

RAGLAN TATTLER

ISSUE September 2021

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



SPRING IS IN THE AIR

HAVILAH MAJOR RAFFLE:

The Major raffle was once again great success, this year we sold in excess of 400 tickets. Havilah appreciate the fabulous support that is always given by the Havilah and general community to this major annual fundraiser.

The Major winners for this years draw was **Paige Shott** who won the \$10,000 and the 2nd draw winner of \$5,000 was **The Macks Girls Syndicate**.



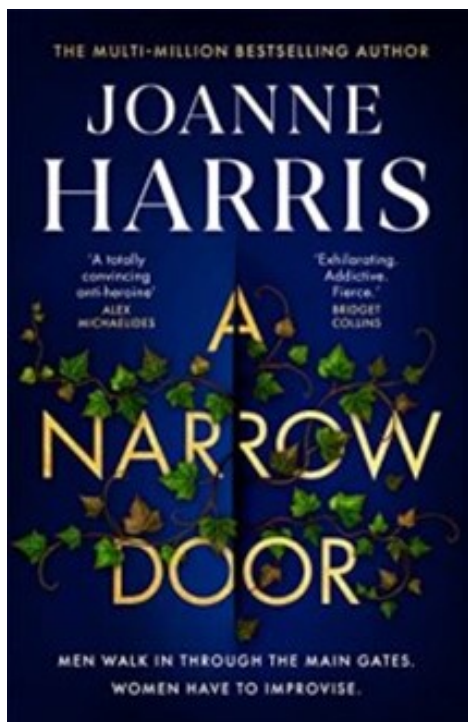
weekly winners

David Branch, Glen and Sharyn Patterson, Graham Walker, Judith Lind, Jan Little, Brendan Tatchell, Robert Jones, MEC Office Syndicate, Carolines Restaurant and Dave Willis.

— AND —
THE WINNERS
are...

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

Now I'm in charge, the gates are my gates. The rules are my rules.



It's an incendiary moment for St Oswald's school. For the first time in its history, a headmistress is in power, the gates opening to girls. Rebecca Buckfast has spilled blood to reach this position. Barely forty, she is just starting to reap the harvest of her ambition. As the new regime takes on the old guard, the ground shifts. And

with it, the remains of a body are discovered.

But Rebecca is here to make her mark. She'll bury the past so deep it will evade even her own memory, just like she has done before. After all...

You can't keep a good woman down

Rebecca Buckfast has arrived at St Oswald's at the start of the term when everything is to change-the school will henceforth not only have a female headmaster, it will be a co-ed school linked with sister school, Mulberry House. Balking at this intrusion and the change of the school motto which now reads 'Progress Through Tradition', Roy and 'La Buckfast' or 'Headmaster' as he resolutely refers to her as, beginning a cat and mouse game of truth, revelation and consequences following the discovery of a possible body in the foundation of the oft interrupted gym block.

A suspicious looking bundle is found by Roy's coterie, the 'Brodie Boys' as they are about to play what they consider to be the greatest prank that the school has ever seen. This, backfires, however, when they run to Roy, who then imparts the discovery to Rebecca.

Is it a body? If so, who is it?

Is it a manifestation of guilt over the resurfacing of old hauntings?



Another memorable AFL football season has drawn to a close with the home and away games, and finally a decision has been made to play the grand final in Western Australia, the second time in the history of football. Good luck to all the Demons and Bull Dogs supporters. Two Victorian Teams playing the Grand Final in WA,

who would have thought that could ever happen. So a very different end to a very different season. Everyone has still enjoyed selecting their tips each week, the winner for this years competition is Bill D'Alton with a score of 131 points followed in second place with 130

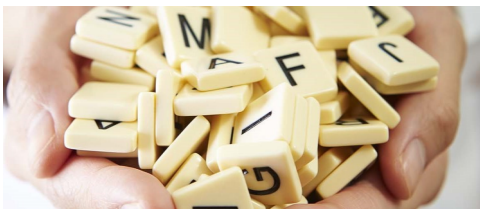
points is Anne Stuart and in third was Gary Hutchinson with a score of 129 point. The wooden spoon is awarded to Marj Beaumont with 94 points.

