

BETTER FOR YOU

AUSTRALIAN NURSING HOME FOUNDATION
ANNUAL REPORT 2017-2018



ANHF
澳華療養院基金

Culturally Appropriate Aged Care Since 1980

YOUR HAPPINESS AND WELLBEING IS OUR HIGHEST PURPOSE

A LEADER IN CUSTOMER SERVICE COMMITTED TO QUALITY

'Going beyond the prescribed level of care is in the vision of ANHF and the organisation is perceived to be a leader in customer service amongst its competitors.' These words from the Customer Services Institute of Australia affirm what we know. That it is the ability to customise a person's experience and understand their needs – to explore more fully their goals and aspirations and what makes them happy – that really defines quality. It's this we strive to offer.



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GETTING BETTER AND BETTER

In the midst of aged care reforms and promoting a culture of customer-centricity, ANHF's care and corporate services teams strive for continuous quality improvement (CQI) to ensure we offer the best care and services to our clients.

This report showcases our new CQI projects and broader organisational initiatives via inspirational stories from our staff and customers. We also celebrate our successes from the past year, which helps to focus our thoughts positively on the future

Whatever changes and challenges lie ahead for us, our aim is to be *better for you. Always.*

WHO WE ARE

The Australian Nursing Home Foundation (ANHF) is a community-based not-for-profit organisation that provides culturally and linguistically diverse (CALD) aged care to more than 1,000 people in Australia each day. It exists to support older people from Chinese and South-East Asian and other culturally specific communities in Australia to live positively and according to their own priorities, choices and cultural traditions.

OUR SERVICE

ANHF operates three nursing homes, six seniors wellness centres, three community housing sites, home and community care services in five regions, a resource and education centre and partnerships that extend our specialist expertise to people of Arabic, Assyrian, Greek, Italian, Vietnamese and Korean backgrounds.

WHAT WE OFFER


- Services in five Sydney regions
- Quality residential care and in-home support
- Health and care staff who also speak Chinese and dialects
- Dementia and carer support
- Community Housing
- Mahjong, tai chi, yum cha and other activities
- Cultural celebrations and social events



WE START WITH UNDERSTANDING WHAT 'GOOD LIVING' MIGHT LOOK LIKE FOR OUR CUSTOMERS

WE'RE SHAPING A PERSON-CENTRED CULTURE FOCUSED ON QUALITY

When Australian consumer organisations were asked to identify what they thought were the most significant quality issues for aged care consumers, these were the things that rated highly: Transparency of fees and charges, consultation and communication with the individual consumer, and understanding of their specific needs; choice and input into decision-making; holistic management of health, dementia and behavioural issues, clinical and personal care; quality, consistency and sufficiency of staff in residential care, and consistency of staff particularly in-home care, to minimise misunderstandings and disruptions

to care, and lack of rapport. They also emphasised that staff needed to be well versed in the standards, what is expected of them, and what consumers can expect. Providers, they said, also needed to cultivate a person-centred culture of 'doing with' rather than 'doing for'. So, when ANHF talks about fostering a culture of continuous quality improvement, what we mean is these issues are pivotal in shaping high quality services of value to the people we serve. We want to be better for our clients and with them – and you'll see a little of how that works in this report. 



OUR SERVICES

We pride ourselves on providing specialist residential and community aged care services for Chinese, Vietnamese and South East Asian communities. We're also one of the largest providers of culturally and linguistically diverse aged care in Australia.



RESIDENTIAL CARE

Our tailored options help you live the most active and meaningful life possible – secure in the knowledge that our dedicated staff are there to assist you 24-hours a day. In our vibrant communities, we share your language and celebrate your cultural background through food and festivals. Our centres in Burwood, Earlwood and Hurstville also offer an array of services to support your health and wellbeing.



COMMUNITY CARE

We support you to live independently at home and to manage your individualised care package. We work with you to secure the services you need to stay active and connected with your community. Our services in the Inner West, South West, Western, Northern and South East regions of Sydney offer case management, nursing care, cleaning, meals, personal care, transport, respite, access to allied health services and more.




SENIORS WELLNESS CENTRES

Our six centres across Sydney offer you a great opportunity to socialise. Skilled staff also provide crucial support for people living with dementia, and their family carers. With a focus on wellness and reablement, you'll enjoy art, gardening, cultural and festive celebrations, mah-jong, gentle exercise and other activities. Nutritious meals, transport, and outings also support your health, independence and wellbeing.



HOUSING FOR SENIORS

We provide a number of culturally appropriate housing options for seniors. We manage government- and privately-owned housing in Ultimo, Surry Hills and Campsie where you can enjoy a comfortable and secure living environment (note though: eligibility criteria applies). We aim to offer supportive services to help our public housing and private tenants to continue to enjoy the comforts of home. 

THE NEW QUALITY STANDARDS AND HOW WE UPHOLD THEM

Thanks to our incredible CEO Ada Cheng and her dedicated team, we are well on our way in our transition to the new Aged Care Quality Standards that the Federal Government requires us to be compliant with by July 1, 2019.

The board and executives welcome the new standards as they recognise – as ANHF has done since its inception – that quality of life and quality of care are interrelated. Clinical care is important, of course, but ‘quality’ is only truly achieved when we understand each person’s experiences, and aspirations, and what makes them fulfilled – and then tailor our care and services to suit.

I’ve included the eight **standards** here in short form including what the government believes each consumer should expect from their provider. Under each standard, I’ve also briefly described from a client’s perspective how ANHF upholds it to benefit all the people we’re privileged to serve.

1. CONSUMER DIGNITY AND CHOICE

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose. *ANHF values and supports* my independence, inclusion, culture, language, privacy and confidentiality, along with clear two-way communication about my choices.

2. ONGOING ASSESSMENT AND PLANNING WITH CONSUMERS

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.

ANHF values and supports my partnership in planning and reviewing my care to ensure I receive what I need to be healthy, happy and fulfilled.

3. PERSONAL CARE AND CLINICAL CARE

I get personal care and/or clinical care that is safe and right for me.

ANHF values and supports best-practice care that’s tailored to my needs: minimising risks, and maximising my comfort and dignity.

4. SERVICES AND SUPPORTS FOR DAILY LIVING

I get the services and supports for daily living that are important for my health and wellbeing, and that enable me to do the things I want to do.

ANHF values and supports my physical, emotional, spiritual and psychological wellbeing, assisting me to participate socially and to pursue my interests, to eat well and feel cared for.



ELLEN LOUIE, LLB, LLM
Chairman

5. ORGANISATION’S SERVICE ENVIRONMENT

I feel I belong and I am safe and comfortable in the organisation’s service environment.

ANHF values and supports a safe, clean, and well-maintained environment, which supports my sense of belonging, independence, interaction and enjoyment.

6. FEEDBACK AND COMPLAINTS

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

ANHF values and supports my input and feedback and that of other consumers, carers, staff and volunteers. It seeks my feedback and uses it to inform continuous improvements that assist me, and the organisation as a whole.

7. HUMAN RESOURCES

I get quality care and services when I need them from people who are knowledgeable, capable and caring. *ANHF values and supports* planning for and equipping a suitably qualified workforce, whose members respect my identity and culture and provide great care and services.

