



## Aged Care Employee Day

**#Thanksforcaring** is the theme for 2021 and we encourage all Australians to take the time to compliment the hundreds of thousands of often unsung heroes of aged care and say 'thank you for caring' during this once-in-a-century pandemic.

More than 360,000 dedicated aged care workers offer care and support for around 1.3 million older Australians. They continue to work hard to keep people just like your mum or dad, grandmother or grandfather, safe in this national emergency. Aged care workers are dedicated to a rewarding, yet regularly challenging, profession in which they devote themselves to



## **BREAKING NEWS**

### **\$4.96m Capital Funding for Havilah**

Havilah has received a \$4.96m Capital Grant in the Aged Care Approvals Round (ACAR) announced last Friday.

Havilah is excited to share this great news with our community. We are over the moon with the success of our application which is a major boost for Havilah going forward and for our community.

Victoria received \$28m of the \$150m allocated nationally and **Havilah received \$4.96M.**

There were 79 capital grants ranging from \$42,000 to \$14,000,000.

This was a very competitive process with applications for capital grant funding significantly oversubscribed. 161 applications seeking over \$665 million compared to the \$150 million on offer.

The department identified that regional and remote locations were a priority for funding in the 2020 ACAR. 97% of grant funding was allocated in regional and remote locations, with 90% allocated to services located in

highest need locations

93% of funding was allocated to not-for-profit and local government providers.

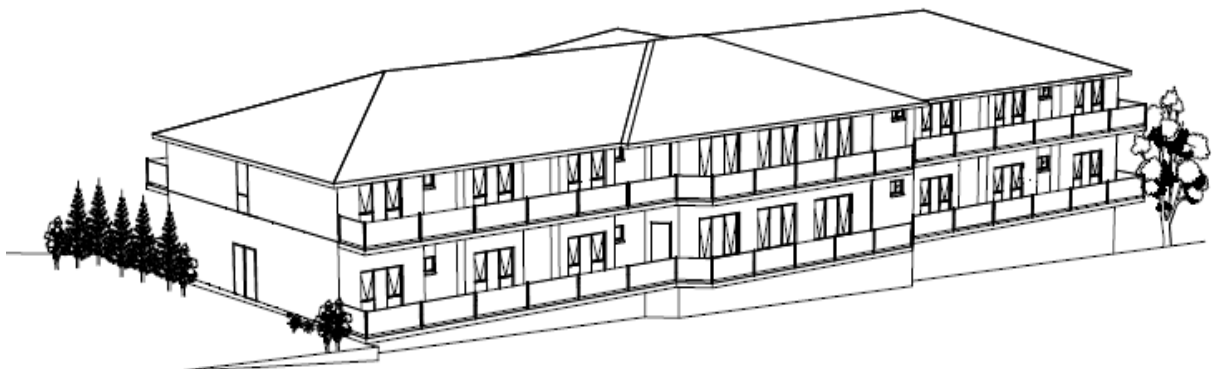
The capital funding is towards the development of 24 residential places allocated in the 2018 ACAR. In March this year Havilah made application for a \$4.96M Capital Grant to assist with the project costs of developing the \$7.9M facility.

The capital works are for a double storey, supportive accommodation unit of small hub home design. The design provides for further separation within each storey for enhanced infection control should this be required. On site parking and access to private and communal outdoor space is included in the project.

The design provides for a business model around multi tasked care staff, supported by clinical staff facilitating independence and purposeful activity and supporting residents to make their own choices in all aspects of daily life.

Provision of balconies accessible from each residential unit provides easy access for residents accessing the outdoors for relaxation.

These are also areas to enjoy with other res-



## HAVILAH MAJOR RAFFLE

There have been four early bird draws conducted for our Major Raffle Lucky Winners to date are;

Week one: Freddie Branch Week two: G and S Patterson, Week three: Graham Walker, Week four: Judy Lind

**Our goal is to sell all the tickets and we are almost there, we would very much appreciate your support.**

To purchase a ticket, please contact Raeleen 54617380 or reception 5461387

This is an important part of our fundraising program each year with the proceeds used towards capital purchases such as equipment.

