

Compassionate Impact

**Building Stronger, Resilient and
Compassionate Communities
Through Challenging Times**



MISSION

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

VISION

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

WELCOME TO COUNTRY

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





- 4** Our Impact
- 6** President's & GM's Report
- 9** Our Board
- 10** Early Childhood
- 12** Children, Youth & Families
- 16** Aged & Disability
- 18** Community Support
- 20** Community Learning
- 22** Our People
- 24** Our Supporters
- 26** Financial Overview

CCaNSW
Enabling better lives.

Our Compassionate Impact 2020 - 2021



56 Years

Serving the community

9,900+

Clients served

1,600+

Food Parcels distributed

1,300+

Medical Transport trips

65,000+

Meals delivered to
Aged & Disability clients

\$144,000+

Emergency Relief
vouchers distributed

90

Community Learning
courses delivered weekly

330+

Volunteers

\$450,000+

Volunteers contribution

\$82,000+

Monetary donations

300+

Family Day Care enrolments

1,950+

People accessing
information

2,500+

Justice of the
Peace services

1,650+

Clients using
office facilities

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.

President's & General Manager's Report



Compassionate Impact

Building Stronger, Resilient and Compassionate Communities Through Challenging Times

It's often said that in adversity, lies opportunity. As we deliver this annual report, our community is still reeling from the sudden and severe impact of the COVID-19 pandemic. Here at CCA we had a critical role to play in the local, response to COVID-19, particularly in rapidly responding with critical services that people in crisis required.

The agility of our staff in this period has been extraordinary. They have conceptualised, adapted, and implemented crisis services and research-based programs in record time, taking just weeks to do what normally would take many months to achieve.

It is a privilege to Chair this dynamic community-based organisation as we work

together towards innovative solutions to complex issues affecting disadvantage and vulnerable people in our community. I would like to extend my thanks to our Board Members who never cease to bring their passion, dedication, and creativity to our work.

Resilience in a challenging year

This Annual Report can only highlight the good work of our board, members, volunteers, educators, and staff. Each relationship that we developed with people in need illustrates CCA compassionate impact, made possible by the resilience and the generous spirit of our people who perform extraordinary acts of hope and care for others. This assistance meant that

disadvantaged members of our communities, did not go without food, were able to keep the gas or electricity on, or even a roof over their head. With our help, those we assisted kept their families together, families experiencing violence at home accessed appropriate services, kept children and young people safe and learning in Family Day Care and school, while their parents got themselves back to work and back into the community. Our Aged and Disability services have been helping older Australians on low incomes access services they need to be safe. We work with clients to link them to services providing continuous support throughout the referral period so we can identify any warning signs if they are in danger of losing contact with the services they need.

It's time to be bold and drive change

I have been inspired at how quickly we responded to the COVID-19 pandemic. Overnight, the community rallied behind CCA putting their trust in us. Our members, volunteers, staff and partners drove themselves, even as their own lives were disrupted, to keep helping the people we serve. They showed collective grassroots leadership at its best.

Using data collected through our services, this report shows that calls for assistance to cover the basics have increased. Aside from those on the front line of service delivery, other CCA staff were quick to implement the changes to processes and systems required to enable us to step up and ensure the safety of everyone involved.

Despite the challenge, despite the pressure, despite the fatigue, our staff continued to passionately focus on ensuring CCA effectively supported the rising numbers of people facing disadvantage. Our people and

our collective passion for CCA's mission is truly one of our most valuable assets.

Our approach to community services means each initiative can be made unique to the local community's needs. Working alongside those experiencing poverty and exclusion means we can amplify local knowledge to strengthen localised solutions that also contribute, and drive systems change.

The people we assist are at the core of everything we do at CCA. Our focus on Service, Quality and Impact through frugal Innovation ensures we continue to provide them with the best services possible, in the most effective ways, so that they can live life to the fullest.

This pillar of our Strategic Plan articulates our intention to provide excellent social services to people experiencing disadvantage, to measure the quality and safety of our services, and to understand our impact.

We are committed to continuously evaluating, refining and strengthening our programs to achieve the impact we strive for, so that people have improved wellbeing, social and economic participation, self-reliance, children and young people are safe and able to achieve their full potential as a result of interacting with our services.

In working towards these outcomes, we have pursued a number of supporting goals in the 2020/21 financial year, aiming to subject our work to increased analysis and drive consistent improvement. These include:

- Ensuring evidence-based approaches underpin our service planning and delivery, including actively listening to the voices of the people we serve;
- Commitment to use resources sustainably,



through frugal innovation creating solutions to social issues cheaply, quickly, flexibly and with close attention to those we serve;

- Strengthening our information-gathering processes, so we can measure the outcomes and impact of our work.
- Using outcome measures to understand the quality of our services, to make informed decisions and improve our output; and
- Continuously reviewing our services based on an agreed framework, to ensure the long-term viability and impact of our service provision.

We are embracing the values of agility, sustainability, and frugal innovation in the

pursuit of our strategic goals, so that our services remain responsive to change, and we continue to make an impact for those experiencing disadvantages into the future.

The work of CCA New South Wales is truly a team effort, made possible not only by our Board, members, volunteers and staff, but also by the funders, donors, partners, and supporters who share our conviction that enabling a compassionate and fairer community is possible. We appreciate your support always, but especially during this difficult year.

I trust that this report inspires us to keep helping others – so they can transform their lives.

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 AM
Board Member



Justin Li
Board Member



Toula Serna
Board Member



Anthony Ching
Board Member



Ben Binskin
Board Member

Early Childhood

The childcare sector in Australia was significantly affected by the COVID-19 pandemic in 2020. CCA Family Day Care (FDC) program was first impacted with lower attendance, then by a complex funding system that does not provide long term stability. CCA celebrates the resilience and commitment of our FDC staff and educators. As “essential workers” they helped to keep our communities and families functioning, and children learning, and adapt to a “new normal” so that our communities could find a new sense of safety and stability.

CCA staff and educators increased quality interactions with parents and carers, playing a key role in helping them to keep their children safe and to access the support they need to break the cycle of disadvantage. The strength of our service is supported by our 100% satisfaction score from our 2021 Service Satisfaction and Enrolment Surveys completed by families enrolled with our service. We always strive for excellence and quality service delivery. Parents were also engaged in our parenting programs.

CCA FDC staff and educators bring together a multidisciplinary team of professionals with diverse knowledge backgrounds, experience, and skillsets within child wellbeing and early childhood education settings. Propelled by our mission of quality services that positive impact on the life trajectories of children. We used frugal innovation to recalibrate, transform and reform our Child and Family system, integrating our Child and Family system, towards Client Centred approach where community services and education, come together for children and their families,

especially those experiencing vulnerabilities and disadvantages.

Playsessions, space to play and learn together

Research guides and influences all educational aspects of our playsessions, ensuring our play-based experiences are grounded in evidence and beneficial to children’s development. A partnership of ‘play’, where children, families and educators all benefit as co-learners and creators. Sessions were run at the educators’ home, and at our office during the Covid recovery transition. Play sessions allow children to take control, stimulates curiosity, nurtures creativity, builds confidence, independence, hands-on learning and provide opportunities for social connection, wellbeing, and development.

We strengthen our professional capability

CCA has an ongoing commitment to evidence-based professional development. Focusing on routine and play, we have developed tools and delivered sessions that translate research into practice on social and emotional development, children’s self-regulation and complex language. Our staff provided coaching sessions to educators integrating both behavioural and developmental principles that empower children to become active participants in the world around them. These strategies have accomplished a direct, positive impact on educators, children, and families, we work with.

Our staff supported educators in working to restore a sense of safety and security, we gathered existing resources to provide

480+

Children in
Family Day Care

340+

Families & Educators
accessing Toy Library

300+

New Enrolments in
Family Day Care



Jennifer's Family Day Care was the best place for my son to grow and learn. He has been going there for two years and every day would look forward to playing with his friends. Jennifer has been excellent in providing individual attention and play based learning. There are regular visits by supervisors and toy upgrades. My son loved learning about the planets and Jennifer would encourage him by providing planet puzzles, crafts and storybooks. I highly recommend this warm and nurturing place to everyone!

Namrata is absolutely an amazing educator. My son has been attending her family day care since he was 11 months old. As a first time parent I was really nervous (especially about his feeding and sleeping) but he quickly settled in thanks to Namrata's warm and caring nature. Hubby and I also get regular updates about all the fun and educational activities he does.

information to support their understanding of the impacts of the pandemic on children's behaviour and development and to assist them to respond in ways that are evidence informed and effective. This year we introduced a digital 'Monthly Story Time'. A program that allows educators to facilitate storytime and sing-a-longs with children online with pre-recorded content featuring members of the FDC team.

CCA FDC educators were deemed compliant with all expectations and service level requirements within the National Quality Framework by the Department of Education. We believe this was due to our rigorous home

visiting schedule and the procedure we have in place.

As we present this report NSW is going through another wave of COVID-Delta virus, once again our educators are responding in innovative ways to continue providing essential services to children and their families. Thank you to our staff and educators for their resilience and commitment to our mission and aspirations for a better future for the children and families we work with. CCA celebrates the enormous value staff and educators bring to the children and the families they support and the communities they are a part of.

Children, Youth & Families



Supporting Children and Young People in a World of Social Isolation

2020/21 has undoubtedly been a challenging year for the best of us. Though the worst of the COVID-19 pandemic was behind us, for most of the children and young people we serve, adapting to COVID “new-normal” life was not easy. The social, health and economic repercussions of the COVID crisis were felt the hardest by the vulnerable children, young people, and families we work with. Some parents were laid off their job, working reduced hours, or feeling uncertain about their futures. Children and young people in a single parent household where money was already scarce felt the economic impact of the pandemic the hardest. Parents struggling with their mental wellbeing, in some cases exacerbated by violence at home found it challenging to meet their children’s needs.

