



FROM *BELLBIRDS* BY HENRY KENDALL

By channels of coolness the echoes are calling,
And down the dim gorges I hear the creek falling:
It lives in the mountains where moss and the sedges
Touch with their beauty the banks and the ledges.
Through brakes of the cedar and sycamore bowers
Struggles the light that is love to the flowers,
And softer than slumber and sweeter than singing,
The notes of the bellbirds go running and ringing.

A WORD FROM THE CEO

Goal setting is a vital process in care planning. It provides an opportunity for your care team (including external health providers like your doctor or pharmacist) to (1) better understand your needs and preferences, (2) offer positive reinforcement when goals are met or exceeded, and (3) review planned care when goals are not met. Goal setting also helps you, and the people who care for you, to understand the trade-offs which might be involved in achieving your goals.

We take a structured approach to goal setting and organise goals according to five categories: medical care, physical quality of life, social-emotional quality of life, accessing services, and caregiver support. The relative importance of each category may change over time, as may the goals themselves. For this reason, regular case reviews are an important part of care planning. Case reviews happen on admission, at least once each year after admission, on deterioration or improvement, and on request. Often, non-medical goals are more important to people, which is why case reviews may include a diverse

group of care professionals, including doctors, nurses, palliative specialists, physiotherapists, diversional therapists, psychologists, speech pathologists, personal carers, occupational therapists, dementia counsellors, NDIS planners etc. Each profession brings their own perspective to the table, and sometimes one perspective may dominate the others. To ensure you get the care that is right for you, it is important that everyone in the group understands your goals and keeps them at the centre of the care planning process.

Care is a learning process, not a problem-solving process. We are not here to cure, we are here to support you to achieve the highest possible quality of life, usually in the context of complex life-limiting conditions associated with older age. Often, the biggest challenge faced by people living in residential care is not medical or clinical, it is simple loneliness, boredom, or helplessness. It can be difficult to set aside a professional perspective to understand what is important. If you are medically trained, you may tend to see the disease instead of the person, and you may not understand

A WORD FROM THE CEO

or value the perspective of non-medical professions. If your goals include socialising, mobility, and independence then you may wish to minimise or avoid medication or transfers to hospital, but your team will not be in the best position to support you if they do not understand what matters most to you.

Harbison care is underpinned by philosophies including human rights, reablement, ageing-in-place, and person-centred-care. Our care is delivered in the context of relationships, including relationships between you and us, between us and your family, and between you and your family. It is a care partnership, and your role is to help us learn what matters to you, and how those things change over time. We aim to support you to achieve your goals and to live how you choose, within the constraints which we all face in our lives every day.

Soon, we will be offering residents and families the ability to see their care plan in action using a web-based portal which provides access

to a management system. Until then, I encourage everyone to consider the care they receive, and whether it aligns with their needs, goals, and preferences. If your care is not aligned with your goals, or your goals have changed, simply request a case review to provide your team with the opportunity to learn about what is important to you.

Thanks to high rates of immunisation, we are moving progressively out of lockdown and learning to live with COVID-19. Residential settings are, and have always been, high-risk settings for communicable diseases. The key safety messages throughout the pandemic continue to apply regardless of vaccination rates or public health advice:

- You must understand hand hygiene, including when and how to perform hand hygiene
- Hand hygiene products are accessible and must be used, including on entry to Harbison and when entering and leaving a resident's room

A WORD FROM THE CEO

- PPE is available, and must be used when required, e.g. surgical masks always and standard, droplet, or airborne precautions in proportion to risk
- Staff must be bare below the elbows when providing care
- You must avoid touching your face and maintain physical distance when appropriate

We all have a role to play in preventing the introduction of (for example) influenza, gastroenteritis, or COVID-19 into our vulnerable population. Please ensure strict adherence to these basic precautions, and help keep everyone at Harbison safe.

David Cochran
October 2021

A NOTE FROM OUR DIRECTOR OF CLINICAL CARE

Dear Residents, families, friends and staff of Harbison,

Thank you so much for your lovely welcome to me at Harbison. I have now been here for three months and I must say, it's a beautiful, warm, and friendly place to work.

I see a very dedicated group of people who are all trying their best to make life great and home-like at Harbison.

I have the privilege to work with a very professional group of people in the registered nurse team at both sites. I am very proud that our clinical indicators are improving over the last three months, particularly in falls and pressure injuries, which are often caused by decreased skin integrity. This a great trend and I can only see us improving from here. We monitor the clinical indicators monthly and report to the whole team and Board to promote continuous improvement.

