Issue No. 13 | 13 November 2026

CASS

QUARTERLY NEWSLETTER



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MESSAGE FROM DIRECTOR

DR. SIMON LUK









I was born and raised in Sydney, and both of my parents are originally from Guangzhou, China. I studied medicine at the University of New South Wales and began working as a doctor in 2020. As many of you will remember, this was an especially challenging time to enter healthcare, with the onset of the COVID-19 pandemic.

I am now in my final year of specialist training and, in 2027, will qualify as a geriatrician — a specialist doctor caring for older people. Through the Australian Chinese Medical Association, I had the privilege of meeting our Chairperson, Professor Stephen Li AM. Through his introduction to the organisation, I became increasingly involved with CASS and eventually had the opportunity to join the Board in 2024.

Throughout my journey towards becoming a geriatrician, I have come to appreciate that healthy ageing depends on much more than good medical care.

> *"It also depends on having a healthy, connected and thriving community around us.*

As we grow older, we may increasingly rely on others to support us, advocate for us and help us maintain our independence. Sometimes that support may be as simple as companionship and a sense of belonging; at other times, it may involve practical assistance with everyday activities such as walking, preparing meals or showering. Whatever form it takes, strong community support is fundamental to helping older people live longer, healthier and more dignified lives.

To me, this is closely aligned with the mission of CASS: to serve the community and support people from multicultural backgrounds throughout the different stages of their lives. In the area of ageing in particular, I believe the future of CASS lies in providing services of the highest quality and value across the entire spectrum of ageing, health and function — supporting people not only when they become frail or dependent, but also helping them remain healthy, connected and independent for as long as possible.

It is a privilege to be part of an organisation with such a strong commitment to its community. I look forward to working alongside the dedicated staff members and volunteers of CASS and contributing, in whatever way I can, to the important work that you do.

CORPORATE NEWS

1 Arab Council Australia Visited CASS Head Office



On 3 August 2026, a delegation from Arab Council Australia, led by CEO Mr Hassan Moussa, visited CASS head office and facilities in Campsie. The delegation toured our Residential Aged Care Facility (RACF) and learned about our community services and programs. Representatives from both organisations discussed potential collaboration to better support their communities, strengthen mutual understanding and explore future cooperation.





2 CASS Campsie RACF Achieved 5-Star Rating Again!

CASS Residential Aged Care Facility in Campsie has once again achieved the highest Overall 5-Star Rating under the Australian Government's Residential Aged Care Star Ratings system, following the same outstanding results in 2024 and 2025. In particular, its 5-Star Residents' Experience rating highlights CASS's continued commitment to high-quality, culturally responsive and person-centred care that promotes dignity, choice, independence and wellbeing.







3 Australian Hunan Association Visited CASS

On 7 August 2026, we welcomed a six-member delegation from the Australian Hunan Association to CASS head office and facilities in Campsie, including our activity hall, Gumnut Early Learning Centre playground and Campsie RACF, gaining insight into our services across different life stages. The visit concluded with discussions on future collaboration to strengthen community connections and impact.





CORPORATE NEWS

4 Celebrating Our Volunteers at the 2026 Thanksgiving Luncheon

On 1 September 2026, over 300 volunteers attended our 2026 Volunteers' Thanksgiving Luncheon at Rhodes Phoenix Restaurant, celebrating their dedication and lasting community impact. The event featured appreciation certificates, multicultural performances, raffle draws and inspiring remarks from community leaders. Joined by government representatives and CASS Board members, the luncheon recognised how our volunteers turn compassion into action and strengthen connections across multicultural communities. Click here to review the event and click here to watch the video for our volunteers.















5 TVB Stars Visited CASS Asquith RACF

On 4 September 2026, Hong Kong TVB stars Yoyo Chen and Brian Chu visited our Residential Aged Care Facility in Asquith to share Moon Festival wishes with residents. They joined a quiz session, spoke warmly with residents, listened to their stories and took photos together. The visit brought smiles, laughter and festive cheer to residents. Click here to see the behind-the-scenes moments in the video.











CORPORATE NEWS

6 CASS Chinese Schools Shone at 2026 National Chinese Eisteddfod

On 5 September 2026, our Chinese School students shone at the 35th National Chinese Eisteddfod Competition with nine teams and over 20 individual students receiving awards. Their success reflects many hours of practice, perseverance and dedicated support from teachers, parents and campus supervisors. We congratulate every student who performed with courage and confidence and look forward to seeing them continue embracing the Chinese language and shining on future stages.










