



Árpád Aged Care

ANNUAL REPORT

2023

Árpád Aged Care Facility
2023 Annual Report





Árpád Elderly Welfare Society Inc was incorporated as a charitable non-profit organisation on 10 June 1988. Its Aged Care Facility was built in 1994. It is fully government accredited, with 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. The facility 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 **Zsuzsanna Kollár, Éva Kövesdy, Mary-Anne Carmody**
 Photography by **Zsuzsanna Kollár** and **Árpád Lifestyle Team**
 Design and Pre-press 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
www.arpadagedcare.com.au | Email: reception@arpadagedcare.com.au

The Árpád Elderly Welfare Society, Inc has Deductible Gift Recipient (DGR) status. Gifts of \$2 or more to the Society are tax deductible.

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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 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 and 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. Mary-Anne is also a member of the Governance, and Finance, Risk and Audit Sub-committees. She has a background in law and in the not-for-profit sector, and has 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.



ERIKA MARSH | TREASURER

Erika was appointed to the Árpád Committee as a treasurer in 2022. She is a member of the Finance, Risk and Audit Sub-committee. Erika gained her accounting qualification in the United Kingdom (FCCA) and is CPA qualified. She brings significant commercial and management experience to the board. She was born and grew up in Budapest where she completed a Bachelor in Education degree. After 27 years in the UK Erika emigrated to Australia in 2022 to join her Melbournian husband.



JENNIFER COLE | COMMITTEE MEMBER

Jenny was appointed to the Árpád Committee in 2019. 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 over 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 and 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 operating 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.



ERIKA MÁRTONHELYI | COMMITTEE MEMBER

Erika was appointed to the Árpád Committee in 2021 and is a member of the Quality and Clinical Governance Sub-committee. Erika is a Post Graduate qualified Emergency trained nurse with 17 years nursing experience. She is currently employed full time with Monash Health as the Team Leader for Community Access. Alongside her professional capabilities, she has strong affiliations with Hungarian Community, having remained an active volunteer throughout her life in many groups and clubs that support the conservation of Hungarian culture.



IAN SANDERS | COMMITTEE MEMBER

Ian was appointed to the Árpád Committee in 2022. He is a member of Finance, Risk and Audit Sub-committee. Ian is an experienced senior executive with a career in managing customers and growth through complex projects in Australia and overseas. He has significant specialised experience in finance, health and aged care, professional services and retail sectors. He has qualifications in BSc from London University and an MBA from QUT and is a Graduate Member of the Australian Institute of Directors and also currently serves as a Board member of the Early Learning Association of Australia.



RITA STANNARD | COMMITTEE MEMBER

Rita was appointed to the Árpád committee at the 2022 AGM and she is a member of the Quality and Clinical Governance Sub-committee. Rita comes to the Árpád with over 20 years' experience in aged care. Her experience ranges from nursing, to clinical to Facility Management.

REPORT FROM THE COMMITTEE 2023

During the 2022-2023 year, there were eleven serving committee members. We were delighted to welcome three new members, all drawn from the Hungarian community: Erika Marsh, a CPA qualified accountant with significant commercial and management experience; Ian Sanders, a highly qualified and experienced senior executive; and Rita Stannard, who has more than 20 years' experience in the aged care sector, including as a facility manager.

A strategic planning day was held at Beau Monde International in Doncaster East in February 2023, with the theme of "Recalibrate". The committee reviewed the progress of the Strategic Plan and the impact of environmental challenges, including Covid and workforce shortages, on the home's operations and outlook.

Martina Felkel continued in her role as Executive Manager, showing skill and dedication in her management of the home. The administrative and clinical care team she has formed continues to bring great stability to the home. During the year both IT and physical improvements were made to the facility. These are described in more detail elsewhere in this report. The committee continued its work in staying abreast of regulatory changes and constantly improving its governance know-how. Regulatory change is never at a standstill in the

aged care arena. Even as this report goes to print a new Aged Care Act is expected to be legislated, along with new Aged Care Quality Standards. Details of the committee's participation in further education follow this report.

The association's financial position has continued to improve during the 2023 calendar year, thanks to Martina Felkel's and her team's management, and the input of Patrick Nolan (the independent chair of the Finance, Risk and Audit Sub-committee) in relation to a range of low risk investments.

At the end of the year we farewelled Gábor Jandó and Rita Süilly from the committee. Gábor's contribution to the committee for three years over the critical early years of the Covid pandemic has been steady and invaluable. Rita's contribution as ordinary committee member, acting Vice President and then President over four years was outstanding both for her diligence and her skill. We farewell both Gábor and Rita and wish them the best for the future.

Finally, we thank our administrative secretary Zsuzsa Kollár for as always cheerfully and effectively attending to the administrative needs of the committee.

Mary-Anne Carmody
Secretary

COMMITTEE MEETINGS

There were 10 regular monthly committee meetings held between 24 November 2022 and 26 October 2023 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 2023

COMMITTEE MEMBERS	TOTAL NUMBER OF MEETINGS	MEETING ATTENDED
Rita Süilly	10	8
Éva Kövesdy	10	5
Erika Marsh	10	10
Mary-Anne Carmody	10	9
Jennifer Cole	10	8
Gábor Jandó	10	9
Christina Janka	10	9
Judith Juricskay	10	7
Erika Mártonhelyi	10	7
Ian Sanders	10	7
Rita Stannard	10	6

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.

