



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

NEWSLETTER



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ANHFAU



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How to Face the Challenges in Aged Care Manpower Shortage

- Leonard Liu, HR Manager



As the pandemic continues for years, data reveals a shortage in the Australian labour market. Does the same issue exist in aged care services? What is the main cause of this?

The significant skill shortage in the aged care industry falls mainly into two categories: 'registered nurses' and 'care service employees'. Nurse shortage is not something new. Predictive modelling by ABC Television forecasted that NSW will have a shortage of 8,000 nurses by 2030.

As an aged care provider, we not only have to deal with nurse shortages,

but also compete with the hospital system in recruiting from the already extremely scarce availability of nurses. This further exacerbates the nurse shortages in the aged care industry. Shortage of care service employees is another problem. Firstly, many young people are unwilling to take up care services. Secondly, the limited increase in care workers cannot meet the ever-growing demand. As an aged care provider assisting older persons from a Chinese background, ANHF must also ensure that our care staff can communicate with them in the Chinese language. This also increases the difficulty of recruitment.

As Human Resources Manager, in face of manpower shortage and competition for recruiting skilled staff within the industry, what are your strategies or practical channels to attract the right staff?

Some usual strategies used in this industry:

1. Increase promotion of business/recruitment drives, more advertisements, and more spending on marketing. Increase the recruitment coverage to attract more feedback. Other than posting jobs on multiple platforms, we also have recruitments ads among Chinese communities, WeChat, forums and radios.
2. We work together with registered training organisations (RTO) to directly recruit their graduates. They can have their work placements at our facilities for practical work experience. With a sound relationship with quite a number of universities, we conduct routine recruitment campaigns to attract prospective graduates to join our workforce. ANHF also offers job opportunities to overseas students who do not possess Australian citizenship or PR status. We may even sponsor their working VISA if needed.
3. We encourage staff to refer prospective employees to HR. Internal referrals are always effective in attracting the right people. Our staff know who we are looking for. Hence in most of the cases, internally referred candidates are comparatively a better fit for the job than those recruited from external platforms.
4. Last but not least, we will also consider employees from interstates and overseas. We welcome your suggestions and referrals.

What qualifications and criteria should an aged care staff possess? If a prospective employee has promising criteria but is without a required certificate, will our organisation assist him / her to achieve one?

To be an aged care worker, you have to have a kind heart, must be patient, and be willing to communicate with and support the elderly. For those who meet the job requirements and are willing to join the aged care industry, we will support them to receive training from accredited training institutes. Then they can have work placements at our facilities and apply for a job. We also consider working with GTOs on traineeships. I will keep staff informed of this aspect.

As our new nursing home in Gordon is scheduled to start operating in early 2023, staff for numerous positions have to be recruited. Are there any positions which are now being recruited? Apart from recruiting new staff for the new nursing home, what other staff does ANHF requires?

Our new Gordon nursing home is expected to open by Feb 2023. Since this is a brand new residential aged care facility,



practically every single position needs to be filled. These positions include, but are not limited to, facility manager, care manager, admin staff, registered nurses, recreational activity officers, physiotherapist and physio aides, care service employees, cook/chef, kitchenhands, laundry hands, bus driver, maintenance staff etc. At this stage, we are only employing the facility manager and the care manager, soon we will start recruiting the admin team. Recruitment of nursing home staff positions will mainly start by the end of 2022/beginning of 2023. Staff will expect to commence duty by mid-Feb 2023.

Is ANHF currently conducting the Workforce Referral Incentive Scheme? If the referred applicant successfully passes the probation period, will the referrer and the new employee both receive awards?

ANHF has always encouraged staff internal referrals. Our staff reward program includes but is not limited to: Workforce Referral Incentive Scheme, Home Care Service Referral Scheme etc. The staff member who refers a person to join ANHF will receive a monetary reward if the referred person successfully passes probation or completes the minimum hours. We are now offering up to a \$1000 incentive for quality internal referrals. The reward is usually in the form of gift cards. There are some terms and conditions. Senior management and HR staff are not eligible.

