

# ANNUAL REPORT

## 2023-24

**CCQNSW**  
**Community Hub**  
*Enabling Better Lives*

A photograph of three people: a young girl with curly hair, a woman with long dark hair, and an older woman with short grey hair. They are all smiling and hugging each other. The woman with dark hair is in the center, holding the girl. The older woman is on the right, hugging the woman with dark hair. They are all wearing casual clothing. The background is a simple indoor setting.

**Strengthening Communities,  
Transforming Lives**





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## Our Vision

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**The Australian community:  
Families, Children,  
Young people and the Elderly,  
thrives.**

## Our Mission

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**Engage with the vulnerable and  
disadvantaged Australians to  
enable better lives.**

## Welcome To Country

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







# A Message from Our Chairperson

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Thank you for your continued support of the CCA NSW Community Hub throughout 2023-24. This past year has been a time of challenge, community connection, growth, and change. As the Chair of the Board, it has been my privilege to help lead CCA NSW alongside my fellow Board Directors. The Board is highly committed and passionate about CCA NSW, striving to ensure that the organisation continues to meet the ever-changing needs of our community.

The challenges faced by many in our community this year have been confronting, requiring a significant level of support. This is due to the very high cost of living, high inflation, rising interest rates, and unaffordable rental prices making life more difficult for vulnerable families. As a result, CCA services have been stretched to meet these needs, which include: emergency food support, child care services, financial counselling, assistance with mental health, aged care, and disability services. The demand for our help has never been greater, and I am proud of the way CCA has responded as people turn to us for help.

What makes us stand out is not just the material aid we provide, but the genuine care and compassion shown by our staff and volunteers. Our talented staff and volunteers take the time to listen and be present with those in need. For these clients CCA endeavours to restore hope and remind people they can achieve their goals and build their better futures. This dedication has been at the heart of CCA NSW's mission for nearly 60 years, and it is why people continue to choose our services.

Looking ahead, the new Strategic Plan has been finalised with input from staff, volunteers and Board Directors. This document gives a clear direction for the years 2024-2026 around the three goals of: Growth, Visibility and Efficiencies. These goals will guide CCA to further meet the challenges of child care delivery, expanded NDIS and aged care reforms, volunteer services and prudent financial management.

The Strategic Plan will underpin making CCA NSW a quality service provider in the coming years, based on strong and ethical leadership

I would like to extend my deep appreciation to our General Manager, Heather Pinto, who has been an incredible leader for 17 years. Her vision, dedication, leadership, compassion and warmth have been the cornerstone of the organisation over these years and are valued by all in the CCA community.

It is with a heavy heart that I announce that Heather has decided to retire from the role of General Manager as of 1 December 2024. She will be sorely missed by all who came into contact with her over these years. On behalf of CCA NSW Community Hub, thank you, Heather, for everything you have given to this organisation. I wish you, on behalf of the CCA community a well-deserved rest, a joyful retirement, and a happy future with your family and loved ones.

Adelaide Collisson has stepped willingly into the Acting General Manager role since April during Heather's absence. Adelaide's leadership and commitment to CCA has been clearly evident each day. She is a person of high integrity who makes decisions based on what is best for the client and the service they require. She is personable, loyal and seeks at all times to uphold high ethical standards. I personally have appreciated her dedication to the exemplary role she has undertaken in Heather's absence.

Thank you to the Board of Directors, staff, volunteers, members, funders and supporters. Your commitment and contributions are the foundation of all the good work we undertake every day.

This Annual Report reflects the highlights of our collective efforts and the impact on those we serve in the community. Together, CCA seeks to make a real difference to the lives of each individual that comes to our service.

I commend the 2023/24 Annual Report to all members of the CCA NSW Community Hub.



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**Peter Garrard**  
Chairperson of CCA NSW

# A Message From Our Acting General Manager

## *Our Strategic Direction*

CCA NSW has a long history of supporting people to achieve their aspirations. The goal of inclusion of families, children, young people, the elderly, people with disabilities and communities gives us the strong foundation to keep moving forward as a local service provider

Our goal is to grow **CCA NSW Community Hub** in ways that prepare us for future challenges, so we can continue to support those who need us most. By building on what we do well, we can make sure we're ready for whatever lies ahead.



This year, I have had the privilege of stepping into the role of Acting General Manager at CCA NSW while Heather Pinto has taken a well-deserved break after 17 years of dedicated service. It has been an honour to continue advancing our organisation, and I am inspired by the incredible dedication of our capable staff, volunteers, supporters and community partners.

CCA NSW Community Hub is more than just a place for services – it is a lifeline for many. We provide tangible support, meeting people where they are in times of need and partnering with others to drive meaningful social change. What truly sets us apart is our holistic approach, offering a wide range of support under one roof. From early childhood to senior years, we make it easier for people to access the help they need.

Our expert staff and volunteers do not just deliver services; they go above and beyond. Whether providing essential care, advocating for social justice, or working to influence systemic change, their commitment is at the heart of everything we do. Over the past year, we have embedded these values into our daily work, ensuring they guide us at every level.

Throughout the year, I have had the opportunity to meet with our service teams and the people we support. Hearing their stories has been both humbling and eye-opening.

These conversations have shown me firsthand the challenges our communities face and how our efforts are making a real difference. It also reminded me of the importance of staying connected to the experiences and wisdom from the frontline.

Looking ahead, CCA NSW is focused on continuing our mission to:

- Deliver person-centred services that empower people to live their best lives.
- Collaborate with community, corporate, and government partners to foster lasting social change.
- Grow our impact, ensuring our services reach more people in need.
- Build a thriving, innovative, and sustainable organisation that is a leader in the sector.

This year has been full of growth, learning and delivery for me and our organisation. We've seen a rise in demand across many services, from emergency support to mental health and aged care. In response, our dedicated teams have stepped up, working tirelessly to provide quick, effective support where it is needed most. Together, we are not only addressing immediate needs but also helping shape brighter futures for the people we serve.

We are building our readiness to continue supporting our communities and expand our services. Embracing the difficulties and opportunities presented by the rapid changes experienced in our sector, such as the historic Aged Care and Disability (NDIS) reforms.

As we look to the future, CCA NSW is ready to tackle the challenges ahead while remaining grounded in our commitment to practical solutions and meaningful impact. Our goal is clear: to be a strong partner for social change and to create a fairer, more compassionate society.

I would like to extend my deepest thanks to our Board for their visionary leadership, and to our wonderful staff, volunteers and members. Your passion, hard work, and dedication make everything we do possible. I am excited for what lies ahead and confident that, together, we will continue to make a real difference in the lives of those we serve.



On behalf of all our staff at CCA, I would like to extend our deep appreciation to our departing General Manager, Heather Pinto. Heather's dedication to driving our organisation's mission forward, her focus on serving the most vulnerable in our community, and her belief in our staff have been evident to everyone who has worked with her over the years.

Thank you, Heather, for all you have invested in this wonderful organisation and for your excellence in service!

A handwritten signature in black ink, reading 'A. G.', followed by a horizontal line.

**Adelaide Collisson**  
Acting General Manager



# ‘Our Impact,’

**21K**

TOTAL  
VOUNTEERS HOURS

**29K**

HOURS OF  
SOCIAL SUPPORT

**53K**

MEALS DELIVERED  
TO CLIENTS

**376K**

HOURS OF  
CARE AT FDC

**380K**

EMERGENCY RELIEF  
VOUCHERS

**601**

COMMUNITY LEARNING  
STUDENTS

**4928**

COMMUNITY MEMBERS AND FAMILIES  
HELPED BY CCA NSW

**322**

VOLUNTEERS HELPING  
OUR COMMUNITY





# Our Board



**PETER GARRARD**

*Chairperson of CCA NSW  
Community Hub*



**JAMES SCOTT**

*Treasurer of CCA NSW  
Community Hub*



**STEPHEN KEMP**

*Secretary of CCA NSW  
Community Hub*



**TOULA SERNA**

*Board Director*



**ANTHONY CHING**

*Board Director*



**NARELLE BARKER AM**

*Board Director*



**BEN BINSKIN**

*Board Director*



**MANDY VAN**

*Board Director*



**ALAN CUNNINGHAM**

*Board Director*



**JOHN DODD**

*Board Director*





**492 CHILDREN**  
IN OUR CARE



**53 EDUCATORS**  
CARING FOR CHILDREN



**376,471 HOURS**  
OF CHILD CARE PROVIDED



**538 CHILDREN**  
ATTENDING PLAYSESSION



**581 SESSIONS**  
OF HOME VISITS



**300 VISITS**  
TO OUR TOY LIBRARY

## Family Day Care Services

### ‘Why CCA Family Day Care services matter so much to the future of our community’

The early years of a child's life are crucial for laying the foundation for their future health, learning, and well-being. During these formative years, a child's brain develops at a rapid pace, creating vital neural connections that influence their emotional, social, and cognitive growth. Positive early experiences, such as caring relationships, engaging environments, and responsive caregiving, help children build essential life skills like emotional regulation, literacy, and problem-solving. Children who experience nurturing, enriching early years are more likely to thrive socially, emotionally, and academically as they grow.

