

# harbison

Heart & Home



## THE FIRST CHRISTMAS

*by Marian Swinger*

It never snows at Christmas in that dry and dusty land.  
Instead of freezing blizzards, there are palms and drifting sands,  
and years ago a stable and a most unusual star  
and three wise men who followed it, by camel, not by car,  
while, sleepy on the quiet hills, a shepherd gave a cry.  
He'd seen a crowd of angels in the silent starlit sky.  
In the stable, ox and ass stood very still and calm  
and gazed upon the baby, safe and snug in Mary's arms.  
And Joseph, lost in shadows, face lit by an oil lamp's glow  
stood wondering, that first Christmas Day, two thousand years ago.

## A WORD FROM THE CEO

Why do we need values? Arguably, when things are going well values are not very important. Values are aspirational statements about who we want to be. When things are going well, we are winners, and everybody loves a winner. But when times are difficult, we need our values because they help to remind us of who we want to be and how we want to act. And it is our actions that matter, not whether we win or lose.



***Respect***



***Optimism***



***Authenticity***



***Dedication***

People say that challenges bring out the best in people. Well, that depends on their values. I think the past two years have brought out the best in Harbison, and our values — respect, optimism, authenticity,

dedication — have been more important than ever. When I look back on 2021 and see what we did, I see who we are, and I am proud to be part of this team.

The year began with the almost unbelievable prospect of a COVID-19 vaccine, the opening of the new café, general store, and dining room at Moss Vale, and the release of the final report of the Royal Commission into aged care.

Organising vaccine clinics has become routine, but back then it was uncharted territory, involving unprecedented cold-chain technology, and the success of those first clinics is a great credit to the staff on our vaccine task force who planned for months to cover any contingency.

Pottery was introduced to our art program, we celebrated International Women's Day with our new Chair of the Board, Katie Constantinou who replaced retiring Chair, Henk den Hertog, and we farewelled Harry Varvaressos, Director of Nursing, for the third and final time. We lodged

## A WORD FROM THE CEO

our application for re-accreditation of Moss Vale as a government-funded approved aged care service and began the wait for the unannounced site audit by the Aged Care Quality and Safety Commission. The site audit was due by August, but like many things it has been delayed by the pandemic, so we are still waiting...

ANZAC Day 2021 included moving ceremonies, thanks to David Schweers and Chris Dunn, who led the services, and Chris, Mervin, Andrew, and Chkye who volunteered their bagpipe and bugle talents to Harbison. Our local members of parliament, Wendy Tuckerman and Nathaniel Smith, were given a sneak peak of the Moss Vale refurbishment in May following the re-opening of Joadja.

The GrandFriends project with Oxley College went to the next level with Kindness Rocks, just when we needed them as COVID lay siege. Students and residents have provided each other with endless joy this year, despite often being unable to see each other in person. My thanks to the amazingly creative

students and teachers in the primary school and we are very excited about plans to expand the program in 2022 with support from the Southern Highlands Foundation.

In the second half of the year the Southern Highlands Community Hospice Foundation began a pilot program to provide financial support for palliative care and end-of-life pharmacy expenses which has relieved many families from the financial burden of pain medications and supported excellence in palliative care to maximise comfort and dignity.

The Queen's Birthday included the investiture of Margaret Armstrong at Burradoo with the Medal of the Order of Australia for her long service to the community of Moss Vale. It was my privilege recently to present Margaret with her medal, delayed — you guessed it — by the pandemic. Which I believe brings to three the tally of OAMs at Harbison (David Cummins OAM and Jenny Harper OAM serve on our Board). If I have missed anyone, please let me know...

## A WORD FROM THE CEO

The long Sydney lockdown began with a Ruby Princess-like oversight when a single driver was permitted to work with international air crews without a mask. Our staff had been effectively deprioritised for vaccination, so we re-doubled our efforts to support everyone to access a vaccine. Long before mandatory aged care workforce vaccination was confirmed, Harbison's workforce had achieved very high rates of vaccination despite the problems with availability of doses, which was exacerbated in regional areas.

The Art Group continued their prize-winning streak at the (virtual) Moss Vale Show, and then winning streak extended into the annual Road Worlds for Senior competition which saw both Harbison teams place top-ten in the world, and Dot storm into 2nd place in the world in the women's race. More than 5,000 competitors in 250 teams from 11 countries! Not bad for someone who planned to be the team's timekeeper before she decided she might just have a go...

Presenting certificates and medals to the almost 100 Motiview competitors was one of the happiest privileges I have enjoyed at Harbison, and I have high hopes for the 5th anniversary of Motiview in September 2022.

