



CASS QUARTERLY NEWSLETTER

FOR STAFF MEMBERS

Issue No. 1 | 21 July 2023



WELCOME MESSAGE

**FROM CASS HONORARY EXECUTIVE DIRECTOR
MR. HENRY PAN OAM**

I am delighted to extend my warm greetings on the launch of this newsletter. It serves as a platform to inform and update our dedicated colleagues, management team, volunteers and internal stakeholders about the latest developments and departmental information happening in CASS, thereby enhancing mutual understanding of our work and experiences, fostering information exchange and sharing, and promoting internal unity and effective communication.

Since its establishment in 1981, CASS has traversed a remarkable journey spanning over forty-two years. Currently, we are on a trajectory of stable growth, having a team of exceeding 620 employees and over 350 active volunteers. More than 5,500 families across the Greater Sydney, Wollongong and Melbourne are accessing our services and activities weekly. Such achievements are attributable to the collective efforts and unwavering dedications of all in our CASS Team.

The growth of CASS owes much to selfless volunteers. Dr. Leng Tan, our Emeritus Chairperson, exemplifies this. During the early days of CASS, she actively contributed as a director. When we acquired the property for our Community Hall, the private vendor demanded the purchase of 2 adjacent land parcels together. With no government funding, assets nor bank loan support, Dr. Leng Tan and three others pledged their personal assets to secure an agreement and repay the cost. Such noble voluntary spirit propelled the thriving success of CASS.



CASS is not an institution owned by an individual but belongs to the public, requiring everyone's care and impetus to ensure it meets the evolving needs of community and keeps pace with the rapid developments of our time. As individuals living in this world, we should not merely focus on material gains or pursue personal interests, instead, we shall care for and support one another.

On this occasion of the inaugural issue of our CASS newsletter, I encourage the younger generation to embrace the spirit of volunteering, carry it forward, and support CASS in expanding its high-quality services to multicultural communities in Australia. Let us continue our noble mission of selfless dedication and make a positive impact on the lives of those we serve. Together, we can build a stronger and more inclusive society.

Thank you.

01 CASS CHARITY DINNER FOR BUILDING RESIDENTIAL AGED CARE FACILITY IN ASQUITH



On 11 March, we held a Charity Dinner at Rhodes Phoenix Chinese Restaurant to raise fund for the building of our residential aged care facility (RACF) in Asquith. Nearly 600 people attended the glamorous and lively event.

In his welcoming speech, Dr. Bo Zhou, the Chairperson of our boards, said, “CASS built its first RACF in Campsie eleven years ago. With the support of people from all walks of life, building works progressed smoothly and the Facility was completed and commenced operation in early 2015. During the past eight years of operation, the Facility was highly recognised for its performance, passing a series of quality checks by relevant authority and receiving praise from many service users. It has a long queue on the waiting list.”

“In view of the strong demand for residential aged care services in the community, we started planning for the building of our second RACF since 2017. To this end, we have acquired land in Asquith with bank loans. After five years of unceasing dedicated efforts, we obtained Development Approval from the council to build a new 97-bed RACF as well as an adjacent block of 11 independent living units (ILU). Once completed, the project will provide high-quality services for frail elderly people of multicultural backgrounds, offering culturally and linguistically appropriate care and services. Building a RACF is a massive and complex project requiring huge financial resources. Apart from bank loans, we need to raise about \$6 million to make the project possible. If the required fund is in place, the Facility will be operational in July this year. This will be another important milestone of CASS for our community services.”

Dr. Zhou also announced at the dinner that the number of senior clients using our Home Ageing Services had exceeded 2,000, and the service users included Chinese, Korean, Indonesian, Vietnamese and people of the general community and the number is growing every week. He also congratulated Mr. Henry Pan OAM, CASS Foundation Chairperson and Honorary Executive Director, who had just won at the 2023 Harmony Dinner the Premier’s “SBS Lifetime Community Service Medal”.

