



WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)

You can access the Havilah Facebook Page via the website



*ALL WELCOME TO  
JOIN US FOR OUR  
COMBINED SPECIAL  
MORNING TEA  
“Garden Party”*

*To be held in the courtyard Friday 14th February 2020, no cost, wear a hat  
and bring a friend along.*

*It would be wonderful to see as many of you here with us as possible  
Ph Kim on 54590169 if bringing along a friend.*

#### **Raglan House Re-accreditation**

Great news. Raglan House has been reaccredited for a further 3 years with all Standards assessed as compliant. An incredible effort from all of our staff and volunteers in maintaining Havilah's perfect record of compliance. No easy task in these difficult times of new standards and assessment methodology. Most importantly residents and families reported that they were happy and satisfied.

#### **Inkerman Street Footpath**

A scary start when hot weather hit before the roots had taken. It is all looking fantastic now though, growing a bit too quick.

#### **Raglan House Dining Room Extension and Storage**

A quotation has been accepted from Max Brown to complete these works which will commence shortly. The works will require relocation of the Dining Room to Rooms 1 and 2 of the High School Centre at their peak however the time will be minimised as possible. Works on construction of the shed and gopher storage will be carried out also, all to be completed by 30 June. There will be a small amount of disruption but the advantages once the works are completed will be substantial. We will keep you informed as to when the works will commence. Plans for both works will shortly be on display in reception. Please contact CEO Barb Duffin should you have any queries.

#### **Stage 2 Havilah on Palmerston (Tennis Court Site)**

Finally 14 months after the application was submitted we have a draft Planning Permit to hand for the development of a 24 place residential care unit on the former tennis court site at the corner of Raglan, Neill and Palmerston Streets. This is an extension of the Havilah on Palmerston site and when completed will include 24 residential care and 18 retirement units. The development will be multi storey similar to Raglan House.

It is now full speed ahead with preparation of final drawings and specifications for the new facility to allow tenders to be called for the works. Under the conditions of the provisional allocation of places the unit is set to open in June 2021 but will likely need a small extension of time due to the time taken in obtaining planning approval for the project.

**Retirement Community - Bi Monthly Resident Meeting Thursday 19th March 2020, 2.45 pm**  
**Raglan House - Ground Floor - Neill Street end**  
**Afternoon Tea Provided**



The conversations of life

## Ladies, want to stay sharp as you get older? Drink up (more water)!

By Lauren Broomham on January 17, 2020

### A US study has found too little water can affect older women's cognitive performance.

The research by the University of Pennsylvania looked at 1,271 women and 1,235 men 60 years of age or older and calculated their hydration status based on concentrations of sodium, potassium, glucose, and urea nitrogen in their blood and their total water intake from beverages and foods.

They then tested the group using several tasks designed to assess their motor speed, attention and memory.

The result? Women who had lower levels of hydration performed poorer in their concentration and focus.

Interestingly, men showed no effects from lower hydration – which they couldn't explain.

The researchers also discovered similar results when participants drank too much water – suggesting there is a limit to how much water you should be drinking.

Of course, the team cautions that they need to do more study to determine if lower hydration causes cognitive impairment or people with impaired cognition are just more likely to be under- or over-hydrated.

However, they say our need to stay hydrated does increase as we get older

*As we age, our water reserves decline due to reductions in muscle mass, our kidneys become less effective at retaining water, and hormonal signals that trigger thirst and motivate water intake become blunted,” Hilary Bethancourt, a postdoctoral scholar in biobehavioral health at Penn State who was first author on the paper, said.*

The lesson? It's time to pay more attention to how much – or how little – you're drinking – and speak to your GP if you have concerns.



