



ANHf Newsletter

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

Customer Service Weeks at Residential & Community Services

It did not matter whether they were called 'WEEKS' or 'MONTH'. What matters was both events were designed to highlight the importance of great customer experiences to the success of our services, to reinforce a customer-focused culture as well as to recognise and appreciate staff for the role they play in delivering great customer experiences. As a picture paints a thousand words, here are some not-to-be-missed snapshots...



Bernard Chan Nursing Home celebrated a very **Special Afternoon Tea** during the Customer Service Weeks. A BIG thank you to our wonderful team of residential aged care staff who prepared the yummy and mouth-watering food items. In fact they also designed some smiling exercises to practise for fun with residents and visitors – time to move our limbs as well as the 'smiling muscles' on our faces.

Support ANHF's North Shore Nursing Home Petition Campaign

ANHf is launching a petition campaign to gather support for our North Shore nursing home in Gordon, NSW and we need your vital support. Please support our initiative to build the north shore's first culturally specific, residential aged care home in Gordon.

To show your support, please download the **Petition Form** from our website www.anhf.org.au and ask your family, friends and community network to sign. Every signature is very important to us. To know more about the nursing home project contact us on: (02) 8741 0218 or email: gordon@anhf.org.au

*"Thank you very much
for the wonderful day,
I enjoyed the afternoon
tea with delightful food
made by the staff
especially for us.
We feel special...."*

*- Resident of Bernard Chan
Nursing Home*

In This Issue

- } Customer Service Weeks
- } 2016 NSW Seniors Week
- } ANHF 2ac Radio Sessions on Aged Care Services
- } ANHF News
- } Meet New ANHF Staff
- } Your Support
- } Photo Album

EDITORIAL COMMITTEE

Ada Cheng
Adelaide Fung
Rebekah Kwan
Cindy Wong

ADVISORS: ANHF Board

Customer Service Weeks at Residential & Community Services



Love having a cup of tea with my family member...

I love having a cup of tea with so many smiling, friendly faces around.

Karaoke Competition

Guess what? This resident won the award in the singing contest. Indeed a lot more than just singing --- look at my gestures...



*Hey! Where do these penguin beauties come from? They speak our language, move their limbs as we do, they even know how to **SMILE** at us!*

***Answer:** Our Lifestyle Coordinator and Recreation Activity Officer disguised in costume doing the penguin dance!*

We had a series of events that brought fun for everyone during our Customer Service Weeks at Chow Cho Poon Nursing Home.

One event that proved to be a highlight was to engage all the staff with a **Penguin Dance** (a 2-minute shortened version) each morning in front of the residents to convey the important message of 'smile'. This was warmly received by all the residents. They participated by clapping their hands to the beat of the dance. This dance was chosen because it was cute, happy and the steps were easy to follow.



Appreciation BBQ at Chow Cho Poon

On another day, to show appreciation for staff and residents, our Board member and senior management staff rolled up their sleeves, put on hairnets and aprons to demonstrate their cooking skills by assisting staff to prepare barbecue food items.



Delegates from Singapore Ministry of Health visited Lucy Chieng Aged Care Centre during Customer Service Week



What a great time to visit us and share the fun and enjoy the specially prepared morning tea for everyone.



Music for the Barbecue

The beautiful voice of a resident rippled through our nursing home's garden as residents, their family members, staff and volunteers listened in awe and quiet amazement.

Hurstville Respite Day Care Centre

With 'SMILE' being the theme, cutting smiley faces to decorate the centre during Customer Service Month was one of the best activities to fill our centres with welcoming smiles.





Morning Tea at Lucy Chieng Aged Care Centre

Let's 'drink' to our health and well-being! And it's Smiles all around, our residents show off their hand crafted happy smiling faces.



Left: Do we look smart in taking a 'cultured' photo in a 'cultured' corner? --- our staff, residents, family members and volunteers had morning tea in the library.

Home Care Services , Easter at Lucy Chieng Gardens



The service nature of **Home Care Services** does not often have joint programs. One clever way to engage our clients was to give smiley face stickers to our clients for use on the specially designed **Customer Service Happy Service Month** sticker sheet that our home care workers took with them to work.

