#### NEWSLETTER | ISSUE 11, 2021





## **MOSS VALE GRAND RE-OPENING**

Early this month we were privileged to host The Honourable Sir Peter Cosgrove AK AC (Mil) CVO MC (Retd) and his wife Lady Lynne Cosgrove at the official Moss Vale refurbishment grand re-opening.

They toured the site and viewed the beautifully-refurbished rooms and suites in Joadja, Penrose, Mandemar and Wingello, then participated in a Motiview session with Harbison Chair, Katie Constantinou ,and Road Worlds for Seniors silver medalist, Dorothy Robinson. Dot was presented her trophy (all the way from Norway) and flowers from Sir Peter and Lady Lynne.

This was followed by the unveilling of a new plaque which will hang proudly in the Town Square.

## **MOSS VALE GRAND OPENING**































## **MOSS VALE GRAND OPENING**































## A WORD FROM THE CEO

"I have been in the aged care space and have toured many facilities, and after today this has to be one of the best. It is impressive how Harbison provides such exceptional and modern services for older Australians." — General Sir Peter Cosgrove, AK, CVO, MC

On Tuesday 9th November 2021 it was my privilege to attend the official re-opening of our Moss Vale home with the Chair of the Harbison Board, Katie Constantinou. The event was hosted by residents, volunteers, and staff and the guests of honour were former Governor-General, Sir Peter Cosgrove, and his wife, Lady Lynne Cosgrove. After introductions to our hosts, and a tour of the refurbished facilities led by Mark Jeffery, our guests enjoyed a Motiview session in the activities room which was led by Dot Robinson.

Sir Peter then presented Dot with her trophy for 2nd place in the women's 2021 Road Worlds for Seniors and presented the trophy for Road Worlds Crew of the Year to Darlene Parker on behalf of the volunteers and staff who formed our incredible support team this year. After the presentations, Sir Peter and Lady Lynne unveiled a plaque to commemorate the successful refurbishment and enjoyed afternoon tea with their hosts.



Sir Peter was the Chairman of Leading Age Services Australia, of which Harbison is a member, until 2014. His experience at LASA means he is well qualified to judge the results of the upgrade of Moss Vale. It was pleasing to hear him enthusiastically discussing the benefits of the redesigned home with residents and staff.

Last Tuesday 16th November 2021 our company members met for their annual general meeting and received the financial, directors', and auditor's

## A WORD FROM THE CEO

reports for the financial year ended 30 June 2021. A copy of our annual report is available on our website, or staff can organise a copy for any resident. For the 4th consecutive year we reported a loss, bringing accumulated losses to \$4.5M in that 4-year period. Our costs continue to increase faster than government funding, exacerbated by the costs of the pandemic. We are working hard to deliver improvements in the next financial year without risking quality and safety and are hopeful that the investments of the past four years will start to pay off.

A highlight of the AGM was confirmation that Her Excellency The Honourable Margaret Beazley, AC, QC, Governor of New South Wales, has accepted the honorary role of Patron of Harbison. This continues the Governor's interest in and support of Harbison, which began when she opened Harbison Dementia Living at Burradoo in early 2020. The Governor was also very supportive of our Road Worlds champions this year. We are honoured to have Her Excellency as our Patron. Finally, last Friday 19th November 2021 it was my privilege to host a thank you lunch for some of our Motiview volunteers. It was inspiring to spend time with some of the people who do so much to keep our residents active and engaged, and I take this opportunity to thank all our volunteers for their kindness and generosity throughout this challenging year.

November has been another busy month, characterised by the gradual reopening of Harbison to our community, family, and friends. Thank you to everyone for your ongoing collaboration to keep everyone safe, and to focus on what we can do instead of what we can't. We wouldn't be Harbison without you.

#### David Cochran November 2021



## A MESSAGE FROM THE CHAIR OF THE BOARD

What a fantastic month November has been, catching up with so many of you!

