



CASS QUARTERLY NEWSLETTER

FOR STAFF MEMBERS

Issue No. 2 | 20 OCTOBER 2023



MY STORY WITH CASS

- MESSAGE FROM CHAIRPERSON DR. BO ZHOU

I am delighted to extend my warm greetings and introduce myself to the readers of this newsletter. After graduating from Peking University, I came to Sydney in the 1980s for postgraduate study and obtained my PhD degree at the University of Sydney. After that I undertook post-doctoral research on Antarctica at the University of New South Wales and later also undertook MBA studies at AGSM. Now I am working as a senior management executive of an international company in the mining sector.

My relationship with CASS started over 28 years ago. In 1995, I read in the newspaper about a ballet class at the Academy of Arts run by CASS. I wanted my daughter to stay connected with Chinese culture while growing up in Australia, so I enrolled her in the school. At that time, CASS ran the classes with limited resources, hence many parents volunteered for various tasks. I volunteered every week to provide support in venue setup, finance, and administration. It was there and then that I met Henry Pan and we became good friends.

Joining CASS's Board in 1998, I've dedicated over two decades to various roles, extending financial, management, corporate governance, and translation services. I served successively as Committee Chair of Children's Services, Treasurer, Vice-Chairperson and Deputy Chairperson of CASS. In May 2016, I was



elected the Chairperson of CASS, and now I am assuming this position.

I chose CASS because I was inspired by CASS's philosophy of serving the community and its commitment to the welfare and rights of Chinese Australians. Another compelling force, the spirit of altruism, fuels my dedication and keeps me motivated to serve at CASS and continue serving the community as a volunteer. For me, success is a harmonious blend of family, career, and nurturing the next generation, all guided by knowledge and strong morals.

I encourage the new generation to embrace the spirit of altruism and aid CASS in extending its top-tier services to the Australian multicultural communities. Let us remain steadfast in our noble mission of volunteering, positively influencing lives, and advancing inclusivity within society.

Thank you.

CORPORATE NEWS

01 AUTHENTIC HONG KONG BUS STOP POLE WITH ICONIC STREET SCENE BACKDROP RIGHT HERE IN OUR CAMPSIE RESIDENTIAL AGED CARE FACILITY (RACF)



To assist residents having dementia, General Manager Kit Chung of our Residential Aged Care Services (RACS) team approached Kowloon Motor Bus Company (1933) Limited (KMB) in Hong Kong requesting it to donate a life-sized bus stop pole. A Launch Ceremony was hosted onsite on 8 September 2023, a date specifically chosen to acknowledge KMB's generosity. The ceremony was captured on film – check it out on our CASS YouTube

channel [here](#). We also cooperated with KMB to produce another video, documenting the renovation process by the dedicated volunteers of FRIENDS OF KMB, who worked zealously over a few months and coordinated the shipment from Hong Kong to Australia. The video featured interviews of CASS RACF residents and their family members too – again you can check it out [here](#).

02 MAKING MOONCAKES WITH NSW PREMIER AT HURSTVILLE EARLY LEARNING CENTRE (ELC)

On 22 September 2023, the Hon. Chris Minns MP took some time off from his busy official schedule to make moon cakes with both our seniors and kids at our Hurstville ELC to pre-celebrate Mid-Autumn Festival. Our Chairperson Bo Zhou, Honorary Executive Director Henry Pan OAM, Board Members Tica Lee and Teresa Chu, General Managers Ivan Wong and Dorothy Hung plus staff members were also there to share the auspicious occasion. We were even featured on the SBS Mandarin TV channel!



03 THANK YOU, OUR ALTRUISTIC VOLUNTEERS!



A Thanksgiving Luncheon was held at Rhodes Phoenix Chinese Restaurant on 26 September 2023 where we gave our heartfelt appreciation to more than 300 selfless volunteers.

These wonderful individuals play an indispensable role in all aspects of our organisation, as can be seen by the accolades many of them had received in just the last 3 months. Certificates were presented to them by distinguished guests who spoke highly about their contributions to the communities. It was a blast to host this auspicious event dedicated to these good Samaritans!

