

the harbison messenger

ALL IN THE NAME...

Our Harbison newsletter has a name! We held a competition asking residents what we should name the newsletter and the winning entry is:

*The Harbison
Messenger*

One lucky resident also won a dining experience at the cafe to the value of \$50!

Lillian Melrose

Three runners up also received a \$10 voucher to use in our General Stores:

- Walter Krahenbuhl
- John Kelly
- Bertil Tellzin

Congratulations to our winners!



A WORD FROM THE CEO

We regularly review the suitability of our buildings to ensure they are safe, comfortable, welcoming, easy to navigate, and supportive of resident wellbeing. This process is overseen at the Board level by our Built Environment and Development Committee. This year, we will complete a major two-year upgrade of our Moss Vale home and begin a light refurbishment of the main building at Burradoo. Late last year we won the Urban Development Institute of Australia NSW Excellence in Aged Care design award for our Burradoo dementia service, which opened in early 2020.

Cullen House opened at Burradoo in 1959, providing a home for five people before expanding gradually with the construction of five additional courts to accommodate up to 93 people. Almost 63 years later, the buildings have reached the end of their service life and are no longer fit for purpose. Currently, less than 40 rooms are occupied, and some rooms have already been demolished due to low demand and dilapidation.

In 2018 we invested in the refurbishment of more than 40 of these older rooms at Burradoo, to extend the service life of the building by approximately five years. Since then, Harbison has obtained development consent to build a replacement building at Burradoo, but the timing of this project depends on the demolition of the current buildings and increased certainty about aged care funding reform.

Recently, a ceiling collapsed due to the failure of a hot water service, requiring three residents to relocate from their damaged rooms. Luckily, nobody was hurt, but this incident is more evidence that the time has come for us to begin the gradual decommissioning of our oldest buildings.

We recently notified the residents living in these older buildings that we intend to progressively close the service over approximately the next 12-months. Every resident will be offered alternative accommodation at Moss Vale or Burradoo, in

A WORD FROM THE CEO

accordance with their needs and preferences. Residents whose long-term needs are incompatible with their current rooms will be given priority, and there will be no additional cost for relocation to a more expensive room if necessary.

It is always a difficult decision to impose change on our residents, but this decision is to ensure safety and provide for the longer-term needs of our community. As a not-for-profit community organisation, we are mindful of our responsibility to continue the work of the volunteers who founded us more than 60-years ago by ensuring sustainability.

If you see one of our affected Burradoo residents checking out your neighbourhood, please introduce yourself and make them welcome. They may not be moving far, but we recognise that any move involves a big change. We look forward to working with residents and their representatives to ensure a smooth transition and believe they will find their new accommodation offers significant advantages over our older buildings.

David Cochran

April 2022

PLEASE CONSIDER DONATING WHEN YOU VISIT

Harbison takes infection prevention and control seriously, and provides free rapid antigen testing and PPE to visitors prior to entry. This cost is born from resident's care funding, which means funding for other services is significantly reduced.

To offset this cost, we ask you to consider donating using our new QuestPay system, located at the entrance, when you visit. Because we are a registered charity, donations of \$2 or more are tax deductible. Your bank statement can be used as a tax deductible receipt.

"Never give up on a dream just because of the time it will take to accomplish it. The time will pass anyway."

— Earl Nightingale

GETTING TO KNOW...



*Warren
Hall*

Where were you born?

Workington, Cumbria, UK.

What is your first memory?

Fishing with my dad.

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

Richmond High School for Boys. I went by bus, walked or took my pushbike.

Where did you work?

I started when I was 13 years old, shovelling ice on fish at the docks.

What was your favourite pet?

My dog Jack, who is still alive.

What is your happiest memory?

Laying on my back in the Sistine Chapel in Rome, looking at Michaelangelo's work.

GETTING TO KNOW...

*Sally
Andreas*



Where were you born?

I was born in Mudgee.

What is your first memory?