The charity dinner concluded joyfully with enthusiastic donations.

02 CAMPSIE RACF PASSED THE ACCREDITATION

Our RACF in Campsie underwent an unannounced accreditation check between 28 and 30 March 2023 for 3 days by Aged Care Quality and Safety Commission (ACQSC). Three assessors came onsite and conducted assessment of the quality of care and services provided against the Aged Care Quality Standards. The outcome of the assessment is: we met all 8 Quality Standards and passed the accreditation.

A gathering was held by our Board on 12 May 2023 to express appreciation to the Campsie RACF team members for passing the accreditation.

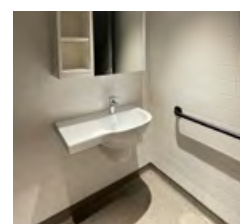
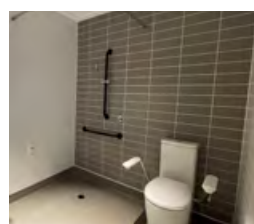


03 ASQUITH PROJECT PROGRESS

Do you know that our new RACF in Asquith will soon be in operation, tentatively scheduled for October 2023? Since 2017, we have been planning for building a new RACF in Asquith because our existing RACF in Campsie has been running at full capacity since its commencement, resulting in a very long waiting list.

This new RACF with 97 beds, each with single-room, is located in a residential area with shopping centres, transportation facilities and other social venues nearby. It will serve frail aged people of East and Southeast Asian backgrounds, providing culturally and linguistically appropriate care and services. This includes meal arrangements and activities, enabling seniors to age gracefully and happily. Additionally, there will be eleven one-bed and two-bedroom Independent Living Units (ILU), along with a spacious activity hall, catering to the leisure and recreation needs of the residents and local seniors. It will be the perfect place for the elderly to age in style and comfort.

We have raised funds for the new project through various events and functions, and the project is now in the final stages of construction. You are welcome to make donations to support and help make our vision a reality. For inquiries about the project and supporting the fundraising efforts, please contact **Amy Chan**, Facility Administration Manager of CASS Asquith RACF (amy_chan@cass.org.au or ext. 1128) for details.



While the operation of this new facility is tentatively scheduled for October this year, we will recruit staff members for the following positions:

- Registered Nurse (RN);
- Assistant in Nursing (AIN);
- Cook; and
- Kitchen Hand.

We welcome anyone with relevant skill sets to express their interests directly to **HRM (Recruitment@cass.org.au)**, and you will have priority to be considered for joining our Asquith RACF team! Please remember to share these employment opportunities with your family, friends and potentially be rewarded from our Employee Referral Program.

04

CELC RECEIVED “MEETING NQS” FOR THE RECENT ASSESSMENT & RATING



On 1 and 2 May 2023, our CASS Gumnut Early Learning Centre – Campsie (CELC) underwent an Assessment and Rating (A&R) visit conducted by the Department of Education. All services provided by CELC, including the long day care, Outside School Hour Care (OSHC) and vacation care, were assessed during the two days. The overall rating received was “Meeting National Quality Standard” for all 7 areas under the National Quality Standard.

For a pleasing outcome, a gathering will be held on 21 July 2023 for the Board to express appreciation to the CELC team members.

05 SCCNSW DONATED 10 LAPTOPS TO CASS FOR OUR SETTLEMENT SERVICES



At an event held in Parramatta, Jane Lu (EO/Settlement & Health Services) met the IT Director of Southern Communities Council NSW (SCCNSW), Sajid Ali. Sajid was so kind to offer CASS with donation of laptops when he knew our volunteers were lack of computer devices for performing Settlement Services, especially form-filling service.

On 2 May 2023, HC Low (SEO/Technical Support Services) and Jimmy Song (ESO/Services Development) received a total of 10 refurbished laptops from Sajid Ali and Tito Scohel, Director of SCCNSW, at Harris Park Community Centre. Cr. Sameer Pandey, the newly elected Mayor of the City of Parramatta Council, was also present to witness the donation. With the donated laptops, our volunteers can now perform the form-filling service in a more efficient manner.

