



Australian Nursing Home

Foundation Limited

澳華療養院基金



Annual Report

2013 - 2014



CONTENTS



Our Philosophy, Mission and Values	03
Chairman's Report	05
ANHF Board of Directors	06
Chief Executive Officer's Report	08
Organisational Structure	11
Strategic Plan 2013– 2018	12
Residential Services	14
Bernard Chan Nursing Home	16
Chow Cho Poon Nursing Home	19
Lucy Chieng Aged Care Centre	22
Compliance and Audit	24
Quality Assurance and Training	25
Community Services	32
Centre Based Day Care	34
Home Care Services	37
Housing Services	41
Volunteer Services	42
ANHF Long Serving Staff	46
Supporters and Donors	47
Audited Financial Statements	48

Australian Nursing Home Foundation Ltd

60 Weldon St Burwood NSW 2134

Tel: (02) 8741 0218

Fax: (02) 9747 1637

Email: info@anhf.org.au

www.anhf.org.au

ANHF Annual Report 2013-2014

Our Philosophy

Australian Nursing Home Foundation Ltd

The Foundation was formed “to establish a charity founded and endowed for the purpose of taking care of the sick, elderly and needy people of the Australian Community...” By ¹ following the traditional Chinese heritage of “Honouring and Respecting the Seniors of the family”, the organization adopts the Confucian precept of “Love, Serve and Respect our neighbours’ Elders as our own”, our staff are committed to pursue the highest standard of care; to ensure the needs and rights of the clients under our care are met and provided in secure, comfortable and home-like environment.

1.Excerpt from the Deed of Trust of Australian Nursing Home Foundation registered on 25 February 1980 in New South Wales of Australia



Our Mission & Values

Australian Nursing Home Foundation Ltd

Our Mission

“Commitment to becoming the model provider for high quality and culturally competent aged care.”

Our Values

Respect for individual

Every person is unique and a special individual, whose contribution to the community is respected and acknowledged.

Respect for a person’s individual interests, customs, beliefs and cultural backgrounds are an important value of our organisation and one that is strongly upheld.

Each person deserves to age within a caring environment and one that fosters love and respect for maintaining one’s functional independence.

Independence

Aged Care residents are encouraged to achieve active ageing. They are encouraged to maintain, foster and participate with the greater community and within the facility.

Participation

Older people and their family and/or carers are encouraged to have full participation in the decision making process about the type of care and services the older person will receive.

Rights

The right to privacy, dignity and confidentiality is enforced and respected. Aged care residents are entitled to exercise their lifestyle choice and control whilst not infringing the rights of others.

Equity

All clients are treated equally and fairly.

Integrity

Our Board and Staff are bound by values of honesty, openness and ethical standards.

Professionalism

Our Board and Staff have appropriate knowledge and skills in the services provided by the Foundation. The ANHF complies with the government’s professional standards and regulatory requirements.

Safety and environment

An overriding commitment of the Foundation is to provide a safe and comfortable living environment that serves the needs of the aged residents. Meeting Occupational Health and Safety Standards are an important factor of the Foundation.

Chairman's Report

ANHF Chairman—Ellen Louie



The last twelve months at ANHF have been another busy and productive year. We have commence implementation of the Living Longer Living Better reforms introduced by the

Federal Government and made a number of changes to our services and systems to adapt to these reforms whilst remaining steadfast to our commitment to quality culturally appropriate care by continuous improvement in all aspects of our services.

In the past our services predominantly concentrated on residential care. Now, our focus is just as much on community care, which includes care for the elders in their own homes giving them support whilst they continue living independent lives and care for them during the day in many of our centres.

Thanks to sound financial management and the ongoing growth and demand in our community and residential services, ANHF's financial performance continues to grow from strength to strength.

Our financial strength will ensure that we are in a good position to continue to deliver a high standard of services and programs to our elders as we continue the seamless transition to the many changes in the Living Longer Living Better reforms. These reforms include the change to “consumer directed care”, giving the elders who use our services greater level of control over how and where they use their funding. This concept is not new to ANHF. Being client focused in our care for the elders, it is already embedded in our service principles.

I am grateful in particular to our outstanding CEO Ms Ada Cheng and also our Director of Residential Services Ms Maisy Lai and Director Community Services Ms Xuyen Tang who have provided excellent management and leadership for our dedicated and professional staff throughout the year.

Our appreciation to all our staff and volunteers who work tirelessly and passionately to support our elders. Together they have enriched the lives of our elders.

Special mention and thanks also must be made for all our generous supporters and sponsors and donors who are integral to our success. I wish to express our gratitude and appreciation for the contribution, support and guidance of our honorary advisors, the members of the Medication Advisory Committee and the Audit and Risk Committee.

I would also like to acknowledge the time and commitment of all the Board Members who provide considerable amounts of time and expertise in their work on the Board.

Looking towards the future, ANHF is strategically positioned to be the provider of choice for elders of Chinese background. We plan to continue to build on our quality systems to continue to offer best quality culturally appropriate care and also to identify opportunities that best fit our mission and vision.

Ellen Louie
Chairman

Board of Directors

Australian Nursing Home Foundation Ltd



Ellen Louie , Chair

Ms Ellen Louie's professional background is in the legal sector. Ellen has practised as a solicitor for over 25 years in the Sydney CBD and currently has her own law practice. She holds a Bachelor of Laws and Masters of Law from the University of Sydney. Through her family Ellen has been associated with the Foundation since its inception and has been the Foundation's legal advisor for many years. Ellen officially joined the Board of Directors and Trustees in July 2009. Ellen recognises the difficulties and problems faced by the elderly, particularly those from non speaking English backgrounds and the constraints imposed by their language and diet, and the growing demand for aged care. There is a need to help the elderly live their lives joyfully and to the fullest and to support and assist their families. Ellen hopes to continue the good work and legacy established by her predecessors and the dedicated and loyal staff and volunteers of the Foundation. Her vision as Chairman is for the Foundation to be able to provide totally integrated quality and cost efficient aged care to the Chinese elderly in all areas of Sydney and to be a leading provider in aged care. Ellen is a member of the Remuneration and HR Committee, and also the Governance Committee.



Mei Mei Tse, Vice Chairman

Mrs Tse joined the Board of Directors and Trustees in 2002. She is the Director of Public Relations and event organiser of all fundraising activities. Since 1990, Mei Mei has been the Director and Public Relations executive with the Australian Society of Performing Arts and played an active role in raising funds for building the Chow Cho Poon Nursing Home and other community organisations. Mei Mei has been the Director and Treasurer of the Lee Yuen Chinese Opera and Drama Association since 1996, and the executive committee member of the Institute of Traditional Chinese & Popular Music Association since 2010. Her dedication, integrity and extensive network of community liaisons are invaluable to the Foundation. Mei Mei shares the vision of ANHF and takes pride to be part of ANHF team. With the support of the board members, staff and the Chinese community, she will try her best to raise funds and resources to continue the pursuit of excellence in the provision of quality culturally appropriate care for the aged. Mei Mei is a member of the Remuneration and HR Committee.



Monica Chu, Hon Secretary

Mrs Chu graduated with a Bachelor degree in Commerce (Majoring in Accounting). She joined the Board of Directors of ANHF in January 2008 and became a Trustee of the Foundation in 2009 and Board Secretary in 2008 to date. Her other commitments within the Chinese Community include: Treasurer of Wayin Network (1999), Chairman of the management committee of the Chinese Catholic Community Homes Ltd. (2003-2005), President of the Lions Club of Sydney Pacific Inc. (2010) and Council Chairman of the Australian Chinese Charity Foundation (2009 - 2012). It is her wish that ANHF's "ageing in place" concept will continue to thrive and expand. For now, it is important for the organisation to reflect on the lessons learned and consolidate the administration and financial structure to assist the long term expansion of ANHF's services to the community. Monica takes pride in the dedication, teamwork and integrity of ANHF's senior management and its frontline staff. It is most rewarding for her to witness the appreciation and happy faces of the ANHF elderly service recipients and their carers. Monica is a member of the Remuneration and HR Committee, and also the Governance Committee.

Board of Directors

Australian Nursing Home Foundation Ltd



Andrew Gock, Treasurer

Andrew graduated from the University of Technology in Sydney with a Bachelor of Business (Majoring in Accounting and Sub-Major in Information Systems). He is a CPA in public practice, specialising in the provision of accounting and taxation services. He is also an Authorised Representative to Count Financial Limited and offers financial planning in his practice. Andrew joined the Board of Directors, as Treasurer and Trustee, in February 2010. His aspiration is to ensure that the legacy of the original founders and past trustees of ANHF is sustained and enhanced for generations to come. The original mission was "to establish a charity founded and endowed for the purpose of taking care of the sick, elderly and needy people of the Australian community". Prior to joining the Board of Directors, Andrew assisted ANHF with their accounting requirements. Through this initial involvement, Andrew has witnessed the dedication and professionalism and enthusiasm of the staff and volunteers of the ANHF. "It is a privilege to be involved with ANHF. I believe ANHF is one of the best aged care organisations offering specific culinary and cultural needs to our elderly Chinese community. ANHF is blessed to have so much support from the community and all levels of Government. I aim to listen and continue to serve the Chinese community through my entrusted position and work with the ANHF". Andrew is also a member of the Audit and Risk Committee.



Bernard Tse, Director

Dr Bernard Tse is a General Practitioner with a strong interest in geriatric medicine. He graduated from UNSW with Bachelor of Medicine and Surgery and Bachelor of Science. He has also gained further qualifications in Paediatrics and Medical Acupuncture. He has been a visiting doctor at a number of nursing homes in the inner west of Sydney for over 12 years.