8. ORGANISATIONAL GOVERNANCE

I am confident the organisation is well run. I can partner in improving the delivery of care and services. *ANHF values and supports* my engagement in the development, delivery and evaluation of care and services. Its governing body is well-equipped to steer us towards a sustainable future.

This report will show you more!

Ellen Louie
Chairman

*Note: The legislation relating to the new Standards was in draft form at the time of writing, it is now being set out in legislation.



WE'RE COMMITTED TO BEING BETTER FOR YOU

Better for you is the theme of this year's annual report – but let's be clear. At ANHF we don't presume to know what's best for our elders and their loved ones without talking with them, listening carefully, and shaping our services to suit.

All our efforts are guided by a heartfelt desire to hear our elders' perspectives and find the best way to make their journey into ageing as positive as possible.

This year we've taken some huge steps to keep our organisation swimming strongly amidst what has often seemed like endless waves of change.

It's been a year of transformation, of innovative thinking, and our progress is a tribute to our board, managers, staff and volunteers who've been remarkably resilient – surfing the waves!

There are big changes being legislated nationally that I won't go into here too deeply; but suffice to say they aim to revolutionise aged care in Australia as well as the tools used to assess and assist people to navigate its systems.

There's a new commercial competitiveness in the market, too, which means our ethical approach and our excellence as a

leading provider of culturally and linguistically diverse care (CALD) needs to shine through. In this report, we'll show you that *Better for you* will always mean going above and beyond in the care we offer, and in our customer service. On the ground, this means we'll continue to exceed industry norms in our wellness and reablement programs, our investment in our people, the quality of our food, our clinical care, and the standard of our built environments.

Our recent efforts towards achieving International Accreditation for customer service also confirm our commitment to continuous improvement – and ultimately to our clients. In other words, to *being better for you*.

The scope of this annual report is wide – but here's a taste of what you will find in it.

- Our Residential Care team's implementation of the Lifeful Project (Life is Fun; Life is Full) – building trusting, positive and meaningful relationships between our staff, residents and families.
- Our proactive approach to reporting and managing risk via the Folio system – collaborating across departments to ensure quality and compliance.



ADA CHENG
CEO

- Preparing ANHF for Customer Service Certification via the Customer Services Institute of Australia – pivotal in building a culture of Consumer Directed Care and excellence within ANHF.
- Our Corporate Services Team upgrading the tools we need to improve business sustainability and viability.
- Our first Aged Care Expo for Chinese Seniors at Sydney Town Hall in August 2018.
- Making communication through media a strategic priority in our customer engagement – reaching out to seniors through expos, print publications, radio and TV.

I spoke recently to aged care providers organised by Burwood Council about *Wellness and*

Reablement: Empowering People, Enhancing Independence and Enriching Life – and, you know, this is our raison d'être. When our clients are 'better' – more empowered, more independent, more enriched – it means we're doing what's right *for them, and with them*. We're all 'better' in a sense.

On the next page you'll find our short-form strategic directions for 2018–2023, including an image that encapsulates our identity, and what we value at ANHF.

There's a heart at its centre ... with people surrounding it.

It speaks volumes about who we are and what we do.

Ada Cheng
CEO 

BOARD AND TRUSTEES



ELLEN LOUIE, LLB, LLM
CHAIRMAN AND TRUSTEE

Director and trustee since 2009,
Chairman since 2012



BERNARD TSE, MBBS, FRACGP
DIRECTOR AND TRUSTEE

Director and trustee since 2008



MEI MEI TSE, JP
DIRECTOR AND TRUSTEE

Director and trustee since 2002



ANDREW GOCK, B.BUS, CPA, JP
DIRECTOR AND TRUSTEE

Director and trustee since 2010



SEAN WONG, BTECH, JP
DIRECTOR

Director since 2017

OUR SERVICE CHARTER



OUR VISION

To be the model provider of culturally appropriate residential and community aged care in Australia.

OUR MISSION

To honour and respect our elders as family in happy, caring communities.

OUR VALUES

Integrity, Compassion, Respect.
Equity, Innovation, Celebration.

STRATEGIC DIRECTIONS

We will strengthen ANHF's position as a leading non-profit provider of culturally responsive aged care services for people from Culturally and Linguistically Diverse (CALD) communities. Our unparalleled high standards, genuine care, and ethical approach will always set us apart.

OUR PEOPLE

Nurturing an agile and motivated team that supports the wellbeing, happiness and autonomy of the people we serve.

OUR PLACES

Developing a nurturing environment that attract people to our services, support their choices, and foster their wellbeing.

OUR PATHWAYS

Building a robust and sustainable organisation that excels in customer service; is guided by good governance; and embraces creative collaboration and innovation.



This symbolises ANHF's caring staff and volunteers embracing our seniors with love and care

OUR IMPACT

HERE'S HOW WE'VE BEEN BETTER FOR YOU ...

64,447

HOME CARE SERVICES
FOR THE ELDERLY

Supporting them to live
independently at home

1,743

ALLIED HEALTH VISITS
FOR THE ELDERLY

Supporting them to live
independently at home

158,391

NUTRITIOUS, HOT
MEALS SERVED

27,980

VOLUNTEER SERVICE HOURS

A platform for community
members to serve the
elderly and give back
to our community

5,110

VOLUNTEER VISIT HOURS

Bringing tender loving
care to the elderly

52 (52 TOPICS)

RADIO BROADCAST HOURS

Empowering elderly
people to access aged
care information

43 SESSIONS

INFORMATION SESSIONS,
WITH 1,360 PARTICIPANTS

Raising awareness among
the Chinese community
in aged care services

1,073

OUTINGS

More to enjoy in life

276

IN-SERVICE TRAINING
SESSIONS FOR STAFF

Continuous professional
development

139,992

RESPITE CARE HOURS

Rest and relief for carers

1,272

SERVICE RECIPIENTS

30,093

TRANSPORT TRIPS FOR
OUR ELDERLY CLIENTS

Maintaining an active and
fulfilling social life

88,592

HOURS OF SOCIAL SUPPORT
GROUPS

Promoting health, wellness
and independence

57,954

HOURS OF CENTRE-BASED
RESPITE

Promoting wellness and
reablement

57,623

SESSIONS OF SUPPORT
TO INDIVIDUALS

Nourishing minds and souls





LISTEN

LISTENING SHOWS PEOPLE THEY'RE VALUED

The heart of our customer service lies in listening. It's integral to our person-centred care.

To value and understand the people we serve we need to listen. We practice this in our daily interactions, our communication, and in our commitment to ANHF's Mission Statement and Customer Service Charter.

Our Home Care team is establishing a consumer advisory committee to facilitate consultation and the co-design of a service program that fits the needs and wants of our (broad-based) consumers.

Our Seniors Wellness teams actively consult with clients and their carers about what matters most to them.

We hold monthly carer support forums to give carers the chance to be heard, take a break, and benefit from peer support.

We also chat with our residents, conduct surveys, talk with families, invite feedback – and the list of where and how we listen to those we support could go on ...

People choose ANHF's services because we listen to them and tailor our services to meet their needs and preferences. By listening we honour their life experiences, their uniqueness, and their cultural backgrounds and traditions.

We listen to our staff, too, which shows them they're valued. That we want them to find fulfilment in their work and in their life.