I was 3 years old, picking daisies on the verge (side of the road).

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

I was taught correspondence school by mail, then at the age of 11, I went by train to boarding school (Ravenswood School for Girls in Gordon). The train master would look after us all on the train

when we used to go home for holidays. We would all get to the station at 7am, and walk and have breakfast before our parents would pick us up.

Where did you work?

I finished my studies, coming 12th in the state of NSW for my RN. I then worked at Royal Prince Alfred Hospital.

What was your favourite pet?

A Cavalier King Charles Spaniel called Charles V.

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

MARCH RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

NAME

CATEGORY

Amanda McDonald, Care

Customer Service

Craig Horne, Care

Professionalism

Elisha Molloy, Admissions & Engagement

Professionalism

Katherine Winters, Care

Harbison Values

Kristy Bevan, Care

Harbison Values

Lida Khazeneh, Catering

Professionalism

Melody Reyes, Care

Harbison Values

Nirjala Dahal, Care

Harbison Values

Peeches Rajkarnikar, Care

Professionalism

Sherlyn Gavellas, Care

Harbison Values

Shrijana Sharma, Care

Professionalism

Sonia Datt, Clinical

Customer Service

Tanika Crisp-Bensley, Care

Professionalism

Tashi Lhamu Sherpa, Care

Professionalism

Tracy Loiterton, Care

Harbison Values

Congratulations!

CONGRATULATIONS TO OUR MARCH EMPLOYEE OF THE MONTH



Shrijana Sharma

BURRADOO

How long have you been with Harbison?

I have been working at Harbison for 2 years.

What has been your best experience so far?

The greatest experience in my life has definitely been creating something that has never existed before. I feel very honoured to be nominated and winning an award. Harbison has a great culture of acknowledging its employees for the valuable work they do. But I must say I cannot achieve what I did without a team to lead and work with.

Congratulations!



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](#)

COVID-19 WINTER BOOSTER

Staying up to date with the recommended COVID-19 vaccinations will continue to protect you from the risks of serious illness, hospitalisation or death from COVID-19.

This is particularly important as we approach the winter season, and with the potential for new variants of COVID-19 to be introduced into the community.

It is recommended you get an additional COVID-19 booster, especially if you are:

- aged 65 years and older
- are severely immunocompromised
- living in disability accommodation
- Aboriginal and Torres Strait Islander, aged 50 years and older



Winter Booster clinics for Harbison residents will occur during the following days:

Burradoo Residents

Friday
6 May 2022

Moss Vale Residents

Friday
13 May 2022

HARBISON FLU VACCINATION CLINICS

Due to lower recent exposure, as well as international borders reopening, we are more vulnerable to the flu. We are encouraging everyone to get the influenza vaccine this flu season.

Our resident and staff influenza vaccination clinics will be scheduled for May. Dates are yet to be confirmed.

A reminder to our visitors: a valid (i.e. 2022) flu vaccine is also a requirement if you wish to enter any aged care facility during flu season (April-October).

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.



