



WEBSITE: www.havilah.org.au

You can access the Havilah Facebook Page via the website

HOP TOPICS



HAVILAH PRESIDENT ANNOUNCES NEW CEO

Havilah President Danny Tatchell announced that after an extensive executive search Craig Young has been selected from a strong field of applicants to replace retiring CEO Barb Duffin. Craig is well experienced in the aged care environment with strong knowledge and qualifications in governance and aged care legislation. As a Certified Practising Account Craig is also right across financial management. Very importantly Craig is a man who has been involved in his community and wants to continue with this.

A very good fit for Havilah as a not for profit community organization. Craig will be moving to Maryborough from Mt Martha to take up the position. He will arrive in mid February and have a period of transition with Barb prior to taking over the reigns in earnest. He will be around to meet you all once he arrives.

President Danny said Craig was an outstanding candidate and the Board was confident under Craig's leadership Havilah will continue to achieve great things for the local community.



Retirement Living Christmas BBQ

Monday 13th Dec



The Christmas BBQ was well attended by retirement living residents and their families or friends, the weather was warm and balmy and started to get very windy toward the end of the evening, everyone thoroughly enjoyed themselves dining out in the courtyard.



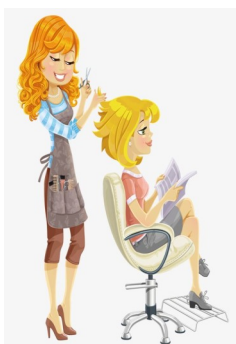
Justice of the Peace

If residents require the assistance of a Justice of the Peace you are welcome to contact

Terry Simpson

Mobile: 0419 737 837

During business hours



HAVILAH HAIRDRESSER

With current covid restrictions, Julie is able to be onsite to attend your hairdressing requirements.

Our onsite hairdresser, Julie, is available to for trims, comb ups, perms and colours.

Contact Reception to make an ap-

pointment ph: 5459 0140

The salon operates each Tuesday

Hair Cut Men \$20

Hair Cut Ladies \$25

Blow Wave \$25

Shampoo and Set \$25

Perm \$80

Your Colour & blow wave \$60

Colour & blow wave \$80

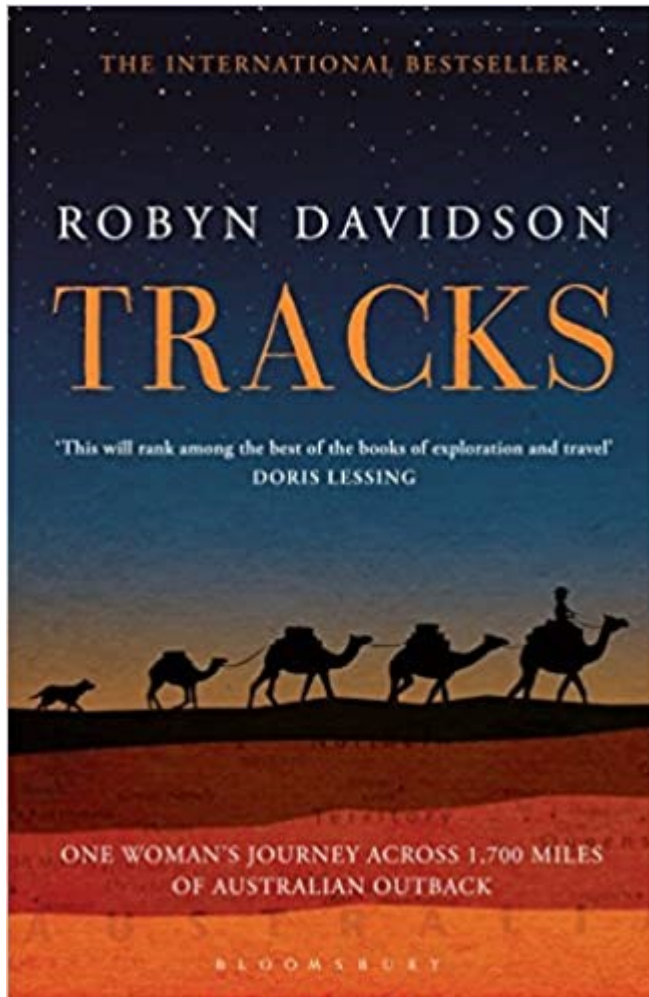


EFTPOS

For the convenience of residents, EFTPOS facilities are located at reception in the High 'School Centre for payment of Accounts.