It was extremely important for CCA to provide integrated supports for families,

children, and young people to adjust to the “new normal”. Practitioners adopted our programs with a focus on building resilience through a mix of face to face and digital storytelling programs. Families felt a strong sense of community support behind them. Our practitioners intentionally shared experiences of stress and good news about how the community was coming together to support them.

CCA Parenting Program

Our practitioners develop positive relationships with vulnerable and disadvantage parents supporting them to explore and become aware of how their own childhood experiences and upbringing influences their parenting style. Taping into their future dreams and aspirations for their children propelled new learnings and the practising skills that build their emotional intelligence. The children we work with depend on their parents to assist them to

70+
Youth
Supported

260+
Children in
Supported Playgroup

190+
Youth & Parenting
Sessions Delivered

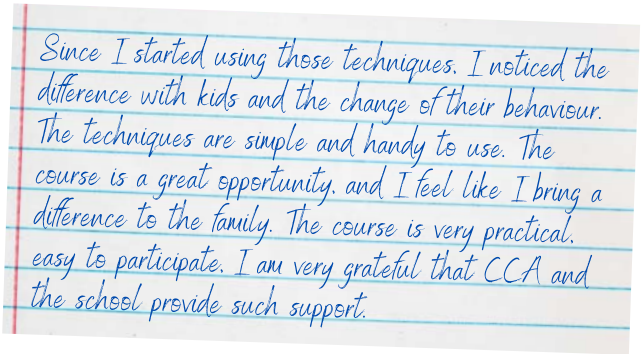
develop key social and emotional competencies associated with much better life outcomes.

CCA provides evidence-based parenting programs, Tuning in to Kids and Tuning in to Teens delivered by qualified practitioners in English and Mandarin. We have seen a surge in demand for our programs in the past year, and we found that having a mix of face to face and virtual programs enabled us to extend our reach to serve those struggling parents for whom these parenting programs were essential services.

We work closely with parents and schools increasing our reach and ability to impact children's lives. Our parenting programs have been very successful in achieving the desired outcomes. The families engaged in our parenting programs reported to have made significant positive changes in their children and family environment. Parents also found their children felt more validated and learnt better problem-solving skills, and they felt their relationships with their children has been enhanced.



"This course is very good and helped me a lot to understand my kids."



Since I started using those techniques, I noticed the difference with kids and the change of their behaviour. The techniques are simple and handy to use. The course is a great opportunity, and I feel like I bring a difference to the family. The course is very practical, easy to participate. I am very grateful that CCA and the school provide such support.

The Shack driving lasting change for youth and families

Every young person that comes through our doors is here to shape their own story. They deserve the opportunity to grow into the best person they can be, regardless of gender and socioeconomic status. We are serious about changing the odds for young people, our mission is to work in partnership with youths, their families, government funders, corporate businesses and community organisations to help adolescents develop healthy and productive adult lives.

Our programs intentionally create opportunities that help every young person we work with to reach their potential through learning and experience to develop a set of core assets to reach their full potential, known as the 5 C's: competence, confidence, connection, character and caring. Practitioners facilitated and built positive relationships, with intent with young people that expressed care, challenged positive growth, provided support, shared power, and expanded possibilities. These positive and trusting relationships served as a catalyst for these young people and their families accessing essential and life-changing services which otherwise, they wouldn't have.

We are inspired by the stories on the positive experiences that everyone involved with us brings through our doors. It's the story of a young person transforming from shy and hesitant to confident and determined. It's the young people who experience and learn skills that allow them to experience positive relationships and find self-worth for the first time, or it's the young people who discover

"Thank you for everyone from the group, the facilitators and CCA. Everybody here makes me feel embraced and mattered. This is my first achievement of the year 2020."

"I enjoy drumming in front of people, it was fun, and we had to put in a lot of work to achieve this. Having people acknowledge and appreciate that felt pretty cool."

new abilities and a passion that sparks a level of future-oriented optimism they didn't have before.

The Shack Counselling service

Moving programs to a mix of online platforms, video calls, messaging apps and face to face as restrictions were eased resulted in increased access to clients. Practitioners supported children, young people and their families, to successfully navigate the transition to the COVID "new normal". We developed strategies to positively cope with trauma and ongoing stress around their financial situation, providing them with essential services such as food and financial assistance and partnering with our counsellors who provided family and individual counselling.

Clients have reported increased skills in building positive relationships, enhanced skills set for stress reduction, and improved knowledge of local services. 85% of children, young people and their families who participated in the program and had regular contact with the practitioners reported feeling more supported and less isolated, worried or anxious. Youth learnt and implemented coping skills which helped them to positively manage symptoms of depression and anxiety making their "back to normal" journey successful.

The Shack BEATL: Resilience building drumming program

The Bravely-Empowering-Adolescents-To-Lead (BEATL) is a two-part program that harnesses the therapeutic power of drumming for youth. The program aims to build healthy

coping mechanisms, resilience, leadership, and life skills through learning and experiencing. This is a tailored and inclusive program run in and out of schools to which young people are connected. A partnership between our organisation, The Department of Community and Justice, Parramatta Council, The Hon. Victor Dominello, MP. Member for Ryde, The Hon. Jonh Alexander Federal MP Member for Bennelong, Bendigo Bank Epping Branch, Epping Club and community organisations and volunteers.

