

# ERIC WALDBURGER'S VISIT TO ANHF

We are privileged indeed to have invited Mr. Eric Waldburger, an international hospitality veteran to deliver a series of workshops with our staff members from frontline to the Senior Management. Eric shared with us his invaluable insights and experiences into

what authentic "hospitality" should look like in any organisation and how a culture of sound leadership and team work can help raise the benchmark of our customer service to our clients.

Eric has spent almost his entire career in hospitality, with four decades of senior management experience across





Europe and Asia Pacific. His most recent role was the President of Marco Polo Hotel Group in South East Asia. He was the CEO and COO of Harbour Plaza Hotels and resorts in Asia Pacific Region. Previously he was also the General Manager of Mandarin Oriental Hotels, the Peninsula Hotel

Hong Kong and the Ritz Carlton Hotel in Hong Kong.

Through Eric's inspirational workshops, ANHF will kick start our ongoing journey of becoming one of the best aged care service providers in Australia.

# WORKSHOP HIGHLIGHTS DURING THE HOSPITALITY WEEK

- \* Sharing of Red Ring Philosophy
- \* Staff Engagement Forum: "How Much Care is in Your Life: Hospitality comes in Full Circle!"
- Presentation: "A Taste Of Leadership with Spice"
- \* Leadership Forum: Challenges faced by Leaders in ANHF
- \* Brainstorming Forum: "How ANHF can move on and expand on its Values/Philosophy/Legend?"



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- Emily Li
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ANHF Board

#### TRAN NGUYEN

Care Service Employee So Wai Vietnamese Group

Thanks to Eric for such an eye-opening presentation that reminded me of the reasons why I am here, doing what I am doing. Having done the same job for a few years, people seem to forget or lose the initial passion. Thank you for revitalising my passion and recharging my energy with your experiences and stories. Hence I can continue to do my very best in serving and assisting the frail and older people with dementia to integrate into the community and live with dignity.

## **GLENDA NG**

Deputy Director of Nursing Chow Cho-Poon Nursing Home

There are always new challenges at every workplace and Eric's forum highlighted the benefits of taking

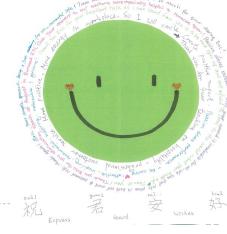
calculated risks and learning from mistakes as they form the learning process. He inspired us to lead with passion and compassion towards others so we can inspire our team and become perfect leaders. Thanks Eric for sharing the inspiration with us.

#### PHOEBE LEUNG

Domestic Assistance/Social Support Service Community Care

I have learnt from Eric to think out of the box. Eric also inspired me to focus on overcoming obstacles. We

knew his time
was precious
and we were all
grateful for
sharing some
of his experiences with us.
Thank you
Eric, hope to
see you again!



# Staff shares what they have learnt from Eric's Visit



# JOCELINO JORGE Senior Manager Business Support

Eric Waldburger reminded me that the best way to engage in customer service is to smile. He also reminded me that the best way to give the best customer service is by finding out what the customer's expectations are and meet them at the very least. Exceeding those expectations is providing great customer service. As a result of Eric's visit, we, in Community Care, have established a working group of managers and front line staff, focusing on operational matters within community care. This allows the frontline staff to gain better insight into the day-to-day operations of the department as well as addressing issues they may experience whilst serving in the frontline. Thank you Eric.

# DENISE TOUCHARD General Manager Community Care

Eric Waldburger inspired the senior management team at ANHF Community Care to focus more on the customer experience. In 2016/17 we will be implementing a new 'Your Experience of Service' survey with our clients, a satisfaction survey with our tenants, and we will be holding meetings and focus groups for more in-depth insights. We will incorporate feedback mechanisms into our Home Care reassessment processes, and we will start proactively contacting Home Care clients on a regular basis for ongoing feedback.

