



## Vision Initiative

### EYE HEALTH AWARENESS SESSION

A partnership promoting eye health and vision care

You are invited to attend a community eye health awareness session presented by  
Jeremy Vallence contracted optometrist for Havilah at Havilah on Palmerston

To be held in room 7 Community Centre HOP

When : Thursday 21st February 2019

Time : 1pm afternoon tea provided

Vision Australia will be distributing eye health resources on the day.

Look forward to seeing many of you here on the day supporting our health initiatives.

Please rsvp to Kim on 54590169 by Wednesday 20th Feb

Introducing our new activity just for the blokes.  
You are welcome to come and join us on the 2nd  
Wednesday of each month for a morning tea and chat  
with other men from Raglan House, The ILU commu-  
nity and visiting residents from our Harkness Street  
site. An opportunity for a chat with other blokes  
about secret mens business while having a cuppa and a  
bite to eat. This will be a stepping stone for our Men's  
activity group with YOU letting us know what you  
would like to have in the future regarding men's ori-  
ented activites. Hope to see you there.



## time to talk

Some ideas are so far –

Replay of footy grandfinals with a bbq and a beer.

Fishing trip to Tukki Trout farm.

Pub lunch outing, pot and a punt.

Recreation room get togethers, pool, cards, golf etc

Handyman projects such as sanding & staining wood furniture.



**TALKING**  
**lifestyle**

Listen to us  
Sydney - 954 AM  
Melbourne - 1278 AM  
Brisbane - 882 AM

Follow us on  
facebook



## Earnestly speaking

Thoughts from Jill Donaldson



### 70% of older Australians are unprepared for end-of-life decisions

New research from Advance Care Planning Australia (ACPA) has revealed most older Australians don't have an Advanced Care Directive (ACD) – leaving no instructions in the event that they are unable to make their own medical decisions.

The largest and most comprehensive piece of research into the frequency of ACDs in the country, the study reviewed health records for individuals at the 'point-of-care' in 51 hospitals, aged care facilities and GP clinics across six states and territories.

Less than a third of people reviewed had an ACD in place, while few of these had documented their preferences for care or appointed a Power of Attorney to make critical decisions on their behalf if they lost the capacity to do so themselves.

#### Don't leave it to chance

Dr Karen Detering, Medical Director of ACPA says it's "concerning" that so many Australians are leaving it to chance and not taking active control of their future healthcare, especially in the face of an ageing population.

"Without a plan, older people may be left vulnerable

and potentially without a voice. And far too often loved ones are left to blindly make decisions under the worst circumstances," she said.

Agreed – these findings are incredibly worrying. Planning for the future is a vital conversation between an individual and their loved ones and should always be had as early on as possible.

You can find more information about Advanced Care Planning on [agedcare101](http://agedcare101)

### What is Enduring Power of Attorney and why is it important?

We recently had this question pop up on our [agedcare101](http://agedcare101) online forum – and it's one that we get a lot. You can find plenty of information about Enduring Power of Attorney (EPOA) on our website here, but essentially it is a formal document that appoints a trusted person such as a family member or friend to make financial, legal and property decisions on your behalf in the event that you lose the mental capacity to do so yourself.

If a sudden illness or accident robs you or your family member of their decision-making capacity, it can make it very hard to make important choices – such as applying to aged care facilities on your or their behalf. Having the conversation and getting these documents together is the best way to ensure your wishes are met.

Our first piece of advice to those with a loved one who is getting older is to talk to your family member about establishing an EPOA as soon as possible.

The best way to set one up is to speak to a solicitor, preferably one who is well-versed in estate planning. Locating your will and ensuring it is up to date and reflects your wishes is also key and will save considerable inconvenience and expense in the future.

If you have more questions about Enduring Power of Attorney – or any other aged care topics – get in touch with us on the [agedcare101](http://agedcare101) online forum.

