

# RAGLAN TATTLER

ISSUE: December 2019

HAVILAH WEBSITE: [www.havilah.org.au](http://www.havilah.org.au)  
please contact Andrew on 5461 7387 or email  
[andrew.earl@havilah.org.au](mailto: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:

**ANNUAL CHRISTMAS BARBECUE—FRIDAY 13<sup>th</sup> DECEMBER at 5.30 pm.**

All family and friends are welcome

There are no limits on numbers attending

RSVP appreciated. To respond—Please advise Kitchen: 5459 0180 or Kim in Activities  
5459 0169 or email by [mail@havilah.org.au](mailto:mail@havilah.org.au).

**CHRISTMAS LIGHTS TOUR THURSDAY—17<sup>th</sup> DECEMBER**

contact Kim.

**CHRISTMAS DAY AT HAVILAH**

**2 Course Lunch \$25 per head. Visitor Bookings essential.**

**RSVP by Friday 13th December at the latest.**

**NEWSYEARS DAY FIREWORKS 9.00 PM**

**Top Floor Raglan House - Drinks and Nibbles pre viewing of the Princes Park Fire  
Works display**

**Resident Meeting— Monday 6th January 2020 at 1.15 pm**

**THESE MEETINGS ARE A FORUM FOR IDEAS AND NEW INITIATIVES—WE WELCOME YOUR**

# PHOTO GALLERY



Melbourne Cup celebrations were enjoyed by everyone who attended the afternoon. The photo booth was a big hit with many lovely photo's taken, the rose display and competition with the delightful arrays of colours and the SP bookie on the day was true to his word, "All bets guaranteed to lose" What a great way to spend the afternoon.



**CAPITAL WORKS Finally the Planning Permits** for works to provide an external storage shed with gopher parking and also for the extension of the Raglan House Dining Room have been received. Prices have been requested from local contractors for bother projects. Both of these works will be funded by a government grant as a result of our successful application through the Regional, Rural and Remote Aged Care Infrastructure Grant Scheme.

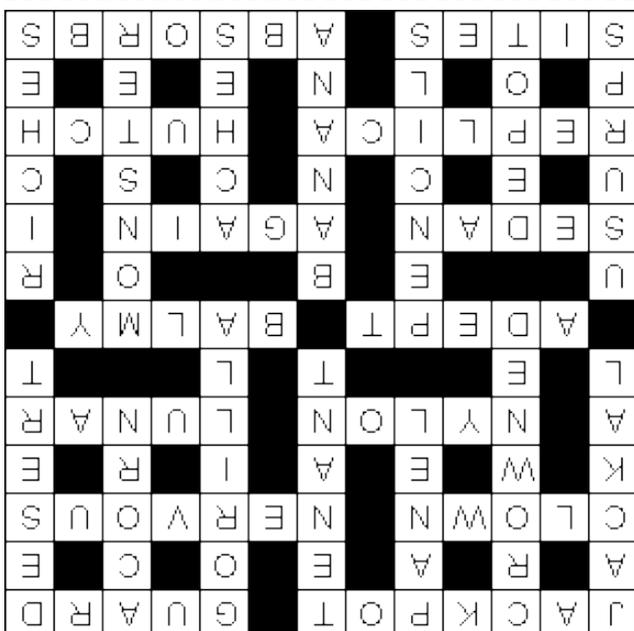
We look forward to commencing these projects in the new year.

**Further good news** is that we are hopeful of receiving planning approval shortly for the extension of the Havilah on Palmerston site. The first project will be construction of a 24 unit residential aged care building based on the very successful Raglan House model. The second stage of this development will be co-located retirement units, double storey with underground garaging. This project has been with Council for over 12 months. A very long journey to get this far but exciting to be able to move forward with the project which should see places operational by late 2021.

**Thank you to Mark Murray** for his great work in laying of exposed aggregate in the nature strip area in front of Raglan House. This replaces the stone paving that was deteriorating under the pressure of constant wear and occasional vehicular traffic parking on the nature strip area. The new surface should be much more serviceable and has been achieved without the sterile look of using plain concrete. A very good outcome.

