

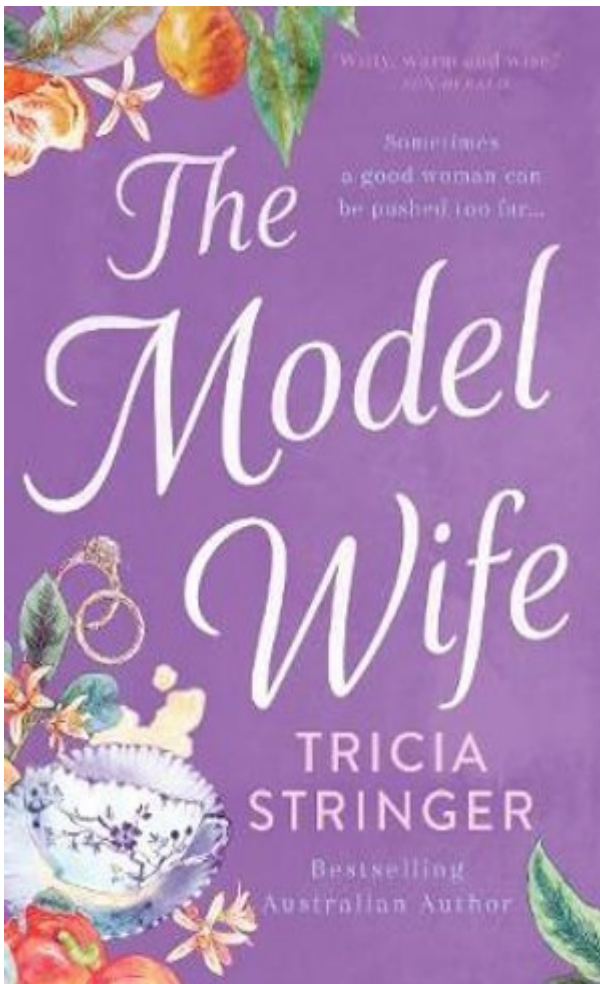
# RAGLAN TATTLER

ISSUE May 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 Tat-  
tler sent via email



On Mothers' Day residents invited guests for lunch and special afternoon tea. Tables were beautifully decorated and a special lunch prepared. All ladies received chocolates and everyone really enjoyed the occasion. There were many compliments to staff for their efforts in making this a memorable day.



Even a good woman can be pushed too far... From best-selling author Tricia Stringer, this beautifully realised multi-generational family story looks at what happens when real-life betrayals and struggling relationships clash with outdated ideas of what a woman should be.

Natalie King's life is full. Some might say too full. With her teaching job, a farm to run, three grown daughters who have not quite got a handle on things, a reserved husband and a demanding mother in law, most days she is too busy to think about whether she is happy. But her life has meaning, doesn't it? After all, she is

the one person everyone depends upon.

But when an odd gift from her mother in law, an old book in the form of stern and outdated advice for young wives—surfaces again, it brings with it memories she thought she had buried. Has this insidious little book exerted some kind of hold over her? Could it be that in her attempts to be a loving wife and mother, she no longer knows who she is?

On a day when it seems everyone is taking her for granted, and as the ghost of a past betrayal rises, it becomes clear that even this good mother and model wife can be pushed too far.

### Funny One-Liners:

My wife told me to stop impersonating a flamingo. I had to put my foot down.

I went to buy some camouflage pants but couldn't find any.

I failed maths so many times at school, I can't even count.

Don't you hate it when someone answers their own questions? I do.

Most people are shocked when they find out how bad I am as an electrician.

Never trust atoms: they make up everything.



The AFL Footy season is well on its way with 10 rounds already played. The scores have been varied from the tipsters with different residents showing their skill in picking the winners.