# MAISY LAI General Manager Residential Care

Hospitality and the aged care industry at first have no direct connections with each other. However, they do have one thing in common, that is to serve people. Eric's presentations used different approaches to show staff engagement and leadership examples. The message he delivered was simple and precise. We should

think out of the box and be brave to have new ideas. Our work culture needs to change in order to adapt to the future consumer driven market. To help our staff work with our leaders and be on the same page, we need constant consultation between each other, and for staff to take ownership in the organisation which will increase their engagement and make them feel valued.

# HILDA FAN Director of Nursing Lucy Chieng Aged Care Centre

The staff engagement forum and presentations by Eric Waldburger in August inspired us to use the word 'we/ our' instead of 'I/my' when we communicate with one another. When I was editing my contribution for the annual report, Eric's inspiring words flashed through my mind and I then amended my use of the words 'I/my' to more inclusive words - 'we/ our' - since we are a team. We have a common goal, so we can work together through teamwork to achieve our goals. It is so appropriate to change the way we communicate and use those powerful yet simple words in the workplace.

# INTERVIEW WITH JAMES LIM Senior Manager/Home Support

**Q1:** Australians are living longer and healthier lives and it is important for our home care clients to have greater choice about their care. What are some of the innovative services or approach your team provides?



#### James:

The Productivity Commission Inquiry Report "Caring for older Australian" (2011) reported "Aged Care system suffer key weaknesses. It is difficult to navigate. Services are limited, as is consumer choice. Quality is variable. Coverage of needs, pricing, subsidies and user co contributions are inconsistent or inequitable. Workforce shortages are exacerbated by low wage and some workers have insufficient skills".

In keeping ANHF abreast and ahead of these reforms and following the Aged Care Roadmap, the Community Care team will be focusing on the following areas:-

i) Consumers, their families and carers are engaged

proactively in preparing their future care needs and are empowered to do so.

ii) The community is dementia aware and dementia care is integrated as core business of home care program, Commonwealth Home Support



iii) Preparing ANHF Community Care teams as we move into a single aged care and support system (HCP will be deregulated in Feb 2017 and merging with CHSP into one program by July 2018) where our services will be market based and consumer driven, with access based on assessed needs and continue to be competitive among other providers.

iv) Ensure that ANHF Community Care program is fiscally sustainable when the market determines pricing, those who can contribute to their care do, and government will act as "safety net" and contribute to those who can't afford or when there is insufficient market response.

v) Continue to grow our workforce that is adept at

adjusting care quality customer services, and delivering personalised care to meet the changing needs of culturally diverse older Australians.

vi) ANHF will be guided within a regulatory framework to deliver greater consumer choice, quality and innovation in care, be responsive to needs and competitive with other niche providers.



**Q2:** One of your key achievements is transformational change management. Can you share with us some insights on how to motivate people and support them during changes in an organisation?

#### James:

Change is an inherent feature of any organisation. In the context of Aged Care Reforms, it is envisaged that the majority of service providers must undergo change and transform at some point to remain relevant or be a viable entity in the near future.

Service providers have to promote stability, routine, predictability and bold leadership in the climate of change and uncertainty. Managing successful change requires a blend of business processes, effective communication, planning and execution with least disruption and difficulty.

in my teenage years has allowed me to discover, learn to be independent; make mistakes and learn to be independent; make mistakes an

From a leadership perspective, transformational leaders often carries the following behaviours - act courageously, generate authentic optimism, willing to collaborate through empathy, operate from principles, demonstrate resilience and radiate passion for purpose.

