



# AUSTRALIA NURSING HOME FOUNDATION

## Newsletter

Issue 20 — June 2017

### ANHF Mission and Values

ANHF Board of Trustees

#### As an ANHF board member, why are our mission and values so important to ANHF?

The mission of ANHF has always stemmed from providing the upmost care possible to our elderly, with specific attention to meeting their needs from a Chinese background. Our values of 'Integrity, Care and Compassion, Professionalism, Respect, Teamwork, Equity, Rights, Innovation and Stewardship' are qualities taught and instilled in us through being raised in a Chinese family. Our parents always made a point that we need to care for one another. There is nothing more important or rewarding than to give your 100%.



There is a saying: 'Do for others what you would want someone to do for you'. When you act with compassion and respect, your work outlook changes and no longer seems like a chore. Your working life then becomes rewarding because someone else has benefited from your positive energy. The respect and loving care you show to our elderly is reflected in their happiness. We are fortunate as an organisation to have people, 'our people' - both staff and volunteers - working with such dedication and enthusiasm for which the Board is extremely grateful.

#### For many years you have been witnessing the development and growth of ANHF as well as living out our mission and values, what are the biggest challenge facing the future?

ANHF has grown from a small, not-for-profit, community based, culturally specific aged care provider to becoming a widely recognised organisation, known and recognised for its dedicated services to the elderly residents and care recipients. The challenge in going forward, as we grow and diversify our services, is to maintain the same sense of 'family' in ANHF. The 'family values', most of which are encapsulated in ANHF's values, are more widely practised in the aged care sector than in other industries. As people who work and serve our elderly are already of the caring mindset, the challenge is to make this work effectively in an increasingly regulated environment, without being overly burdened and distracted by compliance.

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ANHF Board

**As an aged care service provider, we have to demonstrate care, compassion and professionalism, respect for the elderly as well as being innovative. Among these values, which do you think is the most important and meaningful? Why?**

By all means, care is critical, but how we deliver it is also paramount to meet requirements and ensure the lives of those we care for are enriched.

All values are important and should reflect not only our work but our everyday lives. Our values are all linked and cannot be isolated. It is a challenge to work towards having this in any organisation, but with open communication and a positive attitude to provide the best care, this will be achievable.

**Please share with us how the management level and frontline staff can work even better to integrate our mission and values into our services?**

It is important to understand that being at work is one thing, what you do at work can take you to a level and give you job satisfaction and demonstrate to others that you belong.

At ANHF, training is paramount in equipping our management and staff to do their roles effectively.

**Are there any other essential missions or values that you might consider adding to our existing ones? Why?**

All mentioned mission and values are essential. It's living out the mission and making it a continuing part of our work culture that is important.

An important integral component that should intertwine within our mission is to have fun and be happy! Laughter and enjoyment is essential, otherwise work life can get a little too serious.

At ANHF, we are always looking at appropriate things to help the people in our care to live a good quality of life.

Wouldn't it be fun if our residents can play a game of virtual tenpin bowls or go on a virtual holiday on the ski slopes in Japan or visit a theme park and go on a bone cracking rollercoaster ride. Technology advancements have seen many applications and devices that can be applied to stimulate the mind.

The future is what we make it to be. Let's make aging in place a stimulating and fun environment.

Other values the Board considers relevant are:

**Reliability** –our high quality aged care services are consistent and dependable

**Trust** – entrust and empower our team at ANHF to help you

**Loyalty** – built through integrity and mutual respect for one another

The Board also would like to consider developing a vision statement for ANHF. Some thoughts (though not limited to) are:

**Ageing together, never alone**

**Age well, age together**

**Our elders grow together...not alone**

**Never age alone**

We can have further dialogue about this at some other time.



## Home Care Reform Brings Changes but Our Care And Concern Remains

### **Lilian - Team Leader, Home Support Services**

As Home Care Reform rolled out on Feb 27 2017 one of the most important changes is home care funding will follow the clients. To put it simply, clients can carry their funding to another service provider if they are not satisfied with their current one and decide to opt for a new one. In face of this challenge, our Home Care Service Team Leader responded: 'Our total client number has not dropped despite the rolling out of the Home Care Reform! We are never afraid of changes, instead we welcome them as challenges. With over ten years' experience in home care services for both clients of low care and high complex needs, we are proud of our professional team of registered nurses, occupational therapists and physiotherapists who speak their language, understand their culture and support individual health needs of our clients. Most importantly, we have devoted and professional frontline staff who always attend to the needs of our clients, providing them services of care and compassion.'

### **Angel - Our frontline Worker**

Having returned to Hong Kong for three months to take care of her father who was critically ill after a stroke, Angel knows better than anyone there is more to a job in caring for our elderly clients. 'If you treat your elderly clients as family members, you'll be far more gentle and caring. By providing respect and dignity they deserve, our elderly clients will feel more satisfying.' That was why Angel decided to take up a career in home care to live out her passion.

'The elderly have their individual personalities and needs. As long as you focus your care on them, you'll understand and work towards satisfying their needs. Some clients with poor eyesight really want to catch up with current affairs, reading newspapers to them which brings them in touch with the world. A leisurely walk and a little encouraging chat with elderly clients who are a bit down in their moods work wonders in helping them to view life more positively! They

definitely feel the genuine care and concern from you. No matter what changes that come along with aged care reforms, I have confidence in my caring work and am sure that the clients I serve will never switch to another service provider!'

### **Pearlie Ho - Carer**

As an accountant, Pearlie is terribly busy in her everyday work. Her worry about the home safety of her mother-in-law has been lifted off ever since they starting to use our home care services. 'As I hadn't heard about ANHF before I could only look for other service providers. It's really difficult to find a Chinese-speaking worker who also knows how to cook Chinese meals. Luckily a friend told us about your service. In fact I was a bit worried whether my mother-in-law would connect with the new worker but it turned out that she was very happy with the home care worker. Now that five years have passed, my mother-in-law trusts her very much.'

'One of the key changes brought about by the 2017 Home Care Reform is to give more choices to consumers e.g. choosing their own service providers. Indeed the thought of switching to another service providers has never crossed my mind as the services delivered by ANHF have been so good. My mother-in-law always says the home care worker has been so caring. One day she told me upon returning home that she had nearly bumped her head while getting out of the car, luckily the home care worker protected her head with her hand! What seemed to be a little act of care reflected how much she cares for my mother-in-law. That is the tender loving care that money can't buy!'





# BCNH Thank You Morning Tea for Peace Wall Mural by Burwood Girls High School

Recently teachers and students from Burwood Girls High School painted a multi-coloured wall mural with the theme 'Peace'. Our elderly residents were greatly impressed by the interlocking worlds of fantasies and childhood dreams weaved into different shades of blue where the clear blue sky and the silvery blue sea merge seamlessly.

A Thank You Morning Tea was held at Bernard Chan Nursing Home (BCNH) on May 16 to express our heartfelt thanks to teachers Ms Amy Yongsiri and Mr Matthew Baldwin, who spent nearly half a year with their creative students on producing such talented, meaningful art work. In their vote of thanks, Mr. Loon Kun Chen and Ms. Tai Tai Chew (resident representatives of BCNH), thanked the teachers and students for their efforts in adding colours and vivacity to life in BCNH!

The occasion was honoured by the presence of Ms Jodi McKay (Strathfield MP), who shared this wonderful moment with us. In her address, Ms Jodi McKay praised the selfless contribution of teachers and students from Burwood Girls High School and thanked the management and staff of BCNH for working tirelessly in providing culturally-appropriate quality services for the Chinese seniors.





# ANHF 2017 Volunteers Recognition Night



The 2017 Volunteer Week was held from May 8 to 14 all over Australia to extend the community's appreciation to over six million volunteers through talks, open days, award presentations, barbecues, luncheons, dinners etc.

In ANHF, we held our Volunteers Recognition Night on Friday May 12 at The Eight to acknowledge the efforts of over a hundred volunteers and their partners. On top of the delicious meal were games that brought much fun to volunteers, staff and board members. In appreciation of their selfless contribution, appreciation plaques were presented to our wonderful volunteers. Those who have been with us for fifteen years received crystal plaques! Ms Ada Cheng, our CEO, took the opportunity to thank them for making valuable contributions to ANHF in supporting staff in our ever-expanding aged services and providing enjoyment and a sense of community for our seniors.

