



CASS

QUARTERLY NEWSLETTER



CASS Asquith Residential Aged Care Facility Grand Opening P.4

CASS Achievements in 2025 P.2

"My Great Moments With CASS" Photo Competition Winners Announcement P.10

CASS Volunteers Honoured at the St George Community Awards P.4

CASS Activity Groups Showcase P.9

Prof. Stephen Li Awarded an Australian Honours at Australia Day 2026 P.5

welcomed its 97th resident
and reached full capacity

CASS
Members'
BENEFITS
P.12-16



CASS Asquith
Aged Care Centre



CASS ACHIEVEMENTS IN 2025

As we begin 2026, we reflect on the past year's accomplishments, which were made possible through your efforts and contributions to the CASS team.

Click the links below to explore videos, photos, information, and moments that made 2025 special.

In March, we celebrated [the achievement of two milestones](#), namely, 40 Years of CASS Gumnut Early Learning Centre – Campsie and 10 Years of CASS Campsie Residential Aged Care Facility (RACF).



We proudly honoured over 450 active volunteers who collectively contributed approximately 39,000 hours of service to the community this year. Among them, we were delighted that [our Chairperson, Professor Stephen Li, was named Volunteer of the Year at the Third Sector Awards](#), and we celebrated the achievement at [our Volunteers' Thanksgiving Luncheon](#) in September.

In September, we launched [CASS Women's Connect](#), a heartfelt initiative offering a safe and confidential space at the Women's Rest Centre in Campsie, supported by trained female volunteers to empower women through compassion and care.



In November, we were proud of [our Teaching Director, Ms. Monalisa Jani, serving at CASS Gumnut Early Learning Centre – St Leonards, who received the Director/Nominated Supervisor Excellence Award at the Excellence in Early Childhood Education Awards 2025.](#)

In December, we celebrated [the grand opening of our Asquith Residential Aged Care Facility](#). The facility offers 97 single rooms, each with a private ensuite, as well as an adjacent block of 11 Independent Living Units and a community hall, all thoughtfully designed to foster connection, comfort, and a true sense of belonging. Since commencing operations in May 2024, the facility has almost reached full capacity, and it welcomed more than 137 residents from multicultural backgrounds.



Looking ahead, let us continue our commitment to serving those in need in our community.

2025 END-OF-YEAR MESSAGE FROM THE BOARD OF DIRECTORS

As we farewell 2025, a year of both challenges and opportunities, we extend our heartfelt gratitude to everyone who has supported our mission.

Guided by our motto, “Dedicated To Serve The Community”, CASS has continued to strengthen and expand our services. With the leadership of the Board and the collective efforts of our staff and volunteers, we reached out to some vulnerable groups this year. Notably, to better support migrant communities in accessing legal services, we launched the Migrant Legal Hub starting from April 2025, offering free legal consultations through CASS resources and network.

As we look toward 2026, we will continue to prioritise high-quality care, remain responsive to the changing needs of multicultural communities, pursue innovative service models, and strengthen volunteer support while supporting the well-being of our clients and members. Through this ongoing commitment, CASS will further reinforce its position as a trusted multicultural service provider.

Thank you for journeying with us. We wish you a Happy New Year filled with good health, joy, and prosperity for you and your families!



CASS Board



1

CASS Volunteers Honoured at the St George Community Awards

On 2 November 2025, four of our dedicated volunteers, Mr. Tony Gallagher, Ms. Amy Liang, Ms. Jean Shui Ping Ha, and Mr. Paul Kin-Ping Lai, received awards at the 15th Annual St George Community Awards ceremony, hosted by Mr. Mark Coure MP, State Member for Oatley and Shadow Minister for Multiculturalism. Each has provided outstanding services with quiet dedication and a strong spirit of care for the community.



2

The Grand Opening of CASS Asquith Residential Aged Care Facility

On 5 December 2025, we celebrated the opening of the Asquith RACF, responding to the growing need for culturally responsive services in Northern Sydney. Over 100 guests attended, including representatives from the Federal and State governments, local councils, consulates, and community leaders. The event also included the unveiling of a Hong Kong Bus Stop Pole, in partnership with The Kowloon Motor Bus Company, symbolising person-centred care and connection for seniors.



3

Ms. Ash Ambhaipah MP Visited CASS

On 9 December 2025, Ms. Ash Ambhaipah MP, Federal Member for Barton, visited our Head Office and Campsie RACF to gain a deeper understanding of our work and challenges, and to discuss how the government can better support multicultural community organisations.



