



**ANHF**  
AUSTRALIAN NURSING HOME FOUNDATION  
**澳華療養院基金**  
Culturally Appropriate Aged Care Since 1980

# NEWSLETTER



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Ada Cheng	Rebekah Kwan
Adelaide Fung	Carmen Li
Cindy Wong	Crystal Leung

### Advisors:

ANHF Board

## Aged Care Industry is putting hope on Labor to fulfilling the Election Promises

Ms. Jenny Chua (General Manager, Care Services)



ANHF General Manager Care Jenny Chua, spoke about the expectations and hopes of the aged care industry after the appointment of the Labor government, in the SBS radio interview. Below are the interview extracts.

For more than ten years, the aged care industry has gone through numerous changes. 'Living Longer Living Better', launched by the Labor Party in 2013, was a reform towards a new direction in aged care services. The amendment of residents' admission and staff recruitment in residential aged care was one of the most influential measures. With the former Liberal Party taking over, the directions and systems of the policies had been revised.

With the comeback of the Labor Party, ANHF hopes the party can revert its aims in the aged care industry and achieve the reform goals.

## 24-hour Registered Nurse roster

Previously, the Labor Party had brought up the arrangement of around-the-clock registered nurses in aged care facilities. To Jenny, Australia currently does not have a relative national provision for this arrangement in the aged care legislation. In NSW, it depends on the registered category of the aged care home. For instance, a registered nursing home must arrange an on-site 24-hour RN roster. However, it does not apply to low-care nursing homes. Since 1st July 2014, the government has cancelled the low/high care division in the aged care services i.e. former low-care services would need time and resources to adjust their care models and staff structures. Although many nursing homes had increased the work hours of RNs, it was not easy to practice a 24-hour RN roster in remote areas. For example, a 60-bed nursing home must have at least 5 RNs to complete the 24-hour roster. Due to the RN shortages in remote areas, it is impossible to cope with that demand. That was why former governments abandoned the idea of a mandatory 24-RN roster.

More than ten years ago, while mainstream residential care providers took no action in staff restructuring as they considered there was no need for the residents, ANHF had the foresight to start providing 7x24 hour RN roster in all our nursing homes for the past 40 years. So far, not only do we serve the elderly with high care needs, but we also provide more home care supports to elderly with low care needs, assisting them to live longer in the community. The demand for more RNs in nursing homes is natural and reasonable, so with 44 mins of RN the Australian government should revise regulations in line with the reform.



## Average of 215 mins personal care

The Labor Party mentioned that during their term of office, they would arrange an average of 215 minutes per day of personal care for the residents by Oct 2024. Jenny explained that the assessment formula depends on the care needs of the elderly. The government has a standardised assessment to examine the amount of personal care time the elderly will receive. She believes it is a common goal for most aged care providers to establish an average of 215 minutes of personal care. However, under the new standard, only direct care service is included in the assessment formula, whereas daily routines or recreational sessions are not included. This is unfair to the aged care industry. The government must re-define the standard time of personal care.

## The workforce shortage is a headache in the industry

Jenny also commented that the aged care industry has a severe manpower shortage. Not only does it occurs in aged care services, but also disability services and community care. Recent exaggerating media comments and the exhaustion during COVID-19 undermine staff spirit in the aged care industry. For more than two years amid the pandemic, the number of overseas students and migrants has dropped; with workforce shortages in all industries, some staff might consider changing their work industry. We hope the government can establish policies supporting the aged care industry in keeping and attracting qualified local or overseas staff.

The minimum wage in the aged care industry has been a concern in recent years. As pointed out by Jenny, wages in the aged care industry had been frozen to 5 or 6 years ago. Entry salaries are comparatively lower than in other industries. A significant pay rise is a must. Jenny also urges the government to increase allowances for the elderly since non-profit organisations rely on government adjustments to allowances in aged care. Only an increase in aged care funding can enhance the staff welfare of the organizations.

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More than ten years ago...  
ANHf had the foresight to  
provide a 24-hour RN roster.



