



CHRISTMAS IN JULY!

On Thursday, 22 July Harbison celebrated Christmas in July, featuring a delicious Christmas lunch of roast turkey and ham!

Staff were also encouraged to get into the spirit and dress in their Christmas best! Special thanks to our Catering and Lifestyle teams for making this happen.

More photos on pages 14 and 15.

A WORD FROM THE CEO

How many people know the 10 methods of dismissal in cricket? There are 42 laws (or rules) of cricket, and almost a quarter of them deal with how to achieve the objective of ending a batsman's (or batswoman's) period of batting. A foundation for every successful team is knowing the rules. It is not enough to be passionate about cricket, or even a skilled and experienced professional. To be judged the best at what you do you need to start by knowing the rules.

By coincidence, there are 42 requirements (or rules) under the Aged Care Quality Standards. They are organised by eight subjects: dignity and choice, ongoing assessment and planning, personal and clinical care, services and supports for daily living, the service environment, feedback and complaints, human resources, and organisational governance. To remain eligible for government funding of the care and services we provide, we must play by the rules.

The umpire in our game is the Aged Care Quality and Safety Commission. They can assess our

performance at any time, and if they find we do not meet the 42 requirements then they can penalise or disqualify us. Unlike cricket, it is not a game. And, unlike cricket, all 42 rules apply all the time. If we fail even once, we could be dropped from the competition.

Why are the rules important? The rules are designed to ensure the quality and safety of the care and services we provide, and to support a person-centred approach to providing care and services which meets individual needs, preferences, and goals, and which optimise health, wellbeing, and quality of life.

The rules also tell you what you can expect from us, including: dignity and respect; inclusivity and cultural safety; support to exercise choice and independence including to take risks and maintain the relationships you choose; timely and accurate information about risks to help you make informed choice and live your best life; partnering with you for ongoing care planning and assessment; privacy and confidentiality; effective, safe, and

A WORD FROM THE CEO

pain-free clinical and personal care tailored to your choices; dignity and comfort at end-of-life; effective infection prevention and control; minimal restrictive practices; anticipation of, and plans for, deterioration; services and supports for social, emotional, psychological, and spiritual wellbeing; appropriate referrals to external services; positive and healthy meal experiences; safe, clean, and well-maintained equipment, furniture, and facilities; a welcoming and easy-to-navigate physical environment; an accessible, open, and responsive system for feedback and complaints; a suitable and well-managed workforce; great communication; and strong and accountable organisational governance.

We will never be perfect, but we are competitive. We have proven time and again that we rise to a challenge. When things go wrong, we identify the problem, make improvements, and apologise. This is because we are all on the same team. We all want the same successful outcomes, and we all want to be the best at what we do.

Between now and the cricket season, we will be focusing on helping everyone to better know and understand the rules, and how we apply them at Harbison. We encourage each resident and their representatives to understand the rules too, so you can play your part in helping us to translate your needs, goals, and preferences into the type of care which is right for you.

David Cochran
July 2021



*"Keep your face always
toward the sunshine –
and shadows will fall
behind you."*

— Walt Whitman

GETTING TO KNOW... DANIEL MINEHAN (LARRY)



Where did you work?

I did farm work after I left school, then joined the PMG (Post Master General) as a telephone technician at 15. I worked there until I was 58.

What was your favourite pet?

A dog named Spot.

What is your happiest memory?

The time I spent with my family.

Where were you born?

Bathurst

What is your first memory?

Playing marbles with my friends and chasing each other around like lunatics.

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

I went to a Catholic primary school. I caught the bus—it was a very rough ride.

GETTING TO KNOW...

PETER HUDSON

Where were you born?

South Africa

What is your first memory?

Riding my mother's Singer sewing machine's wooden cover and coming off when it became caught on the floorboards. I was 18 months old!

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

Morningside Primary, South Africa and I walked with a servant. He walked me to and from school.

Where did you work?

During high school I worked at a bottle shop in South Africa. As an adult when I moved to Australia I was an architect.



What was your favourite pet?

A dog my parents got for me. His name was Paddy.

What is your happiest memory?

