



## SUNRISE ON THE COAST

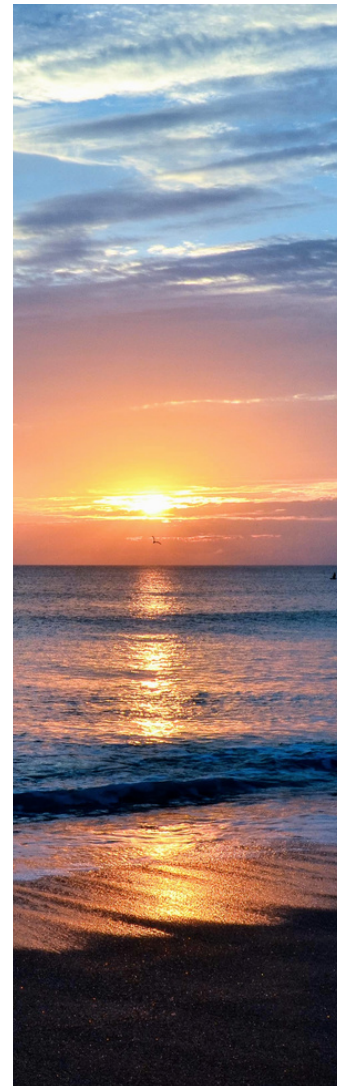
*by A.B. "Banjo" Paterson, 1914*

Grey dawn on the sandhills — the night wind has drifted  
All night from the rollers a scent of the sea;  
With the dawn the grey fog his battalions has lifted,  
At the scent of the morning they scatter and flee.

Like mariners calling the roll of their number  
The sea fowl put out to the infinite deep.  
And far overhead — sinking softly to slumber —  
Worn out by their watching, the stars fall asleep.

To eastward where resteth the dome of the skies on  
The sea line stirs softly the curtain of night;  
And far from behind the enshrouded horizon  
Comes the voice of a God saying, "Let there be light."

An lo, there is light! Evanescent and tender,  
It glows ruby-red where 'twas now ashen grey;  
And purple and scarlet and gold in its splendour —  
Behold, 'tis that marvel, the birth of a day!



# MEET HARBISON VOLUNTEER

## JOHN LINEKER



### **How long have you been at Harbison?**

I've been here twelve years in June this year.

### **How were you introduced to Harbison?**

My wife, Yozefa, developed early-stage dementia sometime round 2006. We were at home in Bowral at a rented house, and around 2010 I had to stop work to take care of her because while she was physically well, she was a wanderer. GPs couldn't do much about it — they suggested that she had some form of dementia or memory loss.

At the suggestion of her youngest son (my stepson), Brandon, we had her assessed by ACAT and had a look at care

because if something happens to me, where is she going to be at? Now, we didn't know much about care facilities at the time — we were not involved in them. But the suggestion was made of Harbison because it was so close and we did know a couple of people that had been there and had very good reports of it. So Brandon made the arrangements to put her into Harbison at Moss Vale because they had memory care units, Alpine and Avoca.

### **How did you get to volunteering?**

When Yozefa moved into Alpine I visited her everyday, taking her out and bringing her home and we'd take the dogs for a walk. I tried to keep her life as homely as I could, even though she was in the facility.

There were two carers in Alpine at the time, with 18 people to care for. The more time I spent there in the early days, the more I could see there was a need for another pair of hands, related to the care. So, I started to help by doing small things; helping serve the meals, helping to watch people while they couldn't and so on. One of the senior carers, Flora, was very helpful to me. She is the one who taught me basic Dementia care.

# MEET HARBISON VOLUNTEER

## JOHN LINEKER

My presence in the lodge became (that) people started looking for me to be there. I would come in with the girls — start at seven and I'd finish at three. Nothing was said by the management at all — until two years down the track. I wasn't trained through the system at Harbison, I was trained through Flora and Linda on the job.

