



ANHf Newsletter

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Aged Care Leadership Program at ANHF

Aged care is a dynamic and challenging health care environment which requires engaging and inspiring role models and leaders. More than a million older people in Australia receive care either in a residential care home or in their own home through various community care services.

In today's ever changing and demanding environment, identifying and developing leaders within the organisation is one of the greatest challenges. Leaders can help to create a deeply satisfying organisational culture at the frontline level by engaging staff in the development of shared values in their work.

In conjunction with the University of Sydney (School of Nursing), ANHF workshopped a Clinical Leadership in Aged Care (CLiAC) for 9 middle managers from ANHF. The program was based on a successful program developed by Associated Professor Yun-Hee Jeon from the University of Sydney—Sydney Nursing School.

The CLiAC program was developed in response to emerging evidence that effective leadership is crucial to improving the quality and safety of care for older people, as well as improved job satisfaction and retention of nursing staff.

ANHf recognises the importance of equipping our middle managers with the necessary skills to face these challenges and also to improve the well-being of our residents and clients, so as well as to improve staff engagement and job satisfaction.

The program, facilitated by ANHF's Training and Development Manager ran for 1 year in 2015, and was met with enthusiasm from our staff participants. The program focused on the role of middle managers in enacting and enabling others to provide high quality person-centered care. It also aimed to develop each participant's capacity for clinical leadership aligned to the qualities identified in the Aged care specific Clinical Leadership Qualities Framework (ACLQF).



Left: Aged Care Leadership managers, from left to right: Sinny Tsai, Hilda Fan, Tammy Poon and Agrial Leung.

CONTENTS

Aged Care Leadership Program at ANHF	1
2ac Chinese Radio Sessions: Living Longer Living Better	3
Profiles of Community Care Service staff	4
ANHf News	6
Your Support	7
Photo Album Residential Care Services Community Care Services	8-9

EDITORIAL COMMITTEE

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Aged Care Leadership Program at ANHF

Our Training and Development Manager also provided active support to participants which included holding individual meetings, group discussions, formal coaching sessions and the development of a peer group support network.

At the end of the CLiAC program, the 3 residential aged care facilities completed the following courses:

Lucy Chieng Aged Care Centre completed "Applying Wagner's Model of Consultation to promote Team cohesiveness".

The **Life-style team** completed "Apply Knowledge transfer theory in promoting team coordination".

Bernard Chan Nursing Home completed "Using Story telling approach to facilitate team development".

Chow Cho Poon Nursing Home completed "Using Group consultation model in developing staff satisfaction".

Our course participants shared with us their thoughts on the Aged Care Leadership Program at ANHF



I feel this course is able to allow managers to reflect upon their daily practices, and to think in a different way after sharing experiences with other managers.

Sinny Tsai – Director of Nursing (Bernard Chan Nursing Home)



This course has taught us the importance of managers in playing a crucial role in providing leadership and support to our staff and to create a positive work environment. The course gave us many practical ways to put those skills into action.

Hilda Fan – Director of Nursing (Lucy Chieng Aged Care Centre)



The course is very practical and puts theories into practice. I learnt to develop a supportive work environment for staff to strive and thrive in their work.

Patrick Chan – Director of Nursing (Chow Cho Poon Nursing Home)



We place importance at ANHF to improve the quality and wellbeing of our residents, this involves using our creativity when planning the recreational activities for the homes. This course has provided me with new ways of developing ideas to improve the overall health of our residents.

Fifi Lai – Physiotherapist and Lifestyle Co-ordinator

2ac Chinese Radio Sessions: "Living Longer Living Better"

Our production of the aged care series, 'Living Longer, Living Better' in 2015, a joint venture with TVBA had won so much acclaim that the three protagonists – auntie, granddaughter and grandpa – became very popular within the Chinese community; TV viewers recognised them on the streets and even asked for their signatures. We received positive feedback from the elderly and their family members informing us how much they benefited from the substantial and practical information screened during the series. Ever since this production aired on TVBA in May 2015, we have been receiving inquiries asking when the next series will be made.



