

# harbison

Heart & Home



## ANZAC DAY

It was wonderful to commemorate Anzac Day with services at Harbison again. Chris Dunn and David Schweers, who both served in the ADF, led beautiful services at Burradoo and Moss Vale respectively. Special thanks to the following people for helping make this year's service memorable:

- Marian Sullivan for reciting The Ode (Moss Vale)
- Mervin Roulston, bagpiper (Moss Vale)
- Chris Tambram, Pipe Major of The Highlands Pipes and Drums (Burradoo)
- Andrew Bell and Chkye Tracz (bugler) from Chevalier College (Burradoo)
- Aiden Nye from Southern Highlands Funerals for supplying poppies (both sites)

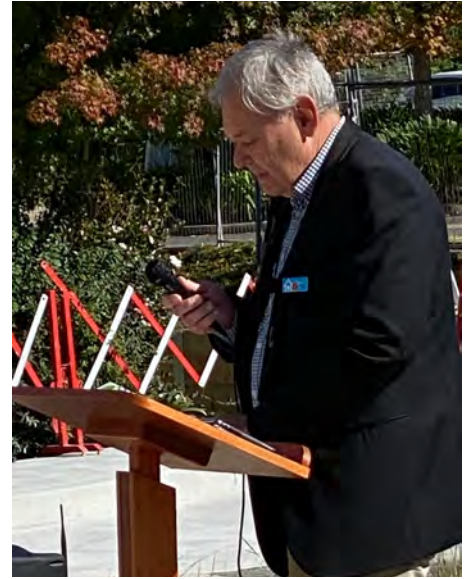


# ANZAC DAY SERVICE AT BURRAROO





# ANZAC DAY SERVICE AT MOSS VALE





# AGEING POSITIVELY IN THE SOUTHERN HIGHLANDS

**Can you spare a few moments  
to take our survey?**

Harbison is always looking for opportunities to improve our care and services so we can all live life to the fullest here in the Southern Highlands, supported by family and friends, for as long as we want.

We invite you to share your thoughts on this important topic, and help us plan a future together which provide the services and supports you need as you age.

**<https://harbison.org.au/positive-ageing-survey/>**



## A WORD FROM THE CEO

Congratulations to the residents and staff of Harbison for completing the first Pfizer COVID-19 vaccination days. Special thanks to everyone, including support people, who gave their time to help make everything run so smoothly. Sonic Clinical Services told us that the way we organised our clinics and supported our residents and the in-reach team was exemplary. Approximately 94% of our residents now have their first dose.

Of course, the problem with making things look easy is that people think they are easy. It is not hard to forget that the Pfizer vaccine is a ground-breaking use of mRNA technology. It needs to be stored and transported at between -25°C and -15°C. This cold chain needs to be maintained from the production facility overseas until the vaccine is administered at Harbison. The vaccine arrives in a concentrated form, which needs to be diluted with saline to create the correct dose. A record of the vaccine is created in the Australian Immunisation Register for every dose. Every resident needs to give their informed consent and move

through the conga line on vaccination day. And because two-doses are required, it must all happen twice!

The vaccination of our residents is a milestone in our pandemic story. We did it together! If we can achieve this, there is no limit to what we can achieve at Harbison.

The next step is to vaccinate our staff, which is going to take longer than originally planned. We do not have any control on the rollout for staff, but please know that we are very actively working with public health authorities and lobbying state and federal government to achieve the best outcome for our staff as quickly and efficiently as possible.

Finally, ANZAC Day 2021 was a little different because of COVID-19, but both services were well attended and very moving. My compliments to Chris and David for leading our commemoration. Thank you for your service.

**David Cochran**  
**April 2021**

*"Autumn carries more gold in its pocket than all the other seasons."*

— Jim Bishop

## GETTING TO KNOW... STUART FINLAYSON



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

I worked on the family property (we owned sheep). I went into trade as a motor mechanic, had an apprenticeship in Kings Cross, then worked at railways, then worked for buses.

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

In a private hospital in Coogee, NSW

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

A black Labrador called "Sooty".

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

My mother going to the hospital.

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

Being married nearly 40 years to Jeanette. Se was a cadet journalist and played baritone horn for the Salvation Army (I played bagpipes). We have four children.

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

I went to Finley Primary School. I walked.

# GETTING TO KNOW...

## JANICE REEVES

### Where were you born?

I was born in Balmain, in the front room of our house.

### What is your first memory?

Learning tap and ballet. I started when I was 4.

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

I walked to Birchgrove Public and when I went to high school, I took the bus to Leichhardt Home Science School.

### Where did you work?

I was a sales lady at GJ Coles in Sydney, then moved into the laybuy office.



### What was your favourite pet?

A Maltese Shih Tzu named Mitzy

### What is your happiest memory?

Getting married.

