

ISSUED
30th January
2014

HOP TOPICS

HAVILAH
Residential Care & Retirement Living



HAVILAH ON PALMERSTON CHRISTMAS BBQ

The Havilah On Palmerston Community came together and had a great night at last years Annual Christmas BBQ. Around 175 Residents their Families and Guests attended on a lovely warm December evening. Residents enjoyed BBQ & Salads and then indulged in an array of temping desserts. Of course there was also a wide range of beverages available to keep everyone cool and refreshed. The Residents and Guests alike were all very complimentary and said they had really enjoyed the night.



Above: Jean Hill and Family enjoying the evening



Above: Merle, Betty, Doreen, Judith, Dot and Pat Raise a Glass



Above: Cliff, Margaret, Son Graham, Cynthia & G/Son Brandon



Above : The Havilah on Palmerston Community at the BBQ

Father Ed & Rita Concert

Father Ed and Rita Mullins put on a wonderful concert for the residents of the Havilah on Palmerston Community in December with over 50 residents, family and guests attending. There were special impromptu singing performance's by Bob Osborne and Shirley & Merv Huggett who entertained the audience with a medley of songs. The appreciative crowd got into the swing of things and joined in with a sing a long to all the popular tunes. It was a lovely afternoon with a great feel of friendship, family & community. Due to the popularity of the event, further concerts are being planned for 2015.



Father Ed & Rita Mullins perform for the Residents



Shirley Huggett Sings for the Audience with Ed & Rita



Residents, family and guests enjoy the concert



Father Ed, Rita & Shirley perform for a full house

Nuisance Phone Calls

A number of Residents reported they had received phone calls from persons claiming that they are a representative of a telephone, electricity companies, Banks and alike. These people ask for bank account details and personal information to clear outstanding balances. This type of phone call should at all times be Ignored. Don't engage the caller just hang up.

PLEASE DO NOT DEVULGE YOUR BANK DETAILS OR ANY PERSONAL INFORMATION TO ANYONE OVER THE PHONE AND REPORT ALL SUCH CALLS TO RECEPTION.

EMAIL

Havilah request that any resident who has an email address to please contact Residents Liaison Officer Keith preferably by email

keithf@havilah.org.au or contact on 0408 774 715 or 5459 169

Email is a fantastic way for Havilah to communicate with residents. email is instant, fast and efficient.



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.



EFTPOS

For the convenience of ILU residents, there is EFTPOS facilities located at the reception in the Community Centre for payment of Accounts.

USING EMAIL TO CONVERSE WITH 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

barbceo@havilah.org.au

Director of Services

Dave Burrridge

dave.burrridge@havilah.org.au

Director of Human Services

Annie Constable

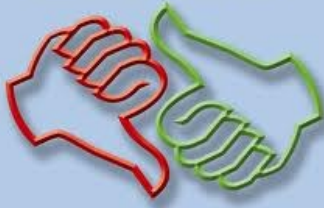
dhs@havilah.org.au

Food Services Manger

Di Jackson

di.jackson@havilah.org.au

COMPLAINTS COMMENTS COMPLIMENTS



Suggestions

Complaints
Comments
Compliments



COMMENTS, COMPLIMENTS, SUGGESTIONS AND COMPLAINTS FORMS ARE AVAILABLE IN THE FOYERS OF THE COMMUNITY CENTRE AND RAGLAN HOUSE

Residents are encouraged to communicate any issues they may have. There is **CEO Barb Duffin** 54 617381 Mobile 0429 617380 email: barbceo@haviilah.org.au

Director of Human Services Annie Constable 54 617383 email: dhs@haviilah.org.au

Resident Liaison Officer Keith Fankhauser 5459 0169 or 0408 774 715 email: keithf@haviilah.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: rhonda@haviilah.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.

PALMERSTON ST ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—12.00 pm for account payments and enquiries

HARKNESS ST ADMINISTRATION OFFICE HOURS

MON-FRI 9.00 am—4.00 pm for account payments and enquiries

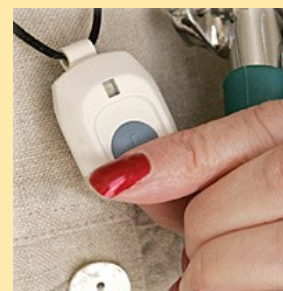
Home Maintenance Reporting

Residents are requested to report all maintenance issues to the HOP Office located in the Community Centre which is open from Monday to Friday between 9.00am & 12 noon for residents to phone on 54590140 or call in.

If residents need to make contact during business hours after 12.00pm you can now call Rhonda on 5461 7387 and she can assist residents with all enquiries. Please leave a message on her phone if unavailable.

