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

- Board of directors
- CASS Volunteer Affairs Coordination Committee
- Volunteer Development Team under the Corporate Affairs Unit
- Different service units
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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Website: www.cass.org.au

Facebook: www.facebook.com/cass.oz
Sustaining old age volunteerism among CALD population — the CASS Community Volunteer Model

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

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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)

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

<table>
<thead>
<tr>
<th>Perceived benefits (echo Healthdirect)</th>
<th>CASS Aims</th>
<th>No.</th>
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<tbody>
<tr>
<td>Socialise, reduce loneliness &amp; create sense of belonging</td>
<td>Encouraging the development of social support network</td>
<td>29</td>
</tr>
<tr>
<td>Being useful to society (self-worth &amp; beneficial to others)</td>
<td>Encouraging and facilitating community participation</td>
<td>25</td>
</tr>
<tr>
<td>Physical and mental wellbeing (Feeling happy &amp; relaxed)</td>
<td>Promoting healthy lifestyle and active ageing</td>
<td>20</td>
</tr>
<tr>
<td>Learn new knowledge and skills</td>
<td>Breaking language barrier and facilitate access to information / services</td>
<td>6</td>
</tr>
<tr>
<td>Type of support</td>
<td>Mention counts</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------------------------------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>Motivational measures (awards, promotion, thanksgiving events)</td>
<td>15</td>
<td></td>
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<tr>
<td>Paying for Venue &amp; Insurance</td>
<td>10</td>
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<tr>
<td>Guiding and managing</td>
<td>8</td>
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<tr>
<td>Working with government</td>
<td>5</td>
<td></td>
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<tr>
<td>Special events</td>
<td>3</td>
<td></td>
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<tr>
<td>Organising teachers</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Other help</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>
Ripple effects
Future: Volunteer incubation

Input (Incubator)
- Volunteer training
- Leadership training
- Infrastructure (venues, group setting, insurance)
- Facilitation (staff input)
- Governance (rules, code of conduct, reporting)
- Networking (with local councils and other groups)

Outputs
- Volunteers in activity groups
- Volunteers with incubator
- Volunteers in other organisations

Impacts
- Motivation & confidence
- Satisfaction and social integration
- Skill and expertise
- Ownership and empowerment
- Long term sustainability
- External benefits
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!