

2024



ABOUT US

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.

Annual Report prepared by Dr Diana Bossio, Mary-Anne Carmody, Éva Kövesdy and Zsuzsanna Kollár
Photography by Zsuzsanna Kollár and Árpád Lifestyle Team
Cover image: Residents Ilona Teleky and Emil Kokas

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.

TABLE OF CONTENTS

OUR MISSION, OUR VALUES	04
STRATEGIC GOALS	05
OUR COMMITTEE	06
PRESIDENT'S REPORT	08
MANAGER'S REPORT	10
OUR TEAM	12
ÁRPÁD STAFF	14
OUR REGULAR VISITING DOCTORS	15
QUALITY AND CLINICAL GOVERNANCE REPORT	16
RESIDENT WELLBEING	17
FINANCIAL REPORT	18
OUR DONORS	22
OUR VOLUNTEERS	22
PUBLIC RELATIONS AND IT WORKING PARTY REPORT	23
ÁRPÁD LIFESTYLE	24
DINING EXPERIENCE	28
KCSP REPORT	30
PHOTO GALLERY	32

OUR MISSION

Our Mission 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.

STRATEGIC GOALS

01.

Excellence in high quality person-centred care

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

Outcome: Recognised and respected by community and industry

03.

Highly engaged workforce

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.

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

02.

Social and Cultural Heritage

Key strategies:

- Develop and implement a cultural heritage plan
- Develop marketing plan

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

04.

Maintain Financial sustainability

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

Outcome: To achieve our vision and preserve our assets

OUR COMMITTEE



Éva Kövesdy - President

Éva is serving as President for the second time. She has been a member of the Committee since 1998, including breaks. Éva has a Master's Degree in Applied Science – Nutrition and Public Health and has been an active member of the Melbourne Hungarian community for many years. Éva is a member of the Governance sub-committee and the Public Relations and IT working group.



Judith Juricskay - Vice President

Judith was on the Committee from 2018 until October 2024, when she passed away. She was a member of the Quality and Clinical Governance and the Finance, Risk and Audit Sub-committees. Judith came to the Committee with over 30 years' experience in accounting and office management and as an experienced voluntary treasurer and president of various sporting associations. She will be greatly missed by her Committee colleagues and everyone at Árpád.



Mary-Anne Carmody - Secretary

Mary-Anne has been Secretary since 2019. She has a background in law and in the not-for-profit sector, and has Arts and Laws (Hons) degrees and a Master's degree in Management (Corporate Governance and Risk). Mary-Anne is also a member of the Governance, and Finance, Risk and Audit Sub-committees.



Erika Marsh - Treasurer

Erika has been Treasurer since 2022. She has a Bachelor of Education from Hungary, and is a Certified Chartered Accountant (UK) and a CPA (Australia). She has significant commercial and management experience, and works as a management accountant. Erika moved to Australia in 2022 after 27 years in the UK. She is a member of the Finance, Risk and Audit sub-committee.



Dr Diana Bossio - Committee member

Diana was appointed in 2023. She is Associate Professor of Digital Communication at RMIT University and Program Director of Professional Communication. Dr Bossio's research focusses on journalism, social media, and older people's digital participation and inclusion and she has many publications. She is a member of the Public Relations and IT working group.



Jennifer Cole - Committee member

Jenny was appointed in 2019. She 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.



Christina Janka - Committee member

Christina was appointed in 2019. Christina's professional training was in secondary school teaching and translation and she has a strong Hungarian background. Christina has previously worked as a diversional therapist at Villa Maria, Mercy Health and Tabulam and Templar. She is member of the Quality and Clinical Governance Sub-committee.



Erika Martonhelyi - Committee member

Erika was appointed in 2021. She is a post graduate qualified emergency trained nurse with 20 years nursing experience. She works with Monash Health as a nurse manager. She has strong affiliations with the Hungarian community, volunteering throughout her life in many groups and clubs that support the conservation of Hungarian culture. Erika serves on the Quality and Clinical Governance Sub-committee.



Ian Sanders - Committee member

Ian was appointed in 2022. He has qualifications in BSc from London University and an MBA from QUT, and is experienced in managing complex projects in Australia and overseas. He has significant specialised experience in finance, health and aged care, professional services and retail sectors. He is a member of Finance, Risk and Audit Sub-committee.



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.