Conducting a staff engagement survey with the VOICE project was a showcase of how we listen to our staff, and of our commitment to making working at ANHF a better and more fulfilling experience.

Listening draws us together and keeps us harmonious. Happily, in sync!



VOICE HELPS US LISTEN TO OUR STAFF AND MAKE CHANGES

We are working with the VOICE Project over three years to measure and assess staff engagement and to guide us in creating a dynamic work culture that can meet our business objectives and achieve our strategic directions.

VOICE has conducted one employee engagement survey so far – in November 2017. A second will be carried out in May 2019. Conducting surveys over time helps ANHF to measure changes in morale, communication, creative initiative, teamwork, and customer service.

VOICE also benchmarks our

staff engagement against that of similar aged care providers and not-for-profit organisations. This comparison helps us to understand where we sit in the market and where to focus future efforts for more effective staff engagement.

Through VOICE we listen to our staff and their comments provide invaluable insights into how to build a stronger, more cohesive team.

Listening has led to several key initiatives for ANHF to consider and some new ideas to implement. For example, feedback from VOICE surveys has prompted our Community Care team to create pathways that will increase career opportunities for its staff.

In a way, VOICE tells us what we

already knew: We have highly engaged staff, working with passion and commitment, who flourish when we invest in their development and wellbeing and reward their loyalty and commitment.

VOICE PROMPTS ACTION ON KEY MATTERS

From our staff engagement surveys via VOICE, our staff have identified the following key areas for action.

1. Rewards and recognition
2. Cross-unit collaboration
3. Harnessing technology
4. Creating career opportunities
5. Team leadership

More broadly, we're adopting VOICE recommendations for greater alignment and efficiencies within the organisation.

**LISTENING IS A
MAGNETIC AND
STRANGE THING,
A CREATIVE
FORCE. WHEN WE
ARE LISTENED
TO, IT CREATES
US, MAKES US
UNFOLD AND
EXPAND**



LISTENING DRIVES HOME IMPROVEMENT

If we want to improve our services we have to listen to our clients and their families. We also have to listen to staff. ANHF will continue to use the My Experience Survey to annually gauge customer satisfaction. We now also have an open access feedback and complaint mechanism via Folio on the ANHF website's landing page. Listening to feedback – positive and negative – helps us drive change and improve our services.



CUSTOMER JOURNEY MAPPING

We have several projects underway to help us map the customer journey across the organisation. Our CEO has co-sponsored a capacity building project, which started in July 2018. A project officer is looking at different parts of ANHF in order to develop the customer journey map and will offer recommendations

for building our organisational capacity. We want to identify strengths, workforce capabilities, business processes and service improvements over 12 months. There is a real commitment and intention to map the customer service journey across the organisation and to seek input from a variety of sources to enhance how we engage with our customers.

To guide us in a more competitive aged care environment...

- We have embraced the opportunity to work more closely with customers to co-develop agreed service standards for ANHF to work towards achieving.
- We have also welcomed the chance to conduct research to identify and understand the needs of future customers.

CUSTOMER SERVICE CHARTER UNDERWAY

The Customer Service Institute of Australia recommended that ANHF develop a formal Customer Services Charter built around the kind of customer experience we want to deliver. To create the charter, we have been listening to our clients, families, carers and staff. We plan to upload the charter to our website when it is completed.



TO HELP ENSURE OUR SUSTAINABILITY

The Customer Services Institute of Australia says understanding who our target customer is, where they are, what they want, and how to get to them will inform a strategic program that can be built around segment groups. ➔





LIVE

LIFE IS FULL AND FUN WITH LIFEFUL

Our new Lifeful program aims to improve engagement and lifestyle for our residents by building trust and meaningful relationships through genuine connections.

We've looked at the world's best practice in terms of person-centred care, and we're tailoring a unique program that returns control to the residents – enabling them to make the choices that matter in their daily activities and lives.

'Ultimately, we believe these closer relationships will benefit everyone,' says Maisy Lai, General Manager, Residential Care.

'For our care recipients, this will mean improved social care, physical function, mood and wellbeing, and for our staff it will mean greater work satisfaction, and more confidence in providing consumer-directed care.'

The idea is to appoint a dedicated carer who can get to know a person

and focus on their wellbeing and quality of life; set and achieve goals with them and their family; and advocate on their behalf during team discussions and care plan reviews.

Our DONs and DDONs will support these carers to ensure that the culture-change, which lies at the heart of the program, takes root.

'Believe that anything is possible, then we can make it possible,' says Emily Chong, Project Manager for the Lifeful program. 'With this in mind, we can see increased incidental and purposeful exercise, involvement in social and recreational activities, and opportunities for choice and control.'

Refinements to the program should be finalised by December 2018, ready for a pilot at Lucy Chieng Aged Care Centre in early 2019, and with implementation in LCACC over 18 months and in other residential care centres to follow.



**WE ALL WANT TO RETAIN
AUTONOMY AND FREEDOM
TO BE THE AUTHORS OF OUR
OWN LIVES**

**WE WANT TO EXPAND PEOPLE'S CHOICES TO
ENABLE THEM TO LIVE A WORTHWHILE LIFE**

BEHIND THE STORY

Behind the Story is an innovative program developed by the BCNH team. It identifies the root cause of the challenging behaviour of a resident and ensures the team takes appropriate actions to diminish it. The program's primary purpose is to minimise the use of medication for residents with dementia.

Sue Xu, the Director of Nursing at BCNH, says the management team and nursing staff brainstormed ideas to create the program – with pleasing results.

'Behind the Story' encourages staff to better understand the resident's background, history, and hobbies. We also work to create a trusting relationship between our

staff and the resident in order to better support both parties.

'Staff record the resident's daily routine, behaviour patterns and the activities that they like and dislike. During staff handovers, we discuss the resident's attitudes towards different interests and hobbies. For example, we might find out one of the residents prefers a certain type of music, which will allow us to make their stay more enjoyable.

'This program also aims to seek professional, external help in managing difficult behaviour more effectively. For instance, the Dementia Australia consultant recently helped to review one of our residents.'





WINDOW TO MY HEART PROJECT


From April 2018, four social work students from Sydney University helped our Residential Care team to run our Window to My Heart project, which aims to build bridges of understanding between care recipients, their families and staff, and foster meaningful connections.

During their three-month work placement at Bernard Chan Nursing Home and Lucy Chieng Aged Care Centre, the students worked one-on-one to create each person's unique and personal album – focusing on their photos, inner world narratives or previously unheard stories.

The students' training and interpersonal skills helped them to bond quickly with the older people

who were excited to share their memories.

The project received such great feedback from residents and their families that a presentation party was organised by our Lifestyle Coordinator, Fifi Lai, to celebrate the outstanding contribution of the students and the resounding success of the project.

Thanks to the project's success our partnership with the Social Work faculty of the University of Sydney continues and a new group of four social worker students will work in the Lucy Chieng Aged Care Centre and Chow Cho Poon Nursing Home from mid-August to the end of November 2018. 

A GOOD LIFE BALANCES CONNECTION AND INDEPENDENCE





INNOVATE

WE PURSUE INNOVATIONS THAT MAKE A DIFFERENCE

When people hear the word 'innovation' their thoughts often fly to high-tech developments and costly projects that invent products and processes from the ground up.

