

Celebrating 35 years of vibrant community life 歡慶三十五年活力社群

Australian Nursing Home Foundation

Acknowledgements _ 鳴謝

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OUR COMMUNITY

Thank you to everyone who contributed to the 35th Anniversary Celebrations and to this commemorative booklet. There are many ways you can help the Australian Nursing Home Foundation continue its work. If you wish to join, or you are new to our community, welcome. If you already use and support our services, thank you.

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Your donation, regular giving or bequest helps us deliver services to people who need our care. For payment options visit www.anhf.org.au/donations

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澳華療養院基金大家庭

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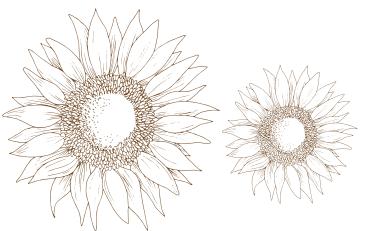
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Enabling our elders to age with dignity and grace 敬老護老喜樂耆耄

Message from our Chairman



As an ethical provider we're trusted and respected – and the people who depend on our services live comfortably knowing we go above and beyond to meet their needs.

The 35th anniversary of the Australian Nursing Home Foundation offers a wonderful opportunity to celebrate the outstanding work we do with ageing Australians.

As one of the leading and largest providers of culturally and linguistically diverse aged care in our nation, we have an exciting story to tell. Through the eyes of many, we take you behind the scenes of our vibrant community.

From our past, you'll meet the inspiring people who mortgaged their homes to help isolated elderly people in Sydney's Haymarket.

In our present, you'll see how everything we do is shaped by our desire to enable our elders to age with dignity and grace – guided by their wishes. We know that vibrant communities are distinguished by the way they build belonging, create connection and foster participation.

We also know they embrace diversity and offer quality choices for support and care. We pride ourselves on providing specialist residential and community aged care services that truly embody these values. As an ethical provider we're trusted and respected – and the people who depend on our services live comfortably knowing we go above and beyond to meet their needs.

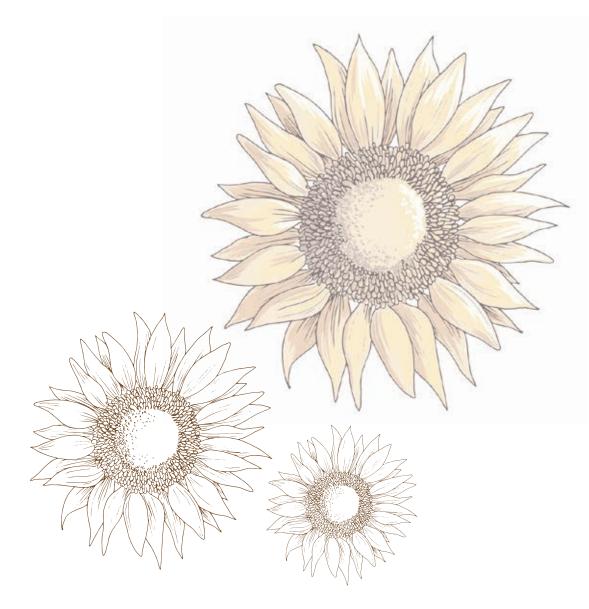
Building community takes dedication and I express my sincere appreciation to all our employees, volunteers, board members, partners, donors, families and the elders we serve for the important role you play in our success.

As a charity, the vital service we provide to ageing Australians is made possible through the generosity of all our supporters.

Thank you for your contribution.

6 tourie

Ellen Louie Chairman Australian Nursing Home Foundation



Front cover image:

In the Chinese culture, the sunflower is considered to be an auspicious flower symbolising longevity, happiness and good luck. Its trademark bright yellow signifies vitality and intelligence. The sunflower expresses the essence of the Australian Nursing Home Foundaiton; our vibrant community and our vital work with ageing Australians.

OUR VIBRANT COMMUNITIES

We have services in Bonnyrigg, Burwood, Campsie, Chester Hill, Earlwood, Greenfield Park, Hurstville, Surry Hills and Ultimo. We also provide home care in five Sydney regions: Inner West, South East Sydney, South West, Western and Northern Sydney.

OUR PEOPLE

More than 500 people deliver our services to over 1000 individuals per week. This includes 140 volunteers and 380 staff who speak Cantonese, Mandarin, Vietnamese, English and other languages.

OUR MISSION

To be the model provider for high quality and culturally competent aged care.

OUR VALUES

Integrity, care and compassion, professionalism, respect, equity, rights, innovation and stewardship.

OUR PURPOSE

We support older people from Chinese, South-East Asian and other culturally and linguistically diverse communities in Australia to live positively and according to their own priorities, choices and cultural traditions.

OUR PHILOSOPHY

Our ethical, non-profit services provide older people with choices for active ageing in their homes and localities, and in our warm, supportive communities where they can be happy, independent, receive professional care, contribute and find social connection.

OUR CUSTOMER SERVICE

People will choose ANHF because we provide high quality, culturally appropriate care and support independence, informed decision-making and advance planning – all vital to an ageing person's sense of integrity and wellbeing.

Highlights of our history

Since 1980, the Australian Nursing Home Foundation has delivered valuable care and support services to ageing Australian people of Chinese, South-East Asian and other backgrounds.

As one of the leading and largest providers of culturally specific residential and community-based aged care, we look forward to continuing this long tradition of excellence in decades to come.

Our specialist expertise and dedication will ensure our elders continue to live positively, age actively and feel empowered to choose the care and support they need and wish to receive.

We acknowledge the generous support of the Australian Government, the Government of New South Wales and various local governments in funding these developments and for providing other vital support for our work. We are also grateful to many benefactors who have helped us to expand to meet the needs of ageing Australians.

- 1991 A purpose-built, 46-unit community housing estate is completed in Jones Street Ultimo for elderly and needy Chinese Australians.
- 1992 We open the new Chow Cho Poon Nursing Home in Earlwood. In 1995 it is cited as a Best Practice ethnic-specific nursing home.
- 1997 We commission a 30-bed nursing home in Burwood and refurbish it. The Bernard Chan Nursing Home is born.
- 1998 Madam Violet Chan purchases and donates the adjoining property so we can extend the Bernard Chan Nursing Home.

2000

1980 Australian Nursing Home Foundation is registered as a charitable trust on February 25.

- 1981 We purchase Montrose Nursing Home in Strathfield. It has 21 beds so we can care for our elders who need nursing care.
- 1983 We receive a grant of \$173,391 from the Australian Government for the Montrose Nursing Home.
- 1988 We are allocated 24 housing units by the State Government in Poplar Street Surry Hills.

- 2001 We refurbish and extend the Bernard Chan Nursing Home to a 45-bed aged care facility and name its new wing after Madam Violet Chan.
- 2004 We open the Stanley Hunt Centre in Ultimo to support dementia sufferers in South Sydney East thanks to a grant from the State Government.
- 2005 We are granted funding for Respite for Working Carer's program.
- 2006 We launch the Community Partners Program (CPP) to assist older people from Chinese backgrounds to gain equitable access to quality and culturally sensitive aged care.

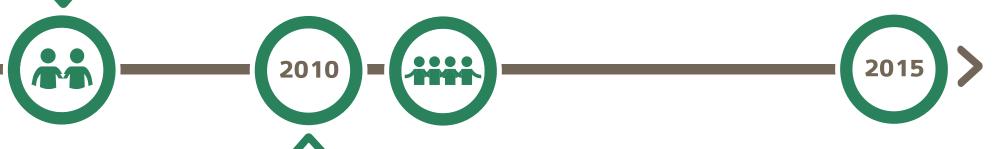
- 2007 We launch 30 Community Aged Care Packages to serve South East and South West Sydney (SWS) regions and extend CPP to the Indo-Chinese (Vietnamese) community.
- 2008 We open the So Wai Lifestyle Activity Centre the first dementia day care centre purpose-built for South-East Asian communities and launch a 'Demonstration Site for Day Dementia Respite for Carers of the South East Asian Community'. We launch 10 extended aged care packages in Western Sydney.
- 2009 Mr Wilson Chieng gifts 34 units in Campsie and names the building Lucy Chieng Gardens in honour of Mr Chieng's late mother. We receive a capital grant of \$3.5 million.

We continue to be the model provider for

Culturally and Linguistically Diverse (CALD)

care and a market leader in Consumer Directed Care best practice for CALD communities.

