

A close-up photograph of a woman and a young girl laughing heartily. The woman, on the left, has dark, curly hair and is wearing a white lace-trimmed top. The girl, on the right, has long dark hair and is wearing a blue denim shirt. They are both looking upwards and to the right, with their mouths wide open in laughter. The background is a soft, out-of-focus green, suggesting an outdoor setting.

CCA NSW

ANNUAL REPORT

2021/2022

**CREATING REAL,
LASTING CHANGE.**

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.





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A MESSAGE FROM OUR PRESIDENT & GM

It is almost impossible to reflect on our impact in 2021/22 without acknowledging the impact COVID-19 has had on all of us and especially those experiencing disadvantages already in our community. The pandemic presented a unique opportunity for CCA NSW to step into the spotlight to provide critical support in our region.

Overnight, our members, volunteers, and staff drove themselves – even as their own lives were disrupted – to keep helping the people we serve. They showed collective grassroots leadership at its best. 2021/22 has been tough, but our organisation has stayed resilient. With the support of our members, volunteers, and staff, we've grown stronger as a team.

Continuing to assist the people we serve was of utmost importance. We know that our services are essential to the many Australians doing it tough - food, shelter, clothing, financial assistance, domestic violence support, meals, age and disability services, early childhood, community engagement, and mental health programs are critical to people's wellbeing.

Our transcendent mission has made CCA NSW a trusted source for mobilising community compassion into action. We spent 2021/2022 working with and alongside our Community Partners and Supporters, such as Federal, State, and Local Governments, in successfully navigating the COVID-19 pandemic, keeping people safe, connected, and combating isolation.

We were able to start our 2022 year as per "normal" and continued offering in-person and virtual services. Now, even as COVID-19 remains with us either dominant or in the shadows complicating the road ahead. We are now fixing our attention on the future, moving our focus from how things have been to how they can be.

CCA NSW has received new groups of callers experiencing crises who had never called for our support or services in the past. As a result, the focus on community needs has expanded to different areas in the community.

Our staff's grassroots experience reflects the evidence, confirming that family violence, which was already high, has skyrocketed in Australia. We continue offering trauma-informed and culturally tailored services connected to a system of holistic wrap-around supports, providing immediate safety, crisis intervention and counselling, and collaborative service coordination.

Additionally, the pandemic has led to a growing class of newly unemployed people in the community. Many were experiencing unemployment for the first time and were entirely unfamiliar with the situation.

We all want this crisis to be over, but the reality is that the pandemic and the international financial crisis will have repercussions for decades to come for those who have been most impacted. Hence, with your help, we remain focused on strengthening our purpose with the newfound compassion to truly transform our region.

CCA NSW is developing a stronger strategy for the future – and for right now. The 2021/22 financial year was a time of significant change at CCA NSW. We undertook a significant restructuring and are about to launch our renewed five-year Strategic Plan. A roadmap to ensure we are a future-ready and relevant organisation for the people we serve at its centre, with a robust infrastructure and strong governance.

We embrace the values of agility, sustainability, and innovation in pursuing of our strategic goals. We also focus on opportunities to support more Australians and look at growing our services across our communities. Our new Strategic Plan articulates our intention to provide excellent social services to people experiencing disadvantage by continuously evaluating, refining, and strengthening our programs, to achieve the impact we strive for:

"That people have improved wellbeing, are safe, social and economic participating, and belonging as a result of interacting with our services."

The personal stories featured throughout this report are only a snapshot of the thousands of lives transformed by CCA NSW, thanks to the generosity of our supporters, partners, and funders.

I have been fortunate to lead CCA NSW for the past five years. I thank my fellow Board members and leadership team for their hard work and commitment to the great work of CCA NSW. Your commitment and compassion are raising the morale of others at a time when it is needed more than ever. Beyond the services, programs, food, financial assistance, and the many other ways you help, you offer something that is truly priceless. Hope.



Michael Lum
President

We believe that empowering our clients to open their own doors is the best way to achieve our vision of safe and thriving communities for everyone with fair and practical pathways to independence and wellbeing.



Heather Pinto
General Manager

OUR BOARD



MICHAEL LUM
President of CCA NSW



PETER GARRARD
Vice President of CCA NSW



TOULA SERNA
Vice President of CCA NSW



STEPHEN THORP
Treasurer of CCA NSW



STEPHEN KEMP
Secretary of CCA NSW



ANTHONY CHING
Board Member



NARELLE BARKER AM
Board Member



JUSTIN LI
Board Member



BEN BINSKIN
Board Member



MANDY VAN
Board Member



OUR IMPACT

of serving the community

15K

VOUNTEER
HOURS

18K

HOURS OF
SOCIAL
SUPPORT

63K

MEALS
DELIVERED
TO CLIENTS

412K

HOURS OF
CARE AT FDC

198K

EMERGENCY
RELIEF
VOUCHERS

1.2K

MEDICAL
TRANSPORT
TRIPS

3.1K

COMMUNITY
LEARNING
COURSES

121K

MONETARY
DONATIONS

EARLY CHILDHOOD

Where Children Develop Lifelong Love For Learning.

