

A CHRISTMAS MESSAGE FOR HARBISON

What does Christmas mean to you?

I often ask people living here at Harbison “what gives meaning and purpose to your life”? There is almost always one of three responses. The first is family, children, grandchildren, friends. The second is “my faith in God”. The third is a combination of both.

Christmas brings all these things into focus. It is a time of giving and receiving. It may be spending time with loved ones and reminiscing celebrations past. It may be attending church services and reflecting on the birth of the Messiah. And of course, Christmas gives us reason to come together and enjoy an evening of Carols and festive foods.

We do this because of one solitary life born 2000 years ago.

Here is a man who was born in an obscure village, the child of a peasant woman. He grew up in another village. He worked in a carpenter shop until He was thirty. Then for three years He was an itinerant preacher.

He never owned a home. He never wrote a book. He never held an office. He never had a family. He never went to university. He never put His foot inside a big city. He never travelled more than three hundred kilometres from the place He was born. He never did one of the things that usually accompany greatness. He had no credentials but Himself...



While still a young man, the tide of popular opinion turned against him. His friends ran away. One of them denied Him. He was turned over to His enemies. He went through the mockery of a trial. He was nailed upon a cross between two thieves. While He was dying His executioners gambled for the only piece of property He had on earth – His coat. When He was dead, He was laid in a borrowed grave through the pity of a friend.

Those are the facts of his human life.

Twenty long centuries have come and gone.

But when we try to sum up his influence, all the armies that ever marched, all the parliaments that ever sat, and all the kings that ever reigned are absolutely miniscule in their influence on mankind compared with that of this one solitary life.

Jesus.

Merry Christmas and God Bless.

Peter Davis
Wellbeing and Pastoral Care Facilitator



A WORD FROM OUR CEO

It's been a busy year! We started the year with the re-accreditation of Burradoo until 2022, achieving a perfect result of 44 of the required 44 outcomes. We welcomed Nitish and his team as we revamped and expanded our allied health service, and soon after we were lucky to have Sarah Marron sign on as our new dietician.

Other new faces include Simone Mackenzie, who joined us as Deputy Head of Residential Care after a successful role at The Abbey, Danny Turner and Samantha Evison who joined us from Southern Highlands Private Hospital, and Julie Hyland who has converted from a volunteer to a member of staff to help Peter Davis expand our pastoral care program.

For the 2nd year in a row our staff achieved a 100% influenza vaccination rate, and for the 2nd year we avoided any influenza outbreaks despite the terrible 'flu season across Australia.

The Government introduced new Quality Standards on 1 July which has represented a huge workload for staff as they learn and adapt to the new requirements. The Royal Commission handed down an interim report which made it clear that the aged care system is overdue for fundamental reform, and recommended urgent action by the Government on the home care waiting list, the use of chemical restraint by doctors, and the growing number of younger Australians living in aged care services. The final report is due in November 2020.

Construction of our new Burradoo dementia service – Harbison Dementia Living – finished on time and on budget in September, and we immediately began planning a major refurbishment for Moss Vale. Our first new residents are due at Burradoo by the end of December, and the Governor of NSW will officially open the new dementia service in February.

Our Butterfly project, which began in Alpine in early 2018, concluded successfully a few weeks ago. When we began the project, Alpine was rated slightly better than the national average. Now Alpine is accredited as the first Butterfly Household in regional NSW and has been assessed as being well above average, providing *"Highly skilled loving care with a high degree of good person-centered dementia care..."*. I congratulate the team and commend them for their perseverance throughout this vitally important project.

Behind the scenes we have been busy working to improve every aspect of our service and have invested heavily for our future. In addition to the refurbishment of Moss Vale we are in the process of gradually replacing every bed with new king single beds and mattresses, have increased the number of pressure mattresses available, are halfway through upgrading our lifting equipment, will finish installing air conditioning for every resident by the end of Summer, are upgrading our nurse call, phone and security systems, and are about to upgrade the Burradoo kitchen. Our Motiview and Moto-Tile programs have been well received at Burradoo.

To provide our staff with more opportunities for ongoing learning and development, more than 50 people have been enrolled this year in fully funded skills training, and we begin our first trainee program in partnership with local High Schools in early 2020.

I thank our staff for turning up every day, for residents and their families for their patience while we implement change, and our community for their ongoing support of Harbison. Special thanks to our Resident Advisory Committee who have discharged their first year with great distinction. I am grateful for their input and advice.