After round 10 the leader board shows 3 leaders on a score of 62, they are Anne Stuart, and Bill D'Alton and Dianne Rowe, Monica

Hutchison is sitting in second place with a total score of 61. In third position is Terry Simpson, Irene Hibberd, Gary Hutchinson and Olwyn Hogan, they have a score of 60 points.

A very tight contest over the season at present.

Monica Hutchinson scored a full 9 teams in round 8.

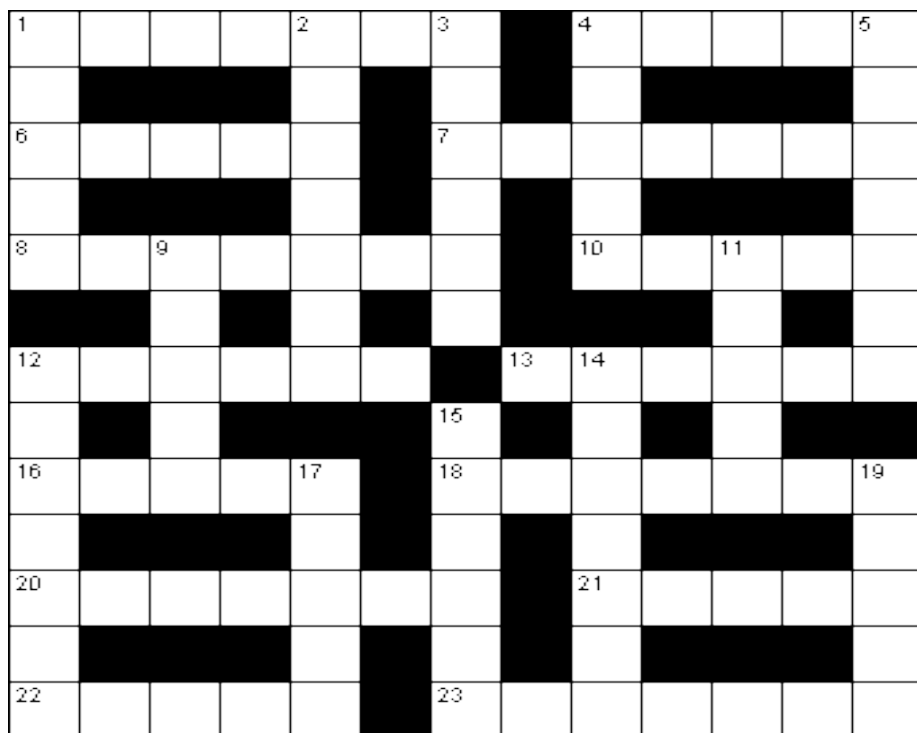
Prize pool: 1st - \$50.00, 2nd - \$30.00 3rd - \$20.00 and last place \$10.00.

Weekly prizes are also awarded for tipping all the winners in the round.



# Mind Games

Themed 06



## ACROSS:

1. State capital of Georgia (7)
4. Egyptian Dam (5)
5. Italian Isle (5)
6. Montgomery is the state capital (7)
8. Grand Canyon State (7)
10. Japanese city (5)
12. Capital of I6 across (6)
13. Capital of the Philippines (6)
16. European country (5)
18. Capital of Argentina (7)
20. North American mountain range (7)
21. Egyptian desert (5)
22. Tripoli is the capital (5)
23. Washington city (7)

## DOWN:

1. Capital of Ghana (5)
2. Capital of Kenya (7)
3. Biblical Mount (6)
4. San Antonia mission (5)
5. Falls (7)
9. Asian country (5)
11. Australian town, \_\_\_\_\_ Springs (5)
12. French wind (7)
14. State capital of Maine (7)
15. Topeka is the state capital (6)
17. Currency of Nigeria (5)
19. French river (5)

## WORD SEARCH - Keep Fit

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

## QUIZ

1. What is the main ingredient of Vegemite?
2. Which biscuits was sent to soldiers during the war?
3. Which cake is referred to as 'the national cake of Australia'?
4. What was the name of Captain Cooks ship?