澳華養老 ANHF 澳華養老基金會
會說中文 樂於服務長者
考慮修讀高齡護理課程
誠聘 家居護理員
歡迎加入我們

HOME CARE EMPLOYEE

該職位為高齡服務對象提供家居護理服務，包括老人護理、家居輔助、交通接駁、購物等。
 申請人須具備以下條件：

- (一) 有愛心、耐心、樂於照顧長者。
- (二) 持有澳洲政府認可的證書或具備至少兩年護理三級證書，能勝任服務長者。
- (三) 具備良好的溝通能力，講流利的國語、粵語及英語，並具有基本的英文書寫及語言能力。
- (四) 具有良好的人際合作和人际交往能力。
- (五) 持有有效急救證書 (FIRST AID CERTIFICATE)。
- (六) 持有有效駕駛執照，有良好駕駛紀錄。
- (七) 誠實可靠，無犯罪紀錄。

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 網上申請: www.anhf.org.au/join-us 掃描二維碼 輕鬆填寫表格申請

DEMENTIA EXPO

“TREASURE THE MOMENT”

- Dementia Advisor , Eliza Chan

ANHF has joined Canterbury-Bankstown Dementia Alliance, a group working towards establishing Canterbury-Bankstown a dementia-friendly community, that hosted a free Dementia Expo ‘Treasure the Moment’ at Bryan Brown Theatre and Function Centre in Bankstown on 27 September 2022.



On the day, there were:

- information stalls from 33 government and government-funded organisations providing various support services to the elderly, people living with dementia and their families
- 2 sessions of presentation in the morning and afternoon on both “Healthy Body, Healthy Mind” and “Memory Information” in Bryan Brown Theatre
- 1 session on Senior Rights Service in the afternoon
- Performance of Greek dancing, Tai Chi and Laughing Yoga
- A Sensory Room displaying a wide range of activities that could help to calm and stimulate the people living with dementia
- Activity Rooms running different activities, e.g. training the basic strength and resistance exercise, functional movements to activate the brain, Tai Chi, seated Salsa, activities training fine motor skills such as soft pastel drawing, beaded jewellery for dementia groups, making of sensory board with the items specified for assisting the memory and fine motor skills of the person living with dementia
- 2 sessions in the morning and afternoon for the library tour and demonstration of Tovertafel (“Magic Table” in Dutch, a game console using beautiful interactive light projections on a table to provide many moments of happiness to people living with dementia or intellectual disability, a joyful activity with physical and cognitive benefits to the participants).

The event was very successful, and hundreds of visitors participated reflecting the huge interest and need for such Expos.

An example of the exciting outcomes was a visitor to the ANHF information stall on the day visited one of our dementia-specific seniors wellness centres shortly after the Expo and confirmed she would arrange her father to join the day activity.



Let's make a difference in the lives of our elders

- Volunteer Coordinator Bobo Thai

Volunteers

are a very valuable human resource at ANHF and have always played an important role.

Our senior citizens have devoted their entire lives to serving our country, contributing to what we have today. It is therefore an honor to be able to nurture them in their senior years, fulfilling their need for love, care, respect, dignity, and social and emotional support.

Volunteers assist us to maintain our services during the COVID-19 pandemic, they've enabled us to provide social support to our seniors in various ways such as phone calls, video chats, and emotional support. We appreciate their commitment immensely. Since the lifting of the COVID-19 lockdown, we have started looking for volunteers to help provide face-to-face social support for our seniors. For this service, we provide safe Personal Protective Equipment (PPE) to ensure the safety of our volunteers and consumers alike.

We are looking for individuals that are enthusiastic, passionate, supportive, and motivated to make a positive contribution to the world, starting with improving the quality of life for our wonderful senior friends. If you're interested, please contact the volunteer department (02) 87410240, we will chat and take it from there!

Let's make a difference in the lives of our elders!



Community Visitors Scheme

The CVS is a government-funded program that aims at helping elderly people in need of some companionship, who would appreciate having someone to care for them, especially those who live alone and may experience feelings of being socially isolated and lonely at times.

Our mission as the Australian Nursing Home Foundation (ANHF) influences how we utilize CVS services. We strive to put our hearts into every project on our hands, from working together with other organizations to deliver the best service for our clients to initiatives aimed at giving back to the community. The CVS program is about setting up volunteer projects such as visits to elderly resident care facilities and their homes. By so doing, we provide the elderly with a friend and companion, someone they can lean on when they're feeling lonely or simply feel like having a cup of coffee, playing games, and sharing

stories with someone. Our volunteers are kind-hearted, sincere, compassionate, chatty, and fun! We handpick and pair the ideal volunteers with our consumers so that older people can enjoy and receive the greatest benefits. The best part about this program is that it's completely FREE!