We celebrated the official re-opening of Moss Vale by hosting former Australian Governor-General (and former Chair of Leading Age Services Australia), General the Honourable Sir Peter Cosgrove AK AC (Mil) CVO MC (Retd), and Lady Lynne Cosgrove. Sir Peter and Lady Lynne presented awards for Road Worlds for Seniors including the Crew of the Year award which was given to Harbison by the race organisers for making the best overall contribution to the competition this year. This international recognition was quickly followed by local recognition for the design of Harbison Dementia Living at Burradoo, which won the 2021 Excellence in Aged Care award from the Urban Development Institute of Australia NSW.

## A WORD FROM THE CEO

Our company members gathered virtually for the annual general meeting in November, which included the acceptance by Her Excellency the Honourable Margaret Beazley AC QC, Governor of New South Wales, of the honorary role as Patron of Harbison for 2022. Margaret has been an avid supporter of our Road Worlds teams this year and honoured us in 2020 by officially opening Harbison Dementia Living at Burradoo with her husband, Mr Wilson.

As the end of the year approached, we finally had our chance to put our two Cycling Without Age trishaws back on the track for the 35km Bowral Classic social ride, this time led by four intrepid residents – Dot, Anne, Tom, and Ken – who may have just set a new world record for aged road racing. The interest and support from our community during the Bowral Classic weekend included a lot of golfers who braved awful weather to raise \$15,000 for local mental health groups.

A special mention to Joan Stokes, who has provided our newsletters

with hilarious contributions for the past few years. Thank you, Joan, for reminding us of the importance of humour and for helping us keep life in perspective.

Of course, there were some bumps along the road, but they are of no importance right now. Together, we have made the very best of a hard year. We will reflect over Christmas on the beautiful people who are no longer with us, and we will begin the new year more determined than ever to live up to our values and to make living and working at Harbison the best experience possible.

May Christmas bring you peace, joy, and happiness. You deserve it!

**David Cochran**  
**December 2021**



# A NOTE FROM OUR DIRECTOR OF CLINICAL CARE

Dear residents, families, friends, and staff of Harbison;

Well, the wonderful time of Christmas is nearly here! It's a time to celebrate with family, friends and loved ones the birth of Jesus. It's a time of peace, love, reflection, and hope for us.

I am very proud of the clinical team at both Moss Vale and Burradoo site who have worked tirelessly all year and have put 100% into caring for the residents. Thank you!

This month, I would like to focus on well-being. We come to the end of the year with a reflection on the past year and 2021 was a challenge for us all particularly our residents. They have missed many precious family times in lockdowns and with the mandated visiting precautions, we have been very aware of this. The changing "rules" for aged care has been a difficult path to navigate and I thank Leah Willis (Harbison's Infection Prevention and Control Lead) and the clinical team for managing the changes. Thank you to you as well for your patience and understanding as we try and be compliant with the restrictions put upon us.

On-Sight optometry has visited the facilities and seen most of the residents that showed an interest in the services they provide. This will be an ongoing service to ensure that we can offer the residents this aspect of a health check. We were inundated with residents who wished to take advantage of the service, which showed us this was timely, and we want to reassure those that did not get to see the optometrist this time they will revisit early 2022.

We hope to offer other services like this for the residents in 2022 and will keep you informed as we secure them. A big thank you to Bec (Personal Care Manager at Moss Vale) and Rabin (personal Care Manager at Burradoo) and to Anna (CNC /Educator) for overseeing the whole process for the residents.

We are preparing to arrange a visit by Australian Hearing for audiologist screening onsite in 2022 and if you feel you would like to take advantage of this service for your relative or friend residing at Harbison, please contact the Registered Nurse team so we can provide a consent form.



# A NOTE FROM OUR DIRECTOR OF CLINICAL CARE

We are planning to hold some information/educational events in 2022 around the "Dementia the disease and its challenges". More information on that soon. We hope that carers and families will benefit from this event.

COVID-19 is continuing to evolve, and we follow the NSW Health guidelines as far as visitation and mask wearing, etc. We held a clinic in conjunction with the Primary Health Network and 97 residents at Burradoo received their third dose and 17 staff and at Moss Vale 78 residents and 11 staff received their third dose on the 9th and 10th December. GPs will continue to monitor and advise the residents and families when their third dose is recommended. We also hold COVID-19 drills to try and be as prepared as possible.

Rapid antigen test kits are available at most pharmacies or supermarkets and visitors can also request rapid antigen testing on site for a small fee of \$10 per test, which can be paid at Reception. You can also purchase a box of 20 RAT kits for \$165 per box from our website ([harbison.org.au](http://harbison.org.au)).