### SHORT FUNNY SAYINGS:

- Doing nothing is hard, you never know when your done.
- I think the worst time to have a heart attack is when you'll playing charades.
- Alcohol doesn't solve any problem, but neither does milk.
- I'm jealous of my parents,, I'll never have a kid as cool has them.
- Always remember your unique, just like everyone else.
- Your born free, then your taxed to death.
- Money can't but happiness, but it sure makes misery easier to live with.
- If you do a job to well, that means you'll get stuck with it.



### The heat is on: heatwave puts pressure on health services

By: Conor Burke January 25, 2019

This summer Australia has endured record breaking temperatures and the hottest December on record, with the 27<sup>th</sup> of December becoming the hottest nationally recorded mean maximum at 40.19C.

At the time of writing, the temperature across all of South Australia is 45C, there are bushfires in Tasmania and power outage warnings in Victoria.

The rising temperatures are a dangerous time for those most vulnerable in the community and put additional strain on public health infrastructure and emergency services in Australia.

Dr Doug Shaw, public health physician and member of Doctors for the Environment Australia, said that as well as the very young, very old and pregnant women, heatwaves are especially taxing on our frontline health workers.

“Our colleagues, particularly emergency services, will be required to be out today, and they need to keep themselves as well hydrated as possible,” he said.

Shaw pointed to recent ramping issues in his native SA as a big issue during the heatwave, for patients and health workers, as well as general increased workload.

“Another impact on our health worker colleagues is just increased workload. They may be in air-conditioned emergency departments or the wards, or

the general practice but [the heatwave] increases the workload of an already stretched healthcare system.”

Going forward, Shaw suggested the SA government are looking at alternative ways to cope with future heatwaves and any potential blackouts.

“The organisation that I am a member of, Doctors for the Environment Australia, strongly advocated for a concentrated solar thermal power station to be built at Port Augusta – which will get to 49C today.

“The previous SA Government has contracted that all government services will be supplied with energy from that plant when it is built, so that is 100 per cent renewable energy, including our hospitals. Which is quite encouraging,” he said.

As we experience these heatwaves, we inevitably see a marked spike in heat related deaths, prior, during and up to 24 hrs after the heatwave.

However, Dr John Van Der Kallen, lecturer in the School of Medicine and Public Health at the University of Newcastle, has been impressed this year with government efforts to increase awareness in response to heat events this year.

“I’m pretty impressed by, say, NSW Health’s response with media releases and video releases on how to manage the heat, which is really the first time I have seen this,” he said.

Van Der Kallen advises increased vigilance when it comes to the elderly and implores the young or friends and family to check in on those at risk.

Being proactive in regard to dehydration, especially as certain medicines dehydrate the elderly, is key, said Van Der Kallen.

“Often the reason the elderly is at risk is they are on medication,” he said. “Their physiological responses to heat are not the same as a younger person. A younger person might feel thirsty earlier, might feel weak earlier, might get headaches earlier. An elderly person’s responses can be quite dulled.

“We have to start adapting to these events. This year had been unprecedented, but unfortunately this is what is going to happen as the world gets hotter.”



**Justices of the Peace** There are 2 Justices of the Peace living at Havilah on Palmerston

If residents require their assistance you are welcome to contact them during Business Hours

**Terry Simpson**  
Mobile: 0419 737 837



**MEDIA RELEASE–**

**by The Hon Ken Wyatt Minister Senior Australians and Aged/Indigenous Health**

15 January 2019

**NEW YEAR, NEW LIFE CHECKS TO PREPARE FOR LONGER, BETTER LIVES**

Millions of Australians are being asked to take a free online Life Check on a new website launched today, as the Liberal National Government continues rolling out its *More Choices For A Longer Life* measures, supporting Australians to live longer, better lives.

“Taking a Life Check means having more choices for a longer life,” said Minister for Senior Australians and Aged Care Ken Wyatt AM.

“Life Checks have been carefully designed to help your health, wealth, work and social wellbeing.

