

From Community Partners to Community Linkage Program

Ms. Bridget Tam, Community Services Manager

The Community Partners Program (CPP) commenced in July 2006 when ANHF successfully secured the funding from the Australian Government Department of Health and Ageing (DoHA). It is a pilot project initiated in 2005, with the aim “to promote and facilitate increased and sustained access by culturally and linguistically diverse (CALD) communities with significant aged care needs to aged care support services” as stated in the CPP Guideline. To make it simple, the program is about promoting aged care services to the elderly and how to access them.

In 2011, 22.5% of older Australians are from CALD background. These people often have difficulty getting access to the full range of aged care services because of language barriers and a lack of awareness about what is available. Therefore it is important to have someone who can speak their own languages with same cultural backgrounds to provide information to specific ethnic communities. There were over 20 language groups being funded including Chinese, Vietnamese, Greek, Italian, Polish, Arabic, Spanish, Korean, Indonesian, Cambodian, Macedonian, German Croatian, Czech, Slovak, Maltese, Samoan, Serbian, Tagalog, Tamil, Ukrainian etc. On the other hand, it is equally important for service providers to provide culturally appropriate care to the elderly accessing their services. So the other role of CPP workers is to provide cultural information to service providers and support them to provide culturally appropriate care to the elderly.

The CPP team of ANHF has three members, Adelaide Fung, Rebekah Kwan (both Chinese) and Marilyn Dang (Vietnamese). Their office is based in Lucy Chieng Gardens, Campsie. These ladies come from different backgrounds and upbringing, with different qualifications and possess different expertise knowledge and

skills, but they work harmoniously sharing information and resources and supporting each other. They don't do

case work, but they have to answer many telephone enquiries on aged care services and make appropriate referrals. They don't do group work, but they have lots of contacts with seniors groups and aged day care groups as they have to conduct information sessions to inform the elderly about different types of aged care services available. They are not professional drivers but they have to travel afar to Hornsby, Rockdale, Maroubra, Blacktown, etc to meet with groups and service providers. They are not journalists but they have to write press release and articles to the newspapers to promote aged care services, and have to do recording/phone-in programs on SBS and ethnic radio channels. They also produced CDs on aged care services. They are not IT experts or public speakers but they produce beautiful and interesting powerpoint presentations. They are not sales persons but they are skilful in promoting aged care services through information stalls at various Council Festivals. They are not trained to be public relation officers but they are good in networking with service providers and have established close working relationships with them throughout the years. They organise workshops for service providers to demonstrate how to provide culturally appropriate meals and activities to the Chinese and Vietnamese elderly in residential and



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Editorial Committee

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Ms. Rebekah Kwan
Mr. Vincent Au



My first job with ANHF was part-time CPP worker in July 2006 when the funding was first granted. There was so much to learn about the complicated aged care system. Regular training and meetings were organised by DoHA and PICAC (Partners in Culturally Appropriate Care) to provide update information for CPP workers. It was a precious experience to meet with workers from different countries speaking different languages with dif-

A photograph of three women standing behind a table at a public event. They are all smiling and wearing identification badges. The woman on the left has dark hair and glasses, wearing a dark jacket. The woman in the center has dark hair and is wearing a light-colored blazer over a dark top, with a necklace and sunglasses hanging from it. The woman on the right has dark hair and is wearing a dark jacket. On the table in front of them are several brochures and booklets of different colors (green, light blue, pink, white, yellow, and white with a red seal). A yellow balloon is visible in the background.

Ms. Adelaide Fung, Project Officer, Community Linkage Program

A bit chilly, I should say.

Passing by the bus stop meant there was still about half way to go, yet out of nowhere sprang the memory of my late father who came to Sydney to visit us and who saw me off on my first day to my very first job in Australia, back on March 28, 1993. Leaning over the low fence in the court yard, he called over (in Cantonese), ‘Remember...be honest, a promise is a promise...work hard...’

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Without the timely help of Bridget and another Vietnamese CPP staff, I might have ended up in trudging thousands of unnecessary miles.

Time elapsed. Six successive years left their lights and images in information sessions, workshops, information stall, service promotions, incoming and outgoing telephone calls, reports, meetings big and small. Now Burwood Road is no longer my 'must-go' route for work: since our office moved to Lucy Chieng Gardens in October 2009, my routine has become one of holding onto the steering wheel, caught in the stop-and-start bumper-to-bumper traffic along our M4 'high-speed' motorway, yet on and off I do recall the days of brisk steps along Burwood Road while in wrapped in the cosy classical music of FM 102.5.

