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My Past, My Present and My Future in Work Mr. Peter Fung

Director of Nursing, Chow Cho Poon Nursing Home



Being a person not particularly used to express in writing, it is really a big challenge when I was asked to write about my past work-life and my forward looking into the new responsibilities to the new facility in Hurstville. Furthermore I am not the sort of person who uses to look back and immerse into memory. In fact I am one who enjoys the present but will worry a bit about the future.

Looking back along the path of my life, I believe myself to be a person who always trusts *Fate* 緣. I do not come from a rich family. In my memory, my parents had to work very hard for our living. I did not aim at studying any specific subjects while I was in high-school to enter a particular profession. To my understanding at that time, there were only science and art subjects that I could choose and I chose the former without any idea where it would lead me to.

As a F.6 student in Hong Kong, holding a subscribed South China Morning Post (an English newspaper) under the armpit was a prestige gesture. Yet I believed the column that most of my classmates were frequently reading was only the column of HK Government Vacancy advertised every Saturday. One day all my good mates told me that they would apply for the government student nurse position being listed. Since my matriculation started, I understood that there was only a very slim chance that I could enter a university in Hong Kong. Studying overseas would only be a fantasy. Being the eldest in the family, it was about time for me to enter the

society, get a job and be independent. There were 3 types of work that I would like to have, namely an airline staff for cheap airfare to see the world, a bank employee for cheap home loan to own a unit easier or any government job for an unbreakable "iron rice bowl". Since everyone was applying, I thought I might as well apply too even though I was only holding a child ID card at that time. On the day of the written examination, I found most of my classmates were there in the exam hall which was filled with hundreds of applicants and, in fact amazingly, there were only 3 classmates (a class of 46 students) attending school that day according to those who did not go. Believing every classmate's performance was almost the same (because we were in the same matriculation class), I was so lucky to be the only one who had a letter stating that I passed the examination and would have an interview following. No doubt I went through all the processes and secured a position, yet I needed to wait a bit longer until after I turned 18 to join the work-force. Otherwise I would be the nursing classmate of a colleague in Bernard Chan Nursing Home. One could imagine how many envy or jealousy there would be from my classmates at that time since so many of them who wanted to be nurses did not make it. Wasn't that *Fate* 緣 that is working.

I did my basic nursing training in Queen Mary Hospital where sunsets and ocean-views were just part of our daily life. After graduation I started working in an Orthopaedic unit where I met a beautiful sweet young nurse. Despite it was not the boyfriend-girlfriend thing when we first met each other, I was so lucky that she was brave enough to marry me later and became the mother of our 2 children. This was definitely *Fate* 緣 that is working.

Without any particular aiming at career development, I was quite happy and feeling contented to be a registered nurse working till my retirement and peacefully being the husband and father in the family. After also working in A & E Department, medical unit, surgical unit, private mixed unit then rehabilitation unit, I was seconded by the Hong

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Kong Government to attend a rehabilitation course in Perth in 1986. My wife and son joined me in the 2nd half of the course. It was at the time our family had the first taste of a western life-style which prompted us of considering migrating to Australia.

After completing the contract with the HK Government because of the sponsored training that I took, I decided to come back to Australia (University of Newcastle) to further my study. It would upgrade my qualification to a nursing degree and secure me a NSW registration as well as the qualification to apply for migration to Australia. The degree course that I attended was a 4-year one (some subjects were moved to post-grad programmes a few years later to make the course 3-year as at present) and being an overseas qualified RN, I had an exemption of 2 years in the course. That still meant that I had to separate with my wife and son for 2 years in order to have this key to enter Australia. It was to us quite a hard time and big sacrifice not mentioning that I was told by my senior, when I handed in my resignation letter, my name was on the promotion list. It did not matter. It's *Fate* 緣.

My aged-care nursing experience started when I returned to Hong Kong in 1990 after attaining my nursing degree. One of my uni-classmate (also from Hong Kong) recommended me to the hospital that she was working in because her hospital had a plan to convert their orthopaedic rehabilitation wards to become a geriatric unit. They needed a nursing officer in a male ward. I had never dreamed of not working for the HK Government. My plan was to apply a RN position in a government hospital again. It was so fortunate to me that I did not have to worry about job seeking and instead I could get back a position that I would have been promoted to if I did not resign for further studying 2 years ago. One thing I would like to mention is that this small Christian hospital in Tseung Kwan O, Haven of Hope Hospital, has a beautiful and supportive culture among their staff and patients which made my work there as enjoyable as in ANHF. Despite the matron at that time knew that I would eventually move to Australia, I was still given the opportunity to attend an aged-care nursing course (run in Thailand by a British organisation) and a further promotion. Wasn't that *Fate* 緣 that's matter?

