



CASS

QUARTERLY NEWSLETTER

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MY JOURNEY AT CASS

MESSAGE FROM VICE-CHAIRPERSON MR. IVAN WONG



It is an incredible privilege to share my journey from a staff member to a Board Member at CASS. Reflecting on my 30 years with the organisation, I am deeply inspired by its remarkable growth and meaningful impact on the community.

One of the most unforgettable projects I was part of was our first residential aged care facility (RACF) located in Campsie, back in early 2012, when we obtained government approval. I admit, I was nervous at first. Managing a construction project was completely new for me, and we were building everything from scratch. But with good teamwork, persistence and determination, we pulled through, and looking at what we have accomplished now, it feels awesome.



Another milestone in aged care services was the comprehensive reform of Home Care Packages (HCP) brought in 2017 by the Government. This transformation led to a remarkable increase in our consumer numbers, expanding from 107 seniors to over 2,300, including Commonwealth Home Support Programme (CHSP), by 2024. This growth required us to expand our workforce and completely overhaul our management systems. It was another case of learning everything from scratch, but again, we did it.

As we prepare for the next wave of reform in the Support at Home Program, I am confident that our team will be ready to embrace the changes and optimise our services.

For my role on the Board, I remain committed to sharing strategic ideas to help CASS manage risks and make the most of new opportunities.

Remember to stay positive, proactive, and open to change. A growth mindset is essential to overcoming challenges, whether at work or in any stage of life.



1

CASS Welcomed NSWFDCA CEO in Campsie

On 15 April 2025, we welcomed Ms. Anita Jovanovski, CEO of the NSW Family Day Care Association (NSWFDCA), and her Executive Assistant, Ms. Wendy Thompson, to our Campsie head office. The visit highlighted CASS's 44 years of dedicated service to multicultural communities, with Ms. Jovanovski commending our achievements. Discussions focused on strengthening collaboration between CASS and NSWFDCA to advance the family day care sector, fostering potential partnerships and innovative solutions.



2

NSW Chief Health Officer Visited CASS Headquarters

On 16 April 2025, we were honoured to host the NSW Chief Health Officer Dr. Kerry Chant and other senior NSW Health representatives at our Campsie headquarters. Dr. Chant engaged warmly with seniors at the Campsie Activity Hall and toured our award-winning Residential Aged Care Facility (RACF), where she commended the compassionate care provided, particularly innovative dementia support initiatives like the Hong Kong bus stop pole feature. The visit highlighted CASS's vital role in connecting culturally diverse communities with essential health services and information across New South Wales.



3 Intergenerational Mini Concert Shined at CASS Campsie RACF

On 9 May 2025, the garden at CASS Campsie RACF came alive during a joyful intergenerational event with children from CASS Gumnut Early Learning Centre – Campsie (CELC). Surrounded by decorations and photos, residents and children shared songs, rhythm games, and greetings in English and Chinese. The event ended with a spontaneous “Little Apple” dance, celebrating connection and intergenerational harmony.



4 CASS Celebrated Cultural Harmony in Ku-ring-gai

On 12 May 2025, we hosted *Home is Everywhere in Ku-ring-gai*, a vibrant multicultural event celebrating National Families Week and cultural diversity. Over 150 attendees enjoyed performances ranging from Tai Chi and Chinese Orchestra to Korean Fan Dance, Tibetan, Indonesian, and Bollywood acts. The event highlighted the power of cultural connection and community inclusion.



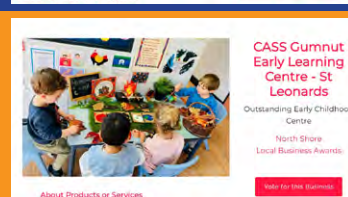
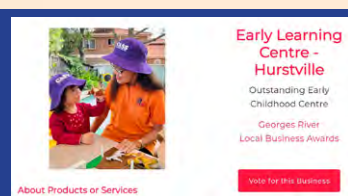
5 CASS Volunteers Recognised at Amy Large Volunteers Awards

On 21 May 2025, three CASS volunteers were recognised at the Inner West Council's Amy Large Volunteer Awards for their outstanding community service. Ms. Ming Chen and Mr. Chu Fong Yuen received the *Senior Volunteer Award*, while Ms. Amy Feng Ming Zhang-Huo received the *Adult Volunteer Award*. It was a proud and uplifting moment for all.



