

# RAGLAN TATTLER

ISSUE March 2021

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 Tattler sent via email



2nd April - 5th April

THE FLU VACCINE  
YOUR BEST SHOT  
AT STOPPING THE FLU



As the Flu season is approaching and the chemists and doctors are starting to roll out the vaccine. Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. For visitors, as you obtain your 2021 Flu vaccination please provide the detail at Reception so that we can update your records. Thank you for your assistance with this. Vaccinations for resi-



# PHOTO GALLERY



## PHOTO GALLERY



Residents celebrated St Patricks day with the dining areas (and the drinks) turning green for the day, listening to Irish music during lunch of a traditional Irish stew, and a glass of Guinness to accompany the meal.

The Easter Bunny has come early for themed Morning Tea, to remind us that Easter is fast approaching.

## From 11:59pm 26 March 2021 restrictions further ease in Victo-

### Changes to visitor 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** As our staff need to be in place to check you out from your visit. We appreciate that if possible your visit is completed by 4 pm.

**Special arrangements can be made for palliative care and on other compassionate grounds.**

Density limits apply in common areas used by staff, visitors and residents. Density limits do not apply in resident bedrooms or in communal areas that are used by residents only.

In dual staff/visitor/resident areas, the number of people that can enter must comply with density limits. This means, one person per 2 square metres.

**Unless by prior arrangement, visitors can only visit within the resident's own room and we ask that visitors restrict their visits to two people at the one time.** When added to the resident and staff this can be quite a number of people in the room at any one time. **Visitors wishing to have a greater number of people visit, please telephone pre the visit so that special arrangements can be made for this to happen.**

Visitors must visit only the one resident at the one time. Therefore visitors must not go directly from one resident room to another.

Where a visitor is necessarily the same person who visits another resident separate sign in must be completed for each visit to a separate room.

Use of a communal space can only occur in accordance with our COVID safe plan. This might include recording where groups gathered/sat in the space; regular cleaning between groups; hand sanitiser at the entrance to the space; and separate entrance and exit. Under current restrictions it is possible to organize a small family gathering for special events such as birthdays. Please talk to reception if you are interested in doing this.

### A person must not enter a RACF if they:

- \* are not wearing a fitted face mask (unless an exception applies) within an indoor space at the facility. A face shield on its own does not meet the mask requirement.

- \* 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

*Note: this does not include those symptoms where caused by an underlying health condition or medication*

- \* 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.**

### Residents leaving RACFs

Under current restriction levels, residents in Victoria can leave their care facility for any reason, provided they comply with current restrictions applicable to all Victorians.

When residents leave the facility, they must comply with the general directions, including:

- Social distancing (keeping 1.5m distance)
- Wearing a face mask on public transport, in ride-share vehicles and taxis, in sensitive settings such as aged care facilities – and where you cannot maintain 1.5 m distancing. This means carrying a mask with you at all times.

- Private/public gathering limits
  - Not knowingly mixing with persons who are unwell, isolating or in quarantine.
- Abide by the directions that apply to all Victorians when they leave their home.

Havilah is required to undertake and document a risk assessment for residents going on and returning from outings.

This can take some time to organize and this is why we ask that outings be organized 24 hours in advance if possible. Please book the outing through reception at Harkness either in person, emailed (mail [@havilah.org.au](mailto:@havilah.org.au)) or by phoning 5461 7387. If suitable for you please arrange your outings between 10.00am and 4.00pm. If outside of these times, please let us know so that we can arrange with floor staff to check you back in as Reception staff are not available outside of these times. Please remember when we ask you questions about your outing we are not just being nosy. Under the current government



We are now six months down the track with Contact Harold 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 (COVID-19) INFORMATION FOR PERMANENT AGED CARE RESIDENTS

### Emergency Leave

We provide this information to you so that you are aware of the system of Emergency Leave the Government has put in place in relation to COVID 19. This is really about providing assistance where residents may wish to leave the facility in the case of an outbreak and we want to make sure that residents and families are aware of what is available and the steps to take should you wish to take advantage of this at any time.

