



At the ANHF's Christmas dinner function on December 4th, Ms. Annie Xu received an Award for her 20 years of service. It immediately came to mind that Ms. Xu would be the most appropriate person to be interviewed for this issue of the newsletter as the theme is on contributions by service/care providers.

I first met Annie when she was doing relief work in another aged care facility. Her impressive performance was memorable. Dealing with incontinence matters, although common in aged care centres and often considered an onerous and irritating task by some staff. Annie, on the other hand, would handle this situation with ease and patience. She would take the elderly resident to the bathroom, change him or her, with a new set of clothes, and reassure the resident that everything is fine. She does it with a minimum of fuss and such kindness that each time there would be a smile and a new glow on the resident's face. I thought what an angel Annie is!

At that time, I only knew Annie as someone who has worked in Chow Cho Poon Nursing Home (CCPNH). I have been curious to find out what sort of a place CCPNH is and why and how it can cultivate and nurture such professionalism among the staff. It is from this interview that I obtained some insight into this work environment.

I learnt that Annie started work at Montrose Aged Care Centre in the 90s and subsequently joined CCPNH. Prior to migrating to Australia, Annie was a medical practitioner for 10 years. Although no longer able to practise medicine, Annie was grateful that she was able to be in the caring profession. "Of course I had to resolve a number of inner conflicts and dilemma. I recognised that given the decision to join a new society, I needed

With Heart & Soul

An interview with Ms. Annie Xu, AIN for 20 Years, CCPNH



to assimilate into a different environment. Moreover, I can see a lot of similarities between caring for sick patients and elderly persons in that they both require the best level of care and attention. In the 90s, unemployment in Australia was high and I was grateful to have been given this job. Australia is quite an egalitarian society and as long as you give your very best to your work, you would not be frowned upon."

"Working in CCPNH at the time, I detected two major qualities in the approach to work. There is a strong sense of cooperation and solidarity among all the staff. The Director of Nursing was an inspiring role model who instilled the importance of team work. Regardless of the nature of the work, the key is to do it together and help each other get it done. For example, as you can see, one of the residents needed a diaper change just then, even though I have already finished my shift, I immediately attended to the needs of this resident with the other staff coming to my assistance. With both of us doing the task, it was done expeditiously. The high level of cooperation and morale among the staff is demonstrated regularly in CCPNH because we all work with a similar sense of purpose"

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“Another characteristic within this facility is valuing feedback from the staff regardless of their position in the organisation. Management generally treats appropriate comments from front-line staff seriously and in turn the staff would display a high degree of professionalism for feeling valued.”

“Mind you, the work of a nursing assistant may not be suitable for everyone. For example, some people feel very uncomfortable having to bathe older persons or manage human waste; whilst others may have a hot temper that can flare up easily and become aggressive. Nursing work requires an ability to have self control, as well as being resourceful in moderating complicated behaviour. Particularly with elderly people, we have to be flexible and accommodating in addressing their needs appropriately. Confronting them with your request is never going to work but acknowledging their needs first and liaising with them

will get your task done a lot more effectively.”

“Twenty years have gone quickly. I have given a lot and at the same time gained a lot of valuable experience. Who says old people cannot learn new things? I have seen many elderly people who were quite bad tempered when they first arrived in the nursing home, and some would yell at us and treat us impolitely. However, with the progression of time, together with the care and respect given to them by the staff, the elderly residents feel well looked after. This in turn modified their negative attitude and showed the staff greater respect.

“I believe that working with the families in enabling the elderly to enjoy a peaceful final years is the greatest reward of this job.”



The Value & Meaning of Work

A Story of Mr. Eddie Liang, Repair & Maintenance Team

Many people may not be familiar with the name Gui Hai Liang, but almost everyone knows Eddie. Eddie is one of the longest serving members of the Australian Nursing Home Foundation.

Eddie migrated to Australia in early 1991 and started working at the Montrose Nursing Home. “At that time the organisation was small so things are a lot simpler, and I can manage a lot of different tasks on my own. Now, with the responsibility of maintaining three homes, a clear allocation of time and planning ahead is important. For example, I would try not to purchase materials for one home at a time. Instead, I would wait to consolidate the needs of the three homes before any purchase. This will save time and enable me to work more efficiently.”

