



ANHF Newsletter

ISSUE 23—April 2018

MY CHOICE, MY SERVICE

White hair is a symbol of wisdom. What lies behind the white hair are bits and pieces that make up a life-long selfless commitment. In their golden years, our beloved elderlies truly deserve to age in tender loving care, with dignity and grace.

Seniors Wellness Centres

Our six seniors wellness centres in various locations of Sydney offer a variety of programs to meet different interests and hobbies. We also attend to individual needs through special arrangements.

Greenfield Park Seniors Wellness Centre:

Staff arranged a birthday party for a client whose family members were too busy to organise one for her. We purchased a two-tier birthday cake and traditional birthday buns as per her wishes. With everyone's well wishes she celebrated a wonderful 98th birthday party.



So Wai Seniors Wellness Centre: Staff respects the individual needs of clients who have dementia. If an elderly client asks for milk, but we know he/she has lactose intolerance, staff will gently ask: 'While we're heating the milk, would you like to try some tea or water?' The client will usually be happy with having tea or water and quickly forget about the original request.

There is an elderly client who hopes to attend the centre while at the same time visit her husband who stays in a nearby nursing home. We first transport her from her home to the nursing home then pick her up at about noon to have lunch at our centre. After a small rest, we will transport her to the nursing home then drive her home around 3:30 pm.

Home Care Services

Our home care services attend to individual needs of clients with the aim of helping them to stay independently at home. Our flexible transport services serves different client needs: medical appointments, yum cha, shopping (items for ancestral worship, buying 'secret' birthday or graduation presents for the grandchildren to congratulate them on their birthday or graduation), etc. Our care service employees are happy to meet 'special' requests e.g. getting takeaway crab meat e-fu noodles to take home to enjoy at their leisure, buying fish from the fish market, attending a grandchild's graduation ceremony, attending weddings, funerals, just a ride in the car or even watching aeroplanes landing and taking off.

Inside this issue:

My Choice, My Service	1
Funding from Community Building Partnership Program	3
Voice Survey Results	4
A Touching story - Impressive Team Work	5
Activity Photos	6
Your Support Takes us Further	8
Family News	9

EDITORIAL COMMITTEE

Ada Cheng
 Rebekah Kwan
 Adelaide Fung
 Cindy Wong
 Ita Wong

ADVISORS

ANHF Board

Residential Aged Care

Chow Cho Poon Nursing Home -My Hometown

Food: Some of the members in the Catering Committee at Chow Cho Poon Nursing Home are residents. This committee has been reflecting the catering options of residents.

A meal is more than just putting food into the mouth, what enhances the dining atmosphere are the ceramic cutlery and potted flowers on the tables. Picture this in your mind: our catering staff pushing the catering trolley near our residents and opens the lid to reveal the mouth-watering hot meal options for them to choose from. Don't want to have what is being served? No problem: Chinese sausages, steamed soft-textured eggs... as long as they let the chef know with sufficient time, they can surely enjoy their favourite food.

Of course we also cater for the needs of those who choose to have year-round vegetarian meals or have them on special days e.g. on the first and the fifteenth day of the lunar month.



Lucy Chieng Aged Care Centre: Residents enjoy the different indoor or outdoor programs offered by LCACC, yet some choose not to participate. There are many reasons i.e. they may be not feeling well, a quiet personality, they just want to have some alone time or have just woken from a sweet slumber and want to lie in bed a bit longer. Taking their physical conditions into consideration, we will let them choose what to do in these quiet hours: reading, listening to music, finger nail painting or hand

RAO Vincent Fong says 'Respecting the choice of our residents can start with "trivial" things. A resident might request to be the first one to have a shower as his / her family member will be taking him / her out for breakfast. Some residents do not eat prawns, some dislike fish... all specific food preferences are clearly listed in the kitchen catering menu. Besides meals, drinks also match personal choices. Our care service employees know the resident's individual favourite drinks at their fingertips – red tea, green tea, coffee, Chinese tea, water... sudden change of mind? No problem!'