CCA NSW Family Day Care Program (FDC) meets the foundations set by “The National Quality Standards” that are central to children’s learning and growth. We have an integrated and holistic early childhood education and care model. We build all areas of children’s development, helping them reach their full potential for future learning and wellbeing outcomes.

2021-2022 has been a year of perseverance and resilience. We are proud to acknowledge the achievements of our staff and educators, and parents. Who have continued to strengthen our service delivery through courage, commitment, and adaptability in the face of sector-wide challenges in 2021, including COVID-19 and workforce shortages.

QUALITY

We are halfway through a significant three-year investment program to drive high quality educational practices in our programs. This includes training for all educators, significant enhancements in educational resources, including our Toy Library and continuous coaching to support compliance with ongoing National Quality Standards.



68+ EDUCATORS
PER MONTH PROVIDING CARE



411,608+ HOURS
OF CARE PROVIDED OVER THE YEAR



191 CHILDREN
ENROLLED THIS FINANCIAL YEAR



480+ CHILDREN
ATTENDING FDC PER MONTH



81 VISITS
OVER 3 MONTHS



60+ CHILDREN
OVER 3 MONTHS

We provided Literacy and “Nurturing Language and Communication” capacity building programs for our educators to help children develop and accelerate their language skills.

A set of visual cards was developed to aid language development, emotional regulation, and sensory processing.

Our staff regularly conducts monitoring visits to educators homes. They also provided technical coaching supported by stimulating critical reflection.

“We have been an integral part of the lives of children and families who have been impacted by CCA NSW Family Day Care program learning experience.”





- Educators provide children with safe, nurturing environments and individualised high- quality learning experiences that provide the foundation for their school readiness.
- Children at risk of developmental and behavioural problems can be identified earlier, and parents are supported to access key services early and information on how they can promote their child's development at home.
- Families have access to parenting programs and community support services due to the 'one stop shop' nature of our programs.
- School transition and engagement - support children and families to make a smooth transition to school and work with local schools to assist children and families with their ongoing engagement with school.
- Create strong child-friendly communities that understand the importance of children and apply this capacity to maximise the health, well-being and early development of young children at the local level.

PLAY-SESSION & "PLAY IN THE PARK"

In 2021/22, we started with home Play-session visits that focused on literacy experiences for the children to replace Play-sessions at the Eastwood venue due to COVID-19 restrictions.

Play-sessions were also run remotely by staff to further engage with the children and enhance their learning. In addition, we have upgraded the indoor and outdoor areas with new educational equipment to support the children's learning.

Play-session and Play in the Park started back in Term 2 face-to-face with the children, allowing us to engage directly with the children and to support their learning and development needs.





"My daughter started going to Kristina 18 September 2018 and I remember I was really worried, as I was not sure how she will react to a new day care. But my worry soon ended when my husband dropped off my daughter and saw all the decorations Kristina had prepared for Lilly and a cake because it was my daughter's birthday. The warm welcome she gave her and the photos and text updates I received throughout the day, helped me feel settled and not to worry.

Kristina is not like any other educator I have seen. She is full of true love for the children and support to the parents, helpful, kind and generous. I don't even think she thinks about it as work, but she considers every child as her own, she cares and love them very much.

She is always providing and/or teaching them new activities such as educational puzzles, arts and crafts, Australian animals books, painting, dress up, playdough, as well as new toys to play with.

I have found my daughter, compared to other kids in childcare, knows a lot more and is learning way more in all aspects (educational, motor skills, language and more). I am never worried about my child when she is with Kristina, and she is very friendly and supportive.

I consider myself a lucky Mum to find such an honest and respectful educator as her. Finally, I can say she is not just an educator to us but part of our family."

Sandra Yacoub (parent)

CHILDREN, YOUTH & FAMILIES (CYFS)

40+

**PLAYSESSIONS IN
VENUE AT PARK &
ONLINE**

84

**YOUTH &
PARENTING
SESSIONS**

39

**PARTICIPANTS
YOUTH
SUPPORTED**

173

**YOUTH
SESSIONS
DELIVERED**

All children and young people deserve a happy, healthy start to life. While the COVID-19 pandemic and post pandemic affected people in different ways, women, children, and young people have experienced higher rates of distress, loneliness, educational disruption, unemployment, housing stress and domestic violence.

CCA NSW's integrated and holistic CYFS programs have provided vital practical support and care, meeting the individual needs of children, youth and families, which is critical to their immediate and long-term success.

Our multidisciplinary and multigenerational evidence-based programs are founded on the critical importance of early childhood and youth years as the period in which the foundation for intellectual, social, emotional, and moral development is established.

We continuously evolve our programming to better address the needs of all children, youth and families and recognise the value of a holistic approach to service. Our CYFS build on local strengths to meet local community needs creating capability within local service systems.

We collaborate with Community Partners to provide a holistic service system for children, youth and families, using strong evidence of what works in early intervention and prevention to address issues before they become major setbacks.

We support mums and dads to be the best parents they can be. Some run programs such as playgroups, resilience, financial literacy and planning programs, and other activities that help families, grandparents and other carers – be supported and a part of a community.

As a learning organisation, we strive to provide the programs and services that are most relevant to our clients. We evaluate our programs to know what programs are working and what needs to be adjusted for children, youth and their families to achieve their personal goals. Our assessment tools give us forward direction as the needs and goals of our clients change.