PRESIDENT'S REPORT



This year Árpád will be celebrating its 30th birthday. It is a significant milestone, but it also comes with problems, such as an ageing building. A number of upgrades have been completed during the year, one being new flooring for the kitchen. This project required a lot of planning to ensure minimal disruption to the residents. Thanks to Martina, Laci Svak, our chef and the rest of the staff, the project was completed successfully and effectively. This was only the start of the maintenance work that the buildings need, so this will continue into next year as well.

This year we welcomed Associate Professor Diana Bossio to the committee. She has made a valuable contribution to the committee in the media and communication area.

Sadly, one of our committee members passed away a few weeks ago. Judith Juricskay joined the committee in 2018 and has been a valuable and active member in the various sub-committees and made a valuable contribution to the committee. She will be missed.

The Committee organised a strategic planning day which was held at Árpád on the 3 February, chaired by Péter Agárdy. Two guest speakers Nándor Bartol from Focus on Management, and Greg Gunn, director of an aged care consultancy spoke to the committee. The planning day resulted in a number of upgrades and improvements being initiated.

The Quality and Clinical Governance sub-committee has appointed an independent chair this year, Professor Robert Thomas. He brings a wealth of experience in the medical field and will be able to guide the sub-committee effectively.

The committee tried to engage with the Society members by organising three functions during the year. The first one was a members BBQ held in January. It was well supported and a big thank you go to Georgie and Miklós Markulia as well as Svak Laci our chef. We will review the ways we can engage with the members in a more meaningful way in 2025 and all ideas are gratefully received.

I would like to express my appreciation and thanks to:

- Martina and the staff for the wonderful work they do.
- our administrator, Zsuzsa Kollár whose efficient work method is invaluable to the committee.
- our small team of volunteers. Their input is greatly valued;
- those who made generous donations during the year; and finally
- the Committee, for its work and dedication during the year.

Éva Kövesdy
President

Right: Manager Martina Felkel with President Éva Kövesdy at Árpád's 30th birthday celebration.



MANAGER'S REPORT



Another busy and eventful year has passed.

The Aged Care industry has again seen major changes. Additional reporting requirements, increased care minutes, changes in the provider funding and the Fair Work Commission's work value case, which entitled the aged care workers to better pay were just some of the important changes. The yet to be implemented new Aged Care Act and the Strengthened Standards will be major milestones in the coming year.

Compliance

The Aged Care Quality and Safety Commission arrived in August 2024 for an unannounced visit to check on the provision of personal care and clinical care at the Árpád. They interviewed several residents, family members and staff. Feedback was overwhelmingly positive. The two assessors were satisfied that the Árpád applies best practice and provides quality care to the residents. The report is published on the Aged Care Quality and Safety Commission website.

The Árpád is currently rated a 4 Star Home.

Quality of Care

In May we introduced Imprest medication. This means the Árpád was licenced and can hold certain medications on site in a separate safe to ensure residents have access to emergency medication immediately. The medication can be prescribed by a GP, Locum or via the virtual ED.

Resident Services/ Feedback and Complaints

In March the Árpád was highlighted as third best food provider in aged care in an article of the Herald Sun. Source of this rating was the residents' interviews conducted for star rating. Our team was very proud of this achievement.

Environmental upgrades completed in the last year was the refurbishment of Duna dining room, including new furniture, the renovation of our kitchen, the installation of LED lights across the Árpád, and new thermostatic valves in Duna to ensure residents' safety. The Árpád also engaged a contractor to repaint the lining of the car park, including the creation of a wider disabled parking space. New hot water boilers were installed in December 2023.

Tisza dining room and lounge refurbishment and furniture replacement are planned for next year.

Information Management

Care system, an integrated finance software system covering rostering, payroll, billing and financial data recording went live in February 2024. The rostering is now automated, and staff can check their roster live on an app. Last year the Árpád was connected to fibre, which has reduced internet outages significantly.

Currently we are implementing CompliSpace, which is a Governance, Risk and Compliance Management Software, covering policies, risk management, feedback, continuous improvement and more.

Workforce

Two Hungarian carers were sponsored by the Árpád via a visa sponsorship agreement with the Department of Home Affairs.

Lots of projects are planned for the coming year to keep the Árpád fit for purpose and the dedicated team at the Árpád is well equipped to continue to provide the best possible care and services for the residents and the community.

Martina Felkel

Manager Martina Felkel with Mikulás (Santa) on December 6.