**FIRE BRIGADE VISIT RAGLAN HOUSE** On 18th November the Maryborough Fire Brigade came to update their knowledge on the fire and emergency systems in place at Raglan House. Twenty members attended together with Havilah staff and all took turns in using the evac chairs to evacuate people from the top floor. They were very happy and comfortable with how the building is protected against the spread of fire. We consider ourselves very fortunate to have such a dedicated volunteer group committed to the safety of the Havilah community and the wider community generally.

**CULTURAL DIVERSITY** Kim has been talking to residents who have origins in other countries or other cultures to get some ideas of other days that could be celebrated at Havilah. She has added St Georges Day 23rd April, National Italian Day 2nd June and NADOC Week 7th August to the 2020 Calendar. Please feed back to Kim any additional ideas you would like her to follow up.

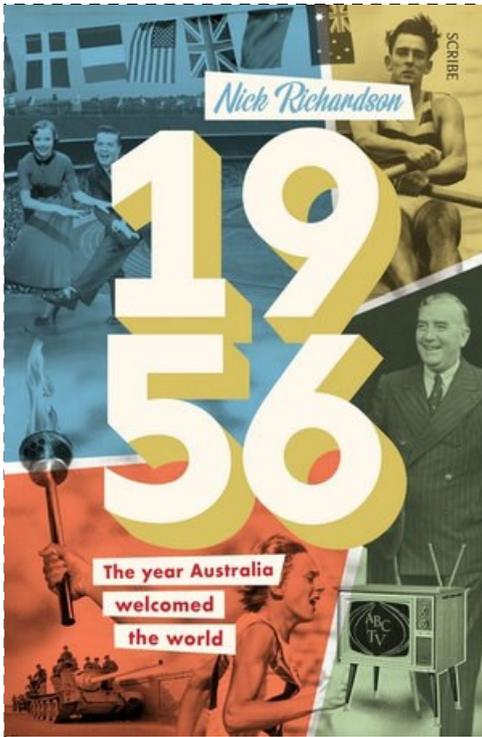


**Quiz and Crossword Solutions from page 8**

**Answers to Quiz**



1. Beer
2. Hands
3. Wattle
4. Chad Morgan



An engrossing account of a pivotal year in Australia's history. This book debunks one of the hardest clichés in Australian history- that the 1950s was a dull decade, when the nation seemed only interested in a quiet life, a cup of tea, and a weekend drive. The truth is that, by the time the '60s came

around, Australia was already expanding its outlook - politically, economically, and culturally - and central to this were the events of 1956.

This was the year when Melbourne hosted the Summer Olympics, the first edition of the Games to be held outside Europe and North America. It also heralded the arrival of television in Australia. In this year, Prime Minister Robert Menzies grappled with world politics, when he opened the country's doors to refugees from the Hungarian uprising, allowed British nuclear tests at Maralinga, and tried to resolve the greatest diplomatic episode of the decade- the Suez Crisis.

In these ways and more, the world came to Australia's doorstep in 1956, challenging rusted-on habits and indelibly shifting the nation's perception of itself. Nick Richardson peels back the layers to reveal Australia at a critical moment in time. He brilliantly recreates the broader events surrounding the Melbourne Olympics at the end of 1956, as well as the dramas of the Games themselves. Throughout, he also follows a range of men and women who were touched by this transformation, to illuminate the personal consequences of being part of Australia's pivotal year

### **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.

### **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 your 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 infor-

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.

mation, 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](http://agedcarequality.gov.au) or contact the Commission on **1800 951 822**

If you need interpreter assistance please call Translating and Interpreting Service (TIS) on **131 450** and ask for Aged Care Quality and Safety Commission.

