

RAGLAN TATTLER

ISSUE: July 2020

HAVILAH WEBSITE: www.havilah.org.au
please contact Andrew on 5461 7387 or email
andrew.earl@havilah.org.au if you would like your Tat-
tler sent via email



HAVILAH CELEBRATES 25 YEARS

Happy
BIRTHDAY

Residents celebrated the 25th Birthday of Havilah on the 25th June. All enjoyed attending the celebration lunch in the dining areas with social distancing. Havilah began on the 25th June 1995, with accommodation for 30 residents at the Harkness Street site. Over the years the organisation has grown to 110 residents at Harkness and 30 units at Havilah on Palmerston along with a retirement community of 53 Retirement Units.



CHRISTMAS in JULY Wednesday 22nd July

Dining areas will be set up for a traditional Christmas luncheon for residents to enjoy each others company.

Each area will be set up for social distancing.



Visiting:

Due to the COVID-19 Pandemic all doors are locked. The Raglan Street entry is accessible for visitors, press the buzzer, staff will let you in. Residents wishing to go for a walk in the grounds can exit through the courtyard will be provided with a swipe card.

Visiting is currently between the hours of 9 am and 5 pm. Visits are to be for a short duration only (up to 30 minutes) and visitors need to fill out a form and have their temperature tested prior to visiting.

There are a maximum two visitors each day. Visits can be two people at the one visit or one person for two separate visits. Visiting times and numbers of visitors are able to be relaxed in special circumstances such during palliative care or to provide care and support for residents with dementia if this has been the previous practice.

Visitors must visit with the one resident (or one couple) only within their room or within the external grounds of the facility. As a normal practice you cannot visit with any other residents. Special visiting needs can be accommodated where a person is the main social contact for more than one resident. Social distancing is important and needs to be maintained to a range of 1.5 metres (5 foot).

Visitors are still required to sign in and out on arrival and departure.

It is important that families liaise with each other prior to visiting.

As from 1st of May persons are prohibited by legislation from entering aged care facility unless they have had a current influenza vaccination. People will be asked to provide evidence so please ensure you have this with you when visiting. This has been legislated in

varying forms by each state and territory in Australia, so totally out of Havilah's control. All of our staff have been vaccinated. Please let all family members know the importance of having a flu vax. We want family to be able to visit, this can't be stressed strongly enough.

Rules on visitors: Current Directions from the Victorian Chief Health Officer

In effect the rules are:

Visit must be for the purposes of "providing care or support" and a maximum two people per day over a maximum two visits

Exception if it is for end-of-life care –more visitors allowed.

You cannot visit if you:

Have returned from overseas within last 14 days.

Have been in contact with a confirmed COVID-19 case within last 14 days.

Have fever or symptoms of a respiratory illness, eg a simple cold or influenza, or a temperature greater than 37.5 degrees.

Are Under 16 (special circumstances permitted in the case of residents in palliative care).

Do not have a current influenza vaccination.

Visiting from Designated

Hotspots The Victorian Government has recently designated Hot Spots covering Metro Melbourne and Mitchell Shire. We request that you do not visit from these hotspots. If your visit is absolutely essential visits will be restricted to less than 15 minutes and you will be required to wear PPE throughout the visit. Please remember that special provisions will be made for palliative care.

Social Distancing Everyone please remain aware of maintaining social distancing. It is difficult not to give a hug and kiss when greeting your loved ones. Try to remember

though that COVID-19 is spread by droplets so too close face to face is a problem. The best protection is social distancing and hand hygiene.

National Visitor Code

This has changed over recent weeks easing restrictions on visitors.

Each state must alter their own directions for this code to have effect in each particular state. To date Victoria has not eased restrictions to match the national code. We all understand why this is with the outbreak in Melbourne at the moment it is more important to keep everyone safe.

Changes to the National Code include that residents will be able to go out to attend "small family gatherings".

Once this is legislated in Victoria we will immediately let residents and families know. Under the code application would need to be made for any outing and Havilah would be responsible for screening to manage risk pre outing and post outing.

