

the harbison messenger



A WINTER DAY IN A SOUTHERN TOWN

by Francis Duggan

The last brown or yellow leaves from the deciduous trees fall
And in the sporadic sunshine not any warmth at all
And on the main street few cars driven up and down
On a chilly day in June in a southern town
Though brown stormwater flowing in the stormwater drain
The parkland as is the case green after rain
The cold nip of Winter in the chilly breeze
That plunder the beauty of the deciduous trees
But if Winter comes Spring is not that far behind
In the wisdom of Shakespeare such truth you will find
The wonders of Nature an amazing thing
Such changes to her landscape her Seasons does bring
In two months from now every songbird will sing
On bushes and trees at the coming of Spring.

*"You don't always
need a plan.
Sometimes you just
need to breathe,
trust, let go and see
what happens."*

— Mandy Hale

GETTING TO KNOW...



*Iris
O'Neill*

Where were you born?

Ashbury, Sydney.

What is your first memory?

Canterbury Racecourse. I didn't like it very much because it was too busy when the races were on as there were too many cars and too dangerous.

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

Canterbury Girls High School. It was a lovely school. I have great memories of my school days. I was taught by nuns they were so nice. They would invite us to use the tennis

courts after school and always told us they enjoyed seeing us play and enjoyed our company, as we did theirs. I used to walk and catch a bus to school.

Where did you work?

My sister and I worked as usherettes at the local theatre after school. I also worked at Coles.

What was your favourite pet?

We loved dogs. My favourite dog was called Tiger

What is your happiest memory?

School, marriage and becoming a mum to my 5 children.

GETTING TO KNOW...

*Bruce
Kavanagh*



Where were you born?

I was born in Wagga Hospital on the 19 December 1936.

What is your first memory?

My first memory was when I was about 3yrs old and I was playing with my friend (a 10ft carpet python). My mum came out and was horrified and went to get a shovel to kill it I said, "You can't kill it!" I pushed my friend and it slithered away and I never saw it again.

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

I went to Condobolin Public School 2 years then we moved to Yarron Creek 30 miles south of Wagga for a few years. I had to repeat Yr 6 as I was not old enough for high school. I went to

Wagga High School; I was very rebellious. I left School at the age of 13.

Where did you work?

In the first two years of leaving school, I had 80 jobs ranging from Labouring to working in a shop. I worked on the railway and worked in every state.

What was your favourite pet?

My dog named Streaky he was a cross Irish Wolfhound and Greyhound. I trained him to carry wood.

What is your happiest memory?

My happiest memory would have to be in my 50's when I got sober. To this day I am still sober.

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

MEET **UNIQUE TULADHAR**

ACCOUNTS RECEIVABLE OFFICER

When did you first start at Harbison?

I joined Harbison late last year 2021.

What is your background?

I am of Nepalese background. And I came to Australia in 2014 to study and continue life and have a career in accounting.



What has been the best experience you've had so far?

The best experience so far has been with the lovely residents who I cross paths now and then. Sometimes helping them for even the smallest things brings joy and provides satisfaction to where I work and why I work.

What do you hope to accomplish?

I hope to be successful in my role, although I have gone my probation period I still think there is so much to improve and learn.

Any words of advice?

Try to do the best for the residents. Because what goes around comes around. One day we all will be filling their shoes.

MEET **BRONWYN DEAN**

CATERING ASSISTANT

When did you first start at Harbison?

December 2020

What is your background?

I am a wife and mum to three kids, but prior to this I grew up in the Southern Highlands and moved away for a number of years to work in administration at a not-for-profit mission organisation and then later as an administrator and pastoral worker at a church in Redfern.

In between I have worked in various hospitality roles and volunteered for many years at my church.

What has been the best experience you've had so far?

I have really enjoyed getting to know all the residents at Harbison, hearing their stories and sharing this part of their life with them is a great privilege.

What do you hope to accomplish?

I appreciate the opportunities that Harbison gives its employees to further their career, I look forward to taking on new challenges that might come my way and ultimately contribute to the wellbeing and quality of life of each of the residents at Harbison.

What is your background?

Put others first.