06 CONNECT CALL SERVICE FOR THE KOREAN COMMUNITY COMMENCED

Our Connect Call Service has been helping seniors of Chinese background for more than 10 years since 2012. The service is provided by trained volunteers aiming to prevent seniors from social isolation due to language barrier and mobility. By calling the seniors regularly, they are facilitated to contact the outside world, participate in the community, get social support and assistance when needed, increase their sense of belonging, and enhance their quality of life while they live in Australia.

Since 15 May 2023, the service has been made available to Korean-speaking seniors as well. Volunteers have been trained professionally to deliver the service on a weekly basis.

For more information, please refer to the flyer or click [here](#).

‘카스 어르신 안부 전화 Connect Call Program (커넥트 콜 프로그램)’

“어르신 식사하셨어요?”

‘커넥트 콜 프로그램’은 자원봉사자가 어르신들께 전화를 드려 안부를 묻고, 건강 상태와 식사 여부 등을 체크하여 어르신의 심리적 안정을 돕고자 하는 프로그램입니다.

프로그램 내용
카스 자원봉사자가 어르신께 정기적으로 안부 전화 드림

대상
만 65세 이상의 한인 어르신

‘커넥트 콜 프로그램’이 드리는 어르신 알뜰 및 안전 확인 무료 서비스

* ‘커넥트 콜 프로그램’과 함께하실 자원봉사자를 모집합니다.

문의 및 신청 : 카스 최윤미 코디네이터
(02) 9963 8909 (18선 2174), 0429 211 786

07 NATIONAL VOLUNTEER WEEK - VOLUNTEER AWARDS

• 2023 Burwood Citizen of the Year

Our amazing volunteer Ms. Sui Line Ng attended the Awards Ceremony and received a Senior Volunteer of the Year recognition from Burwood Mayor John Faker.



CORPORATE NEWS

• Double treasures! 2023 Inner West Council - Annual Volunteer Recognition Awards

Our awesome volunteers Ms. Yao Zhi Ma received Senior Citizen of the Year Nominee Certificate while Ms. Jie Xiang Li received the Amy Large Volunteer Award – Senior Volunteer. Both ladies attended the Community Awards Celebration 2023 that was held at Marrickville Town Hall and received Certificates from Mayor Darcy Byrne.



• City of Ryde Volunteer Recognition Awards

Our dedicated volunteer Ms. Sunja Yoon, who provides support as a kitchen hand and makes lunch for the elderly Koreans, at CASS Ryde Community Services Centre, received a Certificate for the Community Hero Award from Mayor Sarkis Yedelian OAM.

We are so thankful to all our devoted volunteers serving the multicultural community!



UNIT UPDATES

HUMAN RESOURCES MANAGEMENT (HRM)

Employee Referral Program

Refer a potential employee to CASS to receive a financial incentive. Here's how it works. When a candidate is successful for a permanent position, or a fixed-term contract of 12 months or longer, the referrer will be awarded a payment with a total amount as shown in the table.

Please visit <https://casscare.org.au/get-involved/careers/> for the current vacancies.

Eligibility and exceptions apply. For full program details, please contact and obtain a referral form from your supervisor

Category	Positions	Total Referral Award
A	Registered Nurse, Early Childhood Teacher, Diploma Trained Educators, Team Leader/Officer, Executive Support Officer, Executive Officer	\$1,200 ~ \$1,500
B	All other positions, e.g. Support Worker, Disability Support Worker, Assistant Coordinator/Coordinator, Community Worker, Certificate III Educators, etc.	\$600 ~ \$800



HOME/AGEING SERVICES (HAS)

Clubhouse Dementia Respite Care Project

In May 2023, HAS was successful in getting funding from the Department of Health and Aged Care to deliver the Clubhouse Dementia Respite Care Project. The project aims to deliver innovative care and planning for people with dementia and their carers. Our goal is to build carer's knowledge, skills and capability to support them and to enable people with dementia to continue cared in their home and community for longer period.

