



Árpád Aged Care

ANNUAL REPORT

2019

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 **Éva Kövesdy**

Photography by **Zsuzsanna Kollár** and **Balázs Mariczky**

Design and Pre-press by **Balázs Mariczky**

MISSION STATEMENT FOR ÁRPÁD AGED CARE FACILITY (ACF)

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

REPORT FROM THE COMMITTEE 2019

The Committee started its work in November 2018. It was to be an unsettled period as issues of maintenance arose and had to be resolved. Major problems were identified but these were then addressed during 2019. The area at the back of the building will have a new pathway and new gardens to be completed in January 2020.

As required by the Manager's Contract, a review of her work was conducted. The Manager was fulfilling her role admirably to the satisfaction of the Committee. However, it was recognised that the Manager wanted guidance on strategic development. As a result, sections of the Hungarian community were surveyed about their vision for the future of Árpád.

The most important challenge for the year was set by the Australian Government Aged Care Quality Agency. By 1 July 2019 each aged care facility had to develop a new set of Aged Care Quality Standards, requiring consumer input and self-assessment. There was now also a Standard "Organisational Governance" that had to be formulated by each Board or Committee. With the assistance of the staff our Committee was able to develop and relate the various aspects of this standard to Árpád's Committee.

Further, after studying references and attending seminars the Committee listed their Principles for Effective Committees. A Committee Manual was also compiled with the efficient help of our new Administrative Secretary, Zsuzsa Kollár. Her initiative and precision are most valuable for the positive working of the Committee. She has become friends with many residents and is popular when she distributes the Committee's gifts on special occasions.

It was with sadness that the Committee had to accept the resignation of Father Laczkó early in the year and then of the President Zoltán Fritz due to ill health. Our Vice-President János Bodó also found it necessary to stand down. The Committee whole-heartedly thanks these members for their dedicated commitment to Árpád. With the support of Committee Members, the Secretary, Judy Hajdú, took on the role of leader until the Annual General Meeting, when she resigned.

The Committee always has the best interests of Árpád and its residents in mind when planning and making decisions. It has great respect for the administration and staff of Árpád who make the facility such a warm and caring home for elderly Hungarians.

Judy Hajdu

COMMITTEE MEETINGS

There were eight meetings held between October 2018 and October 2019.

COMMITTEE MEETINGS ATTENDANCES IN 2019

Committee Members	Meetings attended	Leave of absence
Zoltán Fritz*	3	2
János Bodó**	4	
Judy Hajdú	8	
Judith Juricskay	7	1
Balázs Bartha	7	1
Ilona Benedek	8	
Chrisztina Janka***	3	1
Fr Mihály Laczkó#	2	
Olga Vető	8	

* Resigned in July | ** Stood down | *** Co-opted in May | # Resigned in February

COMMITTEE MEMBERS



ZOLTÁN FRITZ | PRESIDENT RESIGNED IN JULY

Zoltán has been a committee member since 2003 and was elected President in 2008. 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 LEFT THE COMMITTEE IN APRIL

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 / ACTING PRESIDENT

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.



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 Árpád.



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.



CHRISTINA JANKA | COMMITTEE MEMBER

Christina's professional training was in secondary teaching and translation. There is a strong Hungarian background from younger years as a Hungarian scout. Working years were spent in schools, migrant centres, overseas language schools (Munich), the corporate sector and recently 10 years of (lifestyle) diversional therapy at Villa Maria, Mercy Health and Tabulam and Templar. She has served on various community committees (National Trust, German/Australian Welfare) over 20 years and reared a large family of six children.



MIHÁLY LACZKÓ | COMMITTEE MEMBER RESIGNED IN FEBRUARY

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.

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 16 years.

Once again 2019 was a busy year at Árpád with many challenges and tasks. As it's been a difficult year, I am hoping that following this meeting we can look forward, with renewed energy to a productive 2020. It is important to elect qualified members on to the Committee who can understand and become familiar with the new standards in Aged Care.

I am very proud to announce that this year Aged and Community Services Australia (ACSA) Provider of the Year awards in Victoria Árpád was among the three finalists in the aged care category. I am also pleased to announce that we made \$1,000,000 profit for the year while other service providers run their facilities at a loss. I pay particular attention to financial matters and ensure that we receive the maximum support from the Government.

