

CASS QUARTERLY NEWSLETTER

Issue No. 6 | 14 Feb 2025



CASS 3 Milestones Celebration Luncheon P.4

10th Anniversary ACVVS Party P.6

Successful Conclusion of AGM 2024 P.4

Hometown Recipes Winner Award P.13

CASS ACHIEVEMENTS IN 2024

Happy New Year of the Snake! As we welcome 2025, let's take a moment to reflect on our accomplishments in 2024, made possible by your contributions as part of the CASS team. Click the links below to relive the memorable moments and highlights that brought us joy last year.



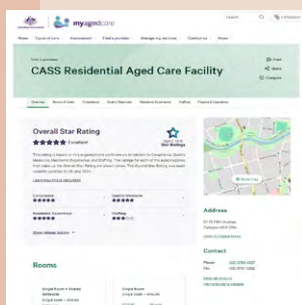
In February, we took pride in [CASS Gumnut Early Learning Centre – Campsie and Campsie Residential Aged Care Facility](#) being honoured with the 'Intergenerational Program 2024 (Early Childhood)' award by the Australian Institute for Intergenerational Practice.

In March, we were proud to receive [the Premier's Multicultural Community Medal in the category of Business Excellence – Not-for-Profit](#), a recognition we first achieved in 2021. At the same event, our Deputy Chairperson/Secretary, Mr. Anthony Pang OAM, was honoured with the Lifetime Community Service Medal. This Award is also his second honour in 2024, besides his receipt of the Order of Australia Medal on Australia Day last year.



In May, we proudly opened our second [Residential Aged Care Facility in Asquith](#). This facility features 97 single rooms, each with an ensuite, along with 11 [Independent Living Units](#) and a community hall. It reflects our commitment to providing a welcoming and comfortable environment where our seniors can age gracefully with dignity and quality care.

In June, we took the privilege of [CASS Family Day Care](#) being honoured with the 'Most Significant Contribution Towards Early Childhood Education and Care Benefits for Families' award by the Australian Childcare Alliance (ACA) NSW.



In August, our [CASS Residential Aged Care Facility in Campsie](#) received a 5-star rating across compliance, residents' experience, staffing, and quality measures from the Australian Government's Department of Health and

Aged Care. This recognition is particularly significant given the recent strengthening of sector standards. Out of 832 registered facilities in NSW, only 10 have achieved this top rating.

In September, we were also honoured to receive [the 'Cultural Diversity and Inclusion' Award](#) and [the 'Sustainability Leadership' Award](#) at the 2024 Third Sector Awards. At the same event, our Foundation Chairperson/Honorary Executive Director, Mr. Henry Pan OAM was recognised as the CEO of the Year.



Looking ahead, we will continue striving to serve those in need in the community.

MY JOURNEY OF VOLUNTEERING AND COMMUNITY SERVICES

– MESSAGE FROM VICE-CHAIRPERSON/TREASURER MR. SEAN ZHANG

It is my honour to extend warm greetings to the readers of this newsletter and share a little about my journey of volunteering and community services. I was born in Shaoxing City, Zhejiang Province, China, and my passion for volunteering and community services was ignited when I moved to Australia in 2008 to pursue higher education. Settling in Adelaide, South Australia, with my uncle, a dedicated social worker, proved transformative. His steadfast commitment to helping others became a beacon for me, and under his guidance, I embarked on small yet impactful acts of service that shaped my lifelong dedication to giving back.

After completing a Bachelor's Degree in Business at Flinders University in Adelaide, I moved to Sydney in 2012 to further my studies, earning a Master's Degree in Finance at Macquarie University. In 2013, I began on my career in the real estate industry. Currently, I serve as the Managing Director/CEO of a large real estate agency. While the industry was demanding, I found myself yearning for the sense of purpose and fulfilment that volunteering once gave me. This longing led me to CASS, where I rediscovered the joy of community services.