I have been humbled by the achievements of the residents at Moss Vale and Burradoo who participated in the 2021 Road Worlds for Seniors. Thank you to David Cochran and Zac Hulm for inviting me to the presentation ceremonies. Again, my congratulations to all participants, volunteers and staff involved — go Slow Speed Demons!!

Of course, the celebrations did not end there. On behalf of the Board, I was delighted to meet General Sir Peter Cosgrove and Lady Lynne Cosgrove at Moss Vale when they presented Dot Robinson's trophy for placing second in the world for the women's competition. There were certainly some tears shed (some of them may have been mine...) when Sir Peter spoke of Dot's amazing achievement. Sir Peter and Lady Lynne also toured Moss Vale, visiting a number of residential and communal areas and talking with residents, volunteers, families and staff. It was exciting to hear them talk so enthusiastically of the environment and atmosphere that has been created at Moss Vale but, most importantly, of the positivity and commitment of the

staff and volunteers they interacted with. I also attended the November Resident Advisory Committee as an invited guest – to both observe and talk about the role of the Board. My thanks to Glennis Noble, the Chair of the Committee, and indeed to all Committee members for making me feel so welcome. I would encourage any resident who is interested in representing their fellow residents, in relation to any aspect of living at Harbison, to chat with Glennis about Committee membership. It is very important that management and the Board have a truly representative view of residents' experiences of Harbison.

Finally, Harbison's Annual General Meeting for company members was held on 16 November 2021. I encourage everyone in the Harbison community to read through Harbison's 2021 Annual Report and Financial Report: <u>https://harbison.org.au/aboutus/harbison-annual-reports/</u>

Thank you for your continued support of our Harbison community,

**Chair, Board of Directors** 

## A NOTE FROM OUR DIRECTOR OF CLINICAL CARE

I continue to feel blessed by being part of the Harbison team.

The nursing team strives to do their best and reach clinical excellence. I am awed by their commitment to Harbison and our residents.

Clinical quality indicators continue to be monitored and we do see improved trends, although falls appear to be our highest clinical risk. For older people, falls is the highest risk to health so prevention is vital.

We encourage all residents to join in with our physio for exercise classes and education in falls prevention. Our staff have also recently untaken falls prevention training. Other ways to decrease falls risk is keeping hydrated, using walking aids correctly and safely, and wearing good sensible footwear. Our physio or your podiatrist will guide you in the best footwear to encourage safe walking.

At Harbison we monitor the number of falls monthly and discuss this information at our regular clinical meetings to learn ways that we can improve outcomes for the residents in our care. This includes, medication reviews, physio reviews and sometimes a member of the palliative care team is involved.

If you or your family would like more information regarding falls prevention please do not hesitate to contact Harbison.

New legislation was introduced on 1st September 2021 regarding the definition and use of restrictive practices. For more information please do not hesitate to discuss with the registered nurse who manages your care plan. This link below may be informative for you and I hope you find helpful in explaining this legislation:

https://www.agedcarequality.gov.au/consumers/minimising-restrictivepractices/resources

## A NOTE FROM OUR DIRECTOR OF CLINICAL CARE

Please discuss with your GP for greater clarification about how and when medications may be helpful in the care of your loved one. Restrictive practices also includes environmental restraints, and a consent form will be necessary for those residents who live in the cottages at Burradoo and Alpine or Avoca at Moss Vale.

Harbison has entered an agreement with OnSight Optometry to help our residents to access optometry services on site at Harbison. More information regarding these services will follow soon. We are also in the process of securing more hearing sand oral hygiene services. We are working to secure services for residents who are unable to visit their own private services due to increased care needs or due to distance from family and friends who normally assist the resident get to these important services.

Unfortunately, COVID-19 is still with us, and we ask that you continue to be mindful of this when visiting residents. As an added screening process for our residents, we are attending to more frequent screening of vital observations including temperature, pulse, respirations, and blood pressure monitoring. We hope this increases the health safety of the residents in our care to be able to detect any changes in health condition early.