Our BEATL program engaged and propelled young people to acquiring the contemporary competencies, and social skills they need to successfully take on adult roles, responsibilities, and relationships. We work closely with staff and youth from local High Schools in the Parramatta, Ryde and Hornsby LGAs to adapt the design of the program to work on specific issues important to them. Young people lead the BEATL program, to improve inclusion in cultural activities via drumming workshops, peer sessions and performance.

Our practice tools are designed around developmental trajectories that are common for most young people. It is organised by High School grades from Year 7 to Year 12. Fostering group interactions with and among young people that are positive and productive. The benefits of our program are life-long skills, resilience, and improved mental health. Some of the young people have taken on the drum leaders role supporting other young people for public performances, to promote inclusion in cultural activities via drumming workshops.

"Knowing that there are people interested in supporting us makes me feel that we are not alone."

"It is amazing to know that there is a community behind us."

The Shack Arc-Hive LGBTIQ+ youth group

The LGBTIQ+ community is often marginalised by society and experiences stigma, discrimination, bullying and different forms of abuse. Research has shown that there are links between cumulative trauma and stress and an increase of mental health issues within the gay community. The Arc-Hive program has played an important protective role, increasing participants mental health, social connections and life skills to help reduce the impact of the COVID 19 crisis that most participants experienced.

The Arc-Hive group embraced their positive development journey and became eager to continue their learning and development. The group actively engaged in co-designing the BEATL program, which was youth designed, led and built from the achievements of the Arc-Hive program. The Arc-Hive group also developed positive character attributes through learning and experiencing. Additionally, the young people were supported and facilitated by a network of workers trained in Cognitive Behavioural Therapy.

Supported playgroup

CCA Supported playgroups are run by qualified multidisciplinary facilitators that aim to support families with vulnerabilities or needs. Our focus is on supporting the development and wellbeing of both parents and children from birth until they start primary school.

The role of our facilitators has been critical to the success of our playgroups. Using a strengths-based relational approach,

facilitators create a safe space for parents to take on their role in creating a nurturing home environment for their children.

Our community is multicultural with children and families from across the world, our playgroup is a culturally safe environment in which to develop social supports and a soft entry point to formal supports that otherwise they may not access. Facilitators were encouraged by the feedback from parents and carers who found CCA playgroup to be a buffer against some of the stress and isolation they experienced while adapting to the new culture.

Parents and carers were actively involved in the program planning, ensuring their specific needs were met, in a "scaffolding" process where parents and carers were active in their own learning of children's physical, cognitive/learning, social, emotional and language development. Facilitators built positive relationships with the children, ensuring they actively participate and have their voices heard. Children learned and improved their sociability in a brain-building, fun and safe environment.

Families reported increased confidence in caring for their children, as they developed skills and applied them at the playgroup and at home. We are inspired by the positive changes and progress we witnessed in the quality of parent-child interactions because of parents and carers participating in our playgroups. Seeing parents and carers empowered to engage with local services, and building social support networks in the communities in which they live is impressive.

Aged & Disability

CCA Aged and Disability Services provides high-quality support services to eligible frail older people to maximise their independence at home and in the community, enhancing their wellbeing and quality of life. Due to COVID-19 restrictions, CCA had to innovate and adapt to the 'new normal'. Services have been delivered in a Covid safe way with extra measures to ensure accountability and compliance with Wellness & Reablement at the core of our service delivery. We focus on clients' strengths and how services can build on these strengths to achieve the desired goals.

This year, we have seen a 34% increase in demand for home delivered meals. Through our Meals on Wheels service, we have been supporting our clients to improve their health and wellbeing. We go through nutritional information with clients if they have any dietary requirements. The menu cycle helped clients with meal planning and stay in touch with what day or date it is.

On the other hand, some services had to evolve from traditional service delivery such as traditional bus shopping to supporting our clients with online shopping and individual shopping assistance. Our social support services allowed clients to leave their homes with support and take care of their needs like shopping or banking. We assisted clients in keeping their independence, e.g. client still cooks their own meals but requires support in shopping for the ingredients. Furthermore, we have also increased our wellness check service, distributed boredom busters activities to our clients, and changed all home visits to phone assessments.

CCA also provides quality support services such as Personal Activities Assistance, Travel/Transport Assistance, and Household Tasks Assistance to our NDIS clients, assisting them in their daily life to enable them to reach their own goals and participate in the community. Furthermore, in partnership with the Rotary Club of Epping, we were able to serve more clients through the Good Neighbour project where volunteers regularly visit clients who are less mobile and socially isolated. This year, CCA has also partnered up with the Eastwood Chinese Seniors Club to provide lunch and activities. This is a great partnership, making our group much bigger and more efficient by sharing resources.

Our Aged and Disability program offers multicultural/CALD services with Korean, Cantonese and Mandarin-speaking staff and volunteers to cater to the demand in our community. This year, we have revamped our services to be more inclusive by having resources available in multiple languages including English, Korean, and Chinese. Additionally, we provide flexibility and personalised service by providing outreach services to the community.

