

RAGLAN TATTTLER

ISSUE November/December 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



Wishing you and your family a very Merry Christmas.
May this joyful season greet you with health and
happiness

FUNCTIONS FOR YOUR DECEMBER CALENDAR;

CHRISTMAS BARBEQUE LUNCH — FRIDAY 10th DECEMBER

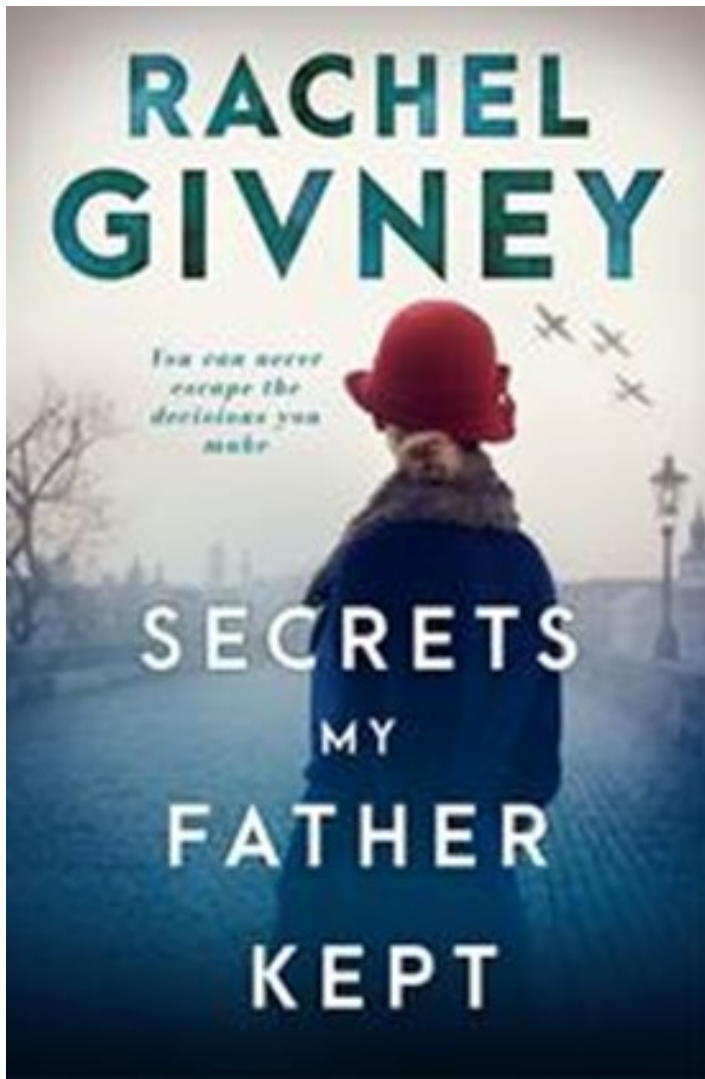
CHRISTMAS LIGHTS TOUR — Date to be advised

CHRISTMAS DAY AT HAVILAH

2 Course Lunch with drinks and chocolates \$25.00 per head

Each resident can have up to 5 visitors for both the Barbeque Lunch and Christmas Day—bookings are essential for both functions.

Please RSVP for the luncheon by Friday 3rd December and Friday 10th December for Christmas Day to Harkness Reception on 54617387 or email mail@havilah.org.au



Secrets My Father Kept is a captivating novel about love, sacrifice, secrets and resilience, as the clock inexorably ticks down to a devastating world war.

It's February 1939. As the Führer edges towards an invasion of Poland, total war looms in Europe.

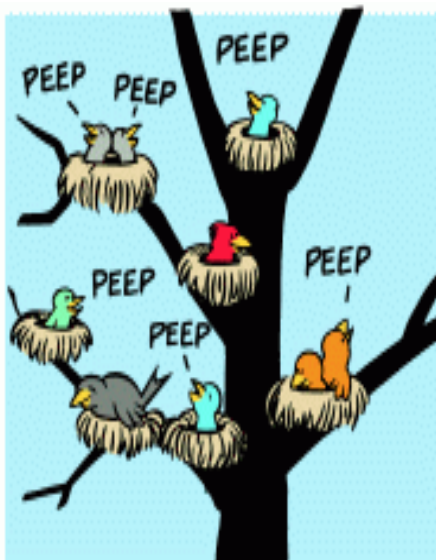
However, in Krakow, seventeen-year-old Marie Karska's primary concern is the unexplained disappearance of her mother fifteen years ago, and her father Dominik's unbreakable silence on the matter. Even his wife's name is a secret he guards closely.