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

AEROBICS, ATHLETICS, BALANCE BEAM, BARBELL, BICEPS, BIKE, BODY BUILDING, DELTOID, DIET, EXERCISE, FITNESS, GYMNASIUM, HEALTH, HORSE, JOGGING, MEDICINE BALL, MUSCLES, NUTRITION, PARALLELL BARS, PECTORAL, PHYSIQUE, PUSH UPS, RINGS, ROWING MACHINE, RUNNING, SPORT, SWIMMING, TRAINER, TRAMPOLINE, TREADMILL, TRICEPS, WEIGHTS, WORKOUT.



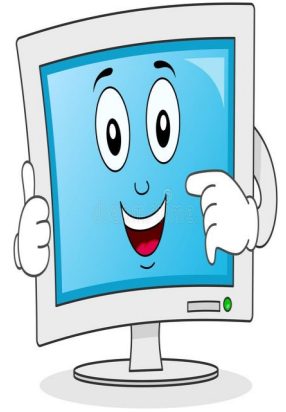
We have Ipad available for resident use to contact family on face book, Skype, Zoom and other forms of social media.

The Ipad are also available to read

newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art work , watch movies according to their various interests. Residents can use the Ipad in small groups or within their own room. It has been amazing how many residents are now tech savvy. You can use

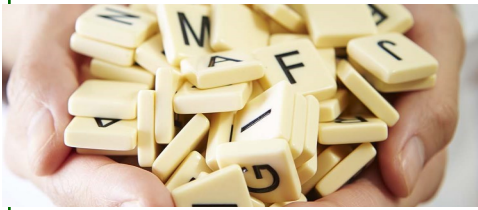
them to send and receive emails from family including photos.

If you would like to try the Ipad please talk to Life-style staff who will assist you



### **WEIRD and WONDERFUL WORDS**

**BALTER** - dancing clumsily without any particular grace or skill but usually with enjoyment



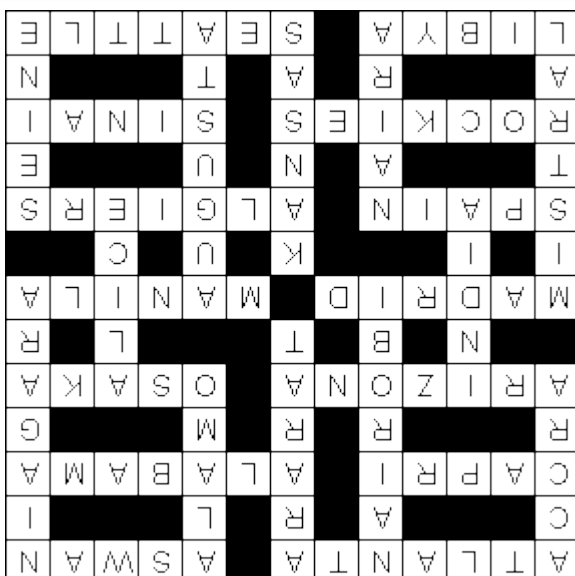
We know that residents may be missing their regular group shopping outings. Please let us know where our staff can assist with shopping and also let Life-style staff know any ideas of any

special programs that you would like to see offered. Over the past month lifestyle staff have been seeking feedback on outings residents would like to see recommenced, places they

would like to visit.

These can be outings where families are involved so we would love to hear input from families as well. Email:

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



### **Quiz and Crossword Solutions from page 9**



### **Answers to Quiz**

1. Yeast
2. Anzac biscuits
3. Lamingtons
4. HM Endeavour
5. The Dingo Fence (or Dog Fence)

# 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

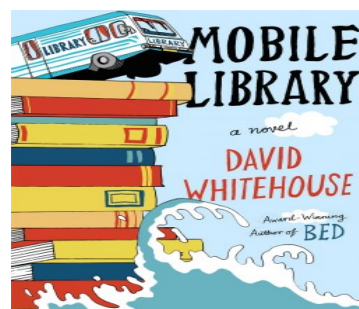
**2.00pm** Afternoon Movie

## 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**

## **VISITING The Acting Premier has announced that from 11.59 on Thursday 27th May a 7 day circuit breaker will be in place**

### **No visitors are permitted into aged care or other residential facility settings, except for end-of-life reasons**

None of us will be able to have visitors in our homes, or go to cafes and restaurants etc for the next seven days.