Alternatively residents can email any issues to palmerston@haviilah.org.au

Residents are still welcome to call Stuart outside business hours with any urgent maintenance issues 0417 679 803



Residents are reminded that Wireless Internet and Personal Health Care security monitoring are services now available to all members of the independent community.

If you would like to signup for these services or require more information please contact Reception at the Community Centre on 5459 0140.

The fee for connection to Havilah's services are as below -

Havilah Alarm Service

Establishment Fee

\$200.00

\$120.00

Non Pensioners

Pensioners, Health Card Holders, Seniors Card or Carers Card

Monitoring

\$25 per month

Other Options

Daily Call Option

\$5.85 per month

Additional Pendant

\$200 (\$100 refunded on return in good condition)

Replacement Pendant

\$200 (Havilah replacement cost) if lost or damaged by the resident

Residents must agree to use this **emergency** service responsibly and may be levied a call out charge for inappropriate use. Havilah may discontinue this service for repeated inappropriate use of the system.

WIFI – Retirement Units

Establishment Fee

\$99

Monthly Charge

\$30/Month up to 250gb/month

Does not require a modem and this is a saving of \$80 -\$100 but may require a Wi-Fi adapter If not built in (older computers) cost of adaptor \$35.00

No mail server but there are plenty of free mail servers available

No requirement for ADSL or full service phone line

Contact Numbers For Palmerston St

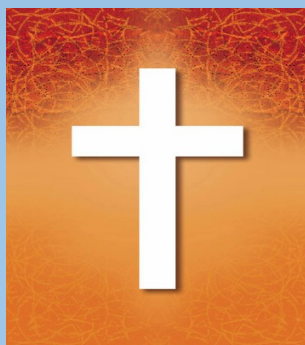
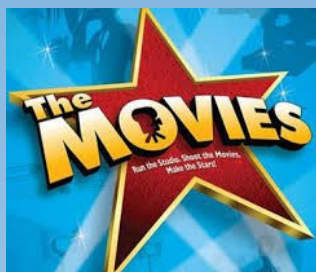
Community Centre
MON-FRI
9AM-12 NOON
Reception: 5459 0140

