



Enabling better lives

ANNUAL REPORT

2019

2020



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Acknowledgement

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



OUR IMPACT



9,500+

Clients Supported



1,434

Food Parcels
Distributed



\$88,000+

Emergency Relief
Vouchers Distributed



43,254

Meals Delivered
to Clients



500,000+

Hours of Care at
Family Day Care



\$550,000+

Volunteers Contribution

Vision

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

Mission

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

MESSAGE FROM THE PRESIDENT & THE GM



Growing and Innovating to Create Lasting Change

It is a privilege to present the 2019-2020 Annual Report for Christian Community Aid (CCA) on behalf of the Board, which highlights an exciting year of growth, innovation, and impact.

CCA successful community engagement model is our distinctive point of difference. This Annual Report features the lives transformed through the work of our organisation in the 2019-2020 financial year. At CCA, we know our local communities and they know us and come to us in times of need. We have been working for and with people to meet their needs and help them build a better futures for more than 55 years.

I am proud to lead CCA with a fantastic team of Board Members providing competent governance. We celebrate the Board's diversity, varied knowledge, experience, and insight each member

brings to CCA from their professional background. This enables us to understand and make decisions effectively and efficiently in responding to current challenges. We play the long game, working towards realising our vision of a just society, where all Australians can live their best lives. While our vision is bold, we know we have an innovative and sustainable solution. Paired with the key driving forces of our purpose and mission, together we will open doors to brighter futures.

During these uncertain times, one thing is certain to us, now more than ever, the important role CCA plays in bringing our communities together, as a united force to serve those acutely affected by the COVID-19 crisis. The Board, as a whole, appreciate and congratulate our resilient members, staff and volunteers, who are committed to our mission and have continued to provide a high level of service, acting with urgency and purpose, despite multiple levels of challenges caused by the COVID-19 health and economic crisis.

This year, I am proud to say CCA is responding to the crisis in new, innovative, and collaborative ways; our advances in data and technology has helped us to deliver greater impact, measure our effectiveness and improve stakeholder engagement to help the people who need it most. Modifying existing programs, developing new ones, and implementing measures to help prevent the spread of the virus; all in a dramatically changing working environments. We continue to invest your generous support where it's needed most. We listen to the voices of residents and local leaders to identify needs and create change; together, we will transform the communities we live into a home where everyone belongs and has what they need, not just to survive, but to thrive.

We are committed to our community and those we serve through our purpose and mission. This is what drives our funders, our staff, our volunteers, our members, our donors, and our partners to better serve the people that needs us. Our mission, "Engaging communities to enable better lives", especially holds true and maintains relevance during these unprecedented times for our key stakeholders.

At CCA, we view resource limitations as an opportunity. Adding to our strategic plan, we have developed contingency plans with innovative customer-led solutions, which are cost effective and places us better to play an integral role in rebuilding our communities after the crisis.

Growing While Maintaining The Effectiveness of Our Programs

A University student living in a refuge, a single mother struggling to make ends meet, a grandmother who needs supports to stay in her own home, a victim of financial, emotional and physical abuse trying to "rebuild her life and get back on her feet" providing her children with a safe and nurturing home. Each of these people wants and deserves the opportunity to achieve their dreams and support their respective families. CCA could not provide the diverse range of services on the scale we do without the dedication of our members, staff and volunteers, to build strong communities that allow everyone to achieve their goals.

CCA goes beyond single issue solutions and temporary fixes. Our integrated impact strategy

focuses on ensuring children get a strong start in school, youth earn the education they need to thrive in the job market, and people of all ages have an opportunity to improve their economic and wellbeing status and live a healthy life. By ensuring that everyone has access to these building blocks of life, we strengthen all facets of society, empowering individuals and communities through holistic solutions. We do this by mobilising the best resources and forging unlikely partnerships.

Moreover, we do not rely only on what has worked in the past, we find new solutions tailored to the challenges of our ever-changing world. Our solutions may be similar from one community to another, but they are codesigned with our customers and customised to the needs of our communities, ensuring they make a defining impact in the lives of the most vulnerable people, their homes, early childhoods, schools and communities.

Moving Forward

We have a highly skilled team of staff and volunteers, who consistently go above and beyond to ensure that people get the right support at the right time. As we look forward to 2021 and beyond we continue to be inspired by the work they do, the way they continually renew the legacy of CCA and the ongoing search for creative and innovative approaches that will enable people to live their best lives.

Long before COVID-19, CCA Community Hub existed to support vulnerable and disadvantage people to thrive and rebuild their lives through a range of aid and life changing support services. We did this hand in hand with our expert staff and volunteers, supported by a generous community of donors, funders, community partner organisations and businesses. We will continue to support those needing help in our communities, today, tomorrow and into the future.

Together, we are creating lasting change in communities.