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## 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 PARTNERSHIP MANAGER

**What is your name?**

Zac Hulm

**When did you first start at Harbison?**

February 2021

**What is your background?**

Initially I worked in luxury hotels and restaurants. I then transitioned into sales business development for not-for-profits.

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

The Harbison Anzac Day services this year were beautiful.

**What do you hope to accomplish?**

I'm looking forward to working with my fellow colleagues as a team and showcasing Harbison as the leader in aged care and dementia living.

**Any words of advice?**

Anything is possible.

*"To know even one life has breathed easier because you lived. This is to have succeeded."*

— Ralph Waldo Emerson





# MEET OUR IT COORDINATOR

## What is your name?

Pavitra Karunanandra

## When did you first start at Harbison?

March 2020

## What is your background?

I am an Engineering professional having around ten years' experience in Information Communication Technology.

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

Having an opportunity to interact with people and providing support in any possible way using my experience and skills.

## What do you hope to accomplish?

Ensuring optimum usage of ICT resources at Harbison to achieve organisational goals adhering to industry best practices and Identifying new ICT developments in industry and adopting them to the benefit to the organisation.



# MEET OUR NEW CONTRACTORS

We're pleased to introduce SureGreen Landscaping Company who has joined our maintenance team!



## **Harbison Landscape Maintenance Team Leader**

**Ben** will be working at Harbison full-time. His role will be split between Moss Vale and Burradoo. Ben is a horticulturalist with over 10 years experience managing residential housing estates, council precincts and retirement villages. Ben will be assisted by the SureGreen support team that will be onsite to help with the mowing at both sites.



**Ashley** will be the additional Support Team Leader for Ben. Ashley is a horticulturalist with over 8 years experience managing retirement living, community estates and school campuses. Her team will be onsite fortnightly to assist with mowing the Moss Vale and Burradoo sites as well as any additional seasonal jobs.



**Tom** will be working with Ashley to assist with the mowing of both Harbison sites. Tom is an apprentice horticulturalist who has been with SureGreen for one year. Tom's skillset is an asset to the team; his TAFE results and onsite capabilities prove he will be a competent tradesperson in years to come.

# NEW MOSS VALE GENERATOR

We are very proud of how residents and staff stood up to the bush fires of 2019/20. We learned some important lessons from our own experiences and from those of other aged care providers. Since then, we have invested in a range of improvements to increase our capacity to respond to natural disaster, including a new fire access road and upgraded fire safety systems at Moss Vale, smoke suppression systems for both homes, additional fire fighting equipment, and our own diesel tanker so we can refuel our generators in the event of an extended blackout.

These improvements were achieved relatively quickly, but an important upgrade that has taken longer is a new generator for Moss Vale, which was recently delivered from Queensland.

While our Moss Vale generators are well maintained they do not have the capacity to meet the needs of the entire building for an extended period. We witnessed some residential aged care providers on the South Coast who were cut off from power and supplies for days by fire, and so our new generator has been designed to power the Moss Vale site for as long as necessary. We may never need it, but it is reassuring to know that we can power our Moss Vale home if the electricity grid suffers a major failure.





# ANZAC DAY

Residents in Avoca made these beautiful poppies in honour of Anzac Day.



## STOAN JOKES

*submitted by Joan Stokes*

Father O'Malley answers the phone.

"Hello, is this Father O'Malley?"

"It is!"

"This is the Australian Tax Office. Can you help us?"

"I can!"

"Do you know a Ted Houlihan?"

"I do!"

"Is he a member of your congregation?"

"He is!"

"Did he donate \$10,000 to the church?"

"He will!"

# APRIL BIRTHDAYS



*Pat Manus*



*Murray Smith*



*Marcia Byrne*



*Leone Denny*



*Kathleen O'Shaunessy*



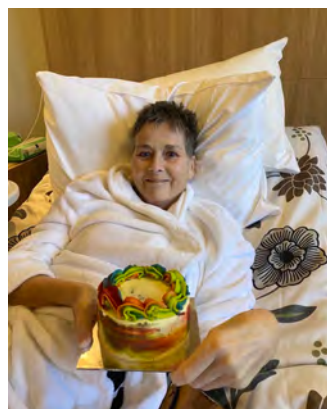
*Keith Taylor*



*Bryan Hill*



*John Kelly*



*Carey Howard*



*Bryan Owen*



# EASTER

The Scout Cubs made Easter gifts for the residents in Avoca



The gorgeous Easter Tree in Moss Vale



The Easter Bunny came to visit Moss Vale,  
with special thanks to Mia and Wendy!



# EASTER

Burradoo residents also got a visit from the Easter Bunny!





# HARBISON ACTIVITIES



Residents in Alpine and Avoca enjoyed some music time with Geoff, our amazing volunteer piano player.

Harold had his nails done.