Innovation has also become a buzzword in aged care. The buzz fuelled by the Federal Government's dollar-for-dollar funding of innovAGEING, which sends a clear message about the need to accelerate innovation and collaboration in the aged care industry to ensure good ideas get translated into action.

Many providers say government regulations inhibit innovation – and, of course, they can. In ANHF we prefer to think that, in fostering the continuous quality improvement

necessary to meeting the aged care standards and achieving accreditation, they can actually encourage it.

We believe the best and most sustainable innovations grow from good ideas that focus on improving the experiences of our customers and staff, and on adding value to our business. The innovations we describe here and elsewhere in the report may not seem radical or revolutionary. Look deeper, though, and you'll see they've resulted in delighted customers, engaged staff, increased efficiency and greater sustainability.

In other words, they're the kind of innovation that matters and that lasts.



BUTTERFLIES SET FREE TO FLY...

When a resident passes away we feel a sense of loss and sadness. Residents and staff, who knew the deceased person well, and dwelled with them under the one roof, are not always able to attend the person's funeral or farewell lunch.

Rima Chan RAO and I decided we needed to do something to comfort these people, and introduced the 'Butterfly program – a celebration of life in palliation'.

When Ms Mei Tin Yuen passed away, her son, Joseph Tam, approached us to say he would like to fulfil his late mother's last wishes to say thank you to residents and staff, and suggested a party in a restaurant. Rima told him we'd had a similar idea – with us as hosts.

Staff organised Ms Yuen's thank you lunch at Sam Kitchen of BPE Sports on June 7. Fifty residents, their families and staff attended the thank you lunch, which was sponsored by Joseph Tam. Everyone shared their good memories of Ms Yuen and left with a warm and unforgettable memory in their hearts.

We have decided to continue the Butterfly program. This means that when a resident passes away we will ask their family if they would like support to hold a thank you morning tea at CCPNH at which good memories can be shared. Alternately, if the family would like to hold a memorial lunch in a restaurant, we will assist them to organise it. DON CCPNH

TASTY CHOICES

We liaised with several local restaurants in Hurstville to give us their menus, and residents now meet monthly to decide what type of cuisine they'd like to enjoy on lunch-tasting day. Our Recreational Activity Officers take orders from participating residents and head out at lunch time to collect the meals. We use the community room as a formal dining area with a nice table cloth, good crockery and cutlery, and light music. This activity gives residents an opportunity to choose their meals, taste different cuisines, and happily socialise with other residents in a familiar setting ... yet still feel like they're dining out. So far, the group has tried Cantonese, Shanghai, Vietnamese, Malaysian and Italian cuisine, and Cantonese food remains their most popular meal! DON LCACC

**MAKING LIVES
MEANINGFUL
IN OLD AGE
REQUIRES
IMAGINATION
AND INVENTION.
AND WE LOVE IT!**




**INNOVATION IS
CRUCIAL TO
THE CONTINUING
SUCCESS OF
ANY ORGANISATION –
AND PARTICULARLY
NOW IN AGED CARE**

WHAT A SONG AND DANCE!

Because our residents enjoy music and dancing our RAO decided to organise a trial music-therapy session for some of our residents. Positive feedback from the trial led our management team to decide to run a monthly music-therapy program. We invite professionals to put on musical acts and encourage our residents to join in with the singing and dancing, which they really enjoy. DON BCN

INNOVATIVE OPTIONS

With predictions Australia will need almost one million aged care staff by 2050, our ageing population presents an innovation imperative for the aged services industry. At ANHF we've started to explore innovative and viable business opportunities and revenue streams. Options include group home concepts, home membership models, hotel services, online menus, smart home solutions, aged care management and consultancy services. This exploration forms part of our review of current business/revenue generating models to identify areas where margin and profitability can be improved. 

OUR CORE STRENGTHS AS IDENTIFIED BY CSIA

- **COMPETENT AND CARING STAFF**
- **CUSTOMER SERVICE TAILORED TO THE INDIVIDUAL**
- **INNOVATION IS ENCOURAGED**
- **CAPITAL DEPLOYMENT HAS A CUSTOMER FOCUS**





COMMUNICATE

OUR FIRST SENIORS EXPO A SUCCESS

More than 6,000 visitors attended the first Seniors Expo jointly organised by the Australian Nursing Home Foundation and TVB Australia, and sponsored by Sydney City Council.

The two-day event, held on August 11 and 12 in Sydney's lower Town Hall, attracted over 30 stallholders from government and non-profit organisations. Commercial participants also displayed a range of health-related products and information relevant to elderly Australians.

At the opening ceremony, ANHF Chairman Ellen Louie, said the aim of the Seniors Expo was to assist older Australians to make informed choices about the services they might need to enjoy better health and quality of life.

More than 30 information sessions about aged care were offered by industry professionals and gentle exercise sessions led by professional instructors and free BMI, hearing and blood pressure tests proved popular. An art exhibition featured over 120 paintings created by housing residents and clients from ANHF's Seniors Wellness Centres and Home Care Service.

Survey respondents said the Expo was valuable in giving people access to range of services and providers, and 91% said that if ANHF organised another Expo in the future, they would participate and recommend the Expo to others.

Some photos from the Expo are overleaf!



RADIO RELEVANCE

Our Communication and Media Unit team (CMU) has continued its great work interviewing key ANHF staff, clients, carers and volunteers on 2ac Chinese radio about issues that are relevant to ageing Australians. These weekly, 25-minute sessions covered healthy diets for elderly people, facing hardships in life, retirement planning, safe medication, Wills, Power of Attorney and Enduring Guardianship, elderly emotional support, and much more to help elderly people from Chinese backgrounds find the support they need to live fulfilling lives.



THE HELPING CURE

When Khim lived in Singapore, her social calendar was packed with meals with friends. Life was never boring. After migrating to Australia, her friends were all gone. Her sons and daughters were busy – and an even heavier blow came when her husband entered a nursing home. Her world collapsed. Loneliness struck and life was torture as she sat at home alone all day. Negative thoughts

mushroomed. She saw the doctor and was told she was suffering from depression. A long medication journey began but increasing doses did not make her feel any better. When a friend suggested she volunteer at So Wai Seniors Wellness Centre (SWSWC), she felt this might be a turning point in her life, so she agreed without a second thought. At first, she helped out one day per week – now she helps on five! She supports people with dementia by

reading the newspaper to them, chatting with them, and accompanying them on transport and walks in the garden. 'Life has become so fruitful,' she says. 'I can really help others! Seeing they're happy, I'm happy as well!'

Through volunteering, Khim has found that she no longer requires antidepressants to manage her depression.

Khim's story featured on 2ac in February 2018

SPREADING THE NEWS

Along with the Seniors Expo, our communication and marketing efforts include: Weekly articles in Sing Tao Weekender since July 2015. Information sessions for community groups in metropolitan Sydney plus monthly outreach information sessions (Cantonese and Mandarin in alternate months) at Chatswood Mosaic Centre. Information stalls at council festivals (Cabramatta Moon Festival, Granny Smith Festival, TVBA Burwood Carnival, Uptown Festival at Ultimo) and seniors information expos run by other organisations. Media release for Chinese media (newspapers, radio and TV) to promote ANHF functions and information sessions. CMU



WE'RE ON TV TOO

We've worked with TVBA to produce Living Longer Living Better (II). TVBA is a Chinese (Cantonese and Mandarin) TV channel with a subscription base of mainly elderly people, and this second series serves as an excellent visual complement to our radio sessions. Some Chinese restaurants and eating-out areas also show their programs on wall-mounted TV screens. CMU





WELLNESS

WE BUILD ON PEOPLE'S STRENGTHS AND GOALS

At ANHF we're championing change to embed a wellness and reablement (W&R) approach across the sector. We're shifting service delivery to enable older people to identify their needs and aspirations and to collaborate with carers and health professionals to develop plans that bring them greater independence, autonomy and quality of life.

