

Newsletter

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Reflections on My Career Life

Mrs. Celia Chik, Principal Director of Nursing



I joined ANHF in 2002, and I have considered ANHF as my second home ever since. I have witnessed its rapid growth, service development and operational reforms during my time here. We did go through very hectic and tough periods particularly during the past five years with all the new establishments in progress. However, with the commitment, understanding and enthusiasm from the Board, senior management down to frontline staff, we have achieved what we wanted to achieve and I feel extremely proud to be a member of this great team.

I have been telling those close to me that I was never ambitious in my career. When I first settled in Sydney thirty-four years ago, my focus was on my young family. I was happy to be just working part-time on the weekends. Only after my children became teenagers, then I started working during the week. I think it's my nature that I do not like to say 'no' to others that has helped me to gain opportunities in learning new skills and gaining new work experiences. Gradually I was assigned to carry out non clinical duties which I gladly accepted, and of course I have also learned by mistakes in gaining more wisdom.

When I joined ANHF, my confidence and competence were further developed with the opportunities, training and nurturing given to me by the Board and Ada, which I appreciate very much from the bottom of my heart. From my experience working in other facilities, I can assure all colleagues that we are very fortunate to be working at ANHF where the Board and CEO are so attentive to its staff needs and welfare. They are forever supportive in our operation. The resources required for us to carry out our duties are always available and in good qualities.

ANHF is popular and renowned as a quality aged care provider amongst the Chinese communities in Sydney and this cannot be achieved without all its members' efforts and commitment. I must say we do have a very good team of staff. I sincerely hope that you all will continue to persevere in your good work. Before I leave the PDON position of this organisation, I would like to share with you all some of my principles in life:

- Be loyal to the organisation I work for, my supervisors, colleagues and the people I serve.
- Respect others as how I want others to respect me.
- Put myself in others' shoes and be a good listener.
- Be observant in other people's needs, and be ready to lend a helping hand where necessary.
- Not to be afraid in taking up challenges, changes are unavoidable.
- Know my duties and boundaries, try my best to be responsible and consistent in my efforts.

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Editorial Committee

Mrs. Monica Chu
Ms. Rebekah Kwan
Mr. Vincent Au



- Be accommodative and ready to accept extra duties within my capabilities as it's an opportunity for me to learn and gain new skills and experiences.
- Think of the big picture, try not to cause inconveniences to others because of my own personal interests.
- Not to take chances or cut corners in whatever I do.
- Remember to follow the teaching of my religious belief - to forgive and forget those who have acted unjustly against me, and be ready to acknowledge my own mistakes and make improvements.

Last but not the least, thank you all for your support, trust, cooperation and help in all these years, which I appreciated and valued very much. I'll certainly miss the fun and satisfaction I have at work.

May you all be blessed with happiness, health and wisdom and I would certainly like to see ANHF to have further success in the aged care industry with the joint efforts from all in the organisation.



New Era of Aged Care Service

Mrs. Xuyen Tang, Director, Community Services



It was indeed a significant milestone for my career of over two decades as I commenced my appointment as the new Director of Community Services with ANHF.

There is no doubt that ANHF is a great organisation with a clear mission and commitment to becoming the model provider for high quality and culturally competent aged care. As a Chinese Australian, I am honoured to serve my dear seniors under the leadership of a visionary Board and an inspiring CEO.

More than ever, I enjoy coming to work every day. I am thrilled to be part of a team, and colleagues who show me that we can make a difference to the lives of our elderly, delivering high quality of care, be accountable and take pride in the acclaimed reputation and credibility of ANHF.

ANHF Community Services offer unique programs that foster continuity of care, with a seamless transition for permanent care for the Chinese community.

My roles, as the Director of Community Services are to lead and grow five key business streams namely, Community Housing, Commonwealth HACC and NRCP programs (inclusive of day care, dementia care and respite care), Home Care, Community Linkage Program and Volunteer Coordination.

The Living Longer Living Better aged care reform package (www.livinglongerlivingbetter.gov.au) has added challenges in all aspects of the business operations. These challenges are inevitable as the government gives priority to providing more

community based support and in- home care to an increasingly ageing population.

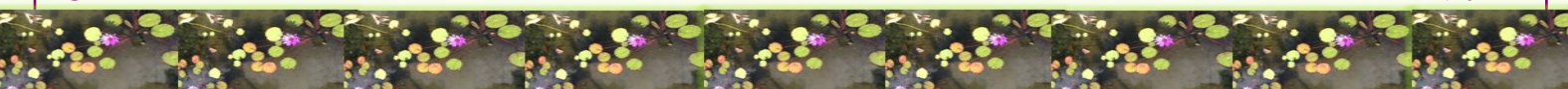
We are therefore entrusted to be proactive and innovative with our service planning in a competitive environment and a highly regulated industry.