A NOTE FROM OUR DIRECTOR OF CLINICAL CARE

We have had many challenges in October, but the team have navigated very well through these changes and the residents have made many adjustments too. I want to say a big thank you to our residents for allowing us to work with you in your home. I am hopeful of building even stronger professional connections and that the residents are the drivers of their care plans.

Rabin and Bec are doing an amazing job in the personal care of the residents, and I want to thank them on behalf of the clinical team.

Nurses are responsible for continuing to develop professionally, and Harbison offers many opportunities for this development. We have recently recruited a RN-educator and welcome her to the Harbison team. Her name is Anna Simons. Anna comes with a wealth of aged care experience, and we look forward to great things to come.

It's the beginning of our hay fever season and our weather is warming up. Unfortunately, COVID-19 is still with us, and we ask that you continue to be mindful of this when visiting.

We encourage you to take advantage of this great weather when you visit Harbison and take residents outside. Please remember to social distance and to wear your masks and refrain from interacting with other residents. You may be aware of the government's requirements for aged care to report all serious incidents and I would like to reassure you that Harbison has a very robust incident management system.

We celebrate our success with your positive feedback to ensure continuous improvement.

I look forward to meeting you soon at a Harbison event.

Mary Elliott
October 2021



#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

4 %

2nd Dose

93 %

Staff

1st Dose

6 %

2nd Dose

94 %

BURRADOO RENOVATIONS

We are taking the opportunity to upgrade Burradoo, following the significant refurbishment of Moss Vale. This is a light renovation and the majority of work will be behind the scenes. We hope to commence work on the following areas over the coming weeks.

- **CCTV** for incident management and security.
- **WIFI** upgrade and installation of additional points.
- **Advance Care Nurse Call** will be installed, replacing the ageing Ace Tek system.
- Each wing will be allocated **new shelving** to allow each area to be self-contained in an outbreak.
- Five new **auto doors** into the garden area to improve access for residents.
- **Loading dock** with stairs from the back deck to improve services during an outbreak.
- **Rooms 61 and 62** will be renovated and converted to single rooms from shared.
- **Servery decommissioned** following implementation of the Burlodge services. The space will eventually be renovated.

I will provide regular updates during the course of refurbishment.

As always, if you have any questions or concerns, please feel free to contact me.

Danny Turner

Residential Services Manager

REMINDER

Our neighbours have noticed masks and empty coffee cups left on the ground and in the gutters in car parking areas on our property.

We remind you that Harbison is home to our residents and we endeavour to keep it neat and tidy. Please place your rubbish in the appropriate bins.



"It's no use going back to yesterday, because I was a different person then."

— Lewis Carroll

GETTING TO KNOW... JOAN STOKES



Where did you work?

My first job was at Berlei's factory, making underwear. I was a machinist. The factory was just outside Central Station.

What was your favourite pet?

We never had a pet when I was a child, but my husband had a dog when we married. I think he was a basset hound. I don't recall his name, but I know we used to call him 'Stupid'!

What is your happiest memory?

Meeting my husband, because so many good things came from that day.

Where were you born?

I was born on Milsop Street, Kogarah. I never found out if it was at home or in a hospital.

What is your first memory?

I was down the street playing with my friends and I was called home to receive a present from my parents. It was a porcelain doll.

What school did you attend and how did you get there?

My parents had a newsagency in Picton, and I used to walk to Picton Primary from there.

GETTING TO KNOW...

PHILIP GRAVES

Where were you born?

Born in New Zealand in the Waikato.

What is your first memory?

Running around the home paddock with a blue and white beanie on my head.

What school did you attend and how did you get there?

In junior school I got to school on horseback. I then went to Christian Brothers in Auckland and got there by tram.

Where did you work?

In London I worked for Raynes in Old Bond Street. They are known for high end, couture shoes and have clad ladies of the royal family. I once went to Buckingham Palace to take shoes for The Queen. I then had my own business;



'Philip Graves Shoes' on Bay Street in Double Bay. I was in business from 1976 until 1993.

What was your favourite pet?

My favourite pets were my two Maltese dogs, Lucy and Holly.

What is your happiest memory?

That is a very difficult one. I don't really know. I have had lots of happy memories.

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 PROCUREMENT OFFICER

What is your name?

Philip Bryan E. Soon

When did you first start at Harbison?

I started March 2017 as a Kitchen Assistant in Burradoo. Three months later, I was moved to Moss Vale and it has become my home for the last four years.

What is your background?

I am a graduate of Advance Diploma in Computer Studies in Philippines. I worked in our Government as a

Collection Supervisor for four years. I have also worked as a Front Office Representative for AAA resort and a Subject Matter Expert in a call center industry for two years before we moved to Australia after we got our permanent residency.