I wish everyone a safe and peaceful Christmas and a happy 2020. If you haven't seen them yet, Christmas cards designed by our amazing Art Group are available for sale at reception.

David Cochran
CEO Harbison

A NOTE FROM THE HEAD OF CARE

As 2019 draws to a close, I would like to take the opportunity to reflect on some of our key achievements in the past year.

The Aged Care industry remains under close scrutiny with the current Royal Commission in progress and through the media.

A key achievement for us earlier this year was achieving Accreditation by meeting all of the 44 criteria set out in the previous Aged Care Quality Standards. At a time when many Aged Care facilities are either under sanction or constant review, this is a major achievement and we are very proud to achieve this.

In July the new Aged Care Quality Standards were released and all organisations providing Commonwealth subsidised aged care services are now required to comply with 8 Quality Standards. The focus for these new standards will be on outcomes for our consumers and reflect the level of care and services provided. Extensive work is now being undertaken to ensure that we comply with these new standards and we provide a quality and safe service to all our consumers.

In November Harbison was proud to announce the opening of our new dementia cottage that was developed on the grounds of our Burradoo site. This is an exciting new program for Harbison and the care of members of the community that are living with dementia. The opening of our new dementia cottage and achieving recognition as a Butterfly Home at our Moss Vale facility establishes Harbison as a leader in the field of dementia care within the Southern Highlands.

I would like to thank those consumers that have taken the time throughout the year to meet with me personally or provide feedback on those times when we have failed to meet your expectations or have offered suggestions to further develop our services.

On behalf of all my members of the Care Staff crew, I would like to take this opportunity to wish everyone of you a Happy and Peaceful festive season for 2019.

Graeme Brown
Head of Care

A NOTE FROM THE GENERAL MANAGER

During our last month of the year Harbison has been busy planning and implementing a number of key initiatives to improve our services to our residents. This includes the installation of a new road from the Burradoo Nursing Home to Harbison Dementia Living in order to transport essential services such as catering and laundry. A new deck has also been built at the Burradoo Hostel (in Exeter Court) for our Hostel residents to enjoy some time together outside and the Burradoo kitchen will be undergoing a makeover in the early new year. This includes the introduction of new food trolleys to improve the meal service delivery.

Learning and development of our staff is a key focus for Harbison and will continue to be a core focus in 2020. I am pleased to advise that over 40+ of our staff have successfully completed partial qualifications in Certificate III in Individual Support and Certificate IV in Ageing Support. These qualifications are nationally recognised qualifications in aged care and we are looking forward to rolling out the next stage of the program in February 2020.

On behalf of my team, we wish you and your family a wonderful Christmas and a fabulous new year.

Alison Sheer
General Manager

Rural Fire Service Donation

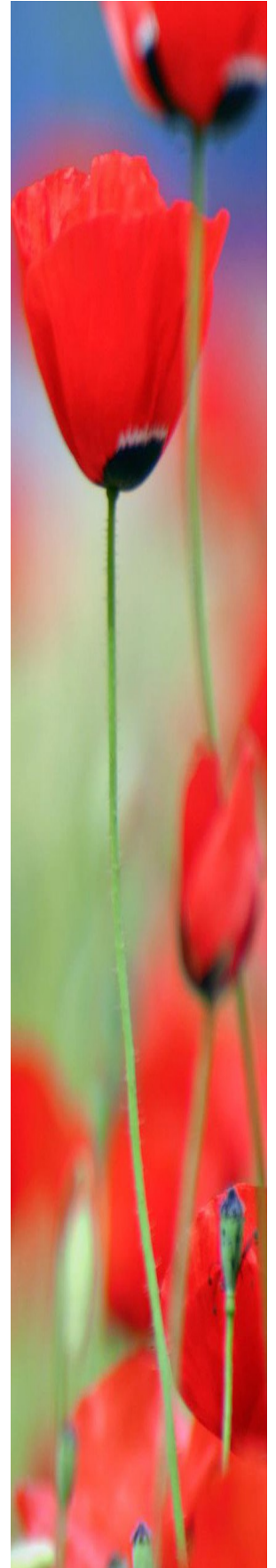
It has been trying times for the local community during this fire emergency and Harbison has been able to help by donating supplies to the local Rural Fire Service (RFS) to support their ongoing efforts to fight the bush fires. We really appreciate the hard work and dedication of the RFS.

Many of our staff have been affected by the fires and we wish the Harbison community all the very best during this difficult time.



