



WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)

You can access the Havilah Facebook Page via the website



## **Cycling Without Age, Maryborough - Vic**

Cycling Without Age, Maryborough (Vic) became an official charter on the 20th June this year. A funding application for \$96,500 was lodged with the

state governments' 'Pick my Project' on the 24th June. This project which was submitted by local resident (and cyclist) Liesbeth Long and has been approved to go to community vote during August. If successful, it will enable the purchase of 6 Tri-shaws including tools, spares and safety equipment such as helmets, vests etc.

Havilah has supported the application as the Auspice Organisation and will be involved with implementation of the project should the application be successful. This would include scheduling volunteers, general maintenance and housing of the vehicles should the project application be successful.

Thank you to Liesbeth for her work on this great initiative

Exciting times are ahead...



Left: Norm taking his grand daughters dog for a walk in the winter sunshine. The dogs name is Normie, he is a very cute Spoodle.

Right: Kent and Doug having a chat in the sunshine



**Retirement Community - Bi Monthly Resident Meeting**  
**Thursday 20th September 2018**  
**2.45 pm in Rm7**  
**Afternoon Tea Provided**

### **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:

- 20g butter
- 200g sliced mushrooms
- 1kg peeled pumpkin steamed
- 2garlic cloves—crushed
- 1 teaspoon Italian Herbs
- 500g Ricotta
- 1/4 cup shredded basil
- 375g large lasagne sheets
- 505g jar thick dolmio tomato sauce
- 1/3 cups vegetable stock
- 490g dolmio lasagne béchamel
- 1 cup shredded mozzarella

### Method:

- Preheat oven to 200oc. Melt butter in a frying pan over medium heat. Add mushroom. Cook, stirring, for 5 minutes or until tender.
- Mash the pumpkin in a large bowls until smooth. Stir in the mushroom, garlic and dried herbs. Combine the ricotta and shredded basil in another bowl. Season.
- Cook the pasta, in batches, in a large saucepan of boiling water for 2 minutes or



until pliable. Use tongs to transfer to a plate. Cool slightly. Place pasta on a clean work surface. Spread evenly with the pumpkin mixture. Top with the ricotta mixture. Starting from 1 short end, roll up to enclose filling. Cut each roll in half.

Grease a 30cm (1.5l) ovenproof dish. Combine the tomato sauce and stock in a jug. Pour into prepared dish. Arrange rolls, cut-side up, over the stock mixture in the dish. Spoon over the béchamel. Sprinkle with mozzarella. Cover with baking paper and foil. Bake for 20 mins. Uncover and bake for a further 30 mins or until pasta is crisp and mozzarella melts.



## THINGS MY MOTHER USED TO SAY

Call me when you get there, so I know you're OK.  
Did you brush your teeth.  
Do as I say, not as I do.  
Do you think I'm made of money.  
Don't run in the house.  
Don't sit too close to the TV or you'll get square eyes.

### 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.





### Library at Havilah on Palmerston:

The Library and reading room is situated near the main reception area, it is well stocked with a selection of books for all our ILU residents to enjoy, browse through them in the library before selecting to taking a book to read in your cosy environment of your own unit. The books are rotated with new additions that have been donated from residents or from the public.

### ILU Resident Meetings:

The Resident Meetings are held on a regular basis, chaired by Lifestyle Team Leader Kim. These meetings are informative for all residents where they can raise any concerns and by actively being involved with organising social events.

Afternoon Tea provided.

Next Meeting: 20th September @ 2.45pm, room 7



### Parking and Speed Limits

Illegal parking and excessive speed on the site have been noted and reported by residents.

The rules in relation to internal parking on the site are as follows and the speed limit

is 15 kmph:

1. No visitor parking other than at item 5 below is provided on the site.
2. One resident parking area is provided for each unit by way of enclosed garage. Parking in driveways must not intrude onto road and footways or otherwise create a nuisance to other residents.
3. Commercial Vehicles and Recreational vehicles eg caravans and campervans are not to be parked in driveways except as provided in item 6
4. No vehicles are to be parked on the road or footway
5. Disabled and Emergency Vehicle Parking is provided



at each end of the development **Please note only vehicles displaying a Disabled Sticker should park in these bays.**

6. Residents may park recreational vehicles within their own driveway **for a maximum of 24 hours for loading and unloading only.**

These rules are in place to benefit the whole of the Havilah on Palmerston Retirement Community.