6 SLELC and HELC Named Awards Finalists

In June 2025, our Gumnut Early Learning Centre - St Leonards (SLELC) and CASS Gumnut Early Learning Centre - Hurstville (HELC) were proudly named Finalists in their Local Business Awards. This recognition reflects our commitment to quality early childhood education, exceptional service, and community impact. Click [here](#) to watch the video for SLELC and [here](#) for HELC.



7 New CASS Care Board Member Visited Asquith RACF

On 3 June 2025, Professor Jane Gyung Sook Lee, a newly appointed member of our CASS Care Board, visited our Asquith RACF, where she warmly connected with Korean residents.

Professor Lee is an accomplished academic and a longstanding volunteer in the local Korean community. Her appointment significantly strengthens our commitment to inclusive representation and deeper engagement with diverse cultural communities, including Korean, Vietnamese, Indonesian, Malaysian, and Singaporean backgrounds. Her extensive community work and deep understanding of the Korean Australian community will provide invaluable insight for strategic planning and service development, reflecting our mission of cultural inclusion and dedication to quality services.



8

CASS Charity Dinner 2025

Successfully Held

On 7 June 2025, nearly 600 distinguished guests gathered at Rhodes Phoenix Restaurant for the annual CASS Charity Dinner, themed “The Third Act – Energising the Golden Years” this year. The event successfully raised significant funds for CASS Asquith RACF and vital multicultural aged care services. The evening also celebrated CASS’s recent successes at the 2024 Third Sector Awards. Government representatives praised CASS’s community impact, while a lively auction, lucky draws, and cultural performances made it a memorable celebration. Click [here](#) to review the happy moments and [here](#) to watch the video.



9

IBCA Explores Collaboration with CASS

On 23 June 2025, a delegation from the Indonesia Business Council Australia (IBCA) visited our head office and Campsie RACF to learn about our aged care operations. Welcomed by our senior management, the delegation guests praised CASS’s 44 years of service to multicultural communities and expressed interest in future collaboration to support the Indonesian community.



1. HUMAN RESOURCES MANAGEMENT (HRM)

CASS Workplace Gender Equality Report 2024–2025

Creating an inclusive and equitable work environment remains a priority at CASS. We are pleased to announce the successful submission of our 2024–2025 Workplace Gender Equality Report, supporting transparency and accountability in our journey.

You can view our public report [here](#):

- Public Questionnaire
- Public Report – Employee Data Tables



2. HOME AGEING SERVICES (HAS)

New Aged Care Act Postponed to November 2025

On 4 June 2025, the Hon. Sam Rae MP, Minister for Aged Care and Seniors, announced that the implementation of the new Aged Care Act—originally scheduled for 1 July 2025—will be postponed to 1 November 2025. This extension is intended to provide additional time to finalise supporting systems and ensure stakeholders are well-informed and prepared for the forthcoming changes.

In the interim, CASS will continue delivering all existing aged care services without interruption. These include the Commonwealth Home Support Programme (CHSP), Home Care Packages (HCP), and Short Term Restorative Care (STRC), which will operate as usual.



New Digital Skills Workshop in Wollongong

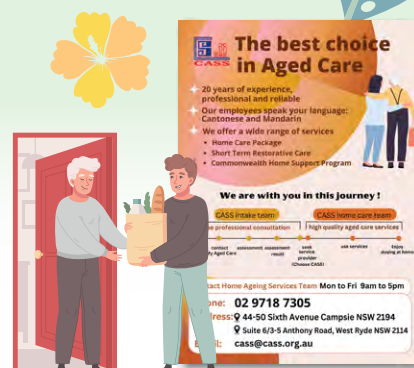


Sponsored by Good Things Foundation Australia, two sessions of the *Building Your Digital Skills with AI* workshop will be launched at Keiraview Uniting Church in Wollongong on 15 and 22 August 2025. Designed for multicultural seniors 65+ in Wollongong, the workshops offer hands-on training in AI tools like ChatGPT, with a focus on translation to support ongoing multicultural engagement.

