



## ROAD WORLDS FOR SENIORS 2021

Harbison residents teamed-up again for the annual Road Worlds for Seniors competition, which ran from Monday 6th September to Friday 1st October 2021. We were honoured to represent Australia again, with two teams riding five special THERA-Trainers in our Burradoo and Moss Vale homes.

This year we are proud to have placed 5th (Burradoo) and 9th (Moss Vale) on the international leader board with **Dot Robinson** taking the silver medal in the women's individual tally and **Peter Stanmore** placing 7th in the individual men's tally!

Well done to the our team! We are so proud of you!

## 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..."*

## DAVID'S 4TH ANNIVERSARY AS CEO

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**.

*"Don't ask yourself what the world needs, ask yourself what makes you come alive. And then go do that. Because what the world needs are people who have come alive."*

— Harold Whitman

## GETTING TO KNOW... MARJORIE FERGUSON



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

I went to Miss Hailles Business College in Sydney. It was very posh. I worked as a secretary near Wynyard. More recently I worked for Angus & Coote Jewellers.

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

My favourite pets were my brothers' dogs.

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

My happiest memories are being with my mother, whom I adored. I was quite young when she died.

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

I was born in Parramatta down North Rocks Road. We backed on to the bush.

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

My first memories are of being held on everyone's knees and being cuddled. I was the youngest of 5.

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

I went to school at St Francis Xavier which I think was in Wollongong. It was near the convent.

# GETTING TO KNOW...

## JUNE GRAHAM

### Where were you born?

Auburn, NSW.

### What is your first memory?

Meeting my husband, Phillip.

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

I went to Auburn Public School. I caught the bus and train. I also went to Parramatta High School.

### Where did you work?

I didn't go to work as I got married and later had my first child.



### What was your favourite pet?

A dog named Snap.

### What is your happiest memory?

Marrying the love of my life, Phillip, in 1952.

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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 PEOPLE & CULTURE COORDINATOR

## What is your name?

Josephine Nolan

## When did you first start at Harbison?

September 2021

## What is your background?

I am an ex-Registered Nurse and have worked in Human Resources for approximately 20 years. I love helping people generally and relish seeing staff flourish.



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

Working with a wonderful supportive team. I am excited about where we are heading and what Harbison has and will achieve.

## What do you hope to accomplish?

To assist staff be the best they can be to support our residents.

## Any words of advice?

Make the most of every day. Enjoy those things that make you smile. If you don't succeed today try again tomorrow. Never stop trying.

# MEET OUR ADMISSIONS & ENGAGEMENT OFFICER

## What is your name?

Elisha Molloy

## When did you first start at Harbison?

September 2019

## What is your background?

I have worked as a carer at Harbison for just under 2 years; in that time I completed my medication training. During my time on the floor I was grateful to meet many great residents and their families. My job as a carer has taught me the importance of being there for others in a tough time and has helped me to grow into a better person.

I have recently applied for the roll of Admissions and Engagement officer, of which I was successful. I am excited to see what I can bring to Harbison within this new roll and hope to achieve great things.

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

Working with our amazing residents, getting to know them on a personal level and having them share their knowledge.

## What do you hope to accomplish?

I hope to create connections to our consumers and make the admission process stress-free for all involved. My goal is to make sure everyone feels valued and welcome to the Harbison family.

## Any words of advice?

Kindness and Knowledge are both free — share it with those that can benefit from you.





# #ProudTo Protect

our residents,  
ourselves, our  
families and our  
communities.

## COVID-19 Vaccination.

As at  we are proud of these vaccination rates at

FACILITY

### Residents

1st Dose

2nd Dose

### Staff

1st Dose

2nd Dose



## 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](#)**



# AUGUST RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



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

## **ALISON MONTGOMERY**

Alison has been recognised as a wonderful team player at Harbison. Her willingness to help out and put others first makes her a joy to work with. She is polite, hard-working and kind — someone we are proud to have in the Harbison team.

