

# RAGLAN TATTLER

ISSUE: January 2020

HAVILAH WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)  
please contact Andrew on 5461 7387 or email  
[andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) if you would like your Tat-



## HAPPY NEW YEAR

***May every day of the New Year glow with good cheer and happiness for you and your family***

***Happy New Year!***

**Resident Meeting— Monday 6th January 2020 at 1.15 pm**  
**THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES—WE WELCOME YOUR**

# PHOTO GALLERY

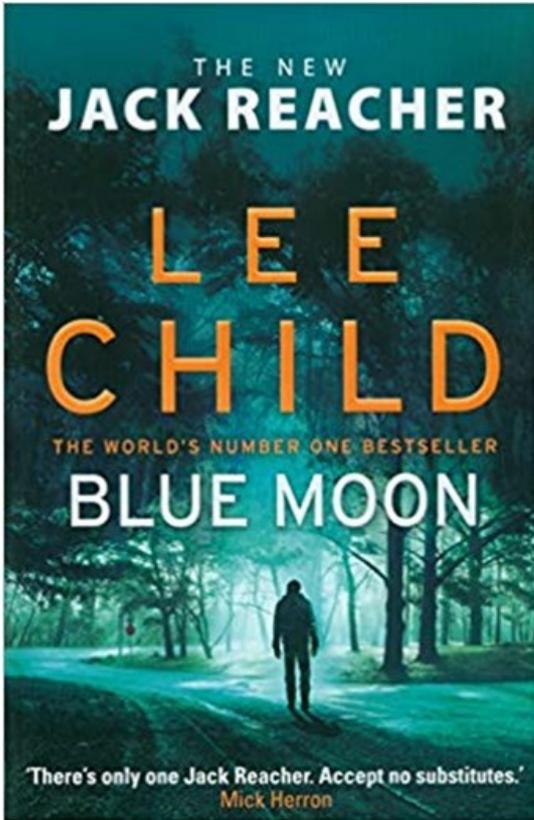
Christmas was a very festive occasion at Raglan House. The Family and friends BBQ was once again a great success, entertainment by the Party Doctor, Ian Whitehead.

Christmas Day also saw an influx of families gather to celebrate with their loved ones, enjoying a traditional meal of roast meats and vegetables and plum pudding with all the trimmings.

Many compliments were received for the service by both kitchen and leisure and lifestyle staff and for the volunteers on the day, making everyone so welcome.







Reacher is on a Greyhound bus, minding his own business, with no particular place to go, and all the time in the world to get there. Then he steps off the bus to help an old man who is obviously just a victim waiting to happen. But you know what they say about good deeds. Now Reacher wants to make it right.

Reacher has to stay one step ahead of the loan sharks, the thugs, and the assassins. He teams up with a fed-up waitress who knows a little more than she's letting on, and sets out to take down the powerful and make the greedy pay. It's a long shot. The odds are against him. But Reacher believes in a certain kind of justice . . . the kind that comes along once in a blue moon.

An elderly couple have made a few well-meaning mistakes, and now they owe big money to some very bad people. One brazen move leads to another, and suddenly Reacher finds himself a wanted man in the middle of a brutal turf war between rival Ukrainian and Albanian gangs.

**WEIRD and WONDERFUL WORDS**

**PANTAGRUELIAN - enormous**



**Australia Day Celebration and Activities will be held on Sunday 26th January**  
**Patriotic Lunch will be served and tables decorated for the occasion.**

**Signing In and Out** We ask that all residents and their families please complete the details in the Sign Out Book when leaving Havilah and when returning. **The information required includes: Residents Name, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature**

## Father Bob Maguire on healthy ageing and the Australian 'Cobberwealth'

I am the classic lapsed Catholic. Weekly trips to mass and Catholic schooling as a kid have given way to indifference, and now the only time I set foot in a church is for weddings and funerals. But perhaps if Father Bob Maguire (simply Father Bob to most Aussies) was my priest growing up, I may have thought twice about leaving the flock, or at least I would have had more of a laugh at mass.

I meet the octogenarian Catholic priest – retired since 2011 – to talk about his insatiable appetite for life as he ages. He is short but looks solid despite his 85 years and he instantly takes to you as if you were an old friend. The only hint to his past as a parish priest are occasional refrains of “oh, God love him” when you mention someone in conversation, or how he describes society as “the secular” society.

Otherwise, the only proselytising Father Bob does, in his effervescent and irrepressible style, is for a message of an ‘everyone-love-everyone’ type philosophy.

The man does still love to give sermon though. His mind is sharp and full of ideas and trying to keep him to the question at hand is difficult, but in the tradition of the best sermons he has a knack of bringing his story back to a fine point.

I want to know what he thinks of recent calls by Treasurer Josh Frydenberg for us to work longer, considering he himself was forced to retire.

“Yes, God love him,” he says of Frydenberg. “It’s confusing. The secular society has not yet worked out itself and now it’s got a group within secular society, the elders.” He says that we would do well to look to the example Indigenous Australians set in regard to their elders.

“They pay their respects to their elders, past, present and *emerging*,”

he says before then diverting to some Martin Luther King Jr quotes. But I’m hooked and I sense a point building.

“Now I’m saying to myself, poor old Bob ... you’ve been to the top of the mountain, because you’re old, and you’ve seen the promised bloody land, you see? Which is when the Australian Commonwealth becomes ... you ready? The Australian ‘Cobberwealth’. You see?”

The Cobberwealth – a term he has coined – is about leaving no person behind. He got the idea from a statue in Melbourne depicting a soldier carrying a wounded comrade across his shoulder, and he feels we’re leaving our elders behind.

“Don’t forget me, cobber!” he booms.

He does that every so often: puts a fine point on an idea with a loud exclamation. Or at times he’ll break into song, shiny eyed and full of devilment. He’s enjoying himself.

Since retirement, Father Bob hasn’t stopped. He runs the Father Bob Foundation whose mission is “to provide material, emotional and social support to whomever, whenever and wherever necessary”. He is out giving food four nights a week, gives mass at aged care homes, talks at countless events and has a camel sanctuary which is a place of education and nature for the underprivileged.

I’m tired just thinking about his schedule, I tell him, and I wonder aloud how he keeps his energy and drive to live well as he gets older.

“I’ve got another line to write in the poem, you see? It’s a poem. I get out of bed in the morning with the intention of writing another line,” he says.

He has a lifetime’s worth of these small nuggets of wisdom. They often punctuate long stanzas of history, thoughts and jokes. Like the way

he refers to the Catholic religion as the “firm” and Jesus as the “founder”, he certainly lives up to his ‘Larrikin priest’ sobriquet.

“You’ve got to be creative and innovative, otherwise you’ll end up just comatose,” he says. And with that we divert to Rome circa 500 BC for some history and then on to the view of some that he is a communist, which eventually leads to more singing.

“Solidarity forever,” he bellows. It turns out he had a sing-song with the trade unions last week, the reason for which I forgot to ask among all the commotion.

Father Bob is an enthralling character and he is a fine example of the point he is trying to make. Our elders have wisdom and knowledge that we ignore. As I listen to his stories I hang on his every word, waiting for the eventual lesson to come, but in no hurry for it.

Sitting with Father Bob for half an hour has given me a sense of ease about ageing. We finish our conversation as he must get ready: tonight, he is heading off to the ARIA music awards and as I’m packing up my things Father Bob is still going (I don’t think his sermons ever really finish).

He is a poster child for healthy ageing and a healthy outlook on life, I tell him. But he’s having none of it and diverts to telling me about the work of the local homeless shelters he spotted around his hotel here in Sydney.

“If there’s one thing we need today in the Cobberwealth it’s to use logic and reason,” he says.

“Community is based on... are you ready?” He pauses often for dramatic effect. “Care, communication, concern, common sense and compassion.”

The Cobberwealth sounds like a good place to me.

## GREAT THINGS TO DO



### Happy Hour Every Friday evening

Commencing at 5.00pm, Music, Finger Food, Hot & Cold Beverages, Ice-creams and Ice-cream Cones.



