



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

You can access the Havilah Facebook Page via the website



## THE 2018 ANNUAL CHRISTMAS BARBEQUE

will be held on Friday 13th December

commencing at 5.30 pm.

Please advise your attendance numbers by

Friday 6th December

**All family and friends are welcome**

**There are no limits on numbers attending**

**Please advise Raglan Kitchen on 5459 0180; or**

**Kim in Activities on 54590169 (Mon—Fri)**

**or email [mail@havilah.org.au](mailto:mail@havilah.org.au)**

## CHRISTMAS DAY

**Christmas Day Celebrations at Havilah are lots of fun, with good food and good cheer to be had by all.**

**Families and friends are welcome to join residents for a 2-course lunch at a cost of \$25.00 per head.**

**Bookings are essential, please RSVP by Tuesday 10th December.**

**Phone the Kitchen 54590180; or**

**Kim in Activities 54590169**

**or email [mail@havilah.org.au](mailto:mail@havilah.org.au) for bookings.**



*Tuesday 5th November 2019*

*You are invited to the Havilah on Palmerston.*

*Afternoon traditional High Tea and cup day Activities.*



*Free sweeps on the day, fashions on the field, best headwear, quiz & photo booth fun*

*1.30pm champagne on arrival with High tea beginning at 2.15pm*

*RSPV to Kim, phone 5459 0169*

*Entries for the best rose exhibition to be received by 9.30am Tuesday 5th Nov  
Judging on the day*

**Retirement Community - Bi Monthly Resident Meeting Thursday 21st November 2019, 2.45 pm  
Raglan House - Ground Floor - Neill Street end  
Afternoon Tea Provided**



The group of Retirement Living residents who attended the Diners' club outing to the Historic Maryborough Railway Station's Tracks Bar and Restaurant enjoyed a lovely night socialising over fine food, wine and few ales while enjoying the historic ambience of one of our local tourist attractions.

### HAVILAH ANNUAL GENERAL MEETING

The 24th Annual General Meeting was held on 10th October with representatives from the community and staff attending the evening. President Shane Dellavedova gave a detailed report highlighting the achievements of Havilah during the past year, planning for the future which included the new development at Raglan Street, Harkness Street and the installation of solar power at both Raglan Street and Harkness Street sites, the amount of staff employed which contributes a significant growth to the Maryborough community and the relationship Havilah has with Allied Health and GP's to ensure a professional level of clinical care. Shane also expressed his thanks to the Lifestyle teams for their on going dedication in providing cultural, spiritual and lifestyle programs and to all staff of Havilah for their valuable contribution and also to the Central Goldfields community for their support.

Four staff members were awarded service awards, Heather Watts for 15 years service, and for 10 years service were Annette Bond, Heather Johnson and Julie Kollmorgen. President Shane thanked and congratulated staff on achieving these service milestones. Annette was in attendance to receive her 10 year award and spoke on the

changes she has experienced during her time at Havilah, and of the satisfaction and enjoyment derived from being a member of the Havilah team.

Long serving Board member, Brian O'Connor who has been an active member on the board

for 20 years was also recognised for his involvement in the development of Havilah over that time.



Copies of the Havilah Annual Report are available at Reception.



Introducing the Havilah Hostel Inc board members for 2019/2020;

Top Left: Brian O'Connor and Shane Dellavedova.

Above: Randall Edwards

Above Right: Lenette McKnight, Danny Tatchell, Robyn Jennings.

Left : Jacqui Durbridge

Right : Craig Bell



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.

