting improved outcomes for the elderly, persons with a disability, disadvantaged and vulnerable children, youth and families with complex needs. Underpinning all levels of service delivery at CCA are person-centred approaches, research-based practices, a skilled workforce and strategies with proven effectiveness.

CCA further fostered our strong partnership with Relationships Australia and is developing new ones to establish a support system that strengthens our clients' ability to overcome barriers to their wellbeing and success. Our efforts are focused on the priorities that matter most to our clients.

We apply evidence-based knowledge and skills that are culturally responsive, acquired through consultation and training to intervene at the right times. This ensures the community receives appropriate and relevant services delivered at accessible locations that are important to them and where they spend their time e.g. schools, community halls, parks and at client homes.

CCA is committed to continually enhancing and developing our expertise. There has been extensive staff training

and development focusing on results-based outcomes, increasing skills and knowledge in the area of child and youth development and extending our knowledge of the needs of local communities especially the Aged and the Culturally and Linguistically Diverse communities. CCA is increasing our capacity to identify service and system gaps across the sector and ensuring we meet the developing needs with timely, affordable, culturally relevant and respectful responses.

I am extremely grateful to the Board, all levels of Government, our funders, schools, churches, volunteers, the community and staff. Without your incredible support CCA's work would not happen. Together, we look forward to the opportunities that lie ahead of us. We will continue to work hard with our partners to provide efficient, effective and high quality services responses that meet current community needs and future challenges.

—
Heather Pinto
General Manager



Our board



Michael Lum
President



Susan Thompson
Vice President



Peter Garrard
Vice President



Vahé Hamparian
Treasurer



Stephen Kemp
Secretary



Justin Li
Board Member



Lydia Scuglia
Board Member



Tony Tang
Board Member



Children and Family Services

CCA Family Day Care (FDC) celebrated 40 years of education, growth and care to children and families earlier this year. FDC continues our commitment to enhancing the educational and social growth of all children. We are now delivering care to families in the Ryde, Parramatta, Hornsby, Hills and Blacktown local government areas. The strengths and unique perspectives of each family underpin our collaboration with them. Every FDC Educator has a minimum qualification level of a Certificate III in Children's Services. They focus on children's social, emotional, physical, creative, and cognitive development in a holistic way.

Our Play Sessions provide settings in which children learn through exploration, play and inquiry. The 80 Educators take it in turn to attend Play Sessions with the children they are caring for. Play Sessions are held at our centre in Eastwood and also in public parks. FDC staff ensure the children have fun whilst improving their social and learning skills and also through encouraging creative expression. This involves a variety of activities such as free-play, colouring, drawing, painting, arts & crafts, preschool curriculum, reading and outdoor/exercise movement.

In their home environments FDC Educators provide safe and stimulating settings for childhood growth and development. FDC is a place where the children interact and learn with others of varying ages in a family-type setting. They connect with the community and build strong relationships that sometimes last for years.

Coinciding with our 40th Birthday in April was the official opening of our Toy Library by John Alexander OAM MP, Federal Member for Bennelong. After receiving funding to renovate and expand the original building our new Toy Library is now open to all families registered with FDC as well as our Educators. Members are able to borrow age-appropriate toys for their children – providing both financial and environmental savings.

In 2016/2017 FDC has conducted benchmarking assessments to ensure our Educators reach the required levels for all seven areas of the National Quality Standard (NQF). Our Educator Support Officers have been supporting Educators during this process with guidance about the NQF expectations and how to meet them.

As always the most important words are those of our families:

“We love Lyla and her family daycare centre! My son settled quickly to daycare with her and is having the most wonderful time! Lyla is kind, fun, enthusiastic, sensitive and loving. She has a genuine love and care for my child. She communicates with parents really well, creates awesome child portfolios and I always feel confident that my son is in good hands. He has a blast there every day. Lyla is such a blessing to us and we highly recommend her...”



Youth Services

CCA continues to deliver services to young people and their families through two centres – The Shack at Epping and Our Space in Eastwood. Some current programs include life skills e.g. cooking, educational tutoring and mental health support through counselling services. Our youth workers are also taking services out to the community. Through engagement with schools and other organisations, youth can more easily access the support they need. Our school holiday programs are proving popular with growing attendances. Activities offered have included gaming days, computer programming classes, outings to sporting facilities, movie days and educational talks covering topics such as online safety.