He joined the Board of Directors at ANHF in 2008 and became a Trustee of the Foundation in 2009. Bernard has been inspired by his parent's dedication in serving extensively as volunteers for the care and well-being of the elderly in our community.

He takes great joy in being able to serve the elderly members of our society, looking after their health and helping them live life to the fullest.

ANHF has been providing high quality care for older people in the Australian Chinese Community for over 30 years. Bernard recognises the good work of the predecessors and the continued dedication and care of ANHF's staff and volunteers. He is honoured to serve an organisation of such distinction and aims to build upon such strong foundations.

Dr Tse is a member of the Medication Advisory Committee and the Audit and Risk Committee.

CEO's Report

ANHF CEO — Ada Cheng



I am pleased to report that 2013-2014 was an exciting year for us all in ANHF, one that was filled with a wide range of exciting programs, fast paced momentum of changes and

indeed the need to take leadership in the most serious sense. The year was characterised by endless “Change Management” that has impacted us across the board at all levels in the organisation.

The magnitude of changes has been both significant in terms of both width and depth within ANHF. One notable landmark Aged Care reform “Living Longer Living Better” announced by the Government in 2012 has left a huge impact on our organisation. During the implementation of this initiative, everyone had worked extremely hard to understand the implications of the contents of the Reform and thereby the changes required to facilitate services within our own care models. I feel proud to be able to share in the success that has been reaped through not only this particular reform but also that we have stayed operationally sound and efficient even in the face of other competing requirements that were made by the Government. All these changes, I am happy to report, have been capably managed, addressed and responded to, by our carefully formed Strategic Plan.

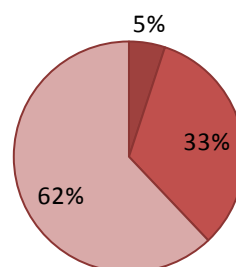
I believe another key project worthy of a mention here would be the upgrading and revamping of our IT systems and processes in its entirety. This was part of our 5 year Strategic Plan with a decision made to source and implement software applications that could enable us to achieve a higher level of efficiencies in the years to come as well as provide an optimal

Customer Relationship Management system. In the process we have had five (5) software applications implemented across the facilities which include Time-target, Attaché, Office 365, EnableHR and CM3. To this end, “special thanks” are due to our Project Manager, Ellis Leung and all project leaders for their full dedication and expert advice throughout all phases of the implementation.

Over the years, ANHF has enjoyed the benefit of an extremely stable workforce. Statistics have continued to show a high level of satisfaction amongst staff, also reflected in the strong number of long service achievements and regular feedback received. With the support of our training and development program, we will continue to identify potential opportunities to further develop our workforce. There is a clear acknowledgement that our staff are vital to the services that we provide and that this same information is also verified through the positive feedback received from residents, carers, service users and family.

ANHF Ltd Employees 2013-2014

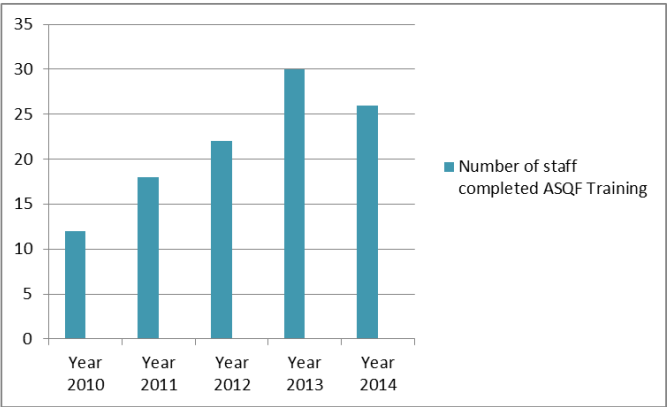
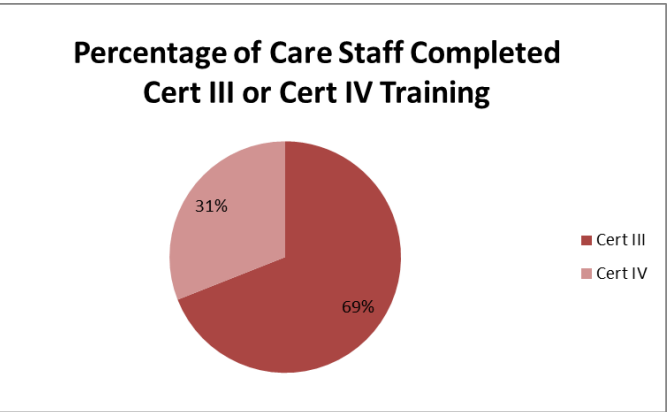
■ Admin & Executives ■ Community Services
■ Residential Services



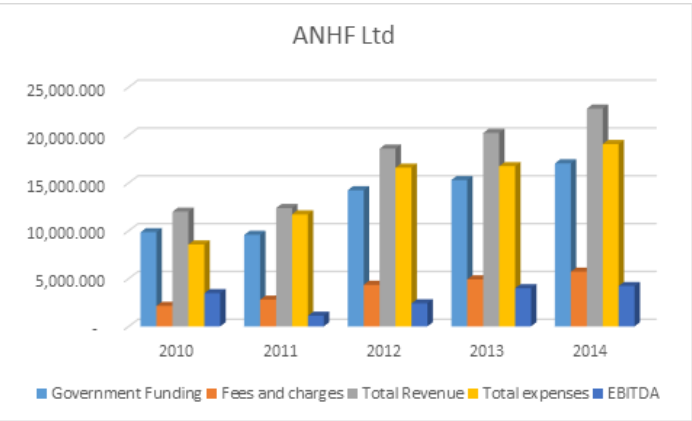
Our Senior Management Team has worked closely in conjunction with the HR department to ensure that a conducive work environment exists in ANHF so as to

CEO's Report

enable the achievement of an optimal level of staff performance as well as staff satisfaction.



We continue into the next financial year in a strong position as we continue to capitalise on our sound financial performance. As we expand our services, we remain vigilant with our financial management. It is essential that this remains a focus area to ensure our long term sustainability is achieved as we embark on future expansion projects.



We are indebted to the local community for their continued strong support and interest in our work. Through the generosity of donors and sponsors, we were able to continue our programs and deliver quality levels of service to our clients. We continue to seek opportunities to deliver additional services that will support and enhance our Aged Care services. Therefore we are committed to continued Change Management programs that will allow us to constantly adapt to the environment as well as to adopt innovative ways to look after our seniors.

Moving forward, a strategic decision was made to create a new position of General Manager – Corporate Services and Quality Risk Compliance Manager to join our Management Team. The increased number of services ANHF has undertaken and projects planned meant that we need to ensure our business processes receive the quality, risk and compliance leadership it warrants. These new positions will drive ANHF towards our visions and goals and allow my attention to focus on strategic planning and expansion.

The next year will see ANHF undertake a complete internal review of our procedures and policies, as the foundations must be secure to ensure we continue to deliver exceptional services whilst taking into account the varying legislative requirements and changing needs and profile within our industry. In addition to undertaking the internal review, we will focus our attention on Client Service Coordination with the intent to improve business process on both ends. The aim is to essentially improve satisfaction amongst our clients and provide consistent services where we meet and exceed expectations.

Finally, I would like to acknowledge the outstanding work by Maisy Lai, the Director of Residential Services and Xuyen Tang, Director of Community Services,

CEO's Report

both of whom have shown strong and personal leadership during the past year. I also wish to recognise the consistent hard work performed by Brenda Tam, our Finance Manager and the Corporate Services Team who have provided unfailing support to the management while we transitioned through the IT system implementation. Within a tight and demanding time-frame, the amazing team responded and worked tirelessly to ensure our business systems could operate at an optimum level.

Tribute must be paid to the efforts of all staff and volunteers throughout the year, who have balanced the increased demand for care and the understandably rising levels of accountability with the pursuit of new business and changes from the Reform.

I wish to thank our Board for their trust and support which has enabled our Senior Management to achieve our strategic goals successfully. We are also thankful for the steadfast guidance given by the Audit and Risk Committee who has contributed considerably to our operations with their expertise and advice.

Last but not the least, I would like to extend, on behalf of the team at ANHF, a sincere thank you to the families who have entrusted their loved ones to us under our care. We acknowledge the trust and support you have provided as we care for our seniors with dignity, respect and love.

Ada Cheng

Chief Executive Officer

Organisational Structure



Strategic Plan 2013-2018

Strategic Goal 1 - Business Sustainability

- * The Government's Living Longer Living Better aged care reforms changes were adapted and applied. Financial forecasting for RAP and DAP across 3 facilities completed.
- * Acquisition and implementation of Attaché, Accounts and Payroll all-in-one system allowed for scoping of new business requirements and streamline business processes.
- * Acquisition and implementation of Time Target allowed for time and attendance system for an efficient and better control payroll system.
- * New risk management framework was developed with new business processes in risk registration, analysis, evaluation and treatment.
- * Develop and review the organisation's disaster management plan and crisis management plan.

Strategic Goal 2 - Delivery of Innovative, Quality and Consumer Focused Services

- * QPS Benchmarking—increase benchmarking indicators from 18 to 28.
- * New privacy policies and procedures were developed and information packages distributed to all service users and families.
- * New CQI processes for both residential and community were implemented.
- * Lifestyle department was formed for better co-ordination of recreational activities for residents.
- * Clinical Governance Committee established to oversee incidents, WHS, infection control.

