



## FAREWELL TO SUMMER

© John Watt, 2020

Farewell to summer, daily bringing heat  
Arrivederci, warmth, I'll miss you so  
Reluctantly, I bid adieu to waves  
Enjoyed in balmy weather, thanks to you  
Waving goodbye to toes bathed in a stream  
Extending elegies of wakened dream  
Lost to a frigid blast of autumn's gale  
Laughing—to know that you'll be back next year

# A WORD FROM THE CEO

It is a watershed moment in aged care. The final report from the Royal Commission into Aged Care Quality and Safety has been released, and the priority rollout of COVID-19 vaccine for residential aged care has begun.

The Royal Commission caps off more than 20-years of aged care reviews and emphatically recommends the wholesale replacement of the current system with a new system designed to provide care and choice to our ageing population. There are 148 recommendations in the report, and I will have more to say about them after the Government responds to the Royal Commission.

By comparison, the availability of a safe and effective COVID-19 vaccine in less than a year since the global pandemic began is miraculous. We are lucky to be among the very first group of Australians who will be offered the vaccine. As reported in the media the immunisation program involves an unprecedented logistical challenge for the Government, but aged care providers like Harbison are very experienced at managing large-scale vaccination.

We have already written to residents and their families to provide information about the vaccine and the vaccination process. We have been working closely with GPs to identify any residents who unfortunately may not be suitable for the vaccine because of frailty or previous allergic reactions. Fortunately, most of our residents are suitable to have the vaccine if they wish.

We want to ensure that everyone has the information they need to make an informed choice about whether the vaccine is right for them. For anyone who cannot make that choice for themselves we require a decision from their guardian or responsible person. We aim to complete the consent process as quickly as possible because we have no control over the rollout schedule, and it is as likely as not that our turn will come soon and with little notice.

Our workforce is also planning for vaccination day. They are also eligible for the priority first phase of the national strategy. Indications are that almost all of them will choose to be vaccinated during the priority phase.

# A WORD FROM THE CEO

Harbison strongly recommends that everyone participates in the COVID-19 vaccination program if they can. The vaccines approved for use in Australia are free, safe, and effective. A recent study suggests that vaccination may reduce the risk of COVID-19 by 85% after only the first dose of the two-dose Pfizer vaccine.

No doubt there will be some problems with the rollout, and there have been frustrations at some facilities with the process in the first week. As they say, no plan survives first contact with reality. We are confident that the process will improve quickly with experience. At Harbison, we are highly organised to manage vaccination day and will take a firm line if there are any doubts about arrangements on the day.

Vaccination day is likely to be disruptive to normal routine. We will try to minimise inconvenience but ask for your patience while we play our part in the national program. The vaccine is a gamechanger. It does not mean the end of the pandemic, but it adds a very strong new line of defence to our current arsenal of social distancing, hand-

hygiene and cough etiquette, wearing surgical masks (when social distancing is not possible), visitor and staff screening, and self-isolation and testing at the mildest sign or symptom.

Our vaccination task force is being led by some of our best and brightest staff and I thank them for going above and beyond the normal duties by taking on the extra responsibility. I am looking forward to most of us being fully vaccinated soon. If you have any questions or concerns, please consult your GP, ask one of our nurses to provide you with more information, or ask your Personal Care Manager to connect you with an aged care advocate like OPAN.

*"Harbison strongly recommends that everyone participates in the COVID-19 vaccination program if they can. The vaccines approved for use in Australia are free, safe, and effective."*



# International Women's Day

How will you help forge a more inclusive world?

Afternoon Tea

with guest speaker

**KATIE CONSTANTINOU**

*Dementia Support Specialist and  
Chair of the Harbison Board*



Monday, 8 March 2021

1:30pm Moss Vale Dining Room

3:00pm Burradoo Dining Room



# RELATIVES & REPRESENTATIVES MEETING: COVID-19 VACCINATION PROGRAM

**Wednesday, 3 March 2021**

**6:00 pm—7:00 pm**

We invite relatives and representatives of Harbison residents to a Zoom meeting regarding the COVID-19 vaccination rollout.

If you would like to attend, please call **Sue Golightly** on **02 4868 6200** by the morning of Wednesday, 3 March 2021. We look forward to seeing you!



As a nation we have spent more than two decades looking at how to fix our aged care system. With the Royal Commission set to deliver an historic set of recommendations, we can't let this opportunity pass us by.

The Australian Government must commit to comprehensive reform of the aged care system so all older Australians are supported and enabled to live their lives with dignity.