OUR TEAM



Martina Felkel

Executive Manager



Nilakshi Perera

Finance Manager



Ayeshi Silva

Clinical Manager



Ariel Pu

Quality & Compliance Manager



Zsuzsanna Kollár

Committee Administrative Secretary



Zsuzsa Budavári

Lifestyle & Activities Coordinator



Szilvia Szaka

Junior Bookkeeper



Renáta Boros

Receptionist



Réka Ropolyi

Receptionist



Ági Day

Receptionist (- May 2024)

ÁRPÁD STAFF

Ágnes Alexy
 Katalin Apáthy
 Kathleen Bagasin
 Pramila Baral
 Renáta Boros
 Zsuzsanna Budavári
 Eszter Mária Bükkösi
 Laura Cadart
 Mohan Chhetri
 Mariana Dan
 Ágnes Day
 Alessandra Vanessa De
 Moncrieff
 Helena Ebrahimi
 Pramila Lowra Eugene
 Éva Eszöl
 Rózsa Farkas
 Ilona Fekete
 Csabáné Hamar
 Beatrix Hevér-Szabó
 Anita Hornyákné Laczkó
 Winthy Hsu
 Tamara Izman
 Hargundeep Kaur

Karmjeet Kaur
 Trudie Kenna
 Mi Young Kim
 Zsuzsanna Kollár
 Tarun Kumar
 Florie Lavapiez
 Yuen (Ching) Lee
 Jessica Yang Liao
 Grace Lincuna
 Krisztina Molnár
 Akriti Neupane
 Dorota Pachacz
 Ayeshi Patiharamba
 Nilakshi Perera
 Jialiang (Ariel) Pu
 Janet Pye
 Ruby Ramna
 Liselotte Ropolyiné
 Réka Ropolyi
 Katalin Samu
 Barsha Sapkota
 Dulanjali Senarath
 Semage
 Megha Sharma

Kritika Shrestharbhinder
 Harbhinder Singh
 László Svak
 Szilvia Szaka
 Frank Tamon
 Ildikó Tarján
 Orsolya Teknyös
 Krisztina Temesi
 Katarina Vanyova
 Ildikó Vargáné Fülöp
 Mannat Verma
 Novemie Villamater
 Hao (Candy) Wang
 Jinglin Wang
 Yayi Wang
 Qingjuan (Wendy) Wang
 Xiaoting (Bella) Wen
 Jinghan (Jenny) Wu
 Jiarong (Jill) Yu
 Yi Qian Zhu
 Yu (Cissy) Zuo



Above: Residents Mária Zanáti and Mária Czeglédi with Clinical Manager Ayeshi Silva on Aged Care Employee Day.
 Right: Lifestyle staff Beatrix Hevér-Szabó and Zsuzsanna Budavári at the Farsang celebration



OUR VISITING DOCTORS



Dr Imre Sági

We gratefully thank our regular visiting doctors Dr Éva Herold and Dr Imre Sági for their ongoing care of our residents.

Dr Éva Herold

Dr Éva Herold is a familiar face at Árpád, having been asked to become one of its visiting doctors within six months of its opening and taking care of its residents ever since.

Dr Herold graduated from the University of Melbourne in 1985 after choosing medicine as a subject that would satisfy her curiosity in both the humanities and sciences. When she finally graduated, she chose to become a GP because she wanted to retain work possibilities in the greatest variety of fields and interactions.

Dr Herold has seen Árpád grow from a 30-bed facility as residents and community worked together to create the successful residential care facility of today. She said in the early phases Árpád did not always have a nurse and many carers were volunteers, but working together, everyone ensured good care was provided and that the facility grew.

While Árpád has grown Dr Herold's enjoyment of working with residents to provide empathy and care has remained consistent. She says: "I still love to look after the elderly Hungarians. Being a first-generation migrant myself I can relate to the journeys of my patients, and I try to provide understanding care to them and their families."



QUALITY AND CLINICAL GOVERNANCE SUB-COMMITTEE REPORT



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 met each quarter this year, with the support of monthly reported high-quality systems and innovations in the Árpád Home's management.

Newly adopted technical additions in software and internet tools during 2024 have allowed for more staff time to be spent focusing on residents and not on paperwork. There are currently eight systems used for reporting and data collection with some still in paper format. The Quality and Clinical Governance Subcommittee draws on data from the Quality Manager's monthly audits and monthly Quality reports, RN meetings and general staff meetings, plus clinical data from Ayeshi Silva, the Clinical Manager. Residents are represented well at monthly meetings of the Consumer Advisory Body, which function as timely feedback for the care and services at the Árpád.