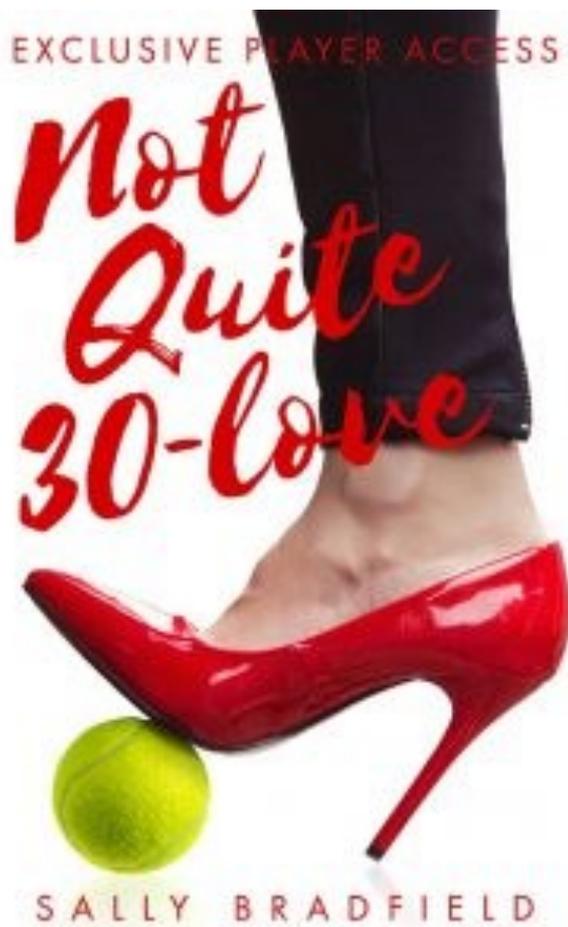
So for example an outing may be able to happen without the need for quarantining on return if those the resident mixes with during the outing are small family groups (say less than 5), are not from an area with active COVID cases and who have not been in contact with any person who has visited or lived in an area with active cases; that physical distancing was complied with during the outing, etc. Hopefully the Victorian outbreak will soon be brought under control and restrictions will ease in line with the National Code.

PHOTO GALLERY



Recently residents went on a virtual outing to the Dunolly Bakery for afternoon tea. The bakery supplied many delicious treats consisting of Vanilla, Jelly and Lemon slices, Bee Stings, Eclairs, Apple Cakes and Neenish Tarts. Yumm!!!! Residents were presented with shopping bags from the Bakery. We look forward to actual outings in the future but everyone enjoyed the virtual outing with many more planned. A fantastic effort from our staff for setting this up. Thank You.





Twenty-eight year Cook lands her dream job in the world of professional tennis. It was like being invited to the Academy Awards, except they were all wearing branded track-suits.

Katie finds life in Sydney to be not quite measuring up and makes the move to follow her childhood obsession with professional tennis, running away to join this circus of a world and finding work as a publicist.

Racing around the globe faster than a Contiki tour, creating internet scandals wherever she goes, Katie is seduced by the appearance of glamour and her weakness for bad boys,. She fall for one of the troubled champions and starts a relationship.

With an archenemy placing social media bombs in her way and hashtags haunting Katie in her sleep, she navigates her way through a series of social media and love crises.

Kartie has some decisions to make. Does she want a hero or a career? Will she end up happily ever after? What does that even mean? One thing is for sure, she will never schedule an Instagram post again.

The story is written by a tennis insider and has been described as The Devil Wears Prada meets the exciting world of professional tennis.



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

HAVILAH MAJOR RAFFLE:

A bit of history about the raffle.

Havilah has been running this raffle since around 1997, **raising almost half a million \$'s in that time.** The first two years a car was raffled and it has been \$'s to be spent wherever you like since then. CEO Barb Duffin remembers well the meeting held to plan raffling of a car, ticket price to be \$2. Bill Rootes and Doug Rowe were involved in the meeting to decide how to manage selling 20,000 \$2 tickets. Who would take turns sitting outside IGA and Woolies every week? Barb said, we all agreed we couldn't do it and the 400 tickets at \$100 raffle was born. The

idea was 40 people selling 10 tickets each. Bill Rootes in the first year sold over 80 tickets. He travelled the country side each day visiting his former customers on the land. We could see where he had been each day by the addresses on the tickets. The record stood until last year when Lenette McKnight passed Bill's total.