Those who know Eddie would be aware of his strong work ethic.

“I believe that while I have the ability to do things, I would try to do my best. For example, when water pipes leak, just inserting a rubber washer could probably make do but if I put an extra effort and carefully complete the job, the result is that it will last a lot longer. In the long run, it saves me work as well as saving other people’s time. If I can attend to the task, I will do it well. If I assess it as too big a job for me, I will let people know who can do the work. No one can completely be a jack of all trades.

The Directors of Nursing of the three nursing homes always seek my opinion about all their repair and maintenance requirements. If I agree to take on the task, they know it will be done properly, no matter how difficult. This ethos gives me great satisfaction in work situations and can be applied to life in general. At a colleague’s farewell, he remarked that, “the thing that I will miss the most about leaving is losing a reliable work

mate like you”. I was very touched by his comment.”

As well as being responsible for maintenance and repair, Eddie is also the driver for the nursing homes.” Each time I take the elderly on their outings, I make sure that each wheel chair is tied down securely on the van, and check the residents use their seatbelts appropriately. These actions, if not carried out properly can have serious consequences even though it can take half an hour each time to complete all the required actions. I recall when we went on a multi destination outing including yum cha and the temple etc, we had to get on and off the van a total of eight times. After carrying out all the required specified actions eight times, I am sure you can understand why I was totally exhausted when I got home!”



Making acquaintances with the residents can gradually develop into close friendships, similar to being a member of one’s own family. It is very hard when they depart. I understand that is part of life’s cycle and that we can only make the most of the time while we were together. Every time a resident asks me for help, whether it be changing a screw on a wheel chair or the battery in the alarm clock or fixing their radio, I will try to attend to their requests as quickly as possible because a prolonged delay could sometimes mean losing the chance to help the person again.”

Although the organisation does not have a policy on what to wear to work, Eddie always wears his work overalls. “There is no particular reason other than it is more efficient for me to be able to put screw drivers and other tools in the many pockets of the overalls rather than going back to the tool box all the time. I am in a daily routine which starts work at 7:30am in my overalls.” A small routine but gives a flavour of the value and meaning of work.

Caring for the elderly as if they are your family is Yan's motto at work. As Yan's parents, grandparents and parent in laws are currently living in Hong Kong and she is not able to look after them. It is her wish to put in extra efforts to look after the elderly residents to compensate for her unfulfilled duties towards her elderly relatives.

It has been Yan's normal routine to cheerfully greet the elderly residents. Although she is not a goodwill ambassador, her cheerful and courteous manners have brought happiness to many residents. Some have commented that she has made them feel at home. This has in turn brought job satisfaction to Yan.

The objectives of Yan's job are to help the residents to enjoy their stay at the Facility and through various channels for them to acknowledge the value of their presence. However, there have been challenges such as, some residents felt that the games were too simple and some find them too difficult. It is Yan's endeavour to use different activities to help the residents to maintain their mobility and sincerely wish they will not give up. At the same time appeal is made to relatives to offer the much needed encouragement to the residents.

Yan has always been softly spoken but nowadays she may have

to raise her voice as our residents' hearing is not as good as before. She apologised to those who may have found her

loudness offensive. However, a lot of residents dote on her and even offer throat lozenges to help soothe her throat.

Finally, in the near future Yan will be a mother for the third time. She will have to fulfil the tasks in caring for both the young and the elderly and she believes that both tasks can be fulfilled in harmony. Yan strongly believes that if there is a will to accomplish then everything will become simple and ideal. It is also Yan's wish to return to the Facility after her maternity leave and bring joy and happiness to our residents.



CHINESE NEW YEAR



The Best of the Best Care Team



Mr. Tong Huang, GS, CCPNH

If someone tells you that all the Assistants in Nursing (AINs) employed by certain nursing home are doctors and nurses, you must have thought he is joking but this is not the case. Twenty years ago the Australian Government had decided to offer 40,000 Chinese nationals who were stranded in Australia temporary resident status due to the Tianamen Square incident. This was the same time that the newly built Chow Cho Poon Nursing Home was recruiting AINs. Hence, a number of Chinese qualified doctors and nurses applied for the AIN positions. In light of their qualifications and job experience, Chow Cho Poon Nursing Home had recruited a very strong team of AINs. Amongst the twenty or more AINs, there were nine doctors and about fifteen experienced registered nurses from China. Most of them were around 35 years old and a lot of people wondered how long will they stayed as AINs.

