



Árpád Aged Care Facility

2017 ANNUAL REPORT





Árpád Aged Care Facility (ACF) was established in 1994 to meet the needs of an ageing Hungarian population. It has 60 low and high care level beds and 11 independent Villa Units. Árpád provides transitional care from independent living through to minimal and high-level assistance without the need to move to another establishment when care needs change. Árpád ACF is a fully accredited and certified facility. Árpád ACF is a short walk from the local Wantirna Shopping Centre and is only a few minutes from the Hungarian Community Centre and St István Church.

The report was compiled by **Judy Hajdu**

Photography by **Kitti Horvath** and **Balázs Mariczky**

MISSION STATEMENT FOR ÁRPÁD AGED CARE FACILITY

Árpád ACF ensures that its residents receive appropriate high level care in quality surroundings that is tailored to their individual needs. We strive to achieve a meaningful, pleasant and relaxed lifestyle for our residents.

Árpád Aged Care Facility
9 Garrisson Grove, Wantirna 3152
Email: arpad@arpadagedcare.com.au



REPORT FROM THE COMMITTEE

The year 2017 was very active for the Committee. There were monthly committee meetings. Members of the Committee attended Aged Care Conferences and followed the discussion of aged care in the press. They visited neighbouring facilities and met other committed participants in aged care.

The Committee welcomed the new Administrative Secretary, Kitti Horváth in April. Her ideas have benefitted the residents in the form of mementoes on special occasions. She organised and distributed these small gifts on behalf of the Committee and has been able to befriend many residents. She completed all the paper work with a minimum of fuss ensuring the smooth running of meetings and events. Her efficient, conscientious approach to all her tasks is much appreciated.

During the year the kitchen floor had to be replaced requiring strategic organisation so that residents still had regular, nourishing meals. The support of many helpers including Committee members was most important. Now the kitchen is sparkling new and more functional.

Further building occurred later in the year and visitors can see the modern facade at the entrance. More rooms were added to the Facility providing more beds. The front gardens were also landscaped to enhance the building. We were very happy and proud that Alan Tudge (Minister for Human Services and Minister for Citizenship and Multicultural Affairs) agreed to open the new area on our Open Day on 1st December. Many visitors admired our facility and the new additions.

At the AGM of 2017 the President Éva Kövesdy and the Vice-President Csaba Dézsi resigned after many years of devoted work. Their valuable contribution was recognised with heartfelt thanks. Another Committee member Zsuzsanna Kollar also regrettably resigned. Zoltan Fritz was welcomed as the incoming President along with John Bodo as Vice-President. Judit Juricskay was elected Treasurer, while Father Mihály Laczko and Balázs Mariczky were elected as Committee Members. The Committee looks forward to a productive year supporting the Árpád Aged Care Facility.

Judy Hajdu
Secretary



Éva Kövesdy
President

Éva has been an active member of the Hungarian Community for many years and held the position of Secretary to the Hungarian Community Centre for 17 years during which time she was involved in the initiation of many major programs. Éva has a Master's Degree of Applied Science - Nutrition and Public Health from Deakin University. Éva joined the Committee and was appointed Secretary in 2009. She was elected President in 2015.



Csaba Dézsi
Vice-president

Csaba joined the Committee in 2009. He is the Reformed Church pastor and felt it his moral duty to support the Árpád ACF in its endeavours to continue to maintain a high standard care facility for elderly Hungarians. Csaba was elected Vice-President in 2015.



Judy Hajdu
Secretary

Judy was a Lecturer in Education at the University of Melbourne. She now teaches adults and volunteers her services in the Royal Botanic Gardens. For the past eight years she has visited the Árpád ACF on a weekly basis interacting with residents and supporting the facility's program. Judy was elected to the Committee in 2009 and became Secretary in 2015.



Ilona Benedek Treasurer

Ilona joined the Committee in 2015. She has been an active member of the Hungarian Reformed Church and was elected as a church elder. While she worked for the Committee as an Administration Coordinator, she became very fond of the residents of Árpád Aged Care and after leaving this position, she was missing the contact with them. Becoming a member of the Committee gives her the opportunity to help and keep in touch with them.



Olga Vető Committee member

Olga joined the Committee in 2015. She has been an active member of the Hungarian community for more than 30 years. Olga has extensive experience in organising special events which will be of great benefit to Arpad.

