

ZOOMING IN ON INNOVATION

ANNUAL REPORT 2023-2024



ANHF

AUSTRALIAN NURSING HOME FOUNDATION

澳華療養院基金

Culturally Appropriate Aged Care Since 1980

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If there's a way to do it better, we'll find it



Innovation is the calling card of the future.

- Anna Eshoo

Chairman's message

Have you met Kebbi?

He's an interactive robot that communicates with our seniors. At times he even instructs exercise classes – freeing our staff to help our seniors do the moves.

Kebbi was one of the first gerontech innovations ANHF introduced in our services – and he's proven to be quite popular (in fact, we now have multiple Kebbis assisting our work).

Kebbi is built on human-centred design and powered by artificial intelligence (AI). On the back of his success, we've been trialling more gerontech and non-tech innovations to ensure we're meeting reform requirements and leading the way with new developments.

Why? Because the world is changing rapidly in ways we can't ignore.

Wearables, health monitors, remote therapies, virtual exercise systems, medication management tools, daily management tools for people living with dementia, are already having a significant impact in the sector.

Technology is also expected to play a greater role in supporting healthy ageing in the future – connecting people and reducing isolation, aiding medication management and offering health alerts, providing support for caregivers, and much more.

I'm confident about ANHF's innovative endeavours because:

How ANHF builds innovation through its culture and people

- Teamwork – everyone in the team is willing to think outside of the box and test out new approaches
- Give and accept feedback
- Leverage diversity – everybody's strengths and weaknesses count
- Train all employees in creative problem-solving skills and give them time and opportunity to explore new ideas even when they fail!
- Reward employees, managers and business units for innovation with accountability measures
- We believe that 'Every organisation can be an innovation powerhouse, and every staff member and volunteer is a creative being'



- We have a good track record in building and maintaining relationships and collaborative partnerships.
- Our board and executive are strong supporters of research activities and contextual testing of new technologies.
- Our staff, consumers and residents participate in pilot programs and projects to ensure innovations and technology have beneficial outcomes.
- We take an ethical approach and foster safety in all we do.

We also have the right people in the right places to drive progress – and on behalf of the Board I



thank our CEO Ada Cheng for so capably and creatively steering the ship.

As ANHF's GM (Care Services) Jenny Chua says, 'Innovation in aged care is crucial because it directly impacts upon the quality of life for residents and consumers and the efficiency of care delivery.'

I couldn't agree more.

Quality of life is our lodestar, and care is its critical coordinate.

Ellen Louie, Chairman

CEO's message

ANHF is an award-winning innovator – and we couldn't be prouder.

In May we won Innovation of the Year (Rehabilitation Program) in the prestigious 12th Asia Pacific Eldercare Innovation Awards for our groundbreaking seniors boxing and technology-enhanced exercise program.

Our Huang Ying Jung Nursing Home (HYJNH) is no stranger to awards. Last May, we received the 'Best Interior Design of the Year' accolade at the 11th Asia Pacific Elder Care Innovation Awards 2023. Last October, HYJNH won gold in the Better Future Sydney Design Awards 2023 – further recognition that the home's design is forward thinking, cutting edge. Last November, HYJNH was also awarded the 'Excellence in Construction Award' by the Master Builders Association to acknowledge the quality work of Grindley Construction.

This year our annual report's theme is 'Zooming in on Innovation' – and we're pleased to showcase

innovations we've been involved with, pursued and introduced.

But why such a deliberate focus on innovation now? The short answer is we're enabling innovation to future-proof our service, gain a competitive edge, and use technology to support seniors' wellbeing and quality of life.

The fuller explanation?

Spurred by the transformative shift in Australia's aged care landscape, emerging technologies are poised to redefine the way care and support is provided to our ageing population. The Government's reforms are making new demands on providers to ensure we're meeting our consumers' needs.

In a connected and networked society, future market leaders will be those who can introduce new products and services quickly and efficiently – adapting to the evolving needs of tech-savvy and mobile customers and building more engaged relationships.

(Continued over page)



Innovation supports us to offer a person-centred approach to service delivery in a culturally sensitive way.





To remain competitive our teams must be agile in their approach, quickly ramping up to prototype, test, optimise and iterate through innovation cycles. Co-design of products and services with staff and customers is also pivotal.

At ANHF when we talk about innovation it involves more than buying the latest machinery or adopting state-of-the-art digital products. It's about embracing ways to enhance the work we do to carry out our care processes; working smarter but not necessarily harder; and creating new and exciting experiences for our consumers no matter what stage of life they're at.

The way we deliver care services to our home care package consumers via regional service hubs and special day care programs at our existing nursing homes (HYJNH and LCACC) is a good example of one (non-technological) innovation we've recently rolled out.

This annual report demonstrates how deeply innovation is ingrained in our organisation's culture and operations, and how innovation supports us to offer a person-centred approach to service delivery in a culturally sensitive way.

Enabling innovation means we're exploring ways to:

- Capitalise on the boom in AI technology to streamline our workflow.
- Develop meaningful data strategies to gain new insights into our business.
- Navigate the ethics of emerging technologies.
- Update current systems and processes to comply with new regulations, improving operational and business outcomes.

Our team is our powerhouse for innovation and has contributed to our excellent organisational outcomes in 2023-2024 – both initiating and embracing our journey of transformation. Thank you to our executive staff, team members and our board for all you do to ensure our services continue to evolve to meet the shifting needs of our customers, our reason for being. Special thanks to Angela Ng, who brings a wealth of experience from Asia, to flourish in her newly created role as ANHF's Innovation Manager.

Some other important milestones for ANHF this year have been:

- Exploring the acquisition Presbyterian Aged Care Facility at Thornleigh (finalised by the Board in August 2024).
- Advancing plans for the Burwood site we purchased last year, gaining approval for the demolition of existing buildings.

I also spoke at several Australian and international conferences such as at Hong Kong, Singapore and Taiwan about innovation and aged care design for the future.

This year, we launched our new Strategic Plan 2024-29 'Ready for an Age of Change', which identifies four strategic directions: Enhancing consumer focus, Equipping for agility, Embracing transformation and Enabling innovation.

To achieve what we've planned, we'll have to continue to adopt new products and processes, which will enhance the services we're offering.

Innovation is in our DNA – so I'm really excited about it.

Ada Cheng, CEO

Opportunities are often things you haven't noticed the first time around
– Catherine Deneuve



How our services are
zooming in on innovation

Gerontech devices have a positive impact

In Huang Ying Jung Nursing Home (HYJNH) in Gordon we have added some exciting new features to enhance the experience of our residents and to contribute to their overall wellbeing.

This includes the introduction the following five gerontech products:

- **Interactive robot 'Kebbi'** – Kebbi can communicate with users, sing, dance and assist people to exercise. More functions like newspaper reading and radio broadcasting are also available.
- **Immersive VR system** – The portable system provides a 270° multi-sensory experience, including multi-user motion-detection games and immersive video.
- **Interactive projector** – The portable unit can project on the floor, the table and the wall. Some games are specially designed for people with dementia.
- **Motion sensor VR exercise** – This VR racing

game is controlled by adjustable sensitivity sensors to suit user ability.

- **Cognitive and eye-hand coordination training** – The 'big buttons' design of this system enables users to respond with greater impact. All contents can be tailored by a simple Excel file.

These gerontech devices have made a positive impact of the residents in HYJNH. For example, the motor sensor exercise system is attractive to our residents. They can now take part in gaming just like young people. When they see the characters running on the screen, they are being motivated and tend to do more exercise without being aware of it. Sensors can also be attached to various conventional exercise tools to track performance data.

Through all the unique activities these devices provide, our elderly residents can explore the world with fun, take on new challenges and discover their hidden abilities.

Angela Ng is ANHF Project Manager (Innovation)



Gerontech in ANHF is providing seniors with unique leisure activities.

Mobilising every staff member is a must

At Huang Ying Jung Nursing Home (HYJNH) we provide a great variety of innovative technologies (IT) and exercise equipment to meet the recreational and exercise needs of our residents. To ensure safety, all activities and exercise programs are supervised by staff and our physiotherapist. Many residents are very keen on these IT games and exercising, so we open our gym room all day (except weekends and public holidays) and allocate more staff to assist them.

Every day the Personal Therapy Assistant (PTA) pushes the Happy Hour Trolley loaded with exercise equipment in and out of residents' rooms, encouraging and accompanying residents in their exercise.

Residents who were initially reticent about exercising in the gym room have seen significant improvements in their wellbeing and are pleased with the results.

One new resident, whose legs were so weak he'd had difficulty getting into the car when family members took him to church on Sundays, fell in love with exercise. After several weeks of gym work, his family was delighted to see him getting in and out of the car with more ease.

Our greatest achievement this year has been witnessing the improvement in the wellbeing of residents who've been using the exercise equipment provided on the trolley and in the gym, and under the continuous encouragement of our team.

I was also very glad to see our team's attitude towards the IT equipment from initial hesitation



Brenda Chan (left) says many residents at Huang Ying Jung Nursing Home are keen on games and exercise thanks to the introduction of innovative technologies.

to gradual acceptance, as training is not only for the Lifestyle team or PTAs.

Mobilisation of every staff member is a must despite individual differences in IT skills. This was made clear when a COVID-infection lockdown in one of our wings meant staff there had to pick up these skills so they could provide adequate daily recreational and exercise activities for residents.

Seeing our residents' enthusiasm for exercise, ANHF's Project Manager (Innovation) brought in new IT equipment with sensors to minimise fall risks. She also introduced transfer equipment to alleviate staff workload and reduce work-related risks.

Brenda Chan is Facility Manager of Huang Ying Jung Nursing Home in Gordon



*The real goal of innovation is the creation of value;
building a better world.*

Embracing digitally innovative care

Our team is committed to optimising the health and wellbeing of our 46 residents and enhancing environmental, food, medication, medical, care and clinical safety is a high priority for us.

We're also dedicated to the use of digital technology – including Excel spreadsheets, Person-Centred Software, BESTmed medication dispensing software and FluCARE – and we receive support in our efforts from the ANHF head office team.

I'm proud we have achieved care safety, medication safety and infection safety (prevention and control of acute respiratory infection) through the use of established digital technologies.

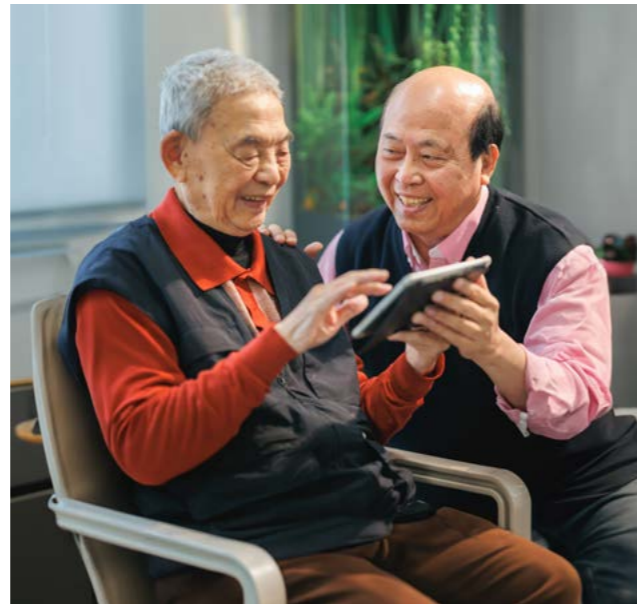
Care safety

Excel Risk Register – is used to monitor each individual resident's potential risks daily and resolve them as early as possible. Our Care Manager and senior RNs evaluate the Excel risk register on a weekly and monthly basis to ensure prompt and effective management responses.

Electronic Person-Centred Software – we use this fully mobile documentation system, which incorporates daily life and clinical planning software, to enable care staff to monitor all aspects of care, from creating and managing person-centred care plans to risk assessments, charts and much more.

Medication safety

BESTmed electronic medication system – we use BESTmed medication dispensing software on iPads to maximise resident safety. This electronic medication system makes medication dispensing safer for residents and is time saving for RNs.



Patrick Chan (right) says his team enjoys assisting residents to embrace digital technology.

Infection safety

(including prevention and control of acute respiratory infection) – we use Excel spreadsheets and FluCARE software to work in line with Public Health of Sydney Local Health District (PHU Sydney LHD) directives to prevent and to control acute respiratory infections such as Flu and COVID-19 as early as possible.

