

Directors' Report On Review Of Operations 2018/2019

For the Financial Year (FY) being reported, our Company, the Chinese Australian Services Society Ltd (to be referred to as "the Society" hereinafter) continued to work on the achievement of our aims of communal nature in promoting the learning of Chinese language, cultivating artistic appreciation amongst young children and fostering mutual understanding and cooperation between various communities. The aim to provide community and social services to the multicultural communities was achieved through the operation of our subsidiary entity, CASS Care Ltd.

This Report records only the core work carried out by the Society in the subject Financial Year. The operation regarding the provision of community and social services by the subsidiary entity is not reported here. The Society with the subsidiary entity collectively are commonly known in the community by our brand name "CASS", forming the CASS Group.

The operating environment in the period being reported was complex, comprising of new business opportunities, changing operating mode in the industry and having sensitive and competitive atmosphere in maintaining relationship. However, with concerted efforts of our dedicated team of hardworking and enthusiastic volunteers and members, the Society was able to continue to achieve good operating results.

1. 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. Morning session on Saturdays at Kogarah has been established since February 2019, while the afternoon session remained unchanged. Hurstville had morning and afternoon classes on Sundays. Connells Point only ran on Mondays after school.

- There were increases in student enrolment in FY2018-19 in all four campuses. In total, there were 578 students by the end of FY2018-19.
- The Hon. David Colman, Federal MP for Banks, was in Connells Point campus to present the Banks Language Tuition Award on 19 November 2018.
- CASS Chinese School sent fourteen (14) teams and seventy-five (75) individuals to participate in the 2019 National Chinese Eisteddfod Competition held in May 2019. A total of three (3) gold, one (1) bronze and two (2) merit awards in the group competitions and over twenty (20) prizes in the competitions of individual category were won.

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, Children Creative Workshop held in CASS Activity Hall; Hua Jin Social Dance Class in Kingsgrove Community Centre; Martial Arts, Drawing, STEM Programs, Debating Class and Chinese Calligraphy Classes in Kogarah High School; Drawing and Debating Class in Hurstville Public School; and Chess Class in Harcourt Public School.
- CASS Ballet Academy held its end of year concert on 8 December 2018 at the School Hall of the Harcourt Public School, and was well received by parents and students.
- Hua Jin Social Dance Class continued to be conducted at the Kingsgrove Community Centre, a venue provided by the Georges River Council at subsidised rate. The lessons were given by a professional social dance teacher and managed by 2 volunteers.
- Line dancing class held in CASS Activity Hall on Saturdays continued to be conducted by a professional line dance instructor.

2. Settlement Services

Funding was provided to the Society by the Federal Department of Social Services (DSS) under the Settlement Engagement and Transition Support – Client Service (SETS). A three-and-a-half-year

grant was awarded in January 2018 until June 2022.

- The delivery of the funded settlement services continued to be provided through the Settlement & Health Team of the subsidiary entity, CASS Care Ltd, targeting newly arrived Chinese-speaking migrants residing in Sydney.
- Settlement 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.

3. Family Day Care Service

The CASS Family Day Care (CFDC), operated by the Vocation & Training Services Unit of the subsidiary entity, continued to run a Coordination Section for the Society, providing relevant information and facilitating parents and families to use family day care service, including the claiming of government subsidy. There was an average of about 230 children registered in our service each week.

- New Child Care Package - Child Care Subsidy replaced the Child Care Benefit and Child Care Rebate with a single, means-tested subsidy since 2 July 2018. Both families and child care providers experienced difficulties in accessing the new system, including issues such as the system being unstable, parents being unable to access the Centrelink myGov portal, software issues due to bugs in Harmony which caused delays in receiving subsidies. The system and software had continually been improved and users had become much more familiar with the new Child Care System and the Harmony software. We are now able to operate smoothly.
- E-signature has been introduced via Harmony Web - Starting from 14 January 2019 as all child care providers have been required to include the children's actual attendance times in the families' statement of entitlement and in session reports. Families have been using the

digital signature function to sign their child in and out since then.

- In April 2019, a survey was conducted to find out how families came to know our services. We received feedback from 228 existing families, in which 65.8% of families learnt about our service through word-of-mouth, 19.7% of families from internet searches, 4.8% of families from our promotional materials and 9.7% of families from promotion carried out by those educators registered under our CFDC while taking children on excursions.
- With increasing competition in the family day care industry, efforts were made to improve our marketing to attract families to use our service in suburbs with high potential, including participating in community events, such as information sessions, parenting talks, Lunar New Year Events, Moon Festival celebration and distribution of flyers in targeted suburbs.
- Three workshops on "Improve Your Child's Focus and Concentration through Play"; "Raising a Bilingual Child in the Home Environment" and "The Early Childhood Education and Care Pathways" were delivered to the community. A total of 46 participants attended the workshops.
- On 28 June 2019, the CFDC office was moved from 21 Seventh Avenue, Campsie to 46 Third Avenue, Campsie. We have notified the Department of Education regarding the change of CFDC office address.

