

RAGLAN TATTLER

ISSUE: November 2019

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



THE 2019 ANNUAL CHRISTMAS BARBEQUE

will be held on Friday 13th December
commencing at 5.30 pm.

Please advise your attendance numbers by
Wednesday 4th December includes Retirement Village
Residents, families, friends

All family and friends are welcome

There are no limits on numbers attending

**Please advise Raglan Kitchen on 5453 0180, or
Kim in Activities on 5453 0169 (Mon-Fri)
or email 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 resi-
dents for a 2-course lunch at a cost of \$25.00
per head.**

**Bookings are essential, please RSVP by Tues-
day 10th December.**

**Please Phone the Kitchen 5459 0180 or
Kim in Activities 5459 0169**



Resident Meeting— Monday 4th November 2019 at 1.15 pm
THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES—
WE WELCOME YOUR INPUT.

PHOTO GALLERY



At the recent cooking session residents made cinnamon scrolls which were thoroughly enjoyed for afternoon tea with a cuppa.



Re-accreditation:

Havilah on Palmerston is due for re-accreditation by 22nd February 2020 and our application has been submitted on the 31st August. Earlier this year re-accreditation assessments were changed to unannounced and subsequently we are now required to notify residents and advocates once the application has been submitted. The official notification is as below and this will be included in all Tattlers up to the assessment so that new residents are aware. There is also signage in place around the facility. We are again required to notify you and your advocates when the assessors arrive on site so you will have the opportunity to speak to them should you wish. The 1800 number is contained in the site audit notice below should you wish to contact the Agency prior to the re-accreditation assessment which could happen any time. Please do not hesitate to contact Deb Matthews, Nurse Manager, Barb Duffin (Chief Executive) or Kelsey Hooper (Director of Care) should you require any further information in relation to this.

SITE AUDIT NOTICE:

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at Havilah Palmerston.

This assessment is called a site audit. The audit will be carried out any time before 22nd February 2020.

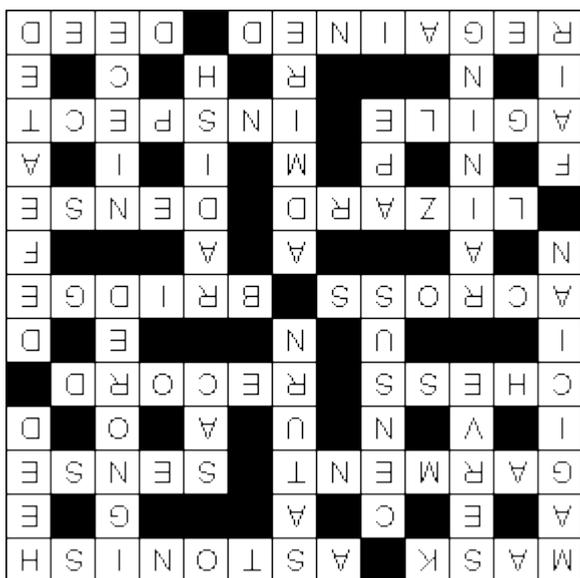
When quality assessors visit the home , you (or someone who represents you) will be given the opportunity to talk to an assessor about the quality of you care and services.

You (or someone who represents you) can also provide information prior to the audit by calling the Commission on **1800 951 822**.

The commission respects the privacy of your information, and will not provide us with the details that you have discussed with them, unless you agree to this, or where they are very concerned about your care.

Your personal information and comments will be used by quality assessors when conducting the site audit, and also when they prepare their report about the quality care and services provided here.

For information on the Commission’s privacy policy and practices, please refer to the Commission’s website agedcarequality.gov.au or contact the Commission on **1800 951 822**



Quiz and Crossword Solutions from page 8



Answers to Quiz

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

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.

