



# harbison

Heart & Home



## POEM

### BY KITTY O'MEARA

And the people stayed home.  
And read books, and listened, and rested,  
and exercised, and made art, and played  
games,  
and learned new ways of being, and were still.  
And listened more deeply.  
Some meditated, some prayed, some danced.  
Some met their shadows.  
And the people began to think differently.  
And the people healed.  
And, in the absence of people living in ignorant,  
dangerous, mindless, and heartless ways,  
the earth began to heal.  
And when the danger passed, and the people  
joined together again,  
they grieved their losses, and made new  
choices, and dreamed new images,  
and created new ways to live and heal the earth  
fully,  
as they had been healed.

## A WORD FROM THE CEO

I know many of us are disappointed that the regional lockdown has been extended into September, but I remain very optimistic that the current outbreak will be successfully managed, and our lives can return to something closer to normal. The uptake of the COVID-19 vaccination in NSW is setting world records and reflects the willingness of our community to step up and do what is necessary for the greater good. In Wingecarribee, vaccination rates generally, and of aged care workers specifically, are well above the national average. At Harbison, nearly all our staff have had at least one dose of vaccine, and the majority are now fully vaccinated. Almost all residents who wish to be vaccinated and are clinically suitable have been vaccinated.

Of course, vaccination is not a silver bullet and cannot stop the outbreak alone. We must all continue to practice careful infection prevention and control – hand hygiene, cough etiquette, social distancing, use of PPE, and self-isolation and testing at the first sign or symptom of COVID-19.

Harbison is well prepared. We have good supplies of PPE, and our staff continue to practice the proper donning and doffing techniques. We practice our outbreak management drill to ensure that we are ready to respond rapidly and effectively if we have an outbreak. We have started using rapid antigen testing to supplement PCR testing, which means our ability to detect infection in people without symptoms has increased.

Taken together, these precautions and preparations mean that if our careful preventative strategies fail, we are well placed to respond, and our residents and staff are as protected from hospital and death as possible. We are sorry for the current need to restrict visitors and look forward to easing those restrictions as soon as possible. We strongly encourage everyone to get vaccinated as soon as they are eligible and predict a future where vaccinated visitors have more freedom than unvaccinated visitors.

Finally, I thank our staff for coping with increasingly difficult circumstances.



# A WORD FROM THE CEO

Whether you are commuting from lockdown areas, undergoing mandatory testing, working from home or juggling homeschooling with work, you are doing a great job and I am grateful for your efforts.

**David Cochran**  
**August 2021**

## CONGRATULATIONS...

To the Moss Vale Catering Team on receiving an **A** in their Food Safety Audit! The kitchen renovations and updates have helped improved catering facilities and the auditors took notice:

*"An exceptionally constructed and maintained kitchen and supporting areas... a high level of transparency of process control and verification observed... well understood by site management team and kitchen staff... Excellent standard of construction... Excellent standard of hygiene..."*

## STAFF MOVEMENTS

In mid-July, **Mary Elliott** came on board as Harbison's new **Director of Clinical Care**. Although she is based in Burradoo, Mary is responsible for clinical care across both sites.

Mary will be supported by **Kritika Bhattara, Anne Harris, Sushmita Bista** and **Roelito Jose** who have taken on the roles of **Clinical Leaders** in Burradoo and Moss Vale.

**Justin Woodward** has been appointed our **Catering Manager** and will commence his role in mid-September. **Narelle McIntyre** will join him in the Catering Team as **Head Chef** in October.

**Elisha Molloy** has taken on the role as **Admissions & Engagement Officer**, with **Elly Alcock** handing over the reigns to focus on her new role as **ACFI Coordinator**.

**Philip Soon** has been busy in his new role as **Procurement Officer** and **Ruth Southwell** has been confirmed as our new **Accountant**.

And last, but not least, **Zac Hulm** will be taking the role of **Complaints Officer**, effective 1 September 2021.

*"Impossible is just an opinion."*

— Paulo Coelho

## GETTING TO KNOW... PHYLLIS DIXON



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

I didn't go to work. My mother passed away when I was 13 and I looked after my little sister and Dad.

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

I had a pet cow called Peppy—an Australian short horn, red in colour.

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

Wyong, NSW

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

Sitting on the verandah, rocking the cradle, trying to stop my little sister Iris from crying.