Formal notification will be issued if necessary. This is a last resort and not preferred as everyone is adult and part of our community.

Thank you for your assistance with this.

**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.**

## FALLS PREVENTION

Have a Healthy and Nutritious Diet

Maintaining a healthy and active lifestyle - regular exercise prevents muscles weakening and joints stiffening.

Use your walking aids at all times.

Footwear that is fitted correctly.



### 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@havalah.org.au](mailto:andrew.earl@havalah.org.au).

Your assistance with this is appreciated.

### 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**



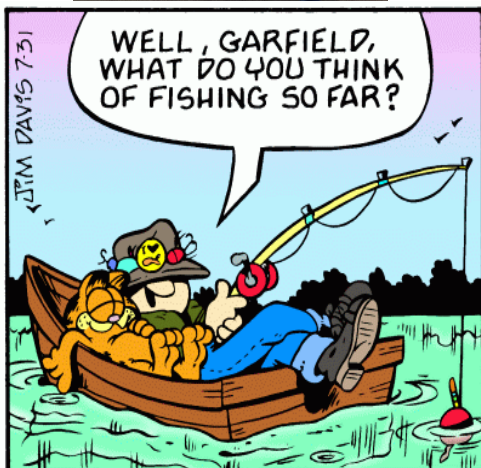
### WEIRD and WONDERFUL WORDS

**BROBDINGNAGIAN** - country in Jonathon Swift's Gulliver Travels



Maryborough Regional Mobile Library service visits Raglan house every fortnight at 10.15am on a Monday morning. Coming dates, 20th August., 3rd & 17th September

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.





By [Lauren Broomham](#) on June 15, 2018



You read that right. Our intrepid New Zealand neighbours have developed a sheep that creates up to 10 per cent less methane than other windier breeds – to cut down on greenhouse gas emissions.

According to the [ABC](#), agricultural research company AgResearch started with their breeding program with two lines of 100 ewes that were divided into high and low gas emitting groups.

Sheep release most of their methane by burping (who knew?) so the researchers figured out which sheep were 'gassier' by placing them in a purpose-built emissions accu-

mulation chamber (jokingly called the 'fart chamber') to measure how much 'gas' accumulated.

The result? They've been able to pass the lower-emitting trait onto 20 per cent of sheep in the next generation.

It sounds like a small number – but when you consider livestock emissions are the biggest contributor to New Zealand's greenhouse gas emissions – and make up about 10 per cent of Australia's total greenhouse emissions – the savings stack up.

The researchers now want a carbon trading scheme introduced where farmers can trade sheep for carbon credits.

A similar scheme is far-off here however. While the former Labor Government funded several programs into cutting livestock methane emissions, local scientists say funding for flatulent-focused research programs has dried up.

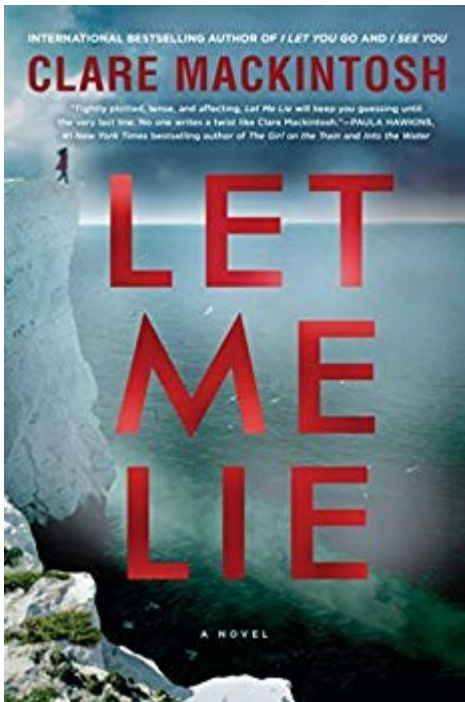
Time for us Aussies to stop farting around?



### DID YOU KNOW:

- 11% of people are left handed.
- August has the highest percentage of births.
- If food is not mixed with saliva, you can't taste it.
- The average person falls asleep in 7 minutes
- An ostrich's eye is bigger than its brain.
- Lemons contain more sugar than strawberries.
- The Hawaiian alphabet had only 13 letters
- The longest recorded flight of a chicken is 13 seconds.
- The most commonly used letter in the alphabet is the letter E.
- The 3 most common languages spoken in the world is Mandarin Chinese, Spanish and English.
- Dreamt is the only word that ends in MT.
- A cat had 32 muscles in each ear.
- The smallest bones in the human body are found in the ear.

