



BEST PRACTICE AND INNOVATION – SUPPORTING PEOPLE FROM DIVERSE BACKGROUND

服务多元背景人士的最佳实践及创新

Presented by : Maria Cheng, Chief Operations Manager, CASS Group

主讲：华人服务社集团运营总经理 郑家宝



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- About CASS Group 有关华人服务社集团
- Cultural diversity in Australia and in China
澳大利亚和中国的文化多样性
- Challenges in aged care 養老產業的挑战
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養老院服务：华人服务社的经验
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The CASS Group 华人服务社集团

Dedicated To Serve The Community 致力于服务社区

- Established in 1981 成立于1981年
- Provision of a wide range of services with strong focus in South East Asian communities, especially Chinese

面向东亚社区尤其是华人社区提供广泛的服务



C.A.S.S. Board of Directors (1981 - 1991)
華人服務社歷屆董事 (1981-1990)



第一屆 (1981年) FIRST BOARD (1981)
(左起) 陳清杰, 沈武觀, 潘南弘(主席), 陳玲, 方秀玲。
(缺席) 王美蓉, Susie Chu, Hilda Lee, Vivienne Teoh.
(From Left) Ching Tan, Steven Sim, Henry Pan (Chairperson), Leng Tan, Cecilia Fong
(Absent) Patricia Wong, Susie Chu, Hilda Lee, Vivienne Teoh



Our services

我们的服务



Our services

我们的服务





Aged care services of CASS

華人服務社養老產業





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Aged care services of CASS

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Aged care services of CASS

華人服務社養老產業



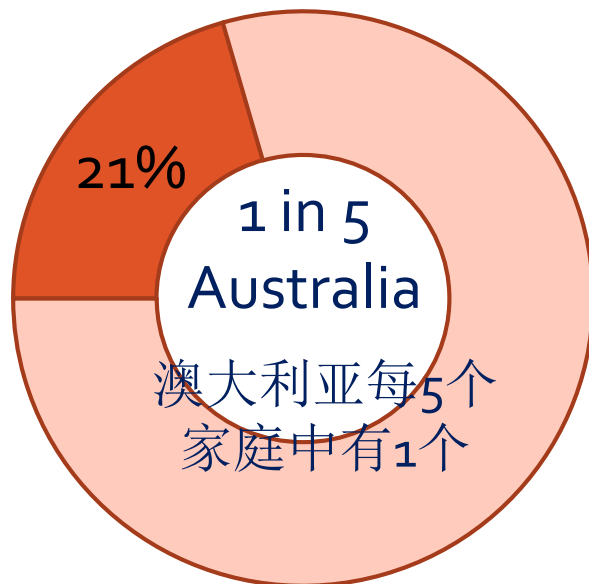
**Australia is well known for its
cultural diversity**