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- 2010 We launch the Consumer Directed Care (CDC) pilot package and extended Community Aged Care Packages (CACP / EACH) dementia.
- 2011 We open the purpose-built Lucy Chieng Aged Care Centre in Hurstville thanks to a \$1 million donation from Mr Wilson Chieng.
- 2012 So Wai Lifestyle Activity Centre receives Home and Community Care (HACC) funding to expand the dementia respite day care program.

- 2012 We start HACC multicultural centre-based day care in the Inner West and SWS which included 16 groups covering seven languages.
- 2013 We receive continuous funding for the demonstration site.
- 2014 We double the number of people we serve through Home Care Packages to 200 packages.

We expand the HACC centre-based day care at SWS and launch the Domestic Assistance and Social Support and Community Visitors Scheme.

2015 We expand the HACC centre-based day care at Bonnyrigg.

Who we are

Would you mortgage your house to help an elderly person in need? That's what our founders did back in the early days of the Australian Nursing Home Foundation. In 1980, five visionary trustees established an independent charitable foundation with the purpose of 'taking care of the sick, elderly and needy people of the Australian Chinese community'.

A vision for care: Our founding trustees (1980)



Angeline O'Yang, OAM

As a social worker I helped the Australian Chinese Community Association attract a grant to provide assistance to elderly Chinese and especially to those living around Sydney's Chinatown area who had little or no support. The Foundation grew from there. In winter, elderly Chinese people had been succumbing to illness and passing away. In the nursing home they lived for a long time and were happy. Our next venture was lowcost housing. People drew together to meet the need.



Dr CY Huang, MBE

Why did we take such a risk? We had a dream. It took courage to create a nursing home for elderly Chinese migrants whose language and culture made it difficult for them to find care. It also took trust. We trusted each other morally and worked hard to succeed. My fondest memory is of the comradeship and selflessness that characterised our early years to achieve our goals. As the team faces new challenges I wish it every success.



Hatton Kwok, OAM

Trustees and volunteers come and go, but I am certain that the Foundation will continue to prosper and grow as long as we are committed to our mission and value and. most importantly, proper corporate governance. Without the dedication personal commitment and contribution of time and effort of all the retired patrons and trustees our goals would never have been reached. (Extract from Mr Kwok's report as Chairman from the 30th Anniversarv book.)



Keep Fong, OAM

When we bought Montrose Nursing Home it was dilapidated. There was so much the government demanded we fix The five trustees and two others. mortgaged our houses. It was brave! The Chinese community must have known there was genuine need because the money flooded in I was later involved in building the Chow Cho Poon Nursing Home in Earlwood and the Bernard Chan Nursing Home in Burwood and they also received generous support.



Yick Chong Louie, MBE

We believed that a nursing home with familiar meals, language and cultural activities would make life so much better for elderly Chinese people. The challenge was funds. I spread the word through my job as a grocery store keeper in Chinatown and. once people knew the risks the trustees were taking, they willingly gave enough to open the Montrose home in Strathfield. Then we built Chow Cho Poon Nursing Home in Earlwood. Today the Foundation is in good hands with a skilled board and team.





2 Creating Connections

ELLEN LOUIE, LLB, LLM, CHAIRMAN

It's an honour to be part of this wonderful service that began so humbly and so altruistically 35 years ago. Through sound planning, innovative strategy and collaborative partnerships, we're achieving great things – and facing the future with strength and confidence. We're proud of our warm and supportive community and excellent care and positive about the opportunities that lie ahead.

MEI MEI TSE, TRUSTEE

I've seen ANHF grow from strength to strength and I know it's because we serve our elders as family, have good strategic directions, and are open to partnering with others to meet needs. My main role has been in events and fundraising and I'm always touched by people's generosity. People trust us, so they're happy to support the work we do.

MONICA CHU, B.Com, TRUSTEE

When I see that our elders and their carers are happy and appreciative of our services it's a major motivation and satisfaction for me. We now have good corporate governance and we're achieving our goal of providing a continuum of care for our ageing clients. We've reshaped our services to meet a changing market thanks to our dedicated executives and their teams.

ANDREW GOCK, B.Bus, CPA, JP TRUSTEE

The Australian Nursing Home Foundation is held in high regard in the community. We're expanding our nursing homes and our work in the community. And it's so satisfying to see how ANHF has stepped up to meet the demands of the community through the community services we now offer. Our staff members really are our proudest achievement.

BERNARD TSE, MBBS, FRACGP TRUSTEE

As a doctor, I'm privileged to help individuals but as a board member I hope to improve the health of elderly Australians at a more holistic, preventative and community level. The consistently excellent standard of our nursing homes during accreditation visits and the positive outcomes of quality reporting of all our community services is a credit to all the staff. We have such great people!

Our Board and Trustees



Q&A with CEO Ada Cheng

Ada Cheng joined ANHF in 2005, became General Manager in 2009 and CEO in 2012. She is proud of ANHF's vibrant past and excited about its future.



What's the secret to your vibrant community? Diversity works beautifully if you link a good attitude and quality care together. Individual respect, sensitivity, understanding, collaboration and creativity are marvellous community concepts our people live and breathe each day. I'm humbled to be part of it.

What makes your community different?

Our organisation is thriving and growing because our people uphold our values and have a heart for older people. Size is not important but quality is. Our founding mission is to care for elders as if you are caring for your own family. We take pride in what we do.

Why would people choose your services?

Person-centred care is the cornerstone of our care model – it's tailored to each individual's cultural and linguistic needs. We were also one of the first organisations to receive funding for Consumer Directed Care (CDC) and CDC marries well with our values of fairness, justice, advocacy and empowerment. Along with choice, we foster belonging: skilled clinical care, a helping hand and a compassionate ear.

Why are your CALD services unique?

Surfing the waves of change, we continue to develop unique services to meet the needs of the culturally and linguistically diverse communities. Along with nursing home care we provide a full spectrum of community care services including Ada Cheng, CEO
 CEO and General Managers (left to right: Xuyen Tang, Maisy Lai, Ada Cheng, Johnny Teong)

day care, home care, respite services and community housing. We're proud to provide a wealth of services where seniors can 'walk in' and find the service that best suits their needs.

What's your proudest achievement?

We've been on a remarkable journey of growth and expanding our community aged care services has been exciting. Building the Lucy Chieng Aged Care Centre in Hurstville was also an adrenalinpumping experience. We made our dream real.

What challenges are you facing?

Attracting and retaining qualified staff with the required language and cultural understanding is an ongoing challenge. But we invest in our staff through training and mentoring so they are skilled and loyal – a great combination.

What does the future hold?

Excitement! Our dream is to build a new nursing home on Sydney's North Shore. It's a project over \$40 million so it's quite visionary. We aim to build a very comfortable place to cater to the Baby Boomer generation that will come to us soon. We want to create a vibrant community where people can age in place and thrive. The need is there.

Through our eyes

Mr. Bodao Zhang and Mrs. Zemin Pan at Lucy Chieng Gardens, are active, tech-savvy seniors who enjoy their time on the Internet and keeping up with the latest news from overseas.

Our services

The Australian Nursing Home Foundation is at the leading edge in the provision of culturally and linguistically diverse aged care and known for its commitment to excellence. All our services are designed to suit the specific language and cultural needs of our clients.

Our Corporate Services

'We're developing efficient and outcomefocused services to support our care teams.'

We have grown rapidly from a small to a mediumsized aged care provider. There has also been a significant cultural shift in the aged care sector in terms of service delivery, funding models and approaches to consumer care. Our corporate services team exists to provide enterprise-wide services such as finance, human resources. property, IT, quality and risk compliance and administration. As further growth and change is anticipated, we're building and refining structures to support ANHF's frontline services in the future. Change will hit the sector with full force over the next decade as the Baby Boomer generation calls for a different style of aged care and the demand for aged care workers increases. As we attract and equip skilled staff we will continue to focus on our values as these lie at the heart of what we do and why we serve.

Johnny Teong, General Manager, Corporate Services



Our Community Care

'We value and respect an elder's choice to age at home.'

Most older people want to remain independent and to live in their own home for as long as they can but they may need some help with personal care, health care or domestic tasks in order to do so. Our community services include home care, day care and community housing. Within these broad categories we provide a variety of services to help people stay active, connect socially, access affordable housing and to make informed decisions about the kind of support they require. We also offer carers support in their caring roles. Consumer Directed Care means people now play a very active role in choosing the services they'd like to receive. As our staff, clients and their families attest in the following pages, we're here to help you and your loved ones to make good choices so you can age happily and with the best support.

Xuyen Tang, General Manager, Community Care



Our Residential Care

'We look after the cultural care needs of our elders.'

