



Árpád Aged Care

ANNUAL REPORT

2018

Árpád Aged Care Facility
2018 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 Horváth** 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

www.arpadagedcare.com.au

Email: arpad@arpadagedcare.com.au



ZOLTÁN FRITZ



JÁNOS BODÓ



JUDY HAJDU



JUDITH JURICKAY



MARY-ANNE CARMODY



MIHÁLY LACZKÓ



OLGA VETŐ



ILONA BENEDEK



BALÁZS BARTHA



BALÁZS MARICZKY



ZSÓFIA NEMES

REPORT FROM THE COMMITTEE 2018



The new committee began its work after the AGM. With his previous experience our new President Zoltan Fritz had new plans which will be implemented in due course. Committee meetings were held regularly, providing active support to the administration of Arpad.

Our **Administrative Secretary Kitti Horvath** continued to run the business of the Committee efficiently. She talked warmly to residents who appreciated her interest in them. She helped with their activities getting to intimately know the work of the facility. Implementing suggestions from the Committee she distributed small gifts to the residents on special occasions. It is with regret that we accepted her resignation when she took on a position in the Arpad office. We are sure she will make a most worthwhile contribution in this role also.

During the year **certain issues have been addressed** in the facility. Home Care is proceeding and it is hoped that with the training of staff members and attendance at seminars, it will be instituted soon. The Fire safety upgrade of the buildings was completed satisfactorily.

The **Manager and staff** are to be congratulated on the successful accreditation of the Facility. The Accreditation Agency was in attendance in September so it was a stressful time for staff but the positive results are to be commended.

Father Laczko offered to produce the Arpad News and the information was thus presented in a most professional, interesting manner. We thank him for his contribution.

Day care is still being considered and will gain greater emphasis when the pressures of accreditation are no longer present.

Balazs Mariczky is to be thanked for developing our new website. Kitti Horvath has actively managed Facebook and the website so that the wider community has been regularly informed about activities in Arpad.

The **Committee is to be thanked for its commitment** and dedication to the service of Arpad. During the year we farewelled Zsofia Nemes as she returned to Hungary. At the end of the year we were sorry that Committee Members Mary-Anne Carmody and Balazs Mariczky did not stand for re-election. Their hard work and thoughtful contributions will be sorely missed.

Judy Hajdu
Secretary

COMMITTEE MEMBERS



ZOLTÁN FRITZ | PRESIDENT

Zoltán has been a committee member since 2003 and was President for 7 years. Zoltán is a lighting engineer and has managed his own business for over 30 years. His interest in the Árpád ACF developed when his mother was a resident and he realized the full benefits of the organization.



JOHN BODÓ | VICE PRESIDENT

John joined the committee in 2017 and was elected Vice President in 2018. He has 40 years experience in management and management education. He also has been an active member of the 1956 Hungarian Freedom Fighters Association.



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 Arpad Hostel 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.



JUDITH JURICKSKAY | TREASURER

Judith has over 30 years experience in the field of accounting and office management. Over that time she has held a number of volunteer positions both as Treasurer and President of various sporting associations. She brings these experiences to help achieve a positive and forward looking future to the Árpád community.



MIHÁLY LACZKÓ | COMMITTEE MEMBER

Mihály joined the Committee in 2017 and since then he has been editing the Árpád Híradó. He is a Hungarian Catholic migrant chaplain in Melbourne and conducts mass regularly at Árpád. He therefore has the opportunity to interact with the residents. He has been a priest for more than 20 years in Hungary. There he headed the 'Social Services Office' in the Vac Diocese.



ILONA BENEDEK | COMMITTEE MEMBER

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 missed her 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.



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.



BALÁZS MARICZKY | COMMITTEE MEMBER

Balazs is the newest committee member who joined the team in 2018. He successfully runs his graphic design business and is happy to assist Árpád with any design advise or solve any IT issue. Balazs regularly serves the wider Hungarian Community with his voluntary design works. His experience in business will benefit the Arpad committee greatly.



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. Her professional knowledge is particularly useful to the Committee.



ZSÓFIA NEMES | COMMITTEE MEMBER **UNTIL JUNE 2018**

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.