During the season there were a number of tipsters who selected a full house each rounds. Shirley Huggett and Monica Hutchinson picked all winners in 2 rounds and Dianne Rowe, Anne Stuart, Betty Higgins, Dou Rowe, Elma Taylor, Gary Hutchinson, Bill D'Alton, Olwyn Hogan, Merv Huggett and Terry Simpson also were lucky picking a full house during the home and away games

All winners have been presented with a certificate and their prize at an up coming Happy Hour.

use the Ipads in small groups or within their own room. It has been amazing how many residents are now tech savvy. You can use them to send and receive emails from family including photos.

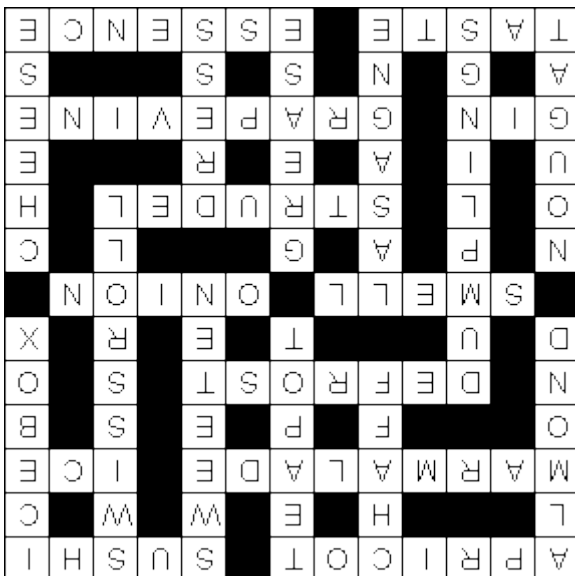
Desk top computers in common areas are also available.



Zorro - a South American kind of fox

- The way I see it, if you want the rainbow, you gotta put up with the rain. - **Dolly Parton**
- Life is what happens when you're busy making other plans. - **John Lennon**
- The big lesson in life, is never be scared of anyone or anything. - **Frank Sinatra**

- I like criticism. It makes you strong. - **LeBron James**
- You never really learn too much from hearing yourself speak. - **George Clooney**



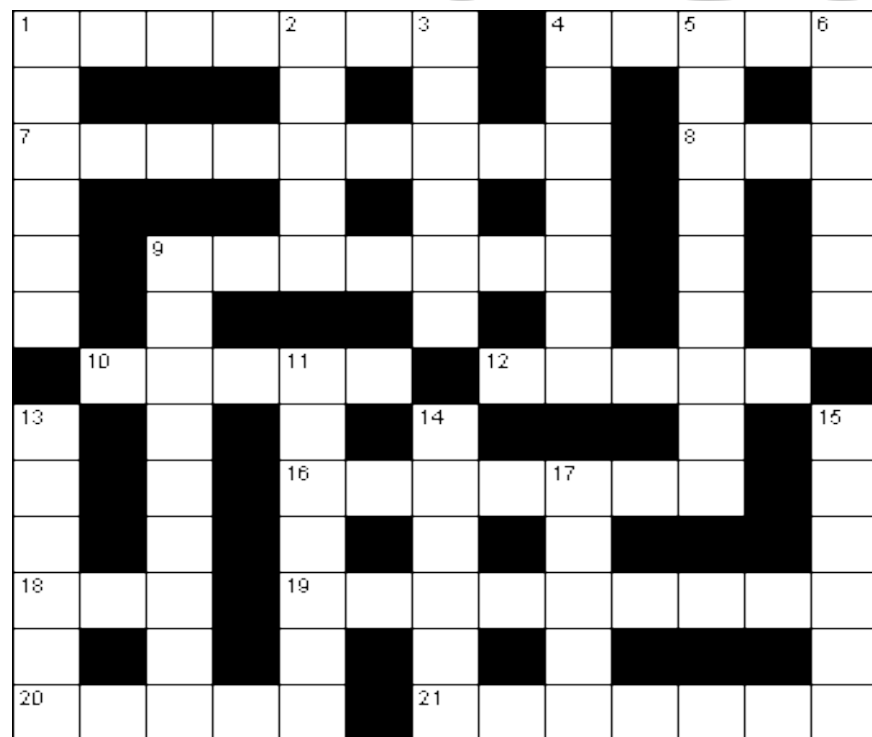
**Quiz and
Crossword
Solutions
from page 4**



Answers to Quiz

1. Don Bradman
2. Banjo Paterson
3. A bundle of belongings or sleeping equipment
4. A sheep

Mind Games⁴



ACROSS:

1. Fruit (7)
4. Rice and raw fish in seaweed (5)
7. Preserve made from citrus fruits (9)
8. Frozen dessert (3)
9. Unfreeze (7)
10. Aroma (5)
12. Edible bulb (5)
16. Pastry (7)
18. Drink made with juniper berries (3)
19. Wine source (9)
20. Sample (5)
21. Vanilla _____ (7)

DOWN:

1. Edible nut (6)
2. Bran (5)
3. Used to brew beverage (6)
4. Add sugar (7)
5. Sponge cake (5,4)
6. Cooler (6)
9. Servings to boil or steamed dough (9)
11. Baked pasta dish (7)
13. Chewy confection (6)
14. Fatty oil (6)
15. Dairy product (6)
17. Prepare a turkey (5)

WORD SEARCH - Bring it On

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:

ASSAIL, ATTACK, BATTLE, CHALLENGE, CHAMPION, CLASH, COMBAT, COMPETITION, CONFLICT, CONQUEST, CONTENDER, CONTEST, DEFET, DEFEND, DRAW, ENEMY, FIGHT, GAME, MATCH, OFFENSIVE, OPPOSITION, OUTDO, OUTFLANK, OVERCOME, OVERPOWER, PARRY, PLAYER, PROTECT, REPEL, RESIST, RIVAL, SPORT, STRUGGLE, TRIUMPH, VANQUISH, VICTORY, WARRIOE, WITHSTAND.

QUIZ

1. Who did Prime Minister John Howard call the 'greatest living Australian' in 2001?
2. The original lyrics of *Waltzing Matilda* were written by which Australian poet?
3. In Australian slang, what is a matilda?
4. A jumbuck is an Australian English

WEEKLY ACTIVITIES

MONDAY

10.30am Morning Movers

11.00am Games Morning, coffee and chat

1.30pm Bingo

2.45pm Movie Afternoon

TUESDAY

10.30am Morning Movers

11.00am Technology step by step using the I pads

1.30pm Bingo

3.00pm Special Afternoon Tea

WEDNESDAY

10.00am Nail Care, cuppa & chat

1.30pm Bingo

2.45pm Marbowls

THURSDAY

10.30am Morning Movers

11.00am Hoy and Cuppa

1.30pm Bingo

2.45pm Gardening Group

FRIDAY

10.30am Chairrobics

11.00am Hoy & Cuppa

1.30pm Bingo

2.45pm Alternate weeks, Cooking and Pop Up Shop

5.00pm Happy Hour

SATURDAY

Cooked Breakfast - served to rooms

1.30pm Marbowls—first Sat of the month

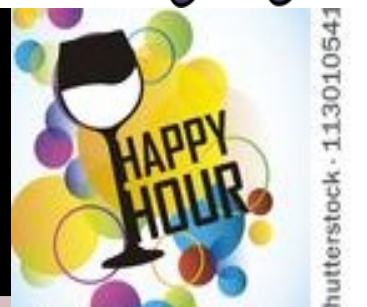
2.00pm Afternoon Movie

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

The Premier Daniel Andrews has announced that from 11.59pm on Thursday 9 September, restrictions in regional Victoria will ease expect for the Shepparton area. This was updated on 15th September with Shepparton coming out of lockdown and Ballarat returning to lockdown for the initial period of 7 days.