Strategic Goal 3 - Workforce

- * New model of Mandatory Training and Annual competency assessment program established.
- * Aged Care Leadership Program for Managers – agreement with University of Sydney will commence in Feb 2015.
- * National Recognised Training programs established – Cert III in HACCP, Cert IV in Frontline management, Cert IV in Aged Care, Cert IV in Leisure and Health and Diploma in Community Care Coordination.

Strategic Plan 2013-2018

Strategic Goal 4 - Sustainable Organisational Growth

- * Successful HACC funding for HACC Day Care for Dementia and Frail Aged; Domestic Assistance and Social Support – programs were successfully implemented within 3 mths.
- * Successful Community Visitors Scheme Expansion Funding – for 45 Home Care Visitors for 3 years.

Strategic Goal 5 - Build Capacity to Influence on Social Issues

Recognition of ANHF as model provider for CALD

- * Active participation in HACC/Community care networks in all regions.
- * Active participation in Aged Care Service Improved & Healthy Aged Grant (ACSIHAG) CALD Focus – panel speakers at Keys of Culture Forum at Wollongong and SW Sydney.
- * ANHF representative speaker for 16th Asian Pacific Regional Conference of Alzheimer's Disease International in HK.
- * Regular media presence and promotions for services across ANHF i.e. Special promotion of Home Care Package at TVB Australia, Chinese media and ethnic radio stations.

Strategic Goal 6 - Establish Quality Management System

- * Major IT software system implementation include: Enable HR, Attaché' Accounts, Payroll and Fixed Assets, Time Target, iCareHealth, CM3Home Care Manager and Community Care to enhance the capabilities and process efficiencies and compliance reporting.
- * Software integration to support cross departmental business processes and resolving potential project and process integration issues.
- * Office 365 training conducted for users, 365 ANHF site established.
- * Established cost effective phone systems (VoIP) at Burwood and Campsie.

Residential Services

Director of Residential Services—Maisy Lai



What a privilege it is to work for ANHF, one of the largest Chinese Aged Care organization in Australia .The past nine months have been a challenging but rewarding period for my team. We faced the Living Longer Living Better (LLLb) aged care reforms and the implementation of new technology in the areas of people management, finance, rostering, payroll and clinical management. Despite these challenges, my team still performed very well and has continued to provide high quality care to our residents.

In the past year, all staff and management team made great efforts to achieve excellent results in food safety audit, ACFI accreditation and spot checks.

Food Safety Audit

Our three aged care facilities, Bernard Chan Nursing Home, Chow Cho Poon Nursing Home and Lucy Chieng Aged Care Centre all passed the annual audits by the NSW Food Authority with a grade “A” rating.

Spot Check

The unannounced spot check at Chow Cho Poon Nursing Home achieved a superb result. The audit report from the assessors was admirable with no action required for improvement.

ACFI validation

The result obtained in the ACFI validation conducted by the Department of Health and Ageing at Lucy Chieng Aged Care Centre and Chow Cho Poon Nursing Home was positive. None of the resident’s ACFI validation was downgraded as a result.

Major Achievements

We reviewed and restructured systems and processes to meet the needs of the people in residential care.

We reviewed our quality systems in QPS benchmarking. This resulted in an increased set of key performance indicators in the areas of quality of care, falls and aggressive behaviour within our dementia unit. We also introduced a set of key performance indicators in the finance area.

In June 2014, we appointed Critical Success Solution to review the rosters at each facility to determine whether staff rosters met current resident needs. This review resulted in increased staff numbers across three facilities.

We take pride in not using agency staff in the residential facilities. Our stable staffing levels have enabled us to deliver continuity of care to our residents.

An i-Care coordinator was recruited in March 2014 to develop the full use of the i-Care software system. The system has been utilized fully and upgraded from 2.10 to 3.0 since July in Bernard Chan Nursing Home and Lucy Chieng Aged Care Centre.

To support all new software implementation, each home purchased new computers. The new software included Enable HR for Human Resources, Time Target for rostering, and Attaché for payroll and finance. A series of training for the software was provided to staff by the vendors and project leads, and the software subsequently went live in July 2014.

To provide more choices for our residents, each home developed a 6-week rotation menu in consultation with residents, dietician and catering staff.

A Feedback and Complaints Channel has been developed and is displayed in public areas within each facility. This Channel is an information flowchart that allows stakeholders to easily understand the method in which complaints should be made if necessary.

Residential Services

A work health safety forum was formed in February 2014. Members include Work Health and Safety Coordinators, Infection Control Coordinators, Fire Safety Officers, Asset and Property Officer and the System Manager. The members will meet every quarter. They are responsible for reviewing, discussing and proposing effective solutions to Work Health and Safety, Infection Control and Fire Safety issues.

To adopt the current Aged Care Reform, all residential senior staff attended the relevant workshops such as the knowledge of RAD and DAP and Finance Roadshow. Also, various training programs have been delivered to nursing staff to strengthen their nursing skills and knowledge. Furthermore, we have rescheduled Mandatory Training and revised competency tests to ensure staff meet the nursing standards and are compliant with current legislations and regulations.

Service Outlook in 2014—2015

Over the coming year, I look forward to working with all our staff, residents and their families to review and revise our systems and processes. We will ensure that the care we deliver to our residents is respectful, dignified, of best practice, and will enrich their lives.

We will continue supporting our management team in their professional development. ANHF has collaborated with Sydney University to establish the Aged Care leadership program. This program consists of eight training sessions and this will commence in February 2015.

We will be busy preparing full accreditation assessments for three facilities in the coming months. We are confident in obtaining positive outcomes in these audits.

In view of improving the quality and safety of care to our residents, we will focus on the basic skills of our nursing staff. In collaboration with the Training and Development Manager, Lucy Chieng Aged Care Centre

will be a pilot to develop a series of up-skills program in the coming months.

To assist in improving the delivery of palliative care services across the three facilities, our Training and Development Manager will conduct a palliative care delivery program early next year for all nursing staff at each facility. Through this program, it is expected that nursing staff will broaden their knowledge in Palliative Care, and also strengthen their ability in delivering high quality palliative care service to our residents.

I believe that our strength lies in the commitment and compassion of our dedicated team of staff and volunteers. I would personally like to thank all the staff and volunteers at ANHF for the care and services they deliver to our residents and families. Without your commitment, dedication and hard work it would not have been possible to achieve our significant results.

Maisy Lai
Director, Residential Services

Director of Nursing—Sinny Tsai

Deputy Director of Nursing - Maggie Wong (Retired January 2014)

- Shirley Lu (Commenced February 2014)



The leadership team at Bernard Chan Nursing Home led by Sinny Tsai and Shirley Lu strives to provide better services for our residents and families. Comments and feedback are important to our team's development and everyone's input is valued. We value the feedback received at Bernard Chan Nursing Home and we will continue to improve our service to maintain our resident's quality of life living in the home.

Major Achievements

Report on Spot Check/Audits

Food Authority Audit on 07/08/2013 – Result: A.

Accreditation Agency Unannounced Assessment Contact on 21/08/2013 – Assessment module 10 – Supporting independent lifestyle and preferences and Standard 1.6 Human resource management – Received a good result from auditor.

CQI successful stories

Rearrangement of dining room and seating plan improved the environment for residents to enjoy the space. The spaciousness of the dining room increased the level of comfort.

Increased physio aid hours from Monday to Friday with immediate benefits to the physiotherapy program.

Increased the number of volunteers on a daily basis. The volunteers provide assistance and emotional support for our residents.

Resident's overall health needs supported with additional oral health care needs resulting in increased nutritional intake and general wellbeing.

Upgraded i-Care system to perform at full function. This reduced paper based recording and maintains better record of residents' documentation.

Fire warden training and evacuation diagram updated; improves fire safety in the facility and provides safe environment for residents.

Established SPA corner - to improve residents' stimulation, pain control, behaviour control and to provide better sleeping at night.

Combined family forum into monthly resident meeting which improves two way communication between family and the home.

Physical improvement

A series of upgrades were undertaken to improve overall services:

- Replacement of shower head and shower chair
- Replacement of washing machine and dryer
- Replacement of hot water system in kitchen
- Purchased new air mattress and pressure relief bed mattress
- Purchased outdoor umbrella
- Installed new cabinets in the facility and increased storage areas.

Challenges encountered and successfully managed

The upgrade of the i-Care system and implementation of the new roster system required staff to be trained and capable of utilising the software. Initial challenges were faced but with dedicated training and support from management, all staff are now able to fully utilise the software.

Newly introduced in the past 12 months

Rearrangement of DDON's daily routine with one more non-clinical day allowed for DDON to assist staff with new software and monitor daily operations.

New administration position created assisting the duties of the DON and DDON.

Result in QPS satisfaction survey

17 residents returned satisfaction survey. Result— 76.17%. The overall results been decreased by 9 % compared with last year's survey. The survey indicated that not enough outdoor activities the facility were provided along with physio programs. The residents desired more space to move around.

The suggestions were taken on board and have been included in the continued improvement plan. The outing program has increased to twice a month and the recreational activities officer has designed more outdoor activities programs for residents to join in. The physio program hours have increased from Monday to Friday.

The dining room area has been reorganised and we are planning to renovate the dining area at the end of the year of 2014.

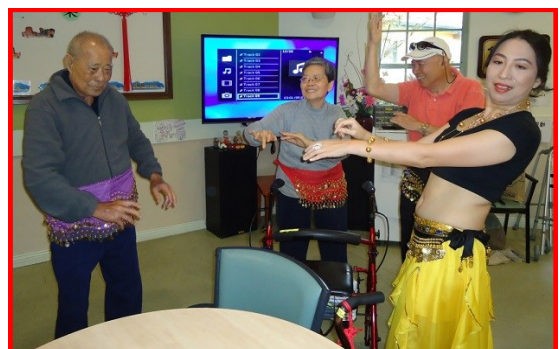
7 relatives (family) returned satisfaction survey - Result - 82.2%. Compared to 2013, relatives' satisfaction index has maintained a similar result. Overall, this year has a lower return rates when compared to last year. For the 2014 survey, we plan

to change our method of survey delivery and set up strategies to increase return rates of survey from family member.

