



Friday, 14 October 2022

Dear friends,

This letter follows my letter of Thursday, 6 October 2022 and provides you with important information about how we are managing COVID-19 at Harbison.

As usual, we share these letters with a wide range of people, including our residents and their families, our workforce, our company members who represent the community to which we belong, and the local health professionals who support our residents.

Updated COVID-19 visitor rules

NSW Health has released updated advice to residential aged care providers today.

Based on this advice, conditions for visits will change **from Monday 17 October 2022:**

- Visitors must declare they have a negative result from a COVID-19 rapid antigen test (RAT) on the same day as the visit. We no longer require you to perform a RAT on arrival, but free RAT kits are available for those who need them.
- Visitors must disclose if they have been in close contact with someone who has COVID-19 or have any symptoms of COVID-19 or are waiting for the result of a COVID-19 test, **in which case they must not enter.**
- Visitors must **not** enter for at least seven (7) days after they test positive for COVID-19 or have been in close contact with someone who has COVID-19.

Harbison

Gundungurra Country
T 02 4868 6200
reception@harbisoncare.org.au
www.harbisoncare.org.au

PO Box 349
Bowral NSW 2576
ABN 23 001 507 624
Registered NDIS Provider

Burradoo

2 Charlotte Street
Burradoo NSW 2576
F 02 4868 6476

Moss Vale

36 Yarrowa Road
Moss Vale NSW 2577
F 02 4869 3214

- Vaccination is no longer a condition of entry, but we strongly recommend visitors have current vaccination for COVID-19 and influenza.
- Visitors over the age of 12 years must wear a surgical mask while indoors. On request, a Registered Nurse may grant permission to remove a mask in Alpine and Avoca in Moss Vale or Dementia Living at Burradoo provided that a physical distance of 1.5m is maintained while the mask is removed.
- Visiting hours remain 10am to 4pm, except for Partners-in-Care and end-of-life visits.

COVID-19 antiviral medicine

To ensure we know individual preferences in advance of any future outbreak, we strongly encourage residents to be pre-assessed for eligibility for antiviral medicines. If we have not already recorded your preference, our Registered Nurses will request you to ask your GP to complete an Antiviral Pre-assessment form. If you have any questions about the use of antiviral medicines, please contact your GP.

Social outings

Residents should not go out if they have tested positive for COVID-19 in the past seven (7) days or if they have COVID-19 symptoms. Residents who choose to go out will be offered a free surgical mask and provided with guidance about the latest public health rules for mask wearing.

Staff vaccination and mask requirements

There is no change to vaccination requirements for staff. Vaccination for COVID-19 and influenza is mandatory, and a condition of employment. Only staff who are medically contraindicated may obtain an exemption from these requirements.

Effective immediately, except in kitchens, staff may remove their surgical mask if there is no other person in their area. Staff may also remove their mask for the

purpose of effective communication provided they maintain at least 1.5m physical distance while their mask is removed.

Aged care reform

Attached is a letter from the Aged Care Quality and Safety Commissioner about the latest reforms to aged care. From 1 October 2022 a new aged care funding model applies, which includes target care minutes for each resident. These changes may be discussed in your next case conference, if required.

Burradoo refurbishment and hostel decommissioning

Two (2) new suites in Lindsay have been handed over to residents, and the fit out of two (2) more suites in Alexandria is underway. A third (3rd) and final suite is being planned. The new nurse call system has been completed and is operational, which means that the same system is being used at Moss Vale and Burradoo, except in the hostel.

There are now 24 residents living in the hostel, as we continue to prepare for the closure of the hostel. This compares to 93 residents in the heyday of the hostel. Hostel residents will be invited to a meeting soon, to discuss the next steps and estimated timeline for the closure. This will be an important opportunity for residents and their families to provide feedback about the process.

As previously announced, the Harden Lounge has closed, prematurely, due to rain damage. Soon, the hostel dining room will close, and meals will instead be served in the Western Lounge. We will announce a date for this change at the hostel residents' meeting.

Some people have asked about our plans to redevelop the hostel site. While we have planning approval for a new building on the site, we do not have any plans to

commence the project and there should be no concern that any work is imminent. Only after the hostel has closed will we progress planning for construction of a future building.

2022 Road Worlds for Seniors

It is that time of year when more than 100 residents from Harbison compete against teams from around the world in the annual Motiview Road Worlds for Seniors. At the halfway point our champions are doing very well, having completed more than 6,000km so far (that is more than 500km each day!). If you would like to donate time or money to our Motiview program please contact our Partnership Manager, Zac Hulm, on 02 4868 6200 or zac.hulm@harbisoncare.org.au

2022 Tulip Time

Harbison was the Charity Partner at the 2022 Tulip Time festival, which was the first since the pandemic began. Despite awful weather, the festival raised almost \$6,000 each for Harbison and Can Assist Southern Highlands. A highlight of the festival was Tulip Time Trivia at the Bowral Bowling Club, which brought together 141 generous people for a great night. I take this opportunity to thank the large number of people behind the scenes who volunteered their time and energy to support their local community.