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

The best experience so far is the happiness I feel when interacting with our residents. Somehow it takes away my longing for my family left behind in the Philippines, especially now that I can't travel to be with them.

The continuous learning from my new role is also overwhelming and I am cherishing every experience I am gaining from it.

What do you hope to accomplish?

I do hope that I can grow more in my role and be able to provide positive changes that benefit our residents and the organisation.

Any words of advice?

Give your best in everything you do, rest assured every positive thing will follow through.



MEET OUR CATERING ASSISTANT

What is your name?

Racheal Powers

When did you first start at Harbison?

I started at Harbison Burradoo in December 2019

What is your background?

I have worked in hospitality for over 30 years and was most recently a cook at the Bradman Museum in Bowral for over 20 years.

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

I truly enjoy coming to work every day. The people here are at Harbison are all wonderful and have a great work ethic, are caring and have a friendly manner which is important in this type of work. Everybody pulls together to make a great team.

What do you hope to accomplish?

I would love to make sure all residents at Harbison are given the best choices possible and everyone treated with dignity.

Any words of advice?

Anybody looking to work in aged care should definitely apply. I have been truly blessed to enjoy my work and have a great relationship with both residents and staff.



MEET OUR CATERING STAFF



Rajinder Singh

I decided to stay on with Harbison because I like the atmosphere at Harbison and the residents feel like family.



Beth Dobbins

I really love the team and residents, plus I really love to bake. Harbison has a great vibe and it's a wonderful place to work.



Yasotha Palanisamy

I have made strong connections with the residents and have got to know them really well. I am also getting job satisfaction at Harbison



Bom Bahadur Kumal

I chose to stay with Harbison because I really connected with the residents, and I wanted to stay with the team. It didn't hurt that it was a convenient commute from home.

MEET OUR CARE STAFF



Caitlin McCarthy

I decided to join the care industry as I have always been fascinated by my mum who is a nurse and how rewarding her job seemed. I took a great interest into nursing and began my Certificate III through school in year 11. I underwent placement at Harbison Burradoo for two years and found that it was such a rewarding job. I have really enjoyed working at Harbison and have been able to take away so many skills to prepare me for my future. I have been given the opportunity to study my RNs at Wollongong university next year. Whilst just Graduating year 12 at Oxley. I am excited to be able to fulfil my career as a nurse at Harbison Moss Vale.

Natalia Swierzevska

I am passionate about dementia care and I've learnt it is important to listen to what the residents say, what they want to do and how they feel. After completing the MOOC from The Wicking Dementia Research & Education Centre, I was invited to study the Bachelor of Dementia Care. I have now completed the Diploma of Dementia Care and am taking a break to focus on other interests before resuming studies at a later point in time.

I started working in Harbison Dementia Living in April this year, and I love the Butterfly Model of Care that was implemented, as well as the home-like environment it provides the residents. The residents are important to me and I love spending time with them. It really doesn't feel like I'm working; it feels like coming home to your second family.



SEPTEMBER RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



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

BIKESH MAHARJAN

Bikesh has been recognised for his wonderful time management and clinical skills. He is great at juggling a variety of tasks, working hard to get the job done while also being hands-on on the floor. Bikesh's leadership skills and friendly manner make him someone the rest of the team looks up to.

NAME	CATEGORY
Anita Melliush, Catering	Harbison Values
Barsha Ghimire, Care	Professionalism
Bashi Katzen, Lifestyle	Customer Service
Bhagabati Panta, Care	Harbison Values
Bikesh Maharjan, Clinical	Professional
Briannah Bentley, Care	Harbison Values
Cheryl Muir, Care	Customer Service
Cynthia Reloj, Care	Harbison Values
Darleen Parker, Care	Harbison Values
Donna Martin, Care	Customer Service
Elly Alcock, Funding Coordinator	Professionalism
Hailee Donovan, Care	Harbison Values
Helen Walker, Administration	Professionalism
Jenny Inciong, Care	Harbison Values

SEPTEMBER RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

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



ANGELINA SWIFT

Angelina has been recognised for positive attitude to high-pressure environments. Her professional approach to and care of residents never waivers during adverse situations and she is always ready to support her fellow team members. She has displayed exceptional competence in training and leading others in safe work practices and exudes confidence and leadership when onboarding new starters. Angelina is the true embodiment of Harbison values.

