

**CHINESE AUSTRALIAN SERVICES SOCIETY LIMITED**  
**ABN 85 087 248 638**  
**AND CONTROLLED ENTITY**

**Directors' Report On Review Of Operations 2017/2018**

Our Company, the Chinese Australian Services Society Ltd (to be referred to as the "parent Company" hereunder), with our subsidiary entities, collectively to be referred to as the CASS Group (commonly known in the community by our brand name "CASS"), continued to work on the achievement of our aims in providing a wide range of welfare services to the community, promoting the learning of Chinese language and cultivating artistic appreciation amongst young children and fostering mutual understanding and cooperation between various communities.

As previously, complex situations were encountered in the period being reported, comprising of new business opportunities, changing operating mode in the industry and facing fierce competition in chasing for reducing government funding and subsidy. However, with concerted efforts of our dedicated team of hardworking staff members and enthusiastic volunteers, our CASS Group was able to continue the delivery of quality services and achieve good operational results.

The subsidiary, CASS Care Ltd (to be referred to as "CASS Care" hereunder), continued to be the entity managing the provision of most of the welfare services of the CASS Group.

## **1. Children's Services**

### ***Centre-based Child Care***

Our parent Company operates two Child Care Centres and an Outside School Hours Care Service, located respectively in Campsie and Hurstville. All the services are multicultural with staff and children coming from culturally and linguistically diverse (CALD) backgrounds. Apart from implementing a 'Transition to School' program to prepare older children for easy transition to formal schooling, our Centres also develop and pilot new programs to enhance children's development in all areas. Both Centres are implementing 'Belong, Being & Becoming – the Early Years Learning Framework for Australia' while our Outside School Hours Care Service is implementing 'My Time, Our Place – Framework for School Age Care in Australia'.

### ***Campsie Child Care Centre (CCCC)***

- CCCC is licensed to provide long day care for 71 children aged 0 to 5.
- Educators planned and implemented educational programs based on the Early Years Learning Framework, an Australian Government approved early childhood curriculum framework. The aim of our learning programs was to enhance children's wellbeing and learning as well as their transition to school. Our qualified educators guided children to reach the learning outcomes stated in the framework and these outcomes were vital to life competencies, hence building success for life.
- CCCC underwent a significant change of indoor and outdoor environment during the year. All educators worked together to provide play spaces which became more inviting, created curiosity and opportunities for children's learning and for educators to scaffold the children's interests. Families and children were pleased with the new layouts. The educators also noticed a change in the children as they were more engaged in their play spaces.
- Preschool children have been learning Mandarin by engaging in the Early Learning Languages Australia (ELLA) program. ELLA program introduced children to learn a new language via their interactive tablet apps. The apps allowed children to progress at their own pace. Educators used props provided by ELLA to expand children's knowledge of how language works and apply these skills to other literacy tasks.
- Children continued to visit CASS Residential Aged Care Facility (RACF) regularly to have interactional activities together with the residents. This program brought together different generations to share their experiences and both the seniors and the children learned from each other. In addition, families showed strong support to this initiative.
- CCCC held workshops for families and members of the public. One focused on Nutrition and the other 'Starting School Safely' focusing on the families of children who were going to start kindergarten.
- In building relationships with families, CCCC held a number of events which families

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participated in actively. We had a fantastic response from the families, dressing their children up for book week, visiting CCCC to read stories, attending Mothers' Day and Father's Day morning tea. We also had a graduation party for the children starting school in January 2018. All children who were starting school attended with a family member. Our Christmas event was also a great day as we had children performed for their parents and a performance from some of the CASS staff members.

- As part of the City of Canterbury Bankstown "Stronger Communities' fund" we were given a grant, "Garden Learning, Green Loving – for the juniors to the seniors". This fund provided us with the opportunity to create a new garden within CCCC. The members of various activity groups held at the Activity Hall together with our children, worked together to plant flowers and vegetables. The new garden provided different forms of engagement for our children and the seniors. Through this garden the children learned to work cooperatively with their peers as well as the seniors as they maintained the garden; harvested the vegetables; prepared and shared food. The children learned about the world around us, science, nutrition, sustainability and developed connections with the elderly as they could enjoy the flowers and the sweet smell of our herb garden.
- CCCC underwent Rating and Assessment against the National Quality Standard in accordance with the requirements of the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations. Under the revised National Quality Standard commenced on 1 February 2018, all 15 standards with 40 elements in Seven Quality Areas have to be checked for the Assessment Rating. Our Centre had 11 standards rated as Meeting NQS and has 4 standards rated as Exceeding NQS. As a result of this assessment our Centre achieved an overall rating against the National Quality Standard of Meeting National Quality Standard. The comments received from the assessor about our quality service were very positive.
- Our children were involved in excursions. Excursions were able to cater to different learning styles of the children, which were not

so easily accommodated within the classroom walls. In our play experiences we set up mainly visual learners, excursions enabled the children to have the opportunity to be an active hands on learners. The environment the children were taken to, allowed them to touch, feel, and listen. Excursions assisted the children to gain a better understanding of topics. The children had the opportunity to try new things, it could spark new interests and passions. The children visited police station, local parks, library and our sister centre Gumnut at Forum Early Learning Centre.

***Campsie Child Care Centre – Outside School Hours Care (OSHC)***

Campsie Child Care Centre – OSHC is licensed to provide 20 places for Before School Care at Campsie Child Care Centre, 60 places for After School Care and 60 places for Vacation Care at Harcourt Public School. The service is guided by the Learning Framework 'My Time, Our Place' for school age children to learning through play and leisure.

- We provided a safe, caring and stimulating environment for the children. Children were cared for by a team of professional educators who provided opportunities for all children regardless of age, gender, or disability to participate in a range of activities and experiences, which were appropriate to their cognitive, social and physical development.
- Responding to the needs of our families, we provided breakfast to our Before School Care children. The families were pleased with this new initiative of our Centre.
- We respected multicultural diversity – We celebrated the Chinese Moon Festival and other festivals by providing the children with opportunities to learn more about the festivals. During the Moon Festival we made mooncakes and lanterns with the children. It was the first time making mooncakes for most of the children and they loved them so much. When parents came to pick up their children in the afternoon, every child gave one mooncake to their parents. The parents and families were delighted to try the mooncakes.
- For Vacation Care Program, we provided fun activities and excursions, such as visits to the Australian Museum, Australian National Maritime Museum, Monkey Mania Bankstown, ANZAC Park Campsie, Blaxland Riverside

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Park, Bankstown Arts Centre, Cockatoo Island, Sydney Aquarium and BBQ at Rudd Park. The children had the opportunity to cook their own BBQ at the park and enjoyed a variety of activities.

- Summer Vacation Care – A variety of activities was planned and organised. The children enjoyed making ginger bread cookies, visiting Burwood Park, Cockatoo Island, Conga Drum Incursion and having in house activities such as Mad Scientist Day, Minute to win Games and wild and wet water play. The children enjoyed the various activities provided and the families were happy with the activities provided.

***CASS Hurstville Child Care Centre (HCCC)***

- HCCC is licensed to provide long day care for 43 children between the ages of 2 to 5 years old.
- The Centre provided a pre-school, educational and school readiness program where the children developed skills and learning to prepare them for school.
- During the year, the Centre arranged excursions for all the children on a regular basis. Children went on weekly visits to the Hurstville City Library, local shops and parks during the school term.
- HCCC participated in the ELLA program with Japanese as the chosen language. The children in the pre-school room were provided with the opportunity to engage in language learning through a play-based approach using apps on mobile tablet devices.
- HCCC continued to implement the “Early Computer Literacy Program” where children learned to develop the literacy skills and their interest in technology.
- HCCC continued using the front porch as an art studio, the pre-schoolers had art lessons on a regular basis conducted by educators.
- Further enhancing a connection to the community and the families, we have been using the Centre’s Facebook page, as well as WeChat to communicate with families and prospective families.
- To improve work efficiency and communication with the parents, HCCC started using ‘Kinder m8’ – an application which allowed the documentation of children’s journals and daily program digitally and allowed the parents to view photos, their children’s situation, activities and Centre

updates through their smartphones. The program enhanced communication between educators and families.

- The involvement and participation of parents were highly valued. HCCC continued to encourage parents to participate in the programs in whatever ways that suited them – to act as guest speakers to talk about their work and to join functions, e.g., celebrations for Christmas, graduation, Chinese New Year, Easter, Mother’s Day, Father’s Day, etc. All events were well received by the families.
- At the end of 2017, HCCC participated in a special Christmas activity of the local shopping centre. We used recycled materials to create a sculpture, which was displayed at the shopping centre for a period of time. HCCC won the competition for this sculpture, winning a \$50 Westfield gift card.
- HCCC applied for a number of grants in 2017. We received a \$1,000 grant under the Munch & Move program to purchase outdoor resources. This year HCCC also took part in the ‘Edible Garden’ project. The 8 weeks ‘Edible Garden’ project allowed the children to learn about how to create an edible garden and healthy eating. Along with this program the centre was given a \$500 Bunnings Warehouse voucher to use to further improve the garden.
- A mini makeover of HCCC was conducted to open up the space a little more. The rooms became more open and was welcome by the children and families. The resources were easy to access for the children.
- Educational activities were organised on a regular basis, including dress up days, excursions to the local shopping Centre, visiting the police station and fire department, parent information session run by educators, school Readiness Talk, regular Parent Teacher Interviews, butterfly enclosure (Week Long Incursion), Sydney Trains Incursion, etc.

***Playgroup***

- A playgroup was established at the Meadowbank Centre since June 2017. It was run on a self-help model and was self-sufficient, with routine operation of the group being funded by activity fees contributed by participants. The playgroup aimed to develop social support network in the community to enable young mothers, especially those from non-English speaking background, to break

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social isolation. It also supported young children to enjoy, learn and grow together through playgroup activities. 9 families, on average, participated in the playgroup.

## **2. Promotion of Chinese Language & Culture**

### ***CASS Chinese School***

- CASS Chinese School continued to operate in four locations, namely, Campsie (using the premises of Harcourt Public School), Hurstville (using the premises of Hurstville Public School), Kogarah (using the premises of Kogarah High School) and Connells Point (using the premises of Connells Point Public School). Campsie had morning and afternoon sessions on Saturdays. Due to the availability of classrooms, Kogarah only had afternoon session on Saturdays. Hurstville had morning and afternoon classes on Sundays. Connells Point only ran on Mondays after school.
- There were increases in student enrolments in FY2017-18 for Hurstville campus for both morning and afternoon sessions as well as for Kogarah and Connells Point campuses, while Campsie campus remained having about the same number of students. Overall, there were 450 students by the end of FY2017-18.
- CASS Chinese School organised the 2017 Chinese Cultural Camp (Sydney) between 24 September and 1 October 2017. 10 teachers from China shared their extensive knowledge in Chinese language and culture with a total of 235 students. The Camp was well received by families. Mr. Chris Minns, State MP for Kogarah, and Hon. Ernest Wong MLC were present at the closing ceremony of the Camp.
- The 25<sup>th</sup> Anniversary Concert of CASS Chinese School was successfully held at the Hurstville Entertainment Centre on 22 October 2017. Students and teachers of CASS Chinese School and the CASS Academy of Arts performed in the Concert for more than 600 people. Mr. Mark Coure, State MP for Oatley, the representative of the Hon. David Coleman, Federal MP for Banks, Principals of Kogarah High School and Hurstville Public School, and representatives of Community Language Schools Program were present.
- The Hon. David Colman, Federal MP for Banks, was in Connells Point campus to

present the Banks Language Tuition Award on 27 November 2017.

- CASS Chinese School (Kogarah campus) held students' work exhibition at the Kogarah Library in January 2018 for 3 weeks.
- CASS Chinese School sent 16 teams and 66 individuals to participate in the 2018 National Chinese Eisteddfod Competition held in May 2018. CASS Chinese School won 1 gold, 4 silver, 1 bronze in group competitions and 16 prizes in individual competitions.

### ***CASS Academy of Arts***

- Interest/hobby classes continued to be organised in the period being reported and received favourable responses from the community. Classes included: Ballet Class, Martial Arts and Lion Dance Class, Tai-chi Class, Line Dancing, Creative Drawing held in CASS Activity Hall; Hua Jin Social Dance in Kingsgrove Community Aged Centre; Martial Arts, Drawing, Abacus Classes in Kogarah High School; Drawing and Abacus Class in Hurstville Public School.
- Students of CASS Ballet Class performed in the 25<sup>th</sup> Anniversary Concert of CASS Chinese School on 22 October 2017.
- After the re-structuring, Hua Jin Social Dance Class was conducted by a paid professional social dance teacher and managed by 3 volunteers.
- Line dancing class held in CASS Activity Hall on Saturdays continued to be conducted by a professional line dance teacher.