Working till the last week before my visa expired, I had to sadly leave Haven Of Hope Hospital and came to Sydney for permanent settlement. Without particular ambition as usual, I found a R.N. position in the aged-care unit of St. George Hospital. I chose aged-care again because I promised my then colleagues in Haven of Hope Hospital that I would remain in aged-care nursing where they thought I belong to. When I was the acting Nursing Unit Manager of the aged-care unit (asked to relieve) in St. George Hospital and worked 9-5 Mon-Fri, one of my friends told me that the nursing home that he was working in was looking for relieving/casual RN doing weekend nightshifts.

Since my wife could not work because of child-minding and I wanted to earn a bit more, I took the offer and worked in a nursing home the first time. It was a nursing home with a lot of Chinese residents to whom I could use my own language again. I found it incredible being able to use my Cantonese again and to serve Chinese better in Australia. And one day in 1998 when the management of ANHF gave me a call talking about an employment opportunity in ANHF, I applied for it, took the offer and started to become the N.U.M. of Chow Cho-Poon Nursing Home. Wasn't that *Fate* 緣 is working giving me a good job unexpectedly and I could use my Chinese language again in an English speaking country.

Here in Chow Cho-Poon Nursing Home, God gave me a very great and wonderful team. They helped me understanding the running of the nursing home when I first started and assisted me to implement a lot of changes for the preparation of the 1st accreditation in year 2000 and subsequently every audit following. Here I need to thank the management who gave me a lot of freedom and flexibility to write part of the policies and implement the changes as required. I also really want to thank all the staff in Chow Cho-Poon N/H for their patience to all my weird thinking and their tolerance and acceptance to the extra work and duty that I needed them to carry. I could not promise them anything at that time. What I could say was that I would try my best to fulfill their needs (in a fair and possible way) and in return they should fulfill needs of our residents and their families/friends with quality. I love Chow Cho-Poon Nursing Home and I believe my colleagues all do too. Why do I love it? I don't know. What I know is that it is another gift that God gave me in the path of my work-life. It must be *Fate* 緣 that is working. I will certainly miss them dearly after my transfer to the new 3rd nursing home.

Looking into the future, it is still quite blank to me. I did not purposely ask for or planned for anything in my career as in this time. I only believe that it is my turn to take some extra responsibility during the development of ANHF. I hope I have the ability to face all the challenges. However I will certainly do my best to overcome any when it comes. I believe in *Fate* 緣, so I will let it guide me to the destination that it has already planned for me.

P.S. Although I said in the beginning that I am not the person who use to express my feeling in writing and to immerse in memory, in some stages of making this article, I really enjoyed remembering my past / reminiscence and could not stop writing them out. I think I must be getting old now. Furthermore when I first settled in Australia as a migrant, because of Haven Of Hope Hospital, I had a chance to know a Chinese generous benefactor (who is also a benefactor to our Foundation) and a possibility to work for him. Because of time factor, it did not realize. After transferring to our 3rd nursing home in Hurstville, my link to this gentleman is re-establishing. This is definitely *Fate* 緣.



My days in Chow Cho-Poon Nursing Home

Ms. Attie Cheng

Deputy Director of Nursing, Chow Cho Poon Nursing Home

spot checks and site support visits, I know unequivocally that if we work according to the standards, we will always be ready in achieving desirable outcome.

In December 2009, I received a memorandum from General Manager (Ada Cheng) announcing that Peter has been successful in acquiring the position of Director of Nursing of Lucy Chieng Aged Care Centre in Hurstville. Peter's present position (Director of Nursing in CCPNH) will be succeeded by me. It will be effective in the middle of August 2010. Through the foregoing promotion, I will become a DON. Undoubtedly, I deem it an honour given to me by ANHF. To return for the above trust and confidence in me, I will continue to commit myself to do all my best in CCPNH.

I still remember the first time I came to Chow Cho-Poon Nursing Home (CCPNH) for my job interview in 1997. I drove through the main electric gate. The entrance was on right side of the driveway. When I walked through the pathway, I could see the activity room through the small court yard. Some elderly residents were participating in a certain activity inside. Such a harmonious picture is still vividly impressed on my mind. This place looked like a home with warmth and serene ambience to me.

