

HAVACHAT Retirement Living Edition



Issue February 2021

Please contact Andrew on 5461 7387 or email andrew.earl@havilah.org.au if you would like your Havachat sent via email

Exciting times ahead over the next 12 months with the second stage of residential aged care at Havilah's Raglan Street site. The development began at the beginning of February with the site being cleared and levelled and hurdles marked out ready for excavation of foundations





'Out with old and in with the new', was the way Harkness residents celebrated New Years Eve, All who attended the celebration on News Years Eve had a most enjoyable time.



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**From 11:59pm 26 February 2021
Victoria returns to COVIDSafe
Summer restrictions**

There are now no limits on the number, reason or duration of visits.

VISITING HOURS AT HAVILAH REMAIN BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. EACH DAY Special arrangements can be made for Palliative Care.

Under current restriction levels, residents can go out for any reason, provided they comply with current restrictions applicable to all Victorians.

Visitors are required to

- ◆ wear face masks unless they have a specified exemption. *People 12 and over should wear a face mask unless an exception applies. A face shield on its own does not meet the mask requirement.
- ◆ visit within the resident room or within the area that has been set aside for the visit. Eg where arrangements have been agreed to visit including a meal.
- ◆ Undertake screening prior to entry into the facility

You cannot enter the facility if:

- * are unwell or have even the mildest symptoms of COVID-19:
 - ⇒ fever or temperature over 37.5 degrees
 - ⇒ loss or change in sense of smell or taste, chills or sweats, cough, sore throat, shortness of breath, and/or runny nose
- * are required to quarantine or isolate ****This includes if they have attended an exposure site**
- ** <<https://www.dhhs.vic.gov.au/case-locations-and-outbreaks-covid-19>>
- * have arrived in Australia from overseas (other than a travel green zone) in the last 14 days.
- * have been at a hotel quarantine site or port of entry in the last 14 days.

- ◆ Have not had and provided evidence of a current influenza vaccination unless you have a specific exemption.

Retirement Village Specific Guidance

There are no current specific guidelines in relation to Retirement Villages.

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

- ◆ **masks** are only required on public transport, in ride-share vehicles and taxis, in sensitive settings such as aged care facilities – and in some larger retail settings including indoor shopping centres, supermarkets, department stores, indoor markets.
- ◆ Victorians can **host up to 30 people in their home per day.**
- ◆ **Outdoor gatherings** in public places – the beach, the park – **100 people.**
- ◆ **Density limits in pubs, restaurants and cafes** remain at 1 person per 2sq metres for both indoors and outdoors with no other cap, so long as electronic record keeping – a QR code – is used. For small operations, there are no density limits if the patron number is under 25.
- ◆ For **beauty services**, businesses remain at 1 person per 2sq metres – if they also introduce electronic record keeping. For businesses where that's not possible, density limits of 1 person per 4 sq metres apply.
- ◆ **Retail businesses** also remain at 1 person per 2sq metres and electronic record-keeping is recommended where practical.
- ◆ **Funerals and weddings** are subject to a density limit of 1 person per 2sq metres. The same rules apply to **nightclubs** and community facilities, like **libraries, RSLs, and community halls.**
- ◆ In **gyms**, the density limit re-

mains 1 per 4sq metres – with exercise classes limited to 50 indoors and 100 outdoors.

- ◆ if you are sick you must stay at home.
- ◆ Victoria's exposure areas are included on the DHHS website and are updated ongoing. Please check where the exposure sites are before planning any outings or visits from family and friends.

The roll out of vaccination has commenced although not without some delays and changes to the schedules originally planned.

There has been no advice at this stage on when vaccinations will happen at Havilah. The original plan for residents and staff to be vaccinated on site at the same time has been changed with now residents to be vaccinated and staff to follow at a later stage. The actual phased rollout has not changed however timeframes are not available.

Phase 1a - up to 1.4m doses: Quarantine and border workers, frontline healthcare workers, aged care and disability care staff and residents;

Phase 1b - up to 14.8m doses: Elderly adults aged over 70, other healthcare workers, Aboriginal and Torres Strait Islanders aged over 55, younger adults with underlying medical conditions, including a disability, high-risk workers including police, fire, defence, emergency services and meat processing;

Phase 2a- up to 15.8m doses: Adults aged over 50, Aboriginal and Torres Strait Islanders aged over 18, other critical and high-risk workers;

Phase 2b- up to 16m doses: Balance of adult population, catch up any unvaccinated Australians from previous phases;

Phase 3 - up to 16m doses: Children aged under 18, if recommended.

