

harbison

Heart & Home



INTERNATIONAL WOMEN'S DAY

8 MARCH 2021

***Women in leadership:
Achieving an equal future
in a COVID-19 world***

International Women's Day was celebrated with afternoon teas at both homes, with our special guest speaker Katie Constantinou — Dementia Support Specialist and Chair of the Harbison Board.

It was inspiring to hear her letter to her 18-year-old-self and we had gorgeous cupcakes to enjoy afterwards.

Continued on pages 2 & 3.

INTERNATIONAL WOMEN'S DAY



INTERNATIONAL WOMEN'S DAY

Following on from Katie's speech, resident Marion recited a beautiful poem which she wanted to share with the group.

Memory Poem

by Zora Bernice May Cross



Late, late last night, when the whole
world slept,
Along to the garden of dreams I crept.
And I pulled the bell of an old, old
house
Where the moon dipped down like a
little white mouse.

I tapped the door and I tossed my
head:
"Are you in, little girl? Are you in?"
I said.
And while I waited and shook with
cold
Through the door tripped me — just
eight years old.

I looked so sweet with my pigtails
down,
Tied up with a ribbon of dusky brown,
With a dimpled chin full of childish
charm,
And my old black dolly asleep in my
arms.

I sat me down when I saw myself,
And I told little tales of a
moonland elf.
I laughed and sang as I used to do
When the world was ruled by
Little Boy Blue.

Then I danced with a toss and a
twirl
And said: "Now have you been a
good, good girl?
Have you had much spanking
since you were Me?
And does it feel fine to be
twenty-three?"

I kissed me then, and I said
farewell,
For I've earned more spanks than
I dared to tell,
And Eight must never see
Twenty-three
As she peeps through the door of
Memory.

A WORD FROM THE CEO

The COVID-19 vaccination of our residents begins in April 2021 and the second dose will follow in May. The vaccination of our residents is a big deal and will significantly reduce the risk of COVID-19 at Harbison. Unfortunately, the Government has not delivered on the promise of priority access to the vaccine for our workforce so it will be some time before everyone at Harbison is protected. In the meantime, we have commenced vaccinating our staff against influenza and will offer influenza vaccination to residents at least two weeks after their second COVID-19 dose.

We recently farewelled Harry Varvaressos from Burradoo, marking the end of Harry's third tour of duty at Harbison (Director of Nursing at Moss Vale from 2013 to 2016 and from 2017 to 2018, and Director of Nursing at Burradoo from 2019 to 2021). Harry extended his contract because of the pandemic which involved him living away from his Sydney-based family for extended periods, especially

during lockdowns last year. We are grateful to Harry and his family for their dedication to Harbison and wish him well in his new job 10-minutes from home in Sydney. Harry has been replaced by Sarah Dayball who joins Harbison after a long career at Anthem Care. Sarah is highly regarded in the aged care sector and will be a great leader for our Burradoo team.

From 1 April 2021 a new Serious Incident Response Scheme (known as SIRS) has been introduced by the Government to reduce the risk of abuse or neglect to residents. The Aged Care Charter of Rights guarantees you the right to safe and quality care and to live without abuse or neglect. Every resident is provided with a copy of the charter when they move to Harbison, and our staff will help you understand the charter if required. SIRS requires us to monitor and report a broad range of incidents, actual or suspected, and to take steps to make sure they do not happen again.

A WORD FROM THE CEO

Our workforce is being trained to recognise and report in accordance with the new rules using our incident management system. If you have any questions about SIRS, or want to make a complaint about your care, please ask a member of your care team or your Quality and Care Manager or we can help you access an independent advocate like OPAN, the Older Persons Advocacy Network. All complaints are treated seriously and confidentially and help us to improve our care and services.

Finally, our team at Moss Vale are preparing for a site visit from the Aged Care Quality and Safety Commission to assess whether Moss Vale should be re-accredited for Government-funded residential aged care for another three-years. We will be providing our Moss Vale residents and their representatives with opportunities to learn more about the site-visit process in the next few weeks.