Please help spread the word in Wollongong to empower local seniors with digital skills and confidence. Registration is required. For inquiries, contact Ms. Mi Jeong Park (0435 715 608 or mijeong_park@cass.org.au).

Compliment Letter from Ms. H – Carer of a HAS Client

"My family went through a hard time when my father became bedbound after a fall. Thankfully, we were supported by CASS and its team of dedicated staff during this difficult period. My special thanks go to support workers Bob, Rachel and Kenny for their kindness and respect. My father's mobility has improved a lot, and he is very happy with the services."



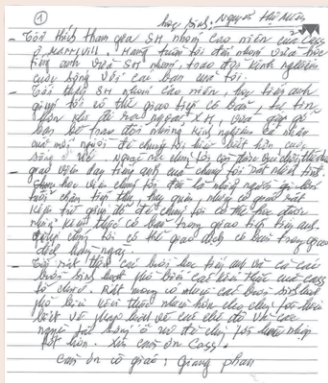
3. MULTICULTURAL COMMUNITY SERVICES DEVELOPMENT (MCSD)



Vietnamese Calligraphy Workshop in Cabramatta

Voices in Ink: Calligraphy for Culture & Connection is a vibrant community arts project inviting Fairfield residents to explore Vietnamese calligraphy (Thư pháp) as a form of cultural expression and connection. Led by professional artists, the workshops run every Saturday from 2 August to 13 September 2025, 10:00am - 12:00pm at Cabramatta Community Hall. Participants will explore traditional and modern techniques, share stories, and showcase their work in a group exhibition celebrating Vietnamese heritage and creativity.

Registration is required. For details, please contact Ms. Giang Phan (0431 775 219 or Giang_Phan@cass.org.au).



Compliment Letter from Mrs. Mien – Marrickville Seniors Group Member

"Each week, I attend the group where I can both learn English and join in social activities, sharing life experiences with my friends.

I have found that joining the seniors group and learning English has helped me improve my basic communication skills and feel more confident when going out in the community. It also provides opportunities to meet friends and exchange personal experiences, helping us better understand life in Australia. In addition, we enjoy recreational activities and exercise sessions.



Our English teacher is very dedicated. Although we are older learners who absorb information more slowly and tend to forget easily, our teacher is very patient and supportive, helping us to grasp the basic English communication skills needed for daily life.

I really enjoy the English lessons and knowledge-sharing sessions organised by CASS. I truly hope there will be more information sessions in the future to help us better understand Australian laws, policies, and living principles, so that we can integrate more easily into the community.

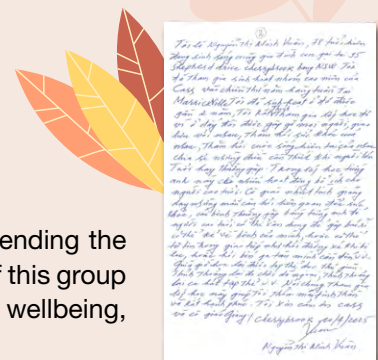
Sincere thanks to CASS and our teacher, Giang Phan."

Compliment Letter from Mrs. Xuân – Marrickville Seniors Group Member

"My name is Nguyễn Thị Minh Xuân, and I am 78 years old. I have been attending the group every Thursday afternoon for nearly two years. I truly enjoy being part of this group — it gives me the chance to meet others, connect, check in on each other's wellbeing, and share experiences that are common among seniors.

The English class is full of useful and practical activities tailored to our needs. Our teacher is very passionate and teaches helpful phrases related to health and common illnesses. This enables us to communicate with doctors, describe our health conditions, and feel more confident in everyday situations, such as asking for directions or catching a train.

We also do gentle exercises during breaks, enjoy social outings, group singing, and more. This class lifts my spirits and brings me great joy. I sincerely thank CASS and our wonderful teacher, Giang."