It's a radical reorientation from traditional service delivery. The 'passive consumer', 'committed carer' and 'expert health practitioner' are replaced by a system of working together. It aims for the perfect balance between 'doing with' and 'doing for'.

As our CEO, Ada Cheng, said in a recent 'Wellness and Enablement'

presentation: 'Wellness is an approach that involves assessment, planning and delivery of supports that build on the strengths, capacity and goals of individuals. It also encourages actions that promote a level of independence in daily living tasks, as well as reducing the risks to living safely at home.'

W&R focuses on restoring independent functioning rather than resolving health care issues.

'We listen to the client and what is meaningful for them. We look at what people "can do" and *not* what they "can't do". If we're getting it right, the person will say, "I've improved my independence and social connections. I've also achieved something I didn't expect thanks to ANHF's support."'



HOW W&R IS HELPING THREE OF OUR PEOPLE TO THRIVE

Mr Xie (87) plied his skills as a Chinese ink-painting tutor and herbalist practitioner in China for more than 50 years. Mr Xie was reserved when he first joined Hurstville Seniors Wellness Centre. Through assessments and care planning, we got to know him – including his background and interests. The Coordinator invited Mr Xie to run a tutorial on Chinese ink-painting for the group, and he felt honoured, and eager to help out. While no-one in the group had previous experience with ink painting, everyone got very involved and followed Mr Xie's instructions. The results were astonishing. Everyone felt proud and happy to have their first Chinese ink-painting, and Mr Xie felt empowered and respected.

Ms Vuong (88) was referred to Hurstville Seniors Wellness Centre by her daughter-in-law. Ms Vuong used to cook for the family but when her memory deteriorated, she became withdrawn and didn't cook anymore. The Coordinator gradually got her to pick up tasks like peeling carrots and chopping Chinese mushrooms for dumplings, and she quickly regained her interest in cooking. One day, her daughter-in-law told the Coordinator that Ms Vuong had cooked a full table of dishes for a family dinner – dishes the family had been missing and longing to eat. She said she greatly appreciated the staff and volunteers who were enabling Ms Vuong to practise her skills and pursue her interests.

Ms Huang (86) lives alone with occasional support from her daughter. She was unable to lift her left arm higher than chest level, which limited her daily activities. Her goal was to lift her left arm to head level. Whenever she attended So Wai Centre, the staff assisted her to do the 'Shoulder Finger Ladder' exercise, which greatly improves mobility and flexibility. When she experienced difficulty, the staff encouraged and comforted her. They counted the 'ladder' numbers for her and set weekly goals for improvement. One year on, Ms Huang is able to lift her left arm up alongside her ear. She is so proud of herself and enjoys sharing her experience with other clients. With her improved mobility Ms Huang can remain living independently at home and has a better quality of life.

WELLNESS AND REABLEMENT IS ABOUT HELPING OLDER PEOPLE TO LIVE INDEPENDENTLY, ACHIEVE THEIR GOALS, STAY CONNECTED TO THEIR COMMUNITIES, AND IMPROVE THEIR QUALITY OF LIFE



WELLNESS FOR ALL SEASONS

Wellness for All Seasons is a new program designed to improve the wellbeing of our staff and volunteers.

It aims to:

- Support our employees and volunteers to take ownership of their own health and wellness.
- Deliver common health education across the board to raise awareness of health topics relevant to specific needs.
- Facilitate behavioural changes to support injury awareness.
- Foster a healthier and more satisfied workforce.



A WELLNESS APPROACH...

- Strikes a balance between 'doing with' and 'doing for'.
- Identifies what a client can and wants to do, rather than only what they have difficulty doing.
- Encourages clients who are having difficulty with activities of daily living to gradually increase their ability.
- Values and supports an individual's role.
- Builds capacity and self-management, and compensates for decline.
- Increases self-confidence, and retains and respects autonomy.
- Focuses on re-enabling and maintaining function, and minimising the impact of functional loss.
- Looks at the ongoing appropriateness of services.
- Supports connections with the community.

Through **reablement** we aim for each individual to:

- Regain confidence and learn ways to maximise self-care skills and independence.
- Focus on regaining physical ability and taking control of their chronic illness.
- Reduce the need for longer-term support.

CLIENT-LED WELLNESS

We've embedded culturally specific activities that foster wellness, and co-designed programs with our clients who take an active lead. Examples include: Garden walks, gentle exercise and falls-prevention exercises to strengthen muscles and maintain flexibility and balance. Tai Chi, Qigong – 18 movements led by a 97-year-old client. Falls prevention program on the go – our clients never stop doing falls prevention exercises, even on outings.




ANHF is committed to caring for its workforce, which is ageing. In partnership with an allied health provider, we are offering non-mandatory physical assessments related to wellbeing. This includes posture and mobility screening, help modifying approaches to manual handling, and the provision of information on health-related topics.





WE VALUE OUR STAFF AND WANT THEM TO BE WELL AND HAPPY

We have engaged Active Motion, Physiotherapy and Sports Clinic to conduct wellness screening in late 2018 to help our staff take charge of their health and lifestyle.

The screening is fully funded by ANHF, and results will be provided to our staff directly (and confidentially) by Active Motion. High risk/injured staff can elect other health and wellness programs, such as the Active Spine Program, to boost their wellbeing, and 50 per cent of program costs will be funded by ANHF. 

A PROPERLY DESIGNED WELLNESS PROGRAM CAN INCREASE PRODUCTIVITY, BOOST MORALE AND REDUCE STRESS

WELLNESS PROGRAMS HELP EMPLOYEES MAKE HEALTHY CHOICES THAT CAN REDUCE HEALTH CARE COSTS AND INCREASE VITALITY



EXCEL

REFINING OUR CARE AND CUSTOMER SERVICE

The aged care reform agenda has embraced customer centricity as a standard narrative across the industry. Aged care providers like ANHF are moving away from traditional, business-driven strategies and adopting more customer-driven strategies. While consumers may regularly come across catchphrases like consumer directed care, customer experience, or the customer journey, making people happy is only part of the overall equation. To have sustainable success an organisation must understand current customer needs and wants. It must be agile, responsive and flexible; have the right leadership and understand external and internal customer-facing touchpoints; and determine business processes and marketing

initiatives that figure highly in the overall equation.

At ANHF, our elderly clients, caregivers, staff and volunteers are the heart and soul of our organisation. Every step of the way, we want to reflect on and capture this essence. We want to ensure we're refining our approaches to delivering exceptional customer experiences to our customers and stakeholders: embracing the core principles of consumer directed care; prioritising wellness and reablement; and aligning the organisation with the International Customer Services Standards (ICSS 2015–2020).

