



ANHF Newsletter

60 Weldon St, Burwood NSW 2134 Tel: 02 8741 0218 Fax: 02 9747 1637 www.anhf.org.au email: info@anhf.org.au

Home and Community Care (HACC)

ANHF has been successful in our application for funding in the last Commonwealth Home and Community Care (HACC) funding round from the Australian Government Department of Social Services. The new funding has enabled us to expend our Chester Hill and Greenfield Park Day Care Centre services in the South Western Sydney for older people from Chinese and Vietnamese communities. A part of the funding also target older people with dementia. The service will provide a variety of programs to help older people maintain their independence and ability, and provide their carers some respite from their caring role.

The funding also allows ANHF to establish a new Domestic Assistance and Social Support Service in the Western Sydney Area. This service aims to sup-



port elderly Chinese and Vietnamese to live independently in their own home and community through the provision of basic support and maintenance services.

Our services include: domestic assistance, minor home and

garden maintenance, friendly home visiting service, telephone or video conference monitoring, outings & day trips, interest groups and socializing. These services are for the elderly Chinese and Vietnamese aged 65 or over, residing in Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta.

For more information, contact

South Western Sydney Day Care Service: 02 9753 3400

Western Sydney Domestic Assistance and Social Support Service:
02 9784 0837

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EDITORIAL COMMITTEE

Grace Chan
Adelaide Fung
Rebekah Kwan
Cindy Wong

Advisors
ANHF Board

Community Linkage Program

History first: Community Linkage Program (CLP) kicked off as Community Partners Program in 2006. Despite staff turnover and changes in office premises, our project aim of serving the communities and working closely with aged service providers remains unchanged.

Headed by our Community Care Services Manager, CLP has three frontline staff (one Vietnamese, two Chinese). As there are four of us, we jokingly call ourselves the 'Four Beaties' (*translator's note: the 'Four Beauties' were four famous females in ancient Chinese history, each known for their specific beauty*).

Our work can probably be described as 'Jack of all trades AND "para-master" of all'.

(1) Community education: We conduct information sessions among the Chinese and Vietnamese communities to empower them with knowledge in aged care services in Australia. Not just a fleeting glance but to know how to access these services, their rights and responsibilities, complaint channels etc.

If you ever see us dragging a suitcase, then nine out of ten times we should be out for a presentation. Smart looking as we are, but if we cannot find a parking space near the presentation venue (which quite often occurs), we still have to drag our heavy props (laptop, data projector, extension cord, multi-socket extension board and handouts) to walk a long way just to be punctual ---- rain or shine, hail or storm.

(2) Support for other aged service providers: CLP is often invited to conduct Chinese / Vietnamese Cultural Briefings or training sessions to share with their staff what cultural aspects to attend to when they provide services for Chinese or Vietnamese clients, to ensure culturally-appropriate service delivery. Very often we are requested to tailor-make training sessions to meet specific needs e.g. palliative care, fung shui (requested by a Home Maintenance and Modification Team), planning of festive programs, simple festive handicrafts, simple music scripts for Chinese folk songs, designing a room for Chinese dementia clients etc.

We had in the past calls from nursing homes in Wollongong, Newcastle and even Canberra to inquire about ways to help the few Chinese residents there to feel less lonely.

Nearly forget to mention one thing: Chinese CLP also covers Newcastle, Vietnamese CLP reaches out to Wollongong.



(3) Information stalls: Our another role is to run information stalls in workshops and community festivals like the annual-ly held Cabramatta Moon Festival,

Community Linkage Program

Granny Smith Festival in Eastwood, TVB Australia Carnival etc. Anyone who mans the stall must have four basic strengths': legs for prolonged standing, being verbally expressive, an empty stomach that never rumbles and the strength to 'hold on'. Why? With 'good business', we do have to take turns for lunch and keep talking. It is also normal to have long queues at toilets in popular public functions!



