



Árpád Aged Care

ANNUAL REPORT

2021

Árpád Aged Care Facility
2021 Annual Report





Árpád Aged Care Facility ("Árpád") was established in 1994 to meet the needs of an ageing Hungarian population. Built in 1994, and fully government accredited, it has 62 low and high-care-level rooms and 10 independent villa units, enabling it to provide transitional care from independent living through to low and high-level care. Árpád is a short walk from the Wantirna Mall Shopping Centre and is only a few minutes from the Hungarian Community Centre and the ecumenical St István Church.

The report was compiled by **Éva Kövesdy, Mary-Anne Carmody, Zsuzsanna Kollár**
Photography by **Zsuzsanna Kollár** and **Árpád Lifestyle Team**
Design by **Balázs Mariczky**

MISSION STATEMENT FOR ÁRPÁD

Is to ensure that our residents receive appropriate high-quality care in appropriate and safe surroundings that are tailored to their individual needs. We strive to achieve a meaningful, pleasant and relaxed lifestyle for our residents.

OUR VALUES

HONESTY

We believe in truthfulness and sincerity in how we engage and communicate with residents, families, representatives, staff and volunteers.

INTEGRITY

We adhere to strong moral and ethical principles that underpin our decision making and build trust with residents, staff, representatives and families.

POSITIVE LEGACY

We recognise our residents, communities, families, staff, and volunteers and the valuable contribution they have made, and we will build on these foundations to respect the legacy of the wider Hungarian diaspora by securing the long term viability of the Árpád home.

CULTURAL HERITAGE

We have a strong connection to the Hungarian heritage and commit to preserving the cultural needs, values and lifestyle choices.

RESPECT

We treat our residents, visitors, families, representatives, staff and volunteers with respect and take pride in what we do.

QUALITY

We are committed to delivering the highest standard of care.

Árpád Aged Care Facility
9 Garrisson Grove, Wantirna 3152

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COMMITTEE MEMBERS



RITA SÜLLY | PRESIDENT

Rita was appointed to the Árpád committee in 2019 and was elected President in 2020. She is the Chair of the Governance sub-committee and member of the Finance, Risk and Audit sub-committee. Rita is a tertiary and Masters qualified senior executive with international and Australian corporate experience.



ÉVA KÖVESDY | VICE PRESIDENT

Éva was appointed to the Árpád committee in 2019 and was elected as Vice-President in 2020. She has been a member of the committee since 1998 with taking leave at various times. Éva is a member of the Governance sub-committee and the Public Relations and IT working group. Éva has a Masters in Applied Science – Nutrition and Public Health. Éva has been an active member of the Melbourne Hungarian community for many years.



MARY-ANNE CARMODY | SECRETARY

Mary-Anne was first appointed to the Árpád committee in 2016, and was elected Secretary in 2019. She is also a member of the Governance, and Finance, Risk and Audit sub-committees. Mary-Anne has a background in law, with Arts and Laws (Honours) degrees, a Master's degree in Management (Corporate Governance and Risk), and a post-graduate Diploma from the Securities Institute of Australia.



ILONA BENEDEK | TREASURER

Ilona was appointed to the Árpád committee in 2015 and was elected President in 2019 and then Treasurer in 2020. Ilona was the chair of the Finance, Risk and Audit sub-committee until July 2021. She is an active member of the Hungarian Reformed Church.



JENNIFER COLE | COMMITTEE MEMBER

Jenny was appointed to the Árpád committee in 2019. She is a member of the Quality and Clinical Governance sub-committee. Jenny is a pharmacist with more than 20 years' experience working in residential aged care. She has worked at Árpád and various other facilities for nearly 10 years as an independent accredited pharmacist conducting medication reviews in conjunction with the doctors and helping Árpád to meet accreditation standards.



GÁBOR JANDÓ | COMMITTEE MEMBER

Gábor was appointed to the Árpád committee in 2020. He is a member of the Quality and Clinical Governance sub-committee. Gábor has 41 years of airline transport operations experience. This includes 26 years of working with over 100 different nationalities from all parts of the world. His training covered areas of safety culture and practices, managing crew and passengers, and making time-critical decisions (both medical and operational). Resource management was an essential tool for the execution of the above tasks.



CHRISTINA JANKA | COMMITTEE MEMBER

Christina was appointed to the Árpád committee in 2019. She is the Chair of the Quality and Clinical Governance sub-committee. Christina's professional training was in secondary school teaching and translation and she has a strong Hungarian background. In the last 10 years Christina worked as a diversional therapist at Villa Maria, Mercy Health and Tabulam and Templar.



JUDITH JURICKSKAY | COMMITTEE MEMBER

Judith was appointed to the Árpád committee in 2018. She is a member of the Quality and Clinical Governance sub-committee and the Finance, Risk and Audit sub-committee. Judith has over 30 years' experience in the field of accounting and office management. Over that time, she has held several volunteer positions both as treasurer and president of various sporting associations.



ÉVA SIMÓ | COMMITTEE MEMBER

Éva was appointed to the Árpád committee in 2020. She is a member of the Finance, Risk and Audit sub-committee. Éva holds a Masters in Accounting, Bachelor of Marketing and is CPA qualified, and has a Hungarian background. Éva brings significant board and management experience, together with a detailed knowledge of aged care. Éva has held a range of senior roles in the not-for-profit sector including as CFO and most recently CEO.

COMMITTEE MEETINGS

There were 10 regular monthly committee meetings held between 26 November 2020 and 28 October 2021 and attendances are recorded below. In addition to the regular monthly full committee meetings, there was a very high level of attendance by committee members at sub-committee and other required extraordinary committee meetings during the year.

COMMITTEE MEETING ATTENDANCE IN 2021

COMMITTEE MEMBER	MEETINGS ATTENDED	LEAVE OF ABSENCE
Rita Süllý	10	
Éva Kövesdy	8	2
Éva Simó	8	2
Mary-Anne Carmody	10	
Ilona Benedek	10	
Jennifer Cole	9	1
Gábor Jandó	10	
Christina Janka	10	
Judith Juricskay	9	1

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COMMITTEE PROFESSIONAL DEVELOPMENT

Mary-Anne Carmody, Christina Janka and Éva Kövesdy visited the Mayflower Aged Care Facility in Reservoir on 1 July 2021. Mayflower has an Italian focus. Following an extensive tour of this brand-new aged care home, the Áprád representatives met with Rosa Ginevra, Chief Executive Officer of the Mayflower Group and had an opportunity to discuss the operations and future of aged care facilities. It was a valuable meeting as Rosa has extensive experience in the aged care area.

Other committee development activities are shown in more detail in the table on page 7.

	NAME	SESSION	DATE	
FEBRUARY	Ilona Benedek	ACSA Annual Finance in Aged Care Symposium	23-24 February 2021	
	Mary-Anne Carmody			
	Éva Kövesdy			
	Éva Simó			
	Rita Süllly			
	Rita Süllly	Hart2Heart Consulting - Change Management Workshop	25 February 2021	
MARCH	Jennifer Cole	ACSA Effective Clinical Governance	24 February, 2 March, 4 March 2021	
	Gábor Jandó			
	Christina Janka			
	Judith Juricskay			
	Rita Süllly	ACSA Impact & Analysis of the Royal Commission Report Online Symposium	11-12 March 2021	
	Mary-Anne Carmody			
APRIL	Rita Süllly	Governance Institute of Australia seminar Hypothetical: you have no strategy	07 April 2021	
	Ilona Benedek	Advance Governance Series Webinar: Is now the time to reset/refresh your strategy	29 April 2021	
	Mary-Anne Carmody			
	Gábor Jandó			
	Christina Janka			
	Judith Juricskay			
	Éva Kövesdy			
	Éva Simó			
MAY	Rita Süllly	ACSA 33rd National Summit – A New Age for Aged Care	17-21 May 2021 registered for 2 days	
	Ilona Benedek	Asset management – presentation by Raphael Ozsvath	27-May-2021	
	Mary-Anne Carmody			
	Jennifer Cole			
	Gábor Jandó			
	Christina Janka			
	Judith Juricskay			
	Éva Kövesdy			
		Rita Süllly	Investment strategy - presentation by Patrick Nolan	27-May-2021
	Ilona Benedek			
	Mary-Anne Carmody			
	Jennifer Cole			
	Gábor Jandó			
	Christina Janka			
	Judith Juricskay			
	Éva Kövesdy			
	Rita Süllly			
JUNE	Rita Süllly	Women on Boards / Mentoring Program	June to December 2021	
SEMESTER 1	Mary-Anne Carmody	Three Master's level subjects (1) Accounting for Managers; (2) Financial Statement Analysis; and (3) Project Management (La Trobe)		
JULY	Éva Kövesdy	LASA Roadmap to reform, Virtual forum	15 July 2021	
	Jennifer Cole	LASA Governance in Aged Care course	22/07/2021, rescheduled to 16 Sept 2021	
SEPTEMBER	Christina Janka	LASA Clinical Governance Workshop	17&24 September 2021	
	Mary-Anne Carmody	Better Boards: Running your AGM: Lessons and upgrades 2021 Webinar	17 September 2021	
	Éva Kövesdy	Conscious Governance: Mastering Strategic planning at the board level	30 September 2021	
OCTOBER	Jennifer Cole	LASA Clinical Governance Workshop	22&29 October 2021	