Contact Numbers
For Harkness St
MON-FRI
9AM-4PM
Reception: 5461 7387

MON-FRI
5PM-11PM 54 617394
54 617370

11PM-9AM 54 617367

SAT-SUN
9AM-11PM 54 617370
11PM-9AM 54 617367



What's On & Events

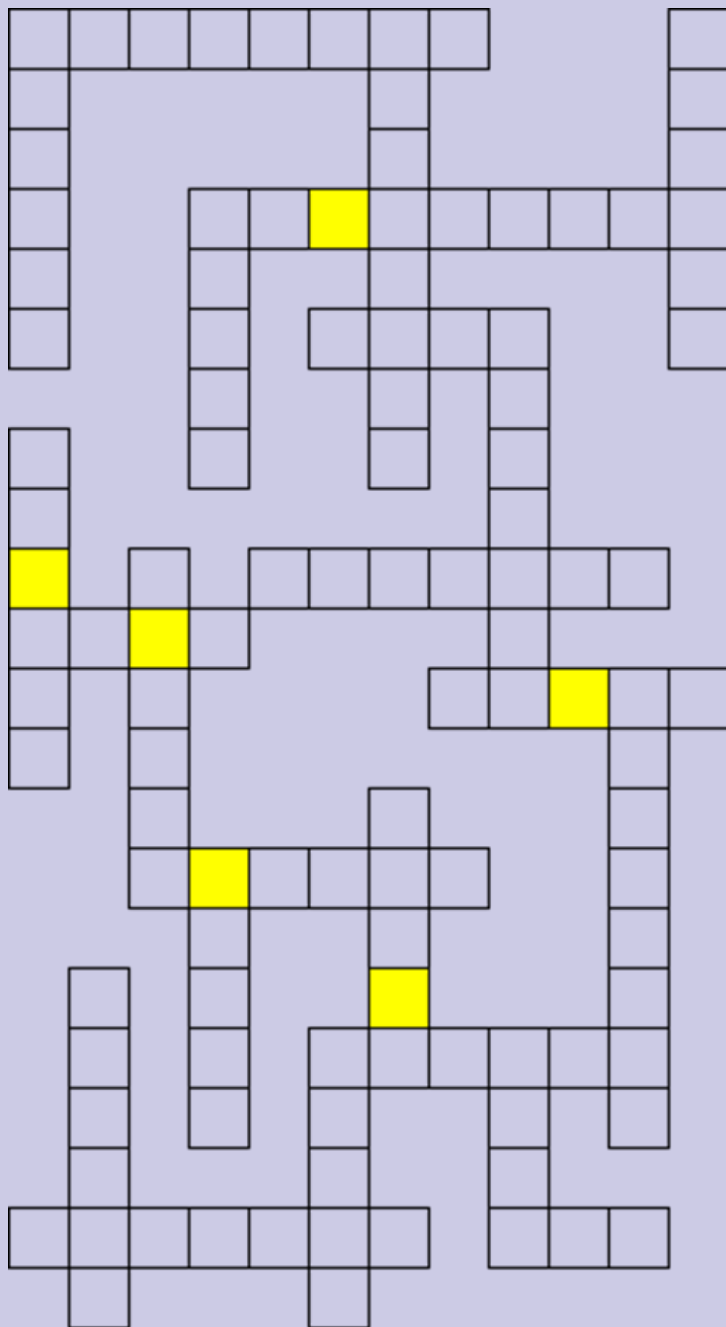
- ♦ **Havilah on Palmerston Independent Residents Meeting. (Held Bi-Monthly)**
Thursday 12th February 2015 at 2.45pm Room 7 of the Community Centre. **Coffee & Chat Immediately after The Meeting**
- ♦ **Coffee & Chat** - Community Centre, Meeting Room
Every 2nd Thursday of the month at 3.30pm next session Will be the 12th February 2015.
- ♦ **Movie Night - Next Movie Monday 16th February 2015**
Every 3rd Monday Evening of the Month in the Community Centre Function Room assemble 7.15pm Movie commences 7.30pm Sharp. Tea & Coffee and light snacks provided.
- ♦ **500 Card Night** - Community Centre, Meeting Room
Now Every 4th Wednesday of the month at 7.00pm
Next Game 28th January 2015 Tea & Coffee provided.
- ♦ **HAPPY HOUR**
Every Friday night in the Community Centre Function Room commencing at 5.00pm entertainment, finger food & drinks.
- ♦ **Lifestyle Committee Meeting**
Tuesday 25th February 2015 @ 2.45pm at the Community Centre , Meeting Room
- ♦ **Church Services at Havilah**
Uniting Church - 1st Wednesday of the month at 2.30pm.

Anglican Church - 1st Thursday of the month at 10.30am

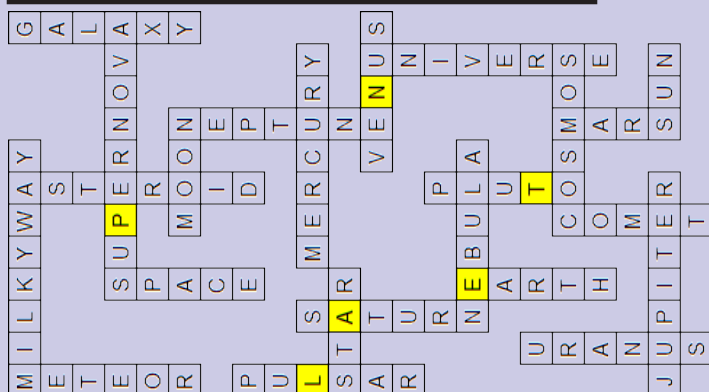
AOG Genesis Church - 4th Thursday of the Month at 10.30am

CRISS CROSS NO.1

Can you fit the words correctly into the grid?
The letters in the yellow boxes will spell out another word.



SOLUTION



3 letter word

SUN

4 letter words

MARS

MOON

STAR

5 letter words

COMET

EARTH

PLUTO

SPACE

VENUS

6 letter words

COSMOS

GALAXY

METEOR

NEBULA

PULSAR

SATURN

URANUS

7 letter words

JUPITER

MERCURY

NEPTUNE

8 letter words

ASTEROID

MILKY WAY

UNIVERSE

9 letter word

SUPERNOVA

WORD SEARCH - SWEET THINGS

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

AMBROSIA, BLANCMANGE, BON BON, BRITTLE, BUTTER-SCOTCH, CANDY, CANDY APPLE, CANDY FLOSS, CARAMEL, CHEWING GUM, CHOCOLATE, CONFECTION, CONFITURE, CREAM, DESSERT, FONDANT, FUDGE, GUMDROP, HONEY, ICE CREAM, JELLY BEAN, JUNKET, LOLLIPOP, MARSHMALLOW, MARZIPAN, MOLASSES, MOUSSE, NECTAR, NONPAREIL, NOUGAT, PRALINE, ROCK, SACCHARINE, SUGAR, SWEETMEAT, SWEETS, SYRUP, TOFFEE.