### **Maintenance Reporting**

Residents are requested to report all maintenance issues to Reception Monday to Friday between 9.00am & 12 noon 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 palmer-ston@haviilah.org.au

**For after hours, weekends and public holi-**

**days 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



### **HAPPY WANDERERS** **WALKING GROUP**

**Leave in cars on Thursdays at 9:30AM from the Hockey Field carpark Princess Park.**

**Cost \$1 per month, includes tea, coffee & biscuits and a free sausage sizzle several times a year.**

**All ages welcome, walk 3 meters or 3 Kilometres.**

**Established 20 years.**

**No meetings, no office bearers, just a friendly social get together.**

**Bring a smile, a chair & hot water.**

**See Julie at Hairdressing on Tuesdays**

**Or phone Col Mason 54647329**

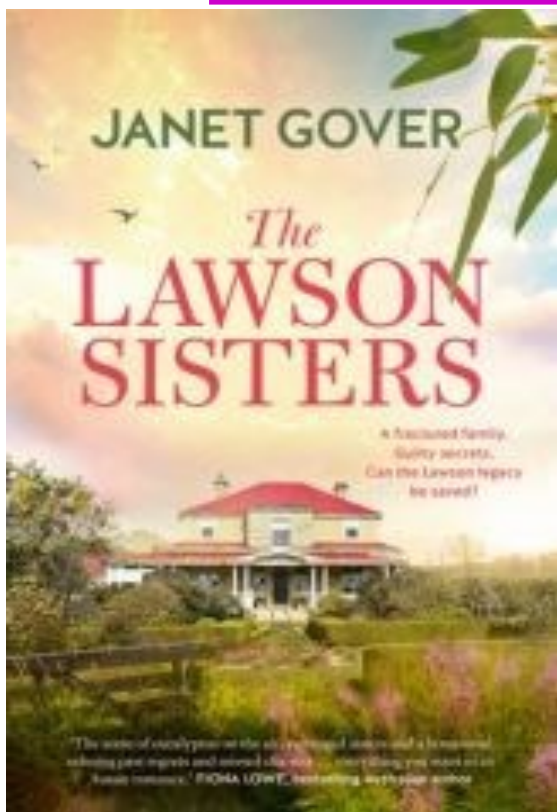




The photographer has added a bit of humour to the ladies who attended the New Years Eve get together. Everyone who attended enjoyed the evening to welcome 2020 with friends and neighbours from the Retirement community.



## BOOK REVIEW



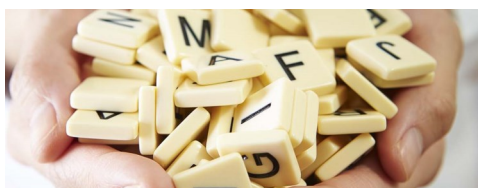
*Family, fortune and holding on to what counts...*

For many years Elizabeth Lawson has battled single-handedly to run the family's historic horse stud in memory of her beloved father. But a devastating loss puts her dreams at risk. With no options left, Liz is forced to turn to her estranged sister Kayla for help.

Kayla has built a new life in the city as a wedding planner, far removed from the stable yard sweat and dust of her rural upbringing. She never thought she'd go back. But when Liz calls out of the blue, Kayla forms a plan that could save their childhood home.

Kayla's return forces Liz to confront her past ... and her future, in the shape of Mitch, her first and only love, who still watches over her from the other side of the creek.

But Liz still hides a terrible secret. When Kayla learns the truth, will the Lawson sisters find common ground or will their conflict splinter the family once again?



### WEIRD and WONDERFUL WORDS

**DEFERVESCE**—the lessening of fever



### **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



**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@hivilah.org.au](mailto:andrew.earl@hivilah.org.au).

Your assistance with this is appreciated.

## CAROLINE'S OF CARISBROOK

*Purveyors of fine food, confectionary & nostalgia*



*The next Havilah on Palmerston diners club outing has been booked at Caroline's of Carisbrook for another evening of fine food and good times shared.*

*When : Thursday 20th February 2020*

*Time : Bus departs courtyard at 5.45 for 6pm arrival*

*Cost : approx. \$40-\$50 per*

*person byo drinks*

*Contact : Phone Kim to reserve your seat on 54590169*

*There are 14 seats available on the bus, so it will be first in best dressed or you can take your own car and meet us there.*

*Bus will return you to your unit upon returning later in the evening.*



**AFL 2020  
FOOTY TIPPING  
COMPETITION  
FREE TO ENTER**



**If you would like to participate in the Football tipping competition, see Kim or please take a pack which has all of your tipping needs including the draw and blank tipping forms. Make your selections on the supplied entry sheet for the 1st round and each consecutive round**