REPORT FROM THE COMMITTEE 2021

During the 2020-2021 year, there were nine serving committee members, seven of whom had been on the committee during the previous year. Two additional two new members joined, both with Hungarian backgrounds. Gábor Jandó came to the committee with 41 years in the airline transport industry, offering extensive experience in management, safety and risk management. Éva Simó is a qualified accountant and has significant and detailed knowledge of the aged care sector. These new additions complemented the professional skills and experience of existing committee members, making the committee well equipped to manage the challenges of 2021.

A lifting of COVID-19 restrictions gave the committee the opportunity to hold a strategic planning day in January 2021. This enabled the committee to debate and approve a new strategic plan for Árpád. This plan can be found on page 14 of this Annual Report. The committee decided that strategic goals should be: excellence in high quality, person-centred care & governance; strengthening social and cultural heritage; a highly engaged workforce; and maintaining financial sustainability. Presentations about the new strategic plan were made to residents, families and other stakeholders in April 2021.

Ongoing lockdowns hindered implementation of the strategic plan, and even the ability of non aged care workers to visit the facility, but a number of improvements can be highlighted. The facility's ageing heating unit was replaced, the NBN rollout to the facility was completed, and clinical care software was selected to replace the then current paper based clinical records system. The expected accreditation process was delayed by government, and as of the writing of this report, has not yet commenced.

The regulatory background to aged care is always front of mind for the committee. The committee monitored the progress of the Aged Care Royal Commission and its May 2021 final report and recommendations, and takes an active role in monitoring compliance with the Aged Care Quality Standards and continuous improvement processes. In this regard, the facility was fortunate to make an exceptional, albeit temporary, appointment in Lucky Vattathara Hariharan, a nurse with a work background in the Aged Care Quality and Safety Commission, whose contribution to the facility grew and became indispensable as the year advanced. Lucky has now relocated to Queensland and we wish her the best.

The technological communication know-how developed during 2020 was relied on extensively during 2021, with most committee meetings, and the 2021 AGM, being held on Zoom. It was a relief for the aged care sector when government vaccination rollouts commenced in February 2021, offering the possibility for our residents to be able to return to a more normal life after the hardships of repeated Victorian government advised lockdowns. Vaccination was embraced by the majority of residents and staff.

After seeing the benefits of vaccination overseas and in Australia, the committee formally resolved to support and promote vaccination for those working at the home or on the committee. At around the same time, the Federal Government mandated vaccination of aged care workers as a condition of employment in the aged care sector, linking that mandate to compliance with the Aged Care Quality Standards. The Victorian government translated the Federal Government's mandate into black letter law, and made vaccination mandatory for aged care workers from 17 September 2021 (with rare exceptions).

While the majority of our staff were vaccinated as mandated, a number of staff elected either not to be vaccinated or to delay vaccination, meaning that they could not legally work at the home, leaving significant gaps, particularly in administration. Lucky's excellent contribution and leadership during the early period of transition to a fully vaccinated workforce should be acknowledged. We also recognise the exceptional dedication of the many staff during this difficult period and we appreciate their commitment to the well being of the Árpád's residents. We were quickly able to secure the services of Martina Felkel as acting manager. Martina brings a great breadth and depth of Australian and international aged care experience to the home. Committee members also made an extraordinary contribution to administration of the home while our acting manager settled in. Out of necessity, many committee members stepped outside their governance roles to complete operational tasks at the home while the Árpád home transitioned to a fully vaccinated workforce. During this transitional period, we were also fortunate in being able to draw on the wise counsel of Rosa Ginevra, Chief Executive Officer of the Mayflower Group, and we acknowledge her with gratitude.

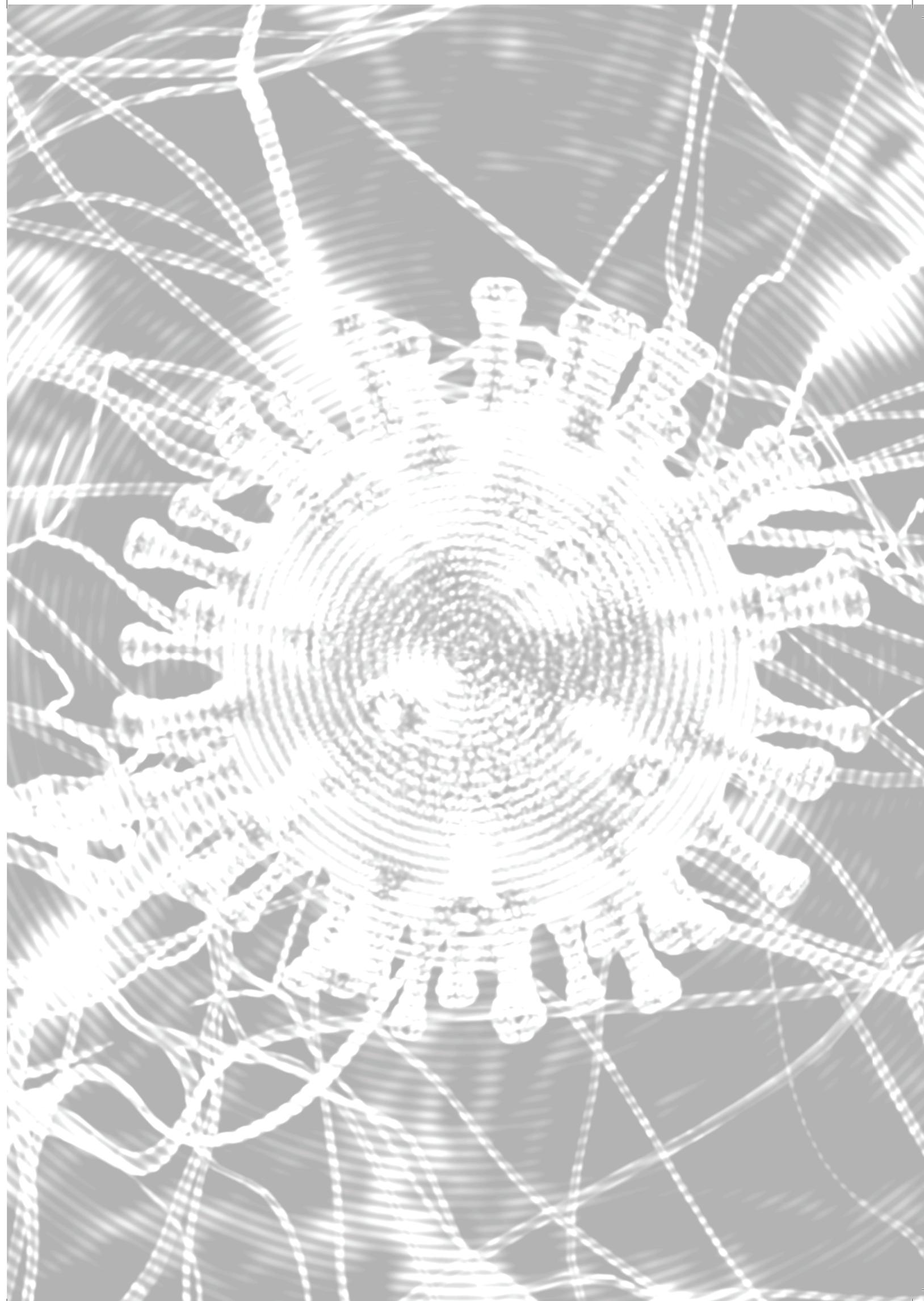
Ilona Benedek did not seek re-election to the committee at the 2021 AGM. She had been a committee member, with terms as president and treasurer, for many years, and her contribution and dedication to the home and its residents was immense. Árpád owes a debt of gratitude to her for her work at the Árpád home.