One innovation ANHF should adopt as it moves into the future is a digital care safety system. Other innovations in digital technology, such as the use of robots to serve meals and to lead residents in exercises and entertain them, will augment a resident's lifestyle and daily activities.

We need to be open-minded to embrace the opportunities of digitally innovative care as it evolves in this rapidly changing aged care world.

Patrick Chan is Facility Manager of Chow Cho Poon Nursing Home in Earlwood

Smart phones enhance Home Care team reporting

I'm excited about how the technological and organisational transformation taking place in ANHF provides opportunities to improve workflow and the efficiency of our workforce.

The distribution of work smartphones to home care team members began in July 2024. We took this initiative to standardise the devices used by our workers; making technical support and management of the devices much easier. We also wanted to benefit from a mobile app called Radaro, which we now use instead of the less agile app our home care employees (HCEs) had been using on their personal mobiles.

Radaro has also dramatically improved information sharing and communication within the team. It also ensures data confidentiality and prevents data leakage due to remote locator and wiping functions.

Radaro: calculates mileage; supports home care employees (HCEs) to enter information in Chinese (the first language of many HCEs) meaning the information is more accurate; enables fast, in-app communication that previously had to be done by email; provides remote management of the smartphone and offers updates by push notification meaning HCEs do not need to worry about keeping their phone updated.

HCEs have welcomed the new work smartphone because clients can contact them on the work smartphone rather than their personal mobile, which makes it easier to confine client contact to working hours and maintain work/life balance.



Andie Lo says using Radaro has dramatically improved information sharing and communication within the team.

My team's top achievement over the last year was the migration from Home Care Manager (HCM) to Care Systems – a digital care system, which is helping us to better manage relevant information about the people in our care and to foster improvement.

In future, I would like ANHF to establish a portal that acts as a secure platform where clients can post requests for service and workers can take on requests they can fulfil. This would speed up the process of finding workers to fulfil ad hoc requests for our services. To drive this innovation, we can encourage clients to become more familiar with new technology.

Andie Lo is Rostering and Workforce Team Leader in ANHF's Support at Home (previously Home Care) service

We've created a more inspiring environment

Last year, our top achievement was the successful completion of the 'Face-lift renovation of Lucy Chieng Aged Care Centre (LCACC)' project. This renovation was primarily focused on enhancing the aesthetics and ambiance of our facility, with the goal of creating a more vibrant and inspiring environment for both our residents and staff.

The project centred around giving our facility a complete internal makeover through repainting key spaces, infusing them with renewed energy and a sense of novelty. The enhanced aesthetics and positive atmosphere have significantly improved the living experience for our residents, while also aligning our workspace with our company's dynamic spirit and innovative values.

This renovation was a major undertaking, requiring meticulous planning and execution to minimise disruption to our residents and ensure the smooth operation of the facility. Through strategic planning, effective communication, and

a strong focus on safety and resident wellbeing, our entire team worked seamlessly to bring the project to a successful completion.

The result is a beautifully transformed facility that not only meets the needs of our residents and staff but also enhances the overall environment at LCACC for everyone.

During the year, our team at LCACC also made significant strides in innovation and creativity in our work with residents. This included the introduction of SilverMOVE and therapeutic robots, and our team's creative approach to event celebrations that enriched our residents' experiences.

SilverMOVE VR (motion sensor system) –

SilverMOVE (pictured right) is a cutting-edge device that incorporates motion-sensor technology, designed to enhance rehabilitation exercises for residents. The system can be mounted on any surface or equipment and creates an interactive experience where



Recent renovations at LCACC have resulted in a beautifully transformed facility.



residents compete with animals across different background scenes, including familiar locations in Hong Kong and China. This innovative approach to exercise has provided an enjoyable way for our residents to stay active and engaged, making physical therapy feel more like a game than a task.

Robots for dementia therapy – have proven to be an excellent source of emotional support, helping to improve mood, encourage social interaction, and reduce dementia-related symptoms.

Creative event celebrations and lifestyle activities

– Whether it's through imaginative decorations, innovative dishes prepared by our talented chef or exciting new games, each celebration is designed to offer something unique.

For instance, we utilised the newly renovated spaces to host a high tea event, allowing residents to enjoy a luxurious experience without having to leave the facility or spend extravagantly. For Chinese New Year, we shared the cultural tradition of Lou Sang, symbolising prosperity and abundance, with an exquisite feast prepared by our chef. During our Mid-Autumn Festival celebration, our residents enjoyed dishes like Salt and Pepper King Prawns, Deep-Fried Crab Claws, and Crispy

Duck with Yam Paste. To make the event on the day even more special, our staff volunteered as models, dressing up as rabbits, which brought laughter and joy to everyone involved.

One innovation I would like the organisation to adopt as it moves into the future is the implementation of a centralised control system for automated music and scheduled message delivery. This system would allow us to switch music on automatically during residents' mealtimes, creating a soothing and consistent atmosphere throughout the facility. Whether residents choose to dine in the communal dining room or prefer to enjoy their meals in the comfort of their rooms, they would all benefit from the relaxing environment this music creates.

Additionally, introducing a more advanced sound system would enhance our ability to run activities such as karaoke, movie screenings, and live performances, creating a more immersive and enjoyable experience for our residents.

This innovation is important because music and entertainment can play a powerful role in shaping the daily lives of residents, especially in a long-term care setting.

To help drive this innovation, my team and I would take the lead by collaborating with the technical team to ensure the system is user-friendly and well-integrated into daily routines. We would provide input on the timing of music, types of playlists, and ensure that the sound system fits the diverse needs of our residents. We could also pilot these changes during specific activities or mealtimes, gather feedback from residents and staff, and continuously refine the system to maximise its benefits.

I feel excited about working in aged care during this time of technological and organisational transformation. The advancements being introduced, particularly in areas like automation, digital health tools, and innovative care systems, have the potential to significantly enhance the quality of care we provide to our residents. I see

these changes as opportunities to improve the overall experience for both residents and staff, streamlining processes, and making day-to-day tasks more efficient.

While it's natural to feel a bit nervous about navigating new systems and learning new technologies, I believe that with proper training and support, these innovations will ultimately make our work more fulfilling. The key is staying adaptable and open to change, as these transformations can lead to better outcomes for everyone involved. I'm eager to be part of an organisation that embraces innovation and is committed to continually improving the care we offer.

Emily Chong is Facility Manager at Lucy Chieng Aged Care Centre in Hurstville

The key is staying adaptable and open to change, as these transformations can lead to better outcomes for everyone involved.

Technology aids better, more responsive care

In our Commonwealth Home Support Program (CHSP) service, we have introduced innovative gerontechnology devices that provide substantial physical and psychological benefits for our consumers.

Our latest innovations focus on interaction, multi-sensory experiences, and eye-hand coordination training. These technologies have aided our consumers' physical and psychological wellbeing. For example, the motion sensor exercise system motivates our consumers to exercise more frequently, and motion sensors track performance, improving exercise outcomes.

These gerontechnology devices and the immersive VR system enhance physical health through exercise and activity and improve mental health by providing engaging and enjoyable activities. They allow our consumers to explore new worlds, take on challenges, and unlock hidden abilities, and therefore contribute to a higher quality of life.

Using Care Systems at ANHF offers significant advantages, particularly in enhancing time efficiency. This advanced system streamlines scheduling, invoicing, and government reporting processes, allowing staff to focus more on directly caring for our consumers.

One innovation I'm excited for ANHF to adopt as we move into the future is an advanced Customer Relationship Management (CRM) system tailored specifically for aged care. This innovation is important because it would enhance our ability to provide individualised care, streamline communication, and build stronger relationships with those we serve.



Phoebe Leung says recent innovations focus on interaction, multi-sensory experiences, and eye-hand coordination training.

To help drive this innovation, my team and I could help:

- Identify key areas where a CRM could make the most impact,
- Ensure the system is customised to meet our unique requirements, and
- Provide training to ensure smooth adoption and integration into our daily operations.

I feel incredibly excited about working in aged care, and particularly at ANHF, during such a dynamic period of technological and aged care reform. The advancements in gerontechnology and the implementation of innovative systems promise to enhance the quality of care we provide, making our work more efficient and of greater impact.

These changes offer an opportunity to grow, learn, and be part of a progressive organisation committed to improving our consumers' quality of life. They also give us the chance to contribute positively to ANHF and the future of aged care in Australia.

Phoebe Leung is CHSP Manager and Dementia Lead

Safe places where our residents thrive

I serve as the Housing Officer for three senior housing facilities under the aegis of ANHF's aged care services.

Our team's role extends beyond merely providing supportive services; we are dedicated to creating and maintaining a comfortable, safe, and nurturing living environment for our tenants. This commitment is pivotal for the daily wellbeing of our residents and in fulfilling the broader mission of ANHF.

Our team plays an integral role in offering essential support and backup to other services within ANHF, including its homecare and wellness centers. This collaborative effort ensures a comprehensive approach to eldercare, where every aspect of our residents' lives is addressed with the utmost care and professionalism.

This year, we installed a new intercom system at Lucy Chieng Gardens, which has enhanced communication between our staff and delivery personnel, saving valuable time for everyone involved. This innovation not only improves operational efficiency but also contributes to a more seamless and responsive service experience for staff and residents.

Additionally, we have installed a new pair of handrails leading to the garbage room. This improvement is a testament to our ongoing commitment to safety and accessibility. The handrails provide our elderly residents with greater confidence and stability as they navigate the steps, reducing the risk of falls and enhancing their overall sense of security.



Jacky Chan says ANHF's housing provides a supportive community where elderly residents feel safe, valued, and cared for.

Timely responsiveness to feedback is essential in maintaining our high standards of service. This proactive approach not only helps in resolving issues promptly but also demonstrates our commitment to continuous improvement and resident satisfaction. Each piece of feedback is an opportunity for us to refine our services and make meaningful enhancements to the living environment.

Our mission at ANHF is not just to provide housing but to foster a supportive and responsive community where our elderly residents feel safe, valued, and cared for. Through initiatives like the new intercom system and the installation of handrails, and our responsiveness to resident feedback, we aim to deliver exceptional care and ensure that our facilities remain places where our residents can thrive.

Jacky Chan is Housing Officer for ANHF

Innovation is hugely beneficial to our elders

The Procurement Team's/Corporate Services Team's key achievements over the last year include:

- Implementation of Care Systems' Community Module and Radaro app providing vital operational tools for our Community Services Team (Home Care and CHSP) to manage each client's daily assisted living needs, transportation, meal delivery and staff rostering.
- The Care Systems' Community module supports over 700 employees and consumers with innovative tools to deliver person-centred care and outcomes.
- Receipt of over 16 non-recurring Government support grants related to COVID-19 with reimbursement of over \$2 million dollars.
- Successful and timely lodgements of statutory Government reporting: Quarterly Financial Report (QFR), Aged Care Financial Report (ACFR) and Star Ratings report.

ANHF is embracing innovative technologies to improve the care experiences of older people, and the impacts have been profound. Our team has been adopting an array of technologies such as assistive technology, care management system technology, robotics, sensors and monitoring technology, virtual reality, wearable technology and apps.

The various innovations have been hugely beneficial to our elders. There has been increased confidence, autonomy, social participation and communication and, at the same time, decreased anxiety, injury and disconnectedness.

ANHF could innovate further by building upon our existing platforms to drive changes, enhance data intelligence, streamline operations and innovate improvements to service delivery. Care Systems, our



Cindy Wong (left) says ANHF is embracing innovative technologies to improve the care experiences of older people, and the impacts have been profound.

integrated aged care management platform provides the tools to meet the challenges faced in the aged care industry and we are looking towards a fully integrated client relationship management (CRM) system to personalise a client's journey with ANHF.

With insights and information readily on hand in a CRM, the team can provide more timely health assessment and response. The system also provides tools to save time and reduce administrative burden for staff.

By providing active stakeholder engagement, training and support, our team can help propel this innovation.

Embracing change can be challenging, but it can also lead to great advancements in the quality of care and operational efficiency. It's about finding a balance between leveraging new technologies and maintaining a compassionate, person-centred approach.

Cindy Wong is Procurement and Volunteer Services Team leader, Corporate Services and Care Systems project facilitator.



Nutritious and pleasing to the palate

Ken Chong enjoys designing menus that strike a balance between flavour and the dietary needs of elderly residents.

This year, I've designed several new menu items for our residents' enjoyment. This includes, 'Colourful Prosperity Toss' for Lunar New Year, 'Seafood and Abalone Congee' for the Dragon Boat Festival and 'Happy Prawn Pot' for Christmas in July.