The care staff, who are trained in taking the observations, will report to the registered nurse on duty and any anomalies will be acted upon appropriately. These vital observations may give the clinical team a snapshot of where the resident's health status is at that point when the observations are taken. If a resident shows any other signs of being unwell, the registered nurses will direct the staff to monitor the resident again.

We encourage you to take advantage of this great weather when you visit Harbison and take your family member outside. Please remember to social distance and to wear your masks and refrain from interacting with other residents.

## A NOTE FROM OUR DIRECTOR OF CLINICAL CARE

At Harbison we promote anti-microbial stewardship which is an item on the agenda of all clinical meetings to discuss and at our quarterly MAMAC (Medical and Medication Advisory Committee) which involves local GPs and a local pharmacist. A definition of anti-microbial stewardship can be described as:

... the effort **to measure and improve how antibiotics are prescribed by clinicians and used by patients**. Improving antibiotic prescribing and use is critical to effectively treat infections, protect patients from harms caused by unnecessary antibiotic use, and combat antibiotic resistance.

Our care staff and clinical team attend training to preserve this fundamental pillar of care.

If you would like more information, please contact the Clinical team at Harbison or talk with the registered nurse assigned to your care planning.

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

Mary Elliott November 2021

## 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.

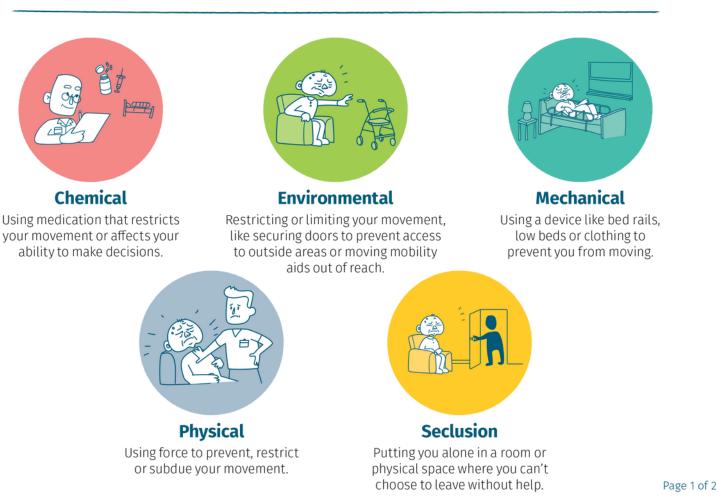


# What are restrictive practices?

#### Everyone in aged care has the right to be safe, treated with dignity and respect and receive high quality care and services.

That's why it's important you understand the rules around restrictive practices.

Restrictive practices limit your rights or stop you from doing what you want to do. Restrictive practices must only be used as a last resort and in the least restrictive form.



Restrictive practices can be:

#### Inappropriate use of restrictive practice is very serious. Before your provider can use a restrictive practice, they must:

- have an approved health practitioner assess you and discuss strategies with you
- document any changes in a Behaviour Support Plan
- ensure that restrictive practices are only used as a last resort and in the least restrictive form, after all other strategies have been tried
- obtain documented, informed consent from you or your substitute decision maker (a person you trust and have nominated to be a substitute decision maker on your behalf).

If using a restrictive practice, staff and your provider must monitor you for signs of decline, distress or harm and regularly review the use of the restrictive practice, to remove it as soon as possible.

In an emergency, the rules are different because you or others may be at risk of harm without the restrictive practice. In these circumstances, your provider must inform your substitute decision maker as soon as practical after using the restrictive practice.

## Remember, restrictive practices must only be used as a last resort and in the least restrictive form. They should never be used as a punishment.

If you are concerned about how restrictive practices are being used on you or your loved one, you can raise a concern or make a complaint by contacting the Aged Care Quality and Safety Commission on 1800 951 822.