When people come to our nursing homes we assess what they need. We ask them about their habits, interests and past history and we use this information to customise their care plan. If you like outings, bingo or mahjong, we can organise it! You won't feel lonely because you'll have a community around you and can make friends. with other residents and the staff. As we provide 24-hour care, our staff will look after your medical needs as they arise. We run three Chinese-specific nursing homes with high standards of holistic care. We really want people to feel at home so I tell our staff and other carers that the secret is to smile every day when you greet our elders, spend time listening to them and to work from the heart. In the following pages you'll meet our staff, residents and their families to get a glimpse into how we help ageing people to lead happy and healthy lives.

Maisy Lai, General Manager, Residential Care

'Your culture will be at the heart of our relationship with you and how we provide services.'

NURSING HOMES

'All the staff took care of Dad with kindness and compassion and went the extra mile – giving your heart and soul. Your home is a place elderly people can call their own and find friendship and warmth. Thank you for your outstanding care.'

Daughter of a nursing home resident, Bernard Chan Nursing Home

Features

- Residential aged care in three nursing home facilities Bernard Chan (Burwood), Chow Cho Poon (Earlwood), Lucy Chieng (Hurstville)
- Ambient settings and accommodation
- High quality care and therapy
- Culturally appropriate food and entertainment
- Bilingual staff

HOME CARE AND DOMESTIC ASSISTANCE SERVICE

'The carers who look after my father go out of their way to meet his needs for physical and emotional support. Without your ongoing assistance my father would not be able to continue to live at home. We're very grateful for your care.'

Family Member, Consumer Directed Care

Features

- Tailored, multilingual assistance so seniors can live independently and age actively at home
- Consumer Directed Care for people with care
 needs from basic to high
- Transport, shopping, nursing care, allied health and other support services

CENTRE BASED DAY AND RESPITE CARE

'I want to express my heartfelt gratitude for your dedicated care for my father. Your services gave my family much needed respite – and the social interaction he shared was also invaluable. Your service is exceptional!'

Daughter of a client of the centre-based day care at the Stanley Hunt Centre

Features

- Activities to maintain health, wellbeing and independence
- Culturally specific meals and language
- Respite care in five locations for older people and their carers
- Specialist dementia care and respite
- Transport to and from the centre



Sam cooks congee with love and care

I cook authentic Chinese, home-cooked meals so the elderly people feel at home. I also try to cook favourites, especially during cultural celebrations, as these bring back fond feelings. Knowing I can help elderly people in a meaningful way through the provision of nutritious food is rewarding for me. If I hear that a particular resident is unwell, for example with a toothache, I can prepare a special meal for them, such as congee, knowing that its suitable for their current health needs and diet.

I've developed close bonds with the residents and try to make sure they're emotionally okay. I love it when people enjoy the meals I cook. I would encourage people to work or volunteer for ANHF. The staff are professional, compassionate and caring – and the food is really good!

Sam Tsang, Cook at Bernard Chan Nursing Home

AGED CARE HOUSING SERVICES

'We've been extremely busy but rewarded with great outcomes. We're so pleased that our housing customer satisfaction level is so high – and we're working hard to ensure that the people who benefit from this service continue to feel happy and secure.'

Housing Officer, Community Care

Features

- Safe supportive accommodation for elderly people with Chinese backgrounds in three locations (government and privately owned)
- Accommodation in Surry Hills and Ultimo for seniors eligible for public housing, are financially disadvantaged and/or socially isolated seniors
- Lucy Chieng Gardens (Campsie) independent living in a culturally appropriate environment while still receiving support services from ANHF

COMMUNITY LINKAGE PROGRAM AND RESOURCE CENTRE

'The Community Linkage Program team plays a significant role in ensuring older Chinese and Vietnamese people, their families and carers are supported as they make informed decisions about their aged care needs.'

Program Development Manager, Community Care

Features

- Provides links, information and education to improve access for the Chinese and Vietnamese community to aged care information and services and to improve service delivery
- Briefs Aged Care Assessment Teams and mainstream providers to enhance culturally appropriate aged care assessment and service delivery

DEMENTIA CHINESE HELPLINE

'The Helpline is available for people with dementia, their carers, families and friends, as well as people concerned about memory loss. The person you speak with will point you towards resources and may suggest some next steps.'

Volunteer, Dementia Hotline

Features

- Trained volunteers provide information about dementia, memory loss and available services in Mandarin or Cantonese to callers from Chinese communities
- This is a partnership program run by ANHF and Alzheimer's Australia New South Wales

Dementia Chinese Helpline: (02) 8741 0218

SO WAI SUPPORT GROUP (BURWOOD)

'The support group is a very valuable experience for the carers of people living with dementia. Group members treasure their time together. This morning we learnt about laughter yoga – a great way to manage stress!'

Eliza Chan, Team-Leader, So Wai Support Group

Features

- Provides support services to carers of people living with dementia
- · Carers share experiences, receive information and learn practical skills

BERNARD HOR RESOURCE AND EDUCATION CENTRE (Burwood – ANHF head office)

'The centre is a great place for aged care professionals and others interested in knowing more about aged care, age-related illnesses and contemporary best practice.'

Ada Cheng, CEO

Features

• Free access to a well-stocked library of clinical and practical resources about aged care in English and Chinese

DOMESTIC ASSISTANCE AND SOCIAL SUPPORT SERVICE

'To assist you to live independently in your own home and community we offer friendly home help and visiting, home and garden maintenance, outings, telephone or video conference monitoring, access to social and interest groups and more.'

Xuyeng Tang, General Manger, Community Care

Features

- Support and maintenance services served in five Sydney areas
- Covers five Sydney areas
- Helpers speak Chinese and Vietnamese

COMMUNITY VISITORS SCHEME

'Our visitors will share a cup of tea or coffee with you; read, watch your favourite TV show or listen to music with you; play a board game or have a chat.'

Tracy Yang, Volunteer Coordinator

Features

- Friendly one-on-one visit by a community volunteer
- Weekly or fortnightly visits in five Sydney regions
- Covers five Sydney regions.
- Caters for Chinese or Vietnamese speakers receiving subsidised residential or Home Care Packages and who are at risk of being socially isolated

KEEPING OUR PROPERTIES SAFE AND CLEAN

'Our dedicated team of property, maintenance and cleaning staff work behind the scenes to ensure our homes are of a high standard. They work hard to maintain work health and safety standards so residents, family and staff have a clean and safe environment at all times.'

CM Chan, Assets and Property Officer



'You treated my father so well'

Our family want to thank all staff for taking care of my father from time to time – and especially while my mum was overseas, which allowed my mum to have a well-deserved break. I'm grateful that you treated my father so well. He always looked better after he'd been in your care! Thank you again.

Daughter of a respite care client, Bernard Chan Nursing Home

Day respite is respectful and refreshing.

At the day centre, I encourage people to reconnect with what they used to do, skills forgotten or forbidden. It's great! When they make something they love they take it home and family members are amazed: 'How could my mum do that?' Looking after a person with dementia is a 24/7 duty so family members are under a lot of stress. Some dementia sufferers rarely sleep. After taking part in day care centre activities they do sleep better at night. It makes a real difference. When family carers see they can trust the service we provide they relax about bringing their loved one here to be looked after. Getting day respite means carers can go to the bank, have coffee with friends, shop and attend medical appointments - which is crucial. I always provide carers with all the information they need. I explain what's ahead and discuss the options so they won't be panicked when their own health or the health of their loved one deteriorates. It calms their fears.

Bridget Tam, Day Care Coordinator, Hurstville Day Respite Day Care Centre

Linking Chinese and Vietnamese communities

In the past five years, the Chinese Community Linkage Project (CLP) team delivered over 220 information sessions to over 4000 Cantonese and Mandarin speaking people, and our Vietnamese CLP project officer delivered 110 sessions to 2,300 Vietnamese speaking people.

The team delivered over 50 cultural briefings to almost 900 service users and a workshop on 'culturally appropriate activities for older people of Chinese and Vietnamese backgrounds' to over 600 participants from community and residential care services.

Aged Care Leadership Program

Strong leadership and succession plans are vital and especially so in today's competitive environment. From February 2015, we commenced a training program for ANHF's midlevel managers.

Run in close collaboration with the University of Sydney, the Aged Care Leadership Program will enhance the leadership skills of our managers to think creatively and strategically; drive innovation; adapt our Foundation to changing demands; and engage and collaborate with stakeholders and staff as they direct and influence the work of others and lead change. Such knowledge, skills and abilities underpin effective leadership and are commonly required by leaders across aged care.