Hawaiian Holiday

Tuesday, 10 May 2022
from 10:00 am
Moss Vale Dining Room

and

Thursday, 12 May 2022
from 10:00 am
Western Lounge, Burradoo

ALL WELCOME

*Please come dressed
in your Hawaiian best!*

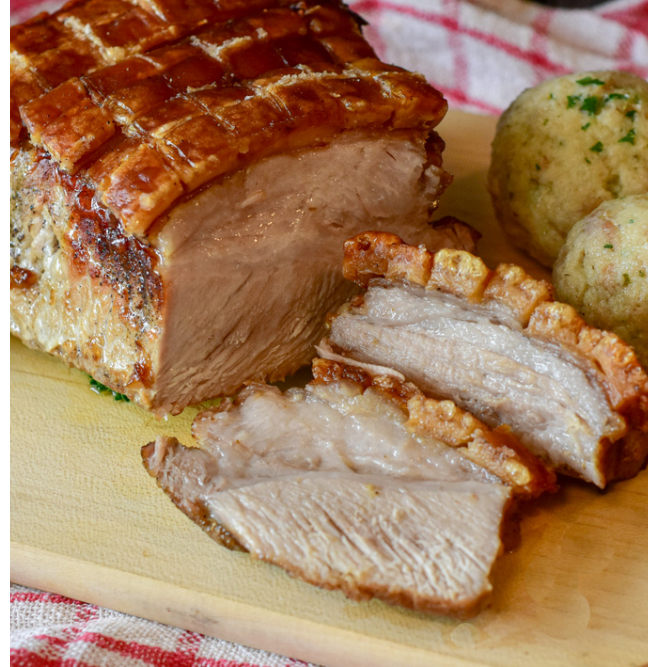
BRINGING HOME THE BACON

written by Joan Stokes

Clubs all around the country have their Christmas hampers with the leg of ham. Of course, if you don't win one, you buy one, which is then eaten one way or another over the 10-day festive period.

The pig really is a useful animal — they eat scraps, which turn into ham/pork roasts. And bacon, of course; bacon and eggs for brekky, bacon on your hamburger and cut up in stir-fries.

In olden days, the pig's head and trotters were highly prized, so... OINK, OINK!



STOAN JOKES

submitted by Joan Stokes

A pig goes into the telegraph office, fills out a Send Telegraph form and gives it to the phone operator.

The operator reads it and says, "Oink oink oink oink oink oink oink oink."

The operator tells the pig, "For the same price, you

can have nine words in your message. Would you like to add another 'oink'?"

The pig, completely taken aback, looks at the man in disbelief and replies, "But then it wouldn't make any sense!"



SENIOR'S FESTIVAL

Residents attended the Senior's Festival Moss Vale Evening CWA morning tea, where they were treated to a scone demonstration and, our very own Jo won the lucky door prize!



The last weekend of the Senior's Festival took us to Mittagong RSL Club to laze away the Sunday afternoon with the Southern Highlands Concert Band!



OXLEY EASTER VISIT

We were treated to a magical Easter performance by our Kindy, Year 1 and Year 2 Grandfriends from Oxley College. They sang three Easter songs, brought beautifully-made stained glass decorations and plates for our residents, and were given personalised Easter eggs.



EASTER

Gorgeous Easter decorations by staff member, Wendy



Residents show off their Easter Hat creations



EASTER



ANZAC DAY

We commemorated those who gave their lives for our freedom with beautiful services at Burradoo and Moss Vale.



16-22 MAY 2022 IS NATIONAL VOLUNTEER WEEK!

It is a chance for us to celebrate and recognise the vital work of volunteers, and to say thank you.

We are excited to host a morning tea for our volunteers to show our appreciation for their dedication to Harbison:

Wednesday, 18 May 2022

10:30am

The Jensen Room, Burradoo

Residents are most welcome to join us!

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

Glennis Noble

Burradoo

Monday, Tuesday, Friday

Deidre Byrne

Burradoo

Monday, Tuesday, Friday

Jane Lawrence

Burradoo

Monday, Tuesday, Wednesday

'Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.'

— Margaret Mead

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

Vouchers
available for
Mother's
Day!



Gift Certificate

Ann Rath
Hairdresser

To: _____

For: _____

Authorised By: _____ Date: _____

Not Refundable For Cash. Number: _____



Call Ann on
0423 779 055

CAFE CHARLOTTE

Cafe Charlotte is located in our Burradoo home and is managed by Sharon and Russell Lewis.