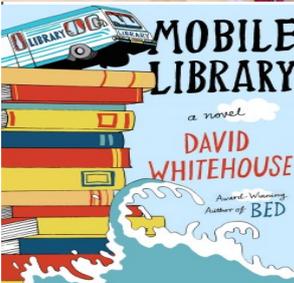
**Bus Trip Out** - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria. If you have an idea or suggestion for an outing, just let Lifestyle Co-ordinator Kim know and she will do her best to arrange the outing for you.



### Morning Movers:

**Every Monday—Friday Morning @ 9.10am**

**Warm up to the day with exercise and music**



### Mobile Library:

**January 13th 2020, February 10th and 24th 2020**

Raglan House—Ground Floor—Neill Street end

Books Movies, Music CD's and Talking books are available

If you are not currently a member you can join on the day



### Church Services

**UNITING CHURCH** - 1st Tuesday each Month 2.30pm

**ANGLICAN CHURCH** - 2nd Thursday of the month 10.30am

**SALVATION ARMY CHURCH** - 4th Wednesday each Month 2.45pm

**CHURCH OF CHRIST** - 1st Wednesday each month 10.00am



### Time to Talk - 2nd Wednesday each Month

**Next Date 8th January @ 10.00am**

Great chance for the men to get together and chat about secret men's business, first floor Raglan House.



### Gardening Club

Meets Weekly on a Tuesday

**@ 3.00pm**

Learn, Laugh and Live!

### U3A University of the Third Age

Meet the 1st Monday of the Month

Bingo area at 10.00am



## WEEKLY ACTIVITIES

### MONDAY

Morning Movers 9.10am  
 Games Morning coffee and chat 10.15 am  
 Bingo 1.30 pm  
 Strength Exercises with Physio Rhonda 2.30 pm



### TUESDAY

Morning Movers 9.10am  
 Marbowls 10.30 am  
 Bingo 1.30 pm  
 Chairbics 2.30 pm  
 Gardening Club and Cuppa 3.00pm



### WEDNESDAY

Morning Movers 9.10am  
 Footspa & Nail Care 10.00am  
 Bingo 1.30pm  
 Craft/Cooking/Cuppa & chat, Pop Up Shop 2.45pm



### THURSDAY

Morning Movers 9.10am  
 Street Walk 9.30am  
 Bingo 1.30 pm  
 Bus Trip 1.30pm  
 Music with records, Movie afternoon 2.45pm



### FRIDAY

Morning Movers 9.10am  
 Special Morning Tea 10.00 am  
 Bingo 1.30 pm  
 Chairbics 2.30 pm  
 Happy Hour 5.00pm

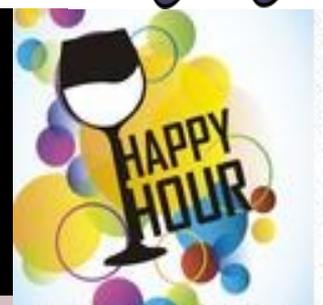
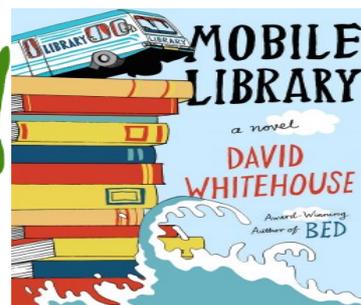


