



HAVILAH WEBSITE [www.havilah.org.au](http://www.havilah.org.au)  
Facebook Page access via the website

The recent outing to Tuki Trout Farm near Smeaton was enjoyed by those that attended. There were many happy anglers who caught their lunch which was then prepared and cooked by staff of Tuki. The scenery was glorious and the weather was superb.



### ***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.*

**Resident Meeting Thursday 19th July 2018 2.45 pm Room 7 High School Centre**



## HEALTH AND WELL BEING

### **What's that sound?**

It doesn't matter what age you are – if you suffer from buzzing, ringing, whistling, hissing, pulsing, roaring or cicada-like sounds in your ears or head, it could be tinnitus which is prevalent among older people and can be the first sign of an age-related hearing loss.

In Australia, between 17%-and 20% pf people suffer some degree of tinnitus. Tinnitus usually lasts for a short period of time after exposure to loud music or noise, however if you are stressed or tired tinnitus can be more persistent.

Although psychological or emotional problems may also be associated with tinnitus, family and friends may have trouble understanding tinnitus because they cannot see or hear it themselves.

### **What causes tinnitus?**

Tinnitus is not a disease; it is a symptom that can be caused by allergies, tumours, diabetes, diet, thyroid problems, circulatory changes and stress and it usually indicates some form of malfunction or damage to the hearing mechanism. The most common causes of tinnitus are:

- **Hearing Loss** Although tinnitus does not cause hearing loss, many people with hearing loss suffer from tinnitus.
- **Noise Trauma** Damage to the inner ear from exposure to very loud sounds such as shooting, chain-saws, aircraft engines or excessively amplified music is the most common cause of tinnitus.
- **Physical Injury** A blow to the head or changes in barometric pressure during air travel or diving can cause the onset of tinnitus.
- **Ear diseases or infection** Otosclerosis (immobilisation of the small bones in the middle ear) and Meniere's disease (build up of fluid in the inner ear) can cause tinnitus.

### **What can I do?**

If you think you are experiencing tinnitus, it is important that you consult an ear, nose, and throat specialist to investigate the cause. An Audiologist can assess your hearing and provide more information about tinnitus. To lessen the severity of tinnitus, you can try the following:

- Avoid loud noises or wear ear protection.
- Stress and fatigue will worsen the condition so make time for adequate sleep and relaxation.
- Medication such as anti-inflammatory drugs.
- Lowering salt intake and eating a balanced diet.
- Exercising.
- Keep an eye on blood pressure.
- Avoid nicotine and alcohol
- Avoid coffee, tea, cola drinks as they contain caffeine .

### **What's next?**

Hearing aids can be beneficial and provide relief when hearing loss and tinnitus are present together, they can also reduce stress and tiredness that is associated with the strain of trying to hear and a tinnitus instrument, which is a combination of a hearing aid and a sounds generator .



On Friday 25<sup>th</sup> May we have Country Care coming to do a display and service from 10am-1pm Residents will be able to bring their go-phears in for free wheel pressure and battery checks. Any further servicing will incur a fee. A range of mobility aids such as chairs, walkers, go-phears will be available on the day. Owen and Scott from Country Care will be in attendance in Raglan House Neill street end ground floor, to address any enquiries. Open to Raglan House and retirement living residents.

**GET WELL SOON**

Nurse Manager Deb Matthews continues on extended leave due to a series of operations on her foot. She still has more to come so it could be some time before she is back on deck. Deb misses everyone and will be in to see you all as soon as she is able. Lynne will continue to fill Deb's position Mon-Wed and Preet and Amy on Thu-Fri. All are available to assist you as required. You can also email or telephone  
 Director of Care—Kelsey Hooper 54617383 email: Kelsey.hooper@havilah.org.au  
 OR  
 Chief Executive— Barb Duffin 0429617380 email: barb.duffin@havilah.org.au

We wish Deb all the best in her recovery and look forward to her being back among us once again.