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

Ravensdale Primary. We walked 4 miles to get there. School started at 9:30am and we left home at 8:00am.

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

When I was married to my husband Norman ("Normie"). I was 18 and he was 24 when Normie asked my Father for his permission to marry me at the saw mill. Normie was so excited and happy he threw his cigarette away when my Dad said, "Yes", and it caused a fire in the saw mill. Lucky they got to put it out, or it could have burnt it all down.

# GETTING TO KNOW...

## JENNY JONES

### Where were you born?

Royal North Shore, St Leonards, NSW.

### What is your first memory?

I don't remember!

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

The local public school—I can't remember the name. We mostly walked, unless I could convince mum or dad I needed to be driven in because I was "too sick to walk".

### Where did you work?

Numerous places, but I did my nurse training at Parramatta Hospital until Westmead opened and they lost a lot of staff. After that I went to work with people with developmental disabilities from 1979 until my stroke in 2017.



### What was your favourite pet?

A beagle named Besty.

### What is your happiest memory?

Being with my family at Balmoral Beach.

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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  
CLOSED

# MEET OUR LIFESTYLE OFFICER

## What is your name?

Bashi Katzen

## When did you first start at Harbison?

At the start of COVID-19 in February 2020. I had previously volunteered in Aged Care in Sydney but I felt the need for a more definite commitment in helping to make a difference within the sector. Harbison was generous enough to offer me a position.

## What is your background?

I grew up in England, New Zealand and Australia. When I left school I became a hairdresser and worked in the West End in London, and was involved in major photo shoots for magazines such as *Vogue* and *Harper's Bazaar*. It was a very exciting time and I was fortunate to meet and work with so many different people. When I met my husband I stopped working and focused on supporting him in his large and busy ENT

practice and allergy laboratories, and raising our 2 boys, Max and David. I have also been managing a percentage of our family's investments. This has been incredibly interesting, learning about the share and property markets and ultimately it's very rewarding when the research pays off. It can be quite addictive. I have had a very blessed and relaxed life so far.

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

I don't think that I can say that there has been a 'best' experience. I do my best to choose to be happy, taking the good with the not so good, which more often than not turns out to be for the best. I believe that happiness is a choice. And sometimes we have to continually choose happiness, at times that may be daily or even many times throughout the same day. And maybe my 'best' is yet to come.

## What do you hope to accomplish?

I would like to continue to grow within the aged care sector making a difference in peoples' lives, even in the seemingly smallest of ways. On a personal level, I strive to be the best version of me as possible.

## Any words of advice?

Live beneath your means.  
Return everything that you borrow.  
Admit it when you make a mistake.  
Listen more—talk less.  
Be well mannered.  
Take responsibility and don't blame others.  
Learn from the past. Plan for the future. Live in the present.  
Learn to forgive.





# MEET OUR WORKPLACE TRAINER

## What is your name?

James Hamilton

## When did you first start at Harbison?

April 2021

## What is your background?

My interest in healthcare began when I was 15 years old where I started doing work experience multiple times a year in Wollongong Hospital. After high school, I worked in the hospital system before transitioning into residential aged care where I spent the next 12 years. I worked as a carer for many years before taking on a position within the management team working as a facility support for RNs, care staff and residents.

I then took on a corporate role in Sydney as a Quality, Safety & Risk Officer before then transitioning back into residential aged care. I then pursued a career as a Workplace Trainer, which led to my decision to transition here to Harbison. I am a proud father to my son, Alfie Robert Hamilton who is almost 2 years old and when I am not at work, I spend every moment having fun with my boy and trying to be the best dad that I can be.

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

The feeling of positivity, kindness, respect and comradery that I get coming

on site each day. The residents here at Moss Vale have been extremely kind and welcoming, of which I am most grateful. Harbison continues to impress me each day and I am proud to be a member of the team and the greater Harbison family.

## What do you hope to accomplish?

My goals have been to assist in improving education across the site and to enable staff to enhance their individual knowledge base, practical skillsets, confidence and competence within their scope of practice in order to ensure a safe and effective workforce is in place and at the service of the resident's of Harbison.

## Any words of advice?

*"Challenges are what make life interesting and overcoming them is what makes life meaningful."*

— Staff Sgt. Joshua J. Cullins





# #ProudTo Protect

our residents,  
ourselves, our  
families and our  
communities.