04 OUR WOLLONGONG SERVICE POINT IS EXPANDING!

Great news! Our service point in Wollongong has relocated to Keiraview Uniting Church Wollongong because we are expanding! Effective from 4 August 2023, we now can use the fully functional kitchen and attached storage room, catering to up to 50 people. Encourage your family and/or friends on the South Coast to join our group every Friday!



05 WE WON! WE WON! WE WON!

Our 700+ student strong CASS Chinese school won 3 championships and 4 runner ups in the Chinese Eisteddfod 2023 held on 23 September 2023, organised annually by the Chinese Language Education Council of NSW. The event this year was held at Northmead Creative and Arts School, and this was all done only with 5 weeks of preparation. Applause to all hard work done by everyone in all 4 Chinese Schools for this!

WINNER



EXPOS, MORE EXPOS, AND EVEN MORE EXPOS



In the past 3 months, CASS organised and partook in more than **10** events !!!
To name some:

- Around 150 seniors attended the Vietnamese Aged Care Expo on 25 July 2023 at Canterbury League Club.
- 250+ queries were attended to in Indonesian Independence Festival at Croydon Park on 15 August 2023.
- More than 100 students asked our staff members various questions at the Kogarah Career & Employment Expo on 31 August 2023 and Meadowbank TAFE on 12 September 2023 respectively.
- All colleagues were almost roasted under the heat serving thousands in Cabramatta Moon Festival on 17 September 2023.
- More than 200 seniors came to our Health Info Expo at Manara Auditorium on 20 September 2023.



For more interesting details, check them out on our various social media platforms. Better still, if you could spare some efforts in helping these fantastic activities, please leave your name with our Promotions Team.

UNIT UPDATES



HUMAN RESOURCES MANAGEMENT (HRM)

Talents wanted!

Our new RACF in Asquith is now recruiting below positions:

- Registered Nurse;
- Assistant in Nursing;
- Administration Staff;
- Kitchen Staff.

If existing staff members would like to apply, please email your resume to HRM Unit via recruitment@cass.org.au, you will have priority to be considered for joining our Asquith RACS team!

Remember you can refer a potential employee to CASS to receive a financial incentive, referral award from \$600-\$1,500. **For Employee Referral Program details, please contact and obtain a referral form from your supervisor**

RESIDENTIAL AGED CARE SERVICES (RACS)

Admission applications are now open for Asquith RACF



We are very pleased to announce that our second residential aged care facility will commence operation in early 2024. This 97-bed facility is located in a favourable residential area with shopping centres, transportation facilities and other social venues nearby. It will serve the frail aged people of East and Southeast Asian backgrounds, as well as people of the general community, providing culturally and linguistically appropriate care and services, including meals and activities arrangements, enabling the seniors to age gracefully and happily.

Admission applications are now open! Contact RACS team for more details!

UNIT UPDATES



DISABILITY SERVICES (DS)

Latest Updates

On 3 July 2023, DS received \$21,221 from the Central and Eastern Sydney PHN to run a program targeting vulnerable communities with the aim to increase their understanding of preventable health measures; build individual and community awareness; and teach them how to access primary care and improve health outcomes.

Our application to Canterbury-Bankstown Council's 2023-2024 Community Grants and Event Sponsorship Program was also successful. We have received a grant of \$7,000 (excluding GST) to deliver Didimdol, a program that helps people with disabilities and their carers step back into the community. The project commenced in August 2023.

CESPHN Health Literacy Program

This intellectual disability health literacy program aims to:

- Build the capacity of community organisations to deliver community health literacy workshops, social media campaigns and distribute resources specific to people with intellectual disability, their families, and carers from multicultural backgrounds; and
- Increase health literacy, awareness of primary care and specialised hospital services, uptake of Medicare funded annual health assessments, and access to specialised services for people with intellectual disability in the Central and Eastern Sydney PHN region.

The first workshop in Korean was held on 19 October 2023 from 10:00am to 11:30am at Rhodes The Connection, with workshops in other languages being planned. For more details, please contact Lila Yin or Jessie Park.

MULTICULTURAL COMMUNITY SERVICES DEVELOPMENT (MCSO)

CASS Multicultural Calligraphy Fair

The fair was held successfully on 11 September 2023 from 10am to 12pm, with around 70 participants hailing from different ethnic backgrounds in the City of Ryde communities. MCSO team expressed that the aim to foster cultural understanding was achieved “through the exquisite techniques demonstrated by artists using their respective languages, tools, and styles” and where “participants had a novel chance to experience Korean, Chinese, Vietnamese, and English calligraphy in one place.”