## BOOK REVIEW



Everyone says Anna's parents took their own lives, but she can't bring herself to believe it. Sure, their deaths, just a few months apart, may look to the world like suicides, and Anna's convinced there's more to the story. Unfortunately, she's the only one who thinks so. The police seem uninterested in re-

opening the case, and even Anna's boyfriend Mark has grown tired of her constant speculations about what really happened to her parents. And so, Anna is doing her best to move on, to focus on her baby daughter, and to put the ghosts of her past to rest.

An unknown individual has other ideas, though. One afternoon, Anna receives a very strange letter, confirming her suspicions that her parents did not in fact commit suicide. Feeling a mix of vindication and fear, Anna rushes off to the police station, sure she's found the one thing that will convince them to reopen their investigation into her parents' deaths, but it's not an actual police officer she ends up talking to. Instead, she tells her story to retired cop Murray, who decides to look into things on his own before turning the investigation over to the appropriate people. At first, this turn of events felt off to me. Murray doesn't come clean to Anna about his status as a retired policeman, instead allowing her to think she's speaking to a fully-fledged officer. Plus, since Murray is retired, how is he able to properly investigate Anna's story without proper police backing? Luckily, Ms. Mackin-

tosh gives Murray a fantastic backstory that answered all of my questions, and in fact, the chapters told from his point of view ended up being some of my favourite parts of the book; but more on that in a bit.

After her visit to the station and her discussion with Murray, Anna feels as though she's been given permission to dig into her parents' pasts. Maybe she'll turn something up that will be of help in the investigation, but as is usual in these types of situations, her poking around unearths far more questions than answers. It soon becomes obvious that her parents were not the people she thought they were, and in fact, at least one of them was harbouring a terrible, possibly deadly, secret.

Most of the story is told from Anna's point of view, but we do spend quite a bit of time with Murray as well, and as I stated above, his chapters are some of the best parts of the novel. He feels rather aimless after he retires from the police force, so stays on as a sort of office worker in a vain attempt to fill his empty days. His wife Sarah is in and out of a nearby mental hospital, so he really depends on his work to add some structure to his life. Not all of his actions are entirely ethical, but Ms. Mackintosh does a wonderful job helping readers understand why Murray acts as he does, and I found it impossible to dislike him. There's a sense of genuine kindness about him that I found incredibly endearing, and the scenes he shares with Sarah are gut-wrenchingly beautiful.

Anna is also quite relatable. At first, it seemed as if she was going to give in to Mark when it came to his not wanting her to ask questions about her parents' deaths, and I was prepared to do a lot of sighing and eye-rolling, but she turned out to have a stronger will than I initially thought and I was glad she didn't allow Mark to stand in her way. The love she feels for her parents is quite evident, and I admired her determination to learn the truth, even if it ended up being quite a bit uglier than she expected.



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.

## LET'S GO CRUISING

Have you always wanted to go on a Cruise, but just never had the chance or thought they were only for rich people??? If YES, come along to an information session for a proposed mini cruise with your Liaison and activity team Leader Kim and co residents from the Independent living community. All welcome to attend.

Friday 17<sup>th</sup> August 4pm in room 7 with staff from Maryborough Travel & Cruise to answer any questions.



### Community Outings for July and August



#### **Daylesford Station Market & Lunch Convent Gallery:**

Sunday 12th August. Bus departs courtyard at 8.30am.

Lunch Options: Main and glass of wine \$30.00.

Main, dessert and glass of wine \$39.00



#### **Talbot Provodre and Eatery:**

Tuesday 21st August

Ala carte dining experience showcasing locally sourced produce.

Meals and drinks at own cost.

**Please book with Lifestyle Team Leader Kim for any of the community outings.**

**Phone: 54 59 0169**

## 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 20th September 2018 at 2.45pm,  
 Room 7 in the High School Centre (Coffee & Chat immediately after the meeting)

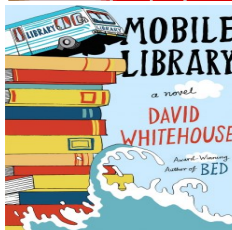


### HAPPY HOUR

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



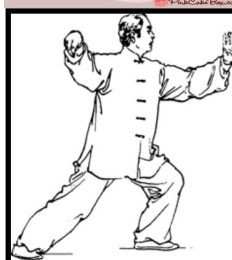
### MOBILE LIBRARY DATES

Monday 20th August, 3rd & 17th Sept.  
 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 – 1.30 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 - 18th August - 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](mailto: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



**Football Tipping:** The 2018 AFL season is in full swing, gearing up towards the finals and that last day in September. After round 19, Doug Rowe has taken the leading role in the competition with 119 points, followed by Dorrie Duffin on 115 points in second place and in joint third place is Terry Simpson and Anne Stuart.

