



# Australian Nursing Home Foundation - Newsletter

Volume 4 - December 2010



Wishing you a Merry Christmas and a Happy New Year!

*Together as a team, we can make a difference!*

Merry Christmas, I am Kathy Peng. I joined the home care team of the Australian Nursing Home Foundation early this year. Our home care team includes low care and high care packages and we deliver tailored care programs to the Chinese elderly at their own home. Our service areas cover South East, South West and the Western Sydney regions.

The provision of home care services can be challenging as we frequently encounter dilemmas of all kinds but nevertheless what we have achieved and the difference we have made to our care recipients and their families are priceless and rewarding.

With my passion for looking after the elderly population, I choose to work as a geriatric nurse at Westmead for the last five years. I have been able to establish a great rapport with the elderly patients naturally. I admire their wisdom and their ability to face challenges with resilience and determination. I cherish their remarkably diverse life experience and knowledge. I pay high tribute to them as I witness their love and commitments for each other until the last days of their life. They are my resourceful teachers and my life is enriched because of being with them, looking after them and sharing their stories.

My journey and involvement with home care services has been amazing. In the beginning I was excited to help the Chinese community as we are from the same ethnic background. Somehow along the way, I found it extremely difficult to remain objective as I watched carers and families struggling to look after their love ones at home. Their persistence and sacrifice was beyond my imagination. My feelings was mixed with doubt and regret as I have become judgmental by proposing institutionalized care for their beloved family members without considering how hurtful my suggestion was to them.

As I have taken my time to reflect what I have done, I have learnt that my care recipients and their families do not need my criticism or disapproval, rather my unconditional support and assistance. They need me to listen actively and to share their empathy. I have also learnt to respect their choice of rejecting nursing home placement as I have gained an understanding of their past and present. Care recipients and carers are delighted to share their life stories with me by showing their family albums and meaningful memento. Those moments are emotional both for me and the families. I have now developed a special connection with all of my clients and their families and I feel privileged to be involved in caring for their love ones.

I contend that there is no difference between nursing an older person in an acute care setting and in their own home as long as we all uphold a positive attitude towards the elderly. Like many other cultural groups, the Chinese tradition is to respect and honor the elders. I am fortunate to have joined ANHF who is committed to take this value into action by delivering high quality and culturally appropriate aged care services for the Chinese community. Throughout the process of completing my tasks, I experienced the strong team spirit that we have and I am confident that together as a team, we can make a difference.



Mrs. Kathy Peng (back, third from left) and her EACH/D team.

Mrs. Kathy Peng  
EACH/D Coordinator



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## My Voice

Mrs. Winnie Koit  
CACP Coordinator



Life in the world: "birth, old age, sickness, death, bitter, happy," everyone has to face and experience, no one can escape, this is one of the scheduled life. Dark streak appears to be helpless, give us a lot of anxiety and distress, but we can positively to face, and pleasant joy to have been to every day, do not be afraid to speak above the "people destined to".

Australian Nursing Home Foundation is precisely this, for the elderly, high-quality, high efficiency, high effectiveness and "people-oriented" professional elderly care. The Foundation is dedicated to the elderly for the elderly comply with the cultural and linguistic environment, quality care and services to enable them to enjoy their twilight years. First of all thank the good work of a group of partners at the front of one another, co-ordination efforts and sweat, let us continue to improve the quality of service, so they get warm and take care of the elderly to enjoy life. Once again, thanks to our team of their effort, serious, careful needs of elders, for elderly achieved with to "live to old and live better" situation.

Secondly, I am pleased to be able to join Australian Nursing Home Foundation in one of their community services for the elderly in the past three years. I learned in the based of "love", giving of our care. Aged people are the targeted group for us and giving our care including material and spiritual needs. Age of larger, more concerned about their health, the lonely hearts of the elderly should alleviate their distress.

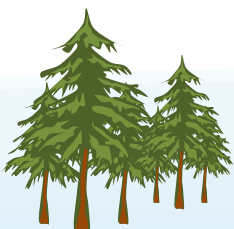
Remember Mencius said: "Well the old man of the old and the old", I began to understand the meaning of this statement, the whole phrase means "in honor their elders should not forget that there is no other relationship with their elderly." Confucius said: "So, people not only to pro-his parents, not only the son of his son, the old have eventually, have to use strong, fine a director, Qingua be lonely or disabled by key support." Harmony of the World Confucius and Mencius has said the idea is the same strain. The Chinese nation has long been the traditional "love" ideology, should carry forward!

