

# CHRISTIAN COMMUNITY AID ANNUAL REPORT 2016



**ENABLING  
BETTER LIVES**

**cca**

CHRISTIAN COMMUNITY AID

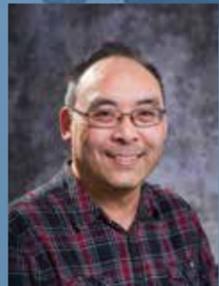
*Serving the Community*

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# ABOUT CCA

Serving the community for over <b>50</b> years	
Over <b>450</b> dedicated volunteers	<b>89</b> Family Day Care Educators
<b>548</b> Adult Education students	<b>43</b> paid staff
<b>2</b> Youth Services Centres	Over <b>550</b> children using Family Day Care
Over <b>27,000</b> hours of social support provided this year	
Over <b>250</b> medical transport trips each month	Over <b>1,000</b> food parcels given out this year
Nearly <b>1,000</b> meals provided each week	<b>116</b> new Financial Counselling clients this year

## OUR BOARD



**Michael Lum**  
Vice President



**Susan Thompson**  
Vice President



**Vahe Hamparian**  
Treasurer



**Stephen Kemp**  
Secretary



**Peter Garrard**  
Board Member



**Angela Peverall**  
Board Member

## MISSION STATEMENT

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

## VISION STATEMENT

We engage with the community to enable better lives.

## RECOGNITION OF COUNTRY

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



**Charles Kilby**  
President

# PRESIDENT'S REPORT

Wow, what a year for CCA! It has been a roller coaster of emotions with a mixture of wins and losses. We started our 50th year with a magnificent red carpet birthday celebration at Brush Farm House with the Who's Who of Ryde, Epping and Eastwood in attendance. It was a magnificent display of community support for this great organisation.

The greatest loss of all was losing our much loved member and immediate past board member, Matthew Inman. Matthew succumbed to the horrible, crippling Motor Neurone disease. A young man struck down in his prime, dedicated to his young family, his faith, his work and his local community. Matthew is fondly remembered and his bravery will never be forgotten. Rest in peace my friend.

The Community Services sector is in the process of transformation from being heavily Government subsidised to becoming self-sufficient. The reduction in Government funding has seen the closure of many other community service organisations. Fortunately, CCA is in a strong position with our cash reserves and we have been able to maintain all of our current programs. However the viability of all our programs is under close scrutiny.

CCA was founded 51 years ago by the local Church congregations and was 100% community funded. Over time we evolved into a heavily Government subsidised community service provider. Now that Government funding is being slashed, we are focussing on developing other sources of funding. The Board and Management team see this as an opportunity and embrace the inevitable changes that we are making.

The actions taken to date include;

- Completing and implementing our 5-year Strategic Plan;
- Adopting a new constitution;
- Recruiting new board members;
- Exploring amalgamations and partnerships;
- Identifying the need for a 'Fund Raising and Partnerships Manager' and advertising for this new role;
- Pursuing alternate Government funding through expansion of our programs and service areas;
- Establishing a sub-committee to explore potential profit centres to fund vital community services including purchasing or starting a business that is in line with our mission.

CCA is well placed to overcome the challenges that lay ahead and this is due directly to a dedicated and pro-active Board, a passionate Management team, committed staff and faithful army of volunteers and members.

On a personal note I will not be standing for re-election to the Board due to a change in my personal situation. I have recently sold my business, started a new one and have moved interstate. I have been flying back for CCA meetings and teleconferences when necessary. However it has become clear to me that I cannot continue to give 100% to CCA as my interstate and international commitments grow. The challenges ahead will require dedication and commitment that I feel I would not be able to achieve and with a heavy heart I have decided to hand over the baton. I have total faith in my successor and the Board.

I congratulate each and every board member that I have had the privilege to work alongside with over the past five years.

I commend our General Manager Heather Pinto on her dedication, passion and professionalism. Heather has great vision and a unique ability to see the big picture yet not miss the finest detail. Heather is a true leader and CCA is blessed to have her.