Emailing HOP TOPICS

If you provide us with your email address, we can email your Newsletter to you. Please email your details to andrew.earl@havilah.org.au. Your assistance with this is appreciated.



Robyn Davidson's opens the memoir of her perilous journey across 1,700 miles of hostile Australian desert to the sea with only four camels and a dog for company with the following words: "I experienced that sinking feeling you get when you know you have conned yourself into doing something difficult and there's no going back."

Enduring sweltering heat, fending off poisonous snakes and lecherous men, chasing her camels when they get skittish and nursing them when they are injured, Davidson emerges as an extraordinarily courageous heroine driven by a love of Australia's landscape, an empathy for its indigenous people, and a willingness to cast away the trappings of her former identity. *Tracks* is the compelling, candid story of her odyssey of discovery and transformation.



The Bi- Monthly Independent living Unit meetings will resume in February, these meetings are held to enable residents to communicate and have opinions for improvements within their community.
The meetings are very informative and a great source of communication.



WEIRD and WONDERFUL WORDS
CALLITHUMPIA - like a discordant band or noisy parade



DINERS' CLUB: Diners Club's next outing, will not be until Tuesday February 8th 2022 with the venue to be advised.

MIDDAY MEALS: Take away meals are available 7 days a week, please contact the kitchen on 5459 0180 or reception on 5459 0140 to order

Happy Hour Take away packs are available fortnightly at reception, on (7/01 & 21/01) if we are able to have a "real" Happy Hour residents will be advised.



On the alternate Fridays, virtual morning tea will continue as at present, cup-cakes available for collection at Reception on Friday morning's, on (14/01 & 28/01)

Alison Steike and Georgie Hall are sharing the Lifestyle position and can be contacted on 5459 0169 or email alison.steike@havilah.org.au or georgie.hall@havilah.org.au



For the older folk, enjoy the memories

EATING IN THE FIFTIES and SIXTIES.

- Pasta was not eaten in Australia.
- Curry was a surname.
- A takeaway was a mathematical problem.
- A pizza was something to do with a leaning tower.
- All potato chips were plain; the only choice we had was whether to put the salt on or not.
- Rice was only eaten as a milk pudding.
- Calamari was called squid and we used it as fish bait
- Brown bread was something only poor people ate.
- Oil was for lubricating; fat was for cooking.
- Tea was made in a teapot using tea leaves and never green.
- Sugar enjoyed good press in those days, and was being sold as white gold.
- Cubed sugar was regarded as posh.
- Fish didn't have fingers.
- Eating raw fish was called poverty, not sushi
- None of us had ever heard of yoghurt.
- Healthy food consisted of anything edible.
- People who didn't peel potatoes were regarded as lazy.
- Indian restaurants were only found in India.
- Cooking outside was called camping.
- Seaweed was not a recognised food.
- "Kebab" was not even a word, never mind a food.
- Prunes were medicinal.
- Surprisingly, muesli was readily available, it was called cattle feed.
- Water came out of the tap. If someone had suggested bottling it and charging more than petrol for it, they would have become a laughingstock!
- But the one thing that we never ever had on our table in the sixties ...Elbows or Phones.

Trevor's New Year's Eve party was an annual occurrence with numerous guests arriving. During the evening, a man knocked on the door, was greeted heartily although no one knew who he was, and was led to where the drinks were, in the kitchen. He sat there happily, chatting away, for a couple of hours before a strange light dawned on his face. 'You know,' he confided to Trevor, 'I wasn't even invited to this party. I just came over to tell you that some of your guests' cars are blocking my drive.' He continued, 'My wife's been sitting out in the car waiting for me to get them moved, so that we can go out.'

Visitor Restrictions at Havilah

From 11.59pm, 12 January, in line with the new Victorian Government Care Facilities Directions, Havilah will be permitting two visitors per resident per day unless a site is in lockdown.

All visitors will be required to return a negative RAT. This will be arranged for you at the time of entry, before you commence your visit.

The limiting of the visitors to two per day for each resident is due to the limited availability of Rapid Antigen Tests. Once this situation eases increased visits will be enabled

All visitors to Havilah need to be fully vaccinated and able to show proof of such.