MAY RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

NAME

CATEGORY

Ann-Maree Rogers, Care

Professionalism

Binu Neupane, Care

Professionalism

Deborah Hall, Care

Customer Service

Dipika Ranjit, Care

Customer Service

Dipsan Shah, Care

Harbison Values

Ellen Hawthorn, Care

Harbison Values

Elly Alcock, Personal Care Manager

Customer Service

Ethel Punzalan, Care

Professionalism

Jay Maisurya, Clinical

Professionalism

Jenny Wickert, Care

Professionalism

Jessica Bright, Care

Professionalism

Jessica Kelly, Workforce Engagement

Harbison Values

Julie Querin, Lifestyle

Harbison Values

**MAY EMPLOYEE
OF THE MONTH**

Alina Rimal
BURRADOO

Congratulations!

MAY RECIPIENTS OF THE REWARDS & RECOGNITION SCHEME

NAME

CATEGORY

Lyn Perren, Care

Professionalism

Parbati Lamichhane, Care

Professionalism

Priscilla Van Kooten, Care

Harbison Values

Samir Bista, Care

Customer Service

Sandra Lamarra Care

Customer Service

Santosh Badal, Care

Customer Service

Shania Martin, Care

Harbison Values

Shraddha Uprety, Care

Professionalism

Shreya Mishra, Care

Harbison Values

Tanea Cupitt, Clinical

Customer Service

Tanika Crisp-Bensley, Care

Professionalism

Willie Hipolito, Catering

Customer Service

**MAY EMPLOYEE
OF THE MONTH**

Mary Cappa
MOSS VALE

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](#)

YOU LOOK AFTER OTHERS, IT'S TIME TO LOOK AFTER YOURSELF

Our counsellors can help you improve your wellbeing and uncover your potential.

We offer help with:

- Decision making
- Goal setting
- Stress & anxiety
- Communication skills
- Work/life effectiveness
- Depression
- Parenting
- Relationships
- Grief & loss
- Drugs & alcohol
- Conflicts
- Workplace issues
- Financial & legal concerns