We all need to stay patient and wait for further advice.

PLEASE DO EVERYTHING YOU CAN TO STAY SAFE UNTIL THEN.



Old McDonald's farm has relocated to the gardens of Heath House with our new farm animals. Residents, families and staff have taken great interest and enjoyment from the paddock environment and the glorious weather we have been having over the past weeks. There has been lots of reminiscence and discussion about farm life and the animals, all who now have names, especially among those who have been on the land for most of their lives.



Residents were very patriotic on Australian Day, amongst the red, white and blue colour theme for lunch and the smell of gum leaves.



<https://www.careaboutagedcare.org.au>

The aged care sector peak bodies have joined together in a comprehensive campaign

IT'S TIME TO CARE ABOUT AGED CARE

Leading Age Services Australia (LASA); Aged & Community Services Australia (ACSA);

Anglicare Australia; Baptist Care Australia; Catholic Health Australia; and UnitingCare Australia have banded together to argue for an overhaul of four key elements of the aged care system: Design; Objectives; Regulation and Resourcing.



The campaign launch includes the release of a 60 page report which provides a "layman's guide" to Australia's aged care system. You can download the report from the web page above. Section 1 of

the Report looks at the challenges facing the sector including funding and financing, the 20-plus reviews of the sector in the last 20 years, workforce issues and the impact of COVID. The second section examines the different operators who provide care, the difference between home care and residential care – and stresses the point that the majority of residential care operators are small Not For Profits. There are copies of the report available at Reception for residents if you would like to read this or you can ask staff to download this for you to read on an iPad.

This is a timely campaign to coincide with the release of the report of the Royal Commission into Aged Care and is designed to support changes within the system as identified by the Commissioners, whose recommendations include -

- ◆ A new Aged Care Act and urgent review of the Aged Care Quality Standards (by 15 July 2021)
- ◆ Updated accessible information about providers and services including star ratings
- ◆ Establishment of registration for personal care workers and minimum standards for staff time

and at least one RN on-site at all times, and minm. qualifications for personal care workers

- ◆ Improved remuneration for aged care workers
- ◆ A strengthened quality regulator
- ◆ Establishment of a dementia support pathway and specialist dementia care services
- ◆ Regulation of restraints including restricted prescripts of antipsychotics in aged care
- ◆ Accreditation requirements for General Practitioners working in aged care facilities
- ◆ No younger people in residential aged care
- ◆ Civil penalties for contraventions of general duty by approved providers
- ◆ Establishment of a Pricing Authority
- ◆ Changes to funded areas of aged care, including the basic daily fee, indexation, means test, and more
- ◆ Investigation into financing an Aged Care Levy

Phasing out Refundable Accommodation Deposits (RAD)

The Final Report stipulates that the Australian Government should report their responses to Parliament by 31 May, 2021.

To view the full report, head to the Royal Commission into Aged Care Quality and Safety website.

The Government say they recognise that addressing the challenges will cost a lot of money and all Australians will have to be ready for this. It is important to know that Australia currently spends only half of what other OECD countries spend as a proportion of GDP on aged services so there is opportunity to shift our priorities and lift spending in this important area.

Havilah is part of this campaign through its membership with Leading Age Services Australia (LASA)

If you would like to support the campaign you can

Share the website

<https://www.careaboutagedcare.org.au> with your family and ask them to sign the petition

Like and share the It's Time to Care about Aged Care **Facebook page** and ask your friends and families to like the page and share it with their Facebook networks.

Like and follow the It's Time to Care about Aged Care **Twitter account** and ask all of your families, friends, to like the page and share it with their Twitter networks, if they have one.

AGED CARE ROYAL COMMISSION REPORT

PM calls for 'once in a generation change' to aged care

Commissioners, Tony Pagone QC and Lynelle Briggs AO, handed the report to Parliament on Friday, 26 February, and the Government used the weekend to review the findings.

Prime Minister Scott Morrison has welcomed the Final Report

"The Royal Commission has now, I think, set out a very important roadmap, which I think will establish generational change in our country when it comes to aged care," explains PM Morrison.