These guidelines are subject to change based on a daily risk assessment that seeks to balance the health, safety and wellbeing of both residents and staff and the level of community transmission.

In the event that the facility needs to go into outbreak lockdown, essential visitors will be permitted for compassionate and end-of-life circumstances in consultation with the Director of Care

We understand that visitor restrictions are onerous and impact on the lives of residents, their families and friends. As always we seek to balance the risk presented by COVID-19, with the health, safety and wellbeing needs of every resident and our staff.

Thank you so much for your ongoing cooperation and support to ensure safe visiting can take place for the benefit of all.

Excluded Visitors

- have symptoms of COVID-19;
- have had a COVID-19 test because they have symptoms or have attended an exposure site

and are waiting for the result;

- are required to isolate or quarantine;
- have had contact with a COVID positive person in the past 14 days

- ♦ Have not had and provided evidence of a current influenza or COVID vaccinations unless you have a specific exemption.

Resident Outings

Residents are able to leave the facility. Masks are required indoors and on public transport and taxis, it is recommended wearing masks outside if you can't physically distance. There are capacity limits on venues. Density limits of one person per two square meters apply to indoor spaces in food and drink venues.

As a further precaution, a risk assessment will determine if a Rapid Antigen Test (RAT) should be carried out following resident outing. This would be dependent on for instance the location of the outing, the number of people the resident was in contact with, ppe worn etc.

This should not be seen as a disincentive to going out. If it is normal practice to go on outings with family for instance you should continue to do this. RAT's are not intrusive and do provide an added layer of safety for residents.

The key things you need to know in relation to the general community are

Private gatherings in the home.

There are no limits to the number of people you can gather with in your home or in public places (e.g. a park). It is recommended that social gatherings be held outdoors to reduce risks.

It is strongly recommended that everyone who you are gathering with at your home or in a public

place is fully vaccinated.

Going out

Venues you can attend if you are fully vaccinated include:

- hospitality venues (e.g. bars, nightclubs, restaurants and cafés)
- entertainment venues (e.g. cinemas, zoos, museums, live music venues)
- tourism venues (e.g. walking tours, buses)
- casinos/gaming venues and adult entertainment venues.

You can also attend public events where vaccination is required.

If you don't meet the vaccination requirements for a venue or public event, you can't enter the venue or go to the public event.

Vaccination requirements don't apply to food and drink venues operating for takeaway only.

There is a density limit of one person per two sqm in all indoor areas in hospitality venues (e.g. restaurant, bars, and nightclubs) gaming, bingo and the casino). Other entertainment venues do not have a density limit (such as theatres, cinemas, galleries, concerts).

At major events, face masks are also required indoors and outdoors when at an event with 30,000 or more patrons - but you aren't required to wear a mask while seated outdoors.

To be as COVIDSafe as possible, you are strongly recommended to stick to indoor seated service.

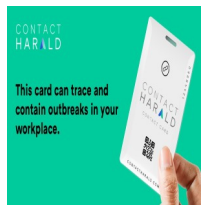
RECEPTION IS STAFFED 7 DAYS EACH WEEK, 10 A.M. TO 4 P.M. RECEPTION STAFF CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS.

HARKNESS OUTBREAK It has been extremely challenging with the increase of cases throughout Victoria including in Maryborough and surrounding areas. Fortunately Maryborough at this stage is not having a large number of daily cases but compared to pre Christmas when there was only the occasional case now there are infections reported each day. It appears no local government area has escaped this last wave with Bendigo, Ballarat and Geelong with a large number of cases each. The infections in regional areas appears to have happened as people are returning home from their holidays. At Havilah we have since before Christmas been testing visitors and staff who have been away from or who live outside of the local area. Post Christmas we had two staff within 72 hours who tested positive. Under the rules this constitutes an outbreak which was declared

on the weekend of 9th January. This was quickly brought under control with by the end of that same week with no further cases reported. Our planning came to the fore as we had enough Rapid Antigen Tests in stock to do all the required testing of residents and staff over the outbreak period. As we were in an outbreak situation we were able to order Rapid Antigen Tests through the Government Stockpile which we did on the weekend of the 9th January, we were told 2-5 days for delivery to regional areas. Today 21st January, 700 arrived. So don't believe all the spin you hear from our Prime Minister and Health Minister about the Commonwealth being responsible for Aged Care and everything they are doing. Whatever it is they are doing it is not done in a timely manner and to the extent that they should be. Our outbreak was well and truly over before