Hella Szilágyi is no longer manager at the home, having served at the home for around 18 years until September 2021. We thank her for her work at the home, and wish her a happy and fulfilling future.

Rita Süllý's wisdom, leadership and contribution as president during the second year of the COVID-19 pandemic – with all its difficulties – has been exceptional.

Finally, we thank our hardworking administrative secretary Zsuzsanna Kollár, for her work in cheerfully and efficiently meeting the administrative needs of the committee.

Mary-Anne Carmody
Secretary



PRESIDENT'S REPORT



RITA SÜLLY | PRESIDENT

Rita was appointed to the Árpád committee in 2019 and was elected President in 2020. She is the Chair of the Governance sub-committee and member of the Finance, Risk and Audit sub-committee.

Welcome everyone to the 2021 Annual General Meeting. Here we are once again hosting our AGM via Zoom. Sadly, the expectation that we would host our one and only AGM via zoom in 2020 was not to be.

The COVID-19 pandemic and associated restrictions stayed with us in 2021; as have the challenges.

Following the 2020 AGM, we welcomed two new Committee members, Gábor Jandó and Éva Simó, both exceptionally qualified individuals who have provided invaluable leadership during their first year on the committee.

We started 2021 full of energy and optimism hoping for a return of some semblance of normality. With this in mind, the committee and management came together in January 2021 to develop a strategic plan that would prepare the Árpád for the changing regulatory environment, protect and preserve its Hungarian heritage and ensure its long-term viability.

The delivery of the plan was an important milestone for the Árpád. It was the first time a long-term strategic plan had been developed and approved, focusing on safeguarding the unique Hungarian cultural heritage of an important institution in the community. This plan was shared with residents, staff, members, and families. The plan also represented an important commitment to our compliance obligations against the eight Standards laid out by the Aged Care Quality and Safety Commission.

The committee remained on track with its continuous improvement in good governance. This included establishing 3 important sub-committees – Quality and Clinical Governance, Finance, Risk and Audit; and Governance. A dedicated working group was established to focus on our external representation, which resulted in the long overdue update of the Arpad website and the creation of a professional LinkedIn site. To strengthen our financial performance, we appointed Patrick Nolan as Independent Chair of the Finance, Risk and Audit sub-committee.

It was in June that the Federal Government mandated that workers in the aged care sector could only enter an aged care facility if they were vaccinated against COVID-19. At this time the committee had also passed a resolution supporting the vaccination of staff and residents. This is important as it is the committee's role to ensure that the Árpád adheres to all regulatory requirements. This is not only to maintain our accreditation and licence to operate, but it is also the best way we can protect and maintain the wellbeing of our residents. The committee then entrusted the manager of the Árpád Aged Care Facility to fully implement these regulatory requirements. Vaccination rates amongst residents and staff are very high. We also know from our engagements that the absolute majority of residents and staff welcome and support vaccinations. The committee adhered to the regulatory requirements and unvaccinated staff were no longer able to enter the Árpád facility after September 16, 2021. We were able to maintain stable services for clinical care, kitchen staff and lifestyle activities. There was, however, some disruption to management and administrative support.

In September 2021, the Árpád experienced what we all dreaded; a COVID-19 exposure event. This resulted in the lockdown of the Árpád, with all residents restricted to their rooms for 4 days. It was through the incredible efforts of the then quality manager, Lucky Vattathara Hariharan and all the staff that the Árpád was able to safely protect staff and residents and emerge from the exposure event. All of these events are a reminder that the Árpád is part of an industry that is highly regulated and reliant on government funding and support. It is also an industry that is heavily dependent on dedicated and compassionate staff and volunteers, who we entrust to look after our loved ones.

Despite these challenges, the Árpád is in a strong position and well prepared to face the changing regulatory environment and other hurdles. Underpinned by the values and purpose of the Árpád, the priority will always be the safety and wellbeing of the residents.

At this point I would like to acknowledge Hella Szilagyi for her dedication and commitment to the safety and wellbeing of the residents. COVID-19 has presented enormous challenges and I want to thank Hella for her perseverance navigating the complex rules and ever-changing environment. This was no easy task.

In September, we welcomed Martina Felkel as the interim manager at the Árpád. Martina stepped in when Hella Szilagyi, due to personal reasons, suddenly took indefinite sick leave from September 7 2021. With no handover, Martina with quiet professionalism restored stability and certainty to the Árpád.

I recognize the COVID-19 event and sudden departure of Hella was an unsettling time for residents and families.

I want to especially thank the staff of the Árpád. This has been another incredibly difficult and challenging year. I am in constant awe of their dedication and compassion, as they take care of our loved ones.

Thank you, to the families and representatives for their patience and understanding. I know personally how stressful it was to experience the COVID-19 event as well as endure the many months of lockdowns being separated from our loved ones.

Lastly, thank you to my colleagues on the committee. This year presented itself with challenges we could never have predicted.

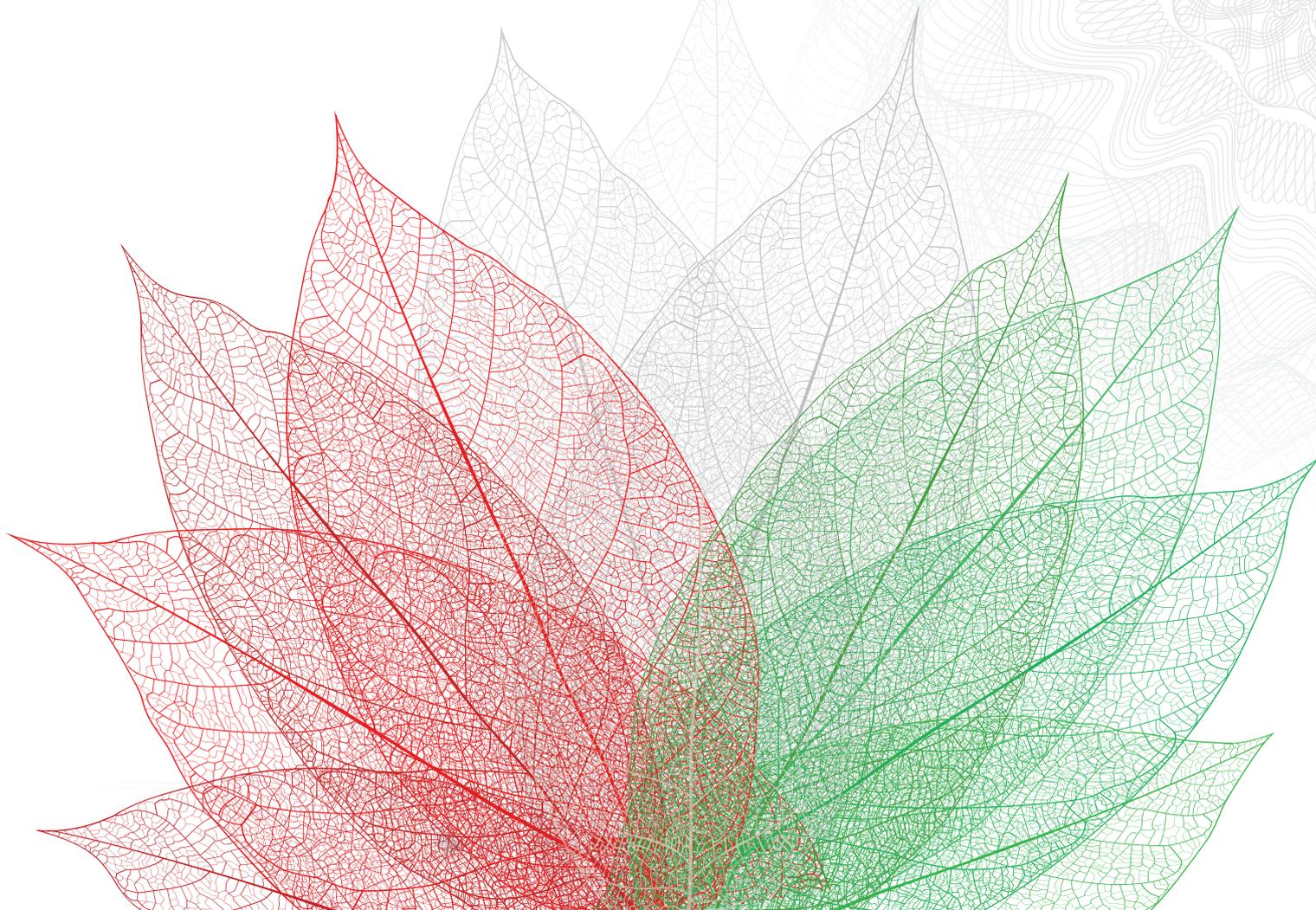
I am humbled by how you have selflessly and generously stepped in to provide much needed support and back up, putting aside other personal and professional responsibilities.