For legislative compliance to aged care directives, the Subcommittee oversees processes to ensure compliance with relevant legislation, health department regulations and the Clinical Care Standards for service.

A successful example of this was seen in the positive results of the 29 August 2024 spot visit by the Aged Care Quality and Safety Commission, whose assessors checked our compliance with Standard 3, Services and Clinical Care. As reported at

Images at top: Professor Robert Thomas, independent chair of the sub-committee, and committee member Christina Janka.

the August Committee meeting, eight residents were interviewed, and relatives and staff. The focus was on high-risk residents with pressure injuries, wounds, psychotropic medication and restrictive practices in place. Staff training is also in place for palliative care and wound care. Dementia training is also an important training topic for all staff.

It is important to note that all Committee members undergo continuous education programs by attending conferences and in webinars throughout the year.

There is a new Aged Care Infection Prevention and Control Guide which has operated from September. The Árpád competently managed outbreaks of Covid-19, influenza, and bacterial gastrointestinal infections during the year. The Outbreak Management Plan has been revised and implemented and is part of best practice at the Árpád. These plans and guides are part of the risk management strategies of the Árpád.

Lastly, regarding legislation on restrictive practices in aged care, the use of psychotropic medications at the Árpád is closely monitored, listed in the monthly Quality reports and reported with the quarterly National Quality Indicators submitted by the Clinical Manager to the Department of Health and Aged Care. Monitoring, reductions or additions of medications is discussed with the residents, families and nurses in coordination with the GPs.

The mandatory daily care minutes per resident are recorded via payroll data and the time is used for personal care, clinical care, assessments, spending quality time with residents and other important areas of the residents' daily life. All in all, a satisfactory year at the Árpád Aged Care facility.

Christina Janka
Committee Member

RESIDENT WELLBEING

We gratefully thank the following for their contributions to resident wellbeing.

Audiologist Hanna Street, Cleaners Sylvia Farrell and Kith Herath, Hairdresser Róza Bogár, Mobile dentist Nikki Rushent, Optometrist Christina Sipos-Ori, Pharmacist Jenny Cole, Physiotherapists Brenden Do and Tess White, Podiatrists Sam Besnek and Philip Dolevski, Speech pathologist Yvonne Cohen and Wound consultant Linda Howell.

FINANCIAL REPORT



I would like to pay respect to Judith Juricskay, a long-serving committee member, officer and FRAC member. Judith passed away last month after a battle with illness but she will be fondly remembered by everyone here for her love and generous support and service for the Árpád and the community. We will miss her greatly.

There were 9 sub-committee meetings held between 20 November 2023 and end of October 2024. In the financial year revenue streams from residents, government fees, investment income have all increased. I would like draw your attention to the significant increase in interest, dividends received partly due to the high interest rates but also to the tireless investment effort of the committee.

Total revenue increase of \$1,641,560 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 \$1,382,918.

Occupancy for the year was 96.2%, better than the industry average of 87%. The average ACFI funding was \$237.50 per resident per day compared with ACFI/AN-ACC funding of \$199 in FY23. The increase 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

Images at top: Patrick Nolan, independent chair of the sub-committee, and Treasurer Erika Marsh.

our investment terms in-line with the Árpád's investment and risk policy set in the previous year. The present portfolio includes low-risk investments and term deposits spread across several banks and investment companies.

The average return is over 5 per cent. These returns will likely to decrease next year with the expected negative 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 \$13.5 million, a decrease of \$774 thousand from FY23.