53 staff returned satisfaction survey - Result - 82.54%. The overall results has increased by 2 % compared with last year survey. We have organised workshops with staff to provide opportunity to express staff needs and concerns. The workshop is running successfully and good comments and suggestions have been received from staff.

Staff Service Milestones

- **14 staff members are completing 15 year's service**
- **17 staff members are completing 10 year's service**



Service Outlook in 2014-2015

- To continue providing better quality service in the catering department.
- To welcome comments and feedback to continue improving our service.
- To monitor ACFI assessment and to claim optimal level of funding.
- To renovate dining area and bathrooms to provide larger space and a safer environment for residents.

Director of Nursing—Attie Cheng

Deputy Director of Nursing—Hilda Fan



As the Australian Government is implementing a series of aged care reforms in response to the growing needs of older people, Chow Cho Poon Nursing Home will continue to support and aim at providing culturally appropriate and high quality services to residents of Chinese and South-East Asian background.

Major Achievements

Report on Spot Check/Audits

Food Authority Audit on 27/09/2013 – Result: A.

Accreditation Agency Unannounced Assessment
Contact on 10/07/2013 and 12/12/2013 – Passed
with good result.

CQI successful stories

CQI logs were transferred to sharepoint application
for transparency and accessible by senior executives.

Low-low bed was purchased for high fall risk
demented residents.

Increased Physio Aid working hours from 3 days
(12 hours) to 5 days (20 hours).

An up-graded standing lifter and sling lifter were
purchased and is in use.

Hartmann incontinent pad online ordering was
established.

A new up-graded dish washer was purchased and
in use.

Soluble bags for soiled linen were purchased and in
use to avoid laundry staff direct contact with soiled
linen.

Two new up-graded dryer purchased and in use.

Electronic pay-slip implemented and in use. All
pay-slips are sent to staff via e-mail.

A new up-graded oxygen concentrator was
purchased and in use.

Teleconference system between head office and
residential services is installed and in use.

Physical Improvement

The Activity Room and Staff Room second stage of
the renovations has been completed and is in use.
Very positive feedback have been received from
residents and relatives.

Photo frames on residents' door/wall were installed.

New facility signage have been replaced throughout
the home, along with pictorial designated wings
(Koala wing/ Kangaroo Wing) adorning the home.

Fly screens were installed in the activity and staff
room.

Steel mesh bird control was installed in basement car
park to prevent pigeons building nests inside the car
park.

Difficulties encountered and successfully managed

The upgrade of the i-Care system and implementation of the new roster system required staff to be trained and capable of utilising the software. Initial challenges were faced but with dedicated training and support from management, all staff are able to fully utilise the software.

Number of staff who attended the accredited courses run by ANHF.

Two RAOs have been attending the Cert IV Leisure and Life Style Training course which will be completed in September 2014.

Result in the annual Staff / Resident / Relatives satisfaction survey

Staff Satisfaction Survey – Score: 82.43

Resident Satisfaction Survey – Score: 95.91

Relatives satisfaction Survey – Score: 90.57

Staff Service Milestones

- **1 staff member is completing 25year's service**
- **2 staff members are completing 20 year's service**
- **1 staff members is completing 15 year's service**
- **5 staff members are completing 10 year's service**

Service Outlook in 2014-2015

- **Fire sprinkler system to be installed in August 2014.**
- **To implement Time Target, Attaché and Enable HR in July 2014.**
- **To up-grade i-Care version from version 2 to 3.**
- **To carry out unannounced Fire Drill in Chow Cho Poon Nursing Home.**



Director of Nursing—Rosie Cheung

Deputy Director of Nursing—Tammy Poon



It has been a robust and challenging year for Lucy Chieng Aged Care Centre in terms of daily operation of the facility and problem solving. It was tiring; frustrating and at times even agonizing, but when all remedies achieved, it was satisfying and rewarding.

Major Achievements

Report on Spot Check/Audits

Food Authority Audit on 21/03/2014, grade A achieved, no corrective actions required.
Unannounced visit from the Accreditation Agency on 30/07/2013, compliant with positive comments.

ACFI validation

ACFI review by Department of Social Services on 4/03/2014- 14 ACFI classifications validated, no change in categories.

Claim for Dementia supplement – Total of 9 residents received additional funding as Dementia Supplement from Nov 2013 – June 2014.

Challenges encountered and successfully managed

Some challenges were encountered during the year which provided an opportunity for Lucy Chieng Aged Care Centre to examine as part of a continuous improvement process, to review and resolve issues.

The well handling of complaints reassures our residents, carers and staff that our organisation is committed to finding solutions and improving our services and processes.

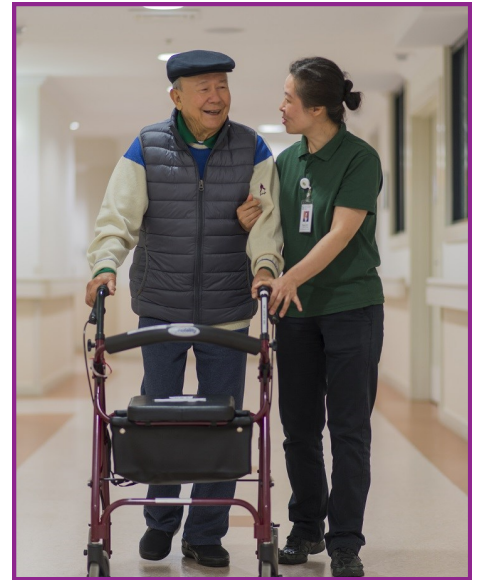
Our management of complaints is a robust process where management where at times necessarily involves HR to act as a moderator. This is to ensure an appropriate outcome for those concerned. I am happy to report that mutual respect surfaces in the end and a harmonious atmosphere is achieved.

Management of staffing

Since the first half of the financial year, the escalating acuity of residents on First Floor was noted to require more attention to care issues regarding resident's wellbeing and safety. After meticulous review and evaluation of rosters & duties, hours were increased. In April 2014 one additional permanent AIN staff was created for the morning shift while amending the allocation of one afternoon staff to improve care. As advised by DRS, DDON relinquished her one day clinical role to oversee coordination and supervision of the care services.

With the permission of the CEO, I appointed a new graduate RN applicant to relieve CertIV AIN's leave absence to fill the CertIV AIN and RN shortages.

I am happy to report that this pilot program has been successful. The RN's competency as evening shift in-charge was achieved after 9 months.



Staff Service Milestones

- 6 staff members is completing 15 year's service
- 2 staff members are completing 10 year's service



Systems Manager—Marven Chin

By Maisy Lai on behalf of Marven Chin, Systems Manager

It is with great regret that Marven has left the organisation. Since Marven joined ANHF in 2005, she has been supporting our team in food safety audit, accreditation and given her best in her field of work. We wish her good luck for her future endeavours.

Policy and Procedure

It is our commitment that all our policies and procedures are up to date, meet compliance and accreditation standards.

During the year, sixteen (36) policies and procedures were reviewed and revised. And a total of five (5) new policies and procedures were developed:

1. Policy- Grievance
2. Policy- Insulin Administration
3. Policy- Warfarin Management
4. Policy- Cytotoxic Drug
5. Policy – Media

Quality Activities for Residential Facilities

We have reviewed and revised our internal and external quality activities. This resulted in the suspension of the system audit, increasing various internal QA activities at each home and key performance indicators in QPS benchmarking (from 18 to 28).

Furthermore, we took actions after we sought input through our meetings, complaints and suggestions process.

Food Safety Program

The Food Safety Manual has been revised from a 4-week menu to 6-week menu in both English and Chinese.

Our Food Safety Committee continues to meet every 6 months or as required, to enhance strategic focus in the food safety program for our homes, in order to ensure the provision of safe and suitable food for all our residents.

During the past year, all three homes achieved a significant result of A grading in the food safety audit.

Support Visits by Accreditation Agency

Over the past year, all three homes achieved compliance with all unscheduled visits criteria within the accreditation standards with no significant concerns identified.

Service Outlook in 2014-2015

- We continue to provide consistent, high quality service and care to residents and stakeholders.
- Identifying strengths and areas for improvement and addressed in a timely manner.
- Continue to review and revise our systems and processes to meet the needs of our residents and all legislative requirements.
- Preparing full accreditation for three facilities: LCACC in 28-29 October 2014, BCNH in 2-3 June 2015, and CCPNH in 16-17 June 2015.

Training and Development Manager - Stanley Lam

Australian Nursing Home Foundation Limited views our staff as the most valuable assets. Staff education and development is a necessity when building an efficient management and working team.

Major Achievements

Internal education

- Training records are managed in a centralized system and are kept up-to-date which are available for staff to access via share point.
- The number of Mandatory Training sessions increased fourfold and is now combined into a half day workshop.
- The number of In-Services training session increased by 79% from 108 sessions to 194 sessions.
- Developed and distributed across facilities different clinical resources e.g. Revision of Emergency Flip-chart, Clinical Emergency guidelines, Contractor Handbook, Fall Prevention Program and Post-fall care .

External education

- WELL program in partnership with TAFE was conducted and completed.

- Nationally Recognized Qualification training were conducted through Registered Training Organizations.
- All residential services facilities have a minimum of 2 staff who have received formal training in Fire Safety, Return to Work coordinators and Work Health Safety.
- Fire Warden training was conducted across the organization with more than 40 staff participated.