## **3. General Affairs**

- On 28 May 2018, CASS representatives attended the UNSW 2018 Annual Alumni Awards Dinner. Mr. Henry Pan OAM, our Honorary Executive Director (HED), was a recipient of the 2018 Alumni Award for his contribution in Social Impact and Public Policy. Subsequently, Ms. Jodi McKay MP and Hon. Ernest Wong MLC, separately moved motions in the Legislative Assembly and the Legislative Council of the State Parliament respectively to congratulate Henry as well as acknowledging the longstanding community services provided by CASS to people of NSW.
- With a grant from the Multicultural NSW partially covering the cost of production, we

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published an English book “At Home On New Land – A collection of migrants’ stories”, which presents life stories about Chinese migrants settling and adapting into their new life in Australia. The Book was officially launched on 29 June 2018 in the presence of over 40 guests. Copies of the Book had been distributed widely throughout Australia. A motion was passed in the State Legislative Council to congratulate our initiative to foster mutual understanding through the publication of this Book.

***Overseas Chinese Service Centre (OCSC)***

- A total of 195 postings were uploaded on Qiaobao App, while 79 articles were posted on the WeChat subscription account of OCSC.
- At our invitation, a delegation of Chinese chefs visited Sydney in August 2017 to promote Chinese cooking. A workshop was held on 18 August 2017 for the delegation and local chefs and relevant industry personnel to exchange views. The delegation also cooked for 65 seniors attending the “Heart Warming Lunch” held in CASS Activity Hall on 19 August 2017. The delegation also attended the 2017 CASS Charity Dinner on 19 August 2017 as the judge for “Bravo! Healthy Eating Fun Cooking Competition”.
- Our Chairperson visited the OCSC in Paris on 23 August 2017 and shared with them the experience of CASS in delivering community services.

***Human Resources Management (HRM)***

CASS Group continued to see steady growth in our workforce as our services continued to expand. HRM Unit had streamlined systems and procedures so as to support better talent acquisition and management.

- As of 30 June 2018, CASS Group employed a total of 301 staff members, of whom 176 (58%) were permanent and fixed term staff members and 125 (42%) were casual staff members. The number of full-time equivalent (FTE) staff was 198. Compared to FY2016-17, the size of our workforce has increased by 6%.
- Among all staff members, 87% were female and 13% were male.
- Among all staff members, 11% of them were at age between 20 and 30, 15% at age between 31 and 40, 34% at age between 41 and 50, 31% at

age between 51 and 60, and 9% at age above 60.

- Among all staff members, 6% possessed qualifications of a Master degree or above, 11% had a Bachelor degree, and 83% had other qualifications such as Advanced Diploma and Certificate. 62% of our staff members obtained their qualifications in Australia, while the remaining obtained their qualifications overseas.
- The average length of service for our staff members was 3.9 years. About 8% of the staff members had served for more than 10 years, 17% had served between 5 and 10 years, and the rest 76% had served for less than 5 years.
- The overall turnover rate was about 10%, dropped by 0.4% from the previous year.
- The total hours that our staff members have received in-service training during the year were about 3,090, an average of 10 hours per staff member.

**The following services are managed and operated by our subsidiary CASS Care Ltd:**

**1. Children’s Services**

***Centre-based Child Care***

***Gumnut at Forum Early Learning Centre (Gumnut)***

Gumnut is located in St Leonards, which is licensed to provide Long Day Care for 45 children aged 0 to 5. It is a multicultural centre with educators and children coming from a mixed backgrounds.

At Gumnut, valuable educational experiences of the highest quality are provided in a warm and secure environment. Children’s learning occurs within a program which actively reflects the Early Years Learning Framework (EYLF), placing an emphasis on children gaining a sense of belonging, being and becoming. Children are recognised as capable, competent and resourceful individuals. The programs aim to maximise learning opportunities that challenge each child.

- In FY2017-18, the implementation of local excursions benefited the children in their understanding of their world such as visits to local parks and spending prolonged periods of

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time exploring the natural elements and challenging their physical skills. Visits to the local supermarket and post office were positive learning experiences where compliments were received from the community of how well behaved the Gumnut children were.

- Visits to Glenwood residential home for intergenerational program continued. The connection with the community was a big focal point for Gumnut, provided valuable experiences for both the children and the seniors. Positive feedback was received from existing families as well as interest from new enrolling families who received recommendation from other families.
- Gumnut had a number of incursions which enabled children to develop more knowledge and skills.
- ‘Start Strong Long Day Care Funding’ was received to support children in NSW to have access to 600 hours of quality early childhood education in the year before school. We used the funding for professional development of child care educators and getting some educational resources for pre-schoolers. Gumnut also used part of this SSLDC funding to buy a smart interactive board (Interactive Display) as a teaching tool to enrich the educational program for pre-schoolers.
- All educators demonstrated professionalism in maintaining and developing their standards by attending courses related to the Centre’s learning environment.
- At Gumnut, children were exposed to Information and Communication Technologies (ICT) in every facet of their daily life. Educational programs were provided for children to develop their digital knowledge and skills to meet future demands. ICT were very effective tools for learning. Children used ICT, like computers, tablets and smart interactive board to access information, investigate ideas and present their thinking. Moreover, the interactive Early Computer Literacy Program was provided for children to consolidate their newly learnt knowledge and to practise skills.
- Gumnut had a range of educational programs to develop children’s language, math, science, technology and physical skills. The educators incorporated the use of laptops and tablets to help children research their ideas and interests. ELLA program was renewed and the children were able to implement some of the language skills that they had acquired within the running of the Centre program. The ELLA program gained positive feedback from parents and the qualitative results had shown that the children had learnt to manage and monitor their own time schedule.
- In the beginning of 2018, Gumnut received Early Learning STEM Australia (ELSA) Pilot Program application from government. Across Australia, 100 learning centres were chosen to try this new program and Gumnut was one of them. Through ELSA Pilot, children learned lots of Science, Technology, Mathematics and Engineering related activities. We also participated in a survey for the assessment of this new application so later on the data collected from our survey could benefit other children in Australia.
- There has been a greater emphasis on developing children’s social and emotional skills as we have found out, from the wider community, what mainstream schools expected. Pre-school educators have developed the school readiness program and worked on children’s emotional and independent skills so the transition to the big school was smooth for the children.
- The move towards sustainable practices was slowly progressing as we had the worm farm, recycle bin and 2 fishes in the fish tank. A parent working in the sustainability area was assisting us to redesign our garden and made it live again.
- During this year we had some roots-growing problem underneath the tiles in the outdoor area. As it was damaging the floor, the plants were removed and replaced with new plants.
- Gumnut had improvement with its physical environment. It was newly painted and lots of positive feedback were received regarding how it made our rooms look bigger and brighter.
- The events held brought a buzz of family involvement with parents and families joining in the festive activities that included events such as Mother’s Day and Father’s Day afternoon tea, Christmas party, cultural events such as the Easter, Diwali, and Lunar New Year celebrations.
- Movements and changes happening in Gumnut were shared with families and the public through ‘Kinder m8’, Gumnut website and Gumnut Facebook page.