Twenty years has gone quickly, most of these people have stayed in the same position. They have diligently offered their services - bathing, changing incontinence pads, feeding, sewing, comfort the residents and used their meagre wages to purchase the residents' urgent needs and offer the dying residents their final blessings..... This team of AINs are different to those who work in other age care facilities as they love to get together in their spare time to discuss various residents' medical issues, habits and hobbies in order to design the best suited nursing

programme for our residents (in fact, this is outside the scope of their work duties). This has also led to the development of a unique quality work culture at Chow Cho Poon Nursing Home. In light of the low key nature of their work, their achievements may have been overlooked by the public, however, one must admit that Chow Cho Poon Nursing Home has over the years established a good reputation in the community. The efforts and contribution of the AINs have been proven with the outstanding accreditation results from the Government department.

Over a period of twenty years, one would have reached the prime of their professional careers between thirty five to fifty five years of age. Hence, in comparison to the achievements of their friends and colleagues in homeland China our AINs at Chow Cho Poon Nursing Home may not be seen as winners. However, seeing numerous elderly to enjoy their later years under the expert care of the AINs, relatives of the residents are able to enjoy some time to themselves knowing their loved ones are well cared for at Chow Cho Poon Nursing Home..... One must respect these AINs' selflessness, their views on the meaning and value in life.

As we enter the 21st century our lifestyle has improved continuously, at the same time high quality residential care for the elderly also became the best practice benchmark in order to meet the statutory standards prescribed by the Government body. This include equipment, personnel, provision of safe accommodation in order for the elderly to maintain their independence, social freedom, privacy, participation in personal care planning and for those who cannot manage independently, proper care plan should be developed in consultation with their families. This will ensure the elderly resident can enjoy their twilight years.

I joined Bernard Chan Nursing Home nine years ago and recalled that it was already a well-equipped residential facility with over forty beds. The workload to cater for the individual needs of all the residents is extremely heavy. Although the service recipients are all of Chinese origin, their personality, dialects and habits are not the same, hence, care workers must have com-

passion, patience and good communication skills. In addition, communication with families of the residents is essential to the understanding of their past habits and preferences in order to develop a best suited person centred care plan for each resident.

In order to enhance and further staff members' expertise in professional nursing care, we are encouraged by the Foundation to participate in a variety of specialised training courses. In fact, I find these courses very helpful for my job.

It is an honour to be able to serve elderly of Chinese origin in a western country. Bernard Chan Nursing Home is like a big family and everyone work in harmony so that the residents are able to enjoy their twilight years. It is difficult to pen such personal experience and feelings on paper. However, the best reward for the work we do is the recognition and appreciation from relatives of the residents.



Finance & Admin Team



I have worked in the aged care industry for over 20 years, with more than 10 years working in the Australian Nursing Home Foundation. During this time, I have worked with many elderly people, got to understand their problems and realised the importance of the role of the aged care service in Australia, as the population is getting older and older. I feel very privileged to be part of a great team caring for the elderly.

My initial work involved arranging recreational activities for the elderly, a job which I am still doing during weekends. My current job involves handling staff payroll and residents' accounts for two nursing homes. I am lucky in that I get to know everyone's names really well, which makes it easier for me to put a face to a name when I meet a staff or resident in person.

Mrs. Alice Lee

Brenda is a CPA with over 16 years of financial management experience in the telecommunications industry. Brenda joined ANHF in December 2010 and was appointed Finance Manager in September 2011. She is responsible for the day to day smooth running of the Finance Department.

Ms. Brenda Tam



Jessie Loh, Alice Lee, Brenda Tam, Ann Wu, Clare Kwok

Hi, I am Clare Kwok, a new part-time at head office of ANHF. You will see me around Monday to Thursday.

My role is mainly Accounts Payable. I look forward to getting to know all of you.