MEMBERS



Balázs Bartha Committee member

Balázs joined the Committee in 2012. He is a post-graduate in Psychotherapy studies. Together with his family, Balázs is an active participant in many Hungarian community events and organisations. His studies and experiences from overseas and Australia contribute to the work of the Committee of Management.



John Bodó Committee Member

John joined the committee in 2017. He has 40 years experience in management and management education. Past President of the Association of Hungarian Community Organizations in Victoria Inc.



Mary-Anne Carmody Committee Member

Mary-Anne joined the committee in 2016. She is a solicitor with Law (Honours) and Arts degrees from the University of Melbourne and a post-graduate Diploma from the Securities Institute of Australia.



Zsófia Nemes Committee Member

Zsófia joined the Committee in 2016. She is working on a Volunteer Cooperation Program between Hungary and Árpád Aged Care, in order to get some native volunteers from Hungary to meet the residents on a regular basis. She is experienced in organising functions and special events. She is enthusiastic about making the Hungarian residents feel at home in Árpád.



Zsuzsanna Kollár Committee Member

Zsuzsanna joined the committee in 2017. She is involved in different kind of volunteering activities. She is an the active member of Bocskai Hungarian Community Centre in Fitzroy. She has more than 20 years of experience in administration fields. In her past roles she was working as Personal Assistant, Finance Manager and Payroll Administration Officer. Her experiences and skills will be a benefit to the Committee.

PRESIDENT'S REPORT 2017



Éva has been an active member of the Hungarian Community for many years and held the position of Secretary to the Hungarian Community Centre for 17 years.

WELCOME TO THE 2017 ÁRPÁD AGM

I would like to reinforce my comments from the last two year's report that we, the Committee, are responsible for our residents' lives and welfare and need to ensure that Árpád is financially viable. The Committee is responsible for the overall governance, management and strategic direction of Árpád and for delivering accountable performance. Once again our financial reports demonstrate that it is. To ensure that the residents' everyday needs are met the Committee is responsible for appointing a manager, who manages the day-to-day operation of the home and who in turn is responsible for employing appropriate staff.

The Árpád is very lucky to have Hella Szilágyi who manages the facility efficiently and effectively. We are also very fortunate to have a wonderful team under Hella, both Hungarian and non-Hungarian who look after the residents with compassion and care.

We have continued to provide a strategic direction to the Árpád in conjunction with the Manager. The Committee organised a half day strategic planning meeting at the Brighton Savoy on the 9 February, which was chaired by Péter Agárdy barrister. The aim of the afternoon was to plan for the future direction of Árpád and work out strategies of how these aims can be achieved. This was followed by a "team building" dinner.

The Committee has monitored the operational and financial position and performance of Árpád. The Committee receives monthly reports-statements on our financial situation. Krisztina LoPiccolo, our bookkeeper attends a Committee meeting on a quarterly basis. This is an opportunity for us to seek clarification or give direction regarding financial matters. The Committee is striving for organisational performance so as to deliver member value or benefit. The Committee has a number of initiatives and projects for Árpád to implement. This is work in progress. One of these projects is the implementation of the Home Care program.

We have been active in maintaining the prudential and ethical base of Árpád in conjunction with the Manager who is responsible for the day to day conduct and activities of the establishment. The Manager will report any concerns to the President.

To ensure that the principal risks faced by Árpád are identified and appropriate controls are in place to manage the impact of these risks. Fire safety was an area looked at by the Committee this year. The fire safety plan was overseen by Mary-Anne Carmody and Committee members will take part in planned fire drills.

Reviewing and approving the organisation's internal compliance and control systems and codes of conduct. The review of internal compliance and control systems commenced this year with Mary-Anne Carmody taking an active role.

The Committee oversees and evaluates the performance of the Manager. In September the Executive conducted a performance review with Hella Szilágyi in which the Executive set out important issues that she will need to action/address. The Manager presents a Personal Plan to the Committee in which she outlines the issues, projects she sees important and how they will be implemented. One of these will be the introduction of Home Care. The Manager's contract was renewed for a further three years.

The Committee appointed Kitti Horváth, the committee's administrator, who's taken on the supportive role for the Committee this year. She is a very positive addition to the work of the Committee; it is a pleasure to have her.