TVBA production team along with auntie, granddaughter and grandpa during the filming of the series "Living Longer, Living Better".

We really appreciate the strong support given from the Chinese community. In fact the initial aim of our "Living Longer, Living Better" series was to provide to the Chinese elderly, their family members and the community with the latest aged care information in light of the

"Living Longer, Living Better" 10 year aged care reforms, so that they would be equipped to make informed decisions in response to such changes.



ANHF staff inside the studio of 2ac Radio for the recording of "Living Longer, Living Better".

Encouraged by popular demand for our information series and our commitment to serve the community, we were urged to embark on another aged care series – this time through 2ac Chinese Radio. We launched the radio series on 3 March 2016, which focuses on both our aged care services and the aged care experiences of our clients and their carers. Through the eyes and stories of our experienced staff, and service users of our care, we would like to guide the audience on how to navigate through the aged care system to get the right support. The "Living Longer, Living Better" 2ac radio series will cover information sessions on residential aged care services, home care services, domestic and social support services, day care centres and community housing. We hope you enjoy the radio segments as much as the television series.

Remember to tune into 2ac Chinese Radio every Wednesday at 12noon for the 'Living Longer, Living Better' radio program.

Tune into 2ac Chinese radio with your 2ac Radio Set

Listen with your mobile device

Or download the podcast on: <http://tunein.com/radio/2AC-Cantonese>

Broadcast day / time: Wednesday 12 noon

Repeat day / time: Sunday 4:30 pm

We profile some Community Care Services staff



Denise Touchard, Acting General Manager-Community Care Services shares her reflections about ANHF's cultural diversity in serving our clients.

I have worked in the aged care sector for over 16 years. From the very early years I was aware Australian Nursing Home Foundation had a reputation for being a provider of culturally competent aged care. I have had the opportunity over the years to touch base and find out a little about the work which ANHF does. I was always been impressed by the passion, drive and innovation which I saw in action.

Now as an employee I have gained a deeper understanding of how ANHF practices culturally competent care. It is impressive that ANHF lives and breathes its mission and is true to its founding philosophy of caring for the elders we serve as we would our own. The staff who I observe every day are committed to going 'above and beyond' to meet the physical, emotional, social, cultural and language needs of clients and their carers.

While ANHF predominantly works with elders from Chinese and South-East Asian communities, we also work in close partnership with other culturally competent aged care providers. Our partners provide care and services to older people from a range of culturally diverse backgrounds on our behalf, including elders from Italy, Greece, Korea and Arabic speaking countries. This presents a great opportunity for us to learn from other organisations and for them to learn from us. Working cross culturally means we all develop and grow together for the benefit of older people in our diverse communities.

ANHF also takes the opportunity to highlight the importance of culturally diverse aged care in dialogue with government. This will better ensure the current and future needs of elders from culturally and linguistically diverse backgrounds are met. I am proud to work for ANHF.

What is the newest, freshest approach you like to bring to ANHF?

I look forward to meeting the continuing challenges and opportunities associated with Consumer Directed Care and to strengthening our focus on wellness. Consumer Directed Care is an approach to service delivery which will give our clients greater choice over their own lives by empowering them to decide what types of care and services they access and how they are delivered. Consumer Directed Care means putting the client at the very centre of everything we do. It means working in partnership with clients and their carers. Wellness involves building on older people's strengths, capacity and goals to help them remain independent. These two ways of working are consistent with my approach as a social worker as well as ANHF's strategic directions.



Ling Yeoh, Quality, Risk and Compliance Coordinator shares what motivates her to accomplish her goals at ANHF.

I see my role as the new Quality, Risk and Compliance Coordinator as a great learning opportunity rather than a challenge. As this role is new to the Community Care Services team, I see this opportuni-

ty likened to a blank page. This blank space allows for new ideas, freshness and the basis for effective development of processes so I can deliver an effective product and/or service to our clients.