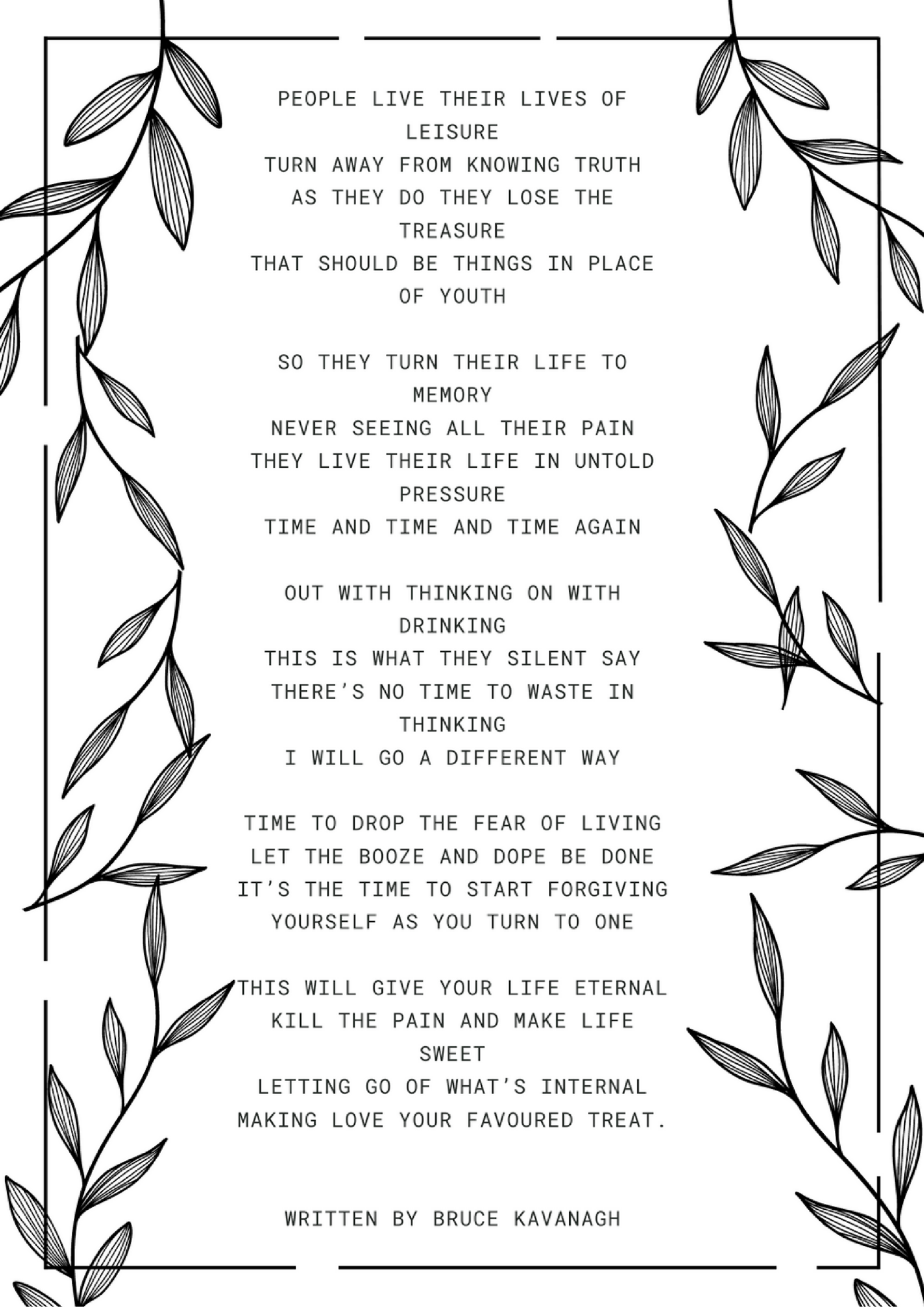
 **Call 1800 818 728**

 info@accesseap.com.au

 accesseap.com.au

AccessEAP
People in Focus





PEOPLE LIVE THEIR LIVES OF
LEISURE
TURN AWAY FROM KNOWING TRUTH
AS THEY DO THEY LOSE THE
TREASURE
THAT SHOULD BE THINGS IN PLACE
OF YOUTH

SO THEY TURN THEIR LIFE TO
MEMORY
NEVER SEEING ALL THEIR PAIN
THEY LIVE THEIR LIFE IN UNTOLD
PRESSURE
TIME AND TIME AND TIME AGAIN

OUT WITH THINKING ON WITH
DRINKING
THIS IS WHAT THEY SILENT SAY
THERE'S NO TIME TO WASTE IN
THINKING
I WILL GO A DIFFERENT WAY

TIME TO DROP THE FEAR OF LIVING
LET THE BOOZE AND DOPE BE DONE
IT'S THE TIME TO START FORGIVING
YOURSELF AS YOU TURN TO ONE

THIS WILL GIVE YOUR LIFE ETERNAL
KILL THE PAIN AND MAKE LIFE
SWEET
LETTING GO OF WHAT'S INTERNAL
MAKING LOVE YOUR FAVOURED TREAT.

WRITTEN BY BRUCE KAVANAGH

IF THE SHOE FITS

written by Joan Stokes

Comfort versus style It is all in the eye of the beholder. It can also be the age of youth. Age mainly is for comfort, but going to a grandchild's wedding — well! Style and discomfort win the day!

Youth have to follow style, even if it is painful and those centimetres-high heels were not meant for walking, especially on turf at the races.

Even gumboots and Ugg boots have their uses, so as I say, time and place for all sorts of shoes.



STOAN JOKES

submitted by Joan Stokes

After taking my time selecting and trying on shoes, I finally found a pair of flats that were both comfortable and stylish. Of course, beauty is in the eye of the beholder, and when I brought them up to the register, the shoe shop assistant gave them a zero-star review: "They make the ugliest shoes these days."



MEET MILO

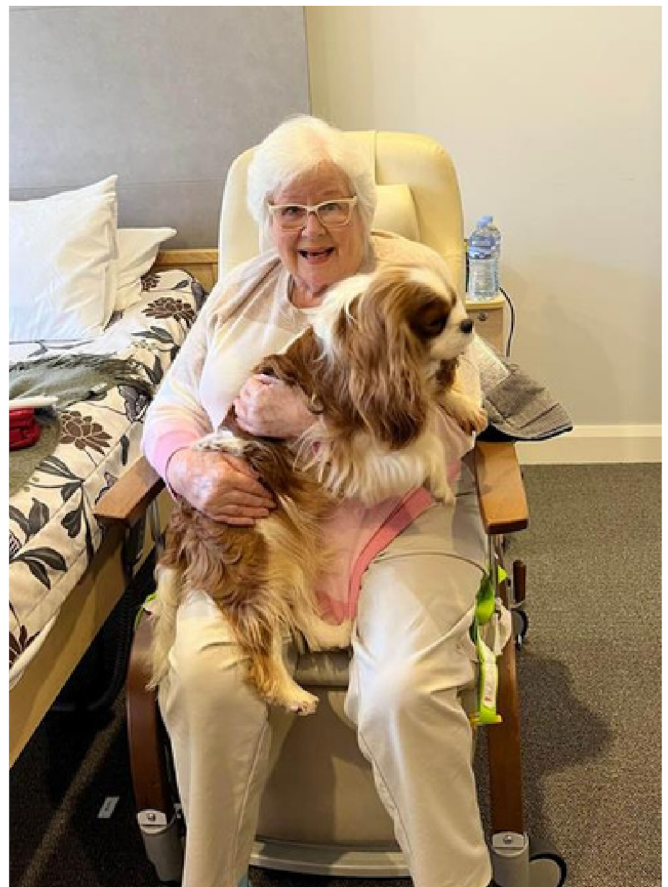
Meet Milo, he's a two-year old Cavalier King Charles Spaniel, full of love, life, and energy. With Milo's gentle heart, calming nature, and adaptable temperament, he makes the perfect addition to our Harbison family.