“This is one of the best New Year’s resolutions you can make in 2019 and it’s something to tell you friends about, because spending a few minutes taking a Life Check could make a lifetime of difference.”

Ten million Australians aged 45 and over can now access free advice to plan and take positive steps towards better health and greater security.

“We should be aiming to live well to 100 or more,” said Minister Wyatt. “We’re already living 25 years longer than we did a century ago and we owe it to ourselves, our families and the nation to live the best we can.

“Average Australian life expectancy is now 82.5 years and it is projected by 2050 there will be more than 40,000 centenarians.”

The online Life Checks cover four areas that research has shown are keys to our wellbeing: Health, work, finance and social life.

Two Life Checks are available, for people aged 45 to 64 and for those aged 65 and older, with the results and recommendations available via email in an easy-to-read format.

“An important aspect of Life checks is assessing people’s financial preparedness for the future,” said Minister Wyatt.

“Four in 10 Australians over the age of 55 do not have a financial plan for the next five years, with even fewer people having a plan that extends beyond that.

“Options for employment are also included, whether the focus is to keep earning or to stay involved in the community.

“With so many types of work available and flexible working arrangements, retirement is no longer the only choice.”

The health area of the quiz focuses on risk factors for preventable disease, with research showing that nearly nine out of 10 people over 65 are living with at least one of eight chronic diseases.

Social and community connections are also essential for healthy ageing, with engagement through some form of work, volunteering or community activities giving people a strong sense of purpose.

“Just taking the quiz is a positive step, offering encouragement and accessible resources to improve things you may want to change to realise your dreams and help futureproof your life,” Minister Wyatt said.

“Life Checks aim to provide Australians with a clear picture of how they are currently tracking and how they can prepare for the next stages in their lives.

“They are totally private and no personal information is stored at any time during the Life Checks process.”

The Liberal National Government is investing \$6.5 million in the Life Checks program, as part of its comprehensive commitment to the *More Choices for a Longer Life* ageing and aged care package announced in the 2018–19 Budget.

Thanks to our Government’s commitment to a stronger economy, the Budget includes a record investment in Australia’s future, with an additional \$5 billion for aged care over four years.



**TAI CHI With Master Barry Lacey**

**Where: Room 7 High School Centre**  
**When: Monday and Wednesday**

**Monday session 1.30 to 2.30 pm**

**Wednesday session 10.30 to 11.30 am**

**Come along and try, there is no age limit**

**VERY GOOD FOR BALANCE AND FOR ARTHRITIS**

**Bendigo Bank** | Avoca Community Bank® Branch,  
Maryborough branch and St Arnaud agency

CELEBRATING 20 YEARS OF COMMUNITY SUPPORT

# COMMUNITY Carnivale

FRIDAY 22ND FEBRUARY 2019  
**5PM - 9PM**  
CAMBRIDGE STREET, AVOCA

FREE COMMUNITY EVENT | FOOD TRUCKS | LIVE ENTERTAINMENT  
AMAZING KIDS ACTIVITIES | STREET PERFORMERS | BYO CHAIR  
| COMMUNITY 20 FOR 20 GIVEAWAY |



## AVOCA MARKET & PUB LUNCH BUS OUTING

Come along and join us on a bus outing to  
the Avoca Riverside Market

**Sunday 24th March 2019**

Meet the bus in the courtyard at 9am  
Lunch at The Avoca Hotel before return-  
ing home. Lunch at own cost.

Please RSVP names to Kim to secure your  
seat by calling 54590169

**9-5pm mon-fri by Friday 22nd March**

**NEXT TALBOT  
FARMERS MARKET**

<b>DEC 16</b> 2018	<b>MAR 17</b> 2019	<b>JUNE 16</b> 2019	<b>SEP 15</b> 2019
<b>JAN 20</b> 2019	<b>APR 21</b> 2019	<b>JULY 21</b> 2019	<b>OCT 20</b> 2019
<b>FEB 17</b> 2019	<b>MAY 19</b> 2019	<b>AUG 18</b> 2019	<b>NOV 17</b> 2019

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.

