



harbison
Heart & Home

COUNT ALL THE WAYS YOU'RE BEAUTIFUL

by Ms. Moem

Count all the ways you're beautiful;
Your soul and your spirit,
Your brilliant body
And all the wonder within it.
Your heart full of love,
Your mind full of care,
Your eyes full of awe,
Your lungs full of air.
Your chest full of pride,
Your muscles full of strength,
Your brain full of questions,
Your compassion immense.
Your hands that can comfort,
Your words that can soothe,
Your conscience that roots you
In the good, right and true.
You are a miracle,
Unique through and through.
So count the ways you're beautiful
And always be proud of you!



A WORD FROM THE CEO

Every three years, the Aged Care Quality and Safety Commission sends a team of Quality Assessors to Harbison to conduct a site audit to determine whether our care and services meet the minimum standards required under the Aged Care Quality Standards to maintain our status as a government-funded Approved Provider.

Last week, Burradoo completed a 4-day site audit and many of you had an opportunity to speak to a Quality Assessor and share your experience of Harbison. Because these site audits are not announced, it can be a little disruptive. Thank you to everyone — residents, family members, advocates, staff, contractors, and volunteers — who spoke to the Quality Assessors.

We have not received our report yet, which no doubt will find some areas for improvement, but I am confident that the Burradoo team upheld the Harbison reputation. I'm very proud of the staff who were tested by the Quality Assessors. Feedback was very positive about all of you.

Of course, COVID-19 impacted the audit, like it continues to impact all aspects of our business. Two of our leaders, Sushmita Bista and Mark Jeffery, were isolating but they didn't let that get in the way of the heavy lifting that comes with their level of responsibility. The Burradoo team was very well supported by colleagues from Moss Vale, and I am confident that the favour will be returned, and the Moss Vale team will do their very best when their time comes (soon!).

Special mention was made of our food safety system and our catering team, our Handbook, and the extraordinary Motiview program. The Quality Assessors were also very impressed by the kindness and respect demonstrated by members of our care team to our residents, and by the award-winning design of Harbison Dementia Living. We do not expect the final report will contain any serious issues, which is a great credit to everyone who works at Burradoo.

A site audit is a great reminder of all the work that goes on behind the

A WORD FROM THE CEO

scenes in aged care. It's a bit like an iceberg; so much of the work is out of sight, but it's vital to quality and safety. Aged care is difficult, and important. These are the defining characteristics of our jobs. As the election looms we expect the debate about aged care reform to heat up. Providers and unions are joined in an application to the Fair Work Commission to increase the wages for care workers. While we do not agree on every point, we are united on the need for higher pay, which must be mostly funded by taxpayers.

The era of unskilled aged care is over, and the future of aged care belongs to skilled and experienced professionals. At Harbison, we are committed to supporting people to develop their skills with ongoing study and training. Good working conditions, supportive and innovative management, collaborative teams, access to education and training, meaningful career opportunities, and a people-first culture are organisational objectives to support high quality, person-centred care.

The problems facing by the sector have been known for more than 20-years. Like climate change, the transition to a more sustainable system is likely to be difficult. But the performance of our Burradoo team last week shows that Harbison is leading the way, at least in the Southern Highlands if not further afield.

We are committed to being the provider of choice for our community, and we look forward to working together with you to maximise quality of life for everyone who chooses Harbison as their home or workplace.

David Cochran

1 April 2022

"I'm very proud of the staff who were tested by the Quality Assessors. Feedback was very positive about all of you."

GETTING TO KNOW...

"You are strong enough to face it all. Even if it doesn't feel like it right now."

— Marianne Williamson



*Elaine
Markey*

Where were you born?

Casino in Northern NSW

What is your first memory?

My beautiful mum.

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

I went to Casino Public and High School, and I walked to school.

Where did you work?

I worked in the National Bank as a Manual Educator,

then I was company secretary for a public mining company.

What was your favourite pet?

My dog named Nigga.

What is your happiest memory?

My second marriage.

GETTING TO KNOW...

*Graham
Stokes*



Where were you born?

I was born in Denistone at the Army Hospital. My dad was in the army.

What is your first memory?

1939, making Billy-carts with my two brothers out of whatever we could find. We lived on 3 acres at Mittagong on the Gib.

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

Mittagong Public School. I walked from the the top of Mt Gibraltar down a dirt track. There was no real road.

Where did you work?

Parke Davis Vet Research Centre from age 16 doing research on cattle and sheep with liver fluke. Vet research for different trials on vaccines for the animals and live stock.

What was your favourite pet?

Our brown Kelpie called Toby.

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

WORK HEALTH AND SAFETY COMMITTEE

The Harbison Work Health and Safety (WHS) Committee comprises of 12 Harbison staff members who meet on a bimonthly basis to consult on work health and safety issues within the organisation.

Functions of the Committee include:

- Facilitating cooperation in developing and carrying out measures to improve the safety of Harbison workers.
- Promoting a culture of responsibility and accountability for health and safety in the organisation.
- Identifying opportunities to minimise workplace injuries, accidents and health problems.
- Assisting in the resolution of safety issues referred to the Committee.
- Monitoring performance of the organisation's workplace safety.
- Undertaking workplace and environment audits.
- Participating in risk management activities as appropriate.