Should you wish to obtain further advice in relation to this please email [mail@havilah.org.au](mailto:mail@havilah.org.au) and we will contact you.

Havilah has gone above and beyond the guidelines for personal protective equipment, contact tracing, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe. [We have had a visit from the Australian Defence Force Infection Control Unit and were given a Green Light in their Traffic Light System for preparedness and also a visit from the Monash University Health Division for on site infection control training who said Havilah was very organized and high achievers in the aged care world in this climate.](#)

So we have everything in place and hope we never have a need to use it. The Emergency Leave is similar, it is there if you want or need it hopefully you

**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 in-

You can use the Australian Government Coronavirus app to:

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



## Get the app



### 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.**



# WEEKLY ACTIVITIES

## MONDAY

10.30am Morning Movers  
 11.00am Games Morning, coffee and chat  
 1.30pm Bingo  
 2.45pm Movie Afternoon

## TUESDAY

10.30am Morning Movers  
 11.00am Technology step by step using the Ipads  
 1.30pm Bingo  
 3.00pm Special Afternoon Tea

## WEDNESDAY

10.30am Morning movers  
 11.00am Nail Care, cuppa & chat  
 1.30pm Bingo  
 2.45pm Pop Up Shop (alternate weeks, check calendar)  
 2.45pm Marbowls

## THURSDAY

10.30am Morning Movers  
 11.00am Messages time with Kim  
 1.30pm Bingo  
 2.45pm Afternoon Movies

## FRIDAY

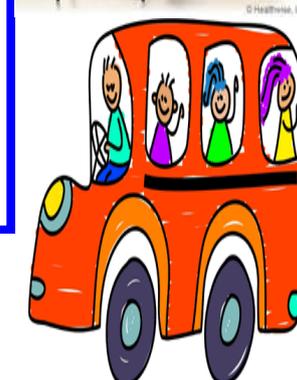
10.30am Morning Movers  
 11.00am Hoy & Cuppa  
 1.30pm Bingo  
 2.45pm Alternate weeks, Cooking and Pop Up Shop  
 5.00pm Happy Hour

## SATURDAY

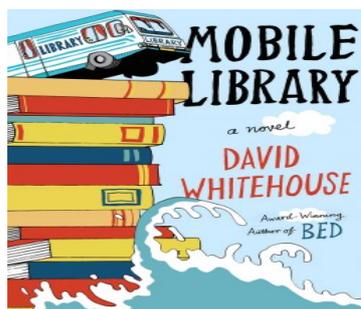
Cooked Breakfast - served to rooms  
 2.00pm Afternoon Movie

## SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



Leisure and Lifestyle staff will spend 1:1 time with residents on a regular basis.



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



## **ANZAC DAY 25/04/2020**

**They shall not grow old,  
as we that are left grow old;  
Age shall not weary them,  
nor the years condemn.**

**At the going down of the sun and in the  
morning .**

**We will remember them.**

23rd March. Victoria will further relax its COVID-Safe settings, allowing for more visitors in the home, reduced mask wearing and an increase in the number of people allowed in live music venues and other settings.

Acting Premier James Merlino and Minister for Health Martin Foley announced today that following reduced exposure risk and low community transmission, new COVIDSafe settings would be implemented this week.

From 6pm on Friday 26 March, masks will no longer be required in retail settings but Victorians will still need to carry one with them at all times and wear it on public transport, in rideshare vehicles and taxis and in sensitive settings such as aged care facilities and hospitals.

Victorians will be able to host up to 100 people in their home per day. Outdoor gatherings in public places – the beach, the park – can also increase to 200 people.

Density limits in venues still operating under more restrictive settings – like casinos, karaoke venues and nightclubs – will move from 1 person per 4sqm to 1 person per 2sqm. This is in line with cafes,

pubs and restaurants.