### SATURDAY

Cooked Breakfast in Dining Room

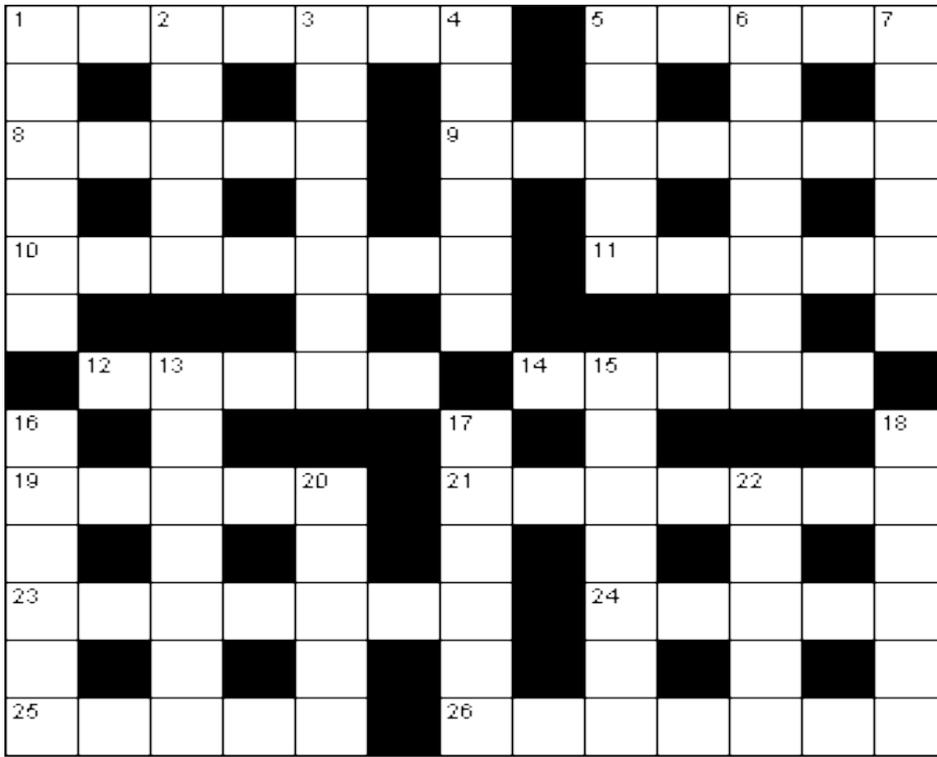
### SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm



shutterstock - 113010541

Don't forget to check your Activities Calendar to see what's on each day



**ACROSS:**

1. Buccaneers (7)
5. African equine
8. Serious (5)
9. Disregarded (7)
10. Abhorrent (7)
11. Beer Mug (5)
12. Intense (5)
14. Thicket (5)
19. Regular hexahedrons (5)
21. Residence (7)
23. Greed (7)
24. Deportation (5)
25. Choose (50)
26. Journeyman (7)

**DOWN:**

1. Rector (6)
2. Kind of puzzle (5)
3. Deluge (7)
4. Grabbed (6)
5. Regions (5)
6. Edges (7)
7. Fervent (6)
13. Vegetable (7)
15. Remnant (7)
16. Abrasion (6)
17. Photographic equipment(6)
18. Aft (6)
20. Change position (5)
22. Ways Out (5)

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**WORD SEARCH - Wild Things**



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

AARDVARK, ALBATROSS, ALLIGATOR, ANACONDA, ANTELOPE, BABOON, BADGER, BANDICOOT, BEAR, BUFFALO, BUZZARD, CENTIPEDE, CHEETAH, COUGAR, CROCODILE, DINGO, EAGLE, ELEPHANT, FALCON, GIRAFFE, GORILLA, HAWK, HIPPOPOTAMUS, HYENA, IGUANA, JAGUAR, KANGAROO, LEOPARD, MONKEY, RATTLESNAKE, RHINOCEROS, SEALION, TAPIR, TARANTULA, VULUTURE, WALRUS, WOLF, ZEBRA

**QUIZ**

1. A cardiologist specialises in treating which organ of the human body?
2. In Australia the official birthday for all racehorses is the 1st of what month?
3. Which Australian bank note is sometimes referred to a "pineapple"?
4. Sir Donald Bradman played Sheffield Shield cricket for which two state?

### 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.



Newspapers and periodicals are supplied in communal areas of Raglan House for the enjoyment of all residents. Residents are asked not to take these back to their rooms.

If you would like to have your own personal paper this can be ordered through the local Newsagency and will be delivered to you. Please ask at Reception if you need assistance to order your own papers and periodicals.