**WORD OF THE MONTH**

**ULOTRICHOUS** - Having woolly or crispy hair.

**HAVILAH MAJOR RAFFLE**

**1<sup>ST</sup> Prize \$10,000 Goods/Services from Business/Businesses of choice.**

**2<sup>nd</sup> Prize \$5,000 Goods/Services from Business/Businesses of choice.**

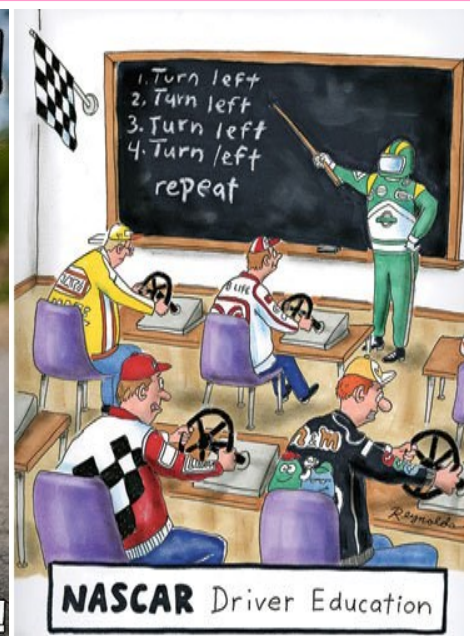
**Plus 10 x \$500 early bird prizes Goods/Services from Business/Business of choice.**



There have been four early bird draws conducted to date. The lucky winners are Week 1 Chris Dellavedova, Week 2 Troy Driscoll, Week 3 Jardine Kitchens and Week 4 Lyn Bond and Marg Rumpff. All tickets were sold this year in a great effort by our ticket sellers. A big thankyou to Raeleen Brooker for another year of organising this fundraiser and to all those who supported us by purchasing and selling tickets.



*"And so, graduates, as you walk down the road of life, please don't forget to stop and smell everything."*



Swap the slippers for sneakers:  
trial proves outdoor exercise parks are  
good for you



A trial park in Sunshine North in Melbourne has been shown to improve muscle strength, balance, and physical function – all risk factors for falls – for a group of older residents.

Nearly 70 locals aged 60 to 87 took part in the 18-week trials by Victoria University which found exercise on balance beams, ramps, and step-up benches drastically improved their 'functional' health, helping with everyday activities such as tying their shoes, shopping, gardening, or catching a tram.

While only 17 per cent of the volunteers had ever exercised regularly before, every single one reported feeling better physically and mentally after the trial.

#### More spaces for seniors

Exercise parks are popular in Asia and Europe, but there are few in Australia.

The coordinators now want councils and other not-for-profit organisations to consider building more, including co-located parks with children's playgrounds so grandparents can exercise while supervising their grandkids.

We like this idea. While many older people do regular physical activity or play sport it's not the same as specific exercises that work on your strength, balance and mobility. That's not to mention the social benefits to exercising with others.

#### 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 PEOPLE WITH ARTHRITIS**  
**FREE for Havilah On Palmerston residents –**

#### FALLS PREVENTION

Be active everyday, go for a walk with a friend.

Consider participating in exercise classes

Wear comfortable, firm fitting shoes with a low heel,  
laces, buckles or Velcro fasteners.





**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

**CONTACT: Bob Osborne**

Phone: 5461 2709 Mobile: 0409 189 681

Email: bobosborne8@iprimus.com;

or

**Terry Simpson**

Mobile: 0419 737 837

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



### THINGS MY MOTHER USED TO SAY

Always write thankyou notes, even if you don't like the gift.

Someday you'll regret fighting with your brother and sister.

It isn't lady like to drink from a bottle.

That's the pot calling the kettle black.



The Football season is well under way, the Havilah on Palmerston tipping competition is showing some varied results at this stage, After round 7, Doug Rowe is leading with a score of 47 points, following closely behind on 44 points is Dorrie Duffin, Terry Simpson, Betty Higgins and Anne Stuart. Third position is held by John Byrne with a total of 43 points.

