



HOP TOPICS



WEBSITE: www.havilah.org.au

You can access the Havilah Facebook Page via the website

HAVILAH MAJOR RAFFLE

Weekly winners of the \$500 early bird draws for the raffle this year were are:



Week one - Chris

Dellavedova

Week two - Troy Driscoll

Week three - Jardine Kitchens.

Week four - Lyn Bond and

Marg Rumpff

Week five - Les Chapman

Week six- Cheryl Griffin

Week seven - Ernie Bandy

Week eight - Sandy Platt

Week nine - Quincey Jac

Week ten - Robert Hurse



Congratulations to **Sheryl Doran** who was the lucky major winner of \$10,000.00 and **Neil Davies** who was the winner of the \$5,000.00 draw. Havilah extend a huge thankyou to everyone who supported this major fundraiser.



For residents wishing to connect to the NBN please speak to us first. Many people are having issues when changing over. So that the Havilah community can change over stress free, for you and for us, Havilah will provide you with advice and assistance **FREE OF CHARGE**. We will also arrange any telephone modifications that may be required when moving over to NBN.

TO AVOID ANY PROBLEMS please contact Havilah to arrange an appointment prior to commencing the process or putting any new agreements in place.

THE HAVILAH BUDGET 2018/2019 The Board set the budget for the coming year at its June Meeting. Operationally figures are very tight however it is pleasing to note that Havilah remains one of the 57% of facilities currently operating in surplus (although declining). Labour costs have risen to \$9.2Million an increase of 4.5% on last years budget and 3.4% on last years estimated actual.

\$1.5Million has been allowed in the Capital Works Budget, installation of solar power at both sites being big ticket item this year. This is due to rising electricity costs. We have been very fortunate up to now with locked in electricity pricing that has saved us a lot of \$s however that contract has ceased from 30 June. For 18/19 we know the increase will be \$65,000 on the previous year which is a very big hit and power costs are projected to remain at this higher level in the forward years of the budget. The payback period is slightly under 5 years.

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 Mexican Quiche

Ingredients:

450g Old El Paso Burrito kit
200g chopped roast chicken
125g can corn kernels, drained
100g chorizo, chopped
2 green shallots, chopped
1 small red capsicum, deseeded, finely chopped
50g (1/2 cup) grated cheese
300ml light thickened cream
Sliced chilli, to serve (optional)
Fresh coriander, to serve (optional)

Method:

- Preheat oven to 180°C/160°C fan forced. Lightly grease eight 3/4 cup muffin pans. Use scissors to trim about 1cm from each tortilla, all the way round. Heat 4 tortillas in the microwave on high for 20-30 seconds to soften. Working quickly, ease warm tortillas into prepared pans. Place crumpled foil inside each to prevent the tortillas collapsing into the middle. Repeat with remaining tortillas. Bake for 10 minutes, until shells are lightly golden. Cool slightly, then carefully remove from foil.

- Combine chicken and 1 tablespoon of burrito spice mix in a large bowl. Add corn, chorizo, shallot, capsicum and half the cheese. Mix well.
- Divide the chicken mixture among the tortilla shells. Place the muffin pans on a baking tray. Whisk the eggs and cream in a bowl or jug until well combined. Season with salt and pepper. Divide evenly among the tortilla shells. Sprinkle with the remaining cheese.
- Loosely cover the muffin pans with a sheet of baking paper. Bake for 25–30 minutes, until almost set. Uncover and bake for a further 10-15 minutes or until the egg mixture is set. Allow to cool for 5-10 minutes before serving. Top with Mexican salsa, chilli and coriander, (if you wish)



STU's TIP RUN

Maintenance Stu will be organising a green waste and general waste pick up day in the near future, this will be arranged when the weather changes. Date will be advertised in upcoming editions of **HOP TOPICS**, watch this space.



EFTPOS

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



Postage stamps are available for purchase at the main reception desk, between the hours 9am - 12noon, Monday - Friday. Reception hours in the High School Centre are Monday - Friday, 9.00am - 12noon, except public holidays.