Data of Interest

- 13 staff completed Cert III in Home and Community Care.
- 7 staff completed Cert IV in Leisure and Health.
- 194 In-Services sessions conducted with more than 300 hours of training.
- 11 orientation program conducted with more than 80 staff attended.
- 194 classes of WELL program were delivered across the organization.

Service Outlook in 2014-2015

- Aged Care Leadership Program in partnership with Sydney University will commence in February 2015
- Training program on FISH philosophy will be implemented throughout the year
- Palliative care education will commenced in November 2014
- 'Up-skill' program will commence from November 2014 which aims to bring frontline staff back to basic care. The program will be piloted in Lucy Chieng Aged Care Centre.

Catering Improvement Committee

Shirley Lu (Bernard Chan Nursing Home)

Hilda Fan (Chow Cho Poon Nursing Home)

Tammy Poon (Lucy Chieng Aged Care Centre)

Catering Improvement Committee

ANHF continues to deliver improvements and develop programs which positively impact on the quality of life for our residents and their families. The Catering Improvement Committee meets on a regular basis to constantly review food handling and safety practices, taking into account the resident's health and well-being.

The in-house dietician, in close consultation with staff and catering staff prepare rotational menus which are familiar and appealing, with resident's specific dietary needs noted.

Achievements

- Bernard Chan Nursing Home—Achieved “A” grade by the Food Safety Authority in August 2013.
- Chow Cho Poon Nursing Home—Achieved “A” grade by the third party accredited auditor in October 2013.
- In consultation with in-house dietician, staff and catering staff, a 6-week rotation menu was adapted.
- Purchase of a new hot water system and dishwasher with thermostat for easy-monitoring.
- Purchase of a new food preparation equipment and replacements.
- Regular service and maintenance of equipment and services by external contractors.

In-Service training

- All catering staff received at least 2 training lessons targeting food handling practices each year.
- Continue monitoring for staffs performance and handling of food safety practices.
- Continue supervising staff for record and provide on-site training to minimize error.
- Provide ongoing support to catering staff to promote good team work.
- Catering meetings were held twice a year following the catering training.

Service Outlook in 2014-2015

- Continue staff development, provide ongoing training to catering staff and enhance their knowledge of food handling.
- To maintain food safety standards to meet audits aimed at achieving consistency in quality, effectiveness and compliance. Aim to achieve ‘A’ grade.
- Increase communication channels between kitchen staffs and managers to minimize communication error, and ensure communication runs smoothly and effectively.

Infection Control Committee

Josephine Jong (Bernard Chan Nursing Home)

Kimberly Wong (Chow Cho Poon Nursing Home)

Jenny Tsang, Mee Yee Lee (Lucy Chieng Aged Care Centre)

Infection Control Committee

ANHF and the Infection Control Committee meet regularly to implement and review policies and procedures to ensure the health safety of residents, staff and carers. With the involvement of our caring staff, the Committee has been able to implement a number of clinical care improvements and delivery of services to ensure the importance of health and safety in the homes.

Achievements

- Infection Control Flip Chart was developed for staff information and reference in May 2014.
- Labels were put on top of different coloured laundry bags for ease of identification of usage.
- Purchase of new cleaning and preventative measures equipment.
- Installed extra hand sanitizers in key areas and high traffic areas of the home.
- Purchase of new shower chairs and bedding.
- One extra new body sling purchased along with a spare sling so that it can be swapped with the other sling to transfer residents with mechanical lifter to prevent cross infection.
- Dissolvable bags were used for soiled linen to prevent cross infection in laundry.

In-service training

- Infection control/hand washing education for all staff.
- Staff reminded to adhere to policies and procedures at all time when dealing with infection control incidents.
- 4 inspections conducted provide an opportunity to review clinical governance, staff competencies and identify any actions plans required.

Service Outlook in 2014-2015

- Continuation of meetings to standardize the clinical procedures related to infection control and opportunity to raise concerns.
- Provide in-service training to the catering staff and other staff regarding food safety programs and practices as to meet the infection control requirements.
- Infection control co-ordinators continues to identify risks and establish the risk plans.
- To share the infection control issues in the WHS Forum Meeting and make improvements in this area.
- RNs continue to supervise all staff on the job practices at any moment and to bring up any Infection control issues in the CQI Meeting and Staff Meeting
- Registered Nurses received the I-Care computer training to input Infection Control Report in the computer system in July 2014.

Work Health and Safety (WHS) **Jay Yao (Bernard Chan Nursing Home)**

Evelyn Chan (Chow Cho Poon Nursing Home)

Andie Lo, Sarah Chen (Lucy Chieng Aged Care Centre)

Work Health and Safety Committee

ANHF and the Work Health & Safety Committee take active steps to identify and control risks that we face in the workplace. We ensure to provide a safe environment for all employees and visitors, meanwhile, avoid to expose their health and safety in front of any risks. Extensive consultations are taken throughout the year from staff of various positions to maintain a safe workplace.

Achievements

- Additional staff roles include: WHS Co-ordinator and fire officer.
- Installed tinting of windows in kitchen and staff room to protect the eyes of staff.
- Provided new standing lifter and sling lifter to prevent staff injury.
- Upgraded first aid kits for outings and nursing home.
- Creative Chinese fire evacuation flip chart.
- Purchased alarm mat to reduce fall of restless residents.
- Purchased low-low bed to prevent fall of restless residents.
- Provided more fire emergency rescue blankets to assist in event of fire.
- Purchased more bed rail covers to prevent accidents occurring in confused and restless residents.
- Continue using the security access code system to provide a secure environment for residents.

In-service training

- Mandatory fire safety training carried out across all facilities.
- External training carried out by various contractors including: True Blue Chemical and Fire Warden.
- Quarterly meeting with three nursing home for infection control forum, WHS forum and fire safety forum.

Service Outlook in 2014-2015

- Work in close conjunction with management, WHS staff and health professionals to ensure safety across the facilities.
- To encourage all staff to communicate with management and WHS committee to maintain an effective consultation process.
- Provide staff education continuously to reduce the number of incidents amongst staff and residents.
- Minimize the risk of injury to nurses. Remind them to be careful when handling residents with aggressive and challenging behavior.
- Adapt a multi-factorial approach in prevention of falls.
- Upkeep a good maintenance program for all equipment to ensure safety.

Physiotherapist — Fifi Lai



2014 has been a successful year for the Lifestyle Department across our three homes. Our talented and creative team of RAOs continue to design and work very hard to provide our residents with exciting, fun and challenging activities and programs. They are mindful and take into consideration the individual resident's choice and decision making ability and their ability to participate. The Physio Aid team too has worked tirelessly to implement our very active physio program to enhance the physical well-being of our residents, making sure each individual has participated in their specifically designed program.

Major Achievements

- BCNH received very positive feedback for the Lifestyle Department on the spot check from Accreditation agency last August.
- Quarterly Newsletter has been published in each home and was well received by residents and family members as well as staff.
- There have been more outings organised for the residents that include a variety of venues such as the beach, parks and more RSL clubs and restaurants.
- The Master Chef program continues to be very popular with more varieties of food being presented.
- The Spa Corner has been set up in each home to provide residents with the 'Zen' tranquil moment where they can enjoy aromatherapy massage to their arms and hands while inhaling the relaxing essential oil in the air with the soft music in the background. A very positive feedback has been received from residents and family members.
- Activity Trolleys have been purchased and RAOs have found them very useful in delivering their care and programs especially to immobile residents and those that are confined to their rooms.
- There has been a significant increase in the number of volunteers providing a much needed extra pairs of hands to carry out activities.
- The completion of the Activity room extension at CCPNH has been very much welcomed and enjoyed by residents and staff, with more small group activities being enhanced.
- Queen of CCPNH Pageant was held in June-July 2014 and was very successful. It includes active participation from residents, families, volunteers and staff and was a lot of fun and good memories for all.
- This year the August Moon Festival was celebrated by each home successfully with LCACC opted to go to the restaurant and BCNH and CCPNH had theirs in house.
- The Careers Forum has now been replaced by a combined residents meeting monthly and has seen more family members attended.
- The Lifestyle Department has completed the I-Care training and all RAOs and PTAs have now been entering their progress notes and care plans efficiently into I-Care.

Data of Interest

- RAO Michael Tsang has retired on 14 August 2014 after serving CCPNH for more than 10 years, however he has continued to come back to CCPNH as a volunteer.

Diversional Therapy Department Alice Lee, Danni Li, Maggie Siu (Bernard Chan Nursing Home)

Rima Chau, Sum Chim Ho, Jane Li (Chow Cho Poon Nursing Home)

May Chan, Vince Fong, Andie Lo, Maggie Siu, Wendy Zhao (Lucy Chieng Aged Care Centre)



Diversional Therapy Department aims to provide quality care for residents, facilitates and coordinates leisure and recreational activities which are designed to support, challenge and enhance the physical, social, cultural, spiritual, emotional and psychological well-being of the residents who may experience barriers to their leisure and recreational pursuits.