After I had started working in CCPNH, I found that it was a home of comfort not only because of the pleasant working environment but also due to the care and support the staff reciprocally showed to one another. This is one of the reasons why I am still working here today.

At the beginning, I worked only as a casual registered nurse (RN). Later when the shift was available, I worked permanently in nightshift. Because of my family commitments and I was doing my post graduate degree courses in Aged Care Nursing and Nursing Management at that time, nightshift gave me more flexibility to manage my time and look after my family. Nightshift inspired me that no matter what shift we do, we can always work together as a team.

In 2002, I was promoted to Clinical Nurse Educator. I had the opportunities of being an occupational health and safety coordinator as well as a quality assurance coordinator, overseeing catering department and providing in-service training to CCPNH staff. Through these responsibilities, I knew the importance of adherence to the ANHF policies and regulations of Aged Care Services with a view to keeping up with our standards and providing good quality of care services to our residents.

In 2004, I was promoted to Deputy Director of Nursing (DDON). As a DDON at that time, the greatest challenge was facing the accreditation. However, I was not alone. I received supports from ANHF executives, DON, RNs, AINs and all our CCPNH staff. I was touched by the fact that we all worked together and prepared for the accreditation with collaborative efforts. Through the

As I look back all these years in CCPNH, I can unreservedly say that ANHF is indeed generous in providing supportive trainings to its staff. My knowledge and insights in aged care services are also substantially developed by attending conferences, courses, seminars, and workshops, etc. Through these relevant trainings, our staff can keep up with new skills and up-to-date knowledge for applying in our workplace which enable us to consistently meet the standards and requirements of the government.

In CCPNH, many of our staff members have been working for more than 10 years and some of them over 20 years. Evidently, it shows that our staff members love to work here. From time to time, I receive complements from relatives, visitors and allied health professionals during their visits to our home. They always tell me that our staff not only do their jobs but also work with their hearts.

Every day when I go to work, I still pass through the same gate, same driveway, and same pathway to the home. Because ANHF is expanding speedily, our staff's roles are changing. More opportunities are waiting for our competent staff to fill up. Five of our AINs completed the AIN Certificate IV course last year and have become senior AINs. More opportunities will also be available for the motivated staff to pursue due to the rapid growth of ANHF.

To conclude my thought, I am proud to be part of the care team in CCPNH. I have committed myself to work conscientiously with other members in the team so as to provide quality and culturally appropriate services to our residents. I have confidence in our top level management with their visions and strength to lead ANHF continually.



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GOVERNMENT RECOGNISES OUTSTANDING SERVICE FROM LOCAL NURSE — Media release

Minister for Ageing, Justine Elliot and Member for Watson, Tony Burke today recognized the commitment and dedication of local assistant nurse Ms. Susan Su-Ning Shi, presenting her with a Community Service Award.

The award recognizes individuals or organizations providing outstanding service to older Australians.

Minister Elliot and Mr. Burke presented the award during an official visit to meet staff, residents and volunteers at the Chow Cho-Poon Nursing Home in Earlwood.

Ms. Shi has been working at Chow Cho-Poon Nursing Home for the past 15 years where she has provided high quality care to the residents.

Minister Elliot said: 'Ms. Shi is a worthy recipient of the award and an inspiration to other staff at the nursing home.'

'Her dedication and commitment to residents is outstanding especially to those residents who do not have a family.'

'The Rudd Government recognizes that a highly trained, motivated and dedicated workforce is the key to high quality care and Ms. Shi is a reflection of this.'

Member for Watson Tony Burke congratulated Ms. Shi, and said the award was a reflection of her commitment to the community.

'Dedicated staff plays a vital role in aged care system and Ms. Shi's commitment to looking after the elderly for over 15 years is outstanding,' Tony Burke said.

'I look forward to catching up with the staff and residents of Chow Cho-Poon Nursing Home, an important institution in our community for older Australians.'

'Aged care is so important to our community and I am pleased that the Minister for Ageing was able to visit Earlwood to meet with local seniors and see the high quality care provided at our local aged care facilities.'



I am an occupation therapist

Ms. Carol Sin occupation therapist

‘Now that you’ve got the shower chair, you can sit down to take a shower comfortably!’

‘That sounds great!’ replied Ms. Yip with a beaming smile.

