

# ABOUT

#### **OUR FAST FACTS**

108

We are a peak body advocating for 108 Community Centres and another 100 allied organisations



We nurture best practice community development

**39** YEARS

We are 39 years old in 2022, borne out of the global women's movement

#### **HOW WELL ARE WE DOING?**

93%

of our members believe CCSA effectively captures the voice of the sector

96%

feel satisfied with CCSA's efforts to keep them informed about best practice, benchmarks and professional development opportunities 485,620 SOCIAL MEDIA REACH

#### **HOW MUCH ARE WE DOING?**



9024 e news

Information dissemination is one of CCSA's key roles. 9624 people received our e news over the year

142 CAPACITY BUILDING ACTIVITIE

Another key role is building community sector workforce capacity. We held 142 capacity building activities over the year

500 COMMUNITY LEARNERS

We delivered over 35 courses and trained over 500 community learners

#### WHAT WE CARE ABOUT

- Inclusivity
- Empowerment
- Social Justice
- Community
   Participation
- Diversity
- Collaboration
- Integrity
- Reconciliation



#### WHAT WE OFFER

- Advocacy
- Community & Workforce Capacity Building
- Information & Advice
- Community Development
- Consulting Services



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# REFLECTIONS

SOME OF THIS YEAR'S PROJECTS AND ACTIVITIES

## COMMUNITY DEVELOPMENT #101 TRAINING.

67 Learners from member organisations completed the training in its first year.



### ABUSE PREVENTION CAPACITY BUILDING.

Co designed and piloted with Community Centres in the North alongside Office for Ageing Well.



#### NURTURING CONNECTIONS FOR VETERANS.

CCSA alongside Veterans SA promoted inclusivity and psychological safety during Veterans Health Week.

#### IDRIVE.

Supported learners to get their 70 hours training and connect up with inclusive community spaces. With support from Australian Refugee Association, SAPOL and DHS.



Connected up over 70 Community Centres through warm referrals with allied community service organisations.



# DIGITAL "BE CONNECTED" TRAINING FOR COMMUNITY CHAMPIONS.

Delivered to 100 Community Champions in Centres.



# BOARD MEMBERS



KIM RITTER Chairperson



**KERSTIN MARTINS**Deputy Chairperson



**SCOTT DOBSON** Treasurer



CRISTINA BLUMBERG
Secretary



**BEC COX** 



ISAIAH OMAMOGHO



**MARY AWATA** 



**MICHAEL ARMAN** 



**PAUL WRIGHT** 



CONNECTION IS THE ENERGY THAT IS CREATED BETWEEN
PEOPLE WHEN THEY FEEL SEEN, HEARD AND VALUED
WHEN THEY CAN GIVE AND RECEIVE WITHOUT JUDGEMENT

**BRENE BROWN** 



#### **CEO's REPORT**



**Kylie Fergusen**Chief Executive
Officer

Rather than describe this year in terms of the activities and events we have delivered, the analytics of outcomes or sector trends, I wish to highlight CCSA's efforts in advocacy. Every day, our team are out with members, partners, funders, stakeholders, delivering this key message:

- Inclusivity matters.
- It's more than diversity.
- · And it's harder to measure.

But inclusive practice is a necessary pre cursor for all of our communities to have a sense of belonging, of cultural safety, to feel comfortable being themselves. And place based, local community spaces that reflect local community needs and strengths, that build meaningful connections are at the heart of our advocacy.

2022 saw the State Government contemplating new approaches to Community Centre funding. We advocated strongly for funding measures that were transparent, evidence based and fair. We sought consideration of loneliness indicators to supplement broader measures of population numbers, and supporting inclusivity also remains a core element of funding objectives. CCSA is delighted that new funding measures will see the sector build its sustainability well into the future.

Our continued advocacy around loneliness resulted in another highly successful Loneliness Cure Award. Participating in the judging of over 60 nominations exemplary in their commitment to nurturing meaningful connections is always a key highlight.

CCSA's research partnership with Flinders University Social Work Innovation Research Lab (SWIRL) saw 15 members funded to participate in sector focus group research around loneliness, the first of its kind to give voice to such extensive lived experience. CCSA thanks Fay Fuller Foundation for its generous funding support which has enabled this research to proceed.