Dementia care and education a priority

Our team has been working hard to help educate the Chinese community that dementia is not a disease to be afraid of. We provide support to carers through our carer's pampering program, publications on dementia for carers and our Dementia Hotline.

We believe in helping people to live with dementia and can help people with memory loss. We'll give you information about where to get help; treatment options, including medication that can slow down deterioration; and staying active and connected. People living with dementia can have a good quality of life with understanding from our community.

Through our eyes

Mrs. Ah Chin Chung and Mr. Yee Fah Chung at Lucy Chieng Gardens are tai chi masters who hold classes in community centres and enjoy performing demonstrations of this ancient, health-giving practice when requested.

'I'm here to make our elders happy'

All my work is focused around promoting the elderly person's wellness and enabling them to maintain their physical fitness. This is so important for their dignity and confidence. If a person still has strength or mobility to walk, stand or feed themselves independently I help them maintain that for as long as they can.

As the physiotherapist, I assess each resident and set up a physical program. We use the in-house gym to correct their posture and to do pulley, cycling and balance exercises to strengthen their muscles and joints.

I'm also the Lifestyle Coordinator for ANHF and my team believes our role is to provide programs that make our elders happy. Sometimes we go to yum cha, to the park, to the beach or get the animal farm to visit. With our Master Chef program, residents put on their hats and help cook pancakes and other treats.

I set up spa corners in each home with big fluffy towels and an aromatherapy vaporiser and their favourite part is the massage mats on the chairs. As the recreation officer massages their hands and neck the mat massages their back as well! being able to make an elderly person's life that much more meaningful and beautiful is so rewarding. Working in aged care has been the most amazing experience.



Fifi Lai, Physiotherapist, Lifestyle Coordinator



'Oh, this place is good!'

My mother is very happy here. It feels like home. She's 96 and I'm her only child. I know how hard it is to care for an aged person – so I'm very comfortable that she is here. My mother has lots of friends and she plays mahjong. It's a game she's liked since she was a young girl in Hong Kong. My husband and I worked for more than 10 years in the kitchen at Chow Cho Poon Nursing Home so I know how well ANHF treats its residents. The nurses are good here. They really care and treat us like family. My mother loves the Chinese food, her single room and the fact that the staff speak with us in Chinese. Whenever I bring friends to visit my mum, she always tells them, 'Oh, this place is good!' She loves it here. Our family is very happy too.

Yuk Lin Leong is the daughter of Cheng Kuen Yin – a resident in Lucy Chieng Nursing Home

3 Fostering Participation

Our Favourites

Seeing our elderly people through the lens of their previous professions, domestic interests or favourite hobbies offered insights into their contributions and complexity.

The Our Favourites photo project also gave these people a chance to relive good times and to share what shaped them. Participants got dressed up and were photographed at work or play.

This helped build a picture of the whole person and highlighted aspects of positive ageing. It also offered staff, volunteers, families and other carers' fresh understanding of their wisdom, resilience and stories.



Building a picture of the whole person

Demystifying Aged Care



TVB Australia has partnered with the Australian Nursing Home Foundation to make a 26-part series that illustrates, through real life scenarios, the choices older people and their families face regarding aged care.

TVB reaches over 130,000 viewers daily and is the largest Chinese and Vietnamese television platform in Australia. The series aims to demystify aged care, promote ageing as a planned stage of life and outline services available. It will also help seniors plan their retirement and empower them to make informed choices – in line with their cultural, lifestyle, social and economic considerations. An ANHF staff member helped to script the series and our staff and clients play starring roles.

How do we look in numbers?



72 long-serving staff, who has been with us for 10 to 25 years, contributed

1020 years

in total to ANHF (as at 2014)



71,927 hours

served by 150 volunteers from 2010 to 2014



We prepared and served



to our elderly clients in 2014



We provided over



of respite for carers from 2010 to 2014

Centre Based Day Care keeps delivering

ANHF teams delivered over 33,000 hours of Centre Based Day Care services to the Chinese and Vietnamese communities across the Inner West, South East and South Western regions of Sydney.

Our sub-contracting organisations delivered an additional 20,000 hours of services to people from Arabic, Assyrian, Greek, Italian, and Korean backgrounds in the Inner West and South Western regions of Sydney. These services provided over 10,000 nutritious hot meals and 15,000 trips to help our service users go out and about.

We speak your language

It is important to be cared for by someone who speaks your language and understands your heritage.

Our multilingual staff provide you with care that's personal, professional and compassionate. Our food, social programs and living environments are also tailored to keep you happy, active, safe and fulfilled.

We are ready! Our ageing population

Over the next 40 years the number of citizens aged 85 years and over accessing aged care services is predicted to increase five-fold. Older people are also becoming more likely to stay at home than move into aged care facilities. The Australian Nursing Home Foundation is ready to face this challenging future.



Through our eyes

Mrs. Kuen Yin Cheng at Lucy Chieng Aged Care Centre loves to knit and take part in activities especially mahjong –which she is very good at, and always offers to join a team that is short of players.

Thank you to our supporters

We celebrate a vital history, a vibrant present, and a future filled with exciting opportunities that will ensure elderly Australians age with grace, dignity and compassionate care.

We owe our gratitutde to many staff, volunteers, patrons and the community who put their heart and soul into building the Australian Nursing Home Foundation. They are:

- Clients and their families, staff, volunteers, patrons, visiting community groups, sponsors, suppliers and other supportive services for their encouragement, commitment and assistance
- Donors for their generosity
- Trustees past and present for their truly visionary contributions
- Federal, state and local governments for their support and funding

'You brightened my husband's life'

Your team put such great effort and true heart into brightening and enlightening my husband's daily routine, which would have been dull without you all. I want to express my heartfelt gratitude for your care and to urge you to keep on with your mission and good work.

Family member, Lucy Chieng Nursing Home



A rewarding experience ...

Each time I visit the residents in the nursing home or the elderly on my home visits, their faces light up and they're happy to see me.

The joy is mutual! Although some residents are quite frail, I feel their heartfelt pleasure at my visit and know my volunteering is valued and worthwhile. At the nursing home I assist the Recreational Activities Officer and incorporate games and activities that match each person's cognitive and motor abilities and help to maintain and improve them. When I visit the elderly in their own homes, they tell me what they'd like to do. Sometimes we just chat and sit quietly together.

As society is so busy with gadgets, we tend to overlook the rich history and traditional ways our elders carry with them. I love it when they tell me stories about their past and I sense their joy in reliving those moments.

Tami Liu, Volunteer at Bernard Chan Nursing Home and home visitor under the Community Visitors Scheme

Our Patrons



Mr Wilson Chieng

Our Foundation was formed through the efforts of a handful of people. Since this humble beginning, it has negotiated many challenges and flourished – living out its genuine purpose to provide quality, person-centred care to our seniors. I admire and appreciate the dedication of the Board, management, staff and many volunteers. Your concerted effort has enabled the Foundation to grow into the well-respected, Australian aged care provider it is today.

Mr Anthony Chan

It has been a great pleasure for the Chan Family to support the Foundation through many generations. Our close affiliation began with my father, Bernard Chan, who was a Patron in the 1980s. Since then, we've proudly witnessed its growth and success. We're delighted and grateful that so many people and families have received much-needed care and support thanks to its vision and hard work.

Mr Bernard Hor

As a Sydney business operator, I've seen how the Chinese community benefits from the services the Foundation provides – and this includes the positive impact it's had in the lives of many individuals and families. I'm proud to be a Life Governor and supporter of the Foundation and congratulate and commend it on its success in serving seniors and their families.

Mr Stanley Hunt

As a trustee of the Foundation in the early 1980s, my major role was to raise funds to build the Chow Cho Poon Nursing Home in Earlwood. Substantial donations from Mr and Mrs Chow Cho Poon and Mr and Mrs Bernard Chan opened the way for a flood of contributions from other members of the community. The committed efforts of past and present trustees have ensured that the elders of our community are not forgotten.



Thank you!





澳華療養院基金 2015年紀念年刊

主席的話



社區人士信任及尊重我們,因為我們以專業操守提供服務。正因如此,我們的服務對象便可安心,信任我們樂意 多走一步,滿足他們的需要。

在慶祝澳華療養院基金三十五周年的同時,也是我們一起慶祝本機構多年敬老護 老卓越成就的好機會。

作為澳洲其中一個規模最大、提供適切文 化語言高齡服務的主導機構,怎會沒有精 采故事?

