



WEBSITE: www.havilah.org.au

You can access the Havilah Facebook Page via the website



Mothers' day was celebrated in style at Raglan House with the tables decorated in pink, both Raglan house and Retirement Living residents made many compliments as well as family who attended the luncheon, it was a very special weekend for the ladies



**Retirement Community - Bi Monthly Resident Meeting Thursday 18th July 2019, 2.45 pm
 Raglan House - Ground Floor - Neill Street end
 Afternoon Tea Provided**

time to talk

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 community 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 oriented activities. We hope to see a few of you come and join us. Next few months dates are Wed 12th June, Wed 10th July, Wed 14th August 2019, first floor, Neill Street end at 10am. (up the lift and walk forward out of lift) Phone Kim for any further information on 54590169

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 together, pool, cards, golf etc

Handyman projects such as sanding & staining wood furniture.

Fight Night watching the boxing title fights on foxtel with a beer and supper.

HAVILAH MAJOR RAFFLE

There early bird draws conducted for our Major Raffle Lucky Winners to date are;
 Week one: Alan Duffin, Week two: Sharelle Mortlock, Week three: Wendy and Ivy Johnson Week four: Ernie Bandy, Week five: James Prime, Week Six: Peter Hooper Week 7 Marita Turner Week 8 Red Shirt Girls (Havilah Lifestyle Staff)
 All Tickets have been sold this year. **A big Thank you to Raeleen for another year of organising this fundraiser and to all of our supporters who bought and sold tickets.**





A group from the Havilah on Palmerston retirement living community went on a bus outing to "Mooramong" homestead at Skipton. Everyone enjoyed a tour of the home owned by Scobie Mc Kinnon and Hollywood silent screen actress Claire Adams. The Hollywood inspired Art Deco homestead is managed by the National Trust and has been left insitu as if the owners were still in residence. We enjoyed a pub lunch at the "Golden age" hotel in Beaufort and afternoon tea at the Pyrenees pantry on the way home. A wonderful day was had by all 16 who went on our Sunday drive adventure.



Big myth around the flu shot

It looks increasingly likely this will be one of Australia's worst flu seasons on record, yet despite the potentially deadly consequences, some people still refuse to be vaccinated.

Last year, half of Aussies admitted they had no plans to get a flu shot, with a bizarre misconception fuelling many of these decisions.

The main reason people didn't get the jab in 2018 was because they believed it made them sick, according to a Finder.com.au survey of over 2000 people.

According to Dr Daria Fielder, owner of Sapphire Family Health Practice, getting the flu while vaccinated is not because of the shot.

The reason you still might get sick is from people choosing not to vaccinate and causing the spread of different strains of virus.

"Influenza vaccine is an inactive vaccine and therefore it is unable to give you the flu. It does have some side effects, which commonly include pain in the arm or a fever, however it will not make you sick," Fielder said.

"In an ideal world, of course it would be better if everyone receives vaccination. If only some are vaccinated, the virus will continue to spread in the community."

The 2019 flu season started early and has already claimed at least 90 lives, surpassing the 57 flu-related deaths that occurred throughout 2018.

This year there has already been 49,072 cases of the flu recorded – over three times more than the same period last year.

Healthcare professionals have urged people to get vaccinated ahead of what's tipped to be a horror flu season.

And the worst is yet to come, with flu cases usually spiking around August.

Each year, scientists calculate the probability of which strains are likely to be the most problematic, as they cannot include all of them in the vaccine.

"However, if you get your flu vaccine every year you reduce your overall chance of contracting influenza virus significantly," Fielder said.

Generation X is the age group most suspicious of the vaccine, with 18 per cent believing it doesn't work, while only 10 per cent of the younger generation agree.

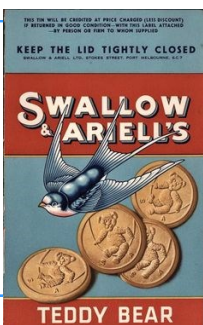
WEIRD and WONDERFUL WORDS

GALLIGASKINS - A type of loose breeches worn in the 16th and 17th centuries.