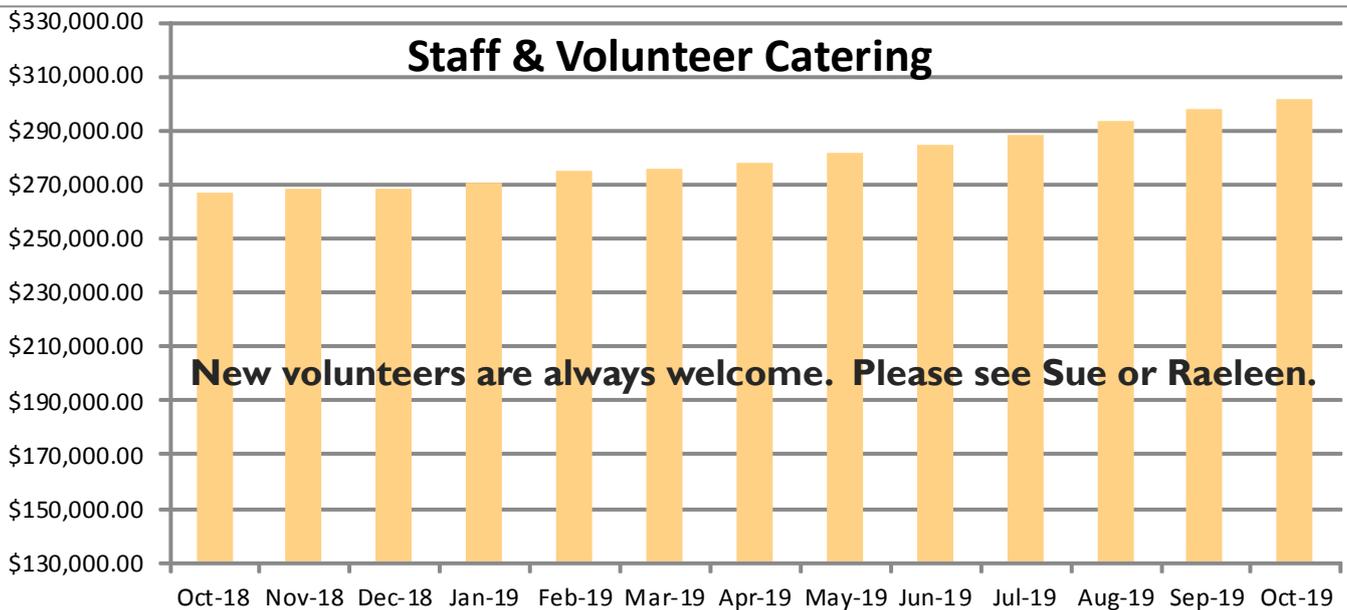
Halloween was celebrated at Raglan House with resident having a bit of fun in having their photo taken with the hats on in the decorated dining room. Kim our activities leader did a wonderful job with the theme, plenty of spiders, plenty of cob webs and signs written with blood.



**WEIRD and WONDERFUL WORDS**

**CRITICASTER - a minor or incompetent critic**

**Staff & Volunteer Catering**



**New volunteers are always welcome. Please see Sue or Raeleen.**

## GREAT THINGS TO DO



### Happy Hour Every Friday evening

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



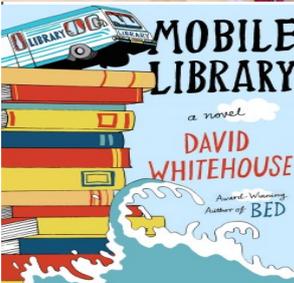
**Bus Trip Out** - Thursday afternoon departing at 1.30pm for lots of Fun points of interest throughout Central Victoria. If you have an idea or suggestion for an outing, just let Lifestyle Co-ordinator Kim know and she will do her best to arrange the outing for you.



### Morning Movers:

**Every Monday—Friday Morning @ 9.10am**

**Warm up to the day with exercise and music**



### Mobile Library:

**December 9th and 23rd, January 13th**

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 - 2nd Wednesday each Month

**Next Date 11th December @ 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



THE UNIVERSITY OF THE THIRD AGE

## WEEKLY ACTIVITIES

### MONDAY

Morning Movers 9.10am  
 Games Morning coffee and chat 10.15 am  
 Bingo 1.30 pm  
 Strength Exercises with Physio Rhonda 2.30 pm



### TUESDAY

Morning Movers 9.10am  
 Marbowls 10.30 am  
 Bingo 1.30 pm  
 Chairbics 2.30 pm  
 Gardening Club and Cuppa 3.00pm



### WEDNESDAY

Morning Movers 9.10am  
 Footspa & Nail Care 10.00am  
 Bingo 1.30pm  
 Craft/Cooking/Cuppa & chat, Pop Up Shop 2.45pm



### THURSDAY

Morning Movers 9.10am  
 Street Walk 9.30am  
 Bingo 1.30 pm  
 Bus Trip 1.30pm  
 Music with records, Movie afternoon 2.45pm



### FRIDAY

Morning Movers 9.10am  
 Special Morning Tea 10.00 am  
 Bingo 1.30 pm  
 Chairbics 2.30 pm  
 Happy Hour 5.00pm

