

2023–2024

ANNUAL REPORT



AT THE HEART OF OUR COMMUNITY



Community Centres SA
Strengthening Local Communities

ABOUT US

CCSA STATISTICS

113 
CENTRES

41  **YEARS**
OPERATING



Number of capacity
building initiatives
provided to members:

80 **MEMBER
INITIATIVES**



OVER
96,000
PARTICIPANTS & ENGAGEMENTS

Number of participants in consultation,
advocacy or capacity building activities:

Launch of Community
Conversations Podcast

38 **PODCAST
EPISODES**



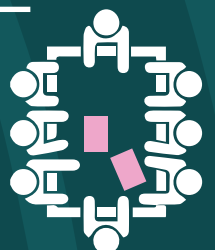
13 **ONLINE
COURSES**

ONLINE COURSES & TRAINING



**PROFESSIONAL
DEVELOPMENT**
DELIVERY OF 6 PART ASES
TRAINING SERIES

PARTICIPATION ON
4 **COMMITTEES**
AND ADVISORY GROUPS




“
PARTICULARLY HELPFUL AS A RESOURCE FOR
COMMUNITY DEVELOPMENT TRAINING AND TOOLKITS.
”



MEMBER STATISTICS

96% 


OF MEMBERS FEEL COMMUNITY CENTRES SA EFFECTIVELY CAPTURE THE VOICE OF THE SECTOR.

94% 

OF MEMBERS FEEL THEY WERE SATISFIED OR VERY SATISFIED WITH COMMUNITY CENTRES SA PERFORMANCE IN SUPPORTING THEIR ORGANISATION TO DO THEIR WORK.

 94%

OF MEMBERS FEEL THEY ARE SATISFIED WITH OUR EFFORT IN KEEPING THEM INFORMED ABOUT GRANTS, AND FUNDING OPPORTUNITIES.

94% 

OF MEMBERS FEEL SATISFIED WITH COMMUNITY CENTRES SA PERFORMANCE IN KEEPING THEM INFORMED ABOUT GOVERNMENT POLICY AND LEGISLATION.

88% 

OF MEMBERS FEEL SATISFIED WITH OUR EFFORTS TO KEEP THEM INFORMED AND ENGAGED WITH NETWORKING, PARTNERSHIPS AND COLLABORATION OPPORTUNITIES.

94% 

OF MEMBERS FEEL SATISFIED IN OUR EFFORTS TO KEEP THEM INFORMED ABOUT BEST PRACTICE, BENCHMARKS AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES.



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INSIGHT INTO COMMUNITY NEEDS
AND THE SUPPORT PROVIDED BY CCSA
ALLOWS TO BETTER EXAMINE COMMUNITY
NEEDS. KNOWING THAT WE HAVE
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WORK WITH CONFIDENCE.

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CEO REPORT



Kerrie Akkermans
Chief Executive Officer

CCSA has experienced a strong turnaround, both financially and in member engagement, compared to the previous year's performance.

During my first year as CEO, I focused on identifying areas where streamlined processes, increased member value, and more effective resource utilization could improve outcomes.

The results are evident in our financial performance and the successful delivery of engagement activities, member advocacy, capacity building initiatives, and profile-raising efforts for CCSA and its members.

Our core strategy—to advocate, build capacity, and raise the profile of our members' performance—is highlighted in this year's achievements.

The surplus we have achieved, coupled with robust financial management, has positioned CCSA sustainably for the future, ensuring we can continue to meet and exceed member expectations.

Our advocacy efforts with DHS resulted in an additional \$210,000 secured for Community Centres training in complex behaviours and mental health, governance, and volunteer management.

We established several forums to maximize member connection and feedback opportunities, including the honorary members forum, the conference feedback group, the Membership Value forum, and the ACE forum.

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”

We have implemented capacity building programs such as the ASES accreditation series, the new Membership Value Proposition, and website upgrades. Our website now features a member portal, a map of centres, and an events page for centres to promote their activities.

Our profile-raising efforts have gained momentum, with podcast exposure to over 38 organisations, a sold-out conference, and member engagement activities connecting us to more than 250 other NFPs, government departments, and community connectors.

Resource constraints and cost of living issues will continue to impact centres this year. In response, CCSA and its members have secured capacity building grants for food security and grief and loss programs to combat loneliness. These initiatives will be available to all centres once the pilot programs have been launched in participating locations.

I would like to extend a heartfelt thank you to the CCSA team for their hard work in delivering member benefits and achieving robust outcomes on our funded programs: the Community Connections Program and the Flinders Student Placement Program.

Finally, thank you to the board for their support, and of course, to our members who continue to deliver incredible outcomes for their communities at the grassroots level.

CHAIRPERSON'S REPORT



Cristina Blumberg
Chairperson

AS AN ORGANISATION COMMITTED TO CREATING MORE CONNECTED COMMUNITIES, WE FOCUS ON SUPPORTING OUR MEMBERS TO BRING PEOPLE TOGETHER AND ENSURE SOCIAL INCLUSION.

This year Community Centres SA has focussed on being an active listener, a facilitator of conversations and connections, a strong advocate, and a capacity builder.