# UNITY IS THE POWER, NO FEAR OF COVID-19 OUTBREAK IN THE FACILITY

*- An interview with Joyce Lu,  
Bernard Chan Nursing Home Care Manager*

Many nursing homes in Australia experienced COVID outbreaks during the pandemic, especially when government strategies began to ease amidst the surge of the highly infectious Omicron. The outbreaks occurred rapidly in thousands of nursing homes, ours were not the exception. Fortunately, with cohesive team efforts, by adhering closely to government guidelines and strict protocols from management, we successfully safeguarded the wellbeing of elderly residents and staff as we tied over hardships together.

We especially interviewed Joyce Lu, Care Manager of Bernard Nursing Home, who gave us a detailed and capturing account of how teamwork won an awesome battle over the outbreak.

**In the past two years, our nursing homes have been exercising the strictest possible COVID infection control measures. Still, an outbreak could not be avoided. What were the reasons? Were they related to the easing of government COVID measures?**

There are several reasons, not generalized ones. True, we've been exercising very strict infection control measures like restricting the number of visitors during visiting hours, compulsory booking appointments, taking a RAT with a negative result before entry, temperature check, proof of vaccination, wearing a face mask and putting on personal protective equipment (PPE). Our Connection Ambassadors would check against all entry requirements before taking visitors to designated rooms where they met their loved ones. Our staff were required to take the RAT daily and had a negative result before coming to work; onsite RNs received Infection Lead Training to lead the staff team in the fight against the pandemic. With the recent ease of infection measures by the government and daily routines resumed among the community, an increase in confirmed cases was inevitable.

Here's an example: we could not stop a resident in our nursing home from attending a relative's funeral as that was a crucial involvement in his life, although assessment indicated there would be risks. He had taken up all infection control measures like wearing a face mask and PPE. A RAT was taken immediately after returning to the facility. The result was negative. No symptoms were found. Despite having a negative result from another RAT taken three days later, he began to cough at night time; a RAT taken the following day showed a positive result. Therefore, we immediately

informed the government, and then followed government guidelines e.g. arranging health professionals to carry out PCR for residents, isolating confirmed cases in designated rooms, and informing the GPs to arrange anti-virus treatments while getting consent from family members. Many residents recovered significantly after this treatment, only with some coughing after 5 days.

**What were the responses of residents' family members and staff when they were informed of the outbreak?**

Most of them understood that it was quite unavoidable, considering what was happening outside the facility. They always asked me what the following step would be and how they could cooperate with facility measures. At the beginning of the outbreak, Jenny, our General Manager, Care Services immediately informed family members of government measures and facility updates via emails to build up the crucial mutual trust. To alleviate the worries of family members of residents who were confirmed cases, Brenda, BCNH Facility Manager and I also telephoned to inform them of the latest condition of their loved ones. I want to take this opportunity to thank the QRC team for using the PCR software to monitor the clinical needs of residents and for informing us daily of updated reports. Their support behind the scene was very important.

**Was there anything or any case that impressed you, during the outbreak?**

There were indeed many touching stories. While staff were chatting before the outbreak, they said if one day an outbreak occurred, they wouldn't return to work,

as they had older persons, children or even babies at home and didn't want them to be infected. Yet when we did have an outbreak, they all returned to work knowing we needed them.

Everyone held fast to their duties, even working overtime for weeks. Such team spirit moved me. Our kitchen staff said 'it's okay' despite having worked continuously for over 12 hours during the outbreak. Action spoke louder than words — seeing the toil of frontline staff, they especially prepared soothing sweet soup and snacks to boost their spirit.

Family members of residents were also very understanding. Due to the high volume of calls, calls were diverted to other staff who would then message me. Sometimes I was so busy that I could only return calls to family members on the following day. Not only did they tell me with the understanding that there's no need to hurry, but they also cared about our health, reminding us to avoid being infected. So heart-warming!



### What impressed you most in this outbreak?

Culturally specific and language-specific services are very crucial to the elderly. We had backup aged care staff from the agency due to staff shortage. Though they had tried their best, they could not communicate with residents since the former didn't speak Chinese. The communication challenges posed a difficulty to residents.