7 SLELC Won Excellence in Multicultural Program Award

On 12 September 2026, CASS Gumnut Early Learning Centre – St Leonards (SLELC) won the Excellence in Multicultural Program Award at the 2026 Excellence in Early Childhood Education Awards. This achievement recognises the SLELC team's commitment to creating an inclusive, culturally responsive environment where every child and family feels welcomed and valued. Congratulations to our educators, staff members and community for this outstanding recognition!

Click here for more details.









HOME AGEING SERVICES (HAS)

Personal Care Contribution Changes from 1 October

The Australian Government has announced that personal care services under the Support at Home (SAH) program will move from the Independence category to the Clinical Supports category for contribution purposes from 1 October 2026. As a result, eligible participants approved to receive personal care services will no longer be required to pay a contribution for these services, provided they have available SAH funding. This change will apply to all SAH providers and aims to reduce costs for older people receiving personal care support at home. Click here for more information.

To learn more about our Home Ageing Services, please contact **02 9718 7305**.

Launch of the Korean CASS Care Newsletter

Our HAS Korean team is pleased to launch the Korean CASS Care Newsletter, a new online publication designed to keep Korean-speaking seniors, families, staff members, volunteers, community groups, and partner organisations informed and connected. The newsletter will share updates from our HAS Korean team, including health and wellbeing information, community activities, available support services, and inspiring stories celebrating the contributions of Korean-speaking seniors. Click here to read the latest November issue.

Scan to read the latest November issue



Letter of Compliment from Mrs. Tong

On 28 August 2026, our HAS Vietnamese Team received a four-page letter of compliment personally written by hand from client Mrs. Tong, along with her husband, Mr. Ton, expressing their sincere appreciation for the care and support provided by CASS.

The letter acknowledged HAS staff members, Vivian Dinh and Tam Nguyen, for visiting the couple at home, explaining available services and assisting with the application process when Mr. Ton became unwell in early 2022. It also praised Tuyet Thai, Thao Dao, Kim Vo and other staff members for their kindness, professionalism and practical support.

The couple commended CASS staff members for their genuine compassion and willingness to go beyond their duties to support families during difficult times. They also recognised CASS's investment in staff training, workshops and activities to maintain a professional and caring team.

The letter concluded with best wishes for the continued success of CASS and the wellbeing of its team.



UNIT UPDATES

HUMAN RESOURCES MANAGEMENT (HRM)

Creating an inclusive and equitable workplace remains a key priority at CASS. We are pleased to announce the successful submission of our 2025–2026 Workplace Gender Equality Report, reinforcing our commitment to transparency, accountability and continuous improvement.

You can access the public reports here:
- *Public Questionnaire*
- *Public Report – Employee Data Tables*



MULTICULTURAL COMMUNITY SERVICES DEVELOPMENT (MCSD)

CASS Hosted Korean Community Health & Vaccination Expo in Rhodes



On 11 November 2026, our MCSD Korean Team hosted a Korean Community Health and Vaccination Expo at The Connection, Rhodes, with support from Central and Eastern Sydney Primary Health Network. Around 100 Korean seniors attended the event. The expo featured a Korean-language health talk and practical information from health and community organisations, helping participants better understand vaccination, Australia's health system, and available services while strengthening connections with local healthcare providers.

CASS Supports Launch of the 2026 Korean Seniors Kit



On 21 September 2026, our MCSD Korean Team supported the launch of the 2026 Korean Seniors Kit at a Chuseok gathering in Ryde hosted by Mr Jerome Laxale MP, Federal Member for Bennelong, along with The Hon. Chris Minns MP, Premier of New South Wales. Around 60 Korean seniors and community leaders attended, alongside government and community representatives. We assisted with Korean translation and event support, helping make essential information more accessible. The gathering celebrated Korean culture while promoting seniors' wellbeing, independence and connection to community services.

