



Newsletter

● Issue 19 — Summer 2017

ANHF TRANSFORMATIONAL JOURNEY

Ada Cheng CEO

ANHF boldly embarked on a journey of transformational change to being a lead innovator and market differentiator as a way to face the evolving challenges in aged care reforms and Consumer Directed Care (CDC). ANHF implemented a proactive strategy in upskilling our employees as well as transforming their mindset on 'customer care experience'. In August, members of our senior management team had the opportunity to work with Mr Eric Waldburger, retired President of Marco Polo hotel chain, author and motivational consultant who shared his invaluable insights and experiences into what authentic 'hospitality' should look like and how a culture of sound leadership and team work can help raise the benchmark of our Customer Service to our clients.

The workshops highlighted the importance for ANHF to establish a strong governance and compliance framework in view of the challenges from Aged Care Reforms and deregulation of Aged Care in the coming years. Change is happening and will continue, therefore we have to be vigilant in reviewing whether there are good systems and processes put in place to control and monitor – or "govern" our organisation. Most importantly, we have to be attentive to the existing and new legislation(s) applicable to aged care organisations. We have identified a priority in building a stronger

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compliance system for ANHF which will lay a good foundation for continuous improvement and risk reduction. This will ensure ANHF meets regulatory requirements that are inherently important to maintain quality care and operations.

Following on from Mr Waldburger's inspiring presentations, the executive team held a brainstorming session to gather a list of key messages, ideas and reflections from Eric's presentations that were relevant and insightful for the organisation or at individual level. A SWOT analysis was applied to map, identify and



EDITORIAL COMMITTEE: Ada Cheng, Adelaide Fung, Rebekah Kwan, Mandy Tan **ADVISORS:** ANHF Board

prioritise key areas for development which will support the accomplishment of the organisation goals and repositioning of organisational cultural values. A shortlist of ideas / recommendations was identified as a catalyst to inspire cultural change within our organization, to grow and transform our organisational values and care philosophies. The discussion led to us to redefine the ANHF consumer value proposition “We value you and care for you like a family” – a statement that represents ANHF organisation’s commitment to define a unique customer



ALPHA
GROUP
MEETING

service experience by cultivating a sense of belonging, a value added experience and tailored service offerings to our existing consumers and future customers.

The Alpha Working Group (AWG) was formed in September 2016 with representation of members across the organisation – frontline, middle management and senior executive team. The AWG is working on re-designing our business model, defining the ANHF value proposition and focus on four core areas as priorities for transformational change. Four subgroups were formed to lead the following:

- Full Spectrum of Innovative Care (Jacky Chan, Patrick Chan, Andie Lo and Johnny Teong)
- Employer of Choice (Bertha Hon, Jocelino Jorge and Audrey Mok)
- Sustainable, Safe and Healthy Work Environment (Cindy Wong, Josephine Jong and Ada Cheng)
- Unique Identity and Accessibility (Phoebe Leung, Mandy Tan and James Lim)

New Centre Names -

Rebranding That Captures Our Commitment to Quality Service

The majority of ANHF CHSP services are identified as day care centres but the old and traditional naming convention that uses the term ‘day care’ not only poses some limitations on what services we provide but also potentially be demeaning to our elderly clients when the community often associates ‘day care’ with the younger generation – child minding services.

In November 2016, the community care management team was consulted on the rebranding of the CSHP services to “Seniors Wellness Centre.” The new name captures our clear definitive focus on wellness, enablement and person centred focus in planning and delivering our services.