回首過去:你看到胸懷理想的仁人志士, 不惜按押自己的房子,為的是對悉尼唐人 街孤苦無依的長者施以援手。

還看今天:你看到我們如何以冀盼孕育每 一個服務,讓長者們在尊嚴、得體中渡過 貼心的黃金歲月。

眾所周知,幹勁衝天的大家庭之所以與別 不同,全因團結有方、成員關係緊密、全 情投入。

這大家庭更一直銳意多方發展,在支援及 護理方面提供高質素的服務選擇。

能夠落實體現上述理念,提供專業院舍及 社區高齡服務,我們深感自豪。 作為一個保持民族特色的服務機構,基金 備受信任和推許。服務對象知道我們必樂 意多走一里,體貼他們的需要,讓長者安 享晚年。

建立這大家庭需匯聚眾人之力,就讓我藉 這機會衷心感謝全體員工、義工、董事 局、服務夥伴、捐助人士、服務對象和他 們的親友—基金的成功全賴你們每一位的 付出。

作為一非牟利服務機構,我們之所以能為 長者提供所需服務,實有賴社區人士的慷 慨捐助。

谢谢你們的付出。

6 louie

雷文潔 澳華療養院基金主席



封面圖片

在華人文化中,向日葵寓意吉祥,象徵長壽、快樂和幸福。 別樹一幟的艷黃代表著活力和智慧。向日葵充分表達澳華療養 院基金的精神,也彰顯我們的活力社區和充滿熱忱的高齡服務。

朝氣蓬勃的大家庭

我們的服務遍及伴樂圍(Bonnyrigg)、寶活市(Burwood)、金匙 (Campsie)、翠庭山(Chester Hill)、愛爾活(Earlwood)、綠田園 (Greenfield Park)、好市圍(Hurstville)、莎莉山(Surry Hills)及歐田磨 (Ultimo)。我們在悉尼五個地區提供家居照顧服務包括:內西 區、東南悉尼、西南悉尼、西悉尼和北悉尼。

我們的成員

每星期超過五百位我們的家庭成員為超過一千名服務對象提 供服務,當中包括一百四十位義工和三百八十位職員,語言 包括廣東話、普通話、越南語、英語及其他語言。

我們的理念

竭力成為提供合乎文化語言需要之優質高齡服務典範。

我們的價值

誠信、關愛、專業、尊重、平等、權利、創新及優質服務。

我們的服務目的

服務來自中國、東南亞及澳洲其他語言文化的年長人士,讓他們在自己的喜好、選擇和文化傳統中過積極的生活。

我們的服務精神

為長者提供非牟利和合乎專業操守的服務選擇,讓他們安居 家中,同時也保持活躍社區生活。長者在接受我們的專業社 區及院舍服務時,除了享受愜意、獨立自主的生活外,仍有 其貢獻及與社會保持聯繫。

我們的服務態度

社區人士樂於選擇本機構的服務,除因我們提供高質素和合 乎文化需要的護理外,也因為我們幫助長者維持獨立生活, 給予長者充分資料,協助他們選擇所需服務和預立護理指引 一這些都是邁向書耄的長者們能夠獲得整全服務和身心健康 的要素。



自一九八零年,澳華療養院基金已經為來自中國、東南亞及其 他地區的華裔長者提供護老及支援服務。作為規模龐大並提供 切合文化需要之院舍及社區服務主導機構之一,基金於未來歲 月仍會承傳這優良傳統。我們深信本機構的專業精神和服務熱 忱必能讓長者繼續活得精采,在積極生活中安享黃金歲月,也 認識身邊的服務,知所選擇,為自己安排所需的護理和支援。

- 1991 於歐田磨鐘氏街完成興建一按需而建, 合共四十六個單位 的社區房屋, 為有需要的澳洲華裔長者提供安居之所。
- 1992 位於愛爾活(Earlwood)的周藻泮療養院啟用,於一九九 五年被推許為「最佳服務質素族裔院舍」(Best Practice Ethnic-Specific Nursing Home)
- 1997 基金接管一間位於寶活市(Burwood)合共三十個床位的 院舍,裝修後成為陳秉達療養院,於同年啟用。
- 1998 陳鄭潔雲女士慷慨解囊,購買毗鄰物業並贈予本基金以擴 充陳秉達療養院。

2000

1980 澳華療養院基金在一九八零年二月二十五日註冊成為慈善 基金。

- 1981 基金在一九八一年購買位於史卓菲(Strathfield)合共二 十一個床位的Montrose療養院,由是開展護理服務,照顧 有需要的長者。
- 1983 澳洲政府撥款十七萬三千三百九十一元(澳元,下同)予 Montrose療養院。
- 1988 紐省政府分配二十四個位於莎莉山白楊街的公共房屋單位 予本機構。

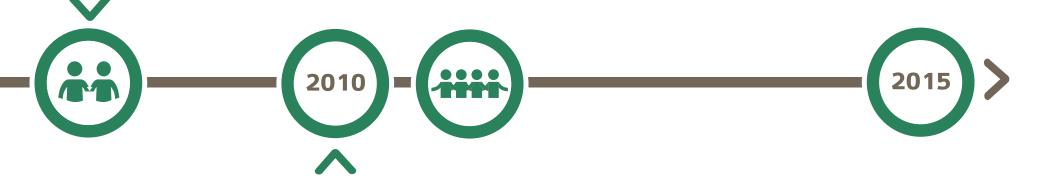
- 2001 裝修及擴充陳秉達療養院,增至四十五個床位,新翼命名 為陳融晚晴護理中心以紀念陳鄭潔雲之慷慨捐贈。
- 2004 獲州政府撥款於歐田磨沛德中心為居住在東南悉尼的腦退 化症患者提供服務。
- 2005 獲政府撥款於沛德中心提供在職照顧者暫息服務。
- 2006 開展「社區夥伴計劃」,幫助華裔長者認識及獲得切合文 化需要的優質高齡服務。

2007 在東南悉尼及西南悉尼提供高齡家居護理服務。 「社區夥伴計劃」擴展至越南社區。

- 2008 蘇懷活動中心啟用。中心為首間按需而建的腦退化症日間中心,服務東南亞社區。開展「腦退化症日間中心一 東南亞社區照顧者支援服務」(此中心乃「模範服務中 心」)同年亦增加十個高齡家居護理服務配套。
- 2009 錢世庸先生慷慨捐贈金匙一座三十四個住宿單位的建築物,命名為錢梁秀容頤康院以紀念錢世庸先生之先慈。

基金獲聯邦政府三百五十萬元基建撥款。

基金仍享譽為提供合乎文化及語言需要的服務典範, 也在為非英語背景人士提供「自選護理配套」的服務中, 以卓越服務質素成為服務人數最多的機構。 我們現正全力以赴,實現另一個夢想: 在北悉尼興建一間療養院。



- 2010 基金開展「自選護理配套」主導計劃,此外亦增加高 齡家居(腦退化症)護理服務配套數目。
- 2011 承蒙錢世庸先生慷慨資助一百萬元,基金位於好市圍 按需而建之錢梁秀容療養院正式啟用。
- ²⁰¹² 蘇懷活動中心續獲撥款拓展「腦退化症日間中心」 服務。

- 2012 於悉尼內西區及西南悉尼開展多元文化日間中心, 服務涵蓋七種社區語言,合共十六個組別。
- 2013 蘇懷活動中心「模範服務中心」續獲撥款。

- 2014 高齡家居護理服務之服務人次倍增至二百位。 拓展西南悉尼之日間中心(由「家居及社區照顧 服務」撥款資助)。增添「家庭及社區支援服務」 及「社區探訪計劃」。
- 2015 拓展西南悉尼日間中心服務於伴樂圍。

創會信託人

你會不會按押自己的房子去幫助有需要的長者?這正是澳華療養院 基金創會初期發生的感人事實。在1980年,五位胸懷理想的信託 人堅持以「關顧澳洲貧病無依華裔長者」為信念,創立了一個非年 利遼善基金。

長存護老心— 創會信託人 (1980)



歐楊英蘭女士



黃震遐醫生



儘管時間流逝,人事 變遷,但只要持守創 會信念,目標清晰, 管理完善,基金必能 茁壯發展。

郭東成先生

若沒有歷屆贊助人及 基金信託人的無私奉 獻和積極參與,我們 可能永遠也達不到目 標。(摘自郭東城先 生於「三十周年紀念 特刊」中之「主席年 報」)



廓紹翕先生

當初購入位於卓士菲的療 養院時,真的是一片頹桓 敗瓦,政府要求修緝的地 方,不可勝數。我們(五 位信託人和其他兩位熱地 了自己的房子。華人社區 也看到華裔長者這個逼切 需要,捐款紛至沓來。