Large Group Activities

- Morning Tea Chatting
- News Reading
- Bingo/Hoy/ Puzzle
- Craft/Drawing
- Sensory Activity
- IQ quiz/Story-Telling
- Cooking Demonstration
- Sing-along
- Mental Stimulation
- Gentle Exercise
- Games

Social Activities & Community Visits

- Burwood Salvation Army
- Macquarie University Hong Kong Student Association
- Chinese & Australian Baptist Church Thornleigh
- Evangelical Free Church of Australia
- Chinese Presbyterian Burwood Church
- Hebron Chinese Alliance Church
- Grace Point Chinese Presbyterian Church

Festival Celebrations

- New Year
- Lunar New Year
- Australia Day
- Lantern Festival
- Easter (Easter egg given to each resident)
- Anzac Day (reminiscence story told and Anzac biscuits tasting)
- Mothers Day (Special Luncheon, dim sum supplied)
- Fathers Day
- Volunteer's Week
- Dragon Boat Festival
- Mid Autumn Festival
- Winter Solstice
- Christmas

Special Events

- Nursing Home Anniversary Celebrations
- Valentine's Day
- International Women's Day
- Queens Birthday (residents are crowned as Queens)
- Seniors week, (food tasting)

Special Events

- Qing-Ming Festival, (We provided flowers for remembrance)
- International Nurses Day, (Residents helped to make an appreciation cards for the nurses)
- Melbourne Cup
- Master Chef Performance

Entertainment

- Rainbow Singing Group (彩虹之友)
- Ultimo Happy Chinese Performing Group (同樂曲藝隊)
- Cello performance by Mr. Claude Ho
- IBAA (佛光山雪梨佛光緣)
- Kindness & Love Association (佛教慈愛社) (2012)
- Performances by Mrs Elizabeth Tse, Ms Amy Ko, Ms Regina Ma & Friends, Ms Linda Chan, Ms Josephine Jong
- Chinese opera karaoke performance by Ms Maggie Wong, Ms Adela Leung, Ms Nancy Ho

Service Outlook in 2014-2015

- To run the 'Get Fit Less Falls' program, which is a fall prevention program for residents in all homes, including invited speakers such as OT, Dietitian and Pharmacist.
- Adopt the use of iPads.
- Attend the Premier Gala Concert by residents from all three homes.
- Professional Lion Dance performance on Chinese New Year.
- Set up a Buddy system for new residents.
- Celebrate Harmony Day with the theme of 'Food from around the world'
- Use of Mobile Library provided from the local libraries.
- BCNH to utilise the Sensory Room from So Wai for Sundown activities.
- Establish CCPNH Choir
- Overtime, more activities will be enhanced in order to provide more variety and freedom of choices for residents, e.g. trolley activities.
- Attempt to obtain more resources including volunteers will be recruited to improve the quality of services.
- More library books will be in library to provide better variety of the type of the books.



Community Services

Director of Community Services—Xuyen Tang



It has been an exciting 12 months. Community has achieved a transformation on many fronts, notably, a cultural shift in becoming proactive, valuing team work and open to adapt the changes as required under the Government's Aged Care Reforms. We take pride in doing our jobs to make sure that every elderly client is being care for with respect and dignity in their own homes, at the Day Care, in Housing, and in the community. Our service goal is always to provide quality care consistent with ANHF's Mission and Vision.

Major Achievements

Community has achieved a remarkable 50% revenue growth in funding, within 12 months. In addition, we have successfully secured four new programs into our business mix.

Client numbers and staff have increased by double, in particular our Home Care Department.

Some of the significant milestones

- Achieved 109 CDC implementation with 90 % occupancy within 6 months.
- Set up new centre based, Domestic Assistance and Social support and Community Visitor Scheme within the required timeframe.
- Designed and commenced Risk Management Project, being an impetus for ANHF Risk, Quality and Compliance Framework.
- Implemented integrated IT systems across HR, Finance, Payroll and client management.
- Restarted CM3 project for both Home and Day Care to improve operational processes and government reporting.
- Achieved National Registration System for Community Housing (NRSCH) compliance and audit.

- Developed operational plan 2013- 2015 for Housing, Community Services, Volunteer Coordination and Home Care, in line with ANHF's Strategic Plan .
- Raised ANHF profiles as a market leader in CDC best practice framework for CALD community, speaking at LASA and ACS State conferences.
- Completion of LEAP Program which has been embedded into Home Care.

Challenges Faced- The growing Pain

The fast growth of Community has brought challenges indeed. We have undergone over the last 12 months, a stage where systems and processes need to be re-defined, implemented, tracked and measured. We consolidated, reviewed, revamped and built.

Needless to say, these challenges have created the opportunity for us to learn and improve, and all the more to bring the team connected.



Community Services

Data of Interest

We have been extremely busy, yet rewarded with celebrated outcomes. Housing customer satisfaction has increased from 78 % (previous year) to 91% (2014). All Day Care Centres achieved highest outputs from previous years, with some centres achieving 100 %. Our Volunteers recruitment has tripled from 200 to 300 within 12 months.

Service Outlook in 2014-2015

We envisage on going challenges as the Australian Government continues its Aged Care Reforms. With that in mind, we will:

- Provide effective change management practices across all programs.
- Forster a stronger culture of continuous improvement and innovation among teams.
- Build a competent workforce that will position ANHF with a business competitive advantage in the sector.
- Implement Quality, Risk and Compliance system in our day-to-day operations.
- Develop effective financial management process for the mutual benefit of clients and ANHF.
- Continue to grow community services consistent with ANHF strategic plan as well as the Australian Government's aged care policy direction.

I wish to take this opportunity to thank the Board, Ada Cheng, the CEO, Maisy Lai, Director of Residential Services, colleagues at Corporate Services for their support and encouragement. I also like to thank our Managers, the entire team of Community staff and volunteers for their uncompromising dedication and hard work throughout the year.

Thank you to clients, carers and their family for giving us the privilege to serve.

Xuyen Tang

Director, Community Services



Community Services Manager —Grace Chan



The ANHF Community Services team provides a number of services which receive funding from the Department of Social Services through the Home and Community Care Program (HACC), National Respite for Carer Program (NRCP), and Aged Care Service Improvement and Healthy Ageing Grants Program (ACSIHAG).

These services provide basic support and maintenance service to enable older people to live independently in their own home and community, prevent premature admission to residential aged care, and support carers in their caring roles.

Respite Day Care Services

ANHF received funding from the National Respite for Carer Program (NRCP) to deliver respite day care services in three different locations. The Hurstville Respite Day Care Centre located in Lucy Chieng Aged Care Centre and So Wai Lifestyle Activity Centre next to Bernard Chan Nursing Home in Burwood delivered high quality respite day care for carers of people living with dementia. The Stanley Hunt Centre engaged seniors in meaningful activities to enable their carers to participate in the workforce or continue their education.

In 2012-2013, our NRCP teams delivered over 44,000 hours of respite day care to over 150 carers. In addition, our team continued to run the So Wai Carer Support Group on the last Monday of each month for carers of people living with dementia, and a quarterly Carer Pampering Program on Saturdays for carers who work and/or study. These programs provide carers an opportunity to get together, support each other, and gain access to latest information about dementia, services and other resources.

Inner West areas and frail aged older people in the South Western Sydney areas. Some of these services are delivered by our ANHF team, and some delivered by our sub-contracting organisations.



Our ANHF teams delivered over 33,000 hours of CBDC services to the Chinese and Vietnamese communities across the Inner West, South East and South Western regions of Sydney. Our sub-contracting organisations delivered an additional 20,000 hours of services to people from Arabic, Assyrian, Greek, Italian, and Korean backgrounds in the Inner West and South Western regions of Sydney. In addition, these services provided over 10,000 nutritious hot meals and 15,000 trips to help our service users go out and about.

Centre Based Day Care Services

ANHF also received funding from the Commonwealth Home and Community Care (HACC) Program to provide centre based day care (CBDC) services to people living with dementia in the South Eastern and

Highlights in 2013-2014

The Community Services team has worked really hard to respond to the changes in across the community

aged care sector and to prepare for the changes that are yet to come. Although it has been a challenging year, the team also has much to celebrate.

Moon Festival Senior Luncheon

The Moon Festival Senior Luncheon was held on 18 September 2013 in Marigold Restaurant where over 600 guests attended the celebration. The Moon Festival event was one of the highlight in the year for many of our service users.

This year was particularly special for our Community Services team, as one of our Day Care service user was amongst the recipients of the eldest senior award. Ms Wong, a service user at the So Wai Lifestyle Activity Centre, celebrated her 100th birthday with her friends, family members, and our staff and volunteers at the Centre a week before the Moon Festival Senior Luncheon. Her story demonstrates the importance of support services in assisting our seniors to stay active and healthy in their own home and community.

10th Anniversary of the Stanley Hunt Centre

The Stanley Hunt Centre celebrated its 10th Anniversary on 24 January 2014. Over 90 people attended the celebration including Mr Stanley and Mrs (late) Val Hunt, representatives from the ANHF Board, management, service users, present and past staff and volunteers. A short film was put together to incorporate the best wishes from past staff and volunteers who were unable to physically attend the celebration.

Joint Carer Pampering Program

The Annual Joint Carer Pampering Program was held on 5 April 2014, with over 160 participants. Our seniors from all CBDC services and their carers had a fun day out in The Entrance Farmers Market followed by a buffet lunch at the Cardiff Panthers Club.

It was great to see so many familiar faces and welcome some new faces to the Joint Carer Pamper-

ing Program. The team would have to consider running the joint program differently in future as our Community Services team continues to grow and serve more people with more complex needs.



New Funding for Much Needed Services

One other exciting news for the Community Services team in 2013-2014 was our success in applying for additional funding through the Commonwealth HACC Program. The funding provided ANHF an opportunity to expend our CBDC services in South West Sydney. In particular, it allowed us to provide targeted services to Chinese and Vietnamese people living with dementia in the Bankstown, Fairfield and Liverpool Local Government Areas.

The funding also allowed ANHF to establish a domestic assistance and social support service in the Cumberland/Prospect region of Sydney, which included Auburn, Blacktown, Hills, Holroyd and Parramatta Local Government Areas.