Excellence matters because the people we serve matter. We aim for it in all we do.

WE ARE WELL ON THE WAY TO JOINING THE RANKS OF BEST-PRACTICE ORGANISATIONS FOR CUSTOMER- SERVICE DELIVERY

IN FINEST FORM

When ANHF becomes a certified ICSS provider, we can take pride in being the one of the few leading aged care providers to be certified in delivering customer-centred service in its finest form. This will give us a good foundation, exposure, credibility and confidence with our elderly customers, and place us on an even footing with other mainstream providers. Our self-assessment for ICSS Certification is well underway. In late 2017, as part of our commitment toward certification, ANHF's leadership group comprised of senior executives, managers and directors of nursing took part in the Customer Service Excellence – Leadership program, which was invaluable. We aim to be certified by early 2019. CC GM



CUSTOMER SERVICE LEADERSHIP

The Certified Customer Service Leaders Program (CCSL) program essentially equipped the ANHF leadership team with the practical tools and techniques to inspire and motivate our staff to improve our customer experience. The CCSL program content was tailored for ANHF with a view to preparing our organisation for International Customer Services Standards (ICSS 2015–2020) certification. Prior to the CCSL program, the Community Care team participated in a CSIA snapshot assessment. The assessment and briefing informed us our strengths and suggested areas for improvement against the ICSS 2015–2020. Armed with this new knowledge, ANHF has been making tremendous gains and improvements in enriching our customer service experience. CC GM 

**YOUR HOME
CARER'S
CARING AND
PROFESSIONAL
MANNER HELPED
IMPROVED
MY FATHER'S
PHYSICAL AND
MENTAL HEALTH.
THANK YOU!**

BETTER FOR YOU NOW ... AND IN FUTURE

Our Directors of Nursing (DONS) and Community Operations Manager celebrate passing accreditation and quality assessment. The DONS also describe how their teams are preparing for the new aged care standards that will be applied for unannounced spot checks and reaccreditation from July 2019.

FLU, FOOD, FALLS ... SORTED!

On May 22–23, Chow Cho Poon Nursing Home was assessed for re-accreditation. We passed all 44 accreditation standards – which means we’re accredited for the next three years. The Quality Assessors praised CCPNH for our:

- Flu outbreak management plan – to have 98 per cent of residents and 95 per cent of staff receive the flu vaccine immunisation, and to ensure everyone is aware of preventative practices.
- Achievement of no bedrails for all residents – with no increase in the monthly fall rate.
- Amazing feedback from residents and families in their interviews –with 100 per cent positive and encouraging comments on our food provision. DON CCPNH.

PREPARATION PAYS OFF

We’ve been preparing to embrace the new aged care standards since July 2017. Our initiatives have included: enhancing food presentation and the dining environment; involving residents more in menu planning; nominating an ‘Angel of the Month’ for CQI to encourage staff to make improvements; running ‘small change of the month’ training to shift staff mindsets from task orientation to a customer focus; and enhancing fire safety, by holding a fire drill, to ensure residents know what to do if there’s a fire.

With the implementation of the new aged care standards, we’ve been rigorously revising our policies and procedures to ensure all documentation is up-to-date and responding promptly to any feedback in our continuous improvement system. DON CCPNH.


PROOF POSITIVE

On October 24 and 25, the Quality Agency conducted an audit of the consumer experience of the quality of care and services that the LCACC provides. The results were positive! Twenty-two per cent of our residents and family representatives were interviewed, and most said they felt safe and respected and that the centre was well run. They also said the staff met their health care needs, explained things to them, and followed up when they raised issues. DON LCACC.

READY FOR THE REVOLUTION

Changes in the new Aged Care Standards have taken effect from July 2019, and they’re pushing residential aged care to be focused on, and directed by, residents. The Lifeful Project (see page 25) has been developed to support this revolution. We’re preparing for implementation at the beginning of 2019. Key features of Lifeful include: returning control and decision making to residents; empowering care staff to use new ideas to meet a resident’s needs; transforming the facility into a more home-like environment; and shifting culture from a task-focused care model to a relationship-focused model. When all staff have been trained we’ll be ready for the new standards and any unannounced visits from the Quality Agency. DON LCACC

A TESTAMENT TO TEAMWORK

When I started working with ANHF in July 2017, the Community Care Commonwealth Home Support Program (CHSP) and Home Care Services were in preparation for their quality review in August 2017. I was able to get involved in the process and, in a short time, learnt a great deal about the operations of Community Care, and especially the Seniors Wellness Centre Program. Under the leadership of ANHF management, especially Ada Cheng and James Lim, we passed the quality review with no further recommendations. It was a great testimony to strong leadership and dedicated team work. I felt privileged to be involved in the process. Back then I was the Manager of our Seniors Wellness Program, and it was satisfying to work closely with the six centres and gain the support of the teams. COM CC 





STRIVE

ENGAGEMENT IS KEY TO ENHANCING QUALITY

The Australian Government wants to transform aged care from a task-oriented industry to a consumer-focused industry, says ANHF's Quality, Risk and Compliance (QRC) Manager, Ling Yeoh – and the game-changer is consumer engagement.

'I see it as building relationships,' she says. 'That's why dialogue is so important.'

Engagement with customers is vital in meeting the new Aged Care Quality Standards, which focus on quality outcomes for consumers rather than the processes of providers.

Ms Yeoh says she and other staff are in the discovery phase – brainstorming ideas, attending workshops and conferences, and meeting new people with different approaches – all of which is helping to determine how ANHF's engagement with its customers can help drive continuous quality improvement.

The action phase comes next, and a QRC team, comprised of representatives from across the organisation, will meet bi-monthly to focus on strategy.

'In the new era, it is important that local management owns up to quality. Because all accreditation audits by the Australian Aged Care Quality Agency will be unannounced.

'Managers won't be able to say, 'Give me a minute to contact the Quality Manager.' No. They need to own it and demonstrate that the quality practices are integrated seamlessly in the daily operation.

'The challenge of a quality manager is we need to make things happen through other people. It's not a one-person job. I can't do it all by myself. I need to work with different people. That's why prompting and influencing are the keywords I use to describe my work.'



THE GOVERNMENT'S REFORMS HAVE COME 'WAVE AFTER WAVE,'

says QRC Manager Ling Yeoh, and there's a great deal of uncertainty and anxiety about what they might involve.

'We are still trying to get people to understand the changes and how they'll impact on them. Once they do, some capacity building will need to take place.'

On the flipside, when people point to the importance of the consumer experience and customer service in aged care, she tells them confidently, 'Look, we have been championing this for years. It is written in our vision statement that we are to treat the elders as our own family.'

'If a staff member asks me, "What do you mean by the consumer experience? What do you mean by

customer service? And how do I know if I am delivering it?" I say: "If you look at an elderly person and see your mum or your dad, and treat them the way you would like your mum and dad to be treated, then you're there!"'

One key benefit of FOLIO, the new and improved risk management system ANHF rolled out in October 2017, is the window it provides for ANHF's consumers and other stakeholders to report incidents and hazards, offer feedback, and voice their complaints.

'We are constantly encouraging our clients to use the ANHF website to provide feedback. We're also educating our staff to see "complaint" as a continuous improvement initiative and how to manage complaints in a consistent manner.'

