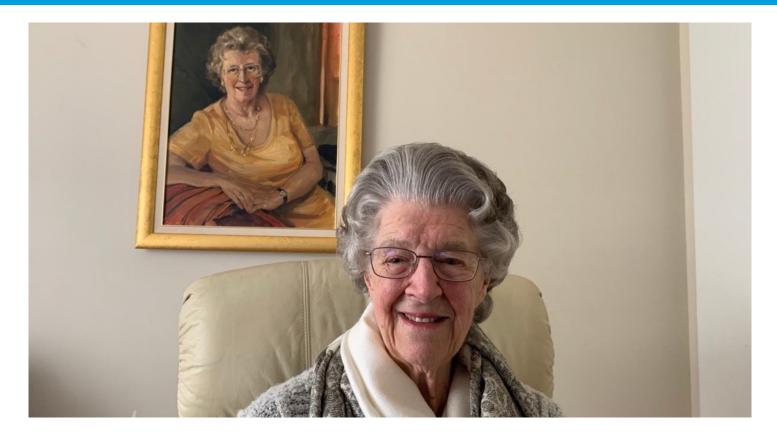
NEWSLETTER | ISSUE 6, 2021





PRUDENCE MARGARET ARMSTRONG OAM

Harbison is pleased to congratulate Prudence (Margaret) Armstrong on receiving The Medal of the Order of Australia for service to the community of Moss Vale!

Margaret (as she prefers to be called) was born and raised in Lancashire, England and moved to Australia with her young family when her husband took the position of rector for the Moss Vale in 1971.

Pictured above with her portrait, painted in 2002 by Deny Christian, who won the Archibald Packing Rooms Prize in 1999 Archibald for her portrait of Garry McDonald.

PRUDENCE (MARGARET) ARMSTRONG OAM

- Margaret was born in Leyland, in 1937 and spent a happy childhood within a close-knit family.
- She was a very bright child and was accepted into Bradshaw's Grammar school after being allowed to sit the 11-plus examination at the age of 10.
- She has played badminton from the age of seven. Both parents belonged to the church badminton club, where her father was president.
- Margaret met her best friend, and first badminton doubles partner, Kathleen Parr in her early teen years. They had their first big win at the North of England Junior Girls Doubles Championships at the age of 14!
- She also met her first husband George William Barrand (Bill) around the same time.
- Margaret married Bill in 1958, after which time he found his calling as a vicar. During the time he was in training, they



Kathleen and Margaret after their first big win!

shared a house with newlyweds, George and Eileen Carey. Lord George Carey became the 103rd Bishop of Canterbury between 1991–2002.

- She competed in badminton tournaments, while also working. She was National Champion after winning the English National Badminton Championships with mixed doubles partner, Roger Mills.
- She was also the US Open
 Badminton Championships
 winner for three consecutive
 years (1963 with Sangob
 Rattanusorn, 1964 with
 Channarong Ratanaseangsuang
 and 1965 with Robert McCoig).

PRUDENCE (MARGARET) ARMSTRONG OAM



Margaret being presented a civic plaque by the Mayor of Stoke-on-Trent in recognition of her achievements in badminton in 1965

- Margaret was selected to play in international badminton matches and toured Australia and New Zealand with her 6month old daughter Rebecca in tow! Rebecca even had her own team blazer and mini badminton racquet — and learned to walk on a plane!
- She retired from badminton life after her son Timothy was born.
- The Barrand family emigrated to Australia (as £10 Poms) in 1970 after Bill accepted the role of Rector of the Moss Vale parish.
- As the Rector's wife, Margaret took charge of three Ladies'

Guilds in different centres, the Mothers Union, and the Young Wives Group which was changed to Women's All-Age Fellowship (WAAF).

- She was also a member and secretary of the Moss Vale Show Society for many years.
- She has also been a life-long member of Probus since 2010.
- Margaret has written her own autobiography: A Promise-Filled Life Volume 1 and Volume 2 about her life in the UK and the first 9 years of her family's life in Australia.



Margaret with her children and brother Peter in 1980

"Our greatest glory is not in never falling, but in rising every time we fall."