4. Human Resources Management

The Society did not employ any staff member in FY2018/19. The delivery of services and activities were wholly carried out by volunteers and contractors with some work being supported by the subsidiary entity.

5. General Affairs

- A delegation of traditional Chinese medicine (TCM) practitioners visited Sydney in November 2018 upon our invitation. The delegation delivered an informative talk on 7 November 2018 about health care of seniors, which was well received by over 60 persons attending the event. A round-table meeting was held on 8 November 2018 for the delegation

and local TCM practitioners to exchange views.

- In view of the severe drought faced by our farmers in NSW and Queensland, we have initiated a campaign urging people in the community to donate to the Relief Fund we set up under the CASS Charity Trust. The Campaign raised over \$20,000, and the money was donated to the Rural Aid.
- 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.
- Dr Leng Tan, our Emeritus Chairperson, won the 2019 NSW Women of the Year Awards (Community Hero category). The Award was presented by the NSW Premier in a Ceremony held on 7 March 2019.
- In March 2019, we issued a Public Statement condemning the speech of Senator O'Sullivan's in which he made Denigrating Racist Remark about "Chinaman" poses more risk than the importers'. Our Public Statement was also sent to all Federal Members of Parliament for their attention.
- The Reception of the Head Office of the CASS Group in Campsie was operated by the subsidiary entity. During the year being reported, the Reception handled a total of 12,346 telephone enquiries and attended to a total of 5,502 walk-in enquiries. The bulk of the enquiries was about services or activities provided by the subsidiary entity.

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



Dr. Bo Zhou – Director



Dr. Leng Tan – Director

Dated this 4th day of October 2019.

董事局報告 — 2018-2019 年營運回顧

對於此財政年度的報告，我們華人服務社（以下統稱服務社）繼續致力於為社區推廣中文教育、兒童對藝術的欣賞，促進民族間的互助及合作。透過服務社營運的下屬機構 CASS Care Ltd，達成為多元文化社區提供社區及社會服務的目標。

此份報告僅記述服務社在此財政年度的主要活動。而下屬機構所提供的社區及社會服務，則不在此份報告中。服務社及其下屬機構，組成 CASS 集團，並以 CASS 為品牌在社區當中廣為周知。

我社在此運營時期，要面對複雜的環境。一方面需要應對新業務機遇以及行業運營模式的變化，另一方面還要在敏感及競爭的環境中，與各方保持良好關係。慶幸我社勤奮的員工及熱心的義工都能謹守崗位，讓 CASS 集團能持續提供優質的服務及取得滿意的發展成果。

1. 推廣中文及中華文化

華人服務社啟思中文學校

- 我社啟思中文學校繼續在 4 個地點開辦課程，分別為壘思（於 Harcourt 公立小學）、好市圍（於好市圍公立小學）、高嘉華（於高嘉華中學）及科納角（於科納角公立小學）。壘思於週六開設上午班和下午班。高嘉華於 2019 年 2 月起加開周六下午班，而周六的上午班維持不變。好市圍於週日開設上午班和下午班。科納角僅在週一開設課後班。
- 2018-19 財政年內，四個校區的學生入學人數都有所增加。截至 2018-19 財政年底共有 578 名學生。
- 2018 年 11 月 19 日，聯邦議會班克區議員 David Coleman 先生於科納角校區頒發班克區語言學習鼓勵獎。
- 我們的學生於 2019 年 5 月舉辦的全澳中文朗誦比賽中派出了 14 個代表隊和 75 名個人參賽代表。我們在團隊組別獲得了 3 金、1 銅及 2 優異獎牌；個人組別共獲 20 枚獎牌，成績優異。

啟思藝術學校

- 啟思藝術學校開辦的各種興趣班繼續得到社區的良好反映。這些課程包括在壘思活動中心開辦的芭蕾舞、武術、舞獅、太極、排舞、兒童創意工作坊；還有在金石谷高齡活動中

心開辦的華金社交舞班；在高嘉華中學開辦的武術、繪畫、STEM、辯論和書法課程；在好市圍公立學校開辦的繪畫和辯論課程；以及在 Harcourt 公立學校開辦的棋藝課程。

- 芭蕾舞班於 2018 年 12 月 8 日於 Harcourt 公立學校進行期末匯報演出，深受學生家長好評。
- 華金社交舞班繼續於金石谷社區中心進行，該場地由喬治河市政府補助支持。課程由一名專業的社交舞老師執教，並由 2 名義工管理。
- 壘思活動中心週六開辦的排舞班繼續由專業排舞老師教授。