I got the most satisfaction from designing the 'Colourful Prosperity Toss', which was very nutritious and symbolised fortune and good luck. Vegetables of various colours denoted different aspects of goodness in life, the pickled ginger shreds and secret sauce made it super tasty, and the dish also met the new Aged Care Standard. As everyone 'tossed up' the colourful mix of ingredients, we welcomed a happy new year together.

The greatest challenge when I'm designing menus is in striking a balance between flavour and the needs of our elderly residents. The challenge of 'Happy Prawn Pot' was to blend the hamburger of Western culture with Chinese cuisine (which our elderly residents are more accustomed to). Residents had told us that they 'did not quite like hamburgers', so I changed the beef patties to spongy prawn patties. I also used avocado and

mayonnaise for the sauce and fresh strawberries as garnish, and the meal was heartily welcomed by our residents.

Support from our managers who'd been tasting the new food and flavour combinations, and our coordination with the Lifestyle Team, also meant every item on our menu was both nutritious and pleasing to the eyes and palate.

Whenever I adjust our menus, the priority is to understand our residents' dietary restrictions that arise from conditions like diabetes, hypertension and swallowing difficulties, and to provide enjoyable options. For example: I designed a good-looking minced food dish for a resident who had difficulty swallowing. The goal was to increase his appetite and food intake even though he couldn't enjoy the food in its original form. I used different styles of garnish to make the simple minced food look like gourmet food. Happily, the beautiful design and the encouragement of the care team meant we succeeded.

Ken Chong is Chef at Lucy Chieng Aged Care Centre in Hurstville

Games and outings offer joy and brain waves

This year we were excited to lead multiple visits to ANHF's Huang Ying Jung Nursing Home (HYJNH) where elderly people from our home service activity centre had hands-on experience of innovative technology games. We also invited Angela Ng, ANHF's Project Manager (Innovation), to our centre in Campsie to demonstrate how to play the games and enjoy them.

It is very rewarding see people's willingness to try something new. We know participating in such activities helps our elderly consumers to learn about new technology. It also provides a good opportunity for community engagement and supports them physically and mentally.

Comments were positive. 'We have never played these games before and trying something different makes us feel we are catching up with the younger generations.' 'We like learning new skills as this makes our brains continue to work.'

In the past year, we organised over 30 different outings and events to address the needs of elderly people who encounter social isolation and benefit from greater community engagement. We visited the Japanese Gardens, Sydney Zoo, Manly Beach, Nan Tien Temple, Vivid Sydney and many other delightful destinations – and the feedback has been overwhelmingly positive.

In terms of innovation, we started several different activity groups. Our Fun and Joy group caters for home care seniors with social isolation care needs. Our Mindful Club caters for people living with dementia. And our Active Club caters for people with high fall risk.



Maggie Pan is pleased with the restructure of ANHF's home care team and a regionalisation project to adapt to the new support at home reform.

We have also restructured our home care team and commenced a regionalisation project to adapt to the new support at home reform.

Our team is working closely and inter-departmentally to create a better Customer relationship management system (CRM). This will support us to expand our services to the wider community and improve our onboarding process.

We'd also love ANHF to establish a client portal that enables home care consumers to oversee their budget and services as this would equip our home care team to better service our care recipients.

Maggie Pan is Support at Home Team Leader based at Lucy Chieng Gardens in Campsie

Encouraging residents to exercise more

ANHF's physiotherapy assistants (PTAs) love encouraging our nursing home residents to keep exercising whether it's in their rooms with Happy Hour Trolley equipment (like boxing gloves, pedal cycles, motor sensor exercise system, ping-pong on a stick) or in the gym with more challenging equipment. They also love seeing results.

My main job is to encourage the elderly residents in the care home to exercise more, especially those who sit in their rooms for long periods. I bring an exercise cart into their rooms to motivate them to join me in doing exercises. One elderly resident became bed-bound due to a fracture after a fall. We helped her to exercise while lying in bed to maintain her muscle strength. When she could stand again, we got her to use a forearm support frame to help her practise walking again. With regular

practise, she gradually progressed from walking just three to four steps to full recovery. I felt so encouraged! There's also a 100-year-old lady in our nursing home who loves to dress beautifully. She once fell, but she has worked hard to recover her mobility. She inspires me a lot and, when I grow old, I want to live with dignity and beauty, never give up, and live happily!

Siu Ling Lau is a PTA at Huang Ying Jung Nursing Home



Our gym room is open all day (except weekends and public holidays) to cater for our many residents who are keen on exercising. They love cycling, boxing and the muscle-strengthening rope-pull exercise. The motion sensor exercise system is also very popular. Residents can choose to become a virtual animal or character, and they can select backgrounds as well. For example, there's a woman from Hong Kong who chose a Hong Kong street background. She runs along with the visuals using a wearable sensor. This woman told me she really enjoys the game and hopes to play it every day! My job is very meaningful because I can help elderly people directly. One person told me he felt lucky to have entered this nursing home and to have met me. With my care, he said, he felt safe and secure, which was so heart-warming.

Gavin Kwong is a PTA at Huang Ying Jung Nursing Home

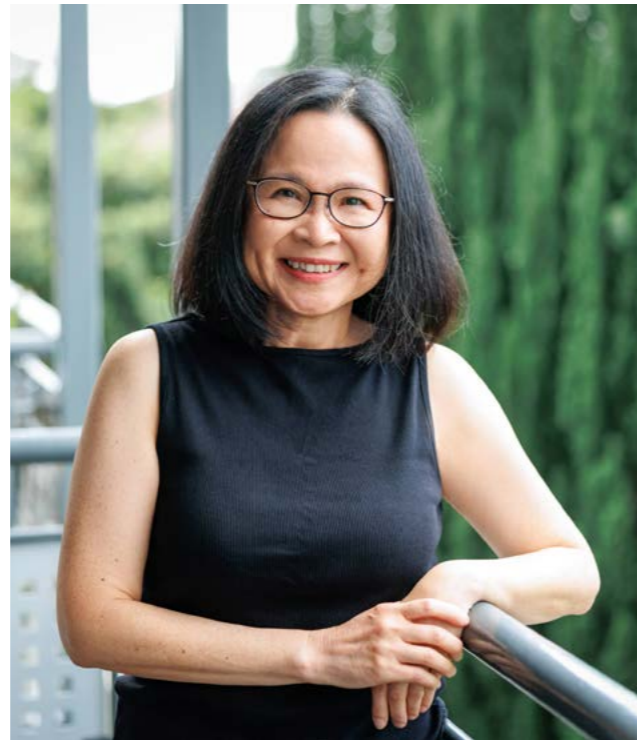


New groups offer seniors meaningful connections

In late 2023, Home Care successfully passed the accreditation process conducted by the Aged Care Quality and Safety Commission, reinforcing our commitment to providing high-quality care. This achievement reflects the dedication of our team to meeting the highest standards of care and compliance. It also highlights our ongoing efforts to ensure the safety, wellbeing, and satisfaction of those we serve.

In the last financial year, we launched two new initiatives: the Fun & Joy Group, a monthly social gathering for seniors, and the Mindful Club, a weekly event designed for individuals with dementia. These programs have brought a renewed sense of connection, joy, and engagement to our clients. The Fun & Joy Group fosters social interaction and helps reduce feelings of isolation, while the Mindful Club provides a calm, supportive environment for cognitive stimulation and emotional wellbeing. Together, these initiatives have significantly enhanced the quality of life for our seniors, offering them meaningful connections and a sense of community.

I would like to see the adoption of a fit-for-purpose client management system tailored to meet the specific needs of ANHF. A system that would streamline the management of client data, care plans, and service delivery, allowing us to provide more personalised and efficient care. Integrating this technology can improve real-time communication with clients and providers, enhance reporting accuracy, and optimise resource allocation. The system would boost operational efficiency and drive



Madeline Yan is positive about the changes the aged care reforms will potentially bring to seniors but is concerned about the government's slow pace in rolling them out.

innovation by enabling data-driven decision-making, ultimately leading to better outcomes for our clients and their families.

I am excited about the government's aged care reforms and the positive changes the reforms will potentially bring to our seniors, including improved care standards, greater transparency, and more person-centred care. However, I am also concerned about the slow pace of these changes, which can delay the much-needed improvements to the quality of care. It's crucial that the momentum for reform is maintained so that older Australians can experience these benefits without unnecessary delay.

Madeline Yan is Support at Home Manager (previously Home Care)

Together, we devise innovative solutions

This year, I took on a new role as the Care Manager of Bernard Chan Nursing Home and I've been working hard to create a safe environment for my team to share their ideas. By bringing people from a variety of backgrounds and experience together, we can come up with innovative solutions.

As a leader, my openness and positive attitude to new ideas can inspire my team to carry out better practices. For example, we have now implemented an electronic tool to allow better monitoring and tracking of medication use and to help us detect potential issues. The electronic system also facilitates better communication between the healthcare provider and the pharmacy improving accuracy.

We have also implemented a weekly clinical meeting, where I meet up with RNs, our Physio and the Lifestyle Team to discuss ways to improve our residents' experiences. This meeting covers all aspects of care from clinical issues and mobility concerns to daily activities and assists us to identify concerns and improve the wellbeing of our residents in a timely manner. It is also a great opportunity for staff to reflect on their work and suggest ideas about how to provide better care for residents.

Our Lifestyle Team has been offering companion cats and dogs for residents in our nursing homes. Thanks to the advanced technology, the soft fur and soothing purrs allow two-way interaction with residents. These tech pets bring residents much fun, joy and companionship.



Minnie Chan (left) says tech pets bring residents fun, joy and companionship.

Our Lifestyle Team and volunteers have also taken residents to a variety of new places which stimulate their minds, bring calm and restorative feelings from spending time outdoors, and vary their daily routines with different activities.

I am excited to work in aged care and in ANHF to try new technologies, and I look forward to seeing more transformation taking place. I hope to see more innovative programs or tools to assist staff to provide activities and a supportive environment that balances medical care with social engagement and personal comfort.

Minnie Chan is Care manager at Bernard Chan Nursing Home in Burwood



**Reform is coming and
we're innovating**



Reform is coming and we're innovating

The Aged Care Act is changing aged care to a rights-based, consumer driven system. Support at Home reform has also been delayed for a year. Jenny Chua, GM Care Services, explains how ANHF is realigning its systems and thinking innovatively to meet these and other reform challenges.

Subject to parliamentary processes, the new Rights-based Aged Care Act will commence from July 1, 2025. This timing will align with the launch of the new Support at Home program and is meant to give everyone time to prepare for the major changes ahead.

To ensure that ANHF is on track with the new Aged Care Act requirements and that our services will meet the strengthened Aged Care Quality Standards, our Residential Care (RC) and Support at Home (SAH) teams have undertaken several key actions:

- Restructuring Home Care team into Support at Home team
- Comprehensive training and education
- Policy and procedure review
- Quality assurance audits
- Staff engagement and feedback
- Technology and innovation
- Resident and family communication
- Continuous improvement plans

Through these actions, ANHF is well-positioned to meet the new Aged Care Act requirements and deliver services that comply with the strengthened Aged Care Quality Standards.

Updating systems and processes to be reform ready

Our teams have been updating current systems and processes to comply with the new regulations, and to improve operational and business outcomes. This has included: regulatory compliance audits by our Quality, Risk & Compliance (QRC) Team; enhanced training programs focused on changes in compliance requirements; technology integration; process optimisation; and data-driven decision making to help us make informed decisions and quickly adapt to any changes in the regulatory environment.

The role of innovation

Our fresh focus on the following areas of innovation will enable ANHF to meet the reforms.

- **Digital transformation** – We have adopted cloud-based platforms for home and community care management, staff scheduling, and communication, which have improved both efficiency and compliance.
- **Gerontechnology and assistive technologies** – We have introduced gerontechnology and assistive devices to enhance the quality of care while meeting new standards. Innovations such as fall detection systems have not only improved compliance but also resident safety and care outcomes.
- **Collaborative innovation** – By fostering a culture of innovation within the organisation, we've encouraged staff at all levels to contribute ideas for improving processes and systems.
- **Continuous improvement framework** – Innovation has also driven the development of a continuous improvement framework, where new ideas are regularly tested and refined. This ensures that we are

not only meeting current regulatory requirements but are also proactively preparing for future reforms.