I take this opportunity to wish everyone a safe and happy Easter, glad that we can enjoy less restricted visitor access than last year. I also pay my respects to our veterans and look forward to commemorating ANZAC Day later this month. Thank you,

David Cochran

1 April 2021

"From 1 April 2021 a new Serious Incident Response Scheme (known as SIRS) has been introduced by the Government to reduce the risk of abuse or neglect to residents."

*"A single sunbeam is
enough to drive away
many shadows."*

— St Francis of
Assisi

GETTING TO KNOW... NELLY MONTANARI



Where did you work?

I started work at age 9. My mother had a laundry, and my sister and I helped her with the deliveries. When I was older I worked at the chemist.

What was your favourite pet?

Mya the cat — she has gone to live in Canberra with my friend. I also love dogs. I had sausage dogs (dachshund). One was called Jay and he was 12 years old when he died.

What is your happiest memory?

Being with my mum. And with my husband who taught me how to live and be free.

Where were you born?

Buenos Aires, Argentina

What is your first memory?

I had a very strict father and was not allowed to go out so I didn't have many friends. The family was always together for lunch and dinner.

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

I went to Monte Agudo School in Buenos Aires. I walked to school because we didn't have a car.

GETTING TO KNOW...

HARRY IRONS

Where were you born?

Arbroath, Scotland, UK

What is your first memory?

Playing down near the Harbour and feeling the wind off the sea for the first time.

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

Arbroath Academy. I walked, but also liked running there, down a hill near my house.

Where did you work?

In Scotland, I was a swimming Instructor at Arbroath Academy. When I moved to Australia, I became a full-time employee with the NSW Fire Brigade. I was with them for 23 years.



What was your favourite pet?

My dog, an Alsatian.

What is your happiest memory?

Anything to do with my family. My family is everything to me.

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

MEET OUR FINANCE MANAGER

What is your name?

Charlene Shi

When did you first start at Harbison?

February 2021

What is your background?

I am a qualified CPA with seven years accounting experience across a range of industry sectors, specialising in financial reporting, forecasting, risk control and accounts management.

I love what I do, and I enjoy spending time with my team for their continuous development.

What has been the best experience you've had so far?

The team is friendly and considerate. I also love the new facilities. It is great to be part of the team.

What do you hope to accomplish?

Continuous improve the culture, process, and system of finance function.

Any words of advice?

Be happy, be positive!



MEET OUR WHS & PROJECT OFFICER

What is your name?

Chris Dunn

When did you first start at Harbison?

April 2020

What is your background?

Due to the COVID-19 crisis I'm currently stood down from my role as a pilot with Qantas, where I have been for almost 17 years. Prior to joining Qantas I spent 16 years in the Royal Australian Air Force as a pilot and flying instructor.

What has been the best experience you've had so far?

Last year I was asked to run the Motiview cycling program as part of the International Road Worlds for Seniors competition. Through the efforts of our residents, we managed to place 24th in the world.

What do you hope to accomplish?

In my new role I hope to have safety thought of as an integral part of our daily operations, rather than as a separate subject. A good safety program should run seamlessly in the background.

Any words of advice?

With the advent of COVID-19, I guess my advice would be. "Don't plan too far ahead..."



ANZAC DAY

Our Anzac Day commemoration will take place on:

FRIDAY, 23 APRIL 2021

Burradoo

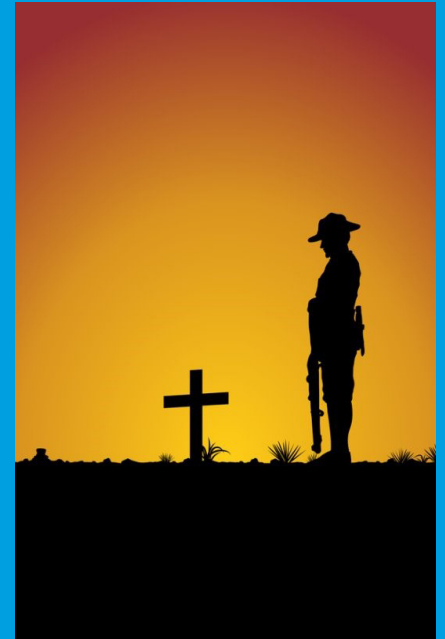
11:00am

Flagpole
at Entrance

Moss Vale

10:00am

Dining Room



PHISHING SCAM REMINDER

We'd like to remind you to be aware of phishing scams from scammers attempting to trick you into giving your personal information, such as bank account and credit card numbers, and passwords.