Gone is Burwood Road, gone is Community Partners Programme, taking the latter's place is our newly funded Community Linkage Program. Shakespeare (should be Juliet, to be exact) once said, 'What's in a name? That which we call a rose by another name would smell as sweet.' A changed project matters nothing, what remains unchanged is the congeniality among the workers who work as a team that complements one another in our own strengths and weaknesses. Here we stand, as one solid team, to serve our communities, promote aged care services as we pass on the wonderful ANHF tradition of respecting and treasuring our elderly.

## The Bliss of Blessing

Ms. Rebekah Kwan, Project Officer, Community Linkage Program

Young with arrogance and high aspirations, I swerved into jobs of different natures. Not my piece of pie? Then I would quit. My highest record was roller-skating through four jobs within half a year. When I finally ended up in an interview at a television station, the supervisor, brows tightly knitted, eyes steadfast on my 'victorious' resume, asked, 'Are you seeking your inner self?' Perhaps I merely wanted to seek a point to finally nail down my role.

Getting a job one enjoys is like anchoring at a shelter, ending all drifting afloat.

My first job at Australian Nursing Home Foundation Ltd was Community Partners Program worker. Many colleagues see us walking in and out with a travelling case but cannot figure out what actually we are doing. Some introduce us as the promotion department - not exactly wrong, though. Our main roles are to go into our Chinese community to promote aged care services and to conduct Chinese Cultural Briefings at mainstream residential services to assist them in providing culturally - appropriate aged care for the Chinese elderly. Wherever we go, we naturally promote ANHF aged care services.

Our work requires us to run information sessions, man information stalls, conduct workshops or present in radio sessions. My previous jobs were all behind-the-scene ones, allowing me to work quite 'obscurely'. Now that I am in middle age, never have I the faintest idea of exposing myself in the limelight. Yet I love my job: a job that gives me the opportunity and the whole world's reasons to mix with the elderly, to struggle with them, to overcome hurdles with

them, to relish together satisfaction and joy. Every elderly is a book of wisdom. Some are magnificent scrolls that pluck your heartstrings, some are sips of quiet, unadorned literary creations, some are detective novels with intricate plots seasoned with surprises, some are poems permeated with unfathomable wisdom - just let your heart guide you along in the reading journey, there will certainly be treasures to unveil, treasures that unfold the meaning of life as translucently as it should be.

I also love our team. Coming from different backgrounds, we having totally opposite personalities. The only thing in common is our headstrong stubbornness. The three years of grinding and adapting still leave our intrinsic personalities unchanged. Yet we can now share without the fear of hurting, argue without the fear of offending. The more we know one another, the more we learn to understand and accept. Joining forces, we shoot into a blinding radiance; working separately we dance our own spectacular steps. Marilyn loves to share with me her subtle world of feelings, Adelaide is my English teacher as well as my close spiritual friend. What counts most is Bridget, our team leader, who entrusts us with freedom to unleash our strengths. In times of need, she is our stronghold, our shield.

Naturally I expect - and believe - that in the coming three years we will certainly climb over another summit, sparkling and glistening along the way.

The bliss of blessing comes when hearts are connected - no matter how transient, the warmth is there.



## The Morning of a Winter's Day

Ms. Marilyn Dang, Project Officer, Community Linkage Program

I walked into the lift of Lucy Chieng Gardens on the morning of a winter's day and headed to the CPP office. My mind took a trip down memory lane, back to the day arrived for a job interview. Back in 2009 the Bernard Chan Conference Room was the CPP headquarters. Walking through the Bernard Chan Nursing Home entrance, I was asked to wait in the So Wai Centre, I remember sitting in a strange room surrounded with intricate Chinese paintings, the tables decorated with a beautiful bonsai tree and the oriental orchards. I was so engaged in absorbing my surroundings that I didn't even realise that Bridget was standing next to me. When she greeted me I saw a gentle yet passionate Chinese woman as she spoke so softly (as I was used to Chinese people being loud and noisy, a very common misconception I have learn from my time in Vietnam and here in Australia) I was interviewed by Ada and Bridget, Ada compared to Bridget was emulating energy that was quite contagious. She made me believe that ANHF is where I would enjoy being and working, in big family environment that appealed to me very much. Being in the company of these women slowly diminished my "work-interview" nervousness.

On my first day at work, I only knew that I would share an

office with Bridget (as at the time she was the program coordinator), Adelaide Fung and Rebekah Kwan. I was very nervous about it as I haven't been in a work place with the majority being women. Previously I worked as a civil engineer assistant but more recently a mother and a carer (which as many of you would know includes many occupations, especially as a teacher, nurse, chef and cleaner). I used to work in a very competitive industry so this change to a sense of an extended family was very welcomed.

In the next three years, we have become a very successful team. Fuelled by the determination to give back to our community (Chinese and Vietnamese), and through the support and friendship we share together we were capable of reaching our goals and our objectives. After the flourishing extent, the Community Partner Program ended in June 2012, to make way for a new Community Linkage Program. A new initiative that has set our sights on new challenges and new assignments which, I speak on behalf of every one; we can wait to tackle head on!