It is equally important that we will need to continue to strengthen our substantial base through HR, Finance, IT, Governance and Risk Management in meeting complex regulatory compliances and reporting requirements.

As the expansion of Community Care continues in the coming years, the team and I are in one mind to explore strategies to ensure the highest possible care standards, to develop our systems and processes, to refine our evaluation and quality assurance to better meet the needs of clients and carers now and into the future.

We will continue to encourage evidence based good practices and to promote continuous improvement. We are to communicate our ideas openly and transparently. We will take responsibility and build upon our good works and our professionalism. We will also give acknowledgment and celebrate our successes.

I am confident, that we are equipped and well positioned to move forward with all the challenges and opportunities ahead. Together, we will thrive and prosper in this new era of aged care service sector.





Join the ANHF, I have seen the biggest and greatest Asian family ever in my career life.

Join the ANHF, I have refreshed my love for Chinese cultural festival ever in Australia.

Join the ANHF, I have learned the importance of culturally appropriate and competent care ever in Australia.

Join the ANHF, I have harnessed my Chinese skills to communicate ever in my career life.

That's it. I have joined the largest Chinese Aged care provider in Australia. It's impressive to see a large group of Chinese professionals come together to serve its elderly folks with passion and commitment. It's heart-warming to see the celebration of Chinese cultural festivals being so well regarded in Sydney. I have witnessed the smiles of our clients and staff as we together enjoyed. For instance, the moon festival luncheon, Chinese New Year Celebration, Christmas party and Staff Development Day.

It has been a great privilege for me to work under the leadership and directions of the Board, the CEO and the Principle Director of Nursing. Their professionalism and tireless dedication to achieve the highest standards of care has inspired me greatly. They put the needs of every single service user and each individual staff as a first priority in planning and service delivery framework.

I am thankful for the opportunity to learn and grow in the ANHF family. I have been encouraged to strive for excellence in staff management, supporting my great team to take pride in the provision of quality resi-

dential care service for our Chinese community in Sydney and beyond.

As a care manager, I am responsible to manage three residential aged care facilities, with the support of each facility's Director of Nursing. I have been actively involved in the monitoring and implementing the Aged Care Funding Instrument (ACFI) across three homes. The aged care funding instrument is an assessment tool to assess the care needs of each resident which in turn enables us to claim accurately the subsidised funding from the government being the main income to support the day to day operation of our residential service. I am also responsible to ensure all our facilities meet full quality compliance as per the Aged care Accreditation standards namely 4 care standards and 44 expected outcomes. My roles allow me to manage change and deal with the challenges of change. As the biggest aged care reform ever is taking place in Australia "Living longer, Living better", the sector is expected to look at options in order to run the business more efficiently and effectively in light of the introduction of mandatory accommodation bond to high care residents.

I am committed to play my part wholeheartedly in ensuring ANHF's operational systems and processes being ready for the Reform which ultimately improve/enhance our clients care. With the support from my team, my colleagues and the guidance of the CEO, I am humble and I am ready to meet the upcoming challenges with full confidence.



Welcome on Board

- * 12 Feb 2013 Phoebe Suk Yee Leung joined the Day Care team as Community Care Worker (Stanley Hunt Centre).
- * 19 Feb 2013 Tracy Xiong Yang joined the Community Services team as Volunteer Coordinator.
- * 02 May 2013 Rosetty Bik Ngun Kok joined the Bernard Chan Nursing Home team as Administrative Assistant.
- * 13 May 2013 Melissa Loustau joined the Home Care Services team as a Home Care Services Manager.
- * 22 May 2013 Casey Ka Sin Tai joined the Chow Cho Poon Nursing Home as Administrative Assistant.

Phoebe Leung

Tracy Yang

Rosetty Kok

Melissa Loustau

Casey Tai



Staff Development Day

The ANHF Staff Development Day was held on March 23 2013 at Ryde-Eastwood Leagues Club. The presence of all Board members and the management team put into action their support for this event. In their excitement and total absorption, over 80 staff had a great time in the Zumba dance led by Fifi Lai the physiotherapist and the Zumba instructor, setting a new record for the number of ANHF staff dancing together. Who dares say ANHF staff does not have dancing talents?