One night two years, later Yozefa had a stroke and passed away. I was left with a situation of no wife to worry about but I was still well enough to work. So, I decided to stay there, with help and encouragement from Susan Macdonald and Harry Varvaressos. I did all the training the carers had to do at the time; and I did everything. The only one thing they didn't allow me to do was use a lifter, because I was a volunteer and there was a certain amount of risk with using a lifter.

I had a wonderful time. I thought, "Me helping aged care people?" Never dreamed of it in my life. But I began to realise people in the nursing home are residents that we look after — they're the lucky ones in life because they've lived a full life. Many people pass away young, at various ages and don't get to see the fulfillment of a full life.

### **What are your plans for the next couple of years?**

I'll go as long as I can. I'm happy to do it. I mean I'm here now, why would I want to leave here and go and live somewhere else?

It's been a bit of a change and a bit of fun. I had one gift in life: I always had the ability to mix with people. I wasn't all that intelligent. I was born in Sydney in Randwick, I got through school (just), left school at fifteen and went to work buying cows. But I was a people-type person. The more people I had around me, and the more I could chat to and interact with, and learn something about them, the better I was. So here I am.

If something happens to me (ie, I'm unable to work physically or mentally, a stroke or something like that) I'd definitely look at going to Moss Vale.

### **Do you have any words of advice?**

Know your resident backwards. That's the name of the game in my eyes.

*"A beautiful day  
begins with a  
beautiful mindset."*  
— John Geiger

## GETTING TO KNOW...



*Terry  
Lack*

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

King George IV Hospital in Camperdown (now closed).

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

The Queen's visit in 1954 at Circular Quay. I was 5 years old and my mother took me there. She had to explain what a queen was because I didn't know!

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

Bankstown Primary School, which was behind the house we lived in. My mother used to walk me there.

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

I started working for NSW Rail when I was 15, until my late-30s when I resigned due to illness. I was the last Stationmaster of Yerrinbool.

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

Our family cat, called Pussy. I also rescued a cat whom I called Miss Muffet while I was working in Yerrinbool. She was my companion for 10 years.

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

Meeting my son again when he was 28. I hadn't seen him for 25 years.



# GETTING TO KNOW...

*Vivian  
Robson*



## Where were you born?

I was born in Ryde.

## What is your first memory?

Holding my mum's hand.

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

I went to Ryde Public School. Mum would drive me, or I would take the bus.

## Where did you work?

I worked as an English school teacher for refugees.

## What was your favourite pet?

I like fluffy dogs.

## What is your happiest memory?

Seeing my family after travelling around.

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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

# SAY 'YES' TO PAIN (YES, I KNOW HOW TO DEAL WITH YOU)

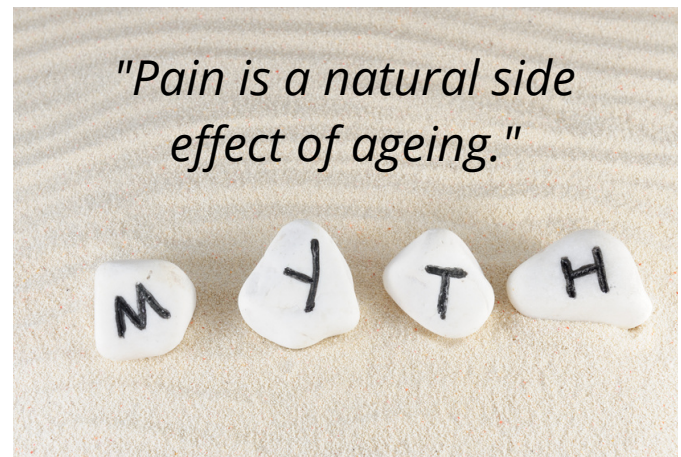
written by Nitish Mathew

'Old Age' often leads to a list of some unavoidable musculoskeletal, neurological and cardiovascular ailments, as per the present statistics. These come with a complimentary companion called 'Pain'. Pain occurs because of arthritis, fibromyalgia, urinary tract infections, Parkinson's disease, cancer, vascular disorders, falls and pressure injuries. Some conditions when diagnosed at a later stage means chronic pain and the dependence on regular medications and medical care. Does this mean that after a certain age, we should think that pain is part of our lives and should perhaps learn to tolerate pain?