UNDER THE DIRECTIONS FAMILIES REMAIN ABLE TO VISIT FOR END OF LIFE REASONS AND OTHER EXCEPTED REASONS SUCH AS ESSENTIAL CARE AND SUPPORT. **PLEASE TALK TO US SO THAT WE CAN ASSIST YOU IN ARRANGING THESE VISITS.**

Visitor Restrictions

Summary of restrictions

No visitors are permitted on the premises of care facilities, unless an exception applies. Exceptions apply in limited circumstances which include

end-of-life reasons and other excepted reasons such as essential care and support that cannot be provided by Havilah staff.

Examples of other excepted reasons are as below.

(a) the person's presence at the facility is for the purposes of providing care and support for the resident's physical or emotional wellbeing (including mental health support and support for people living with dementia); Note: this may include a person who is visiting to prevent harm to a person's mental or emotional health due to social isolation.

(b) the person's presence at the facility is for the purposes of providing interpreter or informal language support to enable the delivery of care by workers at the facility; or

(c) the person's presence at the facility is for the purpose of learning to support the resident's care upon the resident's discharge.

Despite these exceptions, you will not be allowed to visit a care facility if you:

- are awaiting a COVID-19 test result (unless you are being tested in accordance with the Surveillance Testing Industry List and Requirements)
- are unwell with any symptoms of COVID-19 or have a temperature of 37.5 degrees Celsius or higher, or any symptoms of a fever such as night sweats or chills
- have arrived in Australia within the last 14 days, unless you have come from a green travel zone via a 'quarantine-free flight'
- have had known contact in the past 14 days with a person who was a confirmed case of COVID-19, or are self-isolating and have not yet been given clearance to exit
- have visited a Tier 1 exposure site and have been advised to immediately isolate, get a COVID-19 test, and remain isolated for 14 days.
- are self-isolating and have not yet been given clearance to exit
- are under 16 years, except in specific circumstances for end of life care.

The following restrictions apply for visiting a resident with a life-threatening condition or for end-of-life purposes:

Two visitors at a time.

Do not have to be from the same household.

No time limits.

No specified purpose required.

A group may exceed the "two visitors at a time" rule if dependents of a visitor are in the group

and care for the dependents cannot be arranged.
No daily limit on the number of pairs of visitors.
Wear a face mask.

Restrictions for other allowable visits a maximum of two visitors at the one time and a maximum of two visitors each day.

Outings

As for all residents in regional Victoria residents can leave the home

Gatherings in private homes are not permitted, You can see friends and family outdoors in a public area in a group of up to 10 people, A public place does not include your front or back yard or any other area in your home, The nominated person single bubble system remains in place and you can still visit your intimate partner, or if you are a single person or have that same person visit your home.

FAMILIES WANTING TO ARRANGE ZOOM VISITS, TELEPHONE CALLS, PLEASE RING HAVILAH WE WILL HAVE STAFF ON HAND TO HELP YOU SHOULD YOU NEED IT. PLEASE ASK STAFF TO ASSIST YOU AT ANY TIME WITH THIS.

If you have any special requests at all around contacting family or visiting please do not hesitate to speak to our reception staff who will assist you with this.

RECEPTION IS STAFFED 7 DAYS PER WEEK, BETWEEN THE HOURS OF 10 A.M. AND 4 P.M. AND CAN ANSWER ANY QUERIES YOU MAY HAVE IN RELATION TO VISITING OR OUTINGS.

Unless by prior arrangement, visitors can only visit within the resident's own room.