#### Let's stay safe together.



\* Aged Care Quality and Safety Commission

For more information, visit agedcarequality.gov.au or call 1800 951 822 "Fairy tales are more than true: not because they tell us that dragons exist, but because they tell us that dragons can be beaten." — Neil Gaiman

## GETTING TO KNOW... DOROTHY ROBINSON



#### Where were you born?

l was born in Crown Street Women's Hospital (which closed in 1983).

What is your first memory?

Going to school; walking up the street with my bag over my shoulder.

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

I went to Wiley Park Public School, then Canterbury High School. I got there by walking and train.

#### Where did you work?

David Jones dressmaking factory in Surrey Hills.

## What was your favourite pet?

I like dogs.

## What is your happiest memory?

My husband and my kids.

## GETTING TO KNOW... ROD LEWIS

#### Where were you born?

Burwood, Sydney.

## What is your first memory?

Playing with my big sister, Megan.

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

I went to Ermington Primary. I used to walk along the Parramatta River through orchards to get there. It was rural then.

#### Where did you work?

I used to work for different mining companies and then my own crane and hoist company in St Peters. I was a mechanical engineer.



## What was your favourite pet?

Jet the dog. He was a rescue dog.

## What is your happiest memory?

When I was out on boats, fishing with my dad and grandfather.

#### 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

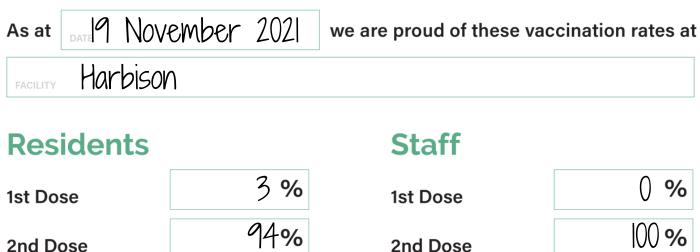
Friday 9:00 AM - 4:30 PM

Saturday & Sunday CLOSED

## #ProudTo Protect

our residents, ourselves, our families and our communities.

## COVID-19 Vaccination.



An initiative of the Staff Vaccination Support Service by Leading Age Services Australia and Aged & Community Services Australia on behalf of the Department of Health.

## **MEET OUR CATERING STAFF**



Lida Mehdi Khazanah I love communicating with people and I love connecting with the residents. Whenever I get a chance I try to see them all and have a chat.



#### Willie Hipolito

It is my passion to work in aged care. My culture honours and respects the elderly and helping care for our residents at Harbison feels natural.

### **MEET OUR CARE STAFF**



#### Alina Bajracharya

My name is Alina. I am self-motived, energetic and a hard-working person with a positive attitude and good work ethic. I love working with older people. My previous work as carer role at Abbey House Nursing Home has allowed me to appreciate the challenge of duty, as well as the responisbility of delivering appropriate care.

## **MEET OUR HEAD CHEF**

#### What is your name?

Narelle McIntyre Hedges

#### When did you first start at Harbison?

I started with CaterCare as the chef manager here at Harbison in 2019.

#### What is your background?

I did my apprenticeship on the Gold Coast. Working in many different restaurants such as seafood restaurants, steak houses, Australian cuisine, Italian cuisine, Movie World and the Sheraton Hotel in Port Douglas. I arrived in NSW in 2000.



I was the head chef at the Camden Valley Inn for 3 years. Then I was the head chef at Café Belle Fleur and I managed three busy cafés in Sydney for 12 years. I meet my husband who is from Bowral and that's how I ended up in the Highlands, which I love.

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

I enjoy coming to work and I've had many great experiences here at Harbison. The residents are wonderful and I enjoy spending time with them. The staff are friendly and they care. The teamwork in the kitchen is outstanding.

#### What do you hope to accomplish?

To keep my staff and our residents happy.

#### Any words of advice?

Do your job to the best and have fun.

## MEET OUR PEOPLE & CULTURE ADMINISTRATOR

#### What is your name?

**Briannah Bentley** 

#### When did you first start at Harbison?

May 2020.

