



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

NEWSLETTER



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Unity in Diversity: The Team Spirit of LCACC



Facility Manager of LCACC, Emily (far right), celebrating Aged Care Employee Day with staff and residents.

Lucy Chieng Aged Care Centre is always filled with vitality and laughter. The facility frequently hosts various activities that attract residents, who enjoy their daily living in happiness within its walls.

What's most remarkable is the staff's unwavering enthusiasm during these activities. They always respond eagerly and work together seamlessly, fostering excellent interactions with the elderly residents. For instance, in the recent Aged Care Employee Day in August, residents donned staff uniforms in different work-related colors to serve our staff with delicious Yangzhou fried rice and refreshing ice lemon tea, creating a heartwarming atmosphere. Residents and staff sang and danced together. Elderly residents, in their colorful uniforms, were pumped up with vitality. Seemingly everyone forgot their age as they gracefully danced, as if they were back in their youthful days—a truly touching sight!

When asked how she had come up with these innovative activities, Emily, the Facility Manager of Lucy Chieng Aged Care Centre, humbly said, "I'm fortunate to have an exceptional team. Whenever we plan activities, we hold meetings together. My expectation can be simply summed up in two words: break boundaries! We aim to avoid repeating what we did in the previous year or in previous occasions. This sparks off creativity. Once a theme is chosen, everyone

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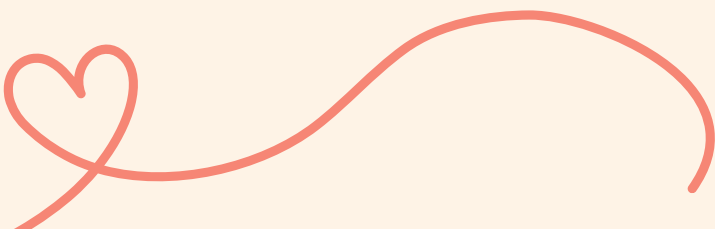


takes up specific tasks to prepare materials. We all share a common goal: to conduct activities for residents to enjoy happily."

But what binds the team spirit that fuels staff with dedication to their work? Emily said, "The key is to respect each and every staff, letting them know they are valued. Everyone plays different roles and possesses unique expertise and not a single role is dispensable." Every compliment letter from residents' families is displayed to ensure staff that even their unsung efforts and hard work are recognised and appreciated. Conflicts among staff are dealt with a positive mindset and collaborative discussions to identify solutions. Emily acknowledges that sometimes staff can be quite strong-headed in their opinions but are originally well-intended for the welfare of the organization, the facility and the residents. With mutual understanding, problems can be solved readily.

Emily also occasionally meets up with her staff. In the facility's 12th-Anniversary celebration, staff were invited to jot down special memories in the past 12 years. These were displayed in the staff room, where those who could not attend the celebration meals could also share this great sense of belonging.

When asked to rate her team on a scale of 100, Emily responded, "90 points! We'll leave the remaining 10 points for all of us to strive for and progress together!"





LCACC's Head Chef Ken Chong and the team meticulously prepare delicious meals for our residents.

No one will overlook the delicious food for the elderly residents at Lucy Chieng Aged Care Centre: mouth-watering food items included baked lobsters and Italian rice for the Christmas feast, braised sea cucumber with pork belly and crab meat with shark's fin soup for the New Year, abalone and dried scallop congee for the Dragon Boat Festival (visit our ANHF Facebook for more).

Ken, the head chef at Lucy Chieng Aged Care Centre, has previously worked as a hotel chef, pays special attention to the color, aroma and taste of the food. He puts a lot of thoughts into designing meals for the elderly, hoping to provide them with healthier choices. What does he think about the Lucy Chieng Aged Care Centre team?



*With the same goal of
providing the best service to our residents*

LCACC Head Chef, Ken Chong

In the past year at Lucy Chieng Aged Care Centre, I feel that the greatest achievement was having established strong collaborations with my colleagues. Being a part of the team has brought me much satisfaction and pride! I believe what sets our team apart is our ability to maintain excellent communications with colleagues from different services as we have mutual understanding and share our responsibilities. Our Facility Manager and Care Manager are willing to listen to the opinions and suggestions of all team members, ensuring that everyone feels valued and appreciated. Most importantly, we share a common goal in providing the best service to our residents. Everyone is working diligently to achieve this.