If clients were happy with the service on that day, they would stick a smiley face sticker on the sheet. The idea was not to compete for the highest number of smiley stickers (as our home care workers have different shifts and work hours) but the idea of mutual appreciation between staff and service users.



Those who are young at heart would be thrilled with the excitement of the tailored-made games for our residents at **Lucy Chieng Gardens**. You can tell from the broad smiles of our Easter beauty (a resident) that the Easter egg hunt was a huge success.

Our LCG residents divided into 4 groups, and were young at

heart again as they searched each and every corner of the activity room and the library to gather hidden colourful Easter eggs. A long-lost child play re-lived and a bit of exercise enjoyed to the fullest of their hearts.

Ah yes, don't forget our unsung hero—the photographer— Joseph from room 34. Thank you!

Seniors Week in April 2016



Our combined Day Care Centres celebrated Seniors Week with an outing to Chang Lai Yuan Chinese Gardens. The day was greeted with much happiness and joy by our clients and staff.

Right: Stanley Hunt Centre hosted a program of six fun-filled activities for our clients during Seniors Week. Our clients showed off their fun and creativity during this 'Dress-Up' photo session.



ANHF 2ac Radio Sessions on Aged Care Services

In February this year ANHF rolled out a radio aged care series (in Cantonese) at 2ac Chinese Radio. Instead of having a 2ac staff to be the presenter of the show, we had our own presenters from our Communications and Media Unit – which was established in July 2015.



So far we have covered a wide range of topics: aged care services in general, founding and development history of ANHF and why we stand out from other aged care service providers, Commonwealth Home Support Program, home care packages, ANHF Customer Engagement Program, understanding dementia, day care,

community housing, residential aged care, respite care, activities and support programs (art therapy, horticultural therapy, physio programs, recreational programs etc) in all ANHF services... Stay tuned, with more to come.

Staff, volunteers and carers were invited to the radio show to share with us their experiences and insights into their work or their caring roles. With their first-hand information and genuine commitment in their different but crucial roles, you will find the sessions are not just practical but also touching --- not without a tear or two in the recording studio as they recalled past events that touched on the soft patches in their hearts.



Don't forget to mark on your calendar the broadcast times and dates:
Wednesday 12 noon (repeat on Sunday 4:30 pm)



If you do not have a 2ac radio set, just download tunein.com, then choose / radio/2ac-Cantonese to listen with your mobile phone.

ANHF News



The **Hon Craig Laundry MP**, Federal Member for Reid, Assistant Minister for Multicultural Affairs had the pleasure of visiting Bernard Chan Nursing Home on 13 May 2016. We shared afternoon tea with the Minister and presented him with a hand-crafted gift made by our residents.



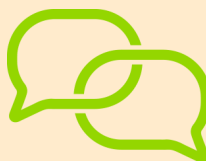
Our annual **Volunteers' Appreciation Dinner** was a highly anticipated event attended by our Board members, senior executives, staff and volunteers. This year's dinner was held on 13 May 2016 in recognition and appreciation of the invaluable contributions our volunteers provide to our seniors each day. To acknowledge the contributions our volunteers make to our services, our Chairman Ellen Louie and Board member Mei Mei Tse presented Certificates of Appreciation to over 60 volunteers who attended the night.

For those who want to **Volunteer** or to find out more about volunteer opportunities, please contact (02) 9784 0848 or email: volunteers@anhf.org.au.

Customer Engagement Program

We had a positive launch of our **Customer Engagement Program** since March with many families and carers openly and willingly share their service experiences with our Relationship Engagement Officer. We received good feedback about our outing arrangements, newspaper services and the level of care we provide.

Some clients were keen to offer suggestions on how we could improve our service user experience and our service delivery models as we value that input. It is reassuring to know that the families are feeling safe and secure in our homes and that we are providing a sound and caring service.



We are continuing our telephone and face-to-face survey program and your participating in the survey will help make an important contribution in helping ANHF to continually improve our quality service, and most importantly to serve you better. To find out more information, please call: (02) 8741 0218.