- **Resident-centred innovations** – We have prioritised innovations that directly impact the resident experience, such as little robot powered by AI speaking the residents' language for resident engagement. These innovations have improved both compliance and the overall quality of care.

Accelerated restructuring

Following a comprehensive review in February, we restructured the Home Care Team, introducing new roles with adjusted responsibilities, effective from April 8, 2024, to meet our mission and are prepared for the challenges ahead. Under this new structure, the Support at Home Manager now leads a team consisting of five key members.

Support at Home

In 2025, after years of governmental changes relating to home care, Support at Home will be introduced. We're excited about this, as we know it aims to serve our seniors better. Access to goods and technology is going to be under a different arrangement, and we hope this is going to reduce negotiations between our seniors and care advisors over what is and isn't included in packages. At the same time, we are nervous as we don't have a very clear picture of how the reform will be implemented. We look forward to the announcement from the Department of Health and Aged Care with details of the reform, so that we can adapt to the changes early and easily.

Maggie Pan, Support at Home Team Leader

Technological and digital innovation



We're embracing innovation

ANHF's Project Manager (Innovation) Angela Ng says her goal is to encourage ANHF services to embrace innovation in their work processes to improve service outcomes. Staff, volunteers, residents and their families are her allies in making it happen.

To help services to embrace innovation, I've been procuring assistive and other digital technologies and training staff to support our residents as they use them for rehabilitation and enjoyment.

I'm pleased to say our elderly users have mostly welcomed the new technologies. Those who were hesitant to try the devices at first, soon realised they could manage them, and have since really enjoyed the activities. We've discovered that our elderly residents are particularly interested in action games like hitting the bugs and whack-a-mole! Family members can also join the gerontech fun and have been happy to see that ANHF provides such innovative activities to bring joy to their loved ones.

Our immersive VR (virtual reality) system enables our elderly consumers to 'travel' to Japan in the morning then on to Italy in the afternoon, and one experience with this technology really moved me. We showed a couple a video of Venice. The husband kept holding his wife's hand and saying, 'We have been to this place; this is St Mark's Square.' What a joyful moment! What living proof that gerontech products can help to enhance people's wellbeing and mental health!

Given the benefits of gerontech products, we will gradually increase their use within ANHF.

For example, robots will be deployed to all relevant centres and nursing homes. Gerontech game days will be held in Huang Ying Jung Nursing Home and the community. We want to give more users opportunities to try these new devices. Staff will be trained to master the operation of the devices and promote their use in our service units.

Along with testing new devices for their suitability in our different settings, I am also dedicated to leveraging innovation to enhance our business practices. My goal is to encourage various services to embrace innovation in their work processes to improve service outcomes. For instance, we are currently revamping the practice of Physiotherapy Assistants (PTA) at HYJNH. Previously, PTAs assisted nursing home residents with exercises such as walking or cycling. Now, we have introduced a Happy Hour Trolley stocked with items like boxing gloves, ping pong equipment, musical instruments, and a motion sensor exercise system. This expanded selection allows PTAs to offer residents a greater variety of exercises, making physical activity a more enjoyable experience. We hope to share this experience with other ANHF nursing homes and promote a culture where exercise is seen as fun.

We have also implemented a fall risk assessment tool within ANHF. This tool supports home care services to offer fall



Angela Ng says she is dedicated to leveraging innovation to enhance ANHF's business practices.

prevention services and provide staff in other services with regular reports on fall risk. By incorporating various new technological devices, our aim is to broaden the scope of our services and improve their quality.

In the wider world of aged care:

- I gave a well-received presentation on 'Gerontology Technology developments in South East Asia' at the ITAC 2024 National Conference in March 2024 on the Gold Coast.

- ANHF is proud to have established partnerships with the Hong Kong Trade Development Council and Austrade (HK) to facilitate Australian gerontechnology companies' entry into the aged care market in Hong Kong and China.
- ANHF showcased various Gerontech products in several large-scale aged care expos. Feedback from the industry partners and users was all very positive (see Living Lab section of the report for more details).

ANHF to lead in gerontech

I'm keen to help ANHF to develop into the market leader in gerontechnology application. Our goal is to establish a collaborative environment for local and international companies to engage in co-creation. Drawing insights from our staff, the elderly, and their caregivers, businesses can refine their products to better serve the ageing population. As a culturally specific organisation, we can offer an excellent testing ground for companies seeking to tap into the Chinese market.

Starting my first job in Australia after returning from Hong Kong two years ago has been an incredible opportunity. Joining the Huang Ying Jung Nursing Home (HYJNH) has enabled me to build good relationships with the team and provided a great platform for me to try out new technologies and innovations.

Introducing new technologies into a workplace can be challenging. Barriers to technology adoption include reluctance among older people, under-resourced facilities and insufficient digital

literacy among frontline staff. It's important to note that technologies and innovations will not function seamlessly without proper training and management. Therefore, a shift in mindset is crucial, and continuous education is key.

Engaging and training the staff in the use of new technologies is vital, as they may initially be hesitant or apprehensive about integrating these technologies into their work. They may fear making mistakes or causing damage to the devices. Since our staff are the driving force behind innovation, our goal is to empower them to support our work. Even though management is spearheading this initiative, it's important for the entire staff gets involved.

In the aged care sector, we will continue to share our positive experiences through different channels. Our aspiration is to change the public's perception of aged care – showing that aged care is not just about personal care but also about fun, opportunities and enablement. *(Continued over page)*



We are liaising with some institutes with the aim to conduct relevant research on application outcomes of gerontech devices on our users. This will help to demonstrate the effectiveness of gerontech on the operations of aged care services.

We hope that more partners in the industry can join in and enhance aged care service provision with technology. We will also connect with different product developers and identify more collaboration or co-creation opportunities. We foresee that ANHF will evolve into a hub and test-bed of gerontech development in the coming years.

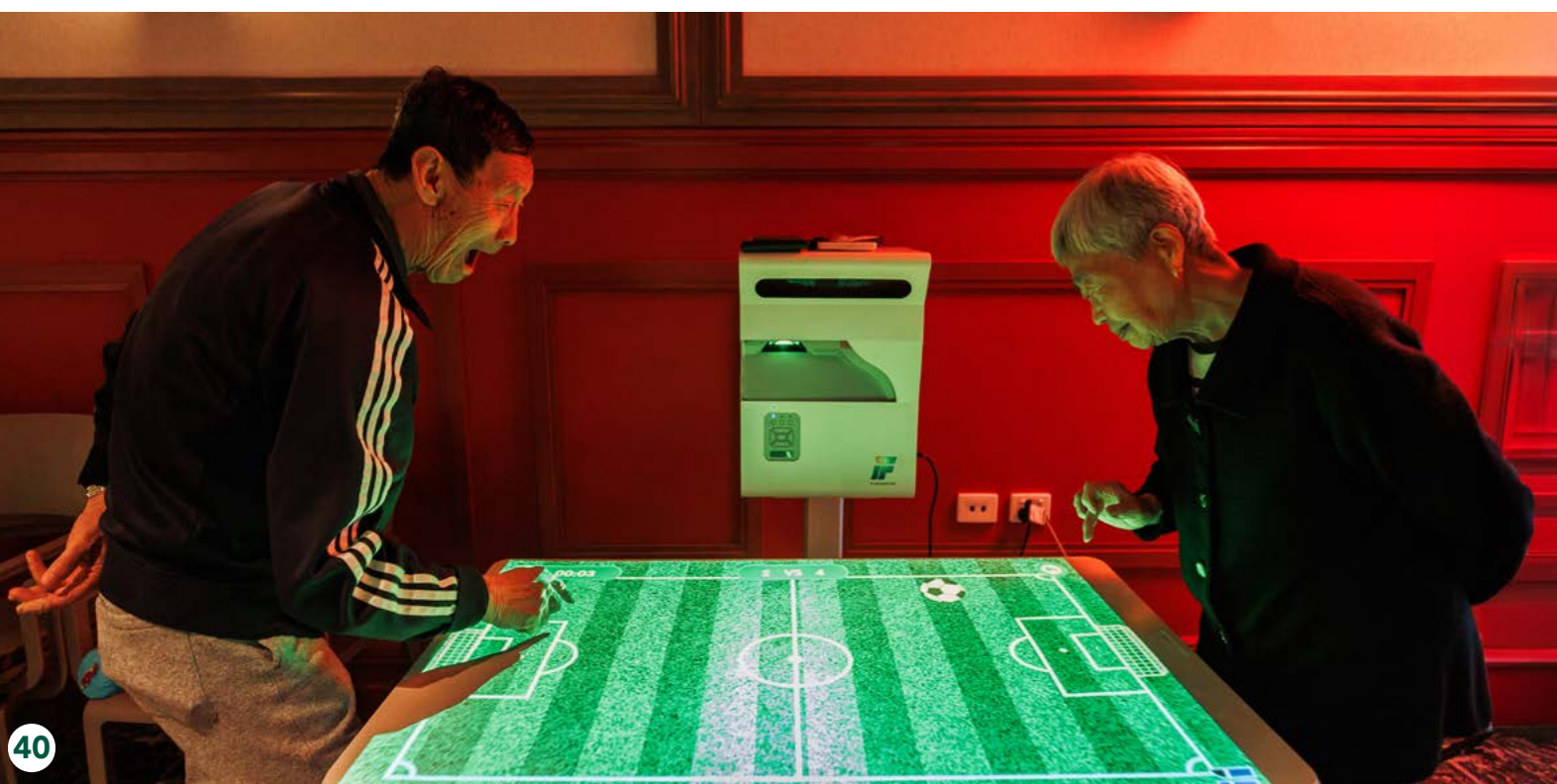
The use of technology to support operations in different industries is a global trend. It is obvious that technology can improve the operations, efficiency, security, and service outcomes of the aged care industry. Many companies around the world are inventing gerontechnology products to cope with the challenges of an ageing population.

ANHF believes that the introduction of new technologies will bring significant benefits to elderly people in terms of their physical and mental health.

Being the pioneer in aged care for the Asian community, ANHF has already utilised various technologies in our services for example our care management system, nurse calls, fall prevention devices and more. Recently, the products we've introduced focus more on enhancing the elderly's rehabilitation process and outcomes and providing unique leisure activities.

Before joining ANHF, I was responsible for promoting the gerontech development and adoption in the Hong Kong aged care sector, which is more advanced in utilising gerontech. I want to draw on this positive experience and introduce new options to ANHF and the Australian aged care sector.

Angela Ng is Project Manager (Innovation)



ANHF is an award-winning innovator

In May 2024, ANHF received the prestigious Innovation of the Year – Rehabilitation award from Ageing Asia. This recognition comes as a result of our groundbreaking boxing initiative at the Huang Ying Jung Nursing Home (HYJNH) in Gordon.

HYJNH's successful implementation of the Seniors Boxing and Motion Sensor Exercising System is revolutionising the way our residents engage in physical activities.

Residents feel safe and confident while using a specialised harness during their boxing training. The program's punching and kicking exercises are designed to improve muscle strength and balance, and to reduce the risk of falling.

Residents who never imagined they would engage in boxing activities in their later years have experienced improvements in their core strength and stability. Family members have also acknowledged the positive impact of the program on their loved ones' physical health and wellbeing. One resident, who previously relied on a wheelchair, has made notable progress in walking with a frame, thanks to strengthening their muscles through the program.

CEO Ada Cheng said the Innovation of the Year – Rehabilitation award, which was presented in Singapore on May 9, is a significant achievement and demonstrates ANHF's dedication to driving innovation that enhances the lives of older people.



'Fifi Lai Physiotherapist/Lifestyle Coordinator and Wenbo Wu, assistant instructor of boxing at HYJNH, have been instrumental in the success of ANHF's boxing program, as have our residents.

'I would also like to thank Angela Ng our Manager (Innovation) for championing this program and other innovations to ensure ANHF is at the forefront of creating positive change in aged care in Australia and across the world.

'ANHF is keen to be a game changer, and this award indicates we're on track.'

Living Lab drives innovative tech for aged care

ANHF has been collaborating with technology companies across the world to design innovative products for healthy ageing.

'We're a Living Lab,' says CEO Ada Cheng, 'trailing products and giving critical feedback on gerontechnology developments that can improve the lived experience of clients, families and staff in aged care.

'So far, we've trialled products from Hong Kong, the Netherlands, Israel, Canada and Australia – alerting designers to the pros and cons that our clients, families and staff have identified.