**A big Thank you to Raeleen for another year of organising this fundraiser and to all of our supporters who bought and sold tickets.**



## WEIRD and WONDERFUL WORDS

**EXSANGUINE - bloodless or anaemic**



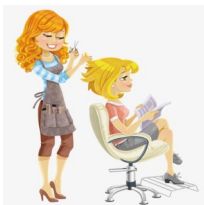
### **Justice of the Peace**

If residents require the assistance of a Justice of the Peace you are welcome to contact

**Terry Simpson**

Mobile: 0419 737 837

During business hours



### **HAVILAH HAIRDRESSER**

Onsite hairdresser Julie has resumed the service within the guidelines of the covid restrictions, Julie will attend to trims, comb ups and perms, the salons are sanitised after each client.

Contact Julie at the salon to arrange your appointment on ph: 5459 0141



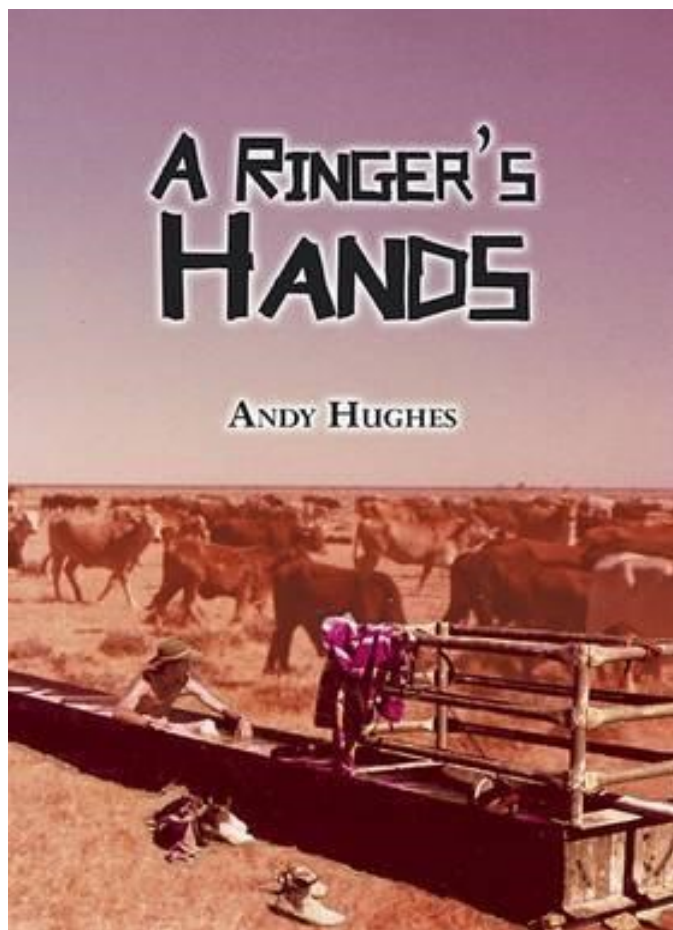
### **EFTPOS**

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

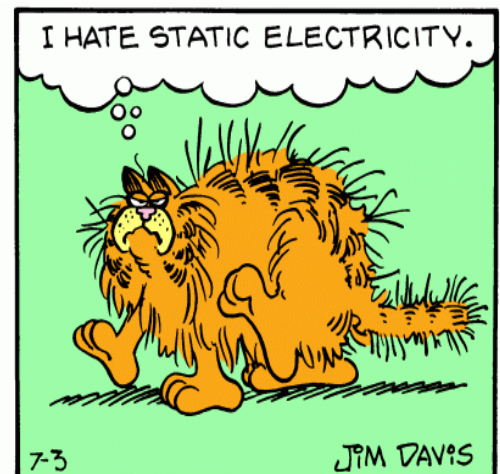
### **Emailing HOP TOPICS**

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.