PRESIDENT'S REPORT



ZOLTÁN FRITZ | PRESIDENT

Zoltán has been a committee member since 2003 and was President for 7 years. His interest in the Árpád ACF developed when his mother was a resident and he realized the full benefits of the organization.

PRESIDENT REPORT AGM 2018

Good afternoon,
My apology, I am unable to attend the AGM. Welcome and thank you for your attendance of this the 2018 AGM.

This year has again been very busy at Arpad for both the Manager and the Committee.

Hella and her team again excelled in the performance of their duties, achieving 44 from a possible 44 standards thus attaining re-accreditation for a further 3 years.

The Home Care aspect of Arpad is ready to commence, pending on finding an experienced manager. The last financial year was again profitable which our Treasurer will report.

The coming year will also be busy as 7 Garrison Grove was donated to Arpad by the late Mr&Mrs Simko making the redevelopment of the northern side a priority.

We are in the process of negotiating with Knox Council for possession of the eastern end of Garrison Grove which is our property line thus providing land for further development.

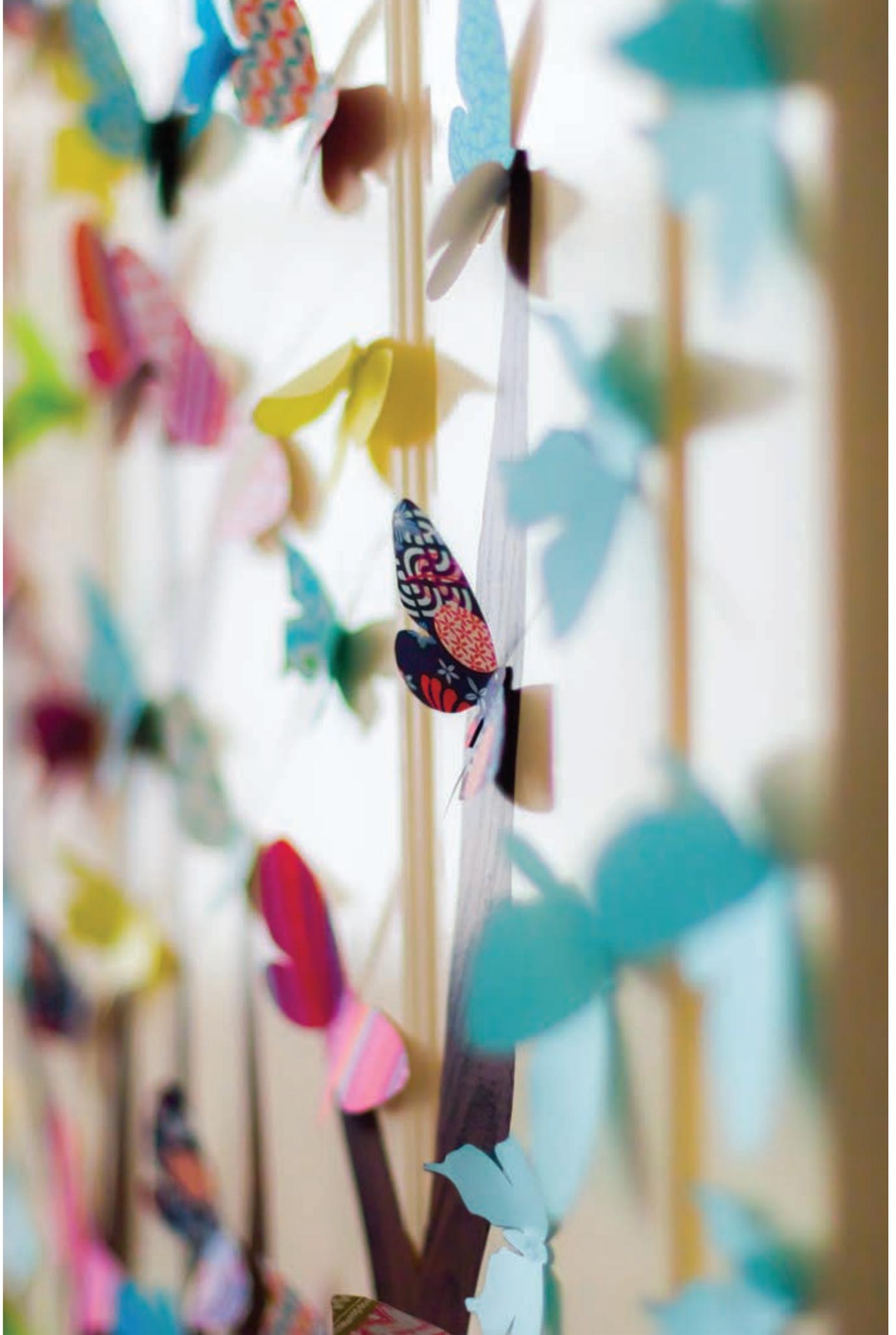
When this matter come to a conclusion and we know exactly how much land is at our disposal, we can commence with the design of additional buildings for more beds, new facilities and car parking. To enable these plans to proceed all the northern units are on short term rental only.

