



AUSTRALIAN NURSING HOME FOUNDATION Newsletter

ISSUE 27 - Autumn 2019

60 Weldon St, Burwood NSW 2134 Tel: 02 8741 0218 Fax: 02 9747 1637 www.anhf.org.au

Your Comments, Our Goal towards Perfection

- An interview with Ling Yeoh, Quality, Risk and Compliance Manager



To continuously place person-centred services into practice, ANHF has launched various quality improvement plans and taking the initiative to invite valuable, direct feedback and recommendations from service users. In fact the new Commonwealth aged care quality standards position consumers in the pivotal point. In this feature article, Ling Yeoh, Quality, Risk

and Compliance Manager, highlights our feedback and complaint mechanism.

Apart from launching a consumer directed care model for aged care services in recent years, the Australian government has also introduced eight new standards to measure service quality of aged care service providers. How does ANHF respond to meet the government standards for the industry?

The new aged care standards announced by the Commonwealth government will be enforced on 1 July 2019. The greatest difference in one of the accreditation criteria is greater emphasis on consumer dignity and rights. The government poster clearly centres all eight standards on the elderly. 'Consumer' intentionally replaces former terms like 'service user', 'customer' etc, with the aim to emphasise the consumer's right for independence and choice.

The new standards focus on key areas like consumer dignity and choice, services and support for daily living, assisting the elderly to regain motor skills, reablement in daily living etc. These standards are in line with our organisation vision statement: 'treat the elderly as if they were our own family members'. For years we have been upholding and respecting the dignity and rights of our elderly consumers by treating them in the same way as we treat our family members.

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ANHF needs to always be alert in the journey of improvement to ensure appropriate, safe and high quality services for the elderly. Feedback from the elderly we serve, their carers and staff are of crucial importance. Here in ANHF we have different channels to gather feedback: you can either contact your trusted staff, facility supervisor or go to our 'contact us / feedback' web page to tell us your comments. Another option is to get someone to submit the complaint on your behalf. Or, you can directly contact the CEO or Chairman of Board of Directors.

ANHF values feedback from the elderly and their family members. There is a feedback section on our website to ensure they can give us their compliments or complaints in a timely way. What are the characteristics of this feedback column?

The software that collects feedback is handled by an independent team, headed by me. All feedbacks are channelled directly to the CEO. You do not have to worry whether the feedback will be 'examined' by 'concerned parties' or put aside or entail retribution. All records in this software will be kept confidential and cannot be destroyed.

We treat all feedback – positive or negative – with a positive attitude, as every feedback or complaint is an opportunity for improvement. All feedback will be treated with the utmost care and every compliment propels to provide even better service.

What is the general procedures upon receiving feedback from the elderly and their family members?

ANHF has our complaint policy and procedures to be followed by all staff in dealing with feedback or complaints. Upon receiving a complaint, we will contact the complainant to inform him / her of the follow-up procedure, get complainant's feedback on the best possible resolution and keep him / her informed of the investigation progress. When the investigation has been completed, the complainant will be informed of the findings and asked whether he /she is satisfied with the proposed resolution. The staff that handles the complaint will follow up in due course to investigate whether the situation / issue has been improved.

ANHF is eager to improve staff performance and avoid unpleasant issues through system improvement and staff in-service training.



Active Mechanism in Collecting Feedback

Other than receiving complaints passively, we take the initiative to gather consumer opinions. Being the Continuous Quality Improvement Officers of Residential Care and Community Services respectively, both Sally Cheung and Suet Yee Cheung have their major roles in assessing service performances in all our nursing homes and community services. They also assist the Quality, Risk and Compliance Manager to manage the complaint mechanism and to recommend improvement measures.

Whether it be residential aged care, home care services or seniors wellness centres, we have regular meetings to gather consumer needs and comments. Discussions are held between staff, consumers and / or carers before putting recommendations into practice. At least one consumer satisfaction survey in the form of a questionnaire is held annually, all data collected assists individual services to understand consumer needs and improve services. Our Home Care Services conduct quarterly surveys to capture more accurate consumer expectations of the service.

If you have any service needs or any comments about our staff performance, please discuss as early as possible with the staff concerned. Another option is to drop us a line by using the opinion box in our residential aged care facilities or offices.



