

# LA VITA SWIAA

NOVEMBER 2024 | SUMMER EDITION

## A Message from the CEO

### Welcome to our Summer 2024 edition of Lavita

As we approach the end of the year, it is important to reflect on what has occurred. 2024 has seen significant changes taking place in the Aged Care Sector, and there will be more to come in the foreseeable future.



Over the last 12 to 18 months, we reviewed the Company Constitution to ensure that it aligns with the heightened governance requirements that were introduced through recent amendments in the Aged Care Act 1999. At the Company Annual General Meeting held in November 2023, the Company Members were in full support of the new Constitution that was presented.

There have been significant additional reporting requirements to the Commission through the Serious Incident Response Scheme, otherwise known as SIRS, there have been heightened financial reporting requirements from annual to quarterly reporting and increased clinical indicator reporting through the "National Quarterly Indicator program".

In October 2024, we added an additional nightshift role that is being filled by either an Enrolled Nurse or Registered Nurse. This new role will ensure additional support to meet the increased care needs of residents. We have also extended a number of short shifts within the roster.

The proposed Aged Care Bill has passed through Parliament and is now in the Senate. Consultation regarding the new Aged Care Bill continues, however there is an expectation that the Aged Care Bill will pass through Parliament, in time for the new Act to be effective 1st July 2025. There is a lot of work being undertaken through our Peak Body, Aged and Community Care Providers Association, (ACCPA) to address a number of areas in the Aged Care Bill that requires clarification, and in some cases changes.

### Works in progress:

We are now preparing to undergo internal painting of all common areas within both Parkview and Gardens, including our staff rooms. Shortly we will be meeting with an interior designer to establish a colour schedule. Once this has taken place, we will then invite builders to tender for the scope of works.

In line with preparing for internal painting, we will also be reviewing the carpet on the first floor in Parkview. I expect that the carpet replacement and painting works will commence in the new year.

It is important to acknowledge and thank our staff for the hard work that they do each day, in particular as we have been navigating, and will continue to navigate through the constant changes that are taking place in the Aged Care Sector.

Thank you to all our stakeholders for your continued support. I wish our residents, family and friends, and our staff a merry and safe Christmas.

Godwin D'Amato  
Chief Executive Officer



# EVERY MOMENT HOLDS THE BEAUTY OF NEW BEGINNING

## A Message from the Residential Services Manager

**Hello to all our residents, families, and friends,**

As we embrace the warmth of summer, we welcome the opportunities for growth, connection, and reflection. This season brings with it the promise of sunshine, joy, and cherished moments with family and friends. As we look ahead to the festive season, we would like to share some important updates and reminders for families, residents, and our valued team members. Please take a moment to read through the following information to stay informed and engaged with the care and activities happening at our facility.



### **Staff Update – Manager's Absence & Acting Management Team**

I will be away for a month, from 9th December 2024 to 3rd January 2025. I will be back in the office on Monday, 6th January 2025. During my absence, Dorothy (CNS) will step in as the Acting Residential Services Manager (RSM). Dorothy is a highly valued member of our team and will be more than capable of assisting with any concerns you may have during this time. For any clinical issues, please liaise directly with our Clinical Care Coordinators, Cristi and Roya.

### **Dignity of Risk – Empowering Choice in Care**

At SWIAA, we deeply respect the right of our residents, or their representatives (if the resident has lost capacity), to make decisions about their care—even when those decisions involve certain risks. This principle is known as Dignity of Risk. We believe that individuals should have the autonomy to make informed choices, even if those choices may carry some risks to their health or wellbeing. To uphold this principle, we kindly ask residents or their families to sign a Dignity of Risk Agreement. This allows residents to follow their wishes, even if it involves a certain level of risk, while ensuring they are fully informed of the potential consequences.

While we encourage open dialogue and can offer alternative options to minimize risks, we are committed to supporting each resident's autonomy. If you have any questions or concerns about this process, please feel free to reach out to our team for guidance and support.

### **Concerns or Issues on the Floor – Please Speak to the RN First**

If you have any concerns regarding your loved one's care, we ask that you speak directly with the Registered Nurse (RN) on duty. The RN has the most up-to-date knowledge about what is happening on the floor and is the best person to address any immediate concerns. They will work to provide clarity and resolve any issues that may arise during the day.

If you feel that the RN is unable to resolve your concern, please feel free to escalate the issue to the Clinical Care Coordinator (CCC) or the Residential Services Manager (RSM). Our goal is to address your concerns as quickly as possible, and we are here to support you every step of the way.

### **Access to Residents' Care Plans**

A gentle reminder: Residents and their representatives have the right to access the care plan at any time. While care plans are discussed regularly with families and reviewed during scheduled meetings, we encourage you to request a copy whenever you wish. If you have any questions or would like to review the care plan at any time, please do not hesitate to ask a member of our team.