**Q3:** Do you have any special hidden talents? Or Where are you when you are the most happiest...

#### James:

I don't proclaim to have any special talents or person attributes. Leaving my home country alone learn to be independent; make mistakes and learn from my mistakes; take risks, experience bitter and sweet moments; and grow and mature as an individual. I had the privilege or perhaps had been blessed with the opportunity to meet a few special people at different points in my life that inspired me. As a person, I enjoy taking on new challenges, learn, teach and share my knowledge and experience with others as well as making a positive change or influence to create a better place / service for people who are marginalised – people with disabilities, people with mental health illness, the elderly and the socially disadvantaged. There are many countless moments, but one of my happiest moments is meeting up with a former client - a person with a disability and his aged carer after 15 years. They could still remember me for making a significant change in a service program and how it improved their quality of life.



ANHF held the popular **August Moon Festival Seniors Luncheon** at Marigold Restaurant on 14 September 2016. Over 600 guests attended this annual event and the success was attributed to the generosity of our patrons, sponsors and guest performers. The seniors luncheon marks a special event in the ANHF calendar and for many of our service users from home care and community services. It was a joyous occasion for our community care service users as they shared a luncheon with their family members, staff and friends.



At our residential care facilities, our residents and their families celebrated the Moon Festival with our staff. They enjoyed festive food and mooncakes together.

在2016年9月14日基金於富麗宮酒樓舉行了多年來備受歡迎的中秋敬老聯歡午宴,超過六百位長者出席這次盛會。午宴得以成功全賴多位慷慨解囊的捐助者、贊助商、贊助人士及表演嘉賓。對基金、服務對象和社區服務來說,敬老聯歡午宴是個很有意思的活動,讓我們的高齡護理對象和親人、職員們聚首一堂,歡度佳節。



此外,在我們的療養院裏,院友們和家人、基金員工一齊歡度了中秋節,並享用應節食品和月餅。

# ANHF MOON FESTIVAL SENIOR LUNCHEON 2016

澳華療養院基金2016中秋敬老聯歡午宴



















ANHF participated in the popular **TVB Australia Carnival 2016** held at Burwood Park on Saturday, 3 September 2016. We held an information booth and had a charity sale of packets of Thai Royal Umbrella Rice and coconut water generously donated by our sponsor. Our ANHF stall proved very popular as we provided information about our aged care services to the public and we even raised over \$1,000.00.

The following day, on a balmy Sunday, we held another stall at the **Cabramatta Moon Festival**. This was our 7<sup>th</sup> year at the festival. There were enquiries for our home care services and non-stop enquiries about aged care, and some were interested in working at ANHF and volunteering with us. Visit our website if you want to be involved with ANHF or want more information about our services. www.anhf.org.au.



# OLYMPIC CELEBRATION IN OUR NURSING HOMES





# ANHF NEWS



Lock in your diary the **Granny Smith Festival** which will be held on Saturday, 15 October 2016 at Eastwood.

ANHF will hold an information stall at this popular festival with a day's program of activities, food and entertainment. Since its inception in 1985, the festival reached over 80,000 participants last year and has been well-received by both locals and visitors alike. We are always fortunate enough to secure an excellent vantage spot for the parade, so come along and drop us a visit at the ANHF stall.

A big thank you to our listeners for tuning into the 'Living Longer, Living Better' radio program at 2ac radio. We received an overwhelming number of phone calls from listeners with positive comments about our lovely and practical radio sessions at 2ac.

Remember to tune into 2ac Chinese radio every Wednesday at 12noon with your 2ac radio set, or listen with your mobile device or download the podcast on: <a href="http://tunein.com/radio/2AC-Cantonese">http://tunein.com/radio/2AC-Cantonese</a>.

Broadcast day/time: Wednesday 12 noon

Repeat day/time: Sunday 4:30 pm





# NEW FACILITIES IN LUCY CHIENG GARDENS



'Living Longer, Living Better' is more than a slogan at Lucy Chieng Gardens. We've introduced some stimulating games such as table tennis and Chinese billiards for the residents to have one more spot for physical activity and socializing. Our staff played a few friendly matches to test out the equipment for good measure. We hope the tenants at Lucy Chieng Gardens enjoy this new friendly spot.

