

THE SOUL OF AUSTRALIA

In the light of dawn, the break of day,
Through the waters chill they fought their way;
Like their sires of old, to the Motherland
They came o'er the sea, and they sprang to the strand;
And the blood of the Angles, the Scot, and the Celt
Grew hot in their veins as the war fire they felt.

In the light of noon, in the bright sunlight,
They fought up the cliffs from height to height;
And the sun shone down on that scene of strife
Where the 'Soul of Australia' came to life,
As the blood of Australians was shed on the sod,
For Australia, for Britain, Humanity, God.

Shall Australia mourn for the sons she has lost—
Should Australians weep? Nay! Great though the cost,
Joy mingles with grief, and pride mingles with pain,
For our boys died like heroes, and died not in vain.
And the 'Soul of Australia', new-born on that day
When her sons died at ANZAC, shall never decay.

J.H.M.

The Brisbane Courier, 25 April 1916



A WORD FROM OUR CEO

It has been a month since we closed Harbison to the public in response to the increasing coronavirus threat. In that time the Commonwealth and State Governments have introduced a range of severe restrictions designed to slow the spread of the virus and buy time to build capacity to test and treat.

Our goal is to be a safe haven. I am very proud of the way the Harbison community has come together. I'm grateful to our staff and volunteers who have stepped up with flexibility and creativity as we try and solve as many problems as possible as we navigate uncharted territory.

We have been working very closely and cooperatively with the local hospital, local doctors, community nurses and other aged care providers to ensure we are all as ready as possible to manage an outbreak in the community.

Our governments and health departments have done a good job so far of avoiding the tragedies we have seen overseas. Of course, that success is only possible because of widespread cooperation and support from our communities. Every one of us has played a part in slowing the spread of the virus and saving lives.

Now is not the time to be complacent. We have seen outbreaks in aged care homes here and overseas. We know that older people are more likely to become seriously ill and die from the virus than younger people. We cannot relax our guard.

Harbison employees have made sacrifices to keep our residents safe. Many of them are isolated from their families. Many of them have chosen to give up second jobs to reduce the risk of transmitting the virus into Harbison. Many of them have had their annual leave cancelled. Many of them are living in households affected by unemployment. And many of them are unable to send their children to school and are trying to juggle home-schooling with work.

We have been very proactive. Harbison has recruited a temporary workforce to help us maintain services during the pandemic. We have expanded our Wellbeing team by appointing a Diversional Therapist and part-time psychologist. Dozens of our staff have volunteered to work on response teams that will be activated if we have an outbreak.

We have been providing regular information to families and have invested in computer tablets to provide the option of "video visits" for friends and families, and tele-health consultations for doctors and allied health professionals.

I am sorry for the impact the restrictions have had on everyone and assure you we are actively working to return to a more normal and meaningful routine as quickly as possible.

A WORD FROM OUR CEO

I am pleased to confirm that our refurbished kitchen at Burradoo is fully operational, and work on the new kitchen at Moss Vale is proceeding as quickly as possible.

I thank everyone for their patience and self-sacrifice. There will be no quick fix for this problem, and we should be prepared for a long haul. However, every day we protect ourselves brings us one day closer to the inevitable eradication of this threat.

David Cochran
CEO Harbison

RESIDENT FEEDBACK

submitted by Terry Lock & Ivan Pitcher

I LIKE TO TAKE THIS OPPORTUNITY TO WRITE TO YOU TO THANK YOU, AND YOUR STAFF FOR THE CARE AND THE WORK YOU ALL HAVE DONE TO PROTECT THE RESIDENTS AND MYSELF FROM THIS TERRIBLE VIRUS WHICH HAS STRICKEN THE WORLD.

I ALSO LIKE TO CONGRATULATE YOU OF THE CARING STAFF YOU HAVE IN THE HOSTEL LOOKING AFTER US. YOU AND YOUR STAFF HAVE MADE HARBISON OUR HOME FOR OUR LAST YEARS OF OUR LIVES, AND I AM VERY HAPPY AND CONTENT HERE AT HARBISON CARE. MY FAMILY HAVE PEACE OF MIND KNOWING I AM BEING LOOKED AFTER.