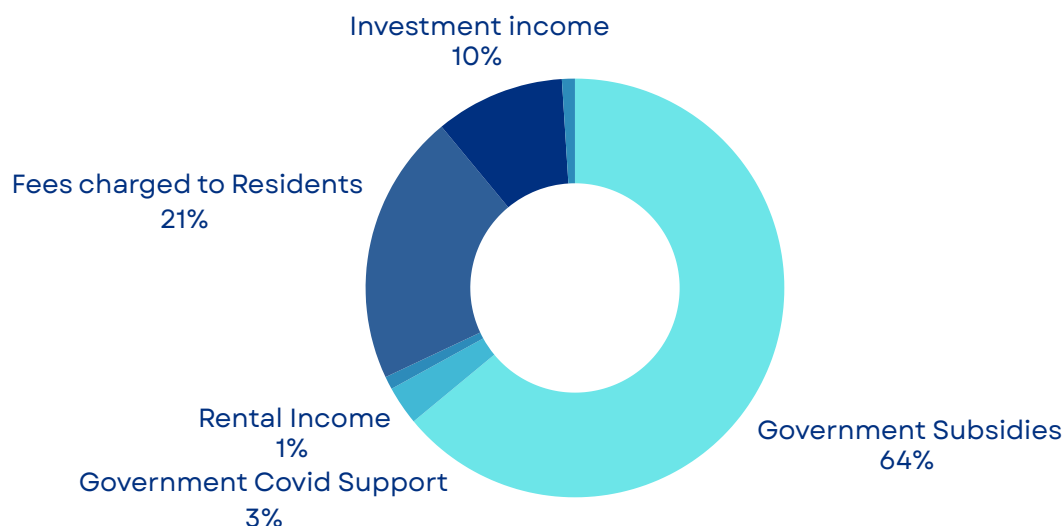
You may ask why the accounts show less cash if we made a profit. The explanation lies in the expenditure in capital expenses and improvements that were capitalised in the balance sheet. During the financial year after following an extensive asset management review, works and asset additions took place: including replacement retaining walls, handrails and ramps, new boiler, parking markings, LED lighting upgrade, new kitchen equipment. Since July in the current financial year, the works have continued with a new kitchen floor installation and now we are looking at works to the roof.

Last year also saw the implementation of a care industry specific staff roster, payroll, and finance and reporting software: Care Systems, The new systems now 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. The implementation cost of this new software was also a capital expense.

Our 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. 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

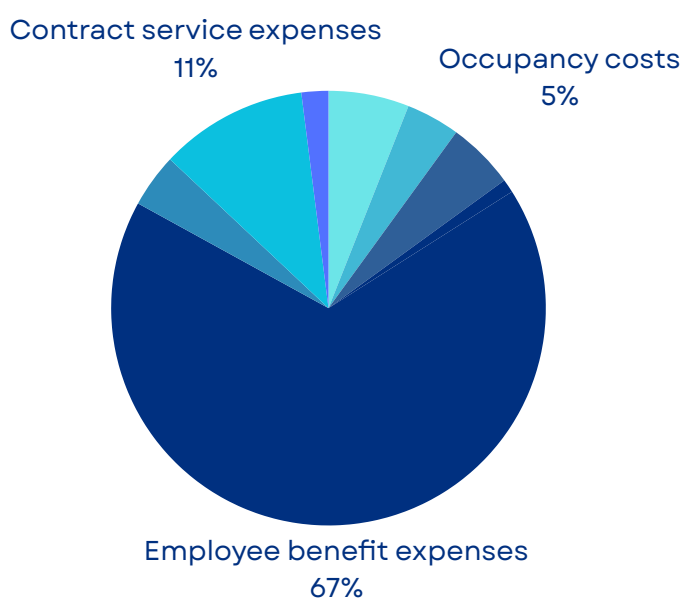
INCOME 2024



Government subsidies \$5,598,159
 Government COVID support \$297,155
 Rental Income \$67,212
 Fees charged to Residents \$1,876,009

Donations received \$10,860
 Investment income, distributions and interest \$846,671
 Other revenue \$57,024

EXPENSES 2024



Administrative expenses \$417,318
 Depreciation expenses \$300,502
 Finance Costs \$29,105
 Occupancy costs \$399,791
 Other expenses \$159,071

Cleaning & Laundry \$82,707
 Employee Benefits \$4,900,034
 Food & beverage \$307,497
 Contract services \$774,147

STATEMENT OF FINANCIAL POSITION

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024			
	Note	2024 \$	2023 \$
ASSETS			
Current assets			
Cash and cash equivalents	3	13,546,561	14,320,962
Trade and other receivables	4	476,257	226,642
Other financial assets	5	1,000,000	1,000,000
Other assets	6	67,503	79,813
Total current assets		15,090,321	15,627,417
Non-current assets			
Other financial assets	5	5,484,952	3,335,276
Investment properties	7	5,220,000	5,220,000
Property, plant and equipment	8	5,864,195	5,918,705
Total non-current assets		16,569,147	14,473,981
TOTAL ASSETS		31,659,468	30,101,398
LIABILITIES			
Current liabilities			
Trade and other payables	9	494,092	199,810
Employee benefits provision	10	749,587	547,783
Other liabilities	11	13,008,794	13,315,535
Total current liabilities		14,252,473	14,063,128
Non-current liabilities			
Employee benefits provision	10	111,608	125,801
Total non-current liabilities		111,608	125,801
TOTAL LIABILITIES		14,364,081	14,188,929
NET ASSETS		17,295,387	15,912,469
EQUITY			
Retained surplus		17,295,387	15,912,469
TOTAL EQUITY		17,295,387	15,912,469