I congratulate the Management team and staff on their commitment and dedication to the work they perform on a daily basis.

I am in awe of the work performed by our army of volunteers and wish them continued satisfaction from their selfless giving that helps make our local community strong.

I thank the members who support this great community organisation.

Thank you all for the privilege of serving CCA.

God bless.

- Charles Kilby



**Heather Pinto**  
General Manager

## GENERAL MANAGER'S REPORT

2015 was a very unique year for CCA. For the first time in over 45 years CCA experienced extensive cuts in Government funding and was faced with challenging decisions. I am pleased to report to you that 2015/16 has been a year of 'innovation' and 'turning outward'. It has been a journey where CCA focussed on strengthening the communities we serve and reinforcing the relevance and impact of our organization.

Being 'turned outward' means ensuring we are listening to what our community needs and that our work is always for their benefit. Most notably, CCA was able to 'turn outward' through its involvement with the Ready For Life Ready For Success (RFLRFS) Project under the direction of the Department of Family and Community Services (FACS).

This 'turning outward' has presented CCA with extended opportunities to engage with our community and bring about better outcomes for our most vulnerable community members.

There are many challenges on the way that are not always easy to overcome when engaging with people in need. For that reason we have made a commitment to engage our service organisation partners in the collaborative efforts necessary to improve the lives of children, young people and their families. RFLRFS has provided the social and community infrastructure and framework to successfully partner with Government, the service system and the wider community to positively impact the lives of whom we serve.

CCA has embraced this challenge and is engaged in community building through forming partnerships with schools, reinforcing our relationship with parents, strengthening our connection with Macquarie University and collaborating with other services that have complementary strengths. It also means working with FACS and other partners to develop common tools, share data and implement a service framework model by which all children, young people and families will achieve better outcomes.

Through our Family Day Care Program we are in an ideal position to ensure children have the social, emotional, mental and spiritual support to reach their potential in life. CCA views childhood as an important life stage and our commitment is to ensure all aspects of a child's well-being are nurtured. We are purposely creating opportunities for children and families to gain the knowledge and skills that prepares them for life's challenges.

The partnership with Macquarie University will bring vigour and realignment to our service system and ensure our work practices are in line with latest research knowledge.

We are also involved in the Parent Engagement Model (currently offered at Ryde Public School). We support teachers and the school through engaging parents, encouraging positive parent-child relationships and enhancing family connections to peers and the wider community.

'Turning outward' and making families in need our reference point has facilitated the opportunity for CCA to develop a close partnership with Relationships Australia, an organisation with a

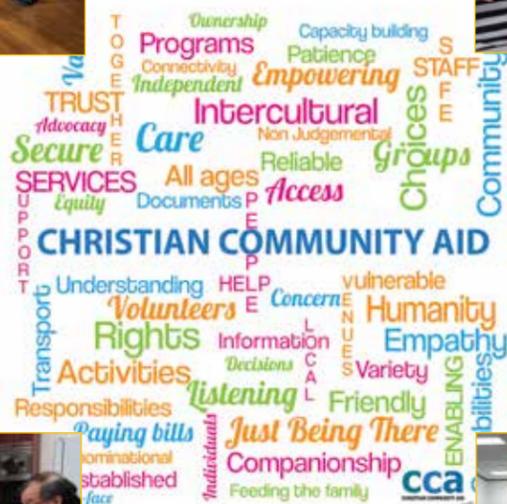
different set of skills and strengths. Together we maximise each other's efforts to effectively obtain sustainable results for our community. We value the rigour in research Relationships Australia brings to our work, their expertise in individual and family counselling, evidence-based programs and high quality training. CCA is sharing our expertise of working with local communities as well as our extensive community reach.

Our partnerships with FACS and other service providers in the integrated Youth Hub model in Eastwood have been very successful. This model encourages all the participating organisations to develop integrated and coordinated services using strategies based on research knowledge and evidence-based evaluation.

Moving forward, there are many challenges for CCA but with your continued support and belief in us, I feel confident that the coming years will provide positive outcomes, both for CCA and the communities that we serve.

Thank you.