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***CASS Family Day Care (CFDC)***

- CFDC continued its role in providing family day care services to working families. There were 36 educators providing services in 32 suburbs in different parts of Metropolitan Sydney and an average of 186 children were using the services each week, accounting for an average of 132 Equivalent Full Time (EFT).
- During the reporting period, 10 new educators joined us and 14 educators resigned due to retirement or other family matters. Some educators worked part-time due to lack of children in care or approaching retirement.
- With the challenge of increasing competition in the family day care industry, attempts were made to improve the marketing strategies for recruiting educators and attracting families to use services in suburbs with highest potential of service expansion. These initiatives included participating in community events, such as “Community a Fair” in Marrickville, “Multicultural Community Hub” in Eastgardens, information sessions for Campsie activity groups and TAFE English Class students, parent’s talks and distribution of flyers in targeted suburbs.
- Three parenting workshops were held including “Promote Self-help Skills through Daily Routines”; “Improve Your Child’s Focus and Concentration through Play”; and “Raising a Bilingual Child in the Home Environment”.
- Seven information sessions on ‘The Early Childhood Education and Care Pathways’ were held. A total of 69 people attended the information sessions.
- One 5-day Approved Family Day Care Educator Introductory Course was organised with 8 participants.
- We regularly published course information and flyers of CFDC via various media channels which included CASS and CFDC websites, Sydney Today, CASS WeChat, Facebook, Chinese newspapers and some local libraries.
- To provide quality services to families, regular home visits, educator meetings and training workshops were conducted to keep our educators up-to-date with knowledge and skills for running their service effectively and meeting the requirements of Regulations. Furthermore, staff members continued their professional development through reflective practices, external training and professional studies.
- Three First Aid courses were organised for family day care educators and staff members of CASS child care centres. A total of 45 people attended the courses.
- An Assessment and Rating for CFDC was conducted by NSW Early Childhood Education and Care Directorate on 13 and 14 June 2018. Two assessors conducted the assessment. The CFDC principal office and 4 educators were visited. Different premises were selected for the assessment that included two units, a villa and a house. All the staff members and the four educators put their best efforts in the assessment process. For the result of the Rating, a total of 10 out of 15 standards with 33 out of 40 elements met the National Quality Standard and was rated as ‘Working towards National Quality Standard’.
- Since April 2018, the NSW Department of Education has set a limit of the number of educators registered with a Family Day Care service. The maximum number of educators to be managed by CFDC is 45. The coordinator to educator ratio has been limited to 1:15.
- There was a change about a new Child Care Package which would commence on 2 July 2018. The current Child Care Benefit (CCB) and Child Care Rebate (CCR) would be replaced by Child Care Subsidy (CCS), and a new Child Care IT System (CCITS) would be used for the new Child Care Package. We assisted all relevant personnel, educators and families to register with the new Child Care IT System.

**2. Home Ageing Services (HAS)**

CASS Care continued to operate and manage Home Care and Miscellaneous Services on behalf of the parent Company, as well as its own Home Care and Home Support Services. All existing services were maintained, and various new projects were undertaken.

***Home Care Packages (HCPs)***

The Department of Health (DoH) supported and approved the operation of our HCPs. Our four level of HCP program provided ‘packages’ of aged care services tailored for frail aged people residing at home. Each ‘package’ included a number of services catering for each client’s individual needs.

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The total number of clients using our HCPs had been increasing rapidly in the year being reported reflecting the strong demand for the service in the community. Promotional efforts would be enhanced in the coming year for our HCP service to enable the serving of more people.

***Home Support and Miscellaneous Services***

CASS Care was approved by DoH to provide Commonwealth Home Support Program (CHSP) targeting the CALD communities. Services included:

- Social Support (individual) in Inner West, South East, Northern, and South West Regions of Sydney;
- Domestic Assistance in South East, Northern, and South West Regions of Sydney;
- Personal Care in South East Region of Sydney;
- Social Support (Group) in Inner West, South East and Northern Regions of Sydney, and the Illawarra Region;
- Centre Based Respite – Care Relationship and Carer Support services in Inner West and South East Regions of Sydney;
- Flexible Respite Services in Northern and Western Regions of Sydney.

In addition, CASS Care continued to use its own resources to run 15 aged day care groups in the Inner West, South West, St George Regions of Sydney, and Wollongong.

- The CASS Care funded aged day care groups were attended by over 800 clients weekly. In addition to the regular activities to promote healthy lifestyle and better social support, activities were organised to celebrate traditional Chinese festivals, facilitate members' access to information and services, and participate in community activities.
- A new Calligraphy Group started at CASS Meadowbank Centre on 20 April 2018. As at the end of June 2018, around 15 Korean seniors attended the activity regularly.
- On 9 May 2018, 6 disability services participants and Hua An Seniors Group members celebrated Mother's Day together. Activities in the celebration included games, singing, dancing, and lunch. The response from both Hua An members and the disability services participants was excellent.

- Hua Xing Activity Group celebrated its 14<sup>th</sup> anniversary and Dragon Boat Festival on 13 June 2018 at Bankstown RSL Club. About 150 persons attended.
- Hua An Seniors Group members participated in a project of the Campsie Child Care Centre to grow plants in its garden area. The members had good interaction and cooperation with children from the Centre while growing the plants together. The project was funded by the Canterbury Bankstown City Council.

***Miscellaneous Care Services***

- The Handy Helping Hand (Triple H) Program continued to provide services to clients who were not eligible or whose needs could not be catered for by government funded services or topping up services to those clients whose needs exceeded the care that could be provided under government funding.
- During the year, CASS Care also concluded a number of brokerage contracts with other service providers to provide direct care workers for their aged care services.