We have raised the profile of community centres through the Community Connections podcast, a monthly radio segment, and new features on our website that enable centres to advertise events. We have facilitated forums and advocated around Adult Community Education and the Community Connections and Community and Neighbourhood Development programs, delivered training in critical areas such as ASES accreditation, and delivered a successful conference – People First – which was focussed on community wellbeing.

CCSA Board members are privileged to represent and advocate for this sector and set CCSA's strategic direction. This year we farewelled Sarah Scammell and Lauren Bonnet

and welcomed Sophie Doyle. I thank Board members for their hard-work and dedication.

As an organisation committed to creating more connected communities, we focus on supporting our members to bring people together and ensure social inclusion. In reflecting on the year, I am reminded how meaningful social change always begins at the grassroots level and how community centres have been at the heart of so much progress. In looking ahead, I am excited by our opportunities to create ever more meaningful and positive change in people's lives. As our conference theme this year called out – people must come first.

On behalf of the Board, I especially want to thank and call out CCSA's staff for their tireless commitment to CCSA and this sector. Thank you.



TREASURER'S REPORT



Tharani Mahadeva
Treasurer

THE FOCUS FOR COMMUNITY CENTRES SA IN 2023/24 AND INTO THE FUTURE IS TO ENSURE SUSTAINABILITY OF THE ASSOCIATION AND MAXIMISE THE VALUE FOR ITS MEMBERS.

PKF Adelaide were appointed as auditors for 2023/24 and have completed their audit of the financial report of Community Centres SA Incorporated (CCSA). The financial report is available upon request. However, I am pleased to present a summary of the audited financial results for the 2023/24 financial year.

Throughout the 2023/24 financial year, CCSA has provided advocacy and capacity building and training programs in accordance with funding outcome requirements.

The result for the 2023/24 financial year was a net surplus of \$72,374 following a loss of \$86,494 in the previous financial year.

The surplus is attributable to three main financial outcomes.

1. Establishment of an investment portfolio with Shaw & Partners to effectively use surplus cash reserves. To take advantage of the strong balance sheet, CCSA transferred cash reserves from a bank term deposit to a balanced growth investment portfolio. It has performed well with an unrealised gain of \$68,371.

2. Sale of two motor vehicles that were no longer required for service operations with proceeds of \$63,636.

3. Restructure of corporate overheads to ensure the long-term sustainability of the organisation.

The focus for Community Centres SA in 2023/24 and into the future is to ensure sustainability of the Association and maximise the value for its members.

The Board and management will continue to assess revenue initiatives and cost optimisation strategies together with effective governance.

On behalf of the Board and the Finance, Audit and Risk Committee, I would like to thank the dedicated team of staff who worked diligently throughout the year in support of the management team achieving these results.

PROFIT AND LOSS	2024	2023	MOVEMENT
Income			
Grant Income	844,327	1,563,683	-719,356
Membership Income	20,548	18,616	1,932
Other Income	268,870	89,664	179,206
Total Income	1,133,745	1,671,963	-538,218
Expenses			
Program Costs	101,765	243,331	-141,566
Employee Benefits	703,567	1,223,783	-520,216
Operating Expenses	256,039	290,540	-34,501
Total Expenses	1,061,371	1,757,654	-696,283
Net Surplus/Deficit	72,374	-85,691	158,065

BALANCE SHEET	2024	2023	MOVEMENT
Assets			
Cash & Cash Equivalents	59,744	37,427	-777,683
Receivables	15,841	12,981	2,860
Other Financial Assets	836,370		836,370
Motor Vehicle		20,938	-20,938
Total Assets	911,955	871,346	40,609
Liabilities			
Payables	24,046	127,726	-103,680
Provisions	57,607	34,437	23,170
Grant Liabilities	87,869	38,535	49,334
Total Liabilities	169,522	200,698	-31,176
Net Assets	742,433	670,648	71,785

COMMUNITY CENTRE SNAPSHOT

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CCSA ALLOWS US TO BE BETTER INFORMED
AND PROVIDES GRANT AND TRAINING
OPPORTUNITIES TO BETTER THE WORK WE
DO WITHIN OUR COMMUNITY.

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OVER
4,500

COMMUNITY GROUPS
SUPPORTED ACROSS SA

OVER

3,000



PROGRAMS AND ACTIVITIES RUN OUT
OF COMMUNITY CENTRES WEEKLY



COUNTRY / REGIONAL

ac.care – Millicent
ac.care – Mount Gambier
Advancing Whyalla
Chaffey Community Centre
Community House Port Lincoln
Coonalpyn – The Hub
Encounter Centre
Goolwa Community Centre
Kangaroo Island Community Centre
Loxcare Inc Community House
Lutheran Community Care – Barossa
Mid Murray Support Service Inc.
Milang Old School House Community Centre
Mount Barker Community Centre
Murray Bridge Community Centre
Our House Port Augusta Inc.
Peterborough Community Hub
Port Pirie Community Centre

Robertstown War Memorial Community Centre
Southern Yorke Peninsula Community Centre
Strath Neighbourhood Centre
Tailem Bend Community Centre
The Hut Community Centre
The Summit Community Centre
Torrens Valley Community Centre
Yankalilla Youth & Community Centre