Additional people will also be allowed in indoor non-seated entertainment venues with an increase from 50 per cent to 75 per cent capacity however, the limit of 1000 people per space remains. Dance-floors will move to the same density limit of the venue and the 50 patron cap will also be removed.

There will no longer be limits on class sizes for outdoor and indoor physical recreation or fitness classes – and unstaffed gyms will be moving from a density limit of 1 person to 8sqm to 1 person per 4sqm.

In a boost for the economy, the 75 per cent cap on private and public offices workers will also be removed, which coincides with a revised flexible work policy for the Victorian Public Service (VPS) released today.

While all workplaces are still required to ensure people can work from the office in a COVIDSafe way – with a density limit of 1 person per 2sqm – they will no longer be required to permit workers to work from home.

In further good news for AFL fans and following a

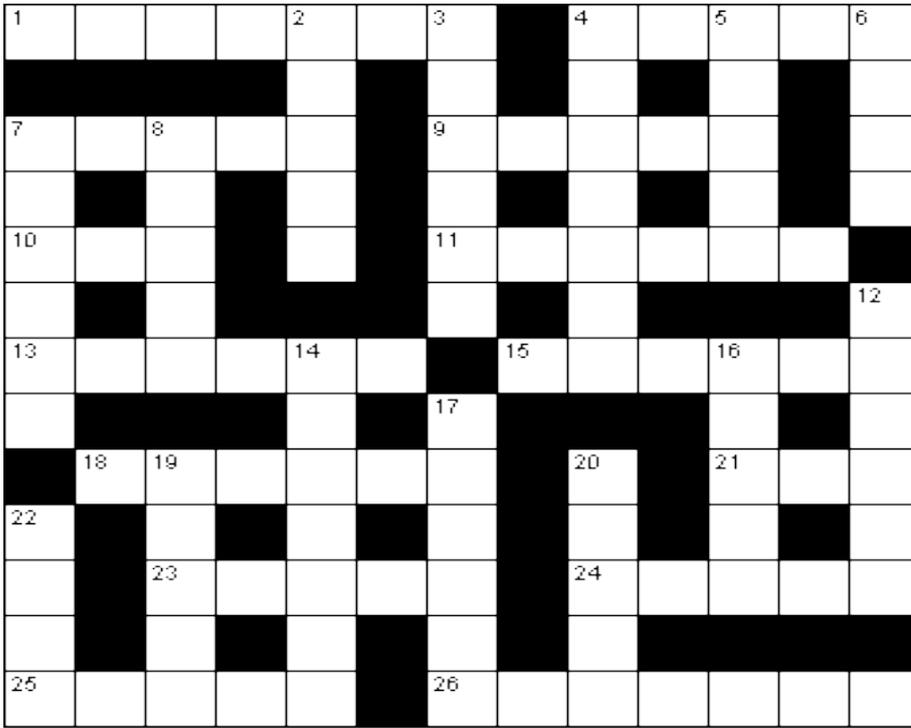


The 2021 AFL football season has kicked off for the year, with a good number of residents who have entered the yearly football tipping competi-

tion.  
Prize pool: 1st - \$50.00,  
2nd - \$30.00 3rd - \$20.00 and last place \$10.00.  
Weekly winners receive \$10.00

# Mind Games

Themed 04



## ACROSS:

1. French variety of green bean (7)
4. Pickled flower buds used in relish (5)
7. Baking chocolate, milk and sugar (5)
9. powdery substance used in cooking (5)
10. Cereal grass seed (3)
11. Main course (6)
13. Edible nut (6)
15. Plant grown as a salad (6)
18. Well seasoned stew of meat and vegetables (6)
21. Hostelry (3)
23. Bourbon, sugar and mint over crushed ice (5)
24. Sponge without egg yolks, \_\_\_\_\_ cake (5)
25. Oval smooth-skinned fruit (5)
26. Oblong cream puffs (7)