CYFS STRENGTHENS FAMILIES PROTECTIVE FACTORS

- Parental resilience and healing
- Social connections
- Parenting and child development knowledge and coaching
- Family relationship
- Social-emotional competence of children
- Mental health knowledge
- Counselling
- Knowledge of local services
- Practical support in times of need
- Financial independence



PARENTING PROGRAM

Our multidisciplinary facilitators partnered with early childhood program schools, communities, and parents to deliver "Tuning in to Kids" and "Tuning in to Teens", an evidence-based and emotion-focused parenting program. The programs are ran in English and Mandarin to meet the need of families.

Facilitators use experiential and trauma-informed practices and tools, using new knowledge about parenting and child development. Helping parents to critically evaluate the impact of their own upbringing and how these developmental experiences have influenced their current parenting practices. This is a powerful experience, helping them to adapt more effective parenting practices at home, for guiding and responding to their children and adolescents.

The program gives parents knowledge and tools of "how to" develop children and youth's social and emotional competencies. Parents learn and practice identifying, understanding, and managing their own and their children's emotions. Facilitators coach parents to develop behaviours that lead to early secure attachments, which remain warm and sensitive as children grow older. Laying the foundation for social-emotional, cognitive, and moral competencies across developmental periods.

The programs' assessment and parents feedback shows they feel confident to achieve their main goals of building a life-long relationship with their children. We also received encouraging feedback from teachers and other community partners as positive and worthwhile programs.

"The facilitators did a great job in sharing the knowledge and tools of emotion coaching. The class is interactive and practical. I love facilitators putting heaps videos and the way they engaged with the group, that was very helpful for me to understand the course. Emotion coaching helped me to understand to guide my children how to handle their emotions better, this is something I am doing differently after attending the course. "

Jessica



"The course remind us that our kids are still learning to deal with their emotions and to take more time helping them work through them together. Also remembering that we don't have to emotion coach at every opportunity relieves the pressure of feeling that we have to be perfect at it all the time. The course also helped us to agree on parenting rules"

Maggie and Jorge



"This is an amazing course. I learnt different knowledges and skills to improve my parenting with my child. I learnt to develop a better relationship with my kid. The facilitator is very patient and knowledgeable. I felt comfortable sharing and learning in the group."

Joyce

SUPPORTED PLAYGROUP

CCA NSW's supported playgroups are designed to offer tailored support to young children and their families. Using a strengths-based relational approach, the program has a dual focus on supporting the development and well-being of parents and child development from the onset of childhood until they are ready to start school.

The supported playgroup was delivered online in 2021 and returned to a face-to-face session in 2022. Each week, facilitators planned different themes, including "Natural Science", "Emotions and Feelings", Literacy and Language Development, "Celebrations of Culture", and "Dental Care". Our experienced facilitators conducted interactive sessions with various play-based activities, including story time, music, singing and dancing, dramatic play, and modelling scientific experiments or other fun activities that could be incorporated into a home environment setting. Our facilitators model positive and nurturing interactions with children and parents. Through the "scaffolding" approach, parents and caregivers were actively involved in the process of learning about children's physical, cognitive/learning, social, emotional and language development.



CCA is upgrading our playground space to provide an outdoor play safe environment, allowing children a greater sense of freedom and control for more energetic activity on a regular basis, especially for families with no access to home outdoor spaces.

YOUTH SERVICES

The reasons why young people experience risks and disadvantages are complex and a result of an interplay between numerous environmental factors that are largely beyond their control. For example, declining mental health due to experiences of childhood adversity detrimentally affects a young person's development and ability to become an independent adult.

Social issues, such as inequality, discrimination, and poverty, can significantly impact the lives of families and young people who are already struggling with other difficulties. The trauma from these experiences may compound generation after generation.

CCA NSW is committed to equality, respect, and strengthening communities. Arc-Hive is a CCA youth group that brings young people from different backgrounds as refugees, from rural or regional communities, youth with disabilities and culturally & linguistically diverse backgrounds, and from the LGBTQIA+ community in a safe space. The group consists of members ranging from 19 to 25 years old.

In 2022, Arc-Hive returned with another Bravely Empowering Adolescents To Lead (BEATL) drumming program, utilising the therapeutic power of drumming for young people. Youth build healthy coping mechanisms and life skills, resilience, and leadership. In May 2022, our group successfully held an outdoor street drumming performance at Eastwood Plaza to empower anti-discrimination and to build inclusive communities. It was sponsored by the Department of Communities and Justice, Acone, Ryde Council and Bendigo Bank Epping Branch. With the youth leading the BEATL program, some of them took a leadership role and some promoted inclusion. Our members found that they felt more connected with communities, and their level of mental and physical well-being has been greatly enhanced.



We lead change that challenges Youth at risk to pursue a life of opportunity.

Immediacy

Youth come to us in crisis. We provide for their basic human needs: food, clothing, financial assistance, homeless prevention.

Sanctuary

Youth we see have often experienced significant hardships. We provide a "safe-haven" for them to refuge, connect with other peers, be supported to start a journey to learn and build their better future.