Lastly, I am so very proud of our organisation's internal ethos around embracing inclusivity. We believe strongly in walking the talk, and don't shy away from hard conversations that might challenge our own unconscious bias. The CCSA team are diverse in so many ways - yet their ongoing and very deep commitment and passion for this sector remains the consistent key reason for the organisation's ongoing, impactful outcomes. I sincerely thank each and every staff member and the CCSA Board for their dedication, wisdom and support over this year. CCSA is 40 years old next year - I am so very proud to have been part of its long history of highly ethical, reflective community development practice that always puts strength based, person centred approaches at its core.

INCLUSIVITY MATTERS.
IT'S MORE THAN
DIVERSITY. AND IT'S
HARDER TO MEASURE.

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#### **CHAIRPERSON'S REPORT**



KIM RITTER Chairperson

## WHAT A YEAR COMMUNITY CENTRES SA HAS HAD!

I'm pleased to be reporting on another very successful year of achievements for Community Centres SA and are grateful we're able to reflect on the past 12 months feeling proud of all that has been accomplished.

As mentioned last year, this is thanks to the dedicated contributions of the Board members past and present, and the dynamic staff who are committed to the work this organisation undertakes.

I would like to thank the outgoing Board members Rebecca Cox, Isaiah Omamogho, Scott Dobson and Michael Arman for their contribution to our organisation and wider sector. We will also be welcoming new members to the Board and organisation and look forward to working with them.

#### Some key achievements for this year include:

- Passing the Australian Service
   Excellence Standards Accreditation
   process, an incredible amount of work
   undertaken by staff to ensure the
   successful continuance of governance
   and administration excellence of our
   organisation,
- Advocating for the sector through committee and group involvement, submissions, opinion pieces and position statements, social media and online presence, programs, events and the Loneliness Cure Award resulting in an increase to Community Centre funding and strategic partnerships,
- Projects and initiatives such as Be Connected, Abuse Prevention Hub, iDrive project, Community Connections, Community Learning, work placements and partnerships

- with Flinders University, Veterans Health Week, Cultural workshops and events, Loneliness warriors and research projects and online conversation series.
- Holding forums for regional Community Centres as well as a successful 2021 Conference – The Festival of Inclusion where 198 people attended.

I would like to thank members of the Board, the wonderful staff at CCSA, in particular the CEO - Kylie Fergusen and COO - Scott Dutschke, our government partners and all in the sector for the invaluable work they do delivering high quality and impactful programs and services to their respective communities.

To quote Brene Brown, "Connection is the energy that is created between people when they feel seen, heard and valued – when they can give and receive without judgement".

This is what our sector does so well and I look forward to seeing what can be achieved in 2023!

#### TREASURER'S REPORT



THE PRINCIPAL ACTIVITIES DURING THE FINANCIAL YEAR WERE PROVIDING ADVOCACY, RESEARCH, CAPACITY BUILDING AND TRAINING TO COMMUNITY ORGANISATION MEMBERS INCLUDING COMMUNITY CENTRES AND NEIGHBOURHOOD HOUSES.

This is consistent with the nature of the activities of Community Centres SA during the previous financial year, there have been no significant changes.

The 2021/22 financial year has proven to be another financially stable year for Community Centres SA which is indicative of the financial strategic initiatives introduced to improve financial due diligence and systems.

The Finance Sub Committee met regularly, six times, along with key members of the management team during the 2021/22 financial year. For the 2021/22 financial year, the Finance Sub Committee of CCSA is pleased to deliver an operating surplus of \$21,259.

As expected, the largest expense for CCSA throughout the financial year

was salary and wages and employee related costs, representing 65% of total expenses.

As at 30 June 2022, total consolidated assets of CCSA were \$1.838 million. Total current assets were \$1.807 million which remained well in excess of current liabilities of \$1.081 million.

The Board and the Finance Sub Committee seek to maintain cash reserves held in short-term deposits to ensure the ongoing liquidity and funding requirements of CCSA. Due to the reliance on State Government funding and the need to diversify income streams in 2021/22 CCSA continued to identify and secure diversified income streams.

Galpins Accountants, Auditors and Business Consultants were the returning auditors for 2021/22.

The Finance Sub Committee and Board are delighted to have received an unconditional audit sign-off for 2021/22. The audited financial statements are available upon request.