## DOWN:

2. Marine molluscs served in chowder (5)
3. Sticky confection (6)
4. Small piece of toasted or fried bread (7)
5. Food prepared by processing in a blender (5)
6. Food grain (4)
7. Breakfast food (6)
8. Dairy product (5)
12. Aromatic herb (6)
14. Pasta strips (7)
16. Cake topping (5)
17. Basic food (6)
19. Firm-fleshed green-skinned pear (5)
20. Escargot (5)
22. Consomme (4)

## WORD SEARCH - Bones

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

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

CARPALS, CLAVICLE, COCCYX, THMOID, FEMUE, FIBULA, HUMERUS, ILLIUM, ISCHIUM, MANDIBLE, MAXILLA, MATACARPALS, PATELLA, PHALANGES, PUBIS, RADIUS, RIBS, SACRUM, SCAPULA, SKULL, STERNUM, TALUS, ULNA, VERTEBRA

## QUIZ

1. Hugh Jackman was born in which Australian City?
2. Who was the youngest tennis player to win 3 grand slams in 1956?
3. Who was the first Prime Minister of Australia?
4. Name the first aviator to fly across the Pacific from California to Brisbane in 1928?

## Falls Prevention

.Make sure the floor is clear  
Of magazines, newspaper and electrical cords to ensure  
there is a safe walking environment.

With the Covid restrictions lifting a return to out-ings with family and friends is now possible, it may be going home, going to the shops and bank or for a drive and coffee. Please book the outing with 24 hour notice (if possible) through the main recep-tion at Harkness either in person, emailed (mail @havilah.org.au) or by phoning 5461 7387. If possible please arrange your outings between 10.00am and 4.00pm. This is so that we have staff

at reception to book you back in. If it is not suita-ble for your outing to be between these hours, please let us know and other arrangements will be made for when you return. There is a protocol in place for the safety of residents prior to leaving the facility and upon return. Under the current govern-ment rules we must document the details of where you go who you are in contact with etc.



### RESIDENT SURVEYS: Raglan

#### Of 22 residents surveyed:

100% of residents indicated most of the time or always they enjoy the Christmas Festivities here at Havilah.

100% of surveyed residents know how to make a comment, complaint, suggestion or compliment most of the time or always.

91% of residents agree or strongly agree that they are well informed.

**MESSAGE** 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 Kim on 54590169 or Jo on 5461 7390.

### 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 needs 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 tele-phone. We wish all residents and/or representa-tives to feel they are consulted about changes made to care in response to assessed needs. We



### 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



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





## LAUNDRY

There is a lost clothing section in the laundry .

Residents/family members are encouraged to visit the laundry to see if they can identify any missing clothing.

Residents are reminded that after a month in the lost clothing unlabelled clothing is sent to the Carisbrook Opportunity shop. Residents requiring

**FROM THE KITCHEN :** 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 choices change each day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either of the main choices offered there are additional alternatives available every day and these are also listed on the menu. At tea time there is a selection of two soups, two mains and two sweets on the menu and also additional alternatives are listed in case you do not like the main choices offered.

**For breakfast** residents may choose whatever cereals, breads and spreads they wish. Please notify the kitchen who will arrange to get this in for you if it is

not held as normal stock.

**FAMILY MEMBERS AND GUESTS.** We apologise that we cannot welcome resident guests for meals each day and look forward to reintroducing this as soon as possible. **Where it is a special occasion lunch or afternoon tea can be arranged for guests .** Please book this at reception a few days in advance to enable a special area to be set up for you. Hopefully before long we will be back to unrestricted guest meals once again. We look forward to that time.

For our residents we still have in place Special Morning Tea on Tuesdays and Sunday Devonshire afternoon tea. Tea and coffee making facilities and biscuits are on hand in resident rooms for resident/family use.