Community Housing

We help residents to choose a unit that matches their physical condition and mobility. A resident with less mobility will be offered a ground floor unit or one that is close to fire exit routes.

We also assist residents in choosing safe heaters or air warmers for use during the winter months and help them through the process of installing cable/ internet TV, if they choose these entertainment options.

What about visitors staying overnight? If the need arises (e.g. visit by overseas family members, friends or residents require care when not feeling well) a visitor can stay with them - the length of stay to be discussed with our community housing officer.

No choice is too small. We treasure each and every wish in our palm. With a wave of the magic wand of tender loving care, the wish is then on its wings.



Funding from Community Building Partnership Program

With our success in the application for 2018 Community Building Partnership Program, Ms Jodi McKay (Strathfield MP) visited Bernard Chan Nursing Home on February 16 (first day in the Chinese New Year) to officiate the cheque presentation ceremony and to give lucky packets to the residents.

Ms Jodi McKay has been a long-time friend of many BCNH residents, who were so happy to welcome her on the day and took photos with her. Of course there was also the God of Fortune – a 'must-have' to bring good luck and wealth to everyone.

All the funding will be spent on equipping the newly purchased mini-bus at Bernard Chan Nursing Home: refurbishment to accommodate four wheelchair passengers and installation of a hoist. This ensures easy access for elderly residents with less mobility.

Our three nursing homes (Bernard Chan Nursing Home in Burwood, Chow Cho Poon Nursing Home in Earlwood and Lucy Chieng Aged Care Centre in Hurstville) and our home care services offer quality aged care for the elderly, supporting them to age in grace and in dignity either in our nursing homes or in their own homes.



Voice Survey Results

***It is through your dedication that the company succeeds. Thank you for your constructive feedback and your thoughts.'** Ada Cheng, CEO*

In November 2017 ANHF undertook an anonymous staff engagement survey as a channel for staff to have their say and tell us what we are doing well, what needs work and how they feel about working at ANHF. 228 staff (58% of our employees) participated in this survey to make a positive contribution to ANHF's future. The survey was conducted by the Voice Project, an independent research and consulting company and their consultants considered this response to be a commendable effort. Findings were compared to the Aged Care Benchmark to measure our results against what was typical at other aged care organisations.

Overall Performance

Progress – 'Progress' reflects staff perceptions about organisational performance. 80% of survey respondents are satisfied with the organisation's progress and success in delivering outcomes. Compared to the Aged Care Benchmark, our results are 7% higher than other typical aged care organisations.

Passion / Engagement – 'Passion/ Engagement' represent the level of engagement of staff in this organisation. 79% reflects that our engagement is moderate, which is 1% lower than other typical at other aged care organisations.

Top Five Questions Compared to Benchmarks

		<i>Our Score %</i>	<i>Compared to Aged Care Industries %</i>
Involvement	I have input into everyday decision making in ANHF.	69	+20
Cross- Unit Cooperation	There is cooperation between different sections in ANHF.	72	+15
Change & Innovation	Change is handled well in ANHF.	74	+14
Involvement	I am consulted before decisions that affect me are made.	68	+14
Motivation & Initiative	My co-workers are quick to take advantage of opportunities.	78	+13

Top Five Potential Priorities for Improvement

Based on staff feedback, areas of improvement include (1) senior management listen more to other staff (2) more efficient and better design in policies and procedures (3) staff confidence in the ability of senior management (4) access to additional resources when required (5) satisfaction with benefits (super, leave, etc)

I truly appreciate your commitment and initiative; without which our work lacks meaning and humanity.'

Ada Cheng, CEO

Our VOICE doesn't stop here. Line managers will share the detailed divisional surveys with staff in upcoming team meetings. With input from staff, they will formulate an action plan to further improve as a team. Staff are also encouraged to share their feedback in whatever channels they feel comfortable -- writing, making a call or simply filling out the online feedback form.