Whenever I receive new training or instructions from the Facility Manager, I will share that information with my catering staff. We all work together to enhance our relevant skills and knowledge, thus strengthening our sense of belonging to Lucy Chieng Aged Care Centre. Despite occasional differences in opinion among team members, through mutual understanding and consideration, we will ultimately work together as one. Our catering staff are committed to exploring healthier and more delicious food to ensure our elderly residents eat well, live well and stay well. They will then feel that staying in our facility is more value for money!



The Lifestyle Team - Michael (far left), Miranda (center), and Maggie (second from the right) - taking a group photo with volunteers

GORDON SPIRIT - SERVING THE COMMUNITY

Stepping into Huang Ying Jung Nursing Home, besides being captured by the gracefully elegant design of the facility, one can also feel the busy but well-organized work environment. Especially noteworthy are the members of the Recreation and Lifestyle Team that designs and conducts various daily activities for residents, enriching their lives with wellness and happiness, which are indispensable parts of a nursing home.

Miranda, the Quality Lifestyle Officer, is much experienced in aged care. A chat with her reflects her passion for her work and her wholehearted efforts to impart her experience to the entire team. She believes that team spirit is when colleagues work together towards a common goal. Even if there are clashes of opinions, through teamwork and mutual understanding, trust can be built. Staff can then support one another and share resources. She emphasizes that the mindset determines the atmosphere, making the elderly happy is their ultimate goal.

"Our team's uniqueness lies in the recruiting and adaptation of new members. Every change brings a better team. We often encourage one another because the Gordon spirit is all about serving the community!" She says. For instance, when they were preparing for the Moon Festival celebration, a meeting was held to plan for a lantern show in the evening. Staff immediately shared tasks, were clear about their roles and worked enthusiastically. Even Maggie, who recently joined the Recreation and Lifestyle Team, feels the strong team spirit and a strong sense of belonging. She also mentioned about recently receiving a letter of gratitude from a resident's family. That was a great encouragement for the entire team."

A Thank-You Letter from Family Member Catherine Tang

It has been a little difficult to settle my mother in the nursing home as her minor dementia has always reminded her to go home. Your team has been very patient, and I can see all the residents, including my mother, are treated with respect and love. The activities provided to them are exciting and arouse their interest to attend whenever they can. Mahjong, karaoke, exercise, and of course outings are my mother's favorite programs, and she talks about them all the time. Amazingly my mother has gradually changed from someone who quietly stays in her room watching TV to a smiling elderly who eagerly participates in the activities as recommended. She even told me that she made a few friends.



CHOW CHO POON NURSING HOME— A TEAM FULL OF LOVE

Chow Cho Poon Nursing Home received a thank you letter from the family member of a resident.

We contacted the carer, Belinda. She mentioned that her mother had been living in Chow Cho Poon Nursing Home for 5 years. She expressed deep gratitude to all the staff for the care they provided to her mother. She described the team as one full of love, with employees genuinely caring for her mother as well as every other elderly resident.

Belinda recalled an incident in which she had bought new clothes for her mother. Understanding her mother's needs better through daily interactions, our staff suggested purchasing clothes with front buttons for ease of wearing. When Belinda didn't know where to buy such clothes, our staff offered to use her personal time to assist with the purchase. Belinda deeply appreciated this kind gesture. During the pandemic, visits to the facility was not always convenient due to visiting restrictions. However, staff would advise on the best times to visit, allowing family members to have more quality time with her mother. These seemingly trivial acts left Belinda with a strong impression of the caring and nurturing nature of our staff.

Recently, Belinda and her family transferred their mother to Huang Ying Jung Nursing Home located in Gordon, another nursing home under the umbrella of ANHF. This decision was prompted by the facility's closer proximity to where the family lives, making visits more convenient. Belinda remarked that the new facility has a beautiful environment, they can take her mother in a wheelchair to the garden to enjoy the outdoor scenery. Providing the most suitable services for Ms. Ma and her family is the primary goal of ANHF. Fate has worked beautifully to draw the family with ANHF together.

Dear Chow Cho Poon Nursing Home,

We would like to express our heartfelt gratitude for the great care that you have provided to my mother, So Har MA, for the past five years. Your dedication, compassion, and professionalism have made a positive difference to her care, and we are forever grateful for your support.