Another important partnership developed this year is with the 'Go Beyond' group – a family-based group providing life skills, support and friendship for youth with an intellectual disability.

Upcoming plans include extending our counselling services to offer group sessions and information forums. We are also scheduling new innovative programs such as electronics and programming classes.

Sometimes the outcomes for individual youth are hugely positive for the wider community.

Here is one such story:

“For two years, one of our regular girl attendees at The Shack has been coming along to spend time with her friends after school and participate in the cooking programs. She has mentioned that it is a fantastic place to escape the stress of home life and the pressures of study, and to get advice and find someone to talk to. She is now studying for a degree in Community Services, and chose to do her student placement with CCA. She was a huge asset to the team during term and holiday programs, connecting well with the participants and bringing a lot of energy. Upon completing her placement she decided to continue volunteering on a weekly basis, and now helps out with our cooking programs, LGBTIQ support group and holiday programs. She is mentoring the younger participants and providing the same support at The Shack and Our Space that she found helpful in her younger years.”

Community Learning

Community Learning is the new name for CCA's long running Adult Education programs. Leisure Learning and Chinese Leisure Learning have been joined by the English Conversation Class programs under the new name of Community Learning.

All participants, both our students and the dedicated volunteer tutors, bring the richness of their lives to our programs. The diversity of their knowledge and experiences are the greatest asset of Community Learning which aims to be inclusive, accessible, affordable and most of all responsive to community needs.

Over the past year an average of 552 students per month have attended a wide variety of classes. Health and wellbeing, art, craft, dance, music, discussion groups, languages and choir are some of the classes offered. There was a small price increase in 2017 to cover rising costs

but it was kept to the minimum amount possible. Currently Community Learning costs \$6 per day – for that fee students can attend as many classes on that day as they wish, potentially up to 4 or 5 if they can fit them all in.

Our volunteer tutors are the backbone of Community Learning, without their dedication, expertise, knowledge and passion for their subjects the programs would not run.

One student's feedback about their class tutor captured the essence of what these fantastic volunteers give their students.

“First of all, [the tutor's] thorough mastery of [the subject]; then her patience and humour in teaching us over and over, and her encouragement. She makes the learning fun.”

Financial Counselling

Financial Counselling (FC) supports clients needing assistance with managing their finances. Support offered includes assistance with budgeting and money management, dealing with financial transactions, future planning and advocacy. Our Financial Counsellors work with clients to analyse and assess their individual situations and determine their best options for improving their current situation. During 2016/2017 the FC client profile was:

- 31% – aged 45-54
- 28% – aged over 55
- 45% – single with no dependents
- 53% – receive government benefits
- 63% – rent their accommodation

The free Tax Help Program runs each year from July to October for clients who earn less than \$50,000 per annum. Two volunteers assisted 45 clients during the 2016 Tax Help Program.

The case studies here illustrate how CCA Financial Counselling is working with the Bank Customer Advocate scheme. This scheme was established in May/June 2017 as an initiative by the banking industry in response to criticism of their practices. So far we have had 100% success in working with it. It is providing a valuable new tool for our clients.

Client stories:

“Sonya is a client with no income and 2 credit card debts who is home schooling her child after she experienced a significant trauma. Sonya was unable to address the issue of ‘nil income’ for legal reasons. One bank granted a debt waiver. The second bank was taken to Financial Ombudsman Service but the result was unsatisfactory and a referral went to the bank’s hardship team. Despite this the bank would not negotiate a realistic resolution. FC approached the Bank Customer Advocate who contacted the bank’s hardship team who subsequently granted a waiver.”

“Sylvie is a single woman with health issues including leukaemia and mental health. She is dealing with homelessness and is currently ‘couch surfing’. Sylvie receives Disability Support and had multiple credit card debts. After protracted negotiations and referral to the Bank Customer Advocate all of these debts were waived.”

