

Annual Report 2018-19



CCA
Enabling better lives.

Our Vision

Every Australian community, the families, children, young people and the elderly, thrives.

Our Mission

Engage vulnerable and disadvantaged Australians to enable better lives.

Engage with the community to enable better lives.

Welcome to Country

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

Our Values

Respect

We acknowledge and honour the fundamental value and dignity of all individuals. We pledge ourselves to creating and maintaining a society that respects diverse traditions, heritages, and experiences.

Strengthening Community

CCA facilitates individuals and communities to support and sustain each other.

Integrity

Integrity underpins CCA's service provision. We act honestly and ethically. We are trustworthy and accountable in all interactions. We are custodians of resources for the benefit of the community.

Social Justice

CCA is inspired by Christian values of love, care, service, inclusion and valuing the individual. Our work is underpinned by a commitment to advancing the wellbeing of individuals, communities and our society as a whole. Everyone has a right to economic, political and social opportunities.

Cooperation

CCA practices collaboration and participation.

Independence

CCA is an independent organisation committed to being open, transparent and autonomous.

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Enabling better lives.

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Summary of the Year



54 years
serving the community



10,000+
individual clients served



44,000+
meals provided



800+
food parcels distributed



100+
community learning courses



20,000+
volunteer hours



Welcome

50+ Years of Enabling Better Lives.

Christian Community Aid (CCA) has a strong tradition of an effective community engagement model providing concrete support for vulnerable and disadvantaged people in our communities. Our vision is for a society where everyone can live a fulfilling life. We know the needs in our communities and when people are in crisis, they come to us for help. Everything we do is underpinned by the skills of our staff. For more than 50 years our organisation has been providing quality life changing services to some of the most disadvantaged members of our communities. We work with children, young people, families, and individuals experiencing disadvantage, as well as the elderly, migrant communities, asylum seekers and people with disabilities.

We are delivering our promise set out in the strategic plan. CCA is innovative and linking priorities to action and delivering quality services that offer value for money to funders. At CCA we never stop learning and evolving. In the past 3 years, we have been building our organisational capacity and capabilities. CCA's strategic plan, builds from the strong foundations established from previous years, defining the impact we want to achieve and helping us to bring our vision to life. We adopt effective strategies from local and international research to help identify interventions that address the multiple complex needs of the people we serve.

Leadership from the CCA Board of Directors has been crucial to our achievements over the last year. Our Board works closely with our senior management. They ensure everything we do aligns with the objectives of our strategic plan and we are accountable and responsible in managing our resources.

We have recognised that achieving our goals requires a shift in the way we work. This year we continued

embedding innovative principles and practices that add value throughout our organisation to support effective and efficient systems. We are part way through this planned transition as reflected in this year's operating deficit, where we are attracting new clients and balancing limited budgets and consumer choices. This represents our investment in creating a sustainable organisation for the long term. We have launched a collaborative partnership with AlphaSys to enhance our data system for effective decision-making and are committed to creating an efficient organisation to achieve our vision and ensure the best outcomes for our clients.

We know our work is only made possible by the generosity of our donors, supporters, partners and funders. With effort and proper investment, together we can tackle the challenges of poverty and disadvantage in our communities. Through our valuable work, CCA aims to provide people who are disadvantaged the tools they need to build a better future for themselves.

We are experts in the needs of our communities and knowledgeable about the services available. As in the case of migrant communities, we have formed collaborative partnerships to design and deliver programs that address gaps in much needed services.

There are many challenges along the way that are not always easy to solve when engaging with families in need. For that reason, we are committed to engaging our partners in collaborative efforts necessary to improve the lives of children, young people and their families. CCA supports families who are struggling with life's challenges to get back on their feet; so they can be the best parents and carers.

Our programs are staffed by early childhood specialists, therapists and family support staff who use and adapt

a variety of evidence-based programs, client-centred activities and practices to improve outcomes for children, young people and their families.

At CCA childhood is an important stage in life. Our Early Education Program 'Family Day Care' supports all aspects of a child's wellbeing and optimal development, engaging parents as the most important educators in their child's life. We purposely develop supportive relationships and learning experiences that prepare children for life. Our educators are vital in helping parents with the important job of raising children, whilst providing for their needs. As such, we are in an ideal position to ensure children have the social, emotional, mental and spiritual wellbeing to reach their potential in life.

We support disadvantaged children and young people in our community as they can't choose their circumstances.

We are incredibly proud of our progress this year. In partnership with Relationships Australia (RA) under the *Ready for Life-Ready for Success (RFLRFS)* model, we work collaboratively with schools and reinforcing our relationship with parents. We strengthened our connection with Macquarie University, bringing rigour and realignment to our service system; ensuring we had the latest knowledge in research. Our partners provide a different set of skills and strengths, so together we maximise each other's ability to effectively obtain sustainable results for our community.

Together we share our expertise of working with local communities as well as our extensive community outreach. We like to take this opportunity to commend our funders for their leadership, commitment and vision for our community.



Ageing can be a beautiful process, but without caring assistance at home, some may fear a loss of dignity and independence. CCA's 'Aged and Disability Services' are designed to support older people and people with disabilities to stay in their own home. Our staff work with senior people, people with disabilities, their carers and families providing them quality, reliable and caring support services.

Ageing can lead to an increase in the number of people at risk of chronic diseases, particularly when retirees become socially isolated and lose a sense of purpose in life through changing circumstances. Many seniors are faced with feelings of frustration, anxiety, depression and isolation. Our 'Community Learning' program provides for the much-needed social network,

mental and physical stimulation to equip the retirees and seniors during this critical period of change.

A shining light lifting our community.

CCA truly values our staff, volunteers, partners, funders and supporters, who are genuinely the forces behind CCA's achievements. We thank the vital support provided by the Department of Health, Department of Social Services, NSW Department of Communities and Justice previously known as NSW Department of Family and Community Services, City of Ryde Council and City of Parramatta Council.

Throughout this report, there are examples of the important work CCA

has undertaken across our community. The depth and breadth of the concrete work, across age groups, and the support we have from the community, remains a source of strength in the pursuit of our mission for engaging communities to enable better lives.

Michael Lum
President

Heather Pinto
General Manager

Our Board



Michael Lum
President



Peter Garrard
Vice President



Jessica Chapman
Vice President



Vahé Hamparian
Treasurer



Stephen Kemp
Secretary



Narelle Barker
Board Member



Justin Li
Board Member



Tony Tang
Board Member



Our Goal

is to become leaders in our chosen sector by increasing our professionalism and continuing to grow and provide more services to ensure excellence and secure sustainability.



Early Childhood

CCA Family Day Care (FDC) is leading in quality Early Childhood Education for more than 40 years.

We offer families and children high quality, home-based early education from birth to 12 years.

Research shows that babies who receive affection and nurturing from their parents develop a relational-level protective factor. This gives them the best chance of developing into children, teens and adults who will be happy, healthy and be able to self-regulate and solve problems easier.

“The early childhood years are crucial to each child’s future. As educators, one of our most important roles is to help each child reach their potential. What we do now contributes to future success and happiness.”

Early Years Learning Framework

Infant brains develop best when a few stable caregivers work to understand and meet their need for love, affection and stimulation. Also a consistent relationship with caring adults in the early childhood years is associated with better educational grades, healthier behaviours, more positive peer interactions, and an increased ability to cope with stress later in life.

As children grow, nurturing by parents and caregivers remains important for healthy physical and emotional development.



We strive to support families and meet community needs by providing a range of child-centred services. These include long day care, weekend care and overnight or occasional care. Our qualified Educators confidently reflect our diverse local community and continue to evolve and expand our offerings to meet the ever-changing needs.

Our Educators work in their own homes providing small group care and a program of engaging activities and foundational learning experiences; building success for life.

Our Educators have a thorough working understanding of the *Early Years Learning Framework (EYLF)*, they understand that children’s learning is dynamic, complex and holistic. All aspects of development are integrated across the curriculum, to enhance and solidify children’s learning and growth through play.

“As an educator Shweta is highly professional, dedicated, experienced, intuitive, communicative and committed. As such the quality of her care is excellent. We love getting updates and pictures from her throughout the day to keep up with all the activities they did. We would highly recommend Shweta!”

Play is fundamental to the concept of integrated teaching and learning. It is through play, children learn to make sense of and construct ideas about the social and natural world – the people, places, objects and experiences they come across every day.

Children learn most in their early years from the adults with whom they have the closest relationships. When children, within their families and the local community, are provided with opportunities, experiences and

Activities FDC run or collaborate in:

- Play in the Park
- Play Session for all FDC Educators and Children
- Sound Scouts (Hearing Test App)
- Monthly Play Sessions for Young Mums in supported accommodation (partner with Parramatta Mission)
- Transition to Kindergarten
- Bi-Annual Educator Conference
- The Magic of Storytelling Playgroup (partner with the Northern Centre, Integricare and United Ways)
- Little Learners Supported Playgroups (partner with Relationships Australia)

encouragement, their learning and development are positively supported.

As such, in FDC we believe in the quality of our services and the educational programs we provide for all children, irrespective of ability. These programs enhance child development; Language, Physical, Social, Emotional and Cognitive Development.

This year FDC has provided high-quality care and education to more than 450 children. CCA’s unwavering commitment to and investment in our staff recognises and acknowledges their hard work which speaks to our sustained Educator retention rate. This, in turn, directly impacts the quality outcomes for children and families in the community.

We believe unequivocally that parents and families are their child’s first teachers, and that working in a collaborative partnership with them is imperative. Quality outcomes for



children are best realised when a direct link between home and day care is created. The benefits are numerous, including that of breaking down the barriers of accessing services which prevent children from experiencing high-quality early education.

“Our family has known Jasmine for 3 years now, both my kids are attending to this lovely, caring, nurturing family day care. Jasmine is just amazing, it gives me such peace of mind knowing my kids are safe, happy and are being educated well. Jasmine invests a lot of time creating games and activities for our kids which are age specific. My eldest who is almost 4 has learnt the alphabet, numbers, crafting activities (how to hold scissors), writing (how to hold the pen), painting and coloring. She is extremely patient with kids and teaching them to be organised and disciplined. Both my kids love her so much and they don’t want to leave during pick up times. I’d highly recommend to anyone who is after family day care.”

This was the motivation for our *Play in the Park* program, which invited families in our community to participate in play-based activities. These activities maintain a strong

focus on interactions between children and their parents and caregivers, as well as for our Educators and the children in their care to liaise with their local community. *Play in the Park* offers all children the opportunity to connect with the natural environment, scaffolding more risk taking in play and encouraging children and Educators to respect the earth and reduce our impact on it.

Our further collaboration with local not-for-profit organisations, for programs such as the *Young Mum’s Play Sessions* and *The Magic of Storytelling Playgroup*, has enabled us to further increase our social impact. We have been able to deliver greater outcomes to our most vulnerable children and families, assisting them to gain greater knowledge and confidence in a wide variety of skills.

Moving forward, FDC recognises that engaging with families is ever-changing. As such, our staff are working tirelessly with Educators and families to support authentic connections to the child’s home environment, as well as educating families on areas of interest. These include a *Transition to Kindergarten* evening for families, in alliance and collaboration with the local primary school principal and *Tuning in to Kids* in collaboration with *Ready for Life-Ready for Success*.

FDC has plans to increase our Educator numbers. This expansion is driven by the desire for more children and families to access high-quality early education.



450+

children attending FDC



80+ educators



396

families and educators
accessing Toy Library



160+

play sessions supporting
1,200+ children

Children and Families

We can't do everything on our own, but together we can succeed.