## Experience of a Volunteer on the Chinese Dementia Helpline

Mrs. Rosita Chan, Volunteer, Chinese Dementia Helpline

"Who was that nice girl I was just talking to" were inevitably the parting words from her mother she heard each time my friend visited her.

Her mother's progressive cognitive decline and the significant physical and emotional on her and her family introduced me to a new world of dementia. Although this happened quite a few years ago, the memories are still vivid.

When I saw the advertisement for volunteers to service the Help Line for Chinese speaking people with dementia and their carers I thought why not give it a go.

The position requires attending a number of training sessions run by the Alzheimer's Australia NSW. The sessions were informative particularly on access to services and support, practical information and management strategies.

Undergoing training is one thing but putting the knowledge to the test is another. I recalled the first phone call I received with great excitement as well as trepidation. Will I remember all the information? Will their case be so unique and complicated that I may not know what to say?

It was a wonderful feeling each time when questions were able to be answered and the sincere gratitude expressed on the other end of the phone. Each call is a cry for help. Normally, the family/carer has an urgent need for support when they have tried everything they can to help their loved ones in coping with this very difficult condition.

Regardless of where the care is provided, the involvement of family, relatives or friends in the care of persons with dementia is invaluable The help line is a useful contribution to support them.

Strategies to promote this service are currently in place to ensure that more people know about this service as there has been a limited number of calls received. Some 10,000 copies of the Chinese dementia help line pamphlet will be circulated to health and community service providers in NSW. There will also be a corporate video on the ANHF which will also help to promote the help line.

Providing some help to maintain the quality of life of persons with dementia and their carers is a gratifying task and I feel privileged to be part of this service.



### Chinese Dementia Helpline

'Are you worried about your memory, or that of a loved one?

Are you caring for someone living with dementia?

Understanding more about dementia is useful.'

You'll find these sentences on the newly printed flyer of Chinese Dementia Helpline, which spell out the objective of the service. It is a vital link to dementia-specific information and services for the Chinese community. The Chinese Dementia Helpline is a partnership project between Alzheimer's Australia NSW and the Australian Nursing Home Foundation Ltd. since October 2010.

Callers who ring the Chinese Helpline have access to trained Chinese-speaking volunteers and staff who can give them appropriate, relevant and up-to-date information on memory loss and dementia, as well as the services available to help them. Personal information and content of the call is strictly confidential.

One volunteer who has been with the Helpline since 2003 said:

"Callers feel comfortable and at ease when talking about their concerns and problems because we have the same cultural background and, most importantly, we speak the same language".

If you notice someone who is experiencing memory deterioration, exhibiting behaviours that are not normal, misplacing things, having difficulty performing familiar tasks, confusing about time and places. Please ring the Chinese Dementia Helpline and talk to the professionally trained volunteer. Getting things out and discussing your concerns with someone who understands your situation may help to ease your anxiety.

The Chinese Helpline can be contacted on 1800 300 386. It operates from 9am to 1pm on Monday, Wednesday and Friday, except public holidays. At other times, please leave a message.



## Home is Where the Heart is

Ms. Ri Hui Li, Resident, Lucy Chieng Gardens

I used to live at my son's home. Family life was enjoyable. Ever since he had heard about our neighbour's stroke, he began to inquire frequently (not without subconscious fear) about my well-being. I could imagine myself as an ex-service old camel gazing, in the glooming dusk, at the closing path in the far horizon. Where is my final home? Suddenly it dawned on me: I had to find a home to spend the rest of my life. Then came searching after searching and, looking back and to my amazement, I found myself settling down in Lucy Chieng Gardens.



Here in LCG flows the beauty of a garden setting, where the greenery echoes with peach blossoms; here we have a sparkling clean dining area alongside a tranquil fish pond. The immense collection in the 1/F library, the leisure walks in the premise, browsing over the health tips displayed by staff on the notice board --- this is LCG, a place permeated with cultured aroma and harmony, a place to enjoy my sunset years. What is home? Home is where the heart is.

An ancient saying goes like this: 'It is rare for one to live to his seventies.' Though I'm in my eighties, I am senile but not weak. My past days had been days of moaning over life that had drifted away, days that were lost and desolate. Having brushed aside the thought of being 'old', I now feel younger. In the past two years I have been reading the works of Leo Strauss, Tolstoy, Hemmingway, Romain Rolland etc. I have been basking in classical music, watching classical movies, playing chess, learning computer skills and recording what has been learnt with the iPad. I also love to participate in LCG activities like birthday parties, information sessions, indoor games, Tai Chi class, excursions, shopping tours etc.