As an occupational therapist, sometimes I have to recommend my elderly clients to use rehabilitation equipment to assist them in their daily activities. Some are happy to listen to such advice, however, some insist not to.

‘It’s such a hassle to use that kind of equipment!’ ‘That was just an accident last time when I fell off.’ ‘Don’t worry, I’m ok!’ ‘I’m just afraid I will have to rely on this if I don’t depend on myself.’ From the above, we can easily find that to persuade the elderly to use rehabilitation equipment such as shower chair or commode chair can be a very difficult task sometimes.

However, to some extent, it is hard to convince elderly clients because of the following reasons. First of all: inconvenience. In addition, it is emotionally hard for elderly people to accept the truth that they are physically declining. Putting ourselves in their shoes, we can readily understand their situations and feelings.

Time flies. I have graduated from University of Newcastle for a while. While I worked in Hong Kong, I served in different disciplines like geriatrics, pediatrics, pneumoconiosis rehabilitation, psychiatrics and so on. I had not only improved my professional skills but also gained different experiences in these years. I had the opportunity to get in touch with different professions and health professionals from a multitude of departments and organizations.

I know how important teamwork is. To achieve treatment objectives we cannot just work alone. My years in Hong Kong was a time when the number of medical professions was declining, with the implementation of the enhanced productivity program. Our department also had to consider using the least possible resources. For example an elderly person who could not walk properly or could not go out by him/herself would suffer significantly in his/ her quality of life. As an occupational therapist, when I considered prescribing a power wheelchair for him/ her, I had to think about the opportunity cost. If I chose the powered wheelchair, certainly that client could go out for shopping or yumcha or other activities that would improve his/ her quality of life. But this might affect thousands of other elderly clients who might need resources like installing handrails or purchasing rehabilitation equipment. Viewing from this angle, I had to purchase a manual wheelchair for this elderly person and organize home care instead to make sure he/ she would still have the opportunity to go out. These experiences were really precious to me.

I feel very glad and lucky to have the opportunity to join ANHF, first as a volunteer then, a staff member -- from Stanley Hunt to So Wai and to EACH. The love and care from my elderly clients are positive reinforcements in my work. I am also convinced of the importance of cooperation among volunteers and staff. I have learnt so much from my workmates and supervisors. I feel really thankful to my team leaders and colleagues for all their continuous support and encouragements. I think I still need to learn more. I hope I can keep progressing in the future and provide elderly people with more professional and even higher quality service in occupational therapy.

Activity Photos活動花絮 – Nursing Homes 療養院



生日快樂

Mrs Sau Chun Kwok turned 105 on 5/04/2010. Mr. John Sidoti, Mayor of Burwood, came to the nursing home to present her with a bouquet of flowers. The other lady in this photo is Lucy, one of Mrs. Kwok's daughters.

四月四日是郭秀珍女士一百零五歲生日，寶活區市長Mr. John Sidoti特別親臨陳秉達療養院，送上鮮花向郭女士賀壽，陪伴郭女士身邊是郭女士其中一位女兒Lucy。(BCNH)



Wishing our elderly residents a very prosperous Chinese New Year through lion dancing

舞獅向長者拜年 (BCNH)



Well wishes from the lion dance team

舞師隊恭祝各位長者龍馬精神 (BCNH)



Enjoying a game of puzzles

住客投入地參與砌圖遊戲 (CCPNH)

Activity Photos活動花絮 - Day Care Centres日間活動中心



So Wai Centre 2nd Anniversary Celebration
蘇懷活動中心兩周年,董事局成員與長者合照 (SWLAC)



Our fabulous Easter eggs
開心完成復活蛋,大功告成! (SWLAC))



Clients playing ten pin bowling
長者齊齊打保齡球 (SHC)



Making cultural snacks for the Chinese New Year
一起做新年油角 (SHC)



回顧與前瞻

馮國明先生 周藻泮療養院院長



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我是個不習慣以文字來表達自己的人，要我寫出我工作的過去、現在和未來，對我來說，確實有點難度。再者，我從來不愛懷緬過去，反之，我是個喜歡享受現在，但又常擔心未來的人。

回望過去，我相信我是個信緣的人。我並非來自一個富有家庭，記憶中，父母都要非常辛勞的工作，才能維持家計。中學期間，我從沒認真考慮過要為將來找甚麼工作而選讀那些科目；在我理解中，只有文科和理科的選擇，我雖然選擇了後者，但我對將來並沒有甚麼計劃。