Havilah continues to have tremendous support for this fundraiser.

Pretty fantastic, we really value the support we receive from the Havilah and wider community.

The Lucky Winners

Early Bird Draws

Week 1: Joan & Wendy Hartley
Week 2: Sam Griffiths
Week 3: MACKS Girls Syn
Week 4: Alan & Colin Nicholson
Week 5: Peter Matthews
Week 6: Linda Murray
Week 7: Donna Marchant
Week 8: Troy Driscoll
Week 9: Erin McKinley
Week 10: HACC Dept Shire

Major Draw

\$10,000.00 David Branch
\$5,000.00 Jill and John Stewart.

Congratulations to all winners.

WEEKLY ACTIVITIES

MONDAY

9.20am Morning Movers

10.15am Games Morning, coffee and chat (alternate Mondays)

10.15am Movie Morning & Morning tea (alternate Mondays)

1.30pm Bingo

2.30pm Movie Afternoon (alternate Mondays)

TUESDAY

9.20am Morning Movers

10.30 am Marbowls

1.30pm Bingo

2.30pm Chairrobics

WEDNESDAY

9.20am Morning movers

10.00am Nial Care, cuppa & chat

1.30pm Bingo

2.45pm Pop Up Shop (alternate weeks)

2.45pm Cooking (alternate weeks)

2.45pm Craft (alternate weeks)

Last Wednesday in the month

Cuppa & Chat– show & tell

THURSDAY

9.20am Morning Movers

10.00am Games Morning Cuppa & Chat

1.30pm Bingo

2.30pm Afternoon Movies

FRIDAY

10.00am Special Morning Tea served to rooms

1.30pm Bingo

2.30pm Chairrobics

5.00pm Happy Hour Food served to rooms.

SATURDAY

Cooked Breakfast - served to rooms

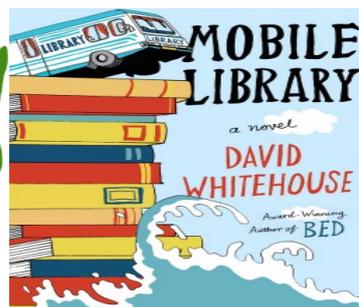
2.00pm Afternoon Movie

SUNDAY

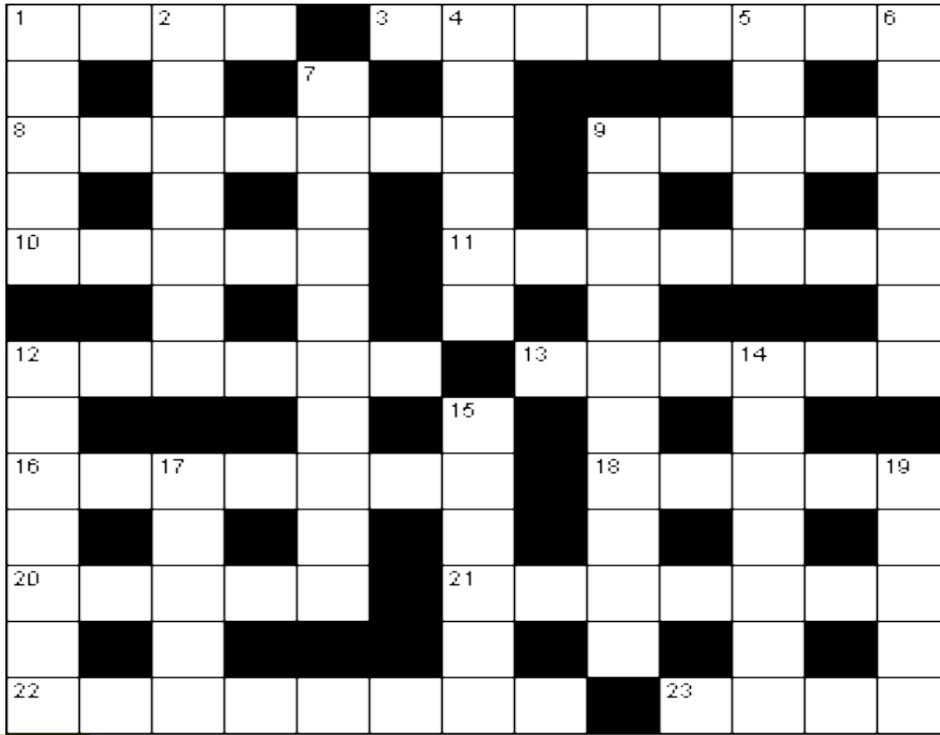
Devonshire Afternoon Tea each Sunday 3.00pm—served to rooms