7
programs



128
services delivered



2,400+
families reached

Ready for Life-Ready for Success (RFLRFS) model is based on a true collaborative partnership between CCA and Relationships Australia (RA). Although the two organisations use varying approaches to strengthening family functioning and wellbeing; both teams join forces as one, complimenting one another. We implement a comprehensive approach to engage and support more families and build their capacity to nurture and care for their children. RFLRFS is funded by the NSW Department of Communities and Justice (DCJ) previously known as NSW Department of Family and Community Services (FACS). Our service model is aligned to the Targeted Early Intervention (TEI) model and follows government policies.

Our clients are at the centre of everything we do. We use evidence-based programs and trauma-informed services and practices to promote meaningful results in social and emotional wellbeing, for the children, young people, families, and communities we serve. Our vision is to provide the best opportunities for children, and young people to be “Ready for Kindergarten, Ready for High School and Ready for Tertiary Education and/or Employment and ultimately to live a productive and fulfilling life”.

To reach our vision, as part of a child’s “nurturing networks”, we have built strong relationships with school staff, Macquarie University and other community organisations. Providing trusted information, strategies and resources; together we take a planned approach to co-design programs that support and strengthen vulnerable

families and promote the wellbeing of children and youth.

Over the past year, CCA and RA have delivered seven different programs and have served 2,409 families in just *Kindergarten Connections (KC)* and parenting programs alone.

We know that when parents are engaged with their child’s school, children thrive academically, socially and emotionally. As such, RFLRFS delivers *KC* to numerous vulnerable primary schools within the Northern Sydney district. We invited families into their child’s classroom to strengthen their confidence in engaging with their child’s school, teacher and the education system. The program is designed to increase parent’s knowledge on the importance of play and to coach them on fun play-based activities that support their development and love for learning. Thus, creating stronger bonds between families and their children.

“It is so good to know more about my child. What he is doing in the school and how the teacher helps them to develop their fundamental knowledge when they just start kindergarten. It gave me a good opportunity to connect with the school.”

Families who immigrate to Australia bring skills, talents, and cultural traditions that can enrich our communities. However, Culturally And Linguistically Diverse (CALD) families also face stressors that may, in some

cases, threaten their child’s safety and wellbeing. Leaving behind one’s home, friends, family and community for life in a new country requires tremendous courage. Our team support CALD families in ways that build hope, strengthen communities, and improve the wellbeing of children and youth.

“A good environment for shared learning experiences between parent and child.” KC

A strong relationship and secure emotional bond between children, young people and their caregivers, is critical. It can affect their physical, social, and emotional development, including their ability to form trusting relationships and to exhibit positive behaviours. Helping parents learn and practice the nurturing skills that lead to strong, secure attachments is a well-supported pathway to positive outcomes for children and young people.

Many parents can cope with the stress of everyday life, have the flexibility and inner strength to bounce back and they know when to seek help. Parents’ own behaviours serve as a model of coping

Programs:

- Kindergarten Connections
- Parent Engagement
- Circle of Security™
- Triple P (Positive Parenting Program)™
- Tuning in to Kids™
- Tuning in to Teens™
- Little Learners



with life stressors for their children; learning critical self-regulation and problem-solving skills.

Parents' own experience of childhood trauma impacts their relationship with their children. Multiple life stressors, such as marital conflict, substance abuse, domestic violence and financial stressors can reduce a parent's capacity to cope and effectively raise their children.

Our programs support parents to develop concrete parenting skills that help children and youth function well at home, in school, at work, and in the community, today and into adulthood.

Parents are coached on how to use their own inner strengths and resources as a foundation for building essential protective factors. These include resilience, social connection and knowledge of parenting and child/youth development, that help families to parent effectively.

Parents who have participated in

our programs have indicated such things as; that they feel better able to handle anger and emotional outbursts from their child, they better understand the importance of self-care in parenting, that they feel more confident in their understanding of their child's emotions and that they have gained a greater understanding of the importance of emotional intelligence, not just IQ (Intelligence Quotient).

"I'm so appreciative that this course has been introduced to parents. It definitely has improved the way I communicate with my children. I feel like I'm a better parent than before."
TINT

We also offer Parenting programs at Wiyanga House, in partnership with Community Migrant Resource Centre, at a refuge run by Parramatta Mission for young mums and pregnant young women.

Looking to the future:

As we provide a flexible framework, we are continuously growing and improving our quality of service by providing up-to-date training for all facilitators. We plan to achieve greater engagement by introducing our Emergency Relief service to our programs and providing more targeted support for disadvantaged families to our schools. Together with our partners, we look to the future to provide more ways of allowing all people to succeed in life.

We thank the children, young people and families we support, for their commitment to achieving better futures for themselves. We acknowledge and thank all the schools we work with and other organisations we partner with as well as our broader community; together we are building a more inclusive community.

Youth

Supporting our young people to build an amazing community.

Programs:

- Cooking Club
- Homework Club
- LGBTIQA
- Breakfast Club
- Wellbeing Days
- FRIENDS Resilience™
- Counselling

Navigating through the teen years can be challenging, so in partnership with Relationships Australia (RA), *Ready for Life-Ready for Success (RFLRFS)* provides *Wellbeing Days* to schools to offer young people an opportunity for a safe place to learn about emotions.

Research shows that one in seven young people aged 4 to 17 years old experience a mental health condition in any given year.

To support young people, we outreach and provide innovative services and programs tailor made to improve mental health, general wellbeing, family support, healthy relationships and educational outcomes for children, youth and their families.

Wellbeing Days are used as a tool for supporting students to build their resilience, self-management, self-care and emotional regulation skills. Through this, our young people are empowered by strengthening their interpersonal skills, increasing emotional literacy and promoting a sense of personal responsibility; fostering skills for life.

Additionally, the *Breakfast Club* is one of the many programs to support international students at school with their various needs. Students from overseas are isolated from family and are at risk of bullying from their peers due to language barriers.