FALLS PREVENTION

Have Blood Pressure checked regularly.
Address any foot problems with a podiatrist.



THINGS MY MOTHER USED TO SAY

Don't eat that, you'll get worms!
Don't ask me WHY. The answer is NO.
Don't make me come in there!
Don't run with a lollipop in your mouth.

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.

Your assistance with this is appreciated.



The conversations of life

Sales in spy cameras spike as families say they're 'fearful' of aged care abuse

By Jill Donaldson on May 10, 2019

The owner of an Australian website that sells hidden cameras said he's seen a spike in the number of families fearful that their parents or grandparents are being abused, and believe the technology (which can cost between \$300 and \$400 a camera) could give them peace of mind.

This sales spike may be a result of the very sad stories we've seen coming out of the Royal Commission – which has already heard plenty of calls for the mandatory use of CCTV cameras in all common areas of aged care homes (and private areas, with the consent of residents) – keeping in mind most homes already do use cameras.

And the Government is clearly paying attention to these calls.

In our newsletter last month, we told you about the Australian-first, Government-funded \$500,000 trial of CCTV cameras across five aged care homes in South Australia – using cameras from the UK-based surveillance tech company, Care Protect.

But there are legal aspects to consider

Of course, it is very understandable that families want to guarantee the highest level of safety and care for their Mums and Dads, but legal experts are also urging anyone who is seriously considering the use of cameras in a loved ones' home to make sure they're doing their research before installing a device – and consider any potential legal consequences.

Firstly, if you are considering the use of a camera, it's vital that you first get consent from the facility you

plan to use it in.

It is illegal to secretly install surveillance without the facility's knowledge – because it's not just the privacy of your loved one or other residents that is involved, but also the privacy of aged care staff who work in the home.

Secondly, it is incredibly important that the person whose room you want to install the camera in gives their permission too – and is completely aware of all aspects of the surveillance.

And even in the instance that you obtain consent from both the facility and a resident, remember that publicly publishing the footage you record may not be legal either.

We certainly recommend seeking legal advice before moving forward with any use of a camera.

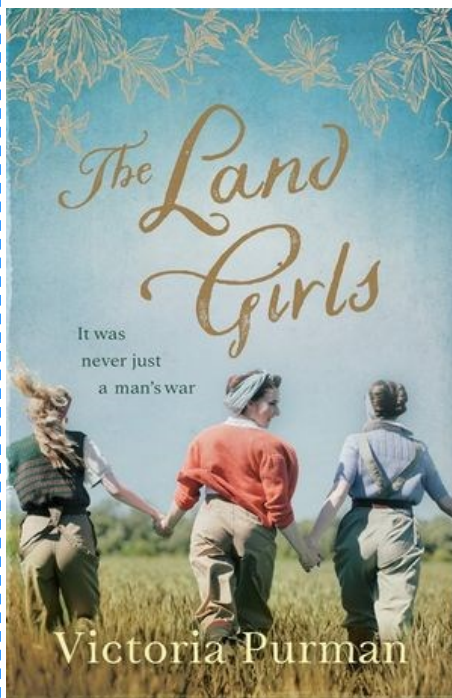


THINGS TO PONDER:

- Quick sand works slowly.
- Boxing rings are square.
- If you have a box of odds and ends and you get rid of all but one, what do you call it.
- Why do you recite at a play and play at a recital?
- Why do we ship by truck and send cargo by ship?
- Why do feet smell and noses run?
- Why do you fill out a form by filling it in?

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.

BOOK REVIEW



A moving story of love, loss and survival against the odds.

It was never just a man's war...

Melbourne, 1942

War has engulfed Europe and now the Pacific, and Australia is fighting for its future. For spinster Flora Thomas, however, nothing much has changed. Tending her dull office job and beloved brother and father, as well as knitting socks for the troops, leaves her relatively content. Then one day a stranger gives her brother a white feather and Flora's anger propels her out of her safe life and into the vineyards of the idyllic Mildura countryside, a member of the Australian Women's Land Army.