These changes are as follows:

Current name	New name	Celebration Morning Tea
So Wai Lifestyle and Activity Centre	ANHF So Wai Seniors Wellness Centre	06 March 2017 11AM CHINESE 02 March 2017 11AM VIETNAMESE
Stanley Hunt Centre	ANHF Stanley Hunt Seniors Wellness Centre	01 March 2017 11AM
Hurstville Respite Day Care Centre	ANHF Hurstville Seniors Wellness Centre	17 March 2017 11AM
Greenfield Park Day Care Centre	ANHF Greenfield Park Seniors Wellness Centre	02 March 2017 11AM
Bonnyrigg Heights Dementia Day Care Centre	ANHF Bonnyrigg Heights Seniors Wellness Centre	08 March 2017 11AM
Chester Hill Day Care Centre	ANHF Chester Hill Seniors Wellness Centre	10 March 2017 11AM CHINESE 01 March 2017 1PM VIETNAMESE

2017 Aged Care Reform – Home Care Services

A total of 48 Home Care Package carers, families and Home Care recipients attended the Home Care information forum that was held on 14 January 2017 at Burwood RSL. The purpose of the forum was to keep the families, carers and clients updated on current aged care reforms and how some of these changes may impact them as recipients of Home Care Package.

This forum provided an opportunity for carers to ask questions or clarify any concerns they may have after receiving letters directly from the Commonwealth government in relation to deregulation of the Home Care Package program. In summary, after 27 February 2017 the Home and Community Care program will have the following major changes:

- Home care packages will no longer be allocated to providers but directly to consumers through My Aged Care.
- A nationally consistent system will prioritise older people's access to subsidised home care based on agreed criteria.
- Consumers can receive home care services from any approved provider. Packages will no longer be allocated in respect of a specific geographic area, for example, an aged care planning region.
- Packages will be portable, making it easier for consumers to change providers should they wish to. This means the package, including any unspent funds, will move with the consumers to their new provider.



Following the information session, the Home Care team, along with our CEO Ada Cheng, facilitated a focus group session with all the carers. The focus groups gave carers the opportunities to clarify their experience, seek further information and provided suggestions on what ANHF Home Care team can do to improve and help shape their service. The majority of the carers rated both sessions helpful, informative and materials presented easy to follow and understand. They were encouraged by ANHF's commitment to genuinely consult with them and to bring positive changes and innovations to their service. The majority expressed they will choose ANHF as their preferred Home Care provider. Some of the carers wanted to assist ANHF on how they can champion for support for more growth for ANHF. Some carers wanted to share their personal experience on the high level of satisfaction and positive experience from being an ANHF Home Care recipient for many years. The Carers Forum was a success and participants served with refreshments and finger food at the end of the 2-hour session.



THANK YOU

New Staff

大家庭新力軍

潘楊 培訓及服務規管主任

潘女士在2016年11月加入基金大家庭任職培訓及服務規管主任前，曾在紐省健康部公立醫院內擔任專科護士工作。她在澳洲修畢護理學位，現正修讀護理臨床專科碩士學位。



Eleanor Pan, Training and QA officer

Eleanor worked in a public hospital in NSW Health as Clinical Nurse Specialist before joining ANHF. She took on the new role in November 2016. She completed Bachelor of Nursing in Australia and is currently studying Master of Clinical Nursing specialising in Aged Care.

吳聖藍 陳秉達療養院副院長

吳女士在中國出生，已移民澳洲十年，在悉尼大學修畢護理碩士學位，自2014年從事高齡服務至今。吳女士說英語及普通話，也聽得懂廣東話。



Belle Wu, Deputy Director of Nursing, Bernard Chan Nursing Home

Belle was born in China and has moved to Australia for 10 years. She graduated from University of Sydney with Master of Nursing and has been working in the aged care industry since 2014. Belle speaks English and Mandarin, understands Cantonese.

陳雯儀 行政助理

陳女士在馬來西亞出生，成長於紐西蘭，五年前移民澳洲。她曾在不同的健康服務機構工作，不單行政經驗豐富，更會說流利英語、廣東話及普通話。



Mandy Tan, Executive Assistant

Mandy graduated with a Bachelor degree in Psychology in New Zealand before moving to Australia 5 years ago. She has solid administration experience gained from a variety of health related organisations. She speaks fluent English, Cantonese and Mandarin.