- Heather Pinto



# CHILDREN AND FAMILY SERVICES

# YOUTH SERVICES

Family Day Care (FDC) has continued to steadily grow in numbers of Educators and children attending over the past 12 months. The focus for recruitment has been on highly qualified Educators with solid experience and a thorough understanding of the requirements for early childhood care under the National Quality Standards.

We held a wonderful children's Christmas Party in Darvall Park, West Ryde. Over 200 families attended with every child receiving a gift from Santa. It was a get together of the FDC community with families enjoying a casual evening picnic in the park. Everyone brought and shared plates of food. Apart from the presents they received, the children also enjoyed playing on the playground equipment and having their faces painted.

Our last Family Fun Day effort was sadly impacted by unseasonal November rain, wind and cold. However, it was great to see so many families braving the elements and enjoying all the rides, food and stalls on the day. Thanks to generous donations from various companies, our toy basket raffle prizes looked fantastic. The winners were thrilled to receive such huge baskets packed full of children's goodies.

Looking forward to the coming year we are in the process of establishing a Mobile Playgroup. Federal funding has been received and will contribute towards the purchase price of an appropriate vehicle. Further funds are being sought to outfit the van, put signage on it and stock it with suitable resources. The Mobile Playgroup will visit local parks and focus on engaging those families with children who are not accessing other formal childcare services, particularly children of Culturally and Linguistically Diverse (CALD) backgrounds. It will be a wonderful way of supporting families and ensuring all children can access play-based learning that helps to develop crucial skills before they start school.



CCA Youth Services continued to provide a range of support for young people aged between 11 to 24 years old and their families. We delivered over 1,500 occasions of service to young people in the last year. The range of services included our after school "drop in" program, the increasingly popular School Holiday program, the therapeutic counselling service delivered by a psychologist and variety of other support groups. These services were delivered at the Our Space Youth Hub in Eastwood and also at The Shack in Epping.

In 2015 we expanded our services to provide support for young parents. The Young Parents Group is a contact point for parents aged between 16 and 24 years old. Group participants provided positive feedback and indicated how much they value the group as part of their support system. This service met an identified need and is producing positive outcomes. Young parents feel this is a space where they can meet others facing similar life challenges. The supportive environment enables the participants to access information and relevant services. The group is now working at its maximum capacity.

In May 2016 a second Counsellor joined our Youth Services Team on a volunteer basis to provide therapeutic counselling services to young people and their families at The Shack in Epping. The addition of this bi-lingual counsellor to the team has enabled the provision of therapeutic Mental Health counselling to the Chinese speaking community in Northern Sydney. There has been an immediate uptake of this extended service by youth and their families.



## AGED AND DISABILITY SERVICES

Aged Services and Food Services were previously funded under the Home and Community Care (HACC) program. These two services have now been integrated into one department known as Aged and Disability Services (ADS). As many in the community are aware, the changing funding environment is presenting challenges for all organisations working in the Aged and Disability sectors. ADS is in a good position to deal with this 'new' world of service provision. One area of focus has been staff development and training. Our goal is to not merely maintain our high quality service standards but to become a best practice provider in the sector. Considerable effort also went into CCA becoming an accredited provider for the National Disability Insurance Scheme (NDIS).

The Federal Government's new 'My Aged Care' system has been another adjustment. This system requires all people wanting to access aged care services to register through this gateway. The biggest challenge for ADS staff has been supporting clients as they adapt to the new requirements and what it means for them.

Our core services have continued to grow. Over 27,000 hours of social support were delivered. This includes services such as bus and individual shopping, social outings, volunteer visiting and Medical Transport. Almost 50,000 meals were provided either in homes (Meals on Wheels) or in day centres.

ADS has some exciting projects already underway. These include:

- A new walk-in freezer which allows ADS to provide more meal choices and a wider variety of offerings for culturally diverse communities.
- CCA's first overnight trip for clients supported by special funding received for a CALD project.
- Streamlining the assessment processes by using mobile technology. Client notes and paperwork will be entered directly into our client management system using tablet devices.