With 4 home and away games to go for this season, the leaders will be going their hardest to keep their positions.

Maintenance Stu and Lorna Baines are keeping each other company by holding up the ladder on 73 points in last place.

Leaders and last placing for the rounds will be published each month and the Ladder boards on display throughout the facility are updated weekly. Prize money of \$10.00 to the tipster for picking a full round awarded on a weekly basis and at the end of the year \$50.00, \$30.00, \$20.00 respectively are awarded for first, second and third, \$10.00 for last place tipster.

**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**

Mobile: 0419 737 837



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



**Quiz and Crossword  
Solutions from page 12**

**Answers to Quiz**

1. A pie floating in pea soup/mushy peas.
2. Westpac
3. 0
4. Opals
5. Leading the Eureka uprising.

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

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

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

Medium 398

Easy 398



Bob and Martha always went to the local show where there was an ag pilot who would give joy rides to the public. Every year Bob would say, "Martha, I'd love to have a go in that plane." And every year Martha who was a bit of a tight wad would say, "I know, Bob but that plane ride costs \$10, and \$10 is \$10." But one year Bob and Martha went to the show and Bob said, "Martha, I'm 71 years old. If I don't ride in that plane this year I may never get another chance."

Martha replied, "Bob that plane ride costs \$10, and \$10 is \$10." The pilot overheard them and said, "Folks, I'll make you a deal. I'll take you both up for a ride. If you can stay quiet for the entire ride and not say one word, I won't charge you, but if you say one word it's \$10."

Bob and Martha agreed and up they go.

The pilot does all kinds of twists and turns, rolls and dives, but not a word or a squeal is heard. He does all his tricks over again, but still not a word or a sound. They land and the pilot turns to Bob.

"By golly, I did everything I could think of to get you to yell out, but you didn't. I can't charge you the \$10. The ride is free".

Bob replied, "Well, I was gonna say something when Martha fell out, but \$10 is \$10."

A snail goes into a Rolls Royce dealer and says to the salesman; "I want the most expensive Rolls you have" "Certainly" replies the salesman, "this car here is the top of the range model." "It's perfect" says the snail, "but I want it customised." "We offer a full range of upgrades, anything at all, what would you like?" asks the salesman. "I simply want an 'S' painted on this side, one on the other side, and another on the roof." "But sir, whatever for? It'll totally ruin the car." "Well" replies the snail, "when I drive down the street, I want people to say 'look at that s-car go'."

### All you need to know for a good life is to be learned from a study of Noah and the Ark.

1. Don't miss the boat.
2. Remember we are all in the same boat.
3. Plan ahead. It wasn't raining when Noah built the ark.
4. Stay fit. When you're 600 years old, someone may ask you to do something really big.
5. Don't listen to the critics, just get on with the job that needs to be done.
6. Build your future on high ground.
7. For safety's sake, travel in pairs.
8. Speed isn't always an advantage. The snails were on board with the cheetahs.
9. When you're stressed, float awhile.
10. Remember, the Ark was built by amateurs, the Titanic by professionals.



Number 21

Flightless bird		Quilt		Edible root		Snakelike fish	Gland		Petrol		Insect	
Number						Expression	Wooden pin				Item of footwear	
						Loaf						
Skinflint		Vale							Referring to her			
		Fusillade							Hostility			
					Fiend					Painful		Long and difficult trip
					Clear							
Unwell	Circular coral reef						Beginning					
	Duration											
			Stray	In the previous month							Space in between	
The night before												
Iniquity				Reason for action		Roman X	Lament					
							Belonging to you					
								Type of wood				
Pig pen		Cowboy exhibition										
		Unit of length										
			Bunk		Religious woman					Strong wind		Unit of heridity
					Barrel				Mariner		Unit of weight	
Custom						Revolve						
Without warning	Variety show						Claw					
						Tranquil						