**Then Place your entry sheet in the box in front of the nurses station ground floor**

**Season prizes 1st, 2nd, 3rd & Last Place**

**There is a \$10.00 Prize each week for correctly tipping all 9 winning teams. Ladder will be posted weekly in main foyer and reception areas.**

**Season commences Thursday 19th March 2020**

## What's On & Events

### CONTACT NUMBERS:

#### FOR PALMERSTON ST

**Reception 5459 0140**  
**MON-FRI 9AM-12 NOON**  
 (other than public holidays)

**Raglan House 5459 0150**  
**For 24 Hour Contact**

**Nurse Manager 5459 0154**

**Lifestyle 5459 0169**

**Maintenance BH 0417 679 803**

**Maintenance AH 0408 645 203**

**Kitchen 5459 0180**

### CONTACT NUMBERS

#### FOR HARKNESS ST

#### MON-FRI

**9AM-5PM 5461 7300**

**5PM-7 AM 5461 7394**

**WEEKEND 5461 7394**

**LIFESTYLE 54617 390**

**CEO 54617 381**  
**0429617380**

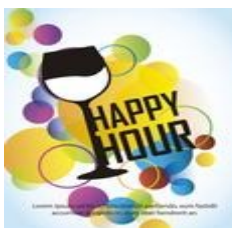
**RAELEEN 54617 380**



### RESIDENTS MEETING & LIFESTYLE COMMITTEE

**Meeting** will be

Thursday 19th March 2020 at 2.45pm,  
 Raglan House –Ground Floor-Neill Street end.  
 (Coffee & Chat immediately after the meeting)

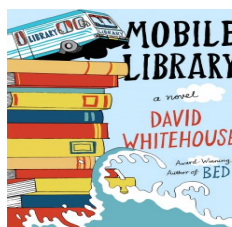


### HAPPY HOUR

Every Friday night in the High School Centre  
 Function Room (Rooms 1 and 2) commencing  
 at 5.00pm  
 entertainment, finger food & drinks.



**BINGO** Monday- Friday 1.30 P.M. Ground  
 Floor Raglan House



### MOBILE LIBRARY:

**24TH FEBRUARY, MARCH 23RD, APRIL 6TH**  
**AND 20TH** Raglan House—Ground  
 Floor—Neill Street end



### SPECIAL MORNING TEA

2nd Friday of each Month  
 North End Common area Raglan House  
 All Retirement Living and Raglan residents are  
 invited to attend.