Dominik, a well-respected and innovative doctor at the local hospital, has devoted his life to caring for his only daughter. Yet a black fear haunts him – over the questionable act he committed to keep Marie safe. And with German troops now marching to the border, he needs to find her a husband. One who will protect her when he no longer can...

But Marie has already met the man she wants to marry: her childhood friend Ben. She's determined that his Jewish faith won't stand in the way of their future together. And nor will her father's refusal to explain the past stop her from unpicking his darkest secret.

PFIZER BOOSTERS

Pfizer Booster vaccinations will be at Raglan House on Monday 29th November so please don't make any appointments for the day as we do not know what time the vaccinating team will arrive.





We have Ipads available for resident use to contact family on facebook, Skype, Zoom and other forms of social media. The Ipads are also available to read newspapers and periodicals and play scrabble, other word games, solitaire and other card games, do art

work , watch movies according to their various interests. Residents can 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.

**If you would like to try the
iPads please talk to Lifestyle**

staff who will assist you to become familiar with using these.

Desk top computers in common areas are also available.



Men's Business:

The men at Raglan House meet once a month to enjoy each others company, telling stories and having a bit of banter amongst one another over a pleasant lunch and an ale.

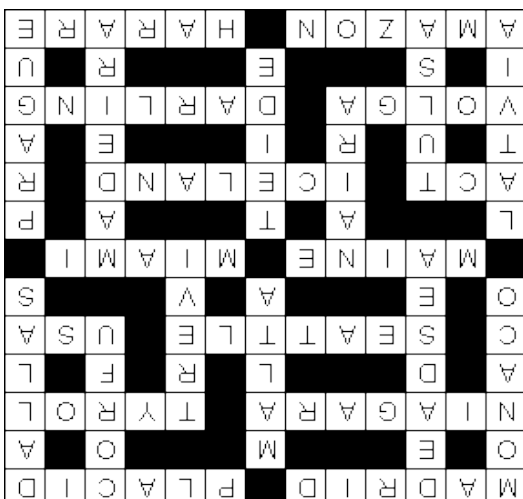


1. How can you throw a ball as hard as you can and have it come back to you, even if it doesn't hit anything, there is nothing attached to it, and no one else catches or throws it?
2. Two students are sitting on opposite sides of the same desk. There is nothing in between them but the desk. Why can't they see each other?
3. There are only two Ts in Timothy Tuttle. True or false?

1. Throw the ball straight up in the air.
2. The two students have their backs to each other.
3. True. There are only two T's (upper case). There are also three t's (lower case).

Quiz and Crossword Solutions from page 4

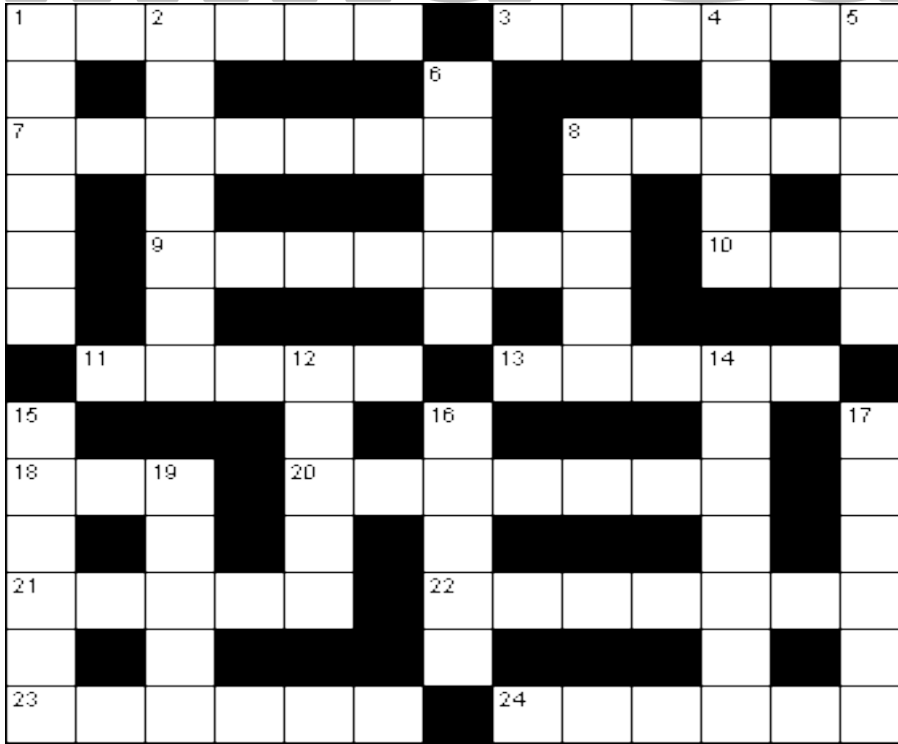
Answers to Quiz



- | | |
|----|-------------------|
| 1. | 6 |
| 2. | Kangaroo |
| 3. | Sydney |
| 4. | Sir Edmund Barton |