There are 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



THREE COWS CAFE

Three Cows Cafe is 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–2:30pm

Sat–Sun 8:00am–3:00pm

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



Autumn Festival

E T S I M T I D H A R V E S T O R A N G E X L
F L V Z O Y E N C H A N T I N G E L T T I R B
F A E T A N R E B I H A V R N E D L O G W A U
E N R N A S U O R T S U L D C G N I L T S U R
A O I E M L C P F E Q U I N O X F R A C S F K
S I F I B F O G G Y S U S U R R O U S W C O S
T T N C E U C V F A L L I N G W X K V I I L P
Q A O S R U O R I V S L A E R E H T E N D I I
S R B E U X S E E V Y H T R A E B L N D E A C
U I S R S Q Y Z C P I G N I G N A H C Y R G E
O P E P T R E B M U I D Y Y R E T S U L B E N
N S V A E G G Y H W S T S L A I S O R B M A W
I N A P E D I S E R I F A G H F K S I R B F O
M I E E O X F U S C O U S T Y L L I H C K R R
U W L A G L O W Q U N X D S E A S O N A L G B
L K N M U T U A P S I R C S W O N D R O U S U

Find the following words in the puzzle.

Words are hidden ↑ ↓ → ← and ↘ .

AGLOW	BROWN	ENCHANTING	FUSCOUS	LUSTROUS	SPICE
AMBER	CHANGING	EQUINOX	GOLDEN	MIST	SUSURROUS
AMBROSIAL	CHILLY	ETHEREAL	HARVEST	ORANGE	UMBER
AUTUMN	CIDER	FALLING	HIBERNATE	PRESCIENT	VIVID
BLUSTERY	COSY	FEAST	HYGGE	RUST	WINDY
BONFIRE	CREPITATE	FIRESIDE	INSPIRATION	RUSTLING	WONDROUS
BRISK	CRISP	FOGGY	AL	SCARF	
BRITTLE	EARTHY	FOLIAGE	LEAVES	SEASONAL	
			LUMINOUS		



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.

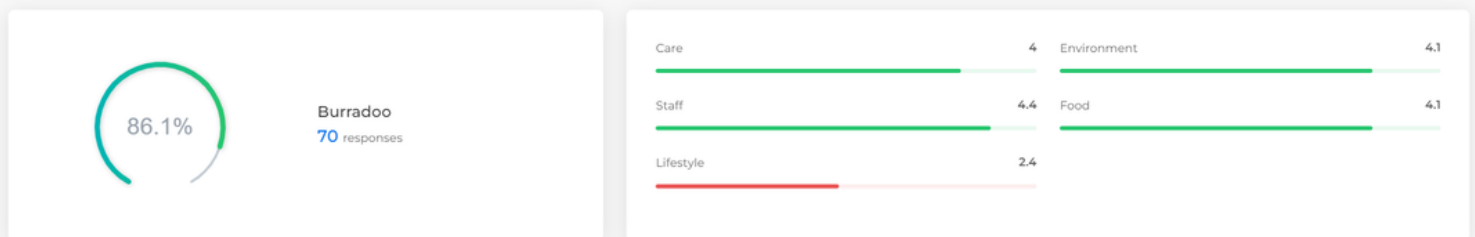
We hope that if you have a serious complaint or concern, you will raise it with us first. We believe that most issues are best resolved by open communication and early attention to the problem.

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/>

Consumer Feedback: March 2022

Report - Consumer Survey - March

Overall Satisfaction



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



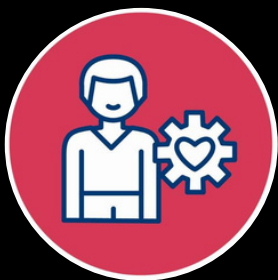
STANDARD 3 PERSONAL CARE AND CLINICAL CARE

Consumer Outcome

I get the personal care, clinical care or both personal care and clinical care, that is safe and right for me.

Organisation Statement

The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.



**1. Consumer dignity
and choice**



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



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



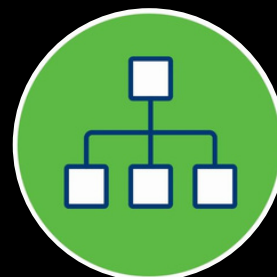
**5. Organisation's
service
environment**



**6. Feedback and
complaints**



**7. Human
resources**



**8. Organisational
governance**