We profile some new ANHF staff

Staff Profile:

Jocelino Jorge
Senior Manager, Business Support—
Community Care



Jocelino joined in April 2016 as Senior Manager, Business Support with ANHF Community Care. Jocelino brings to ANHF his enthusiasm and experience in fostering new

business and sponsorship opportunities for the Community Care team.

In his previous roles, Jocelino has also been involved in managing relationships with strategic partnership organisations, marketing, promotions and events management. We get to know more about Jocelino and what energises him and what are some of his strongest beliefs in working for the not-for-profit sector.

When you're working on a project, what energizes you most and why?

Projects signifies change, and it signifies challenges/issues being addressed and the notion of it becoming better. I think that when you have new projects, you get to do something different and learn about different topics and even learn about yourself and your limits. Seeing the finish line and completing the project is very satisfying to me.

What would you say are some of your strongest beliefs in working for the not-for-profit sector?

I remember what the organisation is trying to achieve and why the organisation was established in the first place. Obviously a not-for-profit or charity is there for a reason and I think what ANHF does makes a big positive impact within the community.

Staff Profile:

Cherry Lee,
Volunteer Assistant, ANHF



Cherry joined in February 2016 as Volunteer Assistant with ANHF Community Care. Cherry has assisted in driving our volunteer recruitment and provided on-going support to our volunteers so they feel satisfied that they are making an important contribution.

Anita Dai,
Office Assistant, ANHF



We welcomed Anita on board our team at head office and Anita is always ready to assist you with your telephone enquiries and refer you to our services if you are interested to join the many services we provide.

Wing Ruan
Administrative Assistant, Housing



Wing joined in May 2016 as Administrative Assistant, Housing. She brings to ANHF her passion with working with seniors and is motivated to strengthen our quality services to help our elders feel safe and secure in their own homes.

ANHF Photo Album 活動花絮



So Wai Lifestyle Activity Centre celebrates its 8th Birthday
蘇懷活動中心慶祝八歲生日



Our client and carer enjoy a day in the park
我們的長者和照顧者在花園共享閒暇



A delightful Chinese Opera performance
聲色藝全的粵劇表演



South West Sydney day care centre celebrates Seniors Week
西南悉尼日間中心慶祝長者週



Three cheers for our morning tea
心愛又美味的早點



Pet therapy is so relaxing
寵物治療帶來歡笑盈盈

End of Financial Year Donation Appeal 2016

How You can Make a Difference by Donating to ANHF

Thank you! Your donation helps us to deliver vital services and programs to over 1,000 service users each day.



We provide aged care services to over 160 residents at our 3 nursing homes. Your donation has purchased wheel-chairs, bed-lifters and equipment to assist our residents.



We deliver and provide 2,000+ hours of Domestic Assistance and Support (DASS). Your donation has ensured our elders remain socially engaged and active.



We provide aged care housing services to over 120 tenants at our 3 housing services. Your donation has allowed our tenants to stay in touch via our internet kiosk.



We care for over 1,000 seniors each day. Your donation has provided assistance to our daily programs which promote wellbeing and proactive lifestyle activities.



Stay Healthy—Flu Vaccine

If you're 65 years or older, getting a flu shot is the best way to protect yourself and those around you from flu. Get Your Flu Vaccine. Not the Flu. The flu benefit is a covered service for Medicare—speak to your GP today.



ANHF
澳華療養院基金

Culturally Appropriate Aged Care Since 1980

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

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

☐ 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。

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.

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

我計劃在遺囑內對澳華療養院基金作出饋贈，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

請於2016年財政年度完結前踴躍捐輸
慷慨解囊捐助澳華療養院基金高齡服務做福社群

滿心感謝！你的捐助直接幫助基金每天透過實際的服務和各項活動，
為超過**1,000**位長者提供服務。



我們的三間療養院合共為超過**160**位長者提供高齡護理服務。因著你們的捐助，基金在院舍添置了輪椅、可升降睡床及其他護理器材。



我們提供超過**2,000**小時的家庭及社區支援服務。你們的捐助讓長者們與社區保持聯係，維持活躍社交生活。



我們的三間高齡宿舍為超過**120**為長者提供住宿服務。因著你們的捐助，長者們可以透過屋苑的網絡系統，獲得外界資訊，維持時代觸角。



我們每天照顧超過**1,000**長者。你們的捐助幫助基金推行每天各項活動，提升長者身心健康，更積極地參與有益身心的活動。



健康第一：接種流感疫苗

如果你年滿**65**歲或以上，預防流行性感冒的最有效途徑就是注射流感預防針，不但保護自己，對身邊的親友也有好處。選擇流感疫苗勝過選擇流感。國民保健服務包括免費注射流感預防針，請向家庭醫生查詢詳情。

新加入社區服務團隊的生力軍

職員剪影：

佐立基

業務發展高級經理



佐立基先生在2016年4月加入澳華療養院基金為業務發展高級經理。佐先生在業務拓展及開拓撥款資源方面經驗豐富，入職基金前之工作範疇包括與策略合作機構建立強韌夥伴關係、市場開拓、業務推廣及籌辦大小活動。下文讓我們進一步認識佐先生、他的工作動力以及在非牟利機構內服務的強烈信念。

當你著手進行一個計劃時，最大的動力來自什麼地方？原因在那裏？

著手進行一個計劃時，最大的動力來自預見計劃完成後的效果或影響。為什麼？計劃標示改變，

也標示我們正實際地面對挑戰或問題和改善有關概念。在進行新計劃時，必須採取不同手法、學習不同的新事物，更可重新認識自己和一己之限。一邊定睛於終點線，一邊邁向目標是一件非常賞心樂意的事情。

在從事非牟利服務中，有什麼強烈的信念？

我自己最強烈的信念就是謹記服務機構的目標，以及這機構起初成立的目的。明顯地每一個非牟利機構都有其存在的目的，在我看來，澳華療養院基金在社區內的確有其正面的影響力。

李燕芬

義工服務助理



李姑娘於2016年2月加入基金社區護理服務為義工服務助理，協助推動招募義工的工作，也不斷支援義工們，讓他們安心地貢獻社群，擔當重要角色。

戴宛然

辦公室助理



當你打電話到總辦事處時，有沒有聽到一把新的聲音？讓我們一起歡迎戴姑娘加入我們總辦事處的團隊。

阮泳深

高齡宿舍行政助理



阮姑娘在2016年5月加入澳華療養院基金為高齡宿舍行政助理。阮姑娘受過社區服務訓練，具簿記及辦公室行政經驗，也熱心服務長者，樂於協助提升基金服務質素，讓長者們安居家中。

澳華療養院基金基金快訊



「多元文化事務部」助理部長龍狄議員（Hon Craig Laundry MP）在2016年5月13日探訪陳秉達療養院。基金除了與龍議員共享下午茶外，更致送由長者親手製作的手工藝紀念品。

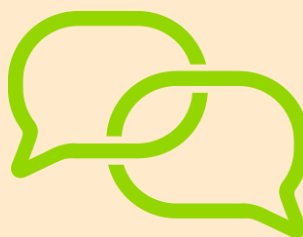


一年一度的**義工同樂晚宴**是基金董事會、高層管理人員及義工們翹首以望的活動。本年度晚宴在2016年5月13日假八樂居舉行，以感謝義工們在過去的一年裏一日復一日對長者們所作的寶貴貢獻。基金主席雷文潔女士和董事及信託人謝蘇美薇女士分別將嘉許獎狀頒予當天晚上出席的六十多位義工，表揚他們協助推動基金服務的無私付出。我們的義工團隊不斷支持基金高齡住宿服務和社區服務，讓我們的服務更深更廣，也進一步提升長者的生活質素。