I enjoy discovering new ways and processes to solve problems and I value that creativity. I am open to

We profile some Community Care Services staff

new ideas and firmly believe that I joined ANHF at the right time, at the right place to do the job I enjoy. With the current aged care reforms and fast moving changes to the industry, I feel my background in the commercial sector and ISO 9001 (internally recognised standard for Quality Management Systems) knowledge applies to my current role. This combination creates a good synergy and momentum so I can provide a framework and set of principles that ensure a common-sense approach to guide me through working in this new environment.



Jacky Chan—Housing Officer shares some success stories in providing housing services for our seniors.

One of the most challenging aspects of working in aged care is to resolve disputes between individuals and issues which affect their daily lifestyles such as: religion, hobbies and personal interests.

In one instance, there was a complaint from the noise which arose from an older lady praying her Buddhist chants each early morning. It involved beating a small drum that lasted for an hour each day. I suggested for her to pray at a time when people have already woken in the morning or pray in the early evening

Did you have any key mentors or people who deeply influenced your work and life?

During the course of my nursing studies and life, I have been deeply influenced by the teachings of Mother Teresa and Dr Elisabeth Kubler Ross, who is a pioneer in palliative care. Both their unconditional commitment along with the belief of non-judgement in serving people has influenced many aspects of my life, decision making and work. I feel I am able to draw upon my own experiences along with the care and commitment of my mentors in giving back to people I encounter.

before people go to bed. She took on my advice and as a result, everyone was happy about the arrangement as they could continued their day routines.

What is the most satisfying about your job?

The most job satisfaction I receive is when I can help the elderly with housing services, to offer or allocate them a placement in their preferred elderly community housing. In one instance, a father, originally from China migrated and lived with his daughter's family for 10 years. The differences in their lifestyles caused stress and conflicts in the lives of the father, daughter and grand-daughter. We offered him a unit in our Surry Hills housing community and the father was able to regain his independence and preferred lifestyle. Now, they all have smiles on their faces.



Jasper Fung—Volunteer Coordinator shares what motivates people to volunteer at ANHF.

Our volunteers enjoy sharing their stories and personal experiences with our seniors so they feel included in our friendly culture. Some seniors have lost contacts with friends and family so this contact is really important to prevent social isolation and loneliness.

Other volunteers would like to give back to the community through volunteering and helping seniors because they feel a warm atmosphere when they volunteer with us. The feedback from both clients and volunteers is very heart-warming and rewarding.

What has surprised you most about ANHF?

How big the organisation is with so many support services available for the Chinese and Vietnamese Community.

ANHF has a really close and friendly culture where every staff member is very helpful. They are patient with helping someone who is new to the organisation.

ANHF News

ANHF farewelled **Monica Chu**—Director and Trustee in January 2016 as she retired from the Board. ANHF is thankful and appreciative of Monica's contributions and hard work during her time at ANHF. We wish Monica well and all the very best for the future.

ANHF celebrated and welcomed the **Lunar New Year, Year of the Monkey** with many festive celebrations held across our services. May this year bring you good health, peace, harmony and success all year round.

Lucy Chieng Aged Care Centre celebrated its **5th birthday** on 8 February 2016 which was also the first day of Chinese New Year. This special "Double Happiness" occasion was celebrated by our Board members, senior executives, staff, residents, the resident's family and carers. Thank you for your continued support so we can continue to provide quality aged care services to our elders.



ANHF Board, senior executives, staff and guests celebrate Lucy Chieng Aged Care Centre's 5th Birthday.

The **2016 NSW Seniors Festival** will run from Friday, 1 April—Sunday, 10 April 2016.

This NSW Seniors Festival, **Be Inspired** to get out and engage with your community, express yourself and share your unique stories and experiences is widely celebrated.

Stanley Hunt Centre successfully secured a \$500 grant from the 2016 NSW Seniors Week Grants Program. In early April, clients from Stanley Hunt Centre, housing residents from both Jones Street and Poplar Street will enjoy a full day's program of activities and fun to celebrate Seniors Week.

The Centre will host a program of 6 fun filled games and activities for our clients. A special activity, 'Dress-up' photo session-clients are encouraged to dress up for a professional snap and instantly take home a memento of their fun.