中六那年，作為一個預科生，在腋下夾着一份英文南華早報，會自覺非常有型，但同學們最常閱讀的，不過是逢星期六刊登的政府空缺那一欄。有一天，我的好友們告訴我，他們將會申請政府學生護士一職。那時我想，雖然我正讀預科，但能入讀香港的大學，機會真的很微，到海外留學更是痴人說夢；既然是長子，我想早點獨立出來社會工作，找份穩定的工作對我來說更實際。當時我的理想職業有三類：一）航空公司，等於將有平價機票周遊列國；二）銀行，等於將可享受低息供樓；三）政府工，等於持有鐵飯碗。可笑的是

那時我只持有兒童身份證，就跟著同學們一起申請，筆試那天，在數百個申請者中，到處可以找到相熟的臉孔；後來聽沒有參加筆試的同學說，那天我們班裡四十六人，只得三人上課。我雖然無心插柳，卻受到幸運之神的眷顧。我相信當我接到那一紙合格通知書，曾經引來不少立志作護士的同學們羨慕或妒忌。由於我當時還未滿十八歲，最後雖然通過了面試和體檢，還是要等到滿十八歲後才能正式入職。這難道不是緣嗎？

我於香港島西南半山區擁有無敵海景及醉人日落的瑪麗醫院進行我的護士培訓課程。畢業後第一個分配的工作崗位是骨科病房，在那裏我認識了一位年青、漂亮、活躍又可人的女同事。雖然開始我們並不是以作為男女朋友地交往，可真幸運地，最後她還是很勇敢地下嫁於我，並為我們的家庭添加一兒一女。這肯定是緣份的安排。

我是個滿足現狀，樂天知命的人，能夠平凡地做好妻子的丈夫、孩子的父親的角色，又有一份安穩的工作，就算做個「兩柴」（普通註冊護士）至退休也很滿足，所以我從不會為升級而操心。往後我在急症室、內科、外科及私家病科也工作過；一九八六年，我在復康科工作時，因為得到上司的推薦，有機會到西澳柏斯參加了一個復康護理課程。在課程的後段，妻子帶著那時尚年幼的兒子來陪伴我，使我們有了一些在西方國家生活的體驗，因而開始我們往後有了移民澳洲的打算。

當完成因復康護理課程而和香港政府簽訂的合約後，我便決定回澳洲，到紐卡素大學供讀護理學士學位課程，使能拿到紐省註冊護士資格，以便日後申請移民。那時

護理學士學位課程需時四年（現在的只需三年，有些那時的科目，現已變成研究生文憑或碩士課程的科目），因有海外註冊護士資格，免去兩年，但還是意味着我要與妻子和兒子分開兩年呢！另一犧牲則是，當我投交辭職信時，上司告訴我，我的名字已在升職名單上；但那時我去意已決，再無留戀，這也不就是緣嗎？

我的老人科護理知識和經驗，該在一九九零年取得學士學位後，回港預備申請移民澳洲時開始。回港後當務之急，當然是想立即找回一份工作；而我最熟識的，就是政府醫院註冊護士。我特別感謝一位同樣來自香港的大學同學，她的推薦使我很快地能在她工作所屬醫院的改組計畫中，讓我申請到老人科病房護士長一職。這不僅免去我到處尋找工作之煩惱，更使我得回於兩年前因離職進修而失去的晉升機會。值得一提的是，這所位於將軍澳的基督教靈實醫院，無論是員工之間，還是員工與病人之間，都充滿著濃厚的關愛、真誠及互助的氣氛，令我深受感動。那時的護理總經理，知悉我有既定的移民計劃下，仍然給我機會到泰國接受一個由英國機構負責、專為拓展(亞洲)老人科服務的護理課程，還給我再晉升的機會，以負責全院的老人科護理服務，這可真是緣份的安排。