Coming from a show life and a well-trained background, Milo is perfect for residents to share one-on-one bonding time and plenty of cuddle time, benefiting residents in a positive way.

Many of our residents have grown up with pets in their family environment and the addition of Milo will make them feel more at home. Pets provide a lot of love and affection, and studies have shown that having a pet can boost overall health by reducing stress, easing loneliness, and encouraging exercise and playfulness.

Milo provide emotional support for our residents, especially those who may not have frequent visitors, or those who have trouble making connections with others.

We are excited to welcome Milo to the Harbison family, and we are so grateful for the support from the community which has helped us achieve this.



Milo and resident Sally

MILO ARRIVE AT BURRADOO IN LATE JULY

KOORI KULCHA

Koori Kulcha is well-established program which focuses on educating organisations to improve service delivery and engagement with their Aboriginal and Torres Strait Islander clients.

Harbison's Indigenous residents have been attending Koori Kulcha every Friday morning to tell their stories and get in touch with their Indigenous history timelines. While having one on one bonding time with Auntie Marie. Harbison is excited to introduce more residents and staff to the Koori Kulcha educational program.

For more information please contact
Partnership Manager,
Zac Hulm, on **0410 435 148** or
zac.hulm@harbison.org.au



ART GROUP

The Harbison Portrait Art Program has been exceptional with the assistance of the Bowral Art Gallery President, John Brain. John has been volunteering his time and expertise and providing all the equipment for the program.

Residents are able to explore their feelings while being creative. All human beings are creative by nature, but as we get older many of us lose our creative touch. Art reduces stress, improves health and the lives of our residents.

Creative and art-based activities can have a positive impact of the well-being of each individual. Getting to know the resident's history, interests, likes and dislikes is very important at Harbison.



Self-directed Graphite Drawing with Pam, Sally and Walter



'Portrait Painting' of Queen Elizabeth with John Brain

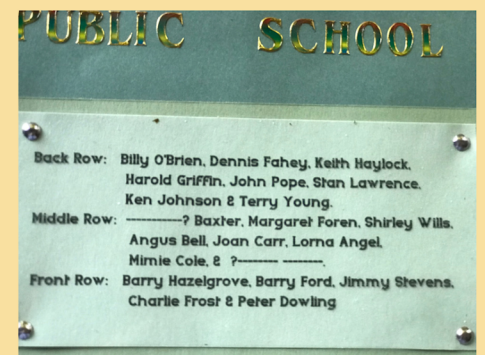
HAPPY HOUR



GRANDFRIENDS

Our 2022 Grandfriends intergenerational schools program is something the residents look forward to every Monday and Wednesday mornings. Engaging with up to 200 students across 7 classrooms at Oxley College and Bowral Public School. The residents feel a sense of belonging, need and love as the students want to get to know them. This gives the residents a feeling of appreciation.

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



Resident Harold was a former student at Bowral Public School 81 years ago!

STEP INTO THE SALON!

Harbison residents Jo, Dawn and Colleen getting pampered by the beautiful ladies in the salon, Ann and Gwen.



WORLD BICYCLE DAY — 3 JUNE 2022

Staff and residents enjoyed an afternoon ride on the Trishaw on World Bicycle Day



MOTIVIEW

Motiview is a global cycling therapy simulation, designed to help ageing people reach their physical potential and motivate them to exercise.

Motiview enables participants to virtually travel with their minds by taking them globally, within familiar surroundings and entering memories from their childhood. This technology has also been very successful in improving the physical and mental wellbeing of people living with dementia.