I would like to extend our appreciation to Patrick, Glenda, the nurses, the physio, the carers, the admin, and the cooks for your outstanding work in ensuring the wellbeing of my mother in the facility. Your care and attention to detail have been evident in every aspect of your work, and we truly appreciate your efforts.

Your Staff members have always gone above and beyond to make my mother feel comfortable and cared for. They speak to her in her dialect, know her likes and dislikes well, and consistently strive to meet her needs. We are incredibly grateful for your efforts and for creating a warm and welcoming environment for my mother. Now due the locality being closer to us we will move my mother to a new facility under the same organisation, we are sure that you all will be missed by her.

Finally, I would like to extend our best wishes to all the Staff at CCPNH. Your dedication, hard work, and kindness are an inspiration, and we wish you all the very best.

Thank you again for all that you have done for my mother. We will always be grateful for your care and support.

Sincerely,
The Yu Family

NEW LOOK, NEW CHALLENGES AT BCNH

Carole Lu BCNH Facility Manager

1. As the new Facility Manager of BCNH, what do you consider as the biggest challenge in this role? What gives you the confidence to face and accept this significant challenge?

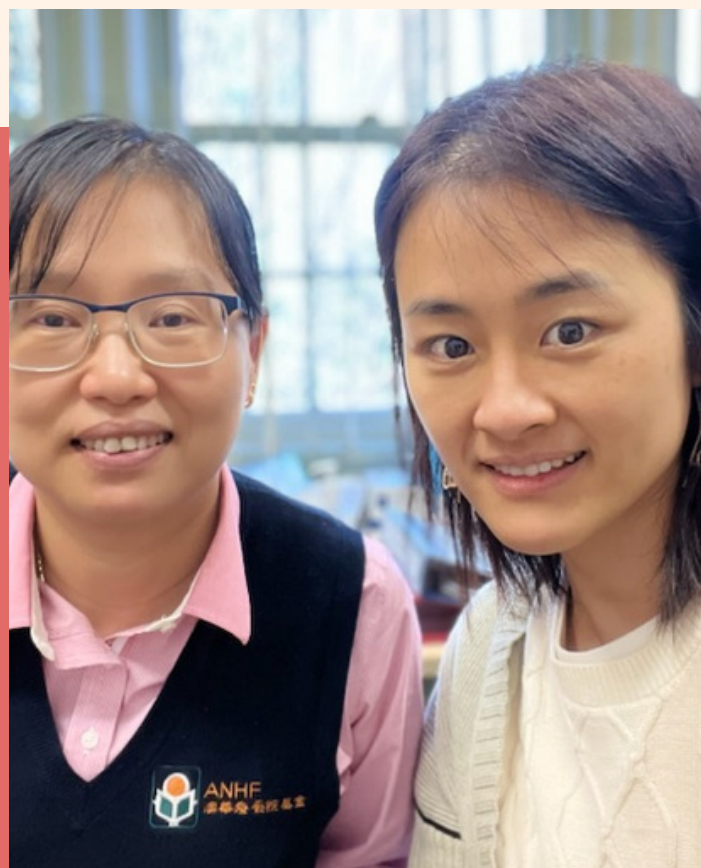
I believe the biggest challenge for the role will be providing the best care to the residents, as all staff and I are here to ensure that all our elderly are treated with respect, dignity, love as well as the highest standard of nursing care. All our residents with different expectations of their life & end of life, varied cognitive level as well as physical conditions. Therefore, to achieve that, it will require high standards of operation, professionalism, and an enormous amount of love and empathy. I have a Can-do attitude, a great BCNH team, very supportive managerial team, peer facility managers, all those contribute to my confidence to take the leadership role of BCNH, and I believe would continue to take us to a new height.

2. BCNH has just celebrated its 26th-anniversary celebration. For a nursing home with such a long history, what innovation vision and changes do you most hope to bring to BCNH?

Firstly, I must congratulate BCNH for its great success in building a remarkable aged care facility brand in the community over so many year. "Bernard Chan" has become "a place to stay" for many Asian elderly, a place where the family trusted will provide the best care to their loved one. My vision will be continuing to build the brand, continuing to provide the highest quality care, and continuing to ensure our staff are well versed by the culture and pass the tradition down.