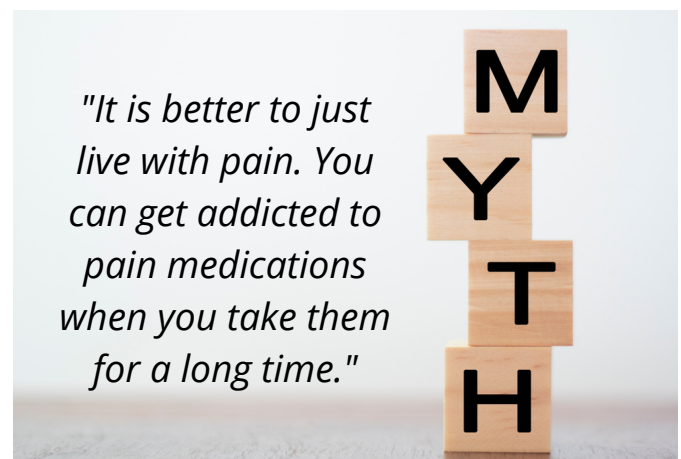
Chronic pain is a leading source of suffering and disability. In 2016, 1 in 5 Australians over the age of 45 had chronic pain, which increased to 1 in 4 among people over the age of 85 years. In 2017–18, there were 105,000 hospitalisations involving chronic pain. Research indicates the number of people who have consulted their GPs for chronic pain has only increased in the last 10 years.

People who suffer from pain are five times more likely to limit their daily activities, compared to those without pain. However, people who tend to rest invite a group of other health issues,

such as stiffness and muscle weakness, thereby worsening the pain symptoms they were trying to avoid.



Pain should be considered as an indicator that something is wrong with your body, and ignoring this means missing the causes and associated risks involved with the disease.



There are a group of people who prefer to forget about pain just because they are afraid of being dependent on medication. They tend to think that pain is part of their lives, and nothing can be done to get rid of it. Sometimes, it is just

# SAY 'YES' TO PAIN (YES, I KNOW HOW TO DEAL WITH YOU)

(cont...)

a matter of asking the professionals about the best treatment for your pain.

There are many alternative remedies for pain including heat or cold therapy, therapeutic massage, electrotherapy (TENS, Ultrasound, IFT, SWT), manual therapy (manipulations, stretching, soft tissue techniques, joint techniques), yoga and relaxation, exercise rehab, hydrotherapy and as per the new evidence even Virtual Reality has proven wonders in pain management.

The crucial thing to note are the benefits of completely managing pain when diagnosed at the initial stage. Pain related to acute musculoskeletal conditions and vascular disorders can be managed effectively when attended to at the earliest. It is with chronic pain conditions like arthritis, fibromyalgia, cancer, etc., that we need to follow a multidisciplinary approach involving pharmacological and non-pharmacological approaches.

When ignored or not looked after with care, pain contributes to poor quality of life leading to pain-related depression, anxiety, insomnia, pulmonary complications and increased mortality. Chronic pain in older people has a negative impact on gait — with an

increased risk of falls — poor mobility, mood and cognition, nutrition and fatigue.



So, how should we deal with this pain? Rather than running away from it or trying to get used to it, be honest with your healthcare professionals when you experience pain. Pain assessments are done regularly by the Harbison Clinical and the Physio teams. We focus on location of the pain, type of pain, aggravating factors, the intensity of the pain, and the effect the pain will have on your general lifestyle. We will then explore a range of suitable options and discuss the most effective management of pain for you. Your GP will be informed for further investigation or review causes of pain, and to understand the most effective medical management required to reduce your pain.