Years of experience, saw many families because of cost issues, family relations, care of the sense of powerlessness and difficulties, deeply felt the pressure of modern family and helpless, but the current society, "raising children is not old age", the health care structure can not to do flexible services for the elderly, the occupancy costs of large organizations are too high, resulting in the average family cannot afford.

Every time I go visit the elderly when it is, I deeply appreciate that, with the "heart" to understand the feelings of the elderly, small "heart" to listen to needs of the elderly, "from the heart" to go into service, it is very important and fundamental. If we can really understand the feelings of the elderly, both from each small office needs of the elderly to consider, then, would be more caring for the elderly to provide services, so they still feel the dignity and a quality of life.



Mrs. Winnie Koit (front, first from right) and her CACP team







## Home Care Services

Mrs. Kathy Peng, EACH/D Coordinator

Growing older in Australia comes with many choices which include the choice about where you live. For many people, living in the comfort of their own home is an important part of ageing, but for some older people this may become difficult without extra help. This is where 'home help' or community care services comes into the picture - providing help with everything from housework, meals and personal care, to assistance getting out and about for social activities.

Started with 30 low care packages in 2007, the Home Care Team of the Australian Nursing Home Foundation has grown rapidly. At present, we have 58 low care packages and 18 high care packages granted by the Australian Government Department of Health and Ageing. We have home care packages that cover the areas of South East, South West and Western Sydney. Every day, no matter what the weather is like, our dedicated community care workers drive to clients' homes and deliver professional nursing care and support to clients and their families. Our home care team provides CACP, EACH, EACHD, CDCL and CDCH care packages to the Chinese ethnic community.

### Types of Programs allocated to the Australian Nursing Home Foundation

Community Aged Care Packages (CACP) are individually planned and coordinated packages of care tailored to help older Australians with low level care needs to remain living in their own homes.

Extended Aged Care at Home (EACH) packages are individually planned and coordinated packages of care, tailored to help frail older Australians with high level care needs to remain at home.

The Dementia Program (EACHD) packages are individually planned and coordinated packages of care, tailored to help frail older people with dementia, who require management of behaviours and services, generally including nursing, because of their complex care needs. These people would be eligible for high level care.

Consumer Direct Care (CDC) - This packaged care is about maximise a client independence and self-determination and restore capacity. The unpinning philosophy that the client is best suited to define their needs and preferences (a person centred approach) and is the principle decision encouraging clients' self-determination.

CDC Low Care - This level of care is similar to a CACP in that it will provide care services to people living in the community who have low level complex care needs. It may provide services such as personal care, social support, transport to appointments, home help, meal preparation and gardening.

CDC High Care - This level is similar to an EACH package in that it will provide care services to people living in the community who have high level complex care needs. It may provide services such as nursing, domestic assistance, in-home respite, personal care, transport to appointments, and social support.

All of the above programs are funded by the Australian Government Department of Health and Ageing.

Contact the Home Care Team of the Australian Nursing Home Foundation if:

You are an older person who is living at home who might need a little extra help from time to time? Or you are caring for an older relative or friend who wants to stay at home rather than go into an aged care home?

We speak your language and understand your needs.

Information sources:

<http://www.agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/Content/What+services+are+available-1>

<http://www.agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/content/CACP-1>

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-commcare-comcprov-eachdex.htm>

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-cdc-demonstration.htm>





**Chow Cho-Poon Nursing Home**  
113-115 Homer St Earlwood 2200  
Tel: 02 9559 4088  
Fax: 02 9559 4233  
Email: ccphn@anhf.org.au

**Bernard Chan Nursing Home**  
58 Weldon St Burwood 2134  
Tel: 02 9744 1287  
Fax: 02 9744 6587  
Email: bcnh@anhf.org.au

**Lucy Chieng Gardens**  
413-425 Beamish St Campsie 2194  
Tel: 02 9784 0888  
Fax: 02 9784 0800  
Email: lcg@anhf.org.au

**Community Housing**  
528-538 Jones St Ultimo 2007  
2 Poplar St Surry Hills 2010  
Tel: 02 9211 9838  
Fax: 02 9280 0239  
Email: housing@anhf.org.au