If you wish to contact the WHS Committee, please scan the QR code below, or email whs@harbisoncare.org.au



**HEALTH AND SAFETY AT HARBISON
IS EVERYONE'S RESPONSIBILITY**

WHS COMMITTEE MEMBERS



Narelle Hedges
Chair



Philip Soon
Deputy Chair



Briannah Bentley
Secretary



Samantha Evison



James Hamilton
FSO



Roelito Jose



Ankita Joshi



Anita Melliush



Stephy Saju



Danny Turner



Janice Young

FEBRUARY RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

NAME

CATEGORY

Angelina Swift, Care

Professionalism

Audrey Keeley, Catering

Customer Service

Brielle Sheather, Care

Harbison Values

Chris Lawrence, Maintenance

Professionalism

Devendra Basnet, Care

Harbison Values

Helen Walker, Reception

Customer Service

Jaya Ghimire, Care

Professionalism

Jo Mason, Care

Professionalism

Jo-Anne Vandyck, Roster Coordinator

Professionalism

Keeden Ellis, Diversional Therapist

Customer Service

Linda Wright, Care

Harbison Values

Madisyn Rayment, Care

Customer Service

Mary Cappa, Catering

Customer Service

Purna Maharjan, Care

Harbison Values

Rakshya Kharel, Care

Professionalism

Reshma Punnose, Clinical

Harbison Values

Sabina Bhandari, Care

Professionalism

Sandra Gilbert, Care

Professionalism

Shreya Mishra, Care

Professionalism

Willie Hipolto, Catering

Professionalism

CONGRATULATIONS TO OUR JANUARY EMPLOYEES OF THE MONTH



Alisha Rayamajhi

BURRADOO

How long have you been with Harbison?

I have been working at Harbison for 7 years.

What has been your best experience so far?

I think working at Harbison is the best experience of my life. Working with friends and colleagues during the pandemic was amazing. But I think being recognised by Harbison for the monthly award is the best so far.

Ruth Southwell

MOSS VALE



How long have you been with Harbison?

I've been at Harbison for 5.5 years, since September of 2016.

What has been your best experience so far?

I found a career path since starting at Harbison that I never saw myself doing before, I genuinely enjoy my job as an accountant and the opportunities it has given me to work on projects that have been able to positively impact the organisation. Something I also value is the opportunity I've had to get to know the residents—some of them have such fascinating stories and backgrounds and giving them the chance to talk about their lives has inspired me on many occasions.



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](#)

2022 INFLUENZA SEASON



Early advice

Annual vaccination is the most important measure to prevent influenza and its complications. It is recommended for all people aged 6 months and over.

Vaccination against influenza this year is even more important. Over the COVID-19 period there has been lower exposure to influenza virus and lower levels of influenza vaccine coverage compared to previous years. With borders reopening a possible resurgence of influenza can occur in 2022.

This year's Harbison Flu Vaccine Clinics will occur in **May**. Please see the schedule below.

Burradoo Residents

Tuesday
10 May 2022

10:00am
to
4:00pm

Moss Vale Residents

Wednesday
11 May 2022

10:00am
to
4:00pm

All Staff

Thursday
12 May 2022

Helen Rutherford
Room

8:30am
to
4:30pm

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.

A HEALTHY PIN CUSHION

written by Joan Stokes

I have recently heard of a family who are "bucking" the system by refusing to be jabbed, believing it to be "harmful to the body". As a result, life is more difficult for them regarding work, shopping, etc. Visiting family members is a no-no.

When one considers the diseases that are now under control in the world one can't help but wonder what the health of the world would be like if we ignored the doctors and scientists. Two come to mind: babies with diphtheria and polio.

So many have been wiped out. So for the good of many, go with the flow and be jabbed!



Joan gets her second jab on her 101st birthday in 2021

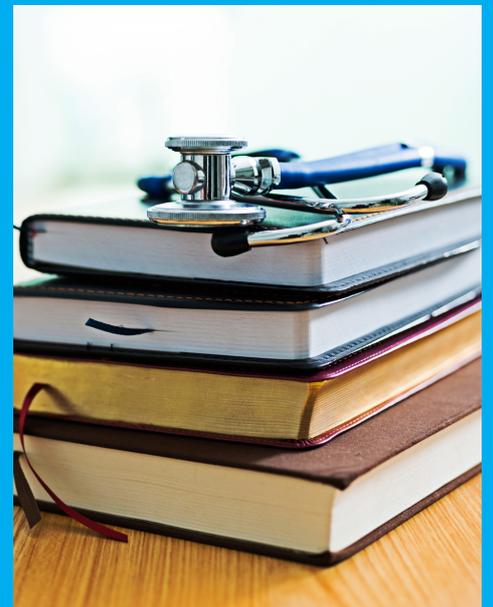
STOAN JOKES

submitted by Joan Stokes

"I've had an awful time," a boy told his friends. "First, I got angina pectoris, then arteriosclerosis. Just as I was recovering, I got psoriasis. They gave me hypodermics and, to top it all, tonsillitis was followed by appendectomy."