WHAT YOU MAY NOT KNOW ABOUT CASS Offices **Beyond Campsie**

In our last quarterly newsletter, we took you inside our Campsie office. This issue, we are excited to introduce the dedicated team members working across various locations.

West Ryde



Multicultural Community Services Development (MCSD) Korean & Indonesian Teams are dedicated to developing community services for the Korean and Indonesian communities.

The Corporate Quality Assurance Team of Corporate Affairs (CA) is responsible for ensuring corporate quality. They monitor and support the operations of each service unit.



Home Ageing Services (HAS) Chinese Team is responsible for applying funding and running community projects, building community partnerships, and managing Home Care Packages (HCP).



Auburn



Our **HAS Korean Team** plays a crucial role in supporting local Korean seniors in the community.

Known as HAS Ancillary Team A (IT and General Administration), the **HAS Chinese Team** provides essential support to both the HAS Chinese and Multicultural teams, ensuring smooth day-to-day operations for clients and internal stakeholders.



Melbourne



The **HAS Chinese (Melbourne) Team** supports seniors to live independently and stay connected to the community in Melbourne. Their work spans a wide range of responsibilities, including managing Home Care Packages (HCP), applying for funding, coordinating senior activity groups, running community projects, building partnerships, and promoting services through outreach and information sessions. They also oversee subcontractors, ensure service quality, recruit and train volunteers, and handle client enquiries and support.

Though in different locations, we are united by our mission to make a real impact. Let's stay connected and build an inclusive community together!



"MY GREAT MOMENTS WITH CASS" PHOTO COMPETITION



What are the great moments for you with CASS?
Share your thoughts with creativity with us!

Theme: My Great Moments with CASS

Eligible Participants:

CASS staff members and registered volunteers

Entry Category:

- Staff members
- Registered volunteers

Awards: 2 winners in each category

Up to 8 finalists will be selected in each category and will be posted in the next Newsletter Issue for public voting.

The 2 finalists with the highest votes in each category will be awarded the prizes. The winners will be announced in the CASS Quarterly Newsletter Issue 10.

 SUBMISSION CLOSE

Friday, 10 October 2025

 FINALISTS ANNOUNCEMENT

- Staff members: Friday, 31 October 2025
- Registered volunteers: Friday, 14 November 2025

 AWARDS ANNOUNCEMENT

- Staff members: Friday, 30 January 2026
- Registered volunteers: Friday, 13 February 2026

Requirements:

- **Submission content:** In response to the theme "My Great Moments with CASS", kindly share your ORIGINAL photographs.
- **Description:** Provide a brief description (preferably in English) of how your photo relates to the theme, within 100 words.
- **Format:** Uncompressed JPG or JPEG.
- **Number of Entries:** ONE entry for each participant.
- **Participant Notice:**

For staff members: include your full name, mobile number, email address, position title, and corresponding unit.

For registered volunteers: include your full name, mobile number, email address, and the name of your activity group / working unit.

In the subject line of your email, kindly write "Enter CASS Newsletter Photo Competition 2025".

Conditions:

- By submitting an entry for the competition, the entrant agrees to CASS publishing the entry submitted in any form.
- Prizes cannot be exchanged or redeemed for cash, other goods or services.
- CASS reserves the right to the final decision.



Submit your entry to:
promotions@cass.org.au

ENQUIRY
English | Mandarin

Brian Guo
0418 714 038



SHARING BY A STAFF MEMBER

“ Hi! I am Peony Chik, Executive Officer of the Community Social Support Services (CSSS) team. I joined CASS in March 2014, and over the years, it has become like a big family to me. The supportive environment created by colleagues and team members makes a real difference in our daily work and overall well-being.

At CASS, our mission is to serve those who are disadvantaged and in need. Although the workload can sometimes be stressful, the work is deeply meaningful. It is incredibly rewarding to see people receive the help they need, and to know that their struggles are being acknowledged and addressed.

As a working mother in Australia, maintaining a healthy work-life balance is essential. It is important for us to look after ourselves while fulfilling responsibilities at work, at home, and within the community. I often remind myself to practice self-care—whether that is taking a quiet break, enjoying a small treat, or participating in religious activities, which provide inner peace and help me recharge spiritually and emotionally.