***Other Highlights of the HAS Unit***

- CASS was contracted by Dementia Australia to run the CALD Linker Worker Project from 1 October 2017 to 30 June 2018 to support people with dementia in the Chinese community and their carers. During the period, over 10 information sessions were held in various locations in Metro Sydney, a total of 5 carer support group sessions were delivered, and over 50 clients accessed the service.
- HAS End-of-Year Party was held on 6 December 2017 at Bankstown RSL Club. About 150 persons participated, including Board members and some politicians.
- On 1 November 2017, the Hon. Ken Wyatt, Minister for Aged Care visited CASS. After visiting our RACF and Hua An Seniors Group, the Minister had a meeting with some Board members and key staff members.
- 10 in-house group-training sessions, 9 on-line training sessions, and over 20 external training sessions were organised in the year for HAS staff members and volunteers on topics such as manual handling, infection control, professional boundaries, communication skills and volunteering principles.

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***External Committee***

- The Senior Executive Officer of HAS continued to sit in the Community Advisory Committee of the ACSA.
- The Executive Officer of HAS served as a member of the Canterbury Bankstown Diversity Reference Group.

**3. Disability Services (DS)**

CASS Care continued to provide disability services to the community, targeting people with disability of CALD backgrounds.

***Group Homes***

- CASS Care continued to manage the Belfield Group Home (BGH) and Dominic House (DH). These 2 Group Homes catered for a total of 10 people with disability and provided supported accommodation to residents in a friendly and homely community setting. Services provided were 24 hours a day and 7 days a week.
- By the end of September 2017, all the 10 residents were successfully transitioned into National Disability Insurance Scheme (NDIS) from the NSW Department of Family and Community Services.
- The 2 Group Homes continued delivering the services with a person-centred approach. The residents were offered a range of recreational and supportive programs to meet their diverse interests and abilities, including but not limited to, music and dancing activities, bowling, church services, art and craft, sports, gardening, yum cha, excursions and outings which included visiting Casula Powerhouse, learning history and farm life at Elizabeth Farm.
- Working in cooperation with external professionals and organisations, including general practitioners, psychologists, neurologists, physiotherapists, occupational therapists, music therapists, dieticians, dental specialists, speech therapists and mental health centres, all Group Home residents were well supported with a holistic approach.
- On 18 July 2017, the Hon. Ray Williams, Minister for Disability Services, was at Dominic House for the shooting of a documentary video in which he acted as a Disability Support Worker performing

household chores and playing games with the residents. The shooting was arranged by the New Express (a Chinese newspaper).

- An Official Community Visitor of the NSW Ombudsman visited DH and BGH on 28 February 2018 and 8 June 2018 respectively. The feedback on the quality of care provided to the residents was positive which indicated that CASS Care had worked hard to provide culturally appropriate services and enjoyable lifestyle for the residents. Both Group Homes also developed communication strategies for the non-verbal residents with the involvement of other health professionals; with the aim to optimise the opportunities for the residents to make meaningful lifestyle choices across their homes, day programs and recreational environment.

***Centre-based Day Programs***

- Our Centre-based Day Programs were operated at our Peakhurst Centre. The programs aimed at assisting people with disability from CALD backgrounds to develop the skills they need to work towards their goals, increase their independence and participate as valued and active members in the community.
- All participants of the Centre-based Day Programs were successfully transitioned into NDIS in the beginning of 2018.
- Centre-based Day Programs participants actively involved in cognitive, motor skills, life-skill training to promote quality and healthy life. The participants were regularly arranged to take part in a wide range of tailor-made programs and activities, including sports, gardening, cooking, music, dancing, yoga, aerobics, art, craft, public transport training, computer skills, typing, comprehension, numeracy and literacy development, etc.
- Apart from regular programs, the participants attended various community access outings with the aim of enhancing the participants' social integration and community participation. These included Sydney Harbour Bridge, Como Pleasure Ground, Birkenhead Point, Centennial Park, Hurstville, La Perouse, Lavender Bay, Bunnings Warehouse, IKEA, shopping centre, Art Gallery of NSW, Bella Plus Connect program at Museum of Contemporary Arts, Artexpress 2018 at Hazelhurst Gallery, World Festival of Magic at Sutherland Entertainment Centre, Darling Quarter, Kogarah library,

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Beverly Park, Camellia Garden, Cook Park, Hurstville Museum, Sea Life Sydney Aquarium, Wild Life Sydney Zoo, Sydney Family Show, swimming at Olympic Aquatic Centre, playing table tennis at Ultimo and mini golf at Milperra Putt Putt.

- The Hon. Ray Williams, Minister for Disability Services, and Mr. Mark Coure, State MP for Oatley visited our Centre-based Day Programs at the Peakhurst Centre on 12 July 2017. They experienced making Chinese dumplings together with the participants.
- An Open Day on Centre-based Day Programs was held on 28 September 2017. All the participants and staff members were involved in the preparation and implementation of the event. Some of the existing and potential participants' families visited the Centre on the day.

***Individual Supports***

- CASS Care continued to provide Individual Supports to people with disability of CALD backgrounds in FY2017-18. Individual Supports provided a full range of services to meet participants' individual needs, including domestic help, personal care, daily living tasks, positive interests development, life-skill training, community access, etc. Under the NDIS model, participants had more choices and control over their funding. As such, the services provided were tailor-made to flexibly meet their changing needs.
- CASS Care started to provide Individual Supports to the Korean community from March 2018.

***Plan Management***

- In July 2017, CASS Care started to provide Plan Management to participants with a NDIS plan with the aim of assisting them to manage their funds and take care of the day-to-day administration of paying for their supports.
- CASS Care started to provide Plan Management to the Korean community from March 2018.

***Support Coordination***

- In December 2017, CASS Care started to provide Support Coordination which was a capacity building support to facilitate participants to implement their NDIS plans, including linking them to informal,

mainstream, community and funded supports. This service also worked with participants in how they utilised their support budgets to achieve their goals.

- CASS Care started to provide Support Coordination to the Korean community from March 2018.