One of the key drivers to ensure our clients are receiving the highest quality service possible is through our commitment to providing continuous training and professional development to our staff and volunteers. Some of the training received by our Aged and Disability team this year are COVID 19 Aged Care module 5 PPE, Identifying abuse in older persons, Quality, Safety and You, Fundamentals of culturally

65,000+
Meals Delivered

1,300+
Medical Transport Trips

200+
Social Outings



responsive practice in the disability context, LGBTIQ inclusive practice for the Aged Care sector, Understanding the brain and dementia, Recognizing and acting on pain in people living with dementia, and Creating supportive environments for people with dementia.

Looking ahead, we have submitted the final application to become an approved provider of Home Care Packages. We will continue to implement consumer-directed care practice in all our services focusing on Wellness and Reablement approach and continue to train our staff to keep them up to date with the latest research and evidence-based approaches to care.

The Thursday Cuppa Club has become a highlight for my mum, who greatly enjoys not only the social aspect of the outings but the support from the CCA staff. CCA offers a very valuable service that makes a significant difference to the lives of the older members of our community.

I do thank you for this excellent linen service which does make my life easier. I also appreciate the pleasant friendly manner of those who look after me.

Thank you for the continued support from CCA even during this COVID time. I can attend weekly medical treatments with the medical transport service because of CCA's commitment.

Community Support

CCA is helping to meet the basic needs of our community's most vulnerable people, giving them the opportunity to realise a better future. We are working with federal and state and local governments, hundreds of volunteers in our communities, to respond to the COVID-19 pandemic.

CCA Community Support programs aim to provide early intervention supports with wraparound approaches that are proven to lead to better outcomes and future self-sufficiency for individuals and families. Our program assists clients in alleviating financial stressors that are impacting their lives. We provide financial and material support, including referrals to internal and external services to help individuals, families, disadvantaged and vulnerable people. Other than meeting their immediate needs such as food, other programs focus on building more long term financial resilience. CCA Community Support services include Emergency Relief, Community Store, No Interest Loan Scheme, Financial Counselling, Financial Literacy Program, Justice of the Peace Service, and Tax Help.

We achieved integrated positive outcomes for the clients where if it was only one service, it would not have been achieved. For example, referrals from Emergency Relief to Financial Counselling achieved long term sustainable solutions. Whereas, if clients just kept on relying on EAPA vouchers and continued with un mindful spending, the unwanted behaviour may not have been addressed as the main issue. Our Financial Counselling service would have helped with mindful budgeting.

CCA is committed to staying open for our clients as we know they need us more than ever. Due to COVID-19 restrictions and to ensure the safety and wellbeing of our staff and clients, we had to innovate and change the way we deliver our service. When new clients came to CCA, they would tell us other support services had stopped assisting clients, and when a support service assisted people, the financial and material support was limited. Many clients went to Service NSW for financial support, but Service NSW referred clients to CCA.

The Pandemic has seen an increase in the number of clients mainly due to loss of jobs, spent their savings due to loss of income, are behind in their utility bills and receiving no government support due to their visa status, illness, business failures which resulted in increased mental health issues, increased debt, increase in family breakdown, housing stress, among others.

We are seeing a significant increase of people accessing our Food Parcels service, the Community Store, Bill Assistance service and Financial Counselling. Our services adapted to the changes of assisting clients via phone appointments and communicating via email. Financial Literacy class is delivered online via Zoom. We kept the Community Store open and added an extra day to meet the demand from the community. Our Financial Counselling service has increased the number of days from 1 day in 2020 to 3 days in 2021. The Emergency Relief Program was booked 2-3 weeks in advance with high demands for food parcels, food vouchers and electricity and gas assistance. Our staff also

1,600+
Food Parcels
Distributed

\$144,000+
Emergency Relief
Vouchers Distributed

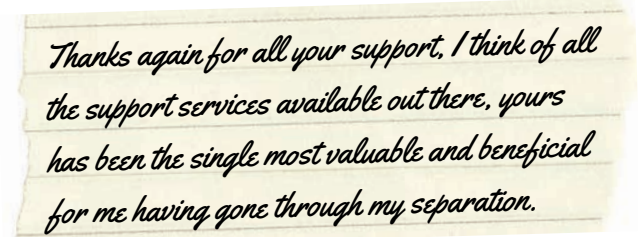
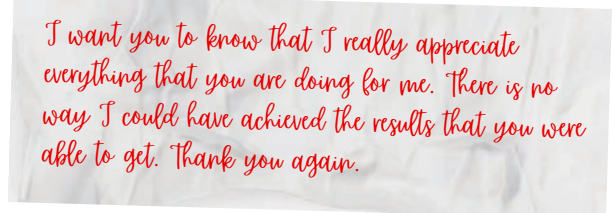
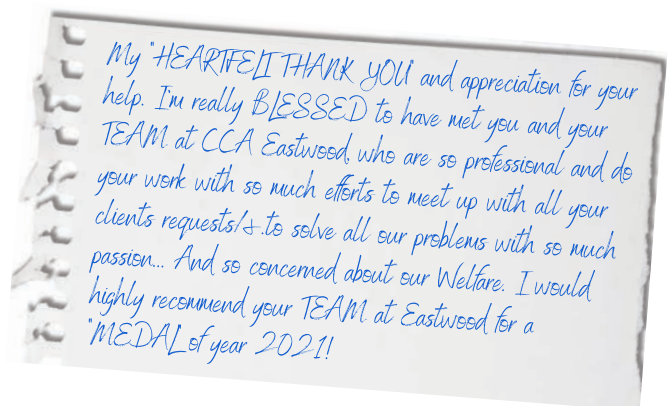
1,500+
Community
Store Visits