Remembrance Day

At the 11th hour of the 11th day of the 11th month, Harbison conducted a service to commemorate those who have given their lives to serve our country - past and present.



Resident and Staff BBQ

In late October the Burradoo residents and staff enjoyed a delicious BBQ lunch. Many thanks to everyone who helped make this such a great day!



Bowral Classic

David Cochran, CEO and two of his daughters rode the Harbison trishaw in the Bowral Classic representing the Southern Highlands chapter of Cycling Without Age.



Before and After at Alpine

Our Butterfly household at Moss Vale has recently undergone an accreditation process for the Butterfly Model of dementia care and we have received a level 2 accreditation. A level 2 accreditation is described as 'Highly skilled loving care with a high degree of good person-centred dementia care and potential to develop into a Level 1 home'. Only Butterfly Homes that score 1, 2, or 3 are accredited (that's on a 10-point scale). We started out at a Level 6.

Before



After



Harbison Dementia Living

Open days for Dementia Living at Burradoo were held in November. The community enjoyed viewing the beautiful home and gardens. They also learnt a lot about the unobtrusive safety systems and how the home has been designed to enable residents to remain independent and enjoy a home-like environment. We look forward to welcoming our first residents.



Please accept my tax-deductible donation of:

\$49 \$99 \$299 My choice of \$ _____

OR

I wish to make a regular donation of \$ _____ each month (until I notify otherwise).

Donations of \$2 or more to Harbison are tax deductible.



My credit card details are below

Cheque / money order payable to Harbison Memorial Retirement Village OR Please debit my: VISA Mastercard

Card number:

Expiry:

CCV:

_____/_____/_____/_____/_____/_____

Name on card:

Signature:

Name: _____
 Address: _____
 _____ Postcode: _____
 Telephone: _____
 Email: _____

- I would like to find out more about making a bequest to Harbison
- I have already included a gift to Harbison in my Will
- I would like more information about becoming a Friend of Harbison

Harbison Memorial Retirement Village

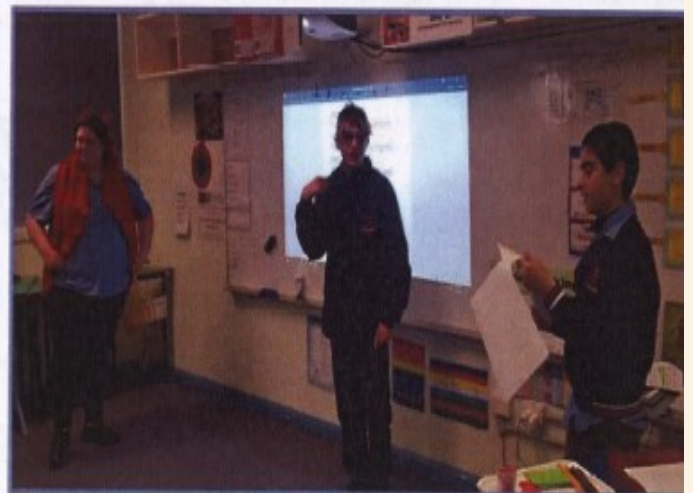
PO Box 349
 Bowral NSW 2576
 T 02 4868 6200
 W harbison.org.au
 ABN 23 001 507 624

Thank you!

10 Online donations: harbison.org.au/donations Phone donations: 02 4868 6200

Drama Performances at Moss Vale High School's Support Classes

Moss Vale High School Support Unit hosted our residents at 3 wonderful performances of fractured fairytales, 'Cinderella', 'Little Red Riding Hood' and 'Three Little Pigs'. Students and residents enjoyed having lunch together and lucky doors prizes.



Complaints Officer Update

The Complaints Officer role is rotated on a 12 monthly basis. Peter Davis has been the Complaints Officer for 2019. Elly Alcock will take on this responsibility for 2020.



Elly started at Harbison in 2015 when she was 17 years old as an CSE, after 2 years of working on the floor she worked as a medication nurse, as well as studying her Diploma of Nursing. Elly was given the opportunity to be Harbison's Transition Nurse in May 2019 and graduated from her Diploma of Nursing in October 2019.