At present there is 2 tipsters that are holding up the ladder from the bottom, they are Lorna Baines and maintenance Stu with a score of 28 points.

Anne Stuart is still the only tipster that has gained a full score of 9 wining teams for the season. Only a third of the season has been played, there is still time for improvement from the lower scorers.

#### ♦ 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

**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.**

## HEALTH AND WELLBEING





**TALKING lifestyle**  
DIGITAL | ONLINE | MOBILE

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

Follow us on  
facebook 



Want to get along better with the kids –  
or grandkids?  
Turn up the music

By Annie Donaldson on May 11, 2018

Most of us have memories – good and bad – of Mum and Dad turning up the radio on family car trips. Now a new US study has found kids who share musical experiences with their parents – and grandparents – during childhood and especially their teenage years – report they are closer later on.

They surveyed a group of participants – average age 21 – on childhood experiences of activities such as listening to music, going to concerts or playing musical instruments together – and how their relationships with their parents was now.

The more music shared between parents and kids, the better they rated the relationship when they were older.

Why?

The power of music

They put this down to two things: doing coordinated activities such as singing or dancing seems to make people like each other more.

Sharing musical experiences also encourages people to be more empathetic towards each other (if you've got teenagers, you'll know how hard that can be to come by sometimes).

These experiences don't need to be complicated either – even just turning up the radio can apparently have an effect so there's no need to pack the kids in the car Partridge Family-style.

Of course, it's not the prescription for the perfect relationship – but if you want to stay connected with your kids, it could be one way to do it.

Sing Star anyone?

### **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.



### In The Kitchen Recipe of the Month Potato and Leek Soup

#### Ingredients:

60ml (1/4 cup) olive oil

1 brown onion

1 garlic clove, crushed

4 medium desiree potatoes, or Pontiacs, peeled, cut into cubes

2 leeks, pale section only, washed, dried, thinly sliced

1.25 litres vegetable stock

125ml (1/2 cup) thickened cream

3 thick slices day-old bread, crusts removed, cut into cubes

2 tablespoons finely chopped fresh chives.

#### Method:

- Heat olive oil in a large saucepan over medium-high heat. Add onion and garlic and cook, stirring for 3 minutes or until the onion softens. Add the potato and leek and cook, stirring for 5 minutes or until leek softens.
- Add the stock and bring to boil. Reduce heat to medium and gently boil, uncovered, for 20 minutes or until potato is soft. Remove from heat and set aside for 10 minutes to cool.
- Meanwhile, preheat oven to 200c or 180c fan forced. Place bread in a roasting pan, drizzle with remaining oil and toss until bread is evenly coated. Toast in preheated oven, shaking pan occasionally, for 10-15 minutes or until crisp. Remove croutons from oven and set aside.
- Transfer one-third of the potato mixture to the jug of a blender and blend until smooth. Transfer to a clean saucepan. Repeat in 2 more batches with the remaining potato mixture. Alternatively, use a stick blender to blend in the saucepan.
- Place the soup over a medium heat, add the cream and stir to combine. Cook, stirring, for 5 minutes or until hot. Taste and season with salt.
- Ladle soup among serving bowls. Top with croutons, drizzle olive oil and serve.

#### AND SOME MORE POINTS TO PONDER:

- Why buy a product that it takes 2000 flushes to get rid of it?
- Why do we wait until a pig is dead to "cure" it?
- Why do we wash bath towels? Aren't we clean when we use them?
- Why do we put suits in a garment bag and garments in a suitcase?
- Why doesn't glue stick to the inside of the bottle?
- What do little birdies see when they get knocked unconscious?
- Why doesn't Tarzan have a beard?
- Should you trust a stockbroker who's married to a travel agent?
- Do married people live longer than single people or does it just SEEM like it?
- If all the psychics know the lottery numbers, why are they still working?