This was all to protect the residents' wellbeing and comfort. You have all honoured the Árpád purpose and values.

And on that note, I want to thank Ilona Benedek, who will be stepping down from the committee. Ilona has been a long time dedicated and passionate member of the committee. Her insights and knowledge were invaluable and I especially want to thank her for her guidance and support early in my committee career – thank you Ilona.

To close, I want to thank you for allowing me the honour of representing the Árpád as the President of the committee this past year. It has been enormously challenging but also incredibly rewarding.

Rita Süllý
President



MANAGER'S REPORT



MARTINA FELKEL | ACTING MANAGER

Martina's clinical background provides her with a vast knowledge to support and develop employees and help them understand residents' care needs in detail.

For the past 17 years Martina has worked in Aged Care and has a very strong passion for achieving the best possible care for residents. She possesses a wide range of knowledge and years of management experience in Aged Care in Ireland and Australia. Martina's clinical background provides her with a vast knowledge to support and develop employees and help them understand residents' care needs in detail. Martina is a seasoned aged care professional, with recent appointments as Manager for the Aurrum Aged Care Facility in Healesville and 5 years in various management roles with REGIS. Prior to moving to Australia she was the General Manager/Director of Nursing of an aged care facility in Ireland and previously a Registered General Nurse in her native Germany.

The COVID-19 pandemic continued to challenge aged care in 2021. Lockdown and mandatory vaccinations for aged care workers have also increased pressure on aged care.

The Árpád experienced a precautionary lock down in September 2021 due to a COVID-19 positive visitor and the Árpád outbreak management plan was activated. Thankfully no resident nor staff member contracted COVID-19 and the whole team managed this difficult time with exceptional commitment and compliance. As we come to an end of the lock down restrictions we will continue to put all efforts into keep the community in the Árpád safe.

COMPLIANCE - ACCREDITATION

Due to the pandemic the accreditation period was extended to December 2022.

We have had no recent visit by the Aged Care Quality and Safety Commission.

OUR PLAN:

- Ensuring compliance is maintained at all times and gaps are identified via ongoing auditing and checking against the standards, review of policies and procedures annually, and implementing legislative changes as they come into effect

- Ensuring care plans and assessments are reviewed and updated on a regular basis according to the care needs of the residents, and maximising ACFI funding
- Monitoring legislation in relation to the Aged Care Standards - most recent requirements were to minimise restrictive practices, and reporting to the commission under the Serious Incident Response Scheme (SIRS)
- Thorough review and improvement of all aspects of the Aged Care business to prepare for accreditation
- Regular reporting to the Committee and sub-committees, collaboration and advice seeking

QUALITY OF CARE/ REGULATORY COMPLIANCE

Ensuring continuous improvements are captured on the Plan for Continuous Improvement (PCI) and are measured against Arpad policies and procedures and the Aged Care Quality Standards.

Provision of a high quality of care by trained and dedicated professionals in accordance to the residents' needs and preferences.

Regular updating of policies and procedures in line with legislative requirements.

Quarterly reports on National Quality Indicators, and food expenses and food quality.

Introduction of a clinical manager to oversee clinical care and best practice in line with the Quality Standards.

Regular visits from allied health professionals and general practitioners are arranged and maintained on a regular basis and on residents' needs.

The Arpad had a quality manager engaged for several months to support with auditing and reviews of the quality and compliance of the home. Auditing systems and staff training were improved.

CONTINUOUS IMPROVEMENT

The Plan for Continuous Improvement is based on the eight Aged Care Quality Standards. Progress and outcome/evaluation is documented and the plan is updated at least monthly. It will form part of all staff and residents' meetings. Feedback and suggestions will be included on the PCI.

All Árpád staff are vaccinated against Covid-19 as per the government mandate. Vaccination certificates of all contractors and volunteers are checked on entry to ensure only vaccinated persons enter the home for work purposes.

The Árpád has signed up with Ausmed to provide mandatory and required training to all staff via an online portal. This includes a training plan on commencement of employment and an annual training plan.

Residents' files will be transferred to an electronic system called Leecare in January 2022.

RESIDENT SERVICES/ FEEDBACK AND COMPLAINTS

The aim of the Árpád is to provide person centred quality care to all our residents. We actively seek their feedback, concerns, complaints and compliments. Feedback is used to identify gaps, develop improvement plans, implement change, but also to measure outcomes of changes and improvements.

The Árpád has a comprehensive in-house complaint policy and procedure and all feedback is lodged in our internal register. Action is taken in a timely manner and the outcome is communicated to the complainant. We always follow open disclosure requirements.

Due to lockdown a lot of services were put on hold. We are actively working on the re-introduction of volunteers, bus outings, hairdresser services and external entertainment services. All these will be assessed and implemented following Covid-19 safe guidelines.

FINANCIAL AND RESOURCE/ WORKFORCE MANAGEMENT

Workforce shortage has become an increased problem over the past year and is still a challenge. The Covid-19 vaccination mandate and the single-site rules have even put more pressure on recruitment and resources. Agency staff were utilised to fill gaps in the roster, but sometimes even agency staff are unavailable. This is currently still an ongoing issue. Recently a number of long term casual staff have welcomed and accepted the opportunity to become part of the permanent staff of the facility, and this is a positive step towards securing the sustainable staffing of the facility and improving staff satisfaction. The aged care sector is at a critical juncture both in fulfilling its obligations to residents and care recipients and remaining financially sustainable. The Royal Commission into Aged Care Quality and Safety made 148 Recommendations in

its Final Report. The Government has accepted 126 of these recommendations, with the remainder under review for further consideration.

In response to the Royal Commission's final report into aged care, the Government will deliver a \$17.7 billion package of support with its five-year – five-pillar aged care reform plan. The focus on the budget measures is on reform and compliance rather than improving financial outcomes for providers. The 5 pillars are:

- 1. HOME CARE** – at home support and care based on assessed needs
- 2. RESIDENTIAL AGED CARE SERVICES AND SUSTAINABILITY** – improving service suitability and access to services that ensure individual care needs and preferences are met
- 3. RESIDENTIAL AGED CARE QUALITY AND SAFETY** – improving quality and safety of residential care
- 4. WORKFORCE** – growing a bigger, more highly skilled, caring and values-based workforce; and
- 5. GOVERNANCE** – new legislation and more robust governance

Overall, it has been a challenging year for the Aged Care industry.

INFORMATION MANAGEMENT

Appropriate information management is in place as per policies and procedures.

Computers were updated and Microsoft 365 is in use. To facilitate the implementation of Leecare for electronic residents' files, the Wifi coverage will be upgraded to cover all areas in the Árpád.

RISK MANAGEMENT

A risk register and policies and procedures are in place. All incidents and near misses are reported, recorded and entered in the register. This includes incidents for residents and staff.

CLINICAL GOVERNANCE

There is a clinical governance framework in place. Policies and procedures are in place on antimicrobial stewardship, minimising restrictive practices and on open disclosure. The Árpád has an Infection Prevention Control Lead. This is a trained Registered Nurse. There is ongoing review and updating of the COVID-19 Outbreak Management plan.

The Árpád currently works on the recruitment of a Clinical Manager.

OUR STRATEGIC GOALS

1. EXCELLENCE IN HIGH QUALITY, PERSON-CENTRED CARE AND GOVERNANCE

OUTCOME: Recognised and respected by community and industry

- KEY STRATEGIES:**
- Continue to meet & exceed aged care quality standards compliance
 - Implement a strong clinical and governance framework
 - Develop and implement an organisation wide IT Plan
 - Review and reform our Constitution

2. SOCIAL AND CULTURAL HERITAGE

OUTCOME: Enduring connection, integration, and engagement to cultural heritage

- KEY STRATEGIES:**
- Develop and implement a cultural heritage plan
 - Develop marketing plan

3. HIGHLY ENGAGED WORKFORCE

OUTCOME: To attract and retain a skilled workforce who provide high-quality person-centred care and a great place to work

- KEY STRATEGIES:**
- Review and assess organisational culture, leadership, and staff wellbeing by independent third party.
 - Workforce recruitment, retention and succession plan including targeted recruitment of Hungarian speaking people to support cultural and social needs of residents.
 - Enter into new Enterprise Bargaining Agreement (EBA).
 - Improve and continue to deliver workforce training plan.
 - Develop a sustainable volunteering plan.