COMING SOON

Seniors EXPO 2019 - Hurstville

Date: 30th May 2019

Time: 9am – 3:30pm

Venue: Hurstville Marana Auditorium
16 Macmahon St, Hurstville NSW 2220



Gratitude Beyond Words—Two Complimentary Letters to BCNH

Extracted from 'Five Years to Relish' -- a complimentary letter

My husband, Zhong Min QU, had a very satisfying family life during his five-year stay at Bernard Chan Nursing Home. Despite staff turn-overs, every leading staff upholds the traditional organisation spirit in leading a professional team that provides services for the elderly in the most caring and dutiful manner. There were smiles, tender loving care, endless patience in solving each and every problem. All these fill my heart with gratitude. BCNH is a heaven for the elderly, a loving place with different daily programs that inject so much fun and enjoyment in residents' lives.

Both the Facility Manager and the Care Manager treat all residents as if they were their family members. Likewise every staff follow their example to treat all residents equally, making BCNH a home of vitality and warmth.

Written by Mrs Qu

Extracted from the Eulogy of Ms Lily Tong

As mum aged, like many other elderly people, her physique deteriorated. She moved into Bernard Chan Nursing Home since she could not take care of herself. Her seven years in BCNH were blessed with quality care from dedicated staff, frequent visits by friends and relatives. She was showered with love and care during her last days. May I extend my most heartfelt thanks to you all!

Written by the daughter of Ms Lily Tong

ANHF Chinese New Year Dinner

The ANHF Chinese New Year Dinner held at Marigold Restaurant on February 9 was a great opportunity to thank friends of ANHF – our ex-trustees, sponsors, board members, staff, media etc – for their tremendous support and efforts and their well wishes for our consistently high quality, ever-improving, diversified aged care services for the elderly.

As pointed out by Ms Ellen Louie, ANHF Chairman in her speech, 2018 was a year full of challenges in aged care industry. With the setting up of the Royal Commission last year to investigate into aged care service quality and safety, ANHF and other major aged care providers responded positively to the standards laid out by the Royal Commission for the aged care industry. We had recently submitted a report and recommendations on strategies to improve aged care services.

Other than board members and staff representatives who attended the dinner, our honourable guests also included ex-trustees Mr Stanley Hunt, Mr Henry Tseng OAM, Mr Albert Leung, Ms Alison Choy Flannigan, ex- Chairman of Alzheimer's Australia Dr Robert Yeoh.



Lucy Chieng Aged Care Centre

Open Day

29/03/2019

Time : 10:00 – 14:00

Address : 8-14 Romani Avenue

Hurstville, NSW 2220

Tel : (02) 8558 8088

Email : lcacc@anhf.org.au



Open Day Programmes:

Free blood pressure & body weight taking
in G/F dining room

Refreshments in G/F dining room

Information sessions at 10:15

(Cantonese); 11:15 (Mandarin) &

12:15 (Cantonese) in G/F community
room

Facility tours at 11:00, 12:00 & 13:00

活動相簿 Activity Photos



和長者到聖巴西爾之家一起去健身!
Gym exercise at St Basil's Home!
(HSWC 好思維活動中心)



開開心心和財神一起迎接新年!
A joyous welcome for Chinese New Year
with the God of fortune
(BCNH 陳秉達療養院)



新年寫揮春，和氣生財!
Writing Chinese New Year lucky
charms to bring harmony and
wealth!
(SWSWC蘇懷活動中心)



一齊撈起，風生水起!
Mixing ingredients of a festive dish
to bring about good luck!
(LCG 錢梁秀容頤康苑)



熱愛跳舞不分性別，男士也可以
跳得很投入很開心!!
Fun dance can also be
enjoyed by man!
(CCPNH周藻洋療養院)



沛德活動中心十五週年大合照，人人有份!
15th Anniversary group photo at SHSWC!
(SHSWC沛德活動中心)



家居服務員工一起慶祝農曆新年!
Home Care Service staff in Chinese New
Year celebration!
(HCS 家居服務)



吃塊糖冬瓜，全年笑哈哈!
Sweetened winter melon strips—have a
BITE for BRIGHT smiles the whole year!
(LCACC 錢梁秀容療養院)