有意參與義工服務或查詢詳情，請致電（02）

9784 0848 或電郵至 volunteers@anhf.org.au

基金的「**客戶服務互動計劃**」自三月開展以來，客戶服務主任已經積極地接觸了很多服務對象、照顧者和他們的親友，聆聽他們就各項服務的意見。除了我們的戶外活動、通訊和護理水平得到很高的評價外，也有一些服務對象熱心提意見，告訴我們怎樣改善服務，讓服務對象獲得更高質素的護理，這些都是我們珍惜的回應。知道長者們在院舍生活中感到安全穩妥，是我們的鼓勵，也是基金維持一貫高水平服務的明證。



電話諮詢和面談仍進行得如火如荼，歡迎大家繼續提出寶貴意見，幫助我們不斷進步，為服務對象提供更佳護理。

查詢詳情請致電（02）8741 0218。

澳華療養院基金2ac中文電台高齡資訊節目

澳華療養院基金在本年2月份在2ac澳洲華人電台（廣東話頻度）開始了一系列的高齡資訊節目。節目主持人並非來自2ac的職員，乃是來自去年（2015）才成立的「傳意及媒體部」兩位職員。直至目前為止我們已廣播過



不同的內容：高齡服務簡介、基金成立及發展歷史、基金與眾不同的地方、聯邦家居支援服務、家居護理配套、基金「客戶服務互動計劃」、認識腦退化症、日間中心、高齡

社區房屋、療養院、暫息服務、支援基金各項服務的活動（美術治療、園藝治療、物理治療、康樂活動等），大家請繼續留意收聽。

一直以來，我們邀請了同事、義工、照顧者和我們分享工作上和照顧方面的經驗和感受。既是親身經驗的第一手資料，節目除提供豐富實用資料外，很多時候在錄音過程中觸動了被訪者的心靈溫柔處而真情流露、淚光中帶來感人時刻。



大家記得在月曆上標記廣播日子，千萬不要錯過。

廣播時間：星期三中午12時

（重播：星期日下午4時30分）



可以用2ac收音機直接收聽或在網上下載
tunein.com

然後選擇/radio/2ac-Cantonese，可隨時隨地
地使用手提電話收聽廣播

2016年紐省高齡週



我們的好思維日間中心、沛德日間中心和蘇懷活動中心在長者週內合辦一戶外活動，暢遊「昌萊園」。單看他們的笑容便可想而之當天一定是愉快的一天。

對：沛德日間中心舉辦了一個為我們客戶設計的活動，其中包括六項充滿樂趣的遊戲。我們的客戶在其中一個‘扮鬼扮馬’的遊戲中玩得很開心和顯出無比創意。





什麼？早「茶」？

不如來一個不「醉」無歸 --- 願大家精神爽利、心境愉快、笑逐顏開！

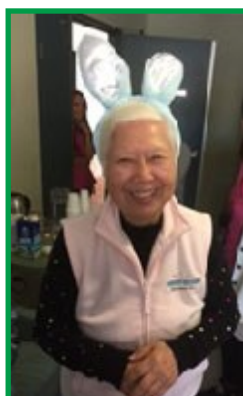


看我們多麼神氣、多麼有文化氣息！看真一點原來是我們的同事、住客、親友和義工們在圖書館裏享用美點之餘一起來個大合照。

家居照顧服務, 錢梁秀容頤康苑復活節活動



家居護理服務一般沒有聯合的活動，可是他們想出了一個在「顧客服務月」內讓職員和服務對象一起互動的「**聯合活動**」：長者們都收到一些快樂笑臉貼紙，如果對員工當天的家居服務滿意的話，就可以在特別設計的「顧客服務月快樂服務貼紙表」上貼上一張快樂笑臉。重點不在於誰拿得最多（員工工作時段不盡相同），乃是推廣員工和服務對象互相欣賞、互相尊重的信息。



心境年輕的長者們都因著**錢梁秀容頤康苑**為住客精心設計的遊戲而心情興奮。大家只要看到長者們「**復活美小兔**」的燦爛笑容，便想像到這活動如何吸引！且聽我們慢慢道來：住客們分成四組，四出尋找收藏在活動室