A Ringer's Hands is an account of the year Andy Hughes spent working on an outback cattle station in the middle of the Northern Territory. He left Sydney as a city boy with a ute, a swag, a red dog and a craving for adventure, he came back a real Australian ringer. His grandfather would talk for hours about his young life working on a large property in South Australia. Andy couldn't wait to get out there and have a go, he spent most of 1987 at Murrarji at the top of the Tanami Desert. Learnt how to ride rough horses, work crazy cattle and drive road trains. He went chopper mustering, barramundi fishing and rode a steer at the Daley Waters Rodeo. He helped track down a suicide case and during a trip to town was mistaken for the Kimberley killer by cops with their weapons drawn. This is the story of the time of Andy's life, a true autobiography. 'A Ringer's Hands' is an account of the year Andy Hughes spent working on an outback cattle station in the middle of the Northern Territory.



It has certainly been another different year for the AFL, with changes in the draws, clubs hurriedly vacated from states to beat any lockdowns in states, and the uncertainty of where the Grand final will be played this year.

After 19 rounds the season is drawing to a close, Bill D'Alton is holding the 1st place in the tipping circle with a score of 108.

Anne Stuart is in a close second position with a score of

107 and hot on her tail is Terry Simpson with a score of 106 with many others very close on the ladder, at this stage the ladder board could change dramatically. Sadly there is always someone holding up the ladder, Marj Beaumont is doing that job with a total of 72 points.

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

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

**DINERS' CLUB** Bi-Monthly outings are organized through the Diner's Club. Please Contact Alison or Georgie 54590169 if you would like join in this activity.

**SUNDAY LUNCH** Sunday Lunch is in Rooms 1 and 2, High School Centre. This is for Retirement Living Residents only for the time being. Not available in house at the moment due to Covid. Take away meals are available on a Sunday to compensate. Take away meals also continue Monday to Saturday for the time being.



**HAPPY HOUR** Our fortnightly Friday night "Happy Hour" is in Rooms 1 and 2. These are at present for the Retirement Village residents only. Currently virtual due to covid restrictions. Hopefully back face to face soon.



**SPECIAL MORNING TEA** On the alternate Fridays virtual special morning tea will continue as at present.

*Alison Steike and Georgie Hall are sharing the Lifestyle position and be contacted on 5459 0169 or email [alison.steike@haviilah.org.au](mailto:alison.steike@haviilah.org.au) or [georgie.hall@haviilah.org.au](mailto:georgie.hall@haviilah.org.au)*

*Our apologies that we cannot include guests for the time being. We hope that it will not be long before guests can be*

## Dysphagia: little condition leads to big problems

A swallowing impairment known as dysphagia is a little recognised medical problem with a significant cost on our health system.

Researchers from Flinders University found that people in hospital who also have dysphagia need to stay there for longer periods.

