



ANHF Newsletter

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Aged Care Reforms—

Living Longer, Living Better

The Australian aged care system is going through significant reforms, outlined in the *“Living Longer, Living Better”* document. The changes aim to provide older people, their families and carers more choices and better control over the type of care they receive, and to achieve a

more consistent and fairer system across the nation. Some of these changes have already taken place, and some will be implemented over the next few years. The chart below details the changes and how it affects you.

When?	What are the key changes?	What does it mean?
1 July 2013	All new Home Care packages are offered on a Consumer Directed Care (CDC) basis	It means older people are at the centre of care decision, and are able to determine what and how their care needs are provided
1 July 2014	The distinction between low and high care in aged care homes will be removed and a mean testing system will be introduced	It means older people do not need to change homes as their care need increases (ageing in place), and will create a fairer system.
By July 2015	All existing Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH) and Extended Aged Care at Home – Dementia (EACH D) packaged will be converted into CDC Home Care Packages	There will be a standardised system for all people using Home Care packages, and they no longer have to change providers as their needs change.
1 July 2015	The Commonwealth Home Support Program will be established to replace the existing Commonwealth Home and Community Care (HACC), National Carer Respite Program (NRCP), the Day Therapy Centre program and Assistance with Care and Housing for the Aged Program.	It aims to simplify the current systems and improve consistency across the nations to support older people to remain independent and active at home and in the community.

How does income testing work?

Centrelink will assess your income in a similar manner to the Aged Care Pension, to determine your care fees for Home Care packages and Aged Care Homes. Full Commonwealth subsidies will be

paid for people who fall below the minimum income and/or asset thresholds. The basic fee for a Home Care Package is calculated based on the Aged Pension rate.

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Aged Care Reforms— Living Longer, Living Better

How does income testing work?

For example from 20 March 2014 to 30 June 2014 it is up to \$133.98 per person per fortnight (for Home Care Services) This rate increases in March and September each year in line with changes to the Age Pension.

If you are on a higher income than the Aged Pension the maximum amount you may be asked to pay is the basic fee plus up to 50% of your income above the Aged Pension. You cannot be asked to pay more than the value of your care. In addition, there is an annual cap of \$5,000 for part pensioners and \$10,000 for self-funded retirees, and a lifetime cap of \$60,000 on care fees. No person will pay more than this amount for Home Care Packages during their lifetime.

The Daily Fees for Aged Care homes consists of a basic daily fee that everyone pays (equivalent to 85% of the Basic Aged Pension), and an additional income-tested fee to contribute to the cost of your care if you receive income above the pension rate. The annual cap for all care is \$25,000 and the life

time cap is \$60,000 for aged care residents.

How does assets testing work?

Centrelink will assess your assets to determine your level of accommodation payments when you enter an aged care home. You will need to choose either a Daily Accommodation Payment (**DAP**) or a lump sum Refundable Accommodation Deposit (**RAD**) within 28 days of entry to residential care.

Accommodation payments have 3 levels. The first 2 levels are set and approved by the Minister, and can be up to the equivalent of the maximum Government Accommodation Supplement for Level 1, and the maximum Daily Accommodation Payment or Refundable Accommodation Deposit (**RAD**) for Level 2. Level 3 for extra services must be justified against agreed criteria and approved individually by the Pricing Commissioner. Before you sign your Resident Agreement, your aged care home will speak with you to agree the amount. Some aged care homes may be able to offer you a wider selection of meals, entertainment and a higher standard of accommodation for an extra cost.

Your Assets	How much you need to pay?
Under \$45,000	The Government will pay for your accommodation.
\$45,000>\$116,136	The Government will share the cost of your accommodation
>\$116,136	You will pay for your accommodation

Where do I find more information?

The Australian Government will continue to review and shape our aged care system. To obtain most up-to-date information to help you make decision to meet your care needs, please go to the My Aged Care Website (operated by the Australian Government Department of Social Services:

<https://www.myagedcare.gov.au> or call My Aged Care Hotline 1800 200 422.

You may also contact our **Community Linkage Program Team** to discuss your situation. Our number is (02) 9784 0838 (Chinese) or (02) 9784 0839 (Vietnamese).

Disclaimer: While every effort is made to ensure accurate information is disseminated, please refer to the My Aged Care Website or Hotline for more information.

The Key to Happiness --- An Interview with Maisy Lai, Director of Residential Services



Many of us might not be familiar with our New Director of Residential Services, Maisy Lai, yet we are impressed by her smiling face, her gentle voice and her friendly attitude whenever we see her. Maisy – a woman of small built – is in fact a courageous adventurer. Maisy comes from Hong Kong. Her childhood dream was to follow the steps of Florence Nightingale – The Lady with the Lamp. Nursing, to her,

was a reputable profession that helped the needy. Upon graduation she received training from a nursing institute before working at Kwong Wah Hospital. Having stuck in the hospital for several years, boredom lurked in. Spurred by the aspiration to accumulate more experience, Maisy resolutely left her secure job, family members and her boyfriend to embark on an unknown journey in Australia, together with a former schoolmate.

What amazing fortitude these two young women possessed as they took up a new life in a totally strange land. To make ends meet, they worked as AIN's in nursing homes or took up child minding. The ultimate goal of cutting expenses was for a fuller life. Just as what Maisy put it: every time she walked past the Chinese barbecue shop in Chinatown, she had to suppress the mouth-watering urge to buy a roast duck. Later on an opportunity came when someone recommended them to pursue training in a mainstream hospital. They then became registered nurses in Australia.

In many cases things just happened by themselves without our least intention to make any effort – this was how Maisy felt as she recalled her migration to Australia. Back to Hong Kong after the six-month adventuring, Maisy accomplished several great events in her life: marriage, giving birth to a child, a new job. Urged by a friend, Maisy applied for migration to Australia 'just to give it a go'. It came out that the application was approved after a month and their family landed on Australian soil in 1989. Maisy chose to work in a nursing home for the flexibility in adjusting between family and work responsibilities. This decision paved the first cobble stone for a career in aged care.

Started as a nurse, then deputy head nurse, then as head nurse in a nursing home, Maisy finally took up administrative work in a mainstream nursing home in 1996. In 2008 she switched to Chinese-specific aged care. Having worked in residential aged care for over 20-years and seeing the reforms come and go, Maisy was not without some emotions. 'Aged care services in the past were a bit too loose, but now we are excessively stringent: heaps of work but limited resources. Aged care services are becoming more and more challenging.' Having worked in mainstream and Chinese-specific residential aged care, she commented on their major differences, 'The Chinese demonstrate greater filial piety through visiting their family members more frequently. Comparatively speaking Westerners visit less. Another difference is: Westerners tend to express their likes and dislikes more directly while the Chinese are more reserved. I have to learn to put the elders, their family members and the staff in the first place, take the initiative to communicate with and listen to them so as to identify their needs.'

It had been four months since Maisy started working in ANHF. To her, these four months were 'fully packed'. 'Despite the numerous changes ANHF faces, the many tasks we have at hand and how extremely busy everyone is, we are heading steadily in line with our vision. Aged care services require passion and patience, the most crucial ingredient being love for the job. ANHF is proud to have many staff who bear these attributes, it's my great pleasure to work with them in this big family.'

'I have a high demand for myself, likewise I expect the same from my colleagues. When problems arise, we can hurdle over them together. My interests are travel and sports – especially playing badminton. My strengths lie in pressing on to fulfil all tasks and establishing harmonious relationships. I'll encounter every problem with a smile: happiness lies in our own hands. Right now I have this key to happiness. Happiness is what I've chosen and hope to spread to the people around me!'

"Elders, their family members and the staff have first place, take the initiative to communicate with and listen to them:"

Reflections of Stanley Hunt Centre

by Annie Kung

Stanley Hunt Centre celebrated its 10th anniversary on 24 January 2014 with guest of honor Mr Stanley Hunt attending the reception at the Jones St Centre. The Centre was transformed into a sea of smiley faces as clients, carers, volunteers and staff celebrated together. Stanley Hunt Centre's Coordinator, Ms Annie Kung has written a poetic reflection which can be read on pg. 13.



ANHF offers our sympathies and condolence to family and friends of the late Mrs Valmai Constance Hunt. Mrs Valmai Constance Hunt will always be remembered fondly by our Foundation.

Thank You letter to ANHF

A thank you letter was sent in March 2014 to ANHF staff, from the family of a late client at Stanley Hunt Centre.

"It was encouraging to firstly place my mother in your unstinting custody one day a week in the day care program before my father died, and especially after my father died, to finally admit her into your Community Housing estate. How wonderful to find a purposely built facility for the elderly Chinese nationals in the middle of the city. We are grateful to have been given such a privilege and the convenience to experience both the Aged Care and the Community Services. You also persevered in providing the Community Aged Care Packages (CACP) tailored suited to my mother's constant insatiable demands. Any problem of which I am aware, from mother's outburst of dissatisfaction to the comforting and reassuring of less than a cooperative person, was always resolved with patience on your part. How difficult and taxing your work must have been in serving my mother who I know and admit was not a nice person at times.

Lastly, the communications between myself & the staff was excellent. I was always informed of mother's latest complaint or concern you might have. It had been a trying time for them and myself at times due to mother's deteriorating health & attitude, but there is no doubt that your staffs always acted professionally & empathically towards my mother.

You are all to be congratulated on the job you do so well and the difference you make to so many lives."

CHOOSE YOUR ATTITUDE

By Fifi Lai

At the beginning of 2013, Ada Cheng, our CEO announced that the Lifestyle Department would organise the Staff Christmas party for 2013. She said I could choose the theme.

I was invited to the Staff Strategic Planning Day in early 2013 and was inspired by Rosie McLaughlin's presentation called the FISH philosophy. One of the main motivational themes of this philosophy is "Choose your Attitude" where staff was encouraged to 'bring with them' a fun and cheerful attitude towards their customers.

Ultimately this will help with the sales of their products. I then decided that this would be our theme for the Staff Christmas Party. I called our first meeting with the RAOs Vincent, Maggie, May and Andy at LCACC in late July. At first the team felt that there was a lot of pressure to undertake such a big task. However, I used our theme to encourage my team and tried to get them to change their attitude to see the fun part of organising this party. Eventually as we talked more about it, and once the main programmes were decided, the enthusiasm was infectious and spread across to the other residential homes.



Vincent and Jane were to be the MCs for the night, together in their new wigs this young couple captivated the audience with their wits on the night.

LCACC with RAOs; May, Maggie and Andie would devise a game that would require getting the DONs and Board members on stage, the aim was to get them to compete against each other adding that edge of excitement. At BCNH, we decided to do a fashion parade and with the great support from Sinny, the DON, we started recruiting staff to make this happen. I set out to borrow costumes from different countries from some staff and my other contacts. Other costumes had to be purchased from the party shop and Jamie then went on a fun shop-

ping spree buying Hawaiian costumes and different coloured wigs. My thinking was that once in costumes people would often feel less inhibited and would quite readily adopt the characters they are trying to portray. CCPNH decided to do what they do best, which is



getting all their staff to sing and perform. Their camaraderie has always been second to none and when called upon, all the staff participated enthusiastically under the leadership of Susan and Jane.

I decided also to showcase the leadership and fun attitude of our Lifestyle team by getting them to lead the Nutbush by Tina Turner on stage. All the RAOs (Jane, Cherry, Donna, Vincent, Maggie, May, Andie, Danny and Jamie) worked hard practising whenever they can and on the night, donned with our colourful wigs and 'fun attitude' we got everyone up on their feet and dancing away with a lot of laughter and sweat. The energy on stage was quite electrifying.

But BCNH stole the show! Edward began the scene wearing Wong Fei Hung's costume followed by Fung Ha and Josephine in their traditional Chinese gowns. Annie showed how a Korean would wear her costume with pride. Jimmy then danced with Danny and Maggie parading their Malay costumes, followed by Sinny in the beautiful Vietnamese costume. Next came Jamie, Hang and Apok in their Hawaiian costumes complete with coconut shells and grass skirts. This was well received by the audience with loud applause and laughter. Daniel, Ken, Helen and myself finished off this scene with our modern hip hop, Spice Girls costumes.