4. MAINTAIN FINANCIAL SUSTAINABILITY

OUTCOME: To achieve our vision and preserve our assets

- KEY STRATEGIES:**
- Develop an asset management plan for current use and for future growth.
 - Develop and deliver facility redevelopment plan,
 - Develop new revenue streams that improve our financial sustainability.
 - Develop and implement a fundraising plan.
 - Develop a bequests policy.
 - Develop and implement a sponsorship policy

REPORT FROM THE FINANCE, RISK AND AUDIT SUB-COMMITTEE



ILONA BENEDEK

TREASURER | CHAIR UNTIL JULY 2021



PATRICK NOLAN

INDEPENDENT CHAIR | FROM AUGUST 2021



MARY-ANNE CARMODY

SUB-COMMITTEE MEMBER



JUDITH JURICKSKAY

SUB-COMMITTEE MEMBER



ÉVA SIMÓ

SUB-COMMITTEE MEMBER



RITA SÜLLÝ

SUB-COMMITTEE MEMBER

There were 8 sub-committee meetings held between 26 November 2020 and 28 October 2021.

As our financial accounts show, once again Árpád has achieved a healthy profit for the financial year, and while the net profit for this financial year was notably less than previous years it was mostly due to factors out of our control. One factor was the impact of a full year of COVID-19 and the resulting extra expenses to maintain the high standards of care and prevention of any outbreaks.

While Árpád received some extra government income support it was not enough to cover the cost of extra staffing expenses to comply with government directives during the pandemic. Secondly the income on our savings was notably reduced due to the low interest environment during the period. With interest rate as low as 0.01 percent our term deposits earned negligible income.

The committee is very much aware of the situation and is in the process of finding safe, low risk institutions where we could deposit our savings and achieve a greater income on our investment.

The Committee also embarked on an update of our reporting procedures bringing them into the 21st century by making data collection digital.

This will result in financial outlay to update our internet services and for the purchase and maintenance of a suitable program. The benefits of such an update will be time savings and more accurate reporting to comply with government requirements and thus result in better care for Árpád's residents.

Judith Juricskay
Sub-committee member

INDEPENDENT AUDITOR'S REPORT



INDEPENDENT AUDITOR'S REPORT

To the Members of Arpad Elderly Welfare Society Inc.

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report of Arpad Elderly Welfare Society Inc. (the association), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the committee.

In our opinion, the accompanying financial report of the association is prepared, in all material respects, in accordance with the *Associations Incorporation Reform Act 2012* and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the auditor independence requirements of the ethical requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Effects of COVID-19

We draw attention to Note 3 Impact of COVID-19 Pandemic to the financial statements, which describes the material uncertainties and possible effects on the entity arising from its management of the on-going issues related to COVID-19. Our opinion is not modified in respect of this matter.

Responsibilities of Members of The Committees for the Financial Report

The members of the committees of the association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Associations Incorporation Reform Act 2012* and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the members of the committees determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the members of the committees are responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the members of the committees either intend to liquidate the association or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for the overseeing the association financial reporting process.

Lowe Lippmann
Chartered Accountants
& Business Advisors

Level 7
616 St Kilda Road
Melbourne Vic 3004
Australia

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Australia

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Partners
Joseph Franck
Mark Saltzman
Danny Lustig
Gideon Rathner
Joe Kalb
Daniel Franck
Loren Datt



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approved under Professional
Standards legislation

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.
- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial reporter, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

LOWE LIPPMANN
CHARTERED ACCOUNTANTS
Level 7, 616 St Kilda Road.
Melbourne Victoria 3004



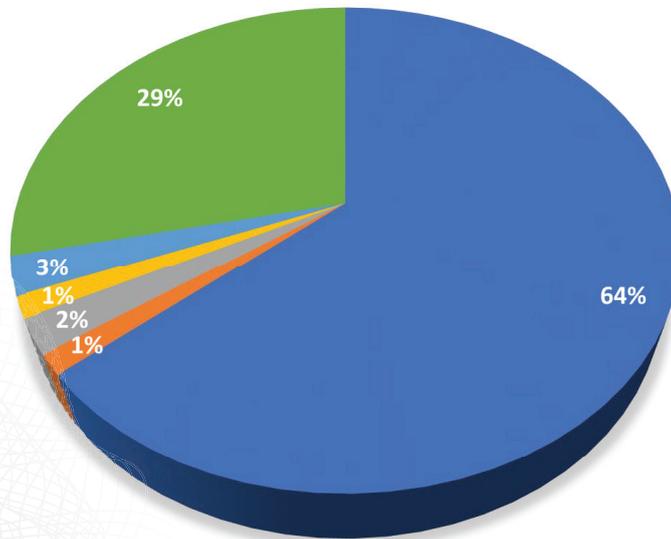
LOREN DATT
Audit Partner

Signed at Melbourne 28/10/2021

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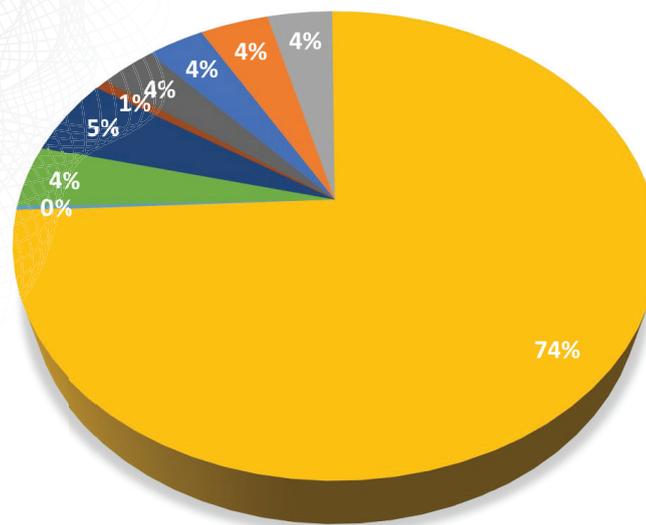
FINANCIAL REPORT

INCOME FOR YEAR ENDED 30 JUNE 2021



- Government subsidies \$3,664,649
- Donations \$77,370
- Government COVID support \$133,040
- Interest received \$82,066
- Other revenue \$147,758
- Residents' fees \$1,633,883

EXPENSES FOR YEAR ENDED 30 JUNE 2021



- Administrative expenses \$177,743
- Cleaning & laundry expenses \$214,322
- Depreciation expenses \$203,673
- Employee expenses \$3,850,762
- Financial costs \$13,241
- Food & beverage expenses \$227,172
- Occupancy costs \$278,185
- Contract service expenses \$35,832
- Other expenses \$175,770

STATEMENT OF PROFIT AND LOSS

Arpad Elderly Welfare Society Inc.
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2021

	Note	2021 \$	2020 \$
Revenue	4	5,523,660	5,444,357
Interest revenue	5	82,066	214,817
Expenses			
Administrative expenses		(177,743)	(139,480)
Cleaning and laundry expenses		(214,322)	(220,282)
Employee benefit expenses		(3,850,762)	(3,428,306)
Contract services expenses		(35,832)	(37,368)
Depreciation and amortisation expense		(203,673)	(206,856)
Food and beverage expenses		(227,172)	(230,323)
Occupancy costs		(278,185)	(228,073)
Other expenses		(175,770)	(176,201)
Finance costs		(13,241)	(24,345)
Surplus for the year attributable to the members of Arpad Elderly Welfare Society Inc.		429,026	967,940
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to the members of Arpad Elderly Welfare Society Inc.		<u>429,026</u>	<u>967,940</u>

This statement is a summary only. The notes are explained in the full audited financial statements.

STATEMENT OF FINANCIAL POSITION

Arpad Elderly Welfare Society Inc.
Statement of financial position
As at 30 June 2021

	Note	2021 \$	2020 \$
Assets			
Current assets			
Cash and cash equivalents	6	16,421,929	15,165,804
Trade and other receivables	7	604,208	125,755
Other	8	40,270	68,659
Total current assets		<u>17,066,407</u>	<u>15,360,218</u>
Non-current assets			
Investment properties	9	3,370,000	3,370,000
Property, plant and equipment	10	7,445,816	7,554,935
Total non-current assets		<u>10,815,816</u>	<u>10,924,935</u>
Total assets		<u>27,882,223</u>	<u>26,285,153</u>
Liabilities			
Current liabilities			
Trade and other payables	11	203,720	242,347
Employee benefits	12	724,767	578,914
Other	13	12,978,332	11,917,514
Total current liabilities		<u>13,906,819</u>	<u>12,738,775</u>
Total liabilities		<u>13,906,819</u>	<u>12,738,775</u>
Net assets		<u>13,975,404</u>	<u>13,546,378</u>
Equity			
Retained surplus		13,975,404	13,546,378
Total equity		<u>13,975,404</u>	<u>13,546,378</u>

This statement is a summary only. The notes are explained in the full audited financial statements.