On behalf of the Committee, I wish to thank the Board, Kylie, Scott Dobson (previous Treasurer) and the dedicated staff and contractors who worked diligently throughout the year to support The Finance Sub Committee.



#### FINANCIAL PERFORMANCE

	2021-22\$	2020-21\$
INCOME		
External Funding	1,776,843	1,099,406
Memberships	21,869	15,661
Interest Revenue	4,804	5,970
Other Income	106,464	155,098
TOTAL INCOME	1,909,980	1,276,135

EXPENSES		
472,213	158,664	
1,243,468	830,857	
173,040	127,883	
	1,243,468	

TOTAL EXPENSES	1,888,721	1,117,404
OPERATING PROFIT/LOSS	21,259	158,731



#### **FINANCIAL POSITION**

	2021-22\$	2020-21\$
ASSETS		
Cash & Cash Equivalents	1,758,654	2,056,249
Accounts Receivable	48,895	4,373
Motor Vehicle	30,602	
TOTAL ASSETS	1,838,151	2,060,622

LIABILITIES		
Accounts Payable	222,944	201,675
Provisions	80,771	85,712
Grant Liabilities	778,097	1,038,155

TOTAL LIABILITIES	1,081,812	1,325,542
NET ASSETS/EQUITY	756,339	735,080

#### **OUR WONDERFUL MEMBERS**

#### OUR REASON FOR BEING IS TO BUILD THE STRENGTH, CAPACITY AND INFLUENCE OF OUR SECTOR AS A CONTRIBUTION TO PROGRESSING WHAT WE ALL VALUE AND BELIEVE IN...

so our sincere thank you to our member volunteers and staff across South Australia who work with us, support us and work every day to strengthen local communities.

#### **Community Centres** and Houses

19 on Green Aberfoyle Community Centre

ac.care - Millicent ac.care - Mount Gambier

Adelaide South West Community

Advancing Whyalla Aldinga Community Centre **Bagster Road Community Centre Blackwood Community Centre** 

**Bower Cottages Community Centre Box Factory Community Centre** 

**Burnside Community Centre Burton Community Hub** 

**Camden Community Centre** 

**Chaffey Community Centre** Cheltenham Community Centre Chinese Welfare Services of SA **Christie Downs Community House** 

City of Adelaide

City of Burnside

City of Charles Sturt

City of Marion

City of Mitcham

City of Norwood Payneham & St

City of Onkaparinga

City of Playford

City of Port Adelaide Enfield

City of Prospect

City of Salisbury

City of Tea Tree Gully

City of Unley

City of West Torrens

Clarence Park Community Centre Community Bridging Services

Community House Port Lincoln Cooinda Neighbourhood Centre

Coonalpyn Community Hub Coromandel Community Centre

**Cumberland Park Community** 

**Eastwood Community Centre** Elizabeth House Positive Ageing

Elizabeth Rise Community Centre

**Encounter Centre** Enfield Baptist Church & Community

**Enfield Community Centre** 

Findon Community Centre **Fulham Community Centre** Fullarton Park Community Centre Gawler Community House GHM Greater Bay Area Association Glandore Community Centre Glenelg North Community Centre Goodwood Community Services Goolwa Community Centre Greenwith Community Centre **Grenville Community Connections** 

Hackham West Community Centre Henley & Grange Community Centre

**Hewett Centre** Holden Hill Community Centre Holdfast Bay Community Centre Jubilee Community Centre - City of Tea Tree Gully

Junction Australia

**Junction Community Centre** Kangaroo Island Community Centre Kilburn Community Centre

LeFevre Community Stadium Marino Community Hall

MarionLIFE Community Services

Marra Dreaming

Mid Murray Support Service Inc. Midway Road Community House Milang Old School House Community Centre

Mitcham Cultural Village

Mitchell Park Neighbourhood Centre

Morella Community Centre

Mount Barker Community Centre Murray Bridge Community Centre

Neporendi Aboriginal Community

Ngutungka West Lakes North Adelaide Community Centre

North East Community House Northern Area Community & Youth Services

Overseas Chinese Association of SA Paralowie R-12 Community Centre Payneham Community Centre