A Touching story - Impressive Team Work



Hi Rebekah,

On behalf of our family, I would like to thank you and your colleague for all your kind assistance.

Not sure if you still remember my father, he walked into your Campsie site last year. It was you and your colleague who sent him home and gave us a lot of helpful advice.

Because of that, he was able to get a space in Chow Cho-Poon nursing home and was well looked after by the family-like friendly staff there in the last 3 months till he passed away last week.

Last few months were difficult for our family. You and your Company have provided us great help and comfort, which is really appreciated.

Thank you again!

Michelle Huang

Communications and Marketing Unit recently received an email from Ms Michelle Huang to express her gratitude to all the staff who supported and took good care of her father (Mr Huang) for about 6 months.

Mr Huang, 'accidentally' walked into Lucy Chieng Gardens. Showing signs of dementia, Jacky Chan (ANHF Community Housing Officer) and Rebekah accompanied him home. When his family members saw us, they burst into tears. Mrs Huang told us that in taking care of her husband, she could never have a good night's sleep. The two words that she subconsciously repeated again and again were 'very exhausting'. Two simple words that weighed tonnes.

Apart from reminding them to obtain an aged care assessment for Mr Huang, we talked about our one-stop service and invited Mr and Mrs Huang to attend So Wai Seniors Wellness Centre and the Carer Support Group. However, Mr Huang was soon hospitalised after a serious fall. At a time when his family members felt so desperate, there was a respite vacancy in Chow Cho Poon Nursing Home, where he stayed for about three months.

Michelle felt so grateful that her father was well looked after in a Chinese-specific nursing home, where he subsequently passed away peacefully.

We always talk about team spirit and one-stop service. This story truly reflects how we put that into practice - how a family in dire need of help received the support and the comfort when they needed it most and how an elderly client spent his last days in tender loving care and dignity.

This is a thank you email that affirms once again the meaning of our work.

活動相簿 Activity Photos



狗年吉祥！醒獅乖乖地躺下來和總辦事處的職員合照。Best wishes for the Year of the Dog! Staff at the head office took a photo with the lion during the break of the lion dance.

(總辦事處 Head Office)



新春午宴，長者們穿戴整齊，雍容華麗。Our happy elderly clients – beautifully and gracefully attired for the New Year luncheon.

(西南悉尼活動中心 SWSSWC)



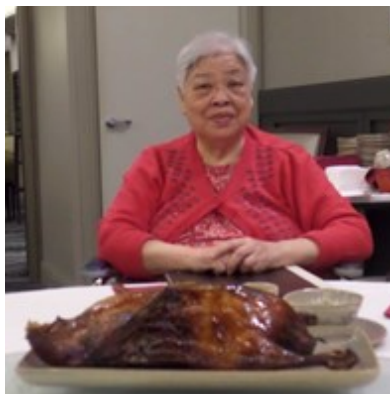
新年好！我們也有很多新年慶祝活動啊！Happy new year! We also have lots of festive programs.

(錢梁秀容療養院 LCACC)



沛德活動中心和長者走過十四週年，看每個人的笑臉！Cheers to the 14th anniversary celebration of Stanley Hunt Seniors Wellness Centre!

(沛德活動中心 SHSWC)



家鄉的味道 – 北京填鴨 Taste of my hometown food – Peking duck

(周藻泮療養院 CCPNH)



醒獅一出樂呵呵，滿苑笑臉喜洋洋。

Greeting the festive lion brought joy and luck to residents and staff.

(錢梁秀容頤康苑 LCG)



鸞鵲情深，日日開心！
My one and only love!

(陳秉達療養院 BCNH)



長者自己寫的揮春特別有意思！

Lucky couplets written by us meant much more than buying printed ones.

(沛德活動中心 SHSWC)



是我們親手種的啊！

We grew them!