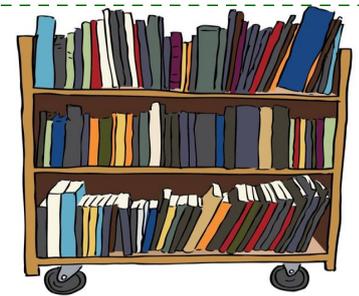
Thank you for your assistance with this.

The Central Highlands Library service visit's Raglan House.

Come and talk to Kerry the Librarian who will help you find the book you are after. There is a great range of books to select from and if there is something that you specifically want they can arrange this for you on

the next visit.

The mobile Library is set up in the North end on the ground floor. from 10.15am - 11.15am.



**A reminder to all residents, please use the washing powder sachets supplied by Havilah in the laundry when you attend to your personal washing, residents are reminded not to buy their own washing powders and store the product in their rooms. Laundry cupboards have recently been added in each laundry containing Softly and alternate washing detergent for those unable to use the sachets. For residents using the alternate powder please run a cycle using the sachets on completing your wash. Residents who use the laundry to do their own washing will be provided with a key to the cupboard. You can also obtain a key from each staff office.**

**Linen** Could residents please inform care staff if they have any soiled linen in their rooms. This includes Face Washers, Shower Mats or Towels. Staff can provide fresh clean linen immediately on request, Please Call 661 or 662.



Postage stamps are available for purchase at the main reception desk, between the hours 9am - 12noon, Monday - Friday.

Reception hours in the High School Centre are Monday - Friday, 9.00am - 12noon, except public holidays.

NB: Stamps now \$1.10 each

### EFTPOS

For the convenience of residents, EFTPOS facilities are

located at reception in the High School Centre for payment of Accounts.



### Justice of the Peace

The Havilah on Palmerston community has the services of a Justice of the Peace, Contact:

Terry Simpson Mobile: 0419 737 837



Many years ago Havilah published a recipe book with residents and their family favourites, ranging from soups to casseroles, desserts, cakes and slices etc. This publication proved to be a worth while fund raiser for Havilah.

We are looking to re do another one using some recipes from the original publication and requesting current families who would like to submit their own favourite.

Recipes and pictures can be sent vial email to [andrew.earl@havilah.org.au](mailto:andrew.earl@havilah.org.au) or by leaving at main reception desk at Harkness Street during office hours.

**RESIDENT SURVEY:  
November 2019**

**Raglan House: 23 residents surveyed:**

100% of surveyed residents stated that their name is clearly on their mobility aids most of the time or always.

100% of residents surveyed indicated that they enjoy reading the Tattler each month most of the time or always.

100% of residents agreed or strongly agreed that they know they can get their hair cut or styled onsite at the hairdressers.