Healing

Through shaping and reshaping caring relationships and day-to-day interactions, trauma informed practices offer young people opportunities to heal some of the damage caused by experiences of high impact and toxic stress, "meeting them where they are."

Communicating Values

By setting an example, we show youth that wholesome, caring relationships are based on trust, respect and honesty.

Assets

Our programs are based on research knowledge, that youth healthy development is best promoted by creating opportunities to develop a set of core assets, healthy coping mechanisms, resilience, leadership, and life skills through learning and experiencing.

Structure

The experiences of adversity are unstable and unpredictable. We provide the stability, structure and a reasonable set of expectations to help young people build a positive future.

Choice

We foster confidence and the encouragement youth need to believe in themselves and make informed choices for their lives.

Participation and Leadership

We create opportunities for youth to connect as a positive change agents in their communities, using the skills learnt they organise and lead art and music community performances and engage - coach and support newer members.

Client feedback.

"I liked the drumming, the singing, and the teamwork. I had a great time, and I am very excited thinking about other performances we can prepare".

Mark

"The Arc-Hive group is important to me; I know that when I need it the workers would help me. Meeting and learning with other young people who understand me and support me as we learn and work together. I decided not to leave school and the workers supported me to continue my education".

Mike

"I have learnt so much, it is amazing how much progressed, now I can better manage my anxiety and feel comfortable in social group situations. Thank you".

Brandon

CYFS COUNSELLING

CCA NSW supports Child, Youth, and their families through a free counselling service. Our qualified counsellors provide independent and confidential counselling sessions and advocacy to our clients through a trauma informed, strength-based and empowerment approach. They navigate with their clients problem-solving options, the process of healing and change, supporting them to achieve immediate and future goals. They assist clients in overcoming a range of life challenges such as depression, anxiety, school, bullying, self-esteem and domestic violence, addiction, relationship, family, and other mental health related issues.

Through Counselling services' assessment and feedback, clients reported that they feel more connected with the community and family, gained skills for problem-solving and decision-making, stress management, self-care and overall wellbeing.

Witnessing the transformation of children, our youth and families into confident, capable and motivated people is a truly remarkable thing., it's something our staff, volunteers, and partners, proudly help to happen every day.

We're CCA NSW and we're here to help all children, youth and families realise their full potential.



AGED & DISABILITY

It's good to be at home - safe and connected

CCA NSW Aged & Disability Services (ADS) program focus on excellent home and community care for older adults is more important than ever. This past year, Covid-19 took on a different meaning. For older adults, being at home was still required. CCA NSW volunteers and staff acted with resilience, dedication, and commitment far beyond expectations.

Throughout the pandemic, the ADS team at CCA NSW continued to deliver quality essential services like meals in a COVID-19 safe environment with extra safety measures in place. While the home was the safest place for older adults and other vulnerable individuals, our clients faced isolation, loneliness, and an intense fear of the unknown and needed support more than ever.

Services Include

- **Meals On Wheels**
- **The Good Neighbour**
- **Social lunch groups and Outings**
- **Shopping, linen/washing, medical transport drivers Telephone linkage**
- **Individual Social Support**
- **My Aged Care Registration support**

Being able to provide care and safety to clients in their own homes and community means that they can retain all the tiny but important connections they have built up over time. There is so much involved in living the life that many people take for granted.



62,670
MEALS DELIVERED



17,514 HOURS
OF SOCIAL SUPPORT



2,986 HOURS
OF COUNSELLING



1,580 HOURS
OF MEDICAL TRANSPORT



275
HOME VISITS



302
OUTINGS



15,683
PHONE CALLS



7,385 HOURS
OF VOLUNTEERING

Developing an intergenerational-friendly and supportive community is good for us all

We effectively engage with our older clients and genuinely respond to what is important to them. Our services reflect the cultural diversity of older people in our region. We have culturally and linguistically diverse (CALD) workers and volunteers with community languages, such as Cantonese, Korean and Mandarin. We provide our clients with essential information, tips, and promotional materials in English and the above languages. Our capable staff actively listens and genuinely responds to what matters to our clients most, ensuring older people are valued and respectfully included in the decisions that ultimately affect them.

Principles and approaches of Wellness & Reablement underpin the services delivered. Client choice and control are all important

and our experienced community workers assess the needs of clients for support services. Flexible care is provided, which enables clients to set purposeful goals for how they wish to live, and regain independence and autonomy, to enhance their well-being and quality of life.

Home-delivered meal service continues to be a lifeline to some of our client's health and wellbeing. Providing nutritious food to older people or people with disabilities who struggle preparing meals for themselves. The benefits of this program go beyond the food itself—a visit from a volunteer provides basic social contact and a safety check. It can also help people keep living independently in their own homes and take the stress off caregivers.

With a selection of over 100 meal choices, CCA caters to all dietary requirements, such as diabetic and gluten-free. The nutritional value of the meals is suited to assist clients with dietary requirements. Our friendly volunteers are always willing to go that extra mile and deliver meals daily – including weekends to clients' homes. Making sure clients are home to receive it and additionally providing a needed social connection and checking on the client's wellbeing.

"I had lots of fun at the Friday Lunch Group today and I want to book it every fortnight."