## TAI CHI With Master Barry Lacey

Where: Room 7 High School Centre  
 When: Monday and Wednesday  
 Monday session 1.00 to 2.30 pm  
 Wednesday session 10.00 to 11.30 am  
 Come along and try, there is no age limit  
**VERY GOOD FOR BALANCE AND FOR ARTHRITIS**



## time to talk



**Time to Talk - 2nd Wednesday each Month**  
**Next Date 13th November 10.00am**  
 Raglan House—first floor  
 Great chance for the men to get together and chat  
 about secret men's business



**RAGLAN HOUSE GARDEN-  
 ING CLUB**  
**MEETS ON A TUESDAY**  
**AT 3 PM**

Interested gardeners from the retirement community who would like to join in this project are very welcome.  
 Please talk to Kim if you would like to get involved.



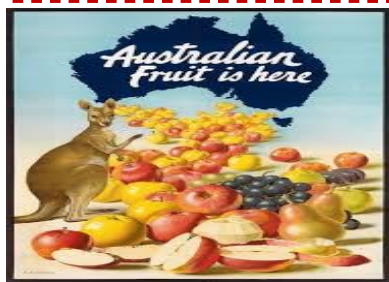
## Falls Prevention

Ensure the height of your bed or chair is appropriate.

Always use walking aids in the correct manner.

## WEIRD and WONDERFUL WORDS

**NACARAT** - a bright orange-red colour



## THINGS MY MOTHER USED TO SAY

Beds are not made for jumping on.  
 Don't pick your nose in public.  
 I don't know is NOT an answer.  
 I don't have to explain myself, I said NO.



## 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.

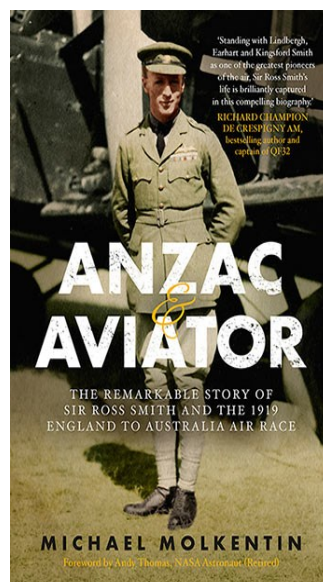
The story of an extraordinary Australian, Ross Smith, who rode to war at Gallipoli on horseback and by the end of the war, was one of the most highly awarded fighter pilots.

"He was courageous. He was ambitious. He was skilled. He was visionary. He could be ruthless. He was someone born of a new nation. But he was of a time now long past. And yet in the language of a later generation it could be said he had the "right stuff" . . . Michael Molkentin captures [Ross Smith] brilliantly." - Andy Thomas, NASA Astronaut (Retired)

In the smouldering aftermath of the First World War a young Australian pilot and his crew prepare to attempt the inconceivable: a flight, halfway around the globe, from England to Australia. The 18,000 kilometre odyssey will take 28 days and test these men and their twin-engine biplane to the limit. It is a trans-continental feat that will change the world and bring the air age to Australia. It will also prove to be the culminating act in the extraordinary and tragically brief life of its commander, Captain Sir Ross Smith.

Raised on a remote sheep station in the dying days of Australia's colonial frontier, there was little in Ross Smith's childhood that suggested a future as one of the world's great pioneering aviators. He went to war in 1914, serving with the light horse at Gallipoli and in the Sinai before volunteering for the fledgling Australian Flying Corps. In a new dimension of warfare, Ross

Smith survived two gruelling years of aerial combat over Palestine to emerge as one of the most skilled and highly decorated Australian pilots of the war. In 1919 he was a pilot on the first ever mission to survey an air route from Cairo to the East Indies, before gaining international fame as the winner of the government's £10,000 prize for leading the first aircrew to fly from England to Australia. His attempt to exceed this by circumnavigating the world by air in 1922 would end in disaster.



Drawing on the rich and extensive collection of Ross Smith's private papers, Anzac & Aviator tells, for the first time, the gripping story of a remarkable aviator, the extraordinary times in which he lived and the air race that changed the world.