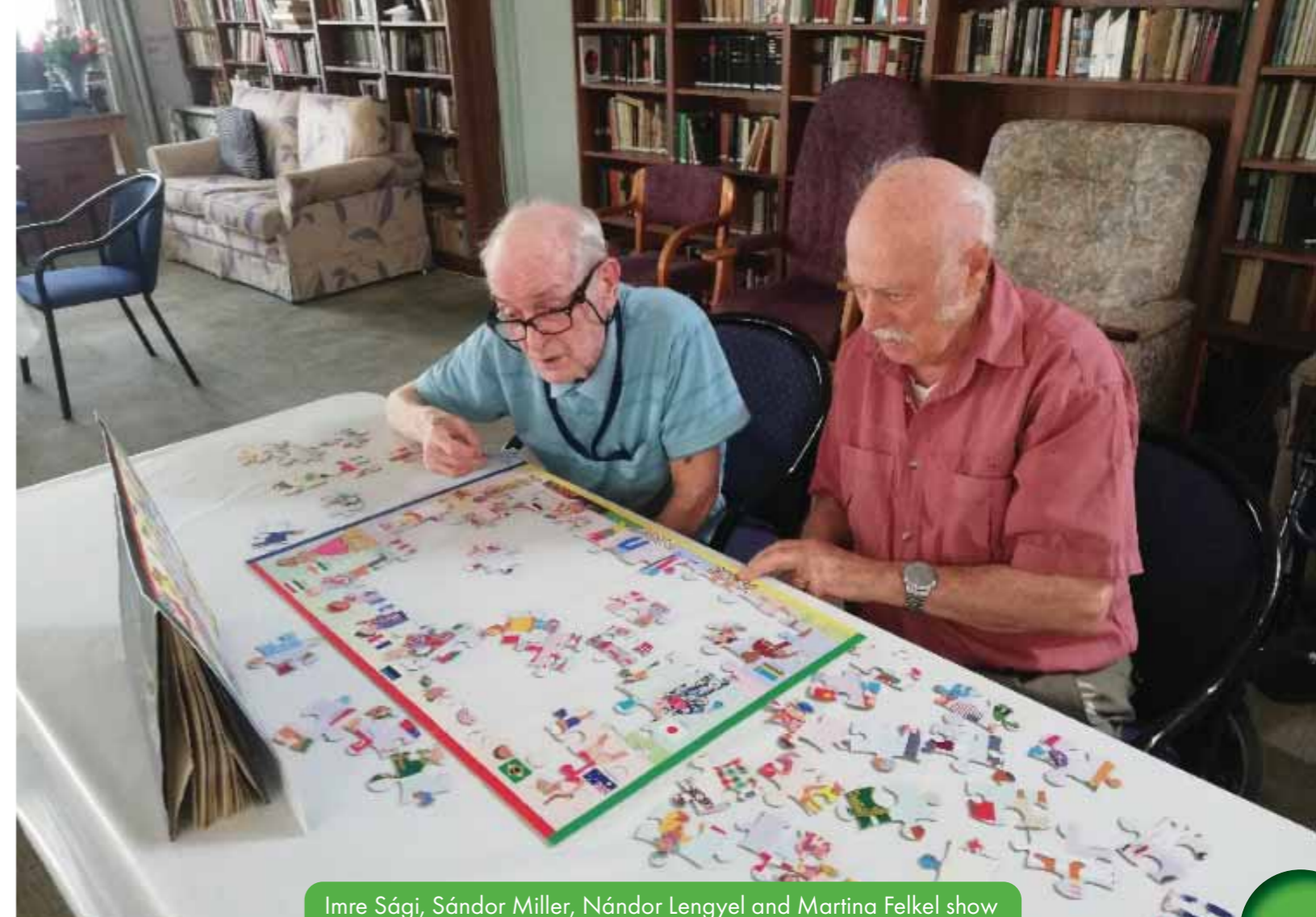
4. MAINTAIN FINANCIAL SUSTAINABILITY

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

COMMITTEE PROFESSIONAL DEVELOPMENT

	FIRST NAME	SURNAME	SESSION	DATE
DECEMBER 2022	Erika	Marsh	Thomson Geer Lawyers: Directors' online masterclass	November and December 2022
	Rita	Stannard		
JANUARY	Rita	Sülly	Aged Care Quality and Safety Commission: Governing for reform in Aged Care program	January-November 2023
FEBRUARY	Mary-Anne	Carmody	Governing for Reform in Aged Care: Attracting, developing, and retaining a strong workforce - Workshop	16-February-2023
MARCH	Mary-Anne	Carmody	GovernWith Pty Ltd: Board Leadership webinar: Its Role in Attracting, Engaging and Retaining Workforce	01-March-2023
	Mary-Anne	Carmody	Governing for Reform in Aged Care: Leveraging strategic risks to foster innovation - Workshop	02-March-2023
	Mary-Anne	Carmody	Humanitix Ltd.: Sustainable House Day	19-March-2023
	Mary-Anne	Carmody	Better Boards: Audit readiness webinar	30-March-2023
	Erika	Marsh	Complispace: New Quality Indicators webinar	30-March-2023
	Mary-Anne	Carmody		
	Erika	Mártonhelyi		
MAY	Mary-Anne	Carmody	Governing for Reform in Aged Care - Managing Conflict and Building High Performance	24-May-2023
	Erika	Marsh	ACCPA: Federal budget 2023	11-May-2023
	Christina	Janka	Conscious Governance: Organizational Effectiveness (the Impact of Culture) webinar	24-May-2023
	Mary-Anne	Carmody	Department of Health and Aged Care: Update on Covid-19 in aged care webinar	26-May-2023
	Christina	Janka	AICG: Quality Improvement Demystified webinar	01-June-2023
JUNE	Erika	Marsh	Aged Care Quality and Safety Commission : National Aged Care Provider Conference	08-June-2023
	Erika	Marsh	Grant Thornton: Reporting developments for Not for Profits webinar	21-June-2023
JULY	Christina	Janka	KPMG Australia: Governing for Reform in Aged Care Program	4 sessions: 13 July, 10 August, 7 September, 12 October 2023
	Mary-Anne	Carmody		
	Erika	Marsh		
AUGUST	Éva	Kövesdy	KPMG Australia: Governing for Reform in Aged Care Program	12-October-2023
	Erika	Marsh	Aged Care Quality and Safety Commission: Financial and prudential regulation webinar	21-August-2023
SEPTEMBER	Christina	Janka	Adventedge: Aged Care Quality, Safety and Risk Forum - Melbourne	13-14-September-2023
OCTOBER	Erika	Marsh	Committee for Economic Development Australia (CEDA) research: Aged-care sector running on empty	09-October-2023
	Éva	Kövesdy	KPMG Australia: Governing for Reform in Aged Care Program	12-October-2023
	Erika	Marsh	ACCPA National Conference, Adelaide	25-27-October-2023
NOVEMBER	Christina	Janka	Boardpro: Linking risk and strategy - What it means for your organisation	09-November-2023
DECEMBER	Éva	Kövesdy	ACCPA: Strengthened Aged Care Quality Standards Webinar	18-December-2023
	Jennifer	Cole		
	Christina	Janka		



Imre Sági, Sándor Miller, Nándor Lengyel and Martina Felkel show the way in perseverance with this jigsaw puzzle



PRESIDENT'S REPORT



RITA SÜLLÝ | 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.

challenging. Unfortunately, as those with Hungarian heritage engage less with the Árpád, locating individuals with the passion, commitment, and qualifications becomes even more challenging. Thus, I encourage those in the Hungarian diaspora to play a part in shaping the future for the Árpád which was built with foresight and great vision, commitment, and dedication, motivated by committed community members.

We've been exceedingly fortunate to have Martina Felkel as our compassionate and professional Executive Manager. On a personal note, I want to extend my heartfelt thanks to Martina for her unwavering dedication and perseverance. As the President, it has been a true pleasure to work alongside Martina.

In closing, I wish to express my gratitude to my fellow committee members, the dedicated staff, residents and their families, and representatives.

Thank you for granting me the honour of representing Árpád as the President of the committee. Our journey together has been filled with challenges and triumphs, and I look forward to seeing the continued success of this wonderful home.

Rita Süllý
President

WELCOME TO THE 2023 ANNUAL GENERAL MEETING

In 2022, our committee grew stronger by welcoming three new members – Erika Marsh, Ian Sanders and Rita Stannard. Erika, who joins the committee with impressive finance skills took on the Treasurer role and has been instrumental in leading Árpád's strong financial position. Ian, with his vast experience in the Health and Aged Care sector, has enriched our Árpád committee. Rita, who serves as the Manager of Residential Care Services at the Mulgrave facility of Fronditha Care. What's even more special is that all three share a Hungarian heritage.

2022 marked a significant turning point as it represented the first full year following the challenging COVID-19 pandemic. While certain infection control practices, like mask-wearing and testing before entering the home, remained in place, the lives of residents and staff gradually returned to pre-pandemic normalcy. Special events were celebrated, important dates were acknowledged, in-person Mass was reinstated, volunteer presentations resumed, and the ever-beloved music performances once again entertained residents.

The focus of our committee underwent a shift in priorities, particularly in response to the challenges of the preceding three years marked by the pandemic's impact. In February, we held our annual planning day with a review of the four-year strategy. It was a pivotal moment to recognize accomplishments, assess progress against the plan, and identify areas that needed further attention.

This year's highlights included the implementation of several enhancements in clinical care and resident well-being through improved, real-time care planning. A fundraising initiative raised money to purchase an outdoor gazebo, which was installed by a team of volunteers. A new set of outdoor furniture was also purchased, which has greatly enhanced the outdoor experience for residents and visitors. An integrated software package was introduced to streamline financial management,

invoicing, record-keeping, and staff entitlements. Thanks to the dedication and professionalism of the Financial Risk and Audit subcommittee, led by the Treasurer Erika Marsh, with support from the Independent Chair Patrick Nolan and our Finance Manager, Nilakshi Pereria, Árpád has maintained a strong financial position. This achievement is all the more remarkable as nearly 70% of aged care homes are operating at a loss or facing severe financial distress.

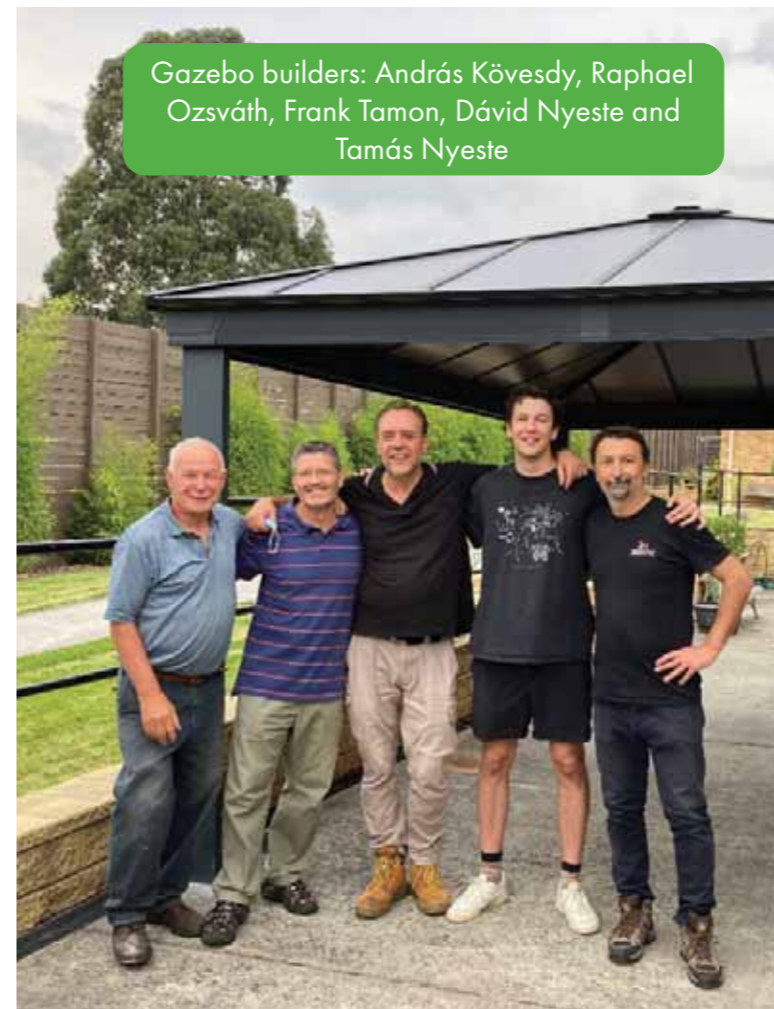
This fiscal prudence has served us well, but it's evident that substantial work lies ahead to address the much-needed maintenance and building upgrades. Now that visitors and contractors have easier access to Árpád, we are placing a strong emphasis on improving the dining area and kitchen.