There she meets Betty, a 17-year-old former shopgirl keen to do her bit for the war effort and support her beloved, and the unlikely Lilian, a well-to-do Adelaide girl fleeing her overbearing family and the world's expecta-

tions for her. As the Land Girls embrace their new world of close-knit community and back-breaking work, they begin to find pride in their roles. More than that, they start to find a kind of liberation. For Flora, new friendships and the singular joy derived from working the land offer new meaning to her life, and even the possibility of love.

But as the clouds of war darken the horizon, and their fears for loved ones - brothers, husbands, lovers - fighting at the front grow, the Land Girls' hold on their world and their new-found freedoms is fragile. Even if they make it through unscathed, they will not come through unchanged.

Q: What did one cow say to the other? A: Moooooooooove over!

Q: What kind of cat should you never play games with? A: A cheetah!

Q: What is black and white and red all over? A: A skunk with a rash

Q: What time is it when 5 dogs chase 1 cat? A: Five after one.

Q: What do whales eat? A: Fish and ships.

Q: What part of a fish weighs the most? A: The scales.

Q: What do you call a dinosaur in a car accident? A: A tyrannosaurus wreck!

Q: What do you call a gorilla wearing earmuffs? A: Anything you like, he can't hear you.

Q: Why are giraffes so slow to apologize? A: It takes them a long time to swallow their pride.

Q: How did Noah see the animals in the Ark at night? A: With flood lighting.

Q: What is the easiest way to count a herd of cattle? A: With a cowculator.



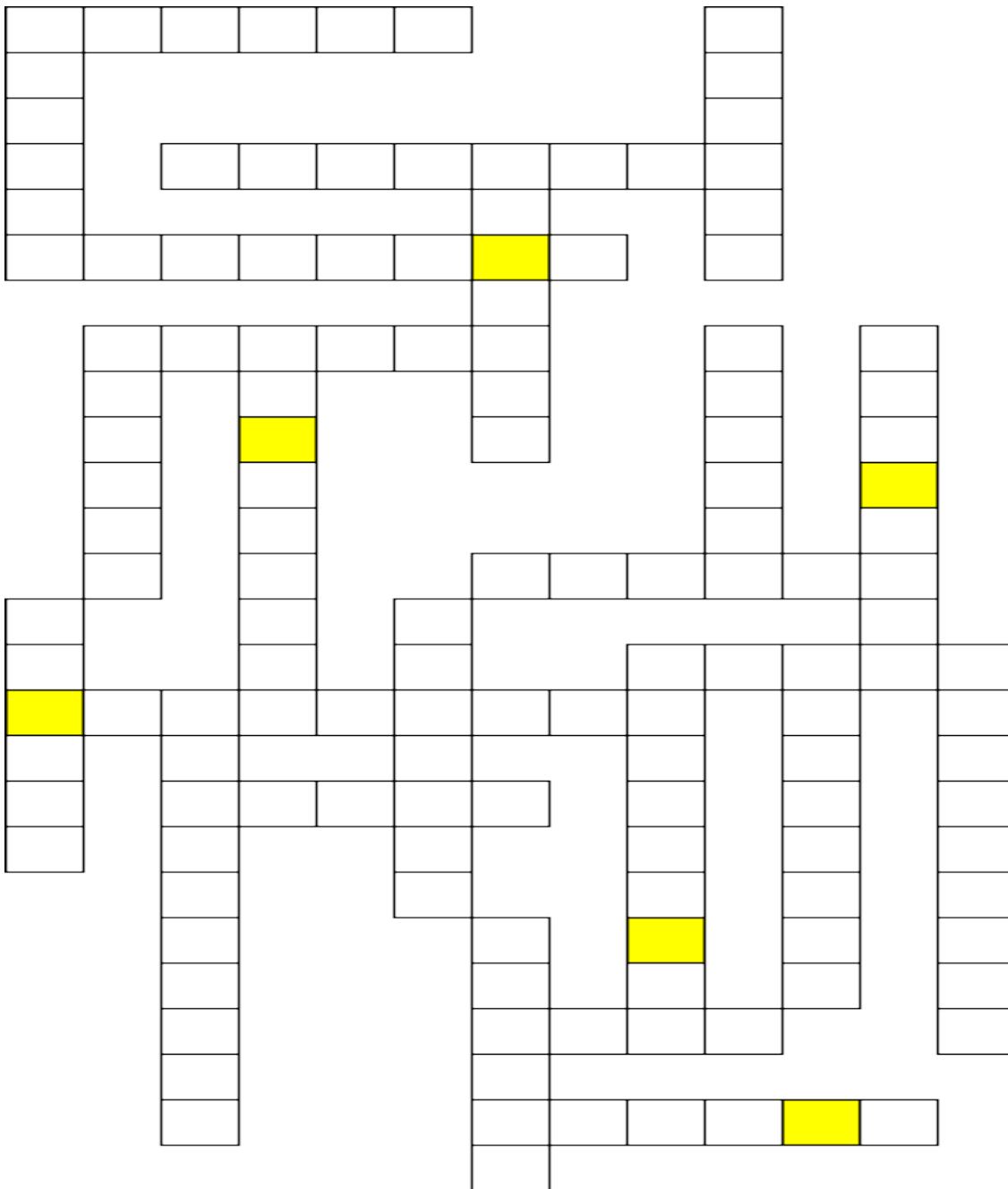
EFTPOS

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**



**4 Letter Words:**

ROME

5 Letter Words:

PARIS

SOFIA

6 Letter words:

ATHENS

DUBLIN

LONDON

MADRID

PRAGUE

VENICE

VIENNA

WARSAW

ZAGREB

ZURICH

7 Letter Words:

BELFAST

CARDIFF

8 Letter Words:

BRUSSELS

FLORENCE

HELSINKI

SALZBERG

9 Letter Word:

AMSTERDAM

BUCHAREST

EDINBURGH

STOCKHOLM

10 Letter Words:

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 numbers 1-9

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

Medium 517

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

Easy 517

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

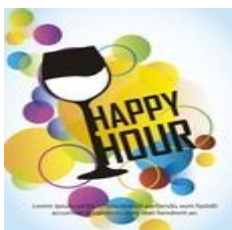
CEO 54617 381
0429617380

RAELEEN 54617 380



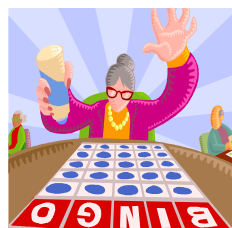
RESIDENTS MEETING & LIFESTYLE COMMITTEE

Meeting will be
 Thursday 18th July 2019 at 2.45pm,
 Raglan House –Ground Floor-Neill Street end.
 (Coffee & Chat immediately after the meeting)

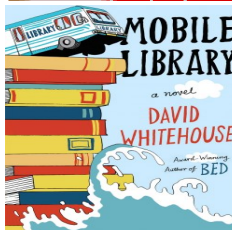


HAPPY HOUR

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



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



MOBILE LIBRARY:

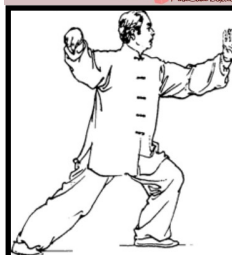
NEXT DATES:

24th June, 8th and 22nd July
 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

What's On & Events

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

CHURCH of CHRIST - 1 Wednesday of the month at 10.00am

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

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.45pm

CHURCH SERVICES Room 7—High School Centre



time to talk

Time to Talk - 2nd Wednesday each Month

Next Date 10th July 10.00am

Raglan House—first floor

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.

Contact Shirley on 5461 1657 or Rachel on 0419125459



The AFL Footy season is getting to the half way mark in the season with 10 rounds already been played. The ladder has got some very mixed results with Don Drake and Lorna Baines jointly holding first position with 62 points.

In second position with 58 points is Merv Huggett and in third place is held jointly with Mary Edwards and Terry Simpson with 57 points.

The wooden spooner at present is Margaret Smith on 38 points.

