

Directors' Report on Review of Operations 2025/2026

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 eligible students as an option of paying the school fee.
- With current economy affecting many Australians in the financial year, enrolment of CASS Chinese School was affected showing gradual decrease. The total enrolment dropped to 631 students by the end of FY2025/2026.
- Our School participated in the Chinese Eisteddfod 2025 organised by the Chinese Language Education Council of NSW at Western Sydney University Parramatta South Campus on 23 August 2025. Our School had 9 teams registered in the competition, and a total of 2 gold, 3 silver and 3 bronze prizes were won.

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 Jazz Class and entry level ballet classes using the Community Hall of premises owned by CASS located at 46 Third Avenue, Campsie on Saturdays during school term.

2. Settlement Service

Funding was provided to the Society by the Department of Home Affairs (DHA) under the Settlement Engagement and Transition Support (SETS) program for the period from 1 July 2024 to 30 June 2027. The funded services and activities were delivered in full by the subsidiary entity.

3. Family Day Care (FDC) Service

CASS Family Day Care (CFDC) continued operating a coordination unit under the Society, providing home-based child care and Outside School Hours Care (OSHC) services to children aged 6 weeks to 12 years across 31 suburbs in metropolitan Sydney. CFDC also supported families by providing clear information, guidance, and assistance to help them access and confidently utilise Family Day Care services.

- Families accessing the service represented a diverse range of multicultural backgrounds, including Chinese, Korean, Bangladeshi, Thai, and other communities.
- With increasing competition in the FDC industry, efforts were made to attract families in high-potential suburbs by actively organizing and participating in local community events to promote our childcare services. To maximize engagement, our outreach focused on four key areas: multicultural and cultural festivals (such as the Bankstown Lunar New Year, the Lunar New Year Festival in Eastwood, Campsie Lantern Festival, Korea Day Festival in Burwood Park, and Buddha's Birthday Festival); local family and children's events (including 'Big Day Out' by Canterbury Child and Family Interagency, Paint Bankstown REaD – Community Reading Day, Canterbury-Bankstown Children's Festival 2025, and Koorana Family Fun Day); parent and mothers' support groups (such as the West-Ryde Korean Mothers Group by Relationships Australia NSW, Korean Mothers' Group at West Ryde Child and Family Health Centre, and Hornsby Multicultural Playgroup); and broader community events (including the Granny Smith Festival and the Christmas Market at St George's Hurstville Anglican Church).
- Information of the services and updates was 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 and, by the end of FY2025/2026, 30 families have registered.

4. Human Resources Management

The Society did not employ any staff member in FY2025/2026. 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 9,743 telephone enquiries and a total of 4,808 walk-in enquiries were handled. The bulk of the enquiries were about services or activities provided by the subsidiary entity.

- An article introducing the CASS Model of Volunteering, titled "Assisted Self-Governance: The CASS Model of Volunteering among Older Immigrants", authored by Professor Bingqin Li from the Social Policy Research Centre, University of New South Wales, was published in the prestigious Journal of Sociology in January 2026. The model was originally developed by Mr Henry Pan OAM, CASS Foundation Chairperson and Honorary Executive Director, in 2008. In her article, Professor Li concluded that the model has significant potential to support the expansion of services across diverse culturally and linguistically diverse (CALD) communities and different age groups. The study further highlighted its value for organisations seeking culturally responsive and sustainable approaches to community engagement and volunteer participation.
- Year 2026 marks the 45th Anniversary of the parent entity, Chinese Australian Services Society. A celebration ceremony was held on 8 March 2026, at the Canterbury League Club, with more than 200 guests in attendance. The Hon Chris Minns MP, NSW Premier, attended as the Guest of Honour, while the Hon Tony Burke MP, Minister for Immigration and Citizenship, attended as the Special Guest. Several politicians, including The Hon Sophie Cotsis MP, Mr Mark Coure MP, Mr Matt Cross MP, and Ms Sally Sitou MP, acknowledged CASS's 45 years of community service through speeches delivered in Parliament.
- At the Premier's Harmony Dinner held on 26 March 2026 at ICC Sydney, the subsidiary entity, CASS Care, was honoured to receive the Multicultural Health Medal. The medal was presented by the Hon Steve Kamper MP, NSW Minister for Multiculturalism, in the presence of Dr Kerry Chant AO, NSW Chief Health Officer and Deputy Secretary of Population and Public Health.
- At the 2026 ZEST Awards Ceremony, hosted by the Western Sydney Community Forum at Accor Stadium on 18 June 2026, Prof. Stephen Li AM, our Chairperson, was honoured with the 2026 ZEST Award and formally inducted into the Hall of Fame.
- CASS Charity Dinner themed "CASS Volunteer

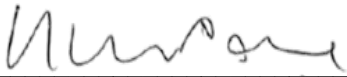
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ABN 85 087 248 638

Model: Empowering Seniors, Enriching Communities” was held on 13 June 2026 at Rhodes Phoenix Restaurant with an attendance of over 550 people. The event raised over \$135,000 for expanding our volunteering services and raising additional resources to benefit the wider community.