"... This will take time, quite considerable time, to make the scale of change we want to and need to. The Commission itself, set out a five-year time frame for the measures they set out in their report."

PM Morrison also announced the immediate release of \$452.2 million for the aged care sector to help with any urgent or short term priorities that have been set out by the Royal Commission.

However, he says that the Government response needs to exercise care and thought whilst implementing change in the sector.

PM Morrison adds that the report will test the Government and the Budget, however, it is a 'once in a generation opportunity' to change aged care for the next generation.

Minister for Health and Aged Care, Greg Hunt, said there are 1.3 million people receiving a form of aged care, and this Final Report, which took two years to produce, will have a big impact on future aged care.

"The central vision is of a nation where we value our elders, we respect them and provide care and provide dignity and we respond to their individual needs," says Minister Hunt.

Minister Hunt on releasing the findings of the Commission

thanked all in aged care, including the staff, the doctors, the pharmacists, the volunteers, the providers "who have been taking care of our older Australians" and said "they do a great job" but also saying that he knows from this report that there are great challenges mainly due to the ageing society in all of the western world and also the "legitimate expectation" of stronger, safer, deeper care.

Minister for Senior Australians and Aged Care Services, Senator Richard Colbeck, had similar thoughts, saying he knew when the government received the Interim Report it would put us all on notice, and it did. It put the Government on notice, it put the aged care sector on notice and it put the Australian community on notice," says Senator Colbeck.

"It talked about the fact that there has been a lot of cans kicked down the road for 20 years by successive Governments and the attitude of the community more generally is not what we want it to be. We now have an opportunity to get it where we want it to be.

"It is now our role to engage with the sector and Australians to commence that reform process."

Sector responds

The Australian Aged Care Collaboration, a collective of aged care peak bodies, is hoping that the big picture reform released today will set the bar for quality care that older Australians deserve and need.

Representatives for AACC, Chief Executive Officer (CEO) of ACSA, Patricia Sparrow, and CEO of LASA, Sean Rooney, say that over 20 Government aged care reviews in 20 years have found a broken system and that the band-aid fixes need to end.

"Successive federal governments over the past two decades have failed to act on many independent reports highlighting the

need for major reform."

Ms Sparrow adds that currently over 4.1 million Australians are over the age of 65, and this is expected to rise to 8.8 million by 2057, which is why aged care change needs to happen now.

"While the sector overwhelmingly is trying to do the right thing, we need to recognize that Australia spends less than half what other comparable countries do on aged care," Ms Sparrow said.

"As a result, under-resourced aged care homes were described by Counsel Assisting the Royal Commission as in an 'impossible situation', and were struggling to maintain standards and staffing, whilst fighting to keep their doors open.

"Older Australians want and deserve more staff to care for them, ensure they are better paid and better trained – along with better facilities and even better meals. We view the Royal Commission report as one of national importance, which we hope will involve a complete re-design of the system.

Ian Yates, Chief Executive of Consumer peak body, Council on the Ageing (COTA) Australia, has highlighted that the onus of change is now on the Morrison Government to fix the systemic issues in home care, nursing home regulation, staffing, and transparency.

"The fact that there are a few alternative recommendations from the Commissioners on the best way to manage and fund the aged care system in no way lets Government off the hook. There are no barriers to commencing urgent and long-awaited reforms."

He adds that the evidence from the Royal Commission is overwhelmingly pointing to major transformation in the aged care sector.

Finding out what matters most to residents of aged care

Researchers from Macquarie University have identified the three most important care needs to people living in residential aged care.

After conducting a number of visits to homes the research found they are: being treated with respect by staff members, opportunities for independence and management of medical conditions.

"While the Royal Commission into Aged Care Quality and Safety has identified person-centred care as a means of improving care, a key aspect is acknowledging and respecting people's preferences and priorities, and this research provides a unique insight into what is most important to aged care residents," lead researcher Dr Kristiana Ludlow explained.

The residents completed a card sorting activity, called Q-methodology, each card with a picture and an aspect of care written on it. Residents then sort the cards in order of importance with the help of the researchers, who then had a conversation with the resident to delve into the reasons for their choices.

"For the most part, most residents said that staff members were wonderful, but there were some issues with respect sometimes, and one of the main ones was knocking," Ludlow told *Aged Care Inside*.