With the puffing and sweating over, we all sat down for information sessions provided by Ms Rosie Chin-Mc Laughlin on 'The Emotionally Resilient Person' and Dr Lee-Fay Low on 'Humour in Aged Care'. The speakers shared with us practical stress management skills in handling different kinds of stress generated from different work responsibilities. Then Bertha, our HR officer, led a 'rumour game' that brought out the message: let rumour lies unheeded for it vanishes in the ears of the wise.

What followed was a substantial lunch enjoyed heartily by all. When asked by our CEO, Ms Ada Cheng, how they felt about this Staff Development Day, our staff responded positively in anticipation of another successful one in the following year!



員工同樂舞翩翩

澳華療養院基金於二零一三年三月二十三日(星期六)假惟德-伊士活足球聯會舉行員工同樂日，難得董事會全體成員及管理層一早便來撐場。是日有八十多位員工參加，節目開始由物理治療師黎姑娘與導師帶領全體員工一起跳森巴舞，可謂破澳華療養院基金最多員工一起跳舞的紀錄。原來員工中不乏舞林高手，大家跳得異常興奮和投入。大汗淋漓過後，大家坐定定聽講座。兩位講者分別是 **Rosie Chin-Mc Laughlin** 講述「處變不驚」(The Emotionally Resilient Person)及 **Dr. Lee Fay Low** 講述「化工作煩惱為幽默」(Humour in Aged Care)。員工來自不同崗位，各有不同壓力，講員提供很實際的方法，教導員工怎樣舒緩壓力。然後人事部主任韓姑娘與同事一起玩「以訛傳訛」遊戲，喻意傳言並不可信，謠言止於智者。跟著員工歡聚一堂，享用豐富的午膳。行政總裁鄭賜霞女士詢問在場人員對員工同樂日的意見，員工都報以熱烈反應，並期待下年員工同樂日再見！

Activity Photos – Nursing Homes

活動花絮 — 療養院



Here comes the God of Fortune, here come
our beaming smiles
財神到,個個笑逐顏開
(BCNH 陳秉達療養院)



Here comes her royal highness!
娘娘駕到!
(LCACC 錢梁秀容療養院)



Happiness is to go yum cha with my mother
陪母親大人飲茶,特別溫馨幸福
(CCPNH 周藻泮療養院)



A pleasant outdoor lunch with caring staff
與姑娘一起享受一個風景怡人的戶外午餐
(BCNH 陳秉達療養院)



Dotting the eyes of the lion to spark off energy
and vivacity
醒獅點睛,一年比一年醒
(LCACC 錢梁秀容療養院)

A couple's joy ride on exercise bikes!
看夫妻一起試車(健身單車)多開心!
(BCNH 陳秉達療養院)



How lovely this bunny girl I am!
看我這個兔女郎多鬼馬!
(LCACC 錢梁秀容療養院)



Something for our taste buds
before another game
先吃茶點,再戰棋局
(CCPNH 周藻泮療養院)



Celebrating Australian Day together
一起慶祝澳洲國慶日
(CCPNH 周藻泮療養院)

Activity Photos - Day Care Centres

活動花絮 — 日間中心



Group photo in Family Fun Day
親親家人同樂日大合照
(SHC 沛德日間中心)

Absorbed in painting
聚精匯神,畫出彩虹
(SHC 沛德日間中心)



No turning back 飛象過河，下手不回
(SHC 沛德日間中心)



Flowers for the ladies on Women's Day
婦女節，當然位位女士有花收
(SHC 沛德日間中心)



Superb bargaining skills
到'街市'買餸，
師奶殺價的本事發揮得淋
漓盡致
(SWC 蘇懷活動中心)



Mother-and-son duet
母子來個大合奏
(SWC 蘇懷活動中心)



Super-delicious fruit cakes prepared by us
親手做的水果蛋糕特別美味!
(SWC 蘇懷活動中心)



A painting that speaks a thousand words
大畫家妙筆生輝
(SWC 蘇懷活動中心)

Your Support

你的支持，是我們的動力

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。

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

我想捐款

- ☐ My Cheque/money order is enclosed, or
附上支票/匯票，或
- ☐ EFT- Australian Nursing Home Foundation (BSB 082-201, A/C 580-328-001)
自動轉賬—澳華療養院基金(銀行分行號碼 082-201，賬戶號碼580-328-001)

Details 個人資料

(Mr/Mrs/Miss/Ms/Dr) First Name _____ Last Name _____
(先生/太太/小姐/女士/醫生) 名 姓

Address _____

地址

Suburb _____ State _____ Postcode _____

地區

省

郵政編號

Phone (H/W) _____ Mobile _____

電話(在家/工作)

手機號碼

Email _____

電郵

- ☐ Please send me details on making a gift to the Foundation in my Will.
我計劃在遺囑上對基金會作出饋贈，請將有關詳情寄給我。

Donations of \$2 and over are tax deductible.