**Stanley Hunt Centre**  
528-538 Jones St Ultimo 2007  
Tel: 02 9211 9838  
Fax: 02 9280 0239  
Email: respite@anhf.org.au

**So Wai Lifestyle Activity Centre**  
60 Weldon St Burwood 2134  
Tel: 02 8741 0228  
Fax: 02 9747 1637  
Email: sowai@anhf.org.au

**Greenfield Park Day Care Centre**  
17 Greenfield Rd Greenfield Park 2176  
Tel: 02 9753 3400  
Fax: 02 9753 3500  
Email: haccsws@anhf.org.au

**Chester Hills Day Care Centre**  
25 Chester Hill Rd Chester Hill 2162  
Tel: 02 9753 3400  
Fax: 02 9753 3500  
Email: haccsws@anhf.org.au

**Community Partners Program**  
413-425 Beamish St Campsie 2194  
Tel: 02 9784 0838  
Fax: 02 9784 0800  
Email: cpp@anhf.org.au

**Community Aged Care Packages**  
**SE:** 528-538 Jones St Ultimo 2007  
Tel: 02 9211 9838  
Fax: 02 9280 0239  
Email: cacpses@anhf.org.au

**SW:** 17 Greenfield Rd Greenfield Park 2176  
Tel: 02 9753 3400  
Fax: 02 9753 3500  
Email: cacpsws@anhf.org.au

**Extended Aged Care at Home Packages**  
**WS:** 413-425 Beamish St Campsie 2194  
Tel: 02 9784 0868 / 02 9784 0869  
Fax: 02 9784 0800  
Email: eachws@anhf.org.au

## Dementia Chinese Helpline



**Ms. Bridget Tam**  
Community Services Manager



The Dementia Chinese Helpline is part of the National Dementia Helpline, and is one of the major services provided by Alzheimer's Australia NSW.

The Dementia Chinese Helpline service is relocated to ANHF

with effect from 14 October 2010 after the announcement at the press conference. This relocation of the operation of the Chinese Helpline to the Australian Nursing Home Foundation is a significant milestone in the provision of the service.

The Helpline is a vital link to dementia-specific information and services for the Chinese speaking community in NSW. Callers who ring the Helpline have access to trained Chinese-speaking volunteers who can provide appropriate, relevant and up-to-date information on memory loss and the signs and symptoms of dementia, as well as the services available to help them, in their own language. All information provided by the caller is kept strictly confidential.

Alzheimer's Australia NSW will support the staff and volunteers with training to ensure the high standard of service is maintained, with clinical supervision and by providing the appropriate resource material.

The Dementia Chinese Helpline freecall number 1800 300 386 operates on Monday, Wednesday and Friday from 9am to 1pm. Calls received outside the operation hours will be directed to the message bank, and return calls will be made on the next working day.

### Volunteers Wanted

If you have passion for dementia and a heart to serve the Chinese community, can spare a few hours every week, computer literate, understand English, speak Cantonese and Mandarin, then you are perfect for volunteering with the Dementia Chinese Helpline. Please call (02) 8741 0224 Ms. Bridget Tam to register your interest. Training will be provided by Alzheimer's Australia NSW.







## *New Page in My Life*

Ms. Suet Yee Cheung  
CACP Coordinator/CPP Officer



Many people say that stability brings happiness. I however, disagree with this belief. After my university graduation in Hong Kong, I frequently changed jobs, seeing them as an opportunity to look for challenges. Now that I have reached a certain age, society expects me to follow a stable career path. But I continued to search for enlightenment. This year, I resigned from my long term post as a local television producer and joined the aged care industry. While not many friends appreciated the decision, I believe that it is the right decision.

On the morning of 15<sup>th</sup> Oct 2010, I began my first day at the Australian Nursing Home Foundation. Unsure if I was competent enough to fulfill my duties, I walked into the Burwood office with a disconcerted feeling. Though I had connections with the Foundation while I was still a television producer, my knowledge about elderly services was limited. Furthermore, providing front line service was an entirely different matter in comparison to just reporting about it.

Gratefully, the General Manager Ada, offered me the position as a Community Partners Program Officer. Given the abundant resources available at ANHF, this invaluable opportunity enable me to learn the intricate practices involved with the aged care service system in Australia. Within a week days at work, I found that the aged service system provided by the dual levels government is too complicated for local seniors to comprehend, let alone elderly migrants whose English is understandably poor. In the last two months, Bridget and Rebekah have kindly taken me under their wing to assist them to provide information about aged services to the elderly at information days and day care centers. Through such practical experiences, I now understand the essential work that CPP workers provide to ethnic minorities.