our order arrived and then only 700 which will last no time at all. We have needed to source others while waiting at a very high price and just as well we did this or we would have had no tests available. Thank you to MDHS for providing some tests for us during this period as well. From this weekend our staff will test every day pre shift, all visitors will continue to be tested pre each visit and residents will be tested as needed. We will use 1000 Rapid Antigen Tests a week for this level of testing. At \$12 a test this is around \$50,000 each month. To keep everyone as safe we think it is worth it. At this stage this is funded by Havilah with no additional funding offered by either the Commonwealth or the State Governments at the time of writing.

CONTACT HARALD



All residents, staff, regular contractors, visitors and professional people have their own cards.

The information the "Contact Harald" system generates can assist to trace any contacts with a reported positive case of coronavirus. The cards are activated 24 hours a day. Regular visitors are issued with their own cards and for irregular visitors, cards are issued for that visit and then information is uploaded and kept ready for the next visitor. Please let staff know if your card is flashing red as it needs replacing when this happens.

AUTO SIGN IN WITH ZIPLINE

Zipline stations are in place for visitor auto check in.













Additionally visitors must sign in using the QR code. There are QR code posters

in various positions in the main reception areas at both sites. A code also appears as the last entry on the Zip Line auto sign in so there are multiple opportunities for you to scan in. If you add Havilah to your favourites the next time you check in this will save you having to scan the code each time. Staff are always available to assist. An additional Zipline station has been ordered for installation at

Heath House. Once installed this will enable visitors to enter directly into Heath House without needing to check in through the main Reception area. We hope that this will make visiting easier for Heath House families.

Thank you to all our residents, families and visitors, we appreciate your understanding re signing in and out, booking outings and wearing your Harald cards.

If retirement living residents have concerns about exposure to COVID or please telephone for advice.

COVID-19: IDENTIFYING THE SYMPTOMS			
SYMPTOMS		COVID-19	FLU
		Symptoms range from mild to severe	Abrupt onset of symptoms
Fever		Common	Common
Cough		Common	Common
Sore Throat		Sometimes	Common
Shortness of Breath		Sometimes	No
Fatigue		Sometimes	Common
Aches & Pains		Sometimes	Common
Headaches		Sometimes	Common
Runny or Stuffy Nose		Sometimes	Sometimes
Diarrhea		Rare	Sometimes, especially for children
Sneezing		No	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.

HELP STOP THE SPREAD AND STAY HEALTHY

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about COVID-19

Coronavirus Australia app

Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent information and updates are published.

You can use the Australian Government Coronavirus app to:

- stay up to date with the official information and advice
- important health advice to help stop the spread and stay healthy
- get a quick snapshot of the current official status within Australia
- check your symptoms if you are concerned about yourself or someone else
- find relevant contact information
- access updated information from the Australian Government
- receive push notifications of urgent information and updates