Getting my driver's licence at the age of 17 in South West Africa. In South Africa you had to be 18 to get your driver's licence.

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 SAM THE MUSIC MAN

What is your name?

Samuel Malone

When did you first start at Harbison?

April 2020

What is your background?

I was born into a musical family of 8 and moved to the Highlands in 2005. I started learning the double bass at the age of 6 alongside piano which eventuated into a long term love of music. In high school I studied Music and Drama, taking part in numerous

experiences relating to the arts including performing in musicals such as *We Will Rock You*, *The Mikado* and *Sherlock Holmes*. I was accepted into the Sydney Conservatorium of Music where I am currently studying a Bachelor of Music Performance and Education.

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

Touring the UK with the Sydney Youth Orchestra. We travelled through Wales, Cardiff, Oxford, Cambridge and London performing with some of UK's most renowned symphonies in some of their most prestigious venues, including BBC Wales Symphony Orchestra and the London Symphony Orchestra.

What do you hope to accomplish?

I hope to teach in a classroom setting as well as using music for therapeutic purposes in aged care, and with children.

Any words of advice?

During these unsettling times, know you are doing incredibly well in waking up each morning and fronting the world. Be proud of the daily accomplishments you make however big or small.



MEET OUR RECEPTIONIST

What is your name?

Helen Walker

When did you first start at Harbison?

July 2021

What is your background?

What is your background? I have a nursing and midwifery background and counselling qualifications. For the last 8.5 years I worked for a not-for-profit organisation providing services to people with disability. The last 4 years were spent in customer service and then customer experience.

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

Getting to know the Harbison team.

What do you hope to accomplish?

I consider myself a lifelong learner and I hope to acquire many more skills.

Any words of advice?

It's not hard to be nice.





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 eligible 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.



[CLICK HERE](#)



STAFF COVID-19 VACCINE CLINIC

This month we were pleased to offer Harbison staff the opportunity to get their Pfizer vaccines onsite. The one-off clinic was provided by Health Care Australia, who were also able to pickup new residents not immunised at the initial mass vaccination clinics at Harbison in April/May. Staff will receive their second dose on Thursday, 5 August 2021.

We now estimate that over 75% of our workforce and over 85% of our residents have at least one dose of the COVID-19 vaccine, which is a great achievement and should significantly reduce risk of infection. Special thanks to our clinical team for making this happen!



Aged Care Employee Day

Thanks
for
caring!

7 AUGUST

agedcareday.com.au
#ThanksforCaring



Aged Care
Employee Day
Thanks for caring

THE GIFT OF FRIENDSHIP

written by Joan Stokes

One should never take friends for granted. They are a gift which you have been given. They lend an ear to your troubles and are there in joyful times.

Who does one call on when you have troubles? Who is the first person to share good news with?

Family and friends are the greatest gifts we have been given so let them know you do appreciate them.

Sometimes a word, sometimes just a hug to say thank you for being there.



STOAN JOKES

submitted by Joan Stokes

A farmer out Condoblin way has five female pigs, while his mate from just outside Parkes has five male pigs. In these tough times they decide to mate the pigs and split everything 50/50. The obvious thing is to meet halfway, in a field just west of Bogan Gate, and on the first morning the farmer with the female pigs gets up at 5am, loads the pigs into the back of the family station

wagon—the only vehicle he has—and drives the 50 km to the fields.

As the pigs mate, the asks the other farmer, "How will I know if they are pregnant?"

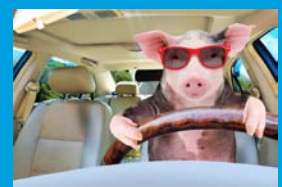
"If they're lying in the grass tomorrow morning," his mate replies, "they're pregnant. If they're in the mud, they're not and you'll have to call me and we'll do the whole thing again."

The next morning the pigs are rolling in the mud, so after hosing them off he loads them in the family

station wagon again and they try again. This goes on for a week, and by the Sunday morning the Condoblin farmer is too tired to get out of bed.

"Darlin'!" he yells, "please look outside and tell me whether the pigs are in the mud or in the grass."