The challenge of quality in the aged care is industry-wide, she says, and demands a radical shift in mind-set.

'In the old days, when we talked about quality, we talked about bedsores, or how many falls you've had in your facility, or how you've controlled a flu outbreak.'

'While there's no denying the importance of these things, or the day-to-day pressures on nurses and other staff, I think if we practise the care principle of respecting elders as our own that level of quality care will be there.'

'If you care enough you will do what it takes to help the elderly person enjoy optimal health and quality of life.'

'Our staff and volunteers do care – so we're on the right path.'

**WE'RE INVESTING
IN CAPACITY
BUILDING TO
'FUTURE PROOF'
THE ORGANISATION
SO IT CAN
CONFIDENTLY
FACE EMERGING
ISSUES THAT
WILL DRIVE THE
AGED CARE
SECTOR IN TO THE
NEXT DECADE**



NEW STRATEGIC DIRECTIONS

ANHF has updated its Strategic Directions. Our Care Your Way 2018–2023 outlines three primary directions: Our people, our places and our pathways. Within these three categories our strategic directions address greater levels of collaboration within the organisation, partnership with the sector, innovation in care and services, and the creation of a sustainable workforce to drive and secure the future.

TRANSFORMATIONAL CHANGE

Over the last 24 months, ANHF has undergone much transformational change in response to the aged care reform agenda. Considerable effort has been made to align positions to nature of work, conduct mini restructures to consolidate positions, and review roles and functions across the organisation. ANHF is also investing in capacity building resources to look at 'future proofing' the organisation so it can confidently face emerging issues that drive the aged care sector.




EXCELLENCE IS THE GRADUAL RESULT OF ALWAYS STRIVING TO DO BETTER



BEHIND THE STORY IS BRINGING BREAKTHROUGHS

Mr Bach (aged 77) was admitted to BCNH in June 2017. He was diagnosed with advanced dementia, and was often confused and disorientated. He also wandered into other people's rooms, and refused to listen to staff instructions. Through our Behind the Story program, care staff tracked Mr Bach's behaviour for a month and recorded their actions. They discovered music had a remedial

effect on Mr Bach's wandering, and advised Julie, his wife, to load an MP3 player with Mr Bach's favourite Chinese songs. Whenever Mr Bach became restless, staff would turn on the MP3 and play the songs for him – and he'd enjoy dancing and singing along. He also wandered less and complied more readily with staff. Julie was relieved and thankful for his improvement, as it meant she could relax and reduce her visits, knowing he'd be okay. 



STRENGTHEN

TECHNOLOGY TO TRANSFORM US

ANHF has embarked on a journey to transform its information and communications architecture – a shift targeted to improve workflows, strengthen security, and increase customer satisfaction.

‘This upgrade is necessary for us to meet the challenges of the future,’ says Corporate Services General Manager, Johnny Teong. ‘In an industry that’s increasingly IT-sophisticated and where clients are more IT savvy, we need an ICT system that can amplify our business intelligence and enhance the experiences of our growing clientele.’

Preparatory work is also underway to ensure a smooth transfer to Care Systems software, which will start in November 2018 and be finalised by June 2019.

‘We chose Care Systems because it is an integrated system and their

staff have extensive knowledge of the Australian aged care industry. They’ve also helped bring all sections of ANHF on board with the change.

Care Systems is a foundational platform that opens the door to the integration of more specialised software packages to assist in clinical and community care, and other day-to-day operations.

As core-financial software it enables ANHF to better analyse its costs and generate reports that can show where and how residents are getting value for money.

ANHF has also formed a project group to help steer the implementation of Care Systems and assist focus groups to give critical feedback, pivotal to ensuring business sustainability.

‘While our investment as a non-profit provider is modest,’ says Mr Johnny Teong, GM Corporate Services. ‘I’m excited about the possibilities that lie ahead.’



A WELLNESS APPROACH BRINGS LONG-TERM BENEFITS

A key objective of the in-home support program, such as Home Care and CHSP, is to enable clients to remain living independently at home and in their community for as long as they can and wish to do so. Research has shown that by implementing a wellness approach at the earliest opportunity with a focus on maintaining or regaining functional capacity and social interaction can have significant long-term benefits for clients. Therefore, we believe that embedding Wellness and Reablement (W&R) approaches, in all streams of Community Care services, will help clients to maximise their capacity, maintain independence, and improve their overall quality of life.

Community Operations Manager, Rebecca Yee says her role is to provide leadership in providing quality care and services to clients, and to be a champion for better practice, a positive customer journey and innovation in Community Care.

‘I started in this role in July 2018, and I’m excited to be able to work with all service streams of Community Care, extend the CHSP and Home Care Service, and create a full range of programs that will benefit all of our clients in Community Care.

‘We’re implementing a number of changes to ensure we meet the CHSP funding requirement and provide services for HCP clients. Changes include new data reporting that gives our Wellness Centres a clear indication of their CHSP and HCP client output, and encouraging Wellness Programs

to increase their CHSP outputs by accepting additional CHSP clients on days when existing clients go on excursions.

‘The next phase of the extensions will be to create a Wellness Activity Hub in the Lucy Chieng Gardens premises, introduce a Wellness program for tenants of the Poplar Street Housing, and establish a “Happy Van” Wellness Program for HCP clients in North Sydney and Western Sydney. Clients will be picked up from home and taken on excursions, visits to local Seniors Gyms, and other social activities.

‘Building on the Wellness Programs introduced at Wellness Centres at the end of the last financial year, we will continue to offer more programs and activities for our clients by collaborating with external services and expertise, such as dieticians, laughter yoga practitioners, music therapists, fitness instructors and other providers.’

OUR GOAL IS TO BUILD ON EXISTING COLLABORATIONS AND TO ENSURE THE SEAMLESS INTEGRATION OF ALL OUR COMMUNITY CARE SERVICES

ENGAGING HEARTS

We've developed a strong partnership with Altura Learning (formerly Aged Care Channel) to create an adaptable platform where we can incorporate bilingual resources to enrich resources for aged care. ANHF is also now known globally thanks to the successful completion of an educational module with Altura Learning called Engaging Hearts that promotes a culture of 'outstanding learning' in aged care.

Our staff feature in the training module, which explores how to get the best results from staff training

and how quality learning can make a real difference to the lives of people the staff supports. (Watch the **video trailer** on YouTube to learn more.) Altura Learning's video courses cover a wide range of core subjects for staff in Residential and Home Care settings, and ANHF is proud to showcase its work to Altura's global network through its online learning platform. Community Care is also partnering with Altura to develop content that's relevant for the Asian aged care market, and to produce more local resources that foster learning in aged care.



We are working on a marketing plan, which promotes ANHF as an Employer of Choice. We also want to ensure we're offering our employees a clear path to personal growth and career development. Our aim is to nurture and honour our staff and volunteers, include families in social events, and to make teamwork a way of life.

ANHF is committed to promoting a culture of excellence and learning within the organisation. One way we demonstrate this is by allocating training and development funds to each of our programs. Our aim is to encourage a higher percentage of employees to attend workshops and conferences, and to complete additional courses along with their mandatory training. 