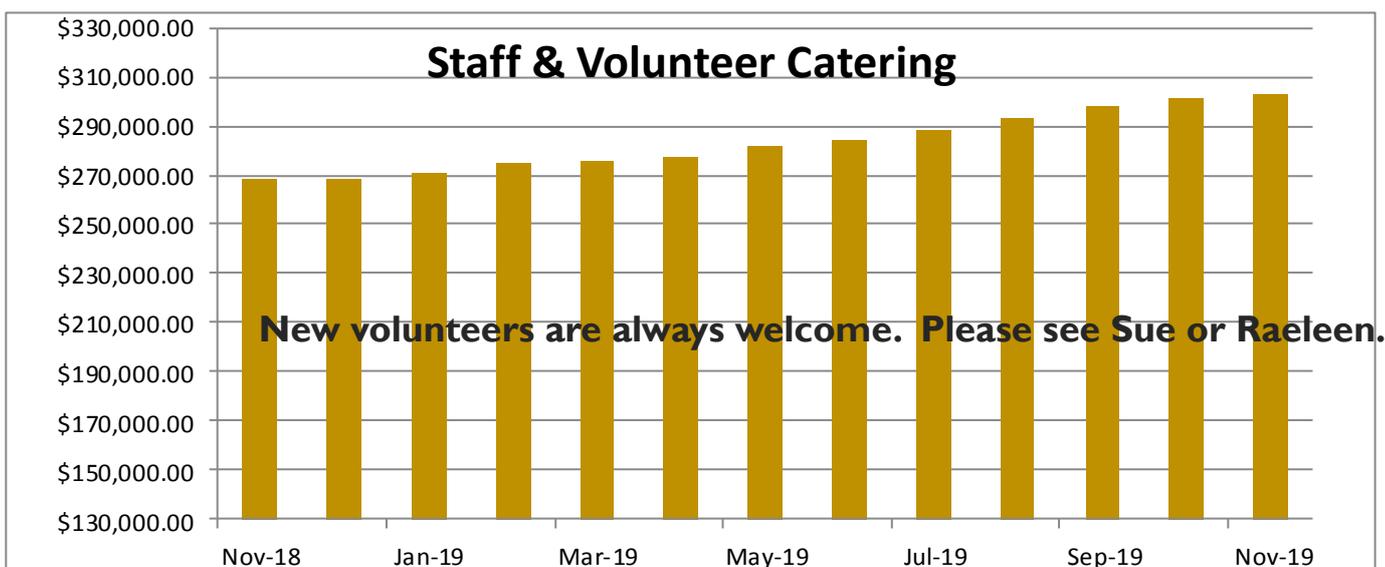
100% of surveyed residents agreed or strongly agreed that they enjoyed the Halloween festivities.



**Invitation to read your Care Plan and take part in your Care Plan Review**

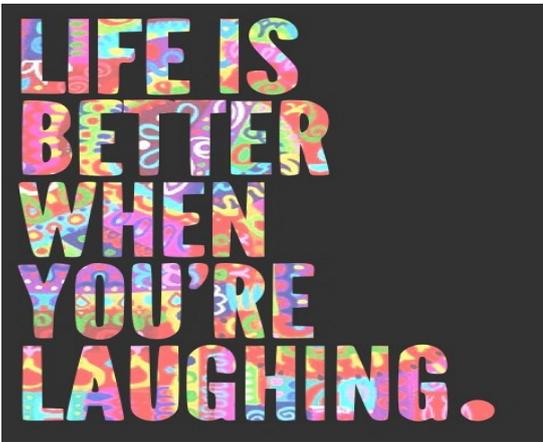
Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need and the choices you make.. Our staff speak to you and/or your representative in developing your care plan initially and in the ongoing periodic review of your plan.

We ask you for your direction in relation to involvement in the care plan review on entry. Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. You are invited to talk to staff at any time should your needs or wishes change.



**ALL HAVILAH SITES ARE NON SMOKING SITES.  
PLEASE RESPECT THIS FOR THE SAFETY OF  
RESIDENTS AND STAFF.**





On New Year's Eve, Daniel was in no shape to drive, so he sensibly left his van in the car park and walked home. As he was wobbling along, he was stopped by a policeman. 'What are you doing out here at four o'clock in the morning?' asked the police officer.

'I'm on my way to a lecture,' answered Roger.

'And who on earth, in their right mind, is going to give a lecture at this time on New Year's Eve?' enquired the constable sarcastically.

'My wife,' slurred Daniel grimly.

"Sir you have got to help!" said the tearful man at the door. "There is a family that I know very well that is in desperate need of money. The Father has been out of a job for over a year, they have five kids at home with barely a bit of food to eat. The worst part is, that they are about to be kicked out of the house and they will be left on the streets without a roof over their heads!" The man concluded with one last heart wrenching sob. "Well," said the man at the door, "that really is a sad story. Why don't you come inside

and we'll talk about it a little more." "So how much money is needed exactly?" asked the man when they were both seated. "Oh it's really terrible", said the man starting up again, "why just for the rent \$3000 is needed by tomorrow otherwise they'll be kicked out onto the streets." "How do you know so much about this situation?" asked the man as he reached for his check book. "Well," said the man breaking down once more "they are my tenants."