## 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**

**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**

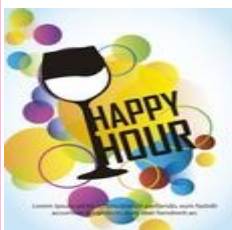
**CEO 54617 381**  
**0429617380**

**RAELEEN 54617 380**



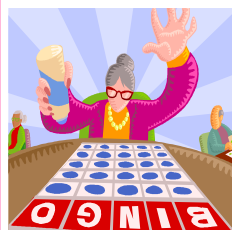
### RESIDENTS MEETING & LIFESTYLE COMMITTEE Meeting will be

Thursday 5th July 2018 at 2.45pm,  
 Room 7 in the High School Centre (Coffee & Chat immediately after the meeting)

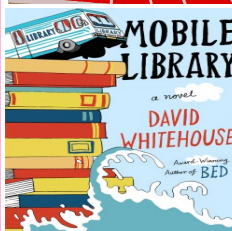


### HAPPY HOUR

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



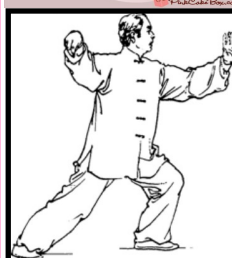
### MOBILE LIBRARY— MAY DATES

Monday 28th May  
 Raglan House—Ground Floor—Neill Street end



### SPECIAL MORNING TEA—COMING DATES

2nd Friday of each Month  
 Room 7 High School Centre



### TAI CHI

Monday session – 1.30 to 2.30 pm

Wednesday session - 10.30 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

### CHURCH SERVICES Room 7—High School Centre



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



### Movie Nights

3rd Tuesday of each month.

Rm 7 starting time of 6.30pm (Supper included)

19th June 2018

17th July 2018

21 August 2018

18th September 2018

Movie Afternoon: 3rd Saturday of the month - 19 May - 1.30pm

### PROPOSED OUTINGS FOR 2018

Fortuna Villa - Bendigo - High Tea , last weekend of the month.

Gold Class movie session - Ballarat Regent Theatre.

Avoca Riverside Market – 4th Sunday of the month.

Please contact Lifestyle Team Leader Kim with you expression of interest in any of the proposed outings or have any suggestions for an outing.

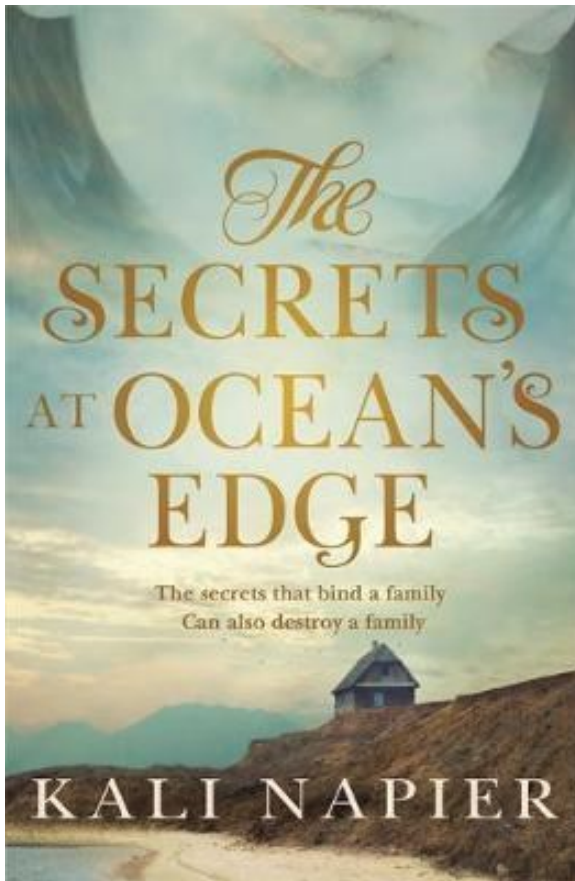


Email: [kim.davidson@haviilah.org.au](mailto:kim.davidson@haviilah.org.au)