PHOTO GALLERY

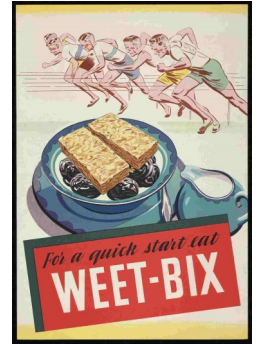


FAMILY and FRIENDS



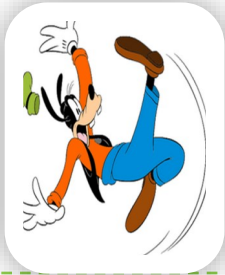
THINGS MY MOTHER USED TO SAY

A little "birdie" told me.
 All I do is follow you around, picking up after you.
 Are you deaf or something.
 Are you lying to me.
 As long as you live under my roof, you will do as I say.
 Beds are NOT made for jumping on .



FALLS PREVENTION

Get up slowly from sitting or lying position, pause
 before 'taking a step'.
 Walk more slowly.
 Stay seated if you are dizzy or sit down immediately.



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**

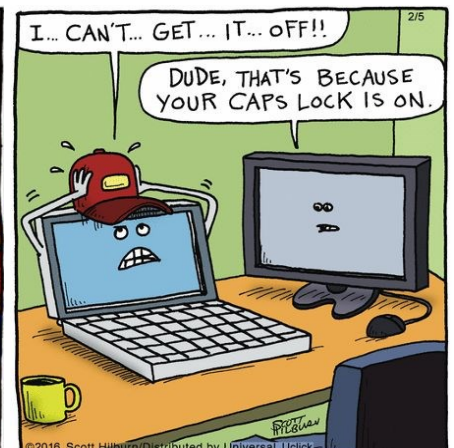
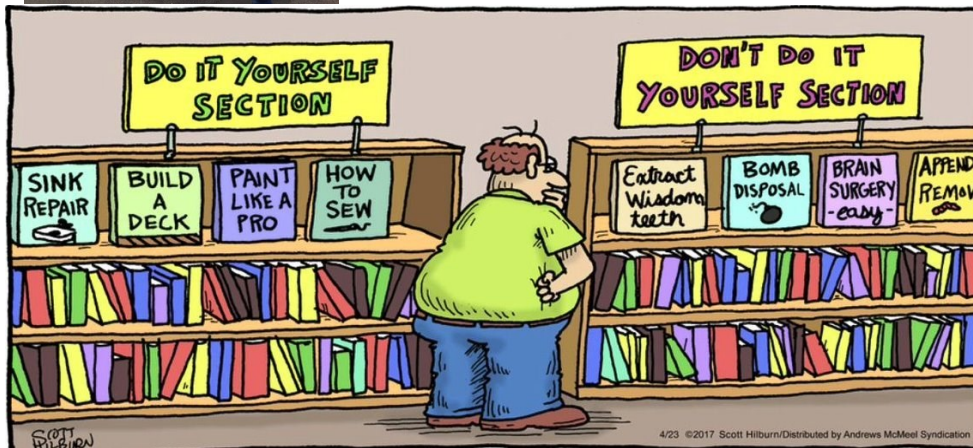


WEIRD and WONDERFUL WORDS

BIBLIOPOLE - a person who buys and sells books, especially rare ones.



Maryborough Regional Mobile Library service visits Raglan house every fortnight at 10.15am on a Monday morning. Coming dates , 16th July, 6th and 20th August. We will be running a lucky door prize for those that borrow a book each week. Come and have a look at the range and if they don't have what you are looking for, the library will get it in for you.



One Liners about life

My mind's made up, don't confuse me with facts.

Talk is cheap. Until you hire a lawyer.

Take my advice — I'm not using it.

I got lost in thoughts. It was unfamiliar territory.

Sure, I'd love to help you out ... now, which way did you come in?

I started with nothing, and I still have most of it.

Ever stop to think, and forget to start again?

There is no dance without the dancers.

Out of my mind. Back in five minutes.

The problem with trouble shooting is that trouble shoots back.

If nothing was learned, nothing was taught.

Smart One Liners

Which one of these is the non-smoking lifeboat?

Treat each day as your last; one day you will be right.

The early bird may get the worm, but the second mouse gets the cheese.

Isn't it scary that doctors call what they do "practice"?

If I want your opinion, I'll ask you to fill out the necessary forms.

Despite the cost of living, have you noticed how popular it remains?

All power corrupts. Absolute power is pretty neat, though.

Always remember you're unique, just like everyone else.

Everybody repeat after me: "We are all individuals."

A day for firm decisions! Or is it?

Am I ambivalent? Well, yes and no.

How many of you believe in telekinesis? Raise MY hand!

A dog has an owner. A cat has a staff.

Every organisation is perfectly designed to get the results they are getting



The AFL season is well into the second half of the home and away games, the leading tipsters have been consistent from the start of the season. After round 15 Doug Rowe leads with a total of 93 points, closely followed in second place on 92 points is Dorrie Duffin and Ann Stuart is hot their tails with a total of 91 points. Maintenance staff Stu and Lorna Baines are keeping each other company holding up the ladder with 57 points. Over the season there has been a number of tipsters that have gained full scores in the rounds, they are Ann Stuart, Terry and Sherry Simpson, Dorrie Duffin, Doug and Dianne Rowe, Bob Osborne and Wilma Doble.



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



**PLEASE RESPECT THE NON SMOKING AREAS
AT HAVILAH ON PALMERSTON**



HEALTH AND WELLBEING





TALKING lifestyle
DIGITAL | ONLINE | MOBILE

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

Follow us on
facebook 

Pharmacists hit back at health check claim

Pharmacists and GPs are at loggerheads over whether patients should undergo health checks at their local chemist shops.

Dr Cameron Loy, the Victoria chair of the Royal Australian College of General Practitioners (RACGP), said patients should steer clear of having heart, diabetes and cholesterol checks at pharmacies.

He argued the only motivation for pharmacists to offer the checks is money, a claim denied by the Pharmacy Guild of Australia.

“Health checks are not comparable to buying toothpaste, hair dye or vitamins but part of the ongoing continuity of care, the long-term engagement, that general practice delivers,” Loy told Fairfax Media.

“These pharmacies are motivated by money, the opportunity to have more people in the store to buy other things.”

But the Pharmacy Guild of Australia has accused the RACGP of acting in the self-interest of doctors who want to keep their waiting rooms full instead of accessing health checks elsewhere.

The guild’s Victoria Branch president Anthony Tassone said the RACGP’s claims were alarmist and undermine the good working relationship between most doctors and pharmacists.

“Community pharmacies work closely with local GPs in the interests of patients, and appropriate health checks performed in pharmacies can be an important way to identify those at risk and refer them back to their doctor – whom they may not have seen for some time,” he said in a statement.

“Not everybody has a regular GP, but community pharmacies are helping refer patients to a GP every day across Australia.”

However Loy argues that there are long-term dangers for patients who don’t have their GPs regularly review their healthcare needs and instead rely on pharmacy health checks.

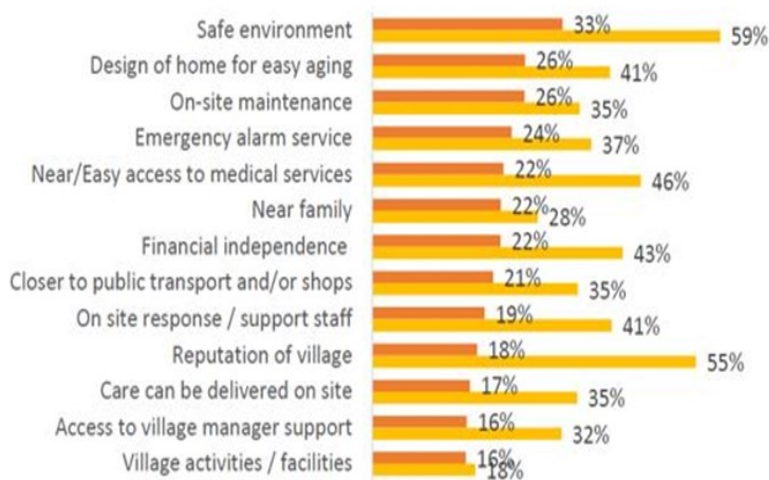
“I’ve had patients who have done health checks somewhere else and and they’ve been left confused by the results because they don’t make a lot of sense, they haven’t been contextualised,” he said.