RESIDENTIAL AGED CARE SERVICES (RACS)

On 8-9 June, Ivan Wong (GM/HAS), Pauline Kim (SEO/HAS) and Kit Chung (GM/RACS) attended the Aged Care Quality and Safety Commission National Conference in Melbourne. The event has a strong focus on service standards, quality, risk management and continuous improvement, also thinking outside the box!

You can find details of the conference and photo gallery from <https://www.agedcarequality.gov.au/nacpc>



PROMOTIONS

Hooray! CASS Xiaohongshu 小红书 Has Over 10,000 Followers!

Do you know our Xiaohongshu platform has taken the social media scene by storm, and our fan base has soared past the incredible milestone of 10,000 followers?

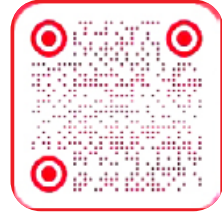
In just one and a half years, our Promotions Team captured the hearts of our readers with captivating and exclusive content!

This is in the midst of challenges such as the subjective nature of regulations and the process in Xiaohongshu; time-consuming research and creating attractive

content in different formats to retain and recruit subscribers; and balancing posts to avoid triggering deletion by Xiaohongshu's content-audit team.

Many thanks to Sannia Han, Promotions Coordinator, and all those who assisted in being a part of our incredible journey.

Scan QR code and stay tuned for more exciting content and surprise !



COMMUNITY SOCIAL SUPPORT SERVICES (CSSS)

A New Activity Group for Chinese Seniors in Riverwood

We are happy to share that a new activity group was commenced operation in Riverwood since April 2023!

Gathering date and time:

Every Monday, between 1:00pm and 4:00pm.

Venue:

Riverwood Library and Knowledge Centre
80 Kentucky Road, Riverwood

Coordinator/Contact:

Molly Li: 0429 998 535

Service Extension: Connect Call for the Chinese Seniors

We believe regular telephone conversations can comfort our seniors living in social isolation and keep them active. Since 2012, we have recruited volunteers to provide weekly telephone calls to seniors. We match seniors' backgrounds and interests with suitable volunteers who can speak Cantonese, Mandarin, Shanghaiese and other dialects. Volunteers also share updated news and community information to keep seniors connected to community.

From July 2023, this tailor-made free "Connect Call" service will be extended to all of our Chinese-speaking Home Care Packages (HCP) clients. It will be a step-by-step service extension; our unit will gradually match volunteers and start the telephone service. Watch our volunteers' [video](#) to learn more. Again, your support is always appreciated; please contact **Hannah Cai (0413 295 344 or ext. 1195)** for more details.

Service Extension: Aged Care Volunteer Visitors Scheme

Entering its 10th anniversary, CASS Community Visitors Scheme has supported over 100 seniors by appropriate volunteers who arranged regular visits. Seniors and volunteers with common languages and interests are matched. They can have friendly chats, share hobbies, or travel to parks and café together. Madam Wei and Volunteer Lily, for example, are celebrating their 10-year friendship.

Recently, the Federal Government has increased our project size from this financial year until June 2026. The program has also been restructured and named "Aged Care Volunteer Visitors Scheme" (ACVVS). Our service will be extended to Korean and Vietnamese-speaking seniors as well.



Aged Care Volunteer Visitors Scheme



CONTACT CASS

- ☎ (02) 9789 4587
- ✉ cvs_volunteer@cass.org.au
- 📍 44-50 Sixth Ave, Campsie NSW 2194
- 🌐 www.cass.org.au

Funded by the Australian Government.