My early days with CASS involved driving senior residents to activity centres and joining them in various activities such as mahjong, singing, and dancing. These seemingly simple moments of connection brought immense joy—not just to them but to me as well—and offered a wonderful escape from life's daily stresses. As

my involvement deepened, I was honoured in 2014 to be elected as an Alternate Director of the CASS Board. In 2016, I assumed the role of Vice-Chairperson/Treasurer, a position I hold with great pride and responsibility. Since then, I have worked diligently to strengthen the organisation's impact and contributions to the community.

Australia's values of trust, equality, and respect for diversity have profoundly influenced my outlook on life. Through my work with CASS, I strive to preserve cultural heritage, promote social harmony, and foster an inclusive environment for all. Volunteering has taught me empathy, resilience, and the transformative power of collective effort. It is my hope that my journey inspires others, especially younger generations, to discover the profound joy and meaning that comes from giving back to society.





1 CASS Celebrated Three Milestones in Serving the Community

On 5 December 2024, we celebrated three major milestones at the Orion Function Centre: the 30th anniversary of Settlement Services, the 25th anniversary of Home Ageing Services, and the 15th anniversary of the weekly column by Kending.

These achievements highlight our ongoing commitment to enhancing community support and well-being. The event was attended by over 110 participants, including distinguished guests such as the Guest of Honour, The Hon. Tony Burke MP, Minister for Immigration and Multicultural Affairs, and the special guest, The Hon. David Coleman MP, Shadow Minister for Communications. The Keynote Speaker, Mr. Pino Migliorino AM, the Managing Director of Cultural Perspective, shared his insights on CASS's dedicated and active involvement with the community.

Watch the video for details [here](#) on the 30th Anniversary of CASS Settlement Services, and do not miss the remarkable work of Home Ageing Support Services in the video [here](#).



2 CASS Successfully Held the Annual General Meeting 2024



On 24 November 2024, CASS successfully held its 43rd Annual General Meeting (AGM) at its Campsie Activity Hall and online. Chairperson Prof. Stephen Li presided over the meeting. Key highlights included a review of the 2023/2024 financial year, showcasing notable achievements such as awards for excellence in social services and early childhood education, the completion of a new aged care residential facility (RACF) in Asquith, and delivery of multicultural and settlement services for diverse communities. The AGM successfully concluded with the appointment of new members to the Board of Directors and the Council of Elders.

We wish the Board of Directors a successful year ahead in leading CASS toward a bright future. Visit [here](#) for more details about the CASS AGM 2024.



3 Ms. Stephanie Di Pasqua MP Visited CASS Head Office (HO)

On 1 November 2024, Ms. Stephanie Di Pasqua MP, State Member for Drummoyne, visited the CASS HO complex. She was received by CASS Board Members and senior management staff and was given a tour of the complex, including Campsie RACF and Campsie Early Learning Centre (CELC).

In the meeting, Ms. Stephanie Di Pasqua MP presented the NSW Parliament Legislative Assembly Hansard, which highlighted her address to the NSW Parliament on 18 October 2024. In that speech, she commended CASS as a renowned community organisation providing high-quality services across all age groups. She also acknowledged the invaluable contributions made by the Board, staff members, and volunteers of CASS in promoting community well-being.



4 CASS Health Info Expo and Vietnamese Aged Care Expo

On 16 October 2024, the HAS Chinese Team organised a Health Information Expo at the Hurstville Entertainment Centre, with approximately 200 attendees. The event, funded by Georges River Council's Venue Hire Grants program and Club Rivers-ClubGRANTS, featured a fall prevention talk, health checks, and information stalls from various organisations, including SESLHD, St George's Hospital, and CanRevive.

On 30 October 2024, as part of the Canterbury Bankstown ClubGRANTS 2024, the CASS Vietnamese Aged Care Expo 2024 was held at the Canterbury League Club. This one-day event brought together Vietnamese-speaking seniors to learn about available support services, celebrate their culture, and engage with local stallholders. The event successfully fostered a sense of community and cultural cohesion. Over 250 people attended, leaving positive feedback.



5 Meeting with The Hon. Sophie Cotsis MP

On 9 October 2024, NSW Minister for Industrial Relations and Member for Canterbury, The Hon. Sophie Cotsis MP, alongside her team joined our Board members and senior management staff to discuss key community issues and share updates on CASS' recent work. The Hon. Sophie Cotsis MP expressed valuable support in establishing our mental health services and pledged continued assistance to CASS in securing additional State-level funding.

