



## MPS VISIT HARBISON MOSS VALE

On Tuesday, 18 May, Member for Goulburn, Wendy Tuckerman MP, and Member for Wollondilly, Nathaniel Smith MP, toured Harbison Moss Vale for a preview of the finished renovations.

"I am very impressed with the major redevelopment of the Harbison Moss Vale site and the great works being done by local contractors to bring the grand plans to fruition," says Ms Tuckerman. "It is such a welcoming space for residents, staff and the wider community."

## A WORD FROM THE CEO

May marked two major milestones for the Harbison community. First, we completed the COVID-19 vaccination program for every eligible resident. I was very impressed by how smoothly the process ran, thanks to careful planning and teamwork. Second, we delivered the penultimate stage of the significant refurbishment at Moss Vale. By the time you read this our Moss Vale residents should be settled into their new homes in Joadja, and the construction crew should be stripping out Penrose for the final leg of the project. I have had the chance to meet some residents and families while they were moving into Joadja and am very pleased to know how happy they are with their new rooms.

We were pleased to provide some of our elected representatives with a preview of the new Moss Vale facilities before the ceremonial reopening later this year. As a community-owned organisation it is important that community representatives can see what we are doing at Harbison. We work with members of government at all

levels, but there are other important community links that help our residents and keep us accountable to the people we serve. For example, pandemic allowing, we work with local schools to create intergenerational exchanges between some of the oldest and some of the youngest people in our community. Recently the regular Oxley College visits have been a great success and we are grateful to everyone at the primary school who help make the magic happen. My three daughters look forward to their “grand friends” visiting each week. We hope to expand our schools program this year with some exciting new activity programs for our residents.

We have a focus on expanding the capacity and capability of our clinical team in palliative care, and to this end we are funding on-the-job training for up to six registered nurses in the national Program of Experience in the Palliative Approach. I am also pleased to confirm a partnership with the Southern Highlands Community Hospice foundation to provide

## A WORD FROM THE CEO

increased end-of-life support to residents in a six-month trial designed to explore a range of new services and supports that will benefit residents and their families during their final days.

You may notice a Harbison marquee at the Bowral Blacks when the rugby season gets serious this winter. We are planning to provide residents and their guests with an opportunity to visit Eridge Park for some home games this year, and if the concept proves popular, we can expand the program to include other sports and venues in the future.

Harbison serves our community and fosters a community which supports our residents. If you would like to know more or have some ideas about community engagement, please use our new feedback system to make a suggestion.