As a Christian, I believe that each stage of our lives has a purpose. Ten years ago, my family migrated to Australia. At that time, my children were still young, my husband was studying. For the purpose of integrating the Australian culture and financial reasons, I worked as a cleaner and hospitality worker in a hospital located in the adjacent suburb of my home. And later, I was offered a position as a community aged care worker from another not profit making organization. While working in the hospital and being a community care worker required intensive labour, such experience about professional cleaning, hygiene and looking after frail aged person, were not only important, but also practical in our daily life.

Two years later, a local Chinese television station began broadcasting in Australia. Subsequently, I was able to return to my original career path as a current affairs program producer, the job nature similar to what I had done in Hong Kong in the previous decade. However, having produced numerous news programs for the Chinese community in Australia in more than nine years, I decided to quit and switch to an entirely new industry.

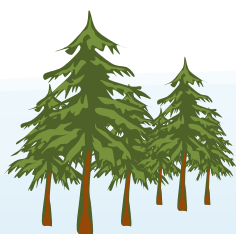
While I thought my past labour work was a mere transition occupation for my integration in Australia, now I believe that it was a foundation for my future path in the aged care industry.

At ANHF, apart from my position as a CPP officer and assisting headquarters with promotion work, I am also one of the coordinators for home care services and participating in launching a Government pilot program, Consumer Directed Care.

Under the leadership of Celia and Kathy Peng, Winnie and I worked alongside with frontline community care workers, striving to deliver quality services for the elderly.

Recently, ANHF has been allocated an extra 24 home care packages, allowing us to greatly expand its services. As a new member of this team, I see this as an honour.

Having worked for three months, I feel blessed for being a member in such a professional and dedicated team. I anticipate a lot of new challenges and learning opportunities but will treasure my experiences.



## Activity Photos 活動花絮 – Nursing Homes 療養院



18th Anniversary 十八週年院慶  
〔CCPNH 周藻洋療養院〕



The Hon. Peter Primrose, Minister of Ageing NSW,  
present a gift to the eldest from CCPNH  
新州高齡服務廳長彭路士致送禮物予  
周藻洋療養院最高齡長者〔CCPNH 周藻洋療養院〕



Morning Walk 私家車隊戶外散步  
〔CCPNH 周藻洋療養院〕

Visit So Wai Lifestyle Activity Centre 探訪蘇懷活動中心  
〔CCPNH 周藻洋療養院〕



Bible Study 研讀聖經・互相分享  
〔CCPNH 周藻洋療養院〕

Merry Christmas!





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



Luna Park Tour 遊覽月神公園  
(SHC 沛德日間中心)

This is my wife 吾妻嬌俏  
(SHC 沛德日間中心)



Let's celebrate Halloween 鬼馬萬聖節  
(SHC 沛德日間中心)



Clients & carers perform at Christmas party  
長者及照顧者大合奏  
(So Wai 蘇懷活動中心)



Dressing up Christmas tree 齊來佈置聖誕樹  
(So Wai 蘇懷活動中心)



Karaoke & group dancing 手牽手跳跳舞  
(So Wai 蘇懷活動中心)



# 澳華療養院基金 - 會訊

第四期 —— 二零一零年十二月



Wishing you a Merry Christmas and a Happy New Year!

## 攜手並肩，共創美好明天

彭何錦華女士

高齡家居護理服務主任

聖誕快樂！我是彭姑娘。我於今年年頭加入澳華療養院基金的家居護理服務，我們的家居服務是專為居住在家中的華人長者而設，包括低度護理和高度護理，服務地區覆蓋東南區、西南區及悉尼西區。家居護理服務是非常具挑戰的工作，我們時常要面對許多各式各樣不同困境的家庭，儘管如此，能夠幫助到有需要的長者和他們的家庭，讓我感到這份工作實在很有價值和意義。



彭姑娘(後排左三)與眾高齡家居護理服務同事合照

我喜歡照顧老人，所以我選擇做老人科護士，過去五年，我一直在悉尼 Westmead 醫院工作，與許多年長的病人相處愉快。從他們身上，我學習了許多人生真諦。我欣賞長者豐富的經歷和見識，更欽佩服他們面對挑戰時的智慧與勇氣，鬥志和韌力。在病房裡，我見證了他們在病危或已接近生命的終點時，仍然堅持彼此間的愛和承諾，更讓我肅然起敬。他們可說是我生命的導師，因為照顧他們，讓我有機會分享他們的故事，從而令我的人生更豐盛。