For more information and to show your support, visit their website:

**<https://www.careaboutagedcare.org.au/>**



## 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)

Mon–Fri 7:00am–4:00pm

Sat–Sun 8:00am–3:00pm

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



*"If January is the month  
of change, February is the  
month of lasting change.  
January is for dreamers...  
February is for doers..."*

— Marc Parent

## GETTING TO KNOW... PHILLIP KING



### **What was your favourite pet?**

I like dogs — Hungarian Vizsla, Border Collie and Jack Russell Terrier

### **What is your happiest memory?**

Taking my dogs to compete in dog shows.

### **Where were you born?**

Bowral, NSW

### **What is your first memory?**

Going to school.

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

I went to Bowral Public and Bowral High. I walked to school.

### **Where did you work?**

My first job was working with my uncle doing parcel deliveries for \$1 per week.



# GETTING TO KNOW...

## ANNE FORD

### Where were you born?

Bowral, NSW and grew up on a farm at East Kangaloon.

### What is your first memory?

Getting selected to go to Sydney with the hockey team when I was around 17 years old.

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

Kangaloon Primary School then transferred to Burrawang School. Afterwards, I went to Bowral High. I walked to both schools but sometimes I went with dad on the little truck that took the milk to the factory.

### Where did you work?

I worked at a holiday resort called Bungalow at Fitzroy Falls doing various jobs — housekeeping, helping in the kitchen and making sure things were ship-shape for guests who occupied the 30 rooms at Bungalow.



### What was your favourite pet?

The working dogs on the farm.

### What is your happiest memory?

Spending time with my kids, especially when they were young.

---

## 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

# POEM FOR JOYCE

*by Elizabeth Armstrong*

*3 February 2021*

On Tuesday night Joyce went to tea  
With Keith and Robbie and also me  
Joyce was given a special diet  
But she wasn't really keen to try it

This morning as we ate cereal rye  
Joyce had to give pureed food a try  
No bread, or nutter, no food with seeds  
The dietitian had diagnosed her needs

Changing her food was not a joke  
It was done so she wouldn't choke  
She now eats her food without fuss  
Sitting at the table with the three of us



## STOAN JOKES

*submitted by Joan Stokes*

From Woop Woop way,  
Jacko and his Missus  
come to the Big Smoke so  
they can make a quid.  
Sixth Class was the  
toughest years of his life  
— but he blitzed art.  
Soon, people from all  
over the city are paying  
big bucks to get the gifted  
artist to paint their  
likeness.

One day, a beautiful woman  
from Vaucluse asks if he  
would paint her in the nude.  
Not wanting to get into  
marital strife, he goes off to  
confer with his wife — who  
agrees on one condition.

"My Missus says it's OK. I'll  
paint you in the nude all  
right; but I have to at least  
have me socks on, so I have  
a place to wipe me brushes."





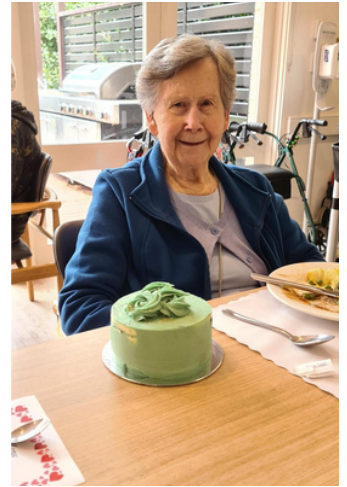
# FEBRUARY BIRTHDAYS



*Jose Grace, with wife June*



*Jutta Krambeck*



*Barbabra Russell*



*Lindsay Penfold*



*Kathryn Vaughan*



*Venie Nicholls*



*Margaret Clarke*



*Mary Langler with her two daughters, brothers  
and sister-in-law*



*Minnie McGuinness*



# FOOD GLORIOUS FOOD

Chinese New Year gave our residents the opportunity to indulge in Chinese food! Burradoo residents had a fantastic lunch of sweet and sour pork, Mongolian lamb, beef and noodle soup, and fried rice with Chinese rice pudding for dessert!



The Moss Vale Kitchen was also in full swing, creating beautiful dishes for the residents: homemade pies, pavlova and Thai beef salad!





# RESIDENT ACTIVITIES



The ladies of Avoca had a creative afternoon making gorgeous arts and crafts



Residents of Harbison Dementia Living enjoyed their first ever exercise and games session, which started with Zumba and ended up in an epic game of hockey!





# RESIDENT ACTIVITIES



Moss Vale Residents chilling in their new library

Enjoying exercises by the fish pond during sunny days



Amazing mugs designed by resident Stuart, which he gifted to the Physios who have been training him regularly. We can't believe such brilliant work is from a person living with physical limitations!