Michael Lum
President



Heather Pinto
General Manager

OUR BOARD



Michael Lum
President



Jessica Chapman
Vice President



Peter Garrard
Vice President



Stephen Thorp
Treasurer



Stephen Kemp
Secretary



Narelle Barker
Board Member



Justin Li
Board Member



Toula Serna
Board Member



Anthony Ching
Board Member



Ben Binskin
Board Member



OUR VALUES

RESPECT

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

STRENGTHENING COMMUNITY

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

INTEGRITY

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

SOCIAL JUSTICE

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

COOPERATION

CCA practices collaboration and participation.

INDEPENDENCE

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

COMMUNITY SUPPORT



2,500+
Clients



\$88,000+
Emergency Relief
Vouchers Distributed



1,434
Food Parcels
Distributed



1,073
Community
Store Visits

"A single mother and her 2 year old daughter who are experiencing domestic violence seek assistance from CCA. We provided ongoing emotional support, but also assisted with \$200 EAPA vouchers to pay her electricity bills. We assisted with \$100 Coles Voucher, supplied food parcels and nappies. Through the Good Samaritan Fund we have paid for a king bed mattress (client and her daughter were sleeping on the floor). Client now attends domestic violence support group regularly at Cumberland Women's Health Centre."



Building Strong and Healthy Communities

CCA is helping to meet the basic needs of our community's most vulnerable and disadvantage people. People who lack necessities like food and shelter can't get ahead in life. Those that struggle to find work or manage their finances aren't able to reach their full potential. CCA is working to provide everyone with access to nutritious, affordable and appropriate food from community store, emergency relief, financial literacy and counselling programs.

We understand that each client circumstance is unique. The Emergency Relief program plays an incredibly important role in supporting families through financial crisis, giving them not only much needed supply of food and household items, but also some breathing room from financial crisis. Through our Good Samaritan Fund, we have been able to fulfil our mission of engaging the vulnerable communities to enable better lives. We have helped fund school trips, laptops, clothing, furniture, and other items that contribute to their wellbeing. CCA Community Support Program includes several sub-programs not only to alleviate the immediate financial crisis but to also build resilience and self-sufficiency for these families. Our aim is to offer a number of alternative pathways for our clients to choose and empower them to take ownership of their own solution.

The community support program has again, successfully secured funding from Department of Social Services, NSW Department of Communities and Justice, City of Ryde Council and City of



Parramatta Council to continue the good work that we are doing. This year, we are continuously seeking for areas of improvement by exceeding number of clients we support and outcomes that include relieving financial crisis and building the financial capabilities of individuals and families. In doing so the community support team has received positive feedback from our funders.

The Energy Accounts Payment Assistance (EAPA) Scheme is an NSW Government initiative helping people experiencing financial hardship with their energy bills. The scheme assists people who are unable to arrange a payment plan with their energy supplier. As a result, many of our clients have reported increased capability of dealing with their own issues and managing their own affairs.

The emergency food parcel is also at the core of our Emergency Relief program. We offer food hampers to people who are experiencing food insecurity due to unprecedented unemployment and poverty levels. We have been able to build connections and address the root causes of their food insecurity by providing short term case management or referring them internally to our Financial Literacy program which helps to build resilience and arms participants with knowledge to deal with their finances.

Our teams also conduct outreach activities in the community, proactively approaching people who are experiencing crisis and challenges in life. This year, we continued to collaborate with Cumberland Women's Health Centre in the Parramatta area to support women and children to escape domestic violence and remain safe in the community.



Likewise, the No Interest Loan Scheme offers individuals and families on low incomes the opportunity to purchase essential household items or services that can improve their quality of life. This year, we responded to 131 requests.

The COVID-19 pandemic has caused a large scale financial and social stress and anxiety to people in the community. Our Team has responded quickly and we have adapted to virtual meetings and appointments, as well as delivering financial literacy program online. The food parcels and requests for support have also increased dramatically during the pandemic. We have given out 594 food parcels for the 4 months of COVID-19, compared to 329 for the same period last year. As well as carried out 568 Emergency Relief services compared to 183 for the same period last year.

CCA, being a proactive organisation with extensive experience in crisis management, view this pandemic as our opportunity to become stronger, more resilient, and build a more connected community. We are committed to continue to serve those in need in creative and flexible ways as well as improving our services by listening to feedback and the community's need.

Our goal is to work more efficiently and to be able to reach out to more people in need. We would like to explore more options to our clients including reaching out to individuals who need help but may not be able to physically attend our office. We will also be seeing the completion of the Preserve a Serve Project which commenced in 2018, aimed to reduce the amount of unnecessary food wastage and eliminate hunger in our community.

AGED & DISABILITY



43,254
Meals Delivered
to Clients



1,373
Medical
Transport Trips



13,000+
Support
Services Hours



133
Social Outings

"Clients found increased appetite and weight gain/loss in accordance with their goals. Our meals are all nutritionally balanced and developed for the needs of the elderly."