### TAI CHI

Monday session – 1.00 to 2.30 pm  
 Wednesday session - 10.00 to 11.30  
 am



### 2nd Wednesday each Month

Next Date 11th March **10.00am**  
 Raglan House—first floor

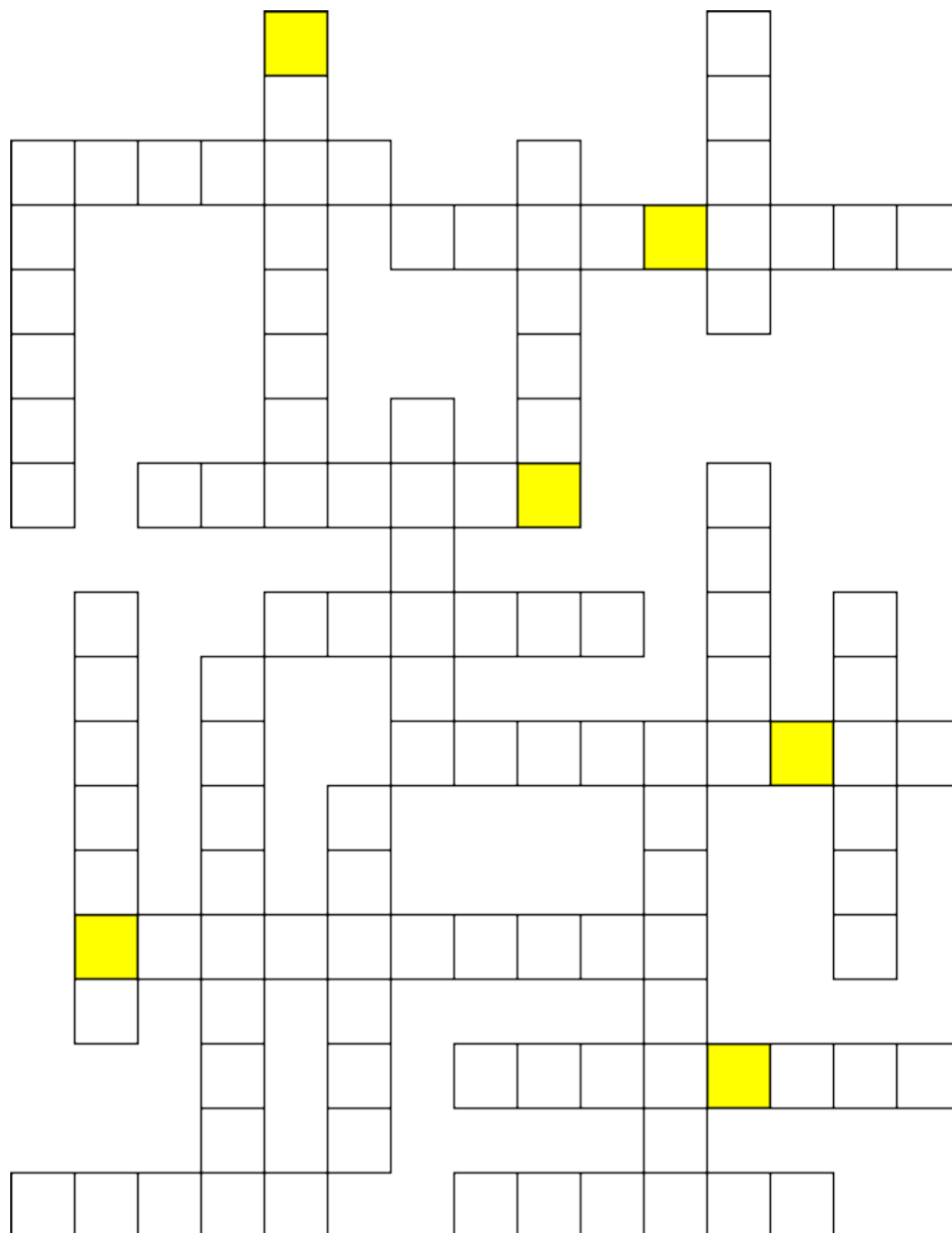
### ♦ STRENGTH EXERCISES AND FALLS PREVENTION

Every Monday at 2.30 Raglan House Ground floor

### ♦ CHAIROBICS

2.30 P.M. Tuesday & Fridays Ground Floor Raglan House



**5 Letter words:**

BAGEL  
CURRY  
KEBAB

**6 Letter Words:**

CAVIAR  
HAGGIS  
HOT DOG  
PAELLA  
POTATO  
QUICHE  
TURKEY  
WAFFLE

**7 Letter Words:**

GOULASH  
PANCAKE

**8 Letter Words:**

APPLE PIE  
CHOW MEIN  
TORTILLA

**9 Letter Word:**

HAMBURGER  
ROAST BEEF  
SPAGHETTI

**10 Letter Word:**

SAURKRAUT

Criss-Cross 15

**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

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

Medium 596

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

Easy 596

## Falls Prevention



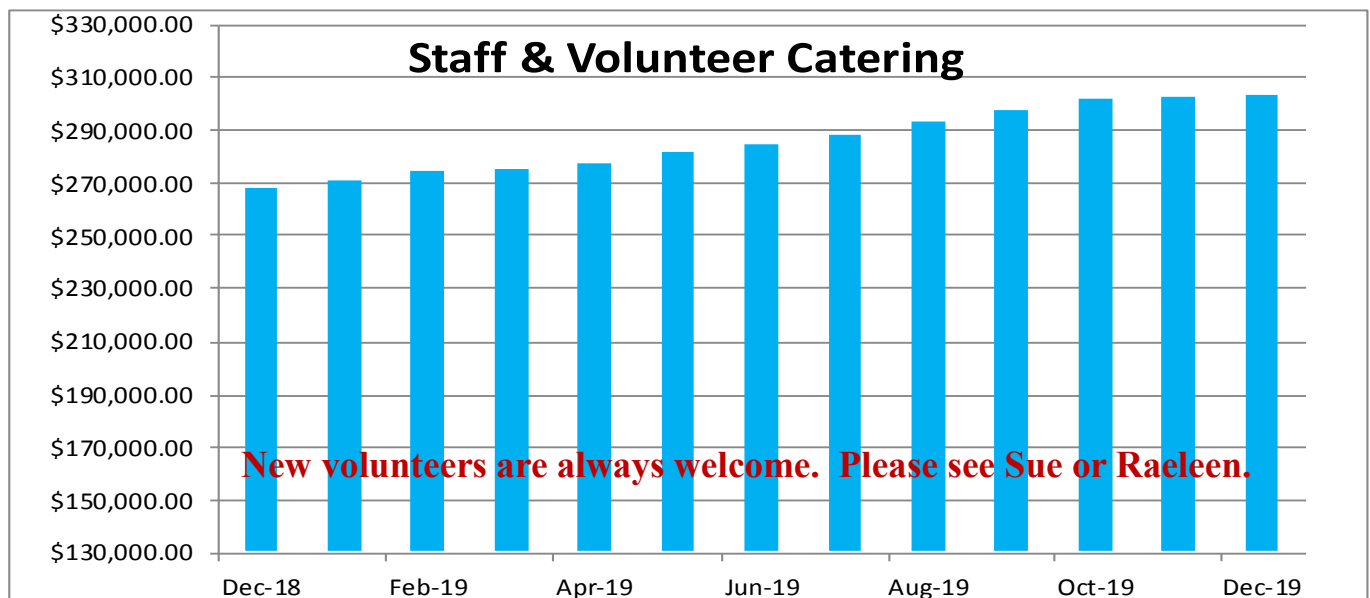
**Make sure the floor is clear of magazines, newspapers and electrical cords to ensure there is a safe walking environment**



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.



Many years ago Havilah published a recipe book with resident and 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 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 via 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.



Please comply with parking signs, therefore only cars displaying Disables stickers in Disables Parking zones, No Parking, and No Parking zones.



**Thank you to all our volunteers from the retirement community. We appreciate your generosity so much. New volunteers are always welcome. Please advise Kim or Reception if you are interested in volunteering.**



## What's On & Events

UNITING CHURCH - 1st Tuesday of the month at 2.30pm.

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

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.45pm

**CHURCH SERVICES Room 7—High School Centre**



### ♦ MARYBOROUGH MENS SHED

Meets Tuesday and Thursday mornings at 9 a.m at its shed at 42a Newton St. Maryborough.

New members welcome

for information contact 0417365642

### ♦ MARYBOROUGH BRANCH CWA.

Meets at the Maryborough School House in Gillies St. on the 2nd Tuesday of the month Craft is held at 10 a.m. followed by a general meeting at 1.30 p.m. New members most welcome.

Contact Shirley on 5461 1657 or Rachel on 0419125459



### 2020 Talbot Farmers

#### Market

#### Dates:

**February: 16th**

**March: 15th**

**April: 19th**

**May: 17th**

**June: 21st**

**July: 19th**

**August: 16th**

**September: 20th**

**October: 18th**

**November: 15th**

**December: 20th**

### 2020 Avoca

#### Riverside Market

#### Dates:

**February: 23rd**

**March: 22nd**

**April: 26th**

**May: 24th**

**June: 28th**

**July: 26th**

**August: 23rd**

**September: 27th**

**October: 25th**

**November: 22nd**

**December: 27th**



### RAGLAN HOUSE GARDENING CLUB

**MEETS EACH  
TUESDAY  
AT 10.30am**

Interested gardeners from the retirement community who would like to join in this group are very welcome.

Please talk to Kim if you would like to get involved.

## Expressions of interest invited for Wimmera/Mallee Silo Art trail overnight trip.



Kim has put together a bus outing for up to 14 residents from the Retirement Community using both our Bus and Kia van for a 2 day outing to view the Wimmera/Mallee silo art trail. Driving from Maryborough to Rupanyup stopping at Rupanyup for lunch. Travelling from there to Sheep Hills, Brim, Rosebery, Lascelles, Patchewollock to view the silo art at each stop and then onto Sea Lake to stay the night. Accommodation is \$130 approx for 2 people sharing a room, we may get a discount for a group booking and seniors discount. Dinner will be BBQ and salads that we will have brought with us using facilities provided. There are options to do a sunset or sunrise tour of Lake Tyrell, the largest salt lake in Australia.