CCA also has several social lunch groups and outings that clients may attend. These groups contained activities like gentle exercise, puzzles, art & crafts and performances, enabling clients to participate and engage socially with their community whilst providing mental and physical stimulation. Clients observed improved mobility, greater ease with social engagement and an improvement in their appetite when in the presence of others in the groups.

During COVID-19, CCA NSW was unable to run social outings. Instead, we adapted to the situation and provided activity booklets and daily phone calls to keep our clients connected and engaged with each other and staff for their mental stimulation.

DOING IT TOGETHER

CCA NSW, in partnership with The Rotary Club of Epping, delivered 'The Good Neighbour' project this year. Clients who were less mobile or socially isolated were regularly visited by volunteers for a chat, play a game or go for a walk, which has been a great source of community connection and companionship. Extensive research has shown how social interaction and engagement, and mental stimulation have a significant positive impact on a person's physical and mental health.

"Please thank your Medical Transport driver for his great service."





"Today is my first day receiving a meal delivery and the Roast Beef meal is delicious. I'm going to have Roast Beef every Tuesday."

CCA NSW is a proud NDIS registered provider, offering quality disability care services designed to suit the needs of our participants. Our commitment is to provide services as quickly as possible, thus enabling people with disability to reach their own goals, participate in their community and enjoy a full and rewarding life.

CCA NSW has commenced the NDIS Support Coordination service. This service enables participants on their care journey to further understand their needs and build up the knowledge and skills needed to design and implement their personal care plan.

Urgently responding to a gap in service availability, CCA NSW has partnered with Home Care Package providers to offer clients a diverse range of support services. These include personal care, domestic assistance, shopping, medical appointments and linen/laundry services whilst maintaining their independence.

CCA has expanded the Individual Social Support Service to fill the gap in service availability for personal care and domestic assistance for the elderly living in their own homes.

The service enables clients to go out with the assistance of a support person and take care of their needs, such as shopping and attending medical appointments. CCA NSW's Telephone Linkage service is a daily phone call that provides a well-being check and a social connection to their community for those who are isolated or less mobile.

"Thank you so much for your Individual Social Support service and the worker is very kind and caring for my mum."

Staff are continually upskilled and trained, enabling them to better understand industry norms and keep up to date with sector developments. This includes better knowledge and respect of an individual's cultural background in providing person-centred care. Other training includes identifying, managing and minimising malnutrition risk factors and identifying signs and types of elder abuse.

"The support I received from your team has been excellent!!"

Partners/Supporters:

- Donations of Glen20 and hygiene packs (including hand sanitiser, antibacterial wipes, and masks) by **our supporters** distributed to our clients and volunteers.
- **Our** Cantonese Social Group has joined with the **Eastwood Chinese Seniors Club** for social activities and lunch gathering.
- **Ryde Council** for hiring the Eastwood kiosk.
- **Beecroft Shopping Centre** provided a promotional table to increase our organisation's presence in the Hills district.
- **MOW NSW.**
- **Lions & Rotary Clubs** volunteers to provide our clients with support services.

COMMUNITY SUPPORT

CCA NSW's Community support team consists of social workers, community workers, financial counsellors, and our wonderful volunteers. Our programs are delivered with a strengths-based approach, helping clients develop independence capabilities. Our staff use trauma-informed practices and build supporting relationships using empowering, anti-oppressive and evidence-based interventions.

CCA NSW's community support programs and services are integrated and client centric holistic. Supporting both short- and long-term outcomes for our clients. We provide short term immediate relief from food insecurity and support to overcome financial obstacles, which would then translate to longer term financial stability, debt relief and education proven to improve self-reliance and financial independence.



EMERGENCY RELIEF & COMMUNITY STORE

CCA NSW's Emergency relief services provide material and financial aid to meet the immediate basic needs of people facing financial hardship.

The significant impact COVID-19 had on our community has led to a substantial increase in emergency relief. Requests for assistance have come from people who, in the past, have not required any assistance but were struggling to make it through the crisis. We delivered flexible and innovative services. During the lockdown, we delivered food and baby goods to people in their homes. Emergency Relief Program also provided Food Hampers to 70 Families in a Housing Estate.

Our Community Store offers easy access to fresh foods and other essentials (wholesome meals at



least once a day) at affordable prices to disadvantaged families and individuals in our region. This has been a great support for families as they do not have to choose between food on the table or paying for a roof over their heads. Staff and volunteers provide a friendly and supportive environment building community connections and social inclusion.

Once the lockdown ended and with the support of additional government grants. The program then focused heavily on assisting clients to get back on their feet, also providing community education that involved early intervention, education on COVID safety, financial abuse scam awareness and the availability of community services and assistance to asylum seekers.

FINANCIAL COUNSELLING & NILS

Being in control of one's finances and escaping debt contributes enormously to a person's overall mental well-being and stress levels. Financial counselling is a free service provided by experts that work with clients in a non-judgmental and empathetic practice that provides practical advice, options, and advocacy around their financial matters. Financial counsellors provide client centred care and service that empowers clients to make informed choices about managing their money and escaping debt.

CCA NSW's financial counselling services have developed financial literacy education for vulnerable cohorts in the community. Topics include basic budgeting, saving on water and electricity, scam awareness and how to recognise and protect themselves from financial abuse. We aim to implement programs for parents and carers to develop financial literacy in young children.