**David Cochran**  
**May 2021**

*Let us know what  
you think!*

**BURRADOO**

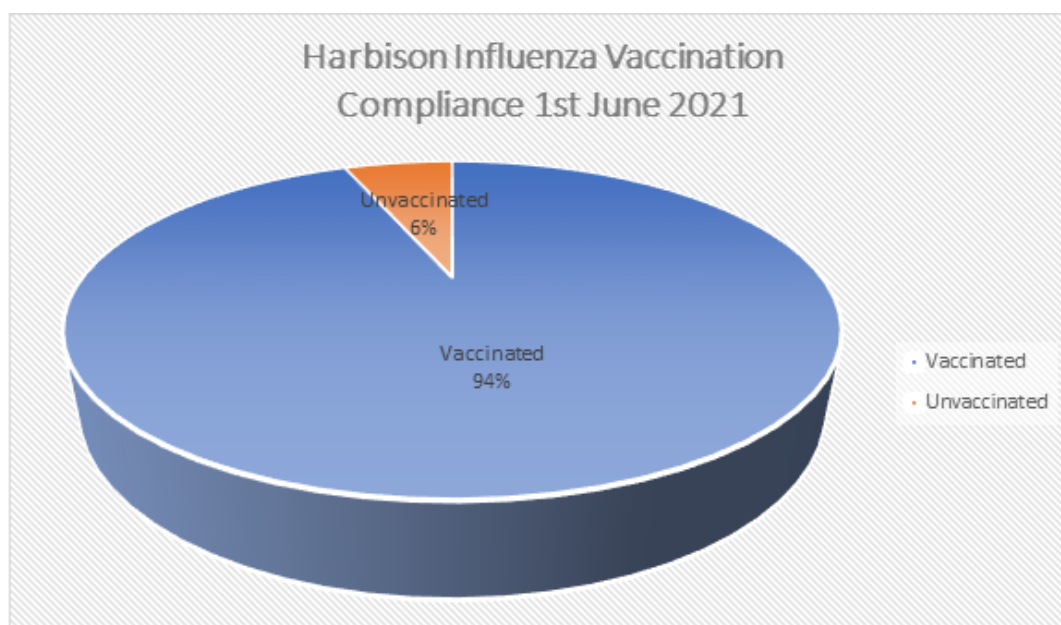


**MOSS VALE**

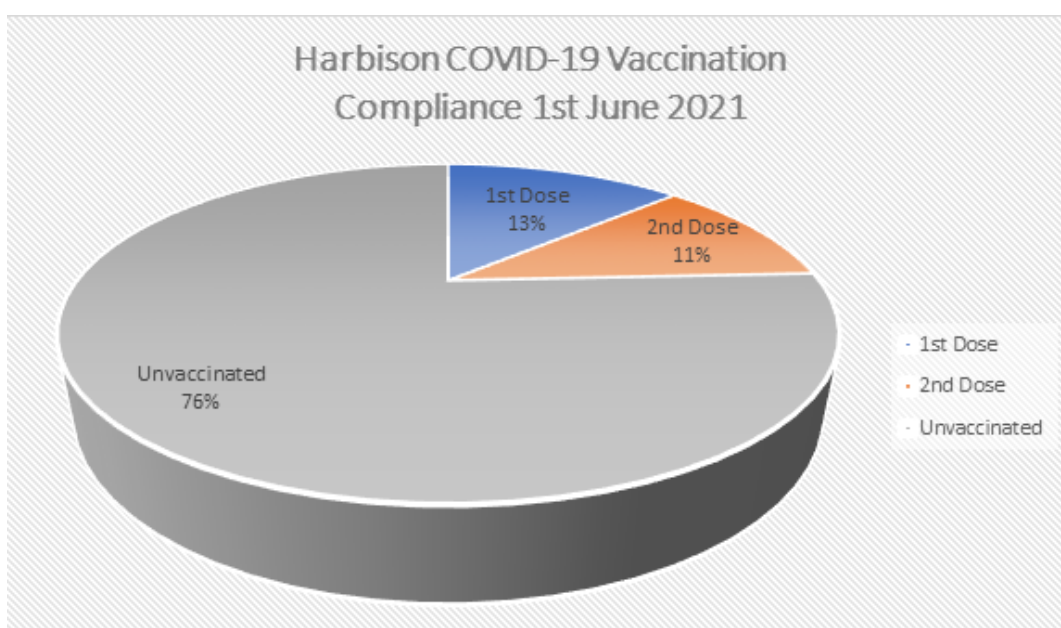


# HARBISON VACCINATION COMPLIANCE

As of 1st June 2021 a current Influenza Vaccination will be a requirement to enter Harbison homes. We are proud to say our workforce is 94% vaccinated to date. Residents will start to be vaccinated against influenza this week.



We are pleased to have inoculated eligible residents against COVID-19, and are working on getting our workforce vaccinated. Information has been distributed and workshops will commence on the the importance of being vaccinated when working in the aged care industry.



# MOSS VALE RENOVATION UPDATES

Since early 2021, we have been refurbishing resident rooms and common areas in Joadja Lodge. The work has now been completed and we have been in consultation with residents who have previously resided in Joadja about the option to return to their previous room.

The refurbishment provides the following improvements:

## **Individual rooms**

- New built-in robes and full-length mirror
- New wall-mounted smart TV, entertainment unit, and desk
- New upholstered bedhead with built in shelving
- Refurbished bathroom with antimicrobial fittings, a built-in vanity and mirrored shaving cabinet
- New king-single bed and bedspread
- New bedside table
- New lounge chair

## **Common areas**

- Private 'mudroom' entrance
- Open plan kitchenette

- Warm lounge and fireplace
- Updated communal garden areas
- Residents' laundry
- Upgraded courtyards (for courtyard rooms)

We have also opened the new activities lounge and resident gym, which is very exciting as we will have additional space for our residents and families to enjoy group activities, and have a warm, quiet space to relax and socialise as we enter the winter months.