## COMMUNITY DEVELOPMENT

CCA continues to provide services for our CALD communities. These services include social activities, conversational English classes and information sessions on topics such as Australian government services and health. Our groups are facilitated by multi-lingual staff and are supported by a team of volunteers.

CCA collaborates with other local groups and agencies to provide events including Celebrating Diversity Week, EXPO and Harmony Day. CCA currently offers a weekly Korean Women's Group, a fortnightly Iranian Group and a monthly Multicultural Group.

## NO INTEREST LOANS SCHEME

CCA's No Interest Loan Scheme (NILS) continues to provide assistance to low income people within the community by enabling them to purchase items which would otherwise be unaffordable.

In the past 6 months, loans were approved for items such as refrigerators, washing machines, furniture and a laptop. All of which improved the lives of the recipients not only by providing an essential item but enabling social inclusion and independence.

Here is just one NILS story:

*A mother who receives a Disability Support Payment and lives with her teenage son in Department of Housing accommodation heard about CCA NILS program. She applied for and received a loan to purchase a laptop for him. Her son who is in his third year of high school had been feeling pressure to have his own computer for his school studies since Year 8 and now that he is studying graphic design it had become essential that he have access to his own computer for both school and home use.*

*The school provided details of a computer which should be suitable for the next few years and CCA NILS was able to provide funds for this purchase.*



## FINANCIAL COUNSELLING

The Financial Counselling service works with clients requiring assistance with their financial affairs, either in a preventative capacity with budgeting assistance or through crisis help during difficult times. This year we have expanded our service to new venues in our Eastwood office and also at The Shack in Epping.

Our counsellors assist clients to analyse their current position by preparing budgets, lists of creditors and a statement of their current position. Clients are then offered options to improve their situation and assistance in implementing these options. Financial Counsellors have preferential access to banks, government departments and debt collectors and advocate on their clients behalf.

Past year statistics show:

- 116 new clients assisted;
- 59% of clients were single with no dependents;
- 58% of clients received government benefits;
- 68% of clients rent their accommodation.

Our community education expanded this year to offer presentations to other programs of CCA and the wider community including Epping Boys High School. We also continued our close association with Ryde Mental Health.

CCA's free tax help service continued this year with 58 clients assisted by our volunteers. This service runs from July to October and is for clients who earn less than \$50,000 per year.

A client's story:

*'Mathias' is an aged pensioner who had a debt from many years ago to an electricity provider. The provider sold old debts in a bulk deal to a debt collector who began harassing Mathias. He came seeking assistance with this and other small debts he was having trouble servicing. His counsellor made an application to the National Hardship Program and he was accepted. As his position will not have changed in three years his debts will be written off. In the meantime the harassing letters and phone calls have ceased.*

# ADULT EDUCATION

Why does CCA offer Adult Education opportunities through our Leisure Learning and Chinese Leisure Learning programs? Our students and tutors bring the richness and diversity of their lives to our programs. They create and sustain social networks that add to the sense of community which enrich our lives.

Classes were held in both programs during school terms. Every week more than 550 students attended classes taught by dedicated and passionate volunteer tutors. The learning opportunities ranged across the areas of creative arts, dance and movement, technology, languages, discussion groups and sport.

Chinese Leisure Learning (CLL) celebrated its 15th anniversary with a gala concert. Tickets were sold out and very welcome funds were raised for both CCA in general and the CLL program. Months of preparation by a dedicated team resulted in a very successful evening. It showcased the considerable talents of CLL students as well as some very accomplished special guest performances.

Students from both programs participated in a Community Art Show held in Gladesville. Some of our keen artists were thrilled that they were able to sell their artworks to the public. The CLL bi-annual Painting Exhibition was very well attended and as always, displayed works of a very high standard. The Leisure Learning Purple Patch Ladies again held their fundraising stalls and sold their fabulous arts and crafts created using the skills developed in their classes.

There are many other highlights too numerous to list. However, the number one achievement of both programs is the opportunity for people of different age groups and backgrounds to interact, socialize and support each other in their lifelong learning journey.