**MOBILE LIBRARY** The Central Highlands Library service visit's Raglan House every second Monday in the month. Come and talk to Kerry the Librarian who will help you find the book you are after. They have a great range of books to select from and if there is something that you specifically want they can arrange this for you on the next visit. The mobile Library is set up in the North end on the ground floor. from 10.15am - 11.15am.

**Next Visits:**

**11th and 25th November, Dec 9th**



### Justice of the Peace

If residents require the assistance of a Justice of the Peace you are welcome to contact

**Terry Simpson**

Mobile: 0419 737 837



### EFTPOS

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



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





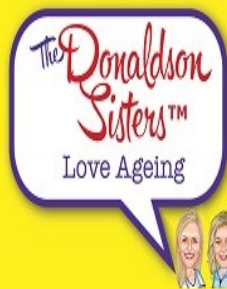
**How weird is this – a cake made with mayonnaise and stout?**

**We're living in an era of weird and wacky food, thick cronuts, wild milkshakes, burgers made of donuts, pizza in a cone — our foodies are experimenting with their baking.**

21-year-old cafe manager Laura broke with tradition in the first episode of the Great Australian Bake Off with a chocolate and orange butter cake filled with mayonnaise and stout (yes, beer), while the chocolate icing was made with avocado and cauliflower.

Judges Maggie Beer and Matt Moran were stumped when faced with Laura's **'hipster'** mix.

**"I've never heard of that before in my life,"** Moran told her, while Beer pulled a mortified



By Lauren Broomham on October 11, 2019

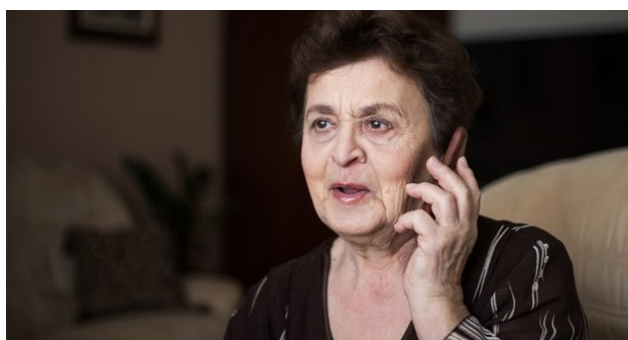
The conversations of life

face.

Laura's **'weird baking'** paid off when Beer agreed with Moran about the unusual mixture.

**"It's actually a really good cake to eat, it's like a chocolate mud cake,"** Moran said, with Beer agreeing, **"Yeah but without the heaviness. I just can't get over the moistness of it from the mayonnaise."**

So there you go, swap the butter or oil for mayo in your next baking experiment, but I'll keep the mayo for the burgers.



## **Phone coaching could prevent further falls among older adults**

Simple phone calls are helping keep seniors steady on their feet and out of hospital emergency departments.

A group of older Aussies who took part in a phone-based falls prevention program after being sent home from hospital were less likely to fall than their peers not receiving the calls.

The RESPOND study showed that fall rates among people aged 60-plus could be reduced by about 35 per cent if they participated in the program.

It also revealed a 63 per cent reduction in the rate of fractures in the intervention group.