ACCREDITATION

The Árpád received an inspection on 20 May where the inspector found everything in order. From 1 July the new standards were introduced, and everything was turned upside down. For the last eight months we concentrated on re-writing everything to meet the new requirements. All documentations had to be reformatted. The aim is to put all the emphasis on the residents. The Committee will also have a major task in understanding and operating in light of the new standards – one of important rules is to steer Árpád along the paths of the positive effects of a cultural diverse facility. It has become imperative that the Committee's collective quality improve.

Árpád needs committee members who understand strategic planning, risk management and compliance, finance, people with experience in health management, governance relations, knowledge of the role and responsibility and operations of a committee, include stakeholder management and open-disclosure. To keep continuous development and review in focus. It is important that the Committee understand and follow the new requirements of the government.

STAFFING

The Árpád has 54 staff of which only half are Hungarian. We always need Hungarian speaking nurses and personal carers and with Government support we can organise new staff members for further training. We have a very good team who not only perform their duties diligently, but continually update their skills to enable them to provide a better care for the residents.

Currently we have 12 volunteers who organise activities such as bingo or come and play music or simply have a chat with the residents.

CONTINUOUS IMPROVEMENT PLAN

We have worked very hard to achieve our aims set for the year. We continually improve to ensure a better future. One of the main improvement plans is to do with the paperwork and how we can meet the government requirements while improving the quality of care, comfort and environment for the residents. It is important to commence building – at least 30 rooms should be built as only successful facilities have a future.

The upgrade of low care (Duna section) rooms is continuing, altogether 20 rooms have been upgraded. Currently the improvement of the back garden/yard is progressing so that residents can safely walk outside or just enjoy the fresh air.

It is one year ago that I mentioned the planned changes and those following the Aged Care Royal Commission will be aware of what has been happening. The Royal Commission's interim report has been released and their timeline has been extended for one more year therefore the final report will be released at the end of next year from which more information and recommendations will be released. I would like to highlight 3 things from the 900-page report:



- Release more high-level Home Care packages as more than 120,000 elderly are waiting for assistance;
- Remove young disabled people from aged care facilities;
- and Review of medication administering

WAITING LIST

There are 13 people waiting for units after updating the list and Unit 4 is not available; 59 people are waiting for low care while 4 are on the high care waiting list – the updated list has 63 names on it. Anyone who would like to be added to the waiting list, please call us for more information or visit our website. A requirement from the Government is that anyone who would like to be included on the waiting list must have an Aged Care Assessment or have a Support Plan. Árpád has rooms available for respite/guest room, however the same requirements are needed to be able to be admitted. The Aged Care Assessment team will enable people to access Home Care, that is various services provided in their home which can include personal care, cleaning, etc.

SPIRITUAL PROGRAM

The Roman Catholic and Reform Church pastors Father Mihály Lackó and Rev. Csaba Dézsi hold regular church services at the home.

ACKNOWLEDGEMENTS

We gratefully acknowledge all our dedicated staff who have ensured that the residents' life is made as comfortable and pleasant as possible. As I have mentioned before we have a very good team working in the facility which is reflected in the positive achievements.

I would like to thank our volunteers who help the residents in many ways in their everyday life, and as an appreciation for their efforts, as we do every year, we held our traditional volunteer's lunch at the end of November.

We urgently need more volunteers who may be able to spend half days per week in the high care (Tisza) unit where the residents have a great need for understanding and for someone to listen to them. We also need volunteers who can take residents to various appointments.

I would like to thank the Committee for their voluntary work. A special thanks to the people who supported the Árpád this year with their donations which mean a lot to us as it is because of their generosity that Árpád can advance and be further developed. I would like to thank the people who remember Árpád in their bequests and those who donate to Árpád in lieu of a floral tribute.

Hella Szilágyi



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 Árpád.

Our statement of account shows a healthy increase in profit even if we take out the valuable property bequeath to the Society, by The Estate of Margit Simkó.

It shows that we run our age care not only well and with compassion but profitably. This is attributed to our Manager Hella and her staff to whom we owe our thanks and gratitude.