和長者出外旅遊吃齋渡新春!
Outing and traditional Chinese
New Year vegetarian lunch!
(HCS 家居服務)

活動相簿 Activity Photos



自製煙花圖案多燦爛!
Art therapy—Fireworks in art work!
(HSWC 好思維活動中心)



醒獅助慶，長者開心派紅包!
Lucky packets for the festive lion dance!
(BCNH 陳秉達療養院)



盛裝出席專為長者而設的歡慶晚會!
All beautifully attired to attend a special concert for the elderly.
(SHSWC 沛德活動中心)



院友爭相跟財神合照，祈求全年順景!
Taking photos with the God of Fortune for a year of fortune!
(CCPNH 周藻泮療養院)



元宵佳節炸煎堆，開心團圓!
Deep-fried glutinous rice balls that brought a harmonious year ahead!
(LCACC 錢梁秀容療養院)



農曆新年陪院友到封廟拜神!
Temple visit for residents in the Chinese New Year
(CCPNH 周藻泮療養院)



齊齊享受打鼓的樂趣!
Fun in the drumming workshop
(HSWC 好思維活動中心)



新年做手工，年年有餘!
Chinese New Year handicraft that symbolized plenitude in the years to come!
(SWSWC 蘇懷活動中心)



住客舞獅齊賀新春!
Who performed the lion dance? Residents!
(LCG 錢梁秀容頤康苑)

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符合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 January till March 2019

謝謝各位的支持。下為2019年1月至2019年3月期間之捐助人士芳名。

100以下 Below <100	\$100—\$499	\$500 - \$999	\$1000-\$4999	\$5000以上 \$5000 and above
Ms Ching Yu Ngan	Mr Terence P NG	Cosmetic Medical Clinic (NSW)	Faith Australia Pty Ltd	Ms Jannessa Jian
Ms Angela Cheng	Ms Kitty Kong	Glory Goldstream P/L	2CR Radio Network	
Mr & Mrs Louie	Ms Amy Zheng			
Mrs Uyen LIEU				
Mrs Muoi Cam				
Red packet money from CCPNH residents				

Staff Movement 員工變動



施家輝 家居護理服務行政助理

施先生修畢商科學士，曾於會計機構及醫院從事會計、客戶服務及行政工作。大家或許在施先生任職家居護理服務行政助理（臨時僱員）時與他見過面。施先生充滿工作幹勁、平易近人，說流利廣東話、普通話、越南語及英語。

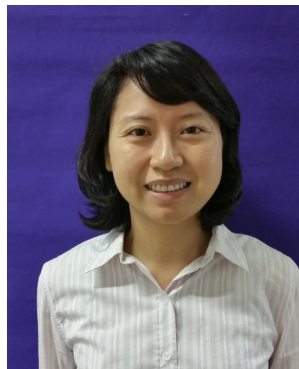


Brian Gia Huy Thi, Home Care Administrative officer

Brian has a Bachelor in Commerce with experience in accounts, customer service and administrative skills in accounting firms and hospitality organisations. Some of you may have met or conversed with him when he was working as a casual administrative staff to support the Home Care team. Brian is a highly motivated and approachable person and is fluent in Cantonese, Mandarin, Vietnamese and English.

黃芳 義工及社區探訪服務主任

黃芳女士（星期二、三、五）與蕭馬銀女女士（星期一及星期四）一起分擔義工及社區探訪服務工作。黃女士修畢「康樂及健康服務四級證書」及「社區服務文憑」，曾任職本機構陳秉達療養院康體活動主任多年。



Tamie Liu, Volunteer and CVS Coordinator

Tamie and Susana will be looking after the general volunteers and CVS on a job share basis, Susana on Monday and Thursday and Tamie on the other days. She has been working as our RAO in BCNH for a number of years. She holds Cert IV in Leisure and Health and Diploma in Community Services.



隆重推出

The official account of Australian Nursing Home Foundation has been set up on WeChat. Please scan the QR code and follow us!