Scammers will impersonate a legitimate business and may contact you by email, social media, phone call or text message.

Phishing messages are designed to look genuine and often copy the format used by the organisation, such the latest COVID-19 vaccination SMS scams.

If in doubt, don't click on any links sent to you, or give your personal details over the phone.

You can find more information about recent scams on the ACCC ScamWatch website.



<https://www.scamwatch.gov.au/>

MARCH BIRTHDAYS



Marjorie Hicks



Rod Lewis



Janice Reeves



Pamela Dash



Kathleen O'Meley



Irena O'Toole



Daphne Rath

STOAN JOKES

submitted by Joan Stokes

During Jacko's physical, the Goulburn doctor asks him about his daily activity level.

"Well, Doc," Jacko replies, "yesterday afternoon, I waded along the edge of a lake, drank eight beers, escaped from wild dogs in the heavy brush, marched

up and down several rocky hills, still in a patch of poison ivy, crawled out of quicksand and took four leaks behind big trees."

The doctor gasps. "You must be one hell of an outdoorsman!"

"Nuh," Jacko replies. "Just a rubbish golfer."



MOSS VALE ART SHOW 2021

Throughout the challenging year of 2020, members of the Art Group took every opportunity to paint, draw and colour, despite a range of difficult COVID-19 restrictions. They kept spirits bright with colourful creations to adorn the walls, and ended the year with a wonderful round table session selecting entries for the Moss Vale Show in 2021.

The Show ran from 12-14 March this year, and while it wasn't open to the public, entries were still accepted—Harbison submitting a record number of 32 entries!

Across a wide range of subjects from abstract to surrealism, and landscape, animals and objects, our talented artists won an amazing **11 awards**!

My heartfelt congratulations to every member of the art group on their wonderful success at this year's Moss Vale Show. It is a pleasure and an honour to work with these lovely, talented people, and see them receive the accolades and recognition they so richly deserve.

We welcome new members to the Art Group, and no previous experience is necessary. Almost every member of the

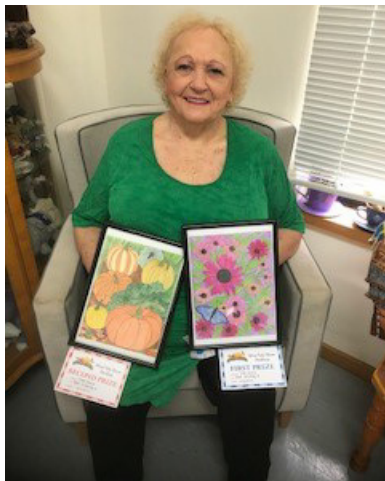


current group had little or no experience when they began and look what they can do now!

I am happy to spend a little extra time supporting and assisting anyone who feels they would like to come and explore their creative possibilities. We hope you join us!

Chris Harper
Lifestyle Officer

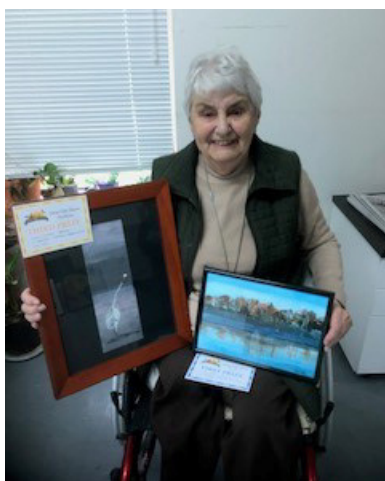
MOSS VALE ART SHOW 2021



Pam Austin won 1st Prize for *Pink Daisies* and 2nd Prize for *Pumpkins*



Lee Jurgs won 1st Prize for *Abstract Madonna* and 2nd Prize for *Surreal Floating Man*