和圖書館內色彩斑斕的復活蛋。尋尋覓覓間，童心再現，嘻嘻哈哈不絕於耳，全心享受過去兒時玩樂時光，意想不到的順帶好處就是在歡笑聲中做了有益身心的輕量運動。啊……差些忘了那幕後英雄：負責照相的三十四號住客 Joseph。

澳華療養院基金院舍顧客服務週

卡拉OK大賽

猜猜他們在做什麼？這位長者最後在卡拉OK大賽中勇奪桂冠。你們看清楚：我豈止唱歌這麼簡單？簡直是七情上面嘛！



快樂就是與家人一起喝杯茶，也是在眾多友善笑臉中，手捧香茗。

周藻泮療養院



像基金其他兩間院舍一樣，我們在顧客服務週內安排了許多活潑有趣的活動，其中一項是每天早上所有職員都笑意盈盈地表演企鵝舞給長者觀賞，帶出「微笑」的訊息，長者們也樂呵呵地隨著音樂拍手。

選擇企鵝舞因為這舞蹈活潑興鬆、步法非常容易。

這些美少女企鵝是從什麼地方來的？懂得說我們的話，
手和腿又可以像我們一樣活動，更懂得對我們笑！

靜靜告訴你：我們的院舍康體服務主任和康樂活動同工

正隆重演出足本企鵝舞



燒烤表心意

在另一天高層管理人員齊齊捲起衣袖，帶上髮罩、穿上圍裙大展廚藝，協助員工準備燒烤美食給住客、家人和員工享用，表達謝意。



燒烤美食伴以樂韻悠揚：

一位院友引吭高歌，甜美歌聲在庭院中婉轉低徊，大家都沉醉在溫婉的旋律中。



星加坡衛生部剛好在顧客服務週內到訪錢梁秀容療養院



相請不如偶遇：星加坡衛生部剛好在顧客服務週內到訪錢梁秀容療養院，正好趁機和我們共享喜樂，享用為住客、親友、職員和義工們準備的「不一樣的早點」。

好思維日間中心

既然「微笑」是「顧客服務月」的主題，最佳活動之一莫如將一個一個可愛笑臉剪出來裝飾中心，讓中心笑意洋溢。





ANHf 會訊

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

院舍顧客服務週，社區護理服務顧客服務月

「服務週」也好，「服務月」也好，兩項活動的重點都在提醒每一個參與者：優質服務與服務對象的滿意程度互為關係。在著重以人為本的服務時，我們也要嘉許和支持所有努力默默耕耘、為護理對象及其親友提供高質素服務的職員。

影像勝過千言萬語，不如現在就看看這些不可錯過的片段……



顧客服務週內其中一個**別具心思的下午茶**時間。滿心感謝療養院的精銳部隊 – 我們的好同事 – 為院舍長者、親友、同事和訪客預備的精美茶點。他們更設計了一些興鬆易學的「微笑運動」，在歡笑聲中和長者、訪客們一起動動手、動動腳、動動臉上專職微笑的小肌肉。

群策群力支持悉尼北岸興建華人療養院

澳華療養院基金已開展了一個聯署行動，呼籲社區人士支持基金在紐省北岸哥頓（Gordon）興建一間療養院。懇請各位鼎力支持我們在悉尼北岸興建首間切合文化語言需要的安老院舍。

請下載「**聯署表格**」（Petition Form）www.anhf.org.au 支持這個嶄新、有意義的計劃。除了親自簽名支持外，也可邀請親友和其他社區人士聯署。查詢詳情請致電(02) 8741 0218或電郵至gordon@anhf.org.au

「謝謝你們的安排，那天
真的很開心。職員準備了
精美可口的下午茶，讓大
家一起享用美食。」

-陳秉達療養院住客

本期內容

- } 顧客服務週
- } 2016年紐省高齡週
- } 澳華療養院基金2ac澳洲華人電台高齡資訊節目
- } 基金快訊
- } 新加入社區服務團隊的生力軍
- } 你的支持
- } 活動花絮

編輯室

鄭賜霞
馮嘉碧
關靜雯
黃慧恩
顧問: 華療養院基金董事會