"Whether it was a bathroom door or a bedroom door, sometimes they would just come in without knocking, or sometimes they would knock and just enter, and especially for those residents who are quite independent and were always used to having their own home, they viewed their room as their home and yet people were just entering that without permission."

Similarly, while opportunities for independence were seen as important, the feedback Ludlow

received was not in criticism of the facilities per se, but an acknowledgement of the nature of living in residential aged care. "Unfortunately, it's a bigger systems problem. Especially the transition into care. Having these routines of what time they have to eat, and even having a smaller room and things like that, it was a big adjustment, but a lot of residents said, 'but over time, I made my room my own, or sometimes I would say to a staff member, I don't want to shower in the morning, can I have one at night?' So they were finding ways to have independence, in a place that's not always designed to allow them to have independence."

Management of medical conditions was important to the residents involved and they often felt they had to wait too long to be seen by staff.

"Residents told us that staff members were doing their best with the resources they had, but were often too busy to provide certain types of psychosocial care such as engaging in meaningful conversations. Some residents spoke about not being able to access care when needed, including long waits for responses to their call bells," said Ludlow.

"But often, it's because staff members are with another resident, so there were some people who spoke about having to wait their turn, because they acknowledged that there just weren't enough resources."

The study comes on the back of similar research Ludlow conducted with families and staff members within the aged care space, which found that there was a lot of overlap in priorities between the three groups.

"I wanted to make a complete picture and get all three viewpoints. And the reason I was focusing as part of this research on prioritisation is because residential aged care facilities are pres-

surised environments, they're often under-resourced. And so if you asked, whether it was a staff member or resident, what are your preferences for care, a lot of them will list so many things, everything's important."

"So, I thought that it was really important to understand priorities. The methods I used actually forced the residents to organise their priorities from lowest to highest," Ludlow said.

"Residents being treated with respect was a top priority for all three groups. And then what I found is there was management of medical conditions that was important for all three groups.

"What I found really interesting was the idea of independence. Across the group, regardless of level of need or dependency, residents wanted some level of independence in whatever way they could, whereas for family members and staff members there were mixed views amongst participants, and there was this conflict between wanting to keep residents safe and managing them medically, and giving them their independence, and so some family members would say, 'Well, my mum can't be independent because she's so reliant on staff.' But talking to some residents who were dependent they'd say, 'Well, I know that I need staff to help me with this and this, but I can do this for myself.'"

Ludlow argues that to improve the aged care sector, more consumer voices need to be heard and her research gives us just that. "I feel like this research allows residents with different abilities and different capabilities to express their priorities. And while their preferences have been asked about previously, this is one of the research studies to actually ask about priorities, what is the most important to you?"



Falls Prevention



Ensure that you have your feet attended to by a podiatrist
Maintenance and upkeep of walking aids

MASSAGE Havilah have their own Resident masseuse who is available for massages at a cost of \$30 per session. If you would like to enquire about booking a session please contact Sue or Jo on 5461 7390.

RESIDENT SURVEYS - Harkness Of 43 residents surveyed

100% of surveyed residents indicated that the staff let them do things for themselves most of the time or always

95% of residents stated that they can access things

in their room most of the time or always.

100% of surveyed residents agreed or strongly agreed that they are encouraged to make decisions about their personal care.

100% of residents indicated they think the cleaners do a wonderful job throughout the facility.



We are now six months down the track with Contact Harald and cards are being replaced to ensure battery life. All residents, staff, regular contractors, visitors and professional people have their own cards.

If you have a visitor card that has not been replaced please ask at Reception. The information the "Contact Harold" 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.

