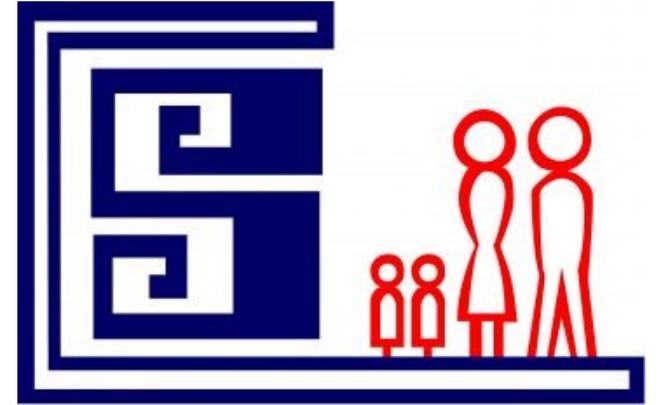


20 NATIONAL
23 VOLUNTEERING
CONFERENCE
THE FUTURE IS NOW

B4: Focus on multicultural perspectives

CASS

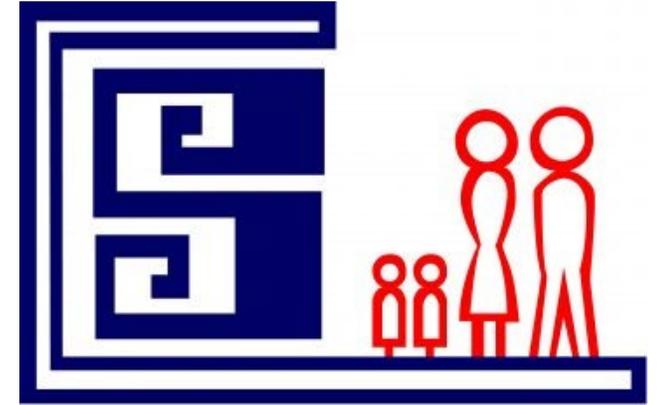
- Established in 1981
- Based in Sydney NSW
- Services open to everyone, with strong focus on people from East Asian background
- Home Ageing Services
- Residential Aged Care
- Disability Services



CASS

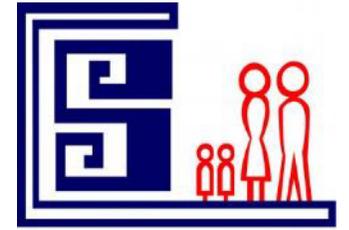
- Child Care Services
- Vocation and Training Services
- Settlement and Health Services
- Promotion of Chinese Language & Culture
- Volunteering Services