## COVID-19 Vaccination.

As at  we are proud of these vaccination rates at

### Residents

1st Dose	<input type="text" value="3 %"/>
2nd Dose	<input type="text" value="88 %"/>

### Staff

1st Dose	<input type="text" value="10 %"/>
2nd Dose	<input type="text" value="85 %"/>





## 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](#)**



# JULY RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



**CONGRATULATIONS TO OUR  
BURRADOO EMPLOYEE OF THE MONTH!**

## **GAIL DOHERTY**

Gail has been recognised for her hard work and dedication in Dementia Living — going above and beyond the call of duty, and spending time getting to know residents and fellow staff members. She is sensitive, respectful and compassionate, and is a true example of the Harbison model of person-centred care.

NAME	CATEGORY
Alisha Rayamajhi, Care	Harbison Values & Customer Service
Alisha Tamrakar Rajkarnikar, Care	Harbison Values
Angelina Swift, Care	Customer Service
Bobin Chaudhary, Care	Harbison Values
Briannah Bentley, Care	Harbison Values
Bronwyn Dean, Catering	Harbison Values
Carly Miller, Catering	Professionalism
Coco Liang, Care	Harbison Values
Craig Horne, Care	Harbison Values
Ellen Hawthorn, Care	Customer Service
Gail Doherty, Care	Harbison Values
Gobardhan Shah, Care	Harbison Values & Customer Service
Hiral Patel, Care	Harbison Values
Jade Evans, Enrolled Nurse	Harbison Values & Customer Service



# JULY RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



**CONGRATULATIONS TO OUR  
MOSS VALE EMPLOYEE OF THE MONTH!**

## **GOBARDHAN SHAH**

Gobardhan has been recognised for the dedication he shows in his work. He is supportive of his colleagues with a wonderful sense of humour he isn't afraid to share. His loyalty and skills are valued at Harbison.

NAME	CATEGORY
Judith Chakavarika, Care	Harbison Values
Kristy Bevan, Care	Harbison Values
Leah Willis, IPC Coordinator	Professionalism
Madeleine Vale, Catering	Harbison Values
Natalia Swierzevska, Care	Harbison Values
Pauline Richardson, Laundry	Harbison Values
Peeches Rajkarnikar, Care	Professionalism
Raelene Foster, Care	Harbison Values
Rebecca Glover, Personal Care Manager	Harbison Values
Reema Patel, Registered Nurse	Professionalism
Roelito Jose, Registered Nurse	Harbison Values
Saajana KC, Care	Customer Service
Tracy Flynn, Care	Professionalism

# THE GIFT OF FRIENDSHIP

*written by Joan Stokes*

Things we took for granted pre-virus:

- Never having to wear a mask
- Girls' morning tea
- Gathering around the table and making room for one more
- Not queuing to get to the supermarket, only looking at check-out to see how few people were in front of you
- Just wandering in and out of the big stores "window shopping"
- TV free of virus statistics
- Hugs and kisses on meeting, not elbow touching
- Shaking hands



Are we changed forever or can some of the good times return?

## STOAN JOKES

*submitted by Joan Stokes*

A driver is pulled over by a police officer, who notices a large number of knives on the back seat.

"Sir, do you have good reason for needing all those large knives?" he asks.

Smiling, the driver says: "Why yes, I juggle them. With your permission, I'd be more than glad to give you a demonstration."

As the knives go high into the air, the police officer watches, mesmerised.

Two elderly men happened to drive by and both gaze in astonishment.

"Geez, Louise, I sure am glad I gave up drinking, these sobriety tests are getting ridiculous!"



# AUGUST BIRTHDAYS



*Cecille Light  
celebrated her  
105th birthday!*



*Richard Foye*



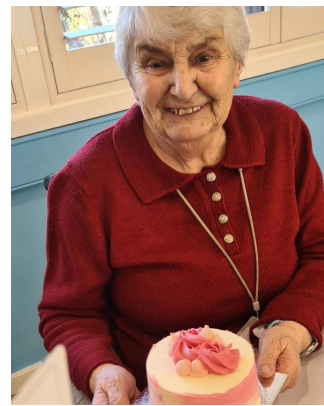
*Helen Burrows*



*Julie Watts*



*Sally Andreas*



*Sandy Brown*



*Norm Tame*



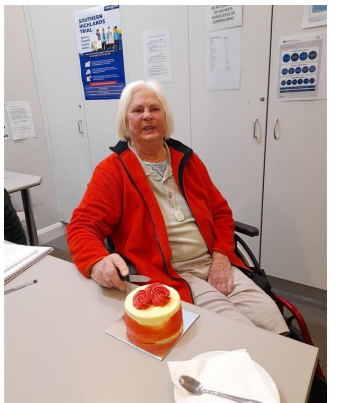
*Enid Hill*



*Allan Fogdan*



*Elaine Meakin*



*Carol Hill*

## A POEM TO RACHEAL

(CaterCare)