Volunteer service goes a long way beyond supporting the elders in our community, it also adds dimensions and abundance to our lives. If you are interested in becoming a volunteer, please contact Karla on (02) 9784 0848.





## 復活節，一人有一個願望 Our Easter Wishes



但願復活節每個人心裡都充滿平安、  
愛和快樂! May everyone have peace,  
love and happiness in their hearts!

(LCACC 錢梁秀容療養院)



祝福大家開開心心，笑口常開!  
I wish everyone happiness and joy!

(HSWC 好思維活動中心)



祝中心愈辦愈好，人人開心，自己學  
多些廣東話! (May our centre progress  
every day! May everyone be happy! I also  
hope to brush up my Cantonese!

(SHSWC 沛德活動中心)



祝大家青春美麗，日日有麻雀打!  
May you all have beauty and youthfulness!  
Let's play mahjong every day!

(SWSWC 蘇懷活動中心)



祝所有人都開開心心，自己行動自  
如! May everyone be happy! My hope  
is to have excellent mobility!

(SWSWC 蘇懷活動中心)



希望中心職員、義工及長者身體健康、  
日日笑呵呵! Health and happiness to  
centre staff, volunteers and all seniors!

(SHSWC 沛德活動中心)



祝身體健康，日日開心!  
Good health and joy to you all!

(BCNH 陳秉達療養院)



希望每次來到中心都開心，飲到好好味的奶茶!  
Enjoy our time here and the yummy milk tea!

(SHSWC 沛德活動中心)



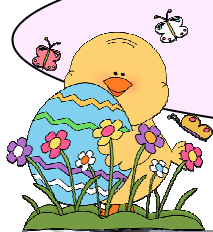
祝身體健康，想個樣有個樣!  
May we all have good health, may all  
dreams come true!

(CCPNH 周藻洋療養院)





## 復活節，一人有一個願望 Our Easter Wishes



願上帝祝福每個人心裡都有平安! May the Lord grant everyone inner peace!

(HSWC 好思維活動中心)



希望身體健康，繼續有型!

Stay healthy and charming!

(BCNH 陳秉達療養院)



祝人人都有個幸福快樂的復活節!  
May everyone have a blessed and joyous Easter!

(LCACC 錢梁秀容療養院)



希望雯雯姑娘早日找到如意郎君!  
Wish that Jane would soon find her prince on the white horse!

(CCPNH 周蕨泮療養院)



希望認識多些朋友，玩得更加開心! I hope to know more friends and have more fun!

(SHSWC 沛德活動中心)



最緊要個個身體健康!  
Good health to everyone!

(CCPNH 周蕨泮療養院)



希望身體健康，無病無痛!  
Good health. Noe more illness or pain!

(HSWC 好思維動中心)



身體健康 大家每天都開心快樂!  
Good health. Every day is a cheerful day!

(SWSWC 蘇懷活動中心)



願我們的復活節充滿祝福! May our Easter be filled with blessings!

(LCACC 錢梁秀容療養院)



**Section 1: Personal Details**

Please support ANHF to deliver quality and culturally competent aged care to our community.

請支持澳華療養院基金為社區提供高質素及合符文化的高齡護理服務。

Title 稱謂

Mr 先生

Mrs 太太

Ms 女士

Miss 小姐

Family Name 姓氏

First Name 名

Second Name

Home Address 住址

State/ Territory 州

Postcode 郵政區號

Phone Number 電話號碼

**Section 2: Donation Details**

Donation of \$2 and over is tax deductible.

凡捐款2元或以上可扣稅

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

**Payment Type**

☐ Electronic Funds Transfer

☐ Please debit this card

**TO: Australian Nursing Home Foundation (BSB 082-201, Account Number 580-328-001)**

☐ Master Card

☐ Visa

☐ Other:

Name on Card

Card No.

Expiry Date

Signature

**BEQUEST – Leave a Gift in your Will**

By leaving a **Gift** to the ANHF in your **Will**, you are creating a **lasting legacy** that will help us continue to create a **thriving** and **vibrant** environment that will enable our elders to age with **dignity** and **grace**.

If you wish to leave a **Gift** in your **Will**, you should seek appropriate legal advice. For more information, you may wish to request further information by ticking the box below or refer to our **Bequest Fact Sheet** on our website.

