

MESSENGER

January - April 2024



"I Love You"
- Doreen (Resident)

HARBISON RESIDENT ASSOCIATION

In early April, members of the previous Resident Advisory Committee met to form Harbison's new Harbison Resident Association. Members were stepped through the new committee body, with updated terms of reference and draft meeting schedules distributed. The Association will meet with our General Manager, Danny Turner.

Specific requirements of the Association include knowledge of the following in order to action and make recommendations knowing correct guidelines and regulations:

- Aged Care Quality Standards
- Aged Care Act
- Quality of Care Principals
- AN-ACC funding,
- Charter of aged care rights

The meeting also included the nomination of committee roles, and we are pleased to announce Moss Vale resident Heather Sharwood as President, Burradoo resident Garry Moran as Vice-President and volunteer Jane Lawrence as Secretary.



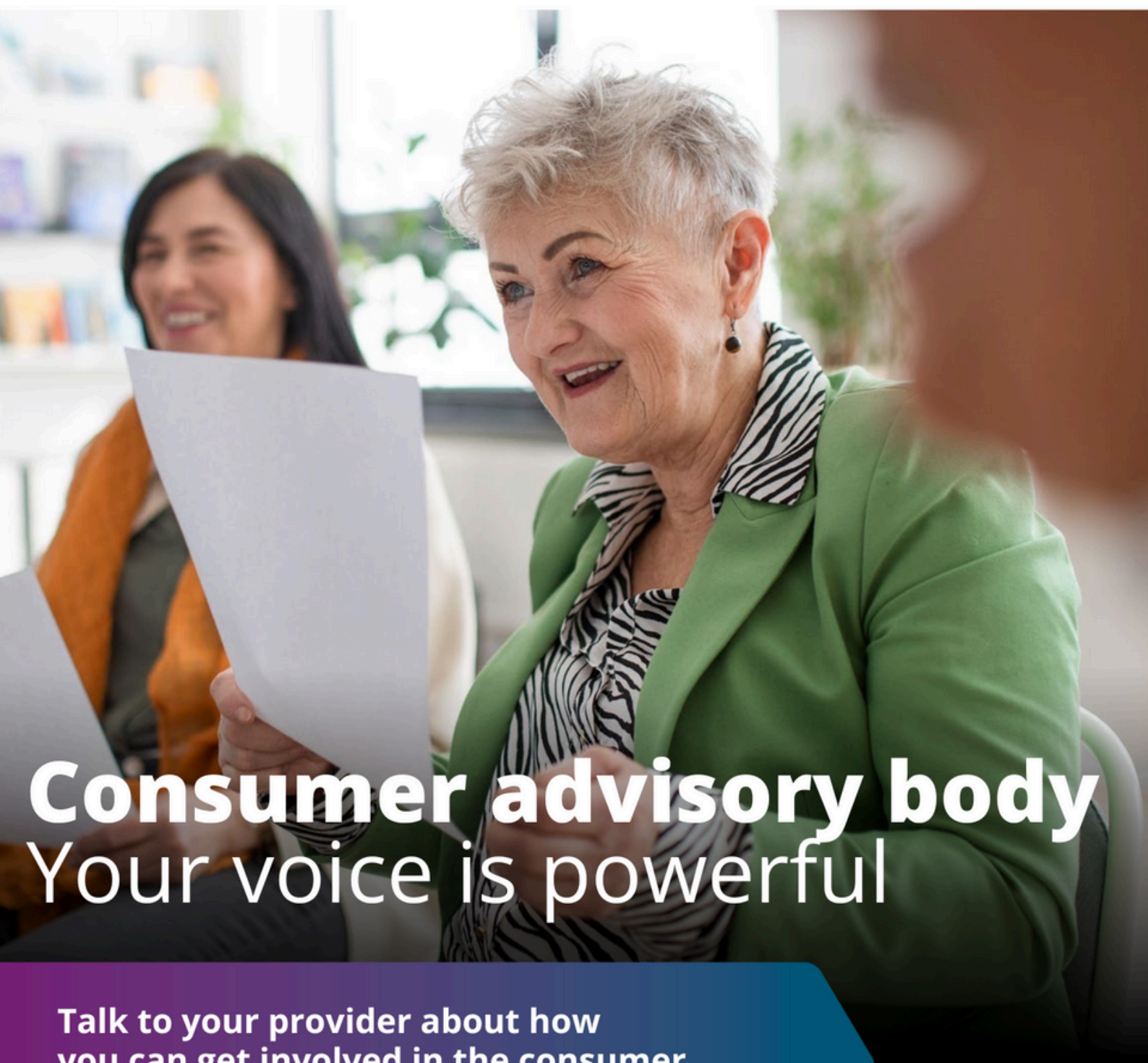
Heather Sharwood
President



Garry Moran
Vice-President



Jane Lawrence
Secretary



Consumer advisory body

Your voice is powerful

Talk to your provider about how you can get involved in the consumer advisory body at your service.

Provider contact details

Contact name/s **Danny Turner**

Phone number **02 4868 6229**

Email **Danny.Turner@harbisoncare.org.au**



Visit our website
for further information
and meeting guides

The Heart & Home membership allows Harbsion residents to find a level of additional care and services that is right for them.

The membership is designed to offer:

- more access to a broader range of services and benefits; and
- more choice and flexibility when accessing these services and benefits.

Members are also allocated points each month, which they are able to use on a range of additional care and services.

Please refer to the Heart & Home Additional Services Price List, available on our Community Notice Boards, for the full menu.



Membership includes:

✓ Chef-prepared meals with choices:

- *2-course lunches and dinners daily*
- *hot breakfasts twice a week (set days)*
- *hot breakfasts can be ordered on other days at an additional cost*

✓ Complimentary Motiview membership

✓ Complimentary Grandfriends membership

✓ FREE domestic letter postage

✓ Annual Test-and-Tag Safety Check for approved personal electronic devices

✓ Access to a range of additional care and services at special member rates using allocated points per month