has had to do extra 'duty of care' wellbeing checks as some clients were not coping with the pressures from COVID-19 that impacted their mental health.

Until now, the Community Store is delivered in a Covid safe environment by limiting the number of people in the store, mandatory QR check-in and with extra PPE for our staff, volunteers and our clients. Additionally, we also provided home visits and dropping off food parcels where the client can not come in.

One of the key successes to deliver high quality and consistent support to our community is by having a multidisciplinary team and embraces a learning culture. Our Community Support team consists of social workers, community workers, registered financial counsellors. In the past year, our staff has completed training courses relating to financial hardship, domestic violence, drugs and alcohol, homelessness, individuals, families, youth and multiculturalism.

Looking ahead, although we have had 98% accuracy in reporting for our funders, we are improving our client management system by introducing a new system to improve efficiency, eliminating paper-based form. We are also looking to grow our services by creating new partnerships and by opening new outlets or outreach centres. Our expectation is to have service outlets in both Ryde and Parramatta areas. Currently, we are providing services from outlets in Eastwood, West Ryde, Harris Park, Cumberland and Merrylands.



Community Learning

Studies have proven that having an active social life positively impacts adults' health and longevity, keeping the brain healthy for longer. Maintaining an active social life can fall to the bottom of a senior citizen's list of priorities for many reasons, including mobility or health problems and a lack of energy or confidence.

CCA Community Learning is a community education program for adults providing for the much-needed social network, stimulating the getting out and about which benefits every aspect of physical health, staying socially active which is an effective way to keep your brain healthy for longer. Our program provided the mental and physical stimulation to equip this age group during this critical period of change. Research has proved that happy and healthy ageing requires an active lifestyle such as what this program provides to help prevent and delay the onset of dementia.

Our Community Learning classes are taught by volunteers, whose expertise are to provide learning needs for the community through sharing, mentoring, peer support in a friendly, stimulating, safe and positive environment. Over 76 volunteer tutors who have expertise in different fields provide about 90 courses at different locations to over 350 learners weekly. These courses aim to enhance physical and mental agility, build friendship networks, cultivate hobbies and interests, develop skills in arts, language, culture, history, general life skills, and technologies. The courses are continuously evolving and developing according to the changing needs of the learning community.

Community Learning members have contributed to the enhancement and enrichment of the cultural and artistic heritage of our community. Our members have performed in overseas choral festivals, concerts at the Opera House, Eisteddfods,



619

Community
Learning Students

90

Courses
Delivered Weekly

76+

Community Learning
Volunteer Tutors

Annual Scottish Highland Gathering in Bowral, and other community events and aged care facilities. Some of our tutors are members of various reputable Orchestras and choirs, our badminton tutor is a certified badminton coach and judge in important international tournaments and a couple of our art tutors have held solo Art Exhibitions and have produced individual art publications.

During the COVID-19 lockdowns and restrictions, CCA Community Learning has started to operate in a parallel centre-based and video live stream format to enable the seniors who were isolated at home to participate with students at the centre. This service has been providing the much-needed weekly physical, social and mental stimulations, and up-to-date information and social support for our senior clients. The prolonged effect of social isolation has seen some of our clients showing signs of depression, anxiety, mental and physical deterioration. Continuing the channel of communication with our existing clients during lockdowns and severe restrictions is crucial to keep our clients engaged with the community. To keep up with the communications with our clients, CCA's community learning website, Social Media platform and SMS software are being used frequently to make public announcements to keep clients informed about the new development.

Throughout this, CCA Community Learning is continuing with our commitment to deliver an affordable and high-quality service that is competitive, relevant, affordable, sustainable, vibrant, and quality service to Community.

We are continuing to enable our Community Learning members to engage with the community through different special events and projects. Looking ahead, the Community Learning program will rebuild centre's activities after COVID-19, re-engage volunteers and clients, secure a sizable venue to house all activities, and re-open centre activities fully to include all activities such as concerts, open days and exhibitions when the restrictions end. Maintaining the momentum of life-long learning in the community.



I joined Community Learning in 2015 and it has been a great blessing to me. Community Learning puts colour in my life. I am learning new skills, exploring new interests, making new friends, actively engaging with my community and keeping myself physically fit.