3. The theme of our upcoming newsletter is "Rebuilding Team Spirit." What strategies or insights do you have to maintain the team spirit among your staff?

"We have common goals to achieve, with professional boundary, as friend as family, look after each other. Phrase from "Lilo & Stitch"(Disney movie) which I love, "family, means no one gets left behind". That's my philosophy to be a leader and how I will build the team spirit in BCNH.



BCNH Facility Manager, Carole (right)
and Care Manager, Carol

Carol Sung —BCNH Care Manager

As the care manager at BCNH, my responsibilities include collaborating with the families of residents, and helping residents gain access to different health providers as needed. Ultimately, I will work directly with residents to help them improve their quality of life while at BCNH. I do consider this new job to be a challenge for me because every resident is unique.

I had experience in caring for the elderly while I was working as RN in the aged care facility. We need to have Certificate III in Individual Support (Ageing) to start a career as Care Services Staff, but I believe that what aged care professionals truly need is empathy and patience.

I believe that teamwork is when a group of people collaborate to successfully accomplish a task. More broadly, it involves the cohesion of a team, their ability to create a positive work environment, and how they recognize the strengths and skills of each team member. In the workplace at BCNH, I intend to strengthen teamwork by promoting open communication, encouraging mutual support and collaboration, and thereby fostering team cohesion and a sense of belonging.

GOING THE EXTRA MILE TO MAKE THE WORLD BETTER

Staff working in Australian Nursing Home Foundation all know the Assets and Property Officer, CM Chan. Under ANHF's umbrella are 4 nursing homes, 3 community housing premises and 11 Seniors Wellness Centres. Whether it's about building structures or property maintenance, he's involved in every aspect. Despite his small stature, his booming voice always heralds his presence before he arrives physically. His words are concise. When asked for his help, he will tell you straight away whether he is available or not. Yet if he initially says he can't, he often completes the task a couple of days later. Colleagues jokingly call him a "sheep under wolf skin" as his tender heart is hidden by hard words. He has been working with ANHF for over ten years as of July this year, and he describes these ten years as fruitful. Interacting with the elderly has allowed him to learn many life stories. Co-working with colleagues has built relationships based on mutual trust and understanding, treasures that money can't buy.

24/7 Timely Support During the Pandemic

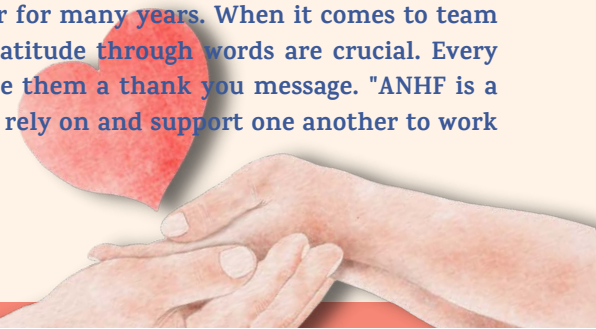
Over the past three years of the pandemic, many people chose to work from home. However, CM was among those who rushed to deliver supplies to various facilities during the most critical times of the pandemic. He knew that these supplies were crucial for the safety and well-being of elderly residents and staff. These items had to be delivered promptly. He habitually keeps his phone on Even on Saturdays and Sunday. In his words, "Although I sometimes complain, to tell the truth, if it wasn't urgent, they wouldn't had called me on weekends. Solving their problems gave everyone peace of mind in work." Despite entering and leaving quarantine zones multiple times due to work requirements, he's grateful that he hasn't been infected over the past three years. He believes many of his colleagues at ANHF work diligently, faithfully holding fast to their positions. Just as every one does, he strives to do his best in his role.



Going the Extra Mile to Warm the Elderly's Hearts

Every time CM visits the nursing homes for repairs or supply deliveries, he greets the residents with a loud voice as he passes through the nursing home or activity lobby by saying "Good morning!" Sometimes he pauses, chats with the residents, cracks jokes, and brings smiles to their faces. Not known to him, someone has been observing. Once a family member of a deceased resident approached him, expressed gratitude for his cheerful greetings and attempts to bring joy to their family members. This moved him deeply, showing that even the smallest actions can warm everyone's heart if you go the extra mile. "When I first worked in aged care, I felt sad whenever an elderly person passed away. I thought about keeping a distance and minimizing contacts with them. But now, I feel that while the elderly are still with us, it's important to care for them more, make them feel safe and happy under our care. That's what we should do! "

CM leads a team of four maintenance staff who have been working together for many years. When it comes to team spirit, he believes that mutual respect and expressing appreciation and gratitude through words are crucial. Every time a maintaining staff completes a task and reports to him, he will leave them a thank you message. "ANHF is a great team; our shared goal is to take care of every elderly person. We must rely on and support one another to work harmoniously to attain the best."