Next morning we will head off towards the last silo at Nullawil, then stopping at Charlton to enjoy a counter meal before heading home through St Arnaud. The trip is planned for wither March or April.

Information afternoon will be held on Monday 17th February at 4.00pm.

Please phone Kim (lifestyle team leader and resident liaison HOP) on 54590169 or txt mobile ph 0429034827 for further information.



### THINGS MY MOTHER USED TO SAY

**Never write something you don't want someone else to read.**

**Go find something to do.**

**Make it yourself.**

**Wait until you have to pay the bills.**



**Ingredients:**

- 1 tablespoon Olive Oil.
- 1 large onion finely chopped
- 600g mince
- 1 carrot, grated
- 1 zucchini, grated
- 2 cloves crushed garlic
- 2 tablespoon tomato paste
- 2 tablespoon plain flour
- 400g tomato and basil pasta sauce
- 1/4 cup finely chopped fresh basil
- 300ml sour cream
- 1 egg Beaten lightly
- 2 cups grated cheese
- 4 x 19cm flour wraps
- Baby rocket, to serve

**Cheat's Lasagne Stacks****Instructions:**

- Preheat oven to 200C/180C fan forced. Grease a 6cm deep, 20cm spring form pan. Line side with baking paper, extending paper 2cm above edge of pan. Place pan on a baking tray.
- Heat half the oil in a large fry pan over medium-high heat. Add onion. Cook, stirring for 5 minutes or until softened. Add mince. Cook, breaking up mince with wooden spoon, for 6-8 minutes or until browned and cooked through. Add carrot, zucchini and garlic. Cook, stirring, for 3 minutes or until just softened. Add tomato paste and 1 tablespoon flour. Cook, stirring, for 1 minute or until well combined. Add pasta sauce and 1/2 cup water. Season with salt and pepper. Stir to combine. Bring to the boil. Reduce heat to medium. Simmer for 5 minutes or until thickened. Stir in basil. Stand for 10 minutes to cool slightly.
- Combine sour cream, egg, remaining flour and 1 cup cheese in bowl.
- Place 1 wrap in prepared pan. Top with 1/3 of mince mixture, spreading evenly. Drizzle over 2 tablespoons sour cream mixture. Sprinkle with 1 tablespoon remaining cheese. Repeat layering with remaining wraps, mince mixture, sour cream mixture and cheese, finishing with remaining sour cream mixture and cheese.
- Bake for 30 minutes or until cheese is melted golden. Stand for 15 minutes. Serve with rocket and parmesan.

**Quiz and Crossword**  
**Solutions from page 7 & 13**


1. Surfing.  
2. Raspberry.  
3. 2001.  
4. Melbourne

L	A	T	E	R	E	R	N	A	R	R	A	T	E																																											
G	N	A	I	N	M	A	S	A	S	E	S	E	G																																											
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6	7	2	4	8	3	1	5	6	9
9	6	3	1	5	7	9	4	8	2
8	9	5	4	6	2	3	1	7	3
1	6	7	9	8	3	2	4	5	8
5	4	9	2	1	6	7	3	8	7
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4	5	8	6	9	7	1	2	3	4
3	7	6	1	2	8	9	5	4	4
9	1	2	3	4	5	8	7	6	3
8	9	7	4	1	6	5	2	4	8
3	8	9	7	4	1	6	5	2	4
4	6	5	3	2	9	7	8	1	4
1	2	7	5	6	8	9	3	4	7
2	3	6	8	9	5	1	4	7	5
7	4	8	6	1	3	2	9	5	8
5	9	1	2	7	4	3	6	8	7
9	5	2	4	3	6	8	7	4	5
8	1	3	9	5	2	4	7	6	3
6	5	2	4	3	7	8	1	9	6

Medium 596

Easy 596

# Giggletime



John Sam and Abe, 3 retired friends, would get together every night, rain or shine, to play poker. It was a nice way to pass the time and the men enjoyed it immensely.

John's wife wasn't so fond of her husband's poker playing. She thought it was a dirty and low way to fill his time, but she had long ago resigned herself to her sorry fate, although inside of her, there was always a low flame on the back burner waiting to erupt.