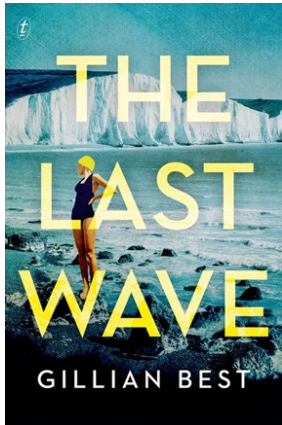
### Emailing HOP TOPICS

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](mailto:andrew.earl@havilah.org.au).

Your assistance with this is appreciated.



## BOOK REVIEW



John looked furious—with me or with himself, I couldn't tell. 'I'm going to put some dry clothes on,' I said. 'Then I will come down and cook your dinner. And then, John, I am going to swim the Channel.' 'What's so bloody important about swimming the Channel?' he shouted.

The sea has always been Martha's escape—first from the sadness and strife of her childhood home, then from the drudgery of life as a wife and mother—but she can never quite escape the pull of love and family, despite her de-

sire for freedom.

Her husband, John, struggles to understand her; their son lives in faraway Australia; and they haven't spoken to their daughter for years—not since she came home for Christmas and announced that she was in love with a woman. When John's mind begins to unravel, Martha must care for him alone. She wonders how she'll ever keep her head above water—and if she has it in her to swim the Channel just one more time.

Set against the stunning backdrop of Shakespeare's Bay and the white cliffs of Dover, *The Last Wave* is a story spanning three generations, from the 1940s to the present day, and encompassing all the grief and joy of family life.

### NOT LONG NOW, ARE YOU EXCITED?

**Carnival Legend Cruise**  
**Melbourne to Tasmania & return.**  
**27<sup>th</sup> Feb- 3<sup>rd</sup> March 2019**

To all 20 of us that are heading away for our first cruise with the HOP community, you will surely be getting excited as our embarkation date gets closer and closer. Thankyou for attending our last meeting running over some details and answering questions.

We have secured Hollands Bus lines to pick us up from the courtyard Wed 27<sup>th</sup> between 9.15-9.30am at a cost of \$66 pp



return and picking us up from Station Pier Melbourne as we disembark from the ship on Sunday 3<sup>rd</sup> March.

Payment for the bus can be made at reception during normal working hours.

Hope you all have a wonderful time on our first HOP cruise.

**Emergency Carnival call centre 1-800-227-6482 available 24/7**

**Kim Davidson mobile 0429 034827**

**Calls can be made from the ship via satellite phone in your room and charged to guests sign and sail card at the rate of \$1.99 per minute. Guests can also contact each other free of charge using your stateroom number.**

