

ANNUAL REPORT 2024-25

ANNUAL REPORT FOR FINANCIAL YEAR 2024 TO 2025





PETER GARRARD
CHAIR

A WORD FROM THE CHAIR

The theme for this report is change and challenge. The last 12 months have provided many challenges that CCA New South Wales (CCA) has had to meet, resulting in many changes. These challenges have occurred for many reasons, including the reality that not-for-profit (NFP) charities like CCA have had increasingly high expectations placed on them in both policy development and program delivery.

Internally, CCA has undergone necessary changes in a staffing restructure. This was in response to the retirement of our long-standing General Manager Heather Pinto which led to changes in the senior staffing of the organisation. This is especially true with the appointment of our new CEO, Gillian Batt, whom we welcomed in early January 2025. Gillian has had the task of making a range of challenging decisions about staff levels, cyber-security and human resources.

Prior to our new CEO starting Adelaide Collisson was appointed Acting General Manager for six months from July to December 2024. The work that Adelaide undertook was exemplary and ensured that CCA met all its objectives across a range of programs.

The restructure also aimed to put more personnel into direct service delivery and less in higher management roles. This has resulted in two significant changes. Firstly, the reduction of staff including a senior manager, Lucy Guzman, whom we thank for her contribution to CCA over many years. We also farwelled Julia Villaran and Evan Harland, whom we also thank for their hard work.

Secondly, the need to modernise CCA operations was evident in the changing areas of human resources, payroll and technology. Challenges such as dealing with cyber-security were outsourced, which provided a greater level of expertise in these complex aspects of managing a medium NFP organisation.

The other area of change and challenge in the NFP sector is that of the increasing level of compliance across federal, state and local governments and other grant providers. These requirements are especially demanding in the changing landscape of the National Disability Insurance Scheme (NDIS) and aged care reforms due to new federal government legislation which has had an impact on new policies, new funding processes, and new child protection legislation to name just some of the areas.

May I publicly thank the Board of Directors, who have worked very hard over the last year and are committed to meeting the challenges faced by CCA. The goal of the Board is to lead CCA in becoming more visible in the community, grow our services, adapt to change and meet all the challenges that require good governance and compliance.

I would also like to thank all the staff and volunteers for their commitment to CCA. They all have a hand to play in CCA as they work tirelessly to help our clients in whatever circumstances they require support.

CCA NSW Community Hub is all about working together to make a difference to the lives of the people who need and seek our services.



GILLIAN BATT

CHIEF EXECUTIVE OFFICER

A WORD FROM THE CEO

I was delighted to join CCA NSW as CEO in January 2025. I followed in two pairs of impressive shoes, Heather Pinto and Adelaide Collisson. Following the departure of Heather, Adelaide temporarily led the organisation for six months. I am very grateful to her for that and for her support as I got my feet under the desk this year.

CCA is an impressive organisation and holds a special place in the local community. It is unique in the breadth of services it offers and most notably, how quickly it responds when people are in urgent need of emergency relief.

2025 marks CCA's 60th Anniversary. In fact, the idea for a volunteer counselling service was floated a good five years before, but it was not until 1965 that the service was established with a social worker and volunteers.

From the beginning, Meals on Wheels was a core service, but within that first year, other services such as medical transport, free legal advice, and emergency support were already being offered. Over time, as new community needs were identified, more services were added.

Now, 60 years on, CCA supports a diverse range of people and families from across the north-western and western Sydney communities. Our services have broadened to provide care for seniors, people living with disabilities, families seeking high quality childcare, and people in our community seeking emergency relief from the high cost of living.

We launched a new service this year, our first Supported Independent Living (SIL) House in Thornleigh. The house is designed to accommodate up to three people living with a disability in an independent, supported environment. Sixty years ago, such a house would not have been possible, as in those days, support for people with a disability was often in an institutional setting—a far cry from the homely style we provide in our SIL house.

Society's expectations, and those of the community, have changed, and so has CCA. In our sixty years, CCA has consistently been listening to the community and evolving to meet these diverse needs. What changes will the next sixty years bring?



Supported Independent Living (SIL) House

AGED & DISABILITY SERVICES

The goal of CCA is to support older people and those with disabilities to remain living independently while staying connected to their communities.

In 2024-25 we proudly delivered a wide range of aged and disability services, including Meals on Wheels, shopping assistance, medical transport, linen changes, telephone linkage, social outings, and NDIS services such as one-on-one support and Supported Independent Living accommodation.

2024-5 in numbers

- 55,702 meals delivered
- 30,051 social support hours provided
- 275 volunteers
- 418 group outings and activities

Key achievements & highlights

- Opened a new Supported Independent Living home in February 2025
- Supported a significant number of new NDIS clients
- Offered a variety of activities including:
 - Exercise classes, cooking demonstrations, karaoke, arts & crafts classes
 - Outings to the Art Gallery of NSW, Bowral Tulip Festival and Nan Tien Temple plus local events
 - Talks on diabetes, fall prevention, scams, pension benefits
 - Celebrations for Chinese New Year, Halloween, Moon Festival and Christmas.

What clients are saying

"My Mum is able to stay in her own home thanks to CCA NSW."

"Thanks to your friendly volunteers for always delivering my parents such tasty meals with a smile!"

"Your volunteers did a great job looking after us on the social outing and making it such an enjoyable day."



Art Gallery of NSW visit



Christmas lights outing



Stretch band class



Lunar New Year

CHILD, YOUTH & FAMILY SERVICES

With a goal of enhancing the mental health, wellbeing, relationships, and educational outcomes for children, youth, and their families, in 2024-25 we offered an innovative and diverse range of early childhood, youth and parenting programs.

Key achievements & highlights

- Provided culturally tailored parenting support to Chinese-background families through our first-ever Mandarin language Tuning in to Kids program.
- Empowered LGBTIQ+ and CALD (culturally and linguistically diverse) youth aged 17–24 to connect, create, and build skills through 33 sessions of our Arc-Hive group.
- Improved the resilience of marginalized teens aged 12–17 through our Marsden High program designed to enhance coping strategies, self-care and emotional awareness.
- Enabled 53 youth aged 15–24 yrs to connect and create through our Art to Change program.
- Enhanced the social confidence and physical skills of LGBTIQ+ and CALD youth aged 14–24 through our Move to Change program, featuring activities ranging from basketball and croquet to scavenger hunts.
- Collaborated with Ryde Council to offer creative workshops at council events including the Granny Smith Festival and Ryde Pride, a social group for LGBTIQ+ youth.

What clients are saying

“It’s the first time I see my strengths clearly and how they link to a real job.”

“I feel comfortable here...I’m excited to try different things with you guys.”

“I used to freeze when people asked me about my goals. Now I have something to say—and I believe it too.”

“I brought my resume to a real job fair, and the week after I got a call back!”



Bee-Hive playgroup



Art to Change



Tuning in to Kids



Marsden High program

COMMUNITY LEARNING

In 2024–25, CCA once again delivered a diverse community learning program reflecting the needs and interests of our members, with a strong commitment to inclusivity and accessibility for all.

2024-5 in numbers

- 618 students enrolled
- 92 courses offered
- 68 volunteers generously gave 7748 hours of teaching and assistance.

Key achievements & highlights

- Increased numbers of new and returning students through a new flexible pricing structure.
- Introduced new classes in Korean language, ensemble strings and Wing Chun (martial art).
- Strengthened CCA's community connections through an exhibition of our students' amazing artwork at the Chinese Cultural Centre.
- Partnered with organisations including The George Institute for Global Health, Diabetes Australia and local churches to deliver free health information sessions and cooking demonstrations.
- Helped Ryde Hospital patients and staff celebrate Lunar New Year by creating decorative calligraphy banners (Fai Chun).

What clients are saying

"Having just retired, I wanted to explore new interests and I am so glad my friend recommended CCA Community Learning. Through beginner programs in keyboard, violin, badminton and Wing Chun, I have discovered so many opportunities to learn and grow. I have thoroughly enjoyed my experience so far and am excited to see where my interests will take me next."

