

ANNUAL REPORT



**2011
2012**

CHRISTIAN COMMUNITY AID

PRESIDENTS REPORT

I am proud to announce another successful year of providing much needed community services to all people in the community we serve. CCA staff and volunteers have embraced the vision of CCA by taking a holistic approach, providing local services that address the needs of people in the community.

These services include Adult Education, Aged Services, Counselling, Family Day Care, Food Services and Youth Services.

The staff and volunteers are all passionate about helping those in our community who require assistance. I have received many wonderful stories of truly selfless human compassion provided by our staff and volunteers which encapsulates our Christian ethos. Congratulations to all our dedicated staff and volunteers.

CCA continues to run as a Non-Government, Not for Profit organisation which is financially sound, has great branding in the local community, has committed dedicated staff and volunteers and is well respected and supported by the local residents, business community and all levels of Government.

Our management team is focused on achieving the outcomes projected in our 5 year strategic plan; The plan focuses on 3 key areas:

1. Quality; Maintaining our quality of service delivery based on the Christian values of love, care and compassion
2. Growth; Demonstrable ability to address community needs across the Northern Sydney region
3. Internal Capacity; A smooth sustainable transition into a larger organisation

I congratulate all the leaders in our organisation for keeping this focus while maintaining their usual duties.

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

These committees, combined with the dedicated work of all staff and volunteers, ensure CCA is well placed to meet the changing needs of the growing community we serve.

Thank you all for your support and dedication.

God bless,

Charles Kilby
President

BOARD of MANAGEMENT

Board members of Christian Community Aid are committed to the highest level of ethics in the governance of the organisation.

The Board comprises of three sub committees: Compliance, Community Development and Funds and Grants Committees.

The extensive professional knowledge and experience of the Board members enable the Board to comply with its legal, financial and fiduciary obligations to CCA's future growth and success.



Charles Kilby

President



Deirdre Haywood

Vice President



Susan Thompson

Vice President



Heather Pinto

General Manager



Andrew Weatherburn

Treasurer



Jane Noller

Board Member



Michael Lum

Board Member



Steve Owen

Board Member



Jennifer Denham

Board Member



Stephen Kemp

Board Member

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.

APPRECIATION and ACKNOWLEDGEMENTS

As a result of the generosity shown by caring individuals, families and the wider community, Christian Community Aid is able to provide essential programs and services that deliver significant benefits, every day. The supportive donations of funds or goods, freely given by our contributors, continues to make a real difference to those in the neighbourhood that we help. We are sincerely grateful to all those who assist the organisation.

Churches

Christ Evangelical Center of Australia
Eastwood Baptist Church
Eastwood Uniting Church
Eastwood Uniting Church Musical Society Inc
Epping Baptist Church
Epping Oxford Street Uniting Church
Epping Presbyterian Church
Epping Presbyterian Church Men's League
Epping Uniting Church
Marsden Road Congregation
Marsfield Community Church
Ryde Congregational Church
Seventh-day Adventist Church, Epping
St Aidan Anglican Church, West Epping
St Aidan's Anglican Church Ladies Auxiliary
St Philips Anglican Church, Eastwood
St Marks Lutheran Church
The Anglican Parish of St Alban, Epping
West Epping Uniting Church
West Epping Uniting Church Baking Ministry
West Epping Uniting Church Ladies Fellowship
West Epping Uniting Church Missionary Fellowship
West Ryde Baptist Church
West Ryde Baptist Church Friendship Club

Probus Clubs

Probus Club of Eastwood Inc
Ryde City Combined Probus Club Inc
West Epping Ladies Probus