HOME AGEING SERVICES (HAS)

Seniors! Let's Karaoke!

HAS secured \$2,600 through the City of Canterbury Bankstown's 2023-2024 Community Grants and Event Sponsorship Program (Arts/Cultural) to target elderly of multicultural backgrounds in Canterbury – Bankstown LGA. The idea is to get together to learn and sing Korean songs using karaoke player. This program will be held at Belmore Bowling Club for 12 weeks from October 2023 to February 2024.

WHAT'S GOING ON?



SETTLEMENT & HEALTH SERVICES (S&H)

Form Filling and Smart Devices Support

This program will be available at the City of Parramatta Libraries at PHIVE. Our trained volunteers will assist Chinese-speaking migrants with troubleshooting tech devices and completing forms. If you know anyone who needs this assistance, book now by calling 9789 4587 or scanning the QR code!



Smart Devices Workshop

During our Smart Devices Workshop held on 3 August 2023 in Burwood, our two volunteers and three clients were interviewed by SBS Chinese News Channel. These workshops aim to help Mandarin speakers who struggle to use their electronic devices, including Google Maps, emailing, and many more apps!

Check out the video from 21:03" to 23:39" [here](#).

NSW Energy Rebates Workshop

On 31 August 2023, in partnership with Burwood Library and Community Hub, we organised a NSW Energy Rebates Workshop in Mandarin. The workshop includes various useful tips:

- Different types of Energy Rebates, Eligibility and How to Apply;
- Service NSW relevant services, e.g. Savings Finder;
- Understanding your bills and finding suitable company;
- Guest speakers from Service NSW, Voices for Power - Sydney Alliance & Sydney Community Forum.

For more information, please check [here](#).



Form Filling Service & Smart Devices Support in Mandarin

免费填表服务与手机/平板应用协助

Chinese-speaking migrants will be assisted with completing forms and troubleshooting tech devices. 图书馆与华人服务社合作，协助华裔移民理解日常信件，填写部分申请表，并且解决一些使用手机/平板等电子设备中遇到的简单问题

Tuesdays
during school term

Parramatta Library
at PHIVE

1.30pm-4.30pm

Phone bookings
CASS 9789 4587



星期二 (学期之中)
下午一点半至四点半

Parramatta图书馆

华人服务社电话预定 9789 4587



NSW Energy Rebates Workshop
Information on Electricity/Gas

In partnership with Burwood Library and Community Hub, CASS will organise this NSW Energy Rebates Workshop. It will include:

- Different types of Energy Rebate, Eligibility and How to apply
- Service NSW relevant services, e.g. Savings Finder
- Understanding your bills and finding suitable company

01 Workshop Details

Date: 31 August 2023 (Thursday) **Time:** 10am-11:30am
Location: Burwood Library or ZOOM (online meeting)
Address: 2 Conder Street, Burwood NSW 2134
Language: Mandarin **FREE**

02 For Registration

Please scan the QR code
or call us on 02 9789 4587
Scan QR code to register >>>
Limited space. Registration is essential, book now!

CASS **Burwood**
This project is supported by the Australian Government.

COMMUNITY SOCIAL SUPPORT SERVICES (CSSS)

CASS Aged Care Connect Assistance (CACCA)



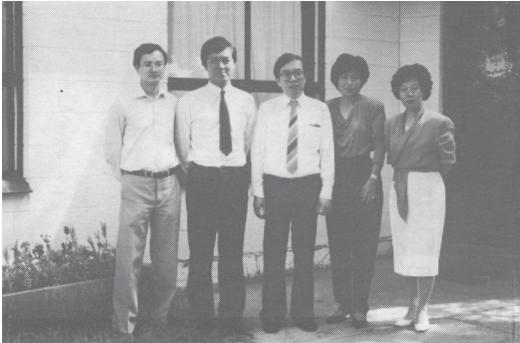
Many older people from migrant backgrounds struggle with the complexity of the aged care system and cannot access the services they need. From July 2023, CSSS has restructured our operation to widen the service coverage.