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



ACROSS:

1. Gusto (4)
3. Brings to an address (8)
8. Feast (7)
9. Tag (5)
10. Performer (5)
11. Trade Barrier (7)
12. Voice box (6)
13. Large numbers of people (6)
16. Closest (7)
18. One of the senses (5)
20. Cajoled (5)
21. Before (7)
22. Fragile (8)
23. Unightly (4)

DOWN:

1. Striped equine (5)
2. US legislator (7)
4. One or the other (6)
5. Hot remnants of fire (5)
6. Bars (7)
7. Secured by written agreement (10)
9. Research workplace (10)
12. Lackadaisical (7)
14. Hoping for (7)
15. Certify (6)
17. Spiritual being (5)
19. Ahead of time (5)

045

WORD SEARCH - Words & Music

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

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

ALTO, ANTHEM, ARIA, BALLAD, BAND, BARITONE, BASS, BLUES. CHOIR, CHORISTER, CLASSICAL, COMBO, CONTALTO, COUNTRY MUSIC, DUET, ETUDE, FOLK SONG, GOSPEL MUSIC, GROUP, OPERA, HIP HOP, HYMN, JAZZ, KARAOKE, LULLABY, MADRIGAL, MUSICAL, NEW WAVE, POP SONE, PSALM, RAPPER, REFRAIN, RHAPSODY, ROCK, SERENADE, SONATA, SOPRANO, SWING, SYMPHONY, TENOR.

QUIZ

1. Which sign of the zodiac is represented by the scales?
2. One and half litres of champagne is known as a what?
3. Phillips, London and Ratchet are all types of what?
4. Who is reported to have played his fiddle while Rome burned?



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.



The 2020 AFL Football season has finally had the official bounce, with very limited games held in Melbourne over the last few weeks and now all clubs have relocated to the various states. After round 6 the tipping competition is tight between first and third tipsters. In first place is Dianne Rowe and Elma Taylor on 35 points, Wilma Doble is in 2nd place with 34 points and George Evans and Merv Huggett is third with 33points. Merv was lucky to pick a full house in round 6 claiming the 9 winners

There is lots of footy on TV from Thursday night through to Sunday if you like to watch the game. Ask staff to put a game on for you if you need assistance.

MESSAGE

Havilah have their own Resident masseuse who is available for massages at a cost of \$30 per session. If you would like to enquire about booking a session please contact Kim on 5459 169 or Jo on 5461 7390.



RESIDENT MAY SURVEY:

Raglan House:
21 residents surveyed:

95% of residents

surveyed indicated that most of the time or always the staff explain things to them.

100% of residents stated that most of the time or always they liked the food here.

95% of residents surveyed stated

that they agreed or strongly agreed that if they were sad or worried, there was staff here to talk to.

100% of surveyed residents agree or strongly agreed that the staff know what they are doing.