Service Recognition

This week it has been my privilege to acknowledge the service of many people who have served at least five (5) years at Harbison. Please join me in applauding the following members of our team for their dedication to Harbison:

- Janelle Stanley – 35 years
- Kathryn Chalker – 20 years
- Coco Liang – 15 years
- James Thomas – 10 years
- Cathryn Kelleher – 10 years
- Anita Melliush – 10 years
- Pauline Richardson – 10 years
- Wendy Davis – 10 years

- Sandra Gilbert – 10 years
- Chonthicha Donsonkhan – 10 years
- Srijana Khanal – 5 years
- Christie Pajulio – 5 years
- Pamela Davis – 5 years
- Veronica Corro – 5 years
- Deepmala Shakya – 5 years
- Santos Badal – 5 years
- Sarita Tiwari – 5 years
- Alison Abbott – 5 years
- Amrit Adhikar – 5 years
- Jaya Ghimire - 5 years
- Philip Soon – 5 years
- Ethel Punzalan – 5 years
- Gail Smith – 5 years
- Nelly Punay – 5 years
- Anita Sharma – 5 years
- Bhagabati Panta – 5 years
- Sherlyn Gavellas – 5 years
- Carly Miller – 5 years
- Melody Reyes – 5 years
- Taneaia Cuppitt – 5 years
- Ramma Shrestha – 5 years

Employee(s) of the year

In the past financial year staff were nominated 1,130 times by their colleagues, managers, residents, and visitors for demonstrating Harbison values, exceptional professionalism, or community service. Of these, 350 were awarded employees-of-the-week, and from these we recognised 24 employees-of-the-month, each of whom are eligible for the 2022 Employee-of-the-year award.

A panel of staff, residents and volunteers reviewed our 24 candidates before voting in a secret ballot. This year, after three (3) rounds of voting, the panel was evenly split between two (2) candidates. Therefore, instead of announcing one (1) Employee-of-the-year I am pleased to announce that we have decided to recognise two (2) outstanding employees:

- Ruth Southwell – Finance Accountant
- Breanna Ciantar – Enrolled Nurse

Ruth and Breanna are both deserving winners of a grant to support their professional development and have been representing Harbison at the ACCPA National Conference in Adelaide this week, which is the largest aged services conference in Australia. Please joining me in congratulating Ruth and Breanna and the other 348 staff who have been recognised in the past year for their outstanding contributions to Harbison.

Thank you for reading this letter. I expect there will be further updates as the public health advice evolves, and we will keep you informed with each change.

Please remember that this time last year easing restrictions resulted in widespread outbreaks across Australia. We rely on everyone to behave responsibly to help minimise the risk of further outbreaks at Harbison. Our aim is to avoid further lockdowns and restrictions, and we are confident that working together we can achieve that goal.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'D. Cochran', with a long horizontal stroke extending to the right.

David Cochran
Chief Executive Officer



Dear aged care consumer

I am writing to tell you about important changes that will improve the safety and quality of aged care. You do not need to take any action in response to this letter.

The Australian Government is concentrating on addressing key recommendations of the Royal Commission into Aged Care Quality and Safety.

Some changes start on 1 December 2022. Aged care services will have to meet new requirements from that date. The Aged Care Quality and Safety Commission (the Commission) will have more powers to make sure that aged care providers meet their responsibilities.

The changes that start on 1 December include:

- Improving the way aged care services are run through stronger governance requirements. This includes residential aged care services asking consumers whether they would like to have a Consumer Advisory Committee to give people who use the services a say in how they are run.
- A new Code of Conduct that describes how the people in charge of aged care services, and their aged care workers, must treat people receiving care. The Commission will have powers to take action where a provider or staff member breaches the Code.
- A Serious Incident Response Scheme applying to aged care provided in the home or the community. All providers will need to show that they have a systematic approach to minimising the risk of things going wrong and can respond quickly and effectively if something does go wrong that affects a consumer. Home care providers will now also have to report serious incidents to the Commission and take action to make sure they don't happen again. (Residential aged care providers are already required to do this.)

There will be more changes during 2023, including improved Aged Care Quality Standards.

The Commission will work with aged care providers to make sure the changes are made smoothly. Your service provider should keep you updated about what they are doing.

You do not need to do anything in response to this letter. We will provide more detailed information for people who receive care and their families closer to 1 December. If you would like to stay in touch with us, you can visit our [website](#) and subscribe to the monthly [Aged Care Quality Bulletin](#).

I hope this letter has boosted your confidence that your aged care provider, and the Commission, are working hard to ensure that you will have the best possible experience of aged care.

Yours sincerely

Janet Anderson PSM

Commissioner

31 August 2022