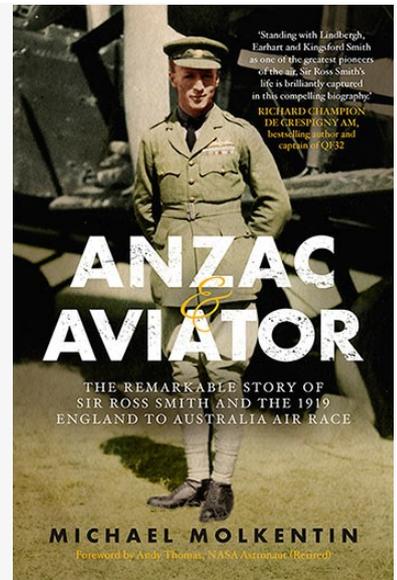
“He was courageous. He was ambitious. He was skilled. He was visionary. He could be ruthless. He was someone born of a new nation. But he was of a time now long past. And yet in the language of a later generation it could be said he had the "right stuff" . . . Michael MolKentin captures [Ross Smith] 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.

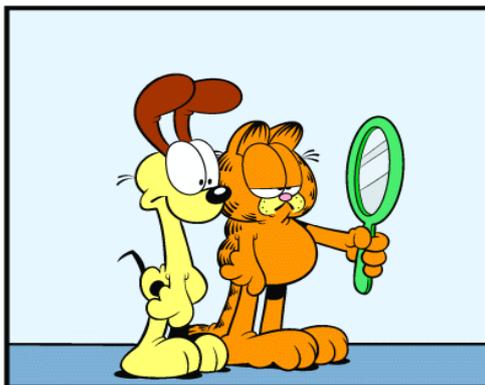


WEIRD and WONDERFUL WORDS

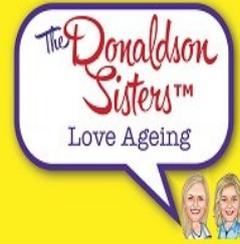
NACARAT - a bright orange-red colour

Auto Lock Down:

Due to the change of seasons and day light savings coming into effect and bringing longer days, auto lock down has moved to **7pm**.



Signing In and Out We ask that all residents and their families please complete the details in the Sign Out Book when leaving Havilah and when returning. **The information required includes: Residents Name, Where they are going, Who with, Time out, Approximate time due back, Returned time, Signature**



The conversations of life

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 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.”**

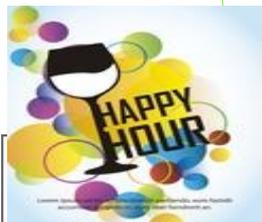
So there you go, swap the butter or oil for mayo in your next baking experiment, but I’ll keep the mayo for the burgers.

With the weather conditions changing, please ensure that you are dressed appropriately for the warmer weather and that your room is at a comfortable temperature for you as per the day, make sure you have an adequate fluids on a regular basis to be kept hydrated and if are outdoors

doors for a walk, wheelchair walk or sitting outdoors in the sunshine reading, a hat and a suitable sunscreen applied is advisable. Please ask staff should you need assistance.



GREAT THINGS TO DO



shutterstock - 113010541

Happy Hour Every Friday evening

Commencing at 5.00pm, Music, Finger Food, Hot & Cold Beverages, Ice-creams and Ice-cream Cones.

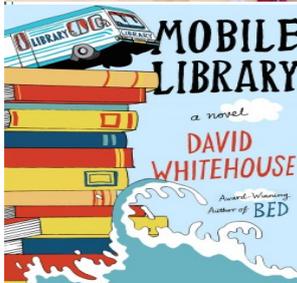


Bus Trip Out - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria. If you have an idea or suggestion for an outing, just let Lifestyle Co-ordinator Kim know and she will do her best to arrange the outing for you.



Morning Movers coming in NOVEMBER

Warm up to the day with exercise and music



Mobile Library:

November 11th and 25th, December 9th

Raglan House—Ground Floor—Neill Street end

Books Movies, Music CD's and Talking books are available

If you are not currently a member you can join on the day



Church Services

UNITING CHURCH - 1st Tuesday each Month 2.30pm

ANGLICAN CHURCH - 2nd Thursday of the month 10.30am

SALVATION ARMY CHURCH - 4th Wednesday each Month 2.45pm

CHURCH OF CHRIST - 1st Wednesday each month 10.00am

time to talk

Time to Talk - 2nd Wednesday each Month

Next Date 13th November @ 10.00am

Great chance for the men to get together and chat about secret men's business, first floor Raglan House.



Gardening Club

Meets Weekly on a Tuesday

@ 3.00pm

Learn, Laugh and Live!

U3A University of the Third Age

Meet the 1st Monday of the Month

Bingo area at 10.00am



WEEKLY ACTIVITIES

MONDAY

Games Morning coffee and chat 10.15 am
 Bingo 1.30 pm
 Strength Exercises with Physio Rhonda 2.30 pm



TUESDAY

Marbowls 10.30 am
 Bingo 1.30 pm
 Chairbics 2.30 pm
 Gardening Club and Cuppa 3.00pm



WEDNESDAY

Footspa & Nail Care 10.00am
 Bingo 1.30pm
 Craft/Cooking/Cuppa & chat, Pop Up Shop 2.45pm



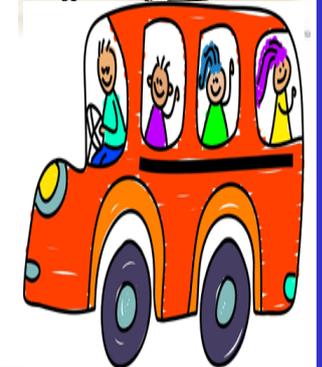
THURSDAY

Street Walk 9.30am
 Bingo 1.30 pm
 Bus Trip 1.30pm
 Music with records, Movie afternoon 2.45pm



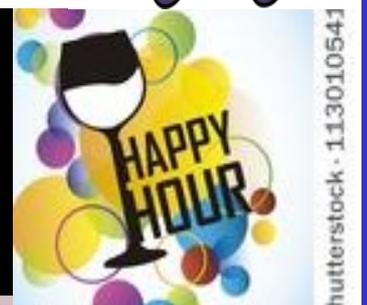
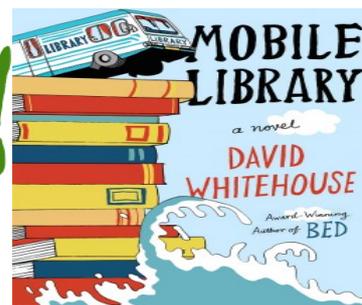
FRIDAY

Special Morning Tea 10.00 am
 Bingo 1.30 pm
 Chairbics 2.30 pm
 Happy Hour 5.00pm