The big smiles and the fun that everyone had on the night proved that it was a successful party. But most importantly it shows that it's really up to us to 'choose our attitudes' to tackle any task big or small.

On behalf of the lifestyle department, I would like to thank all the people who have helped, whether behind the scene and on the night, to make this event such a success.

ANHF News

ANHF wished Mrs Beatrice Kwok a happy retirement after 35 years of service to ANHF in March 2014. Our CEO, Ms Ada Cheng presented Mrs Kwok with a Certificate to mark her services at Chow Cho Poon. She will be remembered for her exceptional standards and keeping the laundry services always spotlessly clean and tidy.



Bernard Chan Nursing Home welcomed our new Deputy Director of Nursing, Ms Shirley Lu. Shirley graduated from UTS, Sydney with a Bachelor of Nursing and has 17 years of experience spanning across acute hospitals, medical centres, community and residential aged care. Shirley's experience as a community case manager and a clinical co-ordinator in community care direct service is a strong asset for ANHF and we are pleased Shirley will be joining the Bernard Chan Nursing Home team.

New Aged Care Reforms—ANHF is working closely with the Department of Social Services in implementing the new aged care reforms. The new reforms will give consumers more choice, easier access and better care. More information about the new payment structure will be published onto the ANHF website in late May 2014. This information will be for new residents entering care on or after 1 July 2014.

Implementation of New IT System across ANHF services. A major software implementation is taking place which will enhance the Foundation's operating systems. The planned conversion, training and project management is now underway. We endeavor to keep our business operations running as smoothly as possible during this change.

My Aged Care Website can help with:

- * Caring for Someone
- * Help at Home
- * Aged Care Homes
- * Aged Care Assessments

More information regarding the Government's Aged Care Reforms can be found on the

My Aged Care Website www.myagedcare.gov.au

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

ANHF Volunteer Appreciation Night

Friday, 16 May 2014

Volunteers are an integral part of our organisation and play an important role in the development and provision of our quality services. ANHF has established a volunteer program for recruiting, training and developing volunteer skills in different service areas. This year's annual ANHF Volunteer Appreciation Night will be held on Friday, 16 May 2014. This event is to show our appreciation to every volunteer's valuable contribution. Our volunteers are vital to ensure our Foundation continues to assist and support elders in our community. If you would like to join our exciting Volunteer Team, contact Ms Tracy Yang on (02) 9784 0848 or email: volunteers@anhf.org.au



Australian Nursing Home Foundation Limited

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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



Blessed by the God of Wealth during Chinese New Year Celebrations at Bernard Chan.



Chow Cho Poon Nursing Home Celebrates a 21st Birthday Milestone



Celebration of Lucy Chieng Aged Care Centre's 3rd Anniversary in February 2014.

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



Community Services out on a Charity Drive



Housing Tenants at a Xmas Auction



Birthday Celebration at So Wai



An Aspiring Artist at Hurstville Day Respite



Mr Stanley Hunt Enjoys a Moment with Clients



Singing Group from Greenfield Park

一首詩慶祝沛德中心

沛德中心 樂趣多，我哋日日 笑呵呵
節目多姿 又多采，遊戲手工 和唱歌
重有運動 同講座，身心有益 好處多
有時打吓 麻雀仔，四方城內 共切磋
每月旅行 同探訪，重會去吓 Shopping Mall
中心活動 嚟參加，唔駛在家 囉囉唆
中心每日 又提供，午餐小食 照顧周
佳餚美酒 日日有，健康好味 勝珍饈
南北中西 啱口味，講起上嚟 口水流
過時過節 更精采，斬料加餸 講意頭
特別節目 時時有，飲茶食齋 樂悠悠
老來食得 就是福，肚飽心暖 就無愁就無愁
義工周到 樂助人，處處關懷 表愛心
時時虛寒 又問暖，一聲早晨 勝萬金
開心見面 同歡聚，相處好似 一家人
中心職員 夠專業，工作盡職 極認真
幫助我哋 解愁困，有求必應 冧吧溫
生活安心 少煩惱，沛德中心 全做到
今日一齊 賀生日，歡聚一堂無煩憂
十歲生日 齊慶祝，大家添壽 又添福 又添福

Home
Affairs
家事廣場

Welcome On Board

歡迎新同事



Ms Shirley Lu joined ANHF as Deputy Director of Nursing—Bernard Chan Nursing Home in February 2014.