'It's usability testing,' Ms Cheng adds. 'We uncover problems and suggest improvements. We also offer insight into users' behaviours and preferences. This feedback is vital in the creation of innovative products that are designed for, and inclusive of, older people.'

Products trialled by ANHF's Living Lab so far include:

- Material conduction hearing aids with Bluetooth transmitter.
- A non-invasive earphone that can measure heart rate, temperature, respiratory rate and SpO2.
- An interactive system to provide virtual bike tours.

Trials in progress include:

- A system that learns a senior's daily activities, detects changes in behaviour, and send alerts when emergencies such as falls, overstays, and absences are detected.
- A contact-free, mobile bio-sensor that can continuously monitor heart-rate, respiration rate and body motion.



ANHF is perfectly placed to collaborate in the design of innovations that respect the integrity of older people and offer them joy, wellbeing and purpose.

- A GPS watch that can monitor falls, heart rate and respiratory rate
- An app that supports individuals to safely navigate their mental wellness.

On the strength of a Living Lab trial, ANHF has also just purchased a fall risk assessment system and balance training exercise system from Hong Kong which will soon be used in its service units.

'To me, this is the next chapter,' Ms Cheng says. 'Artificial intelligence (AI) and machine learning (ML) technologies will revolutionise the treatment of diseases, aged care and even ageing itself – solving aged care issues like loneliness and offering new support and assessment tools.

'Designers want to collaborate with ANHF because they can see we're unique. They also appreciate Australian standards but want to ensure to ensure their products are suitable for an Asian audience.

'ANHF is agile and committed to excellence and therefore perfectly placed to give these designers valuable feedback.'

BestMed: It's valuable in verifying dosage

One of the key advantages of the BestMed system is its real-time update capability, which allows us to receive immediate notifications about any amendments made by a GP to a resident's medications. This feature enables us to promptly adjust nursing care plans, ensuring that residents are always receiving the most appropriate treatments.

Whenever we administer PRN or NIM medications, BestMed seamlessly transmits these additional medication usage records to the Person Centred Software (PCS) system. This integration not only facilitates accurate and up-to-date documentation but also significantly reduces our burden of documentation.

BestMed's most valuable feature is its ability to verify medication dosages. The system not only prompts us with the appropriate dosage based on the physician's instructions (such as for insulin) but also provides real-time alerts when any incorrect dosages are entered. This proactive approach helps us double-check our inputs, significantly reducing the risk of medication incidents and enhancing patient safety.

BestMed is also connected to MIMS, which provides us with immediate access to comprehensive medication information.

Whenever we encounter unfamiliar medications or need clarification about their uses, we can quickly look them up in the system.

The BestMed system has positively impacted our services through its: streamlined documentation process (integration between BestMed and our PCS system, and automated medication records);



and enhanced training and confidence of new nursing staff due to BestMed's user-friendly interface and comprehensive resources.

Improvements we'd like to see include:

- An enhanced search function that allows for a broader than (30-day range) time frame or more flexible date range selections, making it easier for our staff to retrieve comprehensive medication records.
- A version control feature or change log that tracks previous medication instructions, allowing nursing staff to review historical data when necessary.
- An enhanced notification system to include a summary of changes made to each medication.
- Improvements that allow for better integration between new medication orders and the order history, making it simpler to navigate and maintain accurate records and manage medication inventories effectively.

Stella Liang is a registered nurse at Lucy Chieng Aged Care Centre

It's easier to track medication records

Because the BestMed system is an electronic medication system, it can make the dispensing of medication to our residents safer. It can also save us time as busy RNs.

The BestMed system is great because it stores up all the medication information regarding each resident – so it's easy to track the record of what medications that the resident is currently, or had previously, been on.

One challenge is that when we use BestMed's system medication dispensing software on our iPads, the system will show up the time due to dispense the medications to the resident, but the administration time is rigid. I'm wondering if it would be possible to have the pharmacy set the optimal administration time for us on the first day of a new medication order.

Kimberly Wong is a registered nurse at Chow Cho Poon Nursing Home

BestMed benefits medication management

BestMed medication software connects aged care facilities like Huang Ying Jung Nursing Home (HYJNH) with clinicians and pharmacies and gives primary care teams access to real-time, easy-to-view records for each resident.

It is helping us to optimise medication management and patient care at HYJNH through:

- Automation and error reduction – electronic prescriptions via BestMed ensure the right medication gets to the right resident.
- Efficient inventory management – automated dispensing and track system in BestMed prevents medication shortages in the facility.

Using BestMed technology has brought benefits and improvements for us in:

- Polypharmacy management – alerts staff members to potential drug interactions, contraindications and duplications that improve overall health outcomes.
- Accountability and documentation – accurate record keeping of all medication-related

activities helps our facility to maintain compliance with legal and regulatory standards.

Other positive impacts from BestMed on our service include:

- Improved communication – allows all care staff to access a resident's information efficiently and this helps them to make better decisions regarding medication prescriptions and adjustments.
- Enhanced monitoring and compliance – alerts are given if doses are nearly missed.

BestMed is reducing clinical risk and improving transparency, which is great, but the system still presents some challenges. These include, system alert fatigue due to volume of alerts and change management as less tech-savvy staff may find the shift to BestMed difficult.

Fiona Tse is a registered nurse at Huang Ying Jung Nursing Home

Rolling out Resparke's innovative approach to dementia care

Alison Harrington was inspired to create Resparke after her father-in-law Arthur was diagnosed with dementia and deteriorated rapidly. She wanted to find a way to make it easy for care staff to offer not just any music but meaningful and personal experiences to him and all residents.

The system she created now assists thousands of aged care staff and other carers across Australia to support seniors living with dementia – in a fun, engaging, and innovative way.

ANHF's Physiotherapist and Lifestyle Coordinator Fifi Lai said Resparke provides everything in one spot so you can get the senior's life story as well as their likes, interests, cultural background and religion into the database. Resparke's content library interacts with each resident's data to enable the program's AI to personalise music and video delivery.

'A resident puts the headphones on, and they have immediate access their own library of favourite songs, videos or podcasts,' Ms Lai said. 'Staff can also assist residents further if their dementia or other issues make it hard for them to use the technology.'

Ms Lai said Resparke is a proven therapeutic dementia care and wellbeing technology, which can reduce boredom, apathy and agitation and increase stimulation for residents. Resparke also improves staff satisfaction because they see the positive effects its curated content has on



residents who become calmer while they enjoy their favourite songs or documentaries.

'ANHF started implementing Resparke last year,' Ms Lai explained, 'but the rollout stalled because we did not fully utilise the program or optimise its benefits.'

'Our Innovation Manager, Angela Ng, has now taken it under her wing and is in the process of setting up more accounts for residents. She is training the team in the hope of making it more widely used in our Huang Ying Jung Nursing Home.'

'We've seen the potential Resparke has to spark happiness and connection, and we're keen to use it more to enhance the quality of life of our residents, especially in encouraging them to do more exercise.'

Touchstone brings end-of-life peace of mind

Touchstone Life Care's digital advance care plans give confidence that our residents' care choices will be respected and provide peace of mind, knowing that doctors and a resident's loved ones are aware of their wishes.

'The platform enhances the experience of end-of-life care for individuals, families, and care providers by offering comprehensive, easily accessible digital care plans,' said Emily Chong, Facility Manager at Lucy Chieng Aged Care Centre.

'One of its key benefits is the intuitive selection of answers provided for each question, which helps residents better understand and communicate their preferences. Additionally, Touchstone can be used in different languages, including Chinese, which makes it more accessible to our residents.'

Ms Chong said residents can update their plans anytime as their needs or wishes change, ensuring their care plan stays relevant.

'For our team, the system allows for a deeper understanding of residents' needs and includes automatic alerts for immediate attention, saving significant time while maintaining high-quality care. It also promotes close collaboration between

staff, residents, and their families, ensuring that each care plan aligns with the individual's values, preferences, and medical needs.

'Touchstone also ensures seamless communication between healthcare providers, which means that the resident's physical, emotional, and spiritual wellbeing is consistently supported and respected.'

GM Care Services, Jenny Chua, said, 'I played a key role in the rollout of Touchstone Life Care (TLC), a platform that enables the creation, storage, updating, and sharing of digital advance care plans among residents, families, aged care providers, and emergency medical services.'

'We entered into an agreement to implement the TLC platform in our nursing homes starting in late 2023. For residents with existing advance care directives or plans, we integrated their ACDs into the platform. For those without current directives, we used the platform to help them develop one. Additionally, we are exploring the possibility of offering TLC to our Home Care consumers through their Home Care Package funding, an area we intend to investigate further in the coming year.'



Touchstone ensures the resident's physical, emotional, and spiritual wellbeing is supported and respected.

ANHF collaborates to scale up iSupport model

ANHF is collaborating with eight community organisations and Flinders University to apply for the 2024 Medical Research Future Fund (MRFF) Dementia Ageing and Aged Care Grant to implement the iSupport for Dementia Program.

This program aims to address the unmet care needs of culturally and linguistically diverse (CALD) carers through a culturally tailored support model.

The study will involve workshops with stakeholders to design strategies and a trial to evaluate the model's effectiveness.

The goal is to improve support for CALD carers of people with dementia through cross-sector collaboration in health and social care systems.

Evaluating the iSupport model's effectiveness and implementation strategies, should pave the

way for a new era of empowered and informed dementia care within the Chinese, Vietnamese and Bahasa Indonesian communities.

ANHF CEO Ada Cheng is joint author of the research paper 'Embedding an evidence-based iSupport for dementia program in routine practice in Australia and China: study protocol for a hybrid type II trial'.

'The trial our research paper proposed is expected to generate evidence to inform the international community of strategies to reduce health inequity in dementia care in a global context using a knowledge translation approach,' she said.

'CALD carers of people living with dementia in Australia will benefit from improved resources and access to knowledge that will help them to navigate and gain support from the Australian health system.'



Digital workshops gain funding to expand

In 2023, our innovative online workshops familiarised seniors with Australian government welfare programs and to enhance their digital skills for improved physical and social wellbeing.

In 2024, we expanded our 'Turn A New Page in Your Golden Years' program to become a hybrid model, combining the flexibility of online learning with the personal touch of face-to-face interactions. This new approach caters to seniors who prefer in-person engagement, ensuring that everyone can benefit from our educational resources.

Funding from the Good Things Foundation – Digital Skills Grant and support from ClubGRANTS has enabled us to offer the following enriching activities:

- **Unlocking the secrets of visual communication** – This workshop empowers seniors to use popular video conferencing platforms like Teams and Zoom, enhancing their ability to stay connected with loved ones and participate in virtual activities.
- **Exploring retirement and ageing in Australia** – In collaboration with Services NSW, we organised a two-session series to explain superannuation and pension benefits. Sessions provided valuable insights into navigating Australia's financial support systems, helping seniors to understand and maximise their financial entitlements.
- **Radio engagement** – Partnering with 2CR Radio, we facilitated a workshop to teach seniors how to access and enjoy Cantonese radio online, bridging the gap between traditional media and modern technology.
- **Cyber safety seminars** – With the generous support from Burwood RSL Club, we conducted two successful seminars on cyber safety.



In addition to these digital skills seminars, we have also organised a variety of informative talks and workshops, including a legal advice session which addressed the importance of wills and powers of attorney.

More than 260 seniors have attended our online and face-to-face workshops and information talks. The overwhelmingly positive response from participants underscores the program's effectiveness in equipping seniors with essential digital skills and knowledge.

We are excited that the project has secured a 2024-2025 community grant from the City of Canada Bay, ensuring its continuation and expansion. As we expand our offerings, we remain dedicated to enhancing the quality of life for seniors and empowering them to fully embrace the opportunities around them.

Carmen Li is Communications and Marketing Lead

Other stories and initiatives



Committees gather consumer feedback

Over the past 12 months, we have conducted two rounds of meetings for both the Consumer Advisory Committee and the Quality Care Advisory Committee. Due to their diverse membership representing a variety of services, we are still refining our approach to gathering strategic feedback and addressing quality care issues, as these can be perceived with varying priorities by different participants. Despite these challenges, our goals remain clear:

- Strategic gathering of consumer feedback.
- Addressing quality care issues with care and timeliness.
- Joint efforts and collaboration in developing coordinated action plans.

By focusing on these objectives, the Consumer Advisory Committee and Quality Care Advisory Committee will ensure that ANHF not only listens to its consumers but also responds to their needs in a strategic, compassionate, and timely manner – ultimately enhancing the overall quality of care provided.