Three engineers and three accountants are traveling by train to a conference. At the station, the three accountants each buy tickets and watch as the three engineers buy only a single ticket. "How are three people going to travel on only one ticket?" asks an accountant. "Watch and you'll see," answers an engineer. All of them board the train. The accountants take their respective seats but all three engineers cram into a restroom and close the door behind them. Shortly after the train has departed, the

conductor comes around collecting tickets. He knocks on the restroom door and says, "Ticket, please." The door opens just a crack and a single arm emerges with a ticket in hand. The conductor takes it and moves on. The accountants saw this and agreed it was a clever idea. So after the conference, the accountants decide to copy the engineers on the return trip and save some money. When they get to the station they buy a single ticket for the return trip. To their astonishment,

the engineers don't buy a ticket at all. "How are you going to travel without a ticket?" says one perplexed accountant. "Watch and you'll see," answers an engineer. When they board the train the three accountants cram into a restroom and the three engineers cram into another one nearby. The train departs. Shortly afterward, one of the engineers leaves his restroom and walks over to the restroom where the accountants are hiding. He knocks on the door and says, "Ticket, please."



The conversations of life

## No snooze and you lose: study shows too little sleep can affect women's bone density

By Lauren Broomham on November 22, 2019

We all know sleep is good for our brains, but did you know it's also essential for our bones, ladies?

A new study out of the University of Buffalo in the US has shown that getting five or fewer hours of sleep a night is linked to low bone mineral density and higher chances of osteoporosis.

The researchers looked at over 11,000 post-menopausal American women and how much they slept.

The result? Those who notched up less hours under the covers had significantly lower bone mineral density at four sites – the whole body, hip, neck and spine – compared to women who sleep seven hours a night – the equivalent of one year of ageing.

Sleeping over seven hours didn't make any difference however.

So why would this be the case? The study authors say the body undergoes a range of healthy processes during sleep – including bone remodeling, where the old tissue is removed and new bone tissues form.

When you don't get enough sleep, that remodeling can't take place.

Poor sleep is also associated with other health conditions, including obesity, diabetes, hypertension, and cardiovascular disease.

The positive news is that we can take steps to fix

our poor sleep habits and add in other healthy behaviours.

*"It's really important to eat healthy, and physical activity is important for bone health,"* lead author Heather Ochs-Balcom, an associate professor of epidemiology and environmental health, says. *"That's the exciting part of this story—most of us have control over when we turn off the lights, when we put the phone down."*



### DOCTORS' VISITS

Residents and families are reminded to pick up paperwork from the Staff Office in your unit prior to visiting your off site GP. This information should be handed in to the Care Station on your return. This is so that Havilah can keep up to date with Doctors instructions and comments re your health.

**WHEN THE FIRE ALARM SOUNDS** Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility and has many measures in place to stop the spread of fire and smoke and to provide for safe evacuation in the

case of a fire – this includes fire and smoke compartments, and sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected. In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.



**YOU WILL BE KEPT INFORMED BY STAFF AND**

### **FROM THE KITCHEN :**

The menu for each day is displayed on the dining tables. If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choice change every day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are listed on the menu. Please advise kitchen staff at breakfast or up to 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice. For those who have breakfast in your room the daily menu is included on your breakfast tray. Please inform the care staff of your choices for the day.

At tea time there is a selection of two soups, two mains and two sweets on the menu.

**Tea time alternatives each day are** - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

**So that staff can have your meal ready for you at mealtimes please take special note of the times for ordering of alternate meals, therefore at breakfast or by 10 a.m. for lunch and by 3pm for tea.**

**For breakfast** residents may have whatever cereals and breads they wish. Please notify the kitchen who will arrange to get this in if it is not held as normal stock.

### **MEALS FOR FAMILY MEMBERS AND GUESTS.**

We welcome resident guests for meals at a cost of **\$8.00** per head for all meals, with exception for special occasions, eg Christmas Day, Mothers Day when special prices are set. Guests can attend at Happy Hour, Special Morning Tea on Fridays and Sunday

Devonshire afternoon tea without charge. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for residents and visitors.