Bridget Tam says goodbye to you!

B

ridget Tam, the long-time lead coordinator of Hurstville Seniors Wellness Centre at ANHF, has recently chosen to retire early to care for

her grandsons. Looking back at the ten years at ANHF, founding Hurstville Seniors Wellness Centre and providing assistance and services to many elderly consumers with dementia and their families, does she feel a sense of nostalgia upon retiring?



Bridget responds, "Although there is some nostalgia, these past ten plus years have been meaningful and memorable. Throughout this time, I've worked closely with ANHF colleagues, volunteers and the families of the elderly to ensure that elderly consumers with dementia can come to the centre and enjoy their activities, enjoy life, and preserve their abilities. I have to know their individual personalities, abilities and strengths so as to assign them suitable tasks that enable them to showcase their skills, maintain their capabilities and foster a sense of accomplishment. For instance, we invited a sociable elderly consumer to be the "Friendship Ambassador" to welcome and care for newcomers. This elderly consumer was very happy and satisfied."

Bridget shares how Hurstville Seniors Wellness Centre team has been

working diligently to maintain the physical health of the elderly through exercise and group games. They conduct exercise sessions every morning, including warm-up exercises from head to toe, Tai Chi Qigong, 18 movements as well as stimulating acupuncture points and body strengthening with dumbbells and resistance exercises. In the afternoon, they focus on memory and hand-eye coordination through group games. Many family members of elderly consumers had reported that their loved ones slept better at night and could walk longer distances. One elderly consumer shared that her night time toilet needs were less frequent after participating in these exercises.

Bridget has worked in ANHF for many years, setting for her colleagues an example of selfless dedication and unwavering commitment. As she prepares to step down, when asked if she has any parting words for her colleagues, she says, "Just do your best and don't be afraid to try new things. Share your knowledge and resources with others. Giving is always more blessed than receiving. You never know how much influence a small act of kindness can have on others. Keep a positive mindset and share your feelings with others during difficult times. Remember: every dark cloud has a silver lining our team will always be your support."

After retirement, she plans to do volunteer work, fulfill a long-standing wish to learn a musical instrument and continue to stay physically active while sharing her knowledge with others. Very probably if you encounter Bridget on the street in the future, she will certainly be healthier and happier.

COMMUNITY NEWS

30 JUNE 2023

Sarah Rumble State Manager NSW/ACT and Pierre Nicolas, Departmental Officer – Metro East Regional Team (Service Delivery Division - Aged Care Operations) of the Australian Government Department of Health and Aged Care visited HYJNH. Both made positive comments on the physical environment of the home.



13 JULY 2023

Jason Yat Sin Li MP, State MP for Strathfield, visited HYJNH. He was impressed by the quality and design of the Gordon facility and commended ANHF for delivering high-quality aged care services for the Chinese community.

He commented that he will support the establishment of a new facility at Burwood to serve the seniors from the Asian communities and pledged support for ANHF's \$4.55 application to Burwood Council.



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>

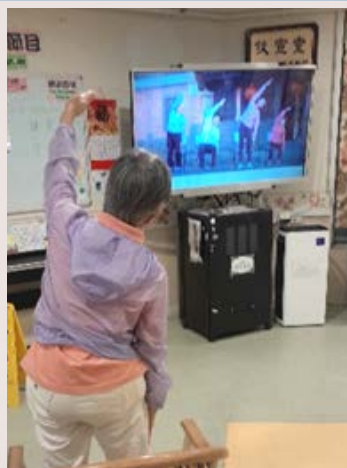
Thank you for your support. Below are the donations received from April to June 2023

謝謝各位的支持。以下為2023年4月至6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
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HSWC 好思維活動中心



CSWH 金匙長者康怡天地



SHSWC 沛德活動中心