(周藻泮療養院 CCPNH)

活動相簿 Activity Photos



健腦活動，由一個人砌圖開始!
Brain exercise begins from working on puzzles.

(好思維活動中心 HSWC)



和財神合照，全年都好運!
Happiness to take a photo with the God of Fortune!

(陳秉達療養院 BCNH)



共慶新春，豐衣足食，福樂年年。

Happiness is to celebrate the Chinese New Year together and to welcome years of prosperity and happiness.

錢梁秀容頤康苑 LCG)



醒獅靠得這麼近，不如趁機摸摸獅頭，討個好意頭! A touch of the lion's head brings good luck.

(錢梁秀容療養院 LCACC)



長者用利是封製成的金魚，喻意年年有餘!

Our handmade goldfish from lucky packets—a symbol of plenitude!

(好思維活動中心 HSWC)



享用新年團拜豐富午宴前，先來個喜氣洋洋的大合照。

Let's take a group photo before enjoying the great food in the Chinese New Year joint luncheon.

(西南悉尼活動中心 SWSSWC)



今年新年午宴，終於輪到我抽到大獎!
Now it's my time to shine—getting a prize in the lucky draw of the Chinese New Year Celebration luncheon!

(好思維活動中心 HSWC)



財神到！趁機來個合照。

Who would miss this great chance of taking a photo with the God of Fortune?

(蘇懷活動中心 SWSWC)



長者在澳洲日有得吃、有得玩，特別開心! Australian Day programs – food and games!

(錢梁秀容療養院 LCACC)

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

☐ Electronic Funds Transfer

☐ Please debit this card

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

☐ Master Card

☐ Visa

☐ 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://ANH.F.ORG.AU/CONTACT-US/DONATIONS](http://anhf.org.au/contact-us/donations)

Thank you for your support. Below are the donations received from September 2017 till March 2018

謝謝各位的支持。下為2017年9月至2018年3月期間之捐助人士芳名。

100以下 Below <100	\$100—\$499	\$ 500—\$ 999	\$1000-\$4999	\$5000以上 \$5000 and above
John Lee	Dorrigo Investment P/L	Red Pocket (Lindsay Cheng)	Richard Baker	Anonymous
HDC Client	Family of the late Mrs Kiet Quach	Kwai Ying Chan		
	Kitty Kong	Kai Kong TONG		

New Staff 大家庭新力軍



區穎兒 人力資源助理

區穎兒女士在悉尼時曾暫停工作照顧家庭，最近重回上班一族。移民澳洲前曾於香港醫管局人力資源部工作，說流利廣東話及英語。區女士於新南威爾斯大學修畢商學士學位，主修人力資源管理及國際事務，及後更修畢新南威爾斯大學商學碩士學位。

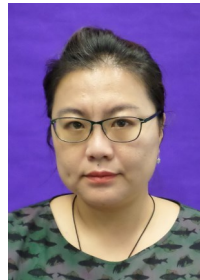


Winnie Au

Winnie took some time off work in Sydney to start a family and has decided to resume working recently. Prior to migrating to Australia, Winnie has worked in Corporate HR in the HK Hospital Authority. She possesses excellent communication skills in Cantonese and English. She has a Bachelor's Degree in Commerce from UNSW, majoring in HR Management and International Business. Subsequently, she also received a Master's Degree in Commerce from UNSW.

劉麗媛 助理會計

劉麗媛女士曾於零售及農務業任職相類工作，能說流利普通話及英語，於悉尼大學修畢商務（會計學）及物流管理碩士雙學位。



Rita Liu Assistant Accountant

Rita has worked for several years in a similar role in the retail and agricultural industries. She possesses good communication skills in English and Mandarin. Rita possesses a double Master's degree in Commerce (Accounting) and Logistics Management from the Sydney University.