OUR DONORS

We are very grateful to every donor who has contributed to Árpád in 2024 to help with Árpád's activities supporting older Hungarians, including the following generous donors:

C. Varga
M. Bognár
E. Bordieri

K. Martonhelyi
M. Sidji

R. & L. Oláh
K. Serfőző

Every gift makes a difference to the Society.

BEQUESTS

We pay tribute to our former residents who kindly remembered the Society in their Wills.

THE LATE LUDMILLA SZATHMÁRY



Ludmilla Szathmáry was born in Austria, one of four children to her parents. In 1956, she moved to Sweden, where she met her Hungarian husband in the early 1960s, and they moved to Australia in 1977. In her youth, Ludmilla worked at a nursery, and gardening remained her favourite pastime during her life. She and her husband moved to Árpád in 1995.

We also acknowledge another former resident who made generous provision for Árpád in her Will. During her time at Árpád, she preferred not to have her name or photo published, and we continue to respect that wish.

OUR VOLUNTEERS

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
Éva Kövesdy
Rosa Oláh
Louisa Rigó

Erzsébet Hernyák
András Kövesdy
Lajos Oláh

István Hangodi
Tamás Nyeste
Deepti Pandey

PUBLIC RELATIONS AND IT WORKING PARTY REPORT



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

On January 30 we held a members' BBQ in our backyard. The event was well received by the members who attended. The second members' program was Healthy Physical Ageing presented by our physiotherapist Emma Gregor.

The working party has produced a new promotional video, for the website, and for other promotional opportunities. The video was prepared by Ruairi Walsh, student at Swinburne University and coordinated by Diana Bossio. The film will be posted soon.

The Annual Report was compiled by Mary-Anne, Zsuzsa, Diana 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 Árpád.

Everyone here receives the quarterly Híradó that Zsuzsa prepares, 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.

Éva Kövesdy
Chair

ÁRPÁD LIFESTYLE

In 2024, the residents of Árpád had access to a wide range of regular and special programs. The four-member Lifestyle team made sure that residents could fill their days with meaningful and enjoyable activities.

Regular activities included various daily exercise sessions, complemented by twice-weekly small group sessions led by a physiotherapist, and indoor games such as bowling and table football. Games provide a stimulating and enjoyable way for residents to engage their minds and enhance cognitive functions. In 2024 we continued to hold brainteaser sessions regularly, including Hungarian language games, logical riddles and memory challenges. We also hosted monthly Trivia Quiz afternoons, and starting in September, we participated monthly in the Global Quiz games, where our residents competed with residents from retirement homes in other countries in online trivia contests.



Residents enjoying a game of table football with chef László Svák

Our artistically inclined residents spent many afternoons immersed in arts and crafts, creating watercolour paintings, greeting cards, table decorations and other decorative items. Many of these now adorn the Art Wall near the Tisza wing.

For special occasions, the residents took on large-scale projects. One such project, to celebrate NAIDOC Week, was a giant turtle, with pieces decorated using dot painting techniques.

Residents regularly baked delightful treats under the expert supervision of our volunteer Erzsébet Hernyák. These treats included flower-shaped Linzer cookies, cheesy sticks, gingerbread, and coconut rolls, which were served during afternoon tea and at special events, much to the joy of both the residents and staff.



Our musical programs were extremely popular, consistently attracting many participants. Once a fortnight musicians István Hangodi and Károly and Hien Albert hosted the live music afternoon, where residents enjoyed listening and dancing to favourite tunes.

Various bands and musicians delivered successful concerts to the residents. The band Vardos performed, and violinist József Tallósi played twice at our facility. During Easter and Christmas, members of the Baptist Hungarian congregation held performances, which have now become a tradition.

A new addition this year was a classical music concert before Christmas by cellist Dóra Horvath and flutist Adrian Failla.