The facility experienced a number of disruptions this year; the floor covering in the kitchen had to be replaced and the Tisza Section (high care) was upgraded –including the building of two new rooms. In the Duna Section (low care), rooms have been upgraded gradually as they became vacant.

The kitchen renovation took longer than anticipated as additional problems arose that needed fixing. This meant that the kitchen was out of operation for two weeks. Thanks to Hella and the staff, the residents were appropriately looked after during this time and from time to time Committee members helped out. I would like to thank Balázs Bartha, András Kövesdy, Olga and Tibor Vető who helped with lunch preparations.

Building of the new section commenced at the end of January and completed in November, and we are at this stage waiting for occupancy permit. The total cost of the renovation/extension was \$717,500. It included building of two new rooms and the extension of the lounge area and nurses station in the Tisza Section. The external walls were covered with cladding and this will continue on the external walls on the left hand side of the main entrance. The opening ceremony will be on 1 December to which we hope all Society members will be able to come. I would like to thank our architects Árpád Gémes and Daniel Pardon who always take an active interest and role in any of Árpád's building projects. Also, thanks to Zoltán Fritz for overseeing the building project.

- On 24 January Mary-Anne Carmody attended an Ethnic Communities Council of Victoria seminar on ageing and age care.
- On February 22 I attended a Home Care Masterclass at Russell Kennedy lawyers, which was very informative, specifically aimed at the legal aspects as related to Home Care. Then on 3 March a similar forum was attended by Zsófia Nemes and Balázs Bartha.
- Ilona Benedek, Hella and I attended a meeting with NAB financial planners on 23 February. The aim of the meeting was to discuss the options for better returns on our investments. This was followed by a meeting with Paul Pappas, our accountant on March 29 to seek clarification on proposed options. A letter of advice was received in June, but the Committee hasn't dealt with it to date.
- On 1 March Zsófia Nemes, Hella and I attended a meeting with Deborah Ward, a Home Care consultant.
- On March 3-4-5 Árpád was a sponsor of Hungarofest, where we also had an information stand.

A BBQ was organised for the first time by the Committee to thank the residents and the relatives for the support and patience they showed during the kitchen renovations. Thanks to Zsuzsa Kollár, Balázs Bartha, Csaba Dézsi, Zsófia Nemes, Olga Vető, Tibor Vető and András Kövesdy plus Évi Pető and Judit Preczekján who helped organise the evening. On March 20 Mary-Anne Carmody, János Bodó and myself met with George Traitsis from MCA Insurance Brokers

Zsófia Nemes and I met with Éva Simó CEO from Tabulam and Templer Aged Care Facility regarding Home Care on 10 May.

Árpád's Facebook is running very well with regular information on the various activities being uploaded. Thank you Kitti for the great job. I would like to encourage society members to visit our Facebook page. Unfortunately the new web-site is not finished, that is the web-site was completed last year, but a sub-committee is still working on the content to be inserted.

This year we haven't had regular visits from the Kőrösi Csoma Sándor scholarship holders as in previous years. This was very disappointing. However a sub-committee was formed to look into the possibility of establishing a volunteer program where appropriately qualified people from Hungary can work at Árpád in lifestyle area on a voluntary basis. The other option we are looking at was asking for a KCSP scholarship holder for Árpád.

It has been a difficult year with a number of absences and on three occasions we were not able to have Committee meetings due to a lack of quorum.

I would like to ask Judy Hajdu to report on PR activities.

I would like to express my appreciation and thanks to –

- our team of volunteers. No matter what role they take on, their input is greatly valued;
- to the people who made generous donations during the year;
- to Hella and the staff for the wonderful work they do. They do an extraordinary job of caring for the residents;
- and finally the Committee's work during the year, under sometimes difficult circumstances.
- Lastly, we have some Committee members stepping down. Zsuzsa Kollár – thank you for being on the committee this year. Csaba Dézsi – he has been on the Committee for over 9 years. As a Committee member and in the last two years as Vice-President he has made a very valuable contribution to Árpád and the Committee. Csaba will be difficult to replace.
- I will step down from the President's position and from the Committee. I have thoroughly enjoyed the challenges of being the President for the last two years. However, as we are planning to do a lot more travelling in the next few years and I feel I won't be able to fulfil the position effectively. Thank you all for your support and confidence.