If you, or someone you know, find this service helpful, please contact us, we can't wait to chat and journey with you!





Aged Care Employee Day

gratitude to the unsung heroes under the epidemic

The 7th August is Australia's Aged Care Employee Day, which has become a nationally recognized day in Australia since 2019. Aged Care Employee Day is an initiative of the Aged & Community Care Providers Association (ACCPA) and is an annual celebration of support and recognition for Australian Aged Care workers. It is a tribute to the nearly 400,000 Aged Care workers across the country for their contributions to more than 1.3 million seniors in Australia who are receiving Aged Care services.

ANHF takes this special day to pay tribute to the fearless Aged Care workers who stuck to their posts during the pandemic. Ada Cheng, the Chief Executive Officer, said, "In this challenging year, both community services and residential services staff have demonstrated their resilience and professionalism in face of the pandemic. They are the most valuable asset of ANHF. Due to the pandemic, although we could not hold large-scale celebrations on Aged Care Employee Day, we had arranged for each department to celebrate the day individually. We wish everyone a safe and happy Aged Care Employee Day!"

In response to this special day, the Communication & Marketing Unit visited Stanley Hunt Seniors Wellness Centre to conduct a video shoot, which was uploaded to the website of the Aged & Community Care Providers Association (ACCPA) and the ANHF Facebook. Interviews with employees from different positions to share their feelings and enthusiasm for Aged Care services were conducted.

Amid to pandemic, the frontline staff were brave and continued to protect our residents. They are truly unsung heroes! Please go to ANHF Facebook to view the video for people who are interested.



Ann (Cook)

“ Providing hot meals for the elderly to enjoy heartfully in pandemic makes me happier.

Sandy (Community Care Worker)

“ During the pandemic, providing home-centre transport gives them support as well as meaning to my work.

Cheu (Home Care Employee)

“ What I live most is to help the elderly. What brings the utmost satisfaction is to become their friends.

Annie (SHSWC Centre Coordinator)

“ I hope to bring my experiencing in take caring my grandmother to this job, and benefit the elderly.

Jenny (SHSWC Assistant Coordinator)

“ Enjoying the activities with them, brings me a huge sense of satisfaction.



嘉許信

Letter of Appreciation

We would like to write to you to commend the outstanding services of Jim Zheng.

As you are aware, on the 31st May, my Mum (Chieh Fang Ho) experienced a syncope episode at home where she fainted due to her low blood pressure. Jim cleans my parents' home weekly. On this particular day, Jim accompanied my Dad for a medical appointment in the morning and the plan was to continue his services by cleaning the apartment after the medical appointment. Immediately upon returning from the medical appointment with my Dad, Jim noticed that my Mum did not look like her 'usual' healthy self and immediately took her blood pressure reading. This demonstrates how caring Jim is for my elderly parents and how he knows his client so well.

While taking her blood pressure (which was extremely low) my mum fainted and Jim immediately put her into a recovery position. He called for an ambulance and ANHF (Jordan) to notify the family. While waiting for the ambulance and family members to arrive, Jim stayed beside my Mum the whole time, ensuring she was ok while talking to her.

We wanted to shout out that Jim's quick thinking and actions that morning was magnificent and gratefully appreciated. Jim is a fantastic worker and has formed a fantastic relationship with my parents. His caring nature and patience is second to none. Carers like Jim are extremely hard to come by, and we want to take the opportunity to THANK Jim for everything he does and did that day to ensure the care for my parents is nothing but the best.

From The Ho family

Hi Maggie,

Thank you for your Great Work!

We would like to share regarding the Consumer's son has logged a compliment in folio on 27/9, to appreciate the great job done by you and HCE Vicky.

We appreciate the care team's dedication in looking after mum who has Parkinson's with dementia. I wish to especially commend Vicky for showing genuine care for mum's wellbeing and has been patiently looking after her needs each time she visits. We are indeed fortunate to have Vicky assigned to look after mum - they have bonded very well and mum looks forward to Vicky's visit each time. I also wish to express my gratitude to the Care Advisor Maggie Pan for her attentiveness and prompt response each time I needed her assistance. Her service level is second to none and I am very happy with the results achieved thus far.