Aged Care Volunteer Visitors Scheme (ACVVS) aims to support isolated and lonely seniors who are receiving Australian Government-funded aged care services. Volunteers are matched to arrange regular visits, to provide friendship and companionship to our targeted aged people.

What services can be provided? Seniors will be matched with volunteers with common languages, hobbies or interests. Long-term friendships can keep seniors active and reduce loneliness. Volunteers will visit seniors at least once a fortnight. They can do the following together:

- Chatting;
- Common interests, such as reading books & news, music, handicrafts, gardening
- Traveling to parks or café (if appropriate)
- Other activities

Who are volunteers? Volunteers participate in providing free services. Each volunteer will go through an interview, background scanning and a series of training programs. All volunteers will have the support of a dedicated team. You are welcome to join our volunteer team.

COST
Free

SERVICE COVERED
Seniors living in the Greater Sydney area; and:

- Residing in Aged Care Homes; or
- Receiving Home Care Package

LANGUAGES

- Mandarin, Cantonese or some other Chinese
- Korean
- Vietnamese

ENQUIRY
Ms. Zeta Chan
☎ (02) 9789 4587 Ext 1197
0466 386 550
✉ zeta_chan@cass.org.au



WHAT'S GOING ON?



WHAT YOU MAY NOT KNOW ABOUT CASS

How Much Do You Know About CASS?

Probably you know CASS is providing community services to over 5,500 families in the multicultural community every week with a workforce of over 620 employees and 350+ volunteers.

We are commonly known in the community as “CASS”, our brand name. There are two entities in CASS, both of which are registered charities. The parent Company is the Chinese Australian Services Society Ltd. (we refer to it as “The Society”), and it is a communal organisation; CASS Care Ltd. is a subsidiary of the Society, and it is a multicultural community services provider. It is approved by the Australian Taxation Office (ATO) as a Public Benevolent Institution (PBI), and this is the reason why our colleagues can have salary packaging benefit.

But what about the organisational structure in CASS? Each entity of CASS has a Board of Directors, and there are three directorates under the two Boards overseen by the Honorary Executive Director (HED).

Community Services Directorate consists of our core operational community services, including Residential Aged Care Services (RACS), Home Ageing Services (HAS), Disability Services (DS), and Child Care Services (CCS).

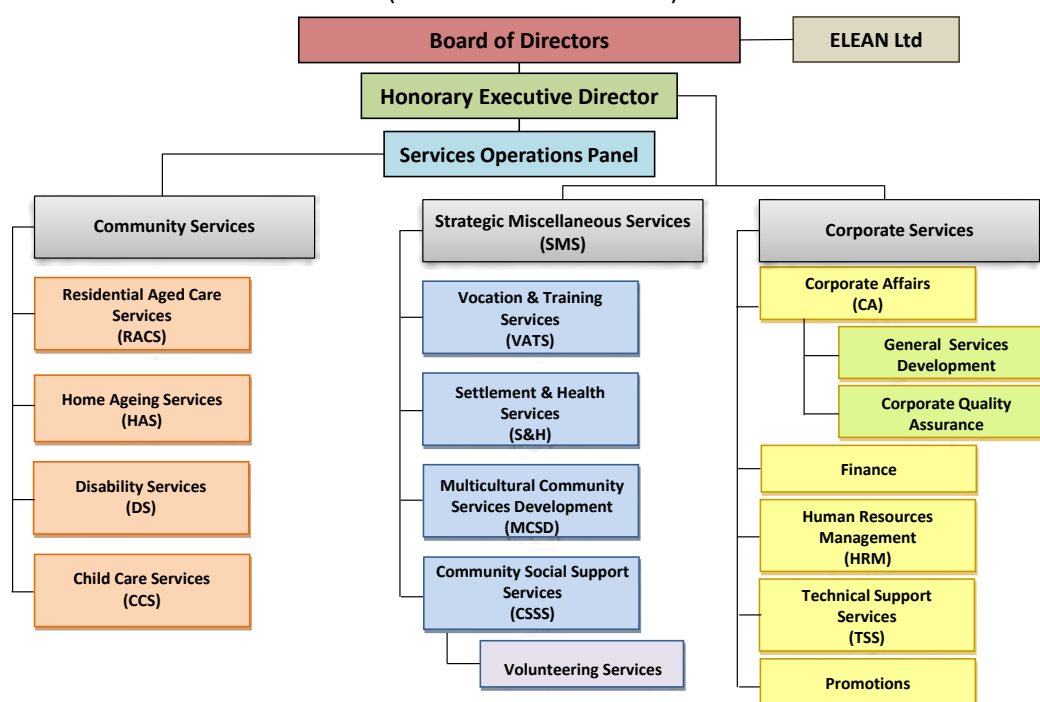
Strategic Miscellaneous Services (SMS) Directorate includes services that leverage the core services. Such services include Vocation & Training Services (VATS), Settlement & Health Services (S&H), Multicultural Community Services Development (MCSD) and Community Social Support Services (CSSS).