REPORT FROM THE MANAGER 2017



After starting her nursing studies in Hungary, upon arriving to Australia Hella decided to continue this career and completed a Bachelor of Nursing in 2000. She has been working at the Árpád Aged Care Facility for 14 years.

2017 was again a busy year at the Árpád Aged Care Facility with many challenges and much hard work.

ACCREDITATION

The Árpád Aged Care Facility has accreditation till 1st December 2018. The next three –day inspection will be in September 2018 when we will find out for which period of time we have the authority to continue. In April we had a surprise visit from the department and everything was deemed satisfactory.

STAFFING

At present we have 58 staff members, of these only half are Hungarian. We always require Hungarian speaking nurses and carers. With government assistance, we are able to retrain suitable applicants towards a professional career. I am pleased to announce that during the year we were able to employ eight Hungarian speaking carers.

We have a good team at the Facility. They complete their duties conscientiously and continually undertake further studies so that they can care for our elderly residents appropriately. This year five carers completed a course that enables them to distribute medicines. At this time there are twelve active volunteers helping out at the Facility. They conduct bingo sessions, play music or just chat with our residents. The illustrated talks by our volunteers about their travels and experiences have been very popular.

CONTINUOUS IMPROVEMENT PLAN

We have successfully achieved most of the goals we set ourselves for this year. We have moved relentlessly towards a better and more satisfying future. A major part of our continuous improvement concerns paperwork. We want to ease the exigencies of administrative work, but at the same time adhere to requirements. We would also like to increase our residents' comfort as well as improve their surroundings. Those of you who regularly visit the Facility

will have noticed the extensive renovations both inside and outside undertaken during the year. It involved much work but the new face on the Facility is striking. Everyone has received an invitation to the official opening on 1st December. We have also started the refurbishment of low care rooms in Duna and we have already completed five rooms. These rooms are now the equivalent of high care rooms. Next year our major project will be the modernization of the fire safety installations.

We will also start the "home care" program for which we have now received appropriate certification. We will be able to care for elderly Hungarians in their own homes. The government has a new program where clients choose a provider to care for them in their own homes. Once the paper work is completed and the procedures are set up we will offer a service that clients can choose.

WAITING LISTS

At the Árpád Facility we have at present four different lists for applicants: one for the Villa Units, one for low care admittances, one for high care according to the old system. There is also a new waiting list with the names of those who have a new assessment in adherence with the new regulations which came into effect in July 2015. 39 people are waiting for units, there are 69 who want to come into low care and 4 who want to come into our high care section. On the new list there are already 45 names. If there is anyone who would like to be added to our waiting lists we ask them to contact us on the phone for further information or better still look up our web page. However, the Government has set one condition, that anyone wishing to be added to our waiting list must already have an "Aged Care Assessment" or "a support plan".

At the moment there are a number of people on the Árpád Facility's waiting list who do not have such an assessment, but if they still seriously wish to come into Árpád in the

next twelve months we ask them to obtain an aged care assessment. At the Árpád Facility we also have a so-called respite/guest room. For this room it is also necessary to have such an aged care assessment. With that they can come in as a guest for a number of weeks so they can see what life is like at Árpád.

The Aged Care Assessment team assesses and provides permission also for Home Care. This entails various types of help in the home including individual care, cleaning, meal delivery, nursing etc. Each person will receive an individual assessment enabling them to choose which services they require and which organisation they would like to provide them with those services. As a result they will work out a contract and will work out individually exactly what their needs are so that they can stay in their own homes for longer. The Árpád Facility wants to actively participate in providing such services.

ACKNOWLEDGEMENTS

I would like to express my heartfelt thanks to our staff who carry out their duties so conscientiously so that our elderly have an enjoyable and comfortable life at Árpád. As I have already said, there is a very good team here at the Facility. They carry Árpád in their hearts and this is visible as it is reflected in our positive achievements.

I would like to thank every kind volunteer for their dedicated, helpful work with which they help our residents. As a mark of our appreciation, as in every November, we had our traditional volunteer lunch.