懷著依依不捨的心情，在靈實醫院工作至移民簽證到期前一星期，我們一家便移民來到澳洲定居。作為新移民，因為不想花光僅有的積蓄，來到澳洲後最希望就是盡快找到一份固定的工作。又因過去我曾答應過靈實醫院的舊同事，我會留在老人科，於是就在聖佐治醫院的老人科病房裡，找了一份全職的註冊護士工作。在那期間，有一位和我差不多同時間移民的朋友告訴我，他作替假的療養院(nursing home)尋找短期的週末夜班替假註冊護士。剛巧那時我正開始署理護理單位經理的職務，工作時間是朝九晚五；另一方面又因子女還小，太太未能工作，我想多賺點外快，故很快我便接受了這份兼職，展開了我在療養院工作的新一頁。那所療養院內有很多華人長者聚居，使我原以為不可能再用的華語，但在這裏卻能有需要的華人長者提供最佳的照顧。一九九八年，我接到基金會當時高層的一個有關職位空缺的電話，使我正式脫離醫院工作，全面投入周藻泮療養院的護理單位經理的職務。我真的從沒想過在這個西方英語國家裏，能重用自己的語言，去照顧自己的同胞；這一定是緣份的安排。

在周藻泮療養院工作的這段時間，上天賜給我一班很好的隊工同事。在我開始學習院舍服務時，他們協助我明白周藻泮療養院的運作，及和我共同為二零零零年第一次政府審核(accreditation)及以後的檢查，推行了很多新措施。回顧過去，我很想感謝高層們給我的信任和自由，使我能在無約束下完成院舍部份的政策，並推行新措施；我更多謝每位周藻泮療養院的同事，能容忍我很多古怪的想法和脾性，並對他們額外的工作及責任承擔的要求。其實在那時，我真的不能夠答應他們甚麼，只能答應他們我會在可能及公平的範圍下，滿足他們的要求；而他們則須要對以我們院舍為家的耆英們及其家屬朋友，提供高水平的服務。我愛周藻泮療養院，我相信我的同事也一樣。為何我愛周藻泮療養院？答案是不知道，也許這是緣份，在我工作這路途上，給我的另一份禮物吧！很快我便要離開這裡，到新院舍錢梁秀容療養院工作了，我真的希望到那時候，我能放得下對他們無比的掛念。

展望將來，對我來說也是和既往一樣，一般的空白。我對自己的未來，甚少有任何要求；我只是覺得這次應該是我為我們機構的新發展，盡一番力的時候了。應付未來的新挑戰，我希望我能有足夠的力量，但無論如何，當障礙來到面前，我一定會盡力跨過去。既然相信緣份和命運，就讓它帶領我到應該到的目的地吧！

後記：雖然開始時說過我不習慣寫作和懷緬舊事，但當開始寫著這篇文章的時候，我還是覺得很享受，還有一種欲罷不能的感覺；我想我真的老了。另外，初移民來澳洲定居時，因靈實醫院的關係，本有機會為一位善長工作（那善長也非常支持我們澳華療養院基金），但因時間不吻合等各種原因而不成事；現在我將到新的錢梁秀容療養院開始新的工作，想不到卻有機會與他再結緣，世事玄妙莫測，一切原來早有安排。





我在周藻泮的日子

鄭玉雲女士
周藻泮療養院副院長

第一次踏進周藻泮療養院是一九九七年，那次我是來周藻泮療養院面試。直到今天，我仍然清楚地記得那天當我駕車駛過大閘，經過駕駛道，沿著小徑走向入口時，透過花園外的玻璃窗，清楚看一群長者正一臉歡愉地在活動室內玩耍談笑，這幅和諧愉悅的圖畫即時映入眼簾，讓我感覺這地方就像家裡一樣溫馨寧謐。

當我開始在周藻泮療養院工作後，我才發覺這裡像家一樣舒適自在，不單因為這裡的工作環境，更重要是這裡的員工能夠做到彼此關心和互相支持，這亦是為甚麼直到今天，我仍然在這裡工作的原因。

最初我在這裡只是散工護士，後來才轉為長工夜更護士，我之所以選擇夜更工作，因為夜間工作時間較為彈性，既方便我照顧家庭，也可以讓我繼續完成那時正唸的高齡護理及護理管理的學位課程。夜更工作同時讓我強烈地感受到無論我們的工作是日更還是夜更，我們都是工作在一起，都是團隊工作。

二零零二年，我被擢升為臨床護士導師，同時出任職業健康及安全主任，並品質協調主任，同時需要為周藻泮療養院的員工安排內部培訓。透過貫徹執行這些職責，讓我體會澳華療養院基金對高齡服務訂定的政策和守則的重要性，我們必須遵從這些守則才能為住客提供高質素的高齡服務。