Chronic pain due to Stage 3 arthritis, cancer or vascular disorders will need ongoing pain management. During this

# SAY 'YES' TO PAIN (YES, I KNOW HOW TO DEAL WITH YOU)

(cont...)

period, if you are not comfortable with any form of treatment, it needs to be discussed with the Clinical or Physio team, or your GP to modify the current pain management program if needed. team to ensure we are following the best care practice for treating pain while ensuring your comfort.



While rest is advised for acute and high intensity of pain, it is to be noted that the prolonged rest should not make things worse. Regular repositioning in bed, involving in 15-30 minutes of physical activity daily is highly recommended to prevent adverse effects of age related degeneration in joints and muscles. The Physio team will be able to advise the intensity and type of exercise program suitable for you.

You can decide if you would like to participate in 1:1 exercise session your physiotherapist, engage in independent exercise programs advised by Physio team or group exercise classes.

When it comes to exercise, the most famous comment, *"No pain, no gain"* is incorrect. Pain should never be ignored when doing any exercises. We advise you to stop the exercise immediately if they cause you pain. Inform your physiotherapist to ensure you are performing the exercise correctly, and whether it is the correct type of exercise for you to prevent the chances of internal injury.

So what are you waiting for? Talk to the Registered Nurse or physiotherapist/ occupational therapist onsite right now to discuss or mobility-related concerns. It is never too late to discuss pain management. Some pain may be incurable depending on long-term medical concerns, but that shouldn't stop you from enjoying your life.

Let us confidently say, "I AM NOT AFRAID OF YOU, PAIN!!!"





# RESIDENT LEAVE ENTITLEMENTS

Residents are entitled to hospital, social and emergency leave from Harbison. Below is information about how each type of leave works.

**PLEASE NOTE: You are still required to pay your agreed aged care fees while on leave, but your place in Harbison is secure until you return.**

## HOSPITAL LEAVE

If you need to go to hospital you are entitled to **unlimited days** of Hospital Leave.

## SOCIAL LEAVE

You are entitled to **52 days** of Social Leave each financial year (ie, from July to June). Social Leave can be taken in blocks, or a day here and there involving **an overnight stay**. Day trips are not counted as Social Leave. Please inform your Personal Care Manager or an RN if you wish to take social leave.

## EMERGENCY LEAVE

You are entitled to **unlimited** emergency leave during declared emergencies, such as pandemics or natural disasters and other non-hospital reasons. Currently, emergency leave is available until **30 June 2022**. If you take Emergency Leave, your Social Leave entitlement is not affected. You are entitled to in-home care support while on Emergency Leave, which can be organised directly with My Aged Care on 1800 200 422, or with the help of Older Persons Advocacy Network (OPAN) on 1800 700 600.

If you need help understanding your rights in relation to leave, please ask a member of staff. If you prefer, we can help you arrange an advocate from OPAN or Seniors Rights Service to speak to us on your behalf.





## 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](#)**

# CONGRATULATIONS TO OUR JANUARY EMPLOYEES OF THE MONTH



**Breannan Ciantar**

**BURRADOO**

## **How long have you been with Harbison?**

I've been at Harbison now for 3 years. I started as a carer and am now an Enrolled Nurse

## **What has been your best experience so far?**

My best experience so far would have to be getting to meet all these amazing residents, assisting them everyday and getting to experience life with them. I have been able to meet the most amazing and courageous residents and have been able to assist them as their carer for 3 years and I have now just started working along side them as their Enrolled Nurse, and that is by far the best experience.

**Megan Scotson**

**MOSS VALE**



## **How long have you been with Harbison?**

I have been working at Harbison for 8 months.

## **What has been your best experience so far?**

The best experience so far has been getting to know the residents and their families. It is such a privilege to be able to support and care for them.

