

Directors' Report on Review of Operations 2024/2025

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, including promoting the learning of Chinese language, cultivating artistic appreciation amongst young children, and fostering mutual understanding and cooperation among 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 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 is commonly known in the community as "CASS", our brand name.

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 achieving good operating results.

1. Promotion of Chinese Language & Culture

CASS Chinese School

- CASS Chinese School continued receiving government funding through the NSW Department of Education. It operated at five 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), Connells Point (using the premises of Connells Point Public School) and Bexley (using the premises of Sydney Technical High School). Both Campsie and Kogarah had morning and afternoon sessions on Saturdays, while Kogarah also had morning session on Sundays to meet the demand for Chinese language classes in the area. Hurstville had morning and afternoon classes on Sundays. Connells Point only ran on Mondays after school and Bexley only ran on Tuesdays after school.

- Our School was an approved Creative Kids Program provider, allowing it to accept Creative Kids Voucher from students as an option of paying the school fee.
- With the "cost of living crisis" affecting many Australians in the financial year, enrolment of CASS Chinese School seemed to be affected and had gradually dropped. The total enrolment decreased to 642 students by the end of FY2024/2025.
- Our School participated in the Chinese Eisteddfod 2024 organised by the Chinese Language Education Council of NSW at UTS City Campus on 27 July 2024. For our 8 teams registered in the competition, a total of 7 prizes were won, including 3 gold, 3 silver and 1 bronze.

CASS Academy of Arts

- Interest/hobby classes continued to be organised in the period being reported and received favorable responses from the community. Classes included: Ballet, Martial Arts, Tai-chi, Children's Creative Workshop held in CASS Activity Hall; Martial Arts and Drawing Classes in Kogarah High School.
- The Ballet Academy continued to conduct entry level ballet classes using the Community Hall of premises owned by CASS located at 46 Third Avenue, Campsie on Saturdays during school terms.

2. Settlement Services

Funding was provided to the Society by the Department of Home Affairs (DHA) under the Settlement Engagement and Transition Support (SETS). A three-year grant was awarded from 1 July 2024 to 30 June 2027. Additional funding has been received to better identify and support women in situations of domestic and family violence.

- Settlement Services have been extended to the Korean and Vietnamese communities to provide culturally and linguistically appropriate support to help address their settlement needs.
- 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 migrants residing in Sydney.
- Our Settlement workers provided casework, referral services and settlement information to target clients through the provision of face-to-

face meetings, information sessions, workshops, and expos. The aim was to increase clients' independence, knowledge, and ability to navigate and access mainstream services and promote self-reliance. Since our target clients spread across Sydney, telephone, email, and WeChat enquiry services were provided as part of our strategies to assist clients who might not be able to access the outreach casework venues physically.

- As health is an important element of well-being, we collaborated with various health services providers actively in the last Financial Year to foster healthy lifestyle among migrants when settling in Australia.
- Education is another important issue faced by new migrant families. The "Youth Learning Support Program" and youth activity groups helped young people from disadvantaged migrant families to integrate into the mainstream community.
- To better support migrant communities to access legal services, Migrant Legal Hub was established to provide free legal consultation services starting from April 2025.

3. Family Day Care (FDC) Service

CASS Family Day Care (CFDC) continued to run a coordination section under the Society for the community. The team actively recruited and supported individuals to establish and run their own Family Day Care businesses, creating self-employment opportunities. CFDC also provided families with clear information and guidance to help them access and confidently use Family Day Care services.

- The CFDC registered educators came from diverse multicultural backgrounds, including Chinese, Korean, Bangladeshi, Thai, and others. They operated the services across 31 suburbs throughout Metropolitan Sydney, collectively delivered an average of 192 equivalent full-time (EFT) service hours.
- With increasing competition in the FDC industry, efforts were made to attract families to use our services in suburbs with high potential. This involved participating in and running local community events, such as information sessions to promote childcare services. Some of these events included the 'Big Day Out' at Hampden Park Public School, Hornsby Emergency and Community Expo, Paint Bankstown REaD – Community Reading Day, the Granny Smith Festival, Christmas Market at St George's Hurstville Anglican Church, Hurstville Lunar

New Year, 2025 Burwood Year of the Snake Lunar New Year Festival, Vietnamese Lunar New Year Festival at Fairfield Showground, Harmony Day event at Campsie TAFE, Southern Sydney Jobs & Skills Fair, Canterbury-Bankstown Children's Festival 2024, Korea Day Festival in Burwood Park, and Mothers' Group at West Ryde Child and Family Health Centre, etc.

- Relevant information was also regularly shared with potential clients on Facebook, Instagram, WeChat groups, Red Note, newsletters and our CASS social media channels.
- To actively connect with the local community and support families with young children, CFDC held a Bilingual Playgroup in collaboration with St George's Hurstville Anglican Church. This initiative offered children/parenting-related information and resources, providing a space for parents to meet and share experiences while children learn through play. By the end of FY2024/2025, a total of 33 families were registered.

4. Human Resources Management

The Society did not employ any staff member in FY2024/2025. The delivery of services and activities was wholly carried out by volunteers and contractors with some work being supported by the subsidiary entity.

5. General Affairs

- The Receptions of the Campsie Head Office and Ryde Community Services Centre were operated by the subsidiary entity. During the year being reported, a total of 10,043 telephone enquiries and a total of 4,572 walk-in enquiries were handled. The bulk of the enquiries were about services or activities provided by the subsidiary entity.
- At the National Third Sector Awards Ceremony held on 12 September 2024, we were proud to receive a total of three awards. The parent entity, Chinese Australian Services Society Limited, was honoured with the Sustainability Leadership Award, while the subsidiary, CASS Care Limited, received the Cultural Diversity and Inclusion Award. In addition, our Foundation Chairperson and Honorary Executive Director, Mr Henry Pan OAM, was named CEO of the Year.
- CASS Charity Dinner was held on 7 June 2025 at Rhodes Phoenix Chinese Restaurant with an attendance of over 550 people. The event raised

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over \$138,000 for repaying the building cost of CASS RACF in Asquith.

- CASS Corporate Planning Day was successfully held on 2 August 2024 with 100 participants attending, including CASS staff members, volunteers, Board members, and community partners. Participants actively engaged and provided input to the formulation of Corporate Plan for the year 2025 to 2029, which was released on 6 January 2025.
- A luncheon was hosted for celebrating the 30th Anniversary of CASS Settlement Services, 25th Anniversary of Home Ageing Services and 15th Anniversary of CASS Column with penname Kending on 5 December 2024 at Orion Function Centre, with an attendance of 120 people. The Hon Tony Burke MP, Minister for Immigration and Multicultural Affairs, attended as the guest-of-honour.
- A special event was held on 6 March 2025 at CASS Activity Hall for celebrating the 44th Anniversary of CASS, as well as the 40th Anniversary of CASS Gumnut Early Learning Centre-Campsie (CELC) and 10 years of operating CASS Residential Aged Care Facility (RACF) in Campsie. Over 120 persons attended including VIP guests, children from CELC, residents of Campsie RACF, seniors of activity groups, board members and staff members.

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



Prof. Stephen Li – Director



Mr. Anthony Pang – Director

Dated this 28th Day of September 2025