There will only be five reasons Victorians can leave home: **essential supplies, care and caregiving, exercise, authorised work or being vaccinated.**

THIS MEANS THAT RESIDENTS WILL NOT BE ABLE TO LEAVE HOME FOR THIS PERIOD OF 7 DAYS UNLESS FOR ANY OF THE ABOVE FIVE REASONS. OF COURSE YOU CAN STILL GO OUTSIDE AND EXERCISE.

Keep in mind that these restrictions are only in place for the next 7 days and will affect all Victorians not just those living in residential care.

We have additional staff working during this period at each facility so that increased social programs can be run to help make up for the missed outings and visitors. Special lunches and activities will be the order of the day for the next seven days to keep residents entertained while there are no visitors onsite. Examples of the "special treats" are: Saturday afternoon we look forward to Afternoon Tea supplied by the Dunolly Bakery, Tuesday lunch will be from the Peach Village Chinese Restaurant then for afternoon tea on Thursday a variety of scones (Date, Pumpkin etc. and of course

traditional Jam and Cream).

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

#### End of life care visits

1. Maxm two visitors at the one time
2. Do not have to be from the same household.
3. No time limits.
4. No daily limit.
5. A group may only exceed the "two visitors at a time" rule if dependents of a visitor are in the group and care for the dependents cannot be arranged.

For any instances under item 5 please contact reception to arrange this.

Please talk to us with any issues you have so that we can assist you in arranging these visits.

FAILIES WISHING TO ARRANGE ZOOM VISITS, TELEPHONE CALLS, PLEASE RING HAVILAH WE WILL HAVE STAFF ON HAND TO HELP YOU SHOULD YOU NEED IT. PLEASE ASK STAFF TO ASSIST YOU AT ANY TIME WITH THIS.

RECEPTION WILL REMAIN STAFFED EACH DAY DURING THE CIRCUIT BREAKER PERIOD, BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. AND CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS DURING THIS CIRCUIT BREAKER PERIOD.

Unless by prior arrangement, visitors can only visit within the resident's own room.

Under current restrictions it is not possible to organize a small fami-

ly gathering for special events such as birthdays. We hope that it will not be long before we can do this again.

### **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.**

#### **RESIDENT OUTINGS**

Under current restriction levels, residents in Victoria can leave their care facility only for any of the five reasons that all Victorians can leave their homes.

**These are for essential supplies, care and caregiving, exercise, authorised work or being vaccinated.**

When you are away from home



CONTACT HARALD

This card can trace and contain outbreaks in your workplace.



## CONTACT HARALD

All residents, staff, regular contractors, visitors and professional people have their own cards.

The information the "Contact Harald" 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.

## AUTO SIGN IN WITH ZIPLINE

Visitors are managing very well with the auto temperature checking and sign in through Havilah electronic system.

Staff are always there to assist you when you need this so don't hesitate to ask for help.

Thank you to all our residents, families and visitors, we appreciate your understanding re signing in and out, booking outings and wearing your Harald cards.

## 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 never will.

**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.**



## Falls Prevention



Remove tripping hazards from walk areas

Don't forget to use the call bell for assistance



### RESIDENT SURVEYS: Raglan

#### Of 23 residents surveyed:

100% of surveyed residents indicated that most of the time or always their name is clearly labelled on

their mobility aids.

100% of residents surveyed stated that most of

the time or always we offer enough variety of food choices on our menu's.