During the meeting, The Hon. Sophie Cotsis MP presented a special gift to CASS with an extract of the NSW Parliament Hansard about her address in September 2024, which acknowledged CASS volunteer Ms. Kwai Chun Yeung for her incredible 31 years of service. Ms. Yeung was also awarded the prestigious NSW Government Community Service Award during the CASS Indonesian activity group Moon Festival celebration event, acknowledging her tireless contributions and outstanding commitment.



6 End-of-Year Staff Party 2024

This year, we were absolutely thrilled to host not one but two fantastic party sessions on 29 November and 13 December 2024, at the Rhodes Phoenix Chinese Restaurant. Hundreds of staff, Board members, and their families joined in, soaking up the festive vibes and creating unforgettable memories. Check out the highlights [here!](#)



7 Celebrating Mr. Ivan Wong's Retirement

On 22 November 2024, CASS hosted a heartfelt retirement dinner to celebrate the outstanding contributions of Mr. Ivan Wong, our former General Manager of Strategic Support, as he embarks on a new chapter as a member of the Board of Directors.

The evening was filled with warm appreciation, laughter, and cherished memories, reflecting Ivan's nearly 30 years of dedication to CASS. Over 70 attendees, including Board members and colleagues from various units, gathered to celebrate his remarkable legacy.

CASS extends its deepest gratitude to Ivan for his visionary leadership and unwavering commitment. We look forward to his continued contributions in his new role on the Board.



8 10th Anniversary Celebration with the Aged Care Volunteer Visitor Scheme (ACVVS) volunteers

The ACVVS, formerly known as the Community Visitors Scheme (CVS), was established by the Australian Government over 30 years ago to support socially isolated seniors. This community initiative connects volunteers with seniors facing challenges such as language barriers, geographical isolation, or physical disabilities, offering companionship through regular visits.

As a proud partner of the scheme for 10 years, CASS volunteers have been spreading warmth and friendship to elderly individuals from diverse multicultural backgrounds for over a decade.

Check out the video capturing the heartwarming moments [here!](#)



9 Congratulations to ACVVS volunteer on the 2024 Banks Volunteer of the Year Award

On 29 October 2024, our dedicated ACVVS volunteer, Jian Ping (Sasa) Zhao, was proudly honoured with the 2024 Banks Volunteer of the Year Award. The award ceremony, held at Olds Park Sports Club, was hosted by The Hon. David Coleman MP, Federal Member for Banks, and Senator the Hon. Jane Hume, Federal Senator for Victoria.

Sasa's commitment shines through her frequent visits to elderly Chinese residents in local aged care facilities, providing much-needed assistance and heartfelt companionship. Her selfless efforts have made a profound impact, earning the admiration and gratitude from the community's seniors.



10 4 CASS Volunteers Honoured at the 2024 St George Community Awards

4 exceptional CASS volunteers were recognised for their outstanding service at the 2024 St George Community Awards, held at Mortdale RSL on 29 November 2024. The awards were presented by Mr. Mark Coure MP, State Member for Oatley.

They are:

- Richard Kin Leung Lai, Deputy Group Leader of the Hua Kang Friday Group.
- Antony Wenzao Lu, an inspiring 82-year-old volunteer with the Hua Kang Thursday Group.
- Melody Shun Han Cheung, Group Leader of the St George Friday Group.
- Taris Chan, a dedicated volunteer for the CASS H-Line Non-Crisis Hotline.

We applaud their invaluable contributions, which embody the true spirit of volunteerism and strengthen our community.



11 Meeting with Ms. Sally Sitou MP and The Hon. Patrick Gorman MP

On 29 October 2024, a CASS delegation led by the Chairperson of CASS, Prof. Stephen Li, met with Ms. Sally Sitou MP, Federal Member for Reid, at her electorate office, along with The Hon. Patrick Gorman MP, Assistant Minister to the Prime Minister. The CASS team provided an overview of its extensive services to The Hon. Patrick Gorman MP, who praised its significant impact on the community. Discussions also focused on critical issues affecting the local community and identifying existing service gaps.