Our team members will help older people and their families overcoming the language barrier and connect them to government-funded aged care services. This personalised one-to-one support is FREE. We will also organise information talks/social events to empower older people to get culturally appropriate services. For more details, contact Robin Chen.



WHAT YOU MAY NOT KNOW ABOUT CASS

CASS Family Day Care



Did you know that CASS Family Day Care (CFDC) has a remarkable history dating back to 1982 when it was founded? In July 1982, it started up as a telephone referral service manned by volunteers to match parents needing childcare with prospective care-givers. Our initiative was known by the Office of Child Care, and gained its appreciation. Under the circumstance, the Board wrote to the Office of Child Care requesting the provision of funding to enable our Society to employ one worker to coordinate the Family Day Care project.

Up to today, CFDC offers approved child care that places a strong emphasis on the individual development of each child, all within the nurturing environment of an educator's own home. In small, close-knit groups, children get to experience a natural and joyful approach to play and discovery, forming genuine and lasting connections with dedicated and passionate early childhood educators. Children are supported to maintain their home language, and

offered opportunities to learn a second language. Our professional child care and Outside School Hours Care (OSHC) services cater to children aged 0-12 years and are offered in the homes of registered educators across various suburbs. In recognition of our commitment and excellence, CFDC was honored as one of the four National Finalists in the "2021 Excellence in Family Day Care Awards" presented by Family Day Care Australia.

Over the years, our dedicated Family Day Care educators have consistently showcased their unwavering commitment to continuous improvement, innovation, and the steadfast delivery of quality care and education, all deeply rooted in the fundamental values of family day care. It is with immense pride that the dedication of our exceptional educator, Jeongin Yi has recently earned the prestigious title of the regional winner in the Northwest & Hills District for the "2023 Excellence in Family Day Care Awards".

The professional CFDC team is deeply committed to provide support to educators through continuous training and supervision. Additionally, they maintain an active recruitment process to welcome passionate educators into the community. Their tailored professional training empowers educators with the latest knowledge, skills, and tools, ensuring excellence in their roles.

To find out more about CFDC, visit them at 46 Third Avenue, Campsie!



NOTICE BOARD

STAFF BENEFITS

Westpac Exclusive Corporate Partners Offer

0.05% additional discount on new home loan (both refinance and new purchase) + **\$395 Package fee waiver.**



Two Years' Free Membership of Blue Light Card

Discounts from **4% to 20%** with 250+ brand partners. The first two-year membership fee is **waived**. Sign up at [here](#) using the promo code **AGEDCAREBLC!** Enjoy!



CASS Staff Childcare Discount

CASS staff can enjoy the following discounts in all our 3 ELCs:

- 15% off using a full week of service
- 10% off for using service partially of the week.



2023 END-OF-YEAR BREAK

will start from **Monday, 25 December 2023** to **Friday, 5 January 2024**
Start planning your **Christmas / New Year holiday!**

Sharing from an existing staff

Hi everyone! I am Grace, a new Disability Services Operations Coordinator in Korean DS team. I am navigating how disability services align with NDIS but can tell it was such an enjoyable journey so far thanks to my lovely teammates sending unlimited support.

Before joining CASS, I had built up my career back in Korean as a social worker and did further study for social work in Australia. I then worked in disability employment service sector. However, one day, my passion was heading to support multicultural communities and then now here I am. I am really looking forward to seeing what my next journey will be filled of in CASS. Let's keep up the good work!



STAFF CORNER

Technical Support Services



Caysie Jeorge Moncayo Deang
Maintenance & Technical Support Supervisor

To achieve good things in your personal and professional lives, you must become a good person in your own self-development.



Silas John Lynch
Maintenance & Technical Support Technician

Multicultural Community Services Development



Ngoc Thanh Truc Nguyen
Community Services Worker

Make everyday count.

Residential Aged Care Services



Fiona Cao
Assistant in Nursing



Ailin Ye
Assistant in Nursing



Vicky Zhao
Registered Nurse

I love aged care.

Human Resources Management



Rosie Nguyen
HRM Assistant Coordinator

Always be happy and positive.