4

New Research Article on CASS Model of Volunteering Published

On 9 January 2026, a new research article, titled *Assisted Self-Governance: The CASS Model of Volunteering among Older Immigrants*, was published in the latest issue of the *Journal of Sociology*. Written by Prof. Bingqin Li from UNSW Social Policy Research Centre, the article introduces the CASS Model of Volunteering and discusses its broader implications, including the potential to expand services to culturally and linguistically diverse (CALD) populations and various age groups. Click [here](#) to read the full research paper.

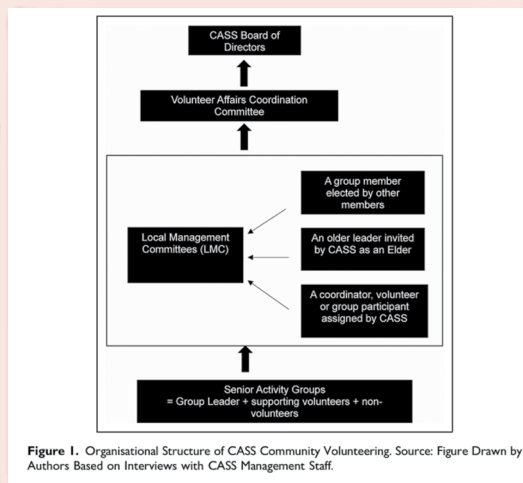


Figure 1. Organisational Structure of CASS Community Volunteering. Source: Figure Drawn by Authors Based on Interviews with CASS Management Staff.

5

CASS Asquith RACF Reached Full Capacity

On 20 January 2026, CASS Asquith RACF achieved a significant milestone by reaching full capacity with the admission of its 97th resident. This achievement reflects the trust placed in our services.



6

Prof. Stephen Li Awarded an Australian Honours at Australia Day 2026

Our Chairperson, Prof. Stephen Li, has been awarded an Australian Honours on 26 January, Australia Day 2026. He has been appointed as a Member of the Order of Australia (AM). Congratulations to Professor Li on this recognition.



1. HOME AGEING SERVICES (HAS)

On 15 December 2025, our Campsie Aged Day Care Group and Yagoona Activity Group came together at CASS Activity Hall to celebrate Christmas with a joyful party. For over 20 years, our Aged Day Care Centre has provided seniors with a safe, welcoming, and relaxing environment to enjoy activities, gentle exercise, and meaningful social connections. These activity groups play an important role in supporting social engagement as part of our Home Ageing services.

For more information about our activity groups and upcoming events, please contact 02 9718 7305.



2. RESIDENTIAL AGED CARE SERVICES (RACS)

CASS Representatives Attended the CISANI Conference 2025

In November 2025, our General Manager/Aged Care, Ms. Kit Chung and Senior Executive Officer/DS & HAS, Ms. Winnie Huang, attended the Chinese Immigrant Service Agencies Network International (CISANI) Conference 2025 in Hong Kong. The conference brought together 34 members from the US, Australia, New Zealand, and Taiwan to explore the theme "Ageing Services in a Highly Mobile Society". The program included conference sessions as well as visits to Hong Kong and Shenzhen, giving participants the opportunity to learn about aged care services and policies across different regions. It was an enjoyable and valuable experience that provided useful insights to bring back to CASS.



Compliment Letter from Sue – Family Member of a Campsie RACF Resident

“I am writing to express my deepest gratitude for the incredible care the team have provided to my mother.

Living in the United States, thousands of miles away from family, can be a source of constant anxiety. However, for nearly a decade, CASS has replaced that worry with peace of mind. Through the regular updates, good news, and photos you send, we have always felt connected to her life despite the distance.

Above and Beyond: The Kindness of Betty

I want to highlight a specific experience that truly touched our hearts. As my mother aged, she began to struggle with using her iPad for our video calls. During this time, the staff member, Betty, stepped in to bridge the gap.

Betty did far more than just “assist.” To ensure we had a clear view and a meaningful connection, she sometimes had to kneel on the floor for extended periods just to hold the camera at the perfect angle for my mother; act as an “interpreter” and facilitator, patiently helping my mother communicate despite her serious hearing difficulties.

When my mother’s own iPad broke, Betty immediately used a facility device to ensure our family calls were never interrupted.