Corporate Services Directorate provides services and support internally to all service units. It includes Corporate Affairs (CA), Finance, Human Resources Management (HRM), Technical Support Services (TSS) and Promotions.

The chart below shows the current structure of CASS. Now you have a clearer picture of our organisation.

CASS Care Ltd ORGANISATION STRUCTURE

(Status As At 1 October 2022)





Joining Our Society As A MEMBER

JOIN NOW!

CONTACT JIMMY SONG

jimmy_song@cass.org.au
(02) 9789 4587 Ext 1123
0431 404 707

www.cass.org.au



As you are aware, to be able to work in the Federal Public Service, one must be an Australian citizen. This is because the commitment required of a public servant to serve Australia is so high that only a citizen of Australia is considered to have the commitment to fulfill, especially in executing plans to look after the interests of Australia. Similar reason applies to the situation when one is working for a community organisation providing social and welfare services to the community. To demonstrate the commitment of an employee in formulating and executing plans serving the community to realise the objectives of the community organisation, it is essential for the employee to join the community organisation as a member.

As a member of our Society, one has voting rights to decide on issues affecting the Society and its objectives. In addition, a member can elect members of the Board of Directors and Council of Elders – just like Australian public servants are able to vote to elect the Government.

While working in CASS and as a member of our Society, a person is not eligible to be elected as a Board or Council member, however, the person is eligible to attend and speak freely in all general meetings of our Society to express the views of the person on issues confronting our Society, including the performance of the Board.

Applications are welcome from all staff members. If you wish to apply or to discuss the matter further, please contact **Jimmy Song** in the Corporate Affairs Unit (jimmy_song@cass.org.au; 0431 404 707 or ext. 1123)

Meet our new staff!

STAFF CORNER

Corporate Affairs



Alan Qu
CA Officer

勿忘初心，
砥砺前行。
Always be a voice
to sincere hearts.



Anne Wei
Assistant CA Coordinator

This is the best me of my entire
life so far. It's my honour to
meet you all in our prime.
Let's collaborate on lots of
meaningful projects and collect
lots of unique memories at
CASS, where our lives intersect
because of love.



Kiko Ko
CA Coordinator

I love culture and
local history.

Residential Aged Care Services



Cathy He
Administrative
Assistant

I love Yoga.



Joyce Zhao
Care Manager,
Asquith RACF

Happiness is not a
destination, it is a
way of life.



Alexia Teoh
HRM Assistant Coordinator

Human Resources Management

Finance



Sabrina Sun
Registered Nurse

Dreams don't work
unless you do.



Tom Tong
Registered Nurse

Success is not final.
Failure is not fatal. It
is the courage to
continue that counts.



Diane Lee
Assistant Accounts Clerk

You only live once.