This completes the third stage of our renovations at Moss Vale. We will keep you updated in regards to the final stage of renovations, which will include refurbishment of Penrose Lodge.

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

**Mark Jeffery**

**Quality & Care Manager**

**Moss Vale**

*"It is during our darkest moments that we must focus to see the light."*

— Aristotle

## GETTING TO KNOW... ESME PRIESTLY



a commercial school to learn shorthand and typing.

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

Real estate. I sold my first house at 14. It was during the war.

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

We didn't have any pets.

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

Derbyshire England

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

Playing in the fields. Use play doctor. Used to have little bag with bits and pieces in it to "help" people who were "hurt".

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

Going out for picnics on summer days and eating banana sandwiches.

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

I walked to a Church of England school. I left at 14 years of aged then went to



# GETTING TO KNOW...

## SANDY BROWN

### Where were you born?

I was born in Sutton, in Surrey, England

### What is your first memory?

Riding my bike up and down our street.

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

Wallington County Grammar School. I rode my bicycle there, which was about 4 miles.

### Where did you work?

I was a teacher at a Grammar School in Kent



### What was your favourite pet?

I love all dogs, but especially our dog Libby. I loved her very much, but she died on Christmas eve when I was about 12.

### What is your happiest memory?

Playing cricket for England.

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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

# INTERNATIONAL NURSES DAY

**12 May** was **International Nurses Day** and we asked some nurses why they love doing what they do. Their responses are inspirational!



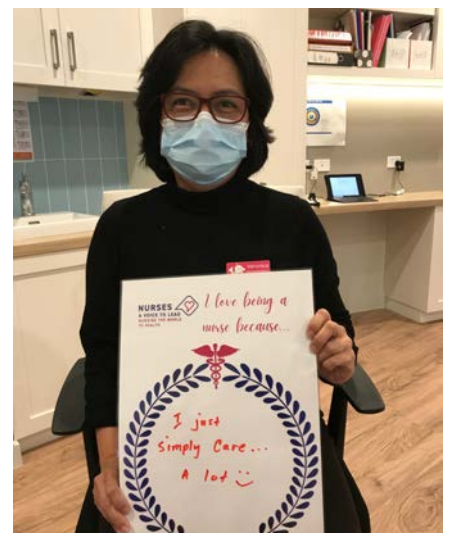
*I love being a nurse because I hope I can make a difference in people's lives. The people I get to meet and interact with — residents, families and colleagues. The opportunity to continue to learn and teach others.*  
— Anne



*I love being a nurse because nursing is caring, sharing and giving! It is the humblest and most fulfilling job in the world. NURSES ROCK!*  
— Jennifer



*I love being a nurse because I liked helping sick people and delivering babies into the world. I think I did a good job.*  
— Pat



*I love being a nurse because I just simply care...a lot.*  
— Veronica



*I love being a nurse because I care I love to help those who can't help themselves.*  
— Santosh



# INTERNATIONAL NURSES DAY



*I love being a nurse because my job, helping people in any manner, satisfies me as a person.*  
— Ankita



*I love being a nurse because I love taking care of people.*  
— Sonia



*I love being a nurse because I thoroughly enjoy bringing happiness and great care to the residents.*  
— Craig



*I love being a nurse because helping people makes me feel like a better person.*  
— Gaylene

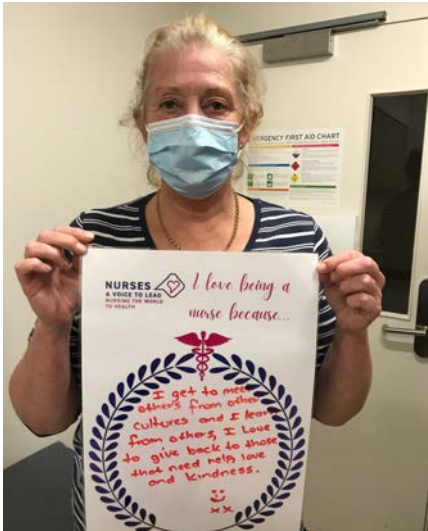


*I love being a nurse because I care, have a heart and I make a difference in lives of people I care for.*  
— Wendy