Staff Movements 員工變動



林榮忠

自家居支援服務高級經理升任社區服務總經理

James Lim, from Senior Manager, Home Support to **General Manager, Community Care**



周映雲

自註冊護士升任陳秉達療養院副院長

Wendy Chow, from RN to **Deputy Director of Nursing (BCNH)**



黃慧恩

自行政助理升任採購主任

Cindy Wong, from Executive Assistant to **Procurement Officer**

Staff Christmas Party 聖誕派對



A group photo to kick off the night

派對開始前先來個大合照

兩位同事成功晉入決賽



Two of the finalists of the night



Winners of the best dressed cosplay contest

扮嘢天王及皇后

看我的聖誕禮物



My Christmas present!

彩帶飄揚、心情飛揚



Colourful streamers, happy mood

**Bernard Chan
Nursing Home**
陳秉達療養院

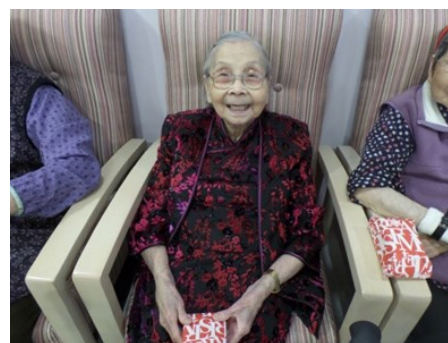
**Chow Cho Poon
Nursing Home**

周藻泮療養院



Sharing the joy of Christmas!

與你分享我的聖誕快樂



Our residents dressed up gorgeously

院友穿得多漂亮

送給你祥和與喜悅



May our laughter brings joy and health!

祝大家聖誕快樂！



Merry Christmas to everybody!

**Lucy Chieng
Aged Care
Centre**

錢梁秀容療養院



Put on your dance shoes for our Xmas party
穿上舞鞋參加我們的聖誕派對！



Chinese and Vietnamese clients stretching their limbs in a combined exercise session

華語及越南組的長者們一起手舞足蹈，運動運動

Chester Hill Seniors Wellness Centre

翠庭山活動中心



Beauty queens from our Vietnamese group
來自越南組的可人兒 --越南組選美大賽



Who dares say we are too old for dancing?
誰敢說老太太的骨頭硬，跳不來舞？



I made it!
我自己做的！



Cheerful seniors inside our community bus
長者們已經心情大好---好戲還未上演呢！

Stanley Hunt Seniors Wellness Centre

沛德活動中心



Hurstville Seniors Wellness Centre

好思維活動中心



Concentrating in the balloon volleyball game
全情投入「氣球排球」



Enjoying 'banana boats' for afternoon tea in hot weather
長者們享用香蕉船下午茶驅散熱浪



Shall we dance – a Scottish dance?
要不要來一個……蘇格蘭舞？

So Wai Seniors Wellness Centre

蘇懷活動中心



Music Fun
音樂、快樂



Painting my own fancy fan
親手描繪屬於我的扇面

Work Health and Safety Awareness Program

增強職業健康及安全意識



Bernard Chan Nursing Home

陳秉達療養院

Joint efforts are required to ensure personal safety, community safety and safety of our nursing homes are met
個人安全、社區安全和院舍安全人人有責

Lucy Chieng Aged Care Centre

錢梁秀容療養院



Our physiotherapist demonstrated practical safety tips in moving about in the facility
物理治療師提醒院友在院內走動時的安全錦囊



Chow Cho Poon Nursing Home

周藻泮療養院

Down-to-earth, practical safety tips
實際可行的安全錦囊



WELCOME THE YEAR OF ROOSTER



Tribute to our Former Chairman Mr Keep (Kip) Fong, OAM

銘記基金前主席鄭紹翕先生



The Board and staff of ANHF are deeply saddened by the loss of our dear friend and former Chairman Mr Keep (Kip) Fong OAM. Mr Fong passed away on 20th January 2017 peacefully at home at the age of 88.

Mr Keep Fong is one of the Founding Trustees who established the Australian Nursing Home Foundation on 25th February 1980.