Celebrating Indonesian Independence Day in Sydney

On 28 August 2026, our Indonesian Kensington Group celebrated Indonesian Independence Day with members, volunteers and special guests including the Hon Matt Thistlethwaite MP, Assistant Minister for Immigration, Assistant Minister for Foreign Affairs and Trade, and Federal Member for Kingsford Smith; Cr Marea Wilson, representing Cr Dylan Parker, Mayor of Randwick; Consul-General Pendekar Muda Leonard Sondakh from the Consulate General of the Republic of Indonesia; and Cr Philipa Veitch from Randwick City Council. Festivities included tumpeng cutting, traditional dances, choir performances and cultural displays, celebrating Indonesian heritage, community connection and diversity while honouring volunteers.





What You May Not Know About CASS From 2011 to 2021

This year marks CASS's 45th anniversary. In this issue, we continue our journey through CASS's history by sharing a selection of treasured photographs highlighting key milestones and memorable events from 2011 to 2021.

2013



Launch of the First *Kending* Book

2013



Earth Turning Ceremony for CASS Residential Aged Care Facility in Campsie



2016



Opening Ceremony of CASS Campsie RACF



CASS 35th Anniversary Open Day

2016

What You May Not Know About CASS From 2011 to 2021

45th Years CASS

2017



25th Anniversary of CASS Chinese School

2017



CASS Cooking Competition

2017



35th Anniversary of CASS Family Day Care

2018



Launch of *At Home On New Land: A Collection of Migrants' Stories*

2019



Federal Government Grant for the Upgrade of CASS's Telephone System

What You May Not Know About CASS From 2011 to 2021

2020



Love and Harmony on New Land Multicultural Performance

2021



Staying Active and Be Connected Multicultural Performance

2021



CASS Family Day Care - Excellence in Family Day Care Awards Winner

2021



Premier's Multicultural Community *Not-For-Profit Business Excellence Medal* Winner

2021



Launch of *CASS 40th Anniversary Souvenir Book*

2021



CASS 40th Anniversary Celebration

SHARING BY A STAFF MEMBER

Benny Ni | Kitchen Operations Supervisor | Asquith RACF



Hi everyone, I am Benny Ni, the Kitchen Operations Supervisor at CASS Asquith Residential Aged Care Facility (RACF).

I joined the CASS family in April 2024. Before I started building my kitchen team, I had to manage kitchen equipment procurement and delays in staff recruitment. At the time, some key staff members were already supporting the Campsie RACF kitchen.

Thinking about staff training, shift arrangements and everything else that needed to be organised, it felt like a big challenge! But I believe that from small beginnings come great things. With great support from our head office, everything was soon on the right track.

Today, I am proud of what we have achieved together as a team of 14 kitchen staff members. We achieved A-grade results in all areas of the NSW Food Authority audit. With over 30 years of hospitality experience, I am confident in meeting the diverse needs and concerns of residents and their families from multicultural backgrounds. As a result, we received an excellent satisfaction rating in the food survey.



I really appreciate my kitchen team. Their day-to-day work reflects CASS's vision and mission to deliver quality services to our valued residents.

> The only way to do great work is to love what we do.
> Work with passion and persistence, and we will find the path to perfection.

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



Notice Board



2026 END-OF-YEAR BREAK

The 2026 End-of-Year Break will start from Monday, 21 December 2026 to Friday, 1 January 2027. Enjoy the upcoming Christmas/ New Year holiday!

Note:

The end-of-year break period does not apply to Home Ageing Services, Disability Services, and Residential Aged Care Services.

Notice Board

Help Us Share the CASS Golden Artists Project Fundraiser

CASS Golden Artists Project — a wonderful program using art and creativity to help older people stay connected, engaged and socially included.

Please help us spread the word! Take a look at the poster below and share it with your family, friends and networks by email or social media. People are often more likely to support a cause when there is a personal connection — and our greatest connection to the community is **you, our wonderful CASS staff members and volunteers,** who support our community every day, both directly and behind the scenes.

We are also working on a **major fundraising event** that will showcase our Golden Artists and help introduce their stories and the work of CASS to a much wider audience.

Do you have a connection to a company that might be interested in becoming a corporate sponsor? We'd love to hear from you! Please get in touch with the fundraising team.

Support Our Fundraiser

DONATE ❤

SCAN HERE

For over 45 years, CASS has supported multicultural communities across Australia, helping more than 8,500 families every week.

🎨 **$30**	Provides art supplies for one participant
🤝 **$60**	Supports workshop materials for a small group
🖼️ **$120**	Helps cover the resources and support needed to deliver a community workshop
🌏 **$250**	Helps exhibit participants' artwork
✨ **$500**	Helps Golden Artists reach more older Australians

Every donation helps an older person feel seen, valued and included.