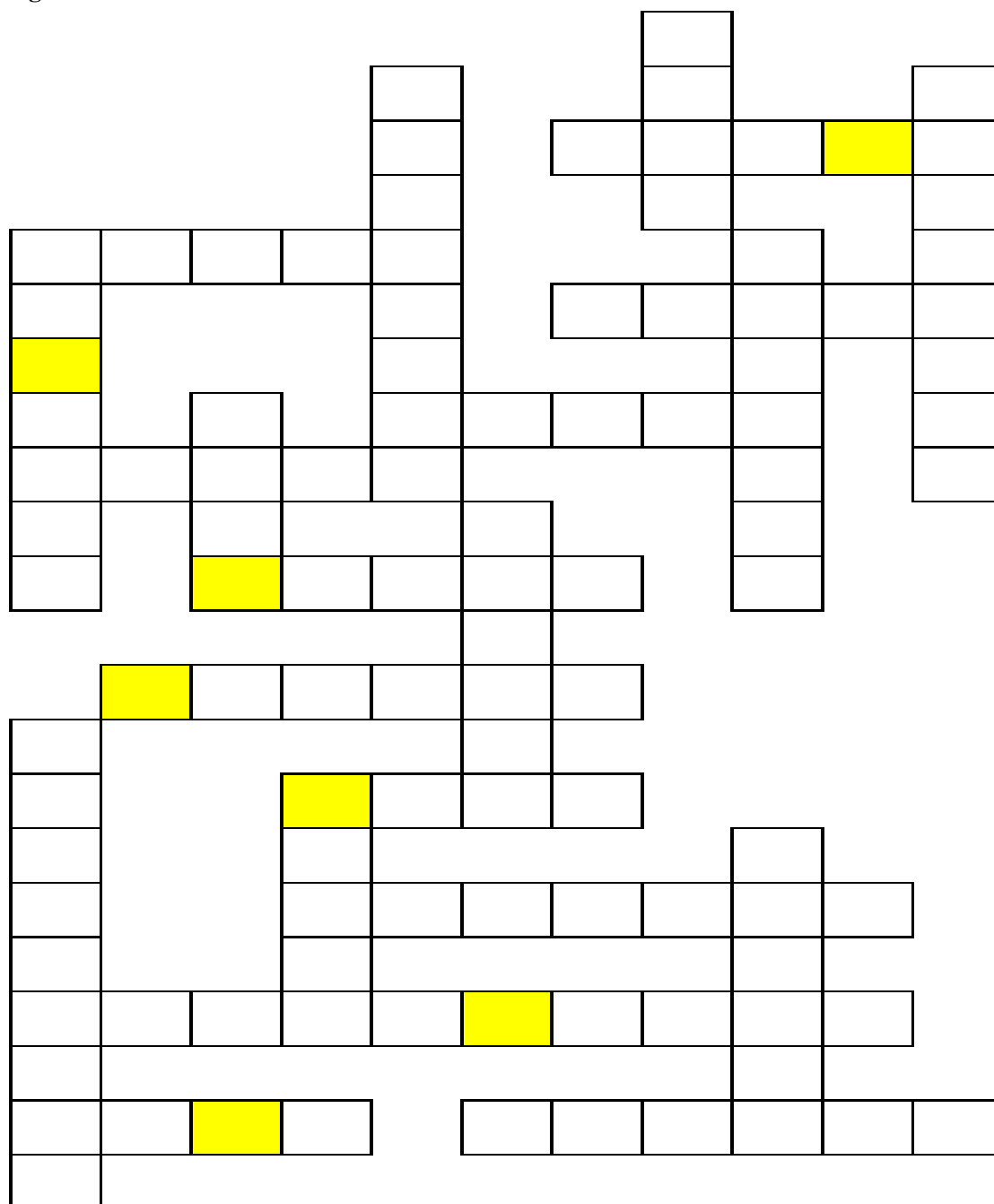
The program involved a home-based risk assessment, six months of phone-based education, coaching, goal-setting, and risk factor management support, as well as links to existing services.

University of Western Australia researcher Professor Leon Flicker said the main goal of the program was to respond to the first fall to prevent the second.

Flicker said: "Previous studies with older adults have identified that negatively framed falls prevention messages are often perceived as patronising and a threat to independence."

RESPOND, on the other hand, favoured positive health messaging. Flicker added that patients were actively involved in their care and decisions about their treatment, with participants free to choose the modules they perceived as most relevant to them.

"Now that we have shown this program works, it is really important to continue to roll it out," he said.