*I love being a nurse because I can be me and I can care for, unconditionally.*  
— Kritika

# INTERNATIONAL NURSES DAY



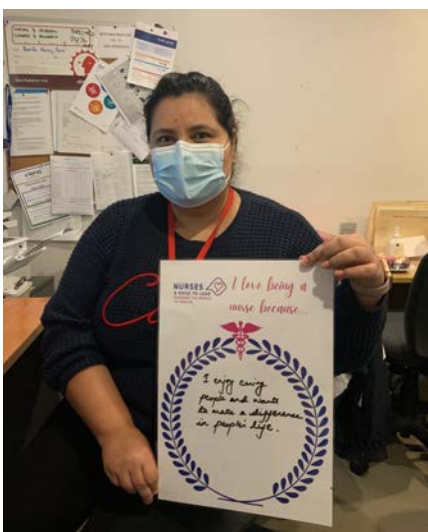
*I love being a nurse because I get to meet others from other cultures and I learn from others. I love to give back to those that need help, love and kindness.*  
— Lisa



*I love being a nurse because It give me opportunities to make a difference in people's lives and allows me to advocate for those in need.*  
— Elly



*I love being a nurse because I love helping the community and see everybody's smiling face.*  
— Sangha



*I love being a nurse because I enjoy caring for people and want to make a difference in people's lives.*  
— Sushmita



*I love being a nurse because I care for people around me needing help.*  
— Priya



# THE TIME THAT WAS

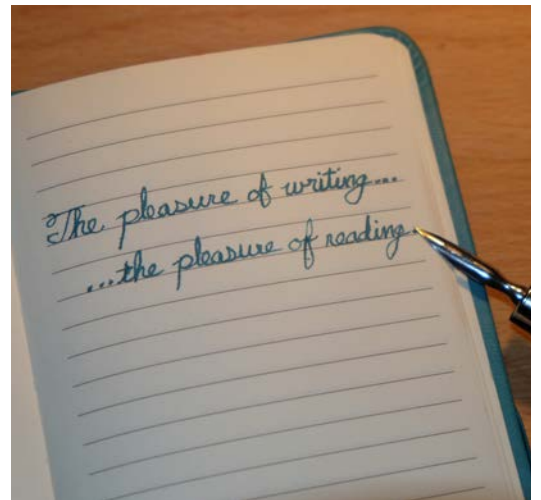
*written by Joan Stokes*

The electronic age is doing away with some of the niceties of a bygone age:

- a handwritten invitation with RSVP
- the thank you note
- the Red Cross & CWA, etc. meetings always finding it hard to get a secretary to write the minutes
- handwritten birthday greetings in the card that took so long to choose
- a letter with all the latest family news

It was a time when we had time for such things.

I do wonder what happens to the time we supposedly save. It's very interesting remembering how life once was...



## STOAN JOKES

*submitted by Joan Stokes*

Winston Churchill's first impression of Free French leader Charles de Gaulle was not strong. "He looks," Churchill wrote, "like a female llama who has just been surprised in her bath."

But he would warm to him and, well after the war was over, when

Churchill was in his second incarnation as British Prime Minister, he and his wife, Clementine, invited President de Gaulle with his wife, Yvonne, to stay with them briefly at the British prime ministerial country residence, Chequers.

When the subject turned to de Gualle's forthcoming retirement, Clementine asked Madame de Gaulle

what she was mostly looking forward to in the quiet years ahead.

"A penis," the Frenchwoman replied without hesitation.

A stunned silence followed, for all of three seconds, until Charles de Gualle coughed and said: "Actually, *ma cherie*, I think ze English call it '*appiness*'."

# MAY BIRTHDAYS



June Hakiwai



Phillip Milne



Pam Hall



Eric Norman



Phyllis Parker



June Murphy



Garry Moran



Jeanette Shaw



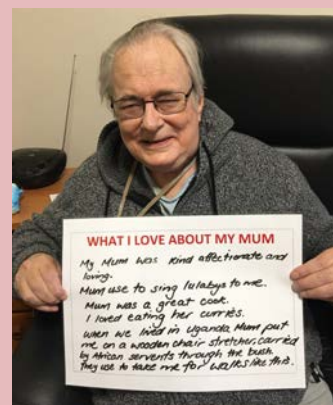
Gwen Lees

## WHAT I LOVE ABOUT MY MUM



She keeps the memories of our grandparents alive by continuing their legacy and reminding us all about them.