"Wow!" sympathised his friends. "How did you pull through?"

"I don't know," the boy replied. "It was the toughest spelling test I ever had."



INTERNATIONAL WOMEN'S DAY

Who is your female role model and why?



My niece, Jennifer. She is always there to help and support.
— Elaine



This one here (arrow points to fellow resident, Lesley)
— Thomas



Ita Buttrose. Wonderful sense of humour. Active in everything she does. Can be serious but always a caring lady.
— Ruth



My best friend Sonia. I met her 30 years ago. She was so good, caring towards my husband and I. Sonia made us feel at home as (we) came from South America.
— Nelly



My wife Lorraine. We have been together for 56 years!
— Peter



My daughter, Tinallee. She always had a mind of her own. She has inner strength, very kind-hearted. Always thinks of others.
— Jo

INTERNATIONAL WOMEN'S DAY

Who is your female role model and why?



My Aunty Isey, because she we lovely to me and everyone. Clever lady.
— Cossie



My mother, June. A very caring person, very respectful. Good cook when we were growing up. Best beef stews. There were 8 children.
— Mary



I have always admired the strength of Evonne Goolagong.
— Joan



I admire and look to my sister as my role model. She was always there for me!
— Dot



Ita Buttrose. She is an outstanding women and (has) done so much for women in the country.
— Sally



My darling wife Ruby because she put up with me for 60 years.
— Bill

SENIOR'S FESTIVAL

Attending a screening of *The Duke* at the Empire Cinema



Ukulele lessons in Bundanoon



SENIOR'S FESTIVAL

Art by Shanti Workshop at Ngungungula



RESIDENT ACTIVITIES

Celebrating St Patrick's Day with green cupcakes and an Irish-themed Happy Hour!



Chess Club



Motiview



Board Games

The first quarter of 2022 has flown by and not without its fair share of events — an outbreak of COVID-19, floods and an unannounced re-accreditation audit. As we move into the second quarter, we hope life will resume as close to pre-pandemic times as we can, and it's no different to our Volunteer Program.

We'd like to give our volunteers a special **THANK YOU** for the riding out the difficult times with us. With all that's happening in our local community, we're fortunate we have a group of people wanting to share their time with our residents, and we hope to continue supporting them.

Here's a snapshot of some of our volunteers. If you see them around, please be sure to say hello!

Catherine Webster

Moss Vale

Tuesday, Wednesday, Thursday

Graham "Chalky" Oldfield

Burradoo

Wednesday & Thursday

Sue McShane

Burradoo

Tuesday & Wednesday

Volunteers are not paid — not because they are worthless, but because they are priceless.

We're always looking for volunteers of all skill levels to share their interests and time with our residents.



- ✔ If you want to help others in the community, volunteering is the perfect way to do that.
- ✔ Companionship and social interaction can be life-changing for people living in residential aged care.
- ✔ You can even discover a new perspective, just by spending time with residents.
- ✔ It's a great way to show-off and even practice your skills, from musicians to manicurists!
- ✔ Harbison would love volunteers who can provide cultural support — we have a range of residents from different cultural backgrounds.

If you are interested in volunteering, or know someone who is, please contact:

Briannah Bentley
volunteers@harbisoncare.org.au

Harbison Hairdressing

Burradoo

Wednesday to Friday
8:30am – 5:00pm

Moss Vale

Tuesday & Friday
8:00am – 5:00pm



Gift Certificate

**Ann
Rath
Hairdresser**

To: _____

For: _____

Authorised By: _____ Date: _____

Not Refundable For Cash. Number: _____

A small illustration of a woman with blonde hair, wearing a yellow top and a headband, sitting and reading a book.

Call Ann on
0423 779 055



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

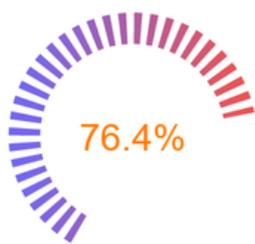
We take your feedback seriously and will acknowledge all complaints within 1 business day. We will endeavour to action and resolve within 5 business days, and will always keep you informed of progress and the outcome.

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: February 2022

Consumer Satisfaction of Harbison - Southern Highlands



Total no. of responses 20



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: 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

AGED CARE QUALITY STANDARDS



STANDARD 2 ONGOING ASSESSMENT AND PLANNING WITH CONSUMERS

Consumer Outcome

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation Statement

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences



1. Consumer dignity and choice



3. Personal care and clinical care



4. Services and supports for daily living



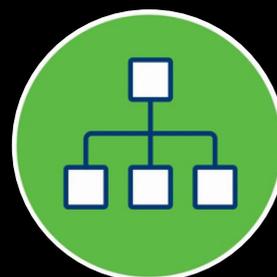
5. Organisation's service environment



6. Feedback and complaints



7. Human resources



8. Organisational governance