EAST / INNER METRO

Adelaide South West Community Centre
Box Factory Community Centre
Burnside Community Centre
Clarence Park Community Centre
Eastwood Community Centre
Fullarton Park Community Centre
Goodwood Community Services
North Adelaide Community Centre
Payneham Community Centre

Prospect Community Program
Unley Community Centre
Women’s Community Centre SA (Inc)

NORTH METRO

Bagster Road Community Centre
Burton Community Centre
Elizabeth Community Connections Project Inc
Elizabeth Rise Community Centre
Enfield Baptist Church & Community Centre
Enfield Community Centre
Gawler Community House
Greenwith Community Centre
Hewett Centre
Holden Hill Community Centre
Jubilee Community Centre
Lutheran Community Care – Blair Athol
Lutheran Community Care – Peachey Place
Marra Dreaming



Midway Road Community House
Morella Community Centre
North East Community Assistance Project
North East Community House
Northern Area Community & Youth Services
Paralowie R-12 Community Centre
Pooraka Farm Community Centre
Positive Ageing Services – Jack Young Centre
Salisbury East Neighbourhood Centre
Surrey Downs Community Centre
The Mawson Centre
The Paddocks Centre
Wandana Community Centre

SOUTH METRO

Aberfoyle Community Centre
Aldinga Community Centre
Artworks Inc.
Christie Downs Community House

Cumberland Park Community Centre
Cooinda Neighbourhood Centre
Coromandel Community Centre
Elizabeth House Positive Ageing Centre
Glandore Community Centre
Glenelg North Community Centre
Hackham West Community Centre
Holdfast Bay Community Centre
MarionLIFE Community Services
Marino Community Hall
Mitchell Park Neighbourhood Centre
Reynella Neighbourhood Centre
Seaford Community Centre
Trott Park Neighbourhood Centre
Wakefield House Positive Ageing Centre
Woodcroft – Morphett Vale Neighbourhood Centre

WEST METRO

Bower Cottages Community Centre
Camden Community Centre
Cheltenham Community Centre
Chinese Welfare Services of SA
Findon Community Centre
Fulham Community Centre
Henley & Grange Community Centre
Junction Community Centre
Kilburn Community Centre
Kura Yerlo
LeFevre Community Stadium
Nazareth Catholic Community
Overseas Chinese Association of SA
Taperoo Community Centre
The Welcome Centre
Vietnamese Community in Australia
West Lakes Community Centre

PROGRAM CHECK-IN

Community Connection Program

The Community Connections Program (CCP) is a short-term initiative that provides support to individuals who are ineligible for mainstream programs such as NDIS and My Aged Care. Operating over a 12-week period, the program aims to enhance community involvement and establish support networks for participants.

Recent achievements include successful delivery of Intake and Assessment Training, implementation of Communities of Practice, and the establishment of Regional Meetings

across all 12 regions. The program has also made significant progress in cultural sensitivity and collaborative initiatives, including partnering with Tauondi College as the Aboriginal Coordinating Partner, contracting Becky Hirst for community engagement workshops, and engaging the Jeder Institute for collaboration and leadership training. These efforts demonstrate CCP's commitment to comprehensive community support, combining training, cultural awareness, and collaborative approaches to achieve its goals.

Flinders Social Work Placement Program

The Social Work Placement Program is a collaborative effort between Flinders University and Community Centres SA that has been ongoing for over 4 years. This program provides Social Work students with unique placement opportunities in Community or Neighbourhood Houses across SA, offering external clinical supervision from a team of experienced Social Workers. The curriculum covers a wide range of topics, including Ethical Decision Making, Community Development, and various Social Work theories and approaches.

The program has seen significant growth, expanding from 13 students and 6 centres in Semester 2 2023 to 26 students and 17 centres in Semester 1 2024.

Each student receives 22 hours of clinical supervision per semester, which includes Initial Placement Meetings, Mid Placement reviews, and 5 face-to-face Group supervisions held at CCSA offices.

This innovative program offers a valuable opportunity for Social Work students to gain practical experience while receiving professional supervision. The partnership benefits both the students, who can apply their learning in real-world settings, and the community centres, which gain access to fresh perspectives and additional support. As the program continues to grow, it strengthens the connection between academic learning and community-based practice in the field of Social Work.



Key Statistics:

 **39** STUDENTS WERE SUPERVISED

 **20** ACROSS 20 COMMUNITY CENTRE SITES

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**GAINING RELEVANT INFORMATION ABOUT THE SECTOR
WITH A LOCALISED LENS ENABLES TO BUILD KEY
COLLABORATIONS WITH OTHER OPERATING LOCALLY
ALLOWING US TO BREAK OUT OF OUR SILOS AND
BROADEN POSITIVE IMPACTS ACROSS COMMUNITIES.
THE CONTEXTUALISATION OF THE INFORMATION
ALSO ENABLES US TO MODIFY THE DESIGN OF
INTERVENTIONS TO MEET THE UNIQUE NEEDS OF
OUR LOCAL POPULATION.**

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Strengthening Local Communities