澳大利亚以文化多样性闻名

Cultural diversity in Australia

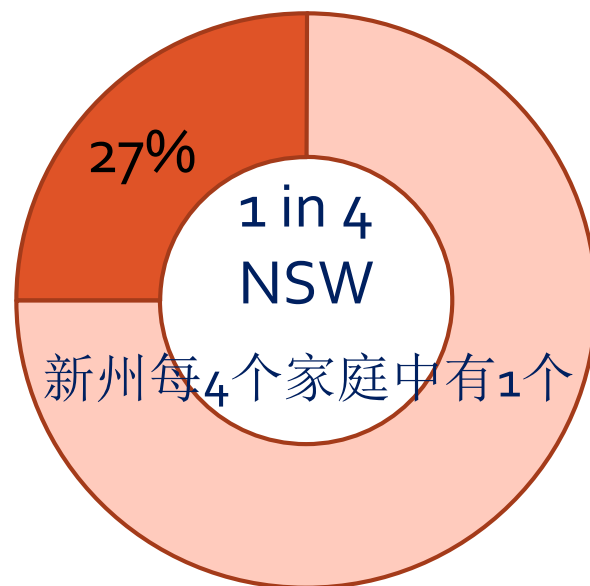
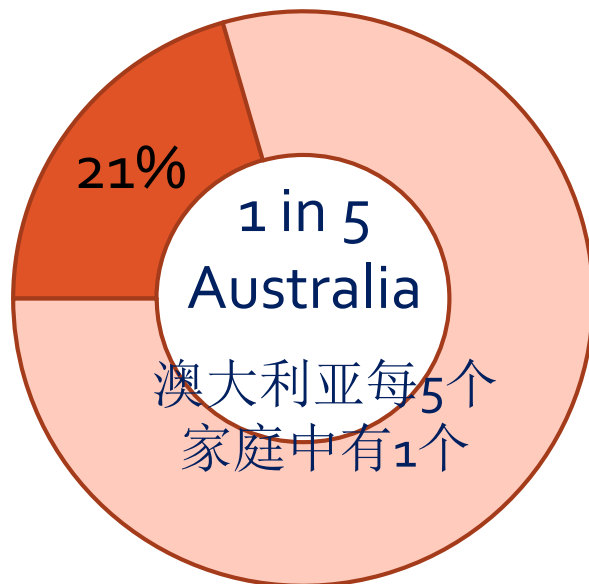
澳大利亚的文化多样性

Households speaking non-English language
不講英語的家庭



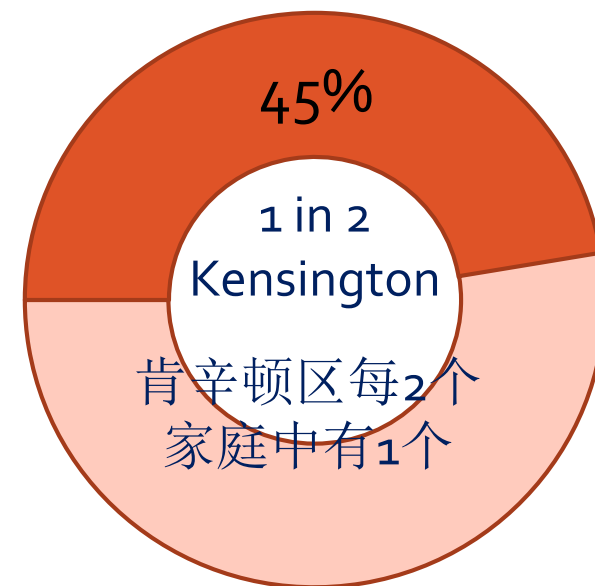
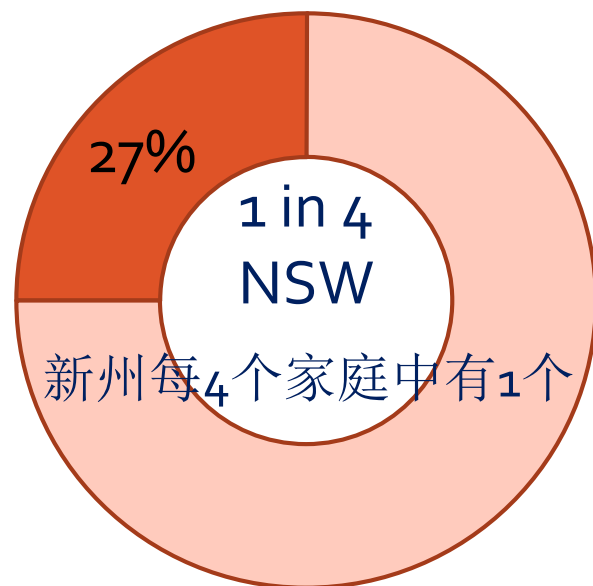
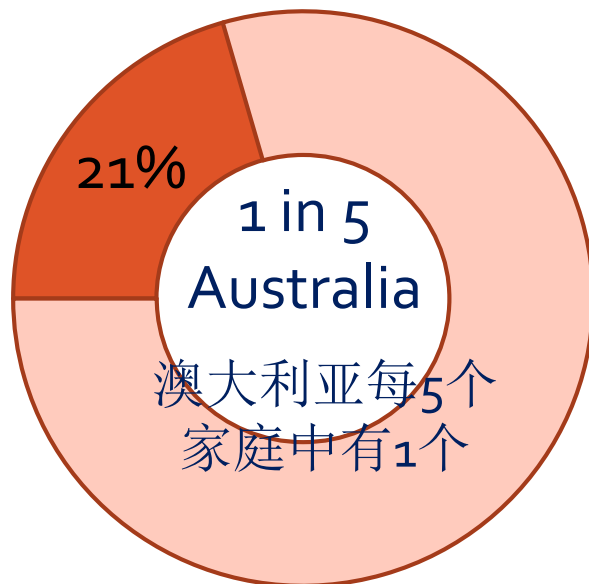
Cultural diversity in Australia 澳大利亞的文化多样性