NAME	CATEGORY
Karen Aguinaldo, Care	Customer Service
Kathy Chalker, Care	Professionalism
Manoj KC, Care	Professionalism
Melody Reyes, Care	Customer Service
Parbati Lacichhane, Care	Professionalism
Pauline Richardson, Laundry	Professionalism
Rinku Shah, Care	Professionalism
Rosa Bennett, Care	Harbison Values
Sabnam Chipalu, Clinical	Harbison Values
Sailu Karki, Care	Harbison Values
Samir Shrestha, Care	Harbison Values
Sushmita Bista, Clinical	Professionalism
Zeljka O'Malley, Care	Professionalism

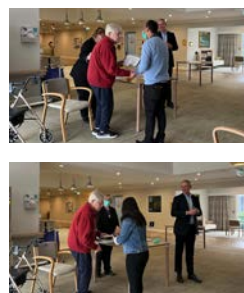
STAFF SERVICE AWARDS

This month we recognised the length of service rendered by our staff across both sites for 2020 and 2021. Special thanks to **Josephine Nolan** for organising a great event.

5 YEAR AWARDS

Sabina Adhikari
Esther Akinigbagbe
Elly Alcock
Shama Bhattarai
Sandy Cecilio
Chariss Cloribel
Deborah Conquest
Tracy Flynn
Zoey Haynes
Craig Horne
Sarah Perez Inciong
Roelito Jose
Rabin Joshi
Ankitabhen Chetankumar Joshi
Saajana KC
Sanjila Khanal
Nasrin Mansoori

Amanda McDonald
Cheryl Muir
Brenda O'Loughlin
Peeches Rajkarnikar
Alisha Rayamajhi
Kriti Regmi
Cynthia Reloj
Lorna Rempillo
Prakritee Shrestha
Samir Shrestha
Shova Shrestha
Tholokuhle Sibanda
Ruth Southwell
Alisha Tamrakar Rajkarnikar
Madeleine Vale
Priscilla Rae Van Kooten
Neshlie Waban
Katherine Winters



STAFF SERVICE AWARDS

10 YEAR AWARDS

Barry Chick
Lisa Farnham
Anne Harris
Debra Kneubuhler
Vijay Latchmi
Alison Montgomery
Kristy O'Connor
Robin Peasley

20 YEAR AWARDS

Raelene Maree Foster
Jaine Saunders

25 YEAR AWARDS

Maria Court

15 YEAR AWARDS

Wilma Cotterill
Karen Harrington
Jennifer Wickert

*Congratulations
All!*





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](#)



LUCKY COUNTRY?

written by Joan Stokes

It never ceases to amaze me the information one can receive from a small device held in one's hand.

In 1920, the year I was born, Australia had a population of 5 million — by the time I was at school we were told there were 7 million. Now I believe we are at 25 million.

Australia has seven states but only one defence force to keep us safe. Football is the one thing that can bring out the fighting spirit in each State. No wonder we are called the Lucky Country.

Families who, due to the coronavirus, can't move freely from state to state, may at times question that.



STOAN JOKES

submitted by Joan Stokes

A man is lying in the hospital, waiting to be the first person in history to receive a brain transplant. A doctor comes in and says, "Congratulations! But unfortunately, since this is a new procedure your insurance isn't going to cover it all. So, we're going to give you three choices for brains, and

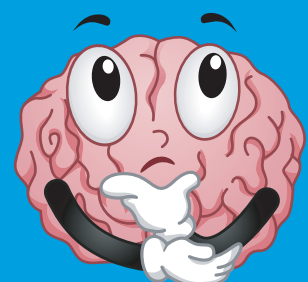
you can decide which you can afford."

"Okay, what are they?" the man asks the doctor.

The doctor says, "Well, first there's engineer brain, that's \$100 a gram. Then there's astrophysicist brain that'll cost you \$200 a gram. Finally, there's anti-vaxxer brain. That's the most expensive at \$1000 a gram."

"The man looks at the doctor, surprised. "That's absurd! Why is the anti-vaxxer so expensive?"

The doctor turns to him and says, "Sir, do you have any idea how many anti-vaxxers it takes to get a gram of brain?!"



OCTOBER BIRTHDAYS



Ken Pogson celebrated his 90th birthday



Yvonne Cuppitt



Ken Lamb



Gary Benfield



Joyce Westcot



Harold Griffin



Nel Lisle celebrated her 90th birthday



RESIDENT ACTIVITIES

Nel enjoying her Halloween Pumpkin Competition prize



Residents enjoy some conversation after Pub Quiz



RESIDENT ACTIVITIES

Residents in Chisholm and in The Cottage took advantage of the sunshine to do some gardening



*Morning exercises
at Burradoo*

*Jeff became the
2021 winner of the
Footy Tipping
Competition*



RESIDENT ACTIVITIES

Happy Hour!