To help break down these barriers,



our breakfast program is designed for newly arrived students to encourage communication and connection with school staff and other students. Through this, students experience improved self-esteem, strong positive connections with peers, support from non-parent adults and increased school attendance; enabling them to succeed socially and academically.

Research shows that people who belong to the LGBTIQA+ community are up to 14 times more likely to attempt suicide. For that reason, in partnership with Parramatta Council and Parramatta Artists' Studios, we co-designed an art group for youth

that identify with the LGBTIQA+ community. Social support and community connection play an important protective role in reducing the effects of risk factors that may be encountered by this vulnerable group. The art group provided a safe and inclusive space for young people to work on building self-identity, social identity, community connection and the idea of belonging.

Through our Youth Centre 'The Shack' in Epping and from 'Our Space' in Eastwood (Ryde Council Youth Centre), we have provided tailor made programs that build young people's life skills and prepare them for the future.



These have included the *Cooking Club*, school holiday activities such as billy-cart building, movie making classes, exercise and health classes, as well as guitar lessons and homework support. Through these activities we have engaged young people and their families creating a socially inclusive space for young people to find support and develop skills.



9
programs



6
high schools



1200+
youth
supported



Support Programs

Those in need know us and come to us in their time of crisis.



Australia is often referred to as the 'lucky country', enjoying peace and prosperity for many years. However, many people are finding it hard to cope financially with rising unemployment, unaffordable housing and increasing energy costs.

Some of the most vulnerable people in our community are experiencing unacceptable and growing levels of poverty making them unable to meet their day to day needs. Not many people are aware that an unemployed single adult receiving *CENTRELINK Newstart Allowance* lives on \$39.69 a day; struggling to pay for essentials such as food and housing, not to mention putting away cash for an emergency. On top of this, looking for

work takes time, money and effort. This difficult reality condemns some of our fellow Australians to food and housing insecurity.

When families basic needs are met (for food, clothing, housing, and transportation), they have more time and energy to devote to their children's safety and wellbeing. When parents do not have steady financial resources, lack a stable living situation, or face a family crisis, their ability to support their children's healthy development may be at risk.

Poverty in a prosperous country diminishes us all. Issues like illness, violence, death in the family and homelessness can suddenly cause

people in our community to be impoverished. We recognise early intervention and prevention can support those in need as the most effective way to tackle the challenge of financial insecurity in our community.

CCA Community Hub delivers a number of programs that provide client-centred, concrete support for families and individuals whose economic opportunities are limited and need immediate or ongoing support that build their capacity to change their existing course of life. Our programs aim to provide disadvantaged families and individuals real opportunities to succeed and lead independent lives.



497
clients



881
food parcels
given out



452
volunteer
hours

Emergency Relief

CCA's *Emergency Relief (ER)* program aims to provide truly concrete outcomes for people facing an immediate crisis or ongoing disadvantage. Our approach is strength-based, building clients' resilience and developing their ability for self-reliance.

"I feel that saying thank you is not enough. You are angels that were there in my time of need, and all I can say is thank you. I will never forget this help you have provided."

This year we successfully secured funding for this vital program from Department of Social Services, NSW Department of Communities and

Justice previously known as NSW Department of Family and Community Services, City of Ryde Council and City of Parramatta Council, as well as the support from community organisations and individuals.

Our *Good Samaritan Fund* program provides food parcels and food vouchers, ensuring people's immediate needs are met until longer-term solutions are found.

Over the past year, there has been a significant increase in service demand, with more clients accessing our services. Those in need know us and come to us in their time of crisis.

The work and commitment from our

valuable volunteers have increased our capacity to provide these much-needed services on more days to different CALD groups and in different areas. Our staff, volunteers and supporters are providing a shining light in the client's darkest time.

"I truly appreciate all the help that the CCA organisation has given me, and it really has helped enormously and prevented a major crisis. I am exceptionally grateful."

We have also extended our ER program, offering an outreach service at Cumberland Women's Health Service in the Parramatta area.

No Interest Loans Scheme

CCA in partnership with Good Shepherd Microfinance provides the *No Interest Loan Scheme (NILS)*. This is a community-based program offering loans for the purchase of essential goods and services to alleviate clients' financial stress. The scheme gives people on low incomes safe, fair and affordable loans of up to \$1,500 for whitegoods, as well as education and medical expenses. Our amazing volunteers can assist clients by checking their eligibility and completing the application process,

increasing access to services and lessening the burden for clients.

Our NILS program increases clients' access to essential items that we often take for granted. However, without these items clients' standard of living can be affected dramatically. For example, NILS helps to access things like a refrigerator, without this essential household item, people lose the ability to store fresh food and may put them and their family at risk of malnutrition.



96
appointments



243
volunteer
hours

Support Programs

Community Store



Lack of food can significantly impact the quality of life, wellbeing and maintaining a social connection.

According to latest research, approximately 4 million Australians have the daily struggle of choosing to pay for their bills, buy food or can only afford to feed their child but not themselves. In our community, not everyone is fortunate enough to provide a nutritious diet for themselves and their families.

CCA's *Community Store* provides the community with nutritious produce at a highly discounted price, giving a crucial assistance in alleviating clients' financial stress and preventing malnutrition in the community.

Our *Community Store* has seen around 25% increase in clients this past year. The valuable support of our volunteers and Meadowbank TAFE students made it possible to meet the needs of our clients. Also, our amazing supporters, including Food Bank NSW & ACT and Oz Harvest, the donations from churches and businesses, have supported our mission of enabling a more inclusive and fair community.

Through our *Community Store*, we have enabled community members who are in financial struggles to have the choice of nutritious food for their families. The positive social atmosphere in our store gives clients much-needed social connection and information on social services they can access, maintaining their dignity in times of need.



169
clients



756
store visits



596
volunteer hours

Client Story:

Client lives in a housing unit in Eastwood. During the phase of her life where she had to stretch \$40 to last for a week, she experienced extreme food insecurity and would often skip meals.