Tassone said health checks in pharmacies should always be carried out with a view to collaborating with the patient’s doctor and other health professionals as required.



Letting the cat out of the bag is a whole lot easier than putting it back in.

EXTREMELY Important factors in choosing a village



New village customers have changed, forever. In just six months they abandoned acceptance of what villages offer and now question everything.

In January we commissioned the villages.com.au National Residents Survey delivering 19,600 residents, plus a survey of 1,100 potential residents. We then extracted the residents who had purchased a village home in the past 24 months (new residents).

The chart above displays what was 'extremely important' to new residents (dark orange bar) and potential residents (light orange bar).

It shows on every major metric the new potential customer is far more interested in every aspect of the village offering (except village facilities).

Most notable is the 'reputation of the village' which has gone from 18% 'extremely important' to 55%.

This verifies the Stockland chart above where more people are looking at every village but less are buying.

This is the 'new world' and the new customer for village operators. 12 months after Fairfax/Four Corners there is still much work to be done. Or customers will find other solutions to their senior accommodation needs. The sector needs to decide which way it will go.

The sector Code of Conduct – for all village operators

Last Thursday the Property Council (incorporating the RLC), LASA and ACSA jointly released the final draft of the Retirement Living Code of Conduct for comment by operators, residents and the general public.

Havilah is a Member of LASA

They also wish to include land lease communities under this Code of Conduct (even though they don't represent them).

They state the Code "seeks to establish a commonly accepted standard to help operators provide a trusted and high quality service to those living in, or considering moving to a retirement community".

A major objective is "to provide a framework to assist open, transparent and efficient resolution of complaints by residents".

The Code is voluntary but: "All member organisations will be asked to subscribe to the standards contained in the Code and accountability mechanisms will be developed through the Code Administration Committee (CAC) to ensure sanctions for those communities and organisations that have failed to comply".

The principles and the document were heavily guided by the Australian Competition and Consumer Commission's "Guidelines for Developing Effective Voluntary Industry Codes of Conduct" (ACCC), with one objective being to "provide industry leadership to promote effective self-regulation".

The Code is to be administered by the Code Administration Committee which will have seven members, of which three will be nominated by the peak bodies (The RLC, ACSA, and LASA).

Two resident representatives will be nominated by resident associations. One will be a regulatory/consumer affairs representative. The Secretary will be nominated by the peak bodies. The CAC will meet at least twice a year.

The Code is to be self-auditing with a report made by the operator once a year to the CAC.

A major emphasis of the Code is resident dispute resolution. It seeks to resolve complaints at the community or operator level within 15 working days. It provides an escalation pathway.

Complaints first go to the village manager, then a senior manager or executive of the operator, then to the CAC in writing where it will be recorded and referred to an external independent dispute resolution service, typically a state government mediation service, with the final destination being the regulatory authority.

'Resident to resident' complaints are not covered under the Code for complaints handling.

The Code seeks for marketing and sales material to be "legal, honest and truthful; current, clear, accurate and consistent".

Contracts will be written in plain English and customers 'encouraged' to seek independent legal advice.

The Code requires operators to "agree to a clear process for consulting and responding to the Australian Retirement Village Residents Association... where they are representing residents".

Operators "will appoint managers possessing the required skills... and will provide ongoing staff training".

The disciplinary action available to the CAC will be:

"In cases of gross repeated non-compliance, including those arising out of relevant proven criminal activity, the CAC will remove a signatory from the Code of Register".