Top left: Beatrix Hevér-Szabó(Lifestyle) and Katalin Lengyel baking
Above: Wednesday afternoon music and dance

Outings

The garden always provides a pleasant setting for walks, but our residents also enjoy exploring nearby parks and nurseries. Last year, we made trips to Grants Picnic Ground and the nearby Tim Neville Arboretum, where residents enjoyed leisurely strolls amidst the greenery.



Above: residents enjoying a BBQ in the back yard.
Right: a visit to Grants Picnic Ground.
Below right: Katalin Lengyel and Lenke Fekete with the chicks.

Henny Penny

In February, we welcomed some special guests thanks to the Henny Penny Project. We had the unique opportunity to witness nine little chicks hatch and grow in an incubator set up in the heart of our home. Our residents watched over them with great affection, and those who wished to could even take part in their care.



Armchair travel

Throughout the year, our residents made virtual journeys to destinations like Mexico, Japan, Sri Lanka, Spain, Morocco, and Transylvania. During themed afternoons, they enjoyed audio-visual presentations that offered insight into different cultures while also getting a taste of local delicacies.

Residents came together to celebrate Farsang (Carnival), Oktoberfest, and St. Patrick's Day, and had several afternoon barbecues in the garden. To celebrate the 30th anniversary of the Árpád home, we hosted a grand reception attended by residents, current and former members of the committee, and the Hungarian Consul, Dr Katalin Zámbo.

Celebrations

Finally, Hungarian and Australian national holidays, as well as religious festivals, hold a special place in our calendar. These days provide an opportunity for our residents to experience their identity and revive their cultural heritage. We celebrated Christmas and Easter with festive programs and commemorated special days, with residents taking an active role. We celebrated Mother's Day and Father's Day with small gifts, while on International Women's Day, our male residents acknowledged the ladies - a gesture that brought them great joy. On National Nurses' and Aged Care Workers' Day, residents prepared heartfelt gifts to show their appreciation to the staff.

At the end of another full year, our residents bid farewell to the old year at a live music New Year's Eve party.

Zsuzsa Budavári
Lifestyle & activities coordinator



Above left: residents commemorate the March 15 1848 revolution in Hungary.
Right: Éva Páldy, Imre Sági and Irén Burány at the Anzac Day commemoration.

DINING EXPERIENCE

As the proverb says, “the kitchen is the heart of the home”.

It is no different at Árpád, where there is always a lot of hustle and bustle when breakfast, lunch and dinner are being prepared. And resident satisfaction with the food led to the Árpád home being rated the third best in Victoria, according to an article in the Herald Sun on 16 March 2024, which was in turn based on data taken from star rating interviews.

The strengthened Quality Standards will commence from 1 July 2025, in line with the new Aged Care Act. The strengthened Quality Standards will reduce the number of Standards from eight to seven, consolidate some areas covered by each of the Standards and introduce a new “Food and Nutrition” Standard.

At Árpád we always support our residents' choices and preferences, involve them in the planning of the menu and in line with these we provide a balanced and nutritious diet. Food and menu planning is a standing agenda point at the monthly residents' meeting where they have the opportunity to discuss the meals and give new ideas and feedback. Our residents are encouraged to give feedback about the meals and dining experiences at any time.

As a new initiative, a refreshments trolley is going around the facility at 7.00 pm each evening and offering food to residents who feel that the time between dinner and breakfast the next morning is too long to go without food. Food continues to be available for residents 24 hours a day, but with this new service residents will not have to ask staff for snacks in the evening hours and they will be offered and served them in their rooms.



Left: László Svák slicing cake.

Right: Mohan Chhetri serving lunch



During the year the Duna wing's dining room was repainted and decorated and in September our kitchen got a new non-slippery epoxy concrete floor, with drains set lower to stop the ponding of water. The old oven and dishwasher were also replaced with new efficient models. During the 2.5 weeks of work, Duna residents had full room service; meals were prepared in the Hungarian Community Centre and delivered to Árpád in our van, and the boardroom was used for plating. An external fridge and freezer were placed outside the Árpád entrance during the work on the floor.

The ice cream trolley - which is custom manufactured and designed for Árpád - was introduced in 2023 and is still very popular. Once a week two staff members walk around the home and serve ice cream to our residents, staff members and visitors.

