

Wednesday 28<sup>th</sup> July, 2021

Dear friends,

### **Resumption of visits by appointment at Moss Vale**

Further to my letter dated 26<sup>th</sup> July 2021, we are pleased to confirm that visits by appointment will resume at Moss Vale from Thursday 29<sup>th</sup> July 2021.

I take this opportunity to thank everyone who has been inconvenienced in the past three days for their patience and understanding.

We have used this time to conduct surveillance testing of residents and staff at Moss Vale which confirms NIL COVID-19 cases.

Our team member who shares a household with a close contact will remain on leave until the end of the close contact self-isolation period, in accordance with public health advice. I commend the team at Moss Vale for managing this challenge so calmly and efficiently.

We note the Greater Sydney lockdown has been extended for another 4-weeks and expect that it will be extended again in some form. Until the lockdown is over, we anticipate that visitor restrictions will remain in place.

### **Summary of current visitor restrictions**

The current restrictions are set out fully in my last letter, but for convenience they can be summarised like this:

- In addition to screening requirements advised by NSW Health, visitors require an appointment to visit Harbison during prescribed visiting hours.
- Visitors with Approved Visitor Status do not require an appointment but are still subject to screening requirements.
- All visitors must have a current influenza vaccination, and we request they disclose their COVID-19 vaccination status for the purposes of risk assessment.
- Exceptions may be approved by the Director of Clinical Care for end-of-life visits or visits on compassionate grounds i.e., where the visitor has been providing frequent and regular essential care e.g., to someone living with dementia in a secure unit.

If there are cases in the local community, or new locations of concern, or if our staff are linked to potential cases outside work, then we will escalate restrictions in proportion to the risk for as long as is reasonably necessary. If the local situation deteriorates to the point of a government lockdown, then we expect that we would be directed by NSW Health to exclude visitors.

We encourage the use of virtual visits and deferral of non-essential visits, mindful of the importance of maintaining social connections for residents as much as we can during these challenging times.

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#### **Harbison**

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www.harbisoncare.org.au

PO Box 349  
Bowral NSW 2576  
ABN 23 001 507 624  
Registered NDIS Provider

#### **Burradoo**

2 Charlotte Street  
Burradoo NSW 2576  
F 02 4868 6476

#### **Moss Vale**

36 Yarrowa Road  
Moss Vale NSW 2577  
F 02 4869 3214

## **Privacy & confidentiality**

If you are the representative, guardian, or responsible person (authorised person) for a resident and have any concerns about their health or welfare please contact the RN In-charge. If you are not an authorised person, please understand that we are not permitted to give out information about residents over the phone and you should instead direct your enquiry to an authorised person.

## **Feedback & complaints**

We use feedback to improve our care and services. A reminder that you can provide feedback, including complaints, using our improved feedback system using this link

<https://harbison.org.au/contact-harbisoncare/complaints/>

The new system allows you to record your feedback as a voice message if you prefer not to type. If you do not wish to use the online system then you can raise a concern, make a suggestion, or pass on a compliment in-person, by email or phone, or using the feedback forms that are available on site.

There are no wrong doors when raising concerns at Harbison. In most cases, the staff member with whom you raise your concern is expected to document and resolve the issue. In some cases, the issue will need to be referred to a subject matter expert or escalated to a higher level of responsibility. Our feedback and complaints resolution policy governs this process.

We always value the opportunity to resolve any complaints before they are escalated e.g., to advocacy services, like OPAN, or the Aged Care Quality and Safety Commission, and in most cases, this is the quickest way to resolve a problem.

We deal with all complaints openly, transparently, and as quickly as possible. When things go wrong, we apologise and strive to make improvements which will reduce the risk of recurrence. If you have any questions about how to make a complaint you can always phone me on 02 4868 6201 (direct).

## **Employee recognition & rewards**

In addition to providing us with feedback, you can nominate individual staff for recognition using the QR code below, which works on any smart phone (simply point your camera at the QR code and follow the prompts). The QR code is also displayed throughout our homes if you wish to nominate a staff member during a visit.



*Employee recognition scheme QR code*

The core criteria for this scheme are our values – respect, optimism, authenticity, dedication – and excellence in customer service – personalisation, integrity, managing expectations, problem resolution, minimising time & effort, and empathy. All employees and volunteers, residents and their representatives, and visitors can nominate employees who consistently model these expected behaviours at work.

Thank you for reading this letter. I expect you will hear from me again soon.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'D. Cochran', with a long horizontal flourish extending to the right.

David Cochran  
**Chief Executive Officer**