Contact:
Ms. Rozie Wong Gillies at (02) 9489 4587 Ext 1133, Rozie_WongGillies@cass.org.au; or
Ms. Lily Chan at (02) 9489 4587 Ext 1150, Lily_Chan@cass.org.au.
Learn more: www.cass.org.au



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.

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.

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 31 December 2026.



Notice Board

CASS Members' Benefits



澳洲康道 CONCORD

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



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: 20% OFF

Discount code: CASS

Tel: 02 9638 2000
WeChat QR Code:

Notice Board

CASS Members' Benefits



OSIM

WeChat QR Code

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.
- 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.



sevenways health centre

Sevenways Health Centre

Established in 2012 by Bondi local Bartley Melocco, Sevenways Health Centre is a community-focused, multidisciplinary wellness clinic that blends classical natural therapies with modern, evidence-informed allied health services.

Tel: (02) 9365 4059

Address:1/92 glenayr avenue, North Bondi, 2026

Offer: 20% discount for CASS members on acupuncture, herbal formulas and cupping with Bartley Melocco only.

Website: https://sevenwayshealthcentre.com.au/

LIVING SPRINGS HEALTH GROUP

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.

CASS Members' Benefits

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

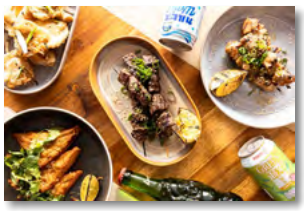
Tel: (02) 9516 1640
Address: 124 King Street, Newtown NSW 2042

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.)







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.

Offer 5 % OFF

老板娘小厨 CHEN'S LITTLE KITCHEN



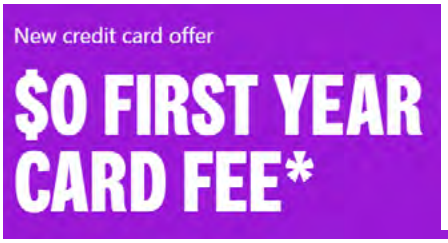






CASS Members' Benefits

Westpac Exclusive Corporate Partner Banking Benefits







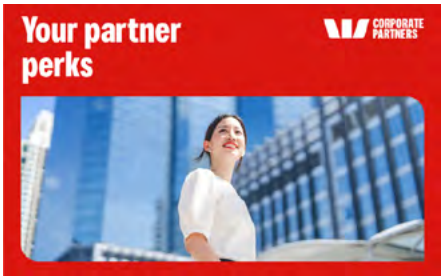
(1) Credit Card First-Year Card Fee Waiver

Apply for a new eligible Westpac Altitude Platinum or Black credit card and pay no card fee for the first year. Credit criteria and terms apply.



(2) Exclusive Corporate Partner Home Loan Benefits

Eligible CASS members can receive an additional 0.10% p.a. discount on new packaged variable-rate home loans, plus a first-year $395 package fee waiver.



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

Eligibility and credit criteria, fees, charges, terms and conditions apply.

Offers may be varied or withdrawn by Westpac at any time.

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

Chaoshan Taste Eastwood

潮汕 | CHAOSHAN TASTE 味道



A Chaoshan-style beef hotpot restaurant featuring fresh beef delivered daily and hand-cut in-house, alongside classic Chaoshan dishes such as oyster omelette, claypot congee, slow-simmered herbal tonic soup and raw-marinated seafood.

Tel: 0452 138 188

Address: 58 Balaclava Road, Eastwood
(opposite Marsfield Post Office)

Offer:

- Spend $150 or more per table and receive a complimentary plate of hand-cut beef, with the cut selected by restaurant on the day, plus one ice cream dessert per person.
- Groups of six or more who book in advance will also receive a complimentary serving of handmade beef balls.

Terms & Conditions:

- Valid for CASS members and their dining companions, upon presentation of a valid CASS ID. The offer is non-transferable.
- Monday to Thursday only, from 5:00 pm to 10:30 pm. Last orders by 10:00 pm.
- Limited to one redemption per table per visit. Cannot be used in conjunction with any other promotion, discount or seasonal offer.
- Valid until 30 April 2027. Offer may be reviewed and extended by mutual agreement.

CASS Members' Benefits

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