Harbison Complaints Officer is accountable for:

- Maintaining a register of feedback and complaints.
- Ensuring complaints are escalated to a person with authority to effect a change.
- Sharing internally what Harbison has learnt and how it has used feedback and complaints to improve care and services.
- Involving consumers and the workforce in reviewing information from feedback and complaints.
- Maintaining evidence that Harbison involves advocacy services, community groups, or external complaints agencies which represent the diversity of our consumers.
- Monitoring, assessing, analysing and reporting to the CEO on the feedback complaints system (including without limitation, consumer experience surveys, training, awareness among consumers and workforce, use of feedback and complaints for continuous improvement, best practice and effectiveness of assessment processes to identify consumers who may need help to make a complaint or communicate an issue).

The Harbison CEO, David Cochran, reports to the Board regularly about the operation of the complaints and feedback system and its use in continuous improvement.

Café Connect



Are you a carer who would enjoy having a cuppa and connecting with others?

Come to Café Charlotte on Thursday 23rd January at 2pm for a cuppa and a chat!

Café Connect will be held on the 4th Thursday of each month.

Christmas Cards



*Featuring art
created by the
Harbison Art Group*



Available for
purchase
at Burradoo
Reception
Ph: 4868 6200

Cost:
5 cards - \$10.00
1 card - \$2.50



Christmas Day Lunch

Residents are encouraged to book their family in to enjoy Christmas Day lunch together. Please contact reception for booking and payment (standard lunch cost applies). Seats are limited so bookings are essential.

Burrawang Public School Choir

The Burrawang Public School Choir performed beautiful Christmas carols when they visited us recently. A real treat for our residents and staff!



WANT TO SUBMIT AN ARTICLE?

We are always looking for interesting articles to include in our Newsletter.

If you would like to submit an article please hand them in at reception.



Please follow us on
facebook.com/harbisoncare

Reuse & Recycle

Below is a photo of one of the armchairs in a lounge suite setting that Joan Stokes' Granddaughter covered in discarded jeans. Such a clever way of refreshing your lounge room and recycling old jeans and denim!



HOURS OF RECEPTION

Burradoo:

Monday

9:00am—4:30pm

Tuesday

9:00am—4:30pm

Wednesday

9:00am—4:30pm

Thursday

9:00am—4:30pm

Friday

9:00am—4:30pm

Saturday and Sunday

10:00am—2:00pm

**Moss Vale Reception
will be closed from 23
December to 3 January.**

Moss Vale:

Monday

7:45am—4:15pm

Tuesday

7:45am—4:15pm

Wednesday

7:45am—4:15pm

Thursday

7:45am—4:15pm

Friday

7:45am—4:15pm

Saturday and Sunday

Closed

JOAN'S CORNER

Submitted by Joan Stokes

After a tiring day, a commuter settled down into her seat and closed her eyes. As the train rolled out of Wynyard, the man sitting next to her pulled out his mobile phone and started talking in a loud voice: 'Hi honey, it's your darling, your Johnny here. I'm on the train! Yes, I know it's the 6:30 and not the 5:30, but I had a long meeting. No, honey, not with that Jennifer from the accounting office. It was with the boss. No sweetheart, you're the only one in my life. Yes, I'm sure, cross my heart!' Fifteen minutes later, approaching Chatswood, he was still talking loudly.

Finally having had enough, the woman next to him leans over and says into the phone, 'Johnny, hang up the phone and come back to bed.'

He hung up quickly enough!

WELCOME TO OUR NEW STAFF!

Care

- Leah Power
- Hannah Marsden
- Urmila Dhakal
- Chloe Wilson
- Emma-Jade Sibraa
- Suzanne Bryant

Lifestyle

- Keeden Ellis
- Eileen Kent

Reception

- Sally Patience

Southern Highlands Home Care

A reminder that Southern Highlands Home Care have relocated to the main building of Harbison Burradoo.

Their contact details remain the same:

T: 02 4861 1329

E: info@southernhighlandshomecare.com.au

Staff Room Makeover

The staff room near the laundry in Burradoo is getting a makeover!

This is being conducted by members of the management team on 14 December.

Congratulations

Congratulations to the Burradoo Hostel team who have been awarded a 2ST/Blooms Bouquet of Appreciation. This award is prompted by members of the community who nominate a worthy recipient, and the winners receive a bouquet from Blooms of Bowral – lovely!

The team were presented with a beautiful bouquet of flowers in recognition of the fabulous care and services they provide.

Well done!

Supporting you to understand and exercise your aged care rights

1800 700 600
www.opan.com.au





Harbison Resident Meetings

We encourage you to submit agenda items to reception a week before the meetings are scheduled.

The next agenda will be circulated the week of
17 February 2020.