Over 5,500 families use our services weekly

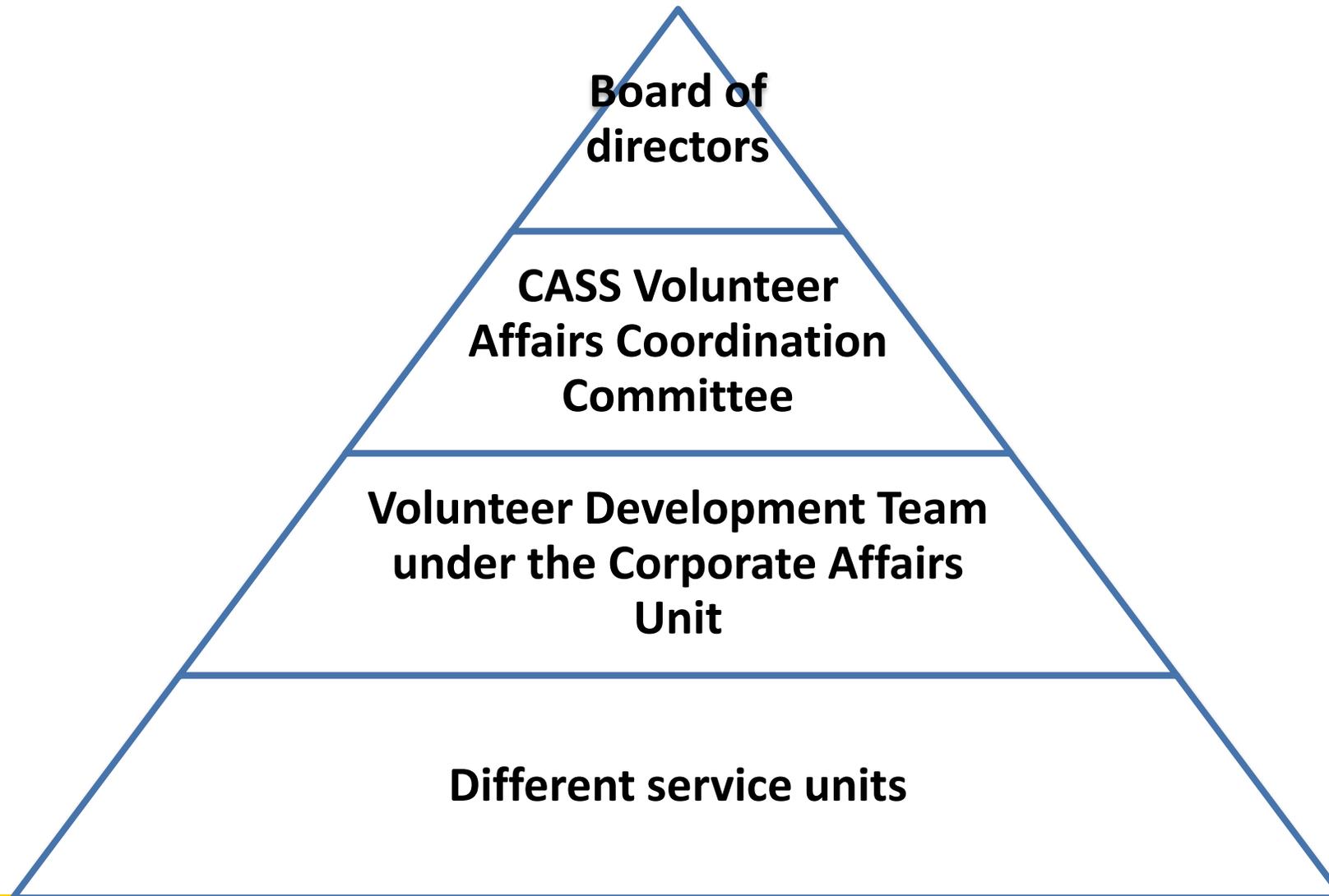
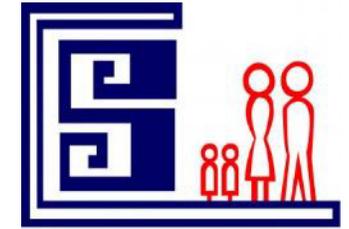


Volunteering in CASS

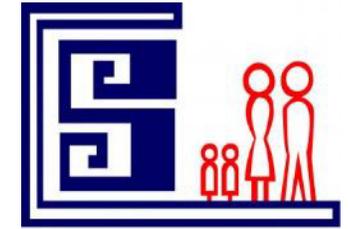
- Currently over **300** volunteers in the service
- Volunteers are the backbone of CASS
- Volunteering is a way people in the community participate in our services
- Volunteering is also a way for people in the multicultural communities to participate in the wider society and vice versa
- Volunteers are treated the same as pay staff members, except that they do not receive pay
- There must be strong governance and volunteer management to make things work



The Volunteer Management structure



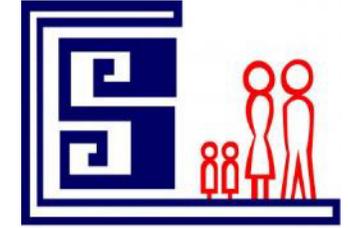
The Governance



- Volunteers Policies and Procedures
- Initial interview
- Training and Development
- Code of conducts
- Appraisal
- Respect, dignity, recognition, awards, annual Thanksgiving Luncheons, stories
- Compliance, e.g. police check



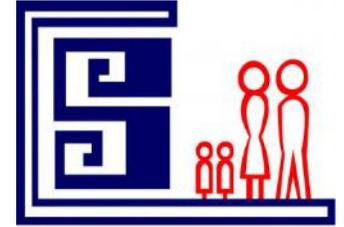
Example – volunteers in CASS Funded Groups



- Currently over 250 volunteers in CASS Funded Groups
- Self help approach
- Local Management Committees
- A set of rules on day to day operation, election
- Roles of CASS and the LMC
- Trainings



Enquiries



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Sustaining old age volunteerism among CALD population — the CASS Community Volunteer Model

Research team

UNSW: Yiran Li, Yixuan Huang, Wenxuan, Zhang, Ilan Katz and Bingqin Li

CASS: Henry Pan, Bosco Chang, Wendy Liang, Ivan Wong, Peony Chik and Molly Li



7 Sept 2022

SPRC
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Multi-cultural Australia: challenges and solutions