<b>NAME</b>	<b>CATEGORY</b>
Anju Regmi, Care	Customer Service
Anne Harris, Support & Education	Customer Service
Ash Beattie, Care	Harbison Values
Cathy Kelleher, Care	Customer Service
Charlotte Vale, Catering	Customer Service
Deborah Conquest, Care	Harbison Values
Dulcie Zenner, Care	Customer Service
Gabrielle Foskett, Care	Customer Service
Jaine Saunders, Clinical	Customer Service
Jaya Ghimire, Care	Harbison Values
Justin Woodward, Catering	Customer Service
Kripa Singh, Care	Professionalism

# AUGUST RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



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

## **DEVENDRA BASNET**

Devendra has been recognised for his professionalism and positive attitude in his work at Harbison. He is hard-working, polite and friendly and entertains residents, bringing them joy every day. He is a wonderful addition to the Harbison team.

<b>NAME</b>	<b>CATEGORY</b>
Kritika Battarai, Clinical	Customer Service
Mahesh Bhatta, Care	Harbison Values
Monika Gurung, Care	Customer Service
Nirjala Phuyal Pokharel, Care	Customer Service
Ranjana Shrestha, Care	Customer Service
Roelito Jose, Clinical	Harbison Values
Sharada Dhakal, Care	Professionalism & Harbison Values
Sharaddha Uprety, Care	Professionalism
Sheila Sanayan, Clinical	Professionalism,
Shrijana Sharma, Care	Harbison Values
Taneia Cupitt, Clinical	Customer Service
Wendy Davis, Care	Customer Service

# Harbison Staff Service Awards

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Thursday, 21 October 2021

*at*

Moss Vale  
Dining Room

9:30am

*&*

Burradoo  
Nursing Home  
Dining Room

2:00pm

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The staff service awards are a wonderful opportunity for Harbison to recognise length of service rendered by our staff.

We are hosting awards morning and afternoon tea for those who have completed service milestones. Individual invitations will be sent to recipients of the awards.

If residents would like to take part, please contact **Janice Young**, Communities & Communications.

# ACHIEVING

written by Joan Stokes

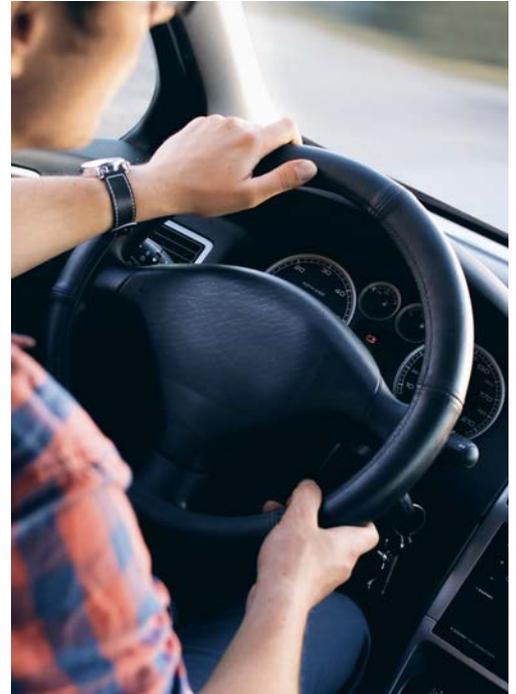
I am writing this for all the proud grandparents of our younger generation. I will quote one of my grandsons who, though living in a small country town, is a farm boy at heart.

For school work experience he did some welding then found an apprenticeship that did farm machinery welding. He did all sorts after-school work, saved for a 'ute', and at 16 was the proud owner of one.

But the joy of having his driver's license on his 16th birthday was sadly not to be because of the virus 'lockdowns', in the course of which he had to learn another lesson: one of patience.

*"All things come to those who wait."*

Keep safe my lad!



## STOAN JOKES

submitted by Joan Stokes

The car broke down this morning so I looked under the bonnet and saw a bat sitting on the engine.

Amazingly, he said, "Hello Fitz! You're handsome and very nicely dressed, too!"

I realised the problem straight away. Bat flattery.

There are many amateur gardeners in our office, so there is a plant on nearly every desk and several larger planters on filing cabinets. It has been our custom to pour remnants of tea and coffee left in our cups into the planters.

All but one plant seemed to thrive on the diet, and there was much discussion as to what was wrong with the ailing plant.

I was away for a month and when I came back I noticed that the plant was green and flourishing.

Its return to health may have been due to the large sign in front of it: *"This plant does not like coffee and it takes its tea black."*



# FAREWELL STEPH!

It's with great sadness we say good bye to **Stephanie Haines** as she prepares for her third child, due early November.