**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

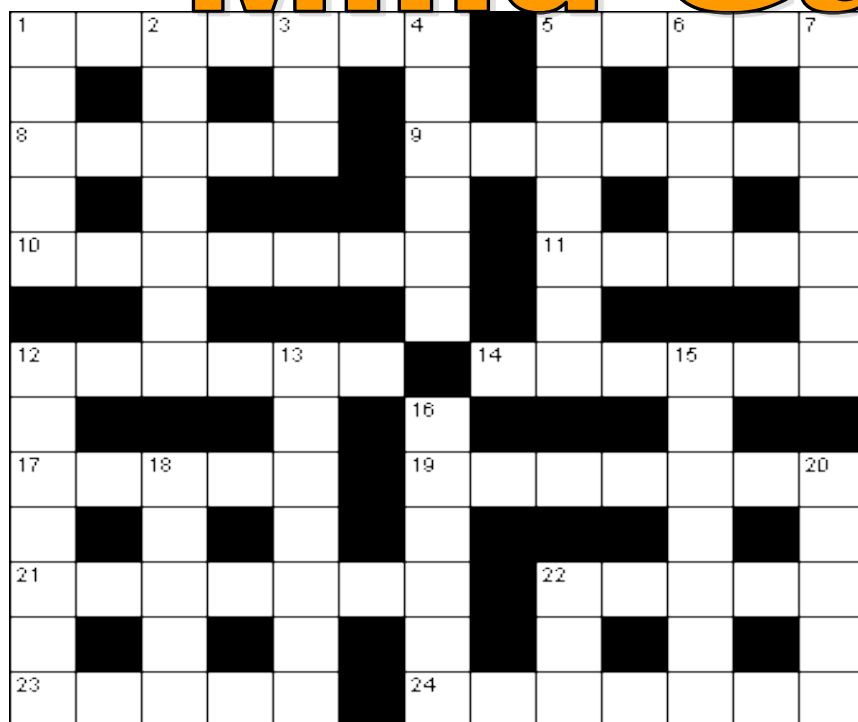
			7				8	
7								4
5	8	9		4		3		
4	1						2	8
								5
			6				7	
8								
			1	3	5			
			9				1	2

LEVEL MEDIUM 398

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

LEVEL EASY 398

Answer Page 10

**Across:**

1. Chronicle (7)
5. Proverb (5)
8. Graphic
9. Cautionary advice (7)
10. Help grow and develop (7)
11. Free of impurities
12. Neckband (6)
14. Systems of principles (60)
17. Hackneyed (7)
19. Facets (7)
21. Gullibility (7)
22. One of the senses (5)
23. Larceny (5)
24. Unprocessed or manufactured (7)

**Down:**

1. Oasis
2. More than two or three but not many (7)
3. Of long duration (30)
4. Gaped (60)
5. Fruit (7)
6. Stage whisper (5)
7. Machines (7)
12. Piece of furniture (7)
13. Complaint (7)
15. Tooth (7)
16. Ravine formed by a river (6)
18. Racket (5)
20. Hex (5)
22. Toddler (3)

## Word Search - EATING OUT

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

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

AL FRESCO, BANQUET, BARBECUE, BARS BISTRO, BRASSERIE, BREAKFAST, BUFFET, CARFE, CAMPFIRE, CNTEEN, CLUB, COFFEE HOUSE, COLLATION, DINER, DINNER, DRINK, EATING HOUSE, FEAST, FOOD, GRILL, HOTEL, LUNCH, MEAL, MOTEL, PICNIC, PUBS, REPAST, RESTAURANT, TOTISSERIE, SANDWICH, SNACK, SUPPER, TAVERN, TEA SHOP

## QUIZ

1. What is a pie floater?
2. Which bank was previously known as the Bank of NSW?
3. How many bones are there in an elephants trunk?
4. What precious stones are mined in Coober Pedy?
5. What is Peter Lalor best known for?

## 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	<a href="mailto:barb.duffin@havilah.org.au">barb.duffin@havilah.org.au</a>
Food Services Manger	Di Jackson	<a href="mailto:di.jackson@havilah.org.au">di.jackson@havilah.org.au</a>
Acting Nurse Manager	Lynne Brown	<a href="mailto:lynne.brown@havilah.org.au">lynne.brown@havilah.org.au</a>
Director of Care	Kelsey Hooper	<a href="mailto:kelsey.hooper@havilah.org.au">kelsey.hooper@havilah.org.au</a>

### **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](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)

**Acting Nurse Manager Havilah on Palmerston Lynne Brown**

email: [lynne.brown@havilah.org.au](mailto: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](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 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