Seeing my mother healthy, happy, and well-cared for is the greatest gift our family could receive. It is clear to us that the service is not just “work”—it is a mission. The “magic” we see in CASS’s service only happens when professional excellence is combined with genuine human love.

CASS has shown us the true beauty of the human spirit. From the bottom of my heart, thank you for the kindness, the detailed attention, and the love it showed my mother every day. We will always remember what CASS have done for our family.”





Compliment Letter from Annie – Family Member of an Asquith RACF Resident

“I wanted to take a moment to express my deepest gratitude for the care and kindness you showed my dad during his time with the Asquith RACF team. Losing him a few weeks ago has been incredibly painful for our family, but knowing that his final months and final moments were spent surrounded by people who genuinely cared brings us so much comfort.

The team has been nothing short of amazing. Every visit, every interaction, and every update reminded us how dedicated and compassionate they all are. The warmth within the facility is something that cannot be taught — it comes from the hearts of the people who work there.

I would especially like to extend my sincere thanks to Amy, as well as Tracy and Joyce. Your patience, your professionalism, and the way you treated my dad with dignity and respect meant the world to us. You made us feel supported, informed, and reassured — even in the most difficult moments. For that, we will always be grateful.

Thank you for looking after my dad until his very last moments. Thank you for easing his journey, and thank you for the kindness you showed our whole family.

Your work has made a lasting impact on us, and we will never forget it.”

3. DISABILITY SERVICES (DS)

2025 Christmas Celebration with CASS Didimdol Families

On 18 December 2025, our DS team hosted a Christmas celebration for 40 participants and family members from the “Didimdol” (Stepping-Stone) program. The joyful day included crafting Christmas trees with New Year wishes, light exercises, group games, a traditional Korean lunch, and a Christmas raffle where every guest received a gift. The event was a meaningful year-end celebration reflecting our commitment to connection, respect, and inclusion in 2026.



Retirement Farewell to Ms. Kyunghee Jo: 22 Years of Dedication

On 12 January 2026, we held a heartfelt retirement farewell for Ms. Kyunghee Jo at the Campsie Disability Group Home. Since 2004, Ms. Jo has dedicated 22 years to supporting people with disabilities, serving as one of our longest-standing Korean staff members. We are deeply grateful for her dedication, compassion and hard work over the years. We wish Ms. Jo the very best as she begins her well-deserved retirement with her family.





WHAT YOU MAY NOT KNOW ABOUT CASS

CASS Activity Groups

To support seniors in our community to enjoy more recreational and cultural activities, maintain a healthy lifestyle, and enhance social integration, CASS has established a range of Activity Groups, open to all individuals aged 55 and above.

Many of our activity groups are managed by a local member committee together with our volunteers and coordinators. They offer a wide variety of programs such as English conversation classes, singing, dancing, gentle exercise, Tai Chi series, Chinese ink painting, harmonica learning, tea gatherings, outdoor excursions, health seminars, and more. These activities generally take place once a week and provide opportunities for seniors to meet friends who share similar languages, cultural backgrounds, and interests.



Do you know which is our very first activity group and when was it established?

The answer is: our Campsie Hua An Seniors Group which was founded in 1993. For over 32 years, it has been continuing to thrive, with many members who are now over 80 years old still participating actively.

And can you guess how many activity groups do we currently have?

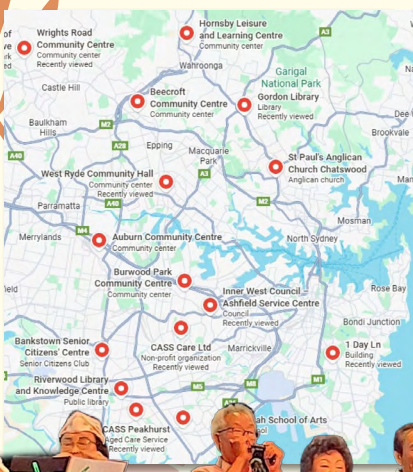
The answer is: 55!

Our group members come from multicultural communities, including Chinese, Korean, Vietnamese, and Indonesian, etc. Our activity locations are spread across the Greater Sydney region, including



Wollongong, with about 3,000 participants every week.

Our activity groups are one of the best ways for seniors to stay active while expanding their social network. If your family members are interested, we warmly welcome you to contact us and enjoy a richer, healthier lifestyle together.



"MY GREAT MOMENTS WITH CASS" PHOTO COMPETITION



WINNERS

ANNOUNCEMENT



A massive thank you to all our volunteers who shared the wonderful memories and participated in the competition! Their entries truly captured the spirit and dedication of your teams.