REPORT FROM THE QUALITY AND CLINICAL GOVERNANCE SUB-COMMITTEE



CHRISTINA JANKA
CHAIR



GÁBOR JANDÓ
SUB-COMMITTEE MEMBER



JENNIFER COLE
SUB-COMMITTEE MEMBER



JUDITH JURICKSKAY
SUB-COMMITTEE MEMBER

There were 4 sub-committee meetings held between 26 November 2020 and 28 October 2021.

The Quality and Clinical Governance Sub-committee ensures that the Árpád committee stays informed about significant core business, clinical governance. It is responsible for safeguarding the eight Aged Care Quality Standards in practice and helping produce the desired outcomes. The committee and the sub-committee aim to keep high levels of clinical leadership and care between the facility staff and the committee. There is a current risk register in the facility which is always in review.

There are relevant future issues departing from the two hard years of COVID-19.

These are maintenance of good recording systems, strong staffing levels and ongoing education programs using Ausmed. The Árpád facility nurses and quality staff have worked hard to simplify resident data recording with the introduction of a broad encompassing software system called "Leecare". This system saves staff time in recording resident data, centralizes access, and data storage is also streamlined on the cloud.

There were hardware upgrades on Árpád computers to facilitate basic Leecare training, spreadsheet compilations and there are now dedicated staff, a project manager, quality and clinical manager. Training for implementation is ongoing.

Quality meetings in-house are followed by the committee, with the sub-committee reporting to the board monthly.

Innovations over the last year have including obtaining advice and training from Provider Assist about how to ensure that the government's Aged Care Funding Instrument (ACFI) payments properly reflect the care needs of the residents.

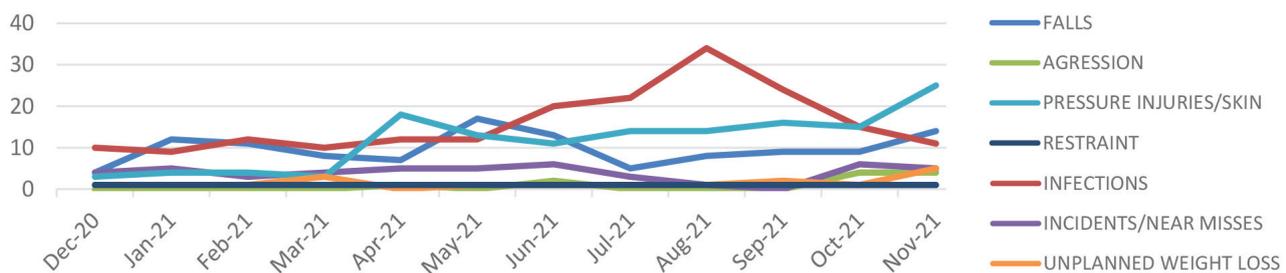
PainChek has also been introduced. It is a useful daily clinical assessment tool for nurses to help gauge resident pain levels, and quality indicators are used throughout the facility for monitoring and improving care delivery. The monthly consumer report/incident report document contains several charts showing any incidents/falls/complaints and customer feedback. These are readily available to staff and the committee.

There is a monthly audit summary in the consumer report where residents can have a say and can question staff and programs, giving feedback and allowing better communication.

It is a duty of care to remain transparent and thorough in Árpád's systems of information delivery and responsibility to our residents. A three monthly reported quality indicator program is in place for the Aged Care Quality and Safety Commission to keep the Árpád on track for self-regulation. This program is called the National Aged Care Mandatory Quality Indicator Report.

Christina Janka
Chair

CLINICAL CARE OUTCOMES SUMMARY



REPORT FROM THE PUBLIC RELATIONS AND IT WORKING PARTY



ÉVA KÖVESDY
CHAIR



CHRISTINA JANKA
WORKING PARTY MEMBER



MARY-ANNE CARMODY
WORKING PARTY MEMBER



ZSUZSANNA KOLLÁR
COMMITTEE ADMINISTRATIVE SECRETARY

There were 4 working party meetings held between 26 November 2020 and 28 October 2021.

THE MAIN ACTIVITIES OF THE WORKING PARTY WERE

- Maintaining Árpád's Facebook page; (<https://www.facebook.com/arpadagedcare>).
- Completing a major update of the website in 2021; <http://www.arpadhomecare.com.au>.
- Publishing the quarterly newsletter "Árpád Híradó".
- Publishing the 2020 Annual Report
- Arranging gifts for residents and staff for various celebrations.

OUR STRATEGIC PLAN WAS PRESENTED AT VARIOUS FORUMS

- **6 APRIL 2021:** Rita Süllý and Éva Kövesdy presented the plan to the residents.

- **13 APRIL 2021:** Rita Süllý, Gábor Jandó, Christina Janka and Éva Kövesdy presented the plan to the staff.
- **23 APRIL 2021:** the committee hosted an open information session where Rita Süllý presented the plan to guests.

CONSULAR VISIT

ON 22 APRIL 2021 the committee was pleased to welcome Gyula Pethő, newly appointed Head of Hungarian Consular Office and Mihály and Erika Geiger, Consular Administrators, to tour our home and to meet our residents, and for the residents to be informed about the Consulate's role.

ACKNOWLEDGEMENTS

We would like to acknowledge Balázs Mariczky for his contribution to the website update, and for the production and printing of the annual report, which he has been doing for us since 2012.

We also thank Zsuzsanna Kollár, the committee's administrative secretary, for her work in producing the quarterly newsletter.

Éva Kövesdy
Chair



Consular visit by Mihály Geiger, Gyula Pethő and Erika Geiger



Open forum

ÁRPÁD TEAM MEMBERS



HELLA SZILÁGYI
MANAGER



MARTINA FELKEL
ACTING MANAGER
(SEPTEMBER 2021~)



**SETHULAKSHMI
(LUCKY) VATTATHARA
HARIHARAN**
QUALITY MANAGER
(~OCTOBER 2021)



**KRISZTINA LO
PICCOLO**
FINANCIAL OFFICER



ZSUZSANNA KOLLÁR
COMMITTEE ADMINISTRATIVE SECRETARY



TAMARA IZMAN
CLINICAL CARE COORDINATOR



JUDIT PRECZEKJÁN
LIFESTYLE & ACTIVITIES COORDINATOR



ZSUZSA BUDAVÁRI
LIFESTYLE & ACTIVITIES COORDINATOR
(OCTOBER 2021~)



**ILONA KINGA
FISZLER-OLÁH**
RECEPTIONIST
(~AUGUST 2021)



SZILVIA SZAKA
ADMINISTRATOR
(OCTOBER 2021~)

ÁRPÁD STAFF 2021

Dina Adler
Ágnes Alexy
Katalin Apáthy
Kathleen Joy Bagasin
Christensen Joy Barcelona
Zsuzsanna Budavári
Eszter Mária Bükkösi
Jobin Carmel George
Kissy Carriaga
Kristie Crofts
Catherine Anne Cronin
Alisse Cronin-Barreiro
Edit Czanik
Caroline Dadvivas
Mariana Dan
Judit Danka
Elesita Soriano Diwa
Corinne Jean Dornbrach
Julianna Dworszky
Zsófia Erdeg
Rozália Erdősi
Miralesel Virtudazo Espin
Pramila Lowra Eugene
Éva Ezsol

Alixsa Whenzy Fabi
Beáta Fábrián
Arany Fejér-Henkul
Martina Marianne Felkel
Ilona Kinga Fiszter-Oláh
Monica Gangi
Maryyanna Garana
Csabáné Hamar
Beatrix Hevér-Szabó
Anita Hornyákné Laczkó
Kitti Diana Horváth
Winthy Hsu
Tamara Izman
Analie Jenkins, Analie
Wu Jinghan
Mary John
Komalpreet Kaur
Rupinder Kaur
Simarjit Kaur
Mi Young Kim
Lynette Maureen Kleehammer
Zsuzsanna Kollár
Yuen Ching Lee
Erika Lerinc

