

the harbison messenger



Eliza Stankovic-Mowle AM (middle) planting tulips in Corbett Garden with Harbison Partnership Manager, Zac Hulm (left), and Member for Wollondilly, Nathaniel Smith MP (right)

HARBISON ANNOUNCES 2022 TULIP TIME AMBASSADOR

In 1958, one year before Harbison opened Cullen House at Burradoo, Harbison won the Festival of Flowers parade, as Tulip Time was then known. In 2022, sixty-four years later, Harbison is proud to be the Tulip Time Charity Partner.

This year, Tulip Time runs from 16 September to 3 October and for the first-time features Tulips After Dark every Friday and Saturday during the festival. Recently, we were represented by our Tulip Time Ambassador, Eliza Stankovic-Mowle AM, at the ceremonial planting of the first of 75,000 tulips at Corbett Gardens in Bowral.

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A WORD FROM THE CEO

Eliza grew up here, in the Southern Highlands, before embarking on an athletic career which saw her compete at the Olympics, Paralympics, and Commonwealth Games. After the planting ceremony, Eliza popped in to meet some of our residents at Moss Vale and experience a Motiview session with one of our own athletes, Dot Robinson.

The power of the Paralympics to transcend sport and showcase the diversity of human ability is unique. Eliza embodies the Paralympic values of determination, equality, inspiration, and courage which are very similar to our Harbison values of respect, optimism, authenticity, and dedication. We are honoured that Eliza has agreed to represent Harbison at Tulip Time and we look forward to providing as many residents as possible with an opportunity to meet her and join in the Tulip Time festival.

In 1960, one year after Harbison welcomed our first residents, the first Paralympics took place in Rome, Italy. We like to think we

share more than just a 60+ year history and look forward to promoting a focus on ability as we celebrate our ongoing place in the Southern Highlands community.

"Eliza embodies the Paralympic values of determination, equality, inspiration, and courage which are very similar to our Harbison values of respect, optimism, authenticity, and dedication."

Speaking of extraordinary women, Glennis Noble has stepped down from the Chair of the Residents' Committee. Glennis has been an exceptional volunteer and advocate for residents since her husband, the late Dr Jim Noble, moved to Harbison. We had an opportunity to thank Glennis publicly at the most recent Burradoo Resident Meeting, and the Board gratefully received Glennis' last report at their meeting last Wednesday. Glennis intends to continue to volunteer at Harbison, so if you see her around, please take the time to thank her for her contribution to the committee.

A WORD FROM THE CEO

And speaking of recognition, we run a Staff Recognition program which anyone can use to nominate an outstanding member of staff. It is an important way that we recognise and reward our high achievers and future leaders. Weekly award winners are eligible for the Employee of the Month award, and the monthly winners are eligible for the Employee of the Year award.

QR codes are located around the homes and page 5 of this newsletter, or you can use the following link:

<https://tinyurl.com/2p8yeea6>

If you do not have a smart phone or access to the internet then simply tell a member of your care team that you'd like to nominate someone and they can do it on your behalf using their care management device. We publish the results in the newsletters, and it is important that we have representation from residents and families in the recognition program, because it is another way we seek to include you in the way we operate our homes.

David Cochran

1 June 2022

Need floral arrangements delivered to your loved ones? With over 35 years of experience, Flower Flower is the Southern Highlands' leading florist, and Harbison's florist of choice!
Contact Sarah and Celeste!

(02) 4872 3883

*Flower
Flower*

Gerry's CAFE
info@gerryscafe.com.au

Shop 1, 325 - 327 Bong Bong Street, Bowral NSW 2576
www.flowerflowernsw.com.au

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](#)

APRIL RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

NAME

CATEGORY

Alison Abbott, Care

Harbison Values

Audrey Keeley, Catering

Customer Service

Bikesh Maharjan, Clinical

Professionalism

Bishwa Mani Sharma, Care

Professionalism

Kristy Bevan, Care

Harbison Values

Courtney Longbottom, Care

Professionalism

Craig Horne, Care

Customer Service

Crystal Kellow, Care

Professionalism

Debbie Kneubuhler, Care

Customer Service

Donna Martin, Care

Customer Service

Emily Hoysted, Care

Customer Service

Esther Akinigbagbe, Care

Harbison Values

Gail Doherty, Care

Customer Service

**APRIL EMPLOYEE
OF THE MONTH**

Carissa Hedley
BURRADOO

Congratulations!