**ANHF WORKS IN
COLLABORATION
WITH DEMENTIA
AUSTRALIA TO
RUN CERTIFIED
TRAINING IN HOW
TO SUPPORT
PEOPLE WITH
DEMENTIA**



CELEBRATE

CELEBRATING OUR SENIORS

ANHF's Seniors Luncheon on September 19, 2018, gave 600 clients and guests the chance to celebrate the dedication of the ANHF team and to honour the luncheon's three most senior participants. Red packets were presented to Ms Yoke Ying Syn (aged 98) from So Wai Seniors Wellness Centre's Chinese group, Ms Shiu Wah Lowe (aged 97) from Hurstville Seniors Wellness Centre and Ms Nu Luong (aged 97) from South West Seniors Wellness Centre. Our CEO, Ada Cheng, also thanked sponsors, special guests and singers for their contributions to making the Seniors Luncheon a great success.

'MY HAPPIEST BIRTHDAY AT 101'

One of our residents was turning 101 and her daughter was keen to celebrate her birthday in our centre; her mother's home. The daughter and other family members brought in a large cake, and we sang happy birthday to our 'centenarian' in English and Cantonese. After the cake was cut, each staff member donned a party cap and offered her their best wishes – and she thanked us and gave us a piece of cake in return! She told us this was her happiest birthday ever because everyone she cared for and loved were gathered around her.





'I'M SPREADING HAPPINESS'

Teresa loves socialising. No wonder she chose **Lucy Chieng Gardens** (LCG)* in Campsie, which has convenient transport links and over 30 residents. Teresa says living at LCG gives her a 'robust' feeling and a sense of security that disperses loneliness. Being a helpful person, her door is always open so the other elderly residents can drop by for a chat or to get help. Having worked as a nurse, Teresa assists them to measure their blood pressure and accompanies them to medical appointments.

When Teresa moved into LCG, she was still working full-time as a public relations officer. She retired recently. She chose LCG because it enables her to pursue her love of freedom, live independently, and not

become a 'burden' to the younger generation. The best part of living in LCG, she says, is having your own private space in your unit but also the freedom to walk out for a chat with other residents when you want some companionship. As she grew up in Malaysia with English as her mother tongue, many residents ask her to explain what the (English) letters are about. On free weekdays, she'll often take residents on outings – fish and chips at Watsons Bay or a leisurely tour to Cockatoo Island. To her, LCG residents enjoy a simple life, and a word of kindness is enough to bring them happiness that lasts the whole day.

Teresa's story featured on 2ac in December 2017.

*LCG is a specialised senior Housing Service offered by ANHF for tenants of Chinese origin.

APPRECIATING OUR VOLUNTEERS

Volunteers are a valuable asset to ANHF and we are committed to celebrating their achievements. Our annual Volunteer Recognition Night in May is one significant way we do this. We also offer support and encouragement face to face and through emails and WeChat. Our volunteer team is very much like a big family that upholds the traditional virtue of respect for the elderly, which supports them to age with grace and dignity. VC

WE'RE TURNING 40!

IN 2020 WE WILL CELEBRATE ANHF'S 40TH BIRTHDAY. THIS MILESTONE CELEBRATION IS BOUND TO INCLUDE AN EXCITING EVENT WITH BRILLIANT FOOD, FABULOUS ENTERTAINMENT AND WONDERFUL PRIZES. STAY TUNED FOR DETAILS.



WHAT A WONDERFUL WEDDING

We love to assist residents and their families by hosting their special events. When the granddaughter of a resident in our dementia specific unit asked if she could have her wedding in our facility, I quickly replied 'Yes'. She wished to have her ceremony at our centre because she wanted her beloved grandmother to be part of it. She felt that without her grandmother's presence, her wedding would be incomplete. Friends and family gathered in our garden and community room to witness her grandmother's joy, and to wish the bride and groom glad tidings on their wedding day – a day of love, fun, laughter, and happy tears. DON LCACC



GALA – A GREAT ACHIEVEMENT

We held a gala fundraising event in 16 December, 2017 at short notice. Our supporters were generous, our clients and their families were excited, and our staff and volunteers willing to step in and help with logistics. On the night, we celebrated the vision of our founders and the commitment of our current board, management and hardworking team. We also raised \$68,170 to support our work with ageing Australians – a great achievement.



AGLOW AT THE SENIORS MOON FESTIVAL

Rebecca Yee says: Three months after I started working for ANHF, I successfully coordinated the big annual event in October 2017 – the Seniors Moon Festival Luncheon –and almost 600 clients of Community Care attended. I was in awe of the dedication and compassion shown by the staff and volunteers of ANHF. This confirmed that I'd made the right decision in choosing to work for ANHF.

**A SMILE WILL
GAIN YOU 10
MORE YEARS
OF LIFE**

**– CHINESE
PROVERB**

OUR GREAT TEAM DELIVERS BETTER SERVICE FOR YOU



BOARD AND SENIOR EXECUTIVES



CORPORATE SERVICE TEAM



COMMUNITY CARE TEAM



RESIDENTIAL CARE TEAM



HOW YOU CAN HELP

- ✓ VOLUNTEER WITH US
- ✓ DONATE NOW
- ✓ LEAVE A BEQUEST
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ABBREVIATIONS

- ACHS:** Aged Care Housing Services
- ANHF:** The Australian Nursing Home Foundation
- BCNH:** Bernard Chan Nursing Home
- BHDDCC:** Bonnyrigg Heights Dementia Day Care Centre
- BHREC:** Bernard Hor Resource and Education Centre
- BM:** *Being Mortal* by Atul Gawande
- C:** Chairman
- CHSWC:** Chester Hill Seniors Wellness Centre
- CCPNH:** Chow Cho Poon Nursing Home
- CC:** Community Care
- CEO:** Chief Executive Officer
- CCQRC:** Community Care Quality, Risk and Compliance
- CS:** Corporate Services
- CMU:** Communication and Media Unit
- CVS:** Community Visitors Scheme
- DASS:** Domestic Assistance and Social Support Service
- GPDCC:** Greenfield Park Seniors Wellness Centre
- GM:** General Manager (CC, CS and RC all have GMs)
- HC:** Home Care
- HO:** Housing Officer
- HSWC:** Hurstville Seniors Wellness Centre
- JSCH:** Jones St Community Housing
- KM:** Karl Meninger: abridged quotation
- LCACC:** Lucy Chieng Aged Care Centre
- LCG:** Lucy Chieng Gardens
- NG:** Nous Group, *Wellness and reablement in the home care sector, May 15, 2018*
- PSCH :** Poplar St Community Housing
- RC:** Residential Care
- RLT:** Residential Lifestyle team
- SHC:** Stanley Hunt Seniors Wellness Centre
- SWSWC:** So Wai Seniors Wellness Centre
- SWSG:** So Wai Support Group
- SWSDC:** South West Sydney Day Care
- VC:** Volunteer Coordinator
- VP:** Volunteer Program



THANK YOU!

Thank you to our donors, fundraisers, government agencies, volunteers and corporate supporters, whose generosity enables us to support the wellbeing of ageing Australians.

And thank you to everyone who contributed to this 2017–18 Annual Report.

Financial Information

Our 2017–2018 financial reports are available in pdf download from our website www.anhf.org.au

Editing and design

Written and edited by Marjorie Lewis-Jones (www.youneedawriter.com) with contributions from ANHF staff, board members, clients and others.

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