我在高齡家居護理服務工作的時間雖然不算很長，但箇中經歷卻讓我感到很奇妙和感恩。開始時，我感到十分興奮，因為我能以相同的文化背景去照顧周遭華人社區的長者。後來，我才發覺要做好這份工並不容易，特別當我看到許多照顧者，為了堅持讓他們所愛的親人繼續住在家裡，所付出的犧牲和努力，實在超乎我想像。因為工作的需要，我會向他們提出一些以為對他們有益的建議，想不到這些建議反而會對他們做成傷害，令我感到十分愧疚和矛盾。

當我靜下來，反思我所做的一切，才發覺那些長者和他們的家庭真正需要的並不是我的批評或反對，甚至不是我所提供的支援和協助；他們最需要的，是我細心聆聽和理解他們的感受。我也學習易地而處和尊重他們的選擇，特別當我知道他們過去的故事與現在的處境，就更理解他們為甚麼會拒絕入住安老院。那些長者和他們的家人，很喜歡和我分享他們生命的故事，他們會拿著珍貴的家庭相簿或紀念品來回憶過去，那一刻，我們都會很感動！現在我與這些長者和他們的家人建立很好的關係，在他們照顧至愛的親人這過程裡，我能有幸參與，讓我感到十分榮幸！

只要本著正確和積極的態度，我覺得在家照顧年老體弱的長者，與在病房裡照顧他們並沒有太大分別。跟許多民族一樣，中國傳統十分尊重家中的長者，當然更要尊重他們的選擇。我很開心能加入澳華療養院基金，他們的信念就是盡心竭力為華人社區提供合乎文化、語言及優質高齡服務。透過這份工作，讓我體會澳華療養院基金的團隊精神。因為有一班很好的同事與我攜手並肩，我相信我們一定可以創造更美好的明天！



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## 我的心聲

郭徐位莉女士  
高齡家居照顧服務主任



人生在世：「生、老、病、死、苦、樂」，每個人都要面對和經歷，沒有人可以逃避，這就是人的定命。看似灰黯無奈，帶給人不少的憂慮和困擾，若我們能積極面對，愉快喜樂地過每一天，就不會懼怕以上所講的「人的定命」了。

澳華療養院基金正正為此，為長者提供優質、高效率、高成效和「以人為本」專業高齡護理服務。基金竭誠為長者提供合乎長者文化和語言背景的優質護理服務，讓他們安享晚年。

首先要感謝一班在前線工作的好伙伴，彼此互相的配合，付出的努力和汗水，讓我們的服務質素不斷地提昇，讓長者們得到溫馨的照顧，享受愉快的耆年生活。感謝我們團隊的落力、認真、細心地照顧長者們的需要，讓長者們達至「活到老又活得好」的境況。

其次我很高興能夠加入澳華療養院基金，為長者提供的服務行列，在過往的三年多裡面，讓我學習在「愛」的基礎上，付出我們的關顧，長者是我們要關顧的對象，長者的需要包括物質和精神上，年齡比較大的，需要更多關注其健康，孤獨的長者，須紓解其心中的苦悶。

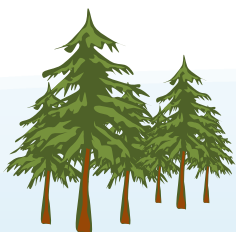
記得孟子說：「老吾老以及人之老」，我開始明白這句話的意思，即是「在孝敬自己的長輩時，不應忘記其他與自己沒有關係的老人」。孔子說：「故人不獨親其親，不獨子其子，使老有所終，壯有所用，幼有所長，鰥寡孤獨廢疾者，皆有所養」。孔子對大同世界的思想與孟子所說的本是一脈相承，中華民族長久以來傳統博愛思想，理應發揚光大！

多年的經驗裡，看到許多家庭因為費用問題，家庭關係上或照顧上的無力感及困難，深深感受到現代家庭的壓力與無奈，然而目前社會「養兒不能防老」，醫護結構無法針對長者做彈性的服務，大型機構的入住費用過高，致使普通家庭無力負擔。