Mind Games⁴

Themed 11



ACROSS:

1. Capital of Spain (6)
3. New York Lake, sounds tranquil (6)
7. Falls and Honeymoon resort (7)
8. Austrian Province (5)
9. Washington's largest city (7)
10. Country, initially (3)
11. Augusta is the state capital (5)
13. Florida resort (5)
18. Australian capital, initially (3)
20. Reykjavik is the capital (7)
21. Europe's longest river (5)
22. Australian river (7)
23. South American river (6)
24. Capital of Zimbabwe (6)

DOWN:

1. Monarchy on the French Riviera (6)
2. Saltwater lake on the border between Israel and Jordan (4,3)
4. Italian isle (5)
5. Texas city (6)
6. Island country south of Sicily (5)
8. Famous fountain in Rome (5)
12. Currency of Nigeria (5)
14. Funchal is the capital of this Atlantic island (7)
15. Riga is the capital of this Baltic country (6)
16. Tenerife's volcanic peak (5)
17. Capital of the Czech Republic (6)
19. City in north eastern Oklahoma (5)

WORD SEARCH - Feelings

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

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

AGGRAVATED, ANGRY, ANGST, ANNOYED, ANXIOUS, CHEERFUL, CONCERNED, CONTENTED, DELIGHTED, DESIRE, DESPAIR, DESPERATE, DISAPPOINTED, DISQUIET, ELATED, EXASPERATED, EXCITED, EXHILARATED, FEARFUL, FRIGHTENED, FULFILLED, FURIOUS, FURY, GLAD, HAPPY, HATE, INFURIATED, IRATE, IRRITATED, JOYFUL, LOVE, OUTRAGED, PANIC, PASSIONATE, PLEASURE, PROUD, RAGE, REGRET, SADNESS, SATISFIED, SORROW, UNEASY, WORRY, WRATH.

QUIZ

1. How many senators are there in Australian Parliament?
2. What is the national animal of Australia?
3. Which city is the largest in Australia by area?
4. Who was the first Prime minister of Australia?

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

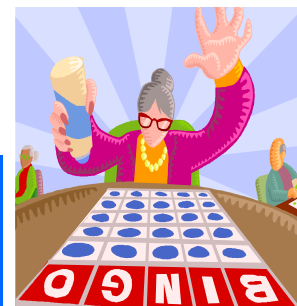
Cooked Breakfast - served to rooms

1.30pm Marbowls—first Sat of the month

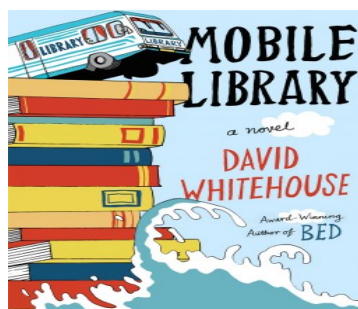
2.00pm Afternoon Movie

SUNDAY

3.00 pm Devonshire Afternoon Tea served to resident 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

VICTORIAN RESTRICTIONS

Visitor Restrictions at Havilah

Residents at Havilah can have up to five visitors per day including dependents for any reason. All visitors to Havilah need to be fully vaccinated and able to show proof of such.

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

Private gatherings in the home.

- There are no limits on the number of people you can gather with in your home or in public places (eg park or beach).
- It is recommended that everyone who you are gathering with at your home or in a public place be fully vaccinated.
- Face masks are required indoors only in limited settings including retail, health care, aged care and justice facilities, at primary schools and on public transport and taxis.
- All workplaces must have a COVIDSafe Plan and keep records of everyone attending used the Services Victoria app

Mental Health Support

During stressful times it is important that you look after yourself. Stress and anxiety can affect you on a physical level as well.. Support is always available even if it's just to vent.

Sporting activities

If you are fully vaccinated, you can attend sporting and recreation fa-

cilities (eg sports grounds, swimming pools) and sporting events..

If you don't meet the vaccination requirements, you can't enter.

Vaccination requirements don't apply to people involved in community sport or people using swimming pools for essential medical care.

