



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

NEWSLETTER



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Advisors:

ANHF Board

ANHF Chairman Ms. Ellen Louie awarded OAM reinforced belief in quality aged care services for the elderly

- Ms Ellen Louie, ANHF Chairman



ANHF Chairman, Ms Ellen Louie, received an OAM award on Australia Day 2023 from the Australian government in recognition of her achievements in aged care and community services as well as her professional career. Upon receiving this happy news, the Communications and Marketing Unit could not wait to congratulate her on this outstanding achievement as well as interviewed her for sharing with the ANHF team her joy in receiving the award and her future vision and commitment in aged care services.

As a Chinese Australian to receive this award in Australia, do you have any special feelings?

I am very humbled and honoured to receive this award. Australia is now a very multicultural nation and it is very satisfying that many persons of diverse and cultural backgrounds are recognised. As a person of Asian background, to be recognised amongst so many distinguished and notable Australians, it is a true honour.



A bigger thank you goes to my fellow Board members, the staff, and volunteers at ANHF who together has made ANHF the outstanding aged care organisation which it is today.

As a professional lawyer and ANHF chairperson, you have enthusiastically been involved in community services that bring many benefits to older Chinese persons. Will this OAM award give you even greater confidence and a stronger mission to continue with your commitment to community services?

ANHF has a team of passionate people who truly believe in providing the best aged care services possible to our community. The Board at ANHF comprises of several people with different professional backgrounds. I use my legal experience and knowledge in my position as chairman and the other Board members also contribute their expertise from their specific professions. The award reinforces our beliefs that quality aged care services is truly in need and gives us the confidence to continue with our work.

The public might be a bit curious about how you grew up to be a person with outstanding achievements. Please briefly tell us something about the things that have nurtured you to become who you are now. As you grew up, who was/were the person/people that had the greatest influence on you?

I migrated to Australia from Hong Kong at the age of 6 and undertook all my education in Australia. My parents did not have the same opportunities that my siblings and I did and, as most parents did, always encouraged us to study hard and instilled into us the values of good education. As well as my parents, I was lucky to have had many good teachers and mentors who guided me as I was growing up.

When we were young, my father managed a Chinese grocery shop in Dixon St Haymarket ("Chinatown") where he met people from all walks of life. My father saw that many people of Chinese background needed assistance, whether it be due to their poor English language skills or finances. With his friends and contacts, my father was instrumental in the formation of Australian Chinese Community association ("ACCA"), Chungshan Society, and ANHF. My father derived much satisfaction from his many years of hardworking selfless charitable work (from which he was honoured with an MBE), and this inspired me to continue his legacy and carry out and put a stamp on my my own charitable work.

Who will you thank for receiving the OAM award?

Of course, I would like to thank the person or persons who nominated me, but a bigger thank you goes to my fellow Board members, the staff, and volunteers at ANHF who together has made ANHF the outstanding aged care organisation which it is today.

My father passed away several months ago and I would like to dedicate this award to him.

My father derived much satisfaction from his many years of hardworking selfless charitable work (from which he was honoured with an MBE), and this inspired me to continue his legacy and carry out and put a stamp on my my own charitable work.



CODE OF CONDUCT FOR AGED CARE WORKERS

Deborah Charlton, QRC Manager

A Code of Conduct for Aged Care (the Code) has been introduced to improve the safety, health, wellbeing and quality of life for people receiving aged care and to boost trust in services.

Who does the code apply to

The Code describes the behaviour expected of aged care providers, their governing persons (e.g. board members and Chief Executive Officers) and aged care workers. It describes how providers and the people who provide your care must behave and treat you.

The Code does not apply to the Commonwealth Home Support Programme (CHSP).

What can you expect under the Code?

You should always be treated well and feel safe. Your aged care provider and the people who provide your care must act in a way that is respectful, kind and consistent with the behaviours set out in the Code.

All workers must abide by the Code of Conduct, ANHF Code of Conduct and ANHF Model of Care.



Key points of Code of Conduct



The finalised Code consists of eight (8) elements and states:

"When providing care, supports and services to people, I must:

1. act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. act in a way that treats people with dignity and respect, and values their diversity
3. act with respect for the privacy of people
4. provide care, supports and services in a safe and competent manner, with care and skill
5. act with integrity, honesty and transparency
6. promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services
7. provide care, supports and services free from:
 - all forms of violence, discrimination, exploitation, neglect and abuse
 - sexual misconduct
8. take all reasonable steps to prevent and respond to:
 - all forms of violence, discrimination, exploitation, neglect and abuse
 - sexual misconduct."