#### What is your background?

I am a qualified hairdresser with 4 years' experience and I have been teaching at a local dance studio in Mittagong for the past 5 years. I am currently studying my Certificate IV in Human Resources.

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

Working alongside a great team and being given amazing opportunities within Harbison.

#### What do you hope to accomplish?

I hope to further my studies in Human Resources and progress my career further at Harbison.

#### Any words of advice?

Stay happy and positive!



## OCTOBER RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



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

#### **KRISTY BEVAN**

Kristy has been recognised for her positive attitude, which shows in every aspect of her work. She is the embodiment of person-centred care, building wonderful relationships with residents. Kristy is a great team player, trustworthy and someone to depend on.

NAME	CATEGORY
Amanda McDonald, Care	Harbison Values
Amit Dhungel, Care	Professionalism
Amrit Adhikari, Catering	Customer Service
Angelina Swift, Care	Customer Service
Breannan Ciantar, Care	Harbison Values
Christie Bogg, Care	Customer Service
Deanne Luke, Care	Harbison Values
Deborah Conquest, Care	Customer Service
Donna Martin, Care	Customer Service
Ellen Hawthorn, Care	Customer Service
Janice Young, Communications	Professionalism
Jillian Roberts, Care	Harbison Values
John Lineker, Volunteer	Customer Service
Josephine Nolan, People & Culture	Professionalism

## OCTOBER RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



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

#### **TANIKA CRISP-BENSLEY**

Tanika is recognised for her wonderful customer service, always ready with a smile and positive attitude, and ensuring residents are comfortable and feel safe during their care. She is also a fabulous team player and is wellregarded among her colleagues.

NAME	CATEGORY
Julian Farrow, Maintenance	Professionalism
Kriti Regmi, Care	Professionalism
Madison Cook, Care	Harbison Values
Melody Reyes, Care	Customer Service
Marion White, Care	Harbison Values
Nasrin Mansoori, Catering	Customer Service
Philippa Lennane, Care	Harbison Values
Priscilla Van Kooten, Care	Professionalism
Rakshya Kharel, Care	Harbison Values
Sunita Darai, Care	Customer Service
Tanika Crisp-Bensley, Care	Harbison Values
Tracy Loiterton, Care	Harbison Values
Zoey Haynes, Administration	Customer Service



## Do you know someone who deserves to be recognised?

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

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

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









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





Harpison

Christmas Lunch

## 20 December 2021

## 12:00 pm Burradoo and Moss Vale

with a Christmas Concert by the Harpison Choir

10:00am Moss Vale 3:00pm Burradoo

Visitor details to come in early December. For expressions of interest please call **02 4868 6200** 

## **FOOD GLORIOUS FOOD**

written by Joan Stokes

When Captain Cook landed here, he did not take into account the first Australians had their native food. So when Captain Philip came, he brought the English way of eating porridge and beefsteak. But then we became multi-cultured with such a wide variety of foods, sweet and savoury.

The takaways have done "away" with just fish and chips from the fish shop wrapped in paper careful if there are any seagulls present, they love to steal them from you.

Don't forget most birthdays have a celebratory cake and the wedding cake — a slice of cake from the bride and groom's cake under your pillow will make you dream of a future husband.



### **STOAN JOKES**

submitted by Joan Stokes

At brekky time Baby Bear looks into his small bowl. It's empty. "Who's been eating my porridge?" he squeaks. Papa Bear notes the same. "Who's been eating my porridge?" he roars.

Mumma Bear puts her head through the serving hatch from the kitchen and yells, "For goodness sake, how many times do we have to go through this?" It was Mumma Bear who got up first; it was Mumma Bear who made the coffee; it was Mumma Bear who unloaded the dishwasher and put everything away; it was Mumma Bear who put the friggin' cat out, cleaned the litter box and filled the cat's water and food dish; and now, that you've decided to grace Mumma Bear's kitchen with your grumpy presence, listen good *... I haven't made the goddamn porridge yet*!"