At CCA NSW, our Family Day Care (FDC) services have provided high-quality home-based early learning and care programs for 46 years. Our team of skilled and experienced educators is supported by qualified staff, ensuring that every child in our program receives individualised care and education.

In a home-like environment, children benefit from smaller group sizes, allowing them to form deep connections with their educators, who tailor their approach to meet each child's unique needs. This personalised attention fosters emotional security and a strong sense of belonging, essential for children's holistic development.

### Creating a Nurturing & Tailored Learning Experience

Our Family Day Care program offers a warm, supportive setting where children receive tailored, play-based learning experiences. The small group size allows our educators to adapt activities based on the children's interests and developmental stages, ensuring they remain engaged and curious about learning. This child-centred approach encourages creativity, independence, and problem-solving, all in a nurturing environment that feels like home. Research shows that children in such settings develop better social skills, improve cognitive abilities, and experience smoother transitions to school.

Parents often share their appreciation for the peace of mind they feel, knowing their children are thriving in a family-like atmosphere. The trust and close connection between our educators and families create a positive environment that benefits the entire household.



## Supporting Development Through Play

Our FDC service also runs supported play sessions three mornings a week during school terms. These playgroups, facilitated by trained early childhood staff, are specifically designed to meet the developmental needs of children registered with our service. By incorporating creativity, sensory play, and early literacy and numeracy strategies we ensure that children develop the social, academic and emotional skills they need for their future.

## Recruitment Efforts and Community Engagement

While recruiting early childhood educators remains a challenge across Australia, CCA NSW's FDC service continues to grow. We actively promote our program at Carlingford Court and Beecroft Shopping Centre, and through social media, attracting new educators to join our team. Our program's reputation for quality and support has helped us maintain one of the largest educator networks in the region.

## Commitment to Child Safety and Transition to School

CCA NSW Family Day Care is committed to upholding Child Safe Standards. We have robust policies and procedures in place to ensure children's safety and well-being, fostering a safe and caring environment for all. School readiness is a key focus of our program, with children learning essential social, emotional, and physical skills to prepare them for the next stage of their educational journey. In 2023, 33 children from our FDC services successfully transitioned to school, supported by families, educators, and our staff.

*"The CCA Family Day Care Service is a team of passionate professionals who want nothing but the best for their educators, the children and their families."*

## Celebrating Excellence

In 2024, CCA NSW Family Day Care was recognised by the Family Day Care Australia (FDCA) Excellence in Care Awards. Half of our educator base and all five of our FDC staff were nominated, highlighting the dedication and high standards of the care we provide. These awards celebrate the incredible contributions of our educators and coordinators, reinforcing the value of our home-based care model.

CCA NSW Family Day Care continues to provide high-quality, nurturing, and personalised care for children, setting them up for a lifetime of learning and success.

## Professional Development

FDC Educators and staff participated in a variety of Professional Development throughout the year. These included:

- Child Safe Standards: 3 units of 1Child Safe Family Day Care as well as the Safe Series – Protective Behaviours Professional Development provided by the Office of the Children's Guardian
- Food safety: Educators completed the Food Safety Supervisor Course or the mandatory NSW Food Handler Basics Course
- Safe Sleep Practices for Babies and Toddlers
- First Aid and CPR
- Monthly "PD in Your Pocket" series through NSW FDC
- Staff upgraded to the new Statement of Attainment in Child Protection CHCPRT025 while Family Day Care Educators completed a Child Protection Refresher course
- Qualifications: 10 Educators are in the process of upgrading from the Certificate III in Early Childhood Education and Care to the Diploma of Early Education and Care
- Online Forums for Educators that are held bi-monthly

Besides updating our skills and knowledge, regular Professional Development keeps educators and staff up to date with advances and changes in the FDC sector.





# Toy Library

At the CCA NSW Toy Library, our committed staff and volunteers play an essential role in supporting children's development by providing families with access to a diverse range of educational toys. In times of financial hardship, families often struggle to afford the essential materials that foster a child's development. Our Toy Library bridges this gap by offering parents, carers, and educators the chance to borrow toys, puzzles, and games for a small membership fee. This service is more than just lending toys; it equips families with the knowledge of how to engage their children in meaningful play at home.

Play is crucial to a child's development, offering cognitive, motor, emotional, and linguistic growth. Research consistently shows that children who engage in regular play develop skills like problem-solving, emotional regulation, and social interaction. The CCA Toy Library enables families to access toys that are important learning tools. During play, children learn to share, cooperate, and work through challenges. For children with additional needs, such as Autism or ADHD, access to sensory and motor skill-enhancing toys can significantly support their development. At CCA, we are proud to welcome families from diverse backgrounds and abilities, ensuring that every child has access to these vital resources.

Parents who access our Toy Library often talk about the positive impact of play on their children's learning and well-being. Play allows children to process emotions, express their inner worlds, and navigate difficult situations in a safe and imaginative environment. Our Toy Library gives access to toys and books that act as catalysts for brain development, stimulating the release of chemicals that promote healthier, more regulated, and joyful minds. This makes play not only a fun activity but a critical part of childhood.

Our Toy Library currently supports 75 families, offering a wide selection of toys, books, and puzzles. The community's generosity has played a key role in expanding our stock, with many donating toys in excellent condition to support our mission.

Karen and Olivia's story highlights the social and developmental benefits of the Toy Library. Karen, concerned about her daughter's shyness, found more than just toys, she found a community. Through her visits, Karen met another mother, Jenny, who encouraged her to join the parent's group, where she found the support and connection that boosted both her and Olivia's confidence. This is the essence of the CCA Toy Library, building meaningful connections, supporting growth, and fostering happy, healthy childhoods.





# Parents Testimonials

"My son started at CCA Family Daycare at 1, and though he was very attached to me, Stephanie's warmth helped him settle quickly. He's now 3.5 and still attends. Stephanie creates a safe, stimulating environment, using creative strategies to support his development. He loves going, has made beautiful friendships, and learns so much. Even after moving 40 minutes away, we continue to send him because he's so happy there. As an educator myself, I have high standards, and Stephanie exceeds them. Her daily reports always impress me. We're incredibly grateful for this wonderful service and highly recommend it to others" - Donna James.

"Sami, our educator, is very patient and loving with the kids and takes time to make them feel happy. Her home has a positive energy as soon as you walk in and her place is also always spotless! We consider Sami our family. Thank you, Sami, for caring for our little one, we are so happy and grateful to have found you" - Parent

"Namrata is a wonderful, caring educator. Our son started with her at 9 months, and she immediately made us feel at ease. She's attuned to his needs, provides helpful feedback, and her observation updates are insightful. We highly recommend Namrata's family daycare to anyone!" - Clare Liang.



## Educator Feedback

"As educators, the staff at CCA Family Day Care are a blessing. They are compassionate, approachable and wonderful leaders. Nothing is ever a silly question; nothing is ever too hard a task."

"CCA Family Day Care staff work tirelessly to ensure that educators are informed on any sector updates, ensuring we know about new training opportunities. They work hard at building a teamwork environment, they use educator's forums and team bonding nights (dinner and/or games) to keep us feeling like we are not in this on our own. I feel we are very lucky to have such beautiful caring, professionals supporting and guiding us."



# Child, Youth & Family (CYF)



## Bee-Hive Early Learning Supported Playgroup

The Bee-Hive Early Learning Supported Playgroup is an innovative program developed by CCA NSW Community Hub in response to a clear need from families with young children in the Carlingford area. Carlingford Court shopping centre had been approached by parents asking for more support programs, and this inspired the launch of the Bee-Hive in October 2023.

Designed by our talented staff, the Bee-Hive draws on research from multiple fields, including education, psychology, music therapy, and social work. This child-centred, musical and play-based program offers valuable early learning experiences for children, while engaging parents and caregivers in the process. The program's key goals are to support children's social, emotional, and cognitive development, help prepare them for school and encourage positive behaviour. Importantly, Bee-Hive also strengthens the bond between parents and children and fosters a sense of community.



**1226 SUPPORTED**  
CHILDREN AND YOUTH



**60 FAMILIES**  
ATTENDING PARENTING PROGRAM



**4 COURSES**  
PARENTING PROGRAM DELIVERED



**95 SESSIONS**  
SUPPORTED PLAYGROUP



**108 SESSIONS**  
FREE COUNSELLING



**1719 CLIENTS**  
HELPED BY CYF

The program has seen tremendous growth since its start. Initially, 5 to 15 families attended weekly sessions at Carlingford Court. Six months later, participation surged to over 50 families per week, prompting Centre Management to move the program to a larger space. Weekly attendance now averages over 100 people, including children, parents, and grandparents.

Feedback from parents, the Centre Management, and staff highlights the positive impact of The Bee-Hive. Parents actively participate with their children during the sessions and often continue these learning experiences at home. The program's focus on music and play-based learning has proven to be an effective way for parents and children to bond, while also offering resources for home learning, including song lyrics and activities.

Many parents have reported that their children's language skills and cognitive development have noticeably improved due to The Bee-Hive's engaging musical and play-based educational activities. Children

memorise song lyrics and melodies, helping to enhance their learning. The program also fosters important social skills such as cooperation, sharing, and taking turns through group activities like singing and dancing.

The cultural inclusivity of the program has been especially valued, with families from diverse backgrounds connecting through music, creating a sense of belonging and celebrating cultural diversity. The Bee-Hive program has not only been a hit with families but has also had a positive impact on the broader community. The visually appealing and culturally rich experience has brought people together, and feedback from Centre Management staff reflects the pride and unity it has fostered within the community. The Bee-Hive program has emphasised the importance of supporting early childhood education and care as key to the future success of the community.

### One parent's message perfectly captures the general feedback

Dear CCA NSW Team,

I would like to express my heartfelt gratitude for the free Bee-Hive Children's Program at Carlingford Court. My daughter loves the singing, dancing, and storytelling activities.

I noticed the program is scheduled to end soon and am writing to ask if there are plans to continue. Many children, including my daughter, have greatly benefited from these sessions.

Best regards,

**Lu Zheng**

**The Bee-Hive Early Learning Supported Playgroup has been a true success, and we look forward to continuing its positive impact on families and the community in the future.**

## ARC-Hive Youth Program

The CCA NSW ARC-Hive Youth Program is specially designed to support young people who have experienced trauma. This program combines psychoeducational cognitive-behavioural techniques with trauma-sensitive practices, offering participants the tools they need to process difficult experiences such as bullying, family rejection, or discrimination. By focusing on emotional regulation, challenging negative thoughts, and developing coping strategies, ARC-Hive helps young people navigate stress and trauma in a safe, supportive environment.

Over the 2023-24 financial year, ARC-Hive provided support to 204 young people. The program's impact has grown through the use of social media platforms, which have helped increase awareness and participation. Feedback from participants and their engagement on social media have played a key role in promoting the program's effectiveness and reach.

Our workshops are grounded in evidence-based approaches that focus on building resilience, promoting mental health, and addressing identity-related challenges. These sessions create safe, affirming spaces where young people can express themselves, build self-esteem, and begin the process of healing. The program also encourages participants to reflect on their own and others' perspectives, particularly on issues of gender, respect, and relationships.

One of the standout elements of ARC-Hive is its art therapy workshops. These sessions offer young people a non-verbal, creative outlet for exploring emotions, identity, and trauma. Art therapy provides a safe, non-threatening way for participants to express feelings they might struggle to communicate verbally, fostering healing through artistic expression. The creative process helps participants gain confidence and self-awareness while encouraging emotional growth.

An important aspect of our program is the co-design process. Young people actively participate in shaping the workshops, ensuring the activities are engaging and relevant. Feedback from participants consistently highlights that they learn best through hands-on experiences, such as role-play, group work, and art-based activities.





Facilitators often find that discussions and enthusiasm lead sessions in meaningful directions, underscoring the program's dynamic nature.

A key focus of ARC-Hive is exploring the building blocks of respectful relationships. Participants examine what makes relationships strong, equitable, and sustainable, while also learning to identify potentially harmful dynamics related to gender, power, and violence.



However, a major challenge facing the program is the increasing demand from young people eager to join, as well as community partners requesting us to run additional programs to meet local needs. Unfortunately, we currently lack the funding required to expand, which limits our ability to support all the young people and schools seeking this vital service. Without additional resources, we are unable to reach the growing number of vulnerable youth who would greatly benefit from ARC-Hive's trauma-informed support and resilience-building activities.

A highlight for ARC-Hive in 2024 was participating in two major Youth Week events: **Battle of the Bands** and **Colour Flix**. These events showcased the creativity of our youth, with handmade crafts from ARC-Hive participants on display. Their work received widespread praise, further demonstrating the positive impact of our program and attracting new participants from the community.



## Some Participants' Feedback:

We are proud to share some heartfelt feedback from participants who have found the ARC-Hive program to be a life-changing experience. Whether through art therapy, social events, or opportunities to teach others, the experiences of our participants show the profound impact ARC-Hive has had on their lives. Their stories highlight the importance of creating safe spaces where young people can grow, connect, and discover their own potential.

### Ian's experience:

"Arc-Hive has been a game-changer for me. As an extremely introverted person, I often avoided social situations. But through the inclusive, supportive space here, I've found a new confidence. The karaoke nights were my favourite - I never thought I'd have the courage to get up and sing in front of a crowd, but the love and support from everyone made it possible. It's not just a group, it's a family."

### Shannon's' experience:

"I've been part of Arc-Hive for a long time now, and it's been an amazing journey for me. I started as a little boy, and now I am a senior worker in the field.

I've always had a passion for creating handmade jewellery, and over the years, I've honed my skills through the workshops. It wasn't long before I started teaching jewellery-making to other members, sharing what I'd learned and watching them grow in their own creativity.

This year's highlight for me was getting the chance to facilitate a jewellery-making workshop at Marsden High School 'Art to Change' program, which is another project from CCA Child, Youth & Family team. It's something I've always dreamed of —combining my love for crafting with helping others. I really appreciate the reference from my Archive facilitators. Teaching those students was such a rewarding experience, and I felt like I was really making a difference, just like Arc-Hive has done for me."

## Tania's experience

"I've been attending Arc-Hive for almost a year now, and it has truly been a transformative experience. I was hesitant at first, but the environment here is so welcoming, and it really feels like a safe space for people like me. The art therapy - coping cup workshops helped me express feelings I didn't know how to put into words.

One of my favourite moments was during our youth week event - Colour Flix and Battle of the bands, where I showcased my paintings, seeing my work appreciated by others gave me a sense of pride I've never felt before."

## Tuning in to Kids Parenting Program

The Tuning in to Kids parenting program, offered by CCA NSW, provides parents with strategies to recognise, understand, and respond to their children's emotions in a supportive and constructive way. Delivered through primary schools and local libraries, the program aims to build positive relationships between parents and their children, fostering children's positive holistic development, emotional intelligence and well-being within families.

In the 2023-24 financial year, the program supported 200 vulnerable parents, many from Culturally and Linguistically Diverse (CALD) backgrounds. These parents often reported struggling with harsh and less supportive approaches to parenting, which they found were not effective for their children or themselves. Our program addresses these challenges by offering evidence-based strategies that promote positive parenting practices, helping parents create a more nurturing and supportive home environment.

CCA NSW has formed strong partnerships with local schools and libraries, reaching parents in the heart of their communities. Our experienced practitioners build strength-based relationships with participants, creating an environment where self-reflection is encouraged. Parents learn practical skills like emotional coaching, positive boundary setting, and effective communication, all aimed at strengthening parent-child relationships and improving overall family well-being.

The Tuning into Kids program covers essential topics like child development, family dynamics, and cross-cultural parenting issues. Parents gain insights into their child's emotional needs and learn how to apply positive discipline techniques. They are also given opportunities to practice these skills within the group, with homework activities that encourage them to apply what they've learned at home.

Mental health support is also a crucial component of our program, addressing common parental challenges like anxiety, stress, and depression. By supporting coping skills alongside parenting strategies, we help parents feel more confident and capable in their roles.

One of the program's key achievements has been the connections formed among parents, many of whom have built lasting friendships. These relationships foster mutual support and shared learning, which further strengthens the program's impact.

Through Tuning in to Kids, CCA NSW is helping parents build positive, nurturing relationships that support their children's growth and development, setting them up for success at home, school, and beyond.