What if you have concerns about your care?

If you are concerned about the way your aged care provider, or the people providing your care are behaving, it is important to speak up. Tell someone about it so action can be taken to protect you and other people.



HOW WE CARE ANHF MODEL OF CARE

We're a close and caring family

- that listens and forms meaningful relationships with you and your loved ones.

We speak your language and honour your culture

- as a leading provider of culturally sensitive aged care, it's in our DNA to want to do this!

We work things out together

- partnering with you and your family to ensure you get the care and services you choose and that sustain your health and wellbeing.

We love to celebrate and have fun

- birthdays, Chinese New Year, Moon Festival, staff and client milestones: these magic moments make our vibrant communities special.

We challenge ourselves

- pursuing training, innovation and collaboration to strengthen what we offer you now and in the future.

We're committed to doing the best for you

- through inspired leadership, skilled staff and dedicated volunteers.



ANHF

AUSTRALIAN NURSING HOME FOUNDATION

澳華療養院基金

Culturally Appropriate Aged Care Since 1980

HOW WE CARE (our model of care)



- **We're a close and caring family** – that listens and forms meaningful relationships with you and your loved ones.
- **We speak your language and honour your culture** – as a leading provider of culturally sensitive aged care, it's in our DNA to want to do this!
- **We work things out together** – partnering with you and your family to ensure you get the care and services you choose and that sustain your health and wellbeing.
- **We love to celebrate and have fun** – birthdays, Chinese New Year, Moon Festival, staff and client milestones: these magic moments make our vibrant communities special.
- **We challenge ourselves** – pursuing training, innovation and collaboration to strengthen what we offer you now and in the future.
- **We're committed to doing the best for you** – through inspired leadership, skilled staff and dedicated volunteers.

輕輕鬆鬆講政策

PODCAST 

Talking Policy

Since

the Australian government reformed the aged care policy and introduced eight Aged Care Quality Standards, Australian Nursing and Home Foundation (ANHF) expects all staff can fully understand the standards and requirements of the government. We would like to remind all aged care employees that whenever they serve the aged, they should comply with the related regulations set by the government and provide precisely the most appropriate services to the aged.

In order to enable our staff to remember the aged care regulations at all times and practice them flexibly in their daily work, Department of Communication and Marketing Unit started to make audios of “Talking Policy” since last year. We hope that by means of drama the eight Aged Care Quality Standards can be explained vividly and simply. After hearing the audios, our staff can learn the standards and be reminded to rethink frequently how to apply the standards to their daily work.

We send our particular gratitude to the top management and Department of Quality Risk & Compliance for providing real life stories and case themes for the production of audios¹. We also send our gratitude to volunteer officer for acquiring Putonghua volunteers to dub for the audios, thus our sound recording can be done smoothly.

At the moment, there are 8 stories for the audios of “Talking Policy” -- the themes are dignity, respect, independence, privacy and so on. Apart from Cantonese version, we add Mandarin version and also English script for the audios. Now, all of these have been uploaded to the intranet in ANHF official website. All staff are invited to listen or read these stories.

I think the stories in “Talking Policy” are very down-to-earth and very real, thus can arouse our empathy. The section I like most is the pause at the end of each story. The pause allows the audience to have a rest and rethink the substance of the story and consider how it relates to our job. Then, there is a follow-up in which the 2 presenters reiterate the quality standard mentioned in the story. Such arrangement of the videos makes it easier to absorb the substances of quality standards. By means of drama but not complaint, our staff are led to rethink whether such mistake can happen in their work and how they can carry out their duties complying with the Aged Care Quality Standards.

— Alison Wong (Home Care Manager)

¹All examples are based on real life experiences, but do not represent actual aged care consumers.