I want to share with you that this will be my final report as President, and I will not seek re-nomination for a position on the committee. Let me take a moment to reflect on my journey. When I joined the committee in 2019, my intention was to contribute in some small way to the community that had been a significant part of my childhood. Joining the Árpád committee was my way of preserving the spirit of friendship and Hungarian culture.

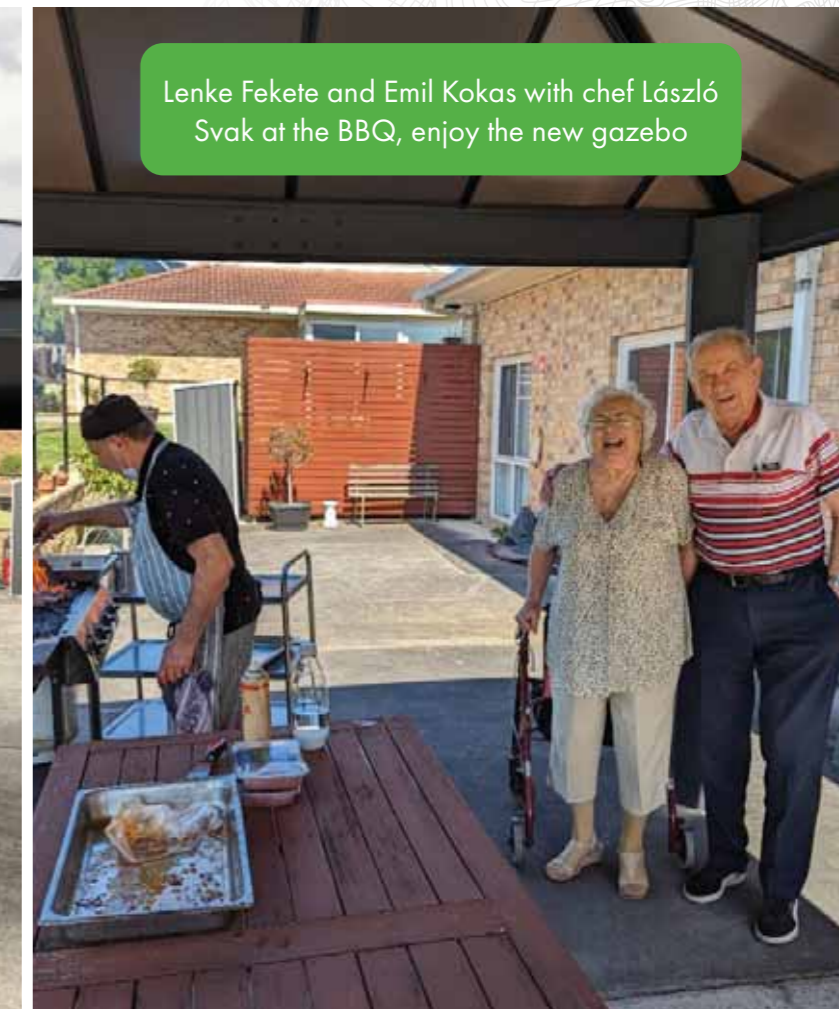
My four years on the committee were consumed by the turbulence of the pandemic and its myriad of challenges. However, as we approach the end of these four years, I'm delighted to share that Árpád not only survived but is thriving, thanks to our dedicated Executive Manager Martina Felkel and our remarkable management, clinical, and care team.

While it's heartwarming to see Árpád in such a positive light, I must acknowledge that the most challenging days are yet to come. Following the Royal Commission in to Aged Care and the numerous legislative changes, managing a single-provider aged care home has become increasingly demanding. The government reporting requirements and legal obligations placed on the Committee directors are weighty. Finding individuals willing to volunteer for a committee with such significant governance responsibilities is

Gazebo builders: András Kövesdy, Raphael Ozsváth, Frank Tamon, Dávid Nyeste and Tamás Nyeste



Lenke Fekete and Emil Kokas with chef László Svák at the BBQ, enjoy the new gazebo



MANAGER'S REPORT



MARTINA FELKEL | EXECUTIVE 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.

WE HAD ANOTHER EXCITING AND EVENTFUL YEAR AT THE ÁRPÁD

The COVID 19 pandemic was declared over and we moved into a new normal. Reporting requirements are still in place on vaccinations and outbreaks or exposures and fit testing of face masks for staff continues. However, we have ceased the mandatory face mask wearing during non-outbreak times and this was very welcomed by all residents, relatives, and staff. Some of our residents had never seen our team without a mask and social interaction and communication are so much easier now. To keep a level of protection the RAT testing pre-entry will remain a requirement as this was the wish of our residents.

The Árpád experienced exposures and outbreaks of Covid 19 during 2023 but like in the previous year with only mild symptoms. The Árpád has antiviral medication on stock and treatment was always started immediately after a positive test result if consent was given by the resident or their decision maker.

Visitors are welcomed back to all areas and events at the Árpád and there is a feeling of pre-Covid normality again. We stay very vigilant and will follow a strict outbreak plan if any Covid cases are reported, very similar to what was always the case during flu or gastroenteritis outbreaks in the past.

ACCREDITATION

One major milestone this year was the Árpád's re-accreditation. We had our re-accreditation visit in March 2023. Two assessors from the Aged Care Quality and Safety commission visited on 7,8 and 9 March and interviewed numerous residents, relatives, and staff. The assessors also reviewed documentation, policies and observed the daily routine at the Árpád. The assessors found the Árpád being compliant with all 8 Aged Care Quality Standards and provided overwhelming positive feedback on our service. Residents spoke freely about their life and care at the Árpád and expressed their satisfaction with their life here. We are very pleased that the Árpád is fully accredited again until 11 April 2026.

However, the work did not stop after this visit. We continue to ensure that compliance remains maintained, and any new requirements are implemented.

We have a robust plan for continuous improvement and this tool is updated fortnightly. Any new initiatives, requirements or audit findings are added, and the entire team works together on the completion of the various initiatives and gaps.

QUALITY OF CARE/ REGULATORY COMPLIANCE

The Árpád's Clinical Manager and Quality Manager are well established in their roles and work with the team and the residents on the provision of the best possible care.

We have 24 hour registered nurses on site and trained and dedicated professionals to provide a service to residents that meets their needs and preferences.

Training was a huge focus in 2022 and 2023 and we had several training sessions and professional development in various areas, from leadership, dementia, medication management, wound care and fire warden training, just to name a few.

The aged care reform was also moving forward with a very quick pace and several new requirements had to be implemented. The quarterly reports on National Quality Indicators have increased to 11 areas of data reporting, including two surveys on quality of life and consumer experience, where residents or relatives are asked to provide their views. Aged care providers are also submitting a quarterly financial report to the Department of Health now.

Star rating for aged care homes was introduced. The Árpád is currently quoted a four-star home.

We established the required Consumer Advisory body, where residents provide feedback and suggestions directly to the committee. This needs to be offered on an annual basis to all residents and/or their representative. Additional reporting on vaccinations and Covid cases is continuous to be reported via the Aged Care Provider Portal.

RESIDENT SERVICES/ FEEDBACK AND COMPLAINTS

We actively seek feedback from all our residents and their families. The Árpád residents are attending the monthly meetings and their relatives/ representatives are invited to join virtually or in person as well. The establishment of the Consumer Advisory body has provided the Árpád with more insights of the residents' experiences and wishes too and changes were implemented where required.

The goal of the Árpád team is to provide person centred quality care to all our residents, especially focussed on the Hungarian culture. Major environmental improvements were the construction of a pergola in Duna garden, including new outdoor furniture. In November we will receive new dining room furniture for Duna and the dining room will be repainted and newly decorated. This project will be rolled out in Tisza in the next year.

INFORMATION MANAGEMENT

In July the Árpád has implemented Best Med, an electronic medication management system. This replaced the paper drug charts and is a major improvement in medication management and safety. Pharmacy and GPs have access to the system as well. GPs can log on and prescribe new medication and the prescription is automatically sent to the pharmacy. This reduces the workload of the Registered Nurses and frees them for residents' care.

We have also purchased a Telehealth cart and this is used for virtual appointments and calls to the Virtual Emergency Department, instead of sending residents to A&E for assessments. The virtual ED is fully accredited, and the doctor can assess the residents virtually at the Árpád via video with RN support and determine whether a resident needs to be transferred to hospital or not. There is the option to have a relative attending the virtual assessment and an interpreter service can also be used for any resident who is not able to communicate in English. Current project is the implementation of Care system, which is an integrated software system and will cover rostering, payroll, billing and other administrative tasks. This will support compliance with all new requirements in a more efficient way as reporting tasks will be supported by the required data being readily available in the new system software.

WORKFORCE CHALLENGES

Workforce challenges have eased slightly. We were able to recruit permanent care staff and nurses and reduced our agency usage significantly. We are in the process of sponsoring possibly two Hungarian carers to work full time at the Árpád.

It was a very busy and challenging, yet rewarding year. The life has returned to the Árpád to a new post pandemic normal. The new Aged Care Reform requirements were introduced and the team has adapted well. Our residents, and providing them with a meaningful and dignified life at the Árpád, remains our main motivation.

Martina Felkel
Executive Manager



Martina serves ice-cream from the new ice-cream trolley



Martina with her homemade pretzels

FINANCE, RISK AND AUDIT SUB-COMMITTEE'S REPORT



ERIKA MARSH
TREASURER



PATRICK NOLAN
INDEPENDENT CHAIR



MARY-ANNE CARMODY
SUB-COMMITTEE MEMBER



JUDITH JURICKSKAY
SUB-COMMITTEE MEMBER



IAN SANDERS
SUB-COMMITTEE MEMBER



RITA SÜLLY
SUB-COMMITTEE MEMBER

SUMMARY OF 2023 FINANCIAL YEAR

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There were 10 sub-committee meetings held between 21 November 2022 and 23 October 2023. In the financial year revenue streams from residents, government fees, investment income have increased and the home has also received individual donations and COVID-19 grants. Total revenue increase of \$363,649 was offset by increased operating expenses to cover additional costs, including increased cost of utilities, cleaning, maintenance, agency fees and wages. Net profit for the year was \$811,688 after a catch-up increase to building depreciation of \$180K as per the auditors' amendment. Occupancy for the year was 98%, better than the industry average of 87%

The average ACFI/AN-ACC funding was \$199 per resident per day compared with ACFI funding of \$177 in FY22. The increase in AN-ACC has improved revenue for the home and is in line with industry averages and also due to increasing frailty of the residents.

Managing finance and operational risk was the overarching theme for the Finance Committee for the financial year. The committee has evaluated and renegotiated our investment terms and updated the Árpád's investment and risk policy. The present portfolio includes low-risk investments and term deposits spread across several banks and investment companies. The average return is over 5.5%. These returns will likely increase with the positive movement in the interest rates on the market. Other amounts will be invested in FY24 within the scope of Árpád's liquidity requirements and will support the funding Árpád's building and maintenance improvements into the future. Cash held at the end of the year was \$14.3 million, an increase of \$1.6 million from FY22.

Asset management review is ongoing to ensure that the home remains safe and compliant with regulations and standards.

The board has authorised the implementation of a care industry specific staff roster, payroll, and finance and reporting software: Care Systems that will enable the finance and management team to process everyday work more efficiently, saving time and cost and at the same time providing industry compliant reports to the Committee and supervisory bodies.

Our new firm of auditors, Hourigan Partners, completed the audit with no significant issues, and Árpád continues to operate as a going concern with a healthy cash flow.

The Finance Committee members have continued with their professional development attending online courses, conferences and government funded governance training. I would like to thank the whole management and finance team for their hard work and commitment to the Árpád and look forward to many more successful and happy years working together.



Erika Marsh
Treasurer

Finance Manager Nilakshi and administrator Szilvia with Mikulás (Santa Claus)

INDEPENDENT AUDITOR'S REPORT

Hourigan Partners

Independent Auditor's Report

To the Members,
Arpad Elderly Welfare Society Inc ABN 65 553 697 438

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Arpad Elderly Welfare Society Inc ABN 65 553 697 438 (the Association), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies and the statement by the Committee of Management.

In our opinion, the financial report of Arpad Elderly Welfare Society Inc ABN 65 553 697 438 is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, (ACNC Act) including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2023 and of its financial performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Simplified Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

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 ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (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.

Responsibility of the Committee of Management for the Financial Report

The Association's Committee of Management are responsible for the preparation of a financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified 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 Committee of Management determine are necessary to enable the preparation of a 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 Committee of Management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Committee of Management either intend to liquidate the Association 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.

Auditor's Responsibilities for the Audit of 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 the 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.

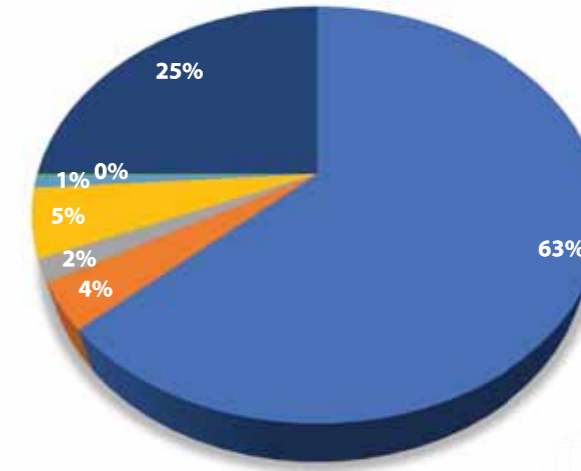
Director: Simon Hourigan CA, F Fin

Level 1, 339 Whitehorse Road Balwyn VIC 3103

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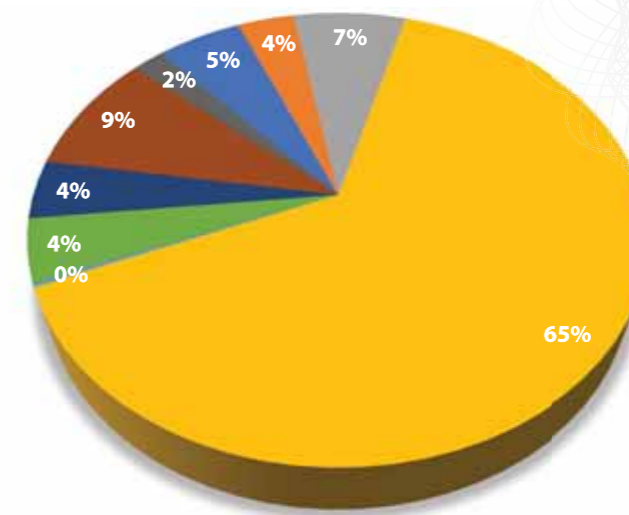
FINANCIAL REPORT

INCOME FOR YEAR ENDED 30 JUNE 2023



■ Government subsidies \$4,496,327	■ Donations received \$257,272
■ Government COVID support \$122,932	■ Investment income, distributions and interest \$379,685
■ Rental income \$60,281	■ Other revenue \$16,543
■ Fees charged to residents \$1,778,490	

EXPENSES FOR YEAR ENDED 30 JUNE 2023



■ Administrative expenses \$334,848	■ Cleaning & laundry expenses \$222,780
■ Depreciation expenses \$444,238	■ Employee benefit expenses \$4,058,381
■ Finance costs \$16,382	■ Food & beverage expenses \$277,325
■ Occupancy costs \$264,799	■ Contract service expenses \$558,602
■ Other expenses \$122,487	

Hourigan Partners

As part of an audit in accordance with 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 Committee of Management.
- Conclude on the appropriateness of the Committee of 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 report or, 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 also provide the Committee of Management with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may be reasonably be thought to bear on our independence, and where applicable, related safeguards.

We communicate with those charged with governance 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.