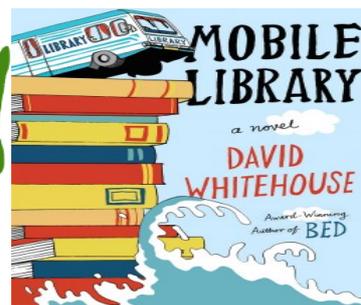


### SATURDAY

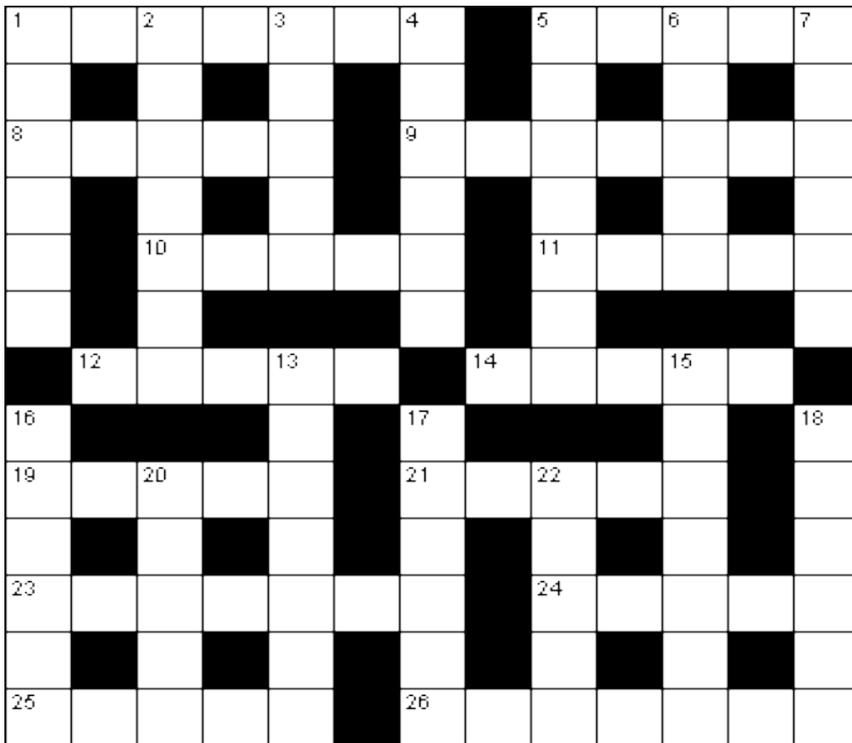
Cooked Breakfast in Dining Room

### 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. Major prize (7)
5. Sentinel (5)
8. Circus performer (5)
9. Skittish (7)
10. Synthetic fabric (5)
11. Relating to the moon (5)
12. Proficient (5)
14. Mild and pleasant (5)
19. A closed litter for one passenger (5)
21. One more time (5)
23. Copy (7)
24. Rabbit shelter (5)
25. Locations (5)
26. Assimilates (7)

**Down:**

1. Nocturnal canine (6)
2. Enthroned (7)
3. Appointed committee (5)
4. Lessee (6)
5. Large ape (7)
6. Fruit of the oak (5)
7. Wilderness (6/7)
13. Writing implements (7)
15. Leviathan (7)
16. Takes over without authority (6)
17. Elongated fruit (6)
18. Treasure (6)
20. Terminus (5)
22. Dull pains (5)

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**WORD SEARCH - Take It or Leave It**

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

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

ABANDON. ACCEPT, ADOPT, BANISH, BORROW, CAST OFF, CHOOSE, CALIM, CLUTCH, COLLECT, CONFISCATE, DECLINE, DISCARD, DISOWN, DISPOSE, DROP, DUMP, ESCHEW, GRAB, IMPOUND, LEAVE, OBTAIN, PICK, PILFER, PINCH, PLUNDER, POSSESS, PURCHASE, PURLOIN, RECALL, RECEIVE, REFUSE, REJECT, RESIST, SEIZE, SELECT, SEQUESTER, SHED, SHUN, SNAP UP, SPURN, STEAL, TAKE, THROW AWAY, TURN DOWN, WELCOME, WITHDRAW.