— Confucius

GETTING TO KNOW... JOHN LYNCH



Where were you born?

Royal North Shore Hospital in 1950.

What is your first memory?

Being fascinated by the weighing machine in the chemist.

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

Fairfield Heights. I used to walk there, then catch the bus home.

Where did you work?

I had a few roles, including in child welfare and as a store man at Government Stores where I was for 20 years.

What was your favourite pet?

My cat.

What is your happiest memory?

Swimming and snorkelling in Eden, and seeing all the sea vegetation.

And finding out I came 24th out of 127 pupils in my First Year exams!

GETTING TO KNOW... FRANK WILLIAMS

Where were you born?

I was born in Ascot, Berkshire in the UK

What is your first memory?

I sang in the church choir and got paid 7 shillings and pence every three months.

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

Windsor County Grammar School and I would walk or catch a bus.

Where did you work?

I was the founder and owner of the Australian Masters Golf Tournament, and Greg Norman's manager for 8 years.

What was your favourite pet?

I had a dog once.



What is your happiest memory?

The day I met my wife, Melissa.

My friendship with Greg Norman and my golfing buddies. Greg and I used to play practical jokes on each other.

I also had lunch with Bo Derek once and she gave me an autogrpahed pair of her underwear!

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 CLOSED

MEET OUR CLINICAL CARE MANAGER (MOSS VALE)

What is your name?

Kritika Bhattarai

When did you first start at Harbison?

2019

What is your background?

I've been a nurse for over 13 years. I have been computer teacher in the past and helped my dad with his business. I've also done social work and loved trekking; I have done few treks before I moved to Australia.



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

When I graduated as a registered nurse and to be able to support earthquake victims in Nepal.

What do you hope to accomplish?

I hope to contribute my skills and knowledge for the benefit of Harbison and our residents. I'd also like to continue my education and be able to freely move around; travel around in a COVID-free environment.

Any words of advice?

Be accountable for what you do—honesty and reliability is essential in every aspect of life. Laugh when you are sad..

MEET OUR INJURY & SAFETY COORDINATOR

What is your name?

Karen Harrington

When did you first start at Harbison?

July 2005

What is your background?

PA / Secretarial / Office Manager / Purchasing / Injury Management

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

Generally working through different phases and responsibilities in my career.

What do you hope to accomplish?

To remain happy in what I am doing — professionally and personally.

Any words of advice?

Be happy with your choices and make the most of it!





Do you know someone who deserves to be recognised?

Harbison would like to acknowledge the hard work and dedication of our staff through our Rewards and Recognition Scheme.

Nominations are based on achievements in one of the following five categories and nominated staff are eligble for weekly, monthly and yearly prizes:

- 1. Demonstrating Harbison Values
- 2. Demonstrating the 6 pillars of service
- 3. Demonstrating professionalism
- 4. Contribution to the community
- 5. Advocacy for sustainability (environmental, financial, cultural, etc)









If you would like to nominate a staff member, please use the QR code or the link below to access our online nomination form.





JUNE BIRTHDAYS







Georgina Hunter



Paul Grainger



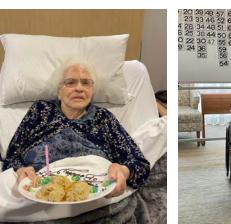
Sylvia Oldroyd



Maggie Elderfield



Evelyn Cosgrove celebrating her 102nd birthday!



STOAN JOKES

submitted by Joan Stokes

A man and woman who have never met before. but are both married to other people, find themselves assigned to the same sleeping room on a transcontinental train. Though initially embarrased and uneasy over shairing a room, they are both very tired and fall alseep quickly.

Him in the upper bunk and she in the lower.

At 1am, the man leans over and gently wakes the woman, saying, "Ma'am, I'm sorry to bother you, but would you be willing to reach into the closet to get me a seocnd blanket? I'm awfully cold."

"I have a better idea," she coos softly. "Just for tonight, let's just pretend we're married."

"Wow! That's a great idea!" he exclaims.

"Good," she replies. "Get your own bloody blanket."



