



# Australian Nursing Home Foundation Home Care Services

家居護理服務

Newsletter January 2021

2020 has been the busiest and most challenging year for aged care industry. On behalf of ANHF Home Care Team, thank you for partnering with us on your ageing journey.

We would also like you help us stay COVID Safe by

- staying home if you can. Otherwise, wear a surgical mask. Practise physical distancing 1.5m, and good hand hygiene.
- regularly checking the NSW Government web-site for information updates, declared hotspots and following their advice. <https://www.nsw.gov.au/covid-19/latest-news-and-updates#current-news-and-media-releases>
- downloading the COVIDSafe App in your mobile phone (information available in different languages). <https://www.COVIDSAFE.gov.au>



*Wishing you a safe and brighter 2021!*

*Alison Wong  
Home Care Manager*

## Coming 2021 Programs

Our first trial online hub activity – ‘ANHF One-Stop Service’ (Cantonese) was launched on Tuesday 15 December 2020. Positive feedbacks were received from our Seniors Wellness Centres, tenants in community housing and quite a number of home care consumers.



This innovative platform aims at creating an online platform where consumers from our Seniors Wellness Centres, In-home Support Services, Home Care Services and Community Housing meet regularly and maintain connection with the rest of the ANHF community.

Below is the program schedule of the first half of

2021: Tuesdays, 11:00 - 11:30 a.m.

- 19/1/2021 Dementia: 10 Symptoms — Eliza Chan, Dementia Care Advisor
- 23/2/2021 Nutrition —talk by Lisa Chen, dietician
- 23/3/2021 Home Care Package Application — Alison Wong, Home Care Manager
- 20/4/2021 Nursing Home Application — Rebekah Kwan, Communications and Marketing Unit
- 18/5/2021 Gentle Exercise for Seniors — Fifi Lai, physiotherapist
- 22/6/2021 Reduce Risk of Dementia — Eliza Chan, Dementia Care Advisor

If you are interested in joining this program, please register via <https://www.trybooking.com/BMKSB>, or contact 9784 0840 (Home Care Services) / 0422 205 895 (June YU, Seniors Wellness Hub Coordinator). A link will be sent to your email.



### *The Charter of Aged Care Rights*

Person-centred care is of utmost importance in aged care. The rights of elderly consumers are protected by Aged Care Quality Standards as well as Charter of The Aged Care Rights.

You might still remember that with the rolling out of new Aged Care Quality Standards on July 1, 2019, our Home Care Advisors had distributed to elderly clients a related booklet, explained the Charter to them prior to their signing it.

The spirit of the Charter is to ensure consumers who receive government-funded aged care services receive proper care, treatment and high quality services. What differs from the old Charter is the authorized representative from the service provider has to sign the Charter to acknowledge their responsibility in abiding by what is stated in the Charter. Elderly consumers will still be protected by the terms and conditions even though they choose not to sign the Charter.

One thing worth pointing out: although the new Charter does not mention the responsibility of service users, the service provider can, under certain circumstances, terminate the service. For example, consumers fail to pay, within their control, service fees listed in the Service Agreement, or intentionally cause serious harm to staff or infringe the staff's right to work in a safe environment etc.

The new Charter is in plain language, more easily understandable and reference to access other languages too. If you or your family members would like to have more information or get a copy of the booklet, please contact your Home Care Advisor. Below are the 14 items:

I (service user) have the right to:

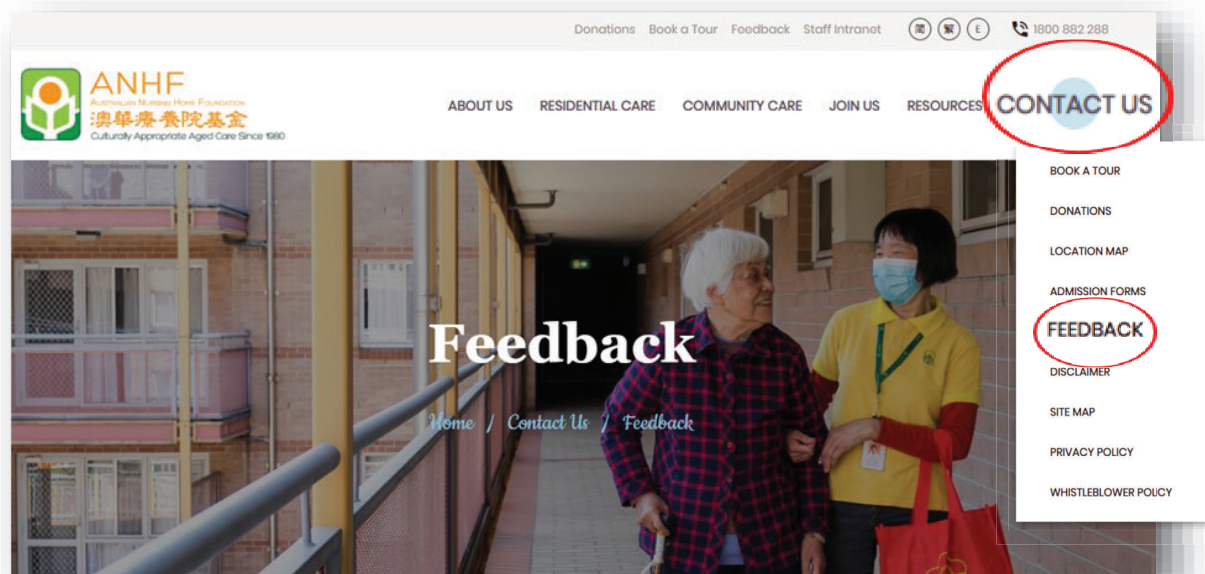
1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.



### Feedback Channels

Thank you for your inputs to the 'YES' survey on improving our services. We treasure your feedbacks. Telling us what you think, both compliment or complaint, is easy: by phone, by mail, by email or via the folio on our organisation website:

<https://www.anhf.org.au/contact-us/feedback/>



### *Bi-monthly Newsletter*

With the introduction of monthly face to face online hub, the Home Care Newsletter will be out bi-monthly from 2021.



Feedbacks from our home care consumers support the idea of saving more trees on our earth, please consider informing your home care advisor that you would like to receive our newsletter by email instead or, if you still hope to have postal delivery, please consider getting one version (either Chinese or English) instead of both.

### *Welcome to the team*

Hi everyone! I'm your Home Care Advisor Jordan Yuen. It's a great pleasure to be part of the ANHF family. I have over ten years' experience in project management construction and over 15 years' working as a professional photographer. From the health issues of my family members in recent years, I realized that we must treasure what we have as life does not offer us options nor is it under our control. I truly believe that by making the best use of my life, doing the work that interests me and helping the needy around us —no matter how insignificant my light is — I will have no regret as I look back in my sunset years. I will commit myself in work to serve the elderly, provide them with appropriate support and care. They will then know me better. Feel free to contact me.



### Home Care Small Group Activity Program

We have successfully run the home care small group activity programs for our home care consumers at Lucy Chieng Gardens and Jones Street Ultimo on 14 December and 17 December 2020 respectively. With positive feedbacks, these programs fabricated our aim of sharing fun with each and every consumer. Indeed it is our sincere hope to continue to provide high-quality services to our consumers in 2021.