Community Linkage Program

The Community Linkage Project (CLP) continued to excel in its performance in 2013-2014. In addition to the regular media releases and promotional activities, the Chinese CLP team delivered 48 information sessions to over 1,100 Cantonese and

Community Services Manager —Grace Chan

Mandarin speaking people, and our Vietnamese CLP project officer delivered 20 sessions to 450 Vietnamese speaking people. The team delivered 13 cultural briefings to almost 500 service providers, and a workshop on 'culturally appropriate activities for older people of Chinese and Vietnamese backgrounds' to 31 participants from community and residential care services.

As the project moves into the last year of the current funding round, the team will continue to have a significant role in ensuring older Chinese and Vietnamese people, their family and carers are supported to make informed decision for their aged care needs.

Internally, the CLP team supported ANHF in their Open Days, delivery of information sessions to current and potential service users, their families and carers. Externally, the CLP team is well recognised for its leadership in culturally appropriate care, dementia care and carer support.

We would like to acknowledge the following Centre Based Day Care staff in building the quality of our services:

Centre In-Charge: So Wai Lifestyle Activity Centre—Eliza Chan
Stanley Hunt Centre—Annie Kung

Day Care Co-ordinators: Hurstville Respite Day Care Centre—Bridget Tam
Greenfield Park / Chester Hill Day Care Centre—Kathy Tai, Tam Do
Vietnamese Day Care at So Wai—Marilyn Dang



Home Care Services Manager — Jayne Lim

Program Development Manager—Ivy Yen



This year ANHF Home Care services focused on the implementation of the 109 Homecare packages allocated in the 2012-2013 Aged Care Approval Rounds (ACAR) with resounding success. The dedicated Home Care team led by then Home Care Manager Melissa Loustau averaged package occupancy at 90% within 6 months of allocation, well ahead of other providers and to the acknowledgement of the Department of Social Services. Despite several changes to key personnel within Home Care we now have a full coordination team that drives service delivery to a very high standard and forward in line with ANHF's Strategic Plan.

Major Achievements

- Program development initiatives to build practice support opportunities for Home Care coordination and staffing team within an enablement and person centered framework.
- Business development opportunities with Non subsidized home care service, contracts established with Kinicare, CanRevive and ACCA.
- Successful implementation of 24 hour support to 190 clients per week.
- Implementation of 4x Microsoft Surface laptops enabling a quicker process of information such as client's budget on the spot.
- Completion of LEAP Program which has now been embedded into home care practice.

In-Service training

In 2013-2014 staff attended the following training:

- Certificate III in HACC
- WELL Basic English Program
- WELL Computer Course
- Certificate IV in Frontline Management

Physical Improvements

Acknowledging the importance of ergonomics and staff wellbeing, the coordination team now have headsets at their workstations to prevent neck and shoulder pain.

Home Care employees are now equipped with yellow Home Care Worker pack that contain emergency contact information and other documents that support them in their day to day work eg. Safe Work procedures.

What's New?

Competency training refreshed to now include: Boundaries; Consumer Directed Care; Case management.

Brokerage services to offer clients more choice in their home care package.

Data of Interest

- 307 referrals received.
- 161 consumers received Home Care Packages.
- 27 home care employees joined the Home Care Team.

Service Outlook in 2014-2015

- We anticipate an expansion of the Home Care Program through the 2014 Aged Care Approval Rounds so that we are able to provide services to more elderly.
- Greater service collaboration and partnerships with other Aged Care Providers within Sydney Metropolitan in light of the changing landscape in the sector.
- Commitment to workforce development and training in line with Person Centered approaches to care within a consumer directed environment. And in addition, financial and computer literacy for coordinators.

We would like to acknowledge the following Home Care staff in building the quality of our services:

Co-ordinator: Lilian Cao, Esther Chan, Carol Guan, Joanne Lau, Wendy Lin

Registered Nurse: Thy Boi Mach

Administrative Officers Raymond Wang, Yukyim Yim



Occupational Therapist —Carol Sin



Occupational therapy is a holistic health care profession that aims to promote health by enabling individuals to perform meaningful and purposeful activities across the lifespan. “Occupational therapy is a profession concerned with promoting and well being through engagement in occupation.” (World Federation of Occupational Therapy). The occupational therapist at ANHF provides services to all clients of the day care centers as well clients who are receiving services under Home Care Services.

Major Achievements

When planning treatments, the occupational therapist of ANHF has to address the physical, cognitive, psychosocial, and environment needs involved in the population across a variety of settings. The occupational therapist uses treatments to develop, recover, or maintain the daily living of our clients with a physical or mental condition. Occupational therapy interventions focus on adapting to the environment, modifying the task, teaching the skill, and educating the client or the family in order to increase participation in and enhance the performance of daily activities.

The LEAP Program

In 2014, we continued to implement The Lifestyle Engagement and Activity Program (LEAP) for Home Care Services clients. The program combines the suitable elements of activity programs in home care settings including: how to assess, tailor, and deliver activities, as well as components of programs such as physical activities, Montessori activities, music therapy and humor therapy. As one of the partner organizations of the University of New South Wales, we have received valuable support from the research staff of the University in implementing the program. The coordinators of the Home Care Services have all received training provided by the research staff directly and most of the home care workers have received four sessions of LEAP training provided by the occupational therapist. Following the completion of the project in August 2014, the home care services will continue to implement the Leap approach for all clients to enhance meaningful and joyful lives.

Assessment

All clients of the day care centers and clients who are receiving the home care packages are assessed by the Occupational Therapist. The assessment tools are developed from the Modified Barthel Index (MBI), the Mini-Mental State Test (MMST) and other clinical observation tools that cover the areas including physical, cognitive, self-care and home environment. Recommendations have been given to the customers and their families drawn from the assessment results.

Individual Treatment

Individual treatment such as motor training, cognitive training, and training on Activities of Daily Living (ADL) are provided for the clients in the day care centers or the residents living in the residential facilities.

Equipment Prescription

After being assessed by the Occupational Therapist, rehabilitation equipments such as wheelchair, shower chair, and toilet surround are prescribed by the Occupational Therapist for customers of homecare services who are in need.

Home Modification

For some customers of homecare services, home modifications including handrail installations, shower hose modifications, bathroom modifications are conducted by the Occupational Therapist to ensure the customers to continue to live at home safely and indecently.

Educational Program

Educational sessions for clients, carers and staff were conducted this year; programs were supported by the physiotherapist, the dietician, and other health care professionals. Residents and families have had very positive feedbacks towards the programs.

Service Outlook in 2014-2015

- In 2015, the falls prevention programs for residents who are living in the residential facilities will be conducted by the physiotherapist and the occupational therapist.
- The occupational therapist will continue to provide assessments and interventions for all clients who are receiving home care packages and clients who are attending day care centers.



Leap Program promotion Feb 2014



Housing Officer — Iris Ng



The Year that was – SO MUCH DONE!

The past year was another productive and indeed busy one for ANHF Elderly Housing services. We are committed to continuous improvement. One of the ways we ensure this is by a regular review of its operations. The process resulted in a significant staff restructuring. This key change has enhanced services to deliver effectiveness across the three Elderly Housing sites.

Major Achievements

The selection as a participant in the new National Regulatory System for Community Housing (NRSCH) Providers confirms that ANHF is well positioned to deliver a high quality of affordable housing in a culturally appropriate living environment. Regulation compliance is a key indicator that our processes, procedures and principles are fit for purpose.

In order to manage efficiency and help to ensure NRSCH compliance is met, our need for a support IT system has increasingly been highlighted.

Consequently, we have initiated to apply for IT Implementation Fund. We are delighted to announce that the submission has been successfully granted by the NSW Federation of Housing. We are scheduled to implement the IT program in October 2014.

As ANHF has grown, leading to increased staff stationed at the LCG Housing site, we have installed an Access Control System. This system can facilitate keyless entry as well as improved control and security.

We are also developing the appropriateness and suitability of the Housing policies and procedures for LCG Elderly Housing site and the change is progressively being implemented.

Over the past financial year, ANHF Community Housing embarked on a broad series of community development programs with positive outcomes. We facilitated information sessions and festival events. Success in The Clubs Grant and Local Community Grant enabled us to implement those meaningful events and education workshops for our Chinese elderly tenants.

Looking back last year, it has been an interesting and challenging year and I would like to take this opportunity to thank our team who work efficiently together towards a common goal.



Service Outlook in 2014-2015

- Implementing CHINTARO, the IT program to assist tenancy management and repairs & maintenance tracking
- Developing of Housing Policies & Procedures in LCG housing site
- Identifying an appropriate funding to implement community development project(s) for housing tenants

Volunteer Coordinator —Tracy Yang



Volunteers form an integral part of the ANHF family. Their dedication and commitment makes a significant difference to our service users across the organisation. Over the past year, 120 volunteers have contributed 19,041 hours of voluntary time to provide assistance in recreational activities, outings, administration and promotion stalls.

Major Achievements

Recruitments

59 volunteers have been recruited, 52 female and 7 male. 107 volunteers are currently active and range between the ages of 17 to 84.

Three media releases have published in the Chinese Media to promote volunteer service and volunteer recruitment. Five recruitment advertisements have posted in the local volunteer network and websites including: Go Volunteering and Seek.

Three more service units have started utilising ANHF's volunteer service last year: Head Office, Home Care Service and Social Support.

A new volunteer role, Volunteer Administration Assistant, has been created at the Head Office, Home Care Service and LCACC.

Training

All new volunteers have attended orientation and Mandatory Training in manual handling, infection control and fire evacuation.