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



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Get the app

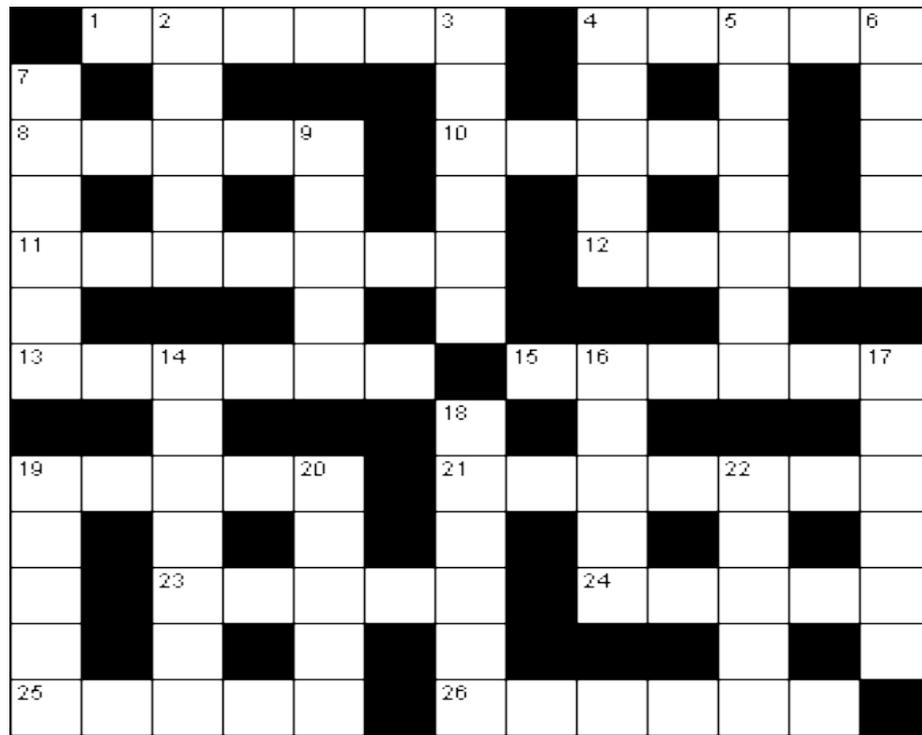


COVIDSafe app

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 measurer as restrictions ease.

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

Mind Games



ACROSS:

1. Capital of Germany (6)
4. Flows through Rome (5)
8. Capital of Nigeria (5)
10. Egyptian desert (5)
11. Birthplace of Napoleon (7)
12. Australian town, ___ Springs. (5)
13. Colorado State capital (6)
15. Previous name of Ho Chi Minh City (6)
19. Egyptian Capital (5)
21. South American country (7)
23. Japanese City (5)
24. Capital of Ghana (5)
25. Balearic holiday Isle (5)
26. Seas between Greece and Turkey (6)

DOWN:

2. Swiss Alps (5)
3. Capital of the Bahamas (6)
4. Polynesian country (5)
5. Chinese city (7)
6. Major French Rover (5)
7. Site of 1980 Winter Olympics, Lake ___ (6)
9. Flows through Paris (5)
14. Capital of Kenya (7)
16. Island in the Netherlands An-tilles (5)
17. Scandinavian Country (6)
18. Carson City is the state capital (6)
19. Italian holiday isle (5)
20. City in Nebraska (5)
22. Capital of Bangladesh (5)

Themed 03

WORD SEARCH - World Cup 2018

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

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

ARGENTINA, AUSTRALIA, BELGIUM BRAZIL, COLOMBIA, COSTA RICA, CROATIA, DENMARK, EGYPT, ENGLAND, FRANCE, GERMANY, ICELAND, IRAN, JAPAN MEXICA, NO-ROCCO, NIGERIA, PANAMA, PERU, POLAND PORTUGAL, RUSSIA, SAUDI ARABIA, SENEGAL, SERBIA, SOUTH KOREA, SPAIN, SWEDEN, SWITZERLAND, TUNISIA, URUGUAY

QUIZ

1. The echidna is depicted on which Australian coin?
2. In slang terms, what is a cackle berry?
3. The Melbourne Convention and Exhibition Centre is commonly nicknamed "whose shed:"?
4. In which decade did colour television launch in Australia?

HAV'A LAUGH



The man lay sprawled across 3 seats at a theatre. When the usher came by and noticed this he whispered to the man, "Sorry sir, but you're only allowed one seat."