My spiritual and cultural world is substantial and multifarious. Every day is a busy day - as if you were living in the heavens and had no idea of what was happening down below! Now I am back to simplicity, back to understand what blessing means and learn to treasure it. I long to live in this wonderful place of retirement, enjoying my golden sunset years till my very last breath.

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In the past, the candle, being a symbol of passion, always conjured up my emotions. Not until in the age of eighties and having spent two years in LCG relishing days of contentment and bliss do I realize rationally that the candle, rather than signifying the twists and turns of emotions, actually lays bare its down-to-earth, dedicating beauty.

Here in LCG I see the candle in its hazy human forms - our staff Ms. Rebekah Kwan, Mrs. Sharon Ho and our volunteer Mr. Joseph So --- it is they who enwrap the senile residents with their tender loving care.

All three of them are like the candle that burns itself to illuminate others --- with neither complaint nor regret.



- * 01 Jul 2012 Ms. Barbara Wong was promoted as Training and Development Manager.
- * 01 Jul 2012 Ms. Marven Chin was promoted as Systems Manager.
- * 17 Jul 2012 Ms. Ada Cheng changed of title from General Manager to Chief Executive Officer.



Two Years Brought Together by Our Lucky Star 緣來共聚兩週年

Lucy Chieng Gardens 錢梁秀容頤康苑

To celebrate the 2nd anniversary of Lucy Chieng Gardens, we arranged for a series of activities through which the residents displayed their skills and took this opportunity to know more about other tenants.

The response was huge. Our notice board was filled with pinned up notes sharing from the very bottom of their hearts as well as photographs taken in their youthful days - suddenly it dawns on you that there are many handsome guys and beauties living in LCG.

On the day of our 2nd anniversary, residents displayed their water colour paintings, their hand-knitted items, a multifarious collection of memorabilia and family treasures. Not to be left out were the fruit punch prepared by a resident, social dance performance, Tai Chi, dulcimer pieces, singing - you named it, they had it.

With the passage of time, our past hangs hazily behind us; yet the mellow and resplendent days still linger in our memories.

為慶祝錢梁秀容頤康苑兩週年，屋苑舉辦連串活動，讓住客各展才藝，加深彼此認識。住客反應異常熱烈，壁報板上，除張貼住客的心聲，更掛滿他們年青時的照片，才恍然原來屋苑那麼多俊男美女！兩週年當天，住客紛紛拿出他們畫的水彩畫，親手打的毛衣，各式紀念品和珍藏，還有住客親手泡製的雜果賓治，表演社交舞、太極、揚琴、唱歌，可謂各適其式，應有盡有。雖然回首若夢，以水流年，但溫馨燦爛的日子，將永藏於記憶裡。



Activity Photos – Nursing Homes 活動花絮 — 療養院



Board of Directors
(past and present) and staff celebrat-
ing the
15th anniversary of BCNH
新舊董事職員共渡十五週年院慶
(BCNH 陳秉達療養院)

Yummy fairy floss made by us.
開心吃自製棉花糖
(CCPNH 周藻泮療養院)



Passing on the ANHF torch
in Seniors Games
「澳」運會傳聖火活動
(CCPNH 周藻泮療養院)



Climb every Jenga...
誰與爭「峰」
(LCACC 錢梁秀容療養院)



Our belated birthday wishes to the
seniors on her 100th birthday
慶祝葉雲婆婆百歲生日
(BCNH 陳秉達療養院)



The perfect TEN!
努力打破「澳」運會記錄
(CCPNH 周藻泮療養院)



The click-clack contest of mah-jong masters
高手過招、麻雀對對碰
(LCACC 錢梁秀容療養院)



Puzzles? Not a bit puzzled!
聚精會神玩砌圖
(LCACC 錢梁秀容療養院)



Activity Photos - Day Care Centres 活動花絮 — 日間中心

It's not too late to learn Calligraphy
上大人，孔乙己……
(SHC 沛德日間中心)



A happy couple relaxed
at Eden Garden
賞花樂在伊甸園
(SHC 沛德日間中心)



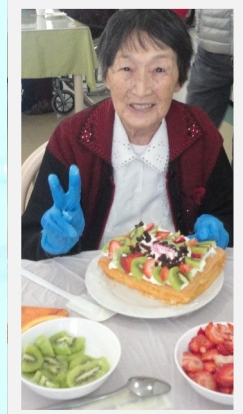
Happy Nappuy Change on Mother's Day
母親節換尿片比賽
(SHC 沛德日間中心)



A listening heart that
sings with the tune
難得知音人
(SWC 蘇懷活動中心)



Smiles all around at Meadowbank Wharf
開心樂聚蜜桃濱碼頭
(SHC 沛德日間中心)



Delicious mixed fruit cake made
by us.
親手做的雜果蛋糕最美味
(SWC 蘇懷活動中心)



The strongest arm of all!
看誰的手臂最有力
(SWC 蘇懷活動中心)