Wai Fatt YEE
Fong Kam CHEONG's son

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 July to September 2022

謝謝各位的支持。以下為2022年7月至9月期間之捐助人士芳名。

\$100以下/ < \$100	\$100-\$499	\$500-\$999	\$1000-\$4999	\$5000以上/ \$5000 and above
	Global Mortgages Pty Ltd Raymond Chan Yi Yang	Joanne Ke Louisa Lo Miss Monica Chow	Ellie Huang Anita Ho 中華點心食品廠 Nellie Lee Kam Kwan So, Sandy H Keung Ms Mei Hua Yee the late Po Kwun LAM Alexander Tsun Wah Yuen Fung Ming Lai-Cheung Ching Ma JAYDEN W PTY LTD Elizabeth Pooley John Pow	Gocema Pty Ltd Anonymous Syn Kong Han Stella Chen ANSA Investments Pty Ltd Hang Tat Enterprises (Australia) Pty Ltd Mandy Ho Anonymous Stonemart Group Pty Ltd (安得利石材) 林堅華, 林美芝 伉儷 劉可朋先生夫人 Chatswood Cantonese Opera (車梨子) Anonymous Anonymous Winston Leung

Staff Movement

JULY-SEPTEMBER 2022



Name: Thuc Tran (Bobo) Thai

Position Title: Volunteer Coordinator

Bobo commenced her new position of volunteer coordinator from 18 July 2022. Bobo has been working in both management and multicultural care support roles to perform both frontline care and support duties, as well as coordinator responsibilities.

Bobo has more than 12 years of experience working with community volunteer scheme. She holds Diploma of Management and Cert IV in Ageing Support from TAFE NSW.



Name: Carina Jianing Lu Zhou

Position Title: Office Assistant

Carina has several years of working experience in administration, accounting and customer service. She has a Master degree in Accounting from University of Wollongong.

Carina is conversant in English, Cantonese and Mandarin.



Name: Kar Meang (Emily) Tan

Position Title: Human Resources Assistant

Emily joined ANHF as HR assistant on 15 August 2022. She is a graduate in Computer Science with a Certificate in HR Management and has worked for several years overseeing teams in building projects.

Before joining ANHF, Emily has been working 6 years as Assistant Manager, Quality Assurance and Customer Service in commercial property management.



Name: Qian (Eric) Zhan

Position Title: Assistant Accountant

Eric joined ANHF's finance team as Assistant Accountant on 15 August 2022. He has Master of Accounting degree from Curtin University, WA.

Before joining ANHF, Eric has been working in finance and taxation team in logistic industry and Westpac Bank.

Staff Movement

JULY-SEPTEMBER 2022



Name: Rita Siu Kwan Cheung
Position Title: CHSP Advisor

Rita joined ANHF's CHSP team as CHSP Advisor on 5 Sep 2022. Before that, she has been working in community service sectors in both Hong Kong and Australia. Rita holds a Bachelor degree in Marketing as well as Diploma in early childhood education.



Name: Yunnuxuan (Krystal) Bai
Position Title: Registered Nurse

Krystal graduated from UTS with a Bachelor degree in Nursing. Before joining ANHF, she has been practising in RPA, Balmain and Auburn Hospitals.



Name: Fai Ying (Miranda) LAW
Position Title: NSSWC Admin Assistant

Miranda joined ANHF after gaining a vast amount of experience in looking after corporate secretary services in Hong Kong. Miranda has experience in office management, administration, payroll and internal accounting.



Name: Ka Yung (Tony) CHUNG
Position Title: Registered Nurse

Tony has over 10 years of working experience as registered nurse. He has been working with Yan Chai Hospital and Queen Elizabeth Hospital in Hong Kong prior to joining ANHF.



Name: Wing Yan (Kristy) CHAN
Position Title: Registered Nurse

Kristy has over 10 years of working experience as registered nurse. She has been working with Evercare Health Limited and Queen Elizabeth Hospital in Hong Kong prior to joining ANHF.

Full of Happiness & Warmth

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