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



Prof. Stephen Li AM – Director



Mr. Anthony Pang OAM – Director

Dated this 29th Day of September 2026.

董事局報告 - 2025-2026 年度營運回顧

在本財政年度，華人服務社（Chinese Australian Services Society Ltd，以下簡稱「服務社」）繼續致力完成我們的社區目標，包括推廣中文學習、培養兒童對藝術的興趣，以及促進不同社區之間的了解、互助和合作。至於為多元文化社區提供社區及社會服務的目標，則主要透過附屬機構 CASS Care Ltd 提供。

本報告只涵蓋服務社在本財政年度所進行的工作，附屬機構提供的社區及社會服務並不包括在內。服務社連同其附屬機構在社區均以「CASS」這個品牌為人所熟悉。

本年度的營運環境相當複雜。一方面出現新的業務機會，行業的運作模式亦不斷轉變；另一方面，在維繫各方關係時，也要面對較敏感和具競爭性的環境。但憑著一眾勤奮、熱心的義工和會員共同努力，服務社仍能保持良好的營運成果。

1. 推廣中文及中華文化

啟思中文學校

- 啟思中文學校繼續獲新州教育部提供政府資助。學校在五個地點開辦課程，分別是 Campsie（Harcourt Public School）、Hurstville（Hurstville Public School）、Kogarah（Kogarah High School）、Connells Point（Connells Point Public School）及 Bexley（Sydney Technical High School）。Campsie 和 Kogarah 在星期六上午及下午均有課堂，Kogarah 亦在星期日上午開班，以配合區內對中文教育的需求。Hurstville 在星期日上午及下午開課；Connells Point 只在星期一放學後開課；Bexley 則只在星期二放學後開課。
- 學校是獲認可的 Creative Kids Program 服務機構，可接受合資格學生使用 Creative Kids Voucher 支付學費。
- 本財政年度的經濟環境影響不少澳洲家庭，啟思中文學校的收生亦受到影響，學生人數逐步下降。截至 2025/2026 財政年度末，總學生人數降至 631 人。
- 學校參加了新州中文教育理事會於 2025 年 8 月 23 日在西悉尼大學 Parramatta South Campus 舉辦的「2025 年中文朗誦比賽」。本校共有 9 支隊伍參賽，合共取得 2 個金獎、3 個銀獎及 3 個銅獎。

啟思藝術學校

- 啟思藝術學校在本年度繼續開辦多項興趣班，並得到社區的良好反應。課程包括在壘思活動中心舉辦的芭蕾舞、武術、太極班及兒童創意工作坊，以及在 Kogarah High School 開辦的武術和繪畫班。
- 芭蕾舞學院繼續於學期間逢星期六開辦爵士舞班及初級芭蕾舞班，地點為服務社位於 46 Third Avenue, Campsie 的活動中心。

2. 定居服務

聯邦內政部透過 Settlement Engagement and Transition Support (SETS) 計劃，向服務社此項服務提供由 2024 年 7 月 1 日至 2027 年 6 月 30 日的資助。有關獲資助的服務和活動全部由服務社附屬機構提供。

3. 日間家庭托兒服務

CASS Family Day Care (CFDC) 繼續由服務社轄下的協調團隊運作，在悉尼大都會 31 個地區，為 6 星期至 12 歲兒童提供家庭托兒及課前課後照顧 (OSHC) 服務。CFDC 亦為家長提供清晰的服務資訊、指引和協助，讓家庭更安心及有信心地使用家庭日間托兒服務。