Please advise the relevant kitchen prior to 10.00am by phoning **54590 180** When booking meals for more than 5 people, please notify the kitchen the day before.

### **REPORTING FOOD BROUGHT IN FOR RESIDENTS**

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly marked. Your assistance with this is appreciated.

If there is food that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson, or Nurse Manager Deb Matthews or alternatively fill out a form and place in the Suggestion Box.

At the suggestion of your Chef Greg **SOUP OF THE DAY** has been commenced with each Chef making the choice on what soup to serve each day in accordance with the resident preferences in their unit. The **SOUP OF THE DAY** will be written on the blackboard at the entrance to the Dining Room each day and included on menus to rooms for those residents having tray service. Tomato Soup will remain a choice each day. Please let catering staff know your favourite soup so that it can be included.

Our Dietitian has suggested the introduction of cake plates for residents whose weight is compromised and each kitchen will now keep available a stock of various cakes which can be used for this purpose.

## **CONTACTING STAFF and other Useful Numbers**

You can contact staff by using your **room phone** **In Raglan House** Ring 161 24 Hours a day to get the Nurse on Duty

Press your **Green** Call Button for **Non Urgent** assistance and

Press your **YELLOW** call Button for **URGENT** assistance

**High School Centre (Reception)** Ring 140 between 9am & 12 Noon Monday to Friday

**The call system** is for **emergency calls** so where possible for other than emergency issues please use your telephone to contact staff. This will ensure prompt action when you are in an emergency situation. There are call points in public areas for residents and family members to use when requiring staff attendance.

Please familiarise yourself with the position of these call points.

Wall phones are installed on the Nurses Station wall at Raglan House both Upstairs and

**Pick up and Drop Off Points** Residents and families, please use the flat surfaces provided for residents being picked up or dropped off at Raglan House. These are the areas directly out from the Raglan House front doorway (Raglan

**FEEDBACK—** We welcome feedback from residents, families and visitors and forms are available at the downstairs and upstairs nurses station windows.

Residents and families are encouraged to communicate any issues they may have to :

**Nurse Manager (RNI) Deb Matthews** 5459 0154 or internal dial 154.

Deb can be contacted by email using the email address: [deb.matthews@havilah.org.au](mailto:deb.matthews@havilah.org.au)

You can also contact: **CEO Barb Duffin** 5461 7381 Mobile 0429 617380

email: [barb.duffin@havilah.org.au](mailto:barb.duffin@havilah.org.au) or

**Director of Care Kelsey Hooper** 54 617383 email: [kelsey.hooper@havilah.org.au](mailto:kelsey.hooper@havilah.org.au)

If you report an issue to any staff member they will fill out a form on your behalf.

Complaints can be made openly, anonymously or your name can be kept confidential.

Downstairs these phones

provide greater accessibility to staff for families.

Please make use of these phones as needed.

**24 Hour Contact Raglan House. FOR FAMILIES ringing from outside Havilah to speak to staff in Raglan House please call 5459 0150** if there is no answer on this number the call will be diverted to staff on the floor. This number is available for 24 hour emergency contact.

**Reception Hours—Account Payments and Enquiries** MON-FRI 9.00 am—12.00 pm 54590140

**General Enquiries.** For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

**Other useful numbers can be found in your Resident Information Folder**

Street entrance) and the Raglan House Court Yard Entrance. The nature strip areas and kerbing are not meant for walking on and do not provide a stable surface so please remain on the concrete paths and crossings to ensure safety.

Havilah respects the right of residents and families to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or feedback 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.

**External Complaints** through the Aged Care Quality and Safety Commission: 1800 951 822

**Elder Rights Advocacy** 1800 700 600 Email [era@era.asn.au](mailto:era@era.asn.au). [www.era.asn.au](http://www.era.asn.au)

*ERA is a member of OPAN the Older Persons Advocacy Network, delivering the National Aged Care Advocacy Program, an Australian Government Initiative providing advocacy services to recipients of Australian Government Aged Care Services.*

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this , please ask a staff member to assist you.