# A SEASON OF GRATITUDE AND APPRECIATING LIFE'S SIMPLE JOYS

## Message Continues..

### Social Leave During the Holiday Season

As we approach the festive season, we want to reassure families that residents are able to take social leave during this time. Residents are eligible for up to 52 days of social leave per year, which is not limited to the holiday season. If you wish to take your loved one home for a visit—whether it's for Christmas or any other occasion—please feel free to contact the Registered Nurses or the management team to make arrangements.

Please note that social leave is available only to permanent residents. If you have any questions or would like to discuss your options, we are happy to assist you.

### Residents' Christmas Party – Save the Date!

We are excited to announce that our Residents' Christmas Party will take place on Friday, 20th December 2024. Due to limited space, we can only accommodate one visitor per resident. A fee of \$40 will apply to the nominated visitor to cover the cost of the event.

To reserve your spot, please RSVP to our Lifestyle Officer and make the necessary payment by COB 2nd December 2024. We look forward to celebrating this festive occasion with you and our residents!

### COVID-19 Vaccine for Residents

As part of our ongoing commitment to the health and safety of our residents, we are working with our pharmacy partner to schedule a COVID-19 vaccination clinic for eligible residents. We highly encourage all families to consider the benefits of the vaccine for their loved ones.

If you would like your loved one to receive the vaccine, please do not hesitate to contact any member of our clinical team. We are happy to discuss this option with you and arrange the necessary steps. We truly appreciate your continued trust and support as we work together to provide the best possible care for your loved ones. As always, if you have any questions or concerns, please feel free to reach out to our team.

May the joy and peace of Christmas fill your heart and home with love, hope, and cherished moments. Wishing you all an early Merry Christmas and a Happy New Year!

Please take care, stay safe, and continue to prioritize your health. We look forward to reconnecting with you in our next edition.

Warm regards,  
Joyce Labayno  
Residential Services Manager



# Welcome to SWIAA Villages

RESIDENTIAL AGED CARE & RETIREMENT LIVING IN THE HEART OF SOUTH-WEST SYDNEY

## LIFE AT SWIAA

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Enjoy the fun activities! Cross words and colouring.

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#### WHAT'S ON THIS MONTH

Special events calendar for the month.



"A season of  
wonder, a time of  
love, and a heart  
full of hope."

### NEWSLETTER TEAM

*"Just keep  
moving  
forward"*

We hope that you will enjoy looking at the photos throughout this edition of your newsletter. We welcome any suggestions and feedback in our email [admissions@swiaa.org](mailto:admissions@swiaa.org) to further improve on this very important tool that takes a peek of what life is like at SWIAA Villages.

Latest newsletters are displayed in Reception. Friends and Families can collect it from Reception or go to SWIAA website: [www.swiaa.org/newsletters/](http://www.swiaa.org/newsletters/)

Alla Prossima!  
SWIAA Newsletter Team



# LIFESTYLE ACTIVITIES

## SUN THERAPY



Our residents have been taking full advantage of the beautiful weather by spending time outdoors. Activities have included scenic walks, engaging in gardening, and enjoying sun therapy, all followed by a delightful morning tea in the garden.

Sunlight is essential, as it supports bone health through vitamin D production and boosts mood by increasing serotonin levels. Outdoor activities, like sun therapy, also promote physical well-being, reduce stress, and enhance social interaction, contributing to a better quality of life. And here's a fun reminder for everyone: soak up that sunshine and get your vitamin D whenever you can! Your body and mood will thank you!

And don't forget to spot the cute cats in the garden! Our residents have been having a blast wearing their playful cat ear headbands.







On 5th November, we gathered to celebrate the Melbourne Cup in style. Residents and staff joined in the excitement by participating in a sweep, adding to the fun of the day. We also held awards for Best Dressed and Best Hat, with some wonderfully creative outfits on display. The event was enhanced by lively music, delicious food, and a vibrant atmosphere, ensuring everyone had a memorable time. It was a day full of joy, as we shared in the festivities together.



*Melbourne Cup*







On 4th October, we celebrated World Smile Day with our residents and staff, brightening the day with vibrant yellow outfits and decorations. The celebration featured lively music, delicious food, and plenty of joyful moments shared among everyone. Smiling is a simple yet powerful act that can make a significant difference in someone's life. It promotes a sense of connection, lifts spirits, and spreads positivity. By celebrating World Smile Day, we were reminded of the importance of sharing smiles and how they contribute to a warm, welcoming community.