Being culturally specific includes the importance of providing Chinese meals to the elderly, especially those who were confirmed COVID cases. Concerned with their poor appetite and their reluctance to eat, our kitchen staff immediately prepared porridge, steamed eggs, green pea pudding, hawthorn snacks and custard cupcakes for them. Guess what residents loved to eat most during the pandemic? Thickened black sesame drink. How could they have enjoyed these food items in mainstream nursing homes?

## 'Chinese iSupport for Dementia Program' Research Project

- Eliza Chan, Dementia Advisor

Chinese iSupport for Dementia Program is a self-paced online education and skill training program for informal carers who live with dementia patients in community care settings, which is delivered in Chinese. It is designed to support caregivers in reducing and overcome their stress in keeping dementia patients at home. The course content has been carefully designed to help caregivers address challenges they may face in caring for their loved ones. The program also includes a monthly virtual Peer Support Group, a discussion forum for caregivers within a private and secure space, to share experiences in dementia care and interact with other caregivers.

This program was originally developed by the World Health Organization through international collaborations.

ANHF signed the agreement to join the 'Chinese iSupport for Dementia Program' research project in November 2021. Funded by The National Foundation of Australia-China Relations, Australian Government, this research project will be completed by November 2022.

### Partner organisations in the project :

#### Australia

Flinders University  
University of New South Wales  
National Ageing Research Institute  
University of Wollongong

#### Greater China

Peking University  
Xi'an Jiaotong University  
Taipei Medical University  
The Chinese University of Hong Kong  
Kiang Wu Nursing College of Macau





# What is advocacy? How can it help you?

Deborah Charlton –  
Quality Risk & Compliance Manager

An advocate is someone who can listen to your concerns, give you information and speak up on your behalf if you want them to. They will work at your direction in a way that represents your expressed wishes. An advocate is confidential and will always seek your permission before taking action.

An advocate can:

- provide you with information about your rights and responsibilities -refer to Charter of Aged Care Rights.
- support you in making decisions that affect your quality of life
- discuss your options for taking action
- support you to raise a concern with the service provider or us
- support you at any stage throughout a complaint process.

An advocate can support you in raising your concern with the service provider or the Aged care Quality and Safety Commission.

We encourage you to raise your concern with the staff or a manager of the service first as this is often the best way to resolve your concern. ANHF staff have been trained to advocate for the residents in ANHF aged care homes and clients in home care. They will listen to your concerns and can support you in doing this by contacting the manager or speaking on your behalf. Alternatively, you can access an independent advocate.



## Who can access free aged care advocacy?

Consumers receiving Australian Government funded aged care services for help at home or in an aged care home can access free advocacy services. This includes people who:

- are receiving or have previously received aged care services
- are potentially going to receive aged care services, including people who have been assessed as eligible to receive aged care services
- are the family of, or represent the person receiving aged care services.

## How do I contact a free aged care advocate to help me?

With your permission, ANHF staff can phone a free advocacy agency on your behalf to explain your concerns and arrange for the advocate to contact you. You can also directly call the National Aged Care Advocacy line on 1800 700 600. Or go to [opan.com.au](http://opan.com.au). Older Persons Advocacy Network



# Seniors Art and Wellbeing Expo Attracted over 1,000 Participants



To chase away the pandemic gloom by spreading a cheerful spirit to the community and funding from Willoughby Council, ANHF conducted on Saturday 4th June at Chatswood Concourse a Seniors Art and Wellbeing Expo that drew to a perfect close. Despite the pandemic gloom, over 1,000 people visited this expo of bustling activities. Phoebe Leung, ANHF Commonwealth Home Support Program Manager and expo convenor, said, 'Actually, we're a bit worried about running a large-scale event during the pandemic. To our surprise, more people came than expected. The response was huge; stalls were flooded with inquiries. That reflected the great need for aged care information among older persons in the community.'