# CUSTOMER SERVICE SUPPORT

CCA Customer Service Support staff and volunteers have again provided many hours of assistance to people who either phone in or physically visit our offices for service or information. You will always find friendly, helpful and caring people to assist with your enquiry or refer you to the appropriate service.

The provision of Medical Transport, a door-to-door service for medical appointments, has been in high demand. This year in excess of 3,000 medical transport trips have been provided by volunteers and staff. Clients enjoy the peace of mind, knowing they will be transported safely and reached their appointment on time. Comments such as: "The volunteers are amazing, they make a medical trip into an outing", shows how much clients appreciate our service.

Telephone Linkage is a phone call each morning to at risk clients living alone to ensure they are alright and ready for the day ahead. A client commented:

*"To all you lovely people at CCA I am really grateful for your lovely, caring phone calls each week, ringing to see if I am okay. You don't know how much it pleases me that someone cares for me."*

Distributing food parcels is one vital task handled by our Customer Service Support team. Non-perishable food items are generously donated by many community members including businesses, churches, schools, clubs and individuals. Thanks to these donations our Food cupboard is stocked and enables us to help community members in need.

Community donations also supported the distribution of more than 150 Christmas Hampers last year to local households who are doing it tough. The response of the community to appeals for goods and food enables this service. To know that someone actually cares can make a real difference in the lives of those struggling with life's challenges.

# EMERGENCY RELIEF

CCA's Emergency Relief and Social Welfare program continues to assist families and individuals in crisis. During the last 12 months this program assisted 160 clients with utility bills and provided over 1,000 food parcels to the most vulnerable and disadvantaged members of our community. Even with the loss of government funding, we have been able to ensure that requests for our assistance have been met either through CCA programs, donations from the community or through advocacy and referrals to other local agencies.

A client's story:

*KT and her husband have four young children and have lived in the Ryde area for many years. KT suffered a devastating depressive episode after her last baby and was unable to return to work. The family's financial situation deteriorated. KT's depression worsened and her husband gave up full time employment to help look after the children and to care for his wife. Partners in Recovery referred this family to CCA's Emergency Relief program for assistance. CCA provided food vouchers, food parcels and vouchers for their electricity which was just about to be disconnected. CCA's Financial Counsellors also helped them with a budget and debt repayment plan. This family is now managing well and KT and her husband have both been able to return to work.*

# VOLUNTEERS

This year has seen an exodus of long term and faithful volunteers and we are now experiencing an influx of people wanting to volunteer due to Centrelink requirements, Work and Development Orders (WDO) and tertiary students doing placements. The ongoing struggle has been to find enough drivers (with their own vehicles) for Home Delivered Meals (Meals on Wheels), Medical Transport, Cuppa Club and Individual Shopping. CCA currently has more than 450 dedicated volunteers

Some of the good news stories come from our reaching out to the community. We now have two volunteers with disabilities working each week. Emma continues to delight us with her attitude and has her routines for assisting us in the office. Karina has joined us on Tuesdays for four hours and she is responsible for the late Telephone Linkage calls and any other phoning requirements. She is very capable on the phone, has exceptional oral skills and will assist us more and more as she becomes comfortable with this environment. Karina's story is one of perseverance; she has coped with moving from home into an Aged Care Facility and now into her own Villa.

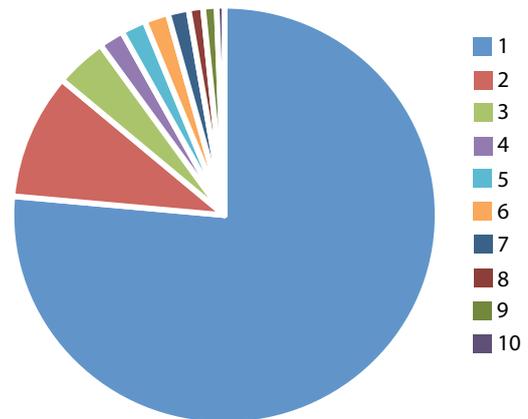
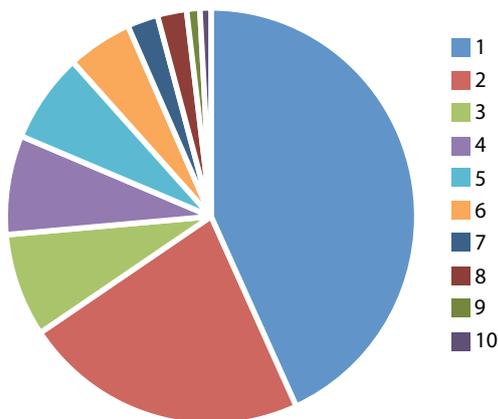
*"Volunteering with your team means a great deal, it gives me the chance to focus on what I can do, not just my disability. I enjoy talking to clients and staff. I always come away feeling great about my contribution and I am thankful for the opportunity." - Karina*