## 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 you enjoy that you would like to see on the menu or any theme days you would like to see introduced please discuss this with Food Services Manager Di Jackson, or any of the lifestyle staff. Alternatively you can fill out a form and place in the Suggestion Box. We welcome your suggestions.

Please let catering staff know your favourite soup if you would like it

**NEWSPAPERS:** Newspapers and periodicals will not be supplied in communal areas during the pandemic. If you would like to have your own personal paper this can be ordered

through the local Newsagency and will be delivered to you at your own cost. Please ask at Reception if you need assistance to order your own papers and periodicals or arrange for family

to organise.

Havilah also request if you do receive newspapers that you do not share with co-residents.

IPads equipped with news services are available for resident



## 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

# Giggletime

**LIFE IS BETTER WHEN YOU'RE LAUGHING.**

A vampire bat came flapping in from the night, face all covered in fresh blood and parked himself on the roof of the cave to get some sleep.

Pretty soon all the other bats could smell the blood and began hassling him about where he got it.

He told them to leave off and let him get some sleep, but

they persisted until he finally gave in.

"OK, follow me", he said and flew out of the cave with hundreds of bats behind him.

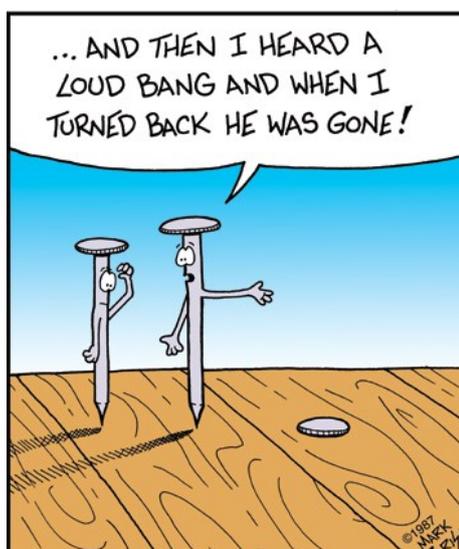
Down through a valley they went, across a river and into a huge forest.

Finally, he slowed down and all the other bats excitedly milled around him, tongues hanging out for blood.

"Do you see that large oak tree over there?" he asked.

Hospital regulation required a wheel chair for patients being discharged, however, a student nurse found one elderly gentleman already dressed and sitting on the bed with a suitcase at his feet, who insisted he didn't need any help to leave the hospital. After a chat about rules being rules, he reluctantly let the nurse wheel him to the elevator. On the way down she asked him if his wife was meeting him. "I don't know" he said, "she's still upstairs in the bathroom changing out of her hospital gown.

A man died and left a will that designated \$30,000 to cover an elaborate funeral. After the funeral a family friend asked the mans widow how much of the money she used for the funeral. "All of it," she replied. "The funeral was \$6,500, I donated \$500 to the church, the food and refreshments were another \$500, and the rest went toward the memorial stone." After a quick calculation, the friend said, "You spent \$22,500 on a memorial stone? How big is it?" "Two and a half carat," the widow replied.



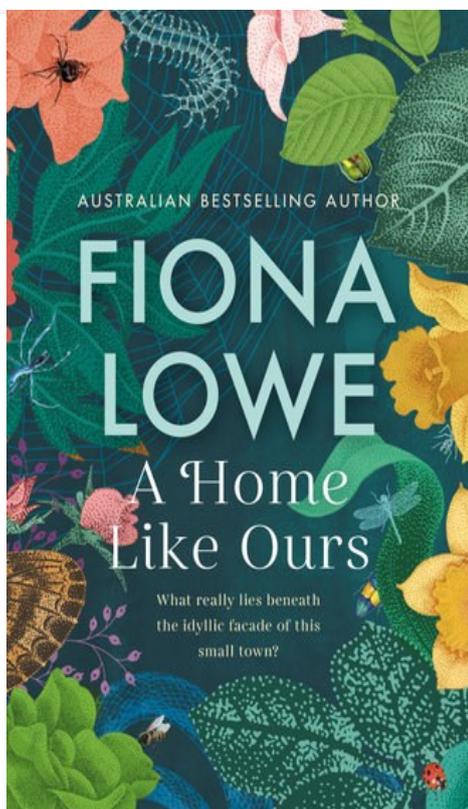
**ASTRONOMER:** When you rearrange the letters: **MOON STARER**