# **MEET OUR NEW STAFF**

# JAMES LIM

Senior Manager/Home Support

We welcome James Lim, Senior Manager Home Support to Community Care at ANHF. James has extensive community

management experience and a background in service delivery operations. He has a background in psychology, and has an Executive Master Degree in Public Administration. We interviewed James Lim, please read page 3 to find out what has inspired him.



# **EMILY LI**

**Executive Assistant/Head Office** 

Emily joined ANHF in September as the new Executive Assistant. Emily graduated from UTS with a Bachelor of Business, majoring

in Information Technology and E-Commerce. She has extensive experience in supporting the senior management and has worked in Sydney, Hong Kong and China. Emily also brings to us with her event management and website development skills. Welcome Emily to our team.



# **OLIVIA DANG**

Intake and Administration Officer/Home Care

Olivia joined ANHF in September as the Intake and Administration Officer for Community Care. Olivia has experience in customer service and administration duties, and she is enthusiastic in answering your enquiries for our services. Welcome Olivia to our Community Care team.



# 活動花絮

Painting Fun 齊來動動手

# Celebrating Father's Day with our Seniors 父親節的慶祝活動



6th Anniversary of Greenfield Park Day Care Centre 綠田園日間中心六周年結慶



Musical Therapy in Hurstville Respite Day Care Centre 好思維日間中心的音樂療法



Open Day in Bernard Chan Nursing Home 陳秉達療養院的開放日



Making Giant Bubbles 泡泡樂



Moon Festival Celebration with Lexis Nexis Group in SHC Lexis Nexis Group 到訪沛德日間中心與我們一起慶祝中秋節

# erence by Donating to



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



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。

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



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繫,維持活躍社交生活。

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.



我們的三間高齡宿舍為超過120 位長者提供住宿服務。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。

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.



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。

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

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。



# **Hot Weather Safety Tips**

- \* Stay out of the Sun
- \* Air Conditioning to stay cool
- \* Stay Hydrated
- \* Dress Appropriately: loose, light-coloured clothes.
- \* Wear sunscreen to avoid sunburn

# 酷熱天氣安全錦囊

- \* 避免長時間曝曬
- \* 最好逗留在有冷氣的地方
- \* 多喝水
- \* 穿著寬鬆、淺色的衣服
- \* 塗防曬霜,以避免曬傷



#### ANHF Head Office

60 Weldon St, Burwood NSW 2134

Tel:(02) 8741 0218

Fax: (02) 9747 1637

SECTION 1: Personal Details		"				
Please support ANHF to deliver c 請支持澳華療養院基金為社區提供			to our community.			
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 ( 凡捐款元或以上可扣稅。	deductible.					
I would like to make a donation o	f \$					
Payment Type						
☐ Electronic Funds Transfer			ation ( <b>BSB</b> 082-201, <b>Account Nu</b>	mber 580-328-001)		
☐ Please debit this card	☐ Master Card	□ Visa	Other:			
	Name on Card					
	Card No.	1	-   -   -			
	Expiry Date Signature					
☐ Cheque		, payable	e to Australian Nursing Home Fo	oundation		
☐ Money Order	In the amount of \$_	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 detai 我計劃在遺屬內對澳 Send the completed for 60 Weldon Street, Burv Email: info@anhf.org.a	華療養院基金作出 rm to Australian Nu vood NSW 2134. Te	l饋贈,請將 ursing Home	有關詳情寄給我。 Foundation.			

# 錢梁秀容頤康苑 新設施



# 澳華療養院基金新力軍

# 林榮忠

高級經理/家居支援服務

歡迎林榮忠先生加入基金團隊出任社區護理家居支援服務高級經理一職。林榮忠先生具備廣泛社區服務管理經驗,也曾從事服務營運工作。林先生擁有心理學背景,更修畢「公共事務」高級行政人員碩



士學位。在本期第十二頁的短訪中,林先生與我們分享他的真知灼見。

# 李四華

行政主任/基金總辦事處

李四華女士於九月加入基金出任行政助理一職。李女士畢業於悉尼科技大學,修畢工商管理學士學位,主修資訊科技及電子商務。李小姐具備豐富的行政助理經驗,分別在悉尼、香港及中國任職高級管理階層之得力助手,更具備豐富活動籌劃經驗及網頁設計及管理技能。衷心歡迎你成為基金一員!