- **Challenges**

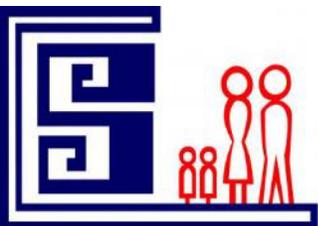
- Older Australians speak over 260 languages (ABS, 2016)
- New to Australia + grow faster
- **3D** older people: disoriented, depressed and dependent

- **Solutions**

- Councils and settlement services: activity groups & service orientation
- Self-organized groups involving social activities

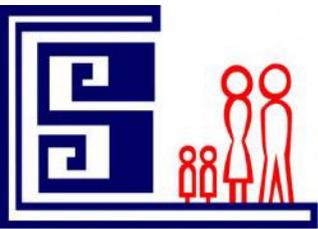
- **Missing link**

- Wellbeing of older people--Self-reliance and social contribution



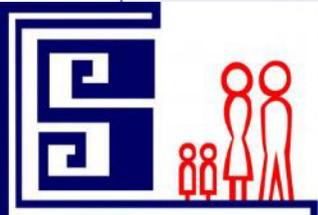
Methods of the study: Case study, strength-based

- Volunteer perspective
 - In-depth interviews (30 min): Local Management Committee Members (14); volunteers—(24)
 - Survey with volunteers from the 10 groups: 61 respondents
- Institutional perspective
 - Interviews with CASS staff members—5 (senior and junior)
 - Historical documents (reports, publications, website)
 - Brochures; media reports



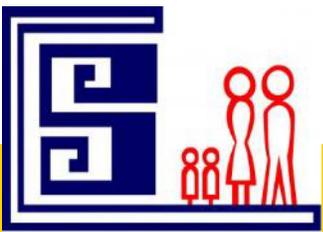
Volunteers (surveyed)

Average Age	70.4 yr old
Years in Australia	23.4 yrs
Years of volunteering with CASS	12 yrs
Volunteering time with CASS	12 hours per week
Volunteering in other organisations	Yes: 43%; No: 57%
Volunteering time with other organisations	2.31 hours per week
Language background	Mandarin, Cantonese, Shanghainese 1/4 can communicate in English
Status in Australia	Looking after grandchildren (38%), immigrant to Australia after retirement (7%), worked in Australia before retirement (55%)
Living arrangement	With partner & children: 28%, with children (19%), with partner (30%), alone (23%)



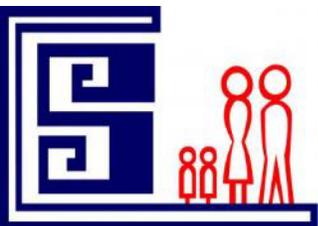
Assisted self-governance

- **Activity group leaders & Volunteers**
 - Initiate and organise activities
- **Local Management Committee**
 - Elected, liaise CASS and groups, social media groups
- **CASS + volunteer affairs coordination committee**
 - Set up rules, offer training, bridge collaboration between groups, between groups and councils, set up new groups, regular meetings



Features of CASS Community Volunteer Governance

- CASS management and staff support—light touch approach
- Positive feedback and clear “career path” for volunteers
- Low entry barriers
 - Entertaining activities, develop interests → volunteer
- Culturally appropriate
 - Flexible and patient
 - Show respect to older people
 - Setting rules to avoid sub-cultural conflicts

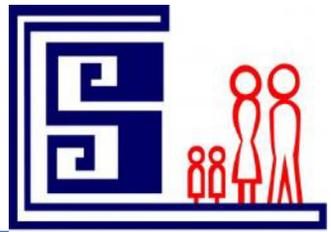


Feedback: volunteer perceived vs CASS aims

Perceived benefits (echo Healthdirect)	CASS Aims	No.
Socialise, reduce loneliness & create sense of belonging	Encouraging the development of social support network	29
Being useful to society (self-worth & beneficial to others)	Encouraging and facilitating community participation	25
Physical and mental wellbeing (Feeling happy & relaxed)	Promoting healthy lifestyle and active ageing	20
Learn new knowledge and skills	Breaking language barrier and facilitate access to information / services	6