1. HOME AGEING SERVICES (HAS)

Stay Steady, Stay Healthy – Fall Prevention Seminar

On 25 November 2024, the Fall Prevention Seminar was successfully held at the Mount Waverley Youth Community Centre in Melbourne. Over 60 seniors participated in the seminar. CASS representatives and partners introduced attendees to CASS services and home care programs in Melbourne. An occupational therapist sharing tips on home modifications and fall prevention strategies. A physiotherapist demonstrated resistance band exercises to improve balance and reduce fall risk, encouraging participants to join in. An instructor introduced Tai Chi movements designed to enhance balance, and attendees enthusiastically followed along. The seminar received overwhelmingly positive feedback.



2. DISABILITY SERVICES (DS)



Health and Wellbeing Seminar for Multicultural People with Disabilities



On 28 November 2024, the CASS DS team hosted a Health and Wellbeing Seminar for Multicultural People with Disabilities at Burwood RSL Club. Over 60 attendees participated, including individuals with disabilities from multicultural backgrounds, their families, carers, health professionals, and CASS staff members. NDIS overviews from health and wellbeing experts were presented. Attendees also learned about the use of First Aid Kits and choking prevention. The Good Friends Choir and CASS Disability Day Program participants showcased a dance performance. Two lucky winners received electric wheelchairs in the raffle. The event successfully brought together people with disabilities, carers, and families from diverse cultural backgrounds, with positive feedback from participants.

3. HUMAN RESOURCES MANAGEMENT (HRM)



In November 2024, the HRM team provided “Workplace Mental Health Training” for staff with supervisory roles, focusing on supporting team well-being and developing mental health strategies and skills to create mentally healthier workplaces.

Previously, the HRM team also organised key training sessions to foster a positive work environment. These included Sexual Harassment Training for all staff and the Interview Skills Training for senior staff and hiring managers to enhance recruitment techniques. These efforts reflect the organisation commitment to continuous improvement and maintaining an inclusive work environment.

4. SETTLEMENT & HEALTH SERVICES (SAHS)



CASS Grandparents/Carers Support Session

On 29 October 2024, in partnership with the Burwood Library, the CASS Grandparents/Carers Support Session was held at the Burwood Library. A total of 18 Chinese-speaking migrants participated in the information session and learned about parenting skills and child development. The session was delivered by caseworkers from SAHS and Ms. Melody Qu, a certified counsellor from CSSS. All participants took part in the session, engaging in a series of interactive activities to enhance their parenting skills and deepen their connection with the local community.



The Domestic Family Violence (DFV) Walk in Hornsby

On 27 November 2024, in partnership with Hornsby Shire Council, caseworkers from SAHS participated in the DFV walk organised by the Hornsby & Ku-ring-gai Councils to advocate for addressing the national crisis of violence against women and to promote CASS settlement services to local residents.



Payments & Services for Newly Arrived Migrants and Christmas Celebration Event

On 13 December 2024, supported by the City of Parramatta Community Grant, in partnership with the St John's Anglican Church, Services Australia and HAS, the Payments & Services for Newly Arrived Migrants and Christmas Celebration Event was co-facilitated by caseworkers from SAHS. Over 70 migrants attended the event to learn about community support services and celebrate Christmas with us in advance. Participants found the topics helpful and felt very engaged. Most of the participants provided positive feedback on the session.



5. EMPLOYMENT & TRAINING SERVICES (EATS)

In early February 2025, CASS will partner with Breakthru College to offer the “Certificate III in Individual Support” course in Hornsby and Campsie. This program equips students with essential skills to support elderly individuals and those with disabilities. Upon completion, graduates will earn a nationally recognised qualification and open the door to rewarding, long-term career opportunities in the care industry. Refer to the flyers [here](#) for more information.



Breakthru COLLEGE

CHC33021 Certificate III in Individual Support

Start Date: Thursday 8 February 2025 **Delivery Method:** Face-to-face **Duration:** 6 Months

Breakthru College has partnered with CASS to deliver this accredited course, specifically designed for adult migrants. CASS is a not-for-profit community service provider that supports students with enrolment, work placement, and potential employment opportunities.