☐ Please send me details on making a gift to the Foundation in my will. 我希望在遺囑中對基金作出饋贈，請將詳情寄給我。

Please return this form to Australian Nursing Home Foundation, 60 Weldon Street, Burwood NSW 2134.

**YOU CAN ALSO DONATE SECURELY VIA OUR WEBSITE: [HTTP://ANH.F.ORG.AU/CONTACT-US/DONATIONS](http://anhf.org.au/contact-us/donations)**

Thank you for your support. Below are the donations received from April till May 2017

謝謝各位的支持。下為2017年4月至2017年5月期間之捐助人士芳名。



100以下

\$100—\$499

\$1000-\$4999

\$5000以上

Below <100

\$5000 and above

Robert & Becky Chiu

Robert Tong & Therese Tong

Francis Chung

Yu Wing Leung

Wai Ling Wong

Adam Wong



## New Staff 大家庭新力軍



**陳姝妤**

**人力資源助理**

陳女士於皇家墨爾本科技大學修畢商務管理學士，加入基金大家庭前曾於新加坡任職人力資助工作數年。陳女士說流利英語及普通話，也略懂廣東話。



**Brianna Shu Yu Chan, HR Assistant**

Brianna possesses a Degree in Business Management from RMIT University. She comes to us with several years in the HR role in Singapore. She possesses good communication skills in English and Mandarin and some Cantonese.

**白嬌**

**助理會計**

白女士於紐卡素大學修畢商務碩士學位，也是會計師公會成員，說流利英語及普通話。白女士曾於海外及澳洲從事家禽肉類處理、工業照明及商業清潔等範疇之會計工作。



**Yan Lisa Bai – Assistant Accountant**

Lisa possesses a Master Degree in Business from the University of Newcastle and is a member of the Institute of Public Accountants. She comes to us with several years in the accounting role, both locally and overseas, in varied industries including poultry processing, industrial lighting and commercial cleaning. Lisa possesses good communication skills in English and Mandarin.



New Service  
新服務

Recently we were informed by the Department of Health and Human Services to have successfully secured funding in the Commonwealth Home Support Program (CHSP) Growth Funding Round 2016 to deliver 'personal care' to cover 9 additional clients in Western Sydney area.

我們最近接獲「健康及人文事務部」通知，基金在二零一六年「聯邦家居支援服務增長撥款遴選」中成功獲得資助，在西悉尼增添九個「個人護理」服務名額。

# 2017 年澳華療養院基金義工同樂夜



今年澳洲「全國義工週」於五月八日至十四日在澳州全國各地舉行，透過不同活動如講座、開放日、頒獎典禮、野餐或各適其適大小宴會，向全國六百多萬多名義工表示謝意。

澳華療養院基金為響應「全國義工週」，特別於五月十二日(星期五)在八樂居酒樓舉行「義工同樂夜」，筵開十二席，共有百多位義工及其伴侶參加。當晚節目豐富，除共享佳餚外，大會更設計不同遊戲活動，讓義工與董事會成員、職員打成一遍，歡聚一堂。為感謝義工無私奉獻，大會特別向每位義工頒發「義工嘉許」獎牌，而服務十五年的義工更獲頒水晶獎牌。行政總裁鄭賜霞女士藉此機會感謝每位義工與職員同心同德並肩攜手服務長者，令他們生活增添色彩和歸屬感，讓澳華療養院基金發展得以一日千里，讓更多華人長者受惠。

義工工作充滿意義，除可為長者服務，更讓你的人生更豐盛美滿。凡有興趣加入澳華療養院基金義工行列者，請致電(02)9784 0848與莊姑娘聯絡。



## 陳秉達療養院舉辦感謝茶聚

### 讚揚寶活女子中學製作「和平」壁畫

陳秉達療養院最近獲得區內寶活女子中學(Burwood Girls High School)師生合力製作一幅色彩斑斕名為「和平」的壁畫。壁畫以藍色為主調，海天一色，畫中充滿奇幻想像和童真世界，難怪令長者們讚歎不已！