澳華療養院基金已經在微信設立公眾號，請掃二維碼關注我們！



公眾號名稱: 澳華療養院及社區服務



澳華療養院基金新春晚宴

澳華療養院基金於2月9日在富麗宮酒樓舉行新春晚宴，感謝各方友好，包括前基金信託人、贊助人、董事會、職員以及傳媒等，過往一年對機構的鼎力支持和努力，並祝願機構在己亥年百尺竿頭，更進一步，為長者提供多元化高質素服務。

主席雷文潔在致詞時表示，過去一年，是高齡服務行業充滿挑戰的一年。自聯邦政府去年成立「皇家調查專署」就高齡服務質素及安全進行調查後，與其他主要的高齡服務機構一樣，澳華療養院基金積極回應專署對行業的要求，並於早前提交報告及建議，期望報告的內容有助專署提出有效改善養老服務的策略。

出席晚宴除董事會成員和職員代表外，應邀的嘉賓還包括：前基金信託人陳沛德、歐陽英蘭、曾筱龍及梁北海；Alison Choy Flannigan 律師、前 Alzheimer Australia 主席 Dr Robert Yeoh 等。



錢梁秀容療養院開放日

29/03/2019

時間：10:00 – 14:00

地址：8-14 Romani Avenue

Hurstville, NSW 2220

電話：(02) 8558 8088

電郵：lcacc@anhf.org.au



開放日活動：

免費茶點招待 – 地下飯堂
免費量血壓及體重 – 地下飯堂
入院須知講座 – 地下會議室
早上10時15分(廣東話)
早上11時15分(普通話)
中午12時15分(廣東話)
院舍參觀
早上11時、12時及下午1時

無言感激 – 來自陳秉達療養院的兩封感謝信

節錄自《五年感懷》

我丈夫曲忠民入住陳秉達療養院已整整五年，在這裡享受到人間天倫之樂！雖然經歷人事變遷，但每位領導都始終如一，堅持初衷，帶領一班訓練有素的員工勤懇地、細心地照顧位老人，微笑回答，輕輕呵護，不厭其煩地為老人解決每個疑難。作為家屬的我看在眼里，心裡感激。這裡是老人的樂園、天堂，每天安排不同的節目，讓老人感受到生活的樂趣！

兩位院舍領導將全院老人看待如家人，每位員工上行下效，對待住客一視同仁，將院舍辦得生機勃勃，溫暖如春。

曲忠民太太書

節錄自前院友湯柯玲的悼詞

媽媽年紀大了後，和大多數老人家一樣，身體機能日漸衰退，在不能自理的情況下，只好入住陳秉達療養院。在老人院七年的時間裡，媽媽得到院中護理人員悉心照顧，親朋好友經常探望，特別是她最後的日子裡，得到很多很多的關愛和溫暖，各位朋友，我在這裡衷心感謝你們！

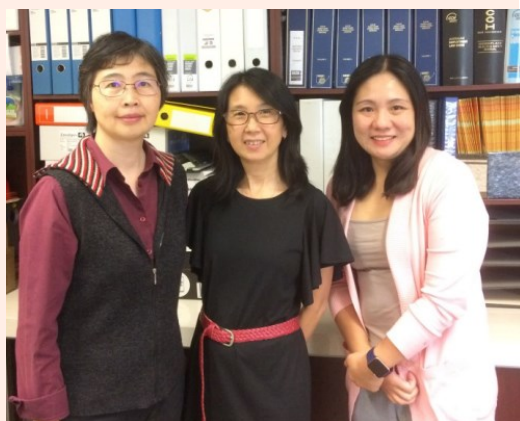
湯柯玲女兒 書

主動收集意見機制

除了被動地接受投訴之外，機構還會主動地收集服務對象的意見。另外，張秀文和張雪儀分別是院舍服務和社區服務的服務質素提升主任。她們的工作亦包括審核各院舍及社區服務的表現、協助服務質素監控經理管理投訴系統，並向有關部門提出改善建議措施。

不論院舍服務、家居服務、活動中心以及長者宿舍，我們都有定期會議，了解他們的所需及意見，與服務對象及其照顧者一起就服務安排進行討論，會議後跟進及落實相關措施。此外，我們每年至少有一次透過問卷形式進行服務對象意見調查。收集數據或資料，幫助各服務單位明白服務對象的需要及改善服務質量。在家居服務方面，更會每三個月進行一個簡單的服務滿意調查，以便更準確掌握長者對服務的期望。