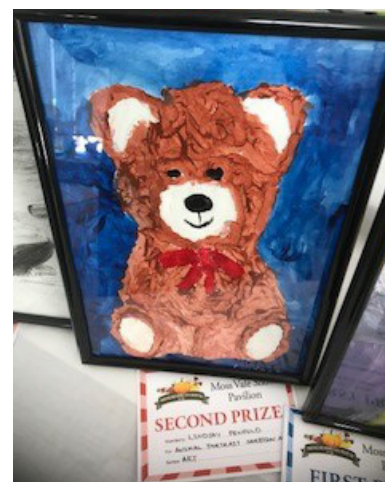


Sandy Brown won 1st Prize for *Mountain Lake* and 3rd Prize for *The Crane*

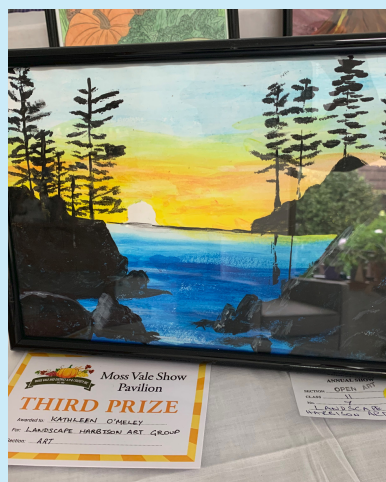
MOSS VALE ART SHOW 2021



Jo Watson won 1st Prize for Colourful Parrots



Lindsay Penfold won 2nd Prize for Olive Grove and Teddy Bear,
and 3rd Prize for Flamenco Dancer



Kathleen O'Meley won 3rd Prize for
Sunrise on the Lake



Congratulations to the
Harbison Art Group!
We are so proud of you!

HARBISON ACTIVITIES



Harry shows off his winnings at bingo.



Margaret, Harold, Margaret, Joyce and Joan all enjoyed pamper sessions at the salon!



Aileen shows off her balance skills in the Harbison gym

Procurement Officer Alex successfully completed his forklift training!



HARBISON ACTIVITIES



Burradoo residents visited
Three Cows Cafe in our Moss
Vale home

Ricky rescued a turtle



Staff got into the St Patrick's Day
spirit



Residents in Alpine enjoyed a morning of
balloon tennis

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 Pottery group with Jill!

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.



Enjoy a delicious Afternoon Tea



Have a try at Carpet Bowls



Perhaps darts are more your thing



Or a game of snooker

The volunteers have had a great start to the year, helping out with activities, one-on-one visits, running the Motiview program, running the Pottery Group in Dementia Living and delivering the mail — just to name a few! We'd also like to welcome **MATINA ECONOMOS** to Harbison as a new volunteer at Burradoo.

The next month will bring about one change for the volunteers — I am stepping down as Volunteer Coordinator from 1 April. It has been a wonderful opportunity for me but I aim to focus on my volunteer work at Harbison, so I will still be around.

Harbison is always needing volunteers to help in all sorts of ways. If you or anyone else you know is interested, please send an email to