Visitor and Resident Support

Older Persons Advocacy Network (OPAN) have trained advocates who can provide advice and support.

1800 700 600 or visit [https://](https://open.com.au)

open.com.au



CONTACT HARALD

All residents, staff, regular contractors, visitors and professional people have their own cards.

The information the "Contact Harald" system generates can assist to trace any contacts with a reported positive case of coronavirus. The cards are activated 24 hours a day. Regular visitors are issued with their own cards and for irregular visitors, cards are issued for that visit and then information is uploaded and kept ready for the next visitor.

AUTO SIGN IN WITH ZIPLINE

Visitors are managing very well with the auto temperature checking and sign in through Havilah electronic system.



Added to this all visitors must now also sign in using the QR code. There are QR code posters in various positions in the main reception areas at both sites. A code also appears as the last entry on the Zip Line auto sign in so there are multiple opportunities for you to scan in. **If you add Havilah to your favourites the next time you check in this will save you having to scan the code each time.**

Staff are always there to assist you when you need this so don't hesitate to ask for help.

Thank you to all our residents, families and visitors, we appreciate your understanding re signing in and out, booking outings and wearing your Harald cards.

CORONAVIRUS (COVID-19) INFORMATION FOR PERMANENT AGED CARE RESIDENTS

Emergency Leave

We provide this information to you so that you are aware of the system of Emergency Leave the Government has put in place in relation to COVID 19. This is really about providing assistance where residents may wish to leave the facility in the case of an outbreak and we want to make sure that residents and families are aware of what is available and the steps to take should you wish to take advantage of

this at any time. Should you wish to obtain further advice in relation to this please email mail@havilah.org.au and we will contact you.

Havilah has gone above and beyond the guidelines for personal protective equipment, contact tracing, cohorting of staff and residents, screening of residents, staff and visitors all to keep our residents and staff safe.

So we have everything in place and hope we never have a need to use it. The Emergency Leave is similar, it is there if you want or need it hopefully you never will.

COVID VACCINE PROGRAM

Our staff have responded fabulously to the call for all aged care staff to have commenced their vaccination journey by 17th September. As at 16th September all of staff currently working have received at least one vaccination with 87% fully vaccinated. Many of our staff are shortly due their second vaccinations which will see almost all staff fully vaccinated within weeks.

This has been a huge undertaking and great to see that Central Goldfields Shire is leading the way in percentage of aged care staff vaccinated. This is a credit to all those working in aged care in this community and also to our GP'S and the Health Service. MDHS AND GP Clinics have done a tremendous job also in making places available to enable our staff to get vaccinated.

Also great to see the Mayor Chris Meddows Taylor congratulate Havilah staff on leading the way with vaccinations and Garry Higgins from Parkview Bakery recognizing just how well local aged care staff had

responded with a full page advertisement in the Maryborough Advertiser.

As at 16th September all of staff currently working have received at least one vaccination with 87% fully vaccinated. Many of our staff are shortly due their second vaccinations which will see almost all staff fully vaccinated within weeks.

Vaccination is also strong amongst Havilah residents with 97% either fully vaccinated or booked in for their second vaccinations. Only a very small number have decided not to be vaccinated at this time.

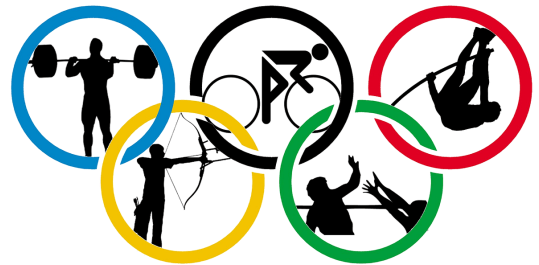
It appears that vaccination is the only way that we can get back to any kind of normal. Protecting our residents, staff, families and the community is very important.

Each week we are required to report to My Aged Care the number of staff who are partially and fully vaccinated.