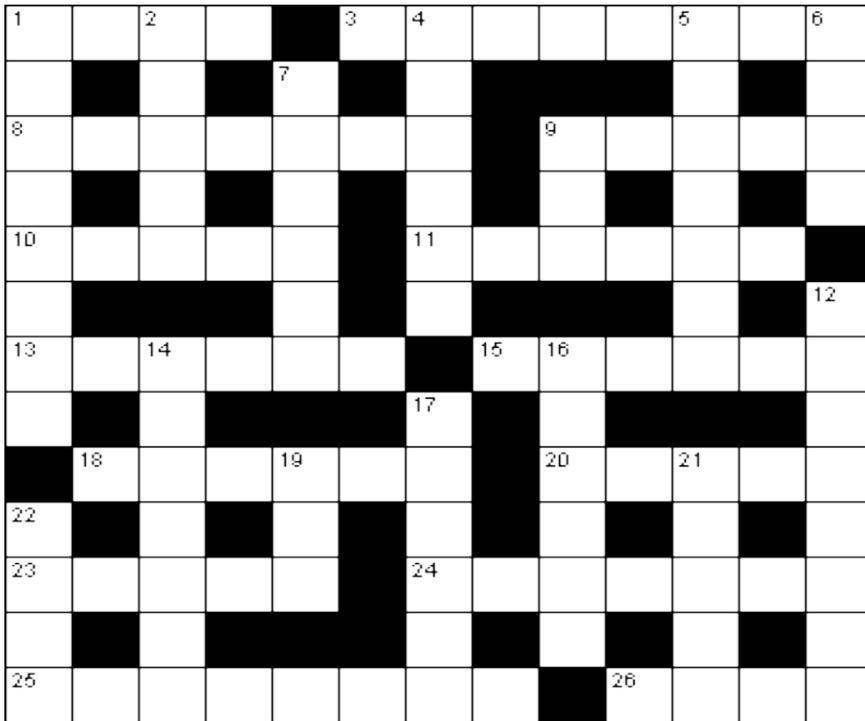


SUNDAY

Devonshire Afternoon Tea each Sunday 3.00pm



Don't forget to check your Activities Calendar to see what's on each day



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)

037

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?



THINGS MY MOTHER USED TO SAY

You're the eldest, you should know better.
You will always be my baby.
You can't judge a book by its cover,
Who do you think you are?

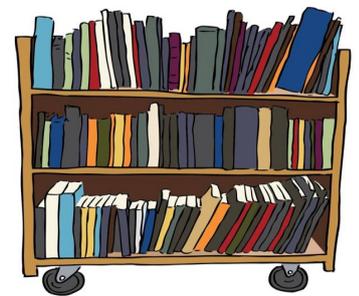
NEWSPAPERS: Please do not remove newspapers or magazines from the main areas to take to rooms. These papers are for residents to read in the main area only. Residents wishing to read the paper's in their rooms need to order their own person-

al news papers from the newsagent and they will be delivered. If you need assistance with this please ask at Reception. You will receive an account from the Newsagent should you order your own newspaper/s and periodicals.

The Central Highlands Library service visit's Raglan House.

Come and talk to Kerry the Librarian who will help you find the book you are after. There is a great range of books to select from and if there is something that you specifically want they can ar-

range 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.



A reminder to all Raglan residents, please use the washing powder sachet's supplied by Havilah in the laundry when you attend to you personnel washing, residents are reminded not to buy their own washing powders and store the product in their rooms.

Linen

Could residents please inform care staff if they have any soiled linen in their rooms. This includes Face Washers, Shower Mats or Towels. Staff can provide fresh clean linen immediately on request, Please Call 661 or 662.



Postage stamps are available for purchase at the main reception desk, between the hours 9am - 12noon, Monday - Friday.

Reception hours in the High School Centre are Monday - Friday, 9.00am - 12noon, except public holidays.

EFTPOS

For the convenience of residents, EFTPOS facilities

are located at reception in the High 'School Centre for payment of Accounts.



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

Falls Prevention

Ensure the height of your bed or chair is appropriate.

Always use walking aids in the correct manner.



HAVILAH HAIRDRESSER



Clipper Haircuts	\$10.00	Your Colour & Blow Wave	\$60.00
Mens Haircuts	\$20.00	Hair Colour & Blow Wave	\$80.00
Wash & Dry	\$10.00	Perms	\$80.00
Ladies Trims	\$25.00	Our hairdresser Julie is in the salon on Tuesdays or by special appointment to attend to all your hair needs.	
Ladies Sets	\$25.00		
Blow Wave	\$25.00		

RESIDENT SURVEY:

September 2019

Raglan House: 21 residents surveyed:

- 100% of surveyed residents indicated that they like the food here.
- 100% of residents surveyed stated that the staff follow up when they raise things with them most of

the time or always.

100% of residents agree or strongly agree that they are happy with the laundry service/facilities.

100% of surveyed residents agreed or strongly agreed that staff are well trained and have the knowledge and skill to meet their needs.



Invitation to read your Care Plan and take part in your Care Plan Review

Every resident has a comprehensive care plan developed to ensure all care needs are documented for staff's information. This way staff can provide consistent care and services in accordance with your assessed need and the choices you make.. Our staff speak to you and/or your representative in developing your care plan initially and in the ongoing periodic review of your plan. We ask

you for your direction in relation to involvement in the care plan review on entry. Your involvement can either be in person or by telephone. We wish all residents and/or representatives to feel they are consulted about changes made to care in response to assessed needs. We also make changes as per your individual choices and requests. You are invited to talk to staff at any time should your needs or wishes change.