APRIL RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

NAME

CATEGORY

Janelle Stanley, Care

Customer Service

Jaya Ghimire, Care

Professionalism

Julian Farrow, Maintenance

Customer Service

Kylie Winner, Care

Professionalism

Lisa Farnham, Care

Harbison Values

Natalia Swierzevska, Care

Harbison Values

Nelly Punay, Catering

Harbison Values

Nirmal Lamichhane, Care

Harbison Values

Purna Maharjan, Care

Customer Service

Radhika Bhojak, Care

Harbison Values

Ranjana Shrestha, Care

Harbison Values

Sonika Chakradhar, Care

Harbison Value

**APRIL EMPLOYEE
OF THE MONTH**

Tracy Flynn
MOSS VALE

Congratulations!

"You are never too old to set another goal or to dream a new dream."

— Les Brown

GETTING TO KNOW...



*Murray
Maloney*

Where were you born?

Tongala, VIC, in the Bush District Nursing Memorial Hospital.

What is your first memory?

Growing up on a dairy farm and being taught from an early age how to care for and milk all the cattle. We had nearly 200 cattle at one point.

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

Started education at Tongala State School and then became a boarder at Kilmore College, boarding with over 300 boys.

Where did you work?

I chose to continue dairy farming and run the family farm. I also judged many cattle shows in Sydney, Adelaide and Melbourne.

What was your favourite pet?

I tried not to have too many favourites. I cared for all the cattle equally.

What is your happiest memory?

Being able to have a farm life that I love and having a family of my own on the farm. It was tough and the hours were long but, looking back, it was worth it.

GETTING TO KNOW...

*Carmen
Wright*



Where were you born?

Waverley, NSW

What is your first memory?

My father was a bank manager so we moved around a lot, namely Narrabri, Goulburn Kempsey and Grafton.

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

Kempsey High School. After Kempsey, I went to Winona School for Girls, which was a boarding school. After 3rd Year I went to Grafton High School.

Where did you work?

I got a scholarship to Sydney University for the Arts. I worked in the public service as a nurse and went to uni at night.

What was your favourite pet?

A golden Labrador called Sam and my son's German Shepherd named Skip.

What is your happiest memory?

Having my three boys: Andrew, Matthew and Cameron.

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

CHAPEL & EUCHARISTIC SERVICES

MOSS VALE

Chapel Services

Every Thursday morning
10:30am
with Angus & Catherine Webster

Catholic Communion/Prayer Visits

Every fortnight on Tuesday
from 10:00am
with Moss Vale Parish

BURRADOO

Chapel Services

Every 2nd and 4th Sunday
2:00pm
with Les & Kathy Kirkpatrick

Catholic Communion/Prayer Visits

Every Friday morning
from 10:00am
with Corpus Christi Parish

Sunday Masses from St Judes Anglican Church, Bowral, are available to be streamed virtually at both sites upon request

CALENDAR EVENTS

**Portrait Painting w/ special
guest Artist John Brain from
'Studio 17' Bowral**

9:30am–11:30am

Friday 3 June

then every following Thursday
(9th, 16th, 23rd, 30th)

PAWS Pet Therapy Visits

***Every Tuesday morning
at Burradoo***

(alternating Andrew and his dog
Molly / Gwen and her dog
Winnie)

***Fortnightly Tuesdays
at Moss Vale***

(Liam and his dog Pepper)

Music at Moss Vale

Grand Piano performances with
Geoff Murray

First four Thursdays every month
at 2:00pm

World Bicycle Day

Friday 3 June

***Motiview Marathon Relay Race from
1:30pm–4:00pm***

Competition between Burradoo and Moss
Vale to see who can cycle the most kms
within the time limit.

Cycling Without Age Trishaws will also be
out and about that afternoon for residents
to ride in and around Harbison

CALENDAR EVENTS

NRL Rugby League Games on KAYO Sports*

***Saturday and Sunday afternoons
(upon request)***

Moss Vale Activities Room
Burradoo Western Lounge

**Other sports available to watch
upon special request. Please talk to
a Lifestyle staff member*

Bridge Club at Burradoo

Friday afternoons from
1:00pm

Carpet Bowls at Burradoo

Every Tuesday afternoon
1:30pm–3:00pm

Bus Outings

(limited spaces apply)

Tuesday, 7 June

Afternoon Tea Picnic Outing
at Berrima Park

Tuesday, 21 June

Afternoon Tea Picnic Outing
at Lake Alexandra

Tuesday, 28 June

Lunch Outing to Kiama
for Fish & Chips along the Kiama
Wharf

Koori Kulcha

Friday Mornings

Mens “Fella’ship” Group at Moss Vale with David Schweers

Friday afternoons at
1:30pm

Grandfriends Outings

Monday Mornings

Oxley College
Years K–2

Wednesday Mornings

Bowral Primary
Kindergarten classes

Chess Club at Moss Vale

Wednesday afternoons
from 1:30pm

Happy Hour

Every Friday
from 3pm–4pm

Burradoo and Moss Vale

***Special Scandinavian-
themed Happy Hour on
Friday 24 June***

\\MOSS VALE\\

\\DINING ROOM\\

14TH JUNE 10.00am - 1.30pm

ROCK

HARBISON



&

ROLL

\\BURRADOO\\

\\WESTERN LOUNGE\\

16TH JUNE 10.00am - 1.30pm

DR. HARBISON

written by Joan Stokes

Living in Mittagong, when I came to the Highlands in need of medical assistance, I went to the medical centre at Mittagong. But this is about Harbison.

Dr. Harbison of Moss Vale was so well thought of as a doctor most folk in the Highlands had heard of his skills. So upon, his death it was not surprising that some sort of memorial should be thought of. Thus the Harbison Retirement Memorial Village came into being, and for 64 years has cared for the ageing community.

I would be amiss if I didn't give some credit to all the staff who have worked at this facility, making it like one big happy family.



Dr David Thomas Harbison

STOAN JOKES

submitted by Joan Stokes

Scavenging a beach after a crowded holiday weekend is always an exciting adventure for my three youngsters. We live on a cliff overlooking a small cove, and after one such weekend, my two boys burst into the kitchen with grins from ear to ear.

"Look what I found, Mum!" shouted John, holding up one wet swim fin.

"I found a volleyball!" shrieked my ten-year-old.

My six-year-old daughter was late and come in quietly. "And what did you find, dear?" I encouraged. "A ring? A bracelet?"

"No mummy," she smiled as another girl followed her in. "I found a friend."



HAWAIIAN HOLIDAY @ HARBISON

This month, residents attended a new-format resident meeting with a Hawaiian theme! We are hoping to continue our monthly resident meetings in the same format, with a different theme each month!



HAWAIIAN HOLIDAY @ HARBISON



MAY ACTIVITIES

This year, Harbison was excited to be a charity partner for the Mudgee Classic in 2022. Harbison's Team of 10 riders covered all the cores of the scenic Mudgee classic, from the 40km social ride to the 105km maxi ride, while the event team in the village showcased the Harbison Trishaws from our innovative Cycling Without Age program. Harbison is once again looking forward to the Bowral Classic in October, and have the residents participating in the event after Harbison's 'world first' in 2021.

For more about our Cycling Without Age program, please contact Partnership Manager, **Zac Hulm**, on **0410 435 148** or **zac.hulm@harbisoncare.org.au**



Residents enjoying Portrait Painting with John Brain, President of the Bowral art Gallery. John has very kindly volunteered his time and expertise to our Art Group.