Of course, any good celebration involves a sumptuous luncheon served by our renowned cooks at Stanley Hunt Centre. Afterwards, the program will turn towards a relaxation session with a Music Therapy session. We look forward to sharing the photos of the NSW Seniors Festival in our next newsletter.

For more information about the 2016 NSW Seniors Festival, visit:

<http://www.nswseniorsweek.com.au/>

ANHF launches Customer Engagement Program

ANHF is committed to providing its customers with the best service and quality care. We believe that consumer experience is a good indicator of the quality of our services. Commencing in March 2016 for our Residential Care services, we will be launching a new initiative designed to gauge the views of our customers and the quality of services through the experiences of our residents.

We will contact our residents selected on a random sampling method and our Relationship Engagement Officer will conduct a face-to-face interview or telephone the carers by phone. As the program rolls out, we will be surveying our clients from all our services and we will contact you in the future.

By participating in this survey you will be making an important contribution in helping ANHF to improve and serve you better. We would love to hear from you and to reward your participation in our survey, your name will be entered into a lucky draw and 2 lucky winners will be in the draw to win a \$50 gift-card, drawn per quarter for those who participated. To find out more information, please call: (02) 8741 0219.



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SECTION 1: Personal Details

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 稱謂	<input type="checkbox"/> Mr 先生	<input type="checkbox"/> Mrs 太太	<input type="checkbox"/> Ms 女士	<input type="checkbox"/> Miss 小姐
Family Name 姓氏				
First Name 名				
Second Name				
Home Address 住址				
	State / Territory 州		Post Code 郵政區號	
Phone Number 電話號碼	()	Mobile Number 手機號碼		

SECTION 2: Donation Details

Donation of \$2 and over is tax deductible.

凡捐款元或以上可扣稅。

I would like to make a donation of \$

Payment Type

☐ Electronic Funds Transfer

TO: Australian Nursing Home Foundation (BSB 082-201, Account Number 580-328-001)

☐ Please debit this card

☐ Master Card

☐ Visa

☐ Other:

Name on Card

Card No.

Expiry Date

Signature

☐ Cheque

In the amount of \$_____, payable to **Australian Nursing Home Foundation**

☐ Money Order

In the amount of \$_____, payable to **Australian Nursing Home Foundation**

☐ You can donate securely via our website: <http://anhf.org.au/contact-us/donations>

BEQUEST – Leave a Gift in your Will

By leaving a **Gift** to the ANHF in your **Will**, you are creating a **lasting legacy** that will help us continue to create a **thriving** and **vibrant** environment that will enable our elders to age with **dignity** and **grace**.

Your Gift will be used over and over again to provide culturally appropriate, innovative, and quality aged care services and programs to our elders. Your generosity underpins the many achievements of the ANHF since 1980.

If you wish to leave a **Gift** in your **Will**, you should seek appropriate legal advice. For more information, you may wish to request further information by ticking the box below or refer to our **Bequest Fact Sheet** on our website.

SECTION 3: Request for Information

☐ Please send me details on making a gift to the Foundation in my Will.

我計劃在遺屬上對基金會作出饋贈，請將有關詳情寄給我。

Send the completed form to Australian Nursing Home Foundation.

60 Weldon Street, Burwood NSW 2134. Tel: (02) 8741 0218 Fax: (02) 9747 1637

Email: info@anhf.org.au

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Photo Album—Residential Services 活動花絮 — 療養院



Bernard Chan Nursing Home welcomed Chinese New Year with lion dance—bringing good luck to the home.



The God of Fortune visited Lucy Chieng Aged Care Centre—blessed with luck and prosperity.



Residents at Bernard Chan Nursing Home enjoyed with joy sharing festive foods during Chinese New Year.



Lucy Chieng Aged Care Centre celebrated double happiness with Chinese New Year and its 5th birthday.



Good health and fortune brought to Chow Cho Poon Nursing Home.



Residents at Chow Cho Poon Nursing Home enjoyed the lion dance performances.