及後我有機會參與興建位 於愛爾活的周藻泮療養院 和在寶活市的陳秉達療養 院,兩間院舍一直都得到 社區人士的慷慨捐助。



雷奕祥先生





主席雷文潔女士

三十五年前澳華療養院基金以謙遜無私的態度踏出第一步, 今天我能夠成為其中一分子,實在與有榮焉。藉著高瞻遠 矚的規劃、創意的策略以及與其他服務機構的緊密合作, 基金不單屢創佳績,在面對將來時亦更有力量、更有信心。 看到社區人士一直以來的莫大支持,看到基金的優質服務, 全人除引以為榮外,更會一如既往地積極邁向未來。

信託人謝蘇美薇女士

眼見基金日漸壯大,心裏清楚個中因由:我們待長者如家 人、決策明晰、積極與其他機構合作,提供所需服務。 由於我主要負責籌款活動,所以時常見到社區人士慷慨捐 助。每一次我都深被他們的慷慨支持感動。正因為一份信 任,社區人士才樂意支持我們的工作。

信託人朱潘敏嘉女士

我的動力和滿足來自看到長者和他們的家人欣然接受及嘉 許我們的服務。現在我們已有完善的企業管理,亦達到我 們為長者提供一站式服務的目標,滿足年事日高長者的需 要。我要感謝管理階層及他們的團隊在服務上孜孜不倦地 屢創新猶,配合不斷改變的社區需要,實在功不可沒。

信託人郭立德先生

澳華療養院基金在社區中備受稱譽,不斷發展療養院及 社區服務。看到基金銳意透過社區服務滿足社區人士的 需要,實在深感欣慰。我們的員工名符其實是基金的精 銳部隊。

信託人謝慶鎰醫生

作為醫生,我有機會幫助個別人士;作為董事會成員, 我希望能從全人健康、預防疾病的社區層面改善長者的健 康。我們的療養院在政府服務審核中持續得到佳績,基金 所有社區服務也果效超卓,這些都是每一位員工的功勞。 我們的團隊毫無疑問是一個優秀的團隊!

基金董事會及信託人

從左上到右下:郭立德, 雷文潔,

謝蘇美薇,謝慶鎰,朱潘敏嘉

與
行政總裁
鄭賜
霞
女
士 一席眞情對話

鄭賜霞女士於二零零五年加入澳華療養院基金,於二零零九年任職總經理,二零一二年出任行政總裁。鄭女士以基金過去的蓬勃發展為傲,也以雀躍的心情迎接將來。



什麼秘訣令基金成為一個朝氣勃勃的大 家庭?

將良好態度和優質服務連繫起來就是澳 華療養院基金多元化大家庭亮麗的一面; 再加上求同存異,可以帶來渾然天成的 果效。基金大家庭的成員彼此尊重、以體 諒、理解、和諧、創意為工作上的凝聚力 量。我很高興能成為這謙遜服事群體中的 一分子。

基金大家庭有什麼與眾不同的地方?

基金得以日益茁長,全因每一位成員都持 守機構敬老護老的理念。規模次要,質素 居首。我們的創會宗旨是「老吾老以及人 之老」,這是我們一直引以為榮的堅持。

社區人士為什麼選擇你們的服務?

「以人為本」是我們的護理基石,簡單說來就是 切合個別服務對象的文化及語言需要。我們是首 批獲得「自選護理配套」的機構之一,這服務模 式正正契合我們的價值觀:公平、公義、維護權 益和提升長者的選擇能力。除了幫助服務對象知 所選擇外,更透過專業護理、關懷和聆聽,讓他 們感到安心。

基金的多元文化服務為什麼能夠與別不同?

隨著一浪又一浪的改變,我們也積極發展切合需 要的高齡服務,滿足不同語言文化社區的需要。 與療養院同步進行的就是全面的社區護理服務, 包括日間中心、高齡家居護理配套服務、暫息服 務和社區房屋服務。我們為長者提供「一站式服 務」:服務對象可以按自己的需要安排服務及隨 鄭賜霞,行政總裁
 行政總裁及總經理們(從左到右:鄧何秀娟, 黎梁美時,鄭賜霞,張文良)

著需要的轉變而更改服務類別—「全人服務」正是我們引以為傲的成就。

那些是你們最感驕傲的成就?

一直以來我們走的是一條多姿多采的成長路,過往基金在高齡社區服務上的迅速發展,見證了一個又一個攀山越嶺的過程。 興建錢梁秀容療養院更是一個「腎上腺激升之旅」— 全賴員工上下一心、群策群力, 最終夢想成真。

你們面對那些挑戰?

吸引具所需語言能力及文化認知能力的優秀 員工並留住他們,是一直以來的挑戰;同時 我們也投資在培訓及督導這兩個不可或缺的 範疇,積極培育具專業技巧及委身的員工。

對未來有什麼憧憬?

再攀高峰!我們渴望在悉尼北岸興建一所療養院,整個計劃需款超過四千萬元。老實說,這的確是一個很大的理想,但我們的目標就是為即將來臨的「嬰兒潮」興建一個長者安身之所、一個長者可以心滿意足地安享晚年而又朝氣蓬勃的地方。在悉尼北岸這是 一個需求甚般的服務。



中心針對腦退化症患者的需要安排不同種類的活動: 藝術、園藝、記憶力遊戲、感官刺激活動、健體及球 類活動、小食及節日食品製作、戶外活動、職業/物理 治療等。為服務對象生活增添姿彩。

我們的服務

澳華療養院基金一直領導切合文化及語言 需要的高齡服務,也以其充滿熱忱的卓越 服務備受推崇。我們所有的服務都精心籌 劃,務求切合服務對象的個別文化及語言 需要。

企業服務

一直以來,我們都致力發展高效率、有果 效的服務以支援員工。

基金在過去數年自一間小型的服務機構迅 速發展成為一間中型高齡服務機構,與此 同時高齡服務亦面對不同的轉變和挑戰, 例如服務形式、撥款模式和服務取向等。 我們的企業服務團隊致力在財務、人力資 源、物業、資訊科技、服務質素、風險監 控及行政等方面實踐企業規模的服務。隨 著機構的發展及改變,基金不斷建立和調 整方針以支援將來的前線服務。

高齡服務在未來十年會受到「嬰兒潮」一 代要求新模式高齡服務的衝擊,對高齡服 務工作員的需求亦隨之增加。吸引能說廣 東話及普通話的優秀員工將會是一個持續 的挑戰。本機構一直以員工培訓為要務, 以保留及裝備員工。我們的員工入職培訓 仍一如已往地以本機構的服務理念為培訓 基石。

張文良先生 財務及行政總經理



我們尊重長者選擇安居在家的意願。

鄧何秀娟女士 社區服務總經理



「我們體貼長者的文化需要。」

長者入住療養院時,我們會評估他們的需 要,例如個人習慣、興趣和過去的經歷, 並參考這些資料安排護理計劃。如果長者 喜歡戶外活動、賓戈遊戲或麻將,也可以 安排。長者身邊既然還有其他同在一屋簷 下的住客和員工,便可以彼此認識、空朋 結友的員工會在長者有醫療需要時照顧便 。基金百首全華人的院舍全都提供高質 素的全面影響,我會時刻提醒員工以微 笑和長者打招呼,聆聽他們的心聲,用愛 心工作。在後面的親友見面,看看我們 怎樣幫助長者過愜意、快樂的生活。

黎梁美時女士 院舍服務總經理



院舍服務

員工用心照顧我的父親,願意額外付出。院 舍大家庭實在是長者的另一個安樂窩,在這 裏他們找到友誼和關愛。衷心感謝你們的卓 越護理。

陳秉達療養院住客女兒

特色

- 合共三間院舍提供院舍住宿服務:
 陳秉達療養院(寶活市)、周藻泮療 養院(愛爾活)及錢梁秀容療養院 (好市園)
- 溫馨家居環境
- 高質素護理及輔助治療
- 合乎文化需要的膳食和康體活動
- 雙語工作人員

家居照顧服務及家庭及社區支援服務

照顧父親的員工願意多走一步,滿足他在生 活上和情緒上的需要。若沒有你們的支持, 父親不可能仍然留在家裏。滿心感謝你們。

「自選護理配套」服務對象的家人

特色

- 用長者熟悉的語言,按他們的需要提供
 服務;幫助長者維持獨立生活能力,在
 家安享晚晴。
- 「自選護理配套」提供自基本至最高程度的護理。
- 交通接送、購物、護理、輔助治療及其
 他支援服務。

日間中心及暫息照顧服務

謝謝你們這麼用心照顧父親。我們作家人的 真的可以休息一下,而父親也難得有機會和 別人交往。你們的服務的確頂呱呱!