A LITTLE **RAY** OF SUNSHINE  
GLITTERING ON THE  
SEAS**HELLS** SHORE  
A NIP OF WHISKY  
AND YOU FEEL A-SHORED



Happy Birthday!  
Hugs, Bert Tellzin



# ART GROUP

The Art Group have been busy painting gorgeous landscapes





# RESIDENT ACTIVITIES

## Moss Vale arts & crafts





# RESIDENT ACTIVITIES



*Peter celebrating his wedding anniversary in lockdown with panache*



*Burradoo residents enjoying craft*



*Derek dancing to  
Englebert  
Humperdinck during  
physio*



*The Avoca Ladies' Coffee Club  
enjoying a craft-filled morning  
(above) and catching up at the  
Three Cows Cafe earlier this  
month (right).*





# RESIDENT ACTIVITIES



*Burradoo residents  
enjoying the feel of the  
wind in their hair  
earlier this month*



*Skittles and Noodle Tennis in The Cottage*



*Ron cycled the world  
on MotiView*

*Bert passed his  
driving test!*





# GRANDFRIENDS

We may not be able to see each other but our Grandfriends program is still going strong. Students from Oxley College sent Harbison residents letters as well as carefully-curated gifts!



In return, we sent each student a handmade book worm!

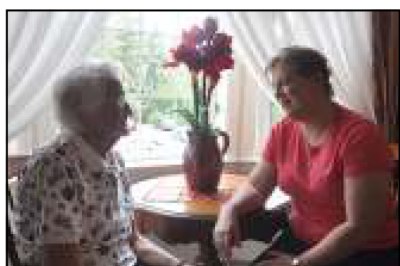


For the more photos and updates, please follow us on  
[Facebook.com/HarbisonCare](https://www.facebook.com/HarbisonCare)



## WELCOME TO THE AUGUST EDITION OF VOLUNTEER NEWS!

SPRING is on its way and there are lots of interesting things for Harbison residents to be part of ... participating in the many activities and soon it will be time to get outside into the gardens again, to help with Spring planting or just to soak up some sun .... having a coffee or a chat with one of our volunteers.



In August Harbison welcomed **ALEXANDRA HENRY** to Burradoo. Alex is participating in the Duke of Edinburgh International Award and has chosen to volunteer at Harbison to work towards her **SILVER** level attainment. Established in Australia way back in 1962, over 40,000 young people participate in the Award annually. The program gives structure for young Australians 14-24 to realise their ambitions and to change their world. We are delighted to be able to work with Alexandra and look forward to having her with us for the next 6 months.

If you're interested in volunteering  
please contact

**Volunteer Co-ordinator, Jill Wall**  
**[jill.wall@harbisoncare.org.au](mailto:jill.wall@harbisoncare.org.au)**  
**02 4868 6200**

### ROAD WORLDS FOR SENIORS 2021

Don't forget in SEPTEMBER Harbison will be competing in the ROAD WORLDS FOR SENIORS event. This will be the third year Harbison residents have competed in Road World's. We wish our residents luck!