Easy Crossword Puzzle

Across

1. Combines
5. Numero uno
9. Classic late night TV
12. Field yield
13. Bow
14. Ornamental pond fish
15. Instrument
16. Uncommon
17. Actor Brynner
18. Water source
20. Pressing
22. It's brewed
23. Honey maker

24. ___ band
28. Unruly crowds
32. Afire
33. Uses shears
36. Boxing great
37. You walk on them
39. Evicts, in a way
41. "And ___!" (really)
44. Kind of gun
45. Orb
48. Dynamite units, usually
52. Wrath
53. Computer contents
55. Extinct
56. Average score for Woods
57. Tied

58. Notion
59. Regular, abbrev.
60. Let
61. The latest
- Down**
1. Behaves
2. Lose hold of
3. Way in or out
4. Shares equally
5. Good buy
6. Two or more periods
7. Prepare for surgery
8. Cry of accomplishment
9. Isle of ___ (largest of the Inner Hebrides)

10. Verb preceder
11. Merry-go-round music
19. Some kitchen staff wear them
21. Jewel
24. Santa's helper
25. Tell a whopper
26. Polished off
27. El ___ (Spanish hero)
29. Boat propeller
30. Kind of sandwich
31. Bro's counterpart
34. Country dweller
35. Roasting rod
38. Definite article
40. Ancestry
42. Command
43. Make a rug
45. Drinks slowly
46. Kind of fall
47. Rancher's concern
49. Secret message
50. Was aware of
51. Seven ___
54. Millimeters in a centimeter?

1	2	3	4		5	6	7	8		9	10	11
12					13					14		
15					16					17		
18				19			20		21			
			22				23					
24	25	26				27			28	29	30	31
32				33			34	35		36		
37			38			39			40			
			41	42	43		44					
45	46	47					48			49	50	51
52				53		54			55			
56				57					58			
59				60					61			

Welcome to our new volunteer:

ALEX POPE

Alex will bring music and sing-alongs back to the Western Lounge in Burradoo on Wednesdays. We can't wait the piano being played once again!

Our volunteers have done a wonderful job this first half of the year and we would like to thank them for all the hardwork and effort they put into Harbison!

"Volunteering is at the very core of being a human. No one has made it through life without someone else's help."

— Heather French Henry



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!

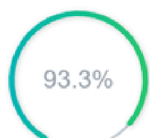
We encourage all types of feedback, including complaints, compliments and suggestions.

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.

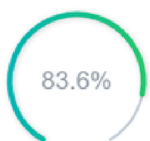
We hope that if you have a serious complaint or concern, you will raise it with us first. We believe that most issues are best resolved by open communication and early attention to the problem.

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/>

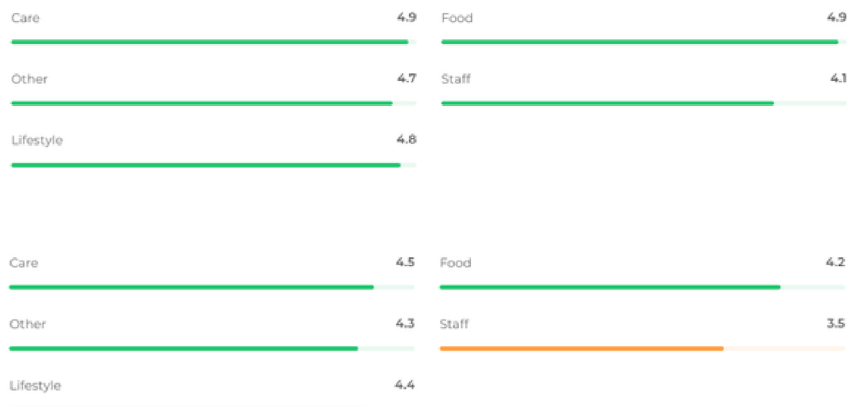
Consumer Survey May 2022 Overall Satisfaction



Moss Vale
72 responses



Burradoo
60 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: open.com.au
E: 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 5 ORGANISATION'S SERVICE ENVIRONMENT

Consumer Outcome

I feel I belong and am safe and comfortable in the organisation's service environment.

Organisation Statement

The organisation provides safe and comfortable service environment that promotes the consumer's independence, function and employment.



**1. Consumer dignity
and choice**



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



**3. Personal care
and clinical care**



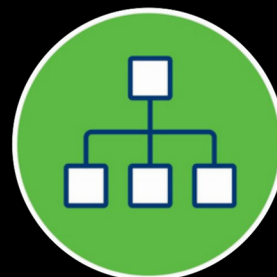
**4. Service and
supports for
daily living**



**6. Feedback and
complaints**



**7. Human
resources**



**8. Organisational
governance**