"Neither," his wife yells back. "They're in the station wagon and one of them is honking the horn."



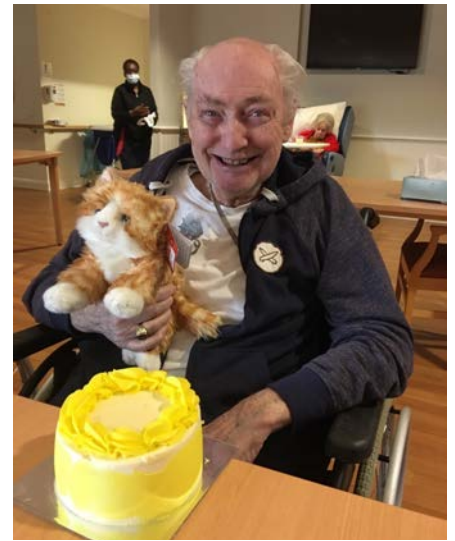
JULY BIRTHDAYS



Bill Estriech



Dorothy Priestly



Daniel Shannon-Hopper

RESIDENT ACTIVITIES



Moss Vale residents are loving their pottery classes! How beautiful are these works of art?



RESIDENT ACTIVITIES



Robert and wife Adrienne playing a duet in Moss Vale



Happy Hour at Burradoo



Cookies 'n' Cards in the Nursing Home

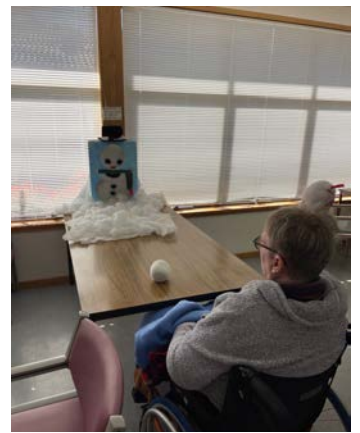
Chapel service at Moss Vale



CHRISTMAS IN JULY



CHRISTMAS IN JULY



NAIDOC WEEK

Harbison values and acknowledges the history, culture, and achievements of Aboriginal and Torres Strait Islander communities both past and present. The theme for NAIDOC Week 2021 was "Heal Country!" which calls for us all to continue to protect and preserve the sacred traditions and cultural heritage of Indigenous Australians.

Our residents paid tribute to our Indigenous Australian communities through engaging in the historic tradition of Stone Dot-Painting, which to this day is the oldest surviving human art form and celebrates the cultural and spiritual connection between Indigenous Australians and their sacred land upon which we stand.

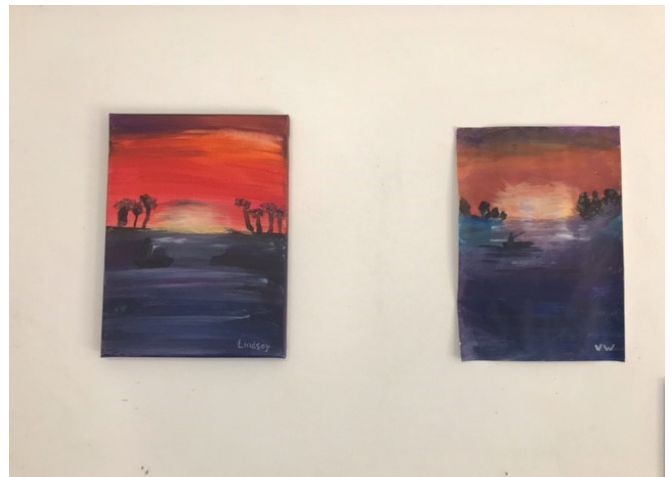


ART GROUP

Flowers & Water



Gone Fishing



THE HARBISON HANDBOOK

Welcome to all our new residents!

We like to make sure everything is up-to-date and our **Handbook** is currently under review. The new edition will be distributed to you as soon as it's finalised.

Copies of our existing handbook are available from reception and we welcome your feedback. If you would like to make any suggestions, please use the Feedback codes at the back of this newsletter or ask a member of our team to help you fill out a feedback form.

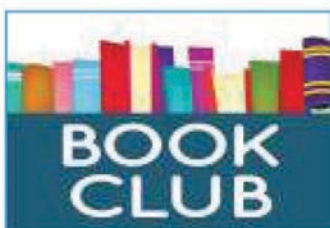
- Hand Therapy
- Balance Class
- Parkinson's Group
- Circuit Training
- Motiview Championship



Contact the AHP Team to find out more!

WELCOME TO THE JULY EDITION OF VOLUNTEER NEWS!

We are continuously looking for volunteers to join our teams in Burradoo and Moss Vale! Contact **jill.wall@harbisoncare.org.au** to express your interest



July saw our volunteers return to Harbison full-time, with current COVID-19 restrictions in place as is the case for everyone in New South Wales at present. Our Harbison volunteers have been vaccinated against COVID-19, and also maintain the highest infection protection and control when volunteering at Harbison. The continued health of everyone at Harbison, residents, staff and volunteers alike is of paramount importance in these uncertain times.

We are currently in the process of making our volunteer positions available on our website so people will find it easier to look for something that suits them. Please get in touch with our Volunteer Co-ordinator, Jill Wall
jill.wall@harbisoncare.org.au
02 4868 6200

ROAD WORLDS FOR SENIORS 2021 is coming up in September again this year. Last year Harbison came 24th in this worldwide competition. This year we're aiming for the top ten...at least!



Volunteer Positions to help with Motiview will be advertised shortly so please keep an eye out!

6 September — 1 October 2021



The most important conversation you've never had.

Can take you places you've never been.

We used to talk about death. To prepare and plan for a future without us.

It provided comfort and security for everyone involved, and drew us closer together when we needed it most.

The conversation itself was an act of love, bearing witness to a life well lived and simply having it, could open doors to the soul.

So we're bringing it back, and you can too.

Visit thegroundswellproject.com to find out how to create space for a conversation, how to make a plan, and how to talk with someone who doesn't really want to, but probably should.

DYING TO KNOW DAY
8th August 2021

Creating space for death



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.

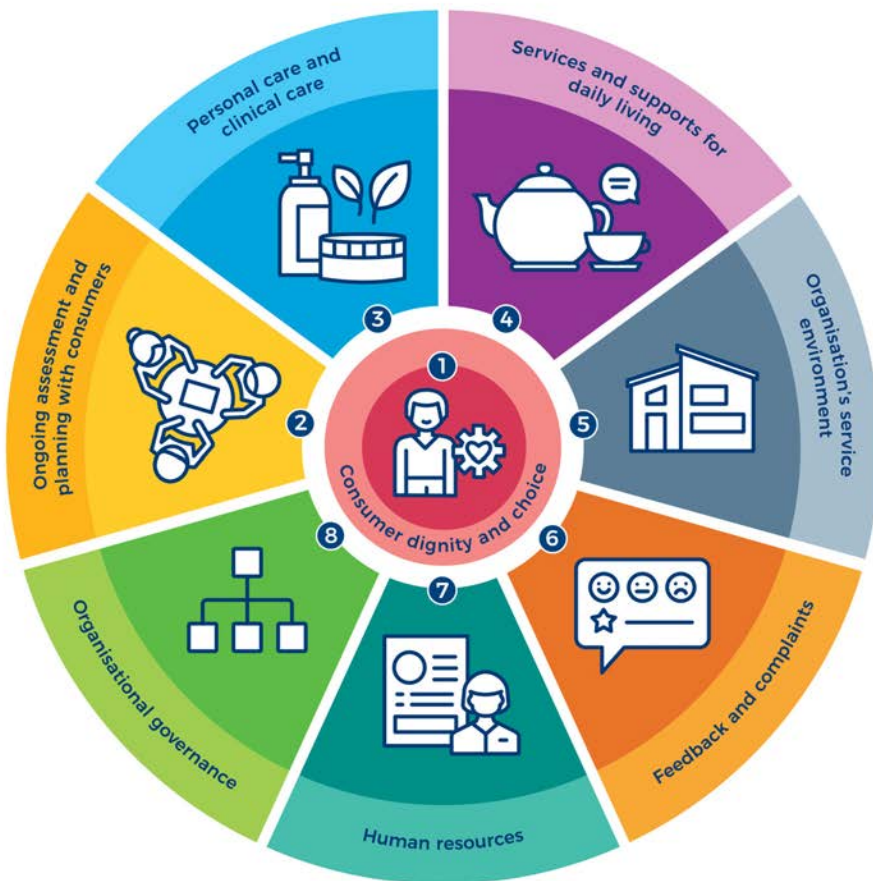
I have the right to:

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.