Our chefs hosted several BBQ parties this year but the biggest was in November when we celebrated Árpád's 30th birthday. The Resident's Choice lunch is discussed and decided once a month when the chef cooks the selected meal which is not on the regular menu. Our menu changes by the seasons and new dishes are introduced regularly and if our residents like the new additions then they are added to the regular menu. Let me mention some of the new favourites: chicken curry and corn on the cob and one of the most popular is bread with lard and sliced red onion, which is a simple but delicious dish for afternoon tea.

Thank you to our chefs and kitchen staff members for their hard work, dedication, and tireless effort to cook and serve delicious and hearty meals every single day of the year.

Zsuzsanna Kollár
Committee administrator



Left: The kitchen with its newly upgraded epoxy floor.
Right: The popular bread with lard and sliced red onion.

KCSP REPORT

A journey of a lifetime

When I travelled 15,000 kilometres from my home, I never thought that I would find a little piece of Hungary on the other side of the world. There is a special place in Melbourne where old stories are told by incredible people to anyone who would care to listen. There is a community which is aimed at preserving Hungarian language, culture and traditions in a way that evokes nothing but respect from anyone who has ever stepped foot in there.

Living in an aged care is one of the biggest challenges of a human being and dealing with this situation with dignity is a difficulty that no one can face alone. Working in an aged care should involve nothing less than aiding this. At Árpád Aged Care I have witnessed devotion, understanding and empathy at a level that was truly inspiring for me. The staff does an outstanding job at dealing with the residents and working hard to make them feel like home – and by home I do not only mean a place to stay at physically, but a place for one's hopes, joys and heart. It might sound cheesy but I am just being honest. This place is unique. It tends to all the needs the residents might have and does it with great understanding and care.

I started volunteering in May and I am really thankful for the opportunity for the Lifestyle team. They were so welcoming and supportive that I could really feel like a little part of the incredible work they are doing there. Day by day I started to feel more comfortable there, getting to know more and more residents and simple Hungarian names started to mean more than just a combination of letters. They became stories of passion, sufferings, challenges which were overcome, anecdotes of families and loved ones, shadows from the past, a breeze of history and lots of shared tears and laughs. I truly feel honoured to listen to the lives of the residents who trusted me with their openness and kind heart and they never failed to impress me with their courage to face their choices in life and living with their decisions. I still have a lot to learn from their example.



Csilla with resident Charles Bánhelyi at a November 2024 “mocktail” party.

I think we all have a purpose in life and if we are lucky, we can sometimes feel like we are doing something towards that. At Árpád Aged Care I felt like working for that purpose of mine through the conversations, walks, games, commemorations and different programmes I was involved in. I cannot express how touching it was that we share so much with the residents and our nationality is one of the greatest of those. Being Hungarian has never felt more real for me and as we talked about our shared history, it was hard to believe that we are in the other side of the world. I learnt a lot about taking care of the elderly, how to communicate with people with different mindsets and needs, how to work in a team for something important and I also learnt about myself. These six months offered me an insight into human nature. With all the ups and downs, I can say that it was a journey of a lifetime.

Csilla Balázs-Szakmári



Csilla with resident Mária Czeglédi at the “mocktail” party.

PHOTO GALLERY



Above: Charles Bánhelyi playing bingo.
Below: Residents playing card game.



Above: Commemorating August 20th, the Foundation Day of Hungary



Above: Ilonka Balaz and Kathleen Kollmann enjoying ice cream with Ilona Fekete, Lifestyle assistant
Below: Father's Day celebration with Emil Kokas, Ilona Teleky and Zsuzsanna Kollár, Committee administrator



Above: Martina with Sándor Fazakes on his 106th birthday



Right: Éva Kövesdy and Mary-Anne Carmody at the Volunteers' lunch





Above: Sándor Miller, László Szecsődi and László Gaál celebrating Christmas in July

Below: Nándor Lengyel congratulating Ilona Szentandrassy on Women's Day



Above: Mária Zanáti and Irén Burány decorating the Christmas tree with Ildikó Tarján, Lifestyle assistant

Below: residents with their handmade Easter cards





Art and craft session with Ilonka Balaz, Ilona Fekete, Lifestyle assistant,
Anna Bernhart, Edith Kovács



Sarolta Kövesdy on her 103th birthday



Residents with giant puzzle



Supporting older Hungarians since 1988

Árpád Aged Care Facility
9 Garrisson Grove, Wantirna 3152

www.arpadagedcare.com.au