Get the app



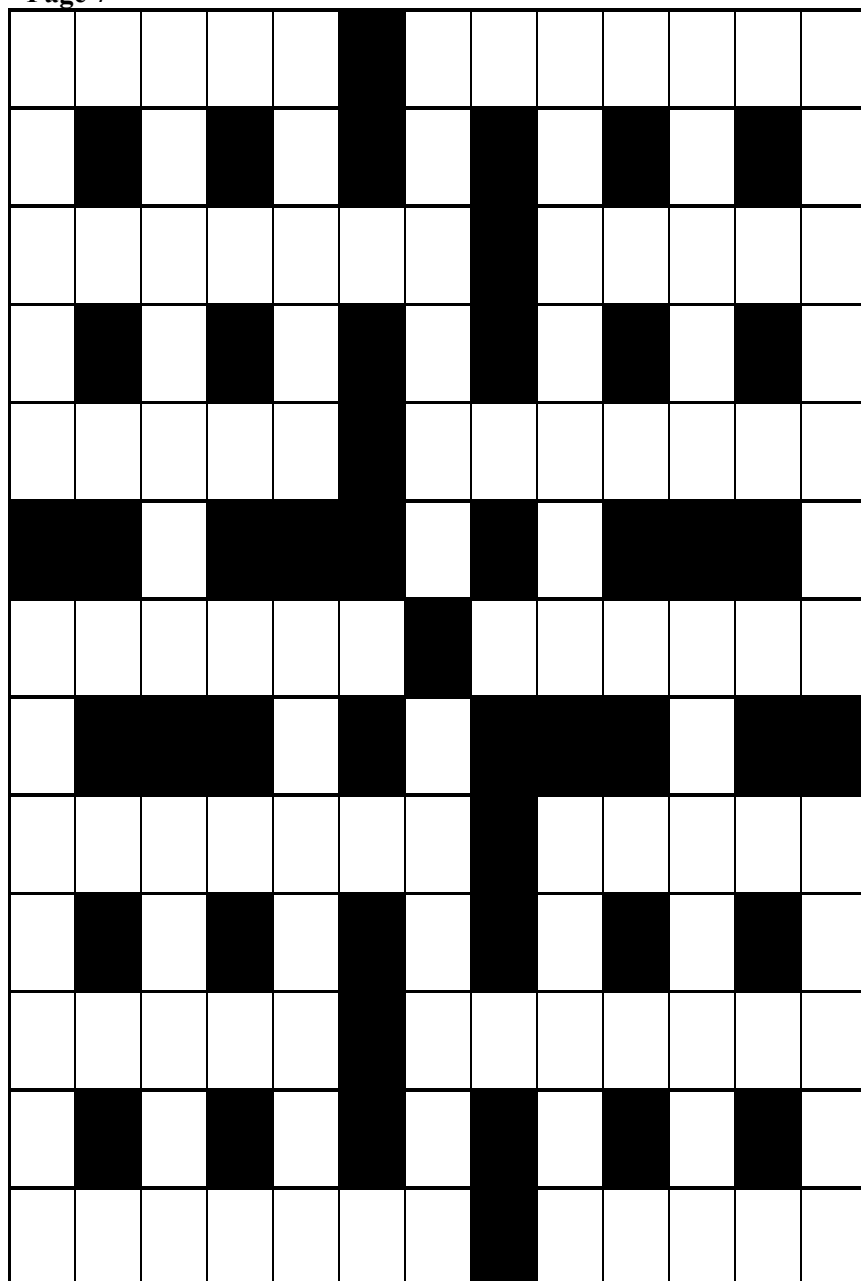
COVID-

Safe app



To help keep you safe and ease restrictions the COVIDSafe app is available to download onto your mobile phones now. This will be a great app to have once restrictions are eased and we all start getting about more. If we have been in contact with someone that tests positive, who also has the app installed, we will be able to be advised and act quickly. It will only work if most people download the app so a great safety measure as restrictions ease.

If you need assistance to download either of these free apps let us know at Reception.

**5 LETTER WORDS**

CURVE
HOIST
NACRE
NICHE
OPERA
REINS
RELIC
SIEGE
STEPS
TROUT
YACHT
YOUTH

6 LETTER WORDS

ASMIRE
ANSWER
FLUENT
URGENT

7 LETTER WORDS

ADVANCE

CEILING
ECLIPSE
ELECTOR
KESTREL
NARRATE
NASCENT
RESPECT
UNIFORM
UNKNOWN
VENISON
WHISPER

SUDOKU Sudoku is easy to play and the rules are simple. Fill in the blanks so that each row, each column, and each of the nine 3x3 grids contain one instance of each of the numbers 1-9

	1		8			4	7	
4	7			3	5		2	
		2						
	8			4			3	
		5		8	6			
		3	2				8	
	6					7		
1			6	5		9		
	3	9	7	2				

LEVEL EASY 979

		3		9	7			
		1		8				
	6					1		9
	3			6		4		
			7		4			
						5	7	
6				1				
9							4	
					2	8	5	

LEVEL MEDIUM 979

CONTACT NUMBERS:

FOR PALMERSTON ST SITE

Reception 5459 0140

MON-FRI 9AM – 4pm

Weekends & Public Holidays 10 am - 4pm

Raglan House 5459 0150 (24 hr number)

Nurse Manager 5459 0154

Lifestyle 5459 0169

Maintenance BH 0417 679 803

24 hr Maintenance AH 0408 645 203

Kitchen 5459 0180

CONTACT NUMBERS:

FOR HARKNESS ST SITE

Reception 5461 7300

MON-FRI 9AM-5PM

Weekends & Public Holidays 10 am - 4pm

Nursing Supervisor 5461 7394 (24 hr number)

Director of Care 5461 7383

Lifestyle 54617 390

CEO-Barb 54617 381

0429617380

RAELEEN 54617 380

THINGS MY MOTHER USED TO SAY:

Always do your best, no matter what you do

Speak up - your opinion counts

If you start something, finish it

You have talent, so use it

Ham, Pineapple and Pesto Turkish pizzas

Ingredients:

- 1 garlic Turkish Loaf, halved horizontally
- 2 tbsp. tomato paste
- 4 canned pineapple rings in juice, drained, halved into semicircles
- 200g ham coarsely torn
- 175g mozzarella, thinly sliced
- 80ml extra virgin olive oil
- 70g pesto or basil dip
- 1 cup rocket



Method:

- **BAKE THE BREAD.** preheat oven to 200C/220C fan forced. Line 2 large baking trays with baking paper. Generously spray the cut slices of the bread with olive oil spray and place, cut side up, on prepared trays. Bake for 3 minutes or until toasted.
- **TOP THE PIZZAS,** Use the back of a spoon to spread the tomato paste over each piece of toasted bread. Top with the pineapple, ham and mozzarella. Drizzle over half the oil. Season. Bake, swapping trays halfway through cooking, for 10 minutes or until golden.
- **ADD THE PESTO DRIZZLE,** Combine the pesto dip and remaining oil in small bowl. Drizzle over the pizzas, top with rocket and cut pizza into thick slices, serve with remaining rocket on the side.



Please think of others and comply with parking signs, therefore only cars displaying Disabled stickers in Disabled Parking zones, No Parking, and No Parking zones.





Falls Prevention

Ensure that you have your eyes tested each year and have your glasses adjusted and fitting correctly. Consider using single vision lenses if falls are becoming an issue.



Maintenance Reporting Residents are requested to report all maintenance issues to Reception Monday to Friday between 10.00am & 4.00pm telephone 54590140 or call in. For urgent items during business hours call maintenance direct on 0417679803 or contact Reception at Harkness 54617387.

Alternatively residents can email any issues to palmerston@haviilah.org.au

For after hours, weekends and public holidays telephone our on call maintenance on 0408 645 203

NOTE: This also applies to garden and grounds issues that need addressing.

For any reported items that have not been addressed in a timely manner or are not addressed to

your satisfaction, please contact CEO Barb Duffin telephone 0429617380 or email barb.duffin@haviilah.org.au

Barb's mobile number is included in each edition of HOP Topics and you can contact her 24/7. Best not ring after midnight though unless it is a real emergency.

Other concerns:

We are here also if you need to discuss any concerns with us and if we cannot personally assist you we can help you to get any advice that you need. This could be in relation to obtaining services into your unit, explaining the annual financial statements or fee accounts that we send you, organizing a family party, or other issues that may concern you from time to time.

You can contact CEO Barb Duffin Monday to Friday 54617381 or mobile 0429617380 for 24/7 contact. Director of Finance Sandra Wilson Monday to Thursday 54617491; Resident Liaison Raeleen Brooker Monday to Friday 54617380.

MEALS

Retirement Living Residents who would like meals a takeaway meal please contact Reception to arrange this.

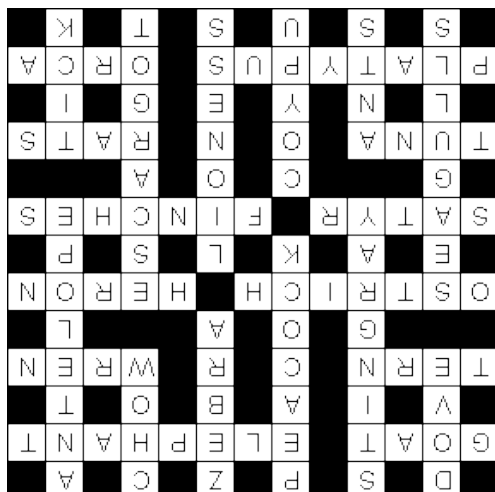
Resident Alarms

If you want to arrange an alarm into your unit please see Raeleen about this.

Quiz and Crossword Solutions from page 6 & 10



1. Fraser Island
2. English Channel
3. Gills
4. The Saint
5. Ned Kelly



3	1	4	9	7	2	8	5	6
9	7	2	6	5	8	3	4	1
6	8	5	4	1	3	9	2	7
1	4	6	8	2	9	5	7	3
5	2	9	7	3	4	6	1	8
7	3	8	5	6	1	4	9	2
2	6	7	3	4	5	1	8	9
4	9	1	2	8	6	7	3	5
8	5	3	1	9	7	2	6	4

Solution: EASY 979

Mind Games

Themed 13

WORD SEARCH - Keep in Touch

R	A	S	S	E	R	D	D	A	C	P	C	C	U	C	V	C	M	D
D	S	C	W	R	I	T	E	A	G	G	O	O	T	O	V	H	E	
I	I	V	K	P	R	X	L	E	L	M	O	N	M	N	T	L	E	L
M	G	S	T	N	C	L	S	H	M	E	T	S	V	M	I	E	A	I
P	N	V	C	H	O	T	L	U	R	A	T	E	S	S	U	R	R	V
A	J	E	A	O	U	W	N	Z	C	E	Y	T	T	I	E	N	V	E
R	P	N	R	R	U	I	L	T	N	E	W	E	E	D	P	M	E	R
T	G	G	E	D	C	R	Z	E	Z	P	N	S	N	R	R	W	K	P
E	G	J	I	A	B	O	S	J	D	B	M	E	N	O	L	L	I	O
N	O	I	T	S	E	U	Q	E	M	G	R	P	F	A	A	V	O	N
C	R	E	G	R	C	W	O	H	S	D	E	N	S	T	E	A	G	T
T	H	H	N	E	O	T	E	E	R	G	I	P	T	N	V	I	R	I
O	X	A	G	Q	N	D	M	E	R	V	E	S	Q	J	N	V	O	F
U	L	B	T	U	V	V	E	P	C	A	E	U	P	T	Z	O	R	I
C	I	O	P	E	E	A	S	H	K	J	I	U	E	L	T	V	A	C
H	B	D	D	S	R	P	S	O	V	R	R	R	Q	I	A	J	T	A
H	T	O	J	T	S	J	A	N	E	R	A	J	A	N	G	Y	E	T
R	J	J	M	V	E	W	G	E	M	C	B	B	H	T	E	J	C	E
T	T	R	A	N	S	F	E	R	T	R	A	N	S	M	I	T	J	E

ACROSS:

1. Caprine animal (4)
8. Five-toed pachyderm (8)
10. Slender gull with forked tail (4)
11. African flightless bird (7)
13. Wading bird (5)
16. Supernatural woodland creature (5)
17. Small songbirds (7)
19. Large edible fish (4)
21. Rodents (4)
23. Egg-laying mammal (8)
24. Type of whale (4)

DOWN:

1. Emblem of peace (4)
2. Venomous aquatic creature (8)
3. Showy fowl (7)
4. African equine (5)
5. Breed of dog with bushy tail (4)
6. Graceful ruminant (8)
12. Aquatic birds (8)
14. Edible snail (8)
15. Female wild feline (7)
18. Large aquatic rodent (5)
20. Colony insects (4)
22. Small parasite (4)

QUIZ

1. Which island off the Queensland coast is Australia's fifth largest but the world's largest sand island?
2. The Channel Islands are in which Channel?
3. Most fish exchange gases using what?
4. In which TV series did Roger Moore star from 1962 to 1970?
5. Which Australian outlaw wore home-made armour?

Find the hidden words? They may be horizontal, vertical, diagonal, forwards or backwards:

ACKNOWLEDGE, ADDRESS, ANSWER, CALL, CHAT, COMMUNE, COMMUNICATE, CONTACT, CONVERSE, CONVEY, DELIVER, DISCOURSE, DISPLAY, ENQUIRE, EXCHANGE, GESTURE, GOSSIP, GREET, HEAR, IMPART, INFORM, INTERACT, LETTER, LISTEN, MESSAGE, ORATE, PHONE, PONTIFICATE, QUESTION, RENDER, REQUEST, SHOW, SIGN, SPEAK, TALK, TOUCH, TRANSFER, TRANSMIT, UTTER, WRITE.