No Interest Loans Scheme

CCA’s No Interest Loan Scheme (NILS) continues to provide support for community members with low incomes, enabling them to purchase otherwise unaffordable items. Over the past 12 months 15 loans were approved for items including dental fees, prescription glasses, CTP Green Slips, car tyres, furniture, refrigerators and laptops for school children. Approval of loans helped to improve the lives of the recipients by not only providing essential items but also enabling social inclusion and independence.

Client story:

“An elderly woman living alone in Department of Housing accommodation heard about CCA NILS after moving from a rural area. She applied for and received a CCA NILS loan to purchase a new refrigerator, which she has subsequently paid off. This experience was a positive one and the repayment a source of pride for this individual. She returned to CCA for another loan, this time to fund new prescription glasses. Being able to see clearly has made a significant impact upon her life...”



Aged and Disability Services

The Aged and Disability Services (ADS) team has been very busy this year. The government portal to the aged care system “My Aged Care” was introduced several years ago and has meant major changes to the way Community Services organisations support their clients. CCA staff are now fully cognizant of this system and are running information sessions for community members to help dispel some of the confusion around the system.

As an approved provider of the National Disability Insurance Scheme (NDIS), we have helped transition our younger clients with a disability to the NDIS and entered into contracts with them to provide support services. This is a growing service area for CCA. The initial demand from NDIS clients is primarily for medical transport.

Food Services has benefited from the purchase and installation of a large walk-in freezer. This has allowed CCA to engage three new suppliers of prepared meals thus greatly expanding the range of foods offered to our Meals on Wheels clients.

The ADS staff are dealing with a number of challenges. The two major issues are a shortage of volunteers, especially drivers, and the increasing supplier charges. However, future planning in response to expressed community needs continues. CCA is working towards becoming an approved provider of aged care packages and is also exploring expansion of our transport services to non-medical related destinations.

Requests for medical transport have increased significantly, due primarily to the relaxing of our guidelines around transport destinations. To illustrate: CCA is now providing transport further afield to destinations such as Liverpool, Campsie, Blacktown, etc. Although this has been a significant logistical challenge, the expanded service is responding to client needs. These areas are extremely expensive to reach by taxi and other services are not providing transport to these regions.

Our ADS programs make a very real difference to people's lives:

“The daughter of a man suffering from cancer called a CCA worker to request transport for him to hospital three times a week for his 6-week radiotherapy. She was very frustrated by other service providers who kept referring her onward but not providing the actual transport needed. CCA was able to provide transport for the full 6 weeks which made a profound difference to the family's stress levels. In late May, after the last treatment, the daughter contacted CCA expressing appreciation for the support shown to her father and the family.”

Community Support

The Social Welfare Program has been renamed Community Support (CS). This reflects the changing ethos of the program which is based on enablement rather than welfare provision. The areas of focus for CS are Emergency Relief, the Community Store and individual case work.

The Community Store opened in October 2016 to assist low income households to obtain grocery items at affordable prices. Clients are assessed to ensure they meet eligibility requirements. They can choose the items they want and pay a small charge rather than just receiving a food parcel. This approach provides a service that respects individual choice and dignity with ongoing referrals to other services if appropriate. The response to date for the Community Store has been overwhelmingly positive and patronage is rising with more than 100 households already registered. The greatest demand is for fresh fruit and vegetables and other cookery items. Healthy meal recipes are also provided to clients. Stock is sourced through donations from Oz Harvest, Superfresh Eastwood, local community members and churches as well as purchases from Foodbank.

CS is also working with other specialist services to support our clients. A refuge for young mothers-to-be in the Parramatta area was seeking material goods for one woman without family support who was moving out to alternative accommodation. Thanks to generous donations CCA was able to provide household essentials and clothing for the new mother and her child. Our Emergency Relief service continues to provide vouchers to assist with utility payments as well as food parcels.

As part of the CS Outreach service, our staff are now making home visits to clients, gaining insight into their lives and seeing first hand their living conditions. This enables a collaborative approach – workers and clients work together to address the life challenges clients are struggling with. Advocacy and referral to extensive support networks form an intrinsic part of the CS worker role.



Volunteers

“Be the change you want to see in the world” urged Mahatma Ghandi. Nowhere is this advice made a reality more so than amongst the hundreds of CCA volunteers who make a very real and positive difference to everyday lives in our community.