"A client was only eating cereal and toast all day as he didn't know how to cook anything else, he is now having two nutritionally balanced meals each day and has increased his appetite and energy levels."



Connection to Supports

CCA is helping people in need to access and navigate the resources they require in the community; from supporting community members to deal with life's challenges, removing barriers to accessing local services. We provide vital services and connect people with community and social resources, close to home and specific to their needs; such as Meals on Wheels, support services, to build independent living skills for seniors.

CCA Aged and Disability Service (ADS) is a highly reputable home care service provider to residents of Northern Sydney. We provide personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every client.

The Aged and Disability Team had much to celebrate for the past 12 months with new initiatives introduced, service improvements progressed, and very positive outcomes achieved for our clients. We have played a significant role in the lives of many senior Australians, not only for the practical care services we provide but for our advocacy, partnerships, and work with governments.

This year we continued to pursue the mission and objectives of CCA by delivering 43,254 meals and over 13,000 hours of support services. These services being divided among Commonwealth Home Support, National Disability Insurance Scheme and Private services for clients. We also found that 95% of our Community Home Support Programme clients are experiencing improved quality of life. This is an encouraging sign that our services are helping to keep these clients independent, healthy, and happy while living in their own homes.



Our meals service has continued to grow over the past year, with enhancement to product offerings and streamlining of processes and procedures so we can offer more meal choice to more clients. CCA experienced staff will go through nutritional information with clients if they have any dietary requirements. This also encouraged clients to learn new skills, such as using the microwave to increase their independence.

CCA is keeping fully updated of developments relating to the continued spread of Coronavirus across NSW. The ADS Team immediately recognised the need to adapt our ways of working, making sure the safety of our people, clients and communities remained our highest priority. We have come together to find new ways to adapt our day to day business practices.

Since the beginning of the pandemic, we have worked together with our clients to implement a contact free meals service delivery. We have also continued to provide other essential services such as medical transport, internet shopping as well as linen services. Although it is impossible to determine the precise course of the pandemic and its economic consequences, this experience has allowed us to become more resilient in period of uncertainty.

It was clear that mutual support and innovative thinking would be the foundations of CCA's response to the COVID-19 crisis. CCA have

partnered with Woolworths to support older people in the community by delivering essential items. This support is intended to help vulnerable and elderly shoppers to overcome some of the challenges that they had in securing essential items. Volunteers from the Lions Club also donated time in conducting welfare checks to ensure the wellbeing of our senior clients during the suspension of social groups and outings.

CCA will continue to work creatively and relentlessly with each client to discover individual's capacity, supporting and empowering them to achieve their goals. We will continue to address gaps in the community and implement the reablement approach in our everyday service delivery.

CCA aims to continue to grow the number of clients we support to live independently via Home Care Package. We have been putting together our Home Care Package application which will be submitted by end of 2020. We anticipate the flexibility of these packages will enable us to provide continuity of care by adapting services to changing client need and continues to be a viable alternative to residential care.

With more people than ever before accessing our aged and disability services, and a number of growth initiatives planned for the new future, we hope to continue bringing improved lifestyle to more people in our community.

EARLY CHILDHOOD



521

**Children in
Family Day Care**



84

**Family Day Care
Educators**



300+

**Families & Educators
accessing Toy Library**

"I write to express my gratitude for the team at CCA FDC and to our educator. Nazik is the best educator we could ever ask for. She is extremely kind, caring and thoughtful. She loves our children and care for them like her own. Both of my girls aged 2.5 years old and 9 months old enjoy going to Nazik's family day care very much. They feel loved and secure there. Our oldest daughter always gets compliments on how well she is developing in terms of communication skills, confidence and attitude. She is thriving beautifully, and we have Nazik to thank for. Our youngest daughter never cries when I drop her off in the morning. She is so excited as soon as I walk into Nazik's house. They both are incredibly happy girls. We are so lucky to have found her." – Vanvisa (FDC Client)



Helping Children and Young People Be All They Can Be

Early development, from childhood to young adulthood is a strong predictor of future success. Unfortunately, too many kids face barriers to achieving their dreams. CCA is giving children and youth the support they need to get a great start in life in our early childhood home based services, do well in school, and reach their full potential.

As one of Northern Sydney's leading Family Day Care providers, CCA provides high quality, affordable and home based care for children from birth to 12 years within our local community. We believe children are unique individuals and provide enriching, meaningful opportunities for them to explore and develop. Educators work together with specialists and families to support children. We provide ongoing support and guidance to extend and enrich children's learning from birth through to the transition to school and into the primary school aged years.

Research has shown that the skills children develop in the first years of their life become the foundation for lifelong learning, which can positively shape the way they approach learning for the rest of their lives. Each Family Day Care Early Childhood Service within our scheme is guided by the Early Years Learning Framework and My Time Our Place Framework for School Aged Children. Following the Framework, our educators place specific emphasis on play based learning and reinforces the principles of recognising children's right to play and be active participants in all matters affecting them.