沛德日間中心服務對象的女兒

特色

- 活動精心設計,幫助長者盡量維持身心 健康和活動能力。
- 合乎文化需要的膳食,以長者的語言提供服務。
- 於悉尼五個地區為長者及其照顧者提供 暫息服務
- 提供「腦退化症日間中心」服務,讓照 顧者可以休息一下。
- 往返日間中心的交通安排



森哥愛心粥

我煮的是地道中國菜,長者自然覺得食在家裏。每逢節日當然要弄些特色小吃,一起回味當年嘛!能夠烹調這些營業食物來豐富長者的院舍生活,我也有一份滿足感。如果住客感到不舒服,例如牙痛,我便煮些粥給他們吃,照顧他們的膳食需要。

在這裏工作了三年,和住客建立了真摯的感情,也享 受偷閑和他們東拉西扯、談個痛快的機會。當然自己 也會小心觀察他們的情緒,留意他們的需要。看到住 客喜歡我的食物開懷大嚼時,心裏真的很高興。

我會鼓勵社區人士在基金工作或當義工。有時即使當 天不用上班,我也會幫忙那天的戶外活動,幫職員一 把。這裏的員工很專業,也有愛心。至於膳食---當然 也頂呱呱!

陳秉達療養院廚師 曾慶森

高齡宿舍

雖然工作忙得不可開交,收獲卻甚為豐富。很高興看到長者們都滿意我們 的服務。我們仍會繼續努力,讓每一位長者快樂地安居下去。

高齡房屋主任

特色

- 在三個地點為華人長者提供安全的高齡住宿服務(政府公共房屋及私營 房屋),在有需要時提供支援。
- 莎莉山及歐田磨高齡宿舍的服務對象是低收入及/或孤單而合資格申請 政府公共房屋的長者
- 錢梁秀容頤康院(位於金匙)為日常生活可以自理的長者提供合乎文化 需要的居住環境,在有需要時提供支援。

社區聯繫計劃

在支援華人及越南社區人士以及他們的家人和照顧者這方面,「社區聯繫 計劃」擔當一個很重要的角色。這計劃幫助社區成員充分認識澳洲的高齡 服務,從而知所選擇。

社區服務經理

特色

- 為華人及越南社區提供服務渠道、資訊和教育,幫助他們認識高齡服務 及有關資訊,從而獲得所需服務。
- 與「高齡護理評核組」及主流機構交流為華人及越南社區提供高齡服務
 時需關注的文化層面。

腦退化症華語資訊熱線

服務對象為腦退化症患者及其照顧者、家人和朋友,也包括關注記憶衰退的人士。接線的工作員會介紹所需資源和服務渠道。

諮詢熱線義工

特色

- 受訓義工接聽來自華人社區的電話,以普通話或廣東話提供腦退化症以及記憶衰退或有關服務的資訊。
- 諮詢熱線由本機構和紐省阿耳滋海默氏症協會合辦。 腦退化症華語資訊 熱線: (02) 8741 0218

衆志成り

蘇懷支持小組 (寶活市)

對照顧腦退化症患者的照顧者來說,蘇懷支持小組等同一段又一段值得珍惜的共聚。我們就在今天早上學習 「歡笑瑜伽」---多輕鬆有效的減壓方法!

蘇懷支持小組主任陳麗芳女士

特色

- 為腦退化症患者的照顧者提供支援服務
- 照顧者分享經驗、掌握資訊及學習實用照顧技巧。

何灼榮教育及資源中心(位於寶活市本機構總辦事處)

對高齡服務專業人士及有興趣認識高齡服務、老年疾病和最新 高齡服務模式的人士來說,這是一個寶庫。

行政總裁鄭賜霞女士

特色

 藏量豐富的開放式圖書角,提供中英文高齡服務護理及實 用資料。

家庭及社區支援服務

協助長者安居家中,與社區保持聯繫。我們的服務包括友善探 訪、家居支援、家居維修及簡單園藝服務、戶外活動、以視像 電話與長者保持聯繫、協助他們參與社交或興趣小組等。

社區服務總經理鄧何秀娟女士

特色

- 支援服務及維修服務
- 涵蓋悉尼五個地區
- 員工及義工說普通話、廣東話及越南話

社區探訪計劃

我們的探訪義工可以和長者一起喝杯茶、談天說地,也可以讀文 章或書報給他們聽,也可以一起看他們喜歡的電視節目、聽他們 喜歡的音樂、歌曲。興致到時,更可以一起邊下棋,邊聊天。

義工聯絡主任楊雄女士

特色

- 社區探訪義工一對一友善探訪
- 每一週或兩週探訪一次
- 涵蓋悉尼五個地區
- 服務對象為孤單、缺乏社交渠道、正接受政府補助之高齡住宿
 或高齡家居照顧服務的華裔及越裔長者。

物業安全及整潔

負責物業管理、維修及清潔的團隊可以說是基金的幕後功臣,他 們孜孜不倦,恪守職業健康及安全指引,在任何時間都為員工、 住客、服務對象和他們的親友提供一個清潔、安全的環境。

資產及物業主任陳焯文先生

「你們诗我父親多麼好。」

我們一家要再次謝謝所有員工, 多謝你們在過去多次幫忙照顧父 親,尤其是當母親要到海外的時候。事實上,母親實在需要歇一 歇。我們衷心感謝各位員工悉心 照顧父親。每一次自院舍接他回 家時,父親都更精神!再一次謝 謝你們!

陳秉達療養院 暫息住宿服務住客女兒





我會鼓勵日間中心的長者重溫昔日情懷,重新掌握已經忘 記或舊日無法嘗試的技巧。事實上,這安排的確很有果 效。在中心完成了心愛的「作品」後拿回家去,家人看到 了便嘖嘖稱奇、讚嘆不已:「媽媽竟會弄這個?」

照顧腦退化症患者是一個二十四小時全年無休的工作,故 此家人壓力很大。有些腦退化症患者睡得很少,但參加完 日間中心的活動後,晚上都睡得較好,也減輕了家人的壓 力。照顧者信任我們的服務,便放心讓心愛的家人參加中 心的活動。有了日間中心這暫息服務,照顧者便可以抽空 辦理銀行事務、和朋友小聚、購物或安排一些要事,例如 看醫生。我經常為照顧者提供資料,和他們談談將來可能 發生的變化。這麼一來,即使將來照顧者自己或家人的健 康有變,也不會過於張惶失措或害怕。

好思維日間中心主任譚雁翔女士

聯繫華裔及越裔社區

在過去五年來「社區聯繫計劃」在華人 社區舉辦了超過二百二十次資訊講座, 出席人數(普通話及廣東話)超過四千 人;在越裔社區(由越南職員負責)舉 辦了一百一十次資訊講座,出席人次達 二千三百人。團隊合共為服務機構進行 了超過五十次「華裔/越裔社區文化簡 介」,出席員工超過九百人。團隊也陸 續舉辦了五個工作坊,協助高齡服務機 構在為華裔或越裔人士提供膳食及活動 時,如何更切合兩個社區長者的文化需 要。五個工作坊出席人數超過六百人。

高齡護理領袖培訓

卓越領導才能和持續發展計劃在今天 競爭劇烈的環境中尤其重要。基金 在二零一五年二月開展一個基金中 層領袖的培訓課程。這課程與悉尼大 學(University of Sydney)合辦。課程內容 包括提升本機構經理級員工的領袖技 巧、創意思維、策略思維、鼓勵該管 理層不斷求新和調整服務思維以切合 脂發需求與改變,以及在推行改革及 指導服務時如何與持份人和員工緊密 合作。上述種種知識和技巧都是高齡 護理服務中卓越領袖的質素。

以提高對腦退化症的認識為要務

我們的團隊不斷努力不懈地提高社區人 士對腦退化症的認識,強調腦退化症不 是一個令人談虎色變的疾病。除了透過 「親親同樂日」、腦退化症資訊和腦退 化症華語資訊熱線支援照顧者外,也致 力幫助患上腦退化症人士,提供服務資 訊、治療選擇(包括使用藥物延緩病情 惡化),盡量幫助他們保持活躍和維持 社交生活。社區人士愈了解腦退化症, 患者的生活就更有質素。

我心所繫

衆志成城

時玉珍太太自從隨著時學先先生(也是她的照顧者) 參加蘇懷活動中心後,性情變得開朗得多了。他倆都 享受與其他服務對象和職員一起談天說地、參與活動 的歡樂時光。

「我的工作是帶給長者快樂。」

我的工作主要是提升長者身心健康和幫助他們盡量保持體能,這兩方面對長者來說,都 是維持尊嚴和自信的要素。若長者仍有體能、仍可走動、站立或自行進食,我便幫助他 們盡量維持這些能力。作為物理治療師,我會評估每一位住客的情況,然後設計個別體 能訓練計劃。在院舍的小型體能活動室內,我們幫助長者透過拉動轉輪、踏單車和平衡 等活動,增強他們的肌肉和關節。

我也是澳華療養院基金的康体協調主任,團隊每一個成員一起安排維持長者身心健康的 活動,可以是上茶樓、去公園、到海灘,或邀請「小動物農莊」到院舍表演。在「廚 神」活動裏,住客都戴上廚師帽和員工一起煮薄煎餅和其他美味小吃呢!我在每一間院 舍都設置了「水力小浴池」,當然還少不了柔軟的大浴巾和香薰器。住客的至愛就是椅 子上的按摩墊:當康樂活動主任幫他們按摩手部和頸部時,按摩墊就同時按摩他們的背 部!