For more than 50 years our volunteers have donated time and effort to make CCA's vision of *Enabling Better Lives* an actuality. Over the last year we have acknowledged the contributions of long serving volunteers including Jan Boyley, Norah Gardiner, Elizabeth Campbell, Margaret Waite, Carolyn Penn and Thirza Wood. The combined years of service of these volunteers was staggering – a number closer to 200 than 100! And there are many more volunteers giving just as generously of their time. Within our Aged and Disability Services alone more than 10,800 volunteer hours were given last year.

CCA is also a community sponsor on the Work Development Order (WDO) program. WDOs are a way for people who can't pay their government fines to clear their debt through approved

activities. A number of participants have contributed their time and skills in the past year under this program – helping with various activities including office relocations.

The annual Volunteer Thank You Event was once again a collaboration between Epping Boys High School and CCA. Held at the High School the food was prepared and served by students and what a magnificent job they did! Thanks to the school for its support and especially to all our volunteers whose contributions make such a difference to the community.

Volunteer story:

“Fourteen years ago one man received what he describes as ‘life changing assistance’ from CCA.

He has recently made contact with CCA again and applied to volunteer with us. Being now in a position to give back to the community he is volunteering time during his working week.”

Reception / Administration Support

Reception / Administration Support provides a wide and varied range of service support within CCA. Brana and her team of volunteers not only have to provide timely, effective and efficient services but they also need outstanding people skills – often dealing with community members experiencing high levels of personal stress.

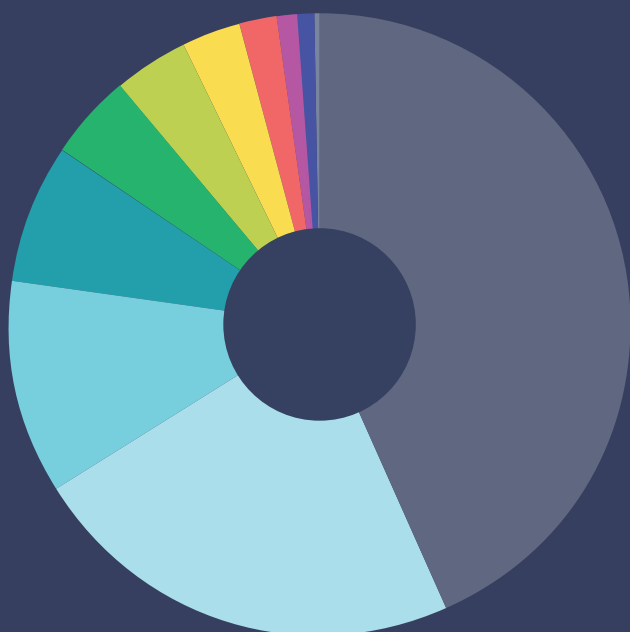
Many people approach CCA when they are at a low point in their lives. There may be a relationship breakdown, financial crisis, housing stress or a combination of these and other complicating life events. Reception is the initial point of CCA contact for the community. They deal professionally with all requests but they also never forget that understanding and compassion are essential components of CCA's work and may perhaps be the most important element of their work.

The last year has, as always, been a busy one. The Reception area was reorganised and smartened up with new furniture.

New software to increase efficiencies was implemented with all staff and Reception volunteers undertaking training in its use. In the last 12 months the team answered more than 11,600 phone calls, organised more than 400 Justice of the Peace appointments, distributed 800 food parcels and supported the coordination of over 3,400 medical transport trips. In addition to this direct service delivery, the team also provided essential administrative support to CCA staff and volunteers.