Rotary Clubs

Eastwood, Epping, Ryde and North Ryde

Chambers of Commerce

Eastwood, Ryde and West Ryde

Organisations

Apple a Day
Bendigo Bank
Country Women's Association, Eastwood
Eastwood Evening Garden Club
Ermington Public School
Good Shepherd Youth and Family Services
Home Instead Senior Care
Housing Industry Association Ltd
LJ Hooker, Eastwood
Lodge Epping No 390
Macquarie Community College
Mrs Fields, Top Ryde
National Seniors Macquarie Branch Inc
North Ryde RSL Community Club Ltd
Officeworks, West Ryde
Pfizer Australia
Returned and Services League, Epping Sub-Branch
Ryde-Eastwood Leagues Club
Ryde Furniture Freighters
Spirit of Sydney Chorus
Thursday Pink Ladies, Ryde Hospital
West Epping Trefoil Guild
West Ryde Hotel
Zonta Club of Macquarie

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 Fair Trading
Family & Community Services Ageing, Disability and Home Care
Human Services, Community Services
Department of Energy, Utilities and Sustainability
Parramatta City Council
Ryde City Council

HIGHPOINTS

The Annual Carlingford Rotary "Volunteer Award" was presented to Ron Pieres and Eddie Cropper in recognition of their wonderful contribution to CCA's Medical Transport program.

The Home & Community Care Programs attained Outcome 1 against the Community Care Common Standards which means it adequately met all three Standards and 18 expected outcomes.

At the annual "Volunteers Thank You" afternoon tea, CCA staff get an opportunity to show their appreciation to volunteers. The popular event brought together over 100 volunteers to enjoy refreshments and lively entertainment along with meeting other volunteers.

The Food Services program was delighted to receive the coveted "A" rating for their Food Safety Audit.

In 2011 CCA took over the management and operations of The Shack and thus added 'youth services' to its many programs.

CCA hosted a Seniors Week celebration with a High Tea. It was a bustle of music and singing, food and dancing. At the event the Hon Victor Dominello MP and The Mayor of The City of Ryde Council presented CCA with a "Continuing Support of Seniors Week" certificate of appreciation.

Vanessa Sokalik, a staff member of The Shack, was thrilled to receive the Epping Rotary "Pride of Workmanship" award.

The Chinese Leisure Learning Centre was delighted to receive from the Eastwood Office of LJ Hooker a very generous financial donation for the purchase of a Karaoke machine for its newly introduced Karaoke class.

SIX DAYS A WEEK *PLUS* at CHRISTIAN COMMUNITY AID

Mondays

The fortnightly Monday Bus outings are a very popular event for the elders of our community. So far this year destinations have included Palm Beach, Drummoyne, Brighton Le Sands and the St George Leagues Club. The many dedicated volunteers make sure everyone has a great time.

On the other Mondays, lunch is held for the Armenian Speaking seniors where they enjoy good food, renew old acquaintances and maintain long term friendships. Volunteers have had the opportunity to learn a new language and culture.

Every Monday during school terms, the Leisure Learning program is held at West Ryde Uniting Church. Subjects like Tai Chi, water colours, singing and dancing, to name a few, are taught by volunteer tutors some of whom have been tutoring for over 20 years.

At the Gospel Hall on Shaftsbury Road and at Macquarie Park English classes are conducted for newly arrived migrants and refugees and anyone who has the desire to learn the language.

Tuesdays

The No Interest Loans Scheme, a micro credit program, operates every Tuesday at the CCA Eastwood office. The Scheme provides interest free credit with affordable repayments, for people on Centrelink payments, to purchase household and other essential items.

On alternate Tuesdays, people are given the opportunity to go shopping at Eastwood. Door to door transport is provided in the CCA bus. Volunteers on the bus accompany those who need a little bit of assistance with their shopping.

The Tuesday Picnic Bus provides out and about outings where seniors are able to enjoy guided tours of old homesteads, private gardens or protected animal sanctuaries followed by a picnic lunch. Destinations that seniors always enjoy include Elizabeth Farm, Governor Phillip Park, the Cafe Jacaranda located in the bushland of the Northern beaches and the Hawkesbury River Cruises.

Tuesdays

The General Leisure Learning and Chinese Leisure Learning programs provide a variety of affordable leisure learning courses for adult English and Chinese speakers. A stimulating, friendly and relaxing environment is created where adult learners develop new skills, nurture old hobbies and keep active socially, physically and mentally. Volunteer tutors support the program and continue to give unreservedly of their skills, dedication, enthusiasm and commitment. General Leisure Learning operates from a centre at North Ryde and Chinese Leisure Learning operates from a centre at Eastwood.