***Other Highlights of Disability Services***

- CASS Care continued to provide self-funded services and support to those people with disability and their families in the CALD community without Government funding support, including making referrals, responding to NDIS related enquiries, facilitating people with disability to access required information and services, and providing emergency support in some critical situations.
- In August 2017, CASS Care received a grant from Campsie RSL Club to set up a supportive group for the carers of people with disability from Chinese background. The programs and activities included social and emotional supports, recreational activities, relaxation exercises, resources and information sharing, etc. Over 20 families benefited from this project and it was completed in March 2018.
- CASS Care continued to receive grants from Carers NSW to facilitate the existing Chinese Carers' Group which met monthly. The Group consisted of two sub-groups, Mandarin and Cantonese respectively, with 67 members.
- In August 2017, CASS Care received grants from City of Canterbury and Bankstown's 2017-18 Community Grants and Event Sponsorship Program for arranging supportive groups for people with disability and their carers from CALD background. Over 30 families benefited from this project and it was completed in July 2018.
- On 10 and 16 August 2017, CASS Disability Services took part in the "Post School Disability Expo" at Revesby and Hurstville. Around 40 service providers and 100 participants attended the events.
- In October 2017, CASS Care received a grant from the George's River Council to organise a project named 'Connection and Participation – Linking People with Disability to Community'. It consisted of a gardening project and series of excursions. Some small garden beds were created in our Peakhurst Centre and participants from our Centre-based Day

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Programs enjoyed planting vegetables and herbs in them.

- CASS Care was approved by NDIA to provide Specialist Disability Accommodation with effect from 30 November 2017. Subsequently, the premises of CASS Belfield Group Home and Dominic House were successfully enrolled as Specialist Disability Accommodation Dwellings since 20 December 2017.
- CASS Care worked in collaboration with St. Vincent De Paul Local Area Coordinator (LAC) and delivered a Chinese NDIS Information Session “Do you need help with the National Disability Insurance Scheme?” on 24 November 2017. Around 20 participants attended the event.
- CASS Care representative was nominated and selected as a member of the Universal Access Reference Group of the Canterbury Bankstown Council in March 2018.
- The Disability Services Unit went through quality review – Third Party Verification (TPV) in March 2018. Auditors visited and examined all service records; and confirmed that CASS Care had successfully passed the TPV and all the services met all the Service Standards.
- CASS Care representatives presented in the “DiverseAbility: NDIS Inclusion” Conference 2018 at Novotel Sydney Parramatta Hotel on 19 April 2018. The presentation focused on how to effectively deliver culturally and linguistically appropriate services to people with disability. Participants included government departments, service providers, people with disability and their families. The Hon. Ray Williams, Minister for Disability Services, was the guest of honour for the event.
- On 23 May 2018, the Disability Services Unit participated in the Disability Services Expo at Chatswood. Approximately 70 service providers displayed their information in the expo, with around 100 participants attended this event.
- On 25 and 26 May 2018, the Disability Services Unit participated in the Sydney Disability Expo. The Hon. Ray Williams, Minister for Disability Services, was the guest of honour for the event. Over 150 disability service providers participated.
- In June 2018, CASS Care participated in a Community Engagement Consultation facilitated by DiverseWerks and Positive

Partnership on raising awareness on Autism within the Chinese community. There will be opportunities in working in collaboration to further promote the understanding of Autism within the Chinese community.

- 9 in-house training sessions and 6 external training sessions were organised for staff members and volunteers throughout the year.

#### **4. Residential Aged Care Services (RACS)**

Our RACS Unit continued to operate CASS Residential Aged Care Facility (RACF), an establishment with 63-bed offering high quality residential care to senior members of the East Asian community. It had its third full year of operation with 99% occupancy rate.

- As of 30 June 2018, there were 160 persons on the waiting list.
- The team of 67 highly skilled staff members worked together to provide the best possible care for the residents. In addition, external professionals such as Geriatrician, Physiotherapist, Podiatrist, Speech Pathologist and Dietician were engaged to meet individual needs of the residents. All staff members spoke two or more languages in order to enhance better communication with residents and to ensure residents’ needs were met.
- There was registered nurse in charge of clinical care 24 hours a day – this reduced potential risks by quality medication management, wound management and pain management.
- There were ongoing programs such as a fall prevention program, a walking program, and a toileting program to help residents maintain their independence and mobility level as long as possible.
- Another focus was on residents’ lifestyle in order to improve or maintain the psychosocial wellbeing of residents. More than 20 activities were available, giving residents choices and meeting the individual needs of all residents. These included regular outings and life enrichment activities such as “Mini Mah-jong Game” for residents with dementia, birthday celebrations, and children and seniors integration activities.
- Renovation work was carried out to improve residents’ living environment and enhance their safety such as installing a door in the garden.

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Additional care staff members were arranged to supervise residents in the garden.

- The quality services provided received positive feedback from residents, families, visitors and regulating authorities. In November 2017 and April 2018, CASS RACF passed two unannounced visits conducted by the Australian Aged Care Quality Agency. Excellent feedback was received during the audit.

**5. Strategic Miscellaneous Services (SMS)**

*[Known as Information Promotions and Projects Development (IPAPD) before re-structuring on 30 April 2018]*

***Settlement and Health Services***

CASS Care continued to provide settlement services to the community on behalf of its parent Company, targeting newly arrived Chinese-speaking migrants residing in Sydney.

Funding was provided by the Department of Social Services (DSS) under the Settlement Services Program (SSP). A three-and-a-half-year grant was awarded to our parent Company in January 2015 until June 2018. A six-month extension until December 2018 was given by the Department.

The SSP workers provided referral services and settlement information to target clients through the provision of information sessions, workshops or expos aiming to increase clients' independence, knowledge and ability to navigate and access mainstream services and promote self-reliance. Since the target clients spread all over Sydney, telephone and email enquiry services were also provided as strategies to assist clients who might not be able to physically access the outreach casework venues.

As health is an important element for everyone in society, collaboration with different health services providers in the past year was actively carried out so as to encourage healthy life style for Chinese-speaking migrants when settling in Australia.

***Referral Service***

During the year, the SSP workers assisted Chinese-speaking migrants at CASS Head Office in Campsie. They also provided outreach referral services at eight other locations, namely,

- Centrelink Office in Burwood;
- Centrelink Office in Campsie;
- Centrelink Office in Parramatta;
- Ashfield Civic Centre;
- Hills Community Aid Centre in Baulkham Hills;
- Hills Community Aid Centre in Rouse Hill;
- Hurstville Library; and
- Meadowbank Activity Centre.

Mobile service was established in Hornsby Library to provide service to the Chinese community monthly.