CCA's *Community Store* has helped her maintain food security and she is now eating 3 meals a day most, if not all, days. She values our *Community Store* and CCA as a whole because of "the intangibles". She said that she keeps coming back because of the way the staff treat people. "People bend over backwards to help in any way they can."

She loves our *Community Store* and has recommended it to several friends who are going through hard times, because of the highly discounted food.



Financial Counselling

Financial struggles can impact anyone at any time; putting them at risk of throwing their lives off course by an unexpected event. CCA *Financial Counselling* program aims to alleviate financial stress that sometimes can precipitate serious debts for people and their families.

Our program enables clients to make informed financial decisions and ultimately increase their financial resilience. Often in partnership with governments and non-government agencies, we focus on improving outcomes for the most vulnerable children and families in our community.

Our exceptional volunteers who are

qualified Financial Counsellors, provide free, independent and confidential counselling and advocacy to our clients. Using a holistic approach, our Financial Counsellors help our clients by providing advice on options the clients have, advocate on the clients' behalf and negotiate with their creditors.

This year we introduced *Financial Literacy* programs at Wiyanga House, North Parramatta Public School and for a CALD women's group in Merrylands. These services aim to increase the community's financial resilience and act as an outreach service, providing the needed counselling to a broader audience.



734
casework
hours



25
community
sessions



940
volunteer
hours

Aged and Disability

“CCA is taking care of the community very well, we could not survive without you. Thank You CCA.”



CCA provides support services to senior elders of our community since its beginning over 50 years ago. We also provide services to assist people with disability in their daily life enabling them to participate in the community and reach their own goals.

We have a responsibility to take care of our seniors. International and national research indicates that practical help and support in the home is a key factor to the elderly's physical and emotional wellbeing.

In our community many older people are independent, active and living fulfilling lives, however for some ageing has brought frailty and isolation. They are experiencing ill-health, including chronic illness, malnutrition and injuries resulting from falls. About one in three seniors in our society has Alzheimer's or dementia by the end of their life.

Our professional staff provide quality, reliable and caring support services to vulnerable older people and people with a disability which suit their individual needs. Our programs are designed to maximise clients' independence,

supporting them to continue living in their own home, surrounded by people they love in an environment that is familiar to them. Without our caring assistance, our clients would face a loss of dignity and independence.

Our approach is client-centred and we build relationships with our clients and their carers to assess their needs. We empower our clients by giving them choice and flexible services to meet their requirements. We enable clients to function well physically, socially and emotionally, and support them to live independently in the community. We provide advocacy to ensure our clients and their carers experience integrated support at the level of care that is required.

“My husband and I are very grateful for the services provided by CCA.”

We effectively work with our partners, such as hospitals, mental health professionals, government agencies and a range of support services, integrating interdisciplinary capabilities to extend our combined ability to meet

clients' needs and to provide best outcomes for them.

This year, once again, our volunteers have made an extraordinary impact in our clients' lives. Providing much needed practical support for our clients by taking the physical burden of washing and drying sheets, changing their linen and making their beds. Other volunteers deliver meals every day, driving our community bus for social outings, transporting clients to medical appointments or taking them out for shopping. Some volunteers make daily telephone calls to check on our clients' wellbeing.

This year our annual Satisfaction Survey received that 90% of clients rated Good and above for the level of enjoyment of our social activities. Our clients have noticed improved health and better nutrition from having our meals, gained companionship and felt more included when participating in our social activities. They also gained better access to the community by using our transport and shopping services. It was also noted they had peace of mind knowing we call them daily to check on their wellbeing.



44,000+
meals delivered
to clients



16,600+
hours of support
services



188
social outings



2,700
transport trips for client's
medical appointments



9,300
volunteer hours



Client story:

Our client Amy is 75 years old and lives alone after her husband passed away. Amy doesn't drive and finds it increasingly difficult to access services in the community. She also feels isolated. We provided Amy transport services for her medical appointments and she attended our social outings where she made new friends. With these services, Amy can retain as much independence as possible and stay at her own home.

Programs:

- Shopping Services
- Social Groups and Outings
- Individual Social Support
- Linen Service
- Telephone Linkage
- Counselling Service

We have extended our services with the support from our partners:

- In partnership with the Australian Chinese Charity Foundation, we have taken our valuable support services out to the community from a kiosk in Eastwood Plaza. Supports are provided in English, Chinese and Korean languages. Our aim is to increase access to social services for the most vulnerable people in our community.
- Grandparents Day. A half day event in Eastwood Library filled with fun play activities designed to support grandparents developing knowledge and improving skills on how to engage and build relationships with their grandchildren.
- To celebrate the 2019 Seniors Festival, we opened the doors to all seniors to try any of our Community Learning courses for free. Courses are provided to both English and Chinese language speakers and the students are culturally diverse.
- BE Connected: Get Online Week grant: A joint project with CCA Community Learning program, "keep in touch and stay connected" teaching seniors to use mobile technology like Facetime and Skype.

"The staff and volunteers are very caring and help at both the lunch group and bus outings."

Our staff are Culturally and Linguistically Diverse (CALD) that meet the needs of our diverse community with main community languages (Cantonese, Mandarin and Korean), providing written information in different languages that meet the needs of the demographics of our service areas.

A comment from our 2018 National Disability Insurance Scheme (NDIS) Audit Report stated it is highly commendable that we make information available in languages consistent with the demographics of the community. Our staff have assisted clients to navigate government systems such as My Aged Care and NDIS.

"I'm very happy with the meals and taking up meals with CCA is one of the best decisions I've made lately."

In addition to meeting all expected outcomes of the Home Care Standards as set out in the Quality of Care Principles and conforming to the requirements of the National Standards for Disability Services, our staff underwent further training to provide better services to our clients.