## Ear-deafening drumming burst from stage to floor

Ada Cheng, ANHF CEO and Andrew Gock, our Board member, arrived early on the day. Joined on stage by representatives from other participating organisations, including TVB Anywhere, CanRevive, Carer Gateway, Hearing Australia, Parkinson Chinese Support Group and Inner Health, they officially held the Ribbon-Cutting Ceremony that lifted the curtain of the day's programs. To support the emotional and physical wellbeing of older persons during the pandemic, the expo invited a psychologist to present a talk on

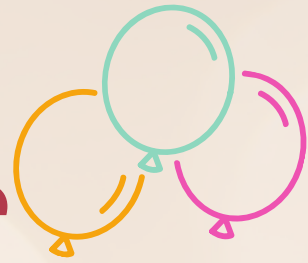
Emotional Health and a special speaker who demonstrated fall prevention exercises while expo visitors followed on the spot. The atmosphere climaxed to the peak when the presenter sang and danced with participants to the thundering beats of African drums, chasing away the pandemic gloom with a combined spirit of cheerfulness!

## A new nursing home in Gordon is very much welcomed by the community

Many participants visited stalls which displayed artworks made by our elderly clients during the lockdown. Some learnt how to paint or recycle waste paper into handicraft items. In great excitement, stall visitors eagerly exchanged ideas with our craft masters. Many stall visitors also registered and received support in applying for Home Care Services and our SYLCM safety pendant. Of course, the expo 'hotspot' was our Gordon Nursing Home Corner, with displays on floor plans, photos of model units (single and double rooms) etc. The immaculate design attracted many inquiries; some participants even submitted an Expression of Interest form at the expo. As many were interested in knowing more about nursing home application procedures, fees and charges, ANHF planned to conduct a series of information sessions to meet community interest in the Gordon nursing home.



# So Wai Seniors Wellness Centre 14th Anniversary



- Vanessa Lu,  
So Wai Seniors Wellness Centre Coordinator



On July 4th 2022, So Wai Seniors Wellness (Chinese) Group celebrated its 14th anniversary, which had been delayed since May due to a few interruptions. Nonetheless, we celebrated in style and all enjoyed a good time.

Apart from our 16 consumers, staff, and volunteers, we were joined by Ada Cheng, our CEO and Jenny Chua, General Manager Care Services. We all sat back and enjoyed a 17-minute video about our journey in the past year. Despite the lockdown in 2021, a few interruptions and some restrictions were still in place; we had proved to be a resilient lot. With great leadership from ANHF Management, staff commitment and unwavering support from our volunteers, our consumers continue to enjoy our service, whether online or on site.

The celebration continued with Cake Cutting Ceremony, followed by great singing performances by our volunteer Good Friendship Group and Jenny Yiu. The consumers were delighted with a scrumptious lunch of fish, Chinese BBQ pork, tofu and chicken and the birthday cake.

Our consumers departed from So Wai Centre with a great gift, having earned it by participating in our Q&A activity and photo session. They all commented on how great the day had been and how happy they were to be able to attend this special occasion, especially after what we had been through.

I would like to thank all management, staff and volunteers who have been supporting me since I took on the role of So Wai Coordinator last year. The steep learning curve and challenges have provided me with opportunities to acquire invaluable experience. I look forward to continuing to provide my services and maintain our aim: to bring happiness to our consumers and respite for carers.





# 嘉許信

Letter of Appreciation

To all staff in LCACC:

My first compliment goes to the care staff in yellow uniforms. Round the clock they move from corridor to corridor, room to room, in dining areas and toilets to look after our personal hygiene, meals, exercise and entertainments. They are the angels that never flinch from hard work, tiredness, filthiness or chores. Day by day they toil in their work, take the temperatures of elderly residents and even attend to suspected COVID-19 cases until the latter recover completely. Frontline prevention against infection is very important, it is all because of their efforts that we can stay safe during the pandemic.

Next are the nurses – guardian angels of the elderly – in purple and blue uniforms. On top of helping with daily medication, they conduct COVID tests and flu vaccinations for residents. These are crucial measures in preventing COVID infection.