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 6th September 2018 at 2.45pm,
 Room 7 in the High School Centre (Coffee &
 Chat immediately after the meeting)

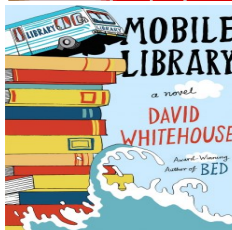


HAPPY HOUR

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



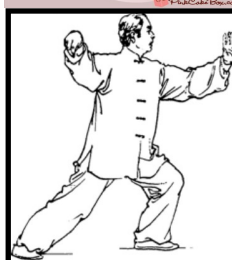
MOBILE LIBRARY JULY DATES

Monday 16th July.
 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

COMMUNITY OWNED

QUALITY LIFESTYLE

ON CALL MAINTENANCE

after hours and weekend calls.

0408 645 203

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)

There will be no Movie nights during the winter months, keep watching this space for dates when resumes.

Movie Afternoon: 3rd Saturday of the month - 21st July - 1.30pm

Home Maintenance Reporting

Residents are requested to report all maintenance issues to Reception Monday to Friday between 9.00am & 12 noon, 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@havilah.org.au

For after hours and weekends telephone our on call maintenance on 0408645203

♦ MARYBOROUGH MENS SHED

Meets Tuesday and Thursday mornings at 9 a.m at its shed at 42a Newton St. Maryborough.

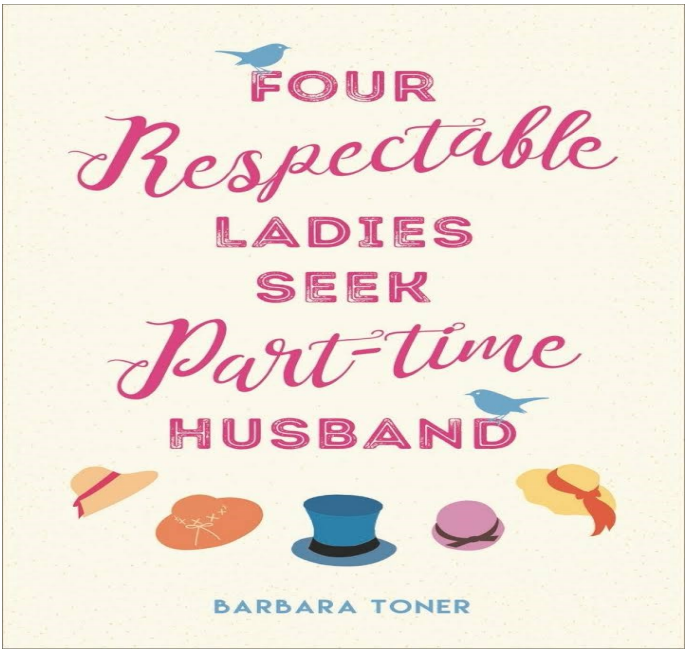
New members welcome

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



“Four respectable ladies in friendly country town seek part-time husband. Must have knowledge of the law, banking, horses and bush skills as well as a grasp of boxing, farming and retail. Salary by agreement. But it was September, 1919: the influenza pandemic, on top of a brutal war, had severely depleted the male population of Prospect, NSW, and there were still so many things a lady was not permitted to do. And they were, each of them, in dire straits of various descriptions, so they did need a man. It had been Pearl McCleary’s off-hand remark, but Louisa Worthington and Maggie O’Connell quickly agreed, and even Adelaide Nightingale came around to the idea eventually.

They managed to keep the whole thing under wraps, and had a respectable relationship (cousin) and lodgings all worked out ahead of time. The man they got was undoubtedly handsome, and he seemed willing, but could he actually do what was needed? And whose problem to tackle first? Toner’s main characters are strong women who have weak moments and make an unwise decision, or two. In facing their challenges, each is mostly focussed on their own problems to the exclusion of those of the other three. And while there are spates of candidness between them, they are, sometimes to their detriment, not inclined to reveal everything, due to a lack of trust or petty grievances or grudges over past wrongs. Toner portrays this early twentieth century country town wonderfully well. There are a lot of minor characters to keep track of, it’s true, but these are what make the town, and their pretentiousness, their gossiping, their shifting loyalties, all these convey the mood of the times with consummate ease. Toner wraps her delightful tale in some marvellous descriptive prose, and her ending is not Hollywood, but definitely perfect. The title of this novel immediately intrigues, and Toner certainly delivers on that. Her plot is original, and far from predictable. This a story with plenty of humour, but also some heartache. There are hidden legal documents, horse-thieves, heroes and villains. It all builds towards an exciting climax with guns and a fire and bravery and quick thinking and several arrests. Excellent Australian historical fiction.