## Written Feedback for Tuning in to Kids Parenting Program

The following feedback reflects the meaningful impact that Tuning in to Kids has had, not just on the parents who attended but also on the broader community that supports these parents. The positive feedback from parents and library staff underscores the importance of fostering child-positive development and strong attachments in families, while reinforcing the importance of continued support and collaboration across the community.



## Parent Feedback

"Facilitators were very warm, generous, informative, and engaging. There were lots of examples of course content to reinforce learning and explore the topics in depth. It was very valuable, and I am grateful to have attended."

"I will highly recommend this to friends. The facilitators were wonderful—very knowledgeable, friendly, and welcoming."

"I think the material has great benefits, and it's not generally known, so people gain a lot from it."

"The advice was very helpful and practical. It was easy to understand and put into practice. The facilitators were warm, welcoming, and compassionate, offering real-life examples that made it easier to connect with the lessons."

## Library Staff Feedback

"This is a great program. I can see parents really developing trust and seeking support from your team. After each session, they stay and chat, asking more questions, which is fantastic."

"I've been hearing lots of positive feedback from parents. It's so valuable to offer this to families in our community. We're starting discussions with all seven library branches about programs for June-August, and we look forward to hearing what your team can offer next."

## Art-to-Change Youth Resilience Program

In 2023-24, CCA NSW proudly delivered two Art-to-Change Youth Resilience Programs in partnership with Marsden High School. These programs are designed to foster resilience in vulnerable young people through creative expression and connection with their school community. Many students who participate in our programs often feel disconnected from school, which can impact their academic and social development. Through these programs, we help strengthen their sense of belonging, providing the tools they need to thrive.

Over the course of two separate 6-week workshops, a total of 25 students participated in our resilience-building

activities. These sessions were co-designed with schoolteachers and students, creating a tailored approach that meets the specific needs of the groups. The programs included activities such as jewellery-making, and other art expressions allowing students to express themselves creatively and build confidence in a supportive environment.

These artistic activities served as verbal and non-verbal outlets for the participants to reflect on their emotions and experiences, helping them to build patience, problem-solving skills, and emotional regulation.

Young people engage in activities that encourage critical thinking, our talented practitioners guide them to break down challenges into manageable steps and explore solutions proactively rather than feeling overwhelmed.

Art-based activities play a key role in building resilience, offering students a chance to engage in hands-on projects that promote collaboration, communication, and teamwork. The process of creating tangible items they can take pride in boosts their self-esteem and encourages self-reflection, which is vital for emotional growth. Students also reported that the mindfulness and stress management tools they learned helped them cope with anxiety, depression, and trauma-related issues. These skills are critical in supporting their overall mental health and well-being.

Building strong relationships with teachers was another positive outcome of the Art-to-Change program. Teachers became trusted allies, offering guidance and encouragement as students navigated challenges. This connection between students and teachers has not only strengthened classroom engagement but also created a support system that extends beyond the program.

Student feedback was overwhelmingly positive. One student shared, "I've learned about resilience and how to apply it to my life," while another said, "I learned how to relax when I'm feeling angry." Most young people reported feeling supported and motivated in their school journey. The success of the program is further highlighted by the school's deputy principal requesting another session for Term 4 due to a waitlist of students eager to participate.

By fostering creativity, building emotional regulation skills, and encouraging positive relationships, the Art-to-Change Youth Resilience Program empowers young people to face life's challenges with confidence and resilience.

## Summary of Teacher Feedback

- Students responded well to the program and loved the jewellery. They were very engaged throughout.
- Students loved the physical aspect of the icebreaker activity. Students felt engaged and at ease after the activity.
- Students expressed excitement at having 2 sessions per week after the long weekend break.
- Students felt comfortable and welcomed. One student who usually wore a mask was observed not wearing it during a few sessions, which suggested they felt comfortable and secure. He sat closely with the group, interacting, and engaging with the content.
- The school's deputy principal requested we hold another program in term 4 of this year, and stated there is a waitlist of students wanting to attend the next workshop.
- One student was observed being much less dysregulated and able to keep calm during his classes since the program began.
- Young people reported feeling supported and motivated in their school journey.

## Summary of Student Feedback and experience:

**“I have learned about resilience, how to apply it to my life and how to make jewellery”.**

**“I learned how to relax when I’m feeling angry. Come back to hold the next program.”**

One student who initially didn't show any interest in the program became very engaged and interested in the topics, openly asking questions about identity and wanting to understand more about the Queer community.



## Counselling Services for Youth Family and Adults

**“Building meaningful connections, inclusion and opportunity”**

At CCA NSW, we believe in empowering lives through meaningful connections and opportunities. Our counselling services for youth, families, and adults are life-changing, providing emotional support and guidance to those in need. Using evidence-based therapies, we focus on helping young people, aged 12-26, who are experiencing behavioural, emotional, or relationship challenges. Our short-term intervention approach, with 10 to 20 sessions over three to five months, creates real change, promoting resilience and healing. We use a trauma-informed, strengths-based model rooted in acceptance and respect, ensuring a safe and non-judgmental space for clients to explore their feelings and experiences. We help youth, parents, carers and families with:

1. Parenting strategies and your child's behaviour
2. Family relationships and family conflict
3. Managing emotions
4. Bullying – healthy relationships
5. Social stress, shyness, and low confidence
6. School performance
7. Making life-changing decisions
8. Anxiety and depression symptoms
9. Self-esteem and identity issues
10. Managing stress
11. Grief and loss
12. Experience of trauma and abuse (including Domestic Violence)
13. Migration and intercultural stress – helping parents to support their children and adolescents to settle in the Australian culture

Our work has helped countless adolescents and their families from diverse backgrounds. We believe that collaboration is key to our success, and our





multidisciplinary teams work together to provide the best possible outcomes.

By building meaningful relationships with young people and their families, our counsellors help reduce stress, anxiety, and depression, and improve overall mental health. The family-focused aspect of our service ensures that parents and carers are supported too, providing them with psychoeducation, and practical tools to strengthen their family bonds. This holistic approach helps families stay connected, communicate better, and build a safe, nurturing environment for their children.

Being a trauma-informed service is central to our mission. Our counsellors work with clients to address underlying trauma, not just surface-level behaviours, creating long-term positive change.

We provide face-to-face sessions in our welcoming West Ryde office, as well as online and phone sessions for those who need more flexibility. Each client is met with compassion, and our aim is to help them build new coping strategies and regain a sense of control over their lives.

Through ongoing evaluation, we strive to continuously improve our services, ensuring the outcomes for our clients are positive. Client satisfaction surveys help us measure the success of our programs and ensure we are meeting the needs of our community. This commitment to quality gives confidence to our funders and supporters, showing that every dollar invested is making a real difference in the lives of our clients. At CCA NSW, we are dedicated to helping young people and families thrive, creating a brighter future for everyone involved.

## Client Feedback

*"Victoria was absolutely amazing! She helped ground me many times which I appreciated so much. I learned so from the sessions, the homework and the tips she gave me were life-changing for me and my family. She was so helpful and knowledgeable and always there to listen and offer support when I needed it." Tanya (counselling client)*

*"Alex was awesome! I learned so much from her, I feel so much better and more confident about my future. She did a great job and I feel safe to come back for help anytime if I need to. Thank you!" Charly (a youth in the program)*





# Aged Care and NDIS Services



**53,488 MEALS**  
DELIVERED BY OUR MOW



**29,792 HOURS**  
OF SOCIAL SUPPORT



**4,982 HOURS**  
OF COUNSELLING



**1,399 HOURS**  
OF MEDICAL TRANSPORT



**269 ASSESSMENTS**  
AND CLIENT HOME VISITS



**367 SESSIONS**  
SOCIAL OUTINGS



**18,466**  
PHONE CALLS



**235 VOLUNTEERS**  
HELPING THEIR COMMUNITY

**Our promise to our clients is to empower and equip them to live their lives, their way**

CCA NSW continues to deliver quality programs and services to older Australians, carers, and people living with disability, supporting them to live their lives, their way. At CCA our commitment to empowering and supporting older Australians and people living with disabilities is at the heart of everything we do. Our goal is to help them live independent, fulfilling lives in their homes and communities for as long as possible.

Our intake and initial Assessment provide clients and families with information and resources enabling them to make informed decisions about their needs and achieve their goals. Through a wide range of services like **Meals on Wheels, medical transport** and **individual social support**, we provide the personalised care needed to enhance both physical and emotional well-being.