— Mark



My mum was kind, affectionate and loving. Mum used to sing lullabies to me. I loved eating her curries. When we lived in Uganda, mum put me on a wooden chair stretcher, carried by African servants through the bush. They used to take me for walks like this.

— Denis



# WHAT I LOVE ABOUT MY MUM



Everything! A truly beautiful lady.

— John



Her bread and butter pudding. Truly a beautiful woman.

— Harold



She can cook up a great feast when the family comes around.

— Craig



Was her cooking, baked chicken, beef, vegetables, dinners on Sunday nights. Good all-round cook. Buy us singlets for our birthdays so we were nice and warm.

— Len

Always available. Had a heart of kindness. Was a great cook. Sadly missed.

— Murray



My mum was the best. She could do anything, especially her cooking.

— James



My mum was a very good cook. My mum was a very loving mum. Mum would never hurt us kids.

— Bill



My mum was a great knitter. I miss her.

— Phillip



# MOTHER'S DAY





# HARBISON ACTIVITIES

Bus trips to Lake Alexandra



Getting ready for breakfast in Wingello



Moss Vale knitting group sorting out wool



First chapel service in the new Activities Room at Moss Vale





# HARBISON ACTIVITIES

Greek Day at Burradoo!



## 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 Reception by 3 June 2021

as numbers are limited.

## CELEBRATING VOLUNTEERING IN AUSTRALIA 17-24 MAY 2021

Since 2014, Australia has seen a 20% decline in the number of hours volunteers give.

During COVID-19, two thirds of volunteers stopped working and a recent study highlights that social purpose organisations continue to lose one in four volunteers due to illness or caring responsibilities.

We need to collaborate more and adapt our volunteering practices, and programs so we can better support and engage volunteers to continue the necessary work that they do.

Amidst the pandemic, while many people stayed home, volunteers continued to offer care, comfort and more to support the wellbeing of Australians in all stages of their lives.

Volunteers make our communities stronger, especially during times of need, crisis or isolation

**Extract from *Volunteering Australia*  
Volunteer Week  
17 May to 24 May 2021**

### NEW VOLUNTEERS

**TONY WOZNIAK** and **JANE LAWRENCE**

are very welcome additions to our Harbison volunteer team. Tony will be working with the residents in the Motiview program and Jane will be helping out with the Pottery group in the Cottage with plans being made to set up an additional pottery group for the Nursing Home and Hostel residents.

Please make contact if you would like to join our volunteer program, you would be very welcome

**Jill Wall**

**Volunteer Liaison**

**[Jill.Wall@harbisoncare.org.au](mailto:Jill.Wall@harbisoncare.org.au)**

**Ph: 4868 6200**



# MEET OUR VOLUNTEERS

**17-23 May** was **National Volunteer Week** and we honour and thank all Harbison volunteers for their dedication and passion in helping lift the spirits of residents and staff. We asked a few of them why they volunteered and here are their responses:



**Mark Wilson**  
**Deputy Chairman of Harbison &**  
**Chair of the Governance**  
**Committee**

Since I moved to the Southern Highlands of NSW in 2002, I have had the privilege of taking care of residents of Harbison as their GP. About 10 years ago, I joined the board of directors for Harbison, a volunteer duty that gives me great satisfaction and pleasure. As a doctor with a strong interest in the individual welfare of each of my older patients, and with a public health Master's degree, I

believe that it is vitally important for all older people to be provided with holistic and accessible health care. Last year I graduated with a Doctor of Philosophy from the University of Sydney Medicine School. After five years of original research, together with my supervisors, I have developed Australia's first home grown survey tool for measuring the attitudes of Australian medical students towards older people. I have an ongoing connection with the University of Wollongong Graduate School of Medicine as a Clinical Associate Professor, having been the Chair of Phase 3 of that medical course for over five years up until 2019. In my clinical practice, I now enjoy teaching senior medical students how to provide the best possible health care for older Australians.

It never ceases to amaze me how much can be learnt from everyday conversations with older people, absorbing their wisdom and benefiting from their experience.