二零零四年，我被擢升為副院長。作為副院長，最大的挑戰是要面對政府的評審。幸運地，因為得到澳華療養院基金的管理層、院長、註冊護士、護理員及所有員工護理員及所有員工的協助，讓我感到自己並不是孤軍作戰。為了應付政府的評審，我們一起並肩作戰，共同努力，這過程令我深受感動，我深切感受到院舍要達到標

準，必須時刻保持最佳狀態，才能達致理想的成果。

二零零九年十二月，我收到澳華療養院基金行政總經理（鄭賜霞女士）發出一份通告，宣佈馮國明院長成功地出任好市圍市錢梁秀容療養院的院長，而他在周藻泮療養院院長之位將會由我擔任，這通告將於二零一零年八月正式生效。通過這次內部的調遷，我會成為周藻泮療養院的新院長，我實在非常感謝澳華療養院基金長久以來對我的信任和支持，我將竭盡所能在周藻泮療養院工作，以作回報。

回顧我在澳華療養院基金工作這段日子，我很感謝澳華療養院基金慷慨地為員工提供支持和培訓，透過不同的會議、課程、講座和實習等，增進我對高齡服務的視野和知識。同時，我們的員工亦從各式不同的培訓，吸收最新的知識和技巧，在工作崗位各自發揮所長，才能達到澳洲政府的標準和要求。

很多員工在周藻泮療養院工作超過十年，甚至二十年。無可置疑，我們的員工都很喜歡在這裡工作。員工們日積月累地這裡工作，與這裡的長者、長者家人、朋友，以及醫護人員建立深厚的關係，他們都異口同聲，稱讚我們的員工，是以愛心照顧及服務長者。

現在我每天仍然經過同一道大閘，同一條駕駛路，同一條小徑，然後走進療養院。今天澳華療養院基金發展一日千里，作為員工必須配合與時並進。澳華療養院基金給予員工很多不同的進修機會，像去年有五位護理員修讀完成護理四級證書課程後，現已擢升為高級護理員，澳華療養院基金願意給予更多機會給員工，協助他們積極追求自己的理想。

能夠成為周藻泮療養院其中一分子，讓我感到很驕傲自豪。我深信我們的管理層高瞻遠矚，定能帶領我們邁向更美好的未來。我將竭盡所力，與所有工作人員同心協力，為長者提供合乎文化的優質高齡護理服務，讓他們安享晚年。



周藻泮療養院

新州愛爾活區好美雅街一百一十三至一百一十五號

電話: 02 9559 4088

傳真: 02 9559 4233

電郵: ccph@anhf.org.au

陳秉達療養院

新州寶活區偉頓街五十八號

電話: 02 9744 1287

傳真: 02 9744 6587

電郵: bcnh@anhf.org.au

錢梁秀容頤康苑

新州金匙區嬉美街四百一十三至四百二十五號

電話: 02 9784 0888

傳真: 02 9784 0800

電郵: lcg@anhf.org.au

社區房屋

新州歐田磨區鍾士街五百二十八至五百三十八號

新州莎莉山區白楊街二號

電話: 02 9211 9838

傳真: 02 9280 0239

電郵: housing@anhf.org.au

沛德日間中心

新州歐田磨區鍾士街五百二十八至五百三十八號

電話: 02 9211 9838

傳真: 02 9280 0239

電郵: respite@anhf.org.au

蘇懷活動中心

新州寶活區偉頓街六十號

電話: 02 8741 0228

傳真: 02 9747 1637

電郵: sowai@anhf.org.au

社區夥伴計劃

新州金匙區嬉美街四百一十三至四百二十五號

電話: 02 9784 0838

傳真: 02 9784 0800

電郵: cpp@anhf.org.au

高齡家居照顧服務

悉尼東南區: 新州歐田磨區鍾士街五百二十八至五百三十八號

電話: 02 9211 9838

傳真: 02 9280 0239

電郵: cacpses@anhf.org.au

悉尼西南區: 新州綠田公園區綠田園路十七號

電話: 02 9753 3400

傳真: 02 9753 3500

電郵: cacpsws@anhf.org.au

高齡家居護理服務

悉尼西區: 新州金匙區嬉美街四百一十三至四百二十五號

電話: 02 9784 0868 / 02 9784 0869

傳真: 02 9784 0800

電郵: eachws@anhf.org.au

澳洲政府特別頒發獎項，表揚本地優秀助護史肅寧女士

老年部部長 Justine Elliot 及其成員 Watson, Tony Burke 特別頒發社區服務獎項給予本地助護史肅寧女士，以表揚她對工作的熱誠和貢獻。這個獎項是給予個人或機構，以表揚他們對澳洲高齡服務的卓越表現。