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Cultural diversity in Australia 澳大利亞的文化多样性

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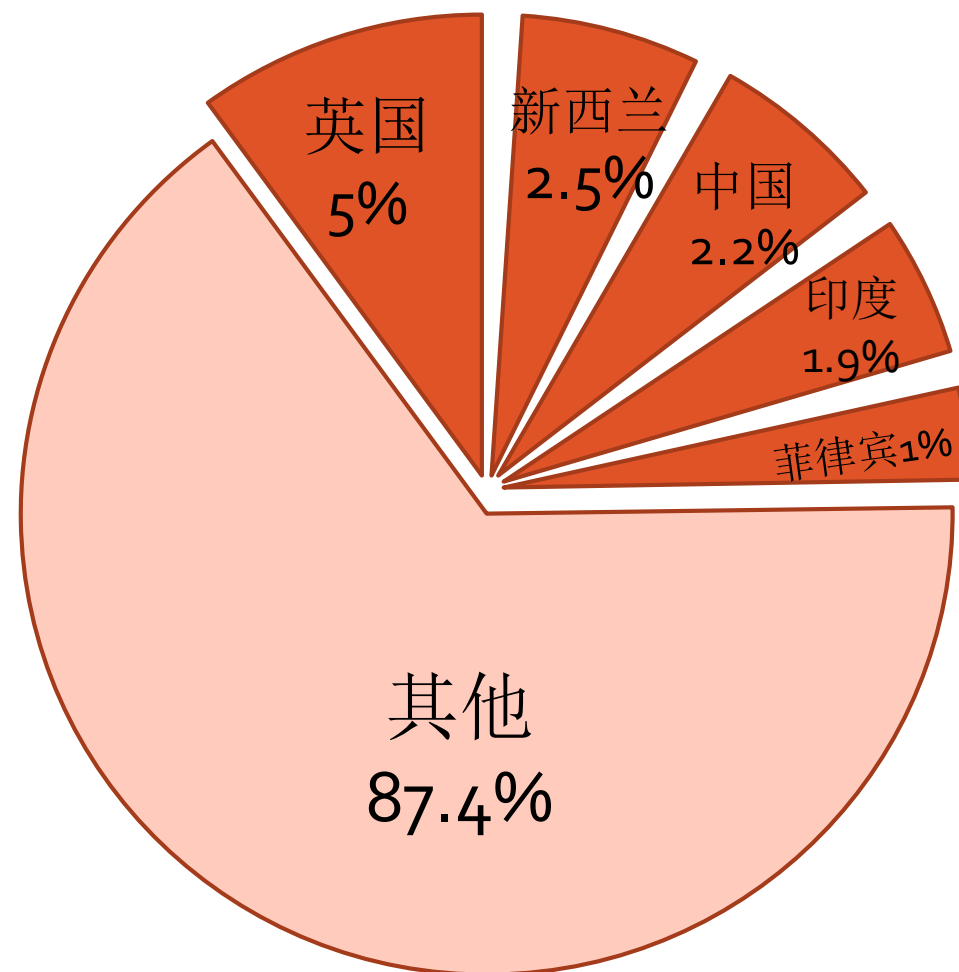
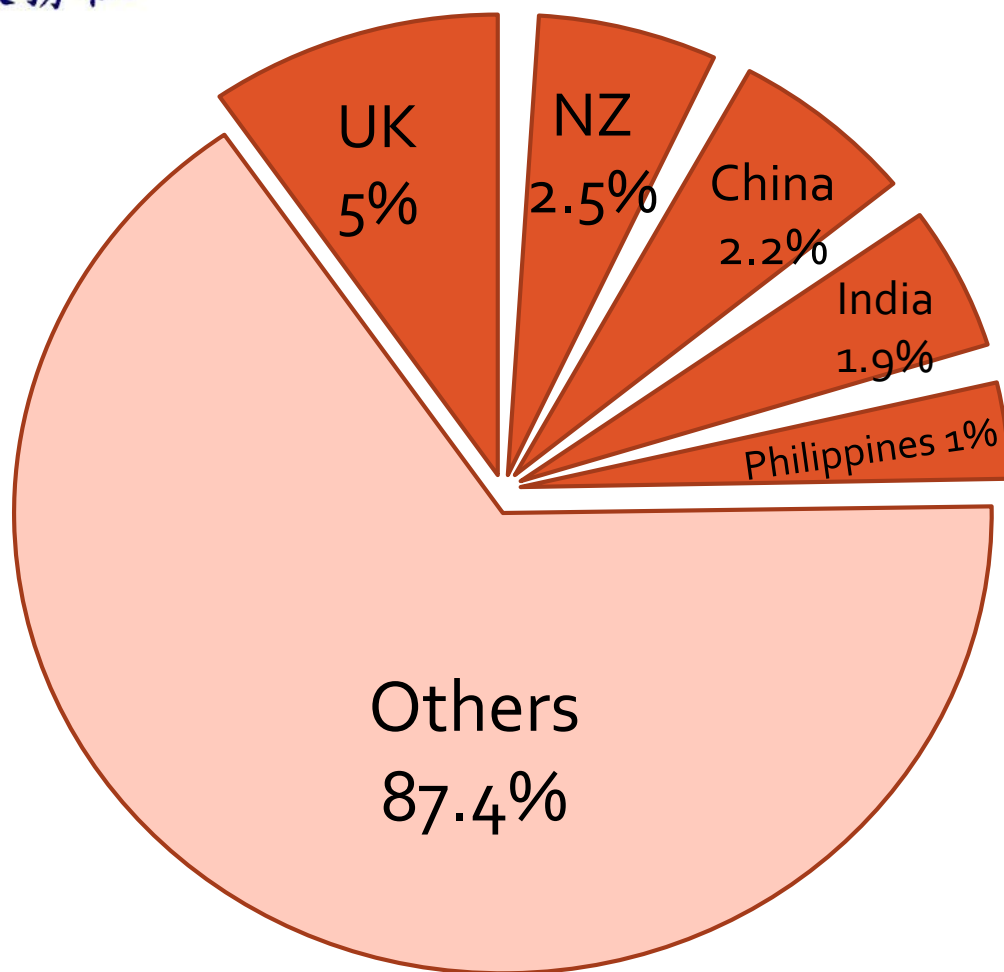
Cultural diversity in Australia