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



Left: Our CEO and General Managers gave their new year's blessing to our clients from our South West Sydney services at Greenfield Park, Bonnyrigg Heights and Chester Hill Day Care Centres.



Clients from Stanley Hunt Centre, So Wai Lifestyle Activity Centre and Hurstville Respite Day Care Centre shared a new year luncheon gathering at Marigold Restaurant.



Giving lucky red packets brings good luck and prosperity to the giver.



A happy thumbs up to celebrate the Chinese New Year.



ANHF
澳華療養院基金
Culturally Appropriate Aged Care Since 1980

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Title 稱謂 ☐ Mr 先生 ☐ Mrs 太太 ☐ Ms 女士 ☐ Miss 小姐

Family Name 姓氏

First Name 名

Second Name

Home Address 住址

State / Territory 州

Post Code 郵政區號

Phone Number 電話號碼

()

Mobile Number 手機號碼

SECTION 2: Donation Details

Donation of \$2 and over is tax deductible.

凡捐款元或以上可扣稅。

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TO: Australian Nursing Home Foundation (BSB 082-201, Account Number 580-328-001)

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☐ Visa

☐ Other:

Name on Card

Card No.

Expiry Date

Signature

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☐ Money Order

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基金快訊

我們在2016年1月歡送了基金信託人朱潘敏嘉女士 (Ms Monica Chu)。除了深深感謝朱女士多年來積極參與和付出外，我們更送上無限祝福，祝願她榮休後有一個璀璨未來。

澳華療養院基金屬下各服務單位在農曆新年期間舉辦了各式各樣的慶祝節目歡慶猴年。趁這機會，讓我們在這裏祝願大家身心康泰、萬事勝意、出入平安。

錢梁秀容療養院五週年院慶：2016年2月8日院慶當天適逢農曆新年大年初一，在這雙重喜慶大好日子，嘉賓們濟濟一堂，親切的面孔包括我們的信託人、高級行政人員、員工、住客和他們的親友及照顧者。衷心謝謝你們一直以來的支持，在提供優質高齡護理服務這充滿意義的路上，和我們結伴同行。



基金董事會、高層行政人員、職員及嘉賓一起歡慶錢梁秀容療養院五週年

2016年紐省高齡週：4月1日星期五 至4月10日星期日

每年的高齡週都節目繁多，也是大家積極參與不同社區活動，和其他社區人士分享你的獨特人生經驗和故事的好機會。

沛德日間中心成功申請了五百元2016年紐省高齡週撥款，將在四月初舉行「吃喝玩樂同樂日」。如果你是沛德日間中心的服務對象，或者是鍾氏街或白楊街的住客，那麼千萬要留意即將公佈的舉行日期，和我們一起歡渡這多姿多彩的一天！

精彩節目包括、遊戲及不同類型的活動。靜靜告訴你們：那天會特別安排一個「扮鬼扮馬造型照」環節，我們鼓勵大家裝扮一下，即場讓攝影大師拍照留念，更可在當天帶你的經典造型照回家，永遠保存那天的笑靨。

快樂的日子少當然不得沛德中心大廚們巧手烹調的豐富午餐。午餐後隨之而來的是令人心身舒暢的樂韻悠揚音樂治療時段。

我們會在下一期的通訊和大家分享紐省高齡週眾多歡樂剪影的照片。如果大家想知道多一些高齡週的活動資料，請查看這網址：

<http://www.nswseniorsweek.com.au/>

澳華療養院基金「客戶服務互動計劃」

為了配合本基金以服務對象為本、鼓勵參與的服務精神，我們將推出一個嶄新的服務計劃，以提升服務質素和服務對象的滿意程度。透過2016年3月開始的院舍服務「客戶服務互動計劃」(Customer Engagement Program)，我們將抽樣聯絡服務對象，以面談或電話形式聆聽你們的意見。隨著計劃開展，往後我們更會陸續抽樣訪問其他服務的服務對象，聽取你們的寶貴意見。