老年部部長 Justine Elliot 及其成員 Watson, Tony Burke 專誠來到愛爾活區周藻泮療養院，並在各員工、住客及義工前，頒發這獎項給予史女士。史女士在周藻泮療養院工作長達十五年，一直為長者提供優質的護理服務。

老年部部長 Justine Elliot 認為：「史女士是非常值得獲取這個獎項，這獎項亦對療養院其他員工有正面的影響。」「史女士對工作的熱誠和貢獻，特別對一些在澳洲沒有親人的住客，給予關懷和體貼的護理服務。」「以陸克文為首的政府深明高質素的護理服務必須來自良好培訓，積極和敬業樂業的員工，而史女士可說是實至名歸。」

成員 Watson Tong Burke 恭賀史女士，並說這獎項是反映她對社會的貢獻。Tony Burke 認為：「史女士盡心意力地照顧長者超過十五年，她在工作上卓越的表現，實在值得表揚。而在高齡服務，這些表現出色的員工是扮演著非常重要的角色。」

「周藻泮療養院一直是本地社區一間非常重要的高齡服務機構，我期望與這裡的員工及住客繼續保持緊密的聯繫。」「高齡服務對我們的社會非常重要，我很高興高齡部長能被邀請來愛爾活區探訪本地的長者，並看見本地高齡服務機構能有這樣高質素的護理服務。」（此文由英文版本翻譯而成，若有任何問題，均以英文原版為準）



我是職業治療師

冼若芝女士 職業治療師

「現在有了浴椅，可以坐低下來洗澡！」「好呀好呀！謝謝你呀！」葉婆婆笑着說。身為職業治療師，常常會建議長者使用復康用具，有些長者很容易接受，也有些十分抗拒：

「太麻煩了」、「那次跌倒只是意外」、「我怕造成倚賴」、「我自己知自己事」、「我還可以，不用擔心！」

要說服長者使用復康用具如浴椅、便椅等，有時是很困難。事實上，使用復康器具某程度上確實會帶來不便；當然，除了不便外，長者拒絕使用復康用具，可能還有其他的原因。也許，對於某些長者來說，要接受自己身體機能日漸退化，畢竟不是一件容易的事。其實，我們也不是一樣麼？多少時候，我們也像他們一樣，不想面對現實或忽略自身的需要，所以要說服長者，無論是有關用具的使用，或安全的生活習慣，除了需要專業而詳盡的講解外，更要耐心地聆聽長者的需要，並要有良好的溝通技巧，方能事半功倍。

不經不覺，我從紐卡素大學畢業已有一段日子。在香港工作期間，我曾服務於不同專科部門，包括老人科(geriatrics)、兒科(pediatrics)、胸肺科(pneumoconiosis rehabilitation)及精神科(psychiatrics)等，期間除了專業知識的增長外，更有其他的收穫。服務於不同的部門及機構，讓我有機會接觸不同的專業及不同領域的工作人員，令我深深體會到團隊合作的重要，要達到治療目標，絕不能單靠一人一力完成。另外，在香港工作這幾年，正值醫療界削減人手、推行資源增值計劃，我們職

業治療部當然也要謹慎地運用有限的資源。例如某位長者不良於行，無法獨自外出，影響其生活質素，身為他的職業治療師，在考慮是否為他配置電動輪椅的同時，也得考慮「機會成本」。我若把資源用於購買電動輪椅，這位長者或許可以自行外出，大大提高生活質素，但這樣做卻可能影響其他數以百計的長者，因資源不足而無法安裝浴室扶手或購置必需的復康用具。在這情況下，我就得另作安排，一方面省下買電動輪椅的錢留作他用，另一方面為該位長者購買手動輪椅及安排家居照顧服務，以確保他亦有機會外出行動。

這些經驗，對我來說十分寶貴。

在一個十分偶然的機會下，我加入了澳華療養院基金工作，從義工到職員，從沛德日間中心到蘇懷活動中心，並高齡家居護理服務，我感受到長者們對我的關愛，體會了義工及員工彼此的合作無間，也從同事和主管身上學到很多東西。這些日子以來，感謝多位上司對我的支持和鼓勵，我仍有許多不足之處，但願在未來的日子，繼續不斷進步，以能為各位長者提供更專業更高質素的職業治療服務。