# JANUARY RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

## NAME

## CATEGORY

Ann-Maree Rogers, Care

Professionalism

Anna Simons, Clinical Nurse Consultant

Professionalism

Bronwyn Dean, Catering

Customer Service

Carly Miller, Catering

Customer Service

Charlotte Vale, Catering

Customer Service

Chelsea Curtin, Care

Harbison Values

Elisha Molloy, Admissions & Engagement

Professionalism

Jenny Inciong, Care

Customer Service

Jess Bushell, Care

Customer Service

Josephine Nolan, P&C Coordinator

Harbison Values

Juliette Peisto, Care

Harbison Values

Karen Aguinaldo, Care

Harbison Values

Kripa Singh, Care

Harbison Values

Kylie Winner, Care

Harbison Values

Lisa Farnham, Care

Customer Service

# JANUARY RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

## NAME

## CATEGORY

Lisa Ramon, Clinical

Harbison Values

Lucy Trouncer, Care

Harbison Values

Racheal Powers, Catering

Harbison Values

Rejina Karki, Care

Harbison Values

Rona Dhakal, Clinical

Customer Service

Rosa Bennett, Care

Professionalism

Saajana KC, Care

Professionalism

Sabnam Chipalu, Clinical

Customer Service

Samuel Malone, Music Engagement

Customer Service

Sharada Dhakal, Care

Customer Service

Suzette Leblanc, Care

Professionalism

Tracy Flynn, Care

Customer Service

Wendy Davis, Lifestyle

Professionalism

*Congratulations!*

# HARBISON JOINS THE BOWRAL CUP

On December 30 2021, Harbison showcased its Cycling Without Age program at the Bowral Cup, which was attended by over 350 people.

The Bowral Cup is a feature race of an Annual Track Carnival that has been run every year since 1996, hosted by the Southern Highlands Cycling Club, with support from Auscycling (formerly Cycling NSW), every year since with an average of 100 riders competing.

The Carnival has been run at Eridge Park Velodrome in Burradoo for much of its history, but was run at Dunc Gray Velodrome in Sydney from 2001–2012. It was brought home to Bowral in 2013 after the Velodrome was resurfaced.

The 25th winner of the Bowral Cup went to Oliver Murray from Canberra (the event was washed out in 2000 and is the only year with no winner).

Notable past winners have been:

- Olympian Danny Ellis from Canberra in 2007
- Commonwealth Games representative and 2002 Team Pursuit World Record Holder (at the time) Mark Renshaw from Bathurst
- Tirian McManus in 2015 (formerly from Bowral, now in the Southern Cross Cycling Club)
- Justin Tomlinson in 2016 (formerly from Mittagong and currently an officer in the Australian Army)

Since 2008 the U17 Wheelrace has been run to remember Ben Mikic and many notable young riders have gone on to better things after winning this race. This year, the 2022 Carnival had memorial races for the 1977 winner Graham Stait and long-time Carnival supporter Jim Bundy, a famous Sydney bicycle frame builder.





# PROGRESS OF LOOS

*written by Joan Stokes*

The hole in the ground with a seat over it and hessian walls — that was the norm on farms years ago, and now are more up-to-date drop loos on the highways.

Next was the 'dunny can' which the 'dunny man' emptied on a regular basis. Then a pull chain loo, where it emptied into a tank in the ground with chemicals. Then came the sewerage, which went by pipes to the sewerage works — after that it was able to be an indoor loo.

One can have an indoor loo in your caravan which needs periodic emptying into a special place at the caravan park. I have not tried the one where one can relieve oneself, just sit and get washed, and blowdried — no need to wash your hands!

What next, you may ask? We will just have to wait and see.



# STOAN JOKES

*submitted by Joan Stokes*

A woman, lunching with her friends, listened to descriptions of elaborate alarm systems, links with police stations, guard dogs and whatnot that her friends had truned to as protection against burglars.

Asked what steps she had taken, she pointed out that she has five small children.

"If a burglar came into my bedroom," she said wearily, "I'd probably get up, take him by the hand and lead him to the toilet."



# RESIDENT ACTIVITIES

*Resident Tigers wished everyone a Happy Lunar New Year!*



*Burradoo residents enjoyed a game of spider bowls.*



# RESIDENT ACTIVITIES

The Moss Vale Ladies' Group have started on fabulous craft projects for the year, such as crochet baskets for Easter and Christmas tote bags as gifts for their Grandfriends.