能夠幫助長者生活得愜意和更精采,我們的工作便更有意義。高齡服務的確是一份引人入勝的工作。

物理治療師、康体協調主任黎宇菲女士





「這裏眞好!」

母親在這裏快活得不得了,就像在自己的家一樣。她已經八十六歲,我是她的獨女,自然明白照顧一個年邁的老人家有多辛苦。母親入住後,我的擔子輕了很多。在這裏她有很多朋友,又可以打麻將。麻將是她在香港還是個小女孩時已喜歡上的娛樂。我和丈夫在周藻泮療養院一起工作超過十年,很清楚基金員工如何善待住客。護士們也很盡責,看待我們如家人一樣。母親很喜歡這裏合華人口味的膳食,很高興有自己的房間,也可以和職員說中文。 每一次我帶朋友探她,她都說:「這裏真好!」知道母親真心喜歡這裏,我們做家人的也高興。

錢梁秀容療養院住客鄭群艷女兒梁玉蓮女士

. 積極參與

我心所繫

透過鏡頭認識長者以前的工作、 他們的家居生活和愛好,讓我們 多了解他們的貢獻和曾經走過的 續紛歲月。

「我心所繫」攝影集讓長者們在重溫昔 日美好時光之餘,也與我們分享他們人 生路上塑我造我的浮光片羽。

每一位長者都打扮整齊,相片就在他們 工作或娛樂時拍攝。最後的成果不是一 張又一張了無生氣的照片,而是黃金晚 晴的璀璨剪影。員工、義工、長者的親 友和照顧者也在翻看這些照片中,對長 者的智慧、堅忍和經歷有新的體會。



認識我們多一些

製作電視節目,破解對腦退化症的誤解



澳洲中文電視廣播公司(TVBA)與本機構合力製作二十六集的節目, 透過日常生活實錄向長者及其家人重點介紹高齡服務資訊。

澳洲中文電視廣播公司每週觀眾超過十三 萬,是澳洲接觸華裔及越裔社區的最大電 視平台。製作重點為破解社區人士對高齡 服務的誤解,鼓勵長者積極面對生活,帶 出如何計劃退休、安享退休後的日子。 這製作也提供高齡服務資訊,讓長者知所 選擇,獲得合乎自己語言文化、生活模 式、社交需要及經濟情況的服務。 製作由本機構一位職員撰稿,也由職員及 服務對象擔當節目中不同的角色。

猜猜看: 服務業績數據?





自2010年至2014年150位義工服務了 71,927 / 日子

在2014年我們為長者提供了 8.535 / 分膳食

在2010年至2014年我們為照顧者提供了

192,000 / い寺 暫息服務

日間中心全情運作

同文同語的服務

2055

為人口老化做好準備

預計在未來四十年內,年齡 在八十五歲或以上的人 口會增至五倍。年長 人士會有更大機會 留在家裏而非入 住院舍。

2015



周弟弟女士(陳秉達療養院的住客)負責更新院內 「今日天氣報告版」的資料。除了愛唱卡拉OK外, 也樂於隨時隨地幫助院內的員工和住客。

衷心感謝!

讓我們一起慶祝成為今日基石的歷史、生 氣盎然的今天和充滿機會的將來---一個確 保長者在莊重、尊嚴和關愛中安享晚晴的 美好將來。

衷心感謝你們的支持:

- 服務對象和他們的親友、員工、義工、贊助人、 探訪團隊、捐助人士、供應商以及所有鼓勵我 們、支持和幫助我們的機構和服務。
- 慷慨解囊的人士
- 歷屆和現屆信託人的辛勞和遠見
- 聯邦政府、州政府和地方政府的支持及撥款

「丈夫的生活過得更有意思。」

丈夫在院內員工悉心照顧下,日常生活也豐富了很 多,否則只會刻板呆滯地過一天算一天。真的謝謝 你們。繼續加油啊!

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錢梁秀容療養院住客家人



義工服務,心之所愛

每一次在療養院或到長者家探訪時,都看到他們臉上 的光采,感受到他們心中的喜樂。於我而言,這也是 一份共享的喜樂。雖然有些療養院的住客身體較虛 弱,但見到我時,都從心底裏笑出來。這些都是探訪 工作的回報。在院舍裏我協助康樂活動主任進行按長 者認知和活動能力設計的活動,盡量維持或改善他們 的活動能力。

到長者家探訪時,他們會告訴我喜歡做什麼。有時我 們會談談天,有時也會安靜地一起坐一會兒。我們時 常被身邊五光十色的花巧玩意牽引,往往忽略了長者 生命中蘊藏的豐富歷史和傳統。我愛聽自他們口中娓 娓道來的流逝歲月,邊聽邊感受他們重溫昔日生活片 斷時的喜悅。

陳秉達療養院及社區探訪計劃義工黃芳



捐助人士

錢世庸先生

澳華療養院基金全賴數位熱心人士努力始創。雖 始於雛形,惟不斷跨越大小挑戰,茁壮成長,實 踐以誠信為長者提供高質素、以人為本之服務。 觀乎機構董事會、全體職員及眾多義工之服務熱 忱,本人深感欣佩。全因上下一心、群策群力, 澳華療養院基金遂日益壯大,成為今日備受嘉許 之高齡服務機構。

陳德光先生

本人及家人數代以來均熱心支持澳華療養院基 金。與基金之結緣始於父親陳秉達先生於九零年 代為贊助人,自此亦見證基金之發展與成就並深 以為傲。全因基金之理想及努力,吾等喜見眾多 社區人士及其親友得享需求甚殷之護理及支援。

何灼榮先生

本人於悉尼從商逾五十年期間,親見華人社區如 何自澳華療養院基金服務受惠,當中亦包括本 人親友如何喜獲改善生活。作為澳華療養院基金 之永久榮譽總理及支持者,本人引以為傲,亦藉 此機會期許基金於服務長者及其家人時,百尺竿 頭、更進一步。

陳沛德先生 OAM

作為1980年代初期之信託人,本人首要任務為籌款興建位於愛爾活之周藻泮療養院。承蒙周藻泮 先生夫人及陳秉達先生夫人慷慨厚助,社區人士 捐款隨亦紛至沓來,而現任及歷屆信託人均不遺 餘力,確保老有所依。

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謝謝!



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We honour our elders

Our elders are honoured and respected as family in caring and loving communities.





Australian Nursing Home Foundation 溴華療養院基金 (02) 8741 0218

Residential Care Services 院舍護理服務

Community Care Services 社區護理服務

Bernard Chan Nursing Home 陳秉達療養院 (02) 8741 0288

Chow Cho Poon Nursing Home 周藻泮療養院 (02) 9559 4088

Lucy Chieng Aged Care Centre 錢梁秀容療養院 (02) 8558 8088 Home Care Services 家居護理服務 (02) 9784 0868

Community Housing 高齢宿舍 (02) 9784 0888

Lucy Chieng Gardens 錢梁秀容頤康苑 (02) 9784 0888

Stanley Hunt Centre 沛徳日間中心 (02) 9211 9838

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Community Visitors Scheme 社區探訪計劃 (02) 8558 8098 Dementia Chinese Helpline 癡呆症華語電話資訊服務 (02) 8741 0218

Communications and Media Unit 傳意及媒體部 (02) 9784 0838

Domestic Assistance and Social Support Service 家庭及社區支援服務 (02) 9784 0837 www.anhf.org.au