Ring...fling...perfect scores GAINED!
奧運飛環、百發百中
(SWC 蘇懷活動中心)



從社區夥伴到社區聯繫計劃

譚雁翔女士——社區服務經理

澳洲政府健康及老年事務部於二零零五年以試驗性質推行社區夥伴計劃，目的是「提倡、推廣及鼓勵非英語背景長者使用優質和合乎長者文化背景及語言的高齡服務。」簡單來說，是向長者介紹高齡服務和申請程序。澳華療養院基金於二零零六年獲得撥款展開計劃服務。

跟據資料顯示，二零一一年在澳洲的長者人口中有百份之二十二點五是來自非英語背景的，這些長者大部份不懂英語，對高齡服務資訊及申請程序並不認識，因此澳洲政府撥款資助多個民族機構聘請能說各種語言的工作人員向長者介紹高齡服務，包括華語、越南語、希臘語、意大利語、波蘭語、阿拉伯語、西班牙語、韓國語、印尼語、柬埔寨語、馬其頓語、德國語、克羅地亞語、捷克語、斯洛伐克語、馬耳他語、薩摩亞語、塞爾維亞語、他加祿語、泰米爾語和烏克蘭語等。這些工作人員另一個重要任務是提供資訊及協助長者服務的機構，使他們能為非英語背景的長者提供合乎長者文化背景及語言的高齡服務。

澳華療養院基金社區夥伴計劃團隊有三位工作人員，分別是馮嘉碧女士、關靜雯女士和 Marilyn Dang(越南裔)，辦公室位於錢梁秀容頤康苑。她們雖然來自不同背景，各自有專業知識和技能，卻能和諧共處，互相支持和分享。她們不是個案工作

員，但每天都解答很多電話查詢有關高齡服務及作出適當轉介。她們也非

小組工作員，卻有很多機會接觸不同地區的高齡組和日間中心的小組，為長者講解各種高齡服務。她們非專業司機，但經常要駕車到東南西北各地區與長者小組及服務機構會面。她們並非新聞從業員，卻定期向報館發新聞稿及到電臺錄音或做直播節目介紹高齡服務，同時亦製作以故事形式介紹各種高齡服務的CD。她們沒有受過專業電腦科技培訓或作公開演說的訓練，但能以生動有趣的電腦幻燈講解複雜的高齡服務架構。她們不是推銷員，卻能有技巧地在各區資訊攤位上向公眾推介高齡服務。她們並沒有接受作為公關的訓練，但多年來與各個提供高齡服務的機構建立緊密而良好的工作關係，並曾舉辦多個工作坊向主流高齡院舍及社區服務工作員講解如何為華裔及越裔長者提供適切的活動及膳食。不得不提的是：她們主講的「文化專題講座」表現出色，在各



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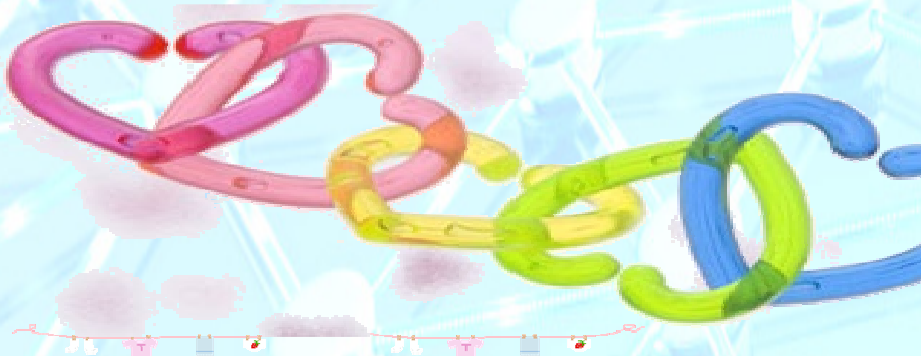
朱潘敏嘉女士
關靜雯女士
歐煦民先生



個民族的社區夥伴計劃工作員及主流機構中甚具口碑，而澳華療養院基金的社區夥伴計劃達致的工作成果亦獲澳洲政府健康及老年事務部讚賞，這三位多才多藝的員工實在是本會的寶貴資產。

我於二零零六年加入澳華療養院基金的第一份工作就是社區夥伴計劃工作員，當時覺得高齡服務架構非常複雜，定期要參加健康及老年事務與 PICAC 舉辦的會議及培訓，以協助工作員能掌握最新資訊，能與來自二十多個不同國家的工作員一起合作，互相交流和學習，

確實是非常難得的珍貴經驗。社區夥伴計劃撥款於今年六月尾已結束，澳華療養院基金成功在六百多個申請書中突圍而出，成為六十四個獲資助項目中之一，新計劃獲得三年撥款，名為「社區聯繫計劃」，將會延續社區夥伴計劃的成果，三位工作人員原班人馬，一起應付新的挑戰。華裔社區服務範圍將擴展至紐卡素，而越裔社區則擴展至臥籠崗。雖然對擴展新的服務範圍有許多未知之素，但我們期待有豐收的一年。