Gordon very Appeal-ing

As at September 2023, total donations for the Gordon Fund-raising Appeal raised was \$5.9M with over 90 per cent towards Naming Rights. Donors could see how their donations are used in ANHF to construct an award-winning facility while still accommodating the less fortunate seniors in the Chinese community through a generous number of concessional places. ANHF

already has a reputation of being a transparent, innovative, responsible and caring charity. Many donors feel proud to be identified with the values and mission of ANHF and want to help improve the lives of the Chinese seniors in the community.

CarePage surveys

We have been using CarePage to conduct our scheduled annual customer and employee experience surveys. At the beginning of this year, we also introduced admission and departure surveys for new consumers and residents. These surveys are conveniently available in Chinese and Vietnamese, thanks to CarePage's built-in translation features. However, we have yet to implement its real-time feedback capabilities, as we are currently exploring similar features within our existing care documentation software.

2CR episodes equip seniors for life

This year, our Communications and Marketing (CMU) produced 50 episodes on 2CR Chinese Radio in Cantonese and Mandarin, all targeted to equip elderly people to improve their health and quality of life, access aged care services, and plan for the future.

'We interviewed a range of special guests and ANHF staff covering relevant topics like dealing with rent pressure, treating and preventing chronic pain, maintaining gut health and protecting yourself from scammers,' said Communications and Marketing Officer Rebekah Kwan.

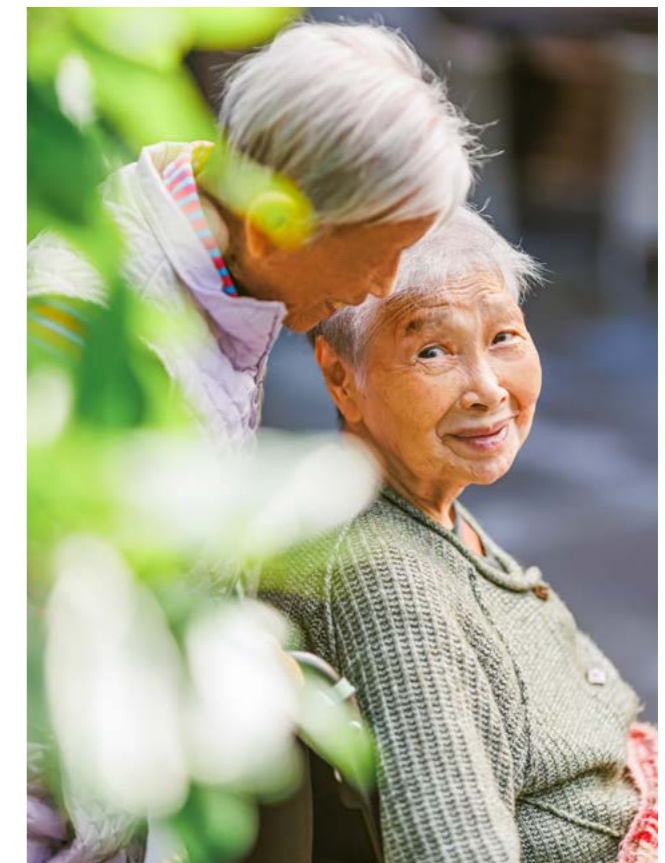
'We make the episodes really informative and provide important updates on aged care to ensure we're equipping older people to live safe and fulfilling lives.'

Popular episodes in 2023-2024 included:

- How to plan for a better retirement life in Australia.
- Home support services are making ageing in place safer for elderly people.
- How to use AI technology in nursing homes to enhance seniors' health and wellbeing.
- Be a smart senior: fraud prevention seminar.
- Understanding the latest information on dementia.
- ANHF services standing with seniors against scammers.

Care minutes: Targets

The care minutes allocations associated with each Australian National Aged Care Classification (AN ACC) class changed on October 1, 2023, which implies a service's average care minutes targets may change to align with each facility's overall care funding. To prepare for these changes, our facility managers and care managers are trained to check their service's estimated care minutes targets using the AN-ACC funding and care minutes estimator with the support of the Care System's care minutes reporting function. (Note: The sector average increased from 200 mandatory care minutes to 215 minutes on October 1, 2024.)



Wage rise for aged care workers

The Government's 'biggest ever' wage rise for more than 250,000 aged care workers in July 2023 has significantly contributed to: Enhancing workforce value and morale – through increased recognition and a reduction of financial stress (associated with low wages). Attracting and retaining staff – through improved recruitment (roles are more appealing to potential employees), retention of experienced staff (the wage rise serves as an incentive for current staff to stay in their roles, reducing turnover and ensuring continuity of care) and addressing workforce

'We are Family' staff dinner

shortages

More than 300 staff and guests (including visiting GPs, allied health practitioners, and contractors) enjoyed ANHF's annual staff party held on January 20, 2024, at King Dynasty Restaurant in Chatswood. Performances by staff and board members highlighted the essence of ANHF values and culture reflected in the evening's theme 'We are Family'. CEO Ada Cheng said, 'We had a wonderful time together with sensational performances prepared by different facilities and service units. I really appreciate the leadership of our managers in facilitating their team's active participation, and particularly for encouraging newly recruited staff to be part our wider team building.'



'Face Dementia' helps reduce stigma

ANHF is proud to be partnering with the University of Sydney on the Face Dementia project in Culturally and Linguistically Diverse (CALD) communities. This initiative aims to promote the timely diagnosis of dementia within CALD communities, focusing on co-adapting, delivering, and critically evaluating a public help-seeking and stigma reduction campaign. Targeting Chinese, Vietnamese, and Arabic-speaking populations in South-West Sydney, the project collaborates with community representatives and cross-cultural professionals to increase awareness, reduce barriers, and create a supportive environment for the diagnosis and treatment of dementia. CHSP Manager Phoebe Leung says, 'We are excited to be involved in this groundbreaking project designed to revolutionise dementia care for CALD communities.'

24/7 RNs funding shortfall

As ANHF has been using 24/7 RNs before it became mandatory, the impact on rostering and operation is not significant. However, the various wage increases approved by the Fair Work Commission have a significant budgetary impact as with all other employees involved in direct care. Although the Government had attempted to address this through an increase in funding, this is often still inadequate as the subsidy levels are often linked to the assessed acuity levels and care needs. The profile of residents' acuity mix and care needs in each RACF is different for example, most residents in BCNH have higher acuity levels and care needs whereas those in HYJNH have lower levels so the funding level will differ for these two RACFs.

Multicultural social support groups

ANHF is committed to providing inclusive and culturally sensitive services by supporting a wide range of multicultural social support groups. These include the Arabic and Assyrian community groups, as well as dedicated groups for Korean, Greek, Vietnamese and Italian-speaking communities. By fostering a sense of belonging and understanding, ANHF supports people from CALD backgrounds to access culturally appropriate aged care services that meet their unique social, linguistic, and cultural needs.



Sneak preview of Stepping on

A new falls prevention initiative of our home care team is targeting home care consumers who have been identified as having high fall risks. Active Club, it is a 10-week fall prevention program which gives priority for participation to those who've had recent falls. Early feedback from our participants indicates they enjoy the routine of doing their daily exercises and are asking questions during class time (a sign of engagement).



National Dementia Action Plan

The Commonwealth is working with state and territory governments to finalise the National Dementia Action Plan and ensure that it reflects the needs, experiences and requirements of people living with dementia, their families and carers. It is anticipated that the National Dementia Action Plan will be in place in 2024. This action plan aims to establish practical actions to improve the experiences of people living with dementia and their carers.

Aged Care Employee Day

To show our appreciation for the diligence and contribution of our colleagues, ANHF allocated a special fund for each of its teams to celebrate Aged Care Employee Day 2023 on August 7. A poster promoting the day was put up in every facility and service outlet to show residents, consumers, residents' families, and visitors how thankful we are for all ANHF staff and their hard work and dedication.

Interns find elders eager to learn

Three students from Hong Kong Baptist University reflect on their internships at Huang Ying Jung Nursing Home (HYJNH).

Ka Wai Chan

I've been very grateful to do my internship at HYJNH. The staff are very caring, the facility is well-equipped, and the residents are friendly and eager to learn and take on challenges. Some of the more energetic seniors regularly engage in activities like swimming, calligraphy and boxing. Coinciding with the Paris Olympics, we three interns organised an Olympic Week. Many residents participated, showcasing their skills and determination. One competition involved using elder-friendly technology. Some residents, even though it was their first time using the equipment, quickly got the hang of it and performed excellently.

Nga Yin Cheng

I remember my first day at HYJNH. It was very cold outside, and two residents waved at us and invited us inside, which made me feel incredibly warm. In our subsequent interactions, the

residents were very concerned about whether we had enough clothes to wear and enough to eat. They also encouraged us to explore more places. Their greetings and care made me feel the comfort of the home's family atmosphere. When I organised an art therapy group the residents were not used to expressing their emotions through art, but they were brave enough to try, using each stroke to display their personality and joy in life.

Wing Yu Ko

As my ten-week internship is finally coming to an end, I'm eager to travel. However, I'm also reluctant to leave because I met so many loving residents at HYJNH, who treated me and the other two interns like their granddaughters. Whenever we passed by, they would always ask us if we had eaten! Although the internship was exhausting with endless assignments, group projects, cases and activities, seeing the residents become happier because of our presence made the work feel less burdensome. Many residents asked us to visit them again in Australia or said they wanted to come back to Hong Kong with us. Their support and affection are truly beyond words.



Interns Wing Yu Ko (left), Ka Wai Chan (middle) and Nga Yin Cheng with HYJNH residents.



Gordon nursing home turns 1

In March this year, ANHF's Huang Ying Jung Nursing Home (HYJNH) in Gordon celebrated its first anniversary since its initial intake of residents in March 2023. HYJNH patron Dr Chen-Ya Huang officiated at the cake cutting ceremony, which marked a fruitful 12 months of outstanding achievements, including winning several awards for design.

'The 84-bed home welcomed its first resident on March 28, 2023,' said General Manager Care Services Jenny Chua. 'The past year has been both busy and exciting – akin to the experience of moving into a newly built home. It has required considerable time and patience to learn how to best navigate the new systems, equipment, environment, and the year-long building enhancement process.'

'Admissions began with Ming Court and Han Court on the ground floor, followed by Tang Court on level 1 and Song Court on the lower ground level. By the end of June 2023, we had admitted 41 residents, growing to 58 in August, 77 in October, and reaching 84 (full occupancy) before Christmas 2023.'

Ms Chua said recruiting and training a new team had presented its challenges but thanks to the dedicated efforts of the facility manager, the nursing home was almost fully staffed (with over 120 staff) by August 2023.

'The facility achieved full compliance in its first accreditation audit by the Aged Care Quality and Safety Commission in November and passed the Food Safety Audit in December 2023. I'm so proud that we successfully completed the commissioning of our new facility within just nine months.'

Chairperson Ellen Louie, Board member Andrew Gock, CEO Ada Cheng and Chief Financial Officer Johnny Teong attended the anniversary celebrations along with residents and their family members.

'The board is extremely grateful to our donors, residents, families, managers, staff and volunteers for their generosity, patience and commitment over the past year,' said Ms Louie. 'Together, we've created a very special place. A beautiful home for our elders.'

We have a new strategic plan!

Enhancing consumer focus, Equipping for agility, Enabling innovation, and Embracing transformation are the four goals identified in ANHF's new Strategic Plan for 2024-2029.

In the first half of 2024, our CEO, Ada Cheng, conducted CEO Roadshows for staff in all our services to brief and consult with them on the new plan. Staff provided positive feedback and made suggestions about how to improve communication within the local team, streamline business processes and better promote the Employee Assistance Program.

Staff also said they were keen to achieve better service outcomes and be part of the organisation's Continual Quality Improvement plan, which includes more local working committees and cross-department working groups with staff representatives from all levels, formed to promote working relationships among teams and nurture emerging leaders.

Ms Cheng said ANHF's core values remain central in the new strategic plan as it helps chart the organisation's path ahead.

'This means integrity, compassion, respect, equity, innovation and celebration are crucial

to what we do and guide our approach and decision-making.'

The plan also says:

- We are an ethical provider, and our consumers are at the heart of what we do.
- We are an employer of choice, equipping our people for change and building a culture of learning.
- We are harnessing innovation to future-proof our services and gain a competitive edge.
- We target transformation to adapt, sustain and grow our services.