BACK IN TIME

written by Joan Stokes

The Lifestyle team's afternoon tea dance was a remarkable afternoon entertainment. So much joy recalling the way we used to have a good time, even meet our future partners - girls sitting around the hall awaiting one of the fellows standing grouped at the door to come in and ask, "May I have this chance?"

The dances even had names the MC would call out: fox trot, quickstep, Canadian 3-step, waltz ... and of course the barn dance and change of partners. Oh, what good times they were!



AFTERNOON TEA DANCE

Burradoo residents had a 50s- and 60s-themed disco earlier this month, and everyone had a rockin' good time! Congratulations to Robyn Dodge who won a huge prize pack for winning our *Guess the Celebrity* competition!









Robyn with her prize pack!

AFTERNOON TEA DANCE



























HARBISON ACTIVITIES









Burradoo residents enjoying a preview of Chevalier College's Downtown musical







Moss Vale residents making beautiful works of art during pottery class

HARBISON ACTIVITIES

BINGO! Moss Vale residents are loving their new activities room!













Alan
entertaining
fellow
residents in
Mandamar
and striking a
pose from his
modelling days







Burradoo residents getting a head start on this year's Christmas decorations!







Harbison is celebrating

Christmas in July

with a Christmas lunch!

22 July 2021 12:00pm

Come dressed in your Christmas best!

VOLUNTEER NEWS

June 2021



WELCOME TO THE JUNE EDITION OF VOLUNTEER NEWS!

No doubt about it, the pottery group has taken off in Moss Vale!
Pottery is also available at Burradoo

EVERY SECOND MONDAY

both in the Cottage (mornings) and the Art Room (1–3pm).











June has been fairly quiet on the volunteering front after a very hectic National Volunteer Week taking centre stage in May. Unfortunately June also saw a lockdown for Burradoo which curtailed our volunteering activities.

The health and continued wellbeing of the residents is always of importance to all of us who volunteer at Burradoo. We are happy to remain in the sidelines, ready to jump back into action when we receive the all-clear.

If you have an interest in gardening, helping with activities for residents, assisting residents at meal times or maybe joining a walking group to enjoy the grounds at Harbison...





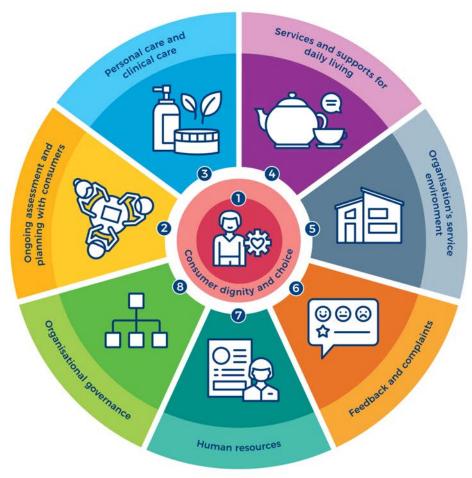


Volunteering is a wonderful way to help in our community of the Southern Highlands. At Harbison, our volunteers are made very welcome and are appreciated for the variety of skills and interests they bring to volunteering.

Harbison is always ready to welcome volunteers at **BOTH Burradoo and Moss Vale**. If you would like to be a part of the Harbison Volunteer Team, please get in touch via our website or email

Jill Wall, Volunteer Coordinator jill.wall@harbisoncare.org.au or call 02 4868 6200

AGED CARE QUALITY STANDARDS



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

STANDARD 5: ORGANISATION'S SERVICE ENVIRONMENT

Consumer Outcome

I feel I belong and am safe and comfortable in the organisation's service environment.

Organisation Statement

The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and employment.





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:

- 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 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 endevour 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 external agencies listed below, 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
T: 1800 951 822

Seniors Rights Service (NSW)

Safety Commission W: seniorsrightsservice.org.au W: agedcarequality.gov.au E: info@seniorsrightsservice.org.au

T: 1800 424 079

Older Persons Advocacy Network (OPAN)

W: opan.com.au

E: enquiries@opan.com.au

T: 1800 237 981