We believe that everyone should have the chance to live life their way, and we strive to support our clients in maintaining their independence.

Our services go beyond just meeting basic needs. For example, our **social groups**—from the **Chinese, Korean, and Indonesian groups** to the inclusive **Cuppa Club**—help combat loneliness, promote mental health, and foster strong community connections. These gatherings offer a lifeline of companionship and shared joy, enriching our clients' lives with meaningful social interactions.

We offer NDIS Support Coordination to help participants navigate the NDIS system, connect with appropriate services, and develop their capacity for self-management.



Additionally, we offer comprehensive **NDIS support coordination and services**, providing tailored care that helps clients navigate daily tasks and engage in self-care activities while developing their capacity for independence and autonomy and enhancing their connection to community resources. We embrace a **person-centred approach**, respecting every individual's choices and working alongside them to achieve their personal goals, ultimately improving their quality of life.



Through a holistic approach, we continue to make a lasting impact on the lives of older people and individuals with disabilities, enabling them to live their lives with dignity, purpose, and joy while staying connected to their communities.

## CCA NSW NDIS Services Story

"I've been receiving NDIS support services from Eastwood CCA for the past four years, and it's truly been life-changing. Their linen service and transport for medical appointments and outings are an incredible help.

Without them, I wouldn't be able to manage. The care they provide is exceptional, and I've never had any issues or complaints during all this time. The staff and volunteers are compassionate, always going above and beyond. I'm so grateful for everything CCA does to help me live independently. They've made a real difference in my life."

Our innovative initiatives, like integrating a streamlined rostering system for efficient scheduling and creating special outings for clients, such as concerts and musical performances, reflect our dedication to improving services and making life more enjoyable for our clients. These experiences not only entertain but also create memories and shared moments that nurture a sense of belonging and community spirit.

The impact of our services is evident through the stories of our clients. For many, the anxiety of aging and disability transitions into feelings of support, connection, and independence. For example, the **Korean Social Walking Group** and quarterly bus outings have become cherished activities that engage clients in both physical and social well-being, fostering a sense of community through shared cultural experiences.

We are proud to have grown our **NDIS 1:1 support services**, expanded our team of dedicated workers, and successfully complied with the NDIS audit, all of which reflect our commitment to delivering high-quality, compassionate care. Our partnerships with local and allied health organisations ensure that our clients receive comprehensive care that meets their diverse needs.

## A Life Changing Result

Betty, one of our clients, recently experienced a difficult time after fracturing her arm. Unable to cook for herself, she reached out to our Meals on Wheels service for help. Our team quickly stepped in, providing her with daily meals and the support she needed during her recovery. Betty expressed her heartfelt gratitude, sharing how our service made a significant difference in helping her through such a challenging period.

Our service is more than just delivering meals; it's about building relationships. For many clients, the meal delivery is also a chance to see a familiar, friendly face. Our volunteers often take time to chat and offer companionship, which helps alleviate feelings of loneliness. These small acts of connection often mean as much as the meals themselves, bringing warmth and comfort to their day.

There have been instances where our volunteers discovered clients in distress, such as after a fall or when feeling unwell. In those moments, they acted swiftly, contacting emergency services and notifying family members. These quick actions have not only provided immediate care but have also reassured the clients' loved ones, who are deeply grateful for the prompt support we offer.



# Community Support

## Emergency Relief

The 2023 Report on Economic Disadvantage in NSW revealed troubling statistics, particularly for children, with over 15% living below the poverty line. In areas where CCA NSW operates, such as Guildford and South Granville, child poverty rates exceed 40%. The cost-of-living crisis has hit these families hardest, especially single parents, 90% of whom, according to a recent NCOSS survey, report being unable to afford essential necessities. In the Northern Sydney District, where CCA NSW serves, more than 7,000 people are on JobSeeker or Youth Allowance, highlighting the widespread financial strain on families and individuals.

CCA NSW's Emergency Relief Program (ERP) has been a crucial lifeline for these disadvantaged families. By offering immediate financial assistance for essentials like rent, utilities, and food, the ERP provides stability for families at risk of losing their homes. Beyond financial support, the program connects clients with counselling, budgeting advice, and other vital services, helping them regain control of their lives. This holistic approach not only addresses immediate crises but also gives families the tools to break the cycle of poverty and begin to thrive.

The demand for our services has grown, with clients from all socioeconomic backgrounds now seeking help, many for the first time.



**844 ITEMS**  
OF MATERIAL SUPPORT



**2,343 PARCELS**  
OF FOOD GIVEN



**1,356 HOURS**  
OF CASE MANAGEMENT



**\$380,310**  
VOUCHER & HEALTH ASSISTANCE



**1219 CLIENTS**  
HELPED BY OUR PROGRAM



**2,089 VISITS**  
TO THE COMMUNITY STORE

The financial crisis has pushed families to the brink, and they often feel trapped by mounting debt and anxiety.

Despite these challenges, CCA NSW's compassionate, culturally sensitive staff remain steadfast, providing emotional and practical support to individuals and families, especially those from culturally and linguistically diverse (CALD) backgrounds, refugees, single parents, and older people. Their dedication helps clients move from fear and uncertainty to renewed hope and stability.

In 2023-24, our staff and volunteers worked tirelessly to meet the rising need for assistance, despite limited funding and a decline in donations since the pandemic. The gratitude expressed by our clients, many of whom face extreme hardship, underscores the vital role we play in their lives. Their stories of relief and hope inspire our team to keep going, knowing the difference they make.

We are deeply thankful for the partnership of the Department of Social Services with our Emergency Relief Program, as well as the support from the Department of Community and Justice (DCJ) through CCA NSW's Community Hub. Together, these collaborations allow us to continue providing essential help to families during their most critical moments.



CCA NSW's Emergency Relief Program remains a beacon of hope for disadvantaged communities. Through compassion, respect, and dignity, our dedicated staff offer more than financial aid—they provide emotional support and practical guidance to help clients rebuild their lives. It's this human connection that drives the success of our program, making a profound difference in the lives of those we serve.

## Outreach Service

The Community Grant from Parramatta City Council enabled CCA NSW to partner with the Community Migrant Resource Centre (CMRC) and the Women's & Newborn Health Clinic at Westmead Hospital, delivering crucial financial assistance, social and mental health support to 190 migrant and refugee women from disadvantaged backgrounds.

By offering emergency relief services directly at the hospital, we have been able to reach women identified by social workers during prenatal appointments, who often face severe financial hardship, mental health challenges, domestic violence and social isolation. For many, barriers such as lack of transport or confidence have prevented them from seeking external help. Providing services in a trusted and familiar location has greatly increased their engagement.

Our outreach services, delivered in spaces where families feel safe and comfortable, help overcome the overwhelming challenge of navigating unfamiliar systems. Whether it's in hospitals, schools, or the CCA Community Hub, we meet families where they are, removing barriers and helping them access essential support services that help their settlement process in Australia.

The benefits extend far beyond financial aid—offering emotional and social connections that foster a sense of security, belonging, and empowerment. The program helped build women's confidence, empowered them to access other community resources, and reduced the stress of navigating unfamiliar systems.

Practitioners frequently share powerful stories about the transformative effects of the person-centred, holistic services we provide for migrant and refugee women with children. Using evidence-based practices, practitioners not only meet immediate needs like referrals or financial assistance but also help build long-term resilience. Practitioners play an important role in supporting families, they use a range of evidence-based resources that help women build and sustain positive relationships in their communities.



Our skilled practitioners know that building meaningful connections matters to support positive mental health, including those we have with friends, family, community, and support services. By guiding women through complex systems and offering emotional support, they see first-hand how these women grow in confidence, build stronger connections, and create better futures for their families. The success of this collaboration highlights the need for continued funding, as it provides a critical lifeline to women who otherwise might not have the opportunity to seek or receive help during such a vulnerable time.

## Community Store

At CCA NSW, our dedicated support workers and volunteers bring a wealth of compassion and skill to the Community Store, providing vital food support to disadvantaged women, children, and older people affected by the financial crisis. The Community Store is open twice a week. It is not just a place where families can access essential items like groceries; it is a space where they can find immediate relief from their financial struggles and begin the journey toward long-term stability.

Our team employs evidence-based practices to engage with clients, offering person-centred and holistic support that addresses both their immediate and broader needs. Over the past year, 2,089 clients visited CCA NSW Community Store, many of whom were families and older individuals grappling with the rising cost of living. For these families, our Community Store provides more than just groceries. It offers a sense of community and emotional support.