二月2014盧曉冬女仕加入院舍服務為副院長



Ms Mabel Li joined ANHF as iCare Co-ordinator in March 2014.

三月2014李美寶女仕加入院舍服務為I-Care 聯絡主任

樂由心生 - 物理治療師及生活起居組主任

黎宇菲

二零一三年初，我們的行政總裁，鄭賜霞女士宣佈由生活起居組負責策劃二零一三年度的員工聖誕聯歡會。

記得二零一三年初員工策略規劃日，由Rosie McLaughlin's主講的「魚的哲學」，令我啟發良多。當日其中一個主題叫「樂由心生」(choose your attitude)，非常勵志，於是我決定用此作為員工聖誕聯歡會的主題。

七月下旬，我召集所有康樂活動主任開始第一次會議。起初，組員覺得要籌辦這個大型活動，感到有很大壓力。我嘗試用我們的主題去鼓勵他們，讓他們先改變自己的態度，並將籌辦這個聯歡晚會變成樂趣。慢慢地，組員在會議中提出很多不同意見，相互激勵啟發，大家也愈來愈投入和興奮。最後，整個方案架構落實下來，彼此熱誠相互感染。跟著，我們開始找適合的人去開展不同的項目。首先，我們找到Vincent和Jane擔任該晚司儀。

每個服務單位各自負責設計和籌辦自己當晚的表演項目。錢梁秀容療養院決定設計遊戲節目，並和董事會成員一起上台表演。陳秉達療養院決定做一個時裝匯演，由員工穿上不同服飾表現不同文化習俗。我開始從不同渠道收集這些服飾。

Jamie開始瘋狂搜購夏威夷服飾及色彩斑斕的假髮。



我覺得只要員工穿上這些服飾，就會變得沒那麼拘謹，自然會容易投入他們的角色。我很感謝陳秉達院長及所有員工的鼎力支持並積極參與。周藻泮療養院決定做他們最擅長的節目，

就是員工大合唱和表演。他們的凝聚力向來首屈一指，所有員工都踴躍參與。

為了展示我們生活起居組的領導及搞笑的本能，我們開始練習著名歌星Tina Turner熱爆的Nutbush，希望當晚能藉此帶動全場觀眾熱烈的氣氛。

接著下來是不停開會和排練，大家愈來愈投入自己的角色並感到異常興奮。聯歡會當晚終於來臨，眾人蓄勢待發！

兩位司儀彩色的假髮和急才，首先俘擄在場的觀



眾。當晚所有節目都運作得很流暢，為觀眾帶來很多樂趣。

生活起居組同事戴上七彩斑斕的假髮，他們以擅長的搞笑本能，帶動全場觀眾一起大笑一起跳舞，他們台上的表現激動人心。

但無可置疑，當晚陳秉達療養院可謂搶盡風頭！首先，由員工扮演中國著名武術大師黃飛鴻率先出場，跟著是穿著世界各地不同傳統服飾的表演者出場，包括穿著中國服、馬來西亞服、韓國服及越南服。然後由三位穿戴彩色假髮、椰子殼和草裙的漂亮「夏威夷女郎」出場，他們美麗性感女郎打扮及搞笑地扭動臀股舞姿，將當晚的氣氛推到最高潮，觀眾們都報以熱烈的掌聲和笑聲。最後全場都溶入在最流行辣妹組合及嘻哈文化歌舞裡，並在一遍歡樂氣氛結束。

當晚此起彼落的歡笑聲足以證明這是一個非常成功和開心的聖誕聯歡會。但最重要的，是我們一同體驗到選擇「樂由心生」的態度，真的我們可以幫助我們快樂地完成所有的任務。

我想藉此機會感謝所有生活起居組同事包括Vincent, Jane, May, Maggie, Danni, Andie, Jamie, Cherry和Donna，他們態度積極、領導有方及工作辛勤。我也要感謝陳秉達療養院院長Sinny和員工Edward, Feng Lin, Josephine, Annie, Jimmy, Bo, Heng, Helen和Daniel的熱情參與，當然我丈夫Ken身體力行地支持和協助更是功不可沒。

此外，我想代表生活起居組感謝當晚為聖誕聯歡會付出努力和貢獻的所有人士，你們的努力是非常值得嘉許。

最後，我要感謝我們的行政總裁鄭賜霞女士一直以來對我們的支持和鼓勵。

澳華療養院基金新聞

在澳華療養院機金服務三十五年。郭太將在二零零四年三月榮休。澳華療養院機金祝郭太退休後生活愉快。行政總裁鄭賜霞女仕將頒贈郭太獎狀以表揚郭太在周藻泮療養院的卓越服務成就。郭太的卓越工作標準及保持洗衣房一塵不染的態度我們將會永記心中。



陳秉達療養院 - 歡迎盧曉冬女士加入陳秉達療養院任職副院長。盧曉冬女士畢業於悉尼科技大學護士學系。過往她曾在醫院急症部門、醫療中心、社區及高齡院舍工作有十七年之久。盧女士經驗豐富，曾任社區個案經理及社區醫療護理主任。我們很高興盧女士加入陳秉達療養院這個大家庭，她的加入讓基金會更實力壯大。

高齡護理改革 - 基金會向來和政府社會服務部合作無間，了解高護理改革最新訊息。新的改革讓消費者有更多選擇的權利，更容易取得服務並獲得更好的照顧。基金會將在五月份更新網站資訊，列出有關改革後最新收費詳情，這些資料對在2014年7月1日後申請入住院舍的住客非常重要。

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。

我的高齡護理網站 www.myagedcare.gov.au

在「我的高齡護理網站」可找到的資料包括：

- 照顧某人
- 家居協助
- 高齡院舍
- 高齡護理評核組

有關政府的高齡護理改革詳情，請瀏覽「我的高齡護理網站」。

全國聯絡中心電話 **1800 200 422** 查詢時間: 星期一至星期五 (早上八時至下午八時)；
星期六 (早上十時至下午二時)

澳華療養院基金義工嘉許日 二零一四年五月十六日(星期五)

義工是我們機構重要的一環，在我們所提供的服務和發展中扮演重要的角色。基金會成立的義工服務，定期對義工進行招募、培訓，並讓他們在不同服務範疇中各展所長。

澳華療養院基金一年一度的義工嘉許日將於二零一四年五月十六日（星期五）舉行。是次活動主要目的是對每位義工付出的貢獻作出嘉許。每一位義工對我們來說都非常重要，期望他們繼續協助基金會在華人社區為有需要的華人長者服務。

假如你有興趣加入我們充滿動力的義工團隊，請和義工主任楊雄女士聯絡，電話: (02)9784 0848
或電郵至 volunteers@anhf.org.au

沛德中心十週年

龔愛周

人生有幾多個十年，我有幸能與沛德中心渡過它的第一個十年。

十年...沛德中心由原先只提供一天的服務到二零零六年開始提供五天的長者暫託服務。

十年...沛德中心由只有兩個兼職的職員工作至現在有一個全職及九個兼職的同事工作。

十年...沛德中心曾為**160**多個長者提供服務。

十年...沛德中心增設了花園大涼亭，感官閣，冷、暖氣設備，廚房雪櫃，廚房抽風機，多個儲物房，門口對講機，掛牆智能電視，坐枱電子琴，智能平板，各樣活動器材，音響...

十年...沛德中心與長者渡過無數次的生日，與長者踏遍很多很多的公園及景點，嚐過無數間餐館酒樓的美食。

十年...沛德中心廚房制作過無數份營養均衡的美味午膳。



澳華療養院基金謹向樺艾瑪葛施頓仕(陳沛德夫人)之親友致哀忱。
樺艾瑪葛施頓仕(陳沛德夫人)之嘉儀懿德，基金全人永誌難忘。



澳華療養院基金董事會

這個形式太好了，很有創意。朋友，如第給我送一份同樣的禮物，那就顯得太平淡了；如用抽卷的形式，一則顯得老套，二則也不一定能夠抽得中想要的禮物。而通過拍賣的形式，則既有新意，老人們也可以把它作為娛樂活動，增加了節目的氣氛。