改，卻原來沒變

馮嘉碧女士——社區聯繫計劃工作員

自寶活路火車站沿路南行，商店漸稀，住宅漸多。雖只是曳夏而至的初秋，但在細碎早陽夾雜樹葉翻飛中信步而行，竟像削風而進。

不可說沒有寒意。

那是 2008 年 3 月 8 日 ----- 首天到澳華療養院基金工作，「銜頭」是「社區夥伴計劃工作員」。

經過巴士站，應還有差不多一半路，竟沒來頭地想起來悉尼探親的先父在 1993 年 3 月 28 日我早上離家準備開始抵澳後第一份工作時，在我背後挨著內院矮欄高聲叮囑（廣東話）：「記住呀……要誠實、守信用、同埋勤力……」

父親一生剛直，在工作上不亢不卑。15 年後在寶活路上，即使天人永隔，但庭訓在心，莫失莫忘。



首天工作可說「滿載而歸」。「社區夥伴計劃」和我過去 15 年在澳的工作雖有相近之處，但亦不乏自己從未涉及的範疇。譚姑娘是整個撥款計劃的「開荒牛」，尤其在我履新的一段日子，雖不至於「耳提面命」，但仍多方提點。

若沒有兩位「及時雨」（還有一位越南同事），我這個「初哥」可能要多走十萬八千里冤枉路。

如是在寶活路往返了年半。不論是「晨」清氣爽的寶活路，抑或是下班時斜陽在牆角折腰，脫溜溜地再往地上一捺的寶活路，都承載了絲絲縷縷的工作回憶。隨著步履起伏，腦海中也偶爾拉扯著當天在辦公室內仍在構思的工作。上下班路上總有些碰面不止一次的同路人，自彼此不在意地擦肩而過、到不經意對望、到微笑點頭、到我「披露身份」、到最後收到查詢服務的電話，然後是掛線前的一聲「謝謝」---誰敢說柏油路無情？

歲月倏忽，六個年頭就在講座、工作坊、資訊攤位、服務推廣、打出打進的電話、工作報告、大大小小的會議中輾轉留痕。現在寶活火車站再不是我的上下班必經之路：辦公地點自從 2009 年 10 月轉往錢梁秀容頤康苑後，便天天攬著汽車方向盤在無時無刻車輛銜尾相隨的 M4「高速」公路上走走停停，在車廂內古典音樂台樂韻悠揚中懷念寶活路步履輕快的日子。

寶活路不再，「社區夥伴計劃」不再，代之而替的是剛獲新撥款的「社區聯繫計劃」。莎士比亞（準確一些應是茱麗葉）曾說：「名字算什麼？玫瑰即使換了名字，也不減芬芳。」服務名稱雖換，換不了的是同事仍同心如往昔，彼此互補短長、各展所能服務社區，推廣高齡服務，秉承澳華療養院基金敬老惜老的優良傳統。



年青時，心高氣傲。勇於嘗試不同工種，不合適就遞辭職信，試過最高紀錄，半年換四份工作。最後當我來到一間電視臺面試時，主管看著我那份輝煌的履歷，蹙著雙眉，問道：「你在尋找自己嗎？」或許，我是想找回自己的角色，該站的位置。

能找到自己喜歡的工作，就像如魚得水，不用漂泊。來到澳華療養院基金第一份工作，就是社區夥伴計劃工作員。許多同事看見我們時常拿著行李箱進進出出，卻不知道我們幹甚麼。也有同事介紹我們是宣傳部，其實這樣形容也不為過。因為我們主要的工作，是深入悉尼不同華人社區，推介澳洲政府的高齡服務；也會去到主流院舍，介紹中國文化，協助院舍提供合乎華裔長者文化的高齡服務。當然，無論去到哪裡，我們都會順理成章地宣傳推介澳華療養院基金的高齡服務。

由於工作需要，我們會主持資訊講座、設置資訊攤位、工作坊，甚至到電臺接受訪問。過去從事幕後工作，習慣隱藏，想不到人到中年，才要拋頭露臉，站在台前。但我喜歡我的工作，因這工作讓我有機會明目張膽地混進長者群中，和他們一起掙扎，一起克服困難，一起

滿足快樂。每位長者都是一本知慧的書，或許有些是迂迴曲折的長篇巨著，有些是素雅精緻的小品文，有些是出人意表的推理小說，或是充滿睿智的詩篇，只要用心閱讀，都能從中擷取許多奇珍異寶，使我們透澈生命的意義。