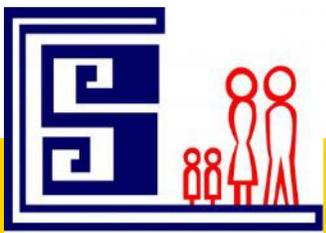
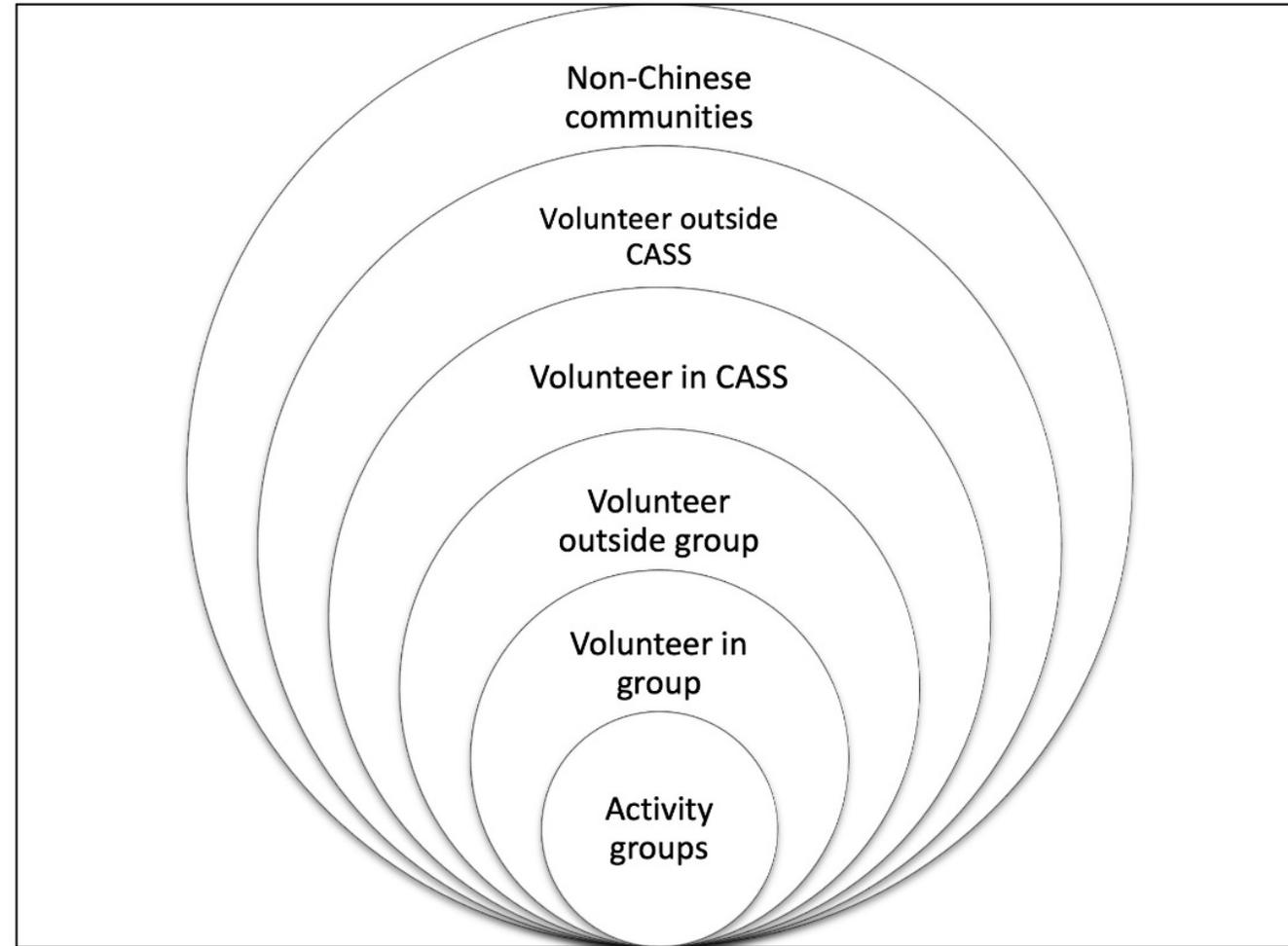