Learning at CCA Community Learning is really a great enjoyment for me after retirement. I don't do it to get a job. I don't do it to score marks. I don't do it to compete. I do it purely for the love of learning. I count myself blessed.

Our People



City of Ryde



In one of the collectively hardest times in living memory, the commitment, creativity and collaborative spirit of CCA volunteers have been remarkable, working through the challenges to continue to collaborate to serve holistically and consistently to fulfil our mission, to meet, and significantly increase, our support services to vulnerable members in our community.

We know that our services are vital to vulnerable communities who have been struck the hardest by the COVID-19 crisis. We are privileged to have such dedicated teams of staff and volunteers rallying behind them. At CCA we have a dedicated team of over 300

Volunteering at CCA has inspired me and gave me the confidence to change the direction of my working life. It has given me another view of life and a new vision. It has been a "Life Changer" for me.

I have seen many of the warm hearted, dedicated individuals together, making such great teamwork....so many individuals who need the support benefit from the great works you and your team are doing.

Thank you to CCA, I really appreciate and enjoyed my placement at CCA. At first, I didn't know what I wanted to do but because CCA has a wide range of services, it gives me the direction on what I like and what I wanted to do. It makes me want to do more and I will come back at the end of the year to volunteer.

trained volunteers who deliver essential services in our community, help in the office and serve on our Board of Directors. As well as actively engaging with culturally and linguistically diverse communities with tireless dedication when they need it the most. Those in our community who rely on CCA for their wellbeing are extremely grateful to our volunteers.

As an essential service provider, we continue to provide face to face services necessary during the COVID-19 pandemic. Our effective structure allowed our volunteers and staff to respond quickly on the ground with the right infrastructure and resources needed.

We have ensured volunteer teams are trained in COVID-19 safety protocols, provide them with Personal Protective Equipment (PPE) and always follow the latest health advice as set by the Australian Government Department of Health.

We thank the service clubs, Rotary and Lions personnel, as many of our new Volunteers have come through them, we want to make sure that the whole community is aware of the additional impact our volunteers make in people's lives.

This year, CCA volunteer groups from Meals on Wheels, Cuppa Club, Individual Shopping, Bus Drivers and Front Office were nominated for recognition at the City of Ryde "Volunteer Recognition Awards 2021". The annual City of Ryde Volunteer Recognition Awards aims to acknowledge the contribution made by these unsung heroes for their dedication and support, enabling us to continue to serve our clients.

Some of our volunteers have also been nominated for recognition at the "Volunteer of the Year" Awards through the Centre for Volunteering NSW. Additionally, we look forward to being able to acknowledge all our Volunteers towards the end of the year through our Volunteer Thank You event.

We could not have achieved all we have this year without the wonderful support of our members and volunteers. They show collective grassroots leadership at its best.

Thank you!

CCA Staff



Our Supporter

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

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

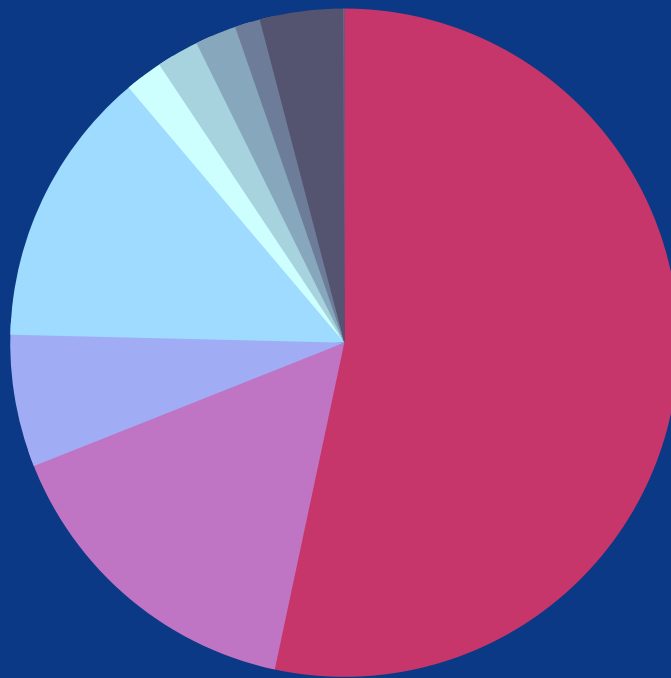
Alan Walker Village
Aqua Group
Artscene
Australian China Goodwill Association
Australian Chinese Charity Foundation
Australian Huaren Group
BaptistCare Willandra Retirement Village
Baulkham Hills Veterinary Hospital
Beecroft Uniting Church
Bendigo Bank Epping
Box Divvy Caterology
Chemist Warehouse Eastwood
Chinese Cultural Centre Chatswood
Commonwealth Bank Carlingford
Commonwealth Bank Eastwood
Commonwealth Bank Epping
Commonwealth Bank Top Ryde
Community Migrant Resource Centre
Country Women's Association of NSW -
Eastwood Epping & District Branch
Cumberland Women's Health Service
CWA Eastwood
Cyrius Media Group
Dae Jang Kum Korean Restaurant
Denny Pharmacy
Eastwood Baptist Church
Eastwood Chinese Seniors Club
Eastwood Evening Garden Club
Eastwood Girl Guides
Eastwood Uniting Church
Eastwood Uniting Church Friday Fellowship
Eastwood Uniting Church Musical Society
Eastwood Uniting Church Sunday School
EPA NSW