(4) Media promotion to raise awareness of aged services among the Chinese and Vietnamese communities: Newspapers, radio and even television are also our promotion channels. We always receive inquiry calls after a media release is out. Inquiries cover not just aged services but also counseling, domestic violence etc.

(5) Others: internal and external meetings, organising or participation in workshops, networking with aged service providers, mail out information etc.

As we stand in the current of recent aged care reforms in Australia, our team has to keep pace with changes like gathering the latest information, updating contents and formats of power point presentations. Don't take

it for granted that we just keeping singing the same old song. Experience tells us that even among the Chinese or Vietnamese communities contents of information sessions have to be modified to meet the nature and expectations of the group.

The past six years have witnessed numerous contacts with service providers and service users, as well as a myriad of tears and joy. These years have also captured the loneliness, the helplessness, the worries and cares of the elderly and carers.

Harvest lies not just in a 'thank you' after each and every presentation or inquiry. Amid these tears and joy we, the CLP team, are more assured of the value of our work: to empower the elderly to make informed choices, have access to services and enjoy their gold years.

To contact our CLP Team:

Tel: 02 9784 0838 or email: clp@anhf.org.au

COMMUNITY VISITOR SCHEME (CVS)

The Community Visitor Scheme (CVS) is a national program that is funded by the Australian Government. The CVS aims to enrich the quality of life of older people who are socially and culturally isolated or experiencing loneliness. A friendly one-to-one visit at least once a fortnight by a volunteer visitor would be of benefit and enrichment. The program also helps to establish links between older people who live at home and their local community.

The CVS is a long running and well regarded program that has been operating across Australia for more than 20 years. Until 2014, the program was available only to people in residential care, and we are delighted to be one of the first organisations to run the program for older people of Chinese and Vietnamese speaking background receiving Home Care packages in the Sydney metropolitan area.

The Volunteer Coordinator will carefully match a volunteer and an older person, taking into account factors such as interest, background, languages and location. On-going training, support and guidance will be provided by the Volunteer Coordinator. A volunteer visitor will work independently to build a friendship with the older person they are matched with. They will do activities they both enjoy such as :

- chatting and reminiscing Sharing common interests
- Watching favourite TV programs
- Listening to music or playing cards
- Going for an outing or having a walk together

If you would like to know more about the Community Visitor Scheme, or would like to become a volunteer visitor, please contact ANHF Volunteer Coordinator – Tracy Yang on 02 9784 0848 or 0457 895 331.

To contact our Volunteer Coordinator:

Tel: 02 9784 0848, 0457 895 331

or email: volunteers@anhf.org.au

ANHF NEWS

ANHF welcomed the new **Home Care Manager, Ms Jayne Lim** to our Campsie Office in July 2014. Jayne is a qualified registered nurse who graduated with a Bachelor of Nursing. Jayne has worked in aged care and the general hospital sectors for over 5 years as a Team Leader and Registered Nurse In-Charge. She demonstrates strong skills in clinical care and education, policies and procedures development and staff supervision. Jayne's handy language skills in both Chinese (Cantonese, Mandarin & Hokkien) and English will serve our clients and carers well. We are pleased to have Jayne on board our Community Services team.

The Implementation of New IT System across ANHF services has seen the completion of Phase 1 with major software implementation achieved across the facilities. The second phase will involve detailed programming which will enhance the Foundation's operating systems and streamline processes for our clients. We endeavor to keep our business operations running as smoothly as possible during this change and thank you for your patience.

New fee arrangements are now in place for people entering residential Care from 1 July 2014. You may be asked by your aged care service provider to contribute towards the cost of your care. The actual fees you will pay in an aged care home will depend on the assessment of your income and assets by the Department of Human Services (Centrelink) or the Department of Veteran's Affairs.

People entering residential aged care from 1 July 2014 are required to complete the **Combined Assets and Income Assessment Form**. It is strongly recommended that this be done prior to entering an aged care facility. The form is available for download from Centrelink's website or you may visit your nearest Centrelink.