每次探訪長者時，我深深體會到用「心」去了解長者的感受，細「心」去聆聽長者需要，「從心開始」去投入服務，是非常重要的根本。若我們能真心體會長者的感受，每個細節皆從長者的需要去思量，那麼，便能為長者們提供更貼心的服務，讓他們感受到有尊嚴及具質素的生活。



徐姑娘(前排右一)與眾高齡家居照顧服務同事合攝





## 家居服務

彭何錦華女士

高齡家居護理服務主任

在澳洲安享晚年，可以有不同的選擇，當然他們可以選擇安居在家裡。對許多人來說，能夠在家安渡晚年是十分重要的，但年紀大了，要在家安渡晚年，談何容易，如果有人幫忙，便可以輕鬆很多，故此，家居照顧或社區照顧服務才應運而生，他們為長者提供的服務包括：家務及清潔、協助預備膳食、個人護理，並為長者提供交通接送，讓他們年紀大了，仍可以維持正常的社交生活。

二零零七年，澳華療養院基金獲澳洲政府給予三十個低度護理的家居服務配額。但隨著澳華療養院基金的迅速發展，現今，已擴展至五十八個低度護理，以及十八個高度護理服務配額，服務範圍覆蓋雪梨東南區、西南區及西雪梨。我們的社區護理工作員，每天風雨不改地上門為長者提供專業的護理服務。我們的家居服務專為華人社區長者而設，包括高齡家居照顧服務、高齡家居護理服務、專為癡呆症患者而設的高齡家居護理服務、低度護理自選配套計劃，以及高度護理自選配套計劃。

澳華療養院基金家居服務類別：

### 高齡家居照顧服務 (CACP)

專為低度護理長者而設的高齡家居照顧服務，讓他們可以持續在家裡生活。

### 高齡家居護理服務 (EACH)

專為年老體弱需要高度護理長者而設的高齡家居護理服務，特別為他們度身訂做個人護理計劃，讓他們可以持續地在家裡生活。

### 高齡家居護理服務 (EACHD)

此服務專為有問題行為的老人癡呆症患者而設，他們一般評估為高度護理，由於癡呆症患者需要較為複雜，有需要時醫護人員會提供的特別護理和照顧。

### 自選配套護理計劃 (CDC)

政府最新推出的自選配套護理計劃，服務理念是讓長者擁有最大的獨立和自決權利，讓他們自由地根據各自所需和喜好，選擇最適合自己的服務。

### 低度護理自選配套計劃 (CDC Low Care)

專為低度護理長者而設的自選配套計劃，服務性質類似高齡家居照顧服務。服務範圍包括個人護理、社交支援、交通接送、家務及清潔、協助預備膳食及花園維修。

### 高度護理自選配套計劃 (CDC High Care)

專為高度護理長者而設的自選配套計劃，服務性質類似高齡家居護理服務。服務範圍包括醫護人員提供的護理、協助家務、在家暫息服務、個人護理、交通接送及社交支援等。

以上所有服務皆由澳洲政府健康及老年事務部資助。

假如你是在家居住的長者，需要找人協助；又或者你現在正照顧一些年老體弱的親人或朋友，而他們寧願住在家裡，多於入住院舍；你可以隨時聯絡我們，我們與你有相同的語言，明白你的需要，可以為你提供最適切的服務。

資料來源：

<http://www.agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/Content/What+services+are+available-1>  
<http://www.agedcareaustralia.gov.au/internet/agedcare/publishing.nsf/content/CACP-1>  
<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-commcare-commprov-eachdex.htm>  
<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-cdc-demonstration.htm>