Mrs. Clare Kwok

P.S. Clare comes to ANHF with more than 8 years experience in the accounting field. Recently we discovered that Clare is a "Jill of all trades". She is a talented florist! Her floral arrangements at the wedding reception of Celia's son earned the praises of all guests.

Hi, my name is Ann Wu and I am working as a full time financial and administrative assistant in the head office. My main duties include general administrative tasks in the head office as well as monthly closings.

Ms. Ann Wu

P.S. Ann is the youngest member of the Finance team. She is an Economics graduate from the University of Sydney.

I joined ANHF in June 2011. I hold two part time positions in this organisation - Clerical Assistant in So Wai Centre and Assistant Admin and Finance Officer in the admin office responsible for billings and payroll for LCACC. I've enjoyed tremendously working in ANHF, mainly due to the excellent work mates and supervisors that I have. Their passion in caring for the aged is truly inspiring.

Ms. Jessie Loh

Letter of Compliment

Mr. Gan Hua, WANG (Client, Stanley Hunt Centre)

Date letter written: 4th November 2011



May good luck and happiness be with you!

In early May this year my wife and I were lucky enough to have the support from the Australian Government and the Chinese community to assist us in moving into Jones Street Community Housing run by Australian Nursing Home Foundation. Soon with the help from Mrs. Iris Ng and Ms. Annie Kung from the office I joined Stanley Hunt Day Care Centre.

Unfortunately, back in early April, I had a car accident which incurred an injured head with profuse bleeding. After having been hospitalized for 40 days in being physically very weak, I moved immediately to Jones Street Community Housing upon recovery at the end of May.

The secure and comfortable living environment, greater attention to nutrition plus the quality service from Stanley Hunt Day Care Centre that targets at the physical and emotional well being of the elderly, I have significantly improved my physique – a jump from 51.4 kg at the time of discharge from hospital to currently 56 kg. When I first moved to Jones Street Community Housing, the walk to Chinatown was a tedious one punctuated with repeated rests. Now I can walk in brisk gaits.

My past five-month experience has imprinted strongly in my mind that both our community housing and our day care centre does provide high-quality, culturally-appropriate service for the fragile elderly who have lower self-care skills. Such are places where we can enjoy our golden sunset years in Australia.

I retired in China in 1988. In February 1993 I set foot in Australia – this land of beauty, abundance, freedom and equality – just passed my 60th birthday to reunite with my children and my family. Life has been a blessed and blissful song that is free from care. Turning 80 this year and knowing that both my wife and I can still enjoy our quality golden years, I have immense inner joy and blessing!

Farewell to a Neighbour, Mr. Mak, upon his Retirement to Hong Kong

Ms. Wan Zhen Guo, Tenant of Community Housing

Ten years neighbourhood, our courtyards in close proximity
Yet parted one day to distant ends
Life, webbed with vicissitudes, is but a game of chess
This world of flickering love, is but a transient mark on layering snow
What joy it is in retreated hermitage in Hong Kong
Still the sentimental ties thread our mutual bond
If, in future years, there sparks a south-faring urge
Heartstrings shared when the old place revisited



Blossom Charm

A riot of colours accompany my seventy years
Shamed, my silver hair and a youthful face, by floral aroma
Blossoming and withering, their beauty endures as years go by
When again will I re-visit this place, to linger till the silvery moon rises



活動花絮 — 療養院



CCPNH 19th Anniversary Celebration
周藻泮十九週年院慶
(CCPNH 周藻泮療養院)



Fishing Game 室內也可釣大魚
(LCACC 錢梁秀容療養院)



Garden Tour with Gentle Exercise
花園傳球，鍛鍊身手
(LCACC 錢梁秀容療養院)



Take a photo after Yum Cha lunch
品茗完畢，在聖誕樹下拍照留念
(BCNH 陳秉達療養院)



Resident Study Group
住客全神貫注研讀聖經
(CCPNH 周藻泮療養院)



Volunteer Visit
義工唱歌贈慶，帶給長者無限歡樂
(CCPNH 周藻泮療養院)



Merry Christmas to resident
and her family member
院友與家人歡渡聖誕
(BCNH 陳秉達療養院)



Printing Therapy
提起筆桿，寫字畫畫
(BCNH 陳秉達療養院)