*smile is the best medicine*







## BIRTHDAY OF THE MONTH



## HAPPY 102nd BIRTHDAY RINA ZAIA



This November, Rina celebrated her 102nd birthday! We wish her continued health and happiness, and we are honored to share in this incredible milestone.

We also wish a very happy birthday to Graziella, Maria, and Youel! We take pride in celebrating our residents' birthdays and ensuring they know just how special they are to us. Cheers to another wonderful year!



## HAPPY 100th BIRTHDAY GWEN BURSTON



We had the pleasure of celebrating our cherished Villa resident, Gwen Burston, on her 100th birthday with a delightful High Tea. Gwen has been a part of our community since the establishment of SWIAA, living in the Villa for over 20 years. The celebration was filled with music, heartfelt conversations about the enduring friendships shared over the years, and a beautiful speech from Gwen, expressing her appreciation for her fellow residents and the SWIAA community. It was a memorable occasion enjoyed by all.



## QR CODES FOR HAZARD REPORTING AND FEEDBACK



## YOUR FEEDBACK MATTERS

SWIAA VILLAGE is committed to continually improving the quality and safety of care and services we provide to residents. Through your feedback, we can better understand your experiences, identify what we are doing well and what we can do better.

ACCESS FEEDBACK FORM BY  
SCANNING QR CODE ON YOUR  
MOBILE PHONES.



How do you scan a QR Code?

1. Open the Camera app on your phone.
2. Hold your phone so that the QR code appears in view.
3. Tap the notification to open the link associated with the QR Code
4. After you generate the QR Code you can complete the feedback & complaint form then click SUBMIT.

## Staff Suggestion &amp; Feedback Form

SHARE YOUR  
IDEAS!!!



SCAN THE QR CODE TO PROVIDE  
SUGGESTIONS AND FEEDBACK.  
YOUR INPUT HELPS US IMPROVE  
AND CREATE A BETTER WORKPLACE  
TOGETHER.

As mentioned in our previous newsletter, we would like to remind all staff and visitors to continue utilizing the QR codes for hazard reporting and feedback. This initiative was introduced to streamline the process of reporting incidents, sharing suggestions, and providing valuable feedback on residents' experiences. By using the QR codes, you help ensure that concerns are addressed efficiently and effectively.

QR Code Locations:

- Notice Board
- Nurses Station
- Staff Room

Purpose of QR Codes:

1. Hazard Reporting: Report any potential hazards or safety concerns promptly using the QR Code provided.
2. Staff/Visitor Incident Report: Use the QR Code to easily submit incident reports involving staff or visitors.
3. Staff Suggestion Feedback Form: Please share your valuable suggestions and ideas for improving our workplace environment or processes.
4. Residents Feedback and Complaint Form: Residents and their families can use the QR Code to provide feedback or raise concerns.

REPORT  
INCIDENT  
PROMPTLY!!!

Scan the QR code to report any staff or visitor incidents swiftly. Your quick action helps maintain a safe environment for all.  
Thank you for your attentiveness!

REPORT WORK  
HAZARD EASILY!

Your safety matters. Use our QR code to report any work hazards instantly. Scan now and ensure a safer workplace for all.



Thank you for helping us keep  
our workplace safe!

## How to Use:

- Open your phone's camera app.
- Point it at the QR Code displayed in the designated areas (Notice Board, Nurses Station, Staff Room).
- Click on the link that appears to access the respective form.
- Fill out the necessary details and submit.

We encourage everyone to utilize these QR Codes to contribute to our ongoing efforts to enhance safety and service quality. Your participation and feedback are crucial in improving our workplace and resident care.

If you have questions or need assistance using the QR Codes, please contact the management team.



Alternatively, you may continue to use the Feedback and Suggestion Box, conveniently located in our Reception area and at the Gardens entrance.



# THE STAFF ROOM

## TEAM SPOTLIGHT

"Team Spotlight" is the segment where we will showcase the exceptional individuals within our team who have made a significant impact. Stay tuned as we highlight their interesting little-known facts and their contributions to our organization.

In this edition, we are proud to highlight our Employee of the Month for July, Danny Aran. As a Registered Nurse in Gardens, Danny has been a dedicated member of the SWIAA team for two years. His unwavering commitment and exceptional dedication have greatly enhanced the quality of care we provide. We extend our heartfelt congratulations to Danny and express our sincere appreciation for his outstanding service, hard work, and steadfast support.



Danny Aran

**What year were you born?**  
1996

**What is your place of birth**  
I was born at Fairfield Hospital and have lived in Bossley Park my entire life.

**Why did you decide to work in aged care?**

There's a quote that resonates with me: "Caring for those who once cared for us is one of the highest honors in life." It truly reflects my passion for making a difference and adding value to people's lives.