Peterborough Community Hub Pooraka Farm Community Centre

Port Augusta Youth Centre Port Pirie Community Centre

**Prospect Community Program** 

Reynella Neighbourhood Centre Robertstown War Memorial **Community Centre** 

Roxby Downs Community Hub Salisbury East Neighbourhood

Seaford Community Centre Seaton North Neighbourhood

Southern Yorke Peninsula

Community Hub

Strath Neighbourhood Centre Surrey Downs Community Centre

Tailem Bend Community Centre Taperoo Community Centre -**Uniting SA** 

The Brocas

The Hut Community Centre

The Mawson Centre

The Salvos Hub Port Augusta

The Summit Community Centre

The Welcoming Centre

**Torrens Valley Community Centre** Trott Park Neighbourhood Centre

Twelve25 Salisbury Youth Enterprise Centre

**Uniting Country** 

Uniting SA

Unley Community Centre Vietnamese Community in Australia

Wakefield House Positive Ageing

Wandana Community Centre Woodcroft Morphett Vale Neighbourhood Centre

#### **Community Connectors**

Al Salam Community Centre

Artworks Inc.

Baptist Care SA

Carer and Community Support Carers and Disability Link CADL

Carers Association of SA

Careship Coorong Ltd

Catherine House Inc.

City of Holdfast Bay

City of Victor Harbor

Clubhouse SA Inc - Diamond House

**Employment Options** 

**EQUALS International** 

Fleurieu Regional Aquatic Centre

Good Shepherd Australia New

Zealand Grandparents For Grandchildren

I Can Jump Puddles

Islamic Society of South Australia

Loxcare Inc. Community House

Mission Australia

MoneyMob Talkabout

Muslim Women's Association of South Australia

Nazareth Catholic Community North East Community Assistance

Northern Volunteering SA Pakistani Australian Association of South Australia

Plaza Youth Centre

PsychMed

Rockit Performing Arts

South Australian Council for Adult Literacv

Survivors of Torture & Trauma Assistance & Rehabilitation Service

tafeSA Port Augusta Campus

The Food Centre

The Wyatt Benevolent Institution

**Uniting Communities** 

UnitingCare Wesley Bowden

Veterans SA / Defence SA Victim Support Service

Wakefield Regional Council

WEA of SA Pty Ltd

Yankalilla Council Community Team Zahra Foundation Australia

#### Friends – Individual

Ben Jackson

Sue Baldock

Cristina Blumberg Diane Graham

Isaiah Omamogho

Megs Lamb Michael Arman

#### Friends – Peaks

Committee for Adelaide Southern Volunteering SA

#### **Honorary Members**

**Andrew Keightley** 

Ann Brown

Anne Minion

Cassandra Gibson-Pope

Clare Dilliway

Gill McFadven Glennys Lehmann

Heather Hewitt

Janet Brown Janet Chambers

Karyn Bradford

Kirsten King

Leighton Boyd

Lyn Walkley

Maggie L'Estrange

Mairi Spedding (decd) Maralyn Blake

Marion Wilson

Pam Dale

Rille Walshe OAM

Rosemary Neal

Rosemary Rodrigues

Sue Goldsworthy (decd)

Susan Ross

# SNAP SHOT

#### OF OUR COMMUNITY CENTRE SECTOR

#### **OUR SECTOR**



### Volunteers



Typically, the total number of volunteering hours in a Community Centre each week is >110 hours per week

#### COMMUNITY CENTRE PARTICIPANTS

Average number of weekly participants per week is 210 – 250

## Growth in PARTICIPANTS

Over half of the Community Centres experienced increased number of participants. At least 25% say participation has doubled over the last year, mostly due to return to activity post COVID, older people feeling more isolated, and increased number of people with mental health and emergency relief requirements



30% of centres developed 3 – 6 new partnerships or collaborations with other allied organisations

# BOARDS & COMMITTEES

50% of Community Centres report directly to a Board or Management Committee



Centres most commonly run 11-20 activities during weekdays, up to 10 on week nights and up to 10 on weekends

# OUR ASPIRATIONS

#### 1. COMMUNITIES FEEL DEEPLY CONNECTED

PEOPLE IN THEIR COMMUNITIES KNOW AND CARE FOR EACH OTHER. PEOPLE ARE INVOLVED IN, FEEL DEEPLY CONNECTED TO, AND CONTRIBUTE TO THEIR COMMUNITY

#### **CASE STUDY:** Community Connections Programme (CCP)

We continuously seek to build awareness within communities and amongst other community service organisations that Community Centres are a trusted source of information about local community needs and strengths, that their volunteers are willing, motivated, invested and contribute to their community.