Mr Fong had a long standing history as a great leader within the Chinese community. He contributed significantly to the Foundation and served as the Chairman for over 16 years from 1986 to 2001. As a diligent and tireless president, Mr Fong oversaw the planning and establishment of Chow Cho Poon Nursing Home at Earlwood from 1990-92 and Bernard Chan Nursing Home at Burwood in 1997. He also played a pivotal role in liaising with the Department of Housing NSW in establishment of 46 units at Jones Street, Ultimo which serve as the Community Housing for seniors.

Upon his retirement, Mr Fong was showered with praise by all those who had the privilege of working alongside him and those who had met him and found inspiration in his life and ethos.

While he is no longer with us, Mr Keep Fong will remain an inspiration and his memory will be honoured in ANHF for generations to come.

基金董事會暨全體員工謹向敬愛之摯友、基金前主席鄭紹翕先生致深深悼念。鄭先生於二零一七年一月二十日在家安詳離世，終年八十八歲。

澳華療養院基金成立於一九八零年二月二十五日，鄭先生乃其中一位創會信託人。

多年來鄭先生一直為華人社區活躍領袖，實至名歸。鄭先生協助基金創會，不遺餘力，自一九八六年至二零零一年任基金主席十六年。鄭先生除先後於一九九零年至一九九二年及一九九七年籌辦位於愛爾活區（Earlwood）之周藻泮療養院及寶活區（Burwood）之陳秉達療養院外，更在與紐省房屋署斡旋過程中擔當樞紐角色，成功引進歐田磨區鍾士街四十六個社區房屋單位，為長者提供安居之所。

曾與鄭先生一起共事、或曾與其交往或受其啟發之人士，於鄭先生榮休時，對其嘉言懿行皆稱譽不絕。

即或鄭先生已離開，但遺澤長存，將銘記於基金歷史中。

In fond, loving memory of Mr Keep (Kip) Fong, OAM, (Total: \$3096)

永遠懷念鄭紹翕先生

Ada Cheng	Eileen C Fong & Family	Monica, Chris Fung/ Sayas	Thalan Kuang & Cuiling Chen
Angelina O'yang	Elaine & William Fong	Mrs Fong and Lily Kwong	Tom Fong
Anonymous	Ellen Louie	Paul Siw	Vincent and Brothers
Anonymous	Joseph Mack	Pauline & Raymond Tang, Karen and Kevin	Wander & Hendra Gee
Brian Fong	Ling & William Kwong	Peter Hee	Wendy Hee & Stephen
Charlie & Robina Fellner	Lois & Thomas Fong	Ray Fong and Grace Secto & Angela Thomas	William Lew
Daisy Lee	Mary Long	Rosie Cheung	

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符合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		Postcode 郵政區號	
Phone Number 電話號碼				

Section 2: Donation Details

Donation of \$2 and over is tax deductible.

凡捐款2元或以上可扣稅

I would like to make a donation of \$ _____.

Payment Type	
<input type="checkbox"/> Electronic Funds Transfer	TO: Australian Nursing Home Foundation (BSB 082-201, Account Number 580-328-001)
<input type="checkbox"/> Please debit this card	<input type="checkbox"/> Master Card <input type="checkbox"/> Visa <input type="checkbox"/> Other:
	Name on Card
	Card No.
	Expiry Date
	Signature

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**.

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. 我希望在遺囑中對基金作出饋贈，請將詳情寄給我。

Please return this form to Australian Nursing Home Foundation, 60 Weldon Street, Burwood NSW 2134.

YOU CAN ALSO DONATE SECURELY VIA OUR WEBSITE: [HTTP://ANHF.ORG.AU/CONTACT-US/DONATIONS](http://ANHF.ORG.AU/CONTACT-US/DONATIONS)



Thank you for your support. Below are the donations received from November 2016 till February 2017

謝謝各位的支持。下為2016年11月至2017年2月期間之捐助人士芳名。

100以下	\$100—\$499	\$500-\$999	\$1000 - \$4999	\$5000以上
Below <100				\$5000 and above
Shih Shiar Law	Yong Kuang Chuah	In Memory of	Kwai Ying Chan	Virginia Leung
Milia Ho	Xiao Bin Shi	Cynthia Gee—David Gee	Dr Anselm Kuok	Gloria Ho
Cathy Chubb	Paul Wong	In Memory of S C Leong	Galaxy Funerals	Allan Mar
Anna Hui	Semy Ling Chan	Semy Ling Chan		
	Min Zhen Chen			
	Dorrigo Investment P/L			

Open the Path to Abundant and Positive Life

BE OUR VOLUNTEER

Who can become a volunteer?