Strong and respectful relationships with work partners are equally important. They not only support collaboration but also foster a positive and encouraging work culture. I am grateful to be part of CASS and proud to contribute to its ongoing commitment to the community.”



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

Notice Board

CASS Members' Benefits



External Discounts and Offers

We are thrilled to announce the variety of great benefits below for our CASS members. Proof of the CASS member's identity, such as a CASS Membership card, is required to be shown for consumption on site. Enjoy the offers!

The information in this section is provided by individual merchants, and CASS disclaims all responsibility for its content.



Tel: Tony Szeto 0414 572 576

A global leader in wellness, OSIM offers massage chairs and health devices designed to support healthier, happier lives as trusted by millions worldwide.



Offer:

- Get a \$100 OSIM voucher with purchases over \$1,000, or
- Save \$500 on any massage chair purchase over \$5,000.

Terms & Conditions:

- Offer valid at OSIM stores in Australia until 31 October 2025.
- Minimum \$1,000 spent in a single transaction required.
- Voucher redeemable in-store only at OSIM Australia locations.
- OSIM reserves the right to make the final decision on all matters.





澳洲 康道
ONCORD

Designed to bolster your immune system while boosting energy and overall vitality, this product offers comprehensive immune and vitality support, supports lung function and kidney balance, helps promote relaxation for more restful sleep, and relieves cough and throat irritation, contributing to your general health and well-being all year round.

Online shop: [CLICK HERE](#)



POWERROLL®

This fast-acting pain remedy targets muscle and joint discomforts, including back pain, inflammation, swelling, and arthritis. Formulated with emu and natural essential oils, it comes in hot and cool roll-on oil, cream, or patch forms for convenient relief.

Online shop:

[CLICK HERE](#)



HoneyLife

Featuring a premium blend of manuka honey, propolis, and royal jelly, all highly prized for superior purity and quality, this powerful combination offers significant benefits, including antibacterial, antioxidant, and anti-inflammatory properties, working to boost immunity and energy and improve overall wellness.

Online shop: [CLICK HERE](#)



MALE BOOST PLUS

This natural supplement for men is designed to significantly enhance vitality and energy. It provides comprehensive support for male health, including promoting a healthy libido, sexual function, and reproductive health, while also supporting optimal prostate and kidney function.

Online shop: [CLICK HERE](#)

东阿阿胶



This product is formulated to replenish Qi and blood, working to enhance beauty from within. It nourishes blood and Yin, which can help alleviate symptoms such as dizziness and insomnia.

Online shop: [CLICK HERE](#)

Offer:



Discount code:

CASS

Expiry:

1 October 2025 (all items)

Tel: 02 9638 2000

WeChat QR Code:



Notice Board

CASS Members' Benefits

Chen's Little Kitchen

Expertly blending traditional flavors with modern convenience, it delights patrons with exceptional Cantonese cuisine.

Tel: (02) 9267 9850

Address: 108 Beamish Street, Campsie NSW 2194

Online booking: <https://chenslittlekitchen.yumbojumbo.com.au/>

Offer: 5% off during the dinner session, excluding discounted set packages and live seafood.



We bank with

Community Bank
Darling Square

Bendigo Bank

Community Bank Darling Square

Backed by Bendigo Bank to support individuals, businesses, and communities with tailored financial services and impactful local initiatives.

Tel: Daniel Ye, Branch Manager (02) 9518 9866 / 0488 601 550

Address: 11 Little Pier St Shop NE.12, Haymarket NSW 2000

Email: Daniel.Ye@bendigoadelaide.com.au

Website: www.communitybanksydney.com

Discount and offer: Home loan benefits

- Free home loan health check and pricing discretion
- Monthly loan fees waiver
- 100% offset facilities (links up to 6 offset accounts)
- Nominated branch relationship
- Free annual home loan review
- Fund options management



Ishiyama Ramen

An artisan ramen brand by Ishiyama Japanese Dining, serving handmade noodles and rich tonkotsu broth crafted with pride in the heart of Campsie.