歸根到底，我們得感謝為老人造福為宗旨的澳華療養院基金董事會，我体会到這項有創意的活動，也是得董事會的支持和贊助才沒以草草的。

快樂的鑰匙 ----- 訪問院舍服務總監黎梁美時



對許多人來說，新來的院舍服務總監Maissy可能有點陌生，只知道每次看見她時，她總是笑臉迎人，說話溫柔，態度親切。你可能怎樣也想不到，個子細小的她，竟是個愛冒險的勇士。

來自香港的Maissy，小時候的夢想就是要成為白衣天使，她認為護士職業高尚，可以幫助有需要的人。畢業後進入護士學校受訓，跟著開始在廣華醫院工作。在醫院默了幾年，有點悶，覺得這世界很大，想追尋多一些，認識多一些，於是毅然放下穩定的工作，放下家人，放下男朋友，和另一個女同學一起遠赴澳洲流浪。

兩個女子在人生路不熟的異地體驗生活，需要很大的勇氣和信心。為了應付日常生活開支，她們會到安老院做助理護士，或是做褓母照顧小孩。她們省吃省用，只為豐富人生。Maissy形容那時每次經過得記燒臘時，看見那些燒鴨都口水直流，但都不捨得買來吃。機緣巧合下，有人介紹她們到主流醫院受訓，並成為澳洲認可註冊護士。

許多事情都是無心插柳柳成蔭，Maissy形容她移民澳洲也是這樣。流浪半年回港後，Maissy完成了她人生幾件大事，包括結婚、生子、轉工。在朋友的慫恿下，隨意地入紙申請移民澳洲，想不到一個月後就批准下來。八九年，他們整家移民來澳洲，為方便照顧家庭，她選擇上班時間較彈性的安老院工作，開始走上澳洲高齡服務之路。

由安老院護士，做到副護士長、護士長，直至九六年開始，Maissy開始參與院舍管理工作，開始是主流院舍，零八年開始專注

服務華裔長者。已有二十多年院舍服務經驗的她，看著高齡服務一次又一次改革，感慨地說：「以前高齡服務沒守則太隨意，但現在又嚴格得過份，工作很多，但資源有限，高齡服務實在愈來愈具挑戰性。」曾經做過主流和華人院舍的她，覺得兩者最大分別是：「傳統華人真的很孝順，他們時常來院舍探望家人，對比西方人就沒有那麼頻密；至於另一最大分別是西方人很直接，有甚麼開心或不滿都會直接表達；華人就含蓄很多，要聽取他們心底話，我必須學習親民，主動和長者、長者家人和員工多談多聽，才可掌握他們真正的需要。」

來到澳華療養院工作已四個月，Maissy形容這幾個月「很忙」。「機構正面臨許多轉變，很多事情等著處理，大家都很忙，但我們很清楚正朝著我們的理念邁步。我覺得從事高齡服務的人，要有愛心和耐性，最重要對工作要有熱情。澳華療養院基金有很多這樣的人，我很開心和他們一起共事，這裡就像一個大家庭。」

「我對自己要求很高，希望和我同事的人也可以和我保持同一水平，若有問題，可以互相扶持。興趣是旅遊、運動，特別愛打羽毛球。擅長是拼命工作，完成任務；也善於建立和諧人際關係。無論發生任何問題，我喜歡笑著去面對；我覺得快樂是自己可以操控，我手裡就拿著這條快樂的鑰匙，我選擇快樂，也希望能將快樂帶給身邊的人！」

重點改革—活到老、活得好

入息評估

福利部會按養老金的評估標準，釐定家居護理服務及院舍住宿服務的費用。若評估為低於最低入息限額及/或資產限額，可獲聯邦政府全額資助。家居護理服務基本費用按養老金評估標準釐定。例如自2014年3月20日至2014年6月30日期間每一服務對象每兩週最高費用為\$133.98。收費隨養老金於每年三月及九月遞增而改變。