volunteers@harbisoncare.org.au

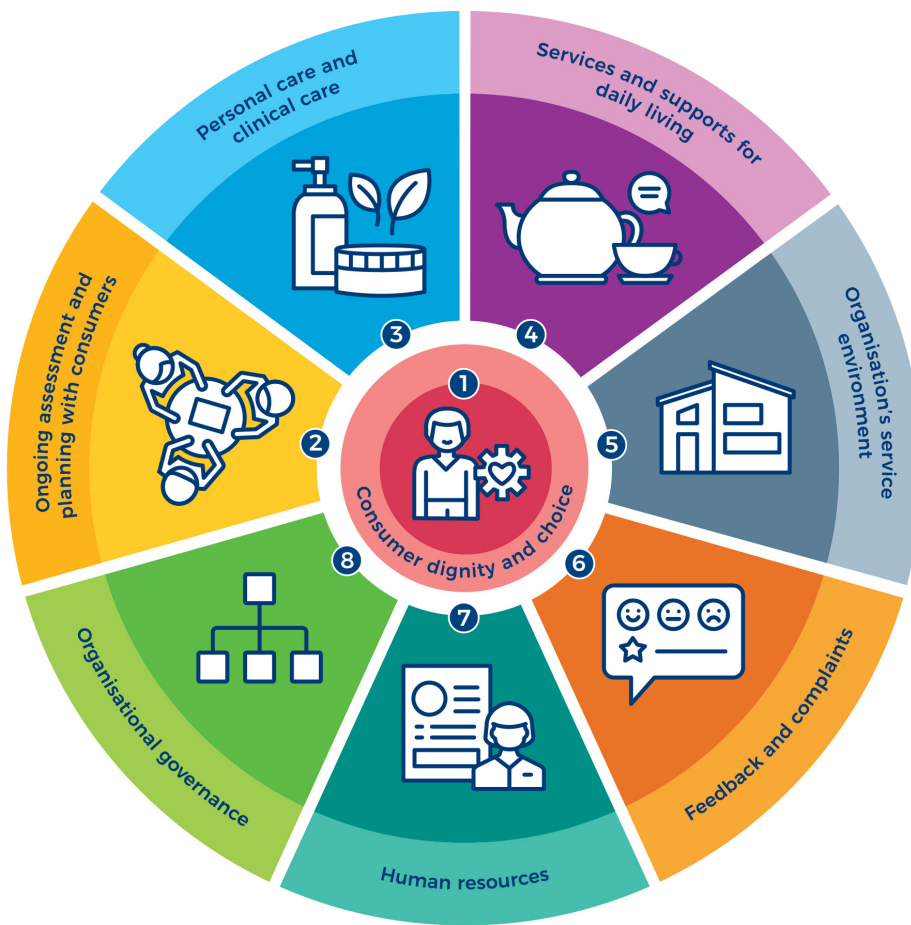
or call

02 4868 6200

We would love to hear from you!

Jill Wall

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 2: ONGOING ASSESSMENT AND PLANNING WITH CUSTOMERS

Consumer Outcome

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation Statement

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with consumer's needs, goals and preferences.



Australian
Aged Care
Collaboration



**It's time to care
about aged care.**

Show your support.

Sign the petition.

CareAboutAgedCare.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.



What is the SIRS?

Serious Incident Response Scheme

A fact sheet for aged care consumers

As an aged care consumer, you have the right to safe and quality care and to live without abuse or neglect.

The Serious Incident Response Scheme (SIRS) is a new Government initiative to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home.

The scheme requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred, in a residential aged care service.

Underpinning the SIRS is a requirement for residential aged care providers to have in place an effective incident management system – a documented set of protocols, processes and standard operating procedures – to manage all incidents, respond to incidents, and take steps to make sure they do not happen again. The incident management system covers a broader range of non-reportable incidents and include incidents that involve staff or visitors.

Why is the SIRS important?

The SIRS requires every residential aged care service to adopt a systematic approach to minimising the risk of, and responding to, serious incidents involving residents.

The SIRS underscores the vital importance of an incident management system in helping every residential aged care service to effectively manage risks to their residents.

The SIRS also introduces explicit obligations for providers to report a broader range of serious incidents to the Aged Care Quality and Safety Commission (Commission) than is currently required under compulsory reporting obligations. This includes reports of all incidents that are alleged or suspected to have occurred, or witnessed, between consumers of an aged care service, including where the consumer who commits the incident has a cognitive or mental impairment (such as dementia).

How will you benefit from the SIRS?

The SIRS will reduce the risk of abuse and neglect for people living in residential aged care homes.

The SIRS and the requirement for providers to have an effective incident management system in place will:

- reduce the chance of you being subject to abuse or neglect in aged care
- help you access support sooner and on an ongoing basis if a serious incident affects you
- reduce the likelihood of the serious incident happening again.

When will the SIRS commence?

From 1 April 2021, residential aged care providers must report all 'Priority 1' incidents within 24 hours.