Simon Hourigan
Director
Registered Company Auditor


Hourigan Partners Audit Pty Ltd
ACN 149 707 960
Authorised Audit Company

Melbourne,
28 September 2023

Liability limited by a scheme approved under Professional Standards Legislation

Director: Simon Hourigan CA, F Fin

Level 1, 339 Whitehorse Road Balwyn VIC 3103

STATEMENT OF PROFIT AND LOSS

ARPAD ELDERLY WELFARE SOCIETY INC.
ABN 65 553 697 438

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2023

	Note	2023 \$	2022 \$
Revenue			
Revenue from ordinary activities	2	7,111,530	6,747,881
Expenses			
Administrative expenses		(334,848)	(346,251)
Cleaning and laundry expenses		(222,780)	(191,390)
Employee benefit expenses		(4,058,381)	(3,860,700)
Contract services expenses		(558,602)	(205,548)
Depreciation expenses		(444,238)	(203,637)
Food and beverage expenses		(277,325)	(240,092)
Occupancy costs		(264,799)	(263,014)
Other expenses		(122,487)	(288,611)
Finance costs		(16,382)	(23,262)
Total expenses		(6,299,842)	(5,622,504)
Net surplus		811,688	1,125,377
Other comprehensive income for the year		-	-
Total comprehensive income for the year		811,688	1,125,377

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

ARPAD ELDERLY WELFARE SOCIETY INC.
ABN 65 553 697 438

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

	Note	2023 \$	2022 \$
ASSETS			
Current assets			
Cash and cash equivalents	3	14,320,962	12,686,693
Trade and other receivables	4	226,642	113,584
Other financial assets	5	1,000,000	1,000,000
Other assets	6	79,813	46,038
Total current assets		15,627,417	13,846,314
Non-current assets			
Other financial assets	5	3,335,276	3,221,568
Investment properties	7	5,220,000	5,220,000
Property, plant and equipment	8	5,918,705	6,307,335
Total non-current assets		14,473,981	14,748,903
TOTAL ASSETS		30,101,398	28,595,218
LIABILITIES			
Current liabilities			
Trade and other payables	9	199,810	336,532
Employee benefits provision	10	547,783	589,453
Other liabilities	11	13,315,535	12,568,451
Total current liabilities		14,063,128	13,494,437
Non-current liabilities			
Employee benefits provision	10	125,801	-
Total non-current liabilities		125,801	-
TOTAL LIABILITIES		14,188,929	13,494,437
NET ASSETS		15,912,469	15,100,781
EQUITY			
Retained surplus		15,912,469	15,100,781
TOTAL EQUITY		15,912,469	15,100,781

The accompanying notes form part of these financial statements.

QUALITY AND CLINICAL GOVERNANCE SUB-COMMITTEE'S REPORT



CHRISTINA JANKA
CHAIR



ERIKA MÁRTONHELYI
SUB-COMMITTEE MEMBER



GÁBOR JANDÓ
SUB-COMMITTEE MEMBER



JUDITH JURICSKAY
SUB-COMMITTEE MEMBER



RITA STANNARD
SUB-COMMITTEE MEMBER

Our purpose is to develop, review and monitor Árpád Aged Care's Clinical Governance and Quality frameworks. In partnership with management of the Árpád, the quality and clinical governance subcommittee has witnessed fine leadership in 2023, which has resulted in high quality systems and innovations in the management of resident care.

The job of the subcommittee is to identify, prioritise and report on risk management to the committee associated with clinical care at the Árpád monthly, and it has been decided to hold subcommittee meetings with a clinical chairperson three times a year on evidence-based trends, following reported data and new legislation.

The technical additions in software and internet tools have allowed for more staff time on focusing on residents. Very few paper reports are needed and I shall outline some of these efficiencies for you.

In April, the Quality Manager, Ariel Pu, instigated monthly Audits in the Árpád to review detailed trends and incidence statistics which enables strategies for improvement.

All policies and procedures have been finalised, printed and published on the Duna nurse station boards and included in staff education sessions.

The Árpád is always keen on gauging staff workplace satisfaction and the July Engagement Survey received 46 of 60 staff responses to the questions. There is high satisfaction amongst staff for learning and growing in their roles. Staff stress levels have been recorded as manageable for the aged care environment which is always challenging. Strategies are in place to reduce these levels including manager open door policy, emotional and professional support and good roster management.

In July, a Residents' Flow Chart was commenced which greatly assists staff monitoring care planning and nursing. An innovation from a nurses' meeting was setting up a set of Deterioration Guidelines which is important for charting end of life action.

For operational use, there is also a quick overview of all resident risks for Árpád nurses in the system set up by the Clinical Manager, Ayeshi Silva's High-Risk/High Prevalence register. There is also now an Infection Register for daily use in LeeCare records.

Also in July, the sub-committee noted with satisfaction that there is now a 3 day Pain Charting in the Árpád post fall. This allows for changes in medication, nurse evaluation and referral to a GP when needed.

A Telehealth system is being used for GP consultations for non-critical resident cases. Training for full use of this facility was given in mid-October for all staff. How does this work? Our residents of aged care facilities can be provided routine medical check ups, with their GP, updating of resident medication charts with prescriptions sent electronically to pharmacies and finally reviewing goals of care. Care plans are then updated.

Árpád's comprehensive audit systems follow Quality Indicator data requirements (a 3 monthly submission to the Health Department of clinical assessments and care planning). These are based on data from the audits by Ariel Pu.

In September there were ten audits by the Quality Manager Ariel Pu for measuring outcomes in our clinical care. The results are tabulated in percentages and give rise to next steps for improvement. The Analysis section informs all staff and management.

Some examples: Complex Health Management (resident files 100%); Clinical Assessment and Care Planning – staff interview 84%; Infection Control audit – Sept. 86%; Mobility, Dexterity and Rehabilitation audit – Sept. resident files 99%; Oral and Dental Care Audit – Sept. resident files 100%; Sensory Loss Audit - Sept. resident files 97%; Occupational Health and Safety - 92% - 98% 1. 92% compliance; Behaviour Management audit - Sept. resident files 100%;

Since mid-year, the medication management system, Best Med software for dispensing and ordering is working very well. The Clinical Manager, Ayeshi Silva, monitors all the email alerts and all follows up with staff.

LeeCare continues to be used to replace paper reporting of all Árpád medical assessments and is added to care evaluations. It is also important for analysis of types of infections and is part of the policy of Infection Control and Prevention.

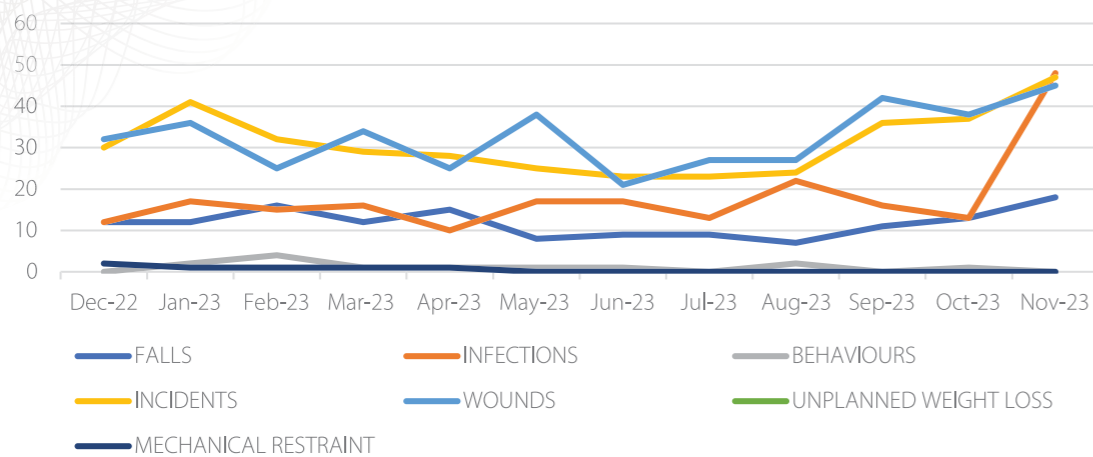
Future directions for development of care systems at Árpád are being looked into by Martina Felkel, our Executive Manager. These are from a recent Clinical Care conference: Brennac, a software which has a messaging platform which can advise relatives or carers by preformatted texts with current advice on a resident's health status. This can save nurses' time with phone calls which are non-urgent. Urgent and significant issues would still be dealt with by phone. An integrated software system for multiple uses, "Care Systems" is being developed for adoption at the Árpád.

Lastly, there is an interesting software for electronic registering of incidents and hazards, called Riskman. These technological innovations do not replace the valuable human resource, our workforce which we aim to support and nurture with every step we take into the future.

Our interaction with residents is informed by the Consumer Satisfaction reports and monthly feedbacks. Residents have been invited to attend the sub-committee and the committee meetings to discuss any care issues or questions for the Árpád home. We have found these discussions this year very valuable.

Christina Janka
Chair

CLINICAL CARE SUMMARY



PUBLIC RELATIONS AND IT WORKING PARTY'S REPORT



ÉVA KÖVESDY
CHAIR



ZSUZSANNA KOLLÁR
WORKING PARTY MEMBER



MARY-ANNE CARMODY
WORKING PARTY MEMBER

This year the PR Working Party had several projects planned and completed.