Our support workers and volunteers often serve as the first point of contact for clients, guiding them to additional resources such as CCA's Emergency Relief programs. This connection is crucial for those who might not otherwise know where to turn for help, especially migrant families and older people facing isolation and language barriers.

## Anne's Story

Anne, a single mother of two, relocated for her family's safety, leaving behind her support network and facing financial uncertainty. On a limited income and searching for work, she struggled to provide essential needs for her children. Initially hesitant, Anne visited the CCA NSW Community Store, where she was warmly welcomed by staff and volunteers.

Anne was able to purchase household essentials at low prices and receive free fresh produce, which helped her cook nutritious meals for her children. Staff at the store, referred her to the Emergency Relief program, receiving support for her electricity bill and vouchers for other essentials. Now, on the path to stable employment, Anne is grateful for the store's support, calling it a lifeline that gave her hope in difficult times.

As Anne's story demonstrates, the impact of our food support services goes beyond filling immediate hunger needs. By addressing food insecurity, our program helps reduce stress and anxiety for families struggling to put meals on the table, allowing them to focus on other critical areas of their lives, such as finding employment or managing health challenges. Our volunteers, with the support of donations from OZ Harvest, Epping Coles, Beecroft Woolworths, and the significant contribution of fruit and vegetables from Box Divvy (part of food co-ops) and local businesses, work tirelessly to ensure families receive nutritious food, despite challenges like limited storage space and shortages of essential items like eggs and meat. Their dedication, combined with evidence-based practices, ensures our clients not only survive but also move toward greater financial resilience and social connection.

## Client's Feedback and experience

"I look forward to coming with my children each week. I feel welcomed and save a lot on groceries, which helps me pay for other things."

Many clients echo her feelings, with one adding,

"I enjoy talking with volunteers and others. I have no friends or family to talk to."

For this mother, the store is a lifeline, providing fresh food and support.



## Financial Counselling

The CCA NSW Financial Counselling (FC) program offers critical support to individuals facing financial hardship. Our dedicated team of skilled staff and volunteers work tirelessly to provide evidence-based, person-centred specialised Financial Counselling to clients struggling with debt, deficit spending, and unmanageable financial situations. Our program serves a diverse range of clients—from young adults to elderly individuals, single parents, families, and even small business owners. The goal is not only to offer immediate relief but also to equip clients with long-term strategies to regain financial stability and independence.

Our financial counsellors assist clients with negotiating mortgage arrears, managing credit card debts, and addressing issues like high-interest rates and rising costs of living. For some, this includes advocating for loan moratoriums, reducing repayments, or even achieving full debt waivers. The program also addresses complex challenges like financial scams, tax issues, tenancy disputes, and cases involving financial abuse.

In the 2023-24 financial year, we received 178 referrals and assisted 57 new clients, despite the rising complexity of cases and the ongoing challenge of limited volunteer resources. Through our holistic, compassionate approach, we are making a lasting difference in the lives of those who need it most.

One of our success stories involved a client who was scammed through a phone app, losing access to her bank accounts and accruing a \$15,000 debt. Through our advocacy, we secured a full debt waiver from her bank, a significant victory in helping her rebuild her financial footing.

Another case involved a client who was over 420 days in arrears on his home loan, facing the threat of legal action and repossession. Our team successfully negotiated with the bank to extend the grace period by an extraordinary 300 days, giving the client much-needed time to sell his property without the added pressure of legal action.



## COMMUNITY RECOGNITION STATEMENT JORDAN LANE MP - MEMBER FOR RYDE



**JORDAN  
LANE** <sup>MP</sup>  
MEMBER FOR RYDE



Mr Peter Garrad  
12 Lakeside Rd,  
EASTWOOD, NSW 2122

Dear Peter,

As the oldest legislature in Australia, the NSW Parliament is the beating heart of our nation's democratic institutions.

As a 2024 Ryde Group Volunteer of the Year nominee who has significantly impacted and enhanced the quality of life for countless residents of Ryde, it is appropriate that your organisation be acknowledged for helping strengthen our community in the NSW Parliament.

Enclosed is a copy of the Community Recognition Statement, which was read into Hansard on the 06<sup>th</sup> of June 2024. This statement forms part of the permanent record of our state's history.

Your organisation's inclusion in the Community Recognition Statement serves as a testament to the tireless efforts and outstanding accomplishments. It is a well-deserved acknowledgment of the unwavering commitment to improving the lives of those around your organisation. The passion, drive, and relentless pursuit of positive change are commendable, and I am certain that your organisation will continue to make a lasting impact on our community.

On behalf of the Ryde community, I would like to express my deepest appreciation and gratitude for the exceptional service. The efforts are an example for others to follow, and I am confident that your organisation's influence will continue to inspire others to become actively involved in our community.

Congratulations on this well-deserved recognition. I am immensely proud to have been able to mention your organisation's name in the NSW Parliament and, I wish a continued success and fulfilment in all future endeavours.

Yours sincerely,

**Jordan Lane MP**  
Member for Ryde  
Shadow Assistant Minister for Health  
Shadow Assistant Minister for Multiculturalism

PS. I ❤️ Ryde

*Congratulations to the team on this great success, Peter! I hope you can share with all involved - they are an inspiration 😊*

*- JL*



**JORDANLANE** <sup>MP</sup>  
MEMBER FOR RYDE

(02) 9808 3288  
Suite 202 Ground Floor  
5-9 Devlin Street Ryde NSW 2112  
ryde@parliament.nsw.gov.au





# Community Learning

## A Place of Inclusion & Hope

In the 2023-24 financial year, the CCA NSW Community Learning Program has continued to provide crucial support to older members of our community, many of whom are from culturally and linguistically diverse (CALD) backgrounds. With over 90 diverse classes and activities, the program fosters not only physical and mental well-being but also social connections that play a vital role in combating isolation. For our older members, access to opportunities for learning is not just a way to pass time, but a profound pathway towards empowerment, cognitive vitality, and an enriched community life.

Our dedicated Community Learning Coordinators and skilled volunteers ensure that each participant receives person-centred, evidence-based support that helps them to achieve their goals and unique needs. Engaging in learning activities helps maintain and improve our

members' cognitive function, potentially delaying the onset of cognitive decline and conditions such as dementia.

This year, the program has partnered with organisations like Diabetes Australia and The George Institute for Global Health, offering informative health sessions that empower participants to manage their well-being. Additionally, our skilled and committed professional volunteers, including musicians, artists, and physiotherapists, enriches the quality of our classes, offering a wide range of learning experiences that cater to individual interests.

One of the key highlights was the success of our choir and dance groups in local competitions, where they took home several awards, boosting community pride and engagement. The program, held across multiple venues in West Ryde, Eastwood, and Silverwater, serves over 600 members, demonstrating its significant impact in fostering community cohesion and well-being.



### 3 INFO SESSION

OFFERED THIS YEAR



90

SUBJECTS AVAILABLE



601

STUDENTS



79

VOLUNTEERS AND TUTORS



8732 HOURS

OF VOLUNTEERING



3 CENTRES

USED TO DELIVER CLASSES



Despite these achievements, we face challenges like rising operational costs and the need for more volunteers, but our commitment to improving the lives of our members remains strong. Our partners, including Eastwood and West Ryde Uniting Churches, play a crucial role in supporting the program, ensuring its continued success and expansion.

Our committed and skilled staff and volunteers work closely with members of the community, particularly those from CALD backgrounds, to provide person-centred learning services that enhance well-being and foster meaningful connections. Through activities like Tai Chi, arts, dancing, and social walking, participants not only stay physically active but also engage in a supportive environment where they can make new friends and reduce feelings of isolation. This personal approach helps older members feel valued and connected, boosting self-esteem and combating feelings of depression or isolation.

Research shows that community learning services can have long-term benefits, including maintaining independence and extending a sense of purpose in later life. For our CALD clients, these programs help bridge language and cultural gaps, empowering them to engage confidently with others. By building social networks and learning new skills, they remain active contributors to their communities, improving their quality of life and staying connected in ways that matter.

## Member's Stories

This year, we had the joy of visiting Margaret Lee, a 93-year-old former Gentle Exercise tutor, to deliver mooncakes for the Mid-Autumn Festival. Margaret's contributions to our program are fondly remembered, and this gesture was our way of bringing her the warmth of the festival and celebrating Chinese traditions that bind our community together.

We also celebrate Jameli Morabito, 95, a beloved member of our Thursday Choral Singing Group. Her classmates are organising a special Christmas concert at her nursing home, showing the deep connections formed through our program and the sense of community it nurtures.