Ms Cheng said zooming in on innovation means two objectives are key. They are:

- Targeting digital transformation to enhance service delivery, and
- Collaborating with researchers, industry and others to drive innovation in aged care that meets the changing needs of the ageing community.

'We've fleshed these objectives out in this annual report to illustrate just how innovation is enabling us to be 'Ready for an Age of Change' – which is our strategic plan's six-year theme.'

I meet QRC challenges by being proactive

As the Quality, Risk and Compliance Manager, I developed processes and systems to monitor the key governance activities, systems and resources that support ANHF's approach to quality, risk and compliance.

The QRC team has grown into an effective service that has supported every service to meet its obligations and provide quality care.

Quality and governance have long been a part of the regulatory framework in aged care but will be strengthened with the July 2025 release of the Strengthened Aged Care Quality Standards. I will continue to expand on my knowledge and contribute to the improvement of the care and services provided to all aged care consumers, not only in ANHF.

Aged care is a constantly changing environment and I meet its challenges by being proactive and keeping abreast of changes by attending webinars, reading articles and participating in online groups with my peers.

One major challenge I helped to successfully address during my time as QRC Manager was the impact of the COVID-19 pandemic. The QRC team provided on the ground support, but we also expanded and revised our processes to include remote monitoring to ensure care was being managed appropriately during an outbreak.

Some other key achievements include:

- Accreditation – all services are accredited with no 'unmets'.
- Implementation of the Clinical Governance framework.



Debra Charlton reflects on her time as Quality Risk and Compliance (QRC) Manager for ANHF, a position she held until January 2024. She continues in a consultancy role.

- Managing risk – each facility's results are monitored against the quality calendar and additional indicators and a risk rating is applied to the results in an ANHF Risk Matrix.
- Reintroduction of face-to-face training for residential care staff.

My advice to future QRC Managers would be to keep their eyes and ears open to the constant change. QRC provides the support service for ensuring that everyone, from frontline clinicians and staff to managers and members of the Board and Executive, is accountable to consumers (residents/consumers and/or their authorised representatives) and the community for delivering care and services that are safe, effective, integrated, high quality and continuously improving.



Our new QRC Team will rise to the challenge

In preparing for new Aged Care Act and Support At Home Reform, ANHF's Quality, Risk, and Compliance team will face the following challenges in the coming years.

Understanding and implementing new regulations

– a deep dive into the latest legislative updates, coupled with regular consultations with regulatory bodies, will be essential for the new QRC team to stay informed and ensuring compliance.

Integrating Quality, Risk, and Compliance across the organisation

– the QRC team will need to develop strong relationships with department heads and implement cross-functional training and communication strategies to foster a unified approach.

Managing cultural change

– the QRC team will need to champion the benefits of the new standards and providing clear, consistent communication to help staff understand the importance of these changes.

Balancing risk management with resident-centred care

– the QRC team will need to work closely

with clinical and care teams to find solutions that maintain compliance while still prioritising the well-being and preferences of residents.

Navigating resource constraints – the QRC team will need to prioritise key initiatives, advocate for necessary resources, and explore innovative solutions to maximise efficiency with existing resources.

Data management and reporting – accurate data collection, analysis and reporting are essential for compliance and quality assurance. The QRC team will need to ensure that systems are in place to capture and report data effectively.

Preparing for audits and inspections – the QRC team must ensure that the organisation is always prepared and can demonstrate compliance with all standards.

Addressing emerging risks – the QRC team will need to stay informed about industry trends, conduct regular risk assessments, and develop proactive strategies to address emerging risks.



'At 88 my life is fulfilling and delightful'

With her steady smile and straight back, Sau Shu Cheuk looks younger than her years. To the 88-year-old piano teacher, age is just a number. She has a lot of curiosity, loves learning new things and making new friends.

Years ago, Ms Cheuk had an accident that injured her right hand. Despite the pain, she remains committed to practising the piano every day, believing that if the body isn't exercised, it will deteriorate.

Ms Cheuk is very grateful for the home care services provided by ANHF, which include assistance with cleaning her home and preparing meals. Due to her hand injury, her care worker helps her to cut vegetables and prepare food to be stored in the freezer. She appreciates the attentiveness of her home care advisor, Jane Wong, who is concerned about her nutrition and has ordered nutritional milk powder for her. ANHF RN Ms Kong also regularly visits to perform health checks, ensuring that her overall health is well managed.

Ms Cheuk was born in Hong Kong and grew up in Shanghai in a scholarly family. Her father graduated from Harvard University. She started her music training in Shanghai when young and had been a piano teacher for half of her life before migrating to Australia with her son. Twelve years ago, she chose to move out to live alone. Retired but not tired, she is still nurturing students with potential. Attending Sunday worship and being a church choir conductor, also adds to her sense that her life is fulfilling and delightful.



Ms Cheuk says a simple life is a life that knows what to let go.

Ms Cheuk maintains her wellbeing by having eight hours of sleep every day. She wakes at 7 am, followed by bible reading and prayers. Tidying her home is exercise. The afternoon includes a nap, a trip to the shopping centre, and more exercise at home dancing to music.

To her, a simple life is a life that knows what to let go. 'Do not look back, do not worry,' she says. 'Be thankful and welcome every day with anticipation.'

Rebekah Kwan is ANHF's Communications and Marketing Unit Officer

Centenarian says 'kindness is key to longevity'

Centenarian Ms Cheung was born on January 26, 1924, the same day as Australia Day. Her daughter, Maria, came with her son to the Huang Ying Jung Nursing Home to celebrate her mother's and his grandma's birthday.

Ms Cheung was born with a love for beauty. When young, she sewed her own 'qi-pao' – a traditional Chinese garment for females – in colours that matched her handbag and shoes. Even now, she still applies day cream and night cream to keep her skin in good condition. No wonder she doesn't look 100 years old!

Born in Guangzhou, Ms Cheung had a big family. Her father ran an import and export business. With her talent for finance, she began to help her father run the business at the age of 14. After her marriage, her family settled in Hong Kong, where she supported her husband and cared for the children. Her excellent household management and strong discipline meant many of her sons and daughters became famous doctors and achieved doctorate degrees.

In her 50s, Ms Cheung migrated to Australia with her daughter. She attended a migrant English class. Her diligence rewarded her with the ability to communicate in simple English, a skill which empowered her to be independent. After her husband passed away, she chose to live alone, planning everything to her own will.

She has a cheerful disposition and loves making new friends and singing. Having joined a Cantonese opera interest group, she performed in a variety of venues. Life to her is pleasing and enjoyable.



In January, Ms Cheung's daughter and grandson came to the Huang Ying Jung Nursing Home to celebrate her 100th birthday.



From left to right: Xin Lu (Care Manager), centenarian Miss Cheung and Brenda Chan (Facility Manager).

Asked about her secret to longevity, her tips include sleep early, rise early, avoid junk food and oily food. In the morning, she has a cup of long black that goes with oatmeal cooked with black sesame seeds, almond and walnut powder. Honey and other health products are also part of her diet. Along with cultivating a healthy lifestyle, she says having an easy-going, optimistic and kind personality are keys to her longevity.

'ANHF helps me to have a wonderful life'

Ninety-year-old Ms Tan lives in ANHF's community housing, where she attends the G/F Seniors Wellness Centre every week.

When life's dark clouds gather or accidents occur, she says, 'I encourage myself to overcome these difficult times with courage as I believe that, if I stand tall and firm, I'll see the light ahead.'

In 2017, Ms Tan was crossing the road when she suddenly fell and fractured her leg. Passers-by called the ambulance. After an operation, she stayed in the hospital for two weeks. She also spent several months in a rehabilitation centre and a nursing home before returning home.

Before the accident, Ms Tan had been living independently but afterwards she had to use a wheelchair. She was not yet ready to live permanently in a nursing home but also knew that independent living required the ability to take care of herself.

'I told myself that I had to stand up from the wheelchair – just like a baby who has to learn how to walk!'

Gradually, thanks to weekly physiotherapy sessions, and her insistence on several practice sessions each day, Ms Tan began to walk with a walking frame. At first, she walked within the community housing area. Then she challenged herself to go further with a daily 'must-do' task to buy food items.

Ms Tan, who now walks with a walking stick, loves ANHF's services. ANHF is also like a big family with caring staff, who help her to have a wonderful life.

'I can't go to many places due to the fractured leg,' she said, 'but the Seniors Wellness Centre takes us to many places with a community bus. We visit different gardens or art museums and have leisurely walks along the waterside. These eye-opening experiences lift your spirits.'



Ms Xiao Wei Tan (right) with Maggie Pan, Support at Home Team Leader (left)



We're innovating with people's happiness and wellbeing in mind.



Thank you from
consumers, residents
and families

'Such a place of love and care' Winston – Chow Cho Poon Nursing Home

Hi Glenda and Patrick,

Thank you so much for the card and USB key that CCPNH sent to my family. I was deeply moved when I saw the photos of the happy moment of mum in CCPNH.

Mum was very lucky to be able to spend her last time of life in such a place of love and care like CCPNH. From the bottom of my heart, I am very grateful to all the RNs and staff for what they have done to help mum reduce her pain and

fight the cancer. Please do help me to pass my deep gratitude to all the RNS and staff.

I am a man who is not good at properly expressing myself and have made a lot of mistakes. Thank you for your forgiveness, and I will always remember the "love and care" that I have learned from CCPNH.

Best regards,

Winston, son of resident



'My mother is in such good hands' Aiping – Lucy Chieng Aged Care Centre

Dear respectable LCACC staff team,

May I extend my sincerest gratitude to you all through this letter! I left Australia early this month for a tour, my first overseas tour since my mother was admitted to LCACC four years ago. Having no appetite due to illness, my mother prefers to drink soup instead of water every day. As I had to be away, I could only seek help from your residential facility. It was a pleasant surprise to me that both Amy, the Acting Care Manger, and Emily, the Facility Manager, agreed to reheating the packaged soup over direct heat in the kitchen. Hearing this, my heart was filled with gratitude.

Thank you all for your tender loving care to every resident! A BIG thank to all the kitchen staff for their patience and arrangement. It was because of the combined efforts of the whole team that I could embark on an enjoyable journey with peace of mind, knowing for sure that my mother would be in good hands. Thanks again!

When I visited my mother the very first day after the tour, she told me that Judy, the care staff, carefully soaked the almond biscuits to a softer texture and assisted her in eating them. I felt ashamed in hearing this. Being a daughter, never had the thought of using this method to help my mother eat biscuits crossed my mind. A care staff was far more caring than I was. Judy always tidies up my mother's wardrobe. Clothes are orderly kept to ease her showering needs. Judy is surely an invaluable asset to LCACC!

It was all because of the hard work of the dedicated care staff that mother was in wellbeing after I had been away for 16 days. May I take this opportunity to give you all my heartfelt thanks and well wishes again!

Regards,

Aiping, daughter of resident



'We're lucky to receive such caring service' Pei Ji Gu (multi-service)

To the ANHF team,

Let me say something from the bottom of our hearts.

Before using ANHF services we were at a loss in looking for a one-stop service organisation that had the same cultural background, professional and dedicated staff and positive consumer feedbacks. Luckily with the recommendation from Ms. Wan we became one of your consumers. Having received your services for 4 to 5 years, my mother is very happy to have someone caring for and helping her.

Her current services are: domestic assistance and Seniors Wellness Centre activities. She also received temporary residential respite during the COVID-19 pandemic.

It is a must to mention the professional and committed services of three Home Care Advisors –Lilian, Maggie and Molly, who always put consumer interest in the first place. They will arrange in-home assessments when necessary, help with shopping and arrange outdoor activities. In April last year my husband and I had to leave home for several days. As residential respite care was not available at that time,



Home Care Advisors, Molly and Jane, assisted in arranging day-to-day in-home services. That really allowed us to stay away for the required period.

The weixin group established during the pandemic played an important role in information sharing and communicating, as well as connecting the homebound elderly with friends. Phoebe and Kimmy always endeavour to make life of the elderly more enjoyable. Winter was chillier this year, ANHF team tried their best to provide hot meals for the elderly. Coupled with their smiles, the team gave elderly consumers a satisfying and comforting feeling.

Respite services cater for consumer needs in food and comfortable outdoor venues for

activities. Knowing that my mother enjoys tai chi, staff encourage her to lead this exercise. That was a positive experience to her. We had already submitted another application for this exercise in the hope that she could enjoy this service again.