Child Care Services



Asmita Adhikari
Early Childhood Educator
(Diploma)/CELC



Lihua Zhong
Early Childhood Educator
(Diploma)/CELC



Naomi Ng
Early Childhood Educator
(Cert III)/ HELC



Tulay Cet
Casual Educator/ HELC



Eunhee Kim
Early Childhood Educator
(Diploma)/ SLELC



Sonia Badal
Early Childhood Educator
(Cert III)/ SLELC

Home Ageing Services



Annie Yang
HAS Support Worker

我很高兴加入老人服务行业，
相信我的认真和热诚
能够帮助更多的老人家。
*Translation: I am delighted
to join the aged care industry,
and I strongly believe my dedication
and enthusiasm can make a positive
difference in the lives of seniors.*



Ngoc Phuong Thao Le
HAS Support Worker

“Em rất vui với công việc mới khi được góp
sức chăm sóc các Cô Bác đồng hương.”
*Translation: I am very happy with my
new job where I can contribute to take
care of my compatriots, especially
elderly people.*



Hanna Kim
Multicultural HAS
Care Coordinator

I am glad to work at CASS Care and to
be welcomed by all staff. I have a good
opportunity to work with the elderly
here and will obtain extensive
knowledge and experience in the Aged
Care sector. I recently moved to
Sydney and I am keen to explore all
about Sydney. Please recommend good
places to visit if you see me.



Thao Dao
Multicultural HAS
Care Coordinator

I can feel the atmosphere of CASS
teamwork, cooperation, and cheerful at the
workplace. At work, I can help elderly
people which is the desire from my heart; I
can ask for help from colleagues, and the
more important thing is I got good training
from team leaders and supervisors, and
many more when needed. I feel very lucky
to be a member of the team.



Mandy Zhong
HAS Support Worker

我很开心加入华人服务社
这个大家庭，可以帮到
有需要的老人家。
*Translation: I am very
happy to join the big family
of CASS, which can help the
seniors in need.*



Kim Vo
HAS Support Worker/
HAS Care Coordinator

It is an honour
for me to serve
community,
and it is far more
honourable for me
to be a CASS
member.



Minh Luong
HAS Care Coordinator

Take it as it comes.
What you can't
work on now just
leave it until the
right time comes.



William Pham
Multicultural HAS
Care Coordinator

I joined HAS Vietnamese team as an
HCP Care Coordinator recently in
April. I keep learning day by day to
serve and treat our clients as my
relative because I believe that this can
help me increase my sense of belonging
to the Australian community.



Su Yeon Yu
HAS Support Worker

I joined CASS as a support
worker in April 2023 and I have been learning
and growing day by day since then.
Every moment that I have worked with
the elderly has been quite rewarding and
I am so glad to be a part of CASS community.
I will continue to strive to become
a valuable member of CASS.



Gi Soon Kim
HAS Support worker

I recently joined the CASS
Korean community team as
a support worker. I have
found my job rewarding and
I am excited to give back to
the community.



Yoon Hee Chang
Multicultural HAS
Registered Nurse

I joined the HAS Korean team as
a HCP Registered Nurse in late
April. There is still a lot for me
to learn day by day, and I am
looking forward to providing a
better quality of life for our
seniors in our community.



Aria Wang
HAS Care Coordinator

I am delighted to become a
part of the CASS family and
meet my wonderful
colleagues. I look forward to
learning and growing
professionally.

Meet our new staff!

Home Ageing Services



Jung Suk Kim
HAS Support Worker

I learned a lot about life in old age while caring for elderly Koreans who are living their old age in Australia. Also, I am very happy and rewarded to be a small help to the elderly who need help.



Julie Cho
HAS Support Worker

I have joined HAS Korean team as a support worker in April. I was impressed by the kindness of the staff and I am enjoying my work.



Yuki Chen
HAS Care Coordinator

It is a great honour to join the big family of CASS. I hope I could do my job well and help more elderly people.