Jessica Yang Liao
Krisztina Lo Piccolo
Márta Makkai
Linda Mitchener
Kris Montecillo
Virginia Muresan
Quoc Huy Nguyen
Dorota Pachacz
Éva Pető
Elizabeth Juliet Piemontese
Gyöngyi Katalin Pintér
Tamás Piroška
Judit Preczekján
Janet Pye
Daniella Rose Romer
Ritu Asha Roy
Katalin Samu
Michelle-Alexandra Sándor
Chimby Marie Schulz
Emőke Scully
Kristy Grace Capacite Seno
Harbhinder Singh
Marianna Sipka
Jade Lynda Southwood

Gail Therese Stephens
Emili Ann Svak
Erika Ildikó Svak
László Svak
Szilvia Szaka
Anna Szalkai
Hella Szilágyi
Ildikó Tarján
Pazilya Tashpolat
Hanna Liza Teleki
Krisztina Temesi
Antonio Igana Umandal
April Anne Valde
Kfir Valde
Ildikó Vargáné Fülöp
Sethulakshmi Vattathara
Hariharan
Mannat Verma
Qingjuan Wang
Yayi Wang
Grace Watts
Xiaoting Wen
Izabela Zavarko

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REGULAR DOCTORS



DR ÉVA HEROLD

HAS BEEN LOOKING AFTER
ÁRPÁD RESIDENTS SINCE 1994



DR IMRE SÁGI

HAS BEEN LOOKING AFTER ÁRPÁD
RESIDENTS SINCE 2000

We gratefully acknowledge our regular doctors who have been looking after the health of our residents for many years.

REGULAR CONTRACTORS AND SUPPLIERS

NAME	POSITION
Franz Abfalter	Electrician
Róza Bogár	Hairdresser
Cameron Brown	Payroll service
Yvonne Cohen	Speech pathologist
Jenny Cole	Pharmacist
Gerald Ebell	Cleaner
Sylvia Farrell	Cleaner
Daniel Foord	Podiatrist
Rodney Foord	Podiatrist
Linda Howell	Wound consultant
Jacob Lee	Accountant
László Mérő	Plumber

NAME	POSITION
James Nguyen	Physiotherapist
Stefania Patruno	Cleaner
Ervin Pintér	Duna TV service
John Schauble	Fire safety trainer
Christina Sipos-Ori	Optometrist
Emma Steiger	Dietitian
Hanna Street	Audiologist
Frank Tamon	Maintenance
Béla Varga	Maintenance
Terian Carole White	Cleaner
Andrew Wilcox	IT support

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SUPPORTERS 2021

FOR THEIR GENEROUS DONATIONS ÁRPÁD WISHES TO THANK

Viorica Almajan
Éva Bánhidi
Magda Bognár
Mária Czeglédi
Erzsébet Demeter
Károly Erdős

Sylvia Farrell
Edith Fehér
J.A. Gordon
Julianna Jandó
Endre Kocsis
Piroska Moody

Lajos & Roza Oláh
Christina Serfőző
Susi Sheaffe
Kathy Stone
Elisabeth Szalay
Charles Varga

VOLUNTEERS 2021

We gratefully acknowledge the following volunteers who add to the residents' quality of life by spending time talking to them, playing music, giving slide shows about their travels, running bingo games and the like.

Róza Bogár
István Hangodi

András Kövesdy
Éva Kövesdy

Éva Kulic
Julianna Nagy

Louisa Rigó
Viktor Valentin



LIFESTYLE PROGRAM IN 2021

The lifestyle program aims to meet the residents' physical, intellectual, emotional and social needs. It is strongly influenced by the feedback received from the residents, for example during residents' meetings.

Chair exercises, ball games and bowling improved residents' strength, balance, energy and mood. Bingo is popular and is played four times a week and run by one of our volunteers, a resident or staff member. Word games are never boring. During these sessions there is a great atmosphere in the room with a little bit of friendly rivalry.

Other ways of expressing creativity are through arts and craft, poetry, stories and singing.

Online church services became the new normal and residents enjoyed a variety of services conducted by ministers from different denominations. In December Fr Peter Ray conducted Christmas Mass for which there was a large turnout. Birthdays are celebrated throughout the year and there were some very special milestones: Sándor Fazakas turned 103, while Sarolta Kövesdy and József Farkas turned 100.

All significant days, both Australian and Hungarian, were observed and celebrated, with a special program where some of the residents recited poetry, sang songs and shared stories. Sometimes residents could be seen playing cards or chess in small groups. On nice days walking outside and gardening was favoured.

In September during lock down residents were supported by staff as much as possible when they were restricted to their rooms. Staff ensured that they had one-on-one conversations with residents as much as possible. Music, TV, crosswords, word games, jigsaw puzzles, reading books and magazines were amongst the activities offered to the residents.

We would like to thank our wonderful volunteers and dedicated staff for their hard work throughout the year who provide the best care possible to our residents.

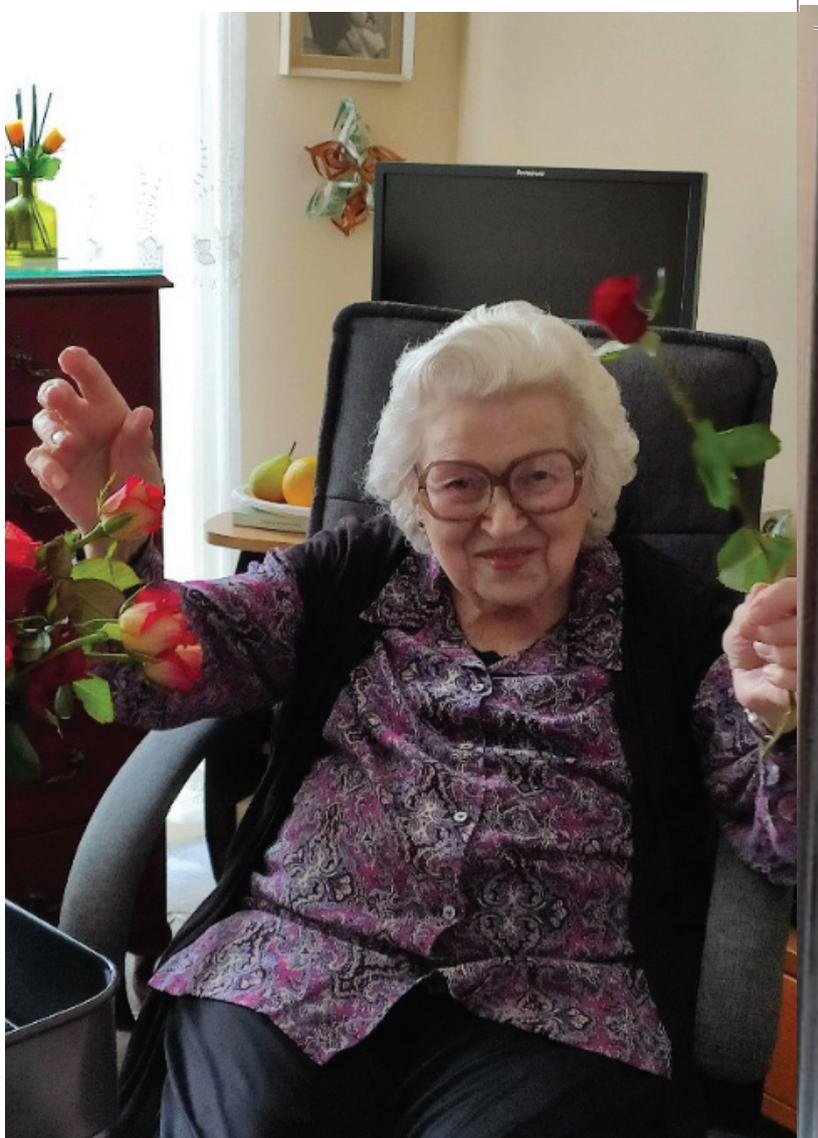
Emőke Scully
Lifestyle assistant











OKTÓBER 1.



AZ IDŐSEK, NEMZETKÖZI



VILAGNAPJA

SOK SZERETETTEL

KÖSZÖNTJÜK A KEDVEG

LAKÓKAT!



REPORT FROM THE KITCHEN

Due to the COVID-19 pandemic, life came to a standstill in many ways, but not so in the kitchen of Árpád, from where even more delicious foods were served. Mealtimes are an important part of life, as they are also occasions for the residents to spend time together.