Quiz and Crossword Solutions from page 12 &13

Answers to Quiz

- 1. Canada
- 2. Florence Griffith-Joyner
- 3. 1992
- 4. Kim Hughes
- 5. A Puggle
- 6. The 1950's

A	C	E	L	L	O	C	O	S	T	S
T	I	A	N	I	G	S	E			
L	A	N	C	E	I	N	T	E	N	S
E	O	D	R	O	I	L				
D	U	C	T	I	L	E	I	R	K	E
N										
T	A	L	E	N	T	R	I	D	D	L
N										
A	I	S	L	E	C	I	L	L	I	C
L	D	C	O	N	E	X	T	R	A	
A	E	I	E	H	N	E				
G	E	L	I	D	P	A	S	S	E	M

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

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

SMILE TIME



A woman went to buy a woollen jumper. As she walked through the mall she saw a rather attractive number in the window of a boutique. She tried it on and then asked how much it was. When told it was \$200.00 she thought it was way too expensive, so she walked a bit further and in a department store she found almost the same for half the price. The lady purchased it and went back to the original boutique to complain. "How come virtually the same jumper is half the price down at the other store?" She asked. "Well madam, our garments are made from virgin wool" replied the salesperson. The shopper replied: "I don't care what the sheep get up to each night as long as I can get reasonably priced knitwear."

A local business placed the following ad: "HELP WANTED. Must be able to type, must be good with a computer and must be bilingual. We are an Equal Opportunity Employer."

The next day, a dog trotted into the office and up to the receptionist. Getting the idea, the receptionist got the office manager. The office manager looked at the dog and was surprised, to say the least. However, the dog looked determined, so he leads him into the office. Inside, the dog jumped up on the chair and stared at the manager.

The manager said "I can't hire you. The sign says you have to be able to type." The dog jumped down, went to the typewriter and proceeded to type out a perfect letter. He took out the page and trotted over to the man-

ager and gave it to him, then jumped back on the chair. The manager was stunned, but then told the dog "the sign says you have to be good with a computer." The dog jumped down again and went to the computer. The dog proceeded to enter and execute a perfect program. By this time the manager was totally dumb-founded! He looked at the dog and said "I realize that you are a very intelligent dog and have some interesting abilities. However, I still can't give you the job."

The dog jumped down and went to a copy of the sign and put his paw on the sentences that told about being an Equal Opportunity Employer. The manager said "yes, but the sign also says that you have to be bilingual."

The dog looked at the manager and said, "Meow!"

An artist asked the gallery owner if there had been any recent interest in his paintings which happened to be on display.

"I have good news and bad news," the gallery owner replied. "The good news is that a gentleman inquired about your work and wondered if it would appreciate in value after your death."

"What did you say?" questioned the artist.

"When I told him it would, he bought all 15 of your paintings."

"That's wonderful!" the artist exclaimed.

"What's the bad news?"

"He said he was your doctor...."