Activity Photos - Day Care Centres

活動花絮 — 日間中心



Singing Performance by the Little Angels from the Playgroup of Harris Community Centre!
天真活潑的小天使在聖誕聯歡會上逗得長者非常開心！
(SHC 沛德日間中心)



Indoor Mini-golf
不用在太陽底下打高爾夫球，特別享受！
(SWC 蘇懷活動中心)



Are you Scared 萬勝節，長者也瘋狂！
(SHC 沛德日間中心)



Merry Christmas to our Friends in LCACC
親善探訪LCACC的老朋友
(SHC 沛德日間中心)



Table Tennis in So Wai 看長者打乒乓球多認真
(SWC 蘇懷活動中心)



Music Therapy 音樂治療真動聽
(SWC 蘇懷活動中心)



用愛心換真心

訪問二十年護士助理徐國娟女士——周藻泮療養院



十二月四日在澳華療養院基金聖誕聯歡晚宴上，看到徐姑娘上台領取二十年服務紀念獎，突然想到徐姑娘應是今期會訊訪問的最佳人選。

認識徐姑娘是在另一間安老院，那時徐姑娘是來做替工，但表現令我深刻難忘。安老院內長者失禁雖說司空見慣，但每次遇上這種情況，當值員工都會有些嘮叨煩躁。只是這位姑娘，表現異常篤定專業，很有愛心耐性地安撫那位長者，保持他的尊嚴，然後帶他進浴室清洗。每次看見那些長者換上乾淨衣服，臉帶笑容地從浴室出來，我都覺得這位姑娘真像個天使。那時我只知道徐姑娘來自周藻泮療養院，我一直很好奇，周藻泮究竟是一間怎樣的療養院，為甚麼可以培育出這樣專業的姑娘？

藉著這次訪問，我得以有機會重新認識這位不卑不亢、嫺雅專業的護士助理，以及她所屬的團隊周藻泮療養院。

原來九零年代初，徐姑娘已在 Montrose 療養院工作，後來加入周藻泮成為全職員工。未移民前，徐姑娘是中國內科醫生，已有十年經驗，來到澳洲雖然做不回本行，但她很慶幸能繼續從事護理工作。當

然我也曾經歷激烈的思想鬥爭，但既然來到這裡，就要融入社會。我喜歡護理工作，其實照顧病人和照顧老人一樣，都要細心呵護，讓他們得到最好的照顧。九十年代澳洲失業率高企，能有這份工作已很感恩，在澳洲最好是人人平等，只要盡力做好自己的工作，又有誰可以看低你！」

「周藻泮有兩大特式，第一是很齊心團結，由最初開始，這裡的院長就和我們一起工作，一起換尿片，他們以身作則的行為，帶動整間療養院的員工都自動自覺，互相幫忙。好像剛才已下班，但有位住客要換片，我便替他換片，同行一起下班的同事見狀，立即提出幫忙，於是兩分鐘便完成工作，這些事情，每天都在周藻泮發生；另一特式是管理層很開放，他們真的聽取前線員工的意見，因為獲得尊重，員工的士氣才得以保存。」

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編輯室

植李倩霞女士
朱潘敏嘉女士
關靜雯女士
歐煦民先生

「護士助理並不是每個人都適合做，有些人看見污穢物會吐；有些人覺得替老人洗澡很核突；有些人性格暴躁，行動粗魯，勉強做下去也很辛苦，只會傷己傷人。作為一個護士助理，首要接受這份工作，即使心情不好，也要懂得自我控制。每個長者都不同，照顧他們必須隨機應變，各施各法，療養院很多長者不肯洗澡，但不能與他們硬碰，好像有個長者喜歡唸唐詩宋詞，我便投其所好，她也變得很聽話合作；有個長者喜歡唱小調，我跟著她一起唱，唱完幾首歌便洗完一個澡。」



「二十年眨眼即逝，我付出過，也學到很多寶貴的東西。誰說老人不可以改變？很多老人進來時性格暴烈，時常罵人，把我們當成傭人般呼喝；但日子久了，她感受到我們真心對她好，專重她，她的性格也變得溫順，對我們也特別尊重，特別好。能在這裡服侍長者，讓他們可以舒適寧靜地安渡晚年，並得到家人的認同和鼓勵，就是這份工作最好的回報。」