WDO volunteers are making valuable contributions to CCA's work. Whilst they are paying off minor fines they serve the community through CCA. A comment from one WDO volunteer on completion of their hours with CCA was "I think you are all angels, I had no idea you did so much for the community".

# FINANCIALS

INCOME	\$	%
1. Government Grants	1,035,932	43.2
2. Parent Levy	536,547	22.4
3. Meal Receipts	192,295	8.0
4. Donations	184,535	7.7
5. Childcare Income	167,335	7.0
6. Course Fees	122,155	5.1
7. Interest Income	58,020	2.4
8. Transport Receipts	55,103	2.3
9. Other Income	24,908	1.0
10. Fund Raising	20,840	0.9
<b>TOTAL INCOME</b>	<b>2,397,670</b>	<b>100</b>

EXPENSES	\$	%
1. Employment Costs	2,009,244	76.5
2. Program Expenses	255,700	9.7
3. Facility Expenses	103,114	3.9
4. Technology Expenses	49,824	1.9
5. Transport Expenses	49,506	1.9
6. Professional Fees	48,039	1.8
7. General Expenses	41,435	1.6
8. Telecommunications	28,691	1.1
9. Voluntary Expenses	26,993	1.0
10. Marketing Expenses	15,554	0.6
<b>TOTAL EXPENSES</b>	<b>2,628,102</b>	<b>100</b>



# ACKNOWLEDGEMENTS

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

## Funding Bodies

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

## Churches

Anglican Communities of Our Lady / Church of the Good Shepherd West Ryde / Eastwood Baptist Church / Eastwood Uniting Church / Eastwood Uniting Church Friday Fellowship / Eastwood Macquarie Anglican Church / Macquarie Chapel Presbyterian Church / Marsden Road Congregation / Marsden Road Uniting Church / Ryde Congregational Church / St Aidan's Church West Epping / Lifeway Lutheran Church Epping / St Philips Anglican Church Eastwood / The Anglican Parish of St Albans, Epping / West Epping Uniting Church / West Epping Uniting Church Ladies Fellowship / West Ryde Baptist Church / West Ryde Uniting Church

## Organisations

Allan Walker Village, Carlingford / Aussie Home Loans Ryde / Australian Chinese Cultural Foundation / Australian Hokkien Huay Kuan Association / Bendigo Bank, Epping / Better Homes Realty / Cale Property Agents, Eastwood / Clubs NSW, Northern Metropolitan Region / Country Women's Association, Eastwood-Epping Branch / Eastwood Patchwork Quilters / Eastwood Public School / Eastwood Rotary Club / Epping Boys High School / Epping Eastwood Lions Club / Epping Ladies Probus / Epping Rotary Club / Epping West Ladies Probus / Ermington Public School / Korean Women's Group / Macquarie Park Chamber of Commerce / Meadowbank Probus Club / National Seniors Association, Macquarie Branch / Probus Club, Eastwood / Ryde Business Forum / Ryde City Combined Probus Club / Ryde Eastwood Leagues Club / Ryde Ladies Probus Club / Ryde Parramatta Golf Club / Ryde Rotary Club / Spirit of Sydney Chorus Community Choir / Sydney Cake Decorating Guild / The Epping Club / West Epping Ladies Probus Club / West Epping Trefoil Guild / West Ryde Hotel