CCSA's appointment as the Community Capacity Builder in the SA Government pioneering Community Connections Programme has enabled us to achieve this.

This innovative programme turns the traditional approach to siloed community support on its head and focuses on connectedness as the core goal and community development as the practice.

Our trainers speak to strength based and person centred practice frameworks. We have connected 25 community sector organisations with over 70 Community Centres.

The evaluation of CCP's achievements to date has noted CCSA's highly significant contribution as Capacity Builder as amongst

"the most successful and instrumental elements of the program"

(2022, p.1).



**OUR MEASURE:** Number of participants in Community Centres and Houses

35,000 TOTAL WEEKLY PARTICIPANTS ACROSS 108 CENTRES

400

APPROX 25% OF CENTRES HAVE GREATER THAN 400 PARTICIPANTS EACH WEEK

#### 2. COMMUNITIES ARE INCLUSIVE

WHERE EVERYONE HAS A SENSE OF BELONGING, OF CULTURAL, PHYSICAL AND PSYCHOLOGICAL SAFETY, AND FEELS COMFORTABLE BEING THEMSELVES. WHERE COMMUNITIES FEEL FREE FROM JUDGEMENT AND STIGMA. WHERE COMMUNITIES FOSTER EQUALITY OF OPPORTUNITY.

#### **CASE STUDY: CCSA's Team**

An annual plan should not only speak to wonderful projects and outcomes, but also to an organisation's everyday governance and workplace practices which are a true reflection of its culture and values.

At CCSA, every day, we seek to challenge natural bias, and unintentional, tiny and micro aggressive discriminatory comments, quotes and mindsets (as well as the intentional ones). We provide a flexible and accessible workplace and proactively examine our employment practices, our language, our messaging, our policies.

Our team of about 20 staff is diverse and inclusive. With two grandparents, two staff with babies, our ages are diverse, as is our family makeup. Subsequently we have many laughs and deeper reflections across Gen X, Gen Y and Gen Z biases. We rejoice in our diversity across disabilities and abilities. Across gender identification.

Across homosexual, heterosexual and bisexual orientation. Across cultural and language diversity. We see inclusivity in our org as one where we all feel psychologically, culturally and physically safe.

This sees us have conversations around the gendered use of toilet, where whether locking doors to meet security requirements are also contributing to exclusive practice, and where staff are supported to work from home lying in bed with their newborn on their chest.



**OUR MEASURE:** A measurement that reflects community diversity

70% OF COMMUNITY CENTRES HAVE INTRODUCED BETWEEN 1 – 5 NEW PROGRAMS AS A CONSEQUENCE OF CHANGING AND DIVERSE COMMUNITY NEED

#### 3. A JUST & RECONCILED SOUTH AUSTRALIA

WHERE WE HAVE MOVED FROM WORDS TO ACTION.WHERE THE DEEP HURT HAS BEEN ACKNOWLEDGED BY EVERYONE, AND THE PATHWAYS TO RECONCILIATION FOR OUR FIRST NATIONS PEOPLES ARE KNOWN AND WALKED UPON BY EVERYONE.

## CASE STUDY: CCSA Conversation Series: What we need to know about an Acknowledgement of Country and Welcome to Country.

Our members often tell us that they would like to know how to speak to their personal reflection and value of Acknowledgement of Country.

We supported this deeper reflection in bringing to our sector an online conversation between Senior Kaurna Man, Michael Kumatpi O'Brien who has been sharing cultural engagement for a number of years; a role handed to Michael by his Father, Uncle Lewis Yerla Burka O'Brien and Shona Reid, a proud Eastern Aranda woman and previously CEO Reconciliation SA.

What are the common pitfalls seen when people give an Acknowledgement of Country?