澳大利亚的文化多样性

Top 5 countries in which
Australians are born in
最多澳大利亚人出生的国家前5位

Cultural diversity in Australia

澳大利亞的文化多样性





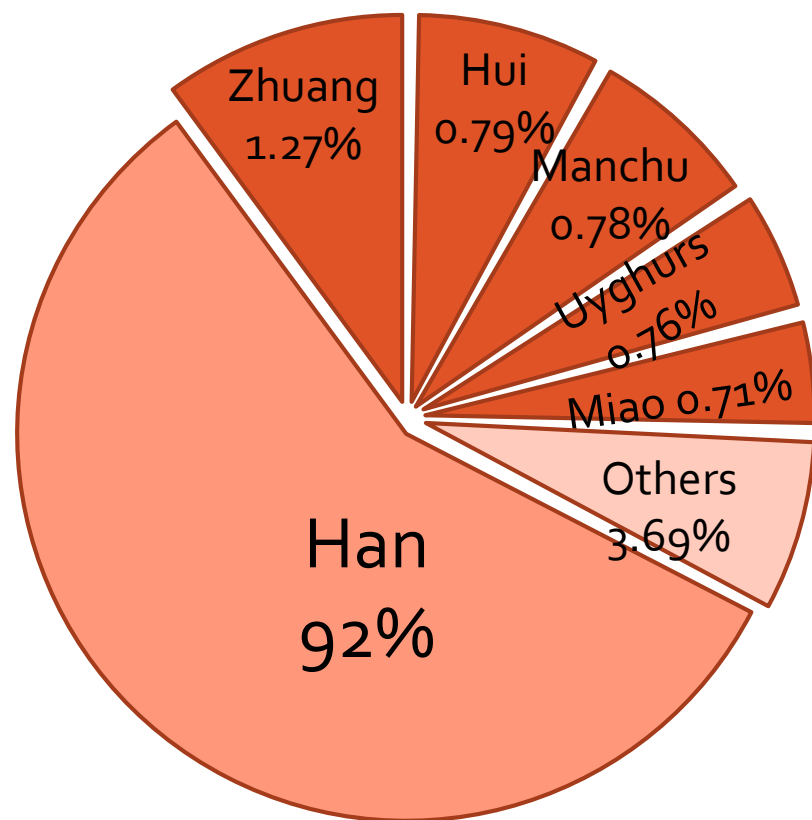
What about China?

中国的情况

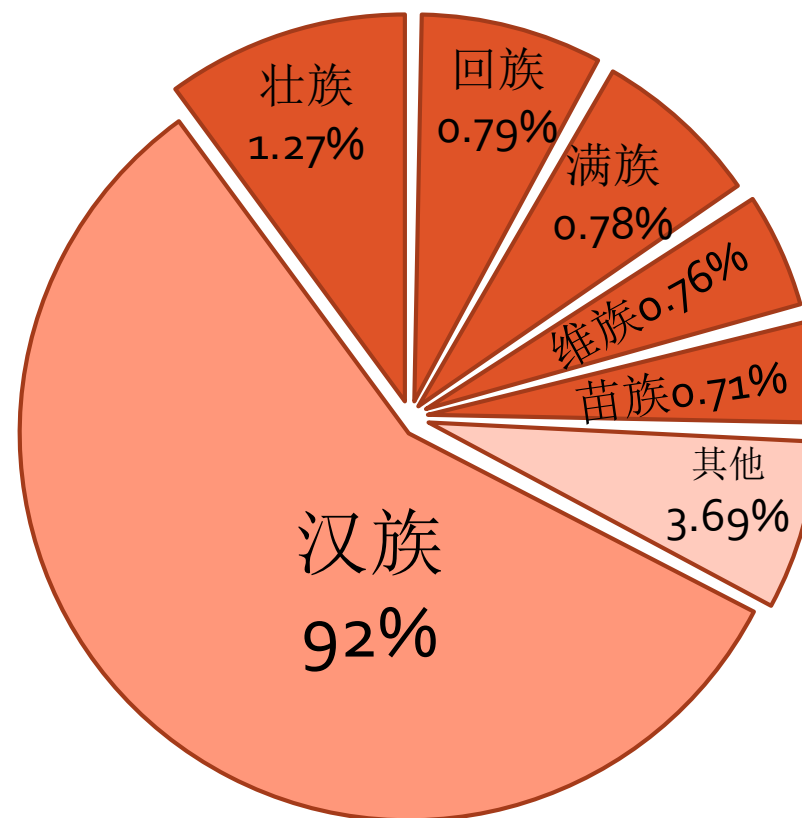
Cultural diversity in China

中国的文化多样性

Top 5 minority ethnic groups in China:



中国的少数民族前5位:





Cultural diversity in China

中国的文化多样性

Other distinctly different culturally and linguistically characteristics:
其它文化及语言的显著特点：

- Almost 300 dialects
- 近300种方言
- Acculturation from neighbouring countries near China's border e.g. Korea, Russia and Mongolia
- 与毗邻的国家，如朝鲜、俄罗斯和蒙古有文化上的融合



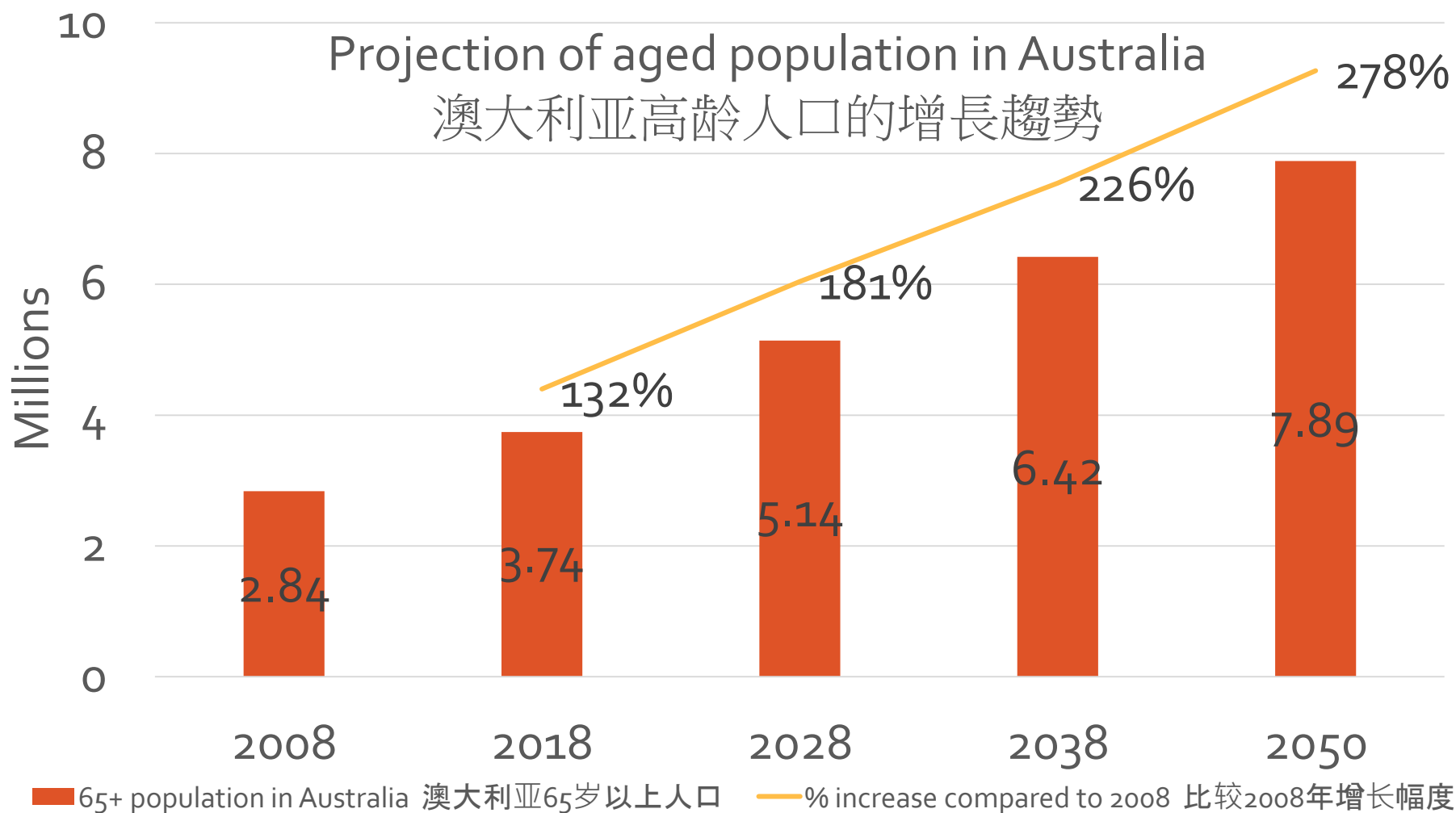
Cultural diversity in China

中国的文化多样性

Other distinctly different culturally and linguistically characteristics:
其它文化及语言的显著特点：

- Art, literature, music, food and lifestyle are influenced by the living environment e.g. Uyghurs live in wilderness in Northwestern China while Tujia lives in stilt houses suspended above water or on the side of the hill (Diaojiolou)
- 艺术、文学、音乐、饮食和生活方式受到生活环境的影响。如：维族人生活在西北部的荒原，而土家族人的房屋建在高于水面或地面的木桩上（吊脚楼）
- People from Southern China enjoy rice while those from Northern China prefer noodles
- 南方人喜欢米饭，北方人喜欢面食