ANZAC DAY PROGRAMS

In light of the current circumstances, this year's Anzac Day ceremony will be broadcast on the **ABC**:

- **5:30am** — Anzac Day ceremony held at Commemorative Area & Hall of Memory of the Australian War Memorial Canberra
- **10:00am** — NSW Service (closed service in Sydney)
- **1:00pm** — Anzac Day: Gallipoli Centenary
- **2:00pm** — Anzac Day: Villers-Bretonneux Centenary



OUR ANZAC STORIES

Elizabeth Wells



- British Airforce for 3 years.
- Served in Germany from 1947–1950.

"Last year's Anzac Day sticks out in the memory as I was one of the residents who placed the wreath underneath the flag."

Anton Kneubuhler



"Anzac Day is always a nice day to celebrate, but it is also a sad day; to remember all those who suffered. I always liked going to the dawn services and then having a drink with my mates during the day."



Bryan Owen



- Served in the Marines for 9 years.
- Likes to wear his regiment uniform on Anzac Day.

Robert Conyers



- Robert's father served in France during WWI.
- Robert first marched for Anzac Day when he was 4 years old in Auburn.
- His father only allowed him to walk 400m or so because he was so young.
- He was encouraged to march each year.
- As a teenager he was in The Australian Air League and laid wreaths each year.
- He is very moved by Anzac Day.

Marie Diver



- Five of her brothers and five of her uncles were all in the Army/Airforce/Navy. All of them went off to war and only one came back.

"Anzac Day is special to me because I can pay my respects to them. I did so every year. My Anzac Day tradition involved going to the Petersham memorial service, followed by lunch at the RSL"

OUR ANZAC STORIES

George Parker



- Father was in WWI British Army. He was in the Manchester Regiment stationed in France.
- In 1947 he had an x-ray which showed a bullet in his chest from 1916.
- In 1948 George was called up for National Service; he didn't want to join the Army so signed on for regular service with the Royal Navy. He served for 7 years.
- He was an engineering mechanic in the engine room working on the generator for making fresh water.
- He travelled the world while in the RN, on cruisers and aircraft carriers.
- In 1952 he came to Australia and was there for the atomic bomb testing on the Montebello Islands.
- He says the seagulls all disappeared 30 minutes before the bomb went off.
- He attended Anzac Day services at Mittagong RSL which he found unfriendly as other men stuck in their groups.

Robert Birnie



- Was a national serviceman in Britain
- When he migrated to Australia he was surprised by the Anzac Day culture and traditions, and found it incredibly fascinating how deep the bond between Australia and New Zealand was.
- Always enjoyed going to ANZAC Day services

Ellen Bailey



- Ellen was a WRAN (Women's Royal Australian Navy). She was a hairdresser there.
- Her husband Pat was a Flight Lieutenant in the air force (she's not sure if it was Australian or Royal Air Force.)
- He was Aides du Camp to the Governor General, Prince Henry, Duke of Gloucester.

Lest we forget

WELCOME TO OUR NEW STAFF!

Administration

Ashley Stoyles

Catering

Stephanie Haines

Lisa Ditton

Russell Lewis

Care

Bishwa Mani Sharma

Marc Pion

Leanne Pion

Shrijana Sharma Bashyal

Teegan Wales

Suzette Leblanc

Emily Gladwin

Shenae Murchie

Catherine Anzures

Sujata Shrestha

Laundry

Chloe Chalker

Maintenance

Alexander Roe

Paul Cappa

Enrolled Nurse

Jade Evans

Registered Nurse

Mandeep Dosanjh

Sabnam Chipalu

GETTING TO KNOW YOU ... JUNE K.

Where were you born?

Kent, England.

What is your first memory?

I remember when I was 5 years old, meeting my father for the first time.

He was in the King's Own Royal West Kent Regiment. He was a prisoner of war in Germany. I remember my brother and I waiting to meet him (we didn't know we were waiting for him), and he lifted me up onto the kitchen table and told me he was my father.



What school did you go to and how did you get there?

I went to All Saints Infants in Chatham, Kent. I walked to school.

Where did you work?

When I left school I worked in a box factory called Filmers. They made cardboard boxes. I worked there for 5 years.

What was your favourite pet?

Bugsy. He was a rabbit my dad bought for us.

What is your happiest memory?

My happiest memory is meeting my father for the first time.

COMMUNICATION UPDATES

Important updates can be found on our website and social media so please check them often.



harbison.org.au



facebook.com/harbisoncare

GETTING TO KNOW YOU ... GARRY M.

Where were you born?

Gilgandra, a small country town in Central West NSW, near Dubbo

What is your first memory?

Sleeping on the veranda on Christmas Eve waiting for Santa.

What school did you go to and how did you get there?