**6 September — 1 October 2021**



# 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.**

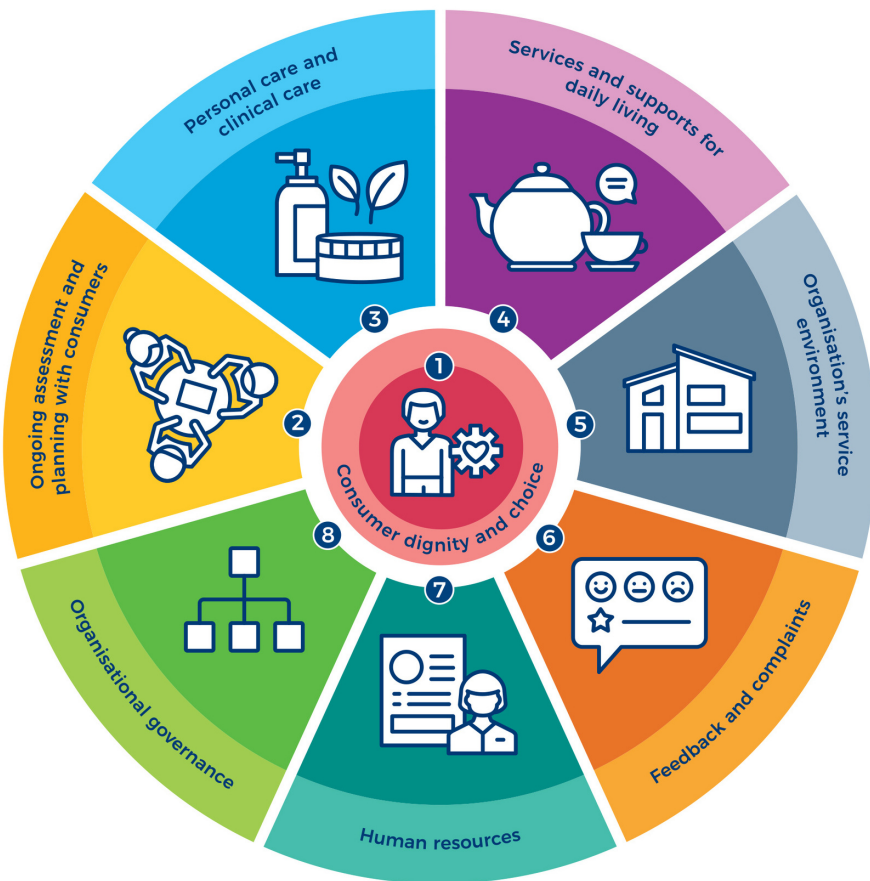
## **I have the right to:**

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 7: HUMAN RESOURCES

### Consumer Outcome

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation Statement

The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

# LET US KNOW WHAT YOU THINK!

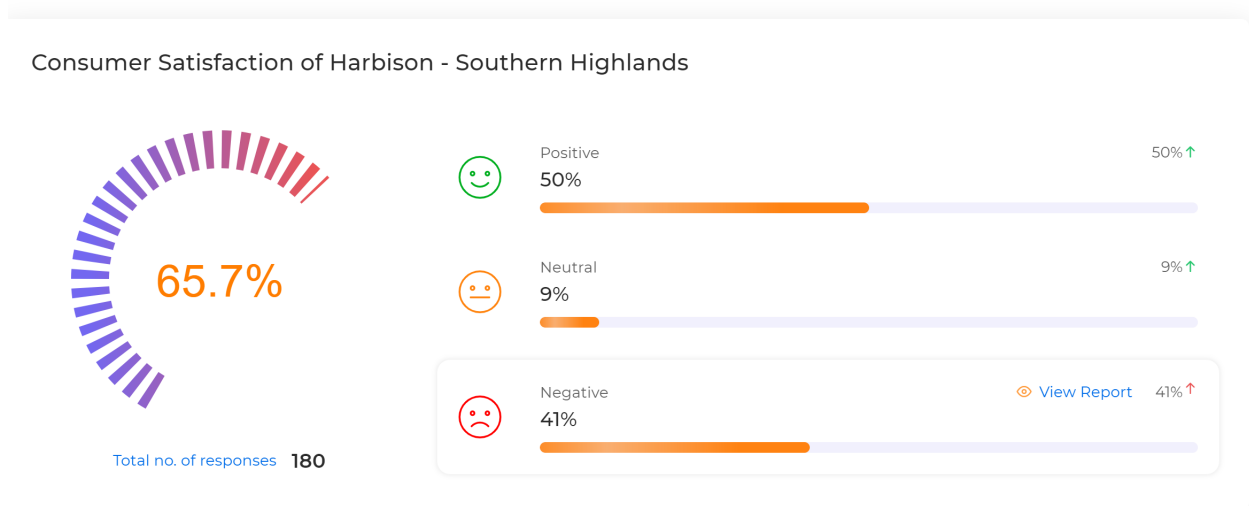
We encourage all types of feedback, including complaints, compliments and suggestions

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: July 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](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:** [open.com.au](https://open.com.au)  
**E:** [enquiries@open.com.au](mailto: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**