## **AN AFTERNOON WITH MARGARET**

Margaret Armstrong was awarded the **Medal of the Order of Australia** for services to Moss Vale in June this year. Due to the NSW COVID-19 lockdowns the award ceremony was delayed so we had a private ceremony for her at Buradoo where she was finally presented her award. Congratulations on this wonderful achievement, Margaret! We are so proud of you!



## **ROAD WORLDS FOR SENIORS AWARDS**

Early month we celebrated the wonderful achievement of our Slow Speed Demons during the Road Worlds for Seniors Event and it was announced that our Moss Vale team was the winner of the inter-Harbison cup and generous donations received during the event funded a new bike for Moss Vale!

Congratulations to our top three cyclists from both sites who each received a special medal.

#### **Burradoo:**

Rod Lewis Kevin Whalan



Special congratulations goes to Dot Robinson for placing **SECOND IN THE WORLD** in the women's leaderboard! Dot cycled a total of 1,380.5km over the four weeks of the competition, and had a special trophy sent over from Norway!

Harbison is also honoured to be named Crew of the Year for 2021 in recognition of the best overall contribution by any organisation to the competition!

Well done to everyone involved!













## **RESIDENT ACTIVITIES**

#### Trivia Night at Burradoo















Residents at Moss Vale had a pampering session at the salon

## **RESIDENT ACTIVITIES**











Moss Vale Pottery Group with Joan proudly showing off her creations (below)









Staff celebrated Jillian and Manda's birthdays

The Physio Team dressed up for Diwali



## **RESIDENT ACTIVITIES**

#### Resident sing-along at Moss Vale



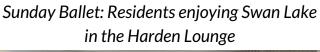




Harold's adorable hat for the Melbourne Cup



Cecil,Jim, Susan and Neville enjoying the fresh air











## HARBISON ART GROUP

The Harbison Art Group at Burradoo are getting into the Christmas season.



### VOLUNTEER NEWS November 2021



#### CHANGING LIVES, CONNECTING COMMUNITIES











#### HARBISON WELCOMES TWO NEW VOLUNTEERS TO BURRADOO!

This month Harbison welcomed "CHALKY" OLDFIELD, a new volunteer who will be helping run our Motiview program on Thursday mornings. We also welcome SALLY who is a returning volunteer. Volunteering is a wonderful way to keep our residents connected. If you would like to volunteer, or know someone who would, please contact Volunteer Coordinator

jill.wall@harbisoncare.org.au

#### VOLUNTEERS ARE INVOLVED WITH ALL SORTS OF ACTIVITIES AT HARBISON!

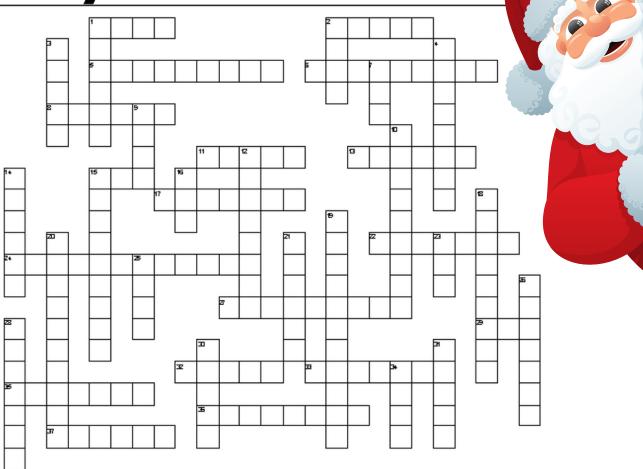


CARD GAMES



GARDENING

## **Merry Christmas!**



#### ACROSS

1 The mother of Christ.

2 People often mail these to friends and acquaintances.

5 Santa's home and workshop are located here.

6 Traditional red-and-white-striped candy.

8 Santa's vehicle.

11 A Christmas song.

13 \_\_\_\_\_ Christmas.

15 If you \_\_\_\_\_\_ a live Christmas tree, you must throw it out after the holidays.

17 A treat commonly left for Santa.

22 They followed a star to find the Christ child.

24 The night before Christmas.

27 Decorations commonly hung on trees.

29 The color of Rudolph's nose.

32 \_\_\_\_\_ Claus.

© The Holiday Zone

33 Kris \_\_\_\_

35 A "door" for Santa.

36 St. 🥂

37 These electric decorations were introduced as a safe replacement for candles on Christmas trees.

#### DOWN

1 Baby Jesus had this for a bed.

2 Naughty children may find a lump of this in their stockings.

3 "not a creature was stirring, not even a \_\_\_\_\_.

4 People who go door to door singing Christmas songs.

7 If you \_\_\_\_\_\_a live Christmas tree, you may plant it after the holidays.

9 Another word for present.

10 These should be hung by the chimney with care.

12 The animals that travel with Santa.14 Christmas Eve services are held here.

15 "I'm dreaming of a white

16 A colorful decoration often added to the top of a package.

18 Angels announced Jesus' birth to these people.

19 These spicy holiday cookies are often shaped as people.

20 This type of Christmas tree may be used year after year.

21 A round object often hung on a door.

23 A small person who helps Santa.

25 Santa's preferred beverage.

26 He guided Santa's sleigh one foggy Christmas Eve.

28 String this to decorate the Christmas tree.

30 Old \_\_\_\_\_ Nicholas.

31 \_\_\_\_\_ Christmas!

34 One of the three gifts the wise men brought to the Christ child.

http://www.theholidayzone.com/



Christmas Word Search

S	Ν	0	R	Т	Н	Ρ	0	L	Е	W	Μ	Т	Υ	V	R	Q	Ι	W	Е
А	Ρ	Ν	С	Ν	U	Т	С	R	А	С	Κ	Е	R	S	Ν	Х	0	К	U
Ν	L	F	А	Ζ	S	Н	G	Н	F	Ζ	S	н	Ν	Т	G	Q	U	J	А
Т	W	Т	R	Х	Μ	Μ	Т	D	Е	L	V	Е	S	0	G	С	Q	V	U
А	R	L	0	W	Q	R	F	Е	Q	Ν	Q	U	S	С	Х	L	Y	Ν	Ρ
С	Т	А	L	Υ	Х	U	Т	Н	С	W	Y	Υ	Ζ	Κ	С	Т	G	В	V
L	U	R	S	Е	С	G	S	Т	R	Е	Е	С	Ρ	Ι	А	G	R	Е	D
А	G	Т	Ν	G	Е	R	В	R	Е	А	D	А	А	Ν	Ν	Н	Е	L	Е
U	Т	С	Е	L	Е	В	R	А	Т	Е	Q	R	М	G	D	Т	Е	L	С
S	D	Е	С	Е	М	В	Е	R	Ν	R	Ν	D	L	S	Υ	S	Т	S	0
Ζ	S	М	С	V	Ρ	Q	S	Н	С	F	А	S	Т	V	С	D	Ι	R	R
F	Ν	Ρ	Н	М	U	Т	А	Ν	Ζ	С	А	F	F	Е	А	Ν	Ν	Е	А
G	0	Ν	Ι	G	0	R	U	В	0	Q	D	М	W	R	Ν	Х	G	Т	Т
В	W	К	Μ	L	Е	Ν	J	Y	U	W	Μ	Т	Т	Ι	Е	Т	S	Ν	Е
J	С	Q	Ν	Ρ	С	Н	R	Т	S	т	Μ	А	S	L	Ν	Y	J	D	F
А	D	V	Е	Ν	т	С	А	L	Е	Ν	D	А	R	D	Υ	Т	W	Е	н
S	Х	W	Y	Н	0	L	Ι	D	А	Υ	Ρ	W	Ν	L	Q	Ν	Е	Е	U
V	F	0	R	Ν	А	М	Е	Ν	Т	S	С	0	0	κ	Ι	Е	S	R	V