"We feel so blessed to have Ms. Lily Cheng as our tutor. Her patience and encouragement, along with the opportunities she provides for us to perform at different events, have helped us grow in confidence and enjoy our dance journey together. Thank you!"



Cooking demonstration



Art exhibition



Heart health info session



Fai Chun writing

COMMUNITY SUPPORT

CCA is committed to supporting our community by fostering resilience and wellbeing. In 2024-25 we provided a wide range of essential services to our community's most vulnerable, including emergency relief, financial counselling, a community store, referrals and advocacy, and support with Work Development Orders.

2024-5 in numbers

- 798 hours of financial counselling case work
- 941 emergency relief appointments
- 2353 food parcels
- 2174 community store visits

Supporting vulnerable new mothers and babies

With support from a Parramatta Council Community Grant, we delivered an Emergency Outreach Program at Westmead Hospital, providing food vouchers and essential baby items to ensure vulnerable new mothers and babies received the care and dignity they deserve during this critical time.

Increasing access to fresh fruit and vegetables

Alongside current partners OzHarvest and Preserve a Serve, this year we also welcomed Box Divvy, whose generous weekly donations of fresh produce help us promote healthier choices and food security via our community store.

Spreading Christmas joy to families in need

Thanks to the generosity of local Rotary clubs, The Epping Club, Epping Eastwood Lions Club, Coles Eastwood, Woolworths, PWC, Zoetis, Services NSW, churches, community groups, and many other kind individuals, we were able to deliver festive hampers to over 180 families last Christmas — filled with food, gifts, and grocery gift cards.

What clients are saying

"Thank you so much for the kind Christmas hamper. It means so much and has given us so much joy."

"Thank you so much for the baby nappies and furniture. Don't know what I would do without you."

"This program helped me a lot at a time of need. I now have a lovely healthy baby and am in a much better place."



Christmas donations



Volunteer hamper packing



Community Store



Delivering Christmas hampers

FAMILY DAY CARE

Over the past 48 years, CCA Family Day Care (FDC) has firmly established itself as a trusted local provider of high-quality childcare. Ranked as 'Meeting National Quality Standards', FDC continues to attract local families seeking professional, nurturing childcare in a homely, small-group environment—including vacation and before/after school care.

FDC passionately believes in learning through play, hosting weekly play sessions for educators and children at our Eastwood community hub, and co-facilitating the Bee-Hive monthly playgroup at Carlingford Court Shopping Centre. We also operate a free community toy library to encourage learning through play at home.

2024-5 in numbers

- Helped five new educators open their childcare service
- Enrolled 230 new children
- Provided 308,364 hours of care to 594 children, in 24 local suburbs
- Carried out 531 support & compliance visits to our team of 50 educators
- Delivered 43 play sessions for 270 children
- Loaned toys to 162 families

Key achievements & highlights

This year 27 educators —over half the team—plus three staff and our service itself, were nominated for Family Day Care Australia's Excellence in Family Day Care Awards. Congratulations to Azita Afzali who was announced Regional Winner for the Ryde–Macquarie Park area!



FDC educators

What clients are saying

"What really sets Diana apart is the way she goes above and beyond, while bringing so much heart and care into everything she does. She's not only professional and reliable, but also genuinely invested in the wellbeing of every child."

"Nadia has had an incredible impact on our daughter's early learning journey. She goes beyond just caring for children, taking time to truly connect with them and understand their unique personalities. Our daughter is absolutely thriving and loves going to day care each day."



OUR VISION

Everyone in our local community — including families, children, young and older people — is able to thrive.

OUR MISSION

To engage with vulnerable and disadvantaged members of our community to enable better lives.

OUR VOLUNTEERS

At CCA NSW, our volunteers are the heart and soul of everything we do. Whether it's supporting older Australians, empowering people to better cope with life's challenges, sharing skills through community learning, or helping our organisation run smoothly behind the scenes — their dedication makes it all possible. We simply couldn't do it without them.

Thank you to all the 383 volunteers who collectively contributed an incredible 22,269 hours of their time in 2024-25!