Phone: 5459 0169



## BOOK REVIEW

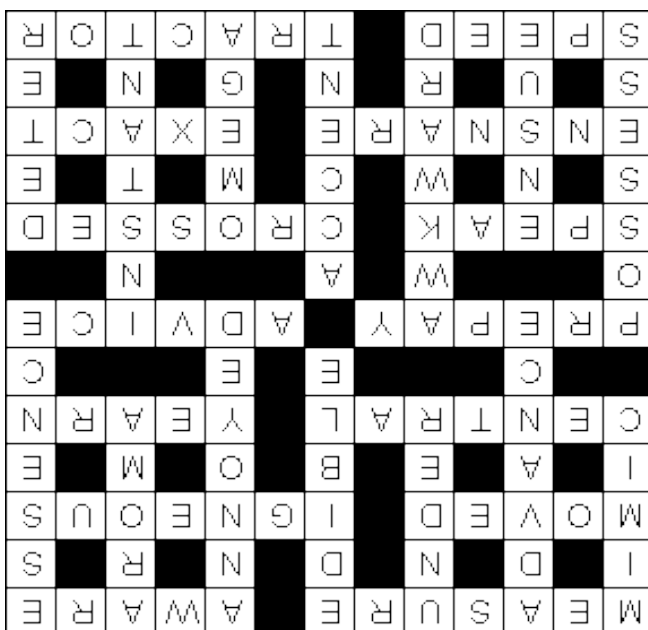


### BOOK REVIEW: The Secrets at Ocean's Edge by Kali Napier

1932. Ernie and Lily Hass, and their daughter, Girlie, have lost almost everything in the Depression; all they have keeping their small family together are their secrets. Abandoning their failing wheat farm and small-town gossip, they make a new start on the west coast of Australia where they begin to build a summer guest-house. But forming new alliances with the locals isn't easy.

Into the Hasses' new life wanders Lily's shell-shocked brother, Tommy, after three harrowing years on the road following his incarceration. Tommy is seeking answers that will cut to the heart of who Ernie, Lily, and Girlie really are.

Inspired by the author's own family history, *The Secrets at Ocean's Edge* is a haunting, memorable and moving tale of one family's search for belonging. Kali Napier breathes a fever-pitch intensity into the story of these emotionally fragile characters as their secrets are revealed with tragic consequences.



### Quiz and Crossword Solutions from page 13



### Answers to Quiz

1. The Magpie
2. Ringer
3. Carpentry
4. Captain James Cook
5. Emu & Kangaroo
6. A Parliament



# SMILE



Reaching the end of a job interview, the Human Resources Officer asks a young engineer fresh out of the Massachusetts Institute of Technology, "And what starting salary are you looking for?" The engineer replies, "In the region of \$125,000 a year, depending on the benefits package." The interviewer inquires, "Well, what would you say to a package of five weeks vacation, 14 paid holidays, full medical and dental, company matching retirement fund to 50% of salary, and a company car leased every two years, say, a red Corvette?" The engineer sits up straight and says, "Wow! Are you kidding?" The interviewer replies, "Yeah, but you started it."

A Farmer was suing a truck company for serious injuries he'd received after a collision between his truck and one of theirs

The truck company's lawyer was cross examining the farmer.

"At the scene of the accident did you not tell the constable you had never felt better in your life?" the lawyer asked.

"That's right," the farmer said.