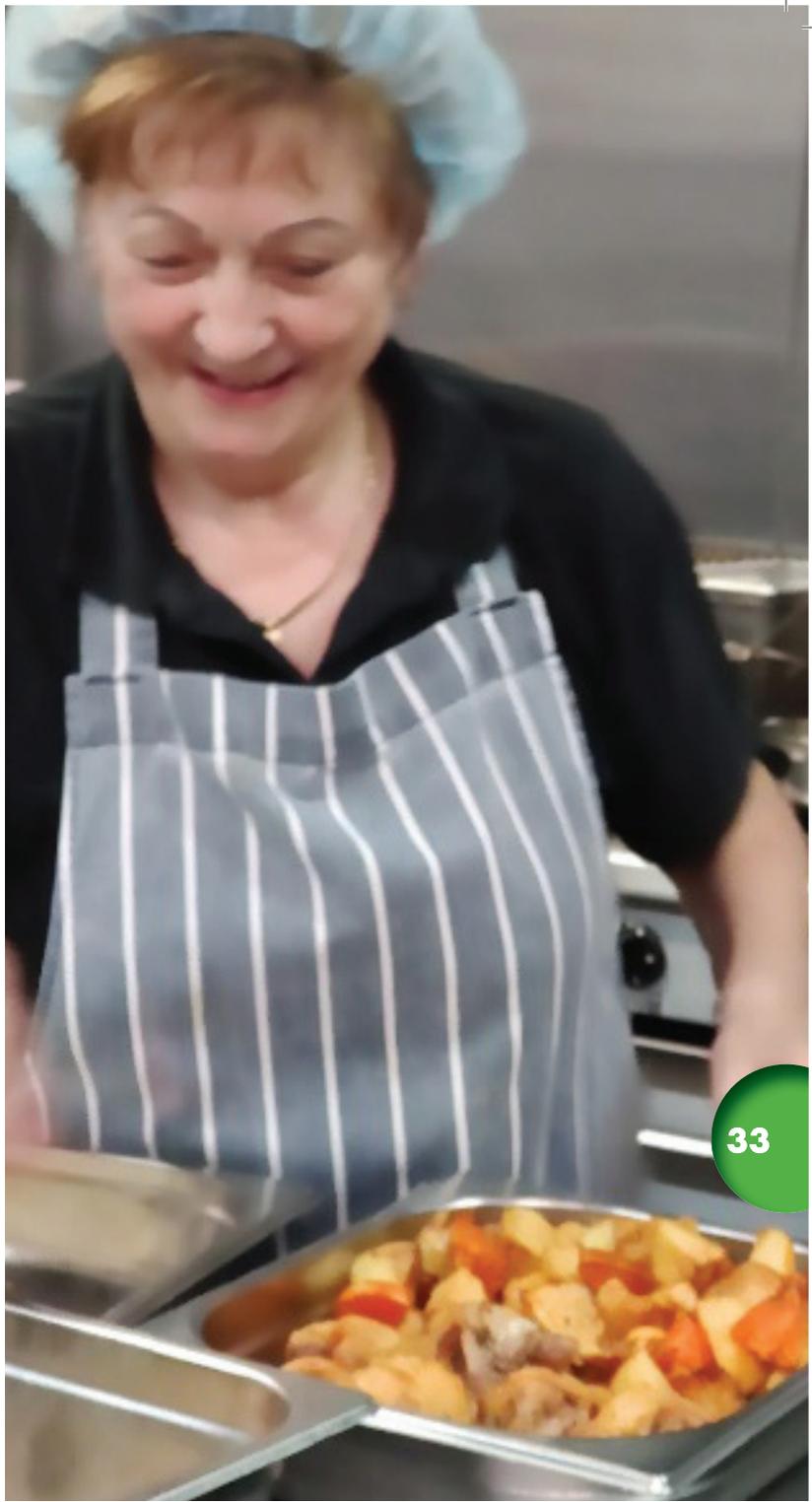
At Árpád mostly traditional Hungarian dishes are prepared, but occasionally new dishes from other cultures are included. We consider three factors when compiling the menu: 1. Requests and wishes of the residents; 2. The food must be nutritious; and 3. The use of seasonal ingredients. The menu is changed seasonally – there are spring, summer, autumn and winter menus. At Árpád, as elsewhere, there are choices which are not to everyone's liking, so our residents can choose from a range of options for breakfast, lunch and dinner.

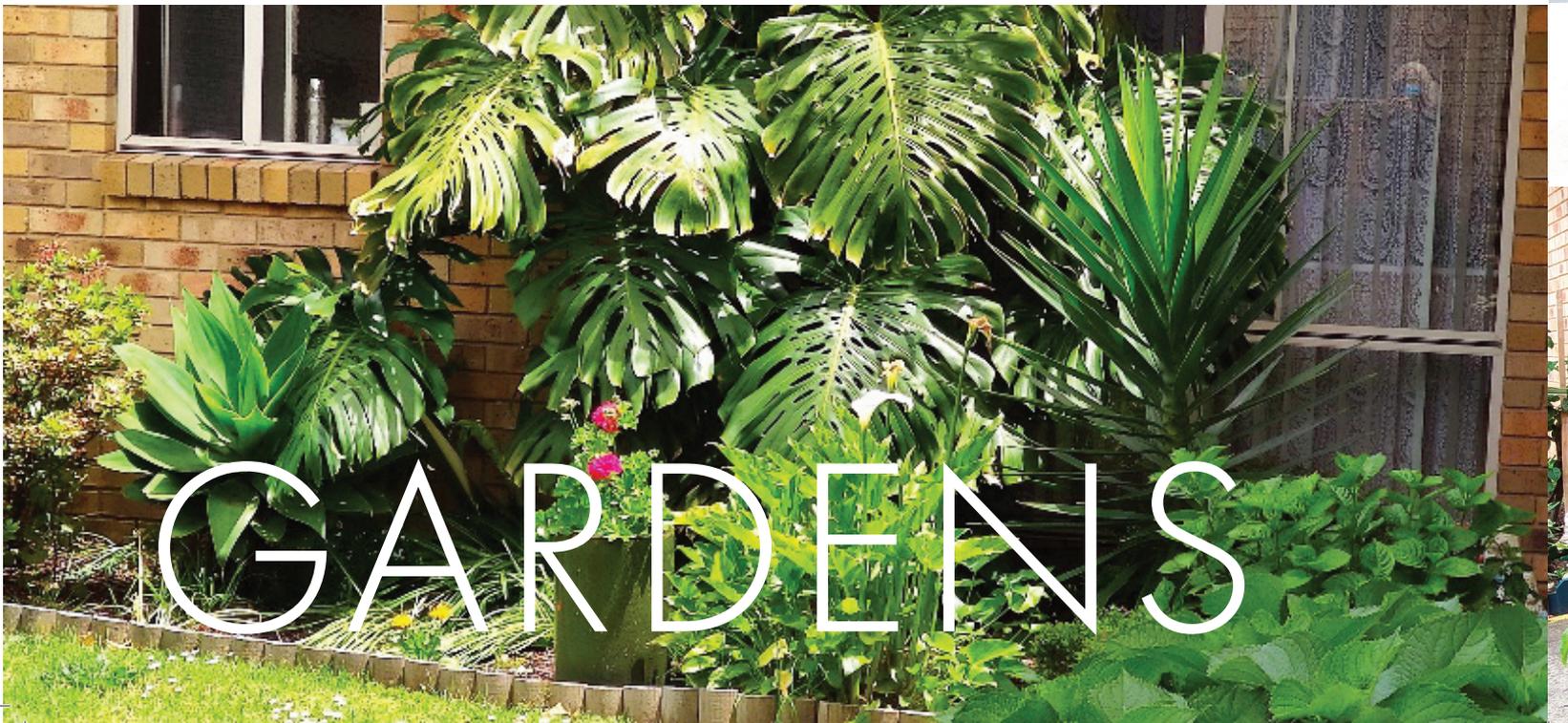
We use mainly fresh ingredients but, of course, sometimes canned tomatoes or frozen vegetables need to be used. Fortunately, Hungarian products are available in Australia, which means that we use Hungarian paprika powder, Hungarian pasta, pickled cucumbers, canned sour cherries and tomato puree.

The festive seasons and the preparation for them are the most exciting periods of the year, and the menu is compiled with special care to include traditional Hungarian dishes for these occasions. The halls, rooms and the dining-room tables are decorated to add to the occasion. For birthdays mostly a pavlova is prepared. 2021 was a special year as two residents celebrated their 100th birthdays.

Zsuzsanna Kollár
On behalf of the Kitchen Staff











ÁRPÁD AGED CARE FACILITY

2021 ANNUAL REPORT



www.arpadagedcare.com.au