Following an exciting public voting period, we are thrilled to announce the two champions in the Volunteer Entry Category!

- Ms. Amanda Ho,
Burwood English Class Volunteer/English Teacher
- Mr. Bill Chan,
Riverwood Activity Group Volunteer/English Teacher

Thank you once again to everyone who participated and voted.

WINNER!

Mr. Bill Chan



WINNER!

Ms. Amanda Ho





SHARING BY A STAFF MEMBER

“

Hello! I am Ching Tan. I have been serving as the Senior Executive Officer of Finance Unit since April 2017, but my connection with CASS goes all the way back to its beginning in 1981, when I was proud to be one of the foundation board members.

One memory that always makes me smile is those early days when we gathered in our family homes after work, full of hope and determination, brainstorming how we could better serve the community. We did not have much in terms of resources, but we had passion—and that was enough to get us started.

Fast forward to today, and look at what we have achieved together: over 850 dedicated staff, 450 volunteers, and more than 8,500 families supported every week. That is incredible! We have grown from a small community association into a multi-service organisation with national impact, earning recognition from all levels of government.

I feel truly privileged to work alongside such a committed team. Together, we are shaping CASS into a model for inclusive service delivery to multicultural Australia. And I believe the best is yet to come.

Thank you for everything you do every day to make this vision a reality. Let us keep striving forward together and continue making a difference!

“Alone we can do so little; together we can do so much.” – Helen Keller

”



C.A.S.S. Board of Directors (1981 - 1991) 華人服務社歷屆董事 (1981-1990)



第一屆 (1981年) FIRST BOARD (1981)

(左起) 陳清杰, 沈武凱, 潘南弘(主席), 陳玲, 方秀玲。
(缺席) 王美容, Susie Chu, Hilda Lee, Vivienne Teoh.

(From Left) Ching Tan, Steven Sim, Henry Pan (Chairperson), Leng Tan, Cecilia Fong
(Absent) Patricia Wong, Susie Chu, Hilda Lee, Vivienne Teoh



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.

Westpac Exclusive Home Lending Support

Westpac supports individual Home Ownership Goals with:

- Buying your first or next home;
- Purchasing investment properties;
- Understanding your borrowing capacity; and
- Free home loan health check to ensure you are getting the best out of your mortgage — including rates, options, and structure.

All CASS staff and members can access exclusive offers through the Corporate Partnership with Westpac.

For more details, contact Kelly Mak at Westpac at 0422 393 924 or kelly.mak@westpac.com.au

IT TAKES A LITTLE



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 staff with valid proof of employment (e.g., HumanForce app profile).
- Offer invalid if employment ends.
- Applies to staff-owned vehicles only; not transferable to family, friends, or others.
- Limited to one vehicle per staff 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.



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](#)



POWEROLL®

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.

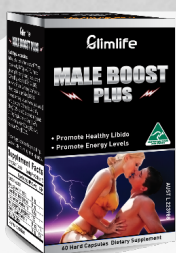
Online shop:

[CLICK HERE](#)



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:

31 May 2026 (all items)

Tel: 02 9638 2000

WeChat QR Code:



Notice Board

CASS Members' Benefits



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.

WeChat QR Code



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 May 2026.
- 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.



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



Living Springs Health Group

An allied health company that offers physiotherapy, exercise classes (pilates and elderly exercise classes), occupational therapy, and massage services.

Tel: (02) 8077 8378

Address:

- 1) Shop 3, 2 Barratt Street, Hurstville NSW 2220
- 2) 44 Belmore Street, Burwood NSW 2134

Offer:

All CASS staff and members receive physiotherapy, pilates or elderly exercise class services at no out-of-pocket costs if they have private health insurance. It must be mentioned that they are from CASS to access these benefits.



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.



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



ECHO Lawyers

A legal services firm established by Solicitor & Notary Public Mr. Dong Chul Jung.

Tel: 0412 779 281

Email: echolawyers@outlook.com

Legal Service Discounts: \$50 off

1) Will Preparation

- Individual: \$300 → \$250
- Couple: \$500 → \$450

2) Enduring Power of Attorney (Financial)

- Per person: \$200 → \$150

3) Enduring Guardianship Appointment

- Per person: \$200 → \$150

Terms & Conditions:

- Exclusive to CASS staff and members regardless of community background.
- Valid by June 2026.

ECHO
LAWYERS



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.)