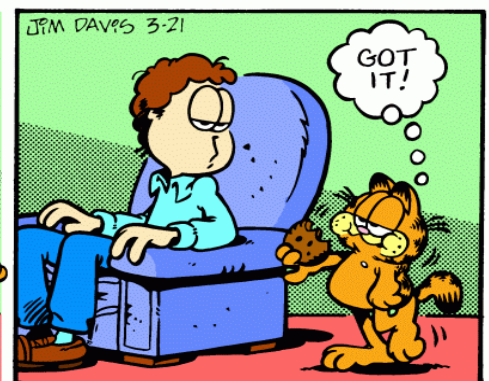
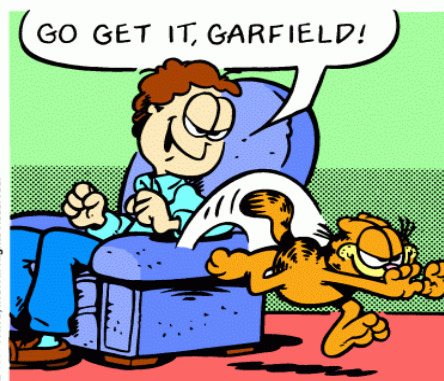
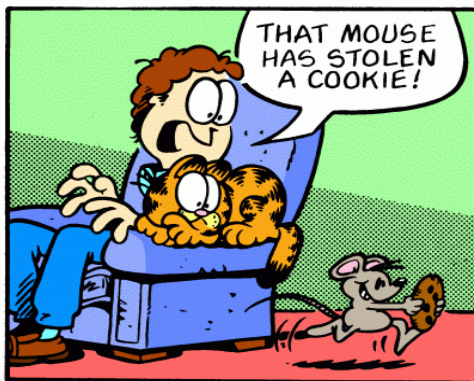
"Well then how is it that you are now claiming you were seriously injured when my client's truck hit yours?" the lawyer probed.

"When the constable arrived he went over to my old bull, which I was carting home in the truck and now had a broken leg, pulled out his revolver and shot him to put him out of his misery.

"Then he went over to Brownie my dog, who was all banged up, and shot him as well.

"Then he came over to me and saw my bleeding head and broken arm and he asked me how I felt.

"So I just thought under the circumstances it was a wise choice of words to say I've never felt better in my life."



The defendant was on trial for murder. There was strong evidence indicating guilt, but there was no corpse. In the defence's closing statement, the lawyer, knowing that his client would probably be convicted, resorted to a trick.

"Ladies and gentlemen of the jury, I have a surprise for you all," the lawyer said as he looked at his watch.

"Within one minute, the person presumed dead in this case will walk into this courtroom." He looked toward the courtroom door. The jurors, somewhat stunned, all looked on eagerly.

A minute passed. Nothing happened.

Finally, the lawyer said, "Actually, I made up the previous statement. But you all looked on with anticipation. I, therefore, put it to you that you have a reasonable doubt in this case as to whether anyone was killed, and I insist that you return a verdict of not guilty."

The jury retired to deliberate. A few minutes later, the jury returned and pronounced a verdict of guilty.

"But how?" inquired the lawyer. "You must have had some doubt. I saw all of you stare at the door."

The jury foreman replied: "Yes, we did - but your client didn't!"

Number 18

Net		Russian drink		Conceited		Beer barrel	Low wall		Uneven		Consumed	
Take away							Insect				Scintilla	
						Thief						
						Hilarity						
Military cloth		Dirk							Female deer			
		Decorate							Refrain			
					Heavy metal					Greenish-blue		Tide
					Shout of approval							
Pair	Jig						Type of nut					
	Rabbit colony											
			Male	Opinions considered unorthodox							Uncooked	
Limb						Australian state, initially	Crown-like Headdress					
Decorative object				Homicide			Squad					
								Break				
Cloth border		Care for						A flat float		Genuine		Midge
		Chow ____										
			Finish		Armed conflict				Pitch		Single	
					Secret agent							
Requires						Wardress						
Assorted	Clumsy						Animals of a region					
						Avenue						