# MEET OUR VOLUNTEERS

Many cultures, including the indigenous cultures of Australia, venerate elders as the repository of living history. Although I may not be of a culture anywhere near that ancient, I believe that we are all custodians of the unique micro-culture we are born into, learning all we can from our ancestors which may contribute to genuine social progress within our sphere of influence. Our flesh, blood and neurones are built on the DNA that we inherit, coming together as one living organism which implements a particular sequence of thoughts and actions that etch the distinctive mark that we make on the world. As we ourselves grow older, it is our responsibility to curate the knowledge we have gained, constituting a database of inestimable value to the generations which follow us.

After an extremely testing year of bushfires followed by the COVID-19 pandemic, I have developed an enormous amount of respect for the high level of care and professionalism demonstrated by the Harbison management, staff and my fellow board members. The most humbling and satisfying reward for the work we all do is to receive positive feedback from Harbison residents and their families, even if this is just in the form of a smile or a few words of thanks. There is no doubt that endeavouring to give older people the best possible experience at Harbison is no easy task, but it is one that I relish. We do indeed strive to make Harbison the number one choice in residential and community care for people who are growing older in this beautiful part of Australia.

## **ROB ARMSTRONG**

Rob is a familiar face at Harbison, spending lots of time with his wife, who is a current resident. He decided to share some of that time helping other residents and sharing laughs. Rob became our volunteer bus driver and enjoys taking residents on outings.



# MEET OUR VOLUNTEERS

## JEN ELTON

### Harbison Board of Directors

Jen is the newest member of the Harbison Board of Directors in a voluntary capacity, with a background in finance. She volunteers because she appreciates the value of giving back to society, especially to those that have led the way before and deserve the best.

Volunteering allows her to directly contribute to the local community. Jen chose Harbison because she has a passion for aged care and likes the vision, the values and the desire for continual improvement in the quality of life of residents that Harbison provides. We are proud to have her on our Board.



## JILL WALL

Jill's mother had been a resident of Harbison and was touched by the kindness of Harbison staff. She wanted to give something back in return for that kindness and decided to volunteer on a regular basis. Along with volunteering, Jill loves walking the dog, reading, making pottery, teaching pottery groups, gardening, and catching up with friends. Her greatest achievement is teaching Adult Education to a diverse number of people, and helping them reach their goals.

## JANE LAWRENCE

Jane's parents had been long-time residents of Harbison and she wanted to give back after experiencing such wonderful support from the staff. Volunteering at Harbison gave her an opportunity to do this, as well as meeting new people, which she loves. Jane also loves walking the dog, reading and trivia, and believes you should never let the sun go down on your anger.



# MEET OUR VOLUNTEERS

## GLENNIS NOBLE

Glennis' husband was a resident at Harbison for 2.5 years and the tremendous love and attention Harbison gave him and made her want to give something in return. Volunteering was a way for her to give back and she really enjoys it. Glennis has been in other hospital auxiliaries and finds country people like looking after other country people — something she believes in.



## JOHN LINIKER

John has been volunteering at Harbison for 11 years! His wife was a resident at Moss Vale and he frequently came in to visit then started helping out the lodge she was staying. He was fully-trained as a carer in-house by the staff at Moss Vale and was offered the position of full-time volunteer. John accepted because he wanted to thank Harbison for the wonderful care they gave his wife during her stay, and because he loves the company of the residents and staff.