### Some Carnival legend fun facts.....

During an average week on Carnival Legend, guests will consume

250kg of prime rib

2060 steaks

375kg of veal

3125 hamburgers

430kg Salmon

4260kg of potatoes

450kg cucumbers

4900kg melons

1750kg pineapples

28860 eggs

765 loaves of white bread

7500 individual boxes of breakfast cereal

Carnival legend cost US\$374 Million

Crew of 930, holds 2,667 passengers

Weighs 88,500 tonne and has 12 decks

**Bon Voyage!!**

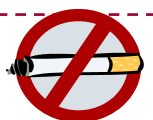


### EFTPOS

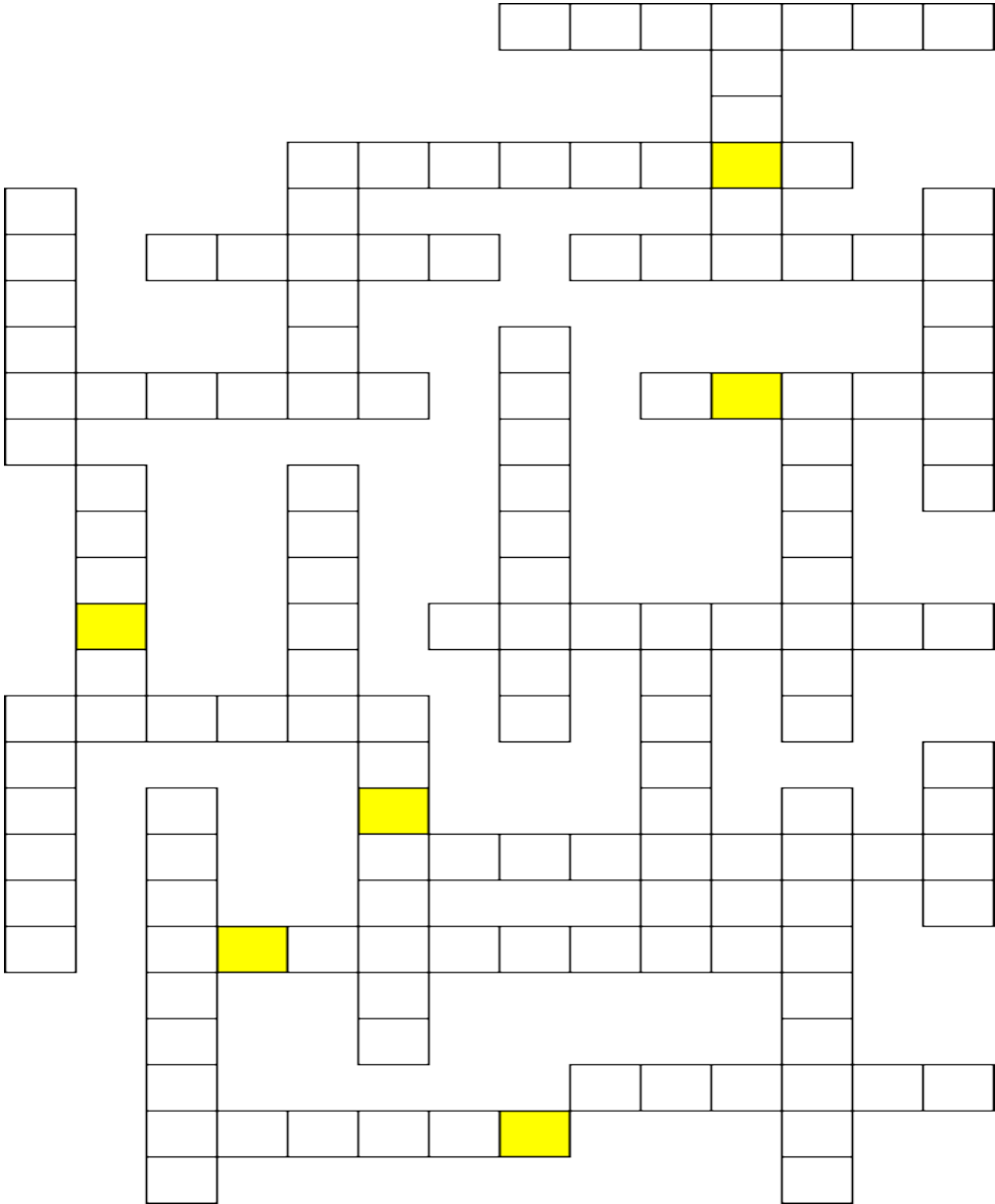
For the convenience of residents, EFTPOS facilities are located at reception in the High School Centre for payment of Accounts.