VOLUNTEER PROGRAM

We recruited Réka Ropolyi to set up the Volunteer Program. Apart from designing flyers, Réka completed a Volunteers Manual which is very comprehensive and useful for our prospective volunteers. Márta Oros KCSP scholarship holder has been working at Árpád since April. Her role is to assist the Lifestyle team.

STAKEHOLDER EVENT

On March 31 we held a Stakeholder event at the Hungarian Community Centre. It was an opportunity to inform the stakeholders on Árpád's future plans as well as the difficulties faced during COVID.

VISIT TO ST VINCENT'S AGED CARE IN KEW

On 4 April Erika Marsh, Judith Juricskay, Christina Janka and myself visited St. Vincent's Aged Care home in Kew. Our kind and knowledgeable host was Trent Robson, National Sales Manager of St Vincent's Care Services. Trent was most generous with his time and accompanied us through the different parts of the facility.

ANNUAL REPORT

The Annual Report was compiled by Mary-Anne, Zsuzsa and myself. It is a comprehensive summary of the facility's activities during the year. It is also a document we send to various people, for example the Ambassador and the local member of parliament to inform them about the facility.

QUARTERLY HÍRADÓ

Everyone here receives the quarterly Híradó that Zsuzsa publishes, with the contribution of staff, like Martina and Ariel. I would like to acknowledge Zsuzsa for her fantastic and creative work on the Híradó. Zsuzsa also maintains our Facebook page. Please visit the page as all the current activities are posted. We are very lucky to have Zsuzsa with us.

We also recognise various significant days, such as Nurses Day, Father's Day, etc. when the committee hand out presents to the residents and the staff.

MAJOR EVENT

A major event this year was the visit of the Hungarian President, Katalin Novák. The visit required a lot of organisation. The staff were extremely helpful, the residents happy that she chatted with them. Before leaving, the President shook hands and had a few words with all the residents who were present. It was a very successful afternoon. Árpád, with this visit received coverage in Hungary.

One week after the President's visit, Mary Doyle MP, Member for Aston paid a visit to the home. She was very impressed with the "homely" atmosphere of Árpád. She said she wished her mother was here. Mary Doyle was very friendly and took a keen interest in Árpád. We will keep in touch with her in the future. (In addition, she and her assistant took note of the roundabout and will approach the council.)

Éva Kövesdy
Chair



Sándor Fazakas meets Hungarian President Katalin Novák on 22 October 2023, with Ambassador Zsolt Csenger-Zalán in the background



Mary Doyle MP with committee members in November 2023

MANAGEMENT AND ADMINISTRATION TEAM

MANAGEMENT TEAM



MARTINA FELKEL
EXECUTIVE MANAGER



AYESHI SILVA
CLINICAL MANAGER



NILAKSHI PERERA
FINANCE MANAGER



ARIEL PU
QUALITY & COMPLIANCE MANAGER



ZSUZSA BUDAVÁRI
LIFESTYLE & ACTIVITIES COORDINATOR

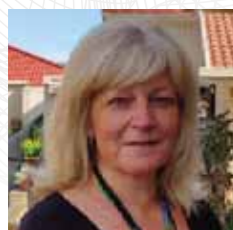
ADMINISTRATION TEAM



ZSUZSANNA KOLLÁR
COMMITTEE ADMINISTRATIVE SECRETARY



SZILVIA SZAKA
ADMINISTRATOR



ÁGI DAY
RECEPTIONIST
(-AUGUST 2023)



RÉKA ROPOLYI
RECEPTIONIST



RENÁTA BOROS
RECEPTIONIST
(SEPTEMBER 2023-)

ÁRPÁD STAFF 2023

Ágnes Alexy
Katalin Apáthy
Afsha Karim Athina
Kathleen Bagasin
Janvi Barot
Pooja Bhandari Sharma
Rose Bikadi
Renáta Boros
Zsuzsanna Budavári
Eszter Mária Bükkösdí
Kissy Carriaga
Mohan Chhetri
Mariana Dan
Ágnes Day
Julianna Dworszky
Helena Ebrahimi
Miralesel Espin
Pramila Lowra Eugene
Éva Ezsol
Rózsa Farkas
Arany Fejér-Henkul
Ilona Fekete

Martina Felkel
Csabáné Hamar
Beatrix Hevér-Szabó
Anita Hornyákné Laczkó
Winthy Hsu
Tamara Izman
Analie Jenkins
Ramanpreet Kaur
Trudie Kenna
Purapaween (Rita)
Keursombud
Mi Young Kim
Zsuzsanna Kollár
Florie Lavapiez
Yuen (Ching) Lee
Jessica Yang Liao
Grace Lincuna
Jordan Lorenz
Veronika Madic
Krisztina Molnár
Virginia (Gina) Muresan
Huy Jason Nguyen

Minh Thuy Nguyen
Dorota Pachacz
Gina Parkes
Ayeshi Patiharamba
Nilakshi Perera
Gyöngyi Katalin Pintér
Basundhara Pokhrel
Jialiang (Ariel) Pu
Janet Pye
Arzoo Rana
Rosalie Randrup
Reetika
Renu
Réka Ropolyi
Liselotte Ropolyiné
Katalin Samu
Dulanjali Senarath Semage
Shrisha Shrestha
Harbhinder Singh
Marianna Sipka
Sheila Subramanian
Erika Svak

László Svak
Szilvia Szaka
Frank Tamon
Ildikó Tarján
Orsolya Teknyős
Krisztina Temesi
Katarina Vanyova
Ildikó Vargáné Fülöp
Mannat Verma
Disha Vora
Jinglin Wang
Yayi Wang
Qingjuan (Wendy) Wang
Xiaoting (Bella) Wen
Methuli Wijenayake
Jinghan (Jenny) Wu
Jiarong (Jill) Yu
Farheen Zaman
Yi Qian Zhu

REGULAR VISITING DOCTORS



DR ÉVA HEROLD
HAS BEEN LOOKING AFTER
ÁRPÁD RESIDENTS SINCE 1994

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

DR IMRE SÁGI

Dr Imre Sági is a familiar face at Árpád – he has been providing care at for more than 20 years!

Dr Sági was born in Melbourne to Hungarian parents and Completed a Bachelor of Science at Melbourne University in 1986, before moving to the University of Queensland to complete medical training in 1993.

He returned to Melbourne in 2000 to pursue his dream of being a GP: "I always wanted to study medicine and become a GP, none of the specialities ever interested me," he said.

His first role as a GP was at Dorset Medical Centre in Croydon, which then became part of the SIA medical group. While working there, Dr Sági received a call that would change his focus as a GP:

"I received a call from our old family doctor, Dr Joe Juhász, in mid-2000 enquiring if I were interested in taking on residents at Árpád."

Dr Sági has now been attending Árpád weekly for over 20 years to provide primary care on site with his Hungarian language skills. Dr Sági plans to continue giving his time to the Hungarian residents at Árpád:

"Working at Árpád has allowed me to help and give back to the community that I grew up in," he said.

ALLIED HEALTH AND OTHER SERVICES

NAME	ROLE	NAME	ROLE
Franz Abfalter	Electrician	Roshini Ravichandar	Dietitian
Róza Bogár	Hairdresser	Jane Rice	Wound Consultant
Yvonne Cohen	Speech Pathologist	Nikki Rushent	Mobile dentist
Jenny Cole	Pharmacist	John Schauble	Fire safety trainer
Ray Dean	Healthcare equipment specialist - equipment supply and maintenance	Christina Sipos-Óri	Optometrist
Phil Dolevski	Podiatrist	Hanna Street	Audiologist
Linda Howell	Wound Consultant	Frank Tamon	Maintenance
Bill McHugh	Locksmith	Béla Varga	Maintenance
Ervin Pintér	Duna TV service	Tess White White	Physiotherapist
Matt Ramadage	Security and access control	Andrew Wilcox	IT support

THANK YOU TO OUR DONORS

\$5,000+	\$1,000+	\$200+	\$100+
Julianna Jandó	Rita Süllý Charles Varga Katalin Lengyel	Rosa & Lajos Oláh	Krisztina Serfőző Piroska Moody

We are very grateful to the donors who contributed to Árpád in 2023 to help with Árpád's activities supporting older Hungarians.

We would also like to thank donors who have contributed up to \$100. Every gift makes a difference to the Society.

VOLUNTEERS 2023

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, gardening and the like.