Steph joined the Harbison team in April 2020, when her small business was affected by the COVID-19 pandemic. With the generous donation of \$1500 from Matt Burke of of Matthew Burke Electricals and Chairman of the Highlands Storm rugby league club, Steph was able to provide treats and birthday cakes for residents, lifting morale during the most challenging time.

Steph is a self-taught baker, enjoying baking in her late teens and dreaming of being a pastry chef. She first started Steph's Cakes and Sweets in late 2017 after receiving numerous compliments for the cakes she made for her daughters' birthdays. She has created many cakes for all occasions, always giving 100% to everything she bakes, including cupcakes, macarons and cookies.

Harbison is honoured to continue Steph's great work. She has left her recipes in the capable hands of our newly-appointed Head Chef, Narelle McIntyre, who will work hard to create the same gorgeous cakes for resident birthdays.

We wish Steph and her family the best of luck and thank her for making our lives a whole lot sweeter!

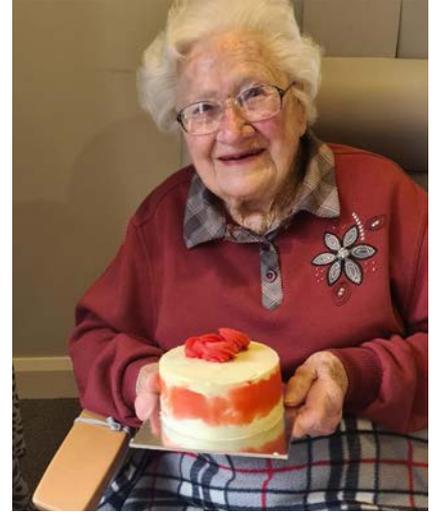


*Steph with daughters Myah and Isla*

# SEPTEMBER BIRTHDAYS



*Bill Bailey, whose wonderful family treated residents to yummy dessert platters*



*Helen Noonan*



*Beryl Hunt*



*Nina Gee, celebrating her 90th birthday virtually with her grandsons*



*Barry Edwards*



*Max Parker*



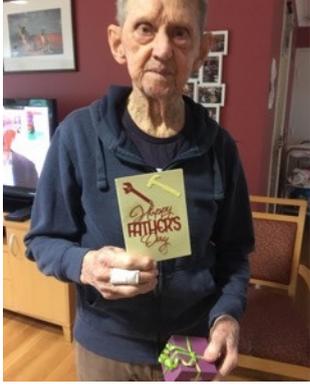
*Marjorie Burnham celebrated her 99th birthday!*

# FATHER'S DAY

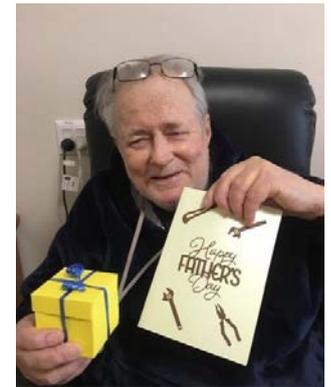
Residents enjoying their Father's Day gifts and delightful treats the catering team whipped up.



# FATHER'S DAY



# FATHER'S DAY



# ROAD WORLDS FOR SENIORS 2021

Our Slow Speed Demons pedalling their way to glory!



# FRIDAY NIGHT MUSICAL MOVIE

Burradoo residents enjoyed their Friday night movies in September, watching *The Wizard of Oz*, *Meet Me in St. Louis*, *Walk the Line* and *An American in Paris*.



# RESIDENT ACTIVITIES

Our in-house musician Sam is bringing more music into our lives!



Noodle Hockey at Moss Vale



Pottery Class at Moss Vale



# RESIDENT ACTIVITIES

Painting in The Cottage



Harold and Vivian doing a puzzle



The Lindsay Ladies' Gardening Club



## WELCOME TO THE SEPTEMBER EDITION OF VOLUNTEER NEWS!

# Step into Spring

### VOLUNTEERS NEEDED!

Harbison needs more volunteers to help with a variety of activities and groups at Harbison Moss Vale.

For more information visit  
[harbison.org.au](http://harbison.org.au)  
and click on the **Volunteer** tile.

September saw Harbison compete in the **2021 Road Worlds for Seniors** event. A global competition, Road Worlds attracts a huge number of competitors.