These include: Aged Care Quality Reforms, Consumer Directed Care (CDC), Mastering CDC in Your Organisation, Best Practice in Care – Person Centred Communication, Best Practice in Care – Wellness and Reablement, Trauma Informed Care, Mental Health First Aid, Interacting with People with a Disability, Accessing the NDIS, Dementia from a Public Health and Population Perspective, All About Allergens for Food Services and Cultural Appreciation.

Our volunteers continue to increase their capabilities through training such as: Volunteer Education – Dementia, Senior Driver Workshop, Boundaries for Volunteers and Working with Others Across Cultures and Manual Handling Training. CCA is committed to the ongoing development of our staff and volunteers, keeping them up to date with the latest research and evidence-based approaches to care for our clients.

Community Learning

CCA Community Learning has been a highly successful program for over 30 years.



CCA *Community Learning* has been a highly successful program for over 30 years, serving hundreds of retirees and seniors. We meet their social, mental and physical needs in a friendly, stimulating and structured environment which is known to contribute to successful ageing.

Many seniors are at risk of anxiety, depression and isolation. This program provides for the much-needed social network, mental and physical stimulation to equip the retirees and seniors to achieve better quality of life. Based on research, our program provides an active lifestyle to prevent and delay the onset of dementia that is required for happy and healthy ageing.

CCA *Community Learning* program provides the opportunity to boost their social connections, mental and physical health with highly effective structured activities.

Our dedicated and skilled volunteer tutors develop a trusting relationship with their senior clients. We embrace

our clients' strength, capabilities and interests through sharing, mentoring, learning and peer support in a friendly, stimulating and positive environment. Our seniors enjoy a sense of accomplishment as they work towards achievable goals and celebrate progress.

"I live far away in the Northern Beaches and come to Eastwood every Thursday to teach Latin. My students have a lot of serious learning and a lot of fun at the same time. The high point of the year is the Latin play which we presented at the end of the year Open Day concert."

Latin Tutor, Patricia

CCA *Community Learning* program provides a range of options for our clients:

- "Neurobics": a newly introduced course aiming to sharpen mental alertness preventing the risk

of Alzheimer's and dementia, enhance eye-hand coordination, develop creative problem-solving techniques, improve analytical, logical and critical thinking and improve memory and spatial awareness.

- Tai Chi, Pilates, badminton and table tennis: these are popular courses aiming to help clients stay active, improve physical coordination and agility, strengthen muscles and joints, and help to reduce the risk of cardiovascular disease, diabetes, and other medical conditions. Participation in team sports and recreation activities can also help to reduce stress, depression, anxiety and encourage team spirit and a sense of belonging.
- Special interest courses such as painting (oil and acrylic painting, watercolour, sketches pastel and mixed media), crafts (card making, knitting and needlework), photography, cooking, musical



instruments (*violin, guitar, ukulele and piano keyboard*), singing (*solo or choral*), dancing (*folk dances, Jazz and social dances*) and gardening. These courses are known to improve physical coordination, cognitive abilities and emotional wellbeing. They also enhance creativity, improve organisational skills, encourage goal setting, train patience and perseverance. Learning with peers in a group setting offers seniors opportunities to make friends.

- Computers and mobile technology: these courses upskill our clients with the “ever-advancing technologies”. Learning new skills is very important to keep the mind alert and stimulated and enhance problem-solving skills.
- Languages, history and culture: provide for the more “academically inclined” to learn new languages and cultures, to satisfy their inquiring minds, to share their knowledge and

express their views in a friendly and mentally stimulating environment. These courses encourage mutual understanding and acceptance. Whether one chooses to learn a new skill or to rekindle old interests, there are always opportunities to enrich, engage and enlighten oneself in these courses.

Besides the weekly courses, our *Community Learning* program also provides platforms and opportunities for our clients and tutors to showcase their artwork, talents and skills in the Open Day, Exhibitions and concerts every year. These public events not only serve the purpose of promoting the program, they also help to inspire and model positive learning attitudes and behaviour in the community.

The Combined *Community Learning* Program fosters a supportive and interactive learning environment that encourages mutual appreciation, understanding and acceptance among groups of different cultures,

languages and ages. The Combined Concert and Joint Art Exhibition are some of the projects being planned for in the future to facilitate this positive learning environment. Going forward, the newly combined CCA *Community Learning* program is in a better-than-ever position to deliver a competitive, affordable, sustainable and quality service to the target clients in our community.

“Thanks for organising this program for seniors like us. Since my retirement, this program has given me a reason to get up in the morning to do something and to meet someone. If I hadn’t had made the decision to attend this centre and keep myself active, I would have been confined to a wheelchair, pitying myself now.”
Simon, a student who attended table tennis and exercise classes for over 15 years



104
courses taught
in English and
Chinese



6 centres in
Eastwood,
Olympic Park
and Ryde



962
enrolled
clients



96
skilled and
dedicated
volunteer tutors



6,100
volunteer
hours

Front Office

The heart of the work at CCA is to provide hope and support to people in their moment of need.



"I enjoy helping people and knowing that my contribution makes a difference to people's lives." **Front Office volunteer**

Our front office, as the initial point of contact for visitors and clients, provides backbone support to our organisation. Our front office team, using a centralised information and booking service, identifies and delivers accurate support and information to vulnerable people in our community. Ensuring that when in crisis clients receive the best possible service.

"I really enjoy the family atmosphere of the office. It doesn't feel like a job at all. I enjoy helping the clients and staff." **Front Office volunteer**

Managing up to 80 calls every day, our staff and dedicated volunteers are unwavering in their commitment to improving client outcomes and advocating for social change. We

have also provided to hundreds of clients, Justice of the Peace service. Our clients value our willingness to listen, our use of open and honest communication and that we take the time to genuinely understand their needs.

"I definitely feel my voice is heard in this role. I feel the clients value my opinion and take on board what I say." **Front Office volunteer**

Each year we collect information from clients such as the type of services they require. This data informs and strengthens our teams' ability to make effective decisions, improving our capacity to assist our clients on the road to success.