Giggletime

A man goes into a pet shop to buy a parrot. The shop owner points to three identical-looking parrots on a perch and says, "The parrot on the left costs \$500 dollars."

"Why does the parrot cost so much?" asks the man. The owner says "Well the parrot knows how to use a computer."

The man then asks about the next parrot and learns that it costs \$1,000 dollars because it can do everything the first parrot can do plus it knows how to use the UNIX operating sys-

tem.

Naturally, the increasingly startled man asks about the third parrot, only to be told that it costs \$2,000 dollars.

Needless to say this begs the question, "What can it do?"

To which the owner replies,

"To be honest I have never seen it do anything but the other two call him boss!"



"What did you take away from the meeting?"



"Just this once, can't we take the scenic route?"

James is walking on a downtown street one day, and he happens to see his old high school friend, Harry, a little ways up ahead. "Harry, Harry, how are you?" he greets his old buddy after getting his attention.

"Not so good," says Harry.

"Why, what happened?" James queries.

"Well," Harry says, "I just went bankrupt and I've still got to feed my family. I don't know what I'm going to do."

"Could have been worse," James replies calmly. "Could have been worse."

A month or so later, James again encounters Harry, in a restaurant. "And how are things now?" he asks.

"Terrible!" says Harry. "Our house burned down last night."

"Could have been worse," says James, again with total aplomb, and goes about his business.

A month later, James runs into Harry a third time. "Well, how goes it?" he inquires.

"Oh!" says Harry. "Things just get worse and worse. It's one tragedy after another! Now my wife has left me!"

Harry nods his head and gives his usual optimistic-seeming

little smile, accompanied by his usual words: "Could've been worse."

This time, Harry grabs James by the shoulders. "Wait a minute!" he says. "I'm not gonna let you off so easy this time. Three times in the past few months we've run into one another, and every time I've told you the latest disaster in my life. Every time you say the same thing: 'Could have been worse.' This time, for God's sake, Harry, I want you to tell me: how in Heaven's name could it have been any worse?"

James looks at Harry with the same little wisp of a smile. "Could have been worse," he says. "Could have happened to me."

NOTICE BOARD

Emergency Procedure

Call 000 to report any incidents to Police of Vandalism, Violence, Loitering or any Anti-Social behaviour.
Please use the same procedure for Medical Emergency

or Fire Emergency.

Then when safe to do so report the Incident to Havilah and we can provide assistance if required.

USING EMAIL TO TALK TO OUR MANAGEMENT TEAM

Sometimes it is out of hours when you think of things you might like to raise with us. For those with email access you can have a conversation by email with our management team.

Chief Executive
Food Services Manager

Barb Duffin
Di Jackson

barb.duffin@havilah.org.au
di.jackson@havilah.org.au

Nurse Manager
Director of Care

Deb Matthews
Kelsey Hooper

deb.matthews@havilah.org.au
kelsey.hooper@havilah.org.au

FEEDBACK - We welcome your feedback, **FEEDBACK FORMS ARE AVAILABLE IN THE FOYERS OF THE HIGH SCHOOL CENTRE AND RAGLAN HOUSE**

Residents are encouraged to communicate any issues they may have to

CEO Barb Duffin 5461 7381 Mobile 0429 617380

email: barb.duffin@havilah.org.au

Director of Care Kelsey Hooper 54 617383

email: kelsey.hooper@havilah.org.au

Nurse Manager Havilah on Palmerston Deb Matthews

email: deb.matthews@havilah.org.au

Havilah respects the right of residents to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feed back to the complainant the actions taken as a result of the complaint.

We welcome your input as to the things you don't like and the things that you do as this assists us in providing a quality service.

GENERAL ENQUIRIES

For any general enquiries: Residents can contact Havilah 24 hours a day, 7 days a week on Email: mail@havilah.org.au or Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

RAGLAN HOUSE NURSE 24 HOUR CONTACT
Telephone 54 590150

HAVILAH ON PALMERSTON RECEPTION HOURS
MON-SUN 10.00am – 4.00pm for account payments and enquiries 5459 0140
(7days a week)

HARKNESS ST RECEPTION OFFICE HOURS
MON-SUN 10.00 —4.00 pm for account payments and enquiries 5461 7300
(7 days a week)

ON CALL MAINTENANCE after hours and weekend calls. **0408 645 203**