The newspapers and periodicals that are supplied in communal areas of Raglan House are supplied by Havilah for the enjoyment of all residents. Residents are asked not to take these back to their rooms. Thank you for your assistance with this.



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



LIFE IS BETTER WHEN YOU'RE LAUGHING.

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.

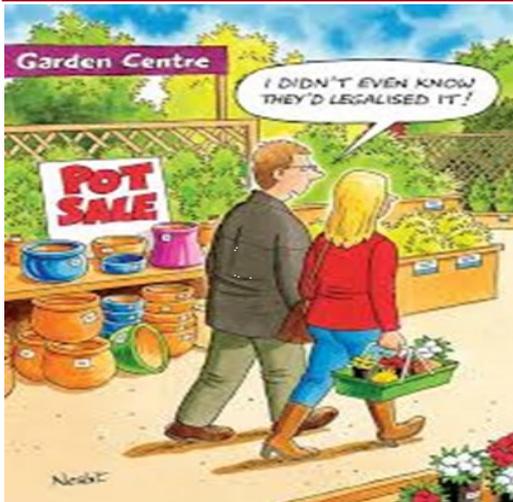
"Well , how do you like your new hearing aid?" asked the doctor.

" 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 deep-

est 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."



Gout on the rise, underdiagnosed in aged care

Gout is a condition that affects approximately 187,000 Australians yearly. The global prevalence of gout is increasing and is highest in the Australasia region.

More prevalent in older people, instances of gout peak in the age bracket 75–84 years (up to 4 per cent) and as the population ages, these numbers will continue to rise.

New research from Macquarie University shows that gout affects up to 10 per cent of residents in aged care.

“Gout is severely debilitating because it causes extreme pain. People have likened the pain to childbirth, with most gout sufferers not even able to withstand having a sheet touching their toe in bed,” says lead author Dr Amy Nguyen of Macquarie’s Australian Institute of Health Innovation. “Even though we feel the result is likely an underrepresentation – 10 per cent is still a very large proportion of people with gout in the residential aged care population.”

Of those residents, the most common comorbidities were hypertension (71.3 per cent), heart disease (37.9 per cent) and diabetes (33.0 per cent) and they were more likely to have renal disease and historical myocardial infarction.

“It has been shown that of all chronic conditions, gout has the lowest adherence rates. Gout patients need to be prescribed the long-term urate-lowering medications at the right dose, and they

also need to take them.

“Diagnosis of gout is very important to ensure it is being managed to avoid putting residents in unnecessary pain. A lot more awareness about gout, especially in a RACF where residents such as those with dementia are unable to express they are feeling pain, is very important.”

Polypharmacy also impacts how gout affects the body. Some medicines disrupt the kidneys abilities to clear uric acid, thus causing gout.

“This is compounded by the fact that gout patients usually also have renal impairments. Our next study involves looking at the medication profiles of these residents to see if they are being managed in concordance with gout guidelines,” Nguyen says.

In 2015–16, gout cost the Australian health system an estimated \$176.5 million and Nguyen says that holistic management of gout is needed in this population, with careful consideration of chronic comorbidities and treatments.

“Gout is more common than we think ... The good thing is that [there are] very effective treatments that can stop gout attacks from happening. The bad news is that many people aren’t prescribed this medication (and at the right dose).

“This means a lot of unnecessary – but preventable – pain,” she said.

DOCTORS’ VISITS

Residents and families are reminded to pick up paperwork from the Staff Office in your unit prior to visiting your off site GP. This information should be handed in to the Care Station on your return. This is so that Havilah can keep up to date with Doctors instructions and comments re your health.

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.