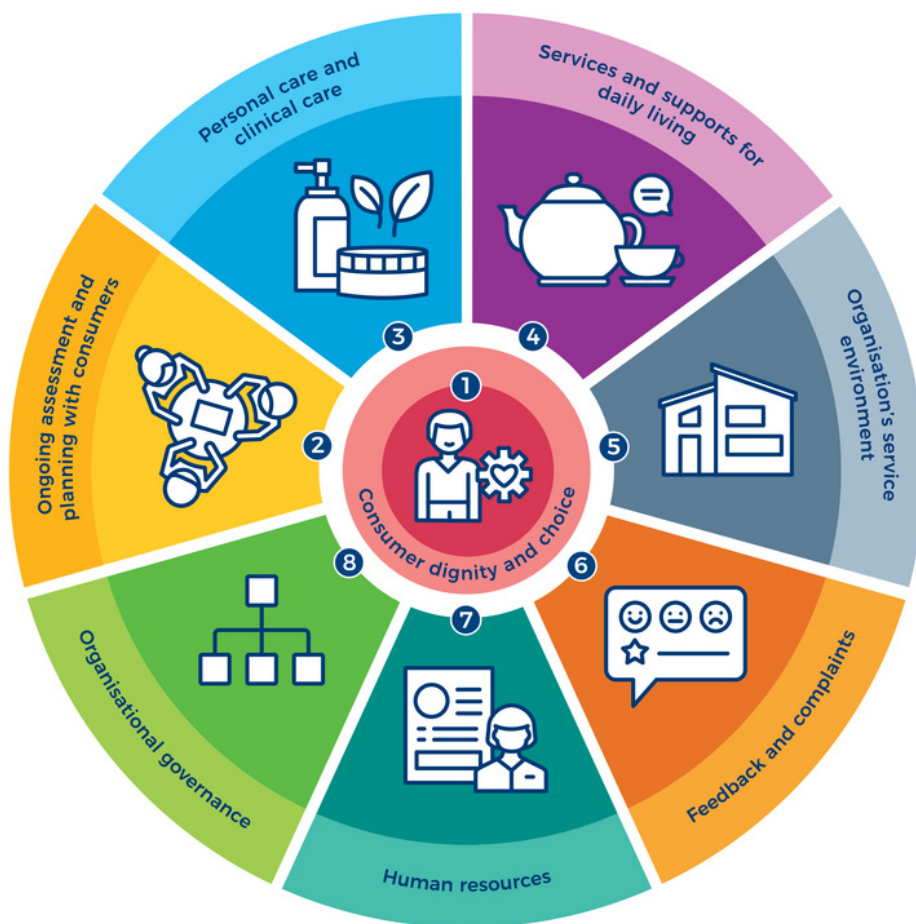


Blooms of Bowral gifted our Moss Vale home with 20 gorgeous bouquets! Staff pitched in help prepare them and place them around the home to brighten everyone's day.





# AGED CARE QUALITY STANDARDS



1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance

## STANDARD 1: CONSUMER DIGNITY AND CHOICE

### Consumer Outcome

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation Statement

The organisation:

- has a culture of inclusion and respect for consumers; and
- support consumers to exercise choice and independence; and
- respect consumers' privacy



# 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.



## VOLUNTEERS MAKE A DIFFERENCE

Go on a scenic bus trip with our wonderful driver Rob, who makes the trips lots of fun!

Play a word game with the help of Glennis!

Enjoy taking part in Motiview with Robbie!

Play cards or a board game with Sally!

Join the Art or Pottery groups which are run by volunteers!

We can help with correspondence or paperwork, read a book or newspaper, go for walks in the garden with you, or just sit in the sun and enjoy your company.

### WELCOME TO 2021!

All things considered, we're all hoping for a better year this year! We surely couldn't have got through 2020 without the invaluable help of our Harbison volunteers.



Enjoying Scrabble



Afternoon in the Sun



Making something new



Great get together

**Harbison is always looking for volunteers to help in all sorts of ways — to help in the garden, take residents to the dining room for meals, going for walks, one-on-one chats in the sun, helping out in the kiosks, learning how Motiview works, helping out with Art and Pottery groups. If you, or anyone you know, is interested please contact our Volunteer Coordinator.**

**Jill Wall**

Volunteer Coordinator

**E:** [volunteers@harbisoncare.org.au](mailto:volunteers@harbisoncare.org.au)

**P:** 02 4869 6251 **M:** 0408 421 199



# 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](http://agedcarequality.gov.au)

**T:** 1800 951 822

## Seniors Rights Service

**W:** [seniorsrightsservice.org.au](http://seniorsrightsservice.org.au)

**E:** [info@seniorsrightsservice.org.au](mailto:info@seniorsrightsservice.org.au)

**T:** 1800 424 079 (NSW)

## Older Persons Advocacy Network (OPAN)

**W:** [opan.com.au](http://opan.com.au)

**E:** [enquiries@opan.com.au](mailto:enquiries@opan.com.au)

**T:** 1800 237 981