One Wednesday night, after a few nights of boring games, something exciting happened. Sam watched in amusement as John and Abe, each convinced that they had the better hand, slowly put their life savings into the pot. Things started to get really intense when John, running out of available cash, added his car and house into the pot.

When there was no money left to bet on they

each showed their cards. As soon as John saw Abe's cards and realized he had lost, he had a heart attack and died.

"Sam," asked Abe "how are we going to tell his wife?" "Don't worry I'll take care of it" Abe replied.

Abe knocked on John's door. "John just lost all of your life savings in a poker game," said Sam when the door was opened. "He's afraid to come home."

John's wife was fuming "HE DID WHAT?!" She screamed. "TELL HIM I DON'T WANT TO EVER SEE HIS FACE AGAIN! TELL HIM TO JUST DROP DEAD!"

"Ok," said Sam nodding his head, "I'll tell him just that!"

Bob was in a terrible motorcycle accident and his legs weren't in great shape, to say the least. After a couple of weeks of therapy, it soon became clear to the Doctor that they were just putting off the inevitable. Due however, to Bob's frail condition, the Doctor was afraid to give him the bad news. Instead, he gave the sorry job to Bob's wife of 40 years, hoping that she would know how to break the bad news to him ever so slowly and gently.

"Honey", said Bob's wife Eva the next morning, "I've got good news and bad news, which one would you like to hear first?"

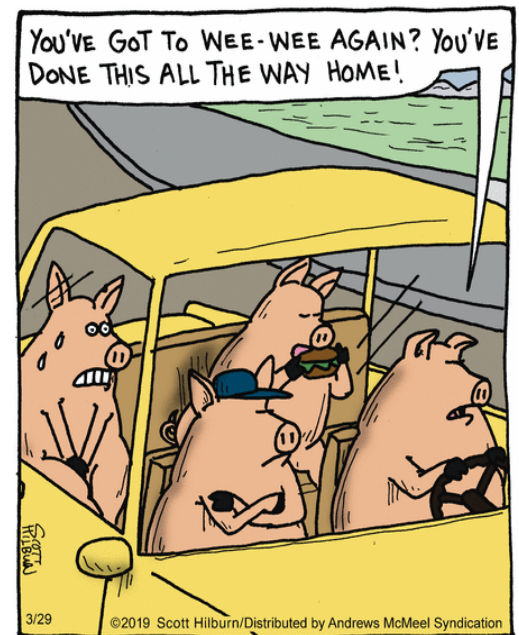
Bob, always in a morbid state, responded in his usual grumpy voice,

"what do I care? Just give me the bad news!"

"Well dear," said Eva cupping Bob's hand with her two hands, "I hate to have to tell you this, but it seems like your legs are going to have to be taken off."

Bob, barely able to hold his voice from cracking croaked out, "Eva, what's the good news?"

"The good news" said Eva happily, "is that that the gardener that was in here just before, said he may be interested in buying your slippers from you!"