Exciting News for Raglan



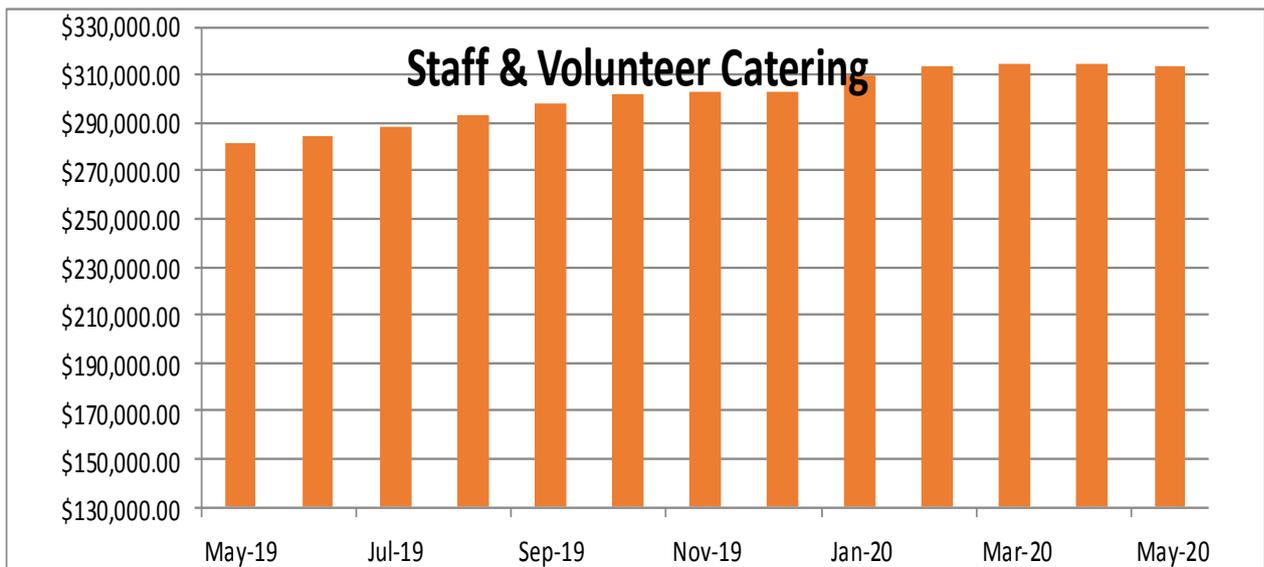
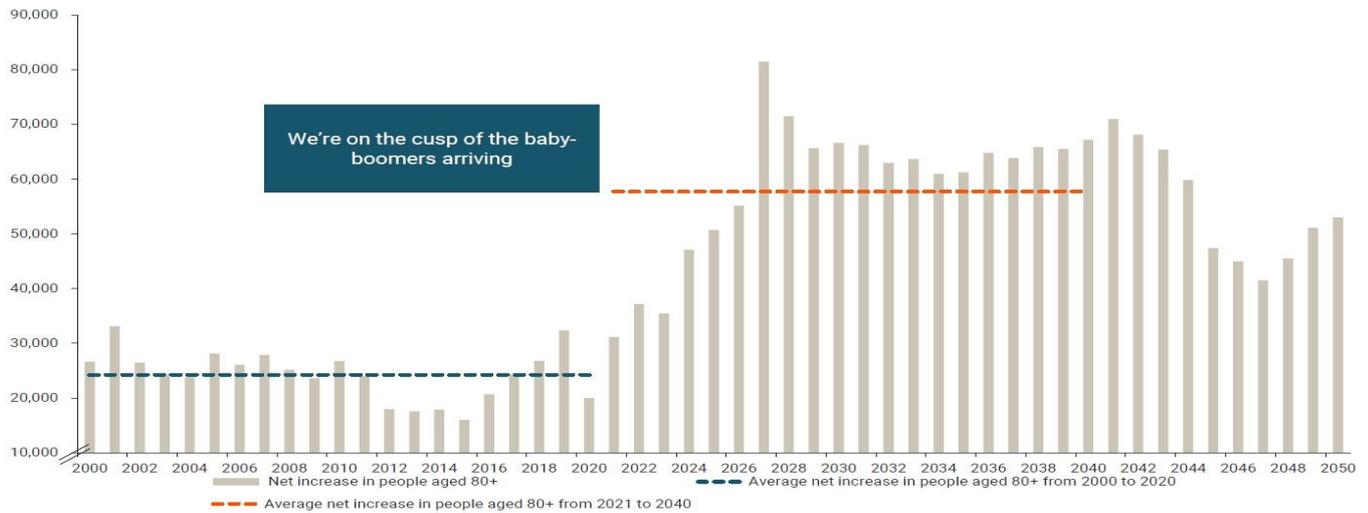
Residents

Due to current covid 19 restrictions we are unable to hold some of our regular activities. We have introduced movie sessions each week and these are becoming very popular. A new 70inch TV and sound bar has been purchased to add to the movie experience. This is set up on the first floor Inkerman street end. This will be a permanent set up with armchairs, movie posters, popcorn machine

and will be known as our Theatre area and will be holding movie sessions each Monday, alternating either morning or afternoon. Also every Thursday afternoon and Saturday afternoon. Residents will also be able to use the area at any time to watch a movie on the big screen. Staff will assist residents with this.