For more information or to download the form, contact Centrelink:

www.humanservices.gov.au

A National Contact Centre: Monday—Friday, 8am—8pm locally
and Saturday, 10am—2pm can be reached on **1800 200 422**



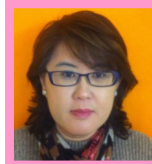
Welcome On Board

歡迎新同事



Ms Joanne Lau joined ANHF as Home Care Co-ordinator in our Community Services Team in June 2014

六月2014 劉卓欣小姐加入家居服務為家居服務主任



Ms Jayne Lim joined ANHF as the Home Care Manager in July 2014.

七月2014 Ms Jayne Lim 女士加入家居服務部為家居服務經理。



We welcome your feedback.

Thank you for your continued support for the aged care services we provide. Your opinion matters to us and we look forward to reading your responses, or suggestions to help us improve our services.

If you prefer to receive our ANHF Newsletter electronically, or if you wish to be removed from the mailing list, please contact us:

Australian Nursing Home Foundation

Post: 60.Weldon St, Burwood NSW 2134

Tel: 02 8741 0218

Fax: 02 9747 1637

Email: info@anhf.org.au



Australian Nursing Home Foundation Limited

ANHF Head Office
60 Weldon St, Burwood NSW 2134
Tel: 02 8741 0218
Fax: 02 9747 1637
Email: info@anhf.org.au
www.anhf.org.au

Your Support 你的支持，是我們的動力

Please support ANHF to deliver quality and culturally competent aged care to our community.
請支持澳華療養院基金為社區提供高質素及合乎文化的高齡護理服務。

Title (Mr/Mrs/Miss/Ms/Dr) _____

First Name _____ Last Name _____

Address _____

State _____ Postcode _____

Phone (____) _____

Email _____

I would like to make a donation of \$_____ 我想捐款 \$_____

- ☐ My cheque / money order is enclosed, payable to **Australian Nursing Home Foundation**
- ☐ EFT—Australian Nursing Home Foundation (BSB 082-201, A/C 580-328-001)
自動轉賬—澳華療養院基金(銀行分行號碼 082-201, 賬戶號碼 580-328-001)
- ☐ Please send me details on making a gift to the Foundation in my Will. 我計劃在遺囑上對基金會作出饋贈，請將有關詳情寄給我。 Donations of \$2 and over are tax deductible. 凡捐款 2 元或以上可扣稅。

Return this form to Australian Nursing Home Foundation, 60 Weldon St, Burwood NSW 2134.

ANHF Day Care Centre clients enjoying a variety of activities and outings.



Photo Album—Residential Services 活動花絮 — 療養院



Hong Kong TVB Artists Raymond Wong and Kristin Tin paid a special visit to Lucy Chieng Aged Care Centre in August.

Residents of Lucy Chieng present the Artists with a hand-made gift. The Board members of ANHF were delighted to join in the special visit.



Hurstville Respite Day Care Centre celebrates its First Birthday along with smiling and happy faces.

Celebration of activities at Hurstville Respite Day Care Centre.



Photo Album—Residential Services 活動花絮 — 療養院



Chow Cho Poon was honoured to crown 3 beautiful Queens at the home.



2014. 7. 31. CCPNH選美活動 美麗形象大使及勝選的三位佳麗



Residents of Bernard Chan enjoyed some outdoor activities with the in-house Recreational Activities Officer.



Spring time offers some time for planting and outdoor gardening.

Dumplings made sweeter by residents of Lucy Chieng.



Photo Album—Community Services 活動花絮 — 日間中心



Our guest of honour, Dr Pamela Hanrahan, Registrar of Community Housing was the guest of honour at the Seniors Luncheon. Our seniors marked their Centenary milestone with our Chairman, Ms Ellen Louie.

Sydney Cantonese Opera performed at the Seniors Luncheon to a delightful audience.



Clients, carers, families and staff enjoy the Seniors Luncheon together.

Photo Album—Community Services 活動花絮 — 日間中心



So Wai clients enjoy a game of putt putt golf whilst others make lanterns in celebration of the August Moon Festival.



So Wai Vietnamese group sing in unison.