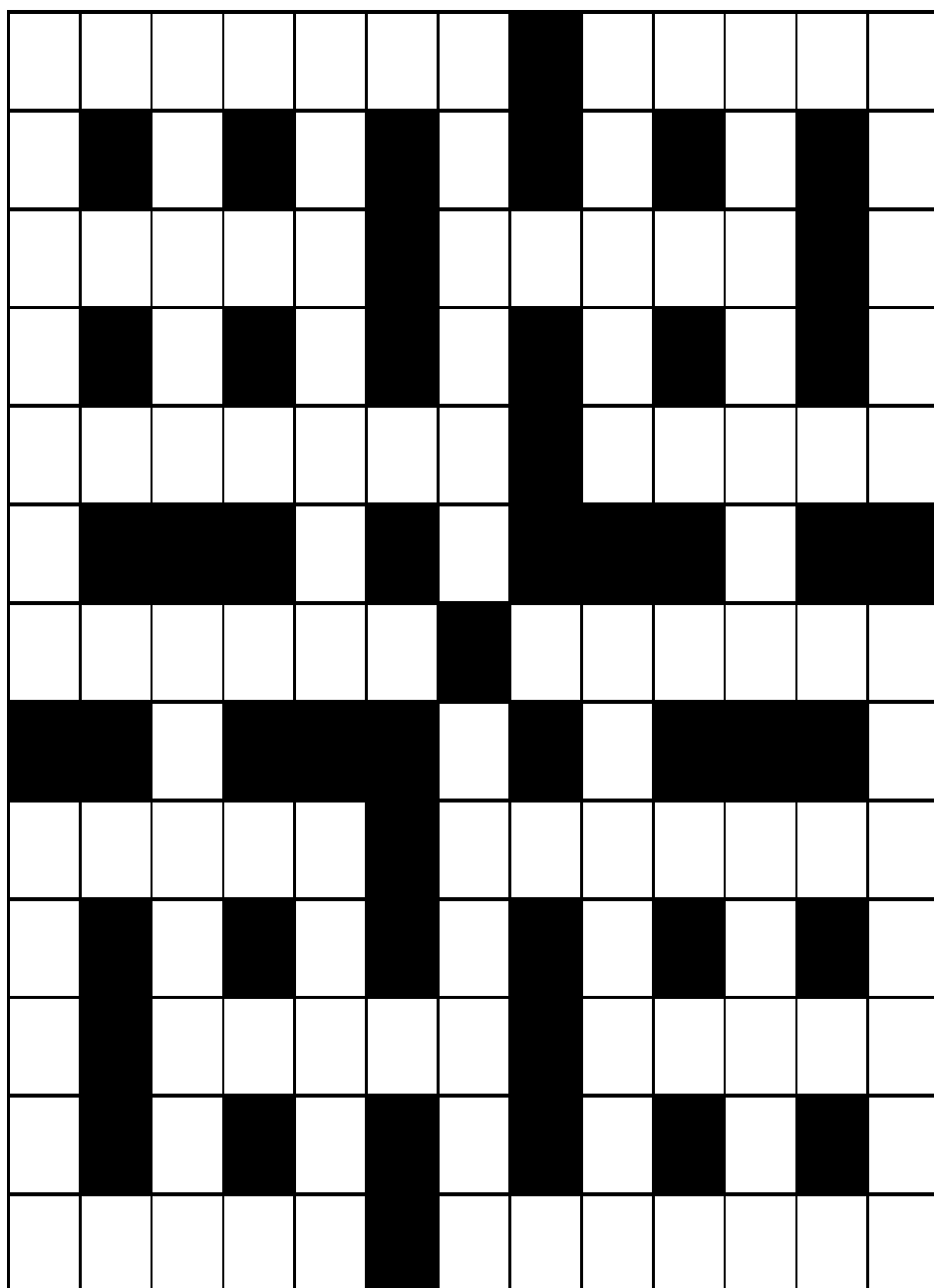
Lead researchers Dr Stacie Attrill and Dr Sebastian Doeltgen, head of the university's Swallowing Neurorehabilitation Research Lab, say an analysis of 23 cohort studies from Europe and North America found that people with dysphagia stay, on average, for three days longer in hospital – regardless of their diagnosis – costing the health care system an average of 40 per cent more than people without impaired swallowing.

More than 100,000 Australians have dysphagia, which is a consequence of health conditions such as stroke and Parkinson's Disease. It can lead to choking, lung infection, malnutrition and dehydration – but why is it hard to spot?

Doeltgen says, as there aren't as many overt signs, the subtle signs are the ones to watch: such as someone not finishing their meal or starting to drink less because it's uncomfortable. In particular, it is hard to spot in the elderly as their ability to swallow naturally declines as they age.

He says that nurses play a large role in spotting and managing the signs of dysphagia by screening and identifying patients that pose a greater risk. "[They should] get an early speech pathology assessment, as research shows this leads to catching it early and reduces the risk of these patients dying in hospital due to respiration pneumonia," Doeltgen said. He said nurses are in a position to consult with speech pathologists and encourage patients to maintain oral hygiene standards. He stresses that this condition is not just limited to the larger hospital setting, but also in home and residential environments.