Please visit the NSW Health website for more information regarding visitation in public hospitals and aged care facilities as at the time of writing this newsletter Public Hospitals are on red alert and only having compassionate grounds visiting.

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.

Finally, on behalf of the Harbison Clinical team at Harbison, I would like to thank and wish all staff, residents and families and friends a safe and very Merry Christmas, and a very healthy New Year.

**Mary Elliott**  
**December 2021**

# HARBISON DEMENTIA LIVING DESIGN WINS AWARD



On 2 December 2021, Harbison Dementia Living (HDL) at Burradoo won the 2021 UDIA NSW award for Excellence in Aged Care design. HDL was designed by Calder Flower Architects and opened in 2020, but the awards were delayed by the pandemic. Zac Hulm represented Harbison at the awards ceremony in Sydney. This award caps a successful year in the Harbison redevelopment program, despite COVID-19, and is a credit to everyone here who worked on the project over the past 5-years. The judges said:

"The judges agreed wholeheartedly that if dementia care was required for their relatives, that Harbison in Burradoo would be the most suitable facility. The cottage community is an outstanding example of how peace and tranquility can provide enrichment to those needing care. While many facilities that were visited provided a range of outdoor spaces, Harbison actively promotes outdoor activity for their guests, and this connection with the elements and nature generates a calm that prevails."



# MEET OUR CARE STAFF



## **Binayak Tiwari**

My name is Binayak Tiwari. I am from Nepal. I studied here as a student when I moved from my country. I am humble, gentle and kind to everyone. I like helping people in need and don't like seeing people in trouble. I love helping the residents because they feel like my own grandparents and I want to make sure they won't feel sad while living in aged care.



## **Kristi-Jo Lefcovitch**

I like helping people and feel that we should do what we can for the people who helped raise us.



## **Beeraz KC**

Working in aged care gives me personal satisfaction with the realisation that my role as a carer can make a tremendous impact on somebody's quality of life. It is such a rewarding experience to see smiles on their faces.

# NOVEMBER RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



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

## **PRAKRITEE SHRESTHA**

Prakritee has been recognised for her dedication and passion when caring for residents. She is hardworking and a great team player who takes care to abide by rules and regulations.

NAME	CATEGORY
Anita Melliush, Catering	Customer Service
Breannan Ciantar, Care	Harbison Values
Briannah Sawtell, Care	Customer Service
Cynthia Reloj, Care	Professionalism
Darleen Parker, Lifestyle	Professionalism
Deanne Luke, Care	Harbison Values
Elly Alcock, Funding Coordinator	Professionalism
Gabrielle Foskett, Care	Harbison Values
Jade Evans, Enrolled Nurse	Harbison Values
Jasmina Wachs, Care	Customer Service
Justin Woodward, Catering	Professionalism
Kripa Singh, Care	Harbison Values
Kristy Bevan, Care	Harbison Values
Kriti Regmi, Care	Professionalism

# NOVEMBER RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME



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

## **DARLEEN PARKER**

Darleen has been juggling a number of responsibilities over the last few weeks. She takes everything in stride and is always professional throughout. Darleen has been the backbone of the resident Lifestyle program at Moss Vale, especially with our Motiview program.

NAME	CATEGORY
Lara Unwin, Care	Professionalism
Marion White, Care	Customer Service
Megan Scotson, Care	Harbison Values
Neshlie Waban, Care	Professionalism
Nirmal Lamichhane, Care	Professionalism
Nisha Subedi, Enrolled Nurse	Professionalism
Philippa Lennane, Care	Harbison Values
Prakritee Shrestha, Care	Harbison Values
Pujan Khatiwada, Care	Customer Service
Radhika Bhojak, Care	Customer Service
Ramma Shrestha, Care	Harbison Values
Shraddha Uprety, Care	Professionalism
Sujanya Piya, Care	Customer Service
Unique Tuladhar, Finance	Professionalism



## 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](#)**





# PLASTIC FRIEND OR FOE

*written by Joan Stokes*

In the news on the TV it showed mountains of plastic items which is creating a problem. My mind went back to paper, glass and china, and the way we used them.

Produce was packed in cardboard or timber boxes, fruit and tomatoes individually wrapped in tissue paper, which was sought after to thread on a piece of string and hung on a nail in the outhouse. "Dunny" newspaper was also cut into squares for use.

Bottles for cordials and fizzy drinks, glass tumblers to drink out of, china cups and saucers, or enamel or tin mugs of hot drinks. Don't forget fish and chips from the fish shop wrapped in white "butcher's paper" then newspaper; "beware of seagulls!" Oh, what times they were.