***Information Sessions & Expos***

The team of SSP staff coordinated 62 information sessions/workshops and participated in various expos for Chinese-speaking migrants with a total attendance of over 2,000 people collectively.

A variety of topics were covered by different information sessions and workshops, such as health, personal and road safety, legal matters as well as welfare. Some of the highlights included:

- In partnership with Multicultural Health Service (Sydney Local Health District), 11 information sessions were held covering topics on 'Diabetes', 'Early Childhood Development', 'Foot Care', 'Healthy Feet', 'Mental Health', 'Nutrition', 'Oral Health', 'Osteoporosis' and 'Stroke'. The sessions had attracted over 600 participants.
- In partnership with Relationships Australia, 4 information sessions covering 'Living in Australia', 'Settlement Concerns', and 'Senior Health Services' were held. The sessions were attended by about 100 participants.
- In partnership with TAFE NSW, 8 information sessions were organised for students in Adult Migrant English Program (AMEP) covering the topics 'Settlement Concerns', 'Shopping and Scam', etc. The sessions were attended by over 340 students.
- As part of the Hepatitis Awareness Week, a Hepatitis talk was held in Bankstown on 26 July 2017.
- In partnership with Australian Taxation Office and Campsie Library, an information session on individual tax return was held on 30 August 2017.
- With funding from Cumberland Council Stronger Communities Fund, 4 information sessions were held in Auburn on 22 September,

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6 October, 20 October and 17 November 2017 covering 'Shopping and Scam', 'How to set up small Business', 'Senior Rights and Personal Safety'. The sessions were presented by Fair Trading NSW, ATO, Seniors Rights Service and NSW Police. About 100 participants attended the sessions.

- A promotional session on our settlement services was held for over 200 students at TAFE NSW – St George College on 10 March 2018. Messages of settlement services were also conveyed to students at St Georges College and St Leonards College after each information session between February and June 2017.
- In partnership with Bridging Hope Charity Foundation, an information session on 'Raising Children in a 3-Generation Family' was held on 13 March 2018.
- With funding from Hepatitis NSW, a Mandarin Play "Love Liver Love Life" was performed by Australian Arts Assembly in Hurstville on 21 April 2018 with over 600 attendees. The purpose of the Play was to promote awareness of Hepatitis B and reduce stigma of its carriers. The event was followed by two Hepatitis B information and screening sessions on 26 April and 3 May 2018 in Oatley.
- In partnership with NSW Police, an information session on 'Personal Safety' was held in Ashfield on 10 April 2018.
- In partnership with the Ethnic Communities Council of NSW and NSW Environment Protection Authority, a workshop on 'Environment and Waste Management' was organised in Burwood on 13 April 2018.
- In partnership with Parramatta Library, an information session on 'Understanding My Aged Care Services' was held on 18 June 2018.
- Trained volunteers continued to support the SSP workers by providing free form-filling services in Sydney CBD, Ashfield, Campsie, Hurstville and Rockdale. JP Service was also provided in Sydney CBD, Campsie and Rockdale. About 440 people benefited from the two services.
- In partnership with Cancer Institute NSW, two focus groups were organised for the Bowel Screening campaign on 22 and 28 September 2017.
- In collaboration with Multicultural HIV and Hepatitis Service, a focus group on Hepatitis media campaign was organised on 13 October 2017.
- In collaboration with UNSW, a group of seniors were recruited to participate in the study of "Hepatitis B and stigma among Chinese-Australians in Sydney" between 4 and 7 June 2018.
- Jointly organised with ATO, Tax Help service was provided by trained ATO volunteers between July and October 2017. About 150 people benefited from this service.
- SSP workers continued to be interviewed by SBS Radio (Mandarin Program) once every month and other media such as Hornsby Kuring-gai Community Radio Station and Sydney Today.

***Community Grants***

Grants from various agencies were received to facilitate SSP workers to conduct various projects for migrants, including:

- Hepatitis NSW Hep B Play and Liver Health Day;
- Organ and Tissue Authority Community Awareness Grants;
- Cumberland Stronger Communities Fund Community Grants; and
- Burwood ClubGrants.

***Volunteers Coordination***

- Throughout the year, community visits were paid by volunteers for the Department of Health funded "Community Visitors Scheme" (CVS) program.
- One CVS group interview and one Connect Call orientation were conducted.
- A total of 6 volunteer training sessions were held between October 2017 and May 2018 with 115 attendances. Feedback from participants

***Community Development & Integration***

Apart from providing face-to-face casework services and organising information sessions, SSP workers also arranged various community development programs/services for migrants to help them to fully integrate into society. The programs included:

- Co-organised with Burwood Council, the "Speaker Corner" program continued to be organised. 30 sessions were held during the year with an average of 45 participants in each session.

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was positive and affirmative. Volunteers understood their roles, responsibilities and the requirements of CVS and Connect Call Services.

- A refresher training session to form-filling volunteers was held on 21 November 2017 to improve their communication skills and update guideline information.
- A total of 7 interviews and orientations for form filling volunteers were conducted and 2 meetings with form-filling volunteers were held.
- Altogether 112 people registered to join as volunteers during the year.
- The CASS Care Volunteers Team (CCVT) Gathering 2017 was held on 9 July 2017. A total of 107 persons attended the event. Participants had a great time and spent an enjoyable morning at the CASS Activity Hall.
- The CASS Volunteers Thanksgiving Party 2018 was held on 28 February 2018. Over 160 people attended the event. 13 volunteers were appointed as Elders of Activity Groups while 12 volunteers were conferred as CCVT members. More than 200 Certificates of Appreciation were presented to active volunteers in the past 12 months.
- In partnership with Relationships Australia, a volunteer training session was delivered to local residents in West Ryde Library.
- A number of volunteers were acknowledged in public functions with the awarding of certificates, including Banks Volunteer Awards 2018, Illawarra Multicultural Awards 2017, 2017 NSW Volunteer of the Year Awards, St George Community Awards and Watson Volunteer Awards 2017, etc.