Feedback: Support by CASS

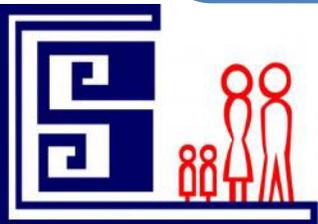
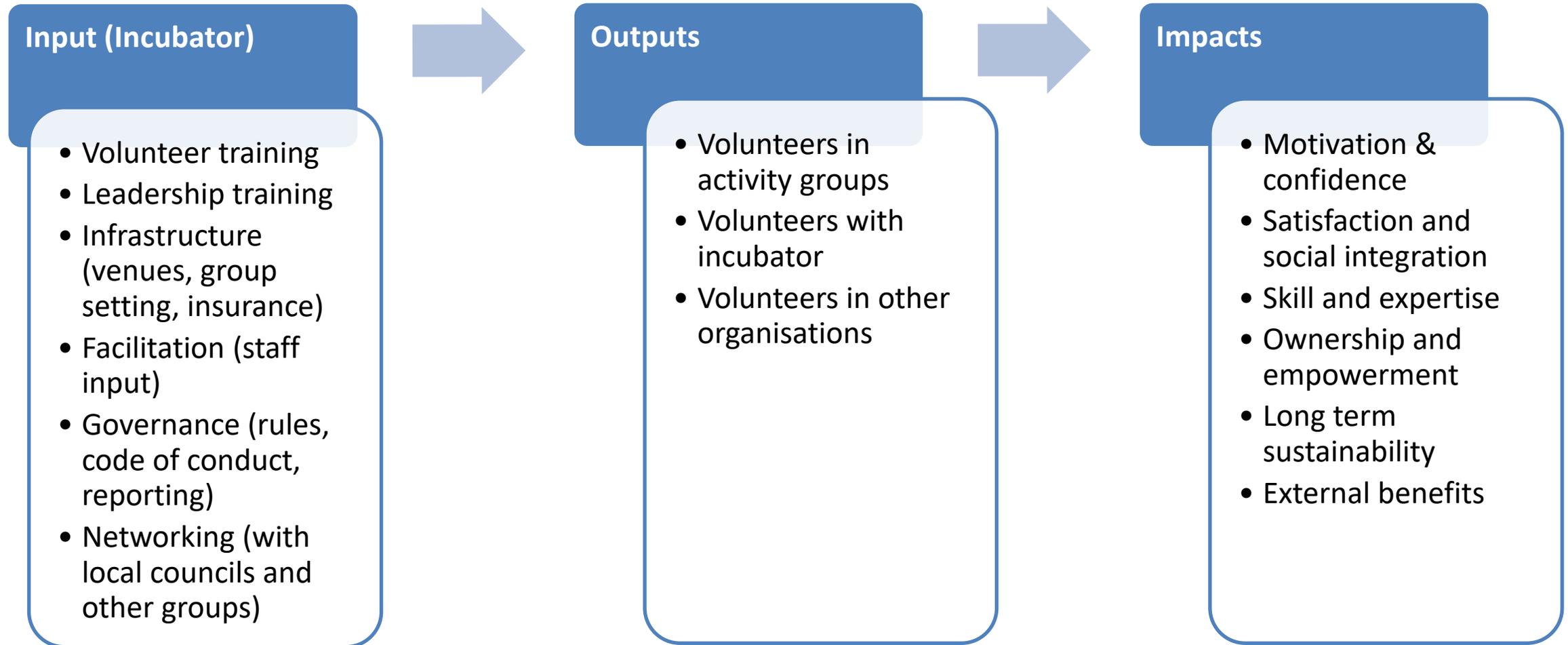


Type of support	Mention counts
Training	17
Motivational measures (awards, promotion, thanksgiving events)	15
Paying for Venue & Insurance	10
Guiding and managing	8
Working with government	5
Special events	3
Organising teachers	2
Other help	4

Ripple effects

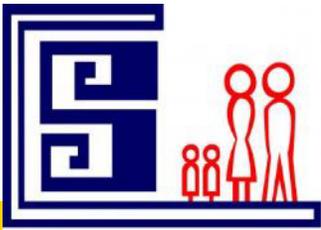


Future: Volunteer incubation

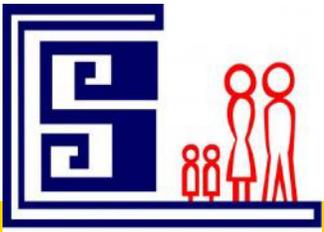


What can we learn from CASS experience?

- CALD older people are *resources* not burdens to Australian society
- Some deliberate efforts to set up social service volunteer incubation can be promising--But not all social service orgs can afford
- Policy suggestions
 - Service sector wide volunteer incubators
 - Knowledge exchange with CASS and/or other service providers
 - Further research to gather evidence



Thank you!



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