Life is nourished by exercise while exercise is the basis for health. Our ‘coaches-in-red’ (Quality Lifestyle Officers) lead us in morning exercise and support frail residents in strengthening their walking steps along the corridor. Other than these, they arranged a variety of celebrative programs, calligraphy sessions, painting sessions and recreational activities to enrich our lives!

‘Supply goes before troops’ (a Chinese saying). Heavy is the work of our ‘masters in green’ (kitchen and cleaning staff) in preparing meals for us – meal delivery, water delivery, bed linen delivery, clothing delivery... plus daily cleaning of rooms, bathrooms and corridors to ensure us a spotlessly clean residence of comfort!

Thanks to the endeavour and commitment of the Facility Manager and the staff team, our nursing home is indeed a safe, healthy and happy haven to us!

Jun Qian ZHU  
(resident of Lucy Chieng Aged Care Centre)

*Your Support Takes Us Further* 你的支持，讓我們的服务更進一步

You can also donate securely via our website: <http://anhf.org.au/contact-us/donations>

**Thank you for your support. Below are the donations received from April to June 2022**

謝謝各位的支持。以下為2022年4月至6月期間之捐助人士芳名。

\$100以下/  
< \$100

\$100-\$499

\$500-\$999

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\$5000 and above

Sally Ming  
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Dr Chen Ya Huang

Anonymous  
Ms TIAN HAN 2CR Radio  
Dr Chen Ya Huang  
Dr Michael Tjeuw  
Wayin Network  
Henry Lam



# Staff Movement

APRIL-JUNE 2022



**Name:** Zhe (Leonard) LIU

**Position Title:** Human Resources Manager

Leonard Liu has commenced the position of Human Resource Manager from 7 June 2022.

Leonard brings with him several years of experience in talent acquisition, performance management, WHS and industrial relationship. In his last role, he has been an employment consultant and manager in the community services sector for 8 years.

Leonard is a graduate in B.Com from Macquarie Uni and has a Masters in HR Management (UTS) and Grad Dip in Industrial Relationship/HRM (U Syd).

He also has a C4 in Disability. He is conversant in English and Mandarin. He will be leading the HR and Volunteer Services Team in Corporate Services.



**Name:** Hin Cheung (Drick) YIP

**Position Title:** Information Technology Officer

Drick YIP is originally from Hong Kong and holds a Graduate Diploma in IT (UTS) and B.Sc (Maths). He comes to ANHF with excellent credentials, having worked for several years in the areas of technical services and systems engineering in multi-national companies such as Perpetual Ltd.

Drick will be able to support our IT needs and make valuable contributions to our various IT projects/initiatives both now and in the future.

# Staff Movement

APRIL-JUNE 2022



**Name:** Crystal LEUNG

**Position Title:** Executive Assistant

Crystal Leung joined ANHF as Executive Assistant to CEO, Senior Executive Team, and the Board on 14/6/2022.

Crystal graduated in Hong Kong with a Bachelor's degree in Social Science (B.Soc.Sc.) with a major in Greater China Studies. She speaks and writes fluently in English, Cantonese, and Mandarin. She is currently a part-time student and doing a Master's degree in Law (LLM).

While she was in Hong Kong, she worked as a Research Assistant (Faculty of Law) at the University of Hong Kong and was an intern editor (World of Chinese magazine) in Beijing.

Crystal is passionate about cultural exposure and engaged in different international activities and exchange programs during her undergraduate study. She also enjoys volunteering in different social services and at the UNSW.



**Name:** Tamie LIU

**Position Title:** Home Care Advisor

Tamie has been on board and starting from Monday, 6 June to take up the role of Home Care Advisor.

Tamie has been working with ANHF many years and had worked in different teams including Volunteer team, Seniors Wellness Centre and residential facility.

Her work days are Mondays, Wednesdays and Fridays.



# Gather and Countless Laughter

BCNH 陳秉達療養院



CCPNH 周藻泮療養院



LCACC 錢梁秀容療養院





## SHSWC 沛德活動中心



## HSWC 好思維活動中心



## CSWH 金匙長者康怡天地



## WSSWC 西悉尼活動中心