MAY ACTIVITIES

Our 2022 Grandfriends intergenerational schools program has kicked off with more energy and enthusiasm than ever. Harbison residents are now engaging with up to 200 students in 7 classrooms across 2 schools. Grandfriends are visiting Years K-2 at Oxley College Junior School, and have been introduced to Bowral Public School's kindergarten classes. With the expansion of the program, residents are able to enjoy the Grandfriends program twice a week, on Mondays and Wednesdays.

For more information about our Grandfriends program, please contact Partnership Manager, **Zac Hulm**, on **0410 435 148** or **zac.hulm@harbisoncare.org.au**

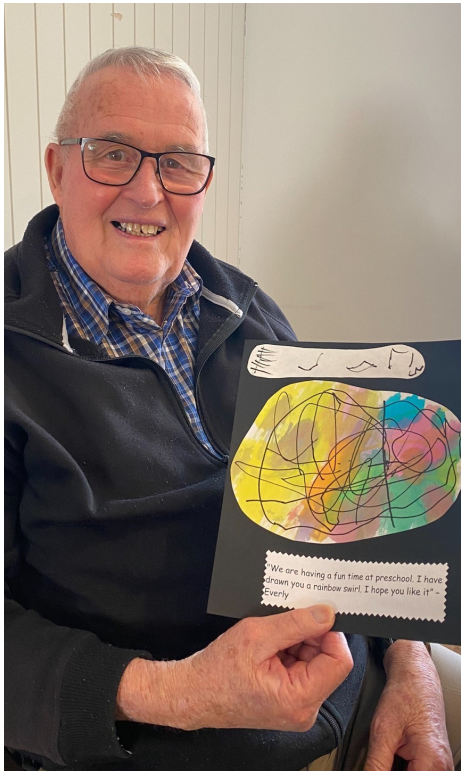


MAY ACTIVITIES

Tulip Time Bulb Planting with Eliza Stankovic-Mowle AM



Artwork from Gumnut Preschool



MAY ACTIVITIES

Residents enjoying lunch at Mittagong RSL earlier this month.



Geoff entertaining Moss Vale residents with his skills on the grand piano



**THANK YOU TO OUR
WONDERFUL
VOLUNTEERS!**

This month, we hosted a morning tea for our volunteers to show our appreciation for their dedication to Harbison.

Harbison's history is deeply embedded with volunteers and we simply wouldn't exist without them.

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

Tony Wozniak

Burradoo

Tuesday and Thursday

Ann Skujins

Burradoo

Tuesday

Robbie Allen

Burradoo

Mondays and Wednesdays



- ✓ 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





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!

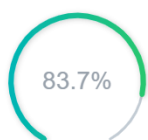
We encourage all types of feedback, including complaints, compliments and suggestions.

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.

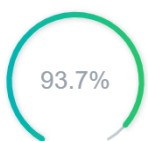
We hope that if you have a serious complaint or concern, you will raise it with us first. We believe that most issues are best resolved by open communication and early attention to the problem.

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 Survey April 2022 Overall Satisfaction



Burradoo
62 responses



Moss Vale
33 responses



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



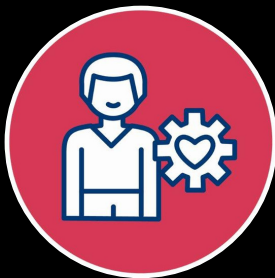
STANDARD 4 SERVICES AND SUPPORTS FOR DAILY LIVING

Consumer Outcome

I get the services and supports for daily living that are important for my health and well-being and that enable me to do that things I want to do.

Organisation Statement

The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health and quality of life.



**1. Consumer dignity
and choice**



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



**3. Personal care
and clinical care**



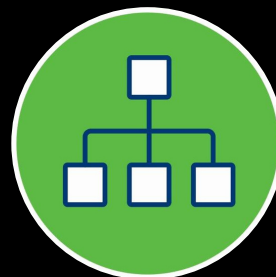
**5. Organisation's
service
environment**



**6. Feedback and
complaints**



**7. Human
resources**



**8. Organisational
governance**