The Chinese Bus Outings that are held once a month include outings to appealing and well-liked destinations. The outings are a combination of sightseeing and lunching and have included visiting the Watsons Bay lighthouse then lunch at Fox Studios, going to Darling Harbour followed by lunch at the Fish Markets or viewing the decorations at Cabramatta then dining in a nearby restaurant. Bookings are essential for this very popular program.

New volunteer interviews are held every Tuesday. These volunteers become part of the larger group and are given every opportunity to serve the community.

Wednesdays

The Cantonese Lunch Group meets every alternate Wednesday. Door to door transport is provided on request. The group starts with morning tea, followed by Tai Chi. At each meeting birthdays and special days are commonly celebrated as well as entertainment by an array of artists including local school choirs, Chinese Leisure Learning dance groups or jewellery making demonstrations. Clients can bring their own lunch or alternatively pre-order lunch through CCA.

The Jacaranda Room operates once a month and is designed for seniors to participate in structured computer, art and craft activities, access relevant information, watch timeless movies, engage in board games or a game of cards and, importantly, share knowledge and life stories with each other.

English conversation classes are held at Macquarie Park.



Students enjoy photography classes at the Chinese Leisure Learning Centre



Students perfect their skills through the Leisure Learning program



Chinese Bus Outings are a combination of sightseeing and lunching



The Cantonese Lunch Group meet fortnightly

SIX DAYS A WEEK *PLUS* at CHRISTIAN COMMUNITY AID

Wednesdays

Chinese Leisure Learning is held at Eastwood. It has been so popular that the record breaking increase in enrolments has led to an expansion with new courses and extended hours of operation.

Thursdays

The Leisure Learning program operates on Thursdays in Eastwood. The classes present opportunities to perfect existing skills, learn new interests and see hobbies in a new and different way. The singing and acapella groups use their talents to perform regularly at nursing homes. There are groups of knitters that knit squares which are made into blankets and given to a range of charities. Over ninety tutors offer an extensive range of courses. All courses are well-received however; the art classes and bus excursions always prove to be very popular.

Fridays

English Conversation classes provide students, from different backgrounds, social support as well as an opportunity to improve or maintain their English language skills. These classes are held at the Eastwood Gospel Hall.

The Friday Lunch Group meets fortnightly at the Eastwood Community Hall. Volunteers make sure seniors have the opportunity to participate in activities that create loads of enjoyment and tons of laughter.

On the alternate Fridays, the Farsi speaking group meet to share food, engage in a variety of social, educational and fun activities. They also spend time learning the English language.

Saturdays

Saturday Lunch Group provides the senior members of our community the opportunity to meet up with friends and go out and have some fun. Door to door transport is provided to different venues in local and surrounding areas. The group enjoys a hearty lunch at buffets, bistros and cafes where a great chat and a laugh is always on the menu!

Youth Services - The Shack

The Shack is a safe, supervised meeting place for young people from Epping and surrounding areas where they can interact with others, enjoy social and recreational activities. The Shack operates as a drop-in centre for young people and their families, free from drugs and alcohol, providing referrals, social activities, counselling and case work. Workshops are held on issues relating to drugs, alcohol, computers, health, fitness and other relevant topics. Much needed practical assistance in the form of food and clothing is also provided.



The Shack is a meeting place for young people

Food Services

Mid-day meals are delivered to clients and their carers living in the Ryde Local Area everyday, including Christmas Day. The caring volunteers deliver more than a meal, they deliver a warm smile and kind words and, also report any concerns regarding the client's welfare or, any additional support clients may need.

There is a choice of receiving a meal hot and ready to eat, chilled to be heated for later or frozen for a meal in advance. The extensive range of healthy meals includes the very popular roast with gravy and vegetables, Asian, Italian, Indian and dietary and culturally appropriate meals.