We look forward to another year of enriching experiences and fostering meaningful connections within our community.







# Our Volunteers



**322 VOLUNTEERS**

HELPING OUR COMMUNITY



**21,043 HOURS**

OF VOLUNTEERING



**97% SATISFACTION**

FROM CCA VOLUNTEERING EXPERIENCE



**9+ LANGUAGES**

IN VOLUNTEERING CAPABILITIES

**“Volunteers are the  
backbone of the CCA NSW  
Community Hub”**

Their diligence, generosity and compassion enable us to assist people in need, and we are incredibly grateful for their dedication and commitment

Volunteers are at the heart of CCA NSW Community Hub, significantly enhancing our ability to deliver quality services to those who need it most. Their involvement is especially critical during financial crises when vulnerable individuals in the community face heightened challenges. Our 322 dedicated volunteers help bridge gaps in essential services that our organisation, due to budget constraints, might otherwise struggle to meet. From delivering meals to providing adult learning support, they ensure that those most in need continue to receive care, even when resources are stretched.

Beyond offering practical help, our volunteers provide something equally valuable: human connection. For many disadvantaged or isolated individuals, the support they receive from our volunteers goes far beyond physical assistance. Whether it's a friendly chat during a medical transport, life-changing financial counselling, or a caring visit to deliver linen, these interactions can reduce feelings of loneliness and improve mental well-being. Research consistently shows that social connection is crucial in preventing mental health issues, particularly among the elderly and those with disabilities.

Volunteers also play a vital role in building stronger, more resilient communities. Their contributions create a support network that extends far beyond our formal services, and in times of crisis, this resilience becomes even more critical. Whether coordinating phone calls, assisting in our community store, or organizing social support outings, volunteers step in to ensure no one falls through the cracks.





In 2023-24, we launched the CCA NSW CALD Volunteers Advisory Group, an initiative that aligns with our strategic goal of improving volunteer recruitment and support, especially for those from Culturally and Linguistically Diverse (CALD) backgrounds. This group was instrumental in shaping the CCA NSW volunteer program survey, which gathered insights from 90 volunteers. The survey sought to understand their motivations, satisfaction levels, and the barriers they face, with a focus on ensuring our programs meet the needs of all volunteers, particularly those from CALD communities. Their feedback will be critical in shaping a more inclusive and supportive volunteer program moving forward.

Another successful initiative has been our bimonthly newsletter, designed to keep volunteers informed, connected, and empowered. The newsletter offers updates on our programs, shares mental health tips, and provides coping strategies to help volunteers navigate emerging issues in the community. It ensures that our volunteers feel supported and equipped to continue making a meaningful impact.

In April 2024, we celebrated our volunteers at a special "Thank You" event, recognising their incredible contributions. Every day, their commitment strengthens the bonds within our teams and enriches the lives of the most vulnerable members of our community. Their compassion is what makes CCA NSW a true pillar of support.

Looking ahead, we are excited to expand the volunteering opportunities available at CCA NSW. Our volunteers are more than just service providers; they are the backbone of our organisation. They contribute to strengthening the social fabric, enhancing mental well-being, and providing an essential safety net for those who need it most. Many volunteers have shared how fulfilling this experience is, with benefits extending to their own personal growth, mental well-being, and sense of purpose.

## Volunteering feedback

This year, my company Zoetis started volunteering at CCA's Meals on Wheels. I had my turn on 4/9/24. It has been many years since I last did it with Pfizer when Pfizer had the same volunteer program.

I have to say that it was a very pleasant experience, just like what I remembered from my Pfizer days, and just like what the other (Zoetis) colleagues before me have said, too. I want to thank Eugene for doing a very good job.

- 1) He has the list done so that the delivery is from point A to B to C etc. This makes the delivery smooth and we are not driving from point A to D, then back to C, then B.
- 2) There were extra notes on the list on where to park or how to get to the door or what to do if the client didn't come to the door
- 3) The meals were packed in such a way that it correlates to the destination list.

I know that CCA has some regular volunteers and it may not matter so much to them if the coordination is not organised. But to corporate volunteers who only do it once a few months or once a year or trying out volunteering for the first time, Eugene made our experience a good one.

It should not be overlooked. A smooth run of delivery is the result of dedication, great coordination and organisational skill.

Thank you.

Regards,

Irene Goh, ANZ Cluster Demand Manager - (AU Livestock and ANZ Diagnostics)

# Thank You!

## To Everyone Who Supports Our Work

### "Your Support - Our Impact"

We are incredibly grateful to our funders, community partners, members, donors, and supporters for their unwavering commitment to CCA NSW Community Hub.

Your generosity and trust in our mission have empowered us to make a real difference in the lives of vulnerable individuals and families. Thanks to your support, we have been able to expand our services, provide crucial resources, and build stronger, more inclusive communities.

Your contributions have not only met immediate needs but have also created long-lasting positive impacts on the lives of those we serve. Together, we are making communities more resilient and empowering people to lead healthier, happier lives.

From everyone at CCA NSW, thank you for standing with us. Your dedication continues to inspire us to do more, reach further, and make a lasting difference.



#### In Remembrance of Bruce Bishop

It is with a heavy heart that we pay tribute to Bruce Bishop who played an integral part in building CCA to what it is today. Bruce also served on the CCA board as Secretary and vice president into the early 2000s.





# Our Supporters

## Our 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
- Dooleys Lidcombe Catholic Club
- Epping Club
- Jerome Laxale MP (Federal) Office
- Jordan Lane MP (State) Office

# Our Partners



- Acknowledge Education
- Australian Chinese Charity Foundation
- Bangalow Preschool
- Beecroft Women's Probus
- Beecroft-Pennant Hills Uniting Church
- Bendigo Bank Epping Branch
- Bounce INC - Homebush
- Box Divvy
- Bunnings Warehouse Gladesville
- C3 Church Carlingford
- Carlingford Court
- Chemist Warehouse Eastwood
- City of Parramatta Council
- Club Eastwood
- Coles Epping
- Community Life Church Cherrybrook
- Community Migrant Resource Centre
- CWA Eastwood - Epping
- Cyrius Media Group
- DEBASCA
- DV Safe Phone
- Eastwood Blessings Early Learning And Preschool
- Eastwood Community Baptist Church
- Eastwood Evening Garden Club
- Eastwood Health First Pharmacy
- Eastwood Mart
- Eastwood Patchwork Quilters
- Eastwood Pharmacy
- Eastwood Seafood Restaurant
- Eastwood Uniting Church
- Eastwood Uniting Church Musical Society Inc.
- Eastwood-Gladesville Rotary Club
- Epping Baptist Church
- Epping Eastwood Lions Club
- Epping Presbyterian Church
- Epping Uniting Church

- Ermington Public School
- Excelsior College
- First Church of Christ Scientist, Ryde
- Girl Guides - Northern Sydney Region
- Good Shepherd Australia
- Good360 Australia
- HRC Group
- Hunt and Hunt Lawyers
- J. Herriott Trust
- Jerome Laxale M.P (Federal)
- KU Eastwood Preschool
- La Vigne Bakery
- Lifeway Lutheran Church
- Lim's Hot Bread Eastwood
- Liquorland Carlingford
- Little Amigo Carlingford
- Little Blessings Childcare
- Lutanda Manor - Pennant Hills
- Macquarie Anglican Church
- Macquarie Chapel Presbyterian Church
- Marsden High School
- Marsden Road Uniting Church
- Master Catering Services
- Meadowbank Combined Probus
- Mobile Early Childhood Educators
- Moko Hotel
- National Seniors Australia Macquarie Branch
- NBC Silverwater Badminton Centre
- Noble House Chinese Restaurant
- North Ryde Combined Probus
- Officecwork West Ryde
- One Meal
- OzHarvest
- Parramatta Library
- Petbarn Foundation
- Probus Club of Eastwood
- Raging Waters
- Rotary Club of Carlingford