Epping Baptist Church
Epping Boys High School
Epping Church of Christ
Epping Creative Machine Knitters
Epping Eastwood Lions Club
Epping Presbyterian Church
Epping Uniting Church
Financial Counsellors Association of NSW
Foodbank NSW & ACT
Golden Wheel Restaurant
Health First Pharmacy
Holmans Eastwood
Honda HART Australia
Hornsby Shire Council
Hunt and Hunt Lawyers
John Alexander M.P. (Federal)
Kellog's Australia
Korea Disabled People's Development Institute
Lady Anne Funerals
Lifeway Lutheran Church
Lions Club City of Ryde
Liv-Better Foundation
Macquarie Anglican Church
Marsden Road Uniting Church
Master Catering Services
Meadowbank Combined Probus Club
Meals on Wheels NSW
Mission Australia
Mundipharma
National Seniors Association Macquarie Branch
Neighbourhood Watch Area 21
North Ryde Community Church
North Ryde RSL Community Club
Oxfam Broadway

OzHarvest
Probus Club of Eastwood
Rapid Relief Team
Rotary Club of Carlingford
Rotary Club of Eastwood-Gladesville
Rotary Club of Epping
Rotary Club of Macquarie Park
Rotary Club of Ryde
Ryde Business Forum
Ryde City Combined Probus Club - Music Group
Ryde Congregation Church
Ryde Presbyterian Church
Ryde-Eastwood Leagues Club
Ryde - Parramatta Golf Club
Saesoon Presbyterian Church
Share the Dignity
Shell Coles Express West Ryde
Sovereign Grace Bible Church
Spirit of Sydney Choir
St Aidan's Church West Epping
St Alban's Anglican Church Epping
St Kevin's Parish Eastwood
St Philip's Anglican Church Eastwood
The Epping Club
Victor Dominello M.P. (NSW)
West Epping Uniting Church
West Epping Uniting Church Ladies Fellowship
West Ryde Baptist Church
West Ryde Community Church
West Ryde Hotel
West Ryde Uniting Church
Wiyanga House
Woolworths

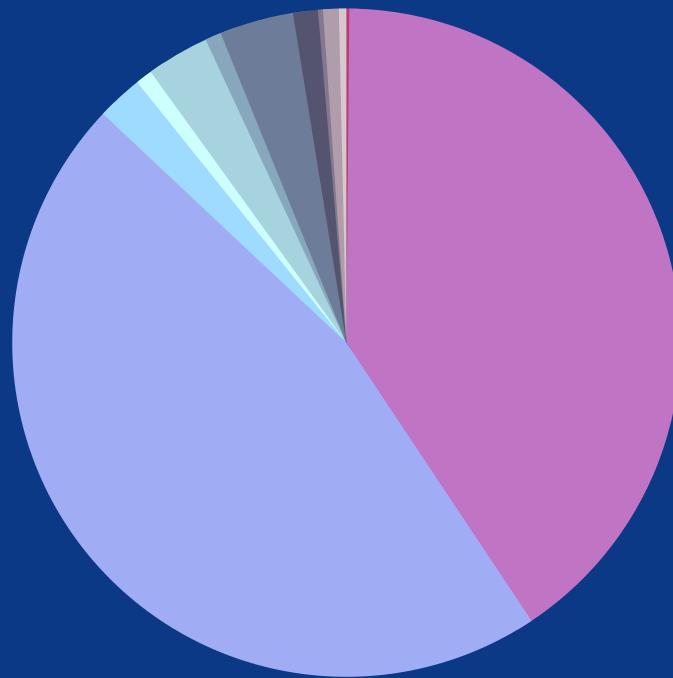
Financial Overview 2020 - 2021

Total Income: \$5,430,272



Income	\$	%
Childcare Income	2,896,252	53.34
Meals Service	849,033	15.64
Social Support Program	347,770	6.40
Administrative & Corporate Services	730,301	13.45
Community Learning	98,970	1.82
Youth Services	111,485	2.05
Community Worker for Aged Services	108,688	2.00
Social Welfare Program	66,198	1.22
Financial Wellbeing & Capabilities	219,163	4.04
Program Services	2,412	0.04

Total Expenses: \$5,263,623



Expenses	\$	%
Advertising & Marketing Expenses	7,156	0.14
Childcare Expenses	2,132,355	40.51
Employment Expenses	2,440,219	46.36
Facility Expenses	116,900	2.22
General Expenses	42,781	0.81
Program Expenses	159,904	3.04
Professional Fees	41,057	0.78
Special Purpose Grants Expenses	188,525	3.58
Technology Expenses	63,361	1.20
Telecommunication Expenses	12,707	0.24
Transport Expenses	39,784	0.76
Volunteer Expenses	18,874	0.36

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