**QUIZ**

1. In Australian slang, what drink is nicknamed "amber fluid"?
2. In which part of the human body are the metacarpal bones?
3. What is the official floral emblem of Australia?
4. Which comic country singer is nicknamed has the nickname of "The Sheik of Scrubby Creek"?



### Falls Prevention

Ask for assistance when lifting or moving objects

Remove clutter around room

Cleaning up spills to avoid wet floors



**Newspapers and periodicals are supplied in communal areas of Raglan House for the enjoyment of all residents. Residents are asked not to take these back to their rooms.**

**If you would like to have your own personal paper this can be ordered through the local Newsagency and will be delivered to you. Please ask at Reception if you need assistance to order your own papers and periodicals.**

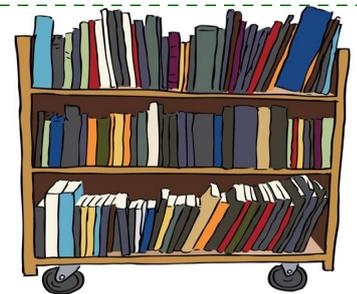
**Thank you for your assistance with this.**

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 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.



**A reminder to all residents, please use the washing powder sachets supplied by Havilah in the laundry when you attend to your personal washing, residents are reminded not to buy their own washing powders and store the product in their rooms. Laundry cupboards have recently been added in each laundry containing Softly and alternate washing detergent for those unable to use the sachets. For residents using the alternate powder please run a cycle using the sachets on completing your wash. Residents who use the laundry to do their own washing will be provided with a key to the cupboard. You can also obtain a key from each staff office.**

**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



**HAVILAH HAIRDRESSER**

Clipper Haircuts	\$10.00
Mens Haircuts	\$20.00
Wash & Dry	\$10.00
Ladies Trims	\$25.00
Ladies Sets	\$25.00
Blow Wave	\$25.00

Colour & Blow Wave	\$60.00
Hair Colour & Blow Wave	\$80.00
Perms	\$80.00

Our hairdresser Julie is in the salon on Tuesdays or by special appointment to attend to all your hair needs.



**RESIDENT SURVEY:**

**October 2019**

**Raglan House: 22 residents surveyed:**

100% of surveyed residents indicated they are able to find information about activities easily most of the time or always.

100% of residents surveyed stated that they are assisted to maintain friendships within Havilah most of the time or always.

100% of residents surveyed agreed or strongly agreed that it's their choice if their door is left open or closed.

100% of surveyed residents agreed or strongly agreed that the gardens are well maintained.

**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.

**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 and Date.**



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





So there was this female business executive who was late for a meeting.

She is going 65 on a street where the speed limit is 40.

A policeman pulls her over and says “ma’am, can I please see your license?”

She says “I’m sorry, officer, but I got it revoked two years ago for drunk driving.”

His brow furrows and he straightens up. “Well, can I

please see the registration of your car?”

She says “I stole the car and I killed the driver; he’s in the trunk.”

“Ma’am, DON’T MOVE, I’m calling for backup.”

He mutters furiously into his walkie-talkie...

Five minutes later, half the squad pulls up, the Chief of Police walks over to the woman’s window.

“Ma’am, can I see your license?” he asks sternly.

“Of course, officer,” she smiles demurely and pulls out a license from her purse.

He squints warily at it. “This looks legitimate,” he mumbles.

“Can I see the registration to this car?”

She pulls it out of the glove compartment and hands it to him.

“Ma’am, stand back!”

He bangs open the trunk of the car and flinches: but it was completely empty...

The woman brandishes a finger at the first policeman and says accusingly, “And I’ll bet that liar told you I was speeding too!!”

Three bulls were drinking at the local watering hole when the first year bull raised his head and asked, “What would you do if you won Tattsлото.”

“I know what I’d do.”

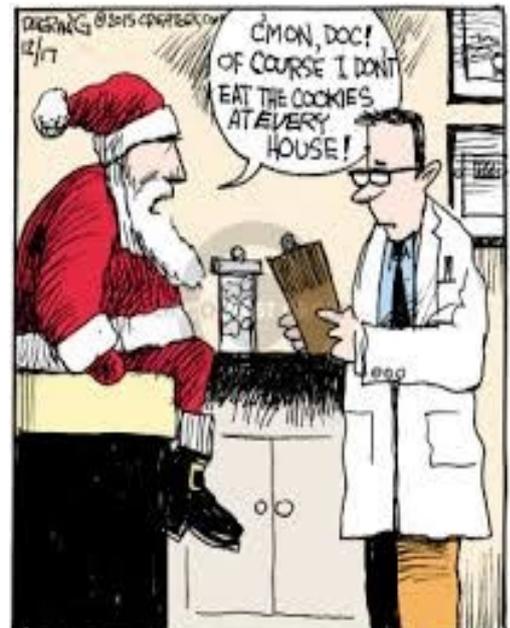
“What’s that?”