Members of the Ladies' Group were excited to tap into their creativity and use their hands to make the gifts themselves, whether it be cutting, pinning, sewing or picking out fabrics and colours.

Resident Joan only has 3% sight and couldn't crochet so the pattern was adapted for knitting. The project has given Joan a new lease of life and her knitted contributions are an amazing addition to the group.

We look forward to seeing their more of their work!





# RESIDENT ACTIVITIES

*Ron celebrated his birthday with yummy goodies (courtesy of his family) cake and friends!*



*Kevin spent a morning doing a puzzle*



*Moss Vale residents spread a little love on Valentine's Day.*





# RESIDENT ACTIVITIES

*The Lindsay Ladies' Gardening Club spent a day digging and planting! Special thanks to Nelly's daughter, Katie, for helping out!*



*Happy Hour*



*Arts and Crafts at Moss Vale*







# International Women's Day

## Afternoon Tea

with guest speaker

## JENNIFER BLINKHORN

*State Executive Member for Wollondilly  
Country Women's Association (CWA)*

Tuesday, 8 March 2022

Moss Vale  
Dining Room  
2:00pm

Western Lounge  
Burradoo  
3:00pm

## What new Physiotherapy classes are you looking forward to in 2022?

- Hand Therapy?
- Balance Class?
- Parkinson's Group?
- Circuit Training?
- Relaxation?
- Tai Chi?
- Chair Zumba?

Over the next few days, a feedback form will be circulated and where you can select classes you are interested in this year. We will distribute a new timetable after receiving your feedback.

In addition, we have new Sports and Wellness competitions planned for the year. Details will be available soon.





# 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

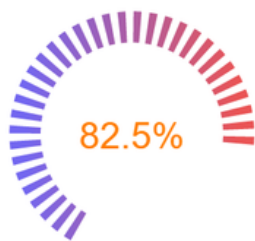
We take your feedback seriously and will acknowledge all complaints within 1 business day. We will endeavour to action and resolve within 5 business days, and will always keep you informed of progress and the outcome.

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: January 2022*

Consumer Satisfaction of Harbison - Southern Highlands



Total no. of responses 44



**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.

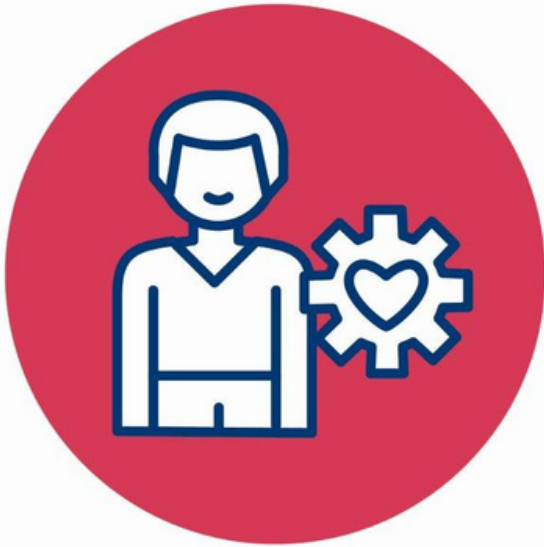


**BURRADOO**



**MOSS VALE**

# AGED CARE QUALITY STANDARDS



## STANDARD 1 CONSUMER DIGNITY AND CHOICE

### 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.



**2. Ongoing  
assessment and  
planning with  
consumers**



**3. Personal care  
and clinical care**



**4. Services and  
supports for  
daily living**



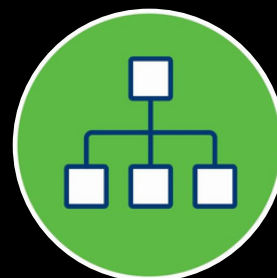
**5. Organisation's  
service  
environment**



**6. Feedback and  
complaints**



**7. Human  
resources**



**8. Organisational  
governance**