Kitchen



Mandy Jiang
Kitchen Hand



Tina Teng
Assistant Cook

Finance



Shu Chen
Assistant Accounts Clerk

Community Social Support Services



Manfred Hou
Community Services Coordinator

I am thrilled to join the CASS-Community Social Support Services Team. I am also looking forward to supporting and serving the seniors in our community.

Disability Services



Junhyung Kim
DS Support Worker

I'm happy to work at CASS with you all. I want to have a good relationship with you.



Jason Huang
DS Support Worker

I am a hard worker and I'm glad to join team as part of the team.



Kerry Hu
DS Operations Coordinator

Be kind.



Ho Tung Tai
DS Assistant Administrative Coordinator

Live in the moment, enjoy life.



Sidney Suryanti Chow
DS Support Worker

I am excited to be part of the team and look forward to providing great services to our community.



Xiao Fang Gu
DS Support Worker



Wen Zhang
DS Support Worker



Mirye Yun
DS Support Worker

I will make a new start with CASS and provide a variety of welfare services and activities.



Min Hye Kim
DS Support Worker



Wenqing You
DS Support Worker



Amy Zhao
DS Support Worker



Kwok Kiu Lo
DS Support Worker

Meet our new staff!



Child Care Services



Annie Ho
Early Childhood Educator
(Cert III)/ SLELC



Joanna Ong
Early Childhood Educator
(Diploma)/ SLELC



Mandy Mo
Early Childhood Educator
(Diploma)/ CELC



Asia Qadeer
Early Childhood Educator
(Diploma)/ CELC



Mary Rose Enrile
Early Childhood Educator
(Diploma)/ SLELC

Passionate Early Childhood Educator, dedicated to nurturing young minds, joyful learning and growth.



Jing Liu
Early Childhood Educator (Diploma)/ CELC

I am happy to be part of children's growth and be part of CASS.



Wai Teng Waan
Early Childhood Educator (Untrained)/ CELC

Simple in virtue, steadfast in duty.



Maggie Li
Early Childhood Educator (Cert III)/ HELC



Chia-hung Chu
Early Childhood Educator
(Working Towards Cert III)/ HELC

Children can learn through play.



Archana Prasad Kulthe
Early Childhood Teacher/ SLELC

I am a ECT 4 ECEC Trainer & Assessor. I am passionate about working with children & help other people & learn from my experience and knowledge.

Home Ageing Services



Oh Hoon Kwon
HAS Support Worker



Sungtaik Kim
HAS Support Worker



Carmen Fung
HAS Care Coordinator



Ae Kyoung Lee
HAS Support Worker



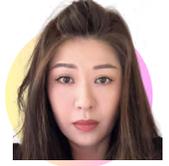
Hae Won Shin
HAS Care Coordinator



Augustine Lee
HAS Support Worker



Dora Novimella
HAS Support Worker



Kim Ma
HAS Support Worker



Mary Seong
Multicultural HAS
Care Coordinator



Monica Pan
HAS Administration
Coordinator



Jim Chen
HAS Support Worker



Jing Chu
HAS Project Coordinator



Mi Jeong Park
HAS Administration
Coordinator



Haemi Lee
HAS Support Worker

I love to provide person-centred care and valuable support with dignity, compassion and respect to clients.



Sophie Wang
HAS Care Coordinator



Hye Young Kang
HAS Support Worker

Thank you for giving me the experience to help the elderly people.



Kyungjin Kim
HAS Support Worker



Claire Lo
HAS Care Coordinator

Nice to meet you guys. I start working in September and staying at Yagoona office. Happy to join the family of CASS.



Tran Thuy Diem Nguyen
HAS Support Worker



Mi Young Kim
HAS Support Worker

I am excited to start my new journey as an aged care support worker!



Tingting Shi
HAS Administration
Coordinator



Judy Liu
HAS Care Coordinator



Ngatmiatin
HAS Support Worker

Saya menikmati bekerja dengan perawatan di rumah dan jalan jalan
Translation:
I enjoy doing my work and hanging out.



Ping Lio
HAS Administration
Coordinator



Jeong Sook Kim
Multicultural HAS
Care Coordinator



Fiona Fang
HAS Care Coordinator



Seon Woo Lee
HAS Support Worker



Helen Zheng
HAS Care Coordinator



Gujin Kwon
HAS Support Worker