Stanley Hunt clients enjoy an afternoon game of Mah-jong.



The robust team of ANHF volunteers at the annual Volunteer Appreciation Night.

澳華療養院基金新聞

歡迎新任家居照顧服務經理

林桂玉女士是一名註冊護士，獲護理學學士學位，曾服務於高齡服務機構及醫院，並有五年以上的團隊領導及主管經驗。

她於臨床護理、教學工作、政策與流程發展，以及督導工作等各方面都有傑出的表現。

林女士能說流利中文（粵語、普通話及福建話）及英語。謹此歡迎林女士加入家居照顧服務部。

家居照顧服務經理 **Jayne Lim** 聯繫電話：**97840866**

更新電腦資訊系統 – 澳華療養院基金正採用一個全新電腦軟件，以加強基金會日常操作系統的運作。有關系統的轉變、培訓及項目管理現正進行。在轉接過渡期內，我們會盡量讓日常業務運作暢順如常。

自**2014年7月1日起**，入住院舍的長者須按院舍新收費政策繳付費用。院舍可能要求你繳付一項「附加費」作為護理費用。實際金額由福利部（**Department of Human Services -- Centrelink**）或退伍軍人事務部（**Department of Human Services -- Centrelink**）按個別收入及資產釐定。

所有在**2014年7月1日**後入住院舍的人士亦需填寫「資產及收入總表」（**Combined Assets and Income Assessment form**）。本機構極為建議各申請人士於入住前填妥此表格。若未經評估，你可能需要繳付最高費用及不能獲政府資助住宿費用。

你需要提供以下資料：每年收入、財務及其他資產總額、任何負債及自住房屋資料。若有配偶，則需提供兩人的收入、資產及負債總額。

你可以自福利部的網址 www.humanservices.gov.au 下載這表格或親自到鄰近的福利部索取。

For more information or to download the form, contact Centrelink:

www.humanservices.gov.au

A National Contact Centre: Monday—Friday, 8am—8pm locally
and Saturday, 10am—2pm can be reached on **1800 200 422**

社區探訪計劃

社區探訪計劃由澳洲政府撥款資助，服務遍及全國。此計劃安排義工至少每兩星期到家探訪長者一次，透過友善的個別關懷，成為長者與社區的橋樑，讓長者不再感到孤單，為他們的生活添上色彩。

這探訪計劃已在澳洲全國推行超過20年，直至2014年都只為居住在養老院的人士服務。澳華療養院基金很高興能夠成為此計劃擴展後首批服務機構之一，在悉尼各區為接受家居照顧配套服務的華裔及越裔長者提供探訪服務。

義工聯絡主任除了按長者的興趣、喜好、背景、語言及居住地區安排適合的義工探訪外，更會經常為義工安排培訓、支援及指導。

經安排之探訪義工會個別探訪長者，建立友誼，也會一起進行共同喜歡的活動如：

- 聊天或緬懷過去
- 分享共同嗜好
- 一起觀看喜愛的電視節目
- 聽音樂或玩紙牌遊戲
- 一起散步或郊遊

如果你想知道更多社區探訪計劃的詳情或有興趣成為探訪義工，請致電**9784 0848** 或 **0457 895 331** 聯絡我們的義工聯絡主楊姑娘。

如果你想知道更多社區探訪計劃的詳情或有興趣成為探訪義工，請致電**9784 0848** 或 **0457 895 331** 聯絡我們的義工聯絡主楊姑娘。

社區聯繫計劃

(五) 其他：內外會議、籌辦或參與工作坊、與其他高齡服務機構保持聯絡、郵寄資料等。

隨著近年澳洲政府高齡服務改革，我們也要與時並進，收集資料，更新講座內

容、形式，重新編製投影幻燈片。老實說，別以為我們是「一曲走天涯」，不斷在重覆又重覆。經驗告訴我們：即使在華人/越裔社區小組，許多時候也要按小組成員的性質和期望調整講座內容。