Róza Bogár
Erzsébet Hernyák
István Hangodi

Éva Kövesdy
András Kövesdy
Tamás Nyeste

Rosa Oláh
Lajos Oláh
Luisa Rigó



LIFESTYLE PROGRAM IN 2023



ZSUZSANNA BUDAVÁRI
LIFESTYLE TEAM COORDINATOR



ILONA FEKETE
LIFESTYLE ASSISTANT



BEATRIX HEVÉR-SZABÓ
LIFESTYLE ASSISTANT



ILDIKÓ TARJÁN
LIFESTYLE ASSISTANT

In 2023 the lifestyle team was lucky to organise an even more diverse program for the residents than last year. The regular weekly lifestyle program completes our resident's physical, mental and spiritual wellbeing. The residents can participate in daily exercise sessions, regular bingo sessions on alternating days, and a few times weekly they can also train their brains with word games, and riddles. Indoor bowling, board games, memory games, cards and chess also occurs once or twice weekly. The ice cream van was a well-liked addition to Árpád's weekly program. The cart usually ran once a week by the lifestyle team, when residents can enjoy their ice cream in waffle cones.

Beside the regularly occurring programs, residents can keep their cultural traditions alive by celebrating and commemorating Hungarian national days and religious holidays. These celebrations and commemorations gave an opportunity for many residents to be involved in the performance, reading poems and other texts to elevate the event. These significant days included: 15 March, Easter, the Day of National Unity, in August the celebration of the thousand-year existence of Hungary. In October two sombre commemorations took place: the martyrdom of the 13 Arad martyrs in 1849 as well as the 1956 revolution and freedom fights. The last performance of the year by volunteer residents took place before Christmas, by creating a festive atmosphere with reciting Christmas poems and songs. Australian holidays were also commemorated by the residents during the year, like presentations on Australia Day and Anzac Day, while NAIDOC week's presentation was not only educational but one of the members of the lifestyle team played the didgeridoo for the residents.

Other significant days included: "Farsang" (Carnival), Women's Day, Mothers' Day and Father's Day. On Women's Day all the ladies received a chocolate rose from the male residents, just like on Mothers day when female residents were celebrated with a small gift of a beautifully printed placemat. In the afternoon, motherhood was evoked with literary and musical pieces, while the residents could enjoy their coffees and cakes at Balaton Café. Balaton Café took place on special occasions when Duna Lounge transformed into an old-fashioned coffee house. The Day of Poetry was celebrated by with a little literary get-together, when residents were encouraged to share their favourite poems. The International Day of the Older Persons in October was celebrated with a special weekend get together. Another special Balaton Café occurred, when the

102nd birthday of Sarolta Kövesdy was celebrated with some of her and other residents favourite songs. Last year's popular program, the armchair travels, returned with a trip to Turkey first. After a presentation residents could have a taste of delicacies like Turkish delight, halva and revani. It was followed with a journey a bit closer to home, to Bavaria. Despite the diverse presentation, the highlight of the afternoon was Bavarian pretzels and the Obatzda dip especially made for the occasion by Martina, our manager. The next journey was to Israel, which was completed by serving middle eastern delicacies like hamantasche (linzer-like cakes with date filling), hummus, pitta bread and Jewish eggs. The year ended with a journey to the 17th century, when the Netherlands controlled the most important sea routes. The residents had the opportunity to smell and identify oriental spices transported first to Europe by the Dutch seamen, and in the tea-break a selection of Dutch delicacies were served.

Trivia and quiz afternoons were also very popular this year with a few special ones. In June on World Music Day there was an entertaining music quiz, and Márta Oros, KCSP scholarship holder, hosted two Bible themed quizzes. Responding to residents' feedback TRIVIA is now played in a new format, residents are encouraged to guess individually. Many residents find this new format more relaxing and feel more confident joining in the game.

In the second half of the year, karaoke afternoons were added to the lifestyle programs. By listening the songs and reading the lyrics at the same time, many residents happily joined singing even those with some inhibitions otherwise. The list of songs is compiled by the residents' requests, and it is continually extended.

Craft activities occurred regularly in the lifestyle program, and these sessions attracted many residents. The residents had the chance to create many different objects and decorations: origami and paper flowers, multicoloured flower centrepieces from fake flowers, heart shaped ornaments, scented soaps, festive centrepieces. Many times, their creations were gifts for the volunteers and employees of Árpád, on Aged Care Employee Day, or on International Nurses Day. For Naidoc week the residents prepared a co-operative project of a rainbow serpent, where they could practice the Aboriginal technique of dot painting.

In addition to the craft sessions, regular painting sessions started in 2023. Firstly, the art loving residents could dip their brushes in acrylic paint and tried themselves in different themes. Later in 2023, the participants could familiarise themselves with watercolour techniques. All creations are displayed on the ART WALL, in the corridor between Tisza and Duna section. Those residents who did not feel that creative but had a green thumb, they could help in the gardening by either propagating succulents, replanting other plants, or maintain and water the elevated garden beds during the year.

The easing up of the COVID restrictions helped to organise events that included public programs as well as the involvement of more volunteers in the lifestyle program. In January an excursion took place to Warran Glen nursery in Warrandyte. Even though all the participants enjoyed this outing, unfortunately all the other excursions had to be cancelled because of the weather or a COVID outbreak in the facility. Hopefully 2024 will be kinder to us, and the residents will be able to make more outings.

Árpád also had one incursion of the Australian Zoo, when all kinds of native animals were professionally introduced to the residents. The animal handler and expert also gave a chance for everyone to pet and interact with the animals, and she was also open to answer any questions the residents posed.

Another event that only happened once but hopefully could be continued in 2024 was the Talk Show, when Hungarians with an interesting career or experience were invited to tell their stories to the residents. Our first invitee was Péter Balogh, a retired passenger pilot, who gave a talk about his adventures while working for Malév and other international airlines.

Thanks to the Körösi Csoma Program, Márta Oros KCSP scholarship holder contributed to the lifestyle activities between February 2023 to November 2023. Márta introduced a few new programs that were welcomed by the residents. One of the activities initiated by Márta was the "My Homeland" series. Márta went through systematically the different regions of Hungary and the Carpathian Basin, to highlight the birthplaces of the residents. Other programs run by Márta included the "Fonó" that tried to recreate the atmosphere of the winter pastime of traditional folk life while sharing stories and singing songs. The "Scientific Presentations" was also well received in the topics of

space research and robots. Márta also continued her Bible Study program that she commenced as a volunteer in 2022. Márta's regular escort, Dory, the dog, was even more popular among the residents, residents enjoyed petting her and her companionship.

Following a long break, volunteer Pityu Hangodi came back to perform at Árpád again – this time with his new duo Károly and Hien Albert. The familiar old melodies create an incredible atmosphere where several residents could not resist to dance themselves. The residents are looking forward to every second Wednesday of the month.

Thanks to our new volunteer, Erzsébet Hernyák, regular baking sessions were included in the lifestyle program. The boardroom on these occasions transformed into a makeshift bakery to house our enthusiastic bakers, who already made cheese sticks, flower linzers, puff triangles, traditional gingerbread biscuits. Erzsébet also assisted in the introduction of weekly card game sessions in Tisza.

Live music and concert also happened on several occasions in 2023. The Hungarian Baptist Congregation gave concerts on Easter and Christmas, and the Hungarian-born violinist, Joseph Tallósi gave a solo concert. The residents could also enjoy his virtuosity on New Year's Eve as well. Our youngest volunteer, Kristóf, also gave a concert from the songs of János Bródy. Kristóf also came to play chess regularly with some of the chess enthusiasts during the year.

The residents' spiritual wellbeing was supported by regular religious services during the year, usually once or twice a month. Catholic services are given by Father Zsolt Kiss, or Reverend Peter Ray, whilst Reverend Csaba Dézsi represents the Hungarian Reformed Church.

In 2023 the facility was honoured by the visit of Katalin Novák, President of Hungary, as part of her official visit to Australia. The President greeted the residents, and afterwards she also had time to talk with Árpád's oldest resident, Sándor Fazakas, while other residents could share their escape stories after the 1956 revolution.

Ilona Fekete
Lifestyle assistant



DINING EXPERIENCES AT ÁRPÁD

The dining experience is a very important part of health, well-being, and quality of life for older people. Here at Árpád, we understand our residents' preferences, support their choices and involve them in the planning of the menu. We want to provide a balanced and nutritious diet therefore Food and Nutrition was placed on the Continuous Improvement Plan and we are seeking our residents' feedback and suggestions. The environment is also an aspect of the dining experience and in November the Duna wing received new dining room furniture. The furniture was chosen with the involvement of the residents. The Duna dining room will be repainted and redecorated early in 2024.

During meal times a Registered Nurse needs to be in the dining area and oversee and monitor the dining experience of the residents and pay special attention to those who need assistance.

Food and menu planning update is a standing agenda item at the monthly Residents' meeting and the Resident's choice lunches are also discussed. The Resident's choice lunch was introduced in 2022, they decide at the monthly meeting what they would like to have which is not on the regular menu, and the chef cooks it as an additional choice.