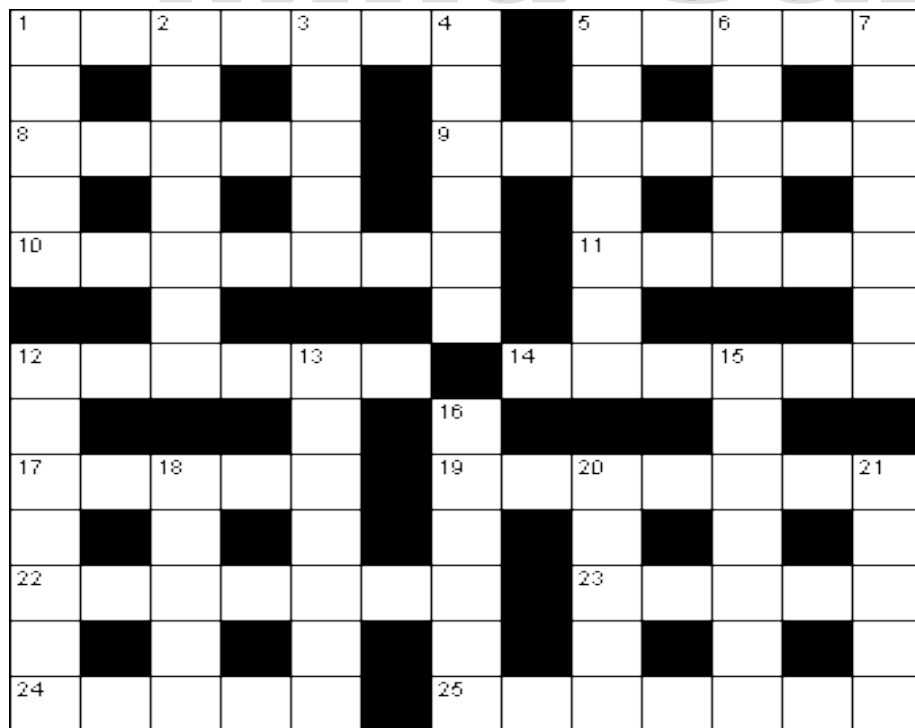
**SUDOKU** Sudoku is easy to play and the rules are simple. Fill in the blanks so that each row, each column, and each of the nine 3x3 grids contain one instance of each of the numbers 1-9

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

LEVEL MEDIUM 373

LEVEL EASY 373



**Across:**

1. Quantify (7)
5. Mindful(5)
8. Changed Locations (5)
9. Pyrogenic (7)
10. Fundamental (7)
11. Languish (5)
12. Remit in advance (6)
14. Recommendation (6)
17. Utter (5)
19. Traversed (7)
22. Trap (7)
23. Precise (5)
24. Velocity (5)
25. Farm Vehicle (7)

**Down:**

1. Imitate (5)
2. Go Forward (7)
3. Below (5)
4. Comestible (6)
5. Irritated (7)
6. Fragrance (5)
7. Most vital part of an idea (7)
12. Own (7)
13. Clumsy (7)
15. Occurring with no delay (7)
16. Dialect (6)
18. Follow or result (5)
20. Greek Letter (5)
21. Dissuade (5)

**Word Search - STEPPING OUT**

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

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

ANKLET, BALMORAL, BLUCHER, BROGUE, BUSKIN,  
 CALCEUS, CHOPINE, COWBOY BOOT, DESERT BOOT,  
 ESPADRILLE, FLIPPER, FOOT, GETA, GILLIE, GUNBOOT,  
 HEEL, INSTEP, LOAFER, MACASSIN, PATTEN, PLATFORM,  
 PUMPS, RIDING BOOT, SABOT, SANDAL, SCUFFER, SHOE,  
 SLLIPPER, SNEAKER, SOCK, STILETTO, STOCKING, TA-  
 LARIA, TRAINER, WELLINGTON.

## QUIZ

1. Which bird would you as-  
sociate with the Colling-  
wood football club?
2. What was the traditional  
name for the best shearer in  
the shed?
3. What trade did Harrison  
Ford work in before becom-  
ing an actor?
4. Who crossed the Antarctic  
Circle in 1773?
5. Which 2 animals are on the  
Australian 50c coin?
6. What do you call a group of  
owls?

**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
Acting Nurse Manager	Lynne Brown	lynne.brown@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)

**Acting Nurse Manager Havilah on Palmerston Lynne Brown**  
email: [lynne.brown@havilah.org.au](mailto:lynne.brown@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.

**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