It does not matter whether you are a student, a housewife, retired or working. If you are aged 18 or above, interested in aged care services and volunteer work, speak Cantonese, Mandarin or Vietnamese, then you are welcome to join our wonderful team of volunteers.

Services: assist staff in nursing homes or seniors wellness centres to conduct indoor or outdoor activities, be a friendly home visitor, assist in administrative work etc. We provide comprehensive and on-going training to equip our volunteers to ensure they have the skills to provide services for our elderly clients.

If you are interested in becoming a volunteer or would like to have more information, please contact our Volunteer Coordinator on (02) 9784 0848 or email to volunteers@anhf.org.au



開 展 積 極 豐 盛 人 生

誠邀加入義工行列

誰可當義工？

無論你是學生、家庭主婦、退休人士還是在職人士，只要你年滿18歲或以上，會說廣東話、普通話或越南語，對高齡服務及義工工作感興趣，歡迎加入澳華療養院基金義工行列。

服務範圍：協助療養院或活動中心職員進行戶內或戶外康樂活動、社區探訪服務、辦公室事務等。本機構提供全面及持續的培訓和支援，讓義工可以安心為長者服務。

凡有興趣加入義工行列或欲查詢更多有關詳情，請致電(02) 9784 0848 聯絡義工主任或電郵 volunteers@anhf.org.au

2017 高齡服務改革 – 家居護理服務

澳華療養院基金2017年1月14日星期六於寶活退伍軍人俱樂部舉行了一個研討會，為服務對象、他們的照顧者和家人提供最新的高齡護理改革資訊，以及改革內容對正在接受「家居護理配套」的人士有什麼影響。當天出席的服務對象、照顧者和家人合共四十八位。

在聯邦政府撤減「家居及社區照顧服務」的監管後，服務對象便收到一封有關高齡服務改革的信件。當天的研討會便提供了一個渠道，讓照顧者就所受到的函件諮詢及理解有關情況。改革重點如下：

- 「家居護理配套」不再將配額給予服務機構，改由透過「我的養老服務」（My Aged Care）直接分配予消費者。
- 採用一個全國統一系統，按統一的評估標準來安排長者輪候資助家居護理服務的次序。
- 消費者可以選擇任何一間認可家居護理服務機構，配套亦不再受地區限額限制。服務對象在選擇服務機構時毋須考慮必須選擇區內（「高齡護理分區規劃」）的服務機構。



資助撥款跟隨服務對象而非服務機構。換言之他們可以按自己的意願更換服務機構，名下的撥款餘額便須由原先的服務機構直接轉往新的服務機構。

在資訊講座後家居護理團隊和我們的行政總裁隨即和各位照顧者進行小組討論。參與的人士都藉著這個機會查詢疑問和取得更多與改革有關的資料。他們也提出很多寶貴意見，幫助基金進一步改善家居護理服務。

照顧者們認為資訊講座及小組討論資料豐富、內容清晰簡明，對他們幫助很大，也嘉許基金踏實地安排這活動，實際地聆聽他們的意見，樂於積極創新、提供更佳服務。大部份參加者表示樂意選擇澳華療養院基金的家居護理服務，有些照顧者更主動向社區推介基金的服務，此外也有些照顧者希望能分享他們家人多年來接受基金家居護理服務的美好經驗。

當天活動非常成功。在提供資訊和吸納回饋信息之餘，家居服務團隊也體貼地在長達兩小時的活動後安排簡單小食，讓各人享用。

謝謝您

值觀及護理信念，從而幫助機構增長和更新。會中更討論為基金創建一個價值定位 -- 無論是一個創意也好、是服務也好，或是一個特色賣點也好，最終目的就是讓我們的機構或服務能夠吸引消費者。換言之，就是為什麼消費者要選擇我們？為什麼我們的服務較其他同類型服務更「物有所值」、更徹底地解決問題？