**BURRADOO HOSTEL
RESIDENTS**

**Wednesday
19 February 2020**

2:00pm

**Harden Lounge
Burradoo**

**BURRADOO NURSING
HOME RESIDENTS**

**Thursday
20 February 2020**

2:00pm

**Western Lounge
Burradoo**

**MOSS VALE
RESIDENTS**

**Friday
21 February 2020**

1:30pm

**Activities Room
Moss Vale**

We acknowledge those residents who have recently passed. May they rest in peace.

Mrs Margaret Cummins
Mr Barry Pfafflin
Mr John Estreich
Mrs Theresa Wall
Mr Ronald Kay
Mr Phillip Simpson
Mrs Olga Metlicz
Mr Herbert Gillis
Mrs Joan Hall

Mr Kevin Norris
Mr Graeme Davis
Mrs Mary Slattery
Mrs Lillian Giddings
Mrs Beryl Colbran
Mr Rodney Gilsean
Mrs Veronica Edgar
Mrs Eira Simone
Mrs Margaret Quade



CONTACTS

Phone: (02) 9281 3600
1800 424 079

Fax: (02) 9281 3672

Interpreter Service: 131 450

National Relay Service: 133 677

Email: info@seniorsrightsservice.org.au

Website: www.seniorsrightsservice.org.au

Office Hours: Monday to Friday
9.00am - 5.00pm

Postal Address: Level 4, 418A Elizabeth St
Surry Hills NSW 2010

Legal | Advocacy | Education
Your rights. Your voice.



*Give the feel good gift this Christmas.....
a Gift Voucher from*

Harbison Hairdressing Burradoo

*Open to our residents and the public
– everyone is welcome.*

We cater for women, men and children.

*Our friendly and caring staff do their utmost to cater for
the needs of all our residents.*

*We are located in the foyer opposite reception.
Ph 4868 6218 or Ann ph 0423 779 055*

Book early for your pre-Christmas appointment

*Open Wednesday, Thursday and Friday
8.30am to 5.00pm*

Extended Hours:

***8.30am to 5.00pm Tuesday 17th to Friday 20th
December 2019***

Return Thursday 2nd to Friday 3rd January 2020

Gift Vouchers

Gifts for sale in store

Men's Hair Cut

Beard and Moustache Cutting and Styling

Ladies Hair Cut

Ladies Shampoo & Dry

Ladies Shampoo & Blow Wave

Ladies Shampoo & Set

Ladies Shampoo, Cut & Set

Ladies Shampoo, Cut & Blow Wave

Perms

Conditioning treatments

Hair Extensions

Colours

Hair tint, Shampoo & Blow Wave OR Set

Foils - ½ head & Shampoo & Blow Wave OR Set

Foils – Full head & Shampoo & Blow Wave or Set

Waxing (facial)

Eyebrow and Eyelash tinting

Manicure

Mini Manicure

LET US KNOW WHAT YOU THINK!

Harbison is dedicated to the continuous improvement of the services we provide. We need the help of residents, their relatives and representatives, staff and volunteers to achieve this.

If you have any compliments or complaints please fill in our **Harbison Feedback Forms** and place it in the letterbox located nearby. They can also be left at reception and emailed to our Operational Nurse Managers.

The feedback forms can be found at:

- the sign-in desk at Burradoo reception entrance
- the entrance to the hostel dining room at Burradoo
- outside the nurse's station in the nursing home at Burradoo
- the main entrance at Moss Vale
- the entrance to Mandemar wing in Moss Vale

Alternatively, you can contact our **Complaints Officer** via email on comments@harbisoncare.org.au or you can provide feedback online at <https://harbison.org.au/complaints/>

We take your feedback seriously and will acknowledge all complaints promptly, keeping you informed of progress and the outcome.

We hope that if you have a serious complaint or concern, you will raise it first with the Nurse Manager or the CEO. We believe that most issues are best resolved by open communication and early attention to the problem.

Should the situation arise where a serious matter remains unsolved, contact may be made with the following external agencies at State or Commonwealth level:

Aged Care Quality and Safety Commission

W: agedcarequality.gov.au

T: 1800 950 822

Seniors Rights Service

W: www.seniorsrightsservice.org.au

E: info@seniorsrightsservice.org.au

T: 1800 424 079 (NSW)

Older Persons Advocacy Network (OPAN)

W: www.opan.com.au

E: enquiries@opan.com.au

T: 1800 700 600