To measure our success, CCA uses a quality improvement plan that is mandated by the National Quality Standards. Each quality area is evaluated, and areas of improvements have been identified. This year, we have done significant work to improve practices across the service:

- We introduced a risk management & compliance folder for each educator to use to assist with ensuring all compliance is followed and evidence is kept. This has made recording compliance procedures easier for educators and staff to check compliance during visits.
- Development of Munch and Move healthy eating and lifestyle activities and resources for educators and families. Some educators have been observed adding munch and move activities into their programs. Also giving parents activity ideas during COVID-19 lockdown.
- Increased access to high quality literacy experiences to all children in FDC by providing a recorded reading of a book every month.

In line with CCA's mission to engage with the community to enable better lives, the core aim of our Family Day Care Program is to maintain effective communication to establishing and maintaining positive partnerships with parents. CCA encourages and supports parent participation and involvement to get the best outcomes for children.

During this period of uncertainty and change, the health and safety of our Family Day Care's families and team members remains our highest priority. CCA have implemented additional hygiene measures to ensure each family day care provides

an environment that is healthy, hygienic and that minimises the risk of infection through proper hygiene practices that are understood, documented, and implemented consistently.

The COVID-19 has allowed us to experience a very different time and adapted to a new normality. This experience has challenged us in being flexible and strive to deal with changes. We will continue to review what we have learnt, what has worked well and what we could do differently. We will be looking at better systems and practices such as the possibility to run future meetings with educators and training sessions online.

In the coming year, our goal is to continue to develop, support and guide our educators to extend and enrich children's learning through mentoring during home visits; promote literacy by providing access to literacy experiences to each child through a monthly recorded story; distribution of high quality resources; provide professional development opportunities; organise educator forums and collaborative support visits and learning from educational experiences during Play Session.

With over 70 Family Day Care Centres across Sydney today, CCA Family Day Care is a place that families can trust, where Educators thrive, and children grow. We will continue to ensure high quality communication between service, educator and families through newsletters and regular emails. Improving communication and professional development opportunities through signing up educators to our website so they have access to relevant industry articles and information.

CHILDREN, YOUTH & FAMILY



519
Children
Supported



196
Youth
Supported



658
Parents
Supported

"Useful and helped me deal with the fear of parenting a teenager. This forum allowed me the opportunity to raise concern and provide me a way to deal with them." - Parents

"I feel more confident to communicate with my kid. I will build up better relationship with the family to educate my children." - Parents

"The program opened my vision to know more about the kid's emotional needs which is very important but I lack of."- Parents

"I had fun. I don't know what else to say. The facilitators are always sweet and hospitable." - Youth



Engagement in Learning

CCA is helping children to be ready to succeed in school and develop key life skills; from early childhood home based program, school based Psychosocial educational programs, after school homework and tutoring programs, youth resilient groups, parenting programs and resources that help parents to keep their children safe, building nurturing relationships and prepare them to succeed in life. We are helping children and young people develop positive relationships with their peers and families; from skill building recreation programs, to mentoring and leadership development opportunities.

At CCA, we view adolescence as a time of remarkable opportunity; we know that although our brains continue to change throughout our lives, the adolescent years are a period of profound cognitive, biological, social, and emotional transformation. CCA takes an early intervention approach, using the evidence based model and programs, trauma informed services, and practice to strengthen family functioning and promote meaningful results in social and emotional wellbeing, for the children, young people, family and communities we serve. Our goal is to support the client's needs to achieve better outcome by giving the tools they need to take on adult roles, responsibilities and relationships successfully. CCA provides outreach and innovative services such as tailor made programs to improve mental health, general wellbeing, family support, healthy relationships, and educational outcomes for children, youth, and their families.

This is exemplified by one of the main programs CCA Youth Team delivered this year, Kindergarten