若收入超過養老金最高限額，除繳付基本費用外，或需額外繳付限額以上金額的一半費用。服務對象不需繳付服務以外的費用。領取部分養老金人士每年最高繳費限額為\$5,000，自費退休人士則為\$10,000。一生的護理費用最高限額為\$60,000。換言之任何使用家居護理配套人士終其一生不可繳付超過這個金額。

院舍住宿服務收費包括每位住院人士必須繳付的「每日基本護理費」basic daily fee（等同養老金的85%）及因收入高於養老金評估標準而繳付的「入息附加費」income-tested fee，此費用亦用作護理費用。此項護理費用每年最高限額為\$25,000，任何院舍住宿人士終其一生最高限額為\$60,000。

資產評估

當你入住院舍時，福利部會按你的資產釐定需繳付的「住宿付款」（accommodation payments）。你可在入住後28天內決定付款形式：「每天住宿付款」（Daily Accommodation Payment）或一次過繳付「可退回之住宿按金」（Refundable Accommodation Deposit）。

「住宿付款」分三個級別。第一及第二級別由政府有關部門釐定。第一級別收費最高可達「政府住宿資助」（Government Accommodation Supplement）的第一級別最高金額，第二級別收費最高可達政府資助的「每天住宿付款」或「可退回之住宿按金」最高金額。第三級別收費（額外服務）必須由住宿人士及院舍共同協議，並經「高齡服務收費專署」（Pricing Commissioner）審批。在簽署「院舍住宿協議」前，有關院舍必須和你商議金額。部分院舍可向願意繳付較高住宿付款的人士提供更多元化的膳食、康樂活動及更佳住宿環境。

你的資產	住宿付款
\$45,000以下	政府代為繳付
\$45,000>\$116,136	政府繳付部分款項
>\$116,136	你需全數繳付

查詢更詳盡資料

澳洲政府將不斷評估及改善我們的高齡護理服務。若需認識最新的高齡服務資訊，幫助自己選擇適切的高齡服務，請瀏覽由澳洲社會服務署運作的「我的高齡服務」網站

（My Aged Care）：<https://www.myagedcare.gov.au> 或致電 1800 200 422 「高齡護理熱線」查詢。

電話傳譯服務：13 14 50

本機構的「社區聯繫計劃」（Community Linkage Program）職員樂於向你提供高齡護理服務的訊息。請致電（02）9784 0838（廣東話及普通話）或（02）9784 0839（越南語）。

（上文只供參考之用。詳情請瀏覽「我的高齡服務」網站 <https://www.myagedcare.gov.au> 或致電 1800 200 422 「高齡護理熱線」查詢。）

重點改革 - 活到老、活得好

澳洲政府在「活到老、活得好」(Living Longer, Living Better)這份文件中概述高齡護理服務現正進行的重點改革。這些改變除了讓長者、家人和照顧者有更多選擇、更能掌握所需的服務外，也讓澳洲國內整個高齡護理服務更為一致、更公平。有些改革已經完成，餘下的將在未來數年陸續進行：

改變時段	主要改變	要義
1/7/2013	自該日起所有新提供的「家居護理配套」以「自選配套護理計劃」(Consumer Directed Care)形式運作。	以長者為本，針對他們的護理需要。長者也可按需要自行決定護理項目及形式。
1/7/2014	院舍住宿服務(習稱安老院/療養院)不再劃分高程度或低程度護理；此外亦引進「資產及入息評估」。	長者不用因更多的護理需要而轉往另一院舍(配合政府「樂享天年」ageing in place這個服務理念)，收費評估也更為公平。
2015年7月底前	所有現正運作的「高齡家居照顧服務」、「高齡家居護理服務」及「高齡(老人癡呆症)家居護理服務」將漸次變為「自選配套護理計劃」。	統一家居護理服務的整個運作系統，服務對象不用因護理需要改變而轉換服務機構。
1/7/2015	引進「聯邦家居支援服務」(Commonwealth Home Support Program)取代現行的「家居及社區照顧服務」、「全國照顧者暫息服務」、「日間照顧中心」及「高齡護理及住宿支援服務」。	簡化現行制度，統一全國的運作系統，讓長者在家居及社區生活兩方面都能盡量獨立自主、保持活躍。

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編輯室

陳妍平
馮嘉碧
關靜雯

顧問
澳華療養院基金管理