Trend of aged population in Australia 澳大利亚高龄人口特征

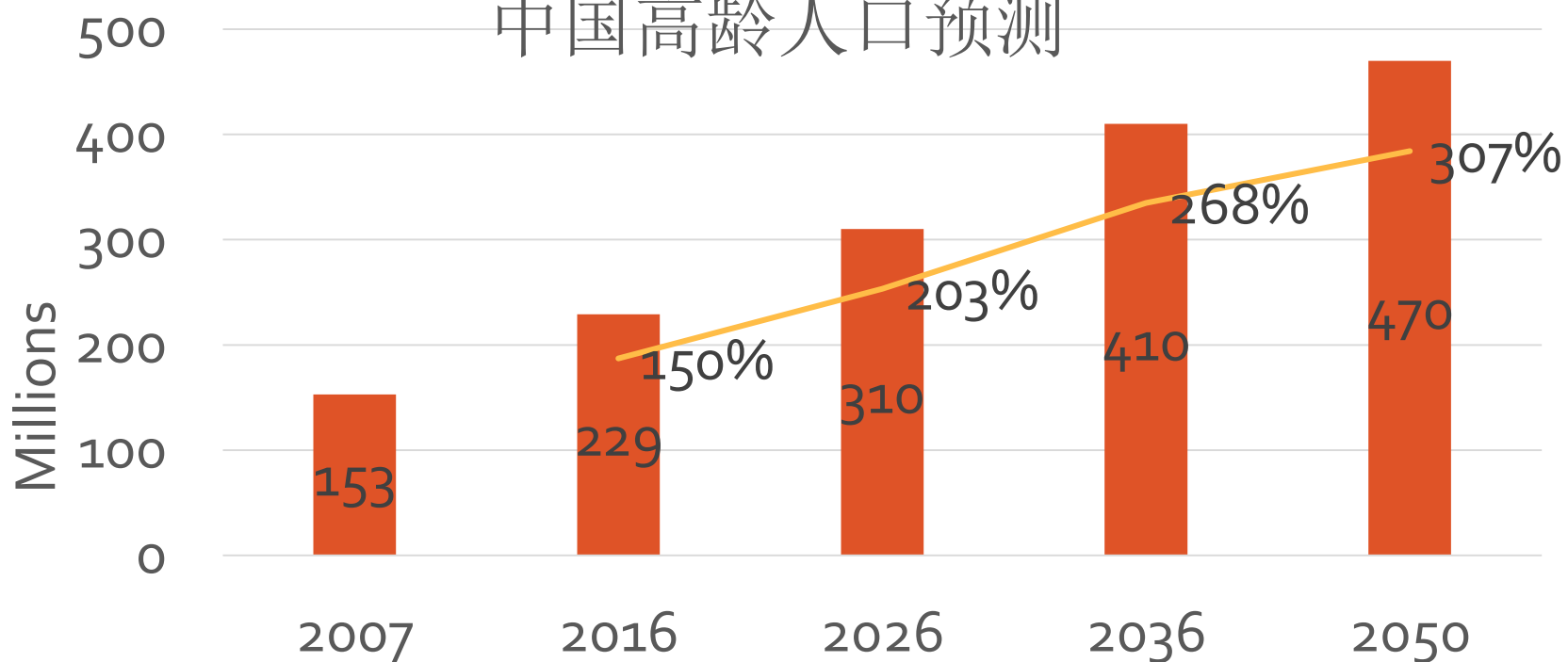


Trend of aged population in China

中国高龄人口特征

Projection of aged population in China

中国高龄人口预测



60+ population in China 中国60岁以上人口

% increase compared to 2007 比较2007年增长幅度



Challenges in aged care: issues common to Australia & China

高龄服务的挑战：澳中两国共同面对的问题

- Population is ageing rapidly
- 高龄人口增长迅速
- Both countries are culturally diverse in its own ways
- 两国都有各自的文化多样性
- Needs high quality aged care services that are culturally inclusive and innovative
- 都需要能包容不同文化的、创新的、高品质的高龄服务



Residential aged care service: Experience of CASS

養老院服務：華人服務社的经验





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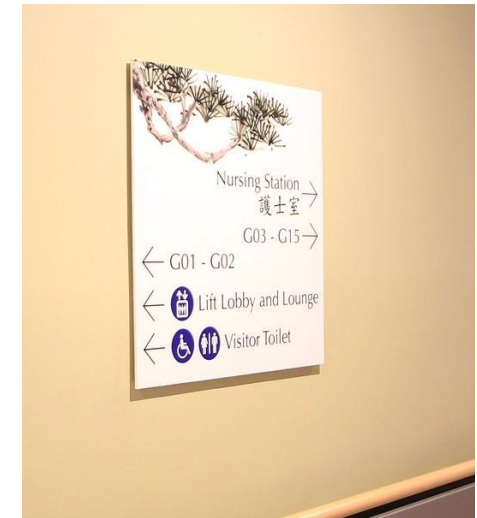
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Residential aged care service: Experience of CASS

養老院服務：華人服務社的经验





Residential aged care service: Experience of CASS 養老院服务: 华人服务社的经验

Our RACF kitchen caters for the various cultural backgrounds of our clients through their menu, offering dishes from various regions of China:

我们養老院的厨房为照顾不同文化背景的客人制作相应菜式, 提供中国不同地区的特色菜肴:

- Hakka (南乳炆肉 Hakka braised pork)
- Shandong (木須肉 Moo Shu pork)
- Sichuan (魚香茄子 Sichuan eggplant stir fry)
- Huaiyang (獅子頭 Stewed meatballs)

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Innovation

创新













Residential aged care service: Experience of CASS

養老院服务: 华人服务社的经验





In addition to operating the service under a set of quality standards and guidelines set by the Government, the uniqueness of the service provided by CASS is contributed to our:

除严格遵照政府制定的一系列质量标准和指导方针外，华人服务社的服务独特之处在于：

Holistic approach 服务的整体思维

+

Respect 尊重







Contact us 联系我们

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Questions & Answers 问答环节





THANK YOU!!! 谢谢!!!