實事求是，敬業樂業的梁貴海

梁貴海先生——保養及維修部

許多人對梁貴海這個名字可能不大熟悉，但提起 Eddie 哥，幾乎無人不識，Eddie 哥是澳華療養院基金的老臣子，早在九一年移民澳洲後便開始在 Montrose 療養院工作。「那時機構規模小，一腳踢甚麼都要做，現在分工仔細，我負責三間院舍的維修，需要好好分配時間，我盡量不會因為缺一件材料就走出去買貨，一般都會集合三間院舍需用的材料，才出去配貨，這樣才會節省時間，工作更有效率。」

熟悉 Eddie 哥的人都知道他做事負責認真，「我做事的宗旨是若有能力，就盡力做到最好，好像水喉漏水，換個膠皮就可以，但若做多些仔細些，自然會耐用些，不會很快又壞，最後都是省自己功夫，更不用別人執手尾；當然，若自己能力做不來，我也不會逞強，如實報告，讓院長交給別人做。一個人不是萬能的，不可能甚麼都會做。現在我和幾位院長及同事合作無間，他們甚麼事情也叫我先看看，若我點頭，我定會負責到底。許多很難搞的工作，最後搞盡腦汁終於完成，也有很大的滿足感。我覺得做事做人，只要用心去做，別人都會感受到。曾經有個同事找到別的工作辭職，他走時對我說，最捨不得就是我這個好拍檔，我聽後十分感動！」



除了負責修理，Eddie 哥並兼任院舍的司機，「每次出外活動，長者上車後我都要負責將每張輪椅綁好，固定好位置，替他們扣上安全帶，因為生死攸關，這些動作不容有錯，但每次做完這些指定動作都要花上半小時；有次出外活動，去完飲茶再去關帝廟等地，總共上落車 8 次，這個指定動作重複多次，回來整個人都累透了！」

「做老人院工作，和那些長者熟絡了，就像自己的親人一樣，每次看著他們離去，心裡都很難過，但人生就是這樣，只能珍惜和他們一起的時間，所以每當長者叫我替他們辦事，例如輪椅螺絲鬆了，需要修理；鬧鐘沒電，替他換新電芯；又或收音機不響了，替他修理等，我都會盡量第一時間幫他們做，因為一拖延，可能已沒機會再為他們做！」

公司向來沒有規定員工穿制服，但每次見到 Eddie 哥都穿著那件蛤蟆衣，「沒有特別原因，因為方便工作，制服有很多袋可裝上螺絲批等工具，不用浪費時間來回取工具箱；我已習慣每天七時半回到院舍，換上制服，就這樣開始一天的工作。」一個很微小的習慣動作，或許已讓你感受到敬業樂業的意義。

「老吾老以及人之老」正是阿恩工作之左右銘。阿恩的活寶貝(包括雙親、老爺奶奶、婆婆及爺爺)皆在香港，阿恩未能盡本份親身孝順他們，所以工作之時會加倍善待各院友，以彌補本身未盡之本份。

所謂「入屋叫人，入廟拜神」正是阿恩每朝例必先向每位院友請安之原因，雖則阿恩並非親善大使，但你可知道每當院友聽到有人尊稱他們的名字時，是何等歡喜及欣慰！曾有院友提及阿恩很有「鄰家」及「入屋」的感覺，令阿恩感到十分窩心。

阿恩的工作目標就是希望院友能開心享受每一刻，輕輕鬆鬆的、滿載笑聲的，或讓他們透過不同挑戰獲得自我存在價值！不過當中所遇到的問題也不少，例如：有院友嫌遊戲太容易，亦有院友認為遊戲難度高……阿恩積極尋求不同的活動方式，好讓院友繼續維持他們的活動能力！懇請院友不要消極放棄，與此同時，亦請院友家人發揮你們的影響力，多給他們鼓勵吧！