Getting goods and services

Venues you can only attend if you are fully vaccinated include:

- Non-essential retail stores (eg book, clothes and jewelry shops)
- Personal services (eg hair-dresser)
- Community premises (eg library) and creative arts premises
- Real estate services (inspection and auction)

If vaccination status isn't being checked

Real estate inspections can go ahead by private appointment for a single household

Community facilities can host essential public support groups, support services and health services in limited numbers

Vaccination requirements don't apply to essential retail stores (eg supermarkets, post office)

Going out

Venues you can attend if you are fully vaccinated include:

- Food and drink venues

- Nightlife venues
- Cinemas, zoos
- Events (eg festivals)
- Casinos/gaming venues

If you don't meet the vaccination requirement you cannot enter these venues. Vaccination requirements don't apply to food and drink venues operating for takeaway only.

There are no capacity limits or density limits on venues where all patrons and workers are fully vaccinated

You cannot enter any of Havilah facilities, or in fact any aged care facility if:

- * You are unwell or have even the mildest symptoms of COVID-19:
⇒ fever or temperature over 37.5 degrees
⇒ loss or change in sense of smell or taste, chills or sweats, cough, sore throat, shortness of breath, and/or runny nose

Note: this does not include those symptoms where caused by an underlying health condition or medication

- * are required to quarantine or isolate ****This includes if they have attended an [exposure site](#)**

******<<https://www.dhhs.vic.gov.au/case-locations-and-outbreaks-covid-19>>

- * have arrived in Australia from overseas (other than a travel



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.

Vegemite and Pizza - together at last

It's been in Smith's chips, Four 'n Twenty pies, Kraft Singles, and even Cadbury chocolate, to... varying degrees of success – but Vegemite may be on to a winner with its newest combination: Domino's pizza.

Evoking the classic Vegemite and cheese sandwich, the new \$7.95 limited edition Domino's Cheesy Vegemite pizza is available for three weeks, after social media users clamoured to give it a try.

Vegemite appeared on the menu at Rosa's Pizza in Brooklyn, New York, earlier this month, and Domino's ANZ Chief Marketing Officer Adam Ballesty said it was only right Aussies should be able to try it as well.

“There's something so quintessentially Aussie about a Vegemite and cheese pizza, and we're excited to be able to offer this unique combination to customers right here at home.

“To this day, we still receive messages from customers asking us to make this combination

a reality, and at Domino's... we always deliver,” he said.

Meanwhile, unopened blocks of that Vegemite chocolate from 2015 have been selling for hundreds of dollars on eBay years later... though you probably shouldn't expect the pizza to be quite as solid an investment.





SUBWAY



Subway picnic lunch was well received by all resident, they enjoyed feasting on a variety of filled rolls and wraps,

What do older Australians think about young people?

The majority of older people deeply care about the future and wellbeing of younger generations, according to a recent report.

Over 3,000 older Australians shared their thoughts on the anonymous survey published by National Seniors Australia. When asked to identify which issues facing young adults were of the most concern, unemployment, housing affordability, education and mental health topped the list.

According to the authors, the responses defy assumptions that older and younger generations are in conflict with each other.

“There’s too much commentary from economists and opinion writers that pits older people against younger generations,” said National Seniors CEO Professor John McCallum.

“In fact, far from frowning about younger people, many seniors have empathy and expressed admiration and respect for them.”

The survey data found that many respondents wanted more educational opportunities for younger people, with some pointing to low wages and the casualisation of the workforce as the main drivers of youth unemployment.

“Forcing older Australians to stay in the workforce longer is depriving young people of work,” one respondent wrote.

“Housing is astronomically expensive – almost impossible for most. I really am concerned about what they are going to do in the future,” said another. Almost a third of older respondents brought up rising property prices and living costs as an issue requiring urgent attention.

“[It] seems that young people are the only ones with

enough brains to demand action on climate change – we should support them,” one person wrote.

Opinions on substance abuse were varied, with 20 per cent of respondents suggesting disapproval towards youth drug use.

Frustration over young people’s smartphone use was a common theme in the survey. Social media was linked to a lack of communication skills and bad manners, with increased screen time associated with poor mental health.

According to National Seniors Australia, the findings indicate that older people are mindful of the issues facing younger generations and concerned about the many difficulties for their future.

“What’s been missing in the conversation is what each generation thinks about the other.

“This report goes some way to filling that gap,” said McCallum.