Improve your chances for long-term employment in a supportive learning environment, and learn how to support ageing people and people with a disability by completing this nationally recognised qualification.

Limited free-fee places are now available for eligible students, so make sure you get in touch today before you miss out.

Interested? Contact CASS today!
P (02) 9789 4387

Key benefits:

- Course details**
Date and time: Every Thursday and Friday 9:00am - 3:00pm
Location: Level 3, Suite 3.05, 20 George Street, Hornsby, NSW, 2077
- Job prospects**
This course will provide you with the skills needed to work as a:
• Support worker
• Community services worker
• Individual support worker
- Course fee**
Fees for this course may vary, depending on your eligibility for the NSW “Smart and Skilled” funding.
- Work placement**
Work placement is an element of this qualification. Eligible students may have the opportunity to complete their placement with CASS.
- Learn from industry experts**
Join us and learn from industry experts with decades of experience in the disability and aged care sectors.
- Interested?**
Contact CASS for enrolment and enrolment:
P (02) 9789 4387

This qualification is funded by the NSW Government. Breakthru College is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority.

CASS **Breakthru COLLEGE** **Royal Rehab Group**

6. MULTICULTURAL COMMUNITY SERVICES DEVELOPMENT (MCSD)

The Digital Party for Seniors

On 11 November 2024, with funding from Ryde Council, the MCSD Korean team successfully hosted the Digital Party for Seniors at CASS Ryde Community Service Centre, featuring two sessions attended by 60 Korean and Chinese seniors. The event included multilingual educational materials, engaging activities, and thoughtful planning. The party also featured a ChatGPT experience, an introduction to various smartphone functions, and digital games that our seniors can enjoy using their phones. Attendees shared positive feedback, expressing a strong interest in more meaningful and enjoyable events like this in the future.



The Marrickville Candlelight Workshop

On 19 December 2024, the MCSD Vietnamese team successfully hosted the Marrickville Candlelight Workshop at Herb Greedy Hall in Marrickville, bringing together 23 participants for a festive and memorable event. The workshop featured engaging hands-on activities, including candle-making and holiday-themed crafts, which sparked creativity and strengthened the sense of community among attendees. Participants enjoyed light refreshments, festive decorations, and the chance to connect in a warm and inviting atmosphere. A highlight of the event was the lively karaoke session, which added to the festive spirit. The workshop concluded with attendees taking home their beautifully handcrafted candles, leaving with a sense of accomplishment and joyful memories to close the year.



CASS-IWINA Aged Care & Care Finder Info Sessions

On 1 December 2024, the MCSD Indonesian team successfully concluded the final session of a series of 3 informative sessions on Aged Care and Care Finder in partnership with the Indonesian Women Islamic Network of Australia (IWINA). A total of 144 participants attended the sessions. Key outcomes included a strong interest in our services, training opportunities, and exciting possibilities for future collaborations with these amazing organisations. The session provided valuable insights into the Care Finder programme and aged care services.



7. CHINESE SCHOOL

CASS Chinese School sparks a passion for the Chinese language and culture. Our engaging lessons in Pinyin, simplified Chinese, and Mandarin are designed to align with the NSW Department of Education curriculum. The Chinese School offer immersive learning experiences across 5 campuses: Campsie, Hurstville, Kogarah, Connells Point, and Sydney Technical High School. New terms begin in February 2025, and admissions are now open. For more details, visit [here](#).

Children of staff members can enjoy 50% off of tuition fee!

For enrolment information, please contact Mr. Bosco Chang by 0414 896 701 or bosco_chang@cass.org.au.



8. PROMOTIONS

CASS Participated in Lunar New Year Celebrations

On 1 and 2 February 2025, the CASS team participated in three spectacular Lunar New Year celebrations across Sydney. We actively engaged with the public at the Georges River Council's Lunar New Year Festival in Hurstville, Willoughby City Council's Lunar New Year Celebration Day in Chatswood, and the Year of the Snake Carnival in Burwood.