NEW NURSING HOME AT GORDON STAFF RECRUITMENT AND PROGRESS UPDATE

Our new nursing home in Gordon will officially open in March this year. Staff recruitment started in December last year to ensure that, apart from a five-star residential facility, the elderly can also receive the best professional care. Brenda Chan, the Facility Manager, expressed that large-scale staff recruitment in face of current manpower shortage in aged care industry was very challenging. Other than the Recruitment



Day held in December last year, we also had recruitment ads in various newspapers and websites, even recruitment posters in shopping centres and supermarkets. After so much hard work done through different channels, we have recruited many skilled staff. With the in-service training that has already started every staff is ready to provide the best possible care for the elderly. Brenda emphasizes that we are still recruiting care staff and cleaning staff. Those who are interested please contact our Human Resources Department on (02) 8741 0213.

Many applicants had been successful in becoming our staff during this period — welcome to the ANHF family! We are so glad to have two new staff to share their feelings in applying for the positions.

MAGGIE QING YUAN CHEN (QLO)

I started to work in ANHF home care team and Stanley Hunt Seniors Wellness Centre in 2016 but had to quit my jobs in-2022 due to family issues. Recently I learned from WeChat messages that ANHF would open a new nursing home in Gordon. With the hope of re-entering the workforce, I attended the recruitment day held on 7 December 2022. The process went smoothly. I was interviewed on site and eventually got the offer as Quality Lifestyle Officer. I am so glad that I can join the ANHF family again.

SIU LING LAU (CSE + LAUNDRY)

I have completed the aged care certificate training and have great passion in joining the aged care industry. As I live in Gordon I started to look for a relevant job opportunity near my area. I learned from ANHF website that there was a recruitment programme in Gordon Library. I am so lucky that I can get an offer and will start my career as a Care Service Employee in ANHF.

Compliment Letter

嘉許信



thank you

Compliment Letter

I was fortunate enough to join the ANHF home care services when the pandemic arrived.

1. ANHF staff have a positive and attentive work attitude. They clearly explain the reminders one by one. I can enjoy life with peace of mind when they stay by my side.

2. ANHF tailors goals and progress for me. It transforms ideas into behaviours and puts them into practice in my everyday life.

What made a huge difference to an elderly like me is the unlimited encouragement. I learn to face and adapt to the difficulty when I am under pressure. It would be perfect when ANHF continues to provide high-quality aged care services.

It has been more than three years since the COVID-19 and no one has ever experienced it before. I was fortunate enough to participate in the ANHF home care service.

ANHF home care services promptly launched the crisis management plan during a pandemic by providing assistance to the older person at home as well as those living alone in times of emergency. The staff is sincere and enthusiastic. They always care, listen, accompany, and follow up on our needs. By providing the safest environment for the elderly, ANHF rebuilds our confidence that the crisis will surely be overcome. To every elderly, it is a huge relief from desperation. I sincerely thank all the staff for their generous contributions.

May God bless and repay your love!

King Chu Tsui-Tsang

嘉許信 Letter of Appreciation

At the end of last year, I contracted herpes zoster. I did not recover fully and still felt very weak. Unfortunately, I got covid-19 early this year and I suffered particularly severe symptoms. When I was so lonely and helpless, I was lucky to have your Housing Assistant Ms Li frequently called me. She warmly asked for my well-being and taught me how to get contact with general practice doctors. When I was in a critical situation, through the phone Ms Li heard my gasp and shortness of breath. She told me to call my GP doctor immediately, and my doctor prescribed me specific drug for covid-19. Ms Li instantly got a volunteer to fetch the prescription for me. Furthermore, the volunteer bought the drug in dispensary and delivered it to my doorway. Ms Li helped me to overcome a critical juncture in life and avoid being sent to hospital. I am deeply moved and very grateful to her. She is my tower of strength during my fight against the virus.

The other person I need to send my gratitude is Ms Kung and her team (Stanley Hunt Wellness Centre). Although home care is not her job, Ms Kung assisted me wholeheartedly whenever I sought help from her. In the past year, she guided me patiently and contacted my daughter from time to time to give her up-to-date and useful information. She continually assisted me till my application for home care was approved. I am deeply grateful for her assistance.