83 volunteers attended internal training in the following sessions:

- Understanding Dementia
- Beginning with a Healthy Lifestyle

14 volunteers attended external training in the following sessions:

- Volunteer Fundamentals in Chinese, by Keyston Community Solutions
- Working With the Elderly, by Keystone Community Solution
- Interacting With the Person with Dementia, by Alzheimer's Australia
- Senior First Aid
- Changing Behaviours in People Who Have Dementia, by Inner West Dementia Advisory

Appreciation and Team Building

Volunteers contribute their valuable time and skills to ANHF. We express our thanks for the dedication and contribution of our volunteers.

During **National Volunteer Week**, we held a Volunteer Appreciation Night at The Eight Chinese Restaurant on 16 May 2013. 98 volunteers and their spouses, board members and senior staff attended the event.

Certificates of appreciation were presented to all volunteers. Each volunteer received a green ANHF uniform as a souvenir. All participants enjoyed beautiful food, fun games and a lucky draw.

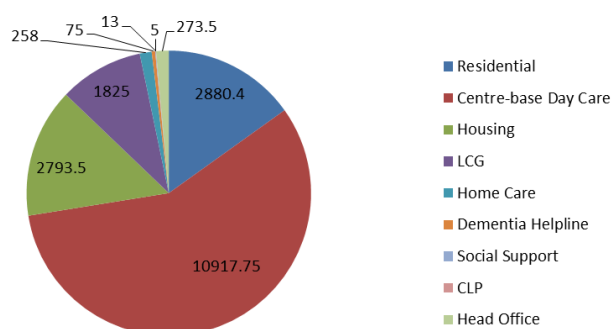


Volunteer Morning Tea was conducted to promote team building in July 2013. It was great opportunity for volunteers from different service-sites to get to know each other and share their volunteer experience and enjoy a with a cup of tea/coffee and cake. A training session at Understanding Dementia was conducted by our CLP staff.

5 volunteers attended **Volunteer Breakfast**, which was hosted by Burwood City Council to celebrate International Volunteer Day on 06 December 2013 at Burwood RSL Club.

Volunteers are invited to the **ANHF annual Christmas Party** in appreciation of all the work that volunteers

Volunteer Service Hours in 2013-2014



Service Outlook in 2014-2015

- Reviewing ANHF volunteer policy and procedures to ensure the principles of new funded programs.
- Identify strategies to recruit volunteers, in particular people from Cantonese and Vietnamese speaking background.
- Implementation of new database system to improve the efficiency and workload.
- Identify training resource and encourage volunteers to improve their knowledge and skills consistently.

Australian Nursing Home Foundation Ltd wishes to acknowledge and thank the following Volunteers who generously supported our services throughout the year and provided care for our seniors.

Volunteer Service Milestones

12 Years

Grace Lee

Mabel Luu

11 Years

Francis Poon

10 Years

Pei Qi Huang

5 Years

Eva Ying Ping Ng

Faith Tan

Feng Ming Li

Gordon O

Harry Lui

Joseph Chu

Kai Chi Tong

Kitty Yu

May Mee-Wah Au

Peter Ka Hei Tse

Simon Kai To Tong

Sun Kiu Sandy Ngo

Susana Chu

4 Years

Lily Tang

3 years

Chi Lin Wu

Duyen My Tran

Fu Kai Kwan

Helen Chan

Hoa Tran Phung

Jan Tju Sing

Jing Zhu

John Au

Ka Lam Yu

Kien Khuu

Kit Yu Kwan

Muoi Huynh

Nancy Wan

Rosita Chan

Samantha Lo

Thi Hoa Ngo

Xue Tang Wong

2 years

Anita Mow

Chau Nhi Hong

Christopher Au

Dieu Tm Nguyen

Hui Jun Bai

James Lit

King Yin Cheung

Li Yu Chen

Ngar Ching Ng

Priscilla Liang

Rui Zhen Tang

Thi Gan Truong

Tuyet Loan Lam

Zhi Li

1 Year

Amy Chiu

Betty Lo

David Louie

Doris Chan

Gui Qin Xu

Jingwen Li

Kam Ming Leung

Priscilla Liang

Van Liem Huynh

Wai Woon Tam

Australian Nursing Home Foundation Ltd wishes to acknowledge and thank the following Volunteers who generously supported our services throughout the year and provided care for our seniors .

New Volunteers	En Jun Zhu	Lap Gin Tsang	Susana Siu
Ai-Chau Phung	Flora Yung	Ling Shu	Tamie Liu
Annette Ng	Giai Nghi Lam	Liqing Chen	Thi Mong Dao Nguyen
Annie Chiu	Hannah Ng	Qiang Chen	Vuong Lan
Celia Chik	Hao Man Lui	Qin Zhu	Xiaoying Chen
Chong Yin Tang	Irene Yu	Qiu Ying Tan	Yanling Pan
Chooi Peng Tang	Jeanette Chow	Raymond Xie	Yiu Chung Chan
Chu Wah kwan	Jian Hong	Rosela Ivens	Yizhi Han
Crystal Huang	Lai Chu Au	Siska Tan	Yuet Cheng Chee
Deborah Si Min Pan	Lai Kuen Mok	Jin Rong Lu	Yuk Yuen Lau
Di Mui Sen	Lai Wai Lau	Siu Min Sam Yu	Yuzhi Zhong
Dorothy Chan	Lam Yu	Suet Ha Li	Zhiyi Huang



ANHF Long Serving Staff

Australian Nursing Home Foundation Ltd wishes to congratulate our Long Serving Staff who have over the years provided professional care to our residents, clients and carers. We wish to sincerely thank them for their years of service at ANHF.

(By order of surname)	Over 15 Years	Over 10 Years
Over 25 Years	Jennie Cheung	Josephine Chan
Brenda Leung	Rosaline Cheung	Rima Chan
Carol Wong	Hui Ge	Ming Feng Chen
	Donna Guan	Teresa Chen
	Sally He	Yuen Ping Chou
Over 20 Years	Linda Ho	Hilda Fan
Lilian Cao	Fifi Lai	Dan Huang
Lin Ying Cheung	Alice Lee	Nan Jin
Siu Kwan Chui	Lisa Lee	Kuen Kwan Kwok
Al Lien Dinh	Lin Ho Leung	Cecilia Leung
Tong Huang	Mei Da Li	Mei Da Li
Eddie Leung	Betty Lu	Miao Ling Lu
Yuet Ngo Yuen Leung	Clare Ma	Sze Hang Mui
Su Ning Shi	Shu Zhen Meng	Judy Ng
Sasha Tan	Bei Li Ni	Betsy Tang
Guo Juan Xu	Choi Ling Nig	Annie Tsui
	Hua Su	Miranda Wo
Over 15 Years	Xue Hong Su	Chui Man Wong
Daisy Au-Yeung	Lily Suen	Mei Yu Wong
Evelyn Chan	Maggie Trau	Tina Wong
Hai Ching Chan	Jenny Tsang	Jane Yee
Helen Chan	Kimberly Wong	Cynthia Yuek
Helen Chan	Shirley Wong	An Yi Zhang
Linda Chan	Gui Fang Xin	Gui Fang Zhang
Xue Song Chen	Yan Yang	Yu Hong Zhang
Attie Cheng		Yong Heng Zhao
Teresa Cheng		

ANHF Supporters & Donors

Australian Nursing Home Foundation Ltd wishes to acknowledge and thank the following individuals and corporate sponsors for their continued support. Your support assists the Foundation to care for our elderly.

Corporate Sponsors

活藝茶莊

大地行

Ettason Pty Ltd

Galaxy Funeral Holdings

Royal Umbrella Rice
(皇族香米)

Tixana Pty Ltd(新鮮豆腐)

TVB Australia

Emily Chong

Mrs B Chor

Henry & Susana Chu

Chun Shan Society of
Australia

Dr Francis Chung

Pui Lam Chung

Pui Yin Fong

Mr & Mrs D Fung

Mr & Mrs K Go

Mr K Go

Andrew Gock

Samson Handyman

Mr & Mrs E Harbor

Bernard Hor

Stanley Hunt

Mr & Mrs L Jang

Beatrice Kwok

Wai Yee Lai

Kam To Lam

Quoc Xuyen Lam

Sarah Lau

LCACC Residents

John Lee

Mr & Mrs J Lee

Mr M Lee

Nellie Lee

Sydney Lee

Alan Leung

Alfred Leung

Mr S Leung

Mrs V Leung

Selina Leung

Siu Leung

Yu Wing Leung

Mrs V Li

GINNA LO

Mei Moon Lo

Mr W Lo

Mr & Mrs P Lowe

Mrs S Lowe

Nancy Ma

Cheryl Mew

Hadi Muliana

Thomas Ng

Victor Nguyen

Dr Eileen Ong

Michael Pingon

Maureen Rundle

Mr & Mrs F Sum

Mr & Mrs K Sung

Victoria Tam

Marie Tan

Lily Tong

Millie Tong

Shuet Ying Yvonne Tong

Therese Tong

Jun Ming Wang

Christina Wong

Elsa Wong

Grace Wong

John Wong

Mr & Mrs T Wong

Mrs Gloria Wong

Fong Tim Yam

Dr Robert Yeoh

Alexander Yuen

David Yuen

Ernie Kum Yuen

Joanne Yuen

Individual Sponsors

(By order of surname)

Wing Keung Au Yeung

Anthony Chan

Brad Chan

Lily Chan

Semy Chan

Emily Chang

Mrs C Chang

Mr & Mrs B Chee

Mr S Chee

Mrs A Chee

Mrs Lena Chee

Connie Chen

Ronald Chin

Eric & Amy Chiu