Our need for volunteers is as great as ever. If there are any people who could devote half a day per week in our high care section (TISZA) please approach us, as our residents have a great need for love, understanding and for someone to listen to them. We also need volunteers who could accompany our residents to various appointments.

Heartfelt thanks go to every member of the Committee for their outstanding and devoted work. We can always count on their support and they have done a great deal in the past year, completing their duties scrupulously for the benefit of the Facility. Special thanks go to Eva Kövesdy and Csaba Dézsi for their committed leadership and help throughout 2017 and over the past years.

Special thanks go to those individuals who have supported the Árpád Facility during this year with their donations. This means a lot to us, since these generous and magnanimous people allow us to move forward and develop. We thank those kind people who have remembered the Árpád Facility in their will or who have asked for donations to Árpád rather than flowers.





ÁRPÁD STAFF 2017

Agnes Alexy	Anita Hornyakne Laczko	Eva Nemere	Anna Szalkai
Katalin Apathy	Kitti Diana Horvath	Gabriella Nemes	Hella Szilagyi
Ilona Bodnar	Tamara Izman	Agnes Novak	Imre Takac
Jobin Carmel	Mary John	Ildiko Orsos	Yuhana Lily Tan
Kissy Carriaga	Asmita Kandel Sapkota	Dorota Pachacz	Krisztina Temesi
Yanwen Wendy Chen	Harpreet Kaur	Eva Peto	Nisha Thomas
Edit Czanik	Paramjit Kaur	Elizabeth Piemontese	Vicky Toce
Mariana Dan	Ramanpreet Kaur	Tamas Piroaska	Timea Vadasz
Judit Danka	Harleen Khubber	Judit Preczekjan	Krisztian Varga
Mary Dardha	Mi Young Kim	Valeria Ridd	Ildiko Vargane Fulop
Valeria Der	Robert Kovacs	Tamas Ruscsak	Qingjuan (Wendy) Wang
Julianna Dworszki	Yuen (Ching) Lee	Katalin Samu	Yayi Wang
Rozalia Erdosi	Erika Lerinc	Laxmi Sapkota	Jinghan Wu
Pramila Lowra Eugene	Jessica Yang Liao	Chimby Marie G. Schulz	Jeesoo Yoon
Eva Ezsol	Krisztina Lo Piccolo	Emoke Scully	Erzsebet Zambori
Beata Fabian	Zsuzsanna Matyassi	Harbhinder Singh	Izabela Zavarko
Agnes Feher	Livia Mentus	Danielle Therese Sobota	Qiran (Rachel) Zhang
Karen Gibson	Zita Mihalka	Laszlo Svak	
Csabane Magdi Hamar	Virginia Muresan	Szilvia Szaka	



SUPPORTERS 2017

FOR THEIR GENEROUS DONATIONS ÁRPÁD WISHES TO THANK:

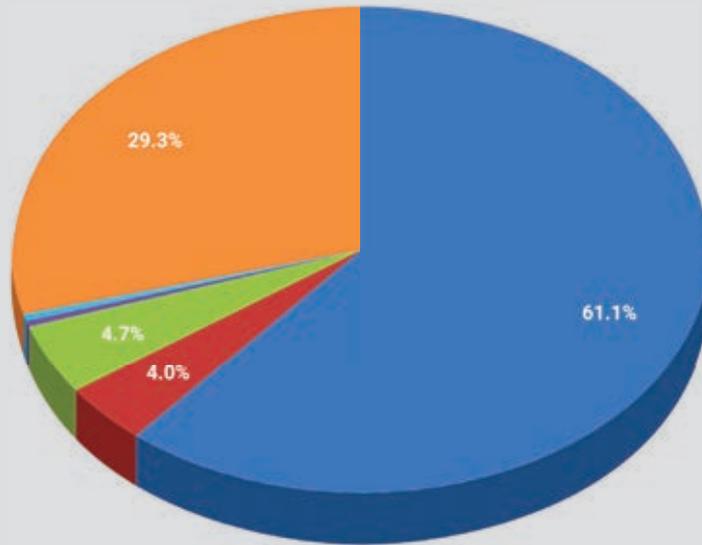
Katalin & Peter Agardy	Magdalena Klopfer
Sandor & Ibolya Bito	Endre Kocsis
Estate of Elizabeth Bodnar	Estate of Karoly Koso
Family Bordieri	Marika & Ferenc Mezo
Irene Bucsuhasz	Ida Miklos
Maria Czeglédi & Erzsebet Demeter	Janos Namesztovszki
K. Erdos	Terez Nanasi
Maria Fekete	Lajos & Roza Olah
Ilona Fenyvesi	Eva Paldy
Isabella Gyori	Katalin Pritz
Estate of Valeria Harczos	Christina Serfozo
Magdolna & Imre Hidas	Les Shoffer
Family Jando	Rosi Sipos
Julianna Jando	Charles Varga
Gabor & Valerie Keszeg	Thomas Weber
Family Klopfer	Charles Zanati