From the 10 rounds already played there has only been 4 tipsters who have picked a full house in round 6, 8, 9 and 10.

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.

Winners for the overall competition will be awarded with their winnings and certificate at Happy Hour prior to the AFL grandfinal.

MAR 17 2019	JUNE 16 2019	SEP 15 2019
APR 21 2019	JULY 21 2019	OCT 20 2019
MAY 19 2019	AUG 18 2019	NOV 17 2019



Construction Projects Storage /Workshop and Extension to Reglan House Dining Room.

Both of these works are to be funded by a grant under the Rural, Regional and Remote Aged Care Infrastructure Funding. \$43,480 for the Storage/Workshop and \$218,611 for the dining room extension.

Plans are almost ready for submission for a Planning Permit. We are not required to apply for a permit through Heritage Victoria as the area of constructions falls outside of Heritage Overlay 180 which extends over the Havilah on Palmerston site from Inkerman to Havelock Street. The balance of the land is within the local Heritage Overlay and is subject to a permit through Central Goldfields Shire.

Hopefully as both constructions are internal to the site there will be no delays in obtaining a Planning Permit for the works.

Tennis Court Site

The Planning Permit application was lodged in mid November but is some way off being resolved.

What a frustrating process this is exacerbated by the shortage of Planning Staff at Central Goldfields Shire. Havilah first met with Shire Planners and Engineering Staff to discuss the proposal in July 2018. We wanted to ensure that when the application was submitted everything was in order, for example we had all the reports and drawings that would be required for consideration of the application. We then provided a detailed presentation to the Administrators and Senior Management staff.

We are currently waiting on comments to be forwarded from the Engineering Team and also from Council's Heritage Consultant. Having regard to the fact that we are almost 12 months in to discussions with the Council in relation to this project it would have been a good thing to have the Heritage Consultant involved earlier if this was to be a consideration. Certainly, when application was made for a permit to demolish the dilapidated house at 54 Raglan Street Havilah was advised to submit a Heritage Architect report with the application but no such advice was given in relation to the Tennis Court site Development.

It is unfortunate that the timing of this project which is a very important one for Maryborough has fallen within a period of what appears to be quite a restructure at Central Goldfields Shire.

As mentioned earlier a frustrating process.

Painting Exposed Roof Battens - Raglan House and Retirement Units

Some exposed battens are showing weather damage and a quote has been obtained from Leon Mullins, Ballarat Heritage Painting, to paint as appropriate.

Nature Strip Works

Residents fronting Inkerman have requested works be carried out on the nature strip area. The Grounds and Buildings Committee together with Council Engineering and Parks and Gardens staff inspected the area last week. A number of options were considered and in the end it was decided that turf was the best option both for aesthetics and for resident access from their property to any vehicle parked in the street.

The proposed works will be carried out post winter.

The opportunity was also taken to discuss with Council staff further possible works to the nature strips along Palmerston Street, particularly in relation to the area beyond Dunne Street towards Neill Street.

Although there will be no Council contribution towards the cost of these works, an application must be made to Council and approval given, hence the requirement to include Council in the inspection of the area.

These works will be programmed over 2019/2020 and 2020/2021. Works in Neill Street will form part of the Tennis Court land development.

Havilah on Palmerston Kitchen

Kitchen staff are rapt with the new Rational combi oven recently installed at the Palmerston Kitchen at a cost of \$19,500. This replaces a smaller unit and staff are very happy with the Rational brand which is accepted as the best in the marketplace. The size and programming flexibility of the new oven supports creativity and variety providing options for staff to produce a greater range of high quality meals for our residents.