我也喜歡我的工作團隊。我們來自不同背景，性格南轅北轍，唯一共同點是固執倔強。經過三年磨合，老實說，仍然本性難移。但現在我們可以隨心分享，也可放肆爭拗。因為相互認識加深，很容易就諒解包容。合體時我們拼發光芒，分開時各有特色。瑪麗蓮夢露喜歡與我分享感性的世界；亞德雷德是我的英文老師，也是我心靈密友；最重要是我們有位開明的畢直隊長，她給予我們自由的空間，讓我們各自發揮所長；有需要時，永遠是我們強而有力的靠山。

所以，我很期待也很相信，未來的三年，我們一定會攀越另一高峰，擦出閃亮的火花。

幸福的感覺，就是與人心相連，即使一瞬間，也是溫暖。



一個冬日的早上

Marilyn Dang 女士——社區聯繫計劃工作員

一個冬日的早上，我走進頤康苑的電梯，正預備回到辦公室。腦內記憶忽然飛翔，回到我剛踏進澳華療養院基金面試那天。那是二零零九年，那時社區夥伴計劃辦公室還在陳秉達療養院會議室。那天，我經過陳秉達療養院的入口，被安排到蘇懷活動中心一間陌生的房間內等候。我還記得那房間掛著很多中國畫，桌上都放滿美麗的東方盆栽。我被周遭環境吸引，以致我沒留意到譚姑娘何時站在我身邊。當她和我打招呼時，我看見一個溫柔而熱情的中國女人，但說話卻那麼溫柔（我在越南及澳洲所見所聞，都有一個常見的誤解，就是中國人一般說話很大聲和吵鬧）。面試當天，是譚姑娘和鄭姑娘一起見我，對比譚姑娘，鄭姑娘像有無窮精力及感染力，她令我相信澳華療養院基金是一個大家庭。我會很享受在那裡工作，因為她們，讓我面試的緊張感慢慢地舒緩下來。

第一天上班，我只知道我需要和譚姑娘（她是我們社區夥伴計劃的聯絡主任），馮姑娘及關姑娘共用一個辦公室，我非常緊張，因為過去我從沒試過和一班女士們一起工作。以前我曾做過土木工程師助理，後來成為全職的母親和照顧者（眾所周知這身份其實包括許多的工作，最主要職責包括教師、護士、廚師及清潔工人）。我曾在一個競爭激烈的行業工作，所以非常樂意接受這個轉變加入這個大家庭。

過去三年，我們已壯大成為一個非常成功的團隊。由於決心回饋我們的社區（中國及越南），透過彼此之間的互相支持和分享，我們的工作都能達到目標和理想。绚烂過後，社區夥伴計劃已於二零一二年六月光榮結束，取而代之是社區聯繫計劃，這個新的項目，給我們新的挑戰和任務，我代表我們每位同事說，我們蓄勢待發，正迎頭向前！



義工感言

陳璇曲女士——癡呆症華語電話資訊服務義工

「剛才和我說話的那個可愛女孩是誰？」每次我好朋友探望完她的母親，離開時她母親必定會說這句話。

她的母親患有癡呆症，認知能力下降，特別是身體和情緒也很倚賴他們。透過這朋友，帶我認識癡呆症這個新的領域。雖然這已是幾年前的事，但一切仍歷歷在目。

所以當我看到廣告招募癡呆症華語電話資訊服務義工時，我想為何不去一試。

要成為癡呆症華語電話資訊服務義工前，必須先接受由澳洲新南威爾斯州阿爾滋海默氏症協會舉辦的培訓課程。這個課程資料豐富，特別是怎樣申請服務和支援，提供實用的資料和管理策略。

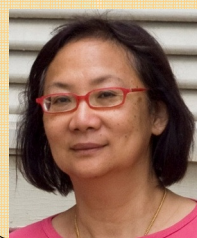
不過，接受培訓是一回事，要把學到的知識實際應用又是另一回事。記得我接聽第一個華語電話諮詢時，我的心情既興奮又戰兢，擔心：「我會否記得所有學過的知識？」「他們每個情況都是獨特和複雜，我會否不知道怎樣回答？」

每次能解答他們的問題，聽到電話另一端傳來衷心的感謝時，這確是一個美妙的感覺。每個電話都像在呼救。一般來說，家人／照顧者都會用盡所有方法，去幫助他們的親人去適應過渡這個困境，所以他們的需求都十分迫切。

無論為癡呆症患者提供甚麼護理服務，家人或是親友的參與是非常重要的和寶貴。而華語電話資訊服務的作用就是提供有用的資源去支援他們。

由於現今使用華語電話資訊服務數目有限，為了讓更多人士知道這項服務，最近我們推出連串的推廣宣傳。我們印制了一千份「同行一線牽——癡呆症華語電話資訊服務」單張，分派到紐省不同地區的健康及社區服務提供者。此外，更在宣傳澳華療養院基金服務的影碟上介紹華語電話資訊服務，以收宣傳之效。