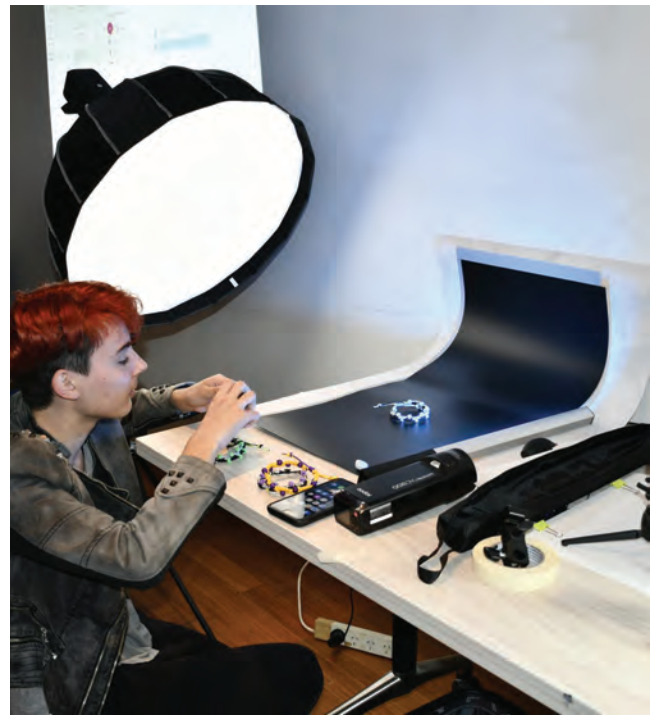


Connections. It is a stress-free way for families to take part in play activities with their child, see their child's class in action, and begin to see school and teachers in a different way. The program aims to increase parental confidence in engaging with their child's school community and their child's education. This ensure that families understand the valuable ways that play encourages and extends their child's development across all areas.

CCA offers a range of approaches and strategies to build an emotional connection between parents and their children. Research has found that parenting styles can influence a child's emotional intelligence. Children with good emotional intelligence often have better emotional, social, and physical functioning and fewer behavioural difficulties. These parenting programs help parents teach their children how to understand and regulate their emotions and develop emotional competence, as well as helps parents respond to their children's emotions in an accepting, supportive way to build and strengthen their relationship.

Through our positive relationship and experience, we have acquired a lot of knowledge and insight about what young people need in their lives to help them learn, grow, and thrive.

Art-Hive is another initiative delivered by CCA specifically to address the issue of the high number of youth LGBTQIA+ that is prone to a psychological and mental health issue. This program is designed to assist and support young people from the



LGBTQIA+ community and aims to develop essential character capacities young people will need to use in all areas in their adulthood. Addressing issues such as managing their emotions and resolving conflict, goal setting, achieving their goals, planning, ways of using internal strength and attitude for achieving their goals, also time management and appreciating others and relationship building.

Due to the COVID-19 and safety restriction, we had to suspend some of the programs and face to face session. During this unusual time, we adopt online and remote delivery, becoming fully equipped to run some of our programs, to try our best to support our clients as much as we can. For example, our Art Group, Kindergarten Connection and Tuning in to Kids were able to switch the service delivery method to online, with the shorten but more consolidated and interactive sessions. In addition, we encouraged the contactless method by posting the materials to our clients and both clients and staff were asked to follow the strict safety guideline.

Despite all the challenges we are facing during the COVID-19 lockdown, we learn that flexibility and adaptability are a great asset to build on to achieve the program goal. We are truly grateful to work in partnership with youths, their families, government funders, supporters, community residents, corporate businesses, community organisations and people who work with young people, to help adolescents develop healthy and productive adult lifestyles.

COMMUNITY LEARNING



105
Courses



970
Students



83
Volunteer
Tutors



5,890
Hours in
Course Delivery

"I really appreciate the continuation of the Neurobics and Mobile technology classes online during the lockdown period. They were my weekly connection to my Community Learning friends and I looked forward to doing the exercises together every week." - **Community Learning Student**

"Just wanted to say a big THANK YOU for all the trouble you have gone through to keep Community Learning up and running in this time of the COVID-Virus" - **Community Learning Student**



Connectedness and Community Involvement

Studies have shown that lifelong learning has wonderful benefits for adults of all ages. At CCA, we provide lifelong learning opportunities for the elderly. Our Community Learning program helps keep the mind sharp, improve memory, increase self confidence, develop new interests, build skills and meet people who share the same interests.

CCA offers a daytime community education program for retirees and seniors who are looking for activities to meet their social, mental, and physical needs. Retirement and ageing are often associated with changing circumstances in life. Often resulted in loneliness and a loss of life's purpose. These experiences can be debilitating with many seniors at risk of anxiety, depression and isolation. This program is based on research that has proved that happy and healthy ageing requires an active lifestyle to help prevent and delay the onset of dementia.

For over 30 years, CCA Community Learning program provides for the much-needed social network, mental and physical stimulation to equip this age group towards successful ageing and a better quality of life. Our enthusiastic volunteer tutors provide different learning needs for the community through sharing, mentoring, learning and peer support in a friendly, stimulating, and positive environment. They create a fun, safe and friendly environment that their students can learn, keep active and build their social network. All this while students also received a sense of accomplishment linked to their progress towards learning new things, mastering an old hobby or celebrating their achievement.



This year we partnered with the Australian Cervical Cancer Foundation (ACCF) to run an art project and exhibition for all our art classes. We also want to thank the Chatswood Cultural Center for providing our art students space where they can exhibit their work and accomplishment.

Perhaps the salient event in the year 2019-2020 is the unprecedented pandemic that impacts us all, COVID-19. COVID lockdown has impacted the community severely with home confinement and social isolation. Many students have experienced an increase in loneliness and longing for social activities. We make a commitment to continuously engage and inform our students of new development throughout the pandemic. This is so that the students still have that crucial social connection and activity that is important for them.