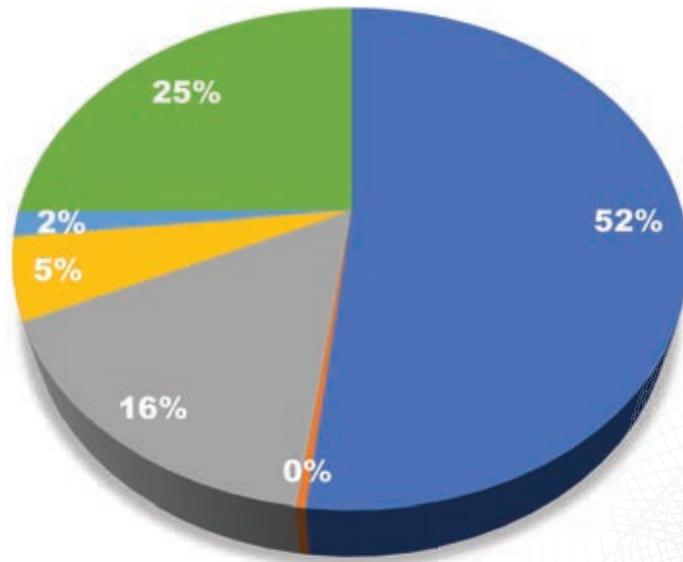
The pie charts can give a clear picture of the distribution of our income and expenditure highlighting the emphasis given to caring for our residents by the bulk of our expense going on staff, food and cleaning services.

However, accumulating profit while it looks good on paper, only serves the banks and we have to do more to make the money to work for us and plan for the future. More work has to be done by the Committee and management to improve services by:

1. Implement **Home Care**, the launch of which is still in limbo;
2. Keep up with **maintenance** of the current buildings; and
3. Make **plans for development** that will serve the future needs of an ageing community, where the criteria for choosing age care facility are rapidly changing.

FINANCIAL REPORT

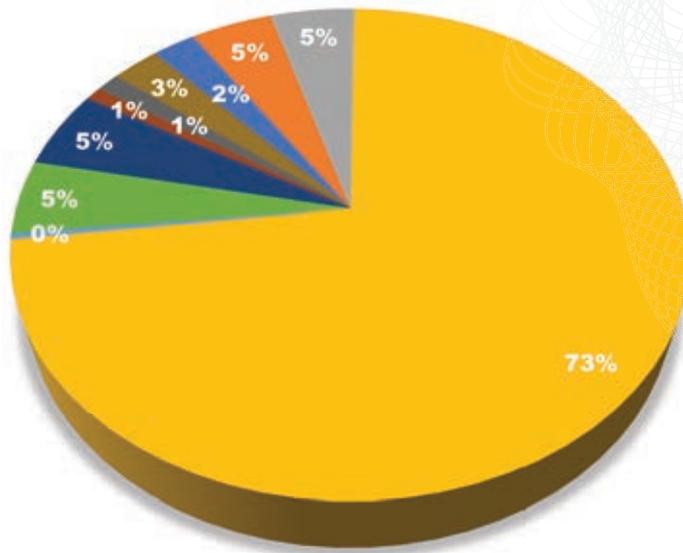
INCOME FOR YEAR ENDED 30 JUNE 2019



• Government subsidies	\$ 3,429,446
• Donations	\$ 24,600
• Bequest	\$ 1,053,298

• Interest received	\$ 351,942
• Other revenue	\$ 102,600
• Residents fee	\$ 1,662,684

EXPENSES FOR YEAR ENDED 30 JUNE 2019



• Administrative expenses	\$ 111,931
• Cleaning & laundry expenses	\$ 209,297
• Depreciation expenses	\$ 216,356
• Employee expenses	\$ 3,300,489
• Finance cost	\$ 16,584

• Food & beverage expenses	\$ 218,886
• Occupancy cost	\$ 236,831
• Land transfer expenses	\$ 40,705
• Contract services expenses	\$ 59,213
• Other expenses	\$ 121,224



ÁRPÁD STAFF 2019

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Alexy Ágnes
 Alexy József
 Apáthy Katalin
 Bagasin Kathleen
 Barcelona Christensen Joy
 Carmel George Jobin
 Carriaga Kissy
 Czanik Edit
 Dadivas Caroline
 Dan Mariana
 Danka Judit
 Dworszky Julianna
 Erdósi Rozália
 Eugine Pramila Lowra

Ezsol Éva
 Fabi Alixxa
 Fabián Beáta
 Fehér Ágnes
 Gibson Karen
 Hamar Csabane
 (Magdi)
 Hever-Szabó Beatrix
 Hornyákné Laczkó
 Anita
 Horváth Kitti Diana
 Izman Tamara
 John Mary
 Kandel Sapkota Asmita

Kaur Harpeet
 Kaur Simarjit
 Kim Mi Young
 Kollár Zsuzsanna
 Lee Yuen (Ching)
 Lerinc Erica
 Lévai-Dani Diana
 Liao Jessica Yang
 Lo Piccolo Krisztina
 Mentus Livia
 Montecillo Kris
 Muresan Virginia
 Nisha Thomas
 Novák Ágnes

Orsós Ildikó
 Pachacz Dorota
 Pető Éva
 Piroska Tamás
 Preczekján Judit
 Samu Katalin
 Schulz Chimby Marie G.
 Scully Emőke
 Seno Kristy
 Singh Harbhinder
 (Harry)
 Sipka Marianna
 Stephens Gail
 Svak László

Szaka Szilvia
 Szalkai Anna
 Szilágyi Hella
 Temesi Krisztina
 Valde April Anne
 Vargáné Fülöp Ildikó
 Wang Yayi
 Wang Qingjuan
 (Wendy)
 Wu Jinghan (Jenny)
 Zámboi Elizabeth
 Zavarko Izabela
 Zhang Qiran (Rachel)

REGULAR DOCTORS

Regular doctor's: Dr Éva Harold – for 20 years; Dr Imre Sággy for 14 years.



SUPPORTERS 2019

FOR THEIR GENEROUS DONATIONS ÁRPÁD WISHES TO THANK

Judith & Louis Gebhárt
Árpád Gémes
Isabella Győri
Sue Harmer
Magdolna & Imre Hidas

Family Jandó
Julianna Jandó
Estate of the late Helen Klepác
Piroska Moody
Róza & Lajos Oláh

Katalin Pritz
Christina Serfőző
Charles Varga

WE GRATEFULLY ACKNOWLEDGE
THE TEAM OF VOLUNTEERS IN 2019

Róza Bogár
István Hangodi
Júlia Ivic

András Kövesdy
Éva Kövesdy
Éva Kulic

Imre Nagy
Julianna Nagy
Louisa Rigó

Maria Sarnyai
Alexandra Kalocsai KCSP

KCSP 2019



ALEXANDRA KALOCSAI | KCSP SCHOLARSHIP HOLDER

I am Alexandra Kalocsai, the 2019 scholarship holder for Árpád Aged Care Facility (ACF)

When I found out that I was the recipient of the scholarship, lot of emotions swirled in me: gratitude, challenge, curiosity. After processing these thoughts, this was going to be a great test for me, as to how to pack my „life“ for half a year in a 30kg baggage. All I knew about Melbourne was that it has a large Hungarian community.

The first month was taken up with getting to know my workplace, accommodation, road laws, etc. It was very strange to drive on the opposite side of the road to what I was used to. I started my work at Árpád ACF on 1 July 2019. My position was to work in lifestyle. Overall the programs are thematically organised daily for the residents. Residents like to remember the „old times“ and for them the most important treasure is the maintenance of the Hungarian identity which the staff place great emphasis on. When I introduced myself to the residents and explained the essence of the KCsP program, they were very pleased and grateful that the “mother country” cared for them in such a way. The mornings start with exercises followed by group activities, various presentations and games until 4 in the afternoon.

The facility is surrounded by a beautiful garden, which some residents take care of. This helps in making the facility more home-like. The garden is also looked after by volunteers. Resident’s birthdays are always celebrated with a cake, a fruit basket followed by everyone singing. The programs also include celebration of all important events/days. These are usually done with the inclusion of the residents. It is important to include the residents as they make the event their own and feel involved in the programs. On these occasions, relatives often visit and become the audience.

I think my most important role, was at the end of the KCsP program, when I got to know the residents better, therefore I think it’s a good idea that the program in 2020 will be extended to 9 months.

The facility is dedicated to maintaining and fostering Hungarian culture. This is important for those residents who once emigrated and are now elderly spend the days in familiar surroundings. Most staff are Hungarian and thus the residents can talk to them in their mother tongue. It is a fact that for someone who has lived far from their country, this is a huge gift.