FROM THE KITCHEN :

The menu for each day is displayed on the dining tables. If residents do not wish to have the 'First Choice' for lunch please notify the catering staff that you would like the 'Second Choice' shown on the menu. The first and second choice change every day. There are also choices listed for soft and pureed diets including sweets. Just in case you do not like either choice offered there are additional alternatives available every day and these are listed on the menu. Please advise kitchen staff at breakfast or up to 10.00am if you would like one of the Lunch alternates rather than what is being offered as first or second choice. For those who have breakfast in your room the daily menu is included on your breakfast tray. Please inform the care staff of your choices for the day.

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

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

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

For breakfast residents may have 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.

MEALS FOR FAMILY MEMBERS AND GUESTS.

We welcome resident guests for meals at a cost of **\$8.00** per head for all meals, with exception for special occasions, eg Christmas Day, Mothers Day when special prices are set. Guests can attend at Happy Hour, Special Morning Tea on Fridays and Sunday Devonshire afternoon tea without charge. Tea and coffee making facilities and biscuits are on hand in the kitchenettes for residents and visitors.

Please advise the relevant kitchen prior to 10.00am by phoning **54590 180** When booking meals for more than 5 people, please notify the kitchen the day before.

REPORTING FOOD BROUGHT IN FOR RESIDENTS

As all food prepared by Havilah is closely monitored under the Food Safety Standards it is a requirement that **All food brought in to Havilah** by residents or their families/visitors must be reported. There is a register available in each Foyer and in the Kitchen for you to record this. Food put in the fridges must have the resident's name and the date clearly marked. Your assistance with this is appreciated.

If there is food that you enjoy that you would like to see on the menu you can discuss this with Food Services Manager Di Jackson, or Nurse Manager Deb Matthews or alternatively fill out a form and place in the Suggestion Box.

Emailing the Tattler

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

Your assistance with this is appreciated.

CONTACTING STAFF and other Useful Numbers

You can contact staff by using your **room phone** **In Raglan House** Ring 161 24 Hours a day to get the Nurse on Duty

Press your **Green** Call Button for **Non Urgent** assistance and

Press your **YELLOW** call Button for **URGENT** assistance

High School Centre (Reception) Ring 140 between 9am & 12 Noon Monday to Friday

The call system is for **emergency calls** so where possible for other than emergency issues please use your telephone to contact staff. This will ensure prompt action when you are in an emergency situation. There are call points in public areas for residents and family members to use when requiring staff attendance.

Please familiarise yourself with the position of these call points.

Wall phones are installed on the Nurses Station wall at Raglan House both Upstairs and

Downstairs these phones provide greater accessibility to staff for families. Please make use of these phones as needed.

24 Hour Contact Raglan House. FOR FAMILIES ringing from outside Havilah to speak to staff in Raglan House please call 5459 0150 if there is no answer on this number the call will be diverted to staff on the floor. This number is available for 24 hour emergency contact.

Reception Hours—Account Payments and Enquiries MON-FRI 9.00 am—12.00 pm 54590140

General Enquiries. For any general enquiries: Families or residents can contact Havilah 24 hours a day, 7 days a week Telephone: 54617387. Leave a message if it is out of office hours and staff will get back to you as soon as possible.

Other useful numbers can be found in your Resident Information Folder

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

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

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

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

Director of Care Kelsey Hooper 54 617383 email: [kelsey.hooper @Havilah.org.au](mailto: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 feedback to the complainant the actions taken as a result of the complaint.

We welcome your input as to the things you don't like and the things that you do as this assists us in providing a quality service.

External Complaints through the Aged Care Quality and Safety Commission: 1800 951 822

Elder Rights Advocacy 1800 700 600 Email era@era.asn.au. www.era.asn.au

ERA is a member of OPAN the Older Persons Advocacy Network, delivering the National Aged Care Advocacy Program, an Australian Government Initiative providing advocacy services to recipients of Australian Government Aged Care Services.

If you want to make a comment, suggestion, complaint or compliment but are unsure how to go about this , please ask a staff member to assist you.