The 2021 or we should say 2020 Havalah Olympics was just as good or even better than the real life show held in Japan. Residents and staff were very competitive participating in a variety of events to win the gold medals. All residents consumed a hearty meal full of carbs prior to competing against one another, with plenty of laughs.



PHOTO GALLERY



Residents at Raglan House soaked up the lovely sunshine in the court yard for an organised Spring afternoon tea. Leisure and Lifestyle staff, Alison and Georgie arranged the tables and a variety of savoury and sweet treats to enjoy with a cuppa whilst residents having a chat amongst one another.





Falls Prevention

Have medications reviewed on a regular basis.

Have an eye test with the optometrist at least once a year.

ACCOUNT PAYMENT: Residents who have accounts to be paid in the community, eg chemist, telephone, the accounts can be presented to reception staff to be paid and then the resident will be on billed to them at the end of the month.

RESIDENT SURVEYS: Raglan **Of 20 residents surveyed:**



100% of surveyed residents indicated there is adequate lighting in the facility to meet their needs most of the time or always.

100% of residents indicated that most of the time or always they choose the clothes they wear each day.

100% of residents agreed or strongly agreed that they would recommend Havilah to a family member or friend.

100% of surveyed residents agreed or strongly agreed their personal property is safe here.

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 needs 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.

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

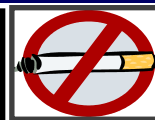


compartments, and sprinklers and smoke alarms. Should evacuation be required only residents in the affected compartment would be affected In the first instance. The fire alarm automatically alarms to the brigade who are here within minutes.

YOU WILL BE KEPT INFORMED BY STAFF AND THROUGH THE PUBLIC ADDRESS SYSTEM.



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





Under the National Guidelines for visitors entering an aged care facility current flu vaccinations are required. All visitors are to supply a copy of proof that they have had the 2021 vaccination to reception to enable staff to update our records and will also accept copies of proof of covid vaccinations.

Thank you for your assistance with this.

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 choices change each 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 also listed on the menu. At tea time there is a selection of two soups, two mains and two sweets on the menu and also additional alternatives are listed in case you do not like the main choices offered.

If there are not things on the menu that you fancy please ask staff for some other alternatives that we can arrange for you.

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 each day and look forward to reintroducing this as soon as possible. Where it is a special occasion lunch or afternoon tea can be

arranged for guests. Please book this at reception a few days in advance as a special area will need to be set up for you. Hopefully before long we will be back to unrestricted guest meals once again. We look forward to that time.

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 resident use.

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 you enjoy that you would like to see on the menu or any theme days you would like to see introduced please discuss this with Food Services Manager Di Jackson, or any of the lifestyle staff. Alternatively you can fill out a form and

place in the Suggestion Box. We welcome your suggestions.

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.

Residents are enjoying the added socialisation of returning to Dining Rooms for lunch and Evening Meals.

ways residents are able choose to have room service rather than attending the dining room.

Catering and Lifestyle staff have begun planning for the Christmas Barbecue and Christmas Lunch which we hope will be able to happen with guests similar to last year. So although reduced from what happened pre covid still special for our residents.

Exciting news from the Kitchen commencing 1st November with a new Bistro Style menu. Thank you to our catering team for coming up with this great initiative for our residents. More on this in the next issue.



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

AGED CARE WORKFORCE CENSUS—A SUMMARY

How many people work in residential aged care? Who are these workers and what are their roles? See the latest statistics in this summary of the Department of Health's [2020 Aged Care Workforce Census Report](#).

Size of the workforce

- 277, 671 staff working in residential aged care, including:
- 208,903 direct care staff
- 52,801 ancillary roles such as cleaners, cooks, and laundry assistants
- 14,021 management and administrative roles
- 1,946 pastoral care and educational roles.