Harbison welcomed **SAM WADE** who came on board to add an extra pair of hands to our very busy Volunteer Team.

**THANK YOU ALL!**



To join the Volunteer Team, contact  
**Jill Wall**  
**Volunteer Coordinator**  
volunteers@harbisoncare.org.au  
call 02 4868 6200  
or  
visit [harbison.org.au](http://harbison.org.au)

**SWINBURNE WELLBEING CLINIC  
FOR OLDER ADULTS**

**SWIN  
BUR  
NE**

SWINBURNE  
UNIVERSITY OF  
TECHNOLOGY



# NATIONAL TELEHEALTH COUNSELLING AND SUPPORT SERVICE

We are here to provide emotional support for aged care workers, aged care residents and their families.  
Free of charge.

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**REFER YOURSELF OR OTHERS TODAY**

[swin.edu.au/telehealthcounselling](https://swin.edu.au/telehealthcounselling)



# 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.**

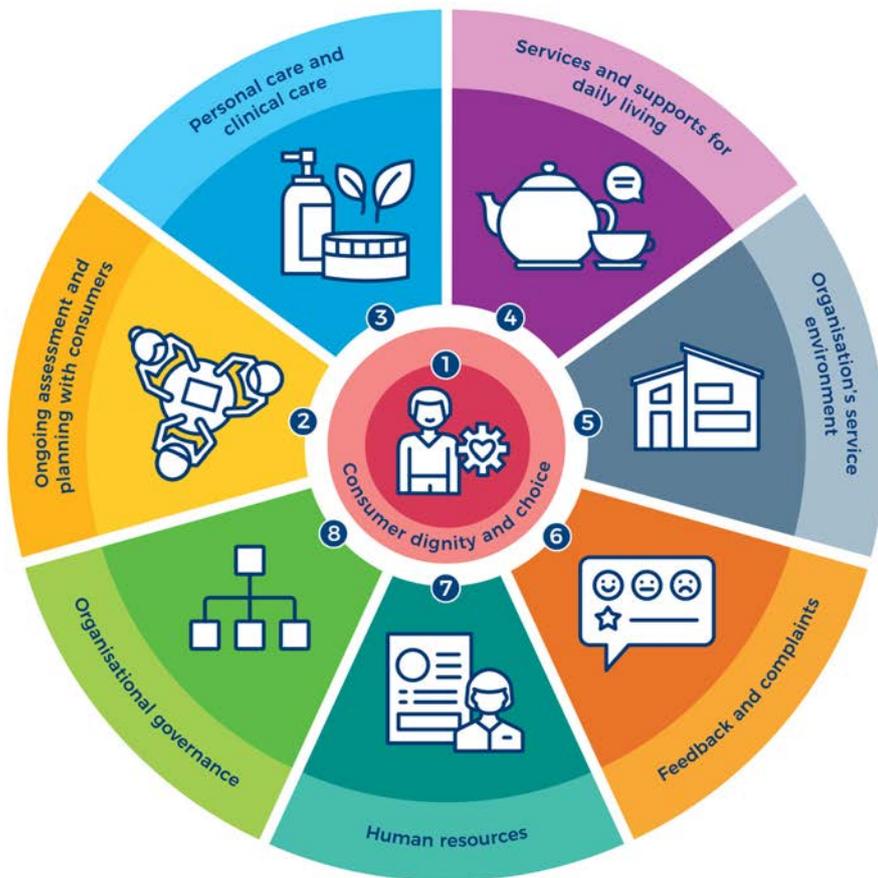
## **I have the right to:**

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

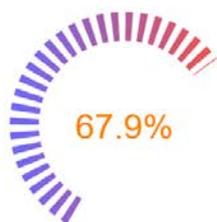
We take your feedback seriously and will acknowledge all complaints within 1 business day. We will endeavour to action and resolve within 5 business days, and will always keep you informed of progress and the outcome.

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: August 2021*

Consumer Satisfaction of Harbison - Southern Highlands



Total no. of responses 76



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](http://agedcarequality.gov.au)  
**T:** 1800 951 822

**Seniors Rights Service (NSW)**

**W:** [seniorsrightsservice.org.au](http://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](http://opan.com.au)  
**E:** [enquiries@opan.com.au](mailto:enquiries@opan.com.au)  
**T:** 1800 700 600



## **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**