As our buildings are ageing, maintenance is becoming a larger issue than in the past. It requires a review of the management of our maintenance plans, and the related budgeting.

ACKNOWLEDGEMENTS

Our ongoing thanks and gratitude to Hella and for all of her staff, for the excellent work, providing care for the residents. Special thanks to all the volunteers for the continued donation of time and energy and the support for the residents. We are thankful for all the generous financial donations. It is a great help to provide improved care for the residents. To my fellow committee members, thank you for your time, expertise and your contribution to the committee. A very big thank you to Kitti, our committee secretary for her good work.

Zoltan Fritz
President



MANAGER'S REPORT



HELLA SZILÁGYI | MANAGER

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

2018 was again a busy year at the Árpád Aged Care Facility with many challenges and much hard work.

ACCREDITATION

The Reaccreditation of the Árpád Aged Care Facility took place from 27th to 28th August. Over two days two assessors looked at our policies and procedures and how we implement them against the 44 standards. For the first time they talked with residents who are suffering from dementia. For the first time the documentation was not as important as the opinions of the residents and the observations of the assessors. At the end of the second day together with the residents we listened to the recommendations of the assessors.

On the next day we all had a glass of champagne to celebrate the success of the reaccreditation giving us approval and compliance for another three years. I wish to thank the residents, their relatives and our staff for their loyal work and support not only at the time of accreditation but at all times. That is why we are proud of our Árpád family.

STAFFING

At present we have 52 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.

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.

At present there are twelve active volunteers helping out at the Facility. They conduct bingo sessions, play music or chat with our residents.

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 for the residents. 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 government requirements. We would also like to increase our residents' comfort as well as improve their surroundings. We have continued the refurbishment of low care (Duna section) rooms and fifteen rooms have already been renovated. These rooms are now the equivalent of the high care rooms. A new and modern fire safety system has also been installed, quite a big project.

We will soon start the "home care" program for which we have received approval. We will be able to care for elderly Hungarians in their own homes. The government's program allows 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 be such a service that clients can choose. Because of accreditation, home care has been put on hold, but now it will be in the forefront of our activities.

In the media there is much talk about problems in aged care. The few facilities with problems have influenced the majority of homes that are providing good care. The government is continually proposing new regulations and projects sometimes without appropriate consultation with the providers or the consumers. We know that from 1st July 2019 new standards will be implemented. In summary, the residents will be able to decide what they would like, thus fostering their independence, even though such decisions might involve risks. There is no mention of the funding that will make this new approach viable. The next 8-10 months will be interesting and quite stressful. Our only advantage is that we have just received our reaccreditation so in three years' time the government requirements will be clear and we will not be amongst the first facilities to be reaccredited under the new standards.



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 support plan. Thirteen people are on the waiting list for units, as four units are not available. There are 59 who want to come into low care and 4 who want to come into our high care section. On the new list there are 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. 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 Árpád Aged Care Facility we also have two respite rooms, but the Aged Care Assessment/Support Plan is also required for the use of these rooms. The rooms are used as a guest room for some weeks in order to get to know what life is like at Árpád.

The Aged Care Assessment team assesses and provides approvals 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 develop 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. If you are interested in this service, please contact us.

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 have 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.

Our grateful thanks also go to every member of the Committee for their voluntary work throughout the year. We thank Mary-Anne Carmody and Balazs Mariczky for their contribution and I wish them well in the future.

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. Here I would also like to remember the Simko couple, who left their house to Árpád in their Will. With this gift they have greatly increased the value of the Facility and provided the opportunity for further expansion in the future.

TREASURER'S REPORT



JUDITH JURICKSKAY | TREASURER

Judith has over 30 years experience in the field of accounting and office management. She brings these experiences to her role as Treasurer at Arpad.

This annual finance report shows a steady 15% operating Profit for Arpad Aged Care.

The pie chart shows that the main expense over 70% is employee salaries that reflects the aim of management and the committee to provide the best quality care for all residents at the facility. This is an aim we all resolve to uphold regardless of the expense.

The future provides management and the committee with a number of challenges that will have a bearing on our financial viability.

IMPLEMENTATION OF HOME CARE

This is a very competitive field and providing a caring and quality support in a profitable way will be challenging to both management and committee.

MAINTENANCE

As the original buildings of the complex are now over 25 years old there is a need to attend to some major maintenance issues. Also the low care rooms are being converted to high care as they become vacant. Steps are being taken to achieve this in the best and the most cost effective way.

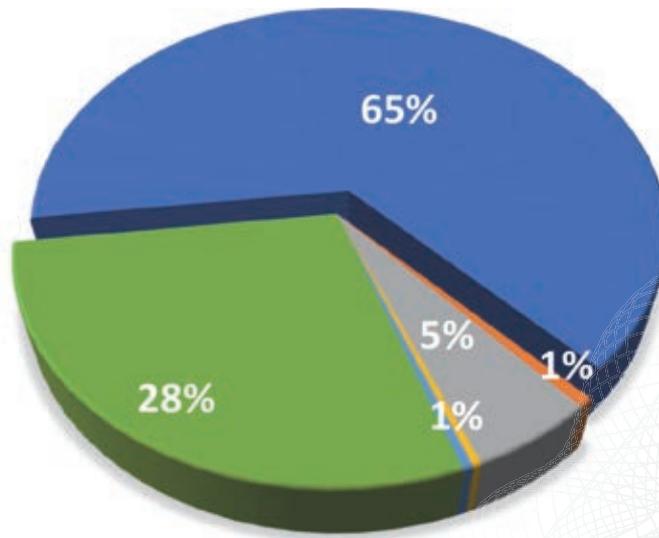
FUTURE DEVELOPMENT

As the committee plans to further develop the facility by utilizing the land currently occupied by the free standing units, a decision was made not to release them to new members as they become vacant. Just this financial year 3 units are no longer occupied by bonded members. Income is currently generated by letting the units on a casual basis.

Regardless of these challenges management and committee aims to continue to deliver the best result and services to all the residents and members of Arpad Aged Care.

FINANCIAL REPORT

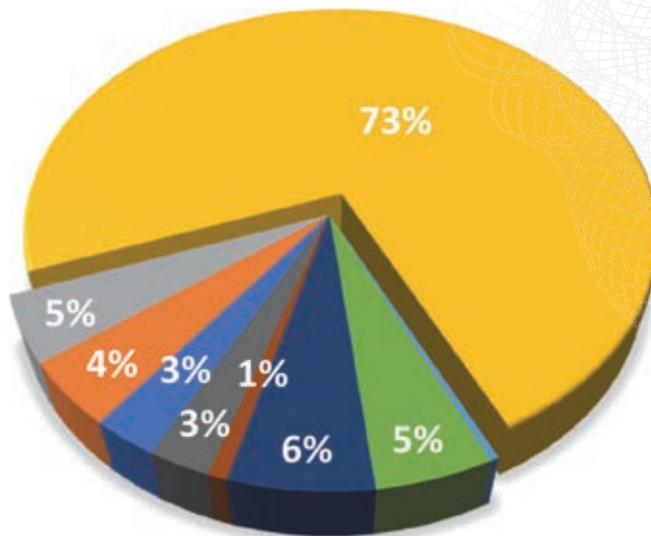
INCOME FOR YEAR ENDED 30 JUNE 2018



• Government subsidies	\$ 3,227,057
• Donations	\$ 33,101
• Interest received	\$ 269,790

• Other revenue	\$ 18,496
• Rental revenue	\$ 21,962
• Residents fee	\$ 1,415,812

EXPENSES FOR YEAR ENDED 30 JUNE 2018



• Administrative expenses	\$ 119,705
• Cleaning & laundry expenses	\$ 188,143
• Depreciation expenses	\$ 194,005
• Employee expenses	\$ 3,104,488

• Finance cost	\$ 15,747
• Food & beverage expenses	\$ 214,434
• Occupancy cost	\$ 262,853
• Contract services expenses	\$ 35,306
• Other expenses	\$ 113,074



ÁRPÁD STAFF 2018

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Agnes Alexy
 Katalin Apathy
 Christensen Joy Barcelona
 Jobin Carmel George
 Kissy Carriaga
 Edit Czanik
 Mariana Dan
 Judit Danko
 Valeria Der
 Julianna Dworszki
 Rozalia Erdosi
 Pramila Lowra Eugene
 Eva Ezsol
 Beata Fabian
 Agnes Feher
 Karen Gibson
 Csabane Hamar
 Anita Hornyakne Laczko
 Kitti Diana Horvath
 Tamara Izman
 Yoon Jeessoo
 Mary John

Asmita Kandel Sapkota
 Harpreet Kaur
 Mi Young Kim
 Robert Kovacs
 Yuen (Ching) Lee
 Erica Lerinc
 Diana Levai-Dani
 Jessica Yang Liao
 Krisztina Lo Piccolo
 Livia Mentus
 Kris Montecillo
 Virginia Muresan
 Eva Nemere
 Agnes Novak
 Ildiko Orsos
 Dorota Pachacz
 Maria Padlan
 Eva Peto
 Tamas Piroaska
 Judit Preczekjan
 Katalin Samu
 Laxmi Sapkota

Chimby Marie G. Schulz
 Eموke Scully
 Harbhinder Singh
 Marianna Sipka
 Daniel Sobota
 Gail Stephens
 Laszlo Svak
 Szilvia Szaka
 Anna Szalkai
 Hella Szilagyi
 Krisztina Temesi
 Nisha Thomas
 Timea Vadasz
 April Anne Valde
 Ildiko Vargane Fulop
 Yayi Wang
 Qingjuan (Wendy) Wang
 Jinghan (Jenny) Wu
 Erzsebet Zambori
 Izabela Zavarko
 Qiran (Rachel) Zhang



SUPPORTERS 2018

FOR THEIR GENEROUS DONATIONS ÁRPÁD WISHES TO THANK

Peter Agardy
 Suzanna Agardy
 Ion Almajan
 Nella Almajan
 Violica Almajan
 Elizabeth Bordieri
 Valeria Brenner
 Steven & Yvonne Cseke
 Margita Dancinger
 Karoly Erdos
 Ilona Fenyvesi
 Sue Harmer

Tibor Hernyak
 Dr Eva Herold
 Magdolna & Imre Hidas
 Magdolna and Andrea Horvath
 Klara Ilyefalvy
 Julianna Jando
 Magdalena Klopfer
 Endre Kocsis
 Maria Czegledi & Elizabeth Demeter
 Peter Martonhelyi (Margaret M)
 Martonhelyi family
 Piroska Moody

Andras Pal
 Katalin Pritz
 A&M Rozek
 Maria Sarnyai
 Christina Serfozo
 Rita Sully
 Ilona Surjan
 Margaret & Szilveszter Szugyi
 Barna Takacs
 Mike Toth
 Tuz Family
 Charles Varga

WE GRATEFULLY ACKNOWLEDGE THE TEAM OF VOLUNTEERS IN 2018

Katherina Bodo
 Roza Bogar
 Maria Calati
 Istvan Hangodi

Suzanne Harmer
 Julia Ivic
 Eva Kulic
 Imre Nagy

Julianna Nagy
 Robin George Raju
 Louisa Rigo
 Maria Sarnyai

Susan Sheaffe



GARDENS





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





BIRTHDAYS







Dr. István Mikola Hungarian Ambassador's visit

CELEBRATIONS



Father's day



Mother's Day



International Women's Day

CELEBRATIONS



20th of August celebration



15th March



DAILY ACTIVITIES





Imre Nagy



János Lackfi poet

ENTERTAINING PERFORMANCES



Egri Pincészínház



Garden World



Grant's Picnic

EXCURSIONS



Springvale Cemetery

2018.03.22



Playing cards



Pet Therapy

HAPPY MOMENTS



Carnival



SANTA







CHRISTMAS







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www.arpadagedcare.com.au