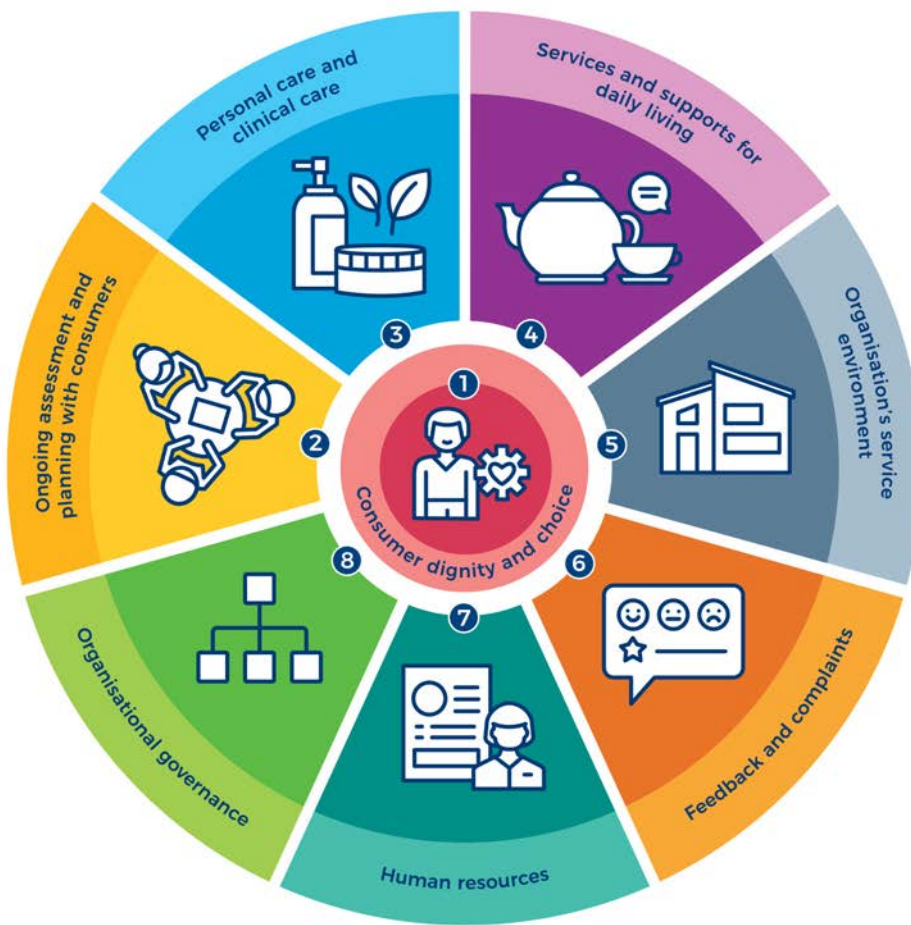
## JULIE QUERIN

Julie started volunteer work because she wanted to do something interesting and fulfilling. It was planned as something to do in the future but when work in her industry wasn't available due to COVID-19, volunteering became her focus. She chose to volunteer at Harbison after hearing about positive experiences people had — her friend's mother was a resident and had always spoken highly of Harbison and her son had also done some work experience at Harbison which he found interesting.





# 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 4: SERVICES AND SUPPORTS FOR DAILY LIVING

### Consumer Outcome

I get the services and supports for daily living that are important for my health and well-being that enable me to do the things I want to do.

### Organisation Statement

The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health well-being and quality of life



# 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.



**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.

**Closes Friday, 11 June 2021**

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



**Australian  
Aged Care  
Collaboration**

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

**Show your support.**

**Sign the petition.**

**CareAboutAgedCare.org.au**



# LET US KNOW WHAT YOU THINK

Harbison is dedicated to the continuous improvement of the services we provide. We encourage all our consumers, their representatives, staff and external parties to achieve this.

We take your feedback seriously and will acknowledge all complaints within 1 business day. We will endeavour to action and resolve within 5 business days, and will always keep you informed of progress and the outcome.

We hope that if you have a serious complaint or concern, you will raise it with us first. 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:

All feedback will be treated confidentially and may be submitted anonymously.

You can provide feedback by scanning the QR codes below with your phone.

Alternatively, you can provide feedback via our website:

**<https://harbison.org.au/complaints/>**

## BURRADOO



## MOSS VALE



### **Aged Care Quality and Safety Commission**

**W:** [agedcarequality.gov.au](https://agedcarequality.gov.au)  
**T:** 1800 951 822

### **Seniors Rights Service (NSW)**

**W:** [seniorsrightsservice.org.au](https://seniorsrightsservice.org.au)  
**E:** [info@seniorsrightsservice.org.au](mailto:info@seniorsrightsservice.org.au)  
**T:** 1800 424 079

### **Older Persons Advocacy Network (OPAN)**

**W:** [opan.com.au](https://opan.com.au)  
**E:** [enquiries@opan.com.au](mailto:enquiries@opan.com.au)  
**T:** 1800 237 981