Butterscotch Pinwheels

- 3 cups self raising flour
- 3 teaspoons baking powder
- 1/4 cups caster sugar
- 100g butter, chopped, extra 30g melted butter
- 1 cup milk
- 3/4 cup macadamias, finely chopped
- 1/4 cup currants
- 1 1/2 teaspoons ground cinnamon

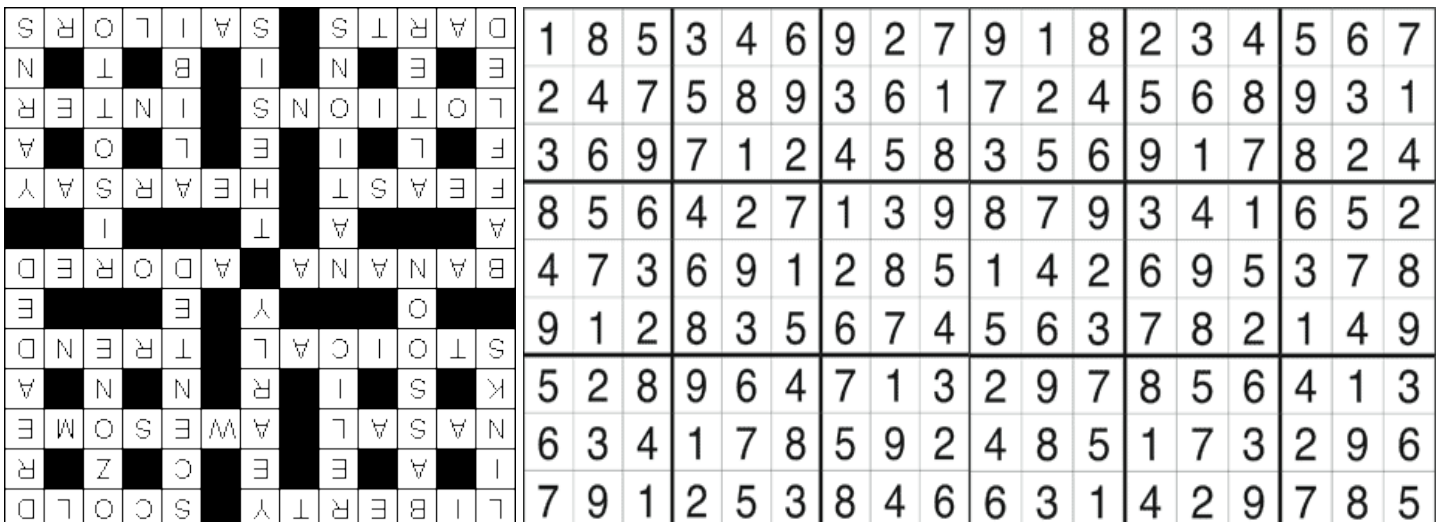
- Preheat oven to hot, 200c. Lightly grease a 20cm round cake pan and line with baking paper.
- Sift flour and baking powder into a large bowl. Stir in caster sugar. Using fingertips, rub in the butter until the mixture resembles bread crumbs.

- Make a well in the centre of the dry ingredients. Add milk all at once, mixing to form a soft dough. Turn onto a lightly floured surface. Knead gently until smooth.
- Using a floured rolling pin, roll dough into 25 x 35 cm rectangles. In a bowl, combine macadamias, brown sugar, currants and cinnamon.
- Brush the dough with the melted butter and sprinkle with about 3/4 of the nut mixture. Roll up from the long side. Trim the ends. Cut into 2cm thick slices.
- Arrange the slices, cut side up, in the prepared pan. Brush with the remaining butter and sprinkle with the remaining mixture.
- Bake for 20-25 minutes until golden. Turn onto a wire rack. Serve warm or at room temperature.



Quiz and Crossword Solutions from page 7 & 13

1. Adamnaby.
2. Western Australia.
3. Queensland and South Australia.
4. 1804.
5. Japan.





The mother-in-law stopped unexpectedly by the recently married couple's house. She rang the doorbell and stepped into the house. She saw her daughter-in-law standing naked by the door. "What are you doing?" she asked.

"I'm waiting for my husband to come home from work," the daughter-in-law answered. "But you're NAKED!" the mother-in-law exclaimed. "This is my Love Dress," the daughter-in-law explained. "Love Dress? But you're naked!" "My husband loves me to wear this dress! It makes him happy and it makes me happy. I would appreciate it if you would leave because he will be home from work any minute." The mother-in-law was tired of all this romantic talk and left.

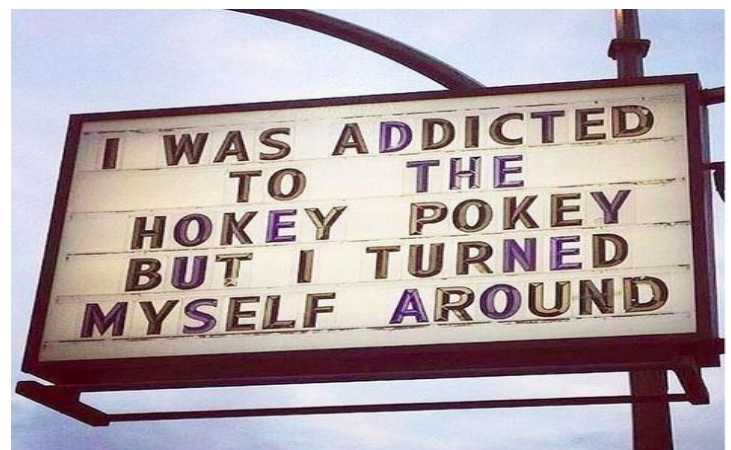
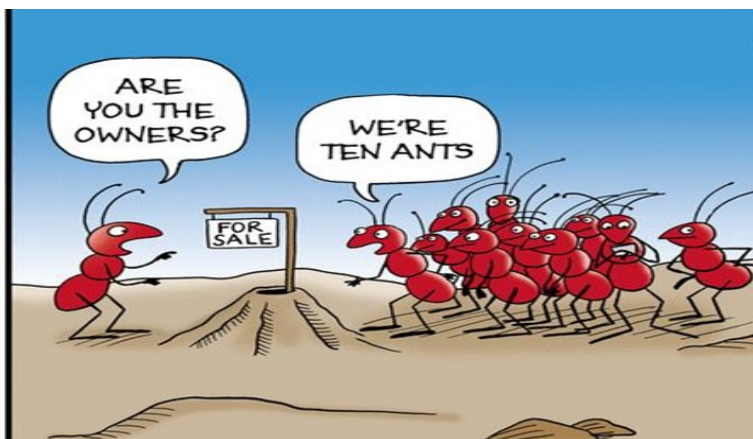
On the way home, she thought about the Love Dress. When she got home she got undressed, showered, put on her best perfume and waited by the front door. Finally, her husband got home. He walked in and saw her standing naked by the door. "What are you doing?" He exclaimed. "This is My Love Dress." She replied. "Needs ironing," he said.

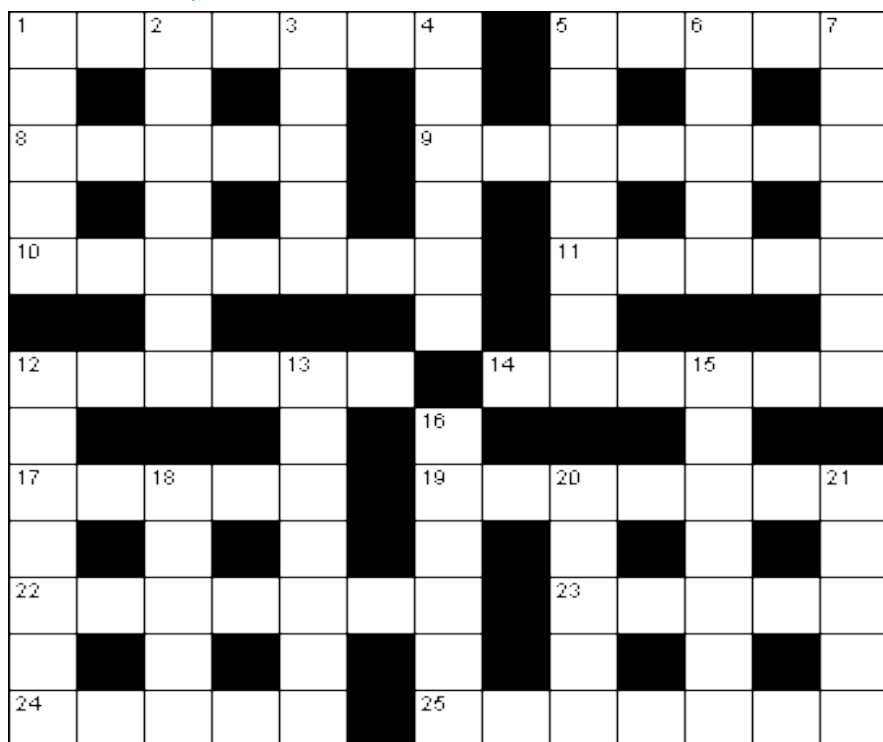


John and Jessica were on their way home from the bar one night and John got pulled over by the police. The officer told John that he was stopped because his tail light was burned out. John said, "I'm very sorry officer, I didn't realize it was out, I'll get it fixed right away." Just then Jessica said, "I knew this would happen when I told you two days ago to get that light fixed."

So the officer asked for John's license and after looking at it said, "Sir your license has expired." And again John apologized and mentioned that he didn't realize that it had expired and would take care of it first thing in the morning. Jessica said, "I told you a week ago that the state sent you a letter telling you that your license had expired." Well by this time, John is a bit upset

with his wife contradicting him in front of the officer, and he said in a rather loud voice, "Jessica, shut your mouth!" The officer then leaned over toward Jessica and asked, "Does your husband always talk to you like that?" Jessica replied, "only when he's drunk."



**Across:**

1. Freedom (7)
5. Berate (5)
8. Rhinal (5)
9. Amazing (7)
10. Impassive (7)
11. Tendency (5)
12. Fruit (6)
14. Loved (6)
17. Banquet (5)
19. Gossip (7)
22. Embrocations (7)
23. Entomb (5)
24. Arrow (5)
25. Mariners (7)

Down:

1. Golf course (5)
2. Woodwind instrument (7)
3. Object surviving the past (5)
4. Annual (6)
5. Perfumed (7)
6. Earth's protective layer (5)
7. Feared (7)
12. Perplexed (7)
13. Countries (7)
15. Rice dish (7)
16. Dissertation (6)
18. Change (5)
20. Legal excuses (5)
21. Tall tales (5)

WORD SEARCH - TAKE a BREAK

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

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

CALM DOWN, CATNAP, CHILL OUT, COMFORT, COOL OFF, DAYDREAM, DOZE, EASE, FREEDOM, HOLIDAY, LEAVE, LEISURE, LOOSEN UP, LUXURIATE, PEACE, PICNIC, QUIETEN, RECESS, RELAX, RELIEF, REPOSE, REPRIEVE, RESPITE, REST, SABBATICAL, SERENITY, SETTLE DOWN, SIESTA, SIMMER DOWN, SIT BACK, SLACKEN, SLEEP SLUMBER, TAKE A BREAK, TAKE IT EASY, TIME OFF, TIME OUT, UNCOIL, UNWIND, VACATION.

QUIZ

1. Where would you find the Giant Trout?
2. In which state would you find Yanchep?
3. Through which two states does the Birdsville Track run?
4. In which year was the city of Hobart founded?
5. Prisoners of which nation participated in the Cowra Breakout?

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

FEEDBACK - We welcome your feedback, FEEDBACK FORMS ARE AVAILABLE IN THE FOYERS OF THE HIGH SCHOOL CENTRE AND RAGLAN HOUSE

Residents are encouraged to communicate any issues they may have to

CEO Barb Duffin 5461 7381 Mobile 0429 617380

email: barb.duffin@havilah.org.au

Director of Care Kelsey Hooper 54 617383

email: kelsey.hooper@havilah.org.au

Nurse Manager Havilah on Palmerston Deb Matthews

email: 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 or Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

RAGLAN HOUSE NURSE 24 HOUR CONTACT NUMBER Telephone 54 590150

HAVILAH ON PALMERSTON RECEPTION HOURS

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

HARKNESS ST RECEPTION OFFICE HOURS

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

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