- 使用服務的家庭來自不同文化背景，包括華裔、韓裔、孟加拉裔、泰裔及其他族裔。
- 面對家庭日托行業日益激烈的競爭，我們積極籌辦及參與本地社區活動，在具發展潛力的地區推廣托兒服務及接觸更多家庭。推廣工作主要集中在四方面：
 - 多元文化及文化節慶，例如 Bankstown 農曆新年、Eastwood 農曆新年慶典、Campsie 燈籠節、Burwood 公園韓國日慶典及佛誕節；
 - 家庭及兒童活動，包括 Canterbury Child and Family Interagency 的「Big Day Out」、Paint Bankstown REaD 社區閱讀日、2025 Canterbury-Bankstown Children's Festival 及 Koorana Family Fun Day；
 - 家長及母親支援小組，包括 Relationships Australia NSW 的 West Ryde 韓裔母親小組、West Ryde Child and Family Health Centre 的韓裔母親小組及 Hornsby Multicultural Playgroup 等；
 - 其他大型社區活動，包括 Granny Smith Festival 和 St George's Hurstville Anglican Church Christmas Market 等。

我們亦定期透過 Facebook、Instagram、微信群、Red Note（小紅書）、電子通訊及 CASS 的社交媒體平台，向潛在客戶分享服務資訊和最新消息。

- 為加強與本地社區的聯繫，並支援育有幼兒的家庭，CFDC 與 St George's Hurstville Anglican Church 合辦雙語親子遊戲小組。活動提供兒童及育兒資訊和資源，讓家長互相認識及交流經驗，孩子亦可透過遊戲學習。截至 2025/2026 財政年度末，共有 30 個家庭登記參加。

4. 人力資源管理

服務社在 2025/2026 財政年度沒有僱用任何員工。所有服務和活動均由義工及承包商完成，部分工作亦得到附屬機構支援。

5. 一般事務

- 服務社位於 Campsie 總部及 Ryde 社區服務中心的接待處均由附屬機構負責運作。本年度兩個接待處合共處理 9,743 宗電話查詢及 4,808 宗親身查詢，大部分查詢與附屬機構提供的服務或活動有關。
- 新南威爾斯大學社會政策研究中心李秉勤教授（Professor Bingqin Li）撰寫的文章《Assisted Self-Governance: The CASS Model of Volunteering among Older Immigrants》，於 2026 年 1 月刊登在著名的《Journal of Sociology》。文章介紹「CASS 義工模式」。該模式由華人服務社創社主席暨義務執行董事潘南弘先生 OAM 於 2008 年開創。李教授在文章中指出，這個模式很有潛力將服務擴展至不同文化和語言背景（CALD）的社區及不同年齡層。研究亦顯示，對希望以具文化回應及可持續方式推動社區參與和義工服務的機構而言，這個模式具有參考價值。
- 2026 年是華人服務社成立 45 周年。慶祝典禮於 2026 年 3 月 8 日在 Canterbury League Club 舉行，超過 200 位嘉賓出席。新州州長 Chris Minns 議員擔任主禮嘉賓，聯邦移民及公民事務部長 Tony Burke 議員則以特別嘉賓身份出席。Sophie Cotsis 議員、Mark Coure 議員、Matt Cross 議員及 Sally Sitou 議員亦分別在國會發言，肯定 CASS 45 年來對社區服務的貢獻。
- 在 2026 年 3 月 26 日於 ICC Sydney 舉行的 Premier's Harmony Dinner 上，附屬機構 CASS Care 獲頒「多元文化健康獎章」（Multicultural Health Medal）。獎章由新州多元文化事務部長 Steve Kamper 議員頒發，新州首席衛生官兼人口及公共衛生副秘書 Dr Kerry Chant AO 亦在場見證。
- 在 Western Sydney Community Forum 於 2026 年 6 月 18 日假 Accor Stadium 主辦的 2026 ZEST Awards 頒獎典禮上，本社主席李超浩教授 AM（Prof. Stephen Li AM）獲頒 2026 ZEST Award，並正式入選名人堂（Hall of Fame）。
- 2026 年華人服務社慈善晚宴以「CASS 義工模式：拓展長者能力，豐富社區生活」為主題，於 2026 年 6 月 13 日在 Rhodes Phoenix Restaurant 舉行，超過 550 人出席。晚宴籌得超過 135,000 澳元，款項將用於擴展義工服務及籌集更多資源，惠及更廣泛的社區。

根據董事局決議，代表董事局簽署：

李超浩教授 AM（Prof. Stephen Li AM）- 董事

彭廣明先生 OAM（Mr Anthony Pang OAM）- 董事

日期：2026 年 9 月 29 日

（本中文翻譯僅供參考；如中文譯本與英文原文有任何差異，概以英文原文為準。）