**5 LETTER WORDS**

ABYSS  
 AGILE  
 ARENA  
 AWARE  
 EDGES  
 ETHER  
 EXITS  
 GAUZE  
 GIFTS  
 IRATE  
 SAUNA  
 SOBER  
 TWILL  
 WAGER

**6 LETTER WORDS**

EASILY  
 KARATE  
 SWERVE  
 UNTRUE

**7 LETTER WORDS**

EARNEST  
 ELEMENT  
 FEATHER  
 ILLEGAL  
 INSIGHT  
 NARRATE  
 OBELISK  
 OUTLINE  
 RAILWAY  
 WARRIOR

**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





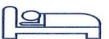





2		8			9			
4			2				8	
					3	4		
7			3	8				
		5				7	1	
					6			
	9					3		4
		6						
		3	7	1		8		

Medium 825

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

Easy 825



COVID-19: IDENTIFYING THE SYMPTOMS				
SYMPTOMS		COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
Fever		Common	Rare	Common
Cough		Common	Common	Common
Sore Throat		Sometimes	Common	Common
Shortness of Breath		Sometimes	No	No
Fatigue		Sometimes	Sometimes	Common
Aches & Pains		Sometimes	No	Common
Headaches		Sometimes	Common	Common
Runny or Stuffy Nose		Sometimes	Common	Sometimes
Diarrhea		Rare	No	Sometimes, especially for children
Sneezing		No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.

**HELP STOP THE SPREAD AND STAY HEALTHY.**

**TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.**

For more information about COVID-19, visit [www.health.gov.au/covid](https://www.health.gov.au/covid)

## 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 information and updates are published.

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.

## The Premier Daniel Andrews has announced that from 8.00pm Thursday 5th August

### Visitor Restrictions

No visitors are permitted into aged care or other residential facility settings, except for end-of-life reasons and other excepted reasons such as essential care and support that cannot be provided by Havilah staff.

Non-essential contractors are restricted from entry

None of us will be able to have visitors in our homes, are able to go to cafes and restaurants with social distancing, masks are to be worn indoors and outdoors and carried at all times, and unrestricted travel between metropolitan and regional Victorian areas.

### You cannot enter the facility if:

- \* 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.**

♦ Have not had and provided evidence of a current influenza vaccination unless you have a specific exemption.

### Retirement Village Specific Guidance

There are no current specific guidelines in relation to Retirement Villages.

### The key things you need to know in relation to the general community are

- ♦ Victoria's exposure areas are included on the DHHS website and are updated ongoing. Please check where the exposure sites are before planning any outings or visits from family and friends.

The roll out of vaccination has commenced although not with-

out some delays and changes to the schedules originally planned.

**IF YOU HAVEN'T YET ORGANIZED YOUR VACCINATION, TALK TO YOUR GP ABOUT THIS AND THE FLU VACCINATION. SUPPLIES ARE TRICKLING INTO GP PRACTICES SO A GOOD IDEA, IF YOU WANT TO BE VACCINATED, TO BE ORGANIZED TO SCHEDULE THESE AS SOON AS SUPPLY IS AVAILABLE.**

More than half of Australia's population is in lockdown and the borders are being slammed shut due to the alarming outbreak of the Delta variant of COVID-19, yet there are still some Aussies who think it is just a lark.

A 39-year-old Brisbane man (yes, 39) was in quarantine on the fourth-storey of a hotel in Perth, Western Australia. On Tuesday morning, he escaped by tiring bed sheets together and clambered down to the street as though he was breaking out of Alcatraz. He wandered the streets for six hours before being caught by West Australian Police and arrested for breaching a public health order.

He had been refused entry to WA on Monday afternoon under COVID-19 restrictions and told to leave the state within 48 hours. He had arrived without a G2G pass – an interstate passport system used in

WA and Tasmania – and failed to meet the exemption criteria for entering.

The reason for his desperate escape? He did not want to go back to Queensland! Some people just don't get it.