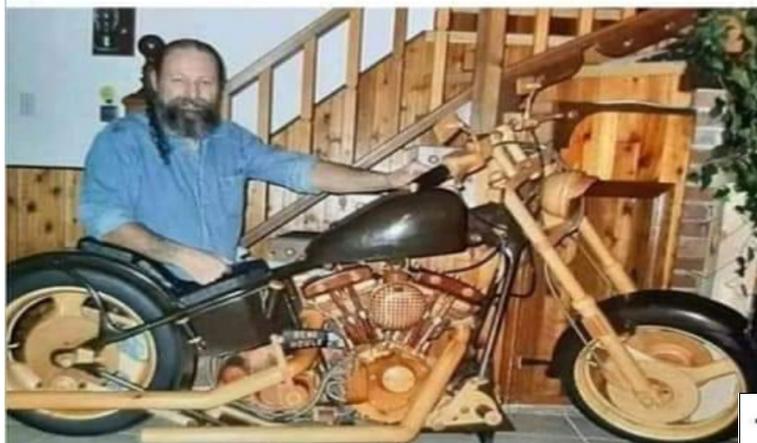
The man just groaned but didn't budge. The usher became impatient. "Sir, if you don't get up from there I'm, going to have to call management. Once again the man just groaned. The usher went away

and returned with the manager. Together the two of them tried repeatedly to move the dishevelled man, but with no success. Finally they summoned the police, who arrived and asked the man his name.

"Fred," the man moaned. "Where are you from Fred," asked the policeman.

Fred replied in a quavering voice, "the balcony."

It's got a wooden frame, wooden engine, wooden wheels, and a wooden gas tank. Did he ride it? No, wooden start...

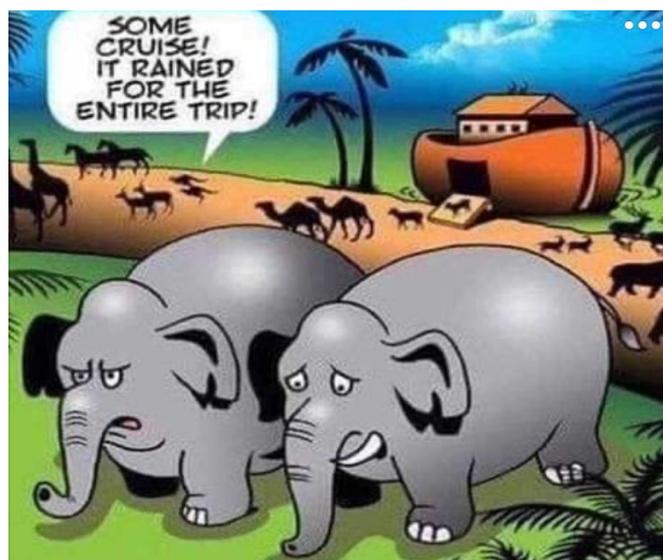


A mother and daughter were out shopping, the daughter watched her mother trying on a new fur coat, the daughter says, "Mum. Don't you realise some poor beast suffered so that you could have that coat?."

The mother replies, "Don't be rude - that's no way to talk about your father."

SERIOUS (but funny) LOCKDOWN ADVICE

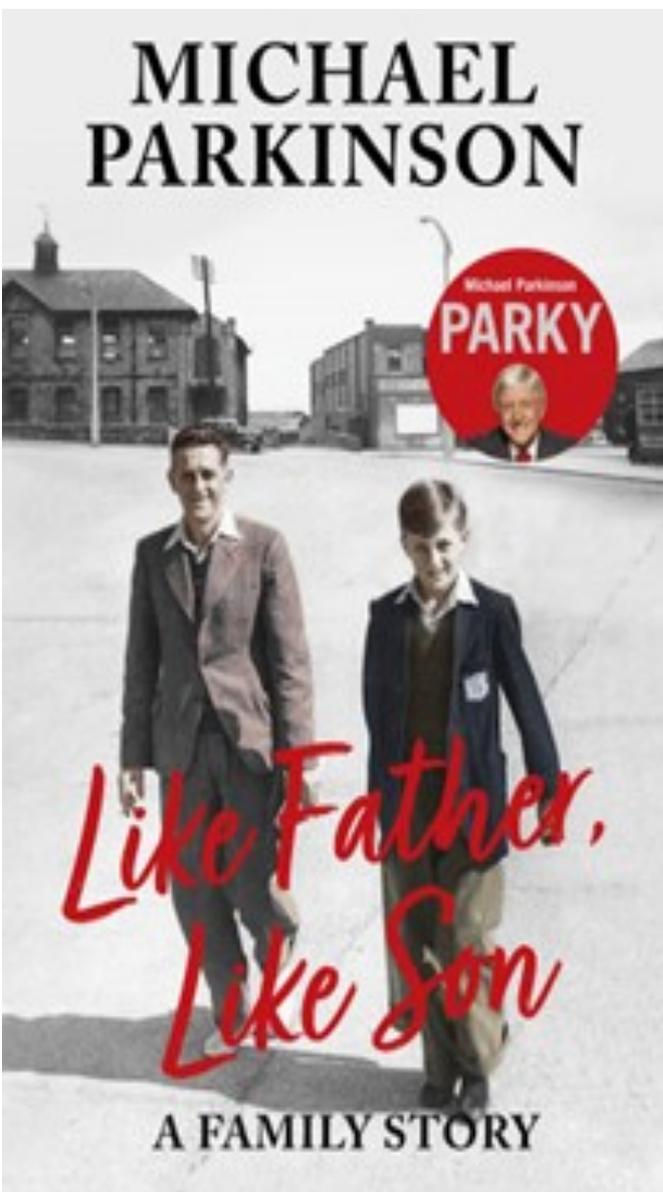
People are acting crazy from being locked down at home! I was just talking about this with the microwave and toaster the other day. I didn't mention any of this to the washing machine because she puts a different spin on EVERYTHING! Certainly couldn't share with the fridge, because he's been acting cold and distant! In the end iron straightened me out! she said the situation isn't all that pressing and all the wrinkles will soon get ironed out! the vacuum however, was very unsympathetic..... told me to suck it up! but the fan was optimistic and gave me hope that it will all