鄧輝蘭 培訓及發展主任

鄧輝蘭女士為輔助醫療服務專業人員，於基層健康護理範疇服務逾十八年，曾於數間專業學院任教，亦於新加坡及英國合辦之遙距課程中擔任導師。鄧女士經驗豐富，曾參與課程發展、文憑課程、監控學習果效，也在臨床管理工作中擔任臨床服務導師職務。鄧女士曾於不同民族中工作，富溝通技巧，說流利英語、廣東話、普通話、福建話、客家話及馬拉話。



Fei Lan Tang Learning & Development Officer

Fei Lan Tang is a qualified allied health practitioner with over 18 years' experience in primary health care. She has lectured in several educational colleges and in joint distance learning university program in Singapore with UK. Ms Tang has been involved in course development, diploma program delivery, managing learning outcomes, clinical supervisor during and managing of clinical service. Ms Tang is an effective communicator and is highly proficient in English, Chinese (Cantonese, Mandarin, Hokkien, Hakka) and Malay and worked extensively across diverse cultural groups.

Staff Movement 員工變動



Ling Hong Yeoh

楊齡鳳

QRC Manager

服務質素監控經理



Winnie Wing Yu Chan

陳泳如

Home Care
Advisor

家居護理顧問



Debby Yiu

姚美雲

Home Care
Advisor

家居護理顧問



Molly Yu

于京平

Home Care
Advisor

家居護理顧問



Vanessa Lu

盧彩雲

Care Advisor –
CHSP

家庭及社區支援
服務顧問

溫馨小故事 – 團隊精神



關姑娘你好！，

讓我代表我的家人謝謝你和你的同事們伸出援手，幫助我們。

不知道你還記得我的父親，他去年走進你們在金匙的地方，是你和你的同事送他回家，也給了我們很多有用的意見。

正因為這樣，他才可以進入周藻泮療養院。在最後三個月的日子，員工待他如親人，關懷備至，一直到他上星期離世。

過去數個月我們一家都面對許多艱難，你和你的機構為我們帶來很大的幫助和安慰，實在衷心感謝。

再一次謝謝你們！

Michelle Huang

最近「傳意及服務推廣部」收到 Michelle Huang 的一封電郵，感謝這大半年來協助和照顧他父親的所有同事。

她父親黃伯，上年誤打誤撞走進錢梁秀容頤康苑，我們發現他患有腦退化症。後來房屋主任陳先生和關姑娘送黃伯返家。家人看見我們時都熱淚盈眶，黃太說她為照顧丈夫，每晚無法安睡，不自覺地說了多次：「很辛苦」。這三個字，聽起來仿佛有千斤重！

我們向他們介紹澳華療養院基金一站式服務，邀請黃伯和黃太來蘇懷活動中心及支持小組，並提醒他們為黃伯安排評估。不久，黃伯因嚴重跌傷住進醫院，在家人最彷徨無助之際，周藻泮療養院剛有暫息宿位讓黃伯入住。Michelle 非常感激，父親最後三個月，能在同聲同氣的華人療養院安居，並得到最好的護理和關愛。

我們時常強調團隊精神、一站式服務，這故事正好反映我們的服務怎樣協助一個水深火熱的家庭，讓他們得到支持，安慰，最後讓長者得到安息。

一封感謝信，讓我們重新看到工作的意義。

「我的心聲」意見調查結果

「澳華療養院基金的成功全賴你們的努力。謝謝大家充滿建設性的寶貴意見。」 行政總裁鄭賜霞女士

澳華療養院基金在二零一七年十一月進行了不記名員工意見調查，透過這個表達意見的渠道，鼓勵員工告訴我們那些地方做得好、那些地方需要改善和作為基金員工的感受。二百二十八位（全體員工百分之五十八）員工參與意見調查，為基金的將來提出建設性的意見。問卷調查由一間獨立研究及顧問機構「我的心聲」進行，該機構的顧問均認為員工回應達到正面效果。我們也將調查結果參照「高齡護理基準」與其他高齡護理機構對比來量度我們的情況。