For those unable to travel on the shopping bus, arrangements can be made for a volunteer to collect the client from their home and assist them to shop. Those that are housebound volunteers are available to shop for them. The third option is phoning through a shopping list and a staff member will order the required items from Coles. You must be home for the delivery. CCA does not charge for this service however, the Coles delivery charges do apply.



The English Conversation classes helps students improve their language skills



The bus shopping program enables seniors to undertake their own shopping

Transport

Every day transport is organised for clients to attend a range of health related appointments with doctors and specialists, dentists and optometrists, hospitals and clinics. When drivers are available transport is also offered for clients to attend additional non health related appointments such as the hairdresser, the bank or to visit family members in nursing homes. This service is made possible through the generosity of volunteer drivers.



Volunteers provide an invaluable Transport Service

SIX DAYS A WEEK PLUS at CHRISTIAN COMMUNITY AID

Financial Counselling

Financial Counselling staff assist people who are experiencing financial stress and/or who need information relating to credit card and debt. The service encourages self-reliance and offers assistance in financial, business and par-legal matters as well as providing skills in money management. Financial Counsellors provide face to face and / or telephone interviews in a professional, confidential and supportive manner. Staff and volunteers are all qualified and members of the Financial Counsellors Association of NSW.

Aged Services

Aged Care Services offers a Telephone Linkage service for those who are isolated and a range of other services like, home visits, weekly social outings, recreation activities, referral alternatives and carer support. To assist seniors with services that keep them independently living within their own home the program continues to expand. The dedication and support of all volunteers continues to contribute to supporting seniors to participate in community life.

Community Settlement Services

Staff in the Community Settlement Services program, assist and support newly arrived migrants and refugees in the local area. Assistance can be in the form of employment, accommodation, education, English classes, Centrelink and social integration. This program supports the Chinese Group, Korean Women's Group and Iranian Group.

Social Welfare and Emergency Relief

This program supports clients from our local community who are experiencing financial hardships. The program provides material aid in the form of food parcels, food vouchers, assistance with bills and other essential expenses. This year the program has assisted more than 200 individuals and families.

Family Day Care

The past year has seen Family Day Care undertake the final steps towards being fully integrated within the national Education and Care Services system that includes all types of early childhood services, long daycare, preschool and out of school care. Educators working in the Scheme are required to be qualified as Early Childhood practitioners. There is a clear emphasis on planning experiences for children to help them achieve the learning outcomes reflected in the Early Years Learning Framework. These outcomes are supporting children to become confident, involved learners and communicators with an awareness of themselves, their wellbeing and their connections to the greater community. The Scheme's newly revised Philosophy not only supports these outcomes, but also supports continuing partnerships with families, the community and support agencies. Through this the child's family is acknowledged as being their first and foremost important teachers. The compliance and assessment visit under the new system is scheduled sometime during late 2012.



Financial Counselling is a free service



Inside a Family Day Care Educator's house



Children enjoy an excursion to the Fire Station



Volunteers receive the "Medical Transport Drivers" award from Rotary



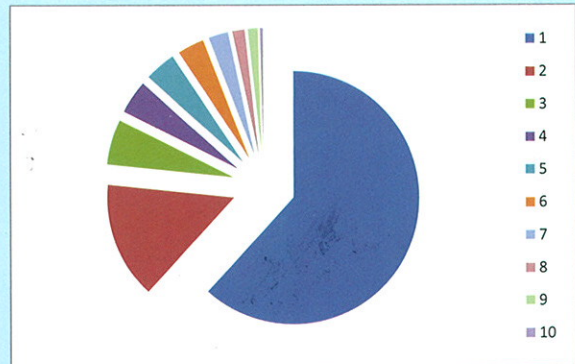
CCA receives a "Continuing Support of Seniors Week" certificate