## STOAN JOKES

*submitted by Joan Stokes*

When I got home from work last night, my wife demanded that I take her out to some place expensive. So I took her to the petrol station.



While visiting a chocolate factory in Wales in the UK, I spotted a sign on the wall that read, "Seven days without chocolate makes one weak."



# HARBISON RESIDENTS RIDE IN THE BOWRAL CLASSIC!

On Sunday, 12 December four of our residents participated in the Bowral Classic, riding the Cycling Without Age trishaws for the very first time in competition. It was a wonderful opportunity to engage with our community, showcase Harbison values and innovation, and give residents another priceless memory!

Special thanks to Zac Hulm, David Schweers, Darleen Parker, Samantha Evison, Keeden Ellis and Jill Wall for being a great events team!

Partnership Manager, Zac Hulm, says:

"I personally want to thank everyone who assisted with the preparation and execution of the events over the three days from Friday through to Sunday. Although there were some minor challenges with the Harbison charity golf day conditions, Harbison still had a phenomenally successful event and exceptional fundraising. The Harbison Event Team set up and packed down the golf day and then managed to transport all the required equipment to set up the Harbison Cycling Village for the Bowral Classic on the same day. Such an exceptional effort and impressive logistics.

At 7am on Saturday morning, the team arrived to prepare for the 2021 Bowral Classic opening. Harbison, by far, was the most organised with a polished set-up showcasing our Trishaws and Cycling Without Age, Harbison was the talk of the event!!!!

Then the logistics of Sunday with a 5:30am start at the event center for the team. Early morning for the residents participating on the road in the Trishaws with an 8am roll out from Bong Bong Street. Thanks to care staff support vehicles who ensured the resident experience was seamless. Harbison showed we are in the game and ready to create history. With four aged care residents and two trishaws, Harbison completed a 35km organised cycling event; a World First.

*If everyone is moving forward together, then success takes care of itself.*

— Henry Ford"





# HARBISON RESIDENTS RIDE IN THE BOWRAL CLASSIC!





# A VERY HARBISON CHRISTMAS





# A VERY HARBISON CHRISTMAS





# RESIDENT ACTIVITIES

*The Art Group visited Ngununggula Art Gallery*



*Residents in The Cottage enjoyed an al fresco morning tea*



*We decorated the beautiful, fresh Christmas trees gifted by SureGreen*



*Moss Vale residents enjoyed macrame lessons and Motiview*



*John in his Christmas best!*





# VOLUNTEER NEWS



## Changing Lives, Connecting Communities



Harison currently has a number of residents who are compiling either family or working life histories and are needing some help, not with the actual content, but with the layout/design of their notes. If you, or anyone you know, may be able to help, please contact our Volunteer Co-Ordinator.  
[Jill.Wall@harbisoncare.org.au](mailto:Jill.Wall@harbisoncare.org.au)




### THE DUKE OF EDINBURGH AWARDS

Harbison is delighted to be currently hosting two Duke of Edinburgh Awards participants.

Alex has been with us for her Silver Attainment and will be staying right throughout next year for her Gold. Lulu has just finished her Bronze.

If you know of any participants who would like to do their volunteer hours at Harbison they will be very welcome & can contact Jill Wall at [Jill.Wall@harbisoncare.org.au](mailto:Jill.Wall@harbisoncare.org.au)  
Or phone: 4868 6200



We'd like to take this opportunity to wish all our residents, their families & friends & the Harbison staff a wonderful Christmas and a safe and Happy New Year. We'd also like to thank our wonderful volunteers....Glennis, Robert, Sue, Ann, Jane, Julie, Jess, Sam, Chalky, Tony, Jill, Deidre, Shan, Sally & Robbie at Burradoo and Catherine, Carolyn, Ann and Jan at Moss Vale

Your contribution to Harbison's residents well being is invaluable  
**THANK YOU!**

# 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



*Please note, Cafe Charlotte is closed from*  
**24 December 2021** and will reopen **3 January 2022**



# THREE COWS CAFE

Three Cows Cafe, located in our Moss Vale home.

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

**Open 7 days**

(except public holidays)

**Mon–Fri** 7:30am–3:30pm

**Sat–Sun** 8:00am–2:00pm



*Please note, Three Cows Cafe is closed from*  
**25 December 2021** and will reopen **4 January 2022**

Please follow us on Instagram  
[@threecowscafe](https://www.instagram.com/threecowscafe)





# 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.

# 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: November 2021*

Consumer Satisfaction of Harbison - Southern Highlands



**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 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**