In May we introduced our new ice cream trolley which is custom manufactured and designed for Árpád. The ice cream day is a new initiative at the Árpád, when the residents, staff members, and visitors can enjoy an ice cream. Two staff members walk around the home and serve ice cream from the ice cream trolley.

During the year, our chef László Svak included many barbecue lunches to the delight of the residents. These occasions are also good opportunities for our residents to go outside into the garden and enjoy the fresh air, sunshine, as well as our Chef's and other residents' company.

Naturally, we celebrate big occasions like Easter and Christmas with traditional food and drinks but there are many other events when our residents can taste something different. For example „Carnival” was celebrated in February when the refreshments were organised by the Lifestyle Team: „csörögefánk” (cristoli) and homemade lemonade were served. In March on St Patrick's Day, our residents tasted homemade Irish soda-bread with Irish butter.

“Armchair Travel” is a program series where the residents virtually travel to different countries and discover their history, geography, traditions, and the most typical food and drinks of the region. In 2023 we could travel to the Philippines, the presentation was complemented with local delicacies, prepared by both lifestyle and care staff, which residents were very thrilled to taste. The next stop was Israel, middle-eastern delicacies like hamantasche (linzer-like cakes with date filling), hummus, pitta bread, and Jewish eggs were on the table. In May we flew to Bavaria and the highlight of the afternoon was Bavarian pretzels and the Obatzda dip made for this occasion by our manager, Martina Felkel.

Baking sessions with Erzsébet Hernyák (one of our volunteers) were a huge success in 2023. On these sessions, the boardroom was transferred into a makeshift bakery. Our enthusiastic resident bakers baked flower linzer biscuits, cheesy sticks, chicken-filled puff pastry triangles, and just before Christmas the project was the traditional gingerbread. The delicacies were usually served at the afternoon tea and we always had enough for our residents and our staff members.

Zsuzsanna Kollár
Committee administrator

László Svak is making Lángos



The traditional Hungarian “Pogácsa”



A group of residents are baking Linzer

Sarolta Kövesdy and Ilona Fenyvesi are baking gingerbread for Christmas





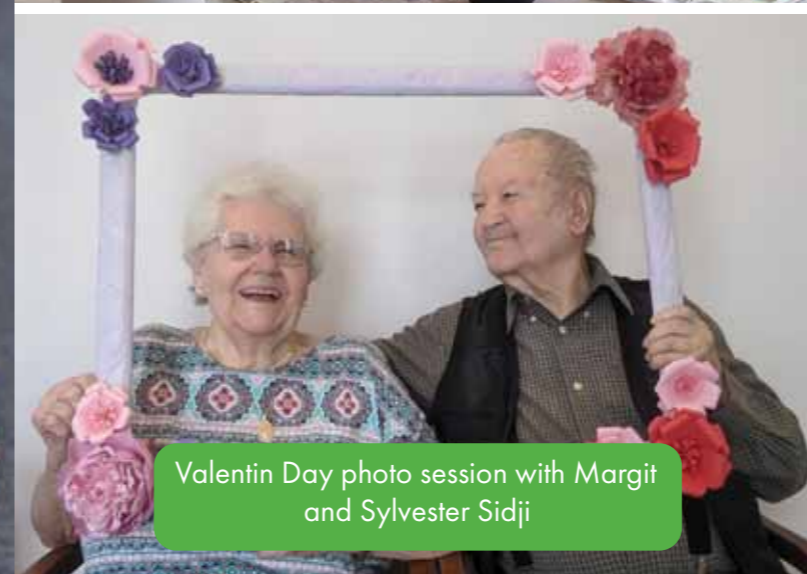
A succulent plant being planted by Anna Bernhart



László Battyányi enjoys the garden with Ildikó Tarján, Lifestyle Assistant



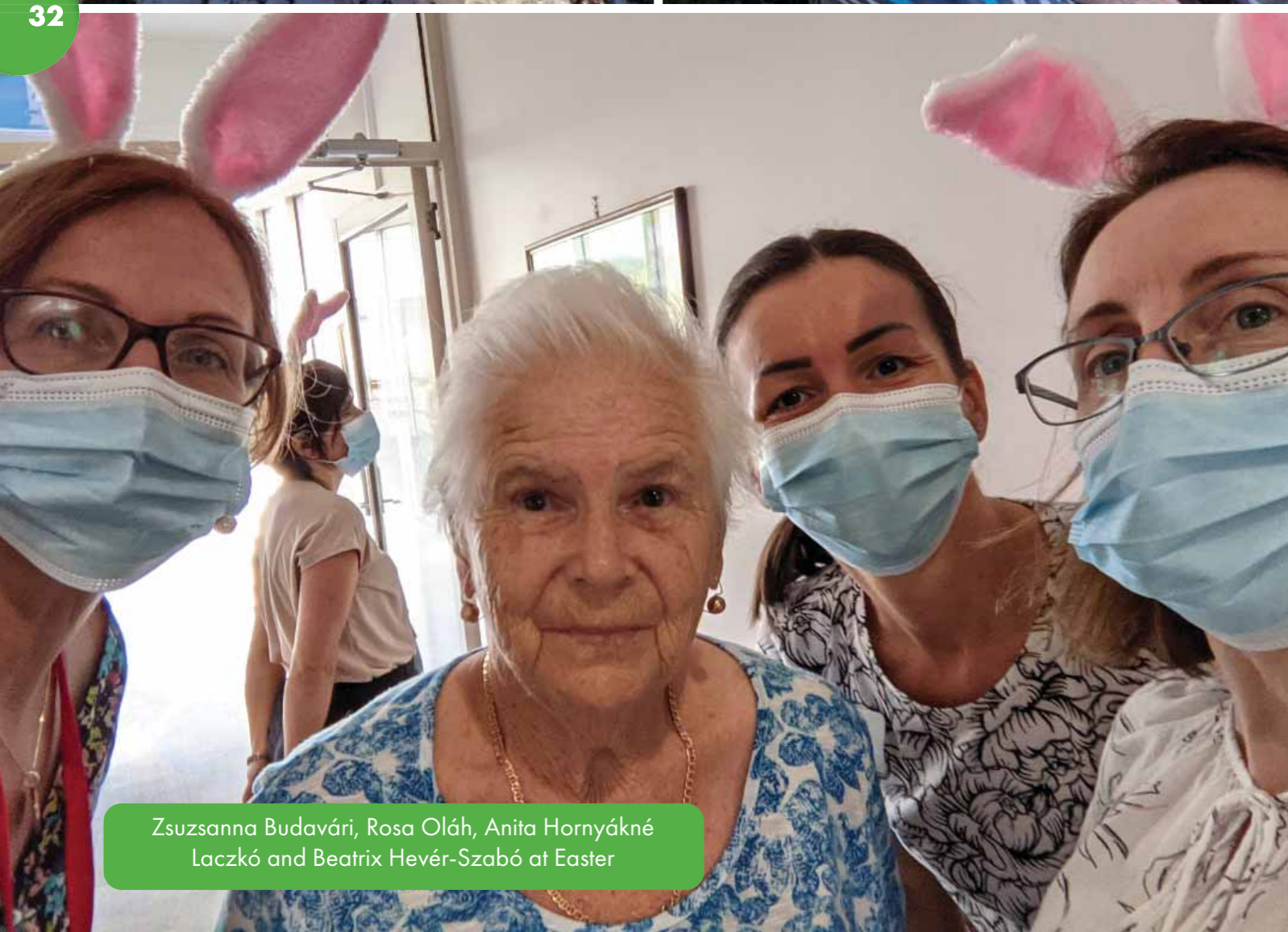
Mária Zanáti, Erzsébet Olasz and Lenke Fekete are attending a painting session lead by Ilona Fekete, Lifestyle Assistant



Valentin Day photo session with Margit and Sylvester Sidji



Pet therapy: Emil Kokas, Irén Burány, and Ilona Teleky enjoy the dog Dory's company



Zsuzsanna Budavári, Rosa Oláh, Anita Hornyákné Laczkó and Beatrix Hevér-Szabó at Easter



Excursion to Warran Glen Nursery in Warrandyte



Sándor Fazakas, our oldest resident was 105 years old in 2023

Commemorating March 15th, the outbreak of the 1848 revolution in Hungary



Erzsébet Olasz with her Mother's Day present



Mária Zanáti greets a visiting wallaby



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Árpád's 29th birthday



Mikulás (Santa Claus) visits Anna Namestovski on December 6



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Mikulás (Santa Claus) visits Erzsébet Krasuljak on December 6



Tabán Dance Group from Hungary



Easter Monday tradition, sprinkling the ladies with cologne



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