整體表現

進展 -- 「進展」反映員工對機構表現的看法。我們的意見調查顯示 80% 的參與員工滿意基金在整體果效上的進展和成功程度。與「高齡護理基準」相較，我們的結果較其他典型高齡護理機構高 7%。

熱忱/投入感 -- 「熱忱/投入感」代表機構員工的參與程度。我們的意見調查結果顯示員工投入感屬中等：79% 的員工表示有投入感。與「高齡護理基準」相較，我們的員工投入感較其他典型高齡護理機構低 1%。

與基準相較，我們表現最佳的五個問題：

		我們的 評分百分比 %	與高齡護理機構 比較 %
參與	在基金內我可參與工作上的抉擇	69	+20
部門間之溝通	基金各部門互相合作	72	+15
改變及創新	基金善於應變	74	+14
參與	在與我有關事情上作出決定前，機構會諮詢我的意見。	68	+14
動力及主動	員工能很快地把握工作機會	78	+13

首五個需要改善的地方

就員工回應，需要改善的地方包括（1）管理層更多聆聽員工的意見（2）更完善和有效率的政策及程序（3）對管理層的能力增加信心（4）有需要時更容易獲得額外資源（5）對員工福利（公積金、假期等）滿意程度

「衷心感謝你們的主動和投入。沒有你們的積極參與，基金的工作便沒有意義和人情味。」

行政總裁鄭賜霞女士

「我的心聲」意見調查不會停滯不前。直屬上司會在團隊會議中分享個別服務的詳細結果，請大家提出意見，然後釐定行動計劃來改善團隊的工作。我們也鼓勵員工使用自己喜歡的渠道表達意見 - 書面、電話或使用基金線上回應表格。

成功申請社區發展夥伴計劃撥款

澳華療養院基金成功申請到 2018 年社區發展夥伴計劃(Community Building Partnership Program)撥款，史卓菲州議員麥佳女士 Ms Jodi McKay (Strathfield MP)於 2 月 16 日(大年初一)親臨陳秉達療養院，進行「社區發展夥伴計劃」支票移交儀式，並大派利是。麥佳女士是療養院許多長者的老朋友，長者看見麥佳女士於年初一光臨，都十分歡喜，爭相和她拍照，療養院同時安排財神到賀，與長者歡渡農曆新歲。

澳華療養院基金計劃將成功申請到的社區發展夥伴計劃(Community Building Partnership Program)的所有撥款，用作療養院新購置的小型巴士上，改建可容納 4 位輪椅乘客座位，包括添置自動升降台，此舉將令許多行動不便的長者出入更舒適更方便。澳華療養院基金屬下有三間療養院，分別位於寶活區的陳秉達療養院，愛爾活區的周藻泮療養院，以及好市圍區的錢梁秀容療養院。並於悉尼各區提供家居服務，為長者提供最優質高齡服務，協助長者無論在家或在院舍，都可安享晚年。



院舍服務

周藻泮療養院 - 家鄉的味道：

周藻泮療養院有一個「餐飲委員會」，住客代表是其中成員。委員會一直都積極反映住客的膳食選擇和安排。

用膳不單單是將食物放進口中，增添氣氛的還有陶瓷餐具和餐桌上的盤花。侍餐員工將兩款熱騰騰的菜式送到住客面前，打開保溫蓋，菜香四溢，讓長者選擇。不喜歡既定菜式？沒問題：蒸臘腸、蒸蛋……只要預留足夠時間通知廚師，也可以吃到心頭好。

當然長者也可選擇長期吃素或在特別的日子（例如每月的初一和十五）吃素。

長者不吃蝦，有些不吃魚……我們都一一記錄在廚房膳食清單裏。至於餐後飲品，也可以各適其式。護理員工都清楚長者的喜好 -- 西式紅茶、綠茶、咖啡、中國茶、清水……臨時改變主意？沒問題！」