Burradoo residents enjoyed bus trips to Berrima and Lake Alexandra with our wonderful volunteer bus driver, Rob.



Moss Vale residents enjoying The Jive Bombers at the Moss Vale Services Club

# MOTHER'S DAY HIGH TEA

We are pleased to offer a High Tea for families visiting our residents on Mother's Day — Sunday, 9 May 2021.

**Cost is \$10 per person.**

Booking are essential as there are limited spaces available for seating. Please order by **Tuesday, 4 May 2021.**

Takeaway high teas are also available for those wishing to take residents out for the day.

To book, please give us a call on **02 4868 6200.**



## VOLUNTEER NEWS

April 2021



Volunteering is a wonderful way to give back to our local Southern Highlands community and new volunteers — from all walks of life are very welcome.

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

or call

**02 4868 6200**

We would love to hear from you!



# Afternoon Tea Dance!

SATURDAY, 5 JUNE 2021

1:30PM—4:00PM

Activities Room



Come along to dance, tap, clap,  
sway and swing to the fabulous

music of the  
**50s** and **60s**

Family and Friends Welcome!

Please RSVP to the  
Lifestyle Team by 28 May 2021  
as numbers are limited.



# Living Well Group

YOU ARE CORDIALLY INVITED TO  
JOIN OUR LIVING WELL GROUP

**When:** Every Monday starting 3rd of May

**Time:** 10:30am - 11:30am

**Where:** Harbison Care Burradoo

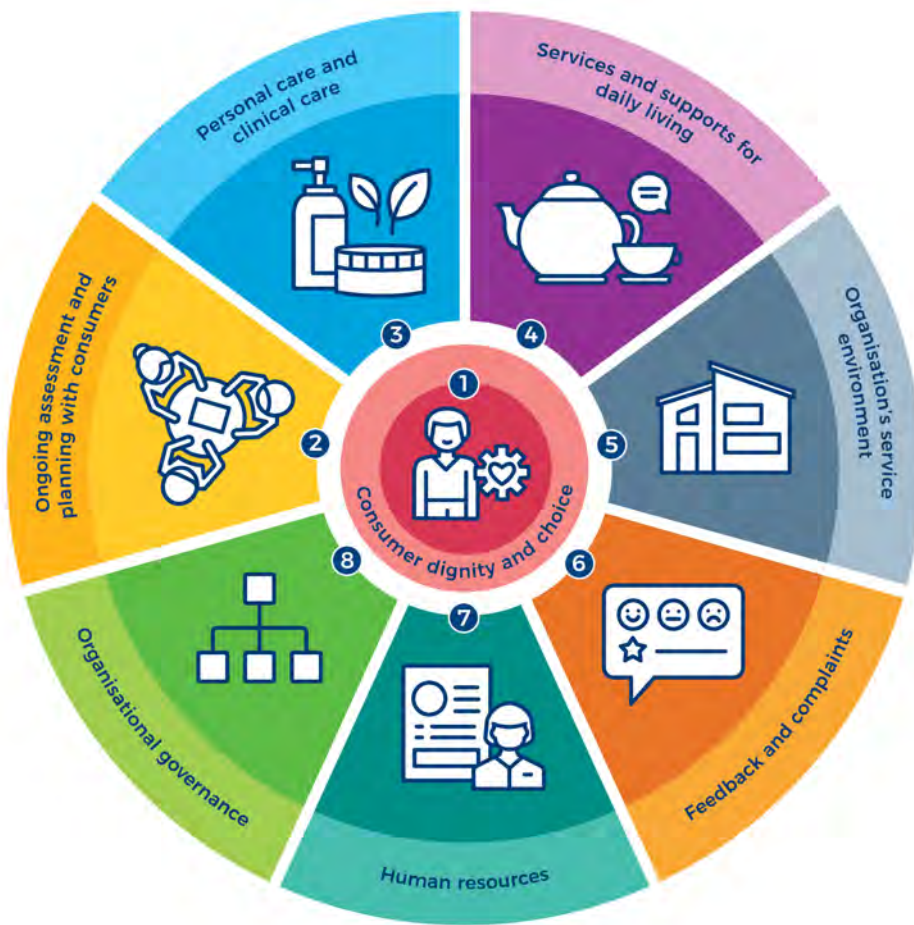
THE AIM OF THE GROUP IS TO PROMOTE:

- EMOTIONAL WELLBEING
- QUALITY OF LIFE
- OPTIMISM AND HOPE
- SELF-WORTH
- HAVING A PURPOSE IN LIFE
- A SENSE OF BELONGING

IF THIS FEELS LIKE SOMETHING YOU WOULD BENEFIT FROM,  
PLEASE FEEL FREE TO JOIN US



# 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 3: PERSONAL CARE AND CLINICAL CARE

### Consumer Outcome

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation Statement

The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.





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.

# 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