澳華療養院基金一直竭力提升服務質素及服務對象滿意程度，為社區人士提供最佳服務。請告訴我們你的需要和有那些要改善的地方。

請踴躍參與這計劃。我們會每三個月抽出兩位幸運兒，送出五十元禮券，表達一點心意。請致電(02) 8741 0219查詢詳情。

新加入社區服務團隊的生力軍

面對當前瞬息萬變的高齡服務改革，我的商界工作經驗和ISO 9001（內部認可之「品質管理系統」Quality Management Systems）專業知識賦予我從容面對這些改變的能力。兩者的協調締造了更大果效和動力去建立情理兼備的架構和綱領。



面對挑戰、
解決疑難

高齡房屋主任 陳錦鴻

高齡服務挑戰甚多，其中之一就是排難解紛，解決長者日常生活中例如宗教、嗜好及個人喜好等問題。

舉一個例子：有人投訴一位長者每天早上都播放大約一小時帶有敲打小鼓聲的佛教誦經。我便建議這位住客在其他人起床後才播放，或者在晚上別人睡覺前誦經。結果當

在工作和生命中有沒有任何重要的導師或深深地影響你的人？

在修讀護理學和過去生活中，自己深受德蘭修女（Mother Teresa）和寧養服務先驅洛絲醫生（Dr Elisabeth Kubler Ross）的言行影響。她們的無私貢獻和絕不論斷的服侍態度在很多方面影響了我的生命、決策和工作。深信能藉著自己的經驗和以先導者的關愛和委身為借鑑去回饋人生中遇到的生命。

然是皆大歡喜，每個人都能繼續自己的日常生活。

工作上有什麼最滿足的地方？

工作上最大的滿足來自幫忙長者獲得住宿服務，例如協助長者獲得自己喜歡的社區房屋。

有一位來自國內的男士與女兒一家一起住了十年，不同的生活方式在父親、女兒和孫女間帶來壓力和矛盾。

我們安排做父親的入住莎梨山高齡宿舍一個單位後，他便開始慢慢重建自己的自立能力，過自己喜歡的生活，現在每一個人都重拾笑臉。



當義工的動力

義工探訪服務主任
馮福雋

我們的義工在享受和長者分享故事和個人經歷之餘，也感受到澳華療養院基金的大家庭氣氛。對那些已經和親友失去聯絡的長者來說，能夠讓他們不致孤單和孤立無助的義工探訪尤其重要。

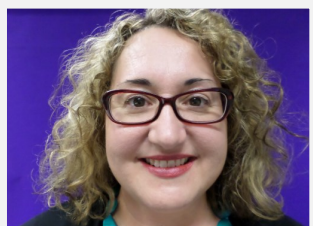
義工們很樂意透過義務工作和幫助長者來回饋社會，背後的動力來自義務工作過程中感受到的每一份溫暖。事實上，服務對象和義工們許多時都異口同聲地說感到窩心和有意義。

澳華療養院基金最令你感到驚喜的是什麼？

機構原來規模這麼大，也為華裔和越裔社區提供這麼多支援服務。

基金有一個緊密而友善的機構文化，每一位員工都熱衷助人，樂於幫忙新入職的員工。

新加入社區服務團隊的生力軍



署理社區護理
服務總經理
杜丹麗

澳華療養院基金如何為不同文化背景的服務對象提供實質服務？

我從事高齡護理服務超過16年，早已留意到澳華療養院基金（下稱「基金」）是多元文化高齡服務的翹楚，也在許多機會中認識基金的實際工作，深深體會機構在實踐服務時的熱忱、動力和創意。現在成為基金職員，更加深自己對基金優質服務的認識。感動我的是基金貫徹創會宗旨，一如既往地實踐