# 鄧浩欣

客戶服務及行政助理/家居支援服務

鄧浩欣小姐於九月加入基金出任社區護理客戶服務 及行政助理一職。鄧小姐富客戶服務及行政工作經 驗,也樂於就基金服務回答客戶諮詢。衷心歡迎鄧 小姐加入基金大家庭!



衷心感謝大家收聽基金在澳洲華人電台播放的<mark>「活得更精彩」</mark>節目。我們收到很多聽眾來電鼓勵,紛 紛認為節目內容活潑,資訊實用。

別忘了每星期三中午12時用你的2ac收音機直接收聽,或可隨時隨地使用手提電話收聽廣播。

在網上下載http://tunein.com/radio/2AC-Cantonese.

播放日期/時間: 星期三中午12時 重播日期/時間: 星期日下午4時30分

# 以下是未來9周的廣播主題:

Date	Topic	
5/10	Residential Aged Care – Infection Control	院舍服務 — 控制感染
12/10	Residential Aged Care – Pain Management	院舍服務 — 痛楚處理
19/10	Residential Aged Care – Palliative Care	院舍服務 — 寧養服務
26/10	Residential Aged Care – Oral, Dental Care and Skin Care	院舍服務 — 口腔、牙齒及皮膚護理
2/11	Residential Aged Care – Nutrition	院舍服務 — 營養
9/11	Residential Aged Care – Fire Safety and Maintenance	院舍服務 — 防火及維修
16/11	Residential Aged Care – Food Safety	院舍服務 — 食物安全
23/11	Residential Aged Care – Lifestyle Options	院舍服務 — 多姿多采的院舍生活
30/11	Residential Aged Care – Sleep Problem and Emotional Issues	院舍服務 — 睡眠及情緒問題



澳華療養院基金參加了於2016年9月3日在寶活市公園舉行的澳洲TVB嘉年華2016。我們當天的資訊攤位義賣贊助商慷慨捐贈的泰國皇族香米和椰青水,共籌獲一千元。此外,與價提供的高齡服務資訊也深受社區人士的歡迎,為我們的社區人士的歡迎,為我們的動划上了圓滿的句號。





# 澳華療養院基金基金快訊



千萬記得10月15日星期六在伊士活舉行的青蘋果節。當天有不同的活動、美食和娛樂節目,基金也有一個資訊攤位。青蘋果節自從1985年開始以來,甚受區內及區外人士歡迎,去年參與人數超過八萬人。我們很幸運被分派到一個有利接觸群眾的位置,希望在那天能見到大家。

# 我們在療養院裏舉行奧運會的盛況









# 林榮忠經理短訪



提問1:澳洲人活得更長久,也活得更健康。換句話説,我們的家居護理服務必須 為服務對象提供更多護理選擇。你們的團隊有哪些創新的服務或做法?

「生産力專署」(Productivity Commission) 2011 年進行了「澳洲長者護理探討」(Caring for Older Australian). 發覺「高齡護理系統存在嚴重的 弱點。整個系統不容易使用,對消費者來說,服 務選擇有限,質素也參差。其他問題包括能否滿 足服務對象需要,收費、津貼及附加費參差或不

公平。工資低更加劇人手 短缺的問題,部分員工更 缺乏足夠技能。|

基金社區護理團隊將著眼 於下面各範疇,務求在高 齡服務改革浪潮中,可以 承先啓後,不白花氣力:

- i) 鼓勵及協助服務對象、 家人和照顧者積極安排未 來的護理需要。
- ii) 提高社區人士對腦退 化症的認識;將腦退化

齡住宿服務中,成爲一核心服務。

iii) 在過渡至轉爲由消費者自選服務對象的統一高 齡護理系統期間,基金必須裝備社區護理團隊

(家居護理服務將於2017年2月撤銷管制;並於 2018年7月與聯邦家居支援服務結合) ,服務將 變爲由市場和消費者主導,我們通過對客戶的評 估來提供相應的服務,並繼續在與行業的競爭中 保持優勢。



懾於澳華療養院基金中秋敬老聯歡午宴2016

iv) 確保基金社區護理服務財 務充裕─市場決定收費。有 能力的可繳付費用,政府則 充當「安全網」的角色,資 助無力繳費的人士或「市場 不足 | 的情況。

v) 擴大我們的團隊、提供高 質素和靈活的護理--以優質 服務和切合個人需要的護理 來滿足不同文化背景的長者 不斷變更的需要。

vi) 在基金管制架構下,給

症護理結合在家居護理、聯邦家居支援服務及高一予消費者更多選擇、提供革新和優質的護理、體 察護理需要,也在其他實力服務機構中保持競爭 力。

提問2: 你的其中一個重點成就是協助員工適應機 構的轉化。 請分享你的真知灼見, 談談在機構轉 變的過程中如何激勵員工、 怎樣支持他們。

## 林經理:

任何機構都不能避免改變。就高齡護理服務而 言,我們可以預計大部分服務機構在某一階段必 須改變和轉化,務求在即將來臨的情況下,保持 適切性或運作暢順。在瞬息萬變的改革氣候中, 服務機構必須提升其穩定性、持續性、高瞻遠 矚,領導階層更要果敢創新。

從領袖才能角度來看,帶領轉化的領袖通常擁有 這些特點:勇敢果斷、發自内心的樂觀態度、以 同理心與人合作、有營運原則、強韌適應力以及 充沛的專注力。

提問3: 你有沒有隱藏的天賦? 或者談談最開心 的時刻……

# 林經理:

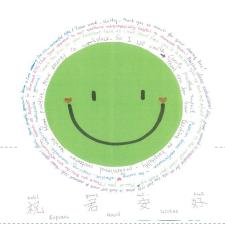
我不覺得自己有什麽隱藏的天賦或個人強項。 少年離鄉別井的日子讓我探索世界、學習獨 立、犯錯、從錯誤中學習、冒險、經歷苦樂參 半的時刻,漸漸長大成爲一個獨立的個體。我 很幸運,又或者上天讓我在生命某些階段中遇 到好幾位特別的人士,啓發我的思維。我喜歡 接受新挑戰、喜歡學習、教導、與別人分享知 識和經驗,也喜歡提出積極的改變或影響,為 邊緣人士謀求更佳待遇/服務。他們包括殘障人 士、精神健康有問題的人士、長者或弱勢社 群。開心的時刻實在很多,其中一个就是十五 年後重遇一位殘障人士和他的年長照顧者,他 倆仍然記得當年我為他們安排的服務明顯地改 善他們的生活質素。

# 伍葦逑

副院長 周藻泮療養院

世事難料。華貝嘉先

告訴我們每個崗位都經常面對新的 挑戰。在講座中,華貝嘉先生特別 提出了風險管理及從過去的錯誤中 總結經驗的重要性。他也殷切提醒 團隊領導必須保持關愛和赤子之 心,才能成爲出色的領袖。衷心感 謝華貝嘉先生這些發人深省的分 享。



# 梁淑儀 家居及社區支援服務主任 家居及社區支援服務

從華貝嘉先生身上我學到 要跳出思想框框。華先生也提醒我 應聚焦在如何解決問題。我們都知 道他的時間很寶貴, 實在要謝謝他 不吝賜教、分享經驗。再次謝謝 你, 華先生, 希望將來再見面!