為感謝寶活女子中學師生們無私的付出和努力，澳華療養院基金於5月16日(星期二)於陳秉達療養院舉行「感謝茶聚 Thank you morning tea」，讓長者和這班可愛師生們有機會共聚一堂。老師 Amy Yongsiri 及 Matthew Baldwin 帶領著一班由八班至十二班的學生，用了差不多半年的課餘時間來完成這幅壁畫，實在別具意義。長者代表陳隆廣會長和周弟弟副會長分別致詞，感謝師生們努力，讓他們平凡的療養院生活增添色彩和生氣！

這次聚會特別邀請到史卓菲市議員 Jodi McKay (Strathfield MP)出席，共同見證這個歷史性時刻！Jodi McKay 致詞時，除肯定及表揚師生所付出的努力外，更感謝陳秉達療養院的管理層及職員群策群力，為澳洲華人長者提供合乎文化及高質素的高齡服務。



# 政策在變，人情未變

## 曹麗蓮（團隊主任，家居護理服務）

自2017年2月27日開始，家居服務進行改革，最重要的改變是消費者將會直接主導政府給予家居護理配套服務的補助金，即是說消費者若對現時提供服務機構不滿意，他們隨時可拿著政府的補助金轉到另一間提供服務機構。面對這樣的轉變，我們家居服務團隊主任有話說：「家居服務改革後，我們服務的配額並沒減少！我們並不怕轉變，轉變對我們來說是挑戰！因為澳華療養院基金的家居服務已超過十多年的歷史，我們不單照顧低度護理長者，同時亦有全備的服務，為有高度護理需要的長者提供服務。我們有非常專業的團隊，會和長者說同一語言、認識他們文化的註冊護士、職業治療師、物理治療師隨時候命，以滿足長者健康方面不同的需求。當然，最重要是我們有一班非常專業又有工作熱誠的前線工作人員，他們陪伴長者左右，為他們提供最適切貼心的服務。」

## 劉麗君（家居護理工作人員）

曾經因為父親中風病危回港照顧父親三個多月的Angel，深切體會照顧長者，不能只當是一份工作。「若你將那位長者視為自己家人看待，你會溫柔很多，體貼很多，讓長者享有尊嚴，備受尊重，感受也舒服很多。」回到澳洲後，Angel決意加入家居服務行列，以行動實踐她的理想。

「每位長者都有不同性格和需要，你要去關心她，才明白她的需要，然後盡量去滿足她的需要。好像有些長者眼睛不好，但想知道世界大事，你幫她讀報紙她已經很開心；有些長者情

緒低落，陪她去散步時，盡量開解她，讓她看到自己幸福的一面！如你真的關心她們，長者心裡是明白的。所以無論政府的政策怎樣改變，我很有信心，我服侍的長者一定不會轉往別的機構！」

## 何寶儀（照顧者）

身為會計師的寶儀，每天工作都很忙碌，但時常擔心在家的奶奶。自從用了我們的家居服務後，現在上班也安心許多。「以前不知道有澳華療養院基金這個機構，試過找其他機構，但找到會說廣東話，會煮唐餐的機構實在不容易，幸運地朋友介紹下認識並使用了你們的家居服務。最初我也擔心奶奶不適應，想不到她和那工作人員那樣合得來，現在她已照顧我奶奶有5年多，我奶奶很信任她。」

「我也留意到2017年政府家居服務改革，最主要讓消費者有更多選擇，例如選擇提供服務機構，但說真的，我從來沒有想過要轉機構，因為澳華療養院基金提供給我奶奶的服務已經夠好。我奶奶時常稱讚為她提供服務那位姑娘對她很好，有天她回來跟我說：『今天下車時差一點點就撞到頭，幸好那位姑娘用手擋著！』雖然是很小的動作，但感到她真的很細心很疼愛長者，這是錢也買不到的！」





**作為一個提供高齡服務的機構，我們需要有愛心、專業，重視長者權利並不斷創新。以上的理念與價值，你認為哪一個最重要？最有價值和意義？為甚麼？**

一言蔽之，關心是最重要。但怎樣提供服務，確保我們所關愛長者的需求得到滿足也同樣重要。

所有的價值都很重要，不僅反映在我們的工作，同時反映在我們日常生活裡。這都是環環相扣，密不可分。任何機構要實現這目標都是一項挑戰，但只要持開放溝通和積極態度提供最好的服務，這些價值都可以實踐。