Less than 1 kilometre away from the Árpád is the Hungarian Community Centre. The Centre is an important complex for the Hungarian community. Various programs are organised here, including commemorations, cultural programs and festivals.

The KCsP scholarship holders organised Saint Stephens (Szent István) day, October 23 commemoration, which I am proud to say was performed to a full house audience. We took part in the organisation, particularly in planning of number of programs, including setting up and decorating the halls, serving and preparing meals. These were valuable occasions for the scholarship holders to get to know each other and form new relationships. There were 7 scholarship holders in Melbourne. They worked with the dance groups, Hungarian schools, the scouts, and teaching music. As mentioned above, various programs were organised by the scholarship holders.

Australia’s natural wonders are amazing and unmatched. We toured as often as it was possible. We appreciated the huge distances when we came face to face with them.

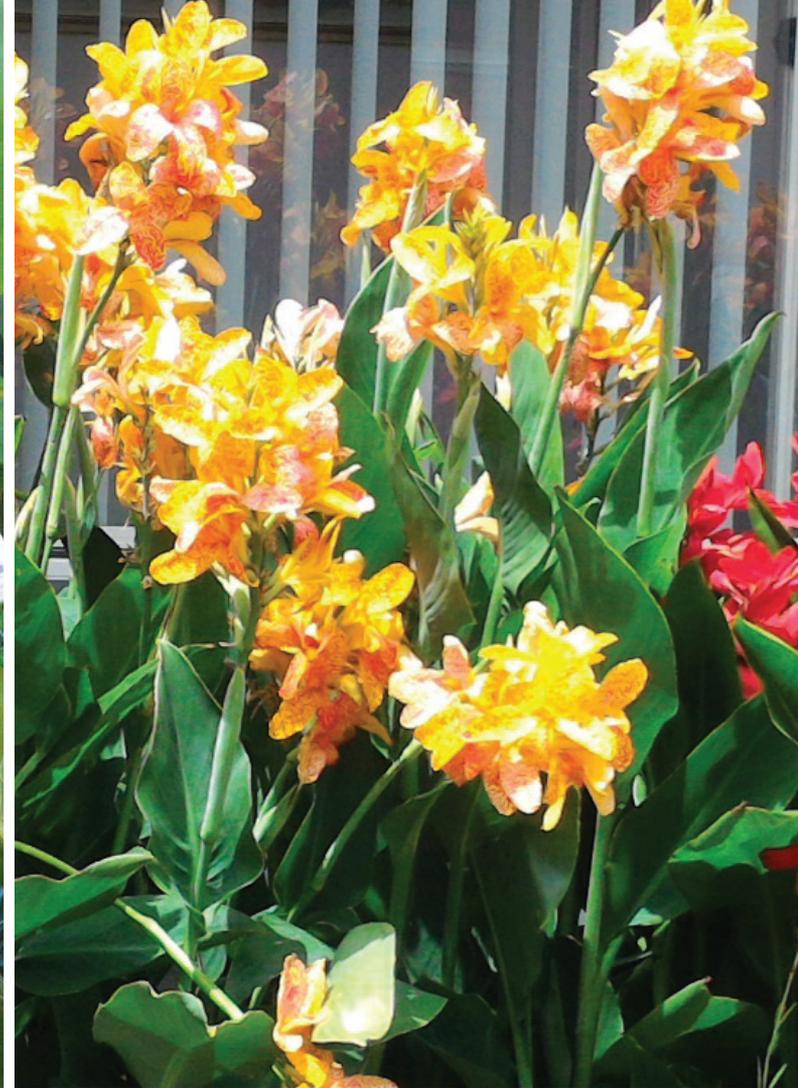
The last program we took part in the Santa Clause Picnic at the Hungarian Community Centre. We had a chance to thank all the people who helped us during our 6 months stay. I also stated that I have never celebrated Santa in 35C, which was an unforgettable experience for me. The Australian experience has also change me personally. My national awareness increased, I gained a lot of experience, new acquaintances and friends were made.





GARDENS







CELEBRATIONS







BIRTHDAYS







SANTA





CHRISTMAS





DAILY ACTIVITIES







EXCURSIONS





HAPPY MOMENTS





ENTERTAINING PERFORMANCES





KCSP





ÁRPÁD AGED CARE FACILITY

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