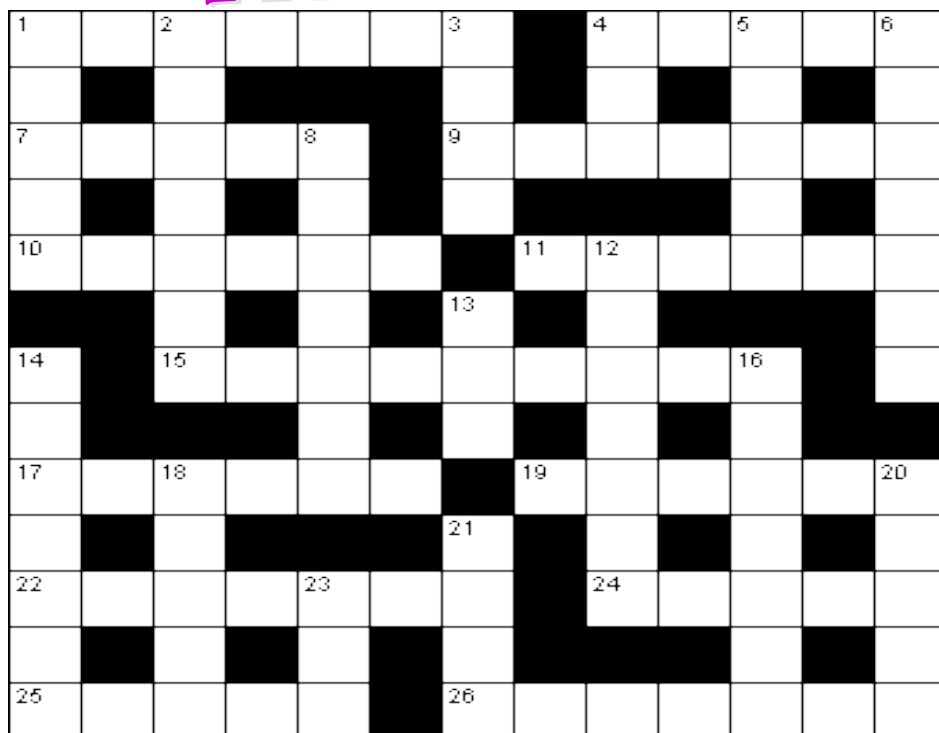


A man goes to the doctor, concerned about his wife's hearing. The doctor says, "Stand behind her and say something and tell me how close you are when she hears you."

The man goes home, sees his wife in the kitchen, cutting carrots on the countertop. About 15 feet away he says, "Honey, what's for dinner?" Nothing. He gets halfway to her and repeats the same question. Nothing. Very concerned, he gets right behind her and asks again "What's for dinner?"

She turns around and says "For the THIRD time, beef stew!"





## ACROSS:

1. Moment (7)
4. Graphic (5)
7. Steps (5)
9. Love story (7)
10. Gives up (6)
11. Topics (6)
15. Nutritionist (9)
17. Nearly (6)
19. Movie genre (6)
22. Transport system (7)
24. Dye (5)
25. At a subsequent time (5)
26. Recite (7)

## DOWN:

1. State indirectly (5)
2. Accomplish (7)
3. Limited period of time (4)
4. Vitality (3)
5. Animal toxin (5)
6. Chest of drawers (7)
8. Sorrow (7)
12. Monstrous (7)
13. Fuel (3)
14. Angry dispute (7)
16. Eden (4)
18. Slightly wet (5)
19. 20. Scope (5)
20. Song of praise (40)
23. Armed conflict (3)

## WORD SEARCH - Bites and Bytes

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

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

BITS, BYTE, CACHE, COMPUTER, DATA, DESKTOP, DIGITAL, DISK, DRIVER, FOPPY, GIGABYTE, HARD DRIVE, HARDWARE, HEXADECIMAL, INPUT, INSTALLATION, INTERNET, KEYBOARD, KILOBYTE, LAPTOP, MAINFRAME, MEGABYTE, MEORY, MICRCHIP, MODEM, MONITOR, MOUSE, MOTEBOOK, OUTPUT, PASSWORD, PERIPHERAL, PRINTER, PROCESSOR, PROGRAM, SCANNER, SCREENSAVER, SOFTWARE, UTILITY, VIRUS, WIZARD

## QUIZ

1. Layne Beachley is a seven time world champion in which sport?
2. Peach Melba traditionally consists of peaches, vanilla icecream and what flavour sauce?
3. In which year did Ansett Australia last fly?
4. Which is further south - Melbourne or Auckland?

## 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	Barb Duffin	barb.duffin@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au
Nurse Manager	Deb Matthews	deb.matthews@havilah.org.au
Director of Care	Kelsey Hooper	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](mailto:barb.duffin@havilah.org.au)

**Director of Care Kelsey Hooper** 54 617383

email: [kelsey.hooper@havilah.org.au](mailto:kelsey.hooper@havilah.org.au)

**Nurse Manager Havilah on Palmerston Deb Matthews**

email: [deb.matthews@havilah.org.au](mailto: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](mailto: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 NUMBER** Telephone 54 590150

### **HAVILAH ON PALMERSTON RECEPTION HOURS**

MON-FRI 9.00 am—12.00 pm for account payments and enquiries 5459 0140  
(Closed Public Holiday)

### **HARKNESS ST RECEPTION OFFICE HOURS**

MON-FRI 9.00 am—4.00 pm for account payments and enquiries 5461 7300  
(Closed Public Holidays)

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