"When I come here, the staff are always glad I'm here and feel comfortable that the office will be well looked after." **Front Office volunteer**

"I lived close by and was looking to re-enter the workforce after having children so I thought volunteering for CCA would be a good steppingstone. I enjoyed it so much I'm still coming back after moving out of the area." **Front Office volunteer**



15,000
incoming
calls



1,700
volunteer
hours



3,800
clients served

Our Teams

Aged and Disability Services



Family Day Care



Ready for Life-Ready for Success



Volunteers

A Shining Light

9,300 volunteer hours of Aged & Disability support services

96 Community Learning tutors with over **6,100** volunteer hours

4 Financial Counsellors with **940** volunteer hours

243 volunteer hours providing No Interest Loan service

2,230 volunteer hours of Community Support services

1,700 volunteer hours of Administration and Reception services

Lifting Our Community

Our Volunteers

When people volunteer, spirits are lifted with the opportunity to work with others.

An hour of a volunteer's time may not seem like much, but it can make a significant difference to someone's life. Sense of purpose is lifted when people see their efforts have helped someone. Confidence is lifted when people gain skills and experience through volunteering, helping them to find a job.

"A sense of worth"

The most recent feedback from a volunteer who assisted in various services said: "Volunteering in an organisation where staff are so friendly and kind and offering such good services in the community, has made me feel better about myself. It has given me a real purpose, thank you."

One of the challenges we are facing is that many volunteers found themselves having greater commitment to family than previously, which left them with less time to volunteer. Also, having acknowledged many of our long serving volunteers who are ready to retire or have done so. This in turn puts pressure on our current volunteers being called on to do more hours than originally anticipated which we are more than grateful. We are currently addressing the shortfall and how to accommodate those applicants who are wanting to volunteer outside work or study times.

"Opportunity to meet new people"

The theme of our Volunteer Thank You event this year highlighted our volunteers as "A Shining Light" in our community. The beautiful image of the flying lantern of different sizes and shapes reflects the diversity of community volunteers. It illustrates that when people volunteer together, the sky is the limit, in terms of what they can achieve.

CCA offers services that find our volunteers providing Financial

Counselling, building social connections through senior lunch groups and outings, tutoring Community Learning classes, providing transport to appointments, welcoming people's enquiries through the front door or the telephone. They are the "Shining Light" for those who are in need or who wish to connect with our services. They are playing an important role in shaping our community and building a better Australia.

"Valuable work experience"

Again, we would like to say Thank You to our *Extraordinary, Everyday Heroes* – *Our Volunteers* for their selfless service to our community and to our country. Volunteers – You Are the Shining Light – Lifting our Community.

Some of the outstanding achievements from our volunteers this year are:

- Ms. Maria Good, CCA Volunteer Financial Counsellor, has been awarded "The Annual Jan Petland Memorial Award" by "The Financial Counselling Australia" for her outstanding volunteer work of a Financial Counsellor.
- Ms. Wen Zhen Li, Community Learning Chinese Brush Painting Tutor was presented with The Silver Medal from "The Australian Chinese Artist" for her outstanding achievements in this field.
- City of Ryde presented the 2018 Volunteer Recognition Awards – Volunteer Group of the Year Certificate of Nomination to the CCA Back Office Group.
- City of Ryde presented the 2018 Volunteer Recognition Awards – Volunteer of the Year Special Commendation to our volunteer Karina Dentice.
- Certificate of Appreciation presented from Mr. John Alexander



OAM MP to CCA for the dedication of our volunteers and exceptional service to our community.

- Some of our volunteers were nominated for the NSW Volunteer of the Year Award (Adult Nominee – Central Sydney).

"New experiences"

Contact us on 02 9858 3222 to find out how you can become a volunteer.

Many opportunities are available: mini-bus drivers and helpers, drivers for meals delivery and client transport, drivers for shopping service and social activities, linen service drivers and helpers, Community Learning tutors, Financial Counsellors and administrative support.

"A sense of belonging"

Our Supporters

We are incredibly proud and honoured to have such generous and loyal supporters of our organisation. Your support has helped us make an impact in our communities, shifting the social climate for a better life.

Funding Bodies

- Department of Education (Commonwealth)
- NSW Department of Communities and Justice previously known as NSW Department of Family and Community Services
- Department of Health (Commonwealth)
- Department of Social Services (Commonwealth)
- City of Parramatta Council
- City of Ryde Council

Churches

- Beecroft Uniting Church
- Eastwood Baptist Church
- Eastwood Uniting Church
- Eastwood Uniting Church Friday Fellowship
- Eastwood Uniting Church Sunday School
- Epping Baptist Church
- Epping Church of Christ
- Epping Presbyterian Church
- Epping Uniting Church
- Lifeway Lutheran Church
- Macquarie Anglican Church
- Marsden Road UC Congregation
- Marsden Road Uniting Church
- North Ryde Community Church
- Rotary Club of Carlingford Inc.
- Ryde Congregation Church
- Ryde Presbyterian Church
- Sovereign Grace Bible Church
- St Aidan's Church West Epping
- St Alban's Anglican Church Epping
- St Kevin's Parish Eastwood
- St Phillip's Anglican Church Eastwood
- West Epping Uniting Church
- West Epping Uniting Church Ladies Fellowship
- West Ryde Baptist Church
- West Ryde Community Church
- West Ryde Uniting Church
- Uniting Church Marsden Road