**PLEASE RESPECT THE NON SMOKING AREAS  
 AT HAVILAH ON PALMERSTON**



Criss-Cross 03



- 4 letter word**  
ROME
- 5 letter word**  
PARIS  
SOFIA
- 6 letter word**  
ATHENS  
BERLIN  
DUBLIN  
LISBON  
MADRID  
PRAGUE  
VENICE  
VIENNA  
WARSAW  
ZEAGREB  
ZURICH
- 7 letter word**  
BELFAST  
CARDIFF
- 8 letter word**  
BRUSSELS  
BUDAPEST  
FLORENCE  
HELSINKI  
SALZBERG
- 9 letter word**  
AMSTERDAM  
BUCHAREST  
EDINBURGH  
STOCKHOLM
- 10 letter word**  
COPENHAGEN

**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

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

Medium 459

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

Easy 459

## 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**

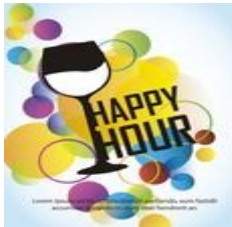
**CEO 54617 381**  
**0429617380**

**RAELEEN 54617 380**



### RESIDENTS MEETING & LIFESTYLE COMMITTEE Meeting will be

Thursday 21st March 2019 at 2.45pm,  
 Room 7 in the High School Centre (Coffee & Chat immediately after the meeting)

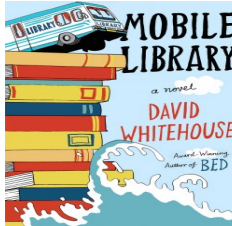


### HAPPY HOUR

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



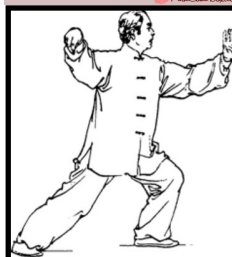
**MOBILE LIBRARY EVERY 2ND MONDAY**  
 4th and 18th March

Raglan House—Ground Floor—Neill Street end



### SPECIAL MORNING TEA—COMING DATES

2nd Friday of each Month  
 North End Common area Raglan House  
 All ILU's 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  
 Room 7 High School Centre

### ♦ 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



## What's On & Events

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

### CHURCH SERVICES Room 7—High School Centre

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

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.45pm



## time to talk

**Time to Talk - 2nd Wednesday each Month**  
**Next Date 13th March - Room 7**

Great chance for the men to get together and chat about secret men's business

### ♦ 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.



### THINGS MY MOTHER USED TO SAY

You're the eldest, you should know better.  
 You'll understand when you're older.  
 You won't be happy until you break that, will you?  
 You have an answer for everything, don't you?

### FALLS PREVENTION

Ensure you do not over reach when picking up items.  
 Limit the intake of alcohol especially if on medications.  
 Have regular eye testing.





### IN THE KITCHEN

#### TORTILLINI with CHICKEN and PESTO

##### Ingredients:

- 630g fresh ricotta and roasted vegetable tortellini
- 1tbls olive oil
- 2x BBQ chicken breasts
- 330g jar roasted capsicum, drained, thinly sliced.
- 3 tsp basil pesto
- 1/4 cup white wine vinegar
- 200g tomatoes halved
- 1/2 cup fresh basil leaves, plus extra to serve.

##### Method:

- Boil kettle, pour water into a large saucepan, cook tortellini following packet instructions
- Heat oil in a large, deep frying pan over medium heat-high heat, slice chicken and add to pan, cook tossing for 1 minute. Add capsicum and capers to pan, cook, tossing for 30 seconds
- Combine pesto, vinegar together in a jug. Season with salt and pepper.
- Add tomatoes to pan, cook for 30 seconds, using slotted spoon, transfer tortellini to the pan with a little cooking water. Toss to combine, add pesto dressing, cook, tossing for 2 minutes or until heated through. Add basil, toss to combine, spoon pasta into bowl, sprinkle with parmesan and extra basil to serve.