# TRAN NGU-YEN 護理員工 蘇懷活動中心



謝謝華貝嘉先 生那令人耳目一新的講 座,提醒我為什麼要耽 在這裏做現在的工作。 從事同一份工作幾年 後,一般人似平都會忘 卻或失去起初的熱忱。 謝謝你透過自己的經驗 和故事重燃我的熱忱、 讓我重新得力,繼續盡 一己之力服務和幫助患 上腦退化症的老弱人 士,讓他們融入社群,

# 同事們分享了

# 他們在貝先生訪問中的獲益

#### **DENISE TOUCHARD**

總經理

社區服務

華貝嘉先生提醒基金社區 護理服務應更多關注服務對象的經 驗和感受。在2016/17年度我們會 向服務對象和租客進行「我的服 務、我的經驗」意見調查,也會舉 行會議和專題小組探討較深入的看 法。此外,社區護理服務將在家居 護理服務評估過程中引進信息回饋 機制,也會主動定期聯絡家居護理 服務對象,聆聽他們的意見。

# 黎梁美時 總經理

院舍服務

酒店管理和高齡服務看來風馬牛不 相及,但其實都有一個共同點一提 供服務。華貝嘉先生用了不同的方 法、簡潔的信息,和我們一起探討 「員工投入」和「領導員工」兩大 主題。我們實在要跳出思考框框、 勇於創新,也必須改變固有文化觀 念去迎合未來以消費者為主導的市 場。經常諮詢員工意見,讓他們有 當家作主的感覺,可以令員工與領 袖們緊密合作,也讓員工備受重 視,工作得更投入。

范健英

院長

錢梁秀容療養院

華貝嘉先生在八月的 職員論壇和其他專題講座都不時提 醒我們在説話或書寫時,用「我 們/我們的 | 而不是用「我/我 的」。後來我在預備年度工作報告 時,都會想起華貝嘉先生的提醒, 將「我/我的」用字更改了。我們 大家都在同一團隊,有同一抱負, 我們是通過團隊合作來完成目標。 用「我們/我們的」的字眼更爲合 適和更有凝聚力。

佐立基 高級經理 業務發展

牛提醒我投

入客戶服務的首要因素 就是笑容,而提供最佳 客戶服務的因素就是清 楚客戶的期望--能夠超 越他們的期望便是卓越 的客戶服務。隨著華貝 嘉先生的探訪,社區護 理服務成立了由服務經 理和前線員工組成的工 作小組,集中探討社區 護理服務的運作。前線 員工不但可以深入了解 部門的每日運作,也藉 此機會將前線工作的問 題提出來。謝謝你,華 貝嘉先生。





# ANHF 會訊

第18期 - 2016年春季

# 華貝嘉先生來訪澳華療養院基金會

基金榮幸地邀請了華貝嘉先生為前線和高級管理。 提供一系列的講習班。 貝嘉先生與我們分享的經驗,探討如何組織所 客戶關係,如何在組織內 培養健全的領導力和團隊 工作以提高客戶關係和 理成效。

華貝嘉先生擁有超過四十 年國際酒店管理經驗,前任東南亞 馬可孛羅酒店集團主席、亞太區海 逸國際酒店集團首席執行官及營運



官。早年曾任香港麗斯卡爾頓酒 店、香港半島酒店及澳門文華東方 酒店總經理。



# 講習班精髓

- \* 分享「紅環」服務概念
- \* 公開講座「如何在你的生 命中流露關愛和熱情好客 的特質|
- \* 講座: 「不一樣的領導」
- \* 領袖訓練論壇:「澳華療養院基金領袖員工的挑戰|
- \* 集思廣益論壇: 「澳華療養院基金如何向前邁進、提升基金服務價值觀/信念和承傳服務」



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#### 編輯室

- 鄭賜霞
- 馮嘉碧
- 關靜雯
- 李四華
- 黄慧恩

#### 顧問

澳華療養院基金董事會