100% of residents agreed or strongly agreed they choose their clothes they wear each day.

100% of surveyed residents agreed or strongly agreed staff check to see if they are comfortable.

### 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 telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. You are invited to talk to staff at any time should your needs or wishes change.

### WHEN THE FIRE ALARM SOUNDS



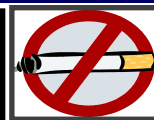
Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility 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 are here within minutes.

**YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.**



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





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. Proof of the 2021 injections is required by 31/05/2021 Thank you for your assistance with this.



**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 included on the list for Soup of the Day.

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.

Residents are enjoying the added socialisation of returning to Dining Rooms for lunch and Evening Meals. Residents are able to choose to have room service rather than



### **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

## THE FEDERAL BUDGET RESPONSE TO THE ROYAL COMMISSION:

**MISSION:** The Federal Government's response to the Royal Commission was released on the 11th of May in combination with the Federal Budget.

### A new star rating system.

### A new aged care act.

From 1 July 2021, a new **Government Basic Daily Fee (BDF) supplement of \$10 per resident per day**, and continuation of previous 30% increases in the homeless and viability supplements

To commence receiving the new Government BDF Supplement, providers must first conduct an annual review of their goods and services provided to meet residents' basic living needs, in particular their nutritional requirements, and report it to the department. This quality reporting will support the star rating system. *The Government is yet to provide detail on what format the reporting will take. As this comes in from 1 July we would hope that this will be available soon.*

**An Independent Pricing Authority** - the Government will implement an independent process to advise Government on aged care pricing issues, something the industry has asked for over many years and now a recommendation of the Royal Commission, this does not come into effect until July 2023

**Improved access to Primary Care** including the incentive for GPs for face to face servicing within RACF's has doubled to \$10K., *we think any initiative to support GPs visiting aged care facilities is a very good thing;* and additional funding to support greater access to regional

Primary Health Networks for telehealth care, enhanced out of hours support, dementia pathways support for assessment and referral.

**Increased funding to support the Dementia Behaviour Management Advisory Service** and the **Severe Behaviour Response Teams** to support **an additional 13,000 referrals per year.**

**Training to improve aged care workers' knowledge and practice in dementia and palliative care.** Dementia training will target leaders in personal care, general practitioners (GPs) and GP registrars, and improve access to dementia training in regional and rural areas. Dementia specialists to provide training to representatives from all aged care providers on managing behavioural and psychological symptoms of dementia and how to prevent the use of restraint (restrictive practices) through appropriate behavior supports. Palliative care training will also be provided to the aged care workforce to enhance quality palliative and end of life care

**Mandated Staff Time** \$3.9b will be invested over 3 years from 2022/2023 to increase the amount of front line care delivered viz an increase to the care time for residents to an average of 200 minutes per day - including 40 minutes of Registered Nurse (RN) time, and an RN on site for a minimum of 16 hours per day.

**Note:** There has been a lot of commentary about the government not requiring 24/7 RN cover however under 24 hour cover would only be for facilities with very low bed numbers.

For facilities over 36 places 24 hr a day cover would be required to comply with the 40 minutes RN per day which will be part of the mandatory staff time from October 2023. For Havilah under this standard, Harkness at 110 residents would require 74 hrs a day and for 32 residents at Raglan 22 hrs a day. Havilah already has these RN hours in place.

**From July 2021**, providers will be required to report on care staffing minutes at facility level. This will be added to the existing annual reporting.

**From July 2022**, providers will also be required to provide a monthly care statement to residents (and their family members), outlining the care they have received, and any significant changes or events during the month; and reporting on care staffing minutes will move to a quarterly basis.

*There is no detail at this stage in relation to this reporting.*

**From December 2022**, this information will be used to inform a staffing star rating, allowing senior Australians to easily compare staffing levels between care homes and improve choice.