***Community Relations, Events and Marketing***

The SMS Unit had a role in promoting CASS Group as well as enhancing community relations and assisting in the organisation of events. The highlights for the year included:

- The Promotion Team assisted Family and Children's Services in building the new website of children's services.
- The Promotion Team assisted all units in developing and printing promotional materials.
- We participated in the following events:
  - Information stall in Cabramatta Moon Festival 2017 on 24 September 2017;

- Multicultural Dementia Expo on 29 September 2017;
- Migrant Information Day on 1 November 2017;
- Celebrating Happy Grandparenting on 2 November 2017;
- Chinese New Year Celebration organised by Georges River Council on 10 February 2018; and
  - Campsie Food Festival on 12 May 2018.
- We attended the Lantern Club Shines Pink Fundraising Dinner on 31 October 2017. The purpose of the event was to raise awareness about the importance of breast screening for women, as well as raising funds to assist in the provision of services to the Canterbury community. The work of CASS was mentioned by Morris Iemma, Chairperson of Cancer Institute NSW during the event.
- We participated in the "White Ribbon Day" parade on 24 November 2017. The event was part of a global movement to end men's violence against women and to create an Australian society where all women can live in safety, free from violence and abuse.
- We continued to publish articles in Chinese under the pen-name of Kending. A total of 52 articles were released to the media in the year.
- CASS representative attended the Settlement Council of Australia Settlement Symposium and its AGM in Canberra on 27 November 2017, and the Settlement Grants Sector Consultation at the DSS on 29 November 2017 at which the opinions from CASS was expressed.
- On 6 February 2018, CASS representatives visited the Commander of NSW Police Campsie LAC and discussed how the two organisations could complement each other in serving the community. The Commander was invited to participate in the Lunar New Year Celebration with our activity groups. Subsequently, an excursion to the police station by children of CCCC was arranged on 17 May 2018.
- On 7 May 2018, CASS representatives attended the NSW Chef Association 12th Anniversary Gala at Smithfield. The event raised more than \$4,000 for CASS. A delegation of the Association visited CASS on 4 June 2018 to present the cheque.

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- On 27 May 2018, 4 volunteers took part in the fundraising work of the Red Shield Appeal in Campsie.
- On 30 May 2018, Ms. Maria Cheng, Chief Operations Manager (COM), attended the launch of “Breast Screen Awareness in Migrant Communities” project in Lakemba. The contribution of CASS in the project was acknowledged.
- CASS Charity Dinner 2017 was held on 19 August 2017 and over 500 participants attended the event. The event raised over \$70,000 for our new RACF Project.
- CASS services were promoted to 50 members of Hills Community Aid at Baulkham Hills on 23 May 2018.
- We continued to participate in the “Community Hub” at Eastgardens. The event was held on the first Wednesday or Thursday of every month.
- VATS continued to provide training and work placement to people to facilitate their employment in the industry. Altogether 21 students were offered work placement in various units during the reporting period.
- 2 accredited First Aid Certificate courses were organised for the public with a total enrolment of 40 people.
- Altogether 7 information sessions on “Early Childhood and Care Pathways – NSW” were organised to promote our child care services with about 70 attendees.
- To help newly arrived migrants to improve their English skills, CASS Care continued to work in partnership with Padstow TAFE to run English classes. 3 classes were held with 50 participants.
- Meetings were held with two Registered Training Organisations regarding potential collaboration in organising training courses to facilitate the recruitment of direct care workers.

***Participation in External Committees***

For the work carried out by SMS, the parent Company and CASS Care participated as a member in the following external committees:

- Bankstown-Lidcombe Hospital Multicultural Access Committee;
- Canterbury Bankstown City Council Reference Groups;
- Georges River Council Multicultural Reference Group;
- Inner West Council Social Inclusion Strategic Group;
- Cumberland Council CALD Communities Advisory Committee;
- Hepatitis B Community Alliance;
- Quitline Multicultural Advisory Group;
- Promoting Get Healthy Service Among Chinese Communities Advisory Group;
- Breast Screening Awareness Project Advisory Committee;
- St George Sutherland Shire Employment, Training and English Action Network;
- Northern Sydney Region Chinese Community Network;
- St George Chinese Services Network; and
- Western Sydney Chinese Workers Network.

**6. Vocation and Training Services (VATS)**

**7. Technical Support and Services (TSS)**

***[Known as General and Support Services (SAGS) before re-structuring in January 2018]***

TSS continued to provide a range of support services to various units of CASS during the year being reported to enable smooth operation. The support services provided included:

- Conducting routine maintenance and emergency services to all buildings and equipment on properties owned or leased by CASS.
- Attending to day-to-day IT related problems encountered by staff members and also setting up/configuring PC whenever new staff members coming on board.
- Managing the IT and telecommunication systems in CASS to ensure that the systems functioned smoothly and without problems. Arranged remedial services promptly to minimize the disruption to CASS normal services.
- Arranging purchases of equipment and plant needed by the operation of CASS services.
- Arranging necessary works to effect renovation plans of designated properties of CASS.
- Managing transport Operation: maintaining a company fleet of vehicles for use by staff

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members to conduct business, and providing bus and driver whenever and wherever required, including the operation of Before School Care of CCCC, Hua An Seniors Activity Group and Peakhurst Day Care Centre.

- Undertaking capital building projects as required.
- Applying grants as opportunity arises for renovation or capital projects as appropriate.
- Representing CASS at external meetings related to the functions of the TSS Unit.

**8. Management and Technical Support (MATS)**

The MATS Team provided varying support services to various units to enable their smooth running during the year being reported apart from the Board and the Corporate Services of both the parent Company and CASS Care, including and not limiting to:

- supporting the Promotion Team to maintain CASS websites, develop new website, organise the publication of the new English book "At Home On New Land – A collection of migrants' stories", etc.
- supporting the IT team of TSS unit to establish online booking system;
- supporting the maintenance team of TSS unit to carry out works in all premises such as solar panel installation at RACF, etc., and arranging DA submissions for newly purchased properties;
- assisting in the development of our second Residential Aged Care Facility in Asquith,;
- exploring business opportunities in aged care and child care; and
- arranging an aged care training course in China in November 2017.

**Reception**

- For the year, the Reception at Head Office handled a total of 11,295 telephone enquiries. Among them, 3,746 (33%) enquiries were made on Settlement Services, 1,248 (11%) on Aged Care related services and 2,463 (22%) on others and for transferring calls.
- The Reception also attended to a total of 5,156 walk-in enquiries, with 1,482 (27%) enquiries

made on Settlement Services and 457 (9%) on CASS activities.

Signed in accordance with a resolution of the Board of Directors for and on behalf of the Board of Directors



Dr. Bo Zhou – Director



Mr. Anthony Pang – Director

Dated this 22<sup>nd</sup> day of October 2018.