We provide the No Interest Loan Scheme (NILS) for people on low incomes to access safe and affordable credit for essential items, helping to curb the debt cycle.

Your support made our achievements possible.

CCA NSW Community Support team would like to thank our volunteers and community partners, The Community Migrant Resource Centre, The Cumberland Women's Health Service and The Women's Health Clinic at Westmead Hospital for client referrals outreach facilities for community education sessions.

Thank you to our supporters, Good Shepherd, Good 360, Foodbank, Oz Harvest and Local Churches and individuals for your continuous support. Meadowbank TAFE, Western Sydney University, UNSW and ACAP for trusting us with student placement and Macquarie University for working with us on financial literacy and community education. Special thanks to our Funders Multicultural NSW, FECCA, Parramatta Council and the City of Ryde Council. Without their wonderful support, we cannot achieve better outcomes for the community, and we are truly grateful.

Simone has a history of child abuse, domestic violence, unemployment, homelessness, and suicide attempts. Last year we negotiated a payment pause for her with Westpac Bank. When Simone found work, she committed to a payment plan that helped her honour her financial obligations with the bank. In a sad twist, Simone got infected with Covid and lost her job. We advocated for her with Westpac, they re-assessed her circumstances, on compassionate grounds, Simone was granted a full debt waiver of her \$18k. She was so happy, Simone said:

"I never knew those good things can also happen to me. Thanks to CCA NSW".

COMMUNITY LEARNING

CCA NSW Community Learning Program is an incredibly important service for older adults' wellbeing in our region. We help older adults stay connected, enabling them to participate in their community by doing what they enjoy.

Research has proved that happy and healthy ageing requires an active lifestyle to help prevent and delay the onset of dementia. Retirement and ageing are often associated with changing circumstances in life. This can sometimes result in loneliness and a loss of life's purpose and can be debilitating.

CCA Community Learning is a daytime community education program for adults offering a wide range of creative learning and recreational activities that meet older adults' physical, cognitive, creative, emotional, social, and intellectual needs. We provide safe, stimulating, friendly, inspiring, leisurely, vibrant environments that foster lifelong learning needs, keeping the mind active, improving memory and social connection with like-minded peers that contribute to "Successful Aging".

The courses are diverse in content, and develop creative skills:

- mental games
- cultivate hobbies and interests, cooking, photography, and crafts
- visual and performing art, paintings, singing and dancing
- exercises and tai chi,
- Intellectually learning, studies in languages, cultures, and histories
- fast-advancing communication technologies



The ability to learn new information and performing a new skill helps increase overall morale in older adults who may feel like they're unable to take on additional physical or mental capabilities.

The courses are continuously evolving according to the changing needs of the community. These courses are conducted mainly in English, Mandarin, and Cantonese in a centre-based group learning environment by subject-expert volunteer teachers from the community.





In 2021-22 Community Learning temporarily moved all its programs from the Eastwood Uniting Church to Ryde Uniting Church, with most courses returning to the centre-based learning mode. However, as there were still restrictions, several classes, such as dance classes, were modified to follow government guidelines on physical distancing.

“Getting back to the centre activities after the lockdown is definitely helpful for my mental health. Going to weekly classes helps me de-stress, catch up with friends, clear my head, and get back to the routine which I desperately need.”

“In that hour of learning, I connect with others, I challenge myself with something creative. That hour is very precious to me, and it is the highlight of my week.”

Overall, 2021-22 has been a challenging but fruitful year. Students and tutors have been resilient and supportive of all the changes, and they welcomed the return of centre-based face-to-face learning with a great sense of eagerness and anticipation. A big thank you to all the tutors who have unreservedly supported us throughout this difficult period. They were ready and willing to accommodate and support students and the organisation throughout all the changes and interruptions, and we would like to publicly acknowledge their support and dedication.

We thank the support given by the Ryde Uniting Church for allowing us to use their premises and to open extra space to properly social distance. We would also thank ACCF (Australian Chinese Charity Foundation), who supported this program with some project grants in the past years. Moreover, the Chinese Cultural Centre at Chatswood and the Willoughby Council supported our artists with exhibition space and “Artscene”- the art supply shop at West Ryde also supported our art classes.



OUR SUPPORTERS



*Together we are creating real, lasting change.
Thank you to all our supporters!*

Funders

Department of Communities and Justice
(NSW)
Department of Education (Commonwealth)
Department of Health (Commonwealth)
Department of Social Services
(Commonwealth)
Federation of Ethnic Communities' Councils
of Australia
City of Ryde Council
City of Parramatta Council
Multicultural NSW