“I’d go to university, get a degree and I’d be set up for life.

“What would you do?” he said, looking at the second-year bull.

“I think I’d travel. Go to Europe, visit every country from Amsterdam to Rotterdam, then I’d come back here and settle down. What about you?” as he looked at the mature bull.

“None of that bulldust for me,” he said. “I’d just stay here for heifer and heifer.”



An old nun, who was living in a convent next to a construction site, noticed the coarse language of the workers and decided to chat with them to correct their ways.

She put her lunch in a brown bag and waked over to where they were eating.

With a big smile she said “Any of you men know Jesus Christ?”

They shook their heads and looked at each other, confused.

One worker looked up into the steelworks and yelled out:

“Anybody up there know Jesus Christ?”

One yelled back down: “Why?”

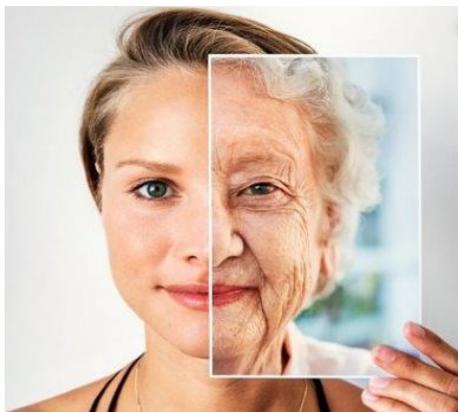
He yelled back: “ Because his mother’s here with his lunch.



The conversations of life

## Why do we age and what's going on?

By Lauren Broomham on October 4, 2019



**Free radicals**  
**We're a complex system of cells with many components, and we're fragile.**

Our bodies can't fully repair

themselves, and that's considered ageing.

Free radicals are thought to play a part in our ageing process and a natural by product of breathing and metabolism.

Free radicals are unstable atoms (atoms are the basic units of matter that define a structure) which in turn can damage cells, causing illness and ageing.

To stave off free radicles avoid foods rich in refined carbohydrates and sugars, processed meats, don't overuse cooking fats and limit red meat and alcohol.

### Evolution in action

The disposable **soma theory** predicts that ageing is

caused by the body having increasingly fewer resources to allocate towards repairing wear and damage to tissues. (Kirkwood and Austad, 2000).

### Do proteins make us age?

Mikhail Blagosklonny, a professor of oncology in New York suggests that the cause of ageing are proteins (and the genes responsible for making them). Some of these proteins are enzymes, among them one called **TOR**.

### Could there be a connection between TOR, nutrition and diseases of old age?

Recent **studies** show that TOR is also directly related to neurodegenerative diseases. For example, the activity of the TOR enzyme in the brains of people with Alzheimer's is much higher compared with healthy brains.

To keep the enzyme TOR active longer eat well, paying attention to foods high in protein.

None of the current, or past theories on ageing have found the answer to **eternal youth**, but what scientists do say is that ageing is strongly linked to the way we're individually made and there's not a lot we can do about that – **just yet!**



### 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.

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

**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**

### 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.

At the suggestion of your Chef Greg **SOUP OF THE DAY** has been commenced with each Chef making the choice on what soup to serve each day in accordance with the resident preferences in their unit. The **SOUP OF THE DAY** will be written on the blackboard at the entrance to the Dining Room each day and included on menus to rooms for those residents having tray service. Tomato Soup will remain a choice each day. Please let catering staff know your favourite soup so that it can be included.

Our Dietitian has suggested the introduction of cake plates for residents whose weight is compromised and each kitchen will now keep available a stock of various cakes which can be used for this purpose.

### **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

**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

**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](mailto:deb.matthews@havilah.org.au)

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

email: [barb.duffin@havilah.org.au](mailto: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.

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**

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.

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](mailto:era@era.asn.au). [www.era.asn.au](http://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.