According to *Guinness World Records*, the first person to be charged with speeding was Walter Arnold of the English village of Paddock Wood, Kent. On Jan. 28, 1896, Arnold was spotted going four times the speed limit in his 19th-century Benz—but since the speed limit at the time was just two miles per hour, that meant he was not going too fast by today’s standards. The constable had to chase him down on his bicycle, issuing a ticket for £4 7s and earning Arnold the speedy distinction.





Falls Prevention

***Is there enough light in my room to see at night?**

***Can I see my way to get to the toilet?**

ACCOUNT PAYMENT: Residents who have accounts to be paid in the community, eg chemist, 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 21 residents surveyed:



100% of surveyed residents indicated that they feel safe and secure at Havilah most of the time or always.

100% of residents surveyed think the staff have the skill to do their job most of the time or always.

100% of residents agree or

strongly agree they like the way their meals are presented and the hot foods are just the right temperature.

100% of surveyed residents agreed or strongly agreed that they have the choice of their door left open or closed.

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 involve-

ment 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



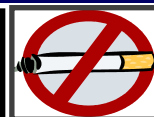
Please remain where you are and wait for staff to instruct you on evacuation. If you can see the fire you should move away from the immediate area and wait for instruction from staff. If the fire is in your room you should leave the room and close the door behind you. Havilah is a very safe facility 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.



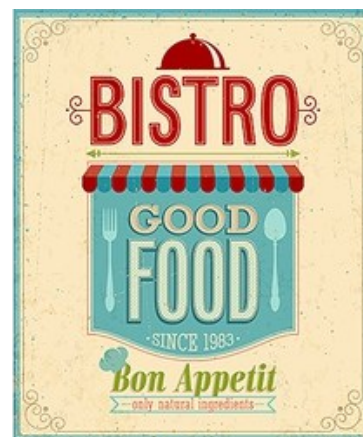
Justice of the Peace

The Havilah on Palmerston community has the services of a Justice of the Peace,
Contact: Terry Simpson Mobile: 0419 737 837

The new and exciting format of menu's has temporarily been put on hold for Havilah residents at Harkness Street and Raglan House.. Residents will be advised with plenty of notice when this will start.

It will be in the lines of a café/bistro style format and menus' will run weekly from Monday to Sunday then and on a weekly rotation over 6 weeks

There is a variety of food items to choose from and some days there will be a special board with different options that residents can select from.



Happy hour will be held weekly as before but with a theme night once a month.

It's a change the will be welcomed to residents that have been in Havilah for some time are accustomed too,. Summer months we can have BBQ's out in the various courtyards, with meat salads and sweets plus drinks.

A cold meat and salad buffet, a pastry night, Pizza night, movie night with ice-creams and popcorn plus lots of other things.

Maybe residents would like to suggest something different for happy hour, staff can asked the residents their thoughts when attending to their care.

Upcoming Functions:

The Christmas BBQ will be held on the on the 10/12 at lunchtime family members intending to come please RSVP.

Christmas Day Luncheon 25/12 will be held at both sites –each resident can have maximum 5 guests. The 2 course meal (including drinks) is \$25.00.



Travel Plans 2021

Expectations

v's

Reality

LIFE IS
BETTER
WHEN
YOU'RE
LAUGHING.

A passenger in a taxi leaned over to ask the driver a question and tapped him on the shoulder. The driver screamed, lost control of the cab, nearly hit a bus, drove up over the curb, and stopped just inches from a large plate glass window.

For a few moments everything was silent in the cab, and then the still shaking driver said, "I'm sorry but you scared the daylights out of me."

The frightened passenger apologized to the driver and said he didn't realize a mere tap on the shoulder could frighten him so much.

The driver replied, "No, no, I'm sorry, it's entirely my fault. Today is my first day driving a cab. I've been driving a hearse for the last 25 years."

What's blue and smells like red paint?

Blue paint.

Why can't your hand be 12 inches long?

Because then it would be a foot.

What do Alexander the Great and Winnie the Pooh have in common?

The same middle name.

Did you hear about the mathematician who's afraid of negative numbers?

He will stop at nothing to avoid them.

How many times can you subtract 10 from 100?

Once. The next time you would be subtracting 10 from 90.



Two inexperienced hunters went hunting in the bush. Before long they got lost.

"Don't worry" said the first hunter.

"I heard that when you're lost you should fire three shots in the air and someone should hear you."

They fired three shots in the air and waited a half-hour.

Nothing.

They tried again with another three shots and nothing happened.

Finally they decided they would try it once more.

"This better work," Said the second hunter nervously.

"These are our last arrows."

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 7 days per week

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