**What do you like most about working at SWIAA?**

I enjoy working with my amazing team and building genuine connections with our residents and their families. It's rewarding to create meaningful relationships and have fun along the way.

**Where is your happy place in Sydney?**

My happy place is the gym. No distractions, just me and the iron plates.

**What is something people don't know about you?**

Before starting at SWIAA, I spent over eight years in retail as a jewellery store manager.

**Your message to Residents and Staff?**

Thank you to everyone for making SWIAA such a wonderful place. Let's continue supporting each other to create a caring and welcoming environment for all.

## WELCOME TO THE TEAM



### OUR NEWEST TEAM MEMBERS

- LOCHANA DHAMI - PERSONAL CARE WORKER- 10/10/2024
- BLAKE LUCKMAN - MAINTENANCE - 14/10/2024
- GURJANT SINGH- ENROLLED NURSE- 14/10/2024
- ALLENDALE AQUINO GOMEZ - CATERING- 31/10/2024
- MALA THAPA - PERSONAL CARE WORKER- 04/11/2024
- SHERYL FITZMAURICE - ENROLLED NURSE - 07/11/2024
- FLORA NGO - ADMINISTRATION - 13/11/2024
- FIZAE WASEL - ENROLLED NURSE - 13/11/2024

**We are glad to have you on board!**

### TO ALL STAFF

SWIAA expresses heartfelt gratitude for your unwavering dedication and outstanding efforts that continue to inspire and drive our collective success.

**THANK YOU!**



# THE STAFF ROOM

## Employee Award Presentation



At SWIAA, we hold immense appreciation for the dedication and hard work our employees demonstrate daily in delivering exceptional service. To honor their unwavering commitment, we hosted presentations for our Long Service Award and Employee of the Month Award on 8th November.

These events reflect our commitment to recognizing and celebrating the outstanding contributions of our team members, reinforcing a culture of appreciation and excellence throughout our organization.

### STARS OF THE EVENT

#### Employee of the Month Awards

July to September

Danny Aran, Rhaquel Frane and Elmer Gomez.

#### Long Service Awards :

Anita Rokobani for 10 years' service

Irene Paras for 10 years' service

## Honoring Service At SWIAA



On October 25th, we bid a fond farewell to our esteemed staff member, Merita. Having joined SWIAA in 2016, Merita has dedicated nine years to our organization, demonstrating unwavering commitment and heartfelt care for our residents. Her steadfast support and dedication have left a lasting impact and will be deeply missed. We extend our sincere gratitude to Merita for her exceptional hard work, loyalty, and invaluable contributions. We wish her all the best in her future endeavors.



# THE STAFF ROOM

## Throwback Fun: Celebrating World Children's Day!

In celebration of World Children's Day on November 20th, we decided to have some fun! We asked our staff to dig up their most adorable childhood photos, and you'll find these delightful throwbacks featured below. It's time to embrace our inner child and celebrate together. Let's enjoy the nostalgia and the joy of being young at heart!



Happy Children's Day







# WHAT'S ON

Your newsletter about SWIAA!

## SPECIAL EVENTS

### Upcoming Event

Residents and Representative Committee Meeting

20th December 2024

Location: Board Room  
Committee Members Only

Visit Our Facebook Page

@SWIAA Village Reminders

- Please don't forget to check your mail.
- Please send resident's new clothes to laundry for labelling before use.



### WORLD TV DAY-HAPPY HOUR

**BREAKING NEWS**

22nd November 2024  
Gardens Dining Room  
2:00pm onwards



### WELCOME NEW RESIDENTS AND BIRTHDAY OF THE MONTH

*Welcome*

29th November 2024  
Gardens Dining Room  
2:00pm onwards



### INTERNATIONAL VOLUNTEER DAY



6th December 2024  
Gardens Dining Room  
2:00pm onwards



### CELEBRATING SUMMER-HAPPY HOUR

13th December 2024  
Gardens Dining Room  
2:00pm onwards



### RESIDENTS CHRISTMAS PARTY

20th December 2024  
Gardens Dining Room  
12:00pm to 2:00pm



*merry CHRISTMAS*



### WELCOME NEW RESIDENTS AND BIRTHDAY OF THE MONTH

27th December 2024  
Gardens Dining Room  
2:00pm onwards



### Give This A Go!



**BALLOON TENNIS**



**COGNITIVE ACTIVITY**

Activities are in progress throughout the day. Join in the fun!  
Let our Lifestyle Supervisor- Sandra know if any activity interests you.

**NOTE:**  
Most of the contents have been removed due to limited website capacity. Please collect printout from Reception for full content or email [admissions@swiaa.org](mailto:admissions@swiaa.org) for full pdf version of Newsletter. Thank You!