2. 定居服務

社會服務部轄下的定居及過渡支持計劃批出的撥款，提供我社從 2018 年 1 月至 2022 年 6 月為期 3 年半的資助。

- 我社下屬的 CASS Care Ltd 繼續為定居于悉尼的華裔新移民提供由政府資助的定居服務。
- 我社的定居服務項目社工，通過舉辦資訊講座、工作坊及展覽會等為華裔新移民提供轉介服務和定居資訊，旨在增強客戶的獨立性、生活知識以及使用主流服務的能力，促進他們自力更生的能力。由於華裔新移民分佈於悉尼不同的地區，我社亦提供電話及電郵諮詢服務，為不能親身前往服務點面見社工的華裔新移民提供援助。

3. 日間家庭托兒服務

CASS 日間家庭托兒服務繼續由服務社下屬機構的職業及培訓服務部營運，提供相關信息及協助家長和家庭使用日間家庭托兒服務，包括向政府申請補助。

每周平均有大約 230 名幼兒使用我社的托兒服務。

- 最新托兒津貼福利政策 - 自 2018 年 7 月 2 日起，需經過審核的單一托兒津貼政策（Child Care Subsidy）取代舊有的托兒福利金（Child Care Benefit）及托兒費用退款政策（Child Care Rebate）。各家庭及照顧機構均遭遇了一些困難，包括系統的不穩定、家長無法連接政府網站及因系統問題所

造成的補助撥款延遲。系統和軟件持續進行改善，而使用者也更熟悉新的托兒服務系統，目前在使用上大致順暢。

- 電子簽名自 2019 年 1 月 14 日起開始於 Harmony 系統上啓用，是為配合在賬單及定期報告上記錄實際的出勤時間。各家庭必須在接送兒童時，使用電子簽名功能。
- 在 2019 年 4 月進行了一次關於各家庭如何了解到我社日間托兒服務的問卷調查。從現有的服務家庭中，總共收回 228 份意見反饋。當中有 65.8%的家庭透過口碑了解我們的服務，19.7%的家庭透過網路搜尋，4.8%的家庭透過我們的宣傳材料及 9.7%的家庭透過我社註冊的幼教者，在兒童的戶外教學當中，認識了我社的服務。
- 隨著家庭日托行業競爭日益激烈，為了吸引更多的家庭使用服務，我們試著加強市場策略，從而招聘更多幼教者，並在那些最具潛力擴展服務的地區吸引更多家庭使用我們的服務。這些努力包括舉辦的資訊講座、家長講座，同時還在某些目標地區分發宣傳資料。
- 在社區中舉辦三場主題為「在遊戲中增強幼兒的專注力」、「培育孩子的雙語能力」以及「兒童早期教育和照顧的職業途徑」的講座。總共有 46 名參與者出席。
- 日間家庭托兒服務辦公室，於 2019 年 6 月 28 日從墾思區七街 21 號搬遷至墾思區三街 46 號。我們已經通知教育局有關事宜。

4. 人事管理

服務社在 2018/19 財政年度，沒有雇用任何員工。全部的活動及服務，均由本社義工及承包商提供。

5. 一般事務

- 2018 年 11 月，來自中國的中醫藥執業人員代表團透過我社的邀請，到悉尼進行訪問。代表團於 2018 年 11 月 7 日，舉辦了「長者養生知識講座」，逾 60 人參加，並獲得好評。于 2018 年 11 月 9 日，代表團與本地中醫藥執業人員進行圓桌會議，互相交流心得。
- 為正視新州及昆州農民所面臨的嚴重乾旱，我社發起了募捐活動，並設立專用慈善基金賬戶，鼓勵社區人士踴躍捐獻。活動共籌得超過 20000 元，全數捐贈給 Rural Aid 組織。
- 我社繼續使用「墾丁」為筆名刊登中文文章。在過去一年內，我們向傳媒發放了一共 52 篇文章。

- 我社榮譽主席陳玲醫生獲頒 2019 年度新州女性獎（社區英雄類別），獎項由新州州長於 2019 年 3 月 7 日的典禮上頒發。
- 2019 年 3 月，我社發表公開聲明譴責歐薩利文參議員在參議院生物安全進口稅提議會議中發表的「中國佬」言論。該公開聲明也發送給所有聯邦議員，建請關注該議題。
- 位於墾思區的華人服務社總部接待處，由我社下屬機構運營。在年內我社的下屬機構接待處共處理大部分查詢關於我社下屬機構所提供的服務或活動。共計電話查詢 12346 通及面對面查詢 5502 人次。

董事局成員簽字

周波博士
董事

陳玲醫生
董事

2019 年 10 月 4 日

（本中文翻譯僅供參考用，所有內容以英文原文為準）