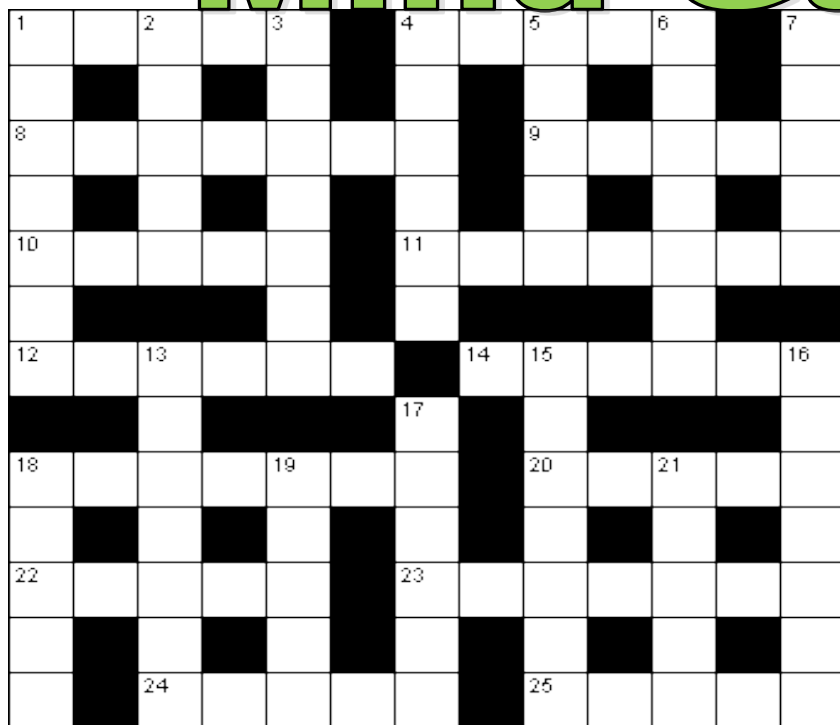
Part of the leg		Incentive		Edible fat		Small barrel		Clique		Append		Globe	
Select								Trap				Alleviate	
						Marvel							
						Wound by piercing							
Result		Lump of gold								Touch lightly			
		Smooth								Chinese river			
					Comply						Gaseous element		Part of milk
					Small island								
Obtain	On the move							Renovate					
	Tooth												
			Ignited	Dodder								Provide	
Nothing													
Customs document				Ineffectual		Ancient Roman sun god	Run away together						
							Jog						
									Merely				
Allow		Private instructor							Root vegetable		Part of a church		Steering system
		Prison											
			Eutherian mammal		Throw					Spoil		Pasture	
					Mariner								
Lawful						Place of worship							
Spit	Grinding tooth						Display tripod						
						Rill							

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

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

LEVEL MEDIUM 392

LEVEL EASY 392

**Across:**

1. Extremely cold (5)
4. Out of fashion (5)
8. Communication channel (7)
9. Crowd scene actor (5)
10. Part of a church (5)
11. Unlawful (7)
12. Natural abilities or quantities (6)
14. Conundrum (6)
18. Malleable (7)
20. Irritated (5)
22. Spear (5)
23. Acute (7)
24. Stringed instrument (5)
25. Overheads (5)

Down:

1. Chivalrous (7)
2. Guides (5)
3. Distinguish (7)
4. Writing implement (6)
5. Caraspace (5)
6. Lured (7)
7. Intended (5)
13. Curt (7)
15. Ludicrous (7)
16. Interminable (7)
17. Breed of sheep
18. Greek letter (5)
19. Paragon (5) 21
21. Male monarchs (5)

Word Search - WORK OF ART

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

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

ABSTRACT, BRUSH, CANVAS, CERAMICS, DRAWING, EASEL, ENGRAVING, ETCHING, GALLERY, LANDSCAPE, LIGHT, MASTERPIECE, MOSAIC, OIL PAINTING, PASTEL, PERSPECTIVE, PORTRAIT, POTTERY, SCALE, SCULPTURE, SEASCAPE, SHADE, SKETCH, STILL LIFE.

QUIZ

1. Which country has the longest coastline?
2. Who was known as Flo Jo?
3. In which year did the Sydney Harbour tunnel open?
4. Who did Alan Border succeed as Australia's test captain?
5. What is a baby echidna called?
6. In which decade was the esky launched in Australia?

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
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

Director of Care Kelsey Hooper 54 617383

email: kelsey.hooper@havilah.org.au

Acting Nurse Manager Havilah on Palmerston Lynne Brown

email: 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 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

HARKNESS ST RECEPTION OFFICE HOURS

MON-FRI 9.00 am—4.00 pm for account payments and enquiries 5461 7300