**4 Letter Words:**

CARP  
CRAB  
DORY  
TUNA

**5 Letter words:**

BREAM  
GUPPY  
KRILL  
PERCH  
PRAWN  
SQUID  
TROUT

**6 Letter Words:**

MULLET  
MUSSEL  
SALMON  
SHRIMP

**7 Letter Words:**

GROUPE  
HADDOCK  
OCTOPUS

**8 Letter Words:**

CRAYFISH  
FLOUNDER

**9 Letter Word:**

BARRACUDA

**10 Letter Word:**

CUTTLEFISH

**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

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

Medium 572

Easy 572

## 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**

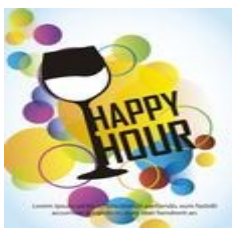
**RAELEEN 54617 380**



### RESIDENTS MEETING & LIFESTYLE COMMITTEE

**Meeting** will be

Thursday 21st November 2019 at 2.45pm,  
 Raglan House –Ground Floor-Neill Street end.  
 (Coffee & Chat immediately after the meeting)

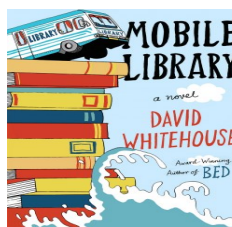


### HAPPY HOUR

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:

**NEXT DATES: 11TH AND 25TH NOVEMBER,  
 DECEMBER 9TH**

Raglan House—Ground Floor—Neill  
 Street end



### SPECIAL MORNING TEA

2nd Friday of each Month  
 North End Common area Raglan House  
 All Retirement Living and Raglan residents are  
 invited to attend.



### TAI CHI

Monday session – 1.00 to 2.30 pm

Wednesday session - 10.00 to 11.30 am  
 Room 7 High School Centre



### Men's Group

**2nd Wednesday each Month**  
**Next Date 13th November 10.00am**  
 Raglan House—first floor

♦ **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  
 House

## What's On & Events

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



### CHURCH SERVICES Room 7—High School Centre

#### ♦ 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.

MAR  
17  
2019

JUNE  
16  
2019

SEP  
15  
2019

APR  
21  
2019

JULY  
21  
2019

OCT  
20  
2019

MAY  
19  
2019

AUG  
18  
2019

NOV  
17  
2019



**OPTUS**  
PROUDLY PRESENTS

**SpringFest**

BALLARAT

"Helping your local community"

**Sunday 24th November 2019**

**Rotary**  
Club of Ballarat



**ENERGY**   
**BREAKTHROUGH**

Wednesday 20th November -  
24th November 2019



## Invitation Maryborough Oaks Day 2019

You are cordially invited to Maryborough Rotary's  
Oaks Day Luncheon on Thursday 7 November 12 noon to 3 pm  
at the Maryborough Highland Society.

Our theme is beauty, femininity, style and grace – pastel tones and floral.

Enjoy a delicious luncheon and complimentary drink.

We would love you to come and host a table with your friends and to have fun with  
the race sweeps, raffles and competitions.

The Oaks Day proceeds will go to Rotary Youth Programs which help develop our  
younger leaders at seminars and camps.

We hope you can join us for a great afternoon with our VIP Guest  
to be announced in the Maryborough Advertiser

Tickets \$35 purchase at Country Trends: 176 High St Maryborough 5461 1018

*Esther Waters - Chair of Rotary Oaks Day Committee 0407 952 57*



## No-cook strawberry cheesecake trifle

### INGREDIENTS:

- 500g frozen strawberries—thawed
- 1/3 cup icing sugar mixture
- 600ml thickened cream
- 700g strawberry flavoured yoghurt
- 220g spreadable cream cheese
- 1/2 cup strawberry flavoured liqueur or orange juice
- 500g sponge finger biscuits
- 500g strawberries, thinly sliced
- Strawberries, extra, halved, to serve

### METHOD:

- Blend thawed strawberries and half the icing sugar in a blender until smooth
- Use electric mixer to whisk the cream, yoghurt, cream cheese and remaining icing sugar in a large bowl until soft peaks form
- Place liqueur or orange juice in a shallow bowl. Dip 1 biscuit into liqueur or orange juice, Turn to coat. Cut in half crossways. Repeat with remaining biscuits and liqueur or orange juice.