Fany Maria
Multicultural HAS Care Coordinator

I work as a Care Coordinator in HAS Indonesian team since April 2023. I'm honoured to be here. This job is a good opportunity for me to learn and help to serve the community. I'm excited to work with you all to solve our clients' biggest challenges!



Xuemei Xu
HAS Support Worker

*很高兴加入华人服务社这个大家庭，我希望做好自己的本职工作，并且得到大家的认可。
Translation: It is a great pleasure to join the big family of CASS. I hope to do my job well and be recognised by everyone.*



Jeanette Hu
HAS Care Coordinator

I am glad to join in the CASS Care since April 2023. I hope I could bring my passionate, knowledge and experience to all of you to help more people when they need.



So Young Lee
HAS Support Worker

I'm working for CASS Korean team. It's great to work with CASS. I will do my best to be a good support worker who sincerely helps the elderly with all my heart.



Peggy Qian
HAS Care Coordinator

It is my pleasure to join CASS family. My supervisors are very supportive, and my colleagues are very kind to me. Happiness is working with great people.



Hyewon An
HAS Support Worker



Jenny Cai
HAS Support Worker



Jingjing Wang
HAS Support Worker



Judy Su
HAS Support Worker



Lyn Park
HAS Support Worker



Eun Jung Park
Multicultural HAS Care Coordinator



Sun Hee Kwak
HAS Support Worker



Won Suk Jeon
HAS Support Worker



Yingna Li
HAS Support Worker



Youn Gyoung Jo
HAS Support Worker



Dong Ha Lee
HAS Support Worker

welcome all our new staff!



Meet our new staff!

STAFF CORNER

Disability Services



I'm excited to meet you all in the future.

Vanessa Lo

DS Assistant Operations Coordinator



It has been about 4 years since I came to Australia. I have a wife and a daughter in my family. I like to listen to music.

Tom Hwang

DS Support Worker



I am a new support worker in BHGH, I used to work in the aged care sector as Recreation Activity Officer. I decided to challenge myself move into a new sector - Disability. I want to give myself a chance to learn something new. Do not let your age stop you.

Min Wang

DS Support Worker



I never ignore somebody with a disability. I don't need easy, I just need possible. I think disability is an opportunity to do something much better. Furthermore, I think that disability is not inability.

Amrit Prasad Baral

DS Support Worker



I solemnly promise I will give my best and quality care services to every existing and future participants.

Liqi Chen

DS Support Worker



I am really thrilled to have joined the wonderful DS team in CASS CARE.

Kyung Mi Kim

DS Assistant Operations Coordinator



I am a friendly person who enjoys gourmet food, fishing and travel for my leisure time.

Selina Luo

DS Administration Coordinator



Put effort and try to do the best.

Cathy Chang

DS Support Worker



I am a hard working person with exceptional person-centered care skills.

Nicole Tse

DS Support Worker



Helping people makes my life meaningful.

Lily Kang

DS Support Worker

Sharing from an existing staff

I'm Hong, the rookie in Promotions. Joining CASS in November 2022, I'm still navigating the community services sector, which is vastly dissimilar to my previous work in the private and public areas. For me, the major difference lies in the human factor. In CASS, I experienced many "warm" things that are not prevalent in the corporate entities I worked in, such as welcoming new colleagues with food; farewelling old ones with gatherings; celebrating birthdays together, etc. It is also not just ticking the boxes, like the governance and compliance in the public. I'm also totally amazed by the amount of volunteering time contributed by staff - this novel idea of working beyond the call of duty is mindboggling! Technically as a new Kid on the block, this encourages me to continue exploring what can be for the wonderful staff in my team; and hopefully with the backing from the whole organisation, push CASS branding to the forefront on the minds of the wider communities.



Hong Ong

ESO/Community Relations & Promotions Promotions Unit

Staff Recreation Group CASS Staff Badminton Group

Every Tuesday 6-8pm
Head Office Activity Hall
\$2 per attendance
All staff are welcome!



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CASS staff benefits
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