Tel: 02 9789 3031

Address: 172 Beamish St, Campsie NSW 2194

Offer: 25% off all ramen

Terms & Conditions:

- Offer valid from 1 August to 30 September 2025
- Dine-in only
- Offer not valid with other promotions or loyalty card stamps
- One redemption per person per visit



Offer:
25% OFF
All Ramen



Notice Board

CASS Members' Benefits

UGG®
1978AUS

Offer
10% OFF



Abw International Trade Pty Ltd

An officially certified UGG brand by IP Australia, known for quality, craftsmanship, and premium UGG products.

Tel: 0458 462 161

Email: iamjo117@hotmail.com

Website: www.ugg1978.com.au/ (or www.amazon.com.au search UGG 1978AUS)

Offer: 10% discount
(call / text or email Jo at 0458 462 161/ iamjo117@hotmail.com and quote "Cass" to redeem).



Dumpling Room

A Chinese restaurant offering homemade dumplings and noodles

Tel: (02) 9516 1640

Address: 124 King Street, Newtown NSW 2042

Offer:

10% off the total bill, including food and drinks (offer valid daily from 5 pm onwards. Cannot be combined with other in-store promotions.)



Pleasant Chinese Restaurant

Offering authentic and flavourful Chinese cuisine in a warm setting. Spacious private VIP room available, perfect for family celebrations.

Tel: 0424 818 688

Address: 469 King Georges Road, Beverly Hills NSW 2209

Opening Hours: Wed – Sun; 5:30pm – 10:30pm

Offer: 10% off, excluding discounted set packages

Offer
10% OFF



Notice Board

CASS Members' Benefits



Karpro Group Pty Ltd (t/as Karpro Tyre & Auto)

A trusted, family-owned auto repair and tyre business serving Campsie and Miranda since 2002, known for honest service, expert repairs, and community support with tailored offers.

Tel: (02) 9195 5111

Address: 1) 106 Beamish Street, Campsie NSW 2194
2) 526 Kingsway, Miranda NSW 2228

Website: <https://www.tiktok.com/@karprotyreandauto> or www.karpro.com.au/

Offer:

10% for all vehicle servicing and mechanical repairs (excludes registration checks and tyres)

Terms & Conditions:

- Exclusive to current CASS members with valid proof of identity (e.g., CASS membership card).
- Offer invalid if CASS membership ends.
- Applies to CASS member-owned vehicles only; not transferable to family, friends, or others.
- Limited to one vehicle per CASS member.
- Vehicle must be privately registered; excludes Uber, rideshare, taxi, and commercial vehicles.
- Applies only to mechanical repairs and servicing; excludes tyres and registration checks (eSafety inspections).
- Must be mentioned at booking; cannot be combined with other offers.

Kendo Electrical Pty Ltd - Sydney Only

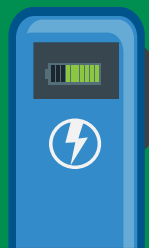
Kendo Electrical specialises in the supply and installation of EV chargers, with over 3 years of experience and more than 500 successful residential and commercial installations.

Tel: 0432 715 127

Email: kendonsw@gmail.com

Offer:

10% discount (call/text or email Rachel at 0432 715 127 / kendonsw@gmail.com and quote "CASS" to redeem).



Make A Friend Pty Ltd - Moon Rituals

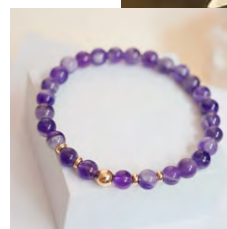
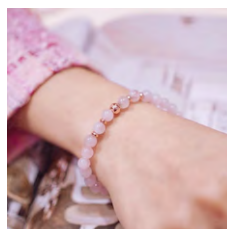
An online store offers a curated selection of crystals, candles, crystal jewelry, and spiritual products designed to help release stress and reconnect with inner peace.

Tel: 0432 715 127

Online business: www.moonrituals.com.au

Offer:

35% Off -
use Code "CASS" at checkout



moon rituals