WE GRATEFULLY ACKNOWLEDGE THE TEAM OF VOLUNTEERS IN 2017

Maria Atherton
Roza Bogar
Julia Csuk
Magdolna Gleichweit
Judith Hajdu
Istvan Hangodi
Suzanna Harmer
Julia Ivic
Eva Kulic
Imre Nagy
Louisa Rigo
Boglarka Ropolyi
Maria Sarnyai
Leslie Schoffer
Eva Voros
Thomas Weber

FINANCIAL REPORT

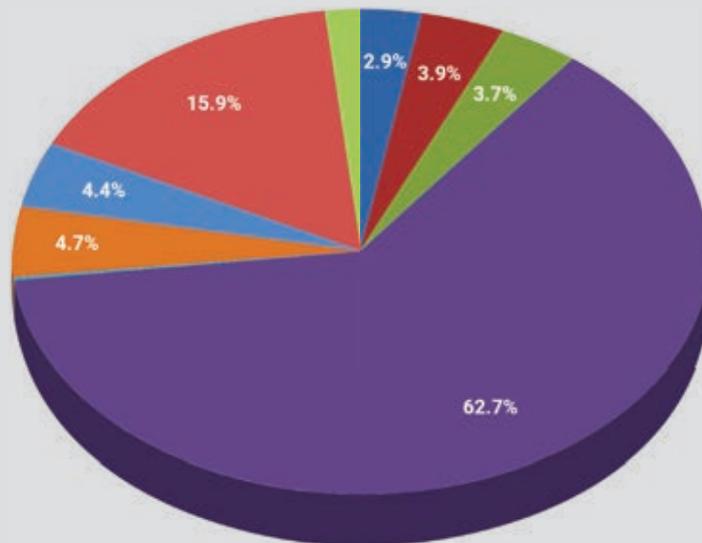
INCOME FOR YEAR ENDED 30 JUNE 2017



• Government subsidies	\$ 3,103,363.00
• Donations	\$ 205,319.00
• Interest received	\$ 239,972.00

• Other revenue	\$ 20,218.00
• Rental revenue	\$ 23,177.00
• Residents fee	\$ 1,485,699.00

EXPENSES FOR YEAR ENDED 30 JUNE 2017



• Administrative expenses	\$ 139,716.00
• Cleaning & laundry expenses	\$ 189,029.00
• Depreciation expenses	\$ 180,043.00
• Employee expenses	\$ 3,063,921.00

• Finance cost	\$ 10,735.00
• Food & beverage expenses	\$ 229,117.00
• Occupancy cost	\$ 216,340.00
• Contract services expenses	\$ 778,718.00
• Other expenses	\$ 82,094.00



THE GARDENS FORM AN IMPORTANT PART OF THE LIFE OF THE RESIDENTS



BIRTHDAYS



20



BIRTHDAYS



CELEBRATIONS



Father's Day



Commemoration

2017.04.13

CELEBRATIONS



Mother's Day



20th of August celebration



Celebration of Arpad's birthday

DAILY ACTIVITIES



ENTERTAINING PERFORMANCES



Our enthusiastic volunteers's- Pityu & Eva- musical performance



Our enthusiastic volunteers's-Imre & Nusika- musical performance

201



The Gyöngyösbokréta Group performed a traditional dance

OPEN DAY



Minister Alan Tudge joined us for the official opening of the extended high care section.



Mr. Tudge chatted with the residents



Mr. Tudge and our President Mr. Fritz officially opened the new wing by cutting the ribbon.

HAPPY HOUR



SANTA



CHRISTMAS





ÁRPÁD AGED CARE FACILITY

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