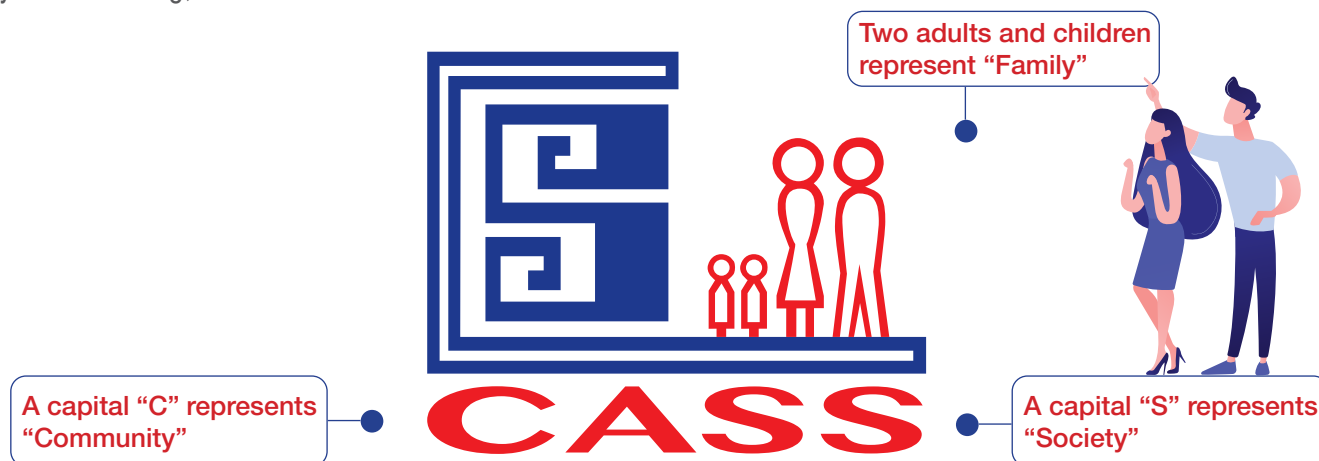
At each event, CASS information stalls were set up, providing a fantastic opportunity to showcase our diverse services and connect with the community. Informative materials, exciting freebies, and auspicious red packets were distributed to over 100 local residents. Many attendees expressed strong interest in our home aged care and residential aged care services, as well as opportunities to volunteer with CASS to serve local communities.



WHAT YOU MAY NOT KNOW ABOUT CASS

Interview with Mr. Henry Pan OAM,
Foundation Chairperson/Honorary Executive Director
The Design Story Behind the CASS Logo

By Circle Leong, Promotions Coordinator/Promotions Unit



Circle: Hi, Henry, thank you for accepting my interview. You were the Foundation Chairperson of CASS and led CASS in the Chairperson position for 25 years between 1981 and 2006. You are very familiar with CASS. I am very interested about when was the CASS logo born. Could you please tell me more about that?

Henry: Sure. We formed a Preparation Committee in January 1980 with the aim of setting up a child care centre for catering for the Chinese community, because child care places in the mainstream were scarce. The Society was formally established and was known as the "Sydney Chinese Child Care and Community Co-operative Society Ltd" on 8 March 1981. The Board of Directors of the Society tried to obtain support from the Government. However, due to the short history of the Society, the Government did not have confidence that the management group was able to administer funding. As a result, the progress of the funding request was not optimistic.

Although the application for funding to the Government had no positive results, the Board of Directors decided to provide child care services to the community, even without the government's assistance. Therefore, the self-organised "family day care" went on for several months and achieved good results and word of mouth.

Relevant government departments appreciated this initiative very much, so they encouraged us to apply for funding again. At that time, as a Chairperson, I realised a formal letter with cooperation letterhead was needed, so I presented my idea to all the board members. They unanimously agreed to use it. Finally, we submitted the government's funding application form and a positive result was received.

Circle: Henry, how did you get inspired to design the CASS logo?

Henry: As mentioned, the previous name of CASS was "Sydney Chinese Child Care and Community Co-operative Society Ltd". Do you know which two letters appear more frequently?

Circle: "S" and "C". Am I correct?

Henry (laughs): Yes, you are right. I put the letters "C" and "S" into the logo. Can you see them?

