



harbison
Heart & Home



MY COUNTRY

excerpt, Dorothea Mackeller

I love a sunburnt country,
A land of sweeping plains,
Of ragged mountain ranges,
Of droughts and flooding rains.

I love her far horizons,
I love her jewel sea,
Her beauty and her terror —
The wide brown land for me!

MOSS VALE RENOVATION UPDATE

December 2020 saw the opening of our the new 'Town Square' at Moss Vale. Our residents and visitors now have access to a beautiful dining room, the Three Cows Café, salon, post office, treatment room and general store.

We are now moving to the next stage of the renovations which will include:

- Complete refurbishment of Joadja
- New activities lounge
- New gym
- Private 'mudroom' entrances to each hostel lodge
- Ground floor 'Treatment Room'
- Increased access to the gardens and outdoor areas
- A range of upgraded workspaces

We are doing everything we can to minimise disruption, but there will be some unwanted noise, particularly during the demolition phase of work. We have arranged for demolition works not to take place between 7.30-9.00 am or 12.00-1.00pm where possible.

Our staff are on hand to reassure, redirect, and support our residents throughout this stage of the renovations. We will also be holding additional activities and encouraging affected residents to spend their time in the Town Square and the garden.

We thank you for your ongoing patience and are looking forward to sharing these new spaces with you.

Mark Jeffery
Director of Operations (Moss Vale)





MOSS VALE

Current hours
7:30am
to
12:30pm

OPEN MONDAY TO FRIDAY

Tea bags | Coffee | Snacks
Toiletries | Newspapers | Cards
and much more!

If we don't have it we can stock it — just ask!

BURRADOO

Current Hours
1:00pm
to
3:30pm



CAFE CHARLOTTE

Cafe Charlotte is located at our Burradoo home and is managed by Sharon and Russell Lewis.

There are coffees, cakes and pastries on offer, as well as a standard menu available every day with daily specials.

Open Monday to Friday
8:00am–3:00pm



THREE COWS CAFE

Three Cows Cafe, located in our Moss Vale home, is open for takeaway!

Swing by our takeaway window to order The Bear and the Beard coffee, tea, freshly-baked good and more!

Open 7 days (except public holidays)
8:00am–3:00pm

Please follow us on Instagram
[@threecowscafe](https://www.instagram.com/threecowscafe)



"Don't worry about the world coming to an end today. It's already tomorrow in Australia."

— Charles M Schulz

UPCOMING EVENTS

"BURNS NIGHT" LUNCH

25 January 2021

Robert Burns—or Rabbie Burns—is Scotland's most famous poet. He lived and wrote in the 18th century, but he's still celebrated in Scotland and beyond on January 25th, the anniversary of his birth in 1759. The event is known as Burns Night.

To celebrate, there will be a Scottish-themed lunch and works from the famous poet available for you to enjoy.



AUSTRALIA DAY LUNCH

26 January 2021

This Australia Day we're celebrating with a good ol' Aussie BBQ lunch! There will also be lamingtons and a pavlova served during the day!



BURRADOO ACTIVITIES

We have some exciting activities happening so please come along and join the fun.

Classical Music Club

Every Saturday morning
Harden Lounge

Pottery Class

1 February 2021
15 February 2021
Art Room

The following activities will start in February 2021:

Darts

Harden Lounge

Shuffle Board

Activities Room

Western-Themed Movies

Western Lounge



FIND US ON FACEBOOK

Please visit us on Facebook to see all the wonderful things we get up to. Our Facebook page is updated regularly so visit often!



facebook.com/harbisoncare

HOURS OF RECEPTION

Monday

9:00 AM - 4:30 PM

Tuesday

9:00 AM - 4:30 PM

Wednesday

9:00 AM - 4:30 PM

Thursday

9:00 AM - 4:30 PM

Friday

9:00 AM - 4:30 PM

Saturday & Sunday

10:00 am - 2:00 PM

SOCIAL CONNECTION

written by Joan Stokes

I would like to write how the electronic age has crept up on us — until it is getting used to the extent some rarely use their voice — messages flying back and forth on a hand-held device.

In the past, what joy we have known just chatting to a friend or neighbours; taking time to smile at someone. Looking around at a view, gardens, parklands, etc — even looking to see you are crossing a street safely.

It seems to me, whether it be for work or play, doing business or shopping, you need a card or device.

Our voice was given to us to use. Let us go back and use it before it gets lost; and to a more relaxed lifestyle.

Myself, I only have a landline phone, and pen and pad to write letters.



STOAN JOKES

submitted by Joan Stokes

A Melbourne man calls his son in Adelaide the day before Christmas Eve.

"I hate to ruin your day, but I have to tell you that your mother and I are getting a divorce. Forty years of misery is enough!"

"Dad! What are you talking about?!" the shocked son says.

"We can't stand the sight of each other," tells the father. "I'm sick of talking about this. Call your sister and tell her."

Frantically, the son calls his sister in Sydney.

"Like hell they're getting divorced!" she shouts. "I'll take care of this!"

The daughter calls her father and screams at him, "You're not getting divorced.

Don't do a thing until I get there. I'm calling my brother back and we'll be in Melbourne tomorrow. Until then, don't do a thing — do you hear me?!" She then hangs up.

The man puts his phone down and tells his wife, "It's sorted. The kids are coming home for Christmas AND they're paying their own way!"

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.

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.

You can use any of the following methods to provide feedback:

1. Email our Complaints Officer at **comments@harbisoncare.org.au**
2. Online at **<https://harbison.org.au/complaints/>**
3. Fill in a **Feedback Form** and place in the letterbox nearby. These 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

We hope that if you have a serious complaint or concern, you will raise it first with the **Complaints Officer**. 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: seniorsrightsservice.org.au
E: info@seniorsrightsservice.org.au
T: 1800 424 079 (NSW)

Older Persons Advocacy Network (OPAN)

W: opan.com.au
E: enquiries@opan.com.au
T: 1800 237 981