「老吾老以及人之老」的高齡護理精神。每天我都親眼看見員工們願意多走一步，體貼服務對象和照顧者在身體、情緒、社交、文化和語言等方面的需要。

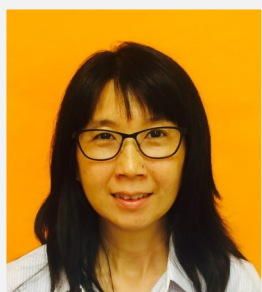
在主力服務華裔及東南亞社區背景人士之同時，我們也和其他優質高齡服務機構緊密合作，提供合乎文化需要的服務。這些服務夥伴為不同文化背景的長者提供各項護理及支援，服務對象涵蓋意大利、希臘、韓國及說

阿拉伯語的國家。我們在互相合作中彼此學習、交流經驗。跨文化服務讓我們一起成長、一起發展、一起服務多元文化社區的長者。

基金更抓緊機會與政府對話，強調多元文化高齡護理的重要，為來自不同文化、說不同語言的長者鞏固將來獲得適切高齡服務的機會。能夠加入澳華療養院基金工作，我感到自豪。

你希望在澳華療養院基金引進那些嶄新的方向？

我希望能抓緊「自選護理配套」（Consumer Directed Care）所帶來的挑戰和機會，同時也聚焦在服務對象身心健康上。「自選護理配套」的服務方向就是讓服務對象決定自己的生活模式、按自己的需要選擇護理項目、內容及形式。既然以服務對象為中心，我們便要和服务對象和他們的照顧者相互合作。身心健康包括協助服務對象改善體質、增強能力，幫助他們盡量維持獨立生活。這兩方面都和我作為一個社會工作者的信念相同，也和基金的策略發展方向一致。



服務質素及職務安全主任
Ling Yeoh

什麼動力推動你達成在澳華療養院基金的工作目標？

與其說「服務質素及職務安全主任」這角色是一個挑戰，倒不如說是一個極好的學習機會。正因這是社區照顧服務團隊的一個嶄

新職位，不若將之視為一張白紙，當中有充裕空間容納創意和新意，成為提供有效服務的基礎。

我享受探索解決問題的新途徑，也珍惜內中的創新。以開放態度迎接新意念是我的辦事方針，深信自己的確在合適的時間/合適的空間加入澳華療養院基金。

2ac澳洲華人電台節目-----活得更精彩

自從去年澳華療養院基金與澳洲電視廣播有限公司合作拍攝「活得更精彩」節目播出後，反應非常熱烈，不但節目中扮演爺爺、八姨婆和孫女幾個角色被華人社區廣泛認識，就是他們走在街上，也會被人認出並要求簽名；許多長者及其家人都告訴我們節目內容很充實豐富，有關高齡服務的資訊及貼士也非常實用。事實上自從2015年5月推出這節目後，很多社區人士都追問我們何時會推出第二輯的「活得更精彩」。



「活得更精彩」電視廣播（澳洲）有限公司攝製隊與八姨婆、孫女和爺爺

我們很感謝社會人士對這個節目的愛戴和歡迎，澳華療養院基金當初製作這個特輯，本意都是希望華人社區的長者和他們的家人，可以透過這個節目，認識澳洲的十年高齡服務改革精神：「活得更長久、活得更精彩」；同時也掌握最新資訊，可以作出精明

選擇。為了回應華人社區的殷切期望，我們於三月三月開始，在2ac澳洲華人電台播出電台版的「活得更精彩」，內容圍繞澳華療養院基金不同類型的高齡服務、服務對象和照顧者的感受。在這個節目系列裏，我們經驗豐富的職員和護理對象都樂於和聽眾們分享



澳華療養院基金職員在2ac澳洲華人電台錄音室內錄製「活得更精彩」電台版

他們的工作、他們的故事。這些活潑、實在的經驗可以實際地幫助社區人士更加認識高齡服務，知所選擇。「活得更精彩」電台版內容豐富，包括高齡住宿服務、家居服務、家居支援服務、日間中心、社區房屋等。大家既然這麼喜歡去年製作的電視資訊系列，這正在播出的電台節目，一定會帶給你們一個又一個的高齡資訊大豐收。