Employment types

- 77% of direct care staff are employed in a permanent position
- 19% of direct care staff are employed in casual or contract positions
- 4% of direct care staff are employed as agency staff or sub-contractors.

Most direct care permanent staff work part time (93 per cent). Some workers may have several part-time positions which when combined are equivalent to or greater than one full-time position.

Nurses working overnight

80% of facilities reported that they had an RN rostered on duty overnight every day in the last fortnight.

Age and gender distribution

- 10% of direct care workers are 60+ years old
- 18% are 50-59
- 19% are 40-49
- 28% are 30-39
- 23% are 20-29
- 1% are under 20

The direct care workforce is getting younger. Around half of workers are aged under 40 years, an increase from around one-third in 2016. Of the various roles, RNs are the youngest, with around 60% of these workers under 40.

86% of direct care workers are female.

Aboriginal and Torres Strait Islander Distribution

1.9% of direct care workers identify as Aboriginal and/or Torres Strait Islander, a slight increase from 1% in 2016.

Culturally and linguistically diverse (CALD) distribution

35% of direct care workers identify as being from a CALD background. This is an increase from 26% in 2016.

Qualification levels

66% of Personal Care Workers (PCWs) hold a Certificate III or higher in a relevant direct care field, and another 2% were studying for a Certificate III or higher.

Managers of facilities are much more likely to come from a nursing background than a business background, with a bachelor's degree in nursing or postgraduate nursing qualifications more common than business management or administration.



2021 Traineeship program

In August we welcomed a new intake of trainees. This is the second on site traineeship scheme Havilah has undertaken, our first group are soon to complete their traineeship. This is a great way for those interested in the aged care and health industry to make a start with a hands on learning approach. Our first traineeship program has been very valuable and produced a high calibre of carers. There are 15 trainees in the 2021 group, all females in this group. Many have come from a customer service background.

The course commences with orientation and classwork and then they will be on site learning on the job. During the course of the 12 month traineeship there will be continued classwork, study and assignments melded in with on the floor practical learning. As time progresses throughout their traineeship, each will learn more and gain experience in all of the aspects of the caring role.

From the workforce article opposite you will see that nationally 66% of personal care workers hold a qualification of Certificate 3 or above. At Havilah Certificate 3 or equivalent has been our

minimum standard and it is surprising industry wide that the figure is as low as 66%. There are obviously many care staff who have been trained on the job but without the classwork that goes with the Certificate 3 or higher qualifications.

It is not to say that those workers are not competent and they may well have a huge amount of experience on the job that makes up for the lack of the qualification.

For PCA's who obtain their qualification in off site courses this can be in a community based scheme or on line. They then are required to have a minimum number of hours placement in an aged care facility prior to completing the course and gaining the qualification.

For on the job trainees they have the opportunity of working and learning over a 12 month period. A massive difference in the practical component of the on the job course.

\$4.96m Capital Funding for Havilah

Havilah has recently received a \$4.96m Capital Grant in the Aged Care Approvals Round (ACAR)

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.

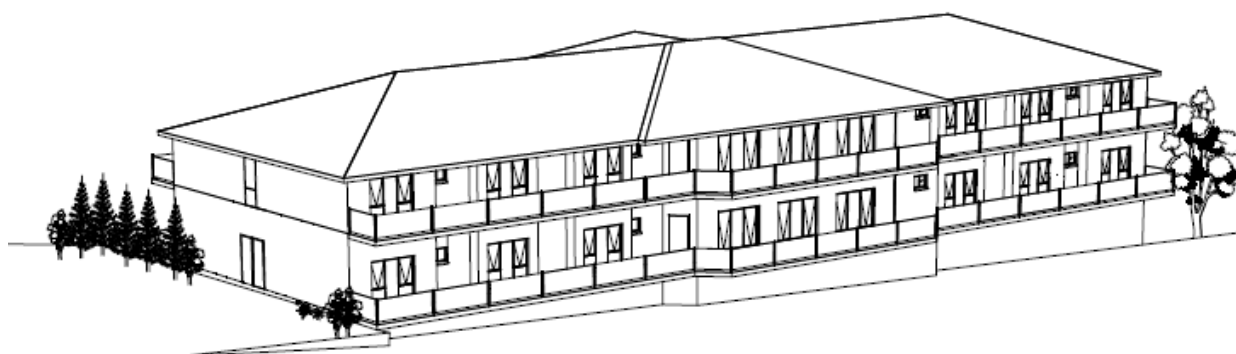
The design provides for a business model around multi tasked care staff, supported by clinical staff facilitating independence and purposeful activity and supporting residents to make their own choices in all aspects of daily life.