During COVID-19, we adjusted our service by:

- Providing service as optimally as possible at this time of uncertainty.
- Relocating venues to ensure a COVID safe environment adhering to strict COVID guideline.
- Providing training for our volunteer tutors on "how to teach with Zoom".
- Shifting courses delivery to online classroom for Computer Technology, Photography, Violin, Sketch/Drawing, Watercolour Painting, Chinese Calligraphy and Basic Music Theory.

We thank and value our clients' trust and long term relationship during this turbulent time. We are continuing with our goal to deliver a competitive, relevant, affordable, sustainable, vibrant and quality service to the target clients that provides for the much needed social, mental and physical wellbeing of our community.



OUR PEOPLE



35
CCA Staff



84
**Family Day
Care Educators**



300+
Volunteers



15,803
**Volunteer
Hours**

Mary, a participant of the WDO scheme cleared her fines debt within two months and said, "I would never been able to pay off the fines in the past, but working with CCA program helped make me debt free while supporting the community through COVID-19 crisis and keeping the most vulnerable safe. This program has helped me grow as a human being, giving me the opportunity to serve others and learn about the needs in our community. I have grown through this experience and I now have better understanding of how CCA helps vulnerable elderly people to remain in their own home". After paying off her fines in full, Mary continued to volunteer with our organisation.



Neighbourhoods and Community Engagement

CCA is encouraging individuals and community organisations to get involved in their community and helping everyone feel like they belong in the place they call home; from promoting volunteerism, to engaging community to create local solutions.

CCA is privileged to be supported by a dedicated team of staff and volunteers, both office and field-based. It is the team's commitment to CCA values that enables thousands of people in our community to have a better life and to stay connected to their community. Throughout the year, CCA have supported the professional development and personal growth of our team. CCA prides itself on continuous development, empowering our staff, volunteers and educators through professional learning and research opportunities. We are committed to providing the tools and resources for our people to do their job well.

Over the past year, we have continued to invest in our passionate staff, helping to equip our people with the resources and knowledge they need to respond to the new challenges facing our sector, and our community more broadly. Staff are trained to respond quickly and flexibly when faced with uncommon situations.

This year, CCA staff have attended training focuses on keeping up to date with the latest issues, legislation and supports available to clients. We have partnered with Be You, a national mental health initiative for educators to promote and protect positive mental health in children and young people. In addition to the mandatory training that staff attend such as first aid and child protection, we have arranged trainer from TAFE NSW to run



three in house professional development sessions per term. Our staff are now trained and have gained expertise for courses such as Transition to School, Literacy in the early years and Mental Health in the workplace to name a few.

Along with our staff, 300+ active volunteers also contribute a significant value towards the economic, social, cultural and environmental wellbeing of the community. They engage within program, in a range of roles that create a sense of purpose and belonging, while building pathways to employment with inclusive communities.

During the COVID-19 outbreak, CCA continues to deliver services to the most vulnerable members of our communities. Since the start of the crisis, CCA has received an overwhelming response through our volunteer program and has been equally supported by our resilient staff committed to our mission and by partner organisations and individual members of our community rallying together to serve those who are struggling. Their contribution has increased the capacity to further reach out and grow our services. We have been able to meet a significant increase in demands for our essential service such as Meals on Wheels, Linen Service, Emergency Relief, Medical Transport, Shopping Assistance, Financial Counselling, Community Store, No Interest Loan Scheme, Youth Programs, Community Learning and Family Day Care.

Our volunteer process is adapted to reduce the risk of infection of COVID-19 by implementing health and safety practices such as limiting face to face contact, providing extra PPE for them to use and train these volunteers to ensure their safety. It is

important as an organisation to maintain engagement and support with the volunteers to ensure their committed time, skills and energy is appreciated and well valued.

The generosity of members of our community does not end with volunteer hours, we have received generous donations of food and financial support. We have also received the generous contribution from workers from different community organisations such as The Rotary Club, Lions Club, Churches and City of Ryde Council, who have donated their time joining our volunteering team. Their contribution has increased the capacity to reach out further and grow our service.

CCA has also been working together with Legal Aid NSW and Revenue NSW since 2016, as an approved sponsor organisation of the WDO scheme. This has benefited both, scheme participants and our community. Our staff value the tremendous support from Legal Aid NSW and Revenue NSW, WDO service who are always available to provide training, resources and guidance, enhancing our ability to meet the desired outcomes for participants of the scheme.

As always, CCA is looking towards an engaging and brighter future by incorporating a range of inductions, training and the different processes and roles as volunteers. These will significantly impact a great deal of opportunities that align with the volunteer's interest by creating a positive outlook within the community.