高齡社區房屋

我們會幫助長者按身體情況和活動能力選擇適合的單位或樓層。例如行動比較不方便的長者便盡量安排入住低層或靠近走火通道的單位。

天氣轉冷，在選擇使用合規格的電暖爐或喜歡在自己的房間裏面安裝有線/網絡電視，我們也儘量協助。

親友可以留宿嗎？若有需要（例如海外親友到訪或住客抱恙需照顧），可安排一位親友留宿，日期長短當然要和高齡社區房屋主任商議了。

沒有一個選擇過於微小。我們將每一個心願小心地捧在手心，揮動關愛的魔術棒，它們就展翅而去，付諸實行。



錢梁秀容療養院：

療養院經常為住客安排各種戶內或戶外活動，一起參與大組或小組活動，其樂無窮。但原來也可以選擇不參與！原因很多，可以是身體不適、性格比較內向或只是想暫時獨處，又或者剛剛睡醒，仍想在床上耽一會兒。

我們會按長者的選擇和身體情況安排個別活動：閱讀、聽音樂、塗指甲、手部按摩等。

康樂活動主任方先生說：「尊重長者的選擇，可以由『小事』做起。例如長者希望護理員工幫他們先洗澡，因為家人會帶他們外出吃早點。有些



ANHF

澳華療養院基金

Culturally Appropriate Aged Care Since 1980

澳華療養院基金會訊

第23期 - 二零一八年4月號

我的選擇、我的服務

白髮是智慧的象徵。白髮後面是一生累積下來一絲一縷的無私貢獻。到了黃金歲月，便是我們心愛的長者在關愛中，在有所選擇中得體地、有尊嚴地安享晚年的時候。

活動中心

基金分佈於悉尼六個地區的活動中心提供各類型的活動，切合長者個別不同的喜好和興趣，也體貼長者和照顧者的需要作特別安排。



綠田園活動中心：一位服務對象的家人沒有空幫她慶祝生日，中心職員便按她的意願，預備了一個兩層的生日蛋糕和壽包，在眾人的祝願中渡過一個愉快的九十八歲生日。

蘇懷活動中心：部份長者患有腦退化症，在照顧他們時，職員同樣地尊重他們的需要。有時候某位長者可能說要喝牛奶，但這位長者有乳糖不耐症，我們便對她說：「現在正幫你加熱牛奶，不如先喝一口茶或水，看看合不合你的口味。」在一般情況下，長者都會樂意先喝茶或水，不會堅持原來的意思，很快便忘記了喝牛奶的需求。

中心也有一位長者很希望能夠在參加中心活動之餘，也可以探望住在附近療養院的丈夫。我們早上便先將這位長者家送到療養院，約在中午接她到中心吃午餐，飯後稍為休息便再送她到療養院，然後大約在下午三時半從療養院送她回家。

家居護理服務

家居護理服務關注長者的個人需要，幫助他們繼續安居家中，過獨立自主的生活。交通接送同樣地靈活安排，讓長者稱心滿意：看醫生、購物（購買祭祖用品、「秘密」為孫子購買生日或畢業禮物，給他們帶來驚喜）、上茶樓等。我們的護理員工也會盡量滿足長者的「特別」要求，例如到外面買一碗蟹肉伊麵回家慢慢吃、去魚市場買魚、參加孫兒女畢業典禮、往療養院探望老伴、出席婚禮或喪禮、遊車河，甚至看飛機升降等。

目錄

我的選擇、我的服務 14

成功申請社區發展夥伴計劃撥款 12

「我的心聲」意見調查結果 11

溫馨小故事 - 團隊精神 10

家事廣場 10

你的支持 8

活動相簿 9

編輯室

鄭賜霞
關靜雯
馮嘉碧
黃慧恩
王綺嘉

顧問

澳華療養院基金董事會