阿恩從前說話時是「溫文爾雅」的，但現在帶活動卻時刻都「叫破喉嚨」，因為有些院友年事已高，聽力亦今非昔比；大聲叫喊實屬情有可原啊！在院友耳中，阿恩

說話是中氣過足還是聲音悅耳，則屬觀點與角度的問題。無論如何，如有得罪，還望

院友諒解包涵！當然，很多院友對阿恩亦寵愛有加，不時贈予喉糖滋潤我的喉嚨，好讓我繼續保持中氣十足！

最後，本人要澄清自己並非十八廿二黃毛丫頭，阿恩快將榮升三孩之母。育兒及護老兩者皆是阿恩理所當然履行之任務，亦相信兩者能和諧共存於生活當中！因為阿恩深信凡事只要心甘樂意去做，都會變得簡單而美好！還望產假過後，阿恩亦能回歸院舍，再為院友帶來歡樂！



CHINESE NEW YEAR



世上最牛的護工隊伍

黃同先生——周藻泮療養院清潔總務

如果有人告訴你：「某個養老院的護工(護士助理)全部由科班出生的醫生和護士組成」你一定以為他在說笑話。然而，這並不是笑話，這個真實的事情就發生在我們的身邊。大約二十年前，剛建成的周藻泮療養院公開招錄護工，當時正值澳洲政府決定給四萬多個因天安門廣場事件滯留在澳洲的中國人臨居身份，他們紛紛報名應聘。在經驗優先的先決條件下，周藻泮療養院招收到堪稱「世上最牛的護工隊伍」。在二十多名護工中，有九名醫生且大多數是中國大醫院的主治醫生；還有十五名經驗豐富的中國註冊護士，當中許多人還是護士長。這些平均年齡不上 35 歲，個個如花似玉，風華正茂，全部擁有科班學歷和臨床經驗的强大陣容，不單是當時世上最强的療養院護工隊伍，就是組成一間社區醫療中心陣容也足夠。然而，社會人士大多持懷疑態度，究竟這班人能在這個工作崗位堅持多久？

二十年光陰似箭，如今這些人中的大多數依然堅持自己的崗位，在沒有鮮花，沒有掌聲的環境中默默地奉獻。為老人洗澡、換尿片、餵飯、縫衣、安慰老人，用自己微薄的工資給老人買急需的東西，給臨終的老人

獻上最後的祝福……。唯一和其他老人院護工不同的是，他們改變不了年輕時的職業習慣，只要是休息時間，他們都匯聚在一起，討論院裡每個住客的病情、習慣和愛好，好為他們設計最好的護理方案（儘管這不是他們的工作職責），這亦成為周藻泮療養院獨特的優質的工作文化。儘管他們低調的工作成績經常被人忽視，但是，不得不承認周藻泮療養院在社會上獲得的良好聲譽，在每年政府部門檢查中獲得良好成績，與他們的努力是分不開。

二十年 35 歲至 55 歲是人生事業的高峰期，昔日的同窗和同事大多飛黃騰達，成為專家、教授、社會名流屈指可數。他們還依然故我日復一日地從事護理工作。然而，看到數以千計的老人在他們照料下渡過幸福的晚年，看到許多年輕情侶因為父母有人照顧可以手牽着手漫步在花前月下，看到他們面對名利、地位的淡定和坦然，看到他們的無私和堅持，人們不得不重新思考生命的意義和人生的價值，不得不對他們肅然起敬。

踏入廿一世紀，人的生活不斷進步，護老院的服務亦相應提高，設備、人事結構等，都要符合政府法定的標準。提供安全的住宿環境，讓長者能安居其中，仍可保持獨立性，社交活動自由，私隱獲得尊重，並可參與個人護理安排等；對一些不能自主的長者，管理層會與其家人商討提供妥善的護理服務，讓他們能安享晚年，實在是可喜可賀的事。

回憶九年前，當我加入澳華療養院基金屬下的陳秉達療養院，她已是一所設備頗完善的療養院。療養院共為四十多位長者提供住宿服務，面對這麼多不同需要的長者，工作量十分繁重，雖然服務對象都是華人，但因每個人的個性、方言、生活習慣都不一樣，所以服侍他們時，必須有愛心關懷，細心觀察他們的情緒和身體狀況，

耐心與他們溝通，此外，還要多與其家人溝通，了解他們過往的喜好和習慣，才能為他們提供最適切的服務；如護理上需要特別治療時，將轉介專業治療，以達到提供全人護理的理念。

為了增強員工的護理專業知識，我們機構不斷鼓勵及獎勵員工參與各項不同的護理培訓課程，而我亦在這些培訓課程中獲益良多，從而協助我解決很多工作上的問題。

雖然身處異地，有幸還能為一班華人長者出一分力，實在高興萬分。藉著我們對長者的關懷與照顧，並得到其家人的欣賞及肯定，已是最好的回報。在陳秉達療養院工作，就如一個大家庭，大家和睦共處，讓長者能安享晚年，箇中感受實在非筆墨所能形容！



財務部同事逐個捉

不經不覺我已從事老人服務工作超過二十年，在澳華療養院基金工作亦有十多年。由於工作關係，我接觸到很多長者，並認識很多有關老人問題以及澳洲老人服務的重要性。我很幸運加入這個大家庭，對老人服務能薄盡棉力。



羅依雯、李柳麗芳、譚波兒、吳詩韻、郭伍寶源

我最初的工作是負責老人的康樂活動，現在我只在週末才做這方面的工作。在澳華療養院基金，我主要工作是負責計算所有員工薪酬及兩間老人院院友的住院費用。我的工作可說是「未識其人，先知其名」，因為我對所有員工和院友的名字都瞭如指掌，希望將來有機會能多認識你們。

李柳麗芳女士

譚波兒是註冊會計師，過去從事電訊企業的財務管理工作並超過十六年經驗，她於二零一零年加入澳華療養院基金，並於二零一一年九月被委任為財務部經理。她主要職責是讓財務部能每天正常地運作自如。

譚波兒小姐

您好！我的名字叫吳詩韻，我是總辦事處全職財務及行政助理，主要職責包括一般辦公室行政工作及每月月結。

吳詩韻小姐

附註：吳詩韻是財務部最年輕的成員，她是雪梨大學經濟系畢業生。

我於二零一一年加入澳華療養院基金，在這機構我有兩個兼職工作，一是蘇懷活動中心的文書助理，一是總辦事處的行政及財務助理，主要負責來往帳務及計算錢梁秀容療養院的職員薪酬。我很高興能在澳華療養院基金這個大家庭工作，因為這裡有很優秀的主管及同事，他們對高齡服務的熱忱令人感動和鼓舞！

羅依雯小姐

幸福快樂

王淦華先生



今年五月上旬，我和太太有幸得到澳洲政府和華人社區的關照，獲准入住澳華療養院基金屬下的鍾氏街高齡宿舍，在辦公室吳錦霞姑娘、龔愛周姑娘的熱情指導和幫助下，旋即又申請加入了沛德日間中心。

四月初，我不幸遭遇車禍，頭部受傷，失血較多，以致身體大傷元氣，住院留醫四十天，五月底傷癒出院後，隨即住進鍾氏街高齡宿舍。由於有了一個安全、舒適的生活起居環境，又能享受沛德日間中心提供的以長者的身心健康和快樂為宗旨的優質服務；加上注意增加營養，現在，我的身體有了很大的恢復和改善。出院時，體重 **51.4** 公斤，現在增到 **56** 公斤。剛來鍾氏街時，從宿舍去唐人街，走路很費勁，中途要坐下來休息幾次；現在，走起路來，腳步輕鬆多了。

五個月的親身經歷，使我深刻體會到高齡宿舍和日間中心，能夠為我們這些年老體弱，自我照顧能力較低的華裔長者，提供合乎文化背景的優質生活護理服務，是我們能夠在澳大利亞安享晚年的好地方。

1988 年我在中國退休，**1993** 年 **2** 月剛過六十周歲時來到澳大利亞這個美麗、富饒、自由平等的國家，與子女家庭團聚，生活幸福快樂，無憂無慮。今年，我將近八十歲了，當我想到自己和太太還能繼續安享優質的晚年生活，內心感到非常的幸福和快樂！

送鄰居麥先生退休歸港

郭浣珍女士——社區房屋租戶

十載鄰居院落同，一朝分散各西東。
滄桑世事如棋局，冷暖人間似雪鴻。
歸隱香江無限好，情留澳國兩相通。
他年若有南來意，故地重遊再訴衷。



看花

萬紫千紅伴古稀，童顏鶴髮愧芳菲。
花開花落年年在，幾許重遊戴月歸。