**CONTACT NUMBERS:**

**FOR PALMERSTON ST SITE**

**Reception 5459 0140**

**MON-FRI 9AM – 4pm**

**Weekends & Public Holidays 10 am - 4pm**

**Raglan House 5459 0150 (24 hr number)**

**Nurse Manager 5459 0154**

**Lifestyle 5459 0169**

**Maintenance BH 0417 679 803**

**24 hr Maintenance AH 0408 645 203**

**Kitchen 5459 0180**

**CONTACT NUMBERS:**

**FOR HARKNESS ST SITE**

**Reception 5461 7300**

**MON-FRI 9AM-5PM**

**Weekends & Public Holidays 10 am - 4pm**

**Nursing Supervisor 5461 7394 (24 hr number)**

**Director of Care 5461 7383**

**Lifestyle 54617 390**

**CEO-Barb 54617 381**

**THINGS MY MOTHER USED TO SAY**

**I say Pardon, Not What**

**I've told you a thousand times.**

**If someone asked you to jump off a cliff , would you?**

**Cinnamon Cakes**

**Ingredients:**

- 175g butter, plus 40 g melted
- 1 ½ cups caster sugar, plus extra 2 tbsp
- ¾ cup milk
- 3 eggs
- 2 tsp vanilla
- ½ tsp ground cinnamon, plus extra 1 tsp
- 1 ¾ cups self raising flour
- 1 ¾ cups custard powder

**Instructions:**

- Pre heat oven to 180C/160C fan forced. Grease and flour muffin pans
- Place the butter, sugar, milk, egg, vanilla, cinnamon, flour and custard powder in a large bowl. Use electric beaters on low speed to beat until combined. Continue to beat, gradually, increasing the speed to high, for five minutes or until the mixture is pale and creamy.
- Divide mixture evenly among the prepared muffin

holes. Bake for 20 – 25 minutes or until a skewer inserted in the centre of a cake comes out clean, Stand in pan for 5 minutes before transferring to a wire rack.

- Meanwhile, combine the extra cinnamon and extra sugar in bowl. Brush the hot cakes with the melted butter. Dip cakes into or sprinkle tops with cinnamon sugar.
- Serve the cakes warm or at room temperature.



Please think of others and comply with parking signs, therefore only cars displaying Disabled stickers in Disabled Parking zones, No Parking, and No Parking zones.





## Falls Prevention

**Have a Healthy and Nutritious Diet**  
**Maintaining a healthy and active lifestyle -**  
**regular exercise prevents muscles weaken-**  
**ing and joints stiffening.**



**Maintenance Reporting** Residents are requested to report all maintenance issues to Reception Monday to Friday between 10.00am & 4.00pm telephone 54590140 or call in. For urgent items during business hours call maintenance direct on 0417679803 or contact Reception at Harkness 54617387. Alternatively residents can email any issues to [palmerston@haviilah.org.au](mailto:palmerston@haviilah.org.au) For after hours, weekends and

public holidays telephone our on call maintenance on 0408 645 203 **NOTE:** This also applies to garden and grounds issues that need addressing.

For any reported items that have not been addressed in a timely manner or are not addressed to your satisfaction, please contact CEO Barb Duffin telephone 0429617380 or email [barb.duffin@haviilah.org.au](mailto:barb.duffin@haviilah.org.au)

Barb's mobile number is included

in each edition of HOP Topics and you can contact her 24/7. Best not ring after midnight though unless it is a real emergency.

### Other concerns:

We are here also if you need to discuss any concerns with us and if we cannot personally assist you we can help you to get any advice that you need. This could be in relation to obtaining services into your unit, explaining the annual financial statements or fee accounts that we send you, organizing a family party,

### Quiz and Crossword Solutions from page 5 & 11



1. Blue, Yellow, Black, Green and Red
2. Almonds
3. Blue
4. Yellow
5. Three

A	S	P	E	N	A	T	L	A	N	T	A			
P					R						E			
M	E	N	O	R	C	A			A	N	D	E	S	
A			O		U			K		C	U		D	
T	I	B	E	T				N	I	C	O	S	I	A
					A			A		A			E	
A	E	G	E	A	N			E	D	W	A	R	D	
R					I			S		H				
A	U	S	T	R	I	A				O	S	A	K	A
G			E		Y			S		R		M		Z
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6	7	1	8	5	3	4	9	2
4	3	9	2	6	7	5	8	1
2	5	8	1	4	9	6	7	3

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

Medium 825

Easy 825

# Giggletime

LIFE IS  
BETTER  
WHEN  
YOU'RE  
LAUGHING.

A man told his three sons when he sent them to university: 'I feel it's my duty to provide you with the best education, and you do not owe me anything for that.'

'However, I want you to appreciate the opportunity. As a token, I want you to put \$1000.00 into my coffin when I die.'

And so it happened, the sons became a doctor, a lawyer and a financial planner, each very successful financially. When the day came they remembered their father's wish.

The doctor put 10 \$100 notes onto

the chest of his deceased father. Then came the lawyer, who put 20 \$50 notes there.

Finally, it was the heartbroken financial planner's turn. He took out his cheque book and wrote a cheque for \$3000. He put it into his father's coffin, and took the \$2000 cash.

The neighbours thought it was odd, but 93 year old Jack was dating again.

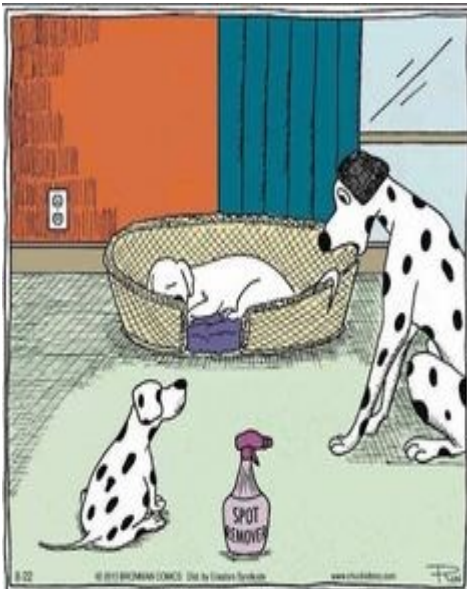
One Monday morning, Jack woke up with a funny feeling that something important had happened the previous night.

It was during breakfast that Jack finally remembered what it was. He had proposed to his date, Meryl.

But what she answered, he couldn't seem to remember.

Jack picked up the phone and dialled her number 'Hi Meryl', said Jack, 'I have a funny question for you, do you remember last night when I proposed?'

"Oh my gosh" replied Meryl, 'I am so glad you called, I knew I said Yes to somebody, but couldn't remember who it was.'



"What did you do to your little brother?"



We all know mirrors don't lie...  
I'm just grateful that  
they don't laugh!



Jerry was in hospital recovering from surgery when a nurse asked how he was feeling.

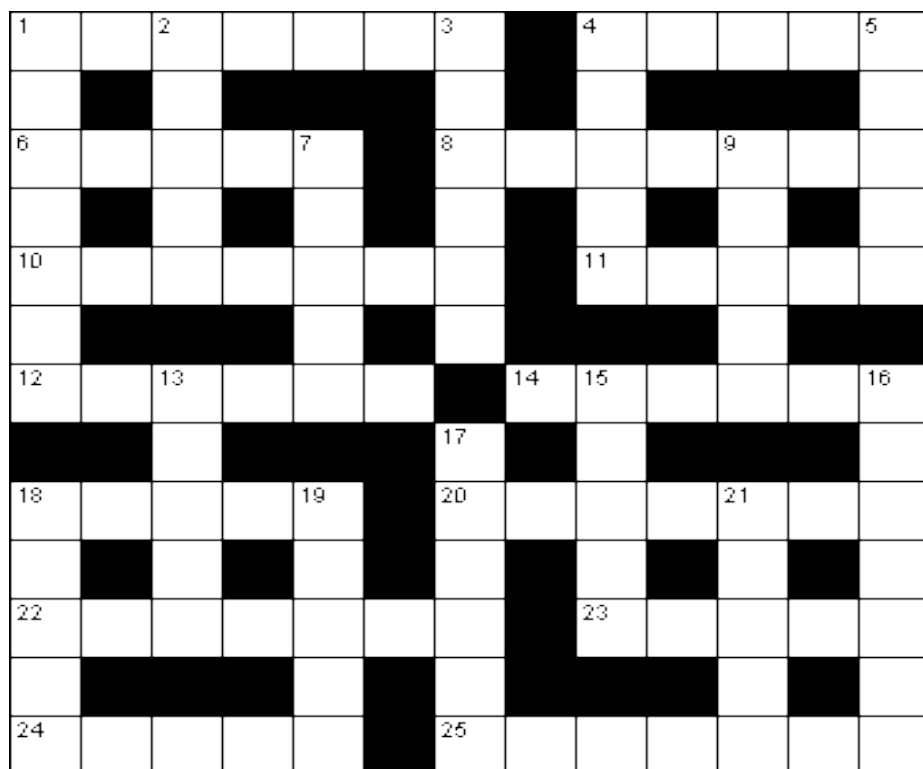
'I'm OK, but I didn't like the four letter word the doctor used in surgery,' he said

'What did he say?' asked the nurse

'OOPS!'



# Mind Games



## ACROSS:

1. American City (3, 4)
4. Italian holiday Isle (5)
6. North African mountain range (5)
8. Capital of Kenya (7)
10. Vienna Capital (7)
11. Japanese City (5\_)
12. Sea between Greece and Turkey (6)
14. Canada's smallest province, Prince\_\_\_\_\_ Island (6)
18. Asian country (5)
20. Capital of Cyprus (7)
22. One of the Baleraric islands (7)
23. South American mountain chain (5)
24. Colorado ski resort (5)
25. State capital of Georgia (7)

## DOWN:

1. Horseshoe Falls in Canada, \_\_\_\_\_ Falls in the US (7)
2. UK country (5)
3. Topeka is the state capital (6)
4. Capital of Egypt (5)
5. Spanish holiday isle (5)
7. Damascus is the capital (5)
9. Nebraskan city (5)
13. African country (5)
15. Capital of Bangladesh (5)
16. Saltwater lake between Israel and Jordan (4, 3)
17. Capital of Turkey (6)
18. Florida city (5)
19. Italian city (5)
21. Khartoum is the capital (5)

## WORD SEARCH - Writings

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

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

ADAPTION, AUTHOR, AUTOBIOGRAPHY, BIOGRAPHY, BOOK, M CHRONICLE, COMPOSITION, DIARY, DISSERTATION, DOCUMENT, DRAFT, EDITOPRIAL, EPIC, EPISTLE, ESSAY, ISSUE, JOURNAL, LEDGER, LETTER, LIMERICK, LITERATURE, MANUSCRIPT, MEMO, MEMOIRS, NOTATION, NOTE, NOVEL, PAPER, PLAY, POEM, PROSE, PUBLICATION, RECORD, SCRIPT, SCRIPTURE, SONNET, TEST, THE- SIS, TOME, TREATISE, VERSE, VOLUME, WRITER, WRIT-INGS.

## QUIZ

1. What are the colours of the Olympic rings?
2. What nuts are use in marzipan?
3. Which word can be placed before bottle, bell and bird?
4. What colour jersey is worn by the winners of stage of the Tour de France?

## 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

### **USING EMAIL TO TALK TO 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 Manager	Di Jackson	di.jackson@havilah.org.au
Nurse Manager	Deb Matthews	deb.matthews@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](mailto:barb.duffin@havilah.org.au)

**Director of Care Kelsey Hooper** 54 617383

email: [kelsey.hooper@havilah.org.au](mailto:kelsey.hooper@havilah.org.au)

**Nurse Manager Havilah on Palmerston Deb Matthews**

email: [deb.matthews@havilah.org.au](mailto:deb.matthews@havilah.org.au)

Havilah respects the right of residents to raise complaints anonymously, however it is more difficult to obtain the best outcome from anonymous complaints or

feed back to the complainant the actions taken as a result of the complaint.

We welcome your input as to the things you don't like and the things that you do as this assists us in providing a quality service.

### **GENERAL ENQUIRIES**

For any general enquiries: Residents can contact Havilah 24 hours a day, 7 days a week on Email: [mail@havilah.org.au](mailto:mail@havilah.org.au) or Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

**RAGLAN HOUSE NURSE 24 HOUR CONTACT**  
Telephone 54 590150

**HAVILAH ON PALMERSTON RECEPTION HOURS**  
MON-SUN 10.00am – 4.00pm for account payments and enquiries 5459 0140  
(7days a week)

**HARKNESS ST RECEPTION OFFICE HOURS**  
MON-SUN 10.00 —4.00 pm for account payments and enquiries 5461 7300  
(7 days a week)

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