WORD FROM OUR CEO

Harbison is committed to engaging with our residents to improve the lived experience of Harbison. In this newsletter, you will read that the Residents' Advisory Committee has been renamed the Harbison Residents' Association. This decision follows a review after new regulations were introduced by the Government in late 2023 that require approved aged care providers to offer their residents an opportunity to form advisory bodies. Harbison has been doing this since 2018, and I am pleased to announce that Heather Sharwood and Garry Moran were elected President and Vice-president of the Residents' Association at its first meeting for 2024. Soon, each resident will receive an invitation to join the Residents' Association. Membership is optional, and non-members are welcome to attend meetings of the Residents' Association and have their say about how care and services are provided at Harbison. Heather and Garry have been effective advocates for issues that concern residents, and Garry recently attended a meeting of our Board of Directors to share his experience of living at Harbison. I am excited about working with the Residents' Association and thank Heather, Garry and the members of the association for taking on this responsibility.

Sometimes the Aged Care Quality and Safety Commission makes an unannounced visit to assess whether an aged care service is complying with the Quality Standards. Last month, the Commission sent a team of assessors to Harbison Moss Vale to assess how we are meeting three of the eight standards. I am pleased to confirm that our Moss Vale team received a glowing report from the Commission. By coincidence, I had the pleasure of visiting Moss Vale the day before the site audit and was impressed by the cohesive, happy vibe in the home. The team have transformed Moss Vale into an exemplar of residential aged care over the past four years, despite the challenges of the pandemic and refurbishment program. Congratulations to everyone who has contributed to this success, and special mention to Kritika for her leadership role during that time. Our community is fortunate to have you!

The stories in this newsletter are examples of what we can achieve together. I hope you enjoy reading them.

DAVID COCHRAN
MAY 2024

PLAYGROUP

9:30-11:00 AM

BURRADOO: TUESDAYS & THURSDAYS

MOSS VALE: WEDNESDAYS

JOIN IN FUN ACTIVITIES WITH OUR
PLAYGROUP FAMILIES, INCLUDING
ART/CRAFT, MUSIC, STORIES AND
GAMES.