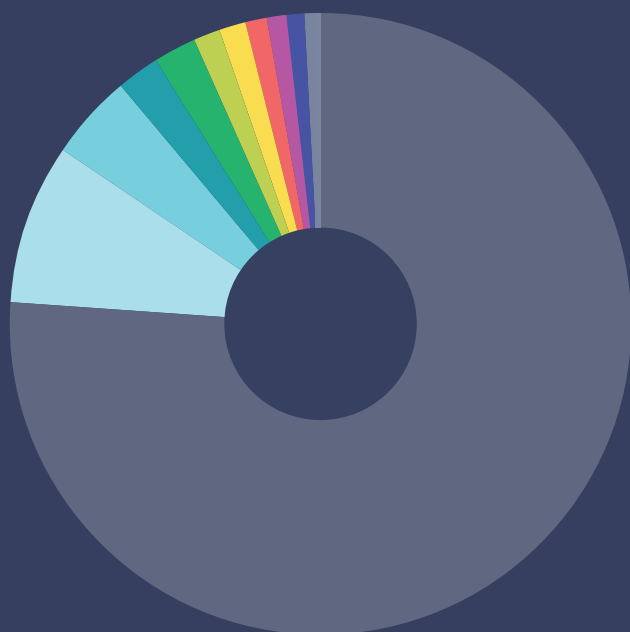
As CCA extends into new geographical areas and expands the range of services offered the role of Reception is becoming, not only busier, but also increasingly complex. The team is rising to the challenge but most importantly they never lose sight of the fact that CCA is here to serve the community – and that being able to do so is a privilege.

Financial Overview 2016 - 2017



**Total
income**
\$2,910,667

INCOME	\$	%
Government Grants	1,263,720	43.4
Parent Levy	665,900	22.9
Grants Received - Special Purpose	326,238	11.2
Meal Receipts	206,786	7.1
Course Fees	130,749	4.5
Childcare Income	110,775	3.8
Donations	95,325	3.3
Interest Income	49,046	1.7
Other Income	29,338	1.0
Transport Receipts	28,315	1.0
Fund Raising	4,475	0.1



**Total
expenses**
\$2,900,483

EXPENSES	\$	%
Employment Costs	2,214,056	76.3
Programme Expenses	247,393	8.5
Facility Expenses	126,330	4.4
Professional Fees	64,455	2.2
Technology Expenses	59,657	2.1
General Expenses	40,096	1.4
Transport Expenses	40,079	1.4
Voluntary Expenses	32,000	1.1
Marketing Expenses	28,079	1.0
Telecommunications	24,792	0.8
Special Purpose - Funding Expenses	23,547	0.8



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 (Commonwealth) / Family and Community Services (NSW) / Community Building Partnership Grants (NSW) / Department of Education (Commonwealth) / Parramatta Council / Ryde Council

Churches

Anglican Christian Communities of Our Lady / Christ Evangelical Centre of Australia / Eastwood Baptist Church / Eastwood Uniting Church / Macquarie Anglican Church / Epping Presbyterian Church / Marsden Road Congregation Church / Marsden Road Uniting Church / Ryde Congregational Church / St Aidan's Church Epping / Lifeway Lutheran Church Epping / St Philips Anglican Church Eastwood / The Anglican Parish of St Albans, Epping / West Epping Uniting Church / West Epping Uniting Church Ladies Fellowship / West Ryde Baptist Church / West Ryde Uniting Church

Organisations

Allan Walker Village, Carlingford / Amway / Banna Property Group / Belrose Rotary Club / Bendigo Bank, Epping / Bunnings Carlingford / Cale Property Agents, Eastwood / Carlingford Rotary Club / Clubs NSW, Northern Metropolitan Region / Commonwealth Bank Eastwood / Country Women's Association, Eastwood-Epping Branch / Cyrius Media Group / Dan Murphy's Eastwood / Eastwood Girl Guides / Eastwood Patchwork Quilters / Eastwood Rotary Club / Eastwood Uniting Church Musical Society / Epping Boys High School / Epping Eastwood Lions Club / Epping Ladies Probus / Epping Rotary Club / Epping Travel / Epping West Ladies Probus / Ermington Public School / Hunt and Hunt Lawyers / John Alexander OAM MP (Federal) / Master Catering / Meadowbank Combined Probus Club / National Seniors Association, Macquarie Branch / North Ryde RSL / North Ryde Probus Bowlers / Oram Smith / Oxfam Broadway / Probus Club, Eastwood / Ryde Business Forum / Ryde City Combined Probus Club / Ryde Eastwood Leagues Club / Ryde Ladies Probus Club / Ryde Macquarie Park Chamber of Commerce / Ryde Parramatta Golf Club / Ryde Rotary Club / The Epping Club / Thursday Pink Ladies / West Ryde Hotel



Enabling better lives.

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