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 6: FEEDBACK AND COMPLAINTS

Consumer Outcome

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation Statement

The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

LET US KNOW WHAT YOU THINK!

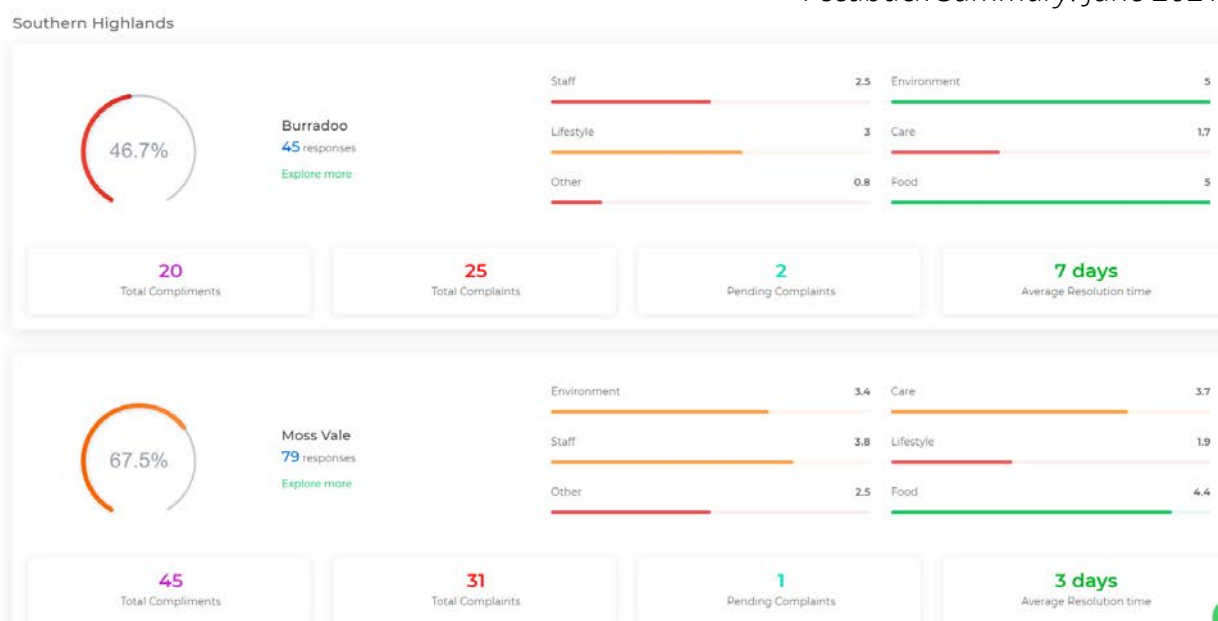
We encourage all types of feedback, including complaints, compliments and suggestions

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.

You can provide feedback by **scanning the QR codes on the following page** with your phone. Alternatively, you can provide feedback via our website: <https://harbison.org.au/complaints/>

Feedback Summary: June 2021



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.

Aged Care Quality and Safety Commission

W: agedcarequality.gov.au
T: 1800 951 822

Seniors Rights Service (NSW)

W: seniorsrightsservice.org.au
E: info@seniorsrightsservice.org.au
T: 1800 424 079

Older Persons Advocacy Network (OPAN)

W: open.com.au
E: enquiries@open.com.au
T: 1800 237 981



WE WOULD LOVE YOUR FEEDBACK!

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.

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

Please scan the QR code below with your phone.



BURRADOO



MOSS VALE