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 residents and visitors. In addition to each resident's separate accommodation residents can host family and friends in the specific family areas included in the design.

The proposal is important in establishing capacity to satisfy the need for residential aged care as defined by government benchmarks for Central Goldfields Shire, within a community who are ageing at almost double the average rate for Victoria generally.

This latest project will provide capacity to satisfy current government benchmarks until 2025.



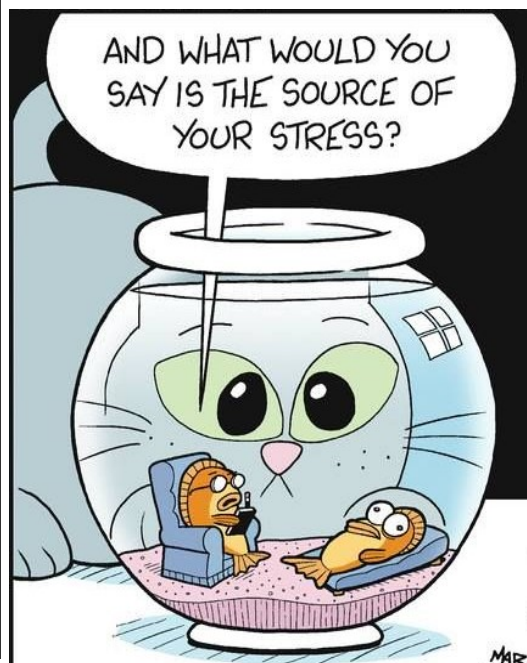
Giggletime

LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

Jane's parents felt a bit uneasy after meeting her boyfriend. He sported some questionable tattoos, swore and just had a hostile air about him.

After he left, the mother said, "Dear, he doesn't seem like a very nice person."

"Mom," Jane said, "if he wasn't nice, why would he be doing 500 hours of communi-



A new man is brought into Prison Cell 102. Already there is a long-time resident who looks 100 years old. The new man looks at the old-timer inquiringly.

The old-timer says, "Look at me. I'm old and worn out. You'd never believe that I used to live the life of Riley. I wintered on the Riviera, had a boat, four fine cars, the most beautiful women, and I ate in all the best restaurants of France."

The new man asked, "What happened?"

"One day Riley reported his credit card is missing."

Jimmy heard a funny noise in the shed, so he called the police.

"Hello", Jimmy said, "I think someone is in my shed stealing stuff".

"Do you have anything valuable in the shed", the dispatcher asked.

"Well, just my tools, a couple of bikes and the lawn mower." Jimmy replied.

"Sorry", The dispatcher said, "we've got no one available at the moment. Someone will be with you in the morning" and hung up.

Five minutes later Jimmy called back. "Hello, I phoned earlier about someone in my shed. No need to worry about it anymore though, I've just shot him".

Within 10 minutes the area was crawling with cops, helicopters, and K-9 dog handlers. After catching the crook, the Sergeant went up to me and said, "Hey, you told us you shot the intruder, but he's alive and well."

"Yeah? And you told me you had no one available."



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 10am—4.00pm Monday to Sunday

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

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-SUN 10.00 am—4.00 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

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 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.

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 5459 0154 or internal dial 154.

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.

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 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.

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.