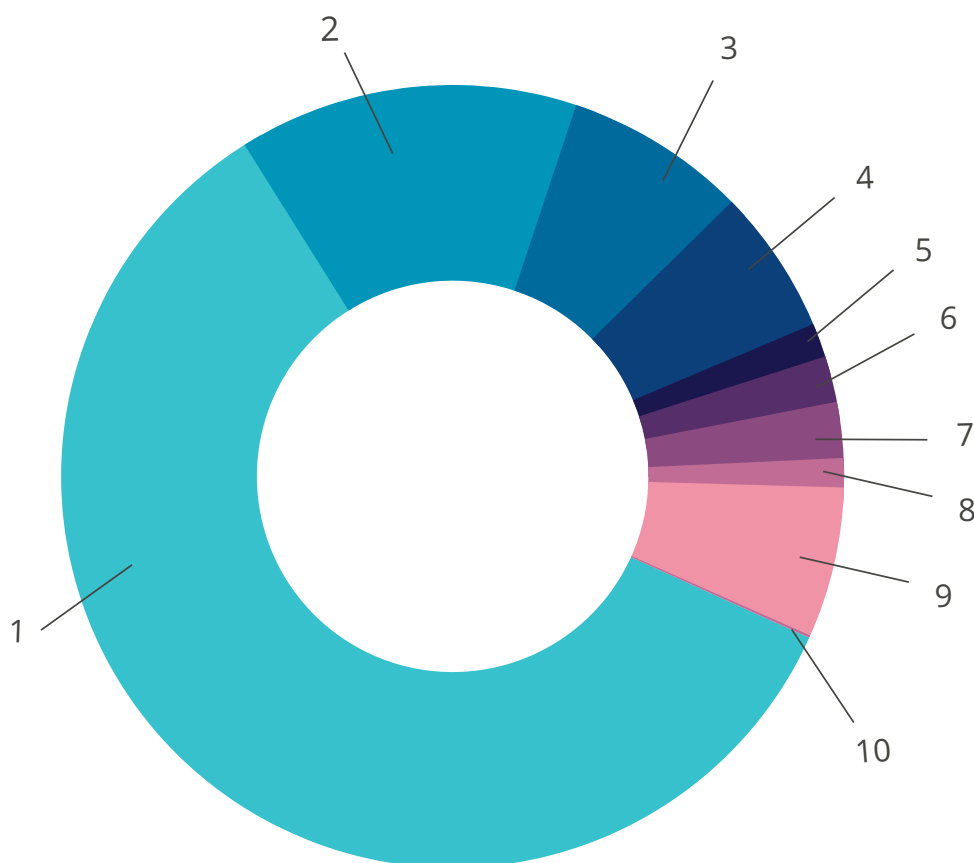
Organisations

85 Degrass Bakery Eastwood
Alan Walker Village
Anytime Fitness
Artscene
Athvenus Nail Salon
Australian Chinese Charity Foundation
Australian College of Applied Professions
BaptistCare Willandra Retirement Village
Baulkham Hills Veterinary Hospital
Beecroft Shopping Centre
Beecroft Uniting Church
Bendigo Bank Epping Branch
Carlingford Rotary
Chatswood Chinese Cultural Centre
Chu Yun Dancing Group
Columbus ELC
Commonwealth Bank Carlingford
Commonwealth Bank Eastwood
Commonwealth Bank Epping
Commonwealth Bank Top Ryde
Community Life Church Cherrybrook
Community Migrant Resource Centre
Country Women's Association of NSW
Cyrius Media Group
DEBASCA
Denistone East Public School
Driessen Insurance Brokers Pty Ltd
Drummoyne Preschool
Eastwood Baptist Church
Eastwood Chinese Herhal
Eastwood Chinese Seniors Club

Eastwood Chinese Services
 Eastwood Community Baptist Church
 Eastwood Furniture
 Eastwood Hotel
 Eastwood night market
 Eastwood Uniting Church
 Eastwood Uniting Church Friday Fellowship
 Eastwood Uniting Church Musical Society
 Eastwood Uniting Church Sunday School
 EPA NSW
 Epping Baptist Church
 Epping Church of Christ
 Epping Eastwood Lions Club
 Epping Presbyterian Church
 Epping RSL
 Ermington Public School
 Financial Counsellors Association of NSW
 Foodbank NSW & ACT
 Generous & Grateful
 Good 360
 Good shepherd
 Health First Pharmacy
 Hornsby Shire Council
 Hunger Zero
 Hunt and Hunt Lawyers
 Iluka on Baywater
 Jiru Temple
 Kellogg's Australia
 KU Isobel Pulsford Memorial Preschool
 Lim's Hot Bread Eastwood
 Lions Club City of Ryde
 Liv Better
 Macquarie Anglican Church
 Macquarie Park Rotary
 Macquarie university
 Marsden Road Uniting Church
 Marsfield Retirement Village
 Master Catering Services
 Meadowbank Combined Probus Club
 Meadowbank Public School
 Meadowbank TAFE
 Meals on Wheels NSW
 Mobile Early Childhood Educators Inc.
 Mobile Repair
 No Interest Loans Scheme
 NO NEED TYL
 North Ryde Community Church
 North Ryde RSL Community Club
 NSCAC
 Ocean Power Cleaning