Every hour spent volunteering helps build a stronger, more connected community, and we are extremely grateful for the time, energy, and compassion you so generously give to CCA.

2024-5 volunteer snapshot

Community Support

15 volunteers / 1928 hours



Volunteers wrapping Christmas gifts

Community Learning Program

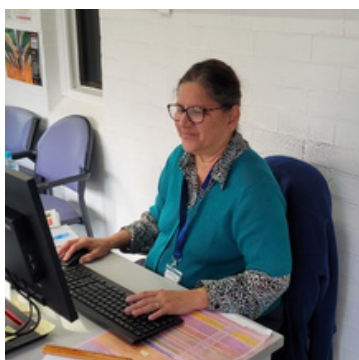
68 volunteers / 7748 hours



Volunteer tutors' morning tea, 2024

Administration

16 volunteers / 2198 hours



Front office volunteer, Gail

Child, Youth & Family Services

9 volunteers / 2410 hours



Granny Smith Festival volunteers

Aged & Disability Services

275 volunteers / 7985 hrs



Linen service volunteer, Najib

OUR SUPPORTERS

We extend our heartfelt thanks to all the individuals who generously donated to CCA in 2024–25, and to the following organisations for their valued support— with special mention to our major funders:

- **Department of Communities and Justice (NSW)**
- **Department of Education (Commonwealth)**
- **Department of Health, Disability and Ageing (Commonwealth)**
- **Department of Social Services (Commonwealth)**

ACCC Choir
 Accessible Formats Australia Pty Ltd
 ACON
 Australian Chinese Charity Foundation
 Bendigo Bank Epping Branch
 Big W Merrylands
 Bounce INC Homebush
 Box Divvy
 Bunnings Gladesville
 Carlingford Probus
 Chinese Women's Group
 Chemist Warehouse Eastwood
 City of Parramatta Council
 City of Ryde Council
 Club Eastwood
 Coles Epping Eastwood
 Country Women's Association
 EastwoodEpping
 Denny Pharmacy
 Eastwood Mart
 Eastwood Pharmacy
 Eastwood Seafood Restaurant
 Eastwood Uniting Church
 Eastwood Uniting Church Musical Society
 Elite Dental
 Epping Eastwood Lions Club
 Epping Uniting Church
 Estia Health Epping
 Girl Guides Northern Sydney Region
 Good 360
 Grill'd Top Ryde
 Health First Chemist
 Icon Clinical
 J.Herriott Trust
 La Vigne Bakery
 Lims Bakery
 Little Blessings Childcare Eastwood
 Marsden Road Uniting Church
 Master Catering Services

Moko Hotel
 Nappy Collective
 National Seniors Macquarie Branch
 Noble House Chinese Restaurant
 Northern Sydney Region Trefoil Guild
 One Meal
 OzHarvest
 PWC Australia
 Raging Waters
 Rotary Club of Epping
 Rotary Club of Macquarie Park
 Rotary Club of North Ryde
 Rotary Club of Ryde
 Ryde Eastwood Leagues Club
 Ryde Parramatta Golf Club
 Ryde Prayer Breakfast
 Ryde Rotary Tree of Joy
 S - Mart
 Saesoon Presbyterian Church
 Share the Dignity
 Snap Printing Parramatta
 Sovereign Grace Bible Church
 St Alban's Anglican Church
 St Dunstan's Preschool
 St Kevins Parish
 St Philip's Eastwood Anglican Church
 Sydney Tower
 Taronga Zoo
 Thread Together
 Tuffy Auto Centre
 Uniland Real Estate Eastwood
 West Epping Uniting Church
 West Ryde Community Church
 West Ryde Officeworks
 Willandra Residents Committee
 Woolworths Beecroft
 Woolworths Carlingford



CCA New South Wales Ltd.

A: 12 Lakeside Road, Eastwood NSW 2122

P: (02) 9858 3222

E: administration@ccas.org.au

W: www.ccas.org.au

ABN: 27 755 348 253

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Community Hub
Enabling Better Lives