Confirming the need for aged care and retirement living in the future take a look at the diagram below prepared by Australian Unity.

Demand for health & aged care already growing



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 assessed need 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.



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





Last week it was off to the virtual Italian Restaurant for a special “Italian Lunch”.with a variety of pizzas, chicken cacciatore, pasta Alfredo , all served with garlic bread and choice of tiramisu and Neapolitan ice cream in a cone. We had Italian Peroni beer, wines, sparkling grape juice and tables dressed accordingly with our Italian theme with the addition of bunches of fragrant basil and vine ripened tomatoes that were enjoyed as a snack. Residents really enjoyed looking at the table with a variety of Italian items, especially the decorative Vino and Chianti bottles. Dean Martin crooning in the background made for a perfect dining experience for everyone. Our residents are loving the weekly virtual outings events and already looking forward to see what next week brings.

LIFESTYLE INITIATIVES FOR OUR RESIDENTIAL CARE COMMUNITY DURING COVID-19 RESTRICTIONS

As you will all know lifestyle activities have continued during the COVID-19 period although with smaller groups and confined to specific units. Restrictions ease in relation to gatherings we want to be able

to offer some special functions around “virtual outings”. So for example this may be setting up an Italian Restaurant for Pizzas, some of the residents favourite haunts for afternoon tea or even a virtual visit to Kentucky Chicken. Staff are currently thinking about how these types of functions can be planned and staged within each facility keeping in

mind the 4 square metre rule will still apply. We think it is important that these occasions can be seen as an outing and residents feel they are going out for a special occasion rather than just for instance normal lunch where pizza is on the menu. Let Kim know any ideas. You have.

We think it will be a lot of fun.

AND FOR OUR STAFF

The only thing that is constant at the moment is change. Guidelines for prevention and management of COVID-19 in Residential Aged Care Facilities and in the community generally are changing every day. Our staffs' continuing commitment to keep themselves and therefore fellow staff and residents safe is vitally important. We commend them for the way they have conducted themselves outside of working hours. We want our staff to know we really appreciate the efforts they are making inside and outside of working hours. Kerri McInnes has taken on the task of organising the surprise

treats all staff are receiving at the moment. This might be small bags of lollies or chocolates left on our desk, special morning tea and lucky draws. There is a lot of added things happening at present whether it is the increased monitoring of residents and staff, recording and monitoring of visitors increased communication to families and residents and many other things that are evolving each week on top of the normal working day.

Staff cannot come to work if even slightly unwell. They are responsible for answering the screening questions accurately and recording their

temperature each day prior to commencing their shift. If they have any of the listed symptoms, however minor they must not come to or stay at work and must get tested.

Staff waiting the results of testing cannot return to work until testing has excluded the infection or until advised they can return by the department..

This puts added pressure on staff leave to cover the abnormal absences. Havilah supports staff in these situations to ensure they do not come to work if unwell.

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

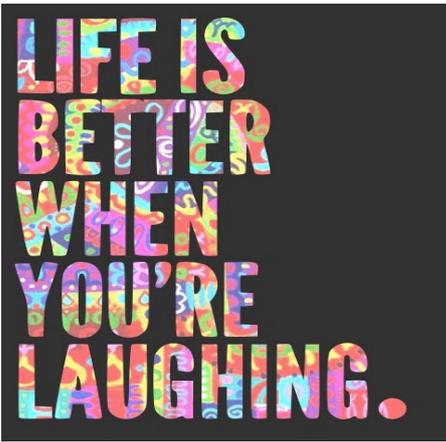


COVIDSafe app



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 measure as restrictions ease.

If you need assistance to download either of these free apps let us know at Reception.



Medical transcription errors

To paraphrase Mark Twain: Be careful of medical transcripts; you may die of a misprint.

Social history reveals this one-year-

old patient does not smoke or drink and is presently unemployed.

On the second day, the knee was better, and on the third day, it disappeared.

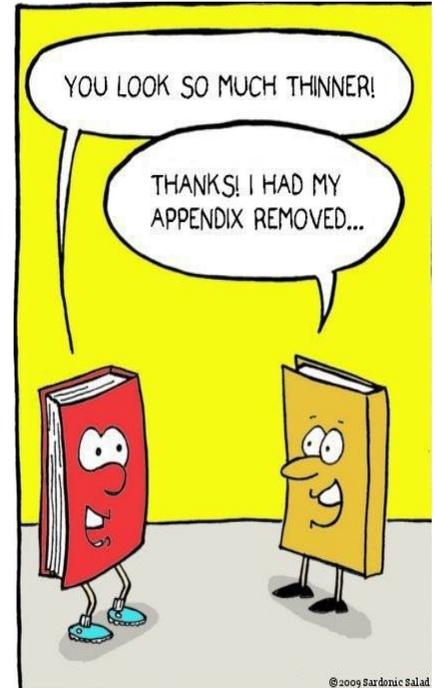
Discharge status: alive but without permission.

Exam of genitalia reveals that he is circus sized.

Occasional, constant infrequent headaches.

Bleeding started in the rectal area and continued all the way to Los Angeles.

She is numb from her toes down.



It's a sunny morning in the Big Forest and the Bear family is just waking up. Baby Bear goes downstairs and sits in his small chair at the table. He looks into his small bowl. It is empty! "Who's been eating my porridge?" he squeaks. Father Bear arrives at the table and sits in his big chair. He looks into his big bowl. It is also empty! "Who's been eating my porridge?" he roars. Mother Bear sticks her head out the kitchen door and yells, "For Pete's sake, how many times do we have to go through this? It was Mother Bear who got up first. It was Mother Bear who

woke everybody else in the house up. It was Mother Bear who unloaded the dishwasher from last night and put everything away. It was Mother Bear who went out into the cold early morning air to fetch the newspaper. It was Mother Bear who set the table. It was Mother Bear who put the cat out, cleaned the litter box and filled the cat's water and food dish. And now that you've decided to come down stairs and grace me with your presence, listen good because I'm only going to say this one more time: I haven't made the porridge yet!"

Paddy and Murphy are having' a pint in the pub, when some scuba divers come on the TV. Paddy says, "Murphy, why is it them deep sea divers always sit on the side of the boat with them air tanks

on their backs, and fall backwards out of the boat?" Murphy thinks for a minute then says, "That's easy. It's 'cos if they fell forwards, they'd still be in the boat!"



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

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 choice change every day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are listed on the menu. Please advise staff by 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice.

At tea time there is a selection of two soups, two mains and two sweets on the menu.

Additional tea time alternatives each day are - Salads, raisin toast and sandwiches. Please advise the kitchen prior to 3pm if you would like one of these alternate choices.

So that staff can have your meal ready for you at mealtime please take special note of the times for ordering of alternate meals, therefore at breakfast or by 10 a.m. for lunch and by 3pm for tea.

For breakfast residents may choose whatever cereals and breads they wish. Please notify the kitchen who will arrange to get this in if it is not held as normal stock.

FAMILY MEMBERS AND GUESTS.

We apologise that we cannot welcome resident guests for meals and look forward to the time when residents can once again host family and friends for meals and special occasions. You can be assured we will have a very big party as soon as we are able.

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 the kitchenettes for residents and visitors.**

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 that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson or alternatively fill out a form and place in the Suggestion Box.

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.

Emailing the Tattler If you provide us with your email address, we can email your Tattler to you. Please email your details to andrew.earl@havilah.org.au.

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 9am & 12 Noon Monday to Friday

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

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

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 (RNI) Deb Matthews 5459 0154 or internal dial 154.

Deb can be contacted by email using the email address: deb.matthews@havilah.org.au

You can also contact: **CEO Barb Duffin** 5461 7381 Mobile 0429 617380

email: barb.duffin@havilah.org.au or

Director of Care Kelsey Hooper 54 617383 email: 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.

Downstairs these phones

provide greater accessibility to staff for families.

Please make use of these phones as needed.

24 Hour Contact Raglan House. FOR 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-FRI 9.00 am—12.00 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

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 stable surface so please remain on the concrete paths and crossings to ensure safety.

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 feedback 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. 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 Aged Care Services.

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.