六年以來，接觸過許多服務機構、許多服務對象，也接觸過許多喜怒哀樂。這六年也承載了長者或照顧者的孤單、無助、擔憂、牽掛。



查詢電話

Tel: 02 9784 0838 or email: clp@anhf.org.au

社區聯繫計劃

先想當年：「社區聯繫計劃」前身始於2006年的「社區夥伴計劃」。即使同事更迭，辦公地點數次遷移，但服務社群、與高齡服務機構緊密合作的主要精神，仍然不變。

「社區聯繫計劃」共有三位前線員工（一位越南語、兩位廣東話/普通話），再加上統領大軍的社區服務經理，合共四位職員，所以我們也戲稱自己為「四大美人」。

我們的工作範疇，可以用「周身刀，張張都幾利」來形容。

（一）社區教育：在越裔及華人社區提供不同的資訊講座，幫助他們認識澳洲各項高齡服務。不是浮光掠影地認識服務內容，更要知道如何獲得服務，也要認識作為一個服務對象，自己的權利和義務、投訴渠道等。



如果你見到我們拖著行李箱，十之八九正是我們出差之時。當然必須神清氣爽，但萬一在講座地點附近找不到車位（經常如是），那麼即使日晒雨淋，也要拖著重甸甸的「道具」（手提電腦、

投影機、電插頭拖板及資料單張）「急」步當車，務必準時到達。

（二）支援高齡服務機構：「社區聯繫計劃」也時常被邀請到其他高齡服務機構進行培訓或講座，分享在為華裔或越裔長者提供高齡服務時，需要留意什麼文化差異，好讓長者獲得適切文化的服務。許多時候服務機構都會要求我們特別針對他們的員工或服務需要，例如寧養服務（又稱「善終服務」）、風水（這是一「家居改建及維修服務」負責人的要求）、如何安排節日活動、簡單的節日手工藝、簡單的中國民歌琴譜，為華人長者設計一個腦退化症患者的活動室等。

在過去的日子裏，我們也接過來自五龍崗、紐卡素，甚至坎培拉安老院的電話，查詢如何幫助他們的華人長者，減

低他們的孤單感覺。差一點忘記告訴大家：「社區聯繫計劃」華人服務包括紐卡素，越南社區服務則覆蓋五龍崗。

（三）資訊攤位：在各類型的工作坊及社區節日或慶典中設置資訊攤位，例如每年一度的卡市中秋節、依士活青蘋果節、TVBA嘉年華等。一旦留守

資訊攤位，便要「四得」：站得、講得、餓得、忍得。「生意」好時，真的要輪流吃飯，講個不停。大凡重點節日活動，公共廁所必定大排長龍！



會訊

60 Weldon St, Burwood NSW 2134 Tel: 02 8741 0218 Fax: 02 9747 1637 www.anhf.org.au email: info@anhf.org.au

家居及社區護理服務

澳華療養院基金喜獲聯邦政府社區服務陪，家居及社區護理計劃撥款擴展悉尼西南區的翠庭山及綠田園華語及越語日間中心服務。新服務包括專為癡呆症患者而設的活動。這些活動不但有助長者保持獨立及其它生活能力，亦讓家人有喘息的機會。

新撥款亦讓澳華療養院基金可於悉尼西區設立家庭及社區支援服務。服務是提供適切的社區支援，讓長者能夠有尊嚴地生活。透過一系列支援服務，照顧長者各方面的需要和提升他們的生活質素，使他們繼續留在熟悉的社區環境積極生活。服務提供定期家居清潔及購物簡單園藝及家居維修，家居探訪，透過電話或視像電話問候，外出活動，興趣班和交誼活動。服務對象為六十五歲或以上居住在奧本市、寶琴山、柏黑鎮、賀來及巴拉瑪打的華人長者。



查詢電話

西南區華語及越語日間中心: 02 9753 3400

西區家庭及社區支援服務: 02 9784 0837

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編輯室

陳妍平

馮嘉碧

關靜雯

黃慧恩

顧問

澳華療養院基金管理