MORNING TEA INCLUDED.

PLEASE REACH OUT TO A
MEMBER OF THE
LIFESTYLE TEAM IF YOU
WOULD LIKE TO ATTEND





Playgroup

Our Intergenerational Playgroup has been operating for the past year, three sessions per week, Tuesdays and Thursdays at Burradoo and Wednesdays at Moss Vale.

Our Harbison residents have taken great pride in assisting with the daily setup and program planning, many of them adding their interests.

The mornings consist of indoor and outdoor activities providing both aged groups the opportunity to be involved, refine skills and build self-confidence.

Residents interested in participating in our Playgroups, please reach out to a member of the Lifestyle team.

Families interested in booking a spot on our Playgroup can do so via our website:



harbison.org.au



Multigenerational Programs

Our Harbison Multigenerational Program continues to be widely successful. Through our Playgroup and Grandfriends initiatives we continue to foster fantastic relationships between residents and local primary and secondary school students and parents, grandparents and caregivers of children in our community.



Grandfriends

Our Grandfriends and Friendship Programs provide residents the opportunity to develop and foster rewarding relationships with students from local primary and high schools.





The Scots College Glengarry

Our Multigenerational Partnership with The Scots College continues to grow, from their visits to Harbison and BBQ lunches in the community, to a very special visit to their campus in Kangaroo Valley.



For former boarding house master Alistair, it was a beautiful trip down memory lane, with a student recognising him from photos of his days at Royal House in Scots College Bellevue Hill. Alistair was gifted a special pair of Royale House cuff links as a tribute to his dedication to Scots College. He will treasure them always.

Chevalier College



Happiness is a collection of joyful experiences shared with friends. Getting together and having some fun. Chevalier College Year 11 joined us in a game of carpet bowls with the yellow team taking the win.



Frensham

Every Tuesday, students from Frensham College visit our Burradoo home to bring the joy of music to our residents.

Listening to and performing music reactivates areas of the brain associated with memory, reasoning, speech, emotion and reward. Music doesn't just help us retrieve stored memories, it also helps create new ones.

INTERNATIONAL WOMEN'S DAY

8 MARCH 2024

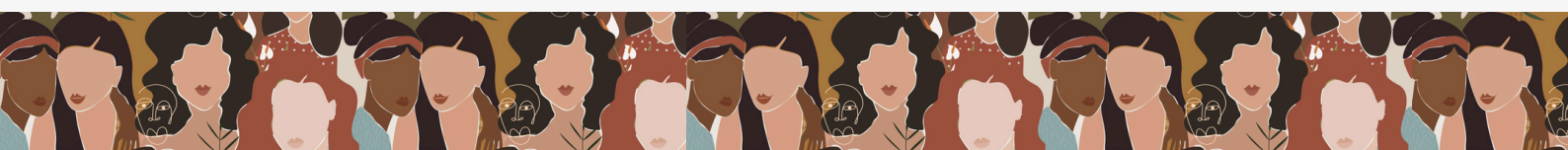
On Friday, 8 March a delegate of Harbison staff attended a delightful morning of celebration at Centennial Vineyards Restaurant - organised by Wingecarribee Shire Council - in honour of International Women's Day! It was a wonderful morning filled with empowering conversations, local guest speakers and the spirit of unity.



This year's theme was **Count Her In: Invest in Women. Accelerate Progress.** Based on the priority theme for the United Nations 68th Commission on the Status of Women, this year's theme examined pathways to greater economic inclusion for women and girls everywhere. Women's economic empowerment is central to a gender-equal world. When women are given equal opportunities to earn, learn and lead, entire communities thrive.



Special thanks to our Chair of the Board, Katie Constantinou for bringing such a powerful group of women together. We are truly honoured.



INTERNATIONAL WOMEN'S DAY

8 MARCH 2024

"Celebrate the women that are around you."

At Harbison, we celebrated with a beautiful afternoon tea made by our catering team and were delighted to have Judy Hannan MP, Member for Wollondilly as our guest speaker.

A truly inspirational woman, Judy shared stories of her own family - her grandmother growing up as one of nine children, and her mother continuing the tradition by having 3 daughters and 6 sons of her own. Judy's mother ensured her daughters had the education they needed.

Special thanks to resident Sally and Chair of the Board Katie for introducing Judy during our afternoon teas.





Moss Vale Show

8-10 March 2024

Moss Vale residents were in the Moss Vale Show Art Competition and most received a Highly Commended award. Resident Patricia received the 2nd Prize for her beautiful painting of a cherry tree landscape.

Congratulations to all our residents on this fantastic achievement!



Senior's Festival

11-24 March 2024

The 2024 Seniors Festival brought residents Keith, Graeme, Marilyn, Allan and Lena to the Empire Cinema Bowral to see *The Great Escaper*.

The Seniors Festival provides opportunity for seniors to develop new skills, meet people with similar interests, and find out how they can get involved with other events throughout the year.

Wingecarribee Shire Council provided a program of events focusing on keeping seniors healthy, active, and social.



WORLD DELIRIUM AWARENESS DAY

13 MARCH 2024

World Delirium Awareness Day is an annual event held every second Wednesday of March to raise awareness about delirium and its impact on patients, families, and healthcare systems. Delirium is a serious condition that is more prevalent in residential aged care and is generally under-recognised. Delirium is different from dementia, where delirium mainly affects attention and awareness while dementia mainly affects memory and other cognitive functions. People living with dementia are five times more likely to develop delirium.

Common symptoms include:

- Confusion and forgetfulness
- Rapid, unpredictable mood changes
- Incontinence
- Delusions
- Paranoia



Harbison has policies and procedures in place to identify what is contributing to delirium symptoms and manage contributing factors to minimise the risk of delirium. Harbison staff undergo training to identify contributing factors and pick up on signs and symptoms to escalate to the proper channels.

For more information on how Harbison manages delirium, please reach out to our Clinical Team.

Harmony Week

18-24 March 2024

Residents paid tribute to Harmony Week with our Playgroup friends by making pizzas for morning tea! Special thanks to our Catering team for providing us with the ingredients.

We also created a beautiful masterpiece for Harmony Day to show "Together we come because that's where we belong"

Harmony Week is cultural respect for all, it's about inclusiveness, respect, and belonging for all Australians, regardless of cultural or linguistic background.





Snowy Classic

22 March 2024



We were honoured to be a Charity Partner for the 2024 Snowy Classic, where our Cycling Without Age trishaws were featured, and piloted by Harbison staff and volunteers.

We thank you for all your support.

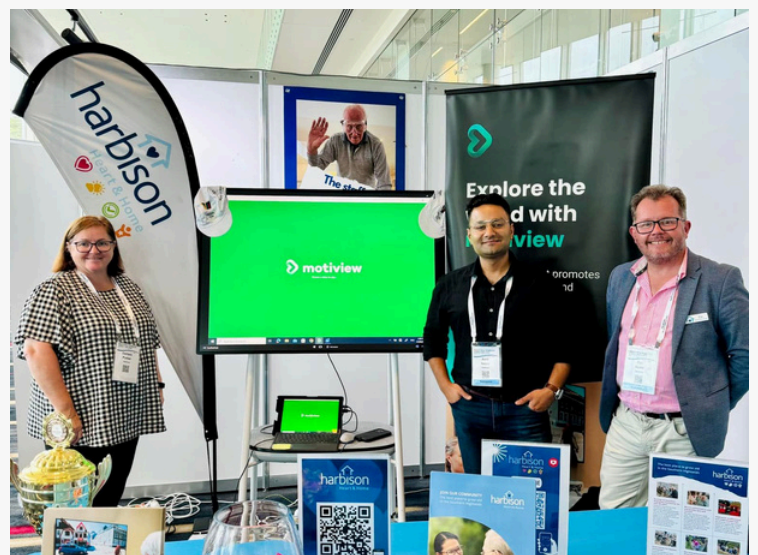
ITAC Conference

26-27 March 2024

"The reality is, digital MATURITY in Aged Care is Mandatory".

Harbison embraces our successful innovation and technology outcomes at the Innovation and Technology Across Care (ITAC) National Conference. Featuring the theme "Elevating Aged and Community Care and Inspiring Innovation", we showcased our popular Motiview program.

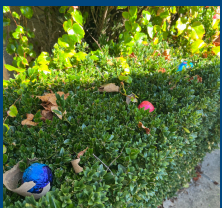
Dr. Ron Farmer 85 years of age agrees that Harbison's Motiview program is a game changer for the Aged Care industry.





Easter Festivities

Our Playgroup friends made Easter hats and baskets, and joined residents for an Easter Egg Hunt!



Easter Bunnies Amanda and Donna delivered chocolate goodies to Harbison staff.

WORLD PARKINSON'S DAY TALK

12 APRIL 2024



On Friday, 12 April 2024, Harbison was honoured to host Vivienne Ross and her husband Barry as they shared their experiences living with Parkinson's, and how they look for silver linings in life to get the most out of life together.

Vivienne is Barry's full-time carer, as well as current group leader of The Nepean Blue Mountains Parkinson's Support Group - an organisation run by volunteers committed to improving quality of life issues for people living with Parkinson's and their carers.

200,000 people are living with Parkinson's in Australia, with 70,000 in NSW alone. It is the fastest growing neurological condition in the world with 10 million currently affected according to the World Health Organisation.



ANZAC DAY

25 APRIL 2024



Moving services were held at our Burradoo and Moss Vale sites on Anzac Day. Residents, their families, staff, and members of the Harbison Board were present to pay their respects to all those who served in the war. Residents Harold, Julie, Joe and Pip laid wreaths at the flagpole, including special wreaths created by residents and the Harbison Playgroups.

Special thanks to Harbison Chair of the Board, Katie Constantinou, and Leisure & Lifestyle Team Leader, Keeden Ellis, for leading the services.





Celebrating the power of intergenerational friendships!



PLAYGROUP ART MURAL



Creating amazing art with Louisa from Art Club Studios Bowral



Falls Prevention Month

April was officially dedicated to fall prevention and management, focusing on enhancing the safety and well-being of our residents. We embrace this month with fresh ideas and activities aimed at ensuring a secure and enjoyable environment for our residents and staff.

Innovative approaches, tips, and resources from the Allied Health, Learning and Development, and Clinical teams to promote stability and vitality!

Together, we made every step a safe one!



EMPLOYEE DEVELOPMENT JOURNEY

Twelve months ago, five care team members embarked on a journey to develop their skills & knowledge through formal training in Certificate IV in Ageing at the University of Wollongong College. Dedicated to enhancing the quality of resident care they deliver, this group persevered through challenging times, juggling work, family & life commitments to graduate with flying colours. Congratulations to (pictured in the back row from L to R) Liz, Courtney, Dakota, Dani & Margaret, with care managers in the front row (L to R) Bree & Gabby. Their dedication & hard work is admired & the Harbison community are so proud.

Amazing job, ladies, well deserved!.



Poetic Prescription

Did you know that poetry can be a form of therapy? Poetry therapy uses language and stories in therapeutic, educational, growth, and community-building capacities. It relies upon stories, imagery, and metaphors to facilitate personal growth, healing, and greater self-awareness (Mazza, N. 2003). However, you feel right now, the following words have great power & will be sure to stir emotions. Even Nelson Mandela found great strength in this uplifting poem & famously noted, 'The brave man is not he who does not feel afraid, but he who conquers that fear.'

Invictus

by William Ernest Henley



Out of the night that covers me,
Black as the pit from pole to pole,
I thank whatever gods may be
For my unconquerable soul.

In the fell clutch of circumstance
I have not winced nor cried aloud.
Under the bludgeonings of chance
My head is bloody but unbowed.

Beyond this place of wrath and tears
Looms but the Horror of the shade,
And yet, the menace of the years
Finds and shall find me unafraid.

It matters not how strait the gate,
How charged with punishments the scroll,
I am the master of my fate,
I am the captain of my soul.

OPTIMISM

We choose a positive outlook
and a hopeful view of the world



New beginnings bring an element of optimism & this is evident when we welcome new team members to the Harbison community. So far this year, we have had many optimistic individuals join the team.

We welcome the following new team members.

Olivia - Care | Margaret - Well Being | Alex - Reablement
Bitty - Clinical | Eva - Care | Georgea - Care | Jamieson - Care
Jasmine - Care | Jayde - Care | Jeevan - Care | Justin - Reablement
Martha - Care | Mia - Care | Stephanni - Care | Vishal - Care
Amit - IT | Sarah - Early Learning | Amelia - Care
Cassandra - Catering | Lily-Rose - Care | Lucy - Care
Marcel - Catering | Marlie - Care | Vincent - Catering
Abbey - Care | Sudikshya - Clinical | Dilli - Clinical | Britt - Care
Dilmaya - Care | Isha - Care | Korissa - Care | Rhea - Clinical
Mia - Cafe | Jude - Cafe

Whats your story?

Get to know a little more about ICT Coordinator, Amit



If you could travel in time, where would be the first place you would go? & why?
I would love to go to the space station or moon, I would love to see Earth and the rest of the heavenly bodies with my eyes.

Which famous actor would play you in a movie of your life?
Definitely Tom Cruise

If you could appear on any game show, which would you choose? & why?
Family Feud with Steve Harvey, because it would be so much fun.

What's your favourite movie quote? *Remembering that you are going to die is the best way I know to avoid the trap of thinking you have something to lose. You are already naked. There is no reason not to follow your heart*
— Steve Jobs.

Help us improve our care and services!



Harbison is dedicated to the continuous improvement of the services we provide and we encourage you to leave compliments, complaints and suggestions.

We take feedback seriously and will:

- acknowledge all complaints within **1 business day**;
- endeavour to action and resolve within **5 business days**; and
- always keep you informed of the outcome.

All feedback will be treated **confidentially** and without fear of retribution.

Please scan the relevant QR code to leave your feedback.



BURRADOO



MOSS VALE

NEED AN ADVOCATE?

Older Persons Advocacy Network (OPAN)

W: open.com.au

E: enquiries@open.com.au

T: 1800 700 600

National Disability Advocacy Program (NDAP)

E: disabilityadvocacy@dss.gov.au

T: 1800 643 787



Seniors Rights Service

Legal | Advocacy | Information

Your rights. Your voice

For free and confidential advice call

1800 424 079



Supporting you to understand and exercise your aged care rights

OPAN can help. Call us today.

1800 700 600



National Disability Advocacy Program

Providing people with disability access to effective
advocacy support.

To request disability advocacy support contact
the **Disability Gateway**

T 1800 643 787

E disabilityadvocacy@dss.gov.au

W disabilitygateway.gov.au



Aged Care Quality Standards



Standard 1

Consumer dignity and choice

Consumer outcome: I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement: The organisation:

- (a) has a culture of inclusion and respect for consumers; and
- (b) supports consumers to exercise choice and independence; and
- (c) respects consumers' privacy



Standard 2

Assessment and planning

Consumer outcome: I 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.

STARTING IN JUNE

CAFE CONNECT FOR CARERS & FAMILIES

AT 10 AM



**HARBISON BURRADOO
EVERY 1ST THURSDAY
HARBSISON MOSS VALE
EVERY 4TH THURSDAY**



**SIP YOUR COFFEE AND CONNECT
IN THE DINING ROOM**

Contact Wellbeing Team
Peter Davis - 4868 6233
Margaret Nichols - 4868 6236