

Directors' Report on Review of Operations 2020/2021

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 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 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 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. The COVID-19 pandemic continued to add extra challenges to our work. 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 receiving government funding through the NSW Department of Education. It operated at 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). Both Campsie and Kogarah had morning and afternoon sessions on Saturdays, while the morning session on Sundays at Kogarah had been established earlier to meet the increasing demand for Chinese language class in the area. Hurstville had morning and afternoon classes on Sundays. Connells Point only ran on Mondays after school.
- Our School had become an approved Creative Kids Program provider, allowing it to accept Creative Kids Voucher from students as an option of paying the school fee.
- When the COVID-19 restriction was relaxed in July 2020, our School returned to face-to-face teaching in all four campuses. Our fast response in adapting to current situation had been successful and well received by students and parents.
- The End-of-year Concert of the School was not held in 2020 owing to the COVID-19 situation.
- There were decreases in student enrolment in quarter 1 and quarter 2 of FY2020/2021 in all four campuses owing to the COVID-19 situation, with a total of 429 students by the end of quarter 2 of FY2020/2021. As the COVID-19 situation further improved in quarter 3 and quarter 4, the total enrolment bounced back to 588 students by the end of quarter 4 of FY2020/2021.

CASS Academy of Arts

- Interest/hobby classes continued to be organised in the first half period being reported and received favourable responses from the community. Classes included: Ballet, Martial Arts and Lion Dance, Tai-chi, Line Dancing, Children's Creative Workshop held in CASS Activity Hall; Hua Jin Social Dance in Kingsgrove Community Centre; Martial Arts, Drawing, STEM Programs, Debating, Chinese Calligraphy, Go Classes in Kogarah High School; Debating and Public Speaking Classes in Hurstville Public School; and Chess Class in Harcourt Public School.
- Owing to the COVID-19 situation, CASS Ballet Academy held its end-of-year concert on 12 December 2020 via ZOOM software. The performances of students were filmed earlier and edited by the Promotions Unit. Feedback from participants and families was positive.
- The Ballet Academy continued to conduct Jazz Class and additional entry level ballet classes using the Community Hall of premises owned by CASS located at 46 Third Avenue, Campsie on Saturdays during school term.
- Hua Jin Social Dance Class continued to be conducted at the Kingsgrove Community

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Centre, a venue provided by the Georges River Council free of charge. The lessons were given by a professional social dance teacher and managed by 2 volunteers. During quarter 1 of FY 2020/2021, the class was interrupted because the venue was used by the Council as a COVID-19 testing centre.

- 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 Home Affairs (DHA) under the Settlement Engagement and Transition Support – Client Service (SETS). A three-and-a-half-year grant was awarded in January 2019 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.
- Our Settlement workers provided casework, referral services and settlement information to target clients through the provision of face-to-face meetings, information sessions, workshops or 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 Chinese-speaking migrants when settling in Australia.
- Employment and education are another two important issues faced by new migrants. We launched two new programs in FY2020/2021. The "Migrant Employment Corner" provided advice and information on employment and setting up small business. The "Learning Support Program" helped young people from disadvantaged migrant families to integrate into the mainstream community.

3. Family Day Care (FDC) Service

CASS Family Day Care (CFDC), operated by the Vocation & Training Services Unit of the subsidiary entity, continued to run a Coordination Section under the Society for the community. Relevant information was provided to facilitate parents and families in using FDC services, including the claiming of Child Care Subsidies.

- As a measure to manage the impact of COVID-19, the Australian Government introduced the Early Childhood Education and Care Relief Package, providing 'Free Child Care' from 6 April 2020 until 12 July 2020. Parents using CFDC service were covered.
- From 13 July to 27 September 2020, the Government has resumed the Child Care Subsidy (CCS) system. CFDC received a Transition Payment, instead of the JobKeeper Payment. The goal of Transition Payment was to maintain the viability of services, in order to support families as they returned to the level of work, study or training they were undertaking before COVID-19. To support the educators returning to normal operations, CFDC followed the "Transition Payment Practice Guidance for Family Day Care Services" guidelines to distribute the payments to our educators during this transition period.
- Owing to the social distancing restrictions in NSW, CFDC used a variety of methods to provide ongoing professional support to the educators, children and families, such as ZOOM meetings, videos, phone calls, emails, and photos, etc.
- On 4 November 2020, two authorised officers from the Department of Education conducted a spot check. They checked our records and documents and asked a range of questions to the staff members in the office, and they also visited an educator. They were satisfied with the visit.
- The Assessment and Rating visits occurred over the 3 days between 22 and 24 February 2021. Seven educators were selected for inspection. On 6 April 2021, we received the final report, with an overall rating of Meeting National Quality Standard.
- With increasing competition in the FDC industry, efforts were made to improve our marketing strategies 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, parenting talks, CASS radio

programs. Some of these events included “Rhodes Child and Family Expo”, “Employment and Business Options in Child Care” and “Big Day Out”. Flyers promoting various CASS Child Care services and CFDC were distributed to the participants. Relevant information was also regularly shared with potential clients on Facebook, WeChat, Xiaohongshu, newsletters and our CASS social media channels.

- As a service to help families with children in the community to cope with COVID-19 situation, we started to provide free online bilingual “Play and Learn (PAL) Time” educational program in June 2020, and this Program was continued to be delivered to educators, children, families and the community in FY 2020/2021. The programs were presented in both Chinese and English. Between July 2020 and June 2021, 26 sessions were delivered to a total of 93 people that registered for the Program. This initiative will continue to run and be promoted in the forthcoming years.
- An online ZOOM Chinese parenting program “Promote self-help skills through daily routines” was run in November 2020. A total of 30 participants attended the online workshop.
- The annual review of our CFDC Philosophy was carried out involving families, children, educators and staff members to ensure that it met the needs of all our stakeholders.

4. Human Resources Management

The Society did not employ any staff member in FY2020/2021. The delivery of services and activities were wholly carried out by volunteers and contractors with some work being supported by the subsidiary entity.

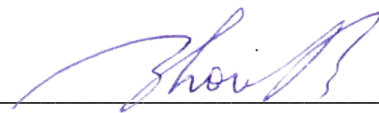
5. General Affairs

- Our Society reached the milestone of its 40th anniversary in March 2021. To mark the auspicious occasion, we held a Celebration Ceremony at the Canterbury League Club on 7 March 2021. The event was well attended by many Members of Parliament and Councilors of several local governments in Sydney. There were also guests from the community services sector, government officials, businesses,

project partners, community leaders, volunteers and the media.

- CASS 40th Anniversary Souvenir Book e-version was launched at the CASS 40th Anniversary Celebration Ceremony on 7 March 2021. The book highlighted the significant milestones achieved by CASS and outlined the major events and challenges experienced by CASS over the past decades.
- CASS was presented with the 2021 Premier’s Multicultural Community Award, winning the 2021 Not-For-Profit Business Excellence Medal. The Award was presented by Hon. Dr. Geoff Lee MP, NSW Minister for Multiculturalism, at the Premier’s Harmony Dinner held on 13 March 2021 at the International Convention Centre (ICC) Sydney in the presence of the Premier.
- The Receptions of the Campsie Head Office and Ryde Community Services Centre were operated by the subsidiary entity. During the year being reported, they handled a total of 10,738 telephone enquiries and attended to a total of 6,112 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



Mr. Anthony Pang – Director

Dated this 29th Day of August 2021.