- Arrange half the biscuits halves, cut side out, in base of a glass serving dish. Arrange half the sliced strawberries over the biscuit halves in dish. Top with half the cream mixture and half the strawberry purr. Continue layering with remaining biscuits halves, sliced strawberries and cream mixture
- Top with extra strawberry, Drizzle trifle with remaining strawberry puree.



### Quiz and Crossword Solutions from page 7 & 13



1. South Australia.
2. The Mahogany Ship.
3. Isaac Nichols.
4. Bert Sachse.

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

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

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



The local news station was interviewing an 80-year-old lady because she had just gotten married for the fourth time.

The interviewer asked her questions about her life, about what it felt like to be marrying again at 80, and then about her new husband's occupation.. "He's a funeral director," she answered. "Interesting," the newsman thought... He then asked her if she wouldn't mind telling him a little about her first three husbands and what they did for a living.

She paused for a few moments, needing time to reflect on all those years. After a short time, a smile came to her face and she answered proudly, explaining that she had first

married a banker when she was in her 20's, then a circus ringmaster when in her 40's, and a preacher when in her 60's, and now - in her 80's - a funeral director.

The interviewer looked at her, quite astonished, and asked why she had married four men with such diverse careers.

She smiled and explained, "I married one for the money, two for the show, three to get ready, and four to go."

An elderly man finally invested in a hearing aid after becoming virtually deaf. It was one of those invisible aids. "Well, how do you like your new hearing aid?" asked the doctor.

"I Like it great, I've heard sounds in the last few weeks that I didn't know existed."

"Well, how does your family like your hearing aid?"

"Oh, nobody in my family knows I have it yes. Am I having a great time! I've changed my will three times in the last two months."



A man is dining in a fancy restaurant and there is a gorgeous redhead sitting at the next table. He has been checking her out since he sat down, but lacks the nerve to talk with her. Suddenly she sneezes, and her glass eye comes flying out of its socket towards the man. He reflexively reaches out, grabs it out of the air, and hands it back. Oh my, I am so sorry, " the woman says as she pops her eye back in place. "Let me buy your dinner to make it up to you, " she says.

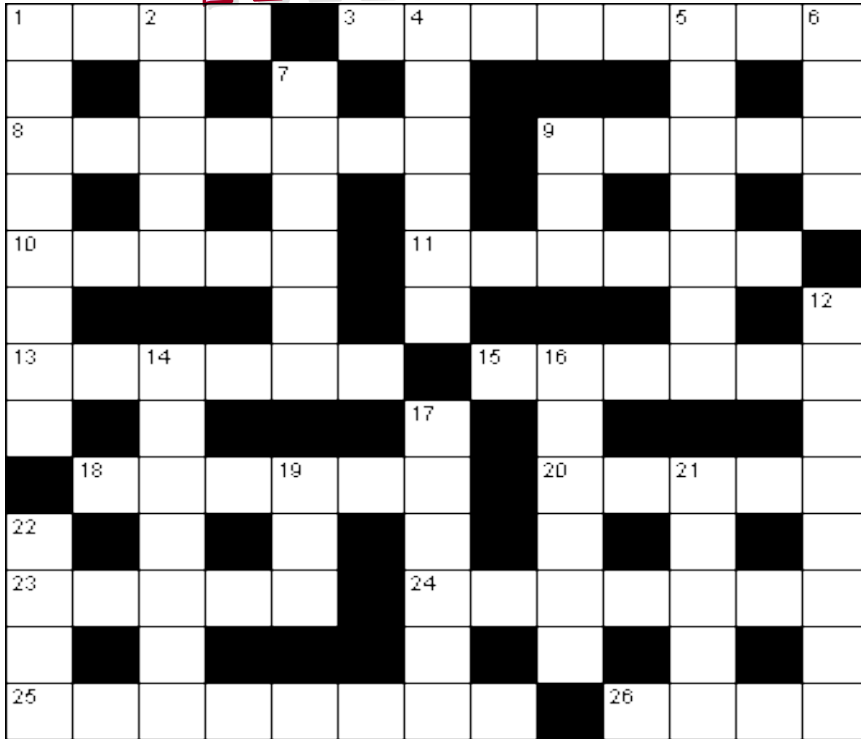
They enjoy a wonderful dinner together, and afterwards they go to the theatre followed by drinks. They talk, they laugh, she shares her deepest dreams and he shares his. She listens.