Spooky Kooky Cooking



RESIDENT ACTIVITIES

Lindsay residents enjoying the sunshine



Residents in Gibraltar enjoying a puzzle with Hailee



Over 300 years of wisdom: Cossie, Pat and Christine getting pampered in the salon.



VOLUNTEER NEWS

October 2021



CHANGING LIVES CONNECTING COMMUNITIES



Gardening is fun, great exercise and a terrific way to socialise outside the sun!

Harbison Burradoo has a number of residents interested in gardening but we need a few more volunteers to give us a hand. If this is you and you have a few hours to spare each week, we'd love to hear from you.

HARBISON MOSS VALE WELCOMES NEW VOLUNTEERS!

In November, we will welcome three new volunteers to Moss Vale. **ANN, JAN** and **MICHELLE** will all start on Melbourne Cup Day, which will be quite an introduction as it is bound to be hectic!

Their contribution to the well-being of our residents is greatly appreciated.

If you know anyone who you think would like to volunteer, please contact **Jill Wall, Volunteer Coordinator** volunteers@harbisoncare.org.au

Remembrance Day

11 November 2021

Join us for a special morning tea
and memorial service from

10:30am

BURRADOO

Western Lounge & Jensen Room

MOSS VALE

Activities Lounge



HARBISON PAR-TEE

10 DECEMBER 2021

HIGHLANDS GOLF CLUB



Please visit harbison.org.au/news
for more information



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.

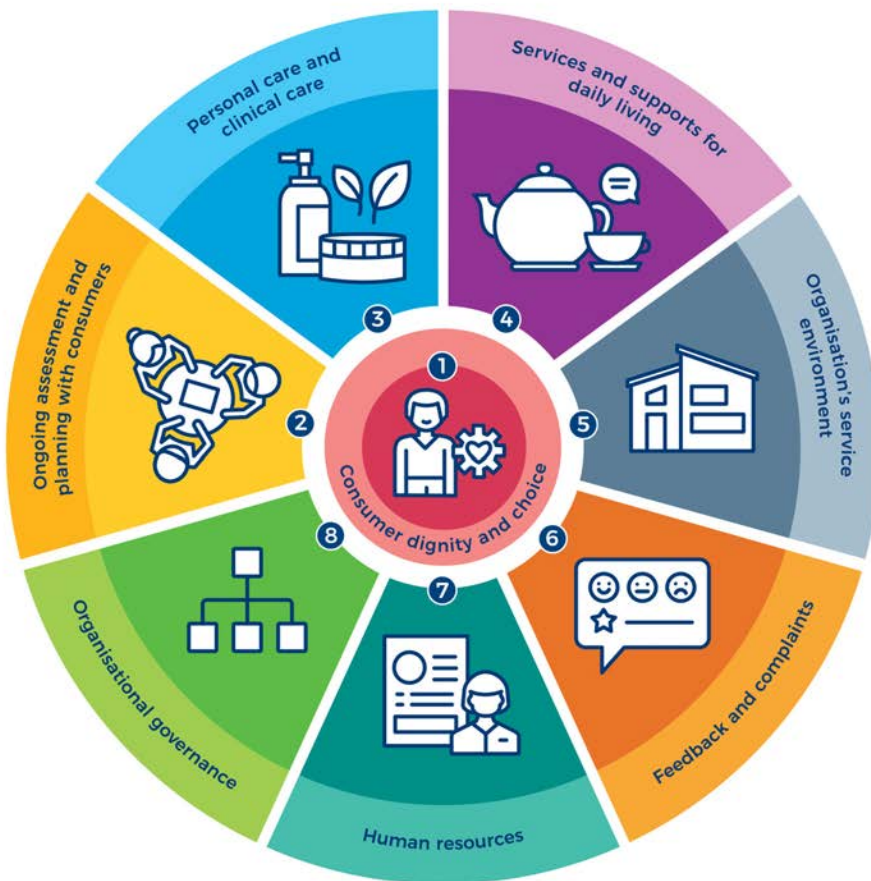
I have the right to:

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 8: ORGANISATIONAL GOVERNANCE

Consumer Outcome

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation Statement

The organisation's governing body is accountable for the delivery of safe and quality care and services.

LET US KNOW WHAT YOU THINK!

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

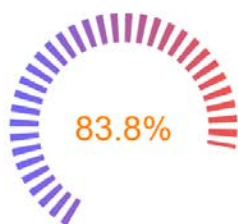
We take your feedback seriously and will acknowledge all complaints within 1 business day. We will endeavour to action and resolve within 5 business days, and will always keep you informed of progress and the outcome.

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: September 2021

Consumer Satisfaction of Harbison - Southern Highlands



Total no. of responses 79



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 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