We are lucky to receive such caring services by the ANHF team. Many thanks to your high quality one-stop services. Only when our elderly loved one feels happy will we have peace of mind.

May ANHF achieve even better services to enable the elderly to enjoy their golden years and family members to have peace of mind!

Pei Ji GU



**Our volunteers
are thriving**

We're expanding our volunteer network

Our new and refreshed volunteer engagement strategies are exciting and far reaching. We have goals to expand our volunteer network and attract new volunteers as ANHF grows and provides more services to our elders.

Plans include leveraging digital platforms and engaging with the community through partnerships, participation in community events, and hosting morning teas. We'll also continue to acknowledge and celebrate volunteer contributions through our annual volunteer recognition dinner, awards, and sharing their heartwarming stories in our newsletters and social media platforms.

The 'One Team, One Spirit' concept has been a valuable tool to connect with volunteers and increase their engagement with ANHF – uniting our 160 dedicated volunteers as they offer exemplary care and trusted support.

This year, we also welcomed some young adult- and student-volunteers who brought a youthful energy and fresh approach in their desire to interact meaningfully with our seniors.

Having a genuine passion for working with the elderly is crucial for volunteers in aged care because it enhances the effectiveness of care and enlivens companionship, which

form the basis of a positive relationship. If volunteers are passionate, elders feel their passion. The volunteer's personal fulfilment is also high because they know they are making an enormous difference to someone's life, and especially if the person is socially isolated.

We welcome people who are interested in becoming volunteers and have screening measures to match the right person with the right role. Our volunteers often remain with us long-term when they feel the strong support we provide, the opportunity we give them to learn and develop skills, and the deep satisfaction that flows from forming new friendships and giving to others in ways that make such a wonderful difference in their lives.

We're proud of the significant and positive changes our volunteers experience as they participate in ANHF's work. Younger volunteers develop skills in communicating with people and then approach their work with greater confidence. Volunteers of all ages gain empathy and perspective which leads to deeper connections with the people we serve.

Catherine Chiu is Volunteer Coordinator for ANHF



Catherine Chiu (right) says volunteers experience positive changes as they participate in ANHF's work.

Our Executives



Johnny Teong, CFO

ANHF's Corporate Services and Finance Team has been instrumental in assessing and/or rolling out the following innovations to benefit consumers and staff.

- CareSystems has developed a prototype Customer Relationship Management (CRM) application for Home Care services. ANHF will be participating in testing and enhancing the CRM. This is a cost-effective opportunity to optimise the customer database already in the system.
- After a successful trial at Huang Ying Jung Nursing Home (HYJNH), the Centrim Life Maintenance module has been successfully installed in our remaining nursing homes and training is being rolled out. This module is a fully automated maintenance, asset and supplier management system with a mobile app.
- Once ANHF's acquisition of the Thornleigh residential aged care facility is completed in November 2024, the existing care and financial systems in the facility will be transitioned to ANHF's systems.
- Mobile device management (MDM) software has been introduced to manage, initially, the over 150 mobile phones configured in June/July 2024 (positive implications of this are covered elsewhere in this report).
- We are working to identify and optimise cost-effective cloud technology solutions to enhance the security, reliability, and efficiency of our current IT architecture.

- We also need to explore AI technology (for example Generative AI and Chat Bot) as it becomes more publicly accessible and more aged care providers are adopting it.

One recommendation from the Aged Care Task Force is the phasing out of Refundable Accommodation Deposits (RADs) by 2035. In the near term, the proposed increase of RAD from \$550K to \$750K from 1/1/2025, without prior regulatory approval, for new residents as well as the ability to retain 2 per cent per annum of RAD for up to 5 years from 1/7/2025 are welcome news for ANHF at a time when ANHF has taken on external sources to fund its acquisition and building projects. From 1/7/2025, ANHF will also be able to index Daily Accommodation Payments (DAPs) bi-annually to ensure that the value of DAPs does not decline in real terms.

For the Support at Home Program, eight levels of financial support have been proposed to replace the current four levels.

Financial results

Stewart Brown reported that, as at June 2024, 51 per cent of Residential Aged Care Facilities (RACFs) were operating at a loss whilst 28 per cent were incurring EBITDA (cash) loss. Against this environment, ANHF was reporting a net surplus of \$4.2M and an estimated EBITDA of \$4.5M as of June 30, 2024 as a result of significant non-recurrent government COVID-19 related grants and higher interest income.



We will need to continue to be sensible, discerning and bold as we assess new opportunities on the horizon.

As of June 30, 2024, ANHF also produced an estimated Gearing Ratio of 70 per cent compared to the industry's ratio of 31 per cent (Stewart Brown's June 2024). The Gearing Ratio compares the liquid cash assets to debt. ANHF's Net Asset to Total Asset ratio was 29.6 per cent, close to the Department's industry survey of 29.0 per cent as at September 2023 (latest available). This ratio measures the ability of a provider to absorb any unexpected losses through its net asset position.

The FY2024 revenue was \$57.7M and a net surplus of \$4.2M. The significant non-recurrent Government COVID-19 related grants and higher interest income from increased RADs received by the new HYJNH help to mitigate the effect from the increase in the staff and staff-related expenses, which were higher than the previous year by 45 per cent.

Looking ahead

ANHF has a strategy to widen its residential aged care and community housing footprint in identified CALD locations with quality facilities that had been recently built or refurbished, displayed strong financial performance and have an excellent accreditation/compliance history.

The proposed acquisition of Presbyterian Aged Care Thornleigh aligns with ANHF's strategy and provides a quick pathway to

own a RACF without the risk of incurring the escalating costs of building and navigating the long and uncertain process of obtaining various approvals from Government bodies/agencies. Perhaps, this could be a model for expanding ANHF's residential footprint as a number of providers are currently leaving the aged care industry and putting their facilities on the market. Conversations on the acquisition commenced in late 2023 and, in slightly over 12 months, ANHF will acquire ownership of the facility.

The deregulation of operational places presents ANHF with new opportunities to invest in geographical areas previously not open to ANHF or in new CALD communities. Would it be timely or viable to expand ANHF's service footprint to other ethnic communities besides the Chinese community, especially if the workforce challenges continue and if the Chinese ageing population is not growing?

The innovation initiatives I've outlined will be some of the more sustainable practices that need to be adopted in operations and service delivery. The search for other sustainable practices must continue to provide ANHF with a cutting edge into the future.

While the industry is facing more challenges from the reform agenda of the Government, we will need to continue to be sensible, discerning and bold as we assess new opportunities on the horizon.



Happiness at work is correlated to creativity and the capability to innovate.

Jenny Chua, GM Care Services

Care delivery is inherently labour-intensive and to address this we've been exploring innovative ways to help our team work smarter, not harder. Over the past year, several of these ideas have come to fruition. We've issued mobile devices to over 150 Home Care workers for time attendance, care communication, and scheduling, streamlining these essential tasks. Gerontech devices, including small robots and interactive games, have been introduced to residents and CHSP Day Centre consumers, enhancing their experience. Additionally, new lightweight lifters and fall detection devices are currently being trialled in some facilities.

In addition to leveraging technology, we've been implementing staff suggestions to review and revise operational workflows, which has greatly enhanced efficiency and effectiveness. For example, each nursing home has at times adjusted staffing levels – such as adding a 'floater' or modifying shift hours – to better align with residents' evolving care needs.

As the aged care sector faces increasing demand, innovative solutions are essential to meet the evolving needs of residents and consumers while ensuring that care remains compassionate, effective, and sustainable. Innovation can enhance the wellbeing of residents and consumers, streamline workflows, reduce staff burnout, and optimise resource use.

Staff from younger generations play a vital role in driving and facilitating innovation in aged care. With their familiarity with technology and fresh perspectives, they bring new ideas and approaches to traditional challenges. Younger

staff members often lead the way in adopting and integrating new technologies into daily operations and in suggesting creative ways to improve care delivery. This makes them key contributors to the ongoing evolution of aged care practices.

To ensure that ANHF is on track with the new Aged Care Act requirements and that our services will meet the strengthened Aged Care Quality Standards, our Residential Care (RC) and Support at Home (SAH) teams have undertaken several significant actions, including restructuring the Home Care team into the Support at Home team and reworking continuous improvement plans (see page 34, 35 for more detail).

Under the Federal Government's Residential Aged Care Star Ratings system all four of our nursing homes have achieved a 4-star rating. Additionally, all facilities exceeded 90 per cent of the target Care Minutes required for a 3-star rating in Staffing. While improving this further is challenging due to various constraints, there are opportunities to enhance the resident experience. We have also performed exceptionally well in Quality Indicators.

The 24/7 registered nursing requirement, which commenced in residential aged care on July 1, 2023, might seem to have minimal impact on us, given that all ANHF nursing homes have always operated with a 24/7 Registered Nursing model. However, it has significantly heightened the demand for qualified nurses in residential aged care, posing challenges in recruitment and retention.



Staff from younger generations play a vital role in driving and facilitating innovation in aged care.

The Care Minutes targets, which became mandatory on October 1, 2023, have further strained our hiring practices and workforce planning. To meet these targets, we've had to expand our nursing staff, often in an already tight labour market. Striving to maintain or improve care quality in a more regulated environment has brought increased labour costs, operational complexities, and budgetary pressures. Meticulous tracking and reporting on care minutes and nursing coverage has also added significant compliance pressure, with associated costs not adequately compensated by the current funding for residential care.

My top three achievements over the last year have been:

- Assisting in the commissioning of the Huang Ying Jung Nursing Home (see page 57).
- Restructuring the Support at Home Team and guiding the development of its strategic plan (see page 34, 35).
- Playing a key role in the rollout of Touchstone Life Care (TLC) (see page 47).

Angela Ng, our Project Manager (Innovation), provides regular updates at our management meetings on innovation projects underway, being trialled or planned for the future. These initiatives include fall detection devices, fall risk assessment tools, and reablement assistive devices, among others. This is a very exciting development for our organisation.

Our Board



Andrew Gock, B.Bus, CPA,
JP, Director

Director and trustee
since 2010

Mei Mei Tse,
JP, Director

Director and trustee
since 2002

Ellen Louie, OAM, LLB,
LLM, Chairman

Director and trustee since
2009, Chairman since 2012

Bernard Tse, MBBS,
FRACGP, Director

Director and trustee
since 2008

We're fostering a culture of innovation and encouraging strategic risk evaluation to ensure ANHF remains agile, adaptable and sustainable.

- Board members

Our Services

ANHf operates four nursing homes, three community housing sites, 13 Seniors Wellness Centres and hubs, and many mobile wellness hubs where there is demand. We also provide home and community care services in all metropolitan Sydney regions, and partnerships that extend our specialist expertise to people of Arabic, Assyrian, Greek, Italian, Vietnamese and Korean backgrounds.

Acknowledgment of country

We acknowledge the traditional custodians of the lands on which we work, and we pay our respects to Elders past, present and emerging for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people.





We're team players - when everyone is responsible for innovation, it happens

How you can help

- ✓ Volunteer with us
- ✓ Donate now
- ✓ Leave a bequest
- ✓ Partner with us

Connect with us



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1800 88 22 88



www.anhf.org.au



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info@anhf.org.au





Thank you!

We are so grateful to our donors, fundraisers, government agencies, volunteers and corporate supporters, whose generosity enables us to support the wellbeing of ageing Australians. And thank you to everyone who contributed to this 2023–24 annual report.

Financial Information

Our 2023–2024 financial reports are available in pdf download from our website www.anhf.org.au

Editing and design

Written and edited by Marjorie Lewis-Jones (www.youneedawriter.com) and CMU with contributions from other ANHF staff, board members and clients.

Designed

Kas Sweeney (www.kasthetics.com)

Photography

Jordan Yuen, and Australian Nursing Home Foundation staff



ANHF

AUSTRALIAN NURSING HOME FOUNDATION

澳華療養院基金

Culturally Appropriate Aged Care Since 1980



Awards received for ANHF's Huang Ying Jung Nursing Home

- 2023 11th Asia Pacific Eldercare Innovation Awards: Best Interior Design of the Year
- 2023 Better Future in Sydney Design Awards: Best Interior- Public and Institutional (Gold)
- 2023 Masters Builder Association: Excellence in Construction Award
- 2024 12th Asia Pacific Eldercare Innovation Awards: Winner of Innovation of the Year (Rehabilitation Program)
- 2024 Better Future in Wild Design Award: Best Interior - Public and Institutional (Silver)

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