**可否給澳華療養院基金的管理層及前線職員一些意見或提議，怎樣將這些理念與價值貫徹實踐在我們的服務裡？**

有一點很重要，必須清楚明白，就是我們工作時，怎樣做能提升工作層次，讓你享有滿足感，也讓人看到你的歸屬感。

澳華療養院基金認為培訓是很重要的，可以為管理層和員工提供最好的裝備，讓他們發揮工作效率。

**有沒有一些理念或價值你們認為都很重要，將來或許考慮加入於我們的理念和價值裡？**

以上所有的理念和價值都是不可或缺，但怎樣實踐信念，並貫徹始終在我們工作文化裡，亦甚為重要。

另外，還有必須和我們的理念交織的兩個元素，就是歡笑和樂趣！沒有歡笑和享受，工作就變得太嚴肅了！澳華療養院基金一直在尋找適當的服務方向，讓我們所照顧的長者可以過更優質的生活。

如果我們的長者可以戴上視象眼鏡，打一場虛擬的保齡球，或者來一次虛擬日本滑雪假期 或參觀主題公園之旅，又或坐一次上下翻飛，骨頭也顫裂的過山車 - 多棒！現今科技進步，可以帶來許多可刺激腦部活動的應用程式和設備。

未來由我們去創造！讓我們合力創造一個刺激思考、充滿樂趣，讓長者樂享天年的好地方。

董事會同時也在考慮以下相關的價值：

**可靠性** - 維持高質素及可靠的高齡護理服務

**信任** - 信任我們的基金服務團隊，為你提供幫助

**忠誠** - 建立誠信，互相尊重

另外，董事會還在構想澳華療養院基金的發展方向，想法是(並不限於):

- **陪伴到老，永不孤單**
- **一起老當益壯**
- **黃金歲月，與你同行**
- **老而有伴**

將來若有時間，希望我們可以在這方面有更多對話和探討。





# 澳華療養院基金

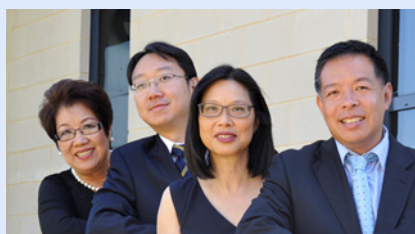
## 會訊

第20期 - 2017年6月

## 澳華療養院基金的使命與價值

**作為澳華療養院基金董事信託人，為甚麼基金會的理念和價值對我們機構那麼重要？**

澳華療養院基金的理念與使命就是為長者提供最優質服務，特別是為來自華裔背景的長者提供最適切的護理。



我們的價值是誠信、關愛、專業、尊重、團隊、平等、權利、創新及管理，當我們在自己華裔背景家庭成長時，這些觀念早已被教育和灌輸。我們的父母教導我們要關懷別人，沒有甚麼比百分百付出更重要更有回報。

有句話這樣說：「你想人怎樣待你，你就得怎樣待人。」若你工作持守憐憫和尊重，感覺會完全不同，工作不再是苦差。因為你的正能量讓別人受惠，你的工作亦變得有價值。你對長者付出幾多尊重和關愛，從他們幸福的笑臉中就可以反映出來。我們機構非常幸運有這班人，包括我們的員工和義工，他們以誠以愛服侍長者，這是我們董事局非常欣慰和感謝的。

**多年來，你們看著澳華療養院基金的發展和成長，貫徹始終我們的理念與價值。請問面對未來，你們認為澳華療養院基金最大的挑戰是甚麼？**

澳華療養院基金由一間規模細小、合乎文化背景的療養院發展成為今日享負盛名，廣為長者認識和讚揚的高齡服務機構。隨著我們的發展和服務多元化，未來最大的挑戰就是澳華療養院基金怎樣繼續保持「家」的感覺。

「家」是我們澳華療養院基金的價值，對比其他行業在高齡護理服務可更廣泛地實踐。我們以愛以誠護理照顧長者，而未來的挑戰是怎樣在日益繁多監管環境下，不會受阻或成為負擔，而能有效地開展我們的工作。

### 董事會信託人

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### 編輯室

鄭賜霞  
關靜雯  
馮嘉碧  
黃慧恩

### 顧問

澳華療養院基金董事會