能協助癡呆症患者及其照顧者維持生活的質素，是一項可喜的任務，我很榮幸能成為這服務的一分子。



癡呆症華語電話資訊服務

「您是否擔心你或你的親人的記憶力？」

您是否正在照顧患上癡呆症的人士？」

想了解更多有關癡呆症的資訊？」

在剛印製的「同行一線牽」——癡呆症華語電話資訊服務單張上你會看到以上的句子。癡呆症華語電話資訊服務是澳洲新南威爾斯州阿爾滋海默氏症協會與澳華療養院基金合辦，於二零一零年十月展開，是聯繫癡呆症資訊和華人社區的重要橋樑。

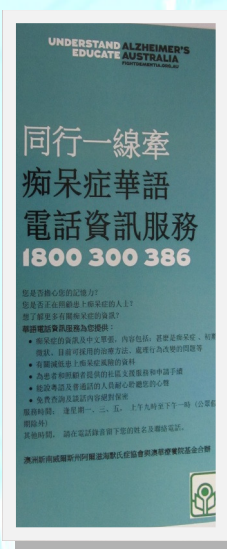
透過電話專線，查詢人士可以用廣東話或普通話查詢有關癡呆症的資料和適切的服務。一切談話內容及個人資料絕對保密。

一位自二零零三年開始服務專線電話的義工表示：致

電專線的人對自己的擔憂和困難都能暢所欲言，因為我們來自同一文化，最重要是我們說相同的語言。

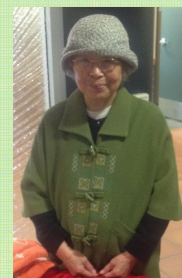
假如你發現身邊的朋友或親人記憶力變差、行為怪異、亂放物件、做熟悉的事情感到困難、對日期時間和地點混亂，請致電癡呆症華語電話資訊服務，與受過專業培訓的義工傾談，把你的困難和疑問一一盡訴，可減輕憂慮的情緒。

癡呆症華語電話資訊服務電話 1800 300 386，服務時間是逢星期一、三、五上午九時至下午一時，公眾假期除外，其他時間可用電話錄音。



安心之處是吾家

李日蕙女士——錢梁秀容頤康苑住客



我曾住在兒子家，享受天倫之樂。自從有天聞得鄰居老人中風，我兒心存隱憂，早晚噓寒問暖。我自忖像個退役的老駱駝，望盡天涯路，日暮西沉，歸途何處？驟然醒悟：「得為自己尋找一個終老的家。」於是尋尋覓覓，想不到驀然回首，就這樣走進了錢梁秀容頤康苑。

頤康苑庭園美景秀色，綠樹桃花相映，整潔餐廳毗鄰一角寧靜魚池。樓上圖書室，書報琳瑯滿目。閑來在苑內散步聊天，瀏覽員工精心剪貼的健康資訊。這洋溢和諧與文化氣息的屋苑，正是我頤養天年的好地方。甚麼是家？安心之處是吾家。

古人說：人生七十古來稀。而我八十高齡，雖老未殘。昔日在家只識悲嘆年華老去、失落寂寞。而今，我感到年輕了，抹掉老氣橫秋。這兩年來，我讀了偉大文學家列奧、托爾斯泰、海明威、羅曼羅蘭等名家系列作品，欣賞古典音樂，觀看經典電影劇集，下象棋、學電腦、用 iPad 寫心得。我也喜歡參加屋苑舉辦的各式集體活動，如生日會、專題講座、室內遊戲、學習太極、外出旅遊及購物等。

我的精神世界豐富多彩，忙得不亦樂乎。真的「不知天上宮闕，今夕是何年」！現今我返璞歸真，從頭學會知福惜福，知恩和感恩。我願終老在這美好的安老之家，安享天年。

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以往的歲月裡，蠟燭這個多情物，總令我觸景生情。唯獨到了八十高齡，在頤康苑渡過兩個春與秋，回味得來的滿足和快樂，才教我理性地感悟到蠟燭展示的，並不在於萬般風情，更重要的是它真實一面就是樸實無華、閃耀奉獻的美。

我在頤康苑裡，隱約中見到人性化了的蠟燭，就是他們三人（職員關靜雯姑娘、何瑩姑娘及義工蘇偉仁先生）早晚呵護關懷這些風燭殘年的老人。

他們三人如蠟燭，無怨無悔，燃燒自己，照亮他人。

### 家事 廣場

- \* 二零一二年七月一日
- \* 二零一二年七月一日
- \* 二零一二年七月十七日

黃慕貞女士晉升為培訓及發展經理  
錢子明女士晉升為系統經理  
鄭賜霞女士由行政總經理正名為行政總裁

