



Torbay Times

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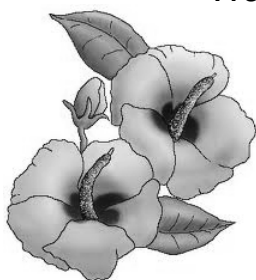
Waratah



Pink



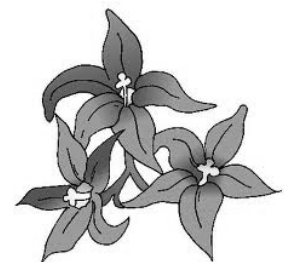
Tasmanian Blue



Sturts Desert



Kangaroo



Royal Bluebell



Cooktown Or-



Sturts Desert

RESIDENTS MEETING 20th DECEMBER 2011

Mr Philip Parry, together with Mrs Karen Howlett, opened the meeting at 1pm and welcomed those residents attending.

ADMINISTRATION MANAGER'S REPORT

Christmas Wish

- I would like to wish all our residents and their families a very merry Christmas and a happy new year.
- I would also like to thank all our volunteers for their commitment over the last twelve months. Thank you, without your support we would not be able to provide the wide variety of activities that we have on offer for our residents.

Torbay - Accreditation Torbay Aged Care Facility

We will have our site visit for Torbay's accreditation on the 10th to the 12th of January. David Wilson and Anne Donovan, along with all our staff, have been working hard to ensure everything is ready for their arrival.

Torbay - Computers

- It would seem that our temporary measure of resetting the Dslam every night has reduced the outages that residents had been experiencing in the past.
- IC Solutions have been taking legal action against NetCom, the suppliers of the DSLams. NetCom have now agreed to refund all our money on the installation of the system. We can expect to be paid out by the end of January.
- IC solutions are now looking at a wireless system for our resident internet. They will give us a proposal in late January.

Parklands - Security

No major issues to report.

As it is now school holidays we are

closing the gates at Parklands 24hrs a day. As the Community Centre is now completed and is automatically open from 8am to 5pm, this will help ensure that we don't incur any damage to the property, and protect residents from unwanted trespassers. If you do see any trespassers please **either call the office on 1300 or use your emergency call bell, don't approach them yourself.**

Parklands - Aged Care Facility

- The top floor of the facility is almost full.
- We will be employing a diversional therapist to work from 8am to 12pm Monday to Friday, this should start from the middle of January. The diversional therapist will organise activities for both the Aged Care Facility and the Villa Residents.
- The Community Centre is now open. All residents must be assessed prior to use of any of the gym equipment or the use of the pool. The Aged Care Facility residents are welcome to make use of the Community Centre's facilities.

Parklands - Community Centre

The Community Centre is now open to both Villa residents and the Aged Care Facility residents. Our official opening date is yet to be determined but will be at the end of January or early February. We will use this as an opportunity to generate sales for the remaining villas and determine interest for the next stage.

Torbay - Security

No major issues to report.

The intruders reported to the police in August have now faced court and have been charged. If you do see any trespassers **please use your emergency call buzzer to advise staff**

or call 2800, don't approach them yourself.

Torbay - Urrimbirra

The 5 residents from Urimbirra have moved into their villas. Thank you to our existing residents who have given their time to help these residents move into their new homes. We hope that they will find life at Torbay a happy and enjoyable one.

New Residents

We have several new residents since the last meeting

Torbay Aged Care Facility

- Noel Bryant, Helen Clark, Dorothy Ford, Doris Millard and Maxell Reibel

Torbay Villas

Marion Bradