

Heritage News

MAY 2023

Curtin
HERITAGE LIVING



Mother (n): one person who does the work of 20. For free.

See also: Saint , Wonder Woman

Happy Mother's Day to the Mums, the Grandmothers, the Aunts and all the women who share a maternal bond with someone.

May your Mother's Day be delightful!

MOTHER'S DAY CELEBRATIONS

RiverSea Mosman Park

Date: Mon 15 May

Time: 2:00pm

Event: High Tea

Where: Resident lounge

Marine Views Cottesloe

Date: Fri 12 May

Time: 2:00pm

Event: High Tea

Where: Lobby lounge



Keep in touch!

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Email: info@curtinheritage.com.au

Phone: 08 6458 7500 - Marine Views Cottesloe

Phone: 08 9382 7555 - RiverSea Mosman Park

Phone: 08 9253 5555 - Shine Community Care

Accreditation news

We are very proud to confirm, that after positive review audits at both Marine Views Cottesloe and RiverSea Mosman Park we have been successful in gaining three-year accreditation from the Aged Care Quality and Safety Commission.

Have you wondered what is meant by an aged care audit?

Known as a review audit, it is an onsite assessment of the quality of care and services provided to aged care clients by an aged care provider (us!). It measures our performance against all requirements of the Aged Care Quality Standards. The audits are conducted by an assessment team of at least two quality assessors and can be arranged (announced) or without notice (unannounced).

Audits in our homes

Four assessors from the commission visited Marine Views Cottesloe in early March, staying on site for three days. The audit process is quite arduous with a lot of time spent accessing and reviewing policies, interrogating record keeping and interviewing people. At RiverSea Mosman Park, two assessors spent three days doing the same. Many of our team, our residents and families readily gave up their time to speak with the assessors and share thoughts and experiences. Your feedback was honest and well considered and we thank you for taking the time to speak with the assessors.

We have included some excerpts below from the assessment reports.

Client's husband, said that the staff do a 'great job' in providing activities that engage all consumers and families.

Client's family member said that the service updates her on her mother's condition via email or phone if urgent. She said that the staff who take care of her mother know what she needs and the way in which she prefers to be treated. The client's family member said that her mother is very happy.

The Registered Nurse (RN) explained that a detailed handover is done at each shift with updates on all consumers. They said that during handover it is important for all information about changes to consumers' needs or preference to be highlighted and communicated to staff.



RiverSea Mosman Park

RiverSea residents participated in a variety of activities in April. Many of the activities centred around ANZAC Day including crafting, painting and lunch in the RiverSea gardens. While ANZAC Day can evoke some sombre feelings, the month of April was a wonderful balance of remembrance, colour and creativity.



Marine Views Cottesloe

A generous and caring community supports Gai's Winter Appeal

With the summer months coming to an end and cooler months not too far away, Marine Views Cottesloe Carer, Gai Crone had the idea to mobilise our community to collect warm clothing, blankets, sleeping bags and toiletry items for people experiencing homelessness in Perth.

Knowing the residents she cares for well, she also knew some of them would love to be involved in helping to sort and pack the items collected ready for donation.

The planets aligned when Curtin Heritage Living Administration Manager Linda Malland reminded us her daughter Lisa worked with 360 Street Doctor - a service that provides medical services along with basic care items for people experiencing long-term homelessness. 360 Street Doctor clients may be sleeping rough, couch surfing with friends or family or sleeping in their cars.

With a call out to our staff, our residents and families we have been able to collect a generous amount of high quality new and used items. The Built team (our construction partner) got involved and donated dozens of pairs of brand new warm socks and blankets and toiletry packs. The appeal caught the attention of The Post newspaper and after featuring in the 22 April edition of the paper, we had a number of people contact us to drop off donations.

We have now stopped taking donations and have begun the process of sorting and packing. Once this is complete, we will be calling the 360 Street Doctor team back to visit us again and pick up a truck load of goodies for their clients.



L to R: Lisa - 360 Street Doctor, Gai - Marine Views Cottesloe



360 Street Doctor staff, Marine Views Cottesloe resident Charlie and Gai passing sleeping bags donated by Marine Views team members.

Shine Community Care

Fabulous fashion and fun for Shine clients during April!

Our Shine clients never shy away from a chance to strut their stuff! This particular morning it was time for creating some Easter headwear pieces that were as quirky as they were beautiful. Clients then took great pride in taking to the red carpet to parade their creations and entertain their friends.

The Shine team pride themselves on providing a place where people know once they walk in the door, they will be laughing and smiling. Our clients know they are valued for their personalities, talents and their stories.

If you know someone who would like to join the Shine social club, or perhaps you would like to join, you can get in touch with our Shine staff to learn more. You can enjoy a variety of activities from at the Shine Hub in Forrest Street in Cottesloe, head out for the day for lunch and a movie or to meet up with people from other social clubs. There is also an exercise program that focuses on gentle movement and mobility - normally followed by a delicious lunch! To learn more head to shinecommunity.com.au or call us on 9258 5555 between 8:30am and 4:00pm Monday to Friday.



Support us when you visit Grill'd Cottesloe!

If you are visiting Grill'd Cottesloe you have the opportunity to support Shine Community Care via the Grill'd Local Matters community fundraising program.

When you pay for your meal, you will be given a bottle top to add to one of three jars, each representing a different local community group. At the end of the month, the jar that has the most bottle tops receives a donation from Grill'd.

So if you are considering a burger for lunch or dinner - why not head to Grill'd Cottesloe and support Shine!

Labour Agreement with Commonwealth Government - first in the nation!

Curtin Heritage Living is pleased to be the first aged care services provider in Australia to secure a labour agreement with the Commonwealth of Australia that provides a rapid entry and permanent residency pathway for Assistants in Nursing, Carers and Support Workers working in the aged care industry.

Under the agreement, Curtin Heritage Living can offer non-Australian residents the opportunity to work full-time, with workers offered employment on exactly the same pay and conditions as Australian workers.

We have worked collaboratively with the Department of Home Affairs and the United Workers Union in recent weeks to be able to finalise the agreement in much shorter timeframe than would normally be expected and we are grateful for the support of both groups.

More information

We will be meeting with staff over the coming weeks to discuss the process and paid education sessions will be offered to all staff who are keen to learn more. Representative from the United Workers Union will be attending meetings to ensure all staff are adequately informed and represented.

Industry Milestone

The agreement is a major milestone for our entire industry, which is dealing with a critical shortage of skilled workers. It also recognises the work and commitment of those temporary workers who have filled an essential role in caring for our older people.

General enquiries

Should you have any questions, please feel free to make contact with our Head of Operations.
Tom McConnell • 08 6458 7500 • tomm@curtinheritage.com.au



Liz Behjat – State Manager - ACCPA
Jessica Smith – United Workers Union
Nancy Mutwoki - Curtin Heritage Living – Care team leader
Tom McConnell – Curtin Heritage Living – Head of Operations
David Cox – Curtin Heritage Living Managing Director
Sangay Choden – Curtin Heritage Living – Care team leader



David Cox and Namkha Lhamo

Be informed and outsmart the scammers

It is unfortunate that avoiding scams is now part of every person's life, no matter their age. Older people tend to be attractive targets for scammers as they look to take advantage of people who are less familiar with technology. However, by following some simple guides provided by reputable organisations - you can stay in control.

COTA - Council on the Ageing for older people - have provided **five top tips** so you can outsmart the scammers.

1. Never give anyone remote access to your computer. Scammers may contact you pretending to be from your internet provider and ask for access to your computer. Just say no.
2. Be wary of unexpected phone calls. If you are unsure who you are talking to - don't be afraid to hang up. If it is someone you know, you will be able to call them back.
3. If a deal appears to be too good to be true - it probably is!
4. Be careful about who you connect with on social media sites and never send money to anyone you have not met in person
5. Never click on links in emails or text messages that ask you to make a payment or provide your "updated" personal details.

You can find more information on the COTA website - www.cota.org.au.

The National Council of Ageing website also offers some good hints and tips on how to stay safe.



Team recognition



RiverSea Mosman Park

Coleen Lagnada - Domestic team

Coleen has embraced new work routines and practices with a great attitude. She works well as part of the sider RiverSea team and is a wonderful support to others. Thank you Coleen!

Marine Views Cottesloe

Michel Carol Didier (DJ) - Chef

DJ is always calm and considered. He is able to be flexible with getting work done in pressure situations - such as the power outage earlier in April. DJ's ability to be calm under pressure during this time was invaluable. Thank you DJ!

Team service

Thank you to Maureen and Sayang - long standing team members. We appreciate your commitment to our residents and your team over the past five years.

Maureen Yates - Enrolled Nurse - 5 years

Sayang Choden - Carer/Team Leader - 5 years

Family Tales

Would you love meaningful way to capture the wonderful history of a loved one? Christian Mauri, the owner of Family Tales is a sociologist and writer. Christian started Family Tales to work with families to record the precious stories of their loved ones - honouring their past and sharing histories, capturing them all in a beautifully bound book.

If you would like to know more about Family Tales, you can pop over to their website familytales.com.au.

If you would like to see an example of a Family Tales book, contact our Resident Liaison, Coleen Wright - coleenw@curtinheritage.com.au