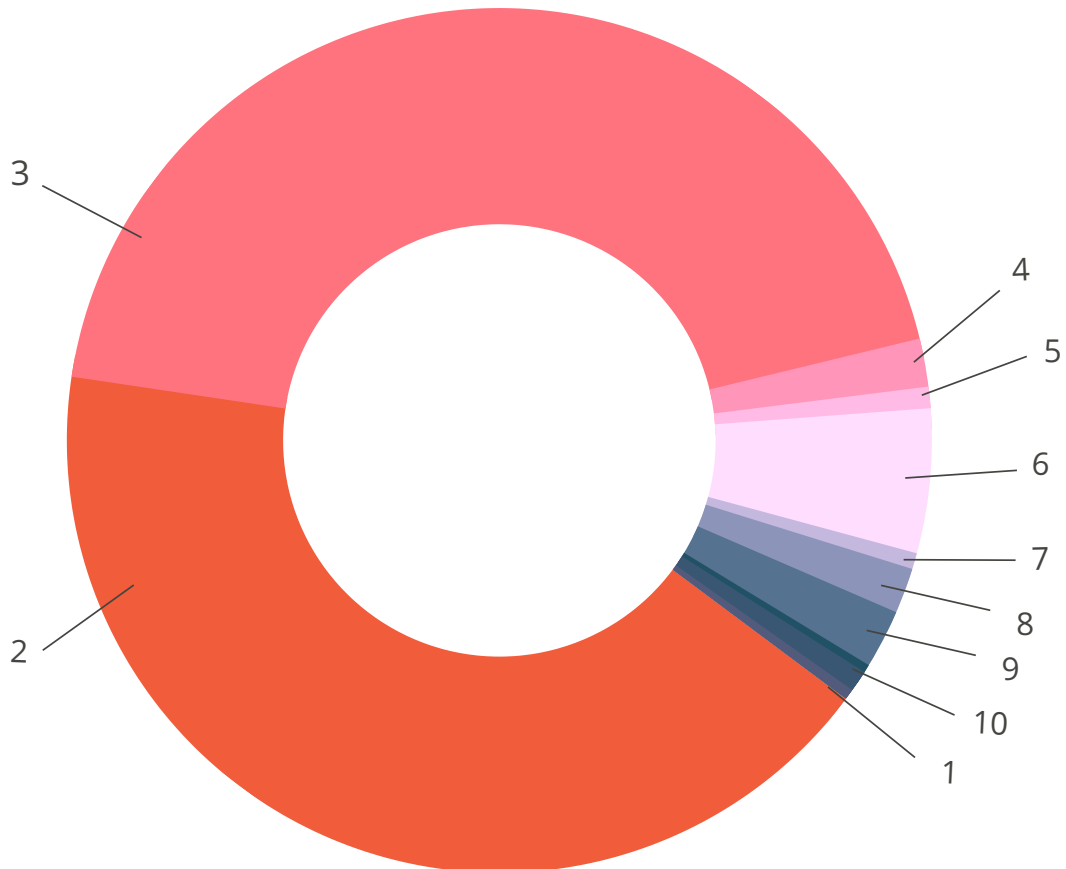
Officeworks West Ryde
 OK Company P/L
 OzHarvest
 Probus Club of Eastwood
 Rapid Relief Team
 Rotary Club of Carlingford
 Rotary Club of Eastwood-Gladesville
 Rotary Club of Epping
 Rotary Club of Macquarie Park
 Rotary Club of Ryde
 Rotary Macquarie Park
 Rumbles Fine Café
 Ryde - Parramatta Golf Club
 Ryde City Combined Probus Club - Music group
 Ryde Congregation Church
 Ryde Panthers football club
 Ryde Presbyterian Church
 Ryde Uniting Church
 Ryde-Eastwood Leagues Club
 Saesoon Presbyterian Church
 Sovereign Grace Bible Church
 St Aidan's Church West Epping
 St Alban's Anglican Church Epping
 St Albans Music Group
 St Kevin's Parish Eastwood
 St Kevin's Catholic Primary School
 St Philip's Anglican Church Eastwood
 The Bridge Church
 The Community Migrant Resource Centre
 The Cumberland womens health service
 The Epping Club
 The women's health clinic, Westmead Hospital
 Torrens Univeristy
 Tzu Chi Australia
 Ultimo Trading P/L
 Uniting NSW.ACT
 University of New South Wales
 Wesley Mission
 West Epping Uniting Church Ladies Fellowship
 West Ryde Baptist Church
 West Ryde Community Church
 West Ryde Hotel
 West Ryde Uniting Church
 Western Sydney University
 Willoughby Council
 Wiyanga House
 Wunsche Australia

FINANCIAL OVERVIEW



INCOME	\$	%
1. Childcare	3,069,128	59.2
2. Meals Services	727,800	14
3. Social Support Program	387,554	7.5
4. Administrative & Corporate Services	313,210	6
5. Community Learning	70,900	1.4
6. Youth Services	97,916	1.9
7. Community Worker for Aged	120,778	2.3
8. Social Welfare Program	62,001	1.2
9. Financial Wellbeing & Capabilities	323,279	6.2
10. Program Services	7,631	0.1
TOTAL INCOME	5,180,197	100

EXPENSES	\$	%
1. Advertising & Marketing	4,203	0.1
2. Childcare	2,203,479	42.2
3. Employment	2,292,175	43.9
4. Facility	93,196	1.8
5. General	40,522	0.8
6. Program	284,521	5.4
7. Professional Fees	29,547	0.6
8. Special Purpose Grants	89,606	1.7
9. Technology	114,004	2.2
10. Telecommunication	16,723	0.3
11. Transport	40,630	0.8
12. Volunteer	16,370	0.3
TOTAL INCOME	5,224,976	100



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