Ms. Fung
2022.11.15

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 October to December 2022

謝謝各位的支持。以下為2022年10月至12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
Kai Cheong Cheng	Helen Yang	Eugenia Lieu	YW & H Pty Ltd	
Eric Tam	Janny Chan	Albert Ho & Eleanor Ho	黃玉山	
Vincent Wong	Dr. Donomic Pak	Dr Justin Ho	Henry Louie	
Optical Link		Anonymous	Anonymous	
Zhang Kai		Lions Club of Sydney Pacific Inc.	Lily Yan	
Mary Tan & Ron Edgar		Victor Tsang	Jake & Jordan Leung	
Anny & Benny Chan Pty Ltd		Anonymous	Richard P Chen	
Che Mei Kam		Anonymous	Erin Yim	
Stella Ming Wai Au		Lawrence Chong	Lions Club of Sydney Pacific Inc.	
Kimberley Lam		Ryan Chou	中華點心食品廠	
Raymond H Chan		Ji Qiang Dong		
William Sung		Elson Pow		
Xi May Zhen		Donna Tsang		
Onis Goh		Australian Chinese Buddhist Society		
E Smart Finance Pty Ltd		Alice Cheng		
Sally Hung		Lily Ma		
Ian Chan		Ka Yiu Chan		
Peter Lo		Lai Meng Kam		
Gek Sim Tong		Marina Ho		
Siew Chooi		Maria Chan		
Mohsin Ali		GEA Lawyers		
Irene Fung		Chan' s Canton Village Restaurant		
		Sui Fun Yam & Kit Ling Wong		
		Warren & Susan Ng and Family		

Staff Movement

OCTOBER-DECEMBER 2022



Name: Brenda Chan

Position Title: Facility Manager

Brenda joined ANHF as Facility Manager at Bernard Chan Nursing Home in 2019.

She has 30 years of nursing experience and over 20 years of aged care management experience.

Brenda has been successful through interviews and appointed as the Facility Manager of our new Gordon Nursing Home.



Name: Patrick Chan

Position Title: Facility Manager

Patrick joined ANHF as Deputy Director of Nursing at Chow Cho Poon Nursing home and was soon promoted to Director of Nursing/Facility Manager in 2015.

Patrick has over 45 years of nursing experience and over 15 years of aged care management experience.

Patrick is now the Facility Manager managing both Bernard Chan Nursing Home and Chow Cho Poon Nursing Home.



Name: Nok Yan Yau

Position Title: Care Manager

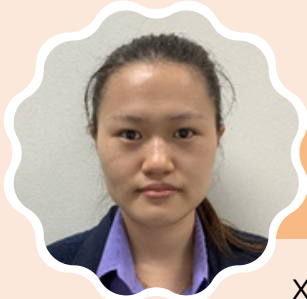
Yan joined ANHF in 2018 as RN at Chow Cho Poon Nursing Home. She has been given additional education duties and was later promoted to Quality, Risk and Compliance Officer in 2020.

Yan has over 8 years of nursing experience and is a quality specialist in ANHF.

Yan has been successful through the selection process and appointed as the Care Manager for the new Gordon Nursing Home.

Staff Movement

OCTOBER-DECEMBER 2022



Name: Xiaomei (Regina) He
Position Title: Registered Nurse

Xiaomei graduated from Western Sydney University with a Bachelor of Nursing degree. She has completed her student placements with Canterbury Hospital, Cumberland Hospital, Blacktown Hospital, and Westmead Hospital.

Xiaomei worked for Indochinese Aged Care before joining our Bernard Chan Nursing Home on 22 Nov 2022.



Name: Jiaming (Cayla) Tao
Position Title: Registered Nurse

Jiaming graduated from UTS with a Bachelor of Nursing degree. She has completed her student placements with RPA, Greenwich Hospital, Prince of Wales Hospital, Cumberland Hospital, Chris O'Brien Lifehouse, Concord Hospital, as well as St Peters Residential and Uniting Bowden Brae Aged Care.

Jiaming worked for ACDMA Aged Care before joining our Chow Cho Poon Nursing Home on 8 Nov 2022.

Shining lucky star, and beaming

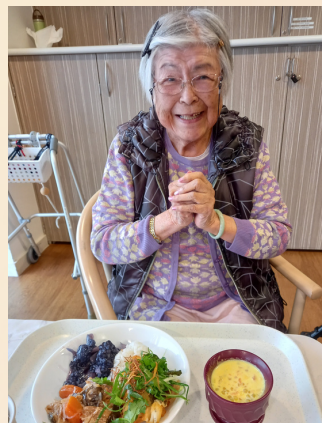
BCNH 陳秉達療養院



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



SWSWC 蘇懷活動中心



CSWH 金匙長者康怡天地



GPSWC 綠田園活動中心



WSWC 西悉尼活動中心