Organisations

- Akay Contracting Pty Ltd
- Allan Walker Village Carlingford
- Australian Chinese Charity Foundation
- Beecroft Hairdresser
- Beecroft Women's Probus
- Bendigo Bank Epping
- Brightside Business Aid Pty Ltd
- BWS Turramurra
- Cake Decorators' Guild of NSW Inc.
– Sydney Branch
- Carlingford Rotary Club
- Commonwealth Bank Eastwood
- Commonwealth Bank Epping
- Commonwealth Bank Top Ryde
- Country Women's Association of NSW
Eastwood Epping & District Branch
- Chemist Warehouse Eastwood
- Chickensalt Carlingford
- Curves Gym West Ryde
- Cyrius Media Group
- David's Cake
- Eastwood Epping Lions Club
- Eastwood Evening Garden Club
- Eastwood Patchwork Quilters Inc.
- Eastwood-Gladesville Rotary
- Eastwood Uniting Church Musical
Society Inc.
- Epping Boys High School
- Epping-Eastwood Lions Club
- Epping Rotary Club
- Foodbank NSW & ACT
- Galluzzo's Fine Foods
- Gene Pty Ltd
- Golden Wheel Restaurant
- Gourmet Tender Butchers
- Hunt and Hunt Lawyers
- IGA Meadowbank
- John Alexander M.P. (Federal)
- Liv-Better Foundation
- Liquor Central
- Macquarie of National Seniors
- Master Catering Services Pty Ltd
- Meadowbank Combined Probus Club
- National Senior Association –
Macquarie Branch
- North Ryde RSL Community Club Ltd
- Oxfam Broadway
- OzHarvest
- Parramatta Artists' Studios
- Probus Club of Eastwood
- Quota International of North Shore Inc.
- Relationships Australia
- Rotary Club of Ryde Inc.
- Ryde Business Forum
- Ryde-Eastwood Leagues Club Limited
- Ryde-Parramatta Golf Club
- Ryde Rotary Club
- Spirit of Sydney
- St. George Bank
- The Epping Club
- The Lions Club of Epping Eastwood Inc
- Victor Dominello M.P. (NSW)
- West Ryde Hotel

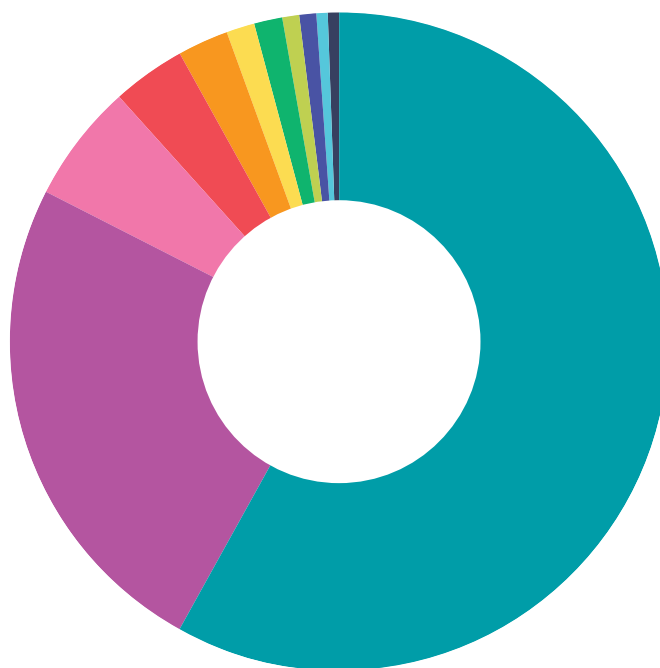
Thank you!



Financial Overview

Total Income: \$5,259,432

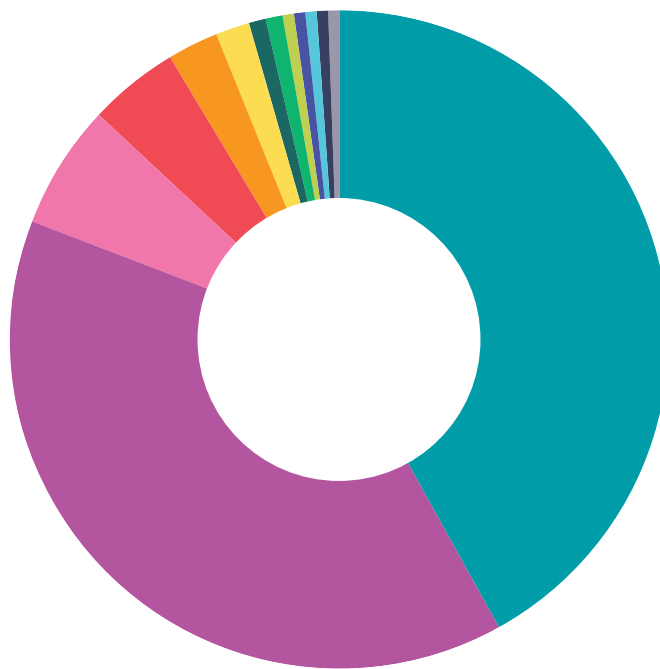
The main proportion of CCA's income is made up of income from our childcare service and government grants. The Childcare Income comprised of the amount paid to our Educators and CCA's Business Support Levy. The remainder income came from other sources as listed in the table below.



Income	2018-19	%
Childcare Income	3,056,532	58.1
Government Grants	1,291,309	24.6
Special Purpose Grants	300,114	5.7
Meal Income	188,176	3.6
Course Fees	130,316	2.5
Fund Raising	81,857	1.6
Transport Income	65,012	1.2
Interest Income	49,055	0.9
Program Income	43,527	0.8
Donations	34,135	0.6
Other Income	19,399	0.4

Total Expenses: \$5,603,710

CCA's spending on personnel, staff and childcare made up a large percentage of our organisation's expenses.



Expenses	2018-19	%
Employment Expenses	2,363,557	42.2
Childcare Expenses	2,182,186	38.9
Investment Expenses	344,278	6.1
Program Expenses	239,277	4.3
Facility Expenses	144,621	2.6
Special Purpose Grants Expenses	86,827	1.5
Transport Expenses	50,608	0.9
Technology Expenses	46,441	0.8
General Expenses	38,990	0.7
Marketing Expenses	33,967	0.6
Telecommunication Expenses	24,924	0.4
Volunteer Expenses	24,131	0.4
Professional Fees	23,902	0.4



Enabling better lives.

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