HOLIDAY GINGERBREAD BELLS COOKIES STOCKINGS ELVES GREETINGS CAROLS CANDY CANE NORTH POLE CELEBRATE ADVENT CALENDAR CARDS LIGHTS DECEMBER WINTER SNOW SNOWMAN DECORATE CHIMNEY TREE REINDEER SANTA CLAUS FAMILY NUTCRACKER ORNAMENTS CHRISTMAS GIFTS

## HARBISON PAR-TEE

## 10 DECEMBER 2021 HIGHLANDS GOLF CLUB

Please visit harbison.org.au/news \_\_for more information for both events

2021

WR

CLASSIC

We are proud to be supporting the Bowral Classic Cycling Gran Fondo, to be held on the weekend of **11-12 December 2021** 

THE A

## **CAFE CHARLOTTE**

Cafe Charlotte is located at our Burradoo home and offers coffees, cakes and pastries on offer, as well as a standard menu available every day with daily specials.

#### Open Monday to Friday 8:00am–3:00pm

If you wish to pre-order coffees and food, please contact:

**Russell:** 0419 232 442 **Sharon:** 0410 615 164





*Keep an eye out on the Harbison Facebook page for updated weekend times* 



## **THREE COWS CAFE**

Three Cows Cafe, located in our Moss Vale home, is open for takeaway!

Swing by to order The Bear and the Beard coffee, tea, freshlybaked goods, burgers and more!

#### Open 7 days

(except public holidays) **Mon-Fri** 7:30am–3:30pm **Sat-Sun** 8:00am–2:00pm

Please follow us on Instagram **@threecowscafe** 



Australian Government Department of Health





Aged Care Quality and Safety Commission

## 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.

#### SWINBURNE WELLBEING CLINIC FOR OLDER ADULTS





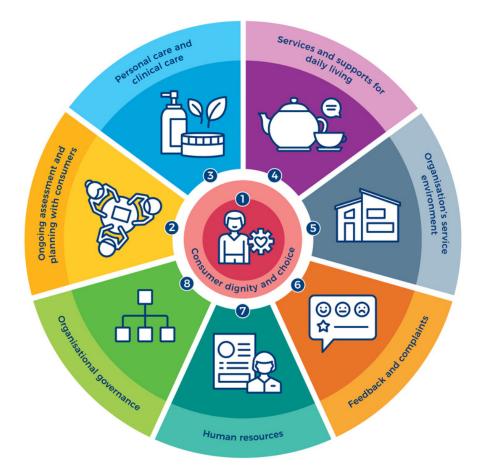
## NATIONAL TELEHEALTH COUNSELLING AND SUPPORT SERVICE

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

**REFER YOURSELF OR OTHERS TODAY** 

swin.edu.au/telehealthcounselling

## AGED CARE QUALITY STANDARDS



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

## STANDARD 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 endevour to action and resolve within 5 business days, and will always keep you informed of progress and the outcome.

We hope that if you have a serious complaint or concern, you will raise it with us first. We believe that most issues are best resolved by open communication and early attention to the problem.

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/

NIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	$\odot$	Positive 62%		-17% 🕹
78.2%	<b>::</b>	Neutral 12%		6%↑
Total no. of responses 77	::	Negative 26%	View Report	12% 🕇

Feedback Summary: October 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 **T:** 1800 951 822

Consumer Satisfaction of Harbison - Southern Highlands

Seniors Rights Service (NSW) **W:** seniorsrightsservice.org.au **W:** agedcarequality.gov.au **E:** info@seniorsrightsservice.org.au T: 1800 424 079

#### **Older Persons Advocacy Network (OPAN)**

W: opan.com.au E: enquiries@opan.com.au **T:** 1800 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**