在此特別提醒澳華療養院基金的同事、服務對象，以及其家人，記著留意收聽2ac澳洲華人電台的廣播，廣播時間是逢星期三正午十二點，重播時間是逢星期日下午四時半。若沒有2ac收音機亦不需要擔心，只要在網上下載tunein.com然後選擇/radio/2ac-Cantonese，亦可隨時隨地使用手提電話收聽到廣播。

廣播日期/時間:逢星期三正午十二時

重播日期/時間: 逢星期日下午四時半

澳華療養院基金領袖培訓計劃

培訓及發展經理透過個別面談、小組討論、正規督導及建立小組支援網絡來積極支援每一位參與培訓的職員。

在「高齡護理臨床領袖培訓課程」成功劃上句號時，三間院舍分別完成下列課程：

錢梁秀容療養院：「實踐華格納諮詢模式（Wagner's Model of Consultation）以增強團隊凝聚力」

院舍生活康體小組（Life-Style Team）：「實踐《認知交流理論》以增強團隊合作」

陳秉達療養院：「以故事為進路促進團隊發展」

周藻泮療養院：「以小組諮詢模式提升員工滿意程度」

下面是參加了培訓的職員就「高齡護理領袖培訓計劃」分享的感受：



這課程幫助經理及職員反思平日慣常做法，在彼此分享經驗中學習從不同角度思考問題。

陳秉達療養院院長蔡毓芯



從課程中我們學習到經理級職員在領導、支援員工和締造一個積極、正面的工作環境等方面，擔當一個不可或缺的角色。整個培訓過程提供很多實踐途徑，讓我們將理論化為行動。

錢梁秀容療養院院長范健英



課程非常實用，學員可將理論實踐出來。我學習到如何引進一個讓員工感到備受支持的工作環境，由是在工作上更積極進取。

周藻泮療養院院長陳國信



澳華療養院基金著重住客的生活質素及身心健康，在安排康樂活動時，員工便要發揮創意。這課程讓我學習以嶄新角度思考活動安排，提升住客整體健康。

物理治療師及院舍生活康體主任黎宇菲



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澳華療養院基金領袖培訓計劃

高齡護理服務是一個不斷向前、充滿挑戰的服務。服務需要投入、有創意並且身體力行的領袖帶動團隊。事實上，在澳洲就有超過一百萬高齡人士在院舍或在家中接受不同類別的高齡服務。

在這瞬息萬變的世代，於機構內發掘及培訓領袖人材是最大的挑戰之一。領袖們可以鞏固前線員工的共同價值觀，提升他們對機構服務精神的認同及歸屬感。

基於上述理念，我們和悉尼大學（University of Sydney）合辦了一個「高齡護理臨床領袖培訓課程」（Clinical Leadership in Aged Care），培訓九位中層經理級職員。這工作坊的模式取自悉尼大學「悉尼護理學院」容雲希副教授（Associate Professor Yun-Hee Jeon）設計的課程。

整個課程的設計旨在回應不斷湧現的實際情況：有效的領導不單是優質、安全的高齡護理要素，也是提升護理員工在工作上的滿意程度和維持員工穩定的重要因素。

澳華療養院基金極為重視培訓中層經理級職員有關技能以面對上述挑戰，改善院舍住客及服務對象的身心健康。

這為期一年的培訓計劃在2015年由本機構的培訓及發展經理推行，課程備受員工歡迎。培訓重點為發掘及提升員工潛能，從而達致高質素、以人為本的護理服務。培訓也著眼於高齡服務「臨床領導質素綱領」（Clinical Leadership Qualities Framework）針對的服務要素，幫助每位學員發展臨床領導能力。



領袖培訓計劃經理從左到右：蔡毓芯，范健英，潘慕娟 和 梁婉萍。



目錄：

澳華療養院基金領袖培訓計劃	16
2ac澳洲華人電台節目 - 活得更精彩	14
新加入社區服務團隊的生力軍	13
基金快訊 你的支持	11 10
活動花絮—療養院 活動花絮—日間中心	8-9

編輯室

鄭賜霞
馮嘉碧
關靜雯
黃慧恩

顧問

澳華療養院基金董事會