# Our Partners



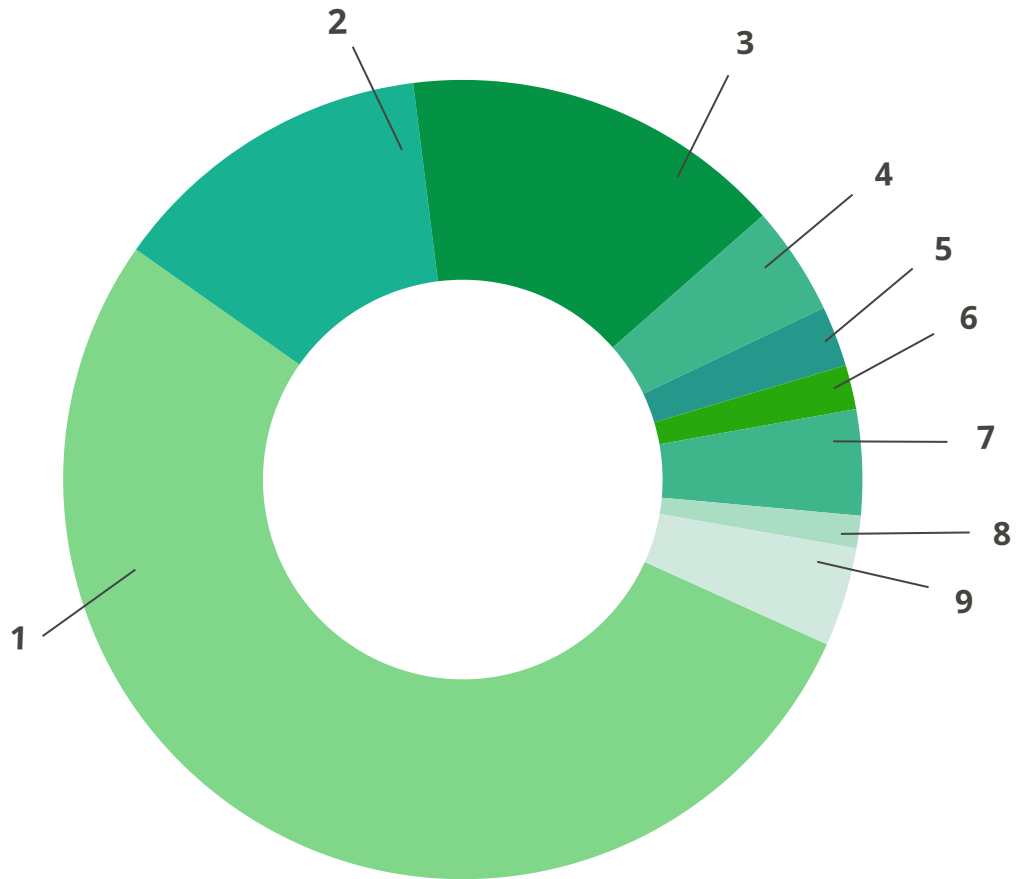
- Rotary Club of Epping
- Rotary Club of Macquarie Park
- Rotary Club of North Ryde
- Ryde Business Forum
- Ryde City Probus
- Ryde Congregational Church
- Ryde Eastwood Leagues Club
- Ryde Ladies Probus Club
- Ryde Parramatta Golf Club
- Ryde Presbyterian Church
- Ryde Rotary
- Share the Dignity
- S-Mart
- Sophia Day Spa
- Sovereign Grace Bible Church
- Specsavers Carlingford
- Spirit of Sydney - Women's Community Choir
- St Aidan's Ladies Auxiliary
- St Philips Anglican Church
- St Vincent De Paul Society

- St. Aidan's Anglican Church
- St. Alban's Anglican Church
- Sydney Tower Eye
- Taronga Zoo
- The Bridge Church - Macquarie Park
- The Eastwood Hotel
- The Epping Club
- The Liv-Better Foundation
- Thread Together
- Uniland Eastwood
- Uniting Bramley Beecroft
- West Epping Uniting Church
- West Epping Uniting Church Ladies
- West Ryde Baptist Church
- West Ryde Community Church
- West Ryde Uniting Church
- Western Sydney University
- Women's & Newborn Health, Westmead Hospital
- Woolworth Beecroft
- Woolworth Carlingford

**And many more individual members of our community who donated to our organisation**

# Thank You!

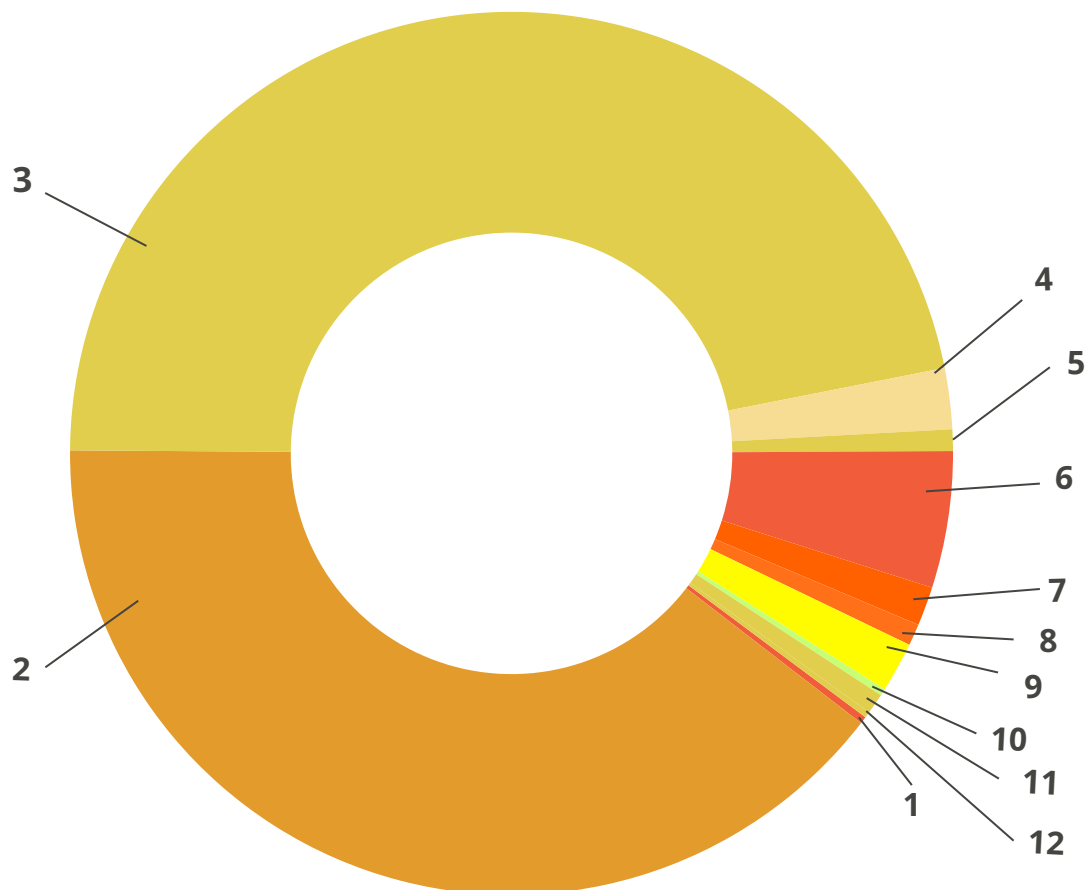
# Financial Overview



| INCOME                                 | \$               | %          |
|----------------------------------------|------------------|------------|
| 1. Childcare                           | 2,983,006        | 53.00      |
| 2. Meals Services                      | 745,606          | 13.25      |
| 3. Social Support Program              | 872,105          | 15.50      |
| 4. Administrative & Corporate Services | 248,670          | 4.42       |
| 5. Community Learning                  | 137,905          | 2.45       |
| 6. Youth Services                      | 100,504          | 1.79       |
| 7. Community Worker for Aged           | 240,237          | 4.27       |
| 8. Social Welfare Program              | 73,997           | 1.31       |
| 9. Financial Wellbeing & Capabilities  | 225,856          | 4.01       |
| <b>TOTAL INCOME</b>                    | <b>5,627,886</b> | <b>100</b> |



| EXPENSES                   | \$               | %          |
|----------------------------|------------------|------------|
| 1. Advertising & Marketing | 15,047           | 0.26       |
| 2. Childcare               | 2,298,793        | 39.65      |
| 3. Employment              | 2,712,746        | 46.79      |
| 4. Facility                | 129,158          | 2.23       |
| 5. General                 | 46,080           | 0.79       |
| 6. Program                 | 290,008          | 5.00       |
| 7. Professional Fees       | 82,937           | 1.43       |
| 8. Special Purpose Grants  | 45,682           | 0.79       |
| 9. Technology              | 106,658          | 1.84       |
| 10. Telecommunication      | 14,733           | 0.25       |
| 11. Transport              | 43,482           | 0.75       |
| 12. Volunteer              | 12,706           | 0.22       |
| <b>TOTAL EXPENSES</b>      | <b>5,798,030</b> | <b>100</b> |





**CCA New South Wales Ltd.**

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