After paying for everything, she asks him if he would like to come to her place for a nightcap and stay for breakfast.

They had a wonderful, wonderful time.

The next morning, she cooks a gourmet meal with all the trimmings. The guy is amazed! ! Everything had been SO incredible! !!! "You know, " he said, "you are the perfect woman. Are you this nice to every guy you meet? "

"No, " she replies... ""You just happened to catch my eye."

**Across:**

1. Block out (4)
3. Amaze (8)
8. Article of clothing (7)
9. Meaning of a word (5)
10. Board game (5)
11. An extreme attainment (6)
13. To the opposite side (6)
15. Upper deck of a ship (6)
18. Reptile (6)
20. Thick (5)
23. Nimble (5)
24. Look over carefully (7)
25. Get back (8)
26. Notable achievement (4)

**Down:**

1. Prestidigitator (8)
2. Tennis stroke (5)
4. Planet (6)
5. Disregarded (7)
6. Pay close attention to (4)
7. Periodic population count (6)
9. Pouch (3)
12. Vanquished (8)
14. Precipitating (7)
16. Pungent edible root (6)
17. Look up to (6)
19. Simian (3)
21. Female relatives n(5)
22. Impartial (4)

**WORD SEARCH - Painters**

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

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

BOTTICELLI, CANALETO, CEZANNE, CONSTABLE, DALI, DA VINCI, DEGAS, GAINSBOROUGH, GAUGUIN, GOYA, HOLBEIN, KLIMT, MANET, MATISSE, MICHELANGELO, MONET, PICASSO, POLLOCK, RAPHAEL, REMBRANDT, RENOIR, TURNER, VAN GOGH.

**QUIZ**

1. Where would you find Andamooka?
2. Claimed to be buried near Warrnambool is which 400 plus year old ship?
3. In 1809, who was the first Australia's Post master?
4. Who created the Pavlova in 1935?

## 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 TALK TO OUR MANAGEMENT TEAM

Sometimes it is out of hours when you think of things you might like to raise with us . For those with email access you can have a conversation by email with our management team.

Chief Executive	Barb Duffin	barb.duffin@havilah.org.au
Food Services Manger	Di Jackson	di.jackson@havilah.org.au
Nurse Manager	Deb Matthews	deb.matthews@havilah.org.au
Director of Care	Kelsey Hooper	kelsey.hooper@havilah.org.au

### **FEEDBACK - We welcome your feedback, FEEDBACK FORMS ARE AVAILABLE IN THE FOYERS OF THE HIGH SCHOOL CENTRE AND RAGLAN HOUSE**

Residents are encouraged to communicate any issues they may have to

**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)

**Nurse Manager Havilah on Palmerston Deb Matthews**

email: [deb.matthews@havilah.org.au](mailto:deb.matthews@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  
(Closed Public Holiday)

### **HARKNESS ST RECEPTION OFFICE HOURS**

MON-FRI 9.00 am—4.00 pm for account payments and enquiries 5461 7300  
(Closed Public Holidays)

**ON CALL MAINTENANCE after hours and weekend calls. 0408 645 203**