凡捐款2元或以上可扣稅。

Please return this form to Australian Nursing Home Foundation, 60 Weldon Street, Burwood NSW 2134
請將此表格寄回澳華療養院基金。



會訊

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驀然回首十年事

植李倩霞女士——護理服務總監

一年將盡又到聖誕，這是在自從二零零二年加入澳華療養院基金，我便視這裡為我第二個家。這些年來，我見證著機構的迅速成長，服務擴展以及架構重組。特別在過去五年，為了推行許多新項目，我們走過異常忙碌與崎嶇的日子，猶幸在基金會信託人、管理層以及前線員工的熱誠、投入和體諒下，以致我們能攜手完成所有的工作並屢創佳蹟。能成為這團隊其中一員，讓我感到無比自豪。

我曾對身邊好友說過，對工作我從來都沒很大野心。三十四年前當我初到悉尼定居時，為了專注照顧家庭，所以選擇只在週末工作。直至我的孩子長成至少少年時，我才開始在週一至週五上班。由於我的性格不喜歡拒絕別人，因此讓我有機會學習許多新的技能和獲取不同的工作經驗。所以最後當我被指派去擔任非臨床職務時，我也能欣然接受。儘管從錯誤中學習，卻讓我累積許多智慧。

加入澳華療養院基金後，在基金會信託人及行政總裁鄭賜霞女士的培育下，讓我的能力和信心得以進一步發揮，因此我不能不由衷的感謝他們。對比過往在不同機構工作的經驗，我可以說能在澳華療養院基金工作的同事實在非常幸運，因為基金會信託人及行政總裁都十分關注員工的需要及福利。對於工作上所需要用的資源，他們總為我們提供最好的裝備。

澳華療養院基金為高齡服務提供最優質的服務，在悉尼華人社區可謂響譽盛名，這離不開所有員工的努力和投入。我深信我們已擁有一班非常優秀的員工，我誠摯地希望各位員工能繼續保持這良好的工作態度。在我離任護理服務總監這職位前，我希望能在這裡和大家分享一些做人處事的原則：

- 忠於我的服務機構、上司、同事以及服務對象
- 要別人尊重自己，首先要尊重別人
- 學習成為良好的聆聽者，並時常設身處地為別人著想
- 留意別人的需要，有需要時隨時伸出援手
- 變幻才是永恆，因此不要懼怕轉變和接受挑戰

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編輯室

朱潘敏嘉女士
關靜雯女士
歐煦民先生



- 清楚自己的職責和界線，對工作竭盡全力並貫徹始終
- 在自己能力範圍內，隨時準備接受額外的工作，因為這是最好的機會讓我學習新的技能和累積經驗
- 時常以大局為重，盡量不要因為個人的利益而對別人做成不便
- 無論做甚麼事情，都應該腳踏實地，不妄求捷徑
- 謹記我個人宗教信仰的教誨：原諒及忘記那些對自己不公平的人，勇於承擔錯誤及改善自己

最後，我想對大家一直以來對我的支持、信任、合作和協助，致以最摯誠的感謝。我將會懷念和你們並肩作戰的日子，因為每天都充滿樂趣和滿足感。在此，我祝福你們每一位都幸福、健康和滿有智慧。願澳華療養院基金的高齡服務在你們共同努力下，能百尺竿頭，更進一步！



邁向新紀元

鄧何秀娟女士——社區服務總監



過去超過二十年職業生涯中，在我被委任為澳華療養院基金社區服務總監的那刻開始，可謂進入一個重要的里程碑。

眾所周知，澳華療養院基金是個非常卓越的機構，有清晰理念和價值，為長者提供高質素及合乎文化的高齡護理服務，並成為華人社區的典範。作為澳洲華人，我很榮幸能在充滿遠象的基金信託人及意念創新的行政總裁的領導下，服務我親愛的長者。

對比過往任何時候，我現在更享受每天上班工作。澳華療養院基金響譽盛名，有口皆碑，我很驕傲能成為這團隊的其中一份子，同事們讓我知道，我們所提供高質素及體貼的高齡服務，確實能讓長者的生活得以改善。

澳華療養院基金的社區服務，具備全面統一的配套服務計劃，能為華人社區的長者提供一站式持續的長期服務。

作為社區服務總監，我當前的任務就是領導和壯大以下五個範籌，包括社區房屋、聯邦家居及社區照顧服務及全國照顧者暫息服務（包括日間中心、癡呆症患者日間中心及暫息服務）、家居服務、社區聯繫計劃和義工聯繫計劃。