#### 周藻洋療養院

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: ccphn@anhf.org.au

#### 陳秉達療養院

新州實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

新州金匙區龜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

新州實活區偉頓街六十號  
電話: 02 8741 0228  
傳真: 02 9747 1637  
電郵: sowai@anhf.org.au

#### 綠田園日間中心

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: haccsws@anhf.org.au

#### 翠庭山日間中心

新州翠庭山區翠庭山路二十五號  
電話: 02 9753 3400  
傳真: 02 9753 3500  
電郵: haccsws@anhf.org.au

#### 社區夥伴計劃

新州金匙區龜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

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

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

西南區: 新州金匙區龜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

## 癡呆症華語電話熱線免費諮詢服務



譚雁翔女士

社區服務經理



癡呆症華語電話熱線服務是全國癡呆症電話熱線服務其中一項,也是澳洲新南威爾斯州阿爾滋海默氏症協會主要服務之一。從二零一零年十月

十四日起,這項服務便由「澳洲新南威爾斯州阿爾滋海默氏症協會」轉到「澳華療養院基金」,成為兩個機構合辦的服務,亦為該項服務建立一個新的里程碑。

癡呆症華語電話熱線服務是華裔社區與癡呆症資訊及服務的重要聯系,接聽電話的義工皆受過專業培訓,能夠以流利的粵語和普通話解答與癡呆症有關的查詢,並提供最新資訊和支援服務,包括中文宣傳單張及刊物,而電話對話中的一切個人資料絕對保密。

澳洲新南威爾斯州阿爾滋海默氏症協會在雙方簽署的合作備忘錄中,承諾繼續為澳華療養院基金負責推行電話熱線服務的職員和義工,提供適切的培訓及最新資訊,以確保高質素服務。

專為華人社區而設查詢癡呆症的免費電話熱線——1800 300 386,服務時間逢星期一、三、五,早上九時至下午一時,其他時間亦有電話錄音。歡迎有興趣人士致電查詢。

### 義工招募

如果您對癡呆症有一腔熱誠,熱心為華人社區作出貢獻,每週有幾小時的空閒時間,懂電腦和英語,能說廣東話和普通話,您就是癡呆症華語電話熱線服務義工的最佳人選。有興趣者請電(02)8741 0224 與譚姑娘聯絡。澳洲新南威爾斯州阿爾滋海默氏症協會將提供專業培訓。





## 人生新一頁

張雪儀女士

高齡家居照顧服務主任 / 社區服務幹事



猶記得年少時，在香港大學畢業後視轉工為等閒事，是挑戰，是機會；現在年紀一把，已步入不惑之年，忽然轉工兼轉行，卻被親友視為愚笨，魯莽。但我依然認為是值得的。

十月五日早上，懷著戰戰兢兢的心情，踏進位於寶活的總辦公室開展第一天在澳華療養院基金的工作。在澳洲傳媒打滾近十年，雖然接觸澳華療養院基金的機會不少，但到底對長者服務的認識有限，直接參與機構工作更完全是另一回事。慶幸的是總經理給我機會，擔任社區服務幹事(Community Partners Program Officer)，在資源豐富的環境下，讓我較全面地認識澳洲的高齡服務和福利。老實說，澳洲兩級政府繁雜的高齡福利制度，實在非一般國民可以理解，遑論那些英語不靈光而又不熟悉澳洲制度的老人家。開工兩個月，跟隨 Bridget 和 Rebekah 到資訊日「開檔」或到長者日間中心，學習如何講解高齡服務，更體會這到份工作的重要。

作為基督徒，相信人生經歷是上帝安排。十多年前剛移民到澳洲，當仔細老公嫩(進修未畢業)時，為了盡快融入澳洲社會兼賺奶粉錢，於是放下筆桿，到家中附近一間教會醫院拿起「大筆桿」，當清潔兼送餐。後來在偶然的機會下，轉做社區高齡護理員(Community Aged Care Packaged worker)。雖然當體力勞動的工作非我擅長，但所學習到的專業清潔知識和照顧長者的技巧，卻肯定終身受用。兩年後，香港一間電視台在澳洲落地啟播，我有機會重操故業，讓我在香港十多年記者經驗得以發揮，而且一做便九年多。想不到的是，幾個月前，當我決定辭職尋找新路向時，當年我視為過渡性質的工作，原來正給我人生開展另一個事業作準備。



在澳華療養院基金，我除了當社區服務幹事以及協助總部的宣傳工作及籌辦活動之外，我也是其中一名高齡家居照顧服務主任，參與開展政府新批出「自選配套護理計劃」(Consumer Directed Care Packaged 簡稱 CDC)的工作。最近基金再獲聯邦政府增撥 24 個家居護理服務配額，令本會的家居服務進一步拓展。作為一個新人有機會成為這支團隊的其中一員，在 Celia、Kathy Peng 帶領下與 Winnie 及一班家居護理的同事一起打拼，實在與有榮焉。

上班近三個月，最讓我感到高興的是有一班專業而敬業樂業、有能力又有愛心的好上司好同事。未來的工作充滿挑戰，也是學習的好機會，相信我會樂在其中！