Circle: Yes, I can see them. The "C" is the periphery of the logo, and the "S" is inside the "C".

Henry: Correct! The "C" represents "Community", which means we are dedicated to serving the community. And inside the "C" is the bold font "S" with ethnic patterns. "S" represents "Society". I use the bold font to emphasize CASS's solidity.

Circle: Oh, it's so interesting.

Henry: And what else can you see in the logo?

Circle: I see two adults and two kids, looking like a family.

Henry: You get it right. It represents a family because CASS was established to provide child care services. Of course, nowadays, CASS has various community services and serves multicultural communities.

Circle: Henry, thank you for your time in sharing the design story behind the CASS Logo.



Hometown Recipes Winner Award

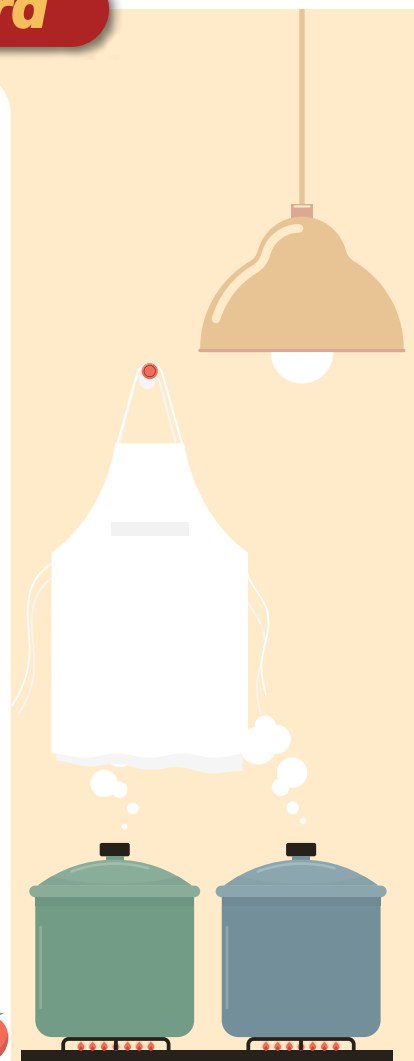
Celebrating Helen's Culinary Creativity!

We are delighted to announce that our talented colleague, Ms. Helen Song, of the Promotions unit, has been awarded a \$30 gift card in recognition of her outstanding contribution to our newsletter! Helen's heartfelt and delicious homemade recipes have captured hearts and taste buds of our readers, becoming an instant favourite.

Helen's creativity, passion, and generosity in sharing her culinary secrets have truly been an inspiration to us all. Her contributions remind us of the power of food to bring people together, and spark joy.

As our *Homemade Recipes Sharing* series comes to a close, this is not the end—it is just the beginning of showcasing new ideas and passions that will take center stage next!

Congratulations, Helen, and thank you for sharing your culinary magic with us. Your recipes have added a special flavour to our community!



Sharing by An Existing Staff Member

Hello, I am Betty Chen, an Assistant in Nursing (AIN) at CASS Residential Aged Care Facility (RACF) in Campsie. I joined CASS on 9 February 2015, the day the facility opened, and have been dedicated to enhancing the lives of seniors through recreational activities and physiotherapy support ever since.

My passion for aged care began while volunteering at another nursing home, where I noticed that many residents were not receiving adequate attention. Determined to make a difference, I earned a Certificate III in Individual Support at TAFE NSW and joined CASS to provide the care these residents deserve.

Over the years, I have formed deep bonds with residents. One resident treated me like a daughter, and I felt like part of his family when his daughter referred to me as her 'sister.' Later, his wife also moved into our facility. Another resident, who was bedridden and far from her son, found great joy in the regular video calls I helped arrange.

Speaking dialects like Shanghaiese has been invaluable in bridging cultural gaps. Sharing laughter, stories, and even learning languages together helps build trust and brings smiles to residents and me. For me, caring for seniors is more than a job—it's a profound way to honour their lives and bring comfort to their hearts.

Have something exciting to share like Betty? We are eager to hear your stories! Please reach out to Mr. Brian Guo at brian_guo@cass.org.au