**THE EYES:** When you rearrange the letters: **THEY SEE**

**DORMITORY:** When you rearrange the letters: **DIRTY ROOM**

**A DECIMAL POINT:** When you rearrange the letters: **I'M A DOT IN PLACE.**

**ELEVEN PLUS TWO:** When you rearrange the letters: **TWELVE PLUS ONE**



A picturesque small town, a cosy community garden, a facade of tolerance and acceptance - but when three women with wildly different loyalties come together, what secrets and lies will be revealed?

A timely novel exploring prejudice and privilege, from bestselling Australian author Fiona Lowe.

band more interested in his cricket team than their marriage, life is a juggling act.

Then, when new neighbours arrive and they are exactly the sort of people the town doesn't want or need, things get worse.

Life has taught Helen Demetriou two things: being homeless is terrifying and survival means keeping your cards close to your chest. Having clawed back some stability through her involvement in the community garden, she dares to relax. But as she uncovers some shady goings-on in the council, that stability turns to quicksand.

For teenage mother Jade Innes, life can be lonely among the judgement of the town and the frequent absences of her boyfriend. A chance encounter draws her into the endangered community garden where she makes friends for the first time. Glimpsing a different way of life is enticing but its demands are terrifying. Does she even deserve to try?

Can such disparate women unite to save the garden and ultimately stop the town from tearing itself apart?

Tara Hooper is at breaking point. With two young children, a business in a town struggling under an unexpected crime wave, and her hus-

## COVID-19 VACCINATION

Safe. Effective. Free.

We currently have no date on when Havilah vaccinations will happen.

We have been constantly seeking information relative to a firm date which we have not been able to obtain at this stage. As soon as we are notified a date we will let everyone know.

Current advice is that residents and staff will be vaccinated during the one visit. There has been no changed advice in relation to the use of Pfizer vaccines for residents at Havilah.

The COVID-19 vaccine: **Covirmnaty (Pfizer, Australia)**

COVID-19 vaccine Pfizer is safe

for older people. It has been safely given to millions of people in residential aged care facilities around the world.

Pfizer is highly effective in preventing COVID-19 infection in older people.

Having a COVID-19 vaccine will lower the chance of you getting sick. This means the infection is less likely to spread to others.

### Coronavirus (COVID-19) risks for older people

The Coronavirus disease (COVID-19) is much more likely to be severe in older people and people with certain medical problems than in young healthy people.

About 1 of every 3 people over the age of 80 years who get COVID-19 will die from it. It is a

very serious disease. It is causing millions of people worldwide to go to hospital and to die.

COVID-19 can spread very quickly in residential care facilities because people are close to each other.

COVID-19 vaccination is voluntary, but strongly encouraged.

**Current known side effects of Pfizer** The COVID-19 vaccine is given as an injection in the upper arm muscle. The needle will be uncomfortable when it goes in for a few seconds.

Most people will have a slightly sore arm where the needle was given for 1-2 days after receiving it.

Some people will feel a bit tired for 1-2 days after receiving the

## **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 10am—4.00pm Monday to Sunday

**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

Downstairs these phones provide greater accessibility to staff for families. Please make use of these phones as needed.

**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

**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 (RN) 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.

**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-SUN 10.00 am—4.00 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**

the Raglan House front doorway (Raglan 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

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

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 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.

**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*

**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.**