#### WEIRD and WONDERFUL WORDS

**SPAGHETTIFICATION** - the process by which (in some theories) an object would be stretched and ripped apart by gravitational force on falling into a blackhole



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

1. South Australia.
2. Swimming.
3. Dame Enid Lyons.
4. 1956.
5. Up to 3.5m.
6. Country.

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

## SMILE TIME



A husband and wife who work for the circus go to an adoption agency looking to adopt a child, but the social workers there raise doubts about their suitability. So the couple produces photos of their 50-foot motor home, which is clean and well maintained and equipped with a beautiful nursery.

The social workers are satisfied by this but then raise concerns about the kind of education a child would receive while in the couple's care.

The husband puts their mind at ease, saying, "We've arranged for a full-time

tutor who will teach the child all the usual subjects along with French, Mandarin, and computer skills."

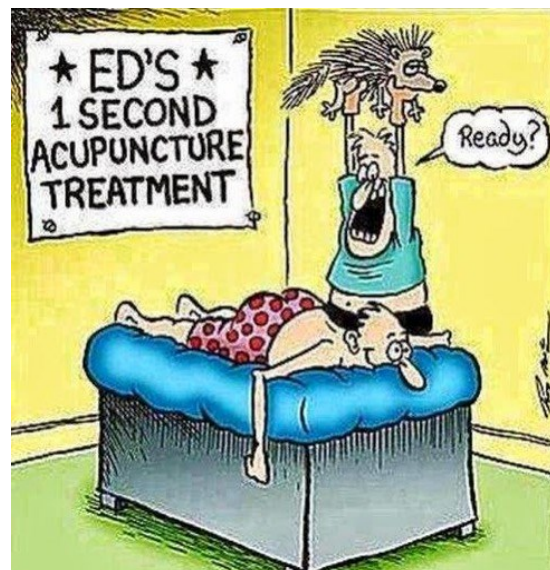
Next though, the social workers express concern about a child being raised in a circus environment.

This time the wife explains, "Our nanny is a certified expert in pediatric care, welfare, and diet."

The social workers are finally satisfied and ask the couple, "What age child are you hoping to adopt?"

The husband says, "It doesn't really matter, as long as the kid fits in the cannon."

A family moves into a new neighbourhood, one day the family overslept and their six-year-old daughter missed her school bus. The father, though late for work himself, had to drive her. Since he did not know the way, he said that she would have to direct him to the school. They rode several blocks before she told him to turn the first time, several more before she indicated another turn. This went on for 20 minutes - but when they finally reached the school, it proved to be only a short distance from their home. The father, much annoyed, asked his daughter why she'd led him around in such a circle. The child explained, "That's the way the school bus goes, Daddy. It's the only way I know."



A young guy called Tommy bought a horse from a farmer for \$250 and the farmer agreed to deliver the horse to Tommy the following day.

The next day though, the farmer turned up at Tommy's house and said, "Sorry son, but I have some bad news, the horse died."

Tommy replied, "Well, then just give me my money back. That's fine."

The farmer said, "Sorry, I can't do that. I went and spent it already."

Tommy then said, "Okay, then, just bring me the dead horse."

The farmer was surprised and asked Tommy, "Why? What ya gonna do with him?"

Tommy replied, "I'm going to raffle him off."

The farmer laughed and said, "You can't raffle off a dead horse! Who'd buy a ticket?"

Tommy answered, "Sure I can, just watch me. I just won't tell anybody the horse is dead."