OUR SUPPORTERS



\$1,414,299
Government Grants



\$109,025
Special Purpose Grants



\$67,302
Donations



\$28,320
Fundraising

Special thanks to each individual community member who supported us through the year, especially during COVID-19 pandemic. Without all of your support, we can't do the good work that we do.

many thanks

Funding Bodies

- Department of Communities and Justice (NSW)
- Department of Education (Commonwealth)
- Department of Health (Commonwealth)
- Department of Social Services (Commonwealth)
- City of Parramatta Council
- City of Ryde Council

Organisations

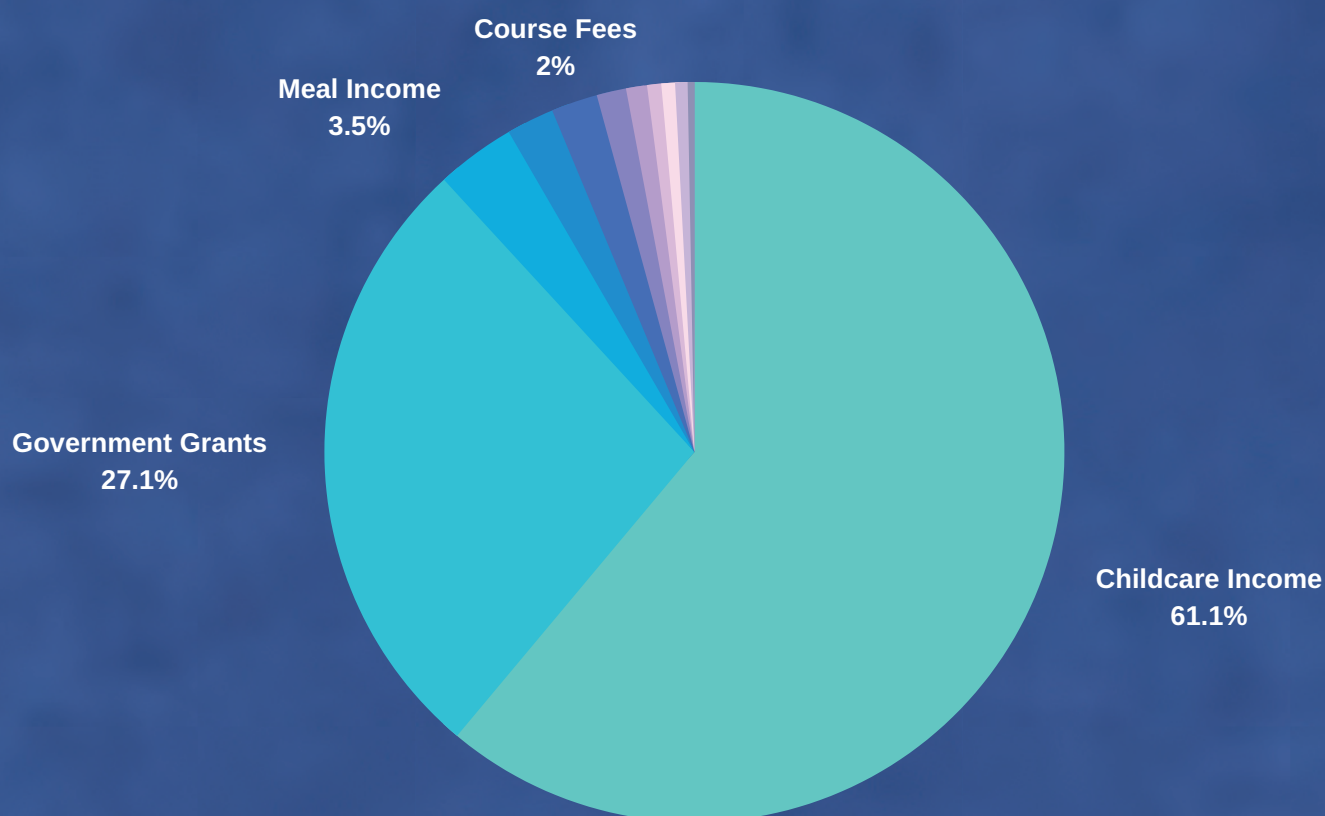
- Alan Walker Village
- Australian China Goodwill Association
- Australian Chinese Charity Foundation
- Australian Huaren Group
- BaptistCare Willandra Retirement Village
- Baulkham Hills Veterinary Hospital
- Beecroft Uniting Church
- Bendigo Bank Epping
- Box Divvy
- Caterology
- Chemist Warehouse Eastwood
- Commonwealth Bank Eastwood
- Commonwealth Bank Epping
- Commonwealth Bank Top Ryde
- Country Women's Association of NSW – Eastwood Epping & District Branch
- Cyrius Media Group
- Dae Jang Kum Korean Restaurant
- Eastwood Baptist Church
- Eastwood Evening Garden Club
- Eastwood Girl Guides
- Eastwood Uniting Church
- Eastwood Uniting Church Friday Fellowship
- Eastwood Uniting Church Musical Society Inc.
- Eastwood Uniting Church Sunday School
- Epping Baptist Church
- Epping Boys High School
- Epping Church of Christ
- Epping Creative Machine Knitters