Caught the bus to Gardners Road Primary school . Had to catch the train to Fort Street High School.

Where did you work?

I had multiple jobs. The longest time I ever stayed in one job was when I worked at Bunnings in the Timber Yard for 5 years .

What was your favourite pet?

A staffy named Mr Buffy Boy.

What is your happiest memory?

The birth of my son, Timothy.



HOURS OF RECEPTION

Burradoo:

Phone no: 02 4868 6200

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—4:00pm

Moss Vale:

Phone no: 02 4868 6300

Monday

8:30am—4:00pm

Tuesday

8:30am—4:00pm

Wednesday

8:30am—4:00pm

Thursday

8:30am—4:00pm

Friday

8:30am—4:00pm

Saturday and Sunday

Closed

STOAN JOKES

by Joan Stokes

Easter 2006, an unknown axe-man entered all the wood-chopping events — winning them all.

A journo asked him, "Where are you from mate?" to which he replied, "Simpson Forest."

The journo asked, "Don't you mean Simpson Desert?" "No, that is what it is now."

NEWS FROM MOSS VALE



Left: Harold Griffin proudly showing off his creation which won second prize at the Moss Vale Show.



Right: Paul Grainger doing some gardening.



Seniors Rights Service

Contacts

Phone: (02) 9281 3600
1800 424 079

The 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 - 4.30pm

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



Older persons have the right to be treated and accepted as an individual

TAKEN FROM THE UNITED NATIONS PRINCIPLES FOR OLDER PERSONS & THE AUSTRALIAN AGED CARE ACT



ELDAC Helpline

 **1800 870 155**

9:00AM-5:00PM ACST Mon-Fri

BURRADOO KITCHEN RENOVATION

Thank you all for your patience during the renovation of the Hostel kitchen. The kitchen has now been finished and we managed to fix a lot of historical issues and create a safe working space for the catering team for years to come. We cannot wait to have a celebratory lunch with you all and enjoy the normal activities again.

I'd especially like to praise the Catering and Care teams for their assistance and cooperation during this critical time — you are amazing!



TIPS FOR COPING WITH CORONAVIRUS ANXIETY

Mindfulness Meditation Programs

Due to the popularity of the FACE COVID video we shared on our website and Facebook page, Dr Russ Harris, author of *The Happiness Trap*, has made mindful meditation audio programs available free of charge for your own self care.

<https://www.actmindfully.com.au/product-category/mp3s/>

If you haven't already done so, you can also download his app 'The ACT Companion' for free.



FROM THE NOOSA COMMUNITY NOTICEBOARD

I'm normally a social girl
I love to meet my mates
But lately with the virus here
We can't go out the gates.

You see, we are the 'oldies' now
We need to stay inside
If they haven't seen us for a while
They'll think we've upped and died.

They'll never know the things we did
Before we got this old
There wasn't any Facebook
So not everything was told.

We may seem sweet old ladies
Who would never be uncouth
But we grew up in the 60s —
If you only knew the truth!

There was sex and drugs and rock 'n roll
The pill and miniskirts
We smoked, we drank, we partied
And were quite outrageous flirts.

Then we settled down, got married
And turned into someone's mum,
Somebody's wife, then nana,
Who on earth did we become?

We didn't mind the change of pace
Because our lives were full
But to bury us before we're dead
Is like red rag to a bull!

So here you find me stuck inside
For 4 weeks, maybe more
I finally found myself again
Then I had to close the door!

It didn't really bother me
I'd while away the hour
I'd bake for all the family
But I've got no bloody flour!

Now Netflix is just wonderful
I like a gutsy thriller
I'm swooning over Idris
Or some random sexy killer.

At least I've got a stash of booze
For when I'm being idle
There's wine and whiskey, even gin
If I'm feeling suicidal!

So let's all drink to lockdown
To recovery and health
And hope this bloody virus
Doesn't decimate our wealth.

We'll all get through the crisis
And be back to join our mates
Just hoping I'm not far too wide
To fit through the flaming gates!



WANT TO SUBMIT AN ARTICLE?

Our newsletters are distributed monthly and we are always looking for interesting articles to include.

If you would like to submit an article please hand them in at reception or email marketing@harbisoncare.org.au



Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.

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, 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 Director of Nursing.

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 quickly, keeping you informed of progress and the outcome. Please note that all feedback will be treated confidentially.

We hope that if you have a serious complaint or concern, you will raise it first with the Director of Nursing 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 951 822

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