'Priority 1' incidents include those that cause or could reasonably have caused physical or

psychological injury or illness requiring some form of medical or psychological treatment. Instances of unexplained absence from care and any unexpected death of a consumer are always to be regarded as 'Priority 1' reportable incidents. From 1 October 2021, all 'Priority 2' incidents – reportable incidents that do not meet the criteria for 'Priority 1' – must also be reported within 30 days.

How does the SIRS relate to other requirements your aged care provider must meet?

The SIRS will sit alongside, and complement, other requirements that aged care providers must meet.

All providers must comply with the [Aged Care Quality Standards](#) which detail the standards of care a person can expect as an aged care consumer. For example:

Standard 8 – Organisational Governance

Requires approved providers to have in place effective risk management systems and practices that enable them (among other things) to manage high-impact risks associated with the care of consumers, and to identify and respond to abuse and neglect of consumers.

Standard 6 – Feedback and Complaints

Requires approved providers to demonstrate that an [open disclosure](#) process is used when things go wrong in providing care for consumers.

A provider is also legally required to help consumers understand their rights under the [Charter of Aged Care Rights](#).

Taken together, the above requirements reinforce the importance of aged care providers having an effective incident management system in place.

What is an incident management system?

An incident management system is a set of processes and procedures used to prevent, manage and respond to incidents. This system should support an aged care

provider and their staff to take appropriate action when there is an alleged, suspected or witnessed incident.

Appropriate action includes:

- action to remove consumer/s from harm and to reduce or address the impact on any consumer/s
- contacting and meeting with consumers, their family and representatives to discuss the incident and explain the response to prevent recurrence
- identification and immediate internal reporting of the allegation, suspicion or witnessed incident, with appropriate escalation to senior staff of serious incidents
- documenting the incident
- further investigation by the provider if warranted
- reporting to external authorities within statutory timeframes, including the police and the Commission.

What is the role of the Aged Care Quality and Safety Commission?

The Commission will be responsible for administering the SIRS and will receive serious incident reports from aged care providers. The Commission will have the power to take regulatory action where appropriate to address non-compliance with provider responsibilities, and will have new powers to issue compliance notices for suspected non-compliance with SIRS obligations.

For more information about SIRS, visit agedcarequality.gov.au/consumers/serious-incident-response-scheme

How can I make a complaint about my aged care home?

If you feel comfortable, we encourage you to raise your concern with the staff or managers of the service first as this is often the best way to have your concern resolved. All aged care providers are required to have a complaints system in place.

Alternatively, the Commission provides a free service for anyone to raise a concern about the quality of care or services provided to people receiving Australian Government funded aged care.

Find out more at agedcarequality.gov.au or call **1800 951 822**.

Accessing the Older Persons Advocacy Network (OPAN)

Sometimes making a complaint on your own

can be difficult. There are several options for support to make a complaint.

OPAN supports older persons and their representatives to effectively access and interact with Australian Government funded aged care services and have their rights protected.

OPAN can be reached on **1800 700 600** or by visiting open.com.au.

What is a reportable incident under the scheme?

A reportable incident includes any of the following:

Serious incidents include those where consumers experience:	Examples
Unreasonable use of force	hitting, pushing, shoving or rough handling.
Unlawful sexual contact or inappropriate sexual conduct	sexual threats or stalking, or sexual activities without consent.
Neglect	withholding personal care, untreated wounds, or insufficient assistance during meals.
Psychological or emotional abuse	yelling, name calling, ignoring a consumer, threatening gestures or refusing a consumer access to care or services as a means of punishment.
Unexpected death	in the event of a fall, untreated pressure injury, or when the actions of a consumer result in the death of another consumer.
Stealing or financial coercion by a staff member	if a staff member coerces a consumer to change their will to their advantage, or steals valuables from the resident.
Inappropriate physical or chemical restraint	where physical or chemical restraint is used without prior consent or without notifying the consumer's representative as soon as practicable; where physical restraint is used in a non-emergency situation; or when a provider issues a drug to a consumer to influence their behaviour as a form of chemical restraint.
Unexplained absence from care	this occurs when the consumer is absent from the service, it is unexplained and has been reported to the police.

Under the SIRS, an allegation, suspicion or witness account of any of the above serious incidents must be reported to the Commission.

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