**From October 2023**, providers will be required to meet the mandatory care time standard.

### Workforce

nothing to support an overall increase in wages

annual incentives over 2 years for nurses working for the same aged care provider,

Nurses may also access additional financial support for working in rural and remote areas, or holding post-graduate qualifications in palliative care, dementia, leadership, infection

LIFE IS  
BETTER  
WHEN  
YOU'RE  
LAUGHING.

A little silver-haired lady calls her neighbour and says "Please come over here and help me. I have a killer jigsaw puzzle and I can't figure out how to get started."

Her neighbour asks, "What is it supposedly to be when it's finished."

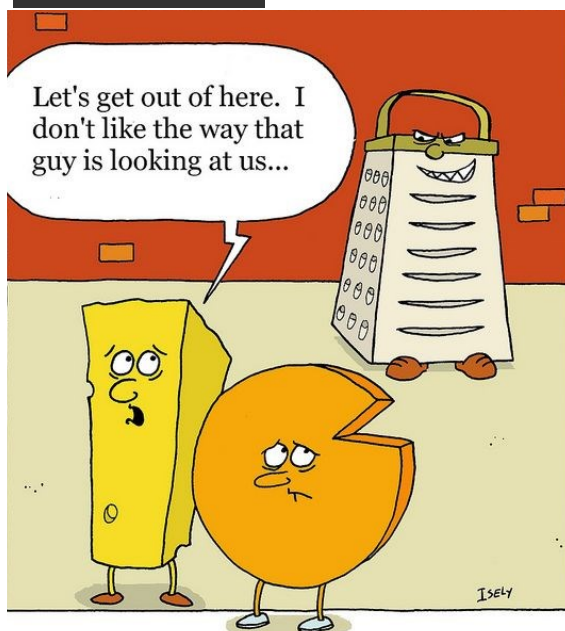
The lady says, "According to the picture on the box, it's a rooster."

He neighbour decides to go over and help with the puzzle. She lets him in and show him where she has the puzzle spread out all over the table.

He studies the pieces for a moment, then looks at the box, then turns to her and says "First of all, no matter what we do, we're not going to be able to assemble those pieces into anything resembling a rooster."

He then takes her hand and says, "Secondly, I want you to relax. Let's have a nice cup of tea and then ..."

... He said with a deep sigh "let's put all the corn flakes back into the box."



- Why do we press harder on a remote control when we know the batteries are flat?
- Why do banks charge a fee on 'insufficient funds' when they know there is not enough?
- Why doesn't Tarzan have a beard?
- Why does Superman stop bullets with his chest but ducks when you throw a revolver at him?
- What is the speed of darkness?
- If the temperature is zero outside today and it's going to be twice as cold tomorrow, how cold will it be?

Mick and Pat are standing on the 18th tee at their Irish Country Club. They are the final two-some in the Irish County Club Championship and are tied for the lead. The 18th hole is a beautiful par four with a deep valley, descending down to a dogleg right.

Both Mick and Pat hit long, straight tee shots which disappear down into the valley. A short time later, the fore caddie appears at the top of the hill and announces that both balls are within 6 inches of each other but there's a problem: both of the golf balls are Titleist #4s.

Mick and Pat look at each other and realize that they had not informed each other as to what kind of ball they were playing,

nor its number. They quickly descend into the valley and, sure enough, their two Titleist golf balls are right next to each at the bottom of the valley in the middle of the fairway.

Patrick looks at Mick and says, "We had better get a ruling from a tournament official to straighten this out. This is the Irish County Club Championships and we don't want to be disqualified for making a mistake and hitting the wrong ball. After all, we are tied for the lead."

Soon after, a rules official appears and examines the two #4 Titleist golf balls. He then looks up at Mick and Pat and says, "Which one of you is playing the orange ball?"





## **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.

**24 Hour Contact Raglan House. FOR**<sup>12</sup>  
**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**

**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

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

**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.

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.**