The wife said:
"Here's \$20, get the dog a jacket.
If there's any money left over, get yourself a beer!"



blow over soon. The toilet looked a bit flushed but didn't say anything when I asked its opinion; the front door said I was becoming unhinged and the doorknob told me to get a grip!! You can just about guess what the curtains said, they told me to "pull myself together"



'a A look at the life and times of the man Sir Michael most looked up to.

It started in the shadow of the pithead in a South Yorkshire mining village and ended up in tears before an audience of millions. Michael Parkinson's relationship with his late father John William was, and remains, a family love story overflowing with tenderness and tall tales of sporting valour, usually involving Yorkshire cricket or Barnsley FC.

However, it was the overwhelming grief which poured out of Michael when Piers Morgan pressed him about John William in a television interview - four decades after the death of the father he encapsulated as 'Yorkshireman, miner, humorist and fast bowler' - that convinced one of the outstanding broadcasters and journalists of our time to delve deeper into the dynamics of their lives together.

Co-written with his son Mike, this affectionate and revealing memoir explores the influences which shaped John William, Michael and succeeding generations of Parkinsons. The journey leads them from the depths of a Yorkshire coal mine, via the chapel, pub and picture-house, to a spot behind the bowler's arm at Lord's and the sands at Scarborough.

While Like Father, Like Son conveys a powerful sense of time and place, it is wit, insight and, above all, enduring love which shine through its pages.

quietly impressive book, which does something most celebrity autobiographies shy away from: it seeks the truth and, more often than not, finds it.' - THE MAIL

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	Barb Duffin	barb.duffin@havilah.org.au
Food Services Manager	Di Jackson	di.jackson@havilah.org.au
Director of Care	Kelsey Hooper	kelsey.hooper@havilah.org.au
Resident Liaison	Raeleen Brooker	raeleen.brooker@havilah.org.au
Lifestyle	Sue Edmondson	sue.edmondson@havilah.org.au

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

We welcome feedback from residents, families and visitors and provide the 'Comment,

Suggestion, Complaint and Compliment' forms at the main Havilah entrances.

We strive to continuously improve our service and look forward to working with you to achieve the best possible outcomes..

Director of Care Kelsey Hooper
54 617383 email:
kelsey.hooper@havilah.org.au

or CEO Barb Duffin 54617381 OR 0429617380
email: barb.duffin@havilah.org.au

GENERAL ENQUIRIES

For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week on Email: mail@havilah.org.au or Telephone: 5461 7387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—4.00 pm for account payments and enquiries

Postal Address: Havilah Hostel 11 Harkness Street, Maryborough Vic 3465

TO CONTACT THE KITCHEN

Main Kitchen **54617388** Internal Dial **388**

Heath Kitchen **54617482** Internal Dial **482**

For 24 hour EMERGENCY CONTACT
telephone 54617 394

ON CALL MAINTENANCE after hours and
weekend calls 0408 645 203