因此我們成立了一個名為「卓越團隊」（Alpha）的工作小組，成員包括高級管理層以及前線護理員工，於2016年9月召開第一次會議。我們正努力重新設計營運模式，並創建



工作
小組

澳華療養院基金的價值定位。團隊在確定四個核心領域為改革轉型的優先項目後，便成立四個小組討論以下內容：

全面護理、服務創新: 成員包括陳錦雄、陳國信、羅靜雯和張文良

首選工作機構: 成員包括韓孜敏、左立基、莫美如

現代化多功能辦公室: 成員包括黃慧恩、張鍾寶賢和鄭賜霞

形象獨特、與客戶維繫長期關係: 成員包括梁淑儀、陳雯儀和林榮忠



中心新名稱 - 重新定位、實至名歸

基金之「聯邦家居支援服務」一向稱為「日間中心」，惟此一直沿用之舊有及傳統命名於某程度上除間接地規限基金為服務對象提供之服務範疇外，更因社區人士將「日間中心」連繫至為年輕一代而設之「幼兒中心」，導致「日間（照顧）中心」一辭帶有貶義。

社區服務管理團隊於2016年11月就「聯邦家居支援服務」各「日間中心」之品牌更新進行諮詢後，認為新名稱更能恰當地反映基金因應長者需要而安排各項活動之熱忱，繼續提供增進服務對象身心健康、生活質素以及協助長者保持活躍生活之服務。各中心新名稱如下：

現行名稱	新名稱	發佈日期（備茶點招待）
蘇懷活動中心	蘇懷活動中心	2017年3月6日上午11時 華人組 2017年3月2日上午11時 越南組
沛德日間中心	沛德活動中心	2017年3月1日上午11時
好思維日間中心	好思維活動中心	2017年3月17日上午11時
綠田園日間中心	綠田園活動中心	2017年3月2日上午11時
伴樂園日間中心	伴樂園活動中心	2017年3月8日上午11時
翠庭山日間中心	翠庭山活動中心	2017年3月10日上午11時 華人組 2017年3月1日下午1時 越南組



會訊

● 第19期 — 2017夏

因應時代轉變，更新而變化

鄭賜霞 行政總裁

隨著高齡服務改革及引進以消費者主導（Consumer Directed Care）的高齡服務，澳華療養院基金隨之開展服務更新之新里程，在市場中維持別樹一幟、不斷創新的主導地位。基金採取積極策略回應，一方面提升員工的工作技巧，另一方面亦改變他們對「客戶服務」的心態。基金高級管理層在八月份有幸與馬可李羅酒店集團前主席、同時也是作家及創意不凡的顧問華貝嘉先生（Mr. Eric Waldburger）會面，汲取他的寶貴意見和經驗，明白何謂真正的待客之道，以及優良的領導層和緊密合作的團隊將如何有效地提高我們的客戶服務基準。

華貝嘉先生在各研討會中強調：澳華療養院基金在未來數年將要面對高齡服務改革和撤減服務監管的挑戰，必須建立強而有力的監管及服務規管架構。既然轉變已經開始，也勢將持續，我們必須小心檢視自己是否有良好的系統和程序來控制和監督 --- 或者「管理」-- 機構本身的運作。最重要的是，我們必須緊貼現行法例和新法例對高齡服務機構的要求。基金將會率先建立一個更壯實的服務規管系統，作為持續提升服務及減低風險的良好基礎，確保基

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金達至監管要求，從而維持高質素營運和優質護理。

在華貝嘉先生各精彩講座完滿結束後，行政小組收集了其中針對個人或機構的真知灼見，隨之啟動一次集思廣益的會議，採用「固強去弱、危機轉機」（SWOT）的模式，確認重點發展方向和實踐機構目標。會者提出一系列有關機構文化改革的構思和建議 --例如精調機構價