FINANCIAL STATEMENTS

For The Year Ended 30th June 2012

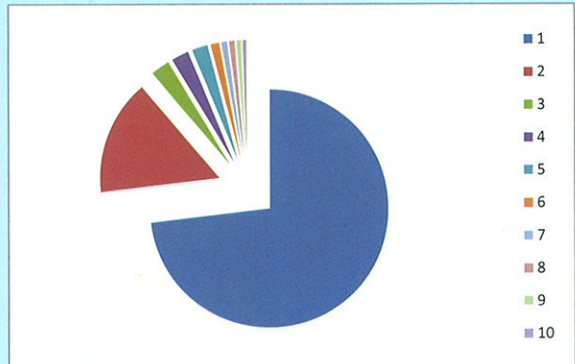
INCOME

	2011/2012	
1. Government Grants	1,771,741	61.8
2. Administrative Levy (Family Day Care)	427,129	14.9
3. Meal Receipts	166,671	5.8
4. Interest Income	122,290	4.3
5. Donations	115,028	4.0
6. Course Fees	97,205	3.4
7. Childcare Income	72,877	2.5
8. Transport receipts	45,295	1.6
9. Fund Raising	37,632	1.3
10. Other Income	12,066	0.4
TOTAL INCOME	2,867,934	100.0



EXPENSES

	2011/2012	
1. Employment Costs	2,111,078	73.1
2. Programme Expenses	453,754	15.7
3. General Expenses	75,250	2.6
4. Facility Expenses	68,476	2.4
5. Transport Expenses	61,812	2.1
6. Telecommunication Expenses	34,019	1.2
7. Professional Fees	24,313	0.8
8. Voluntary Expenses	22,541	0.8
9. Technology Expenses	19,764	0.7
10. Marketing Expenses	15,714	0.5
TOTAL EXPENSES	2,886,721	100.0



Helping to celebrate 100 years of service, the Eastwood Commonwealth Bank donated a computer and printer to CCA



On behalf of The Shack, Jackie Pettit accepts a donation from Epping Rotary



Volunteers receive training from qualified instructors



The annual Volunteers Thank You event brought together over 100 volunteers to enjoy refreshments and lively entertainment

STAFF TEAM MEMBERS at CHRISTIAN COMMUNITY AID

Management Financial Counselling

Heather Pinto
Amanda Worgan
Jan Wakeley
Janice Francis
Moya Silcock
Petrana Barac-Dunn
Sue Drake-Brockman

Alessandra Amico-Smith
Brenda Turner
Cora Cardenas
John Buscall
Linda Sterling-Levis

General Leisure Learning

Gabriella Celeste

Administrative and Corporate Services

Brana Jovanovic
Elaine Sherwood
Jill Gumbley
Julia Villaran

Home and Community Care

Adelaide Collisson
Aileen Lingard
Carmen Miu
Cheryl Price
Fiona Ting
Kenny Lee
Kylie Minahan
Maree Prentice
Marie Wilkie
Susmi Polavaram
Sylvia Murray
Win Sun

Chinese Leisure Learning

Ying Carruthers

Community Settlement Services Scheme

Rosey Singh
Shohreh Nourouzi

Family Day Care

Debbie El Hazouri
Diane West
Grace Camilleri
Julie Parnham
Kim Harte
Pam Bennett
Richard Abrahams
Sue Bryant
Suneetha Leelaratra
Sylvia Fan
Viji Venkatachalam
Vicki Saarinsen
Wendy Grey

No Interest Loans

Dianne Ede

Social Welfare

Kylie Minahan
Rosey Singh

The Shack

Jackie Pettit
Vanessa Sokalik



West Ryde Office

2 Dickson Avenue West Ryde NSW 2114
Phone: 9858 1377



Family Day Care

10 Lakeside Road Eastwood NSW 2122
Phone: 9874 0066



The Shack

3 Pembroke Street Epping NSW 2121
Phone: 9876 3543



Food Services Kitchen

159 Shaftsbury Road Eastwood NSW 2122
Phone: 0448 878 489



Christian Community Aid

12 Lakeside Road Eastwood NSW 2122 Phone: 9858 3222
Website: www.ccas.org.au Email: administration@ccas.org.au