澳洲政府的高齡改革計劃口號就是「活得更長久，活得更精彩」（www.livinglongerlivingbetter.gov.au）在不同

領域提出很多挑戰及轉變。這些轉變是不可避免的，因為當政府面對人口老化問題時，提供更多以社區為基礎的支援及家居服務將勢在必行。因此，在這充滿競爭的處境及政府的嚴格監管下，我們必須積極主動及創新我們的服務計劃。

同時，我們必須繼續鞏固現有的基礎，透過人力資源、財務、資訊科技、管理和危機應變等發展，以滿足政府嚴謹的標準和要求。

未來的日子，我們的社區照顧服務將會繼續擴展，我和我的團隊上下一心，竭盡全力，以確保盡可能達到最好的服務標準。發展我們的系統和流程，改善我們的評估和質量保證，以滿足現在和未來的長者及照顧者的需求。

我們期望員工努力做好自己的工作，並鼓勵持續改善的工作態度。我們的意見交流是公開和透明的。我們勇於承擔責任，讓工作做得更出色更專業。表現優秀的會加以表揚，並一起慶祝我們的成功。

我深信我們已裝備好去迎接未來種種的機遇和挑戰，願我們一起努力攜手邁向高齡照顧服務新紀元。



加入澳華療養院基金，這是我職業生涯中見過最龐大的亞洲大家庭。

加入澳華療養院基金，讓我重新熱愛中國傳統節日，這是我過往在澳洲從沒有過的。

加入澳華療養院基金，讓我認識合乎文化護理服務的重要性，這是我過往在澳洲從沒有過的。

加入澳華療養院基金，讓我有機會在我的工作中再運用中國人的溝通技巧。

就是這樣，我加入澳洲最大的華人高齡服務團隊。令我體驗最深刻的，就是看到一群來自不同領域的中國專業人士，一起以熱情並投入地服務我們的長者同胞。特別在悉尼慶祝中國傳統的文化節日中，令我倍覺溫馨。在過去一起慶祝的中秋聯歡午宴、中國農曆新年、聖誕聯歡晚宴及員工同樂日裡，我們都可以看見長者和員工的親切笑臉。

能在基金會信託人、行政總裁和護理總監的帶領下工作，讓我感到莫大的榮幸。由於他們專業的精神和無私的奉獻，以致我們能提供最高質素的護理服務。他們的精神激發我在規劃及傳遞服務的時候，應該將每位長者及員工的需求放在第一位。

我很感謝有機會在澳華療養院基金這個大家庭內學習

和成長。我致力追求卓越的員工管理，支持我們的團隊，並以他們能為悉尼華人社區提供優質的高齡院舍服務而引以為傲。

作為護理經理，我負責管理三間院舍的護理服務，並協助每間院舍院長的工作。我全力投入參與三間院舍的高齡護理審核標準(ACFI)。高齡護理審核標準是一種評估工具，來評估每位住在院舍的長者服務需要，反過來說，政府同樣依據這評估標準給與資助院舍，讓院舍護理服務能維持日常運作。因此，我必須確保我們的院舍能符合並達到高齡護理評審標準的要求，就是政府所訂定的四大護理標準和四十四個預期效果。我的任務就是要面對變化及變化帶來的種種挑戰。澳洲高齡護理服務現正進行有史以來最大的變革，口號就是「活得更長久，活得更精彩」，正考慮強制性押金同時伸延到高度護理服務，相信這些變革定必為高齡護理服務帶來更多反思，好讓我們的服務達致更有效率和果效。

我將竭盡所能，讓澳華療養院基金的運作系統能適應高齡服務的變革，努力改善並提高服務質素，讓長者得到更關懷備至的服務。在行政總裁的領導下，並在我的團隊及同事的支持下，我溫柔謙卑，同時信心十足地迎向未來的挑戰。



歡迎新同事

- * 二零一三年二月十二日 梁淑儀小姐加入沛德中心任職社區服務工作員
- * 二零一三年二月十九日 楊雄女士加入社區服務部為義工主任
- * 二零一三年五月二日 郭碧鶯女士加入陳秉達療養院為行政助理
- * 二零一三年五月十三日 關淑雯女士加入家居服務部為家居服務經理
- * 二零一三年五月二十二日 戴嘉倩小姐加入周藻泮療養院為行政助理

梁淑儀



楊雄



郭碧鶯



關淑雯



戴嘉倩