- Enabling better lives | 21

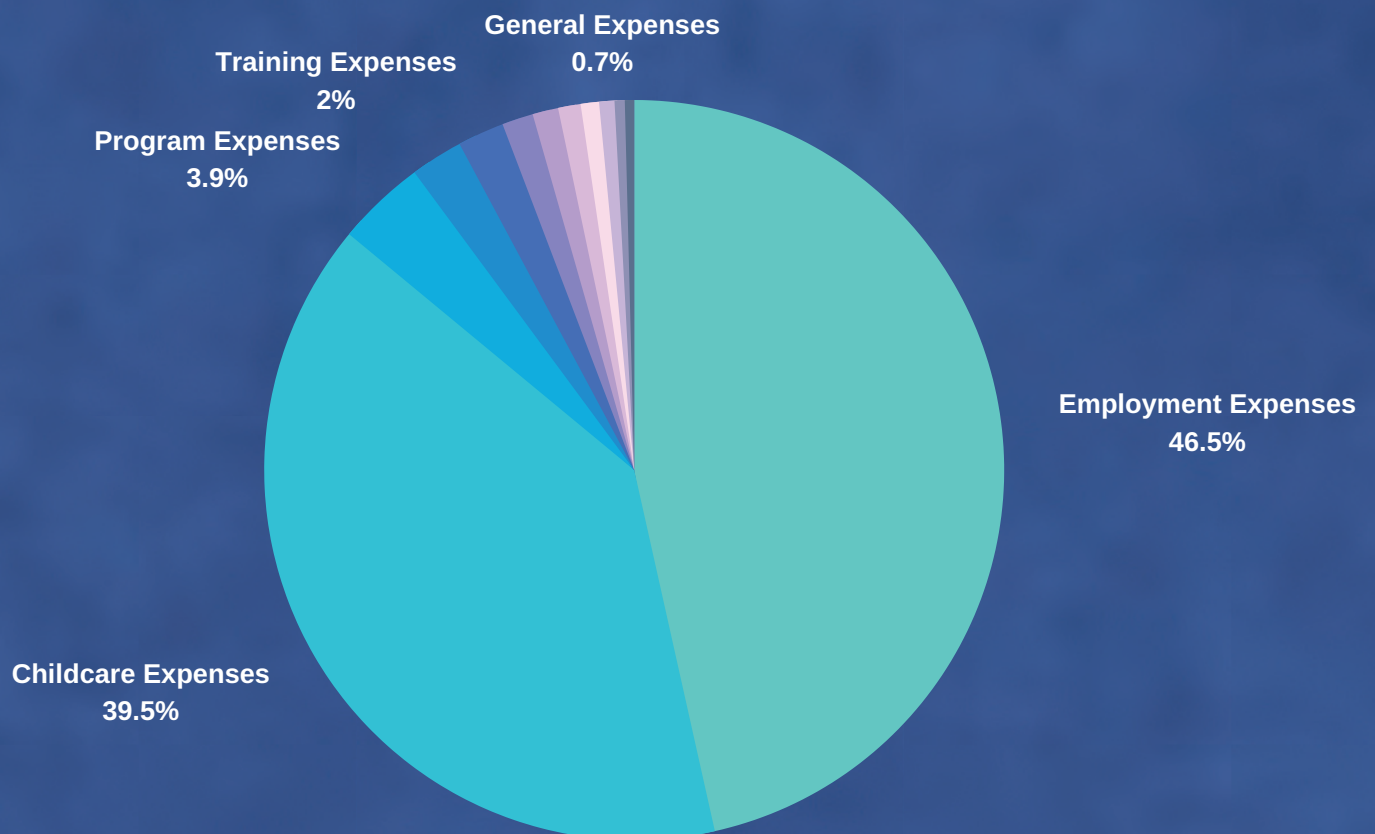
FINANCIAL OVERVIEW

Total Income: \$5,222,813



Income	\$	%
Childcare Income	3,190,364	61.1
Government Grants	1,414,299	27.1
Meal Income	181,152	3.5
Special Purpose Grants	109,025	2.1
Course Fees	105,842	2.0
Donations	67,302	1.3
Program Income	47,861	0.9
Interest Income	32,221	0.6
Transport Income	31,177	0.6
Fundraising	28,320	0.5
Other Income	15,250	0.3

Total Expenses: \$5,419,719



Expenses	\$	%
Employment Expenses	2,510,235	46.3
Childcare Expenses	2,132,224	39.3
Program Expenses	209,223	3.9
Facility Expenses	123,986	2.3
Training Expenses	110,000	2.0
Special Purpose Grants Expenses	73,614	1.4
Professional Fees	60,708	1.1
Technology Expenses	53,156	1.0
Transport Expenses	43,171	0.8
General Expenses	36,056	0.7
Volunteer Expenses	23,976	0.4
Marketing Expenses	21,873	0.4
Telecommunication Expenses	21,497	0.4

Christian Community Aid

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