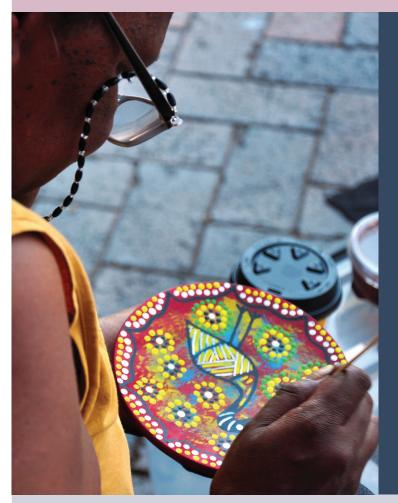
If there are several events on in a day, how often should the Acknowledgement of Country be given?

What is the role that the Acknowledgement plays in building relationships with First Nation peoples?

We asked Uncle Micky O'Brien for some thoughts about how to give a genuine, heartfelt and respectful Acknowledgement?

He shared with us the following: Ngadlu tampinthi kaurna yaitya muinmurninthi inparrila tampinthi Ngunyangunya muri yaitya Tirkanthi pintyanthi taingiwilta kanyanya.

We recognise Kaurna culture continuing in this place and recognising reconciliation and cultural understanding makes stronger communities.





Ngadlu tampinthi kaurna yaitya muinmurninthi inparrila tampinthi Ngunyangunya muri yaitya Tirkanthi pintyanthi taingiwilta kanyanya.

WE RECOGNISE KAURNA CULTURE CONTINUING IN THIS PLACE AND RECOGNISING RECONCILIATION AND CULTURAL UNDERSTANDING MAKES STRONGER COMMUNITIES.

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**OUR MEASURE:** Reconciliation Action Plan

FINALISED COMMUNITY CENTRES SA SECOND RECONCILIATION ACTION PLAN FORMATION OF A NEW RECONCILIATION SUB COMMITTEE

#### 4. COMMUNITIES FEEL EMPOWERED

WHERE ORGANISATIONS ACKNOWLEDGE THAT COMMUNITIES KNOW THEIR STRENGTHS FAR BETTER THAN ANYONE ELSE. WHERE COMMUNITIES USE THEIR VOICE AND THEIR POWER TO TAKE CONTROL OF THEIR OWN LIVES AND BUILD PATHWAYS TO IMPROVE INDIVIDUAL AND COMMUNITY OUTCOMES.

#### **CASE STUDY:** Community Learning

For so many years our sector has empowered communities to build their confidence, literacy, numeracy and self esteem through adult community learning programmes.

CCSA developed a new model that saw us funding a number of Community Centres to deliver community learning to nearly 500 learners.

With funding through Department for Innovation and Skills, the model saw 75% of these learners achieve employment, skill development or further training.

The model was a first for the sector – with CCSA undertaking the place based socials and marketing, reporting, learner enrolments, online portal and learner outcome recording.

It was unique in its approach through the additional provision of person centred, inclusive mentors who walked alongside students to plan goals, identify barriers and strengths.



**OUR MEASURE:** Number of community participation in our Community Learning

**520** 

PARTICIPANTS BEING EMPOWERED, GROWING CONFIDENCE AND SKILLS IN OUR COMMUNITY LEARNING COURSES

# THANK YOU!

THERE ARE MANY OTHER PEOPLE & ORGANISATIONS WHO HAVE SUPPORTED OUR WORK THROUGHOUT THE YEAR WHO WE WISH TO ACKNOWLEDGE...WE CAN ACHIEVE SO MUCH MORE TOGETHER!

Federal, State and Local Government politicians who have supported their local Community and Neighbourhood Centres and Community Centres SA.

Organisations with which we have formal partnerships – The Good Things Foundation – 'Be Connected' program, Guild Insurance, Flinders University, Torrens University, NBN Co and Committee for Adelaide.

The other peak bodies and not-for-profits we work closely with include SACOSS, Volunteering SA&NT, Multicultural Communities Council of SA, Carers SA. Shelter SA, Australian Refugee Association, South Australian Network of Drug & Alcohol Services, Child & Family Focus SA, Youth Affairs Council of South Australia, Community Housing Council of South Australia and Mental Health Coalition of SA.

Our national body Australian Neighbourhood Houses and Centres Association (ANHCA) and our friends and colleagues in the state peaks ANHCA represents.

....all the other people and organisations we work with.

#### Thank you to our State Government Funding Partners for 2021-2022:

- Department for Human Services
- Department for Innovation and Skills
- Department for Primary Industries and Regions
- Office for Ageing Well
- Veterans SA