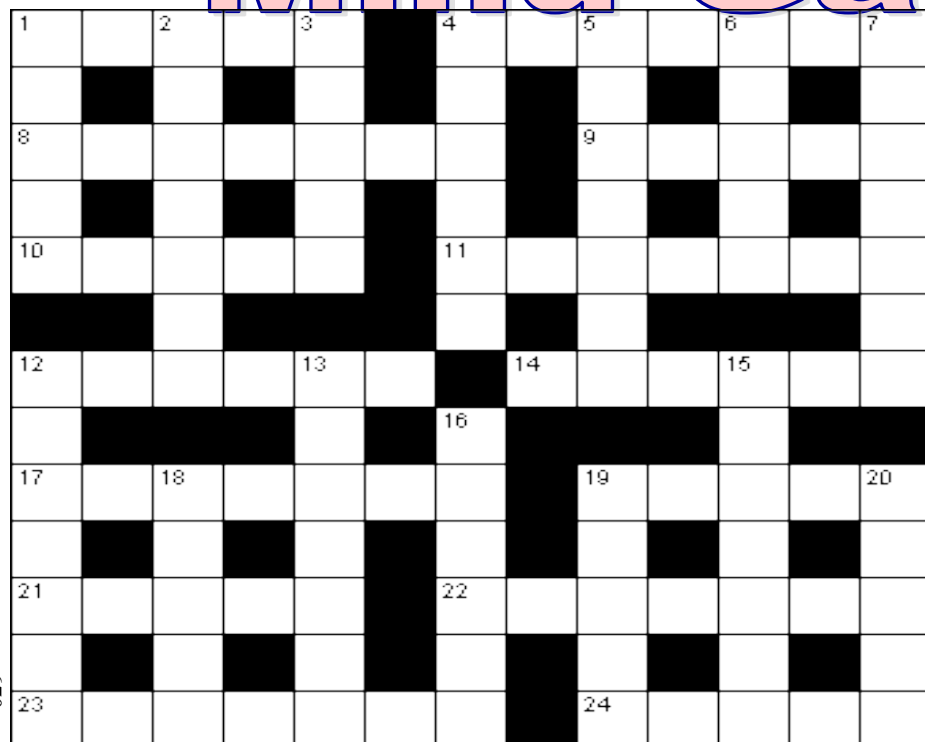
A month later, the farmer met up with Tommy again and asked, "What happened with that dead horse in the end. Did you raffle him off?"

Tommy said, "I sure did. I sold 500 tickets at \$5 a piece."

The farmer said, "Didn't anyone complain?"

Tommy smiled and said, "Just the guy who won. So I gave him his \$5 back."



**Across:**

1. Tempest (5)
4. Perplexes (7)
8. Fall back (7)
9. Portion (5)
10. Boasts (5)
11. Compared (7)
12. Pact (6)
14. Pique (6)
17. Certify (7)
19. Meeting place (5)
21. Mountain range (5)
22. Flair (7)
23. Passed by (7)
24. Begin (5)

**Down:**

1. Bush (5)
2. Indignation (7)
3. Encounters (7)
4. Improved (6)
5. Crevice (7)
6. Jumped (7)
7. Thin (7)
12. Kind of syrup (7)
13. Despots (7)
15. Cure-all (7)
16. Assisted (6)
18. Play (5)
19. Planet (5)
20. Happening (5)

Word Search - Birds

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

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

ALBATROSS, BUSGIE, BUZZARD, CNARY, CORMORANT, CRANE, CROW, DOVE, EAGLE, EMU, FINSH, FLAMINGO, HAWK. HERON, JACKDRAW, KESTREL, KOOKABURRA, LAPQING, LARK, NIGHTINGALE, OSTRICH, OWL, PARROT, PENQUIN, PIGEON, QUAIL, RAVEN, ROBIN, SANDPIPER, SEAGULL, SPARROW, STORK, SWALLOW, TERN, TOUCAN, VOLTURE

**QUIZ**

1. Off the coast of which state is Kangaroo Island?
2. What was Jon Hendricks best known for?
3. Who was the first woman to be elected to the Australian House of Rep?
4. In which year did TV begin transmission in Australia?
5. How long can giant worms grow?
6. What is a Drongo?

## 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 CONVERSE WITH 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

### **COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE IN THE FOYERS OF THE HIGH SCHOOL CENTRE AND RAGLAN HOUSE**

Residents are encouraged to communicate any issues they may have. There is **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

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

MON-FRI 9.00 am—4.00 pm for account payments and enquiries 5461 7300

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