長者如果對服務需要或職員的表現有任何意見，歡迎盡早向有關人士或其上司反映，又或者向你所信賴的職員表達。院舍、辦公室和網站皆設有意見收集箱，歡迎隨時提交意見。



COMING SOON

2019長者健康生活博覽會 - 好市圍

日期: 2019 年5月30日

時間: 上午9時至下午3時 30分

地點: 好市圍市政廳Hurstville Marana Auditorium
16 Macmahon St, Hurstville NSW 2220



能，並協助他們自立及重建他們的生活等，與澳華療養院基金「老吾老以及人之老」的服務宗旨不謀而合。我們一直致力維護並尊重每一位長者的尊嚴及權利，以對待家人的態度悉心照顧長者。

澳華療養院基金必須力求不斷改善，才能為長者提供安全、合適和高質素的服務。要達致這個目標，接受服務的長者、其照顧者，以及職員的意見極為重要。在澳華療養院基金，我們透過不同的渠道聽取大家的意見。除了向你最信任的職員或者部門主管反映之外，你也可以直接到澳華療養院基金的網頁，在「聯絡我們意見」中填寫你的意見。你可以選擇你所信賴的人代筆；你甚至可以直接聯絡行政總裁或者董事會主席。

澳華療養院基金向來重視長者及家人的意見，並於網站設有意見一欄，歡迎長者及家人隨時作出嘉許及投訴。請問這意見欄有何特色？

網頁中搜集意見的軟件系統是由一個獨立部門管理，由我作為服務質素監控經理負責，並且直接向行政總裁報告，所以各位無需擔心作出投訴後，會被「有關人士」審閱、掩藏甚至被報復。而一切紀錄，都會收藏在這個軟件系統內而不能被刪除。

對於每一項意見，不論是正面或負面，我們都以正面的態度面對，因為每一個回應或投訴，

都是我們改善服務的機會，我們都會認真謹慎地處理。而每一個嘉許，更是支持我們提供更佳服務的力量。

當收到長者及家人的意見後，一般會怎樣處理？

澳華療養院基金有一套處理投訴的政策和程序，各級職員必須根據有關指引處理有關意見或投訴。在收到投訴後，我們會聯絡投訴人，並告知之後的程序，同時諮詢投訴人最佳的解決方法，適時告知調查進度，並尋求解決方法。當調查完成後，我們會向投訴人交代調查結果，確定投訴人滿意的解決方法。處理投訴的職員更會在一段時間後，再次審查有關情況是否得到改善。

澳華療養院基金希望透過優化系統和職員培訓，去提升員工的工作表現及防止不愉快的事件發生。





澳華療養院基金 會訊

第27期 - 2019年秋季

60 Weldon St, Burwood NSW 2134 Tel: 02 8741 0218 Fax: 02 9747 1637 www.anhf.org.au

收集意見，不斷自我完善

— 訪問服務質素監控經理楊齡鳳



澳華療養院基金一向抱著「以人為本」的宗旨為長者提供切合他們個別需要的服務，要達致這個目標，除了作出不斷自我完善的計劃之外，積極收集服務對象的意見和回應，由他們直接說出對服務的評價非常重要。事實上，澳洲聯邦政府新

推出的高齡服務標準，就是以服務對象，即是消費者為整套標準的重心。所以今期的主題，我們邀請到服務質素監控經理楊齡鳳接受訪問，介紹本機構有關收集意見和接受回應/投訴的機制。

澳洲政府高齡服務近年推出以消費者為主導的服務方針，並推出最新八項準則以衡量高齡服務機構的服務質素。請問澳華療養院基金怎樣回應，以滿足政府對業界的要求？

聯邦政府去年公布新的高齡服務標準，並將於今年7月1日起實施。新的續牌標準與以前的最大的分別，是政府更強調以接受服務的長者尊嚴和權益。從政府設計的海報可以清楚闡釋，衡量服務質素的八大準則，都是以長者為中心點，以長者為重心。政府特別用了「消費者」(Consumer)取締過往常用的「服務使用者」和「用戶」等詞彙，目的是要更加突顯消費者的自主和選擇的權利。

新的標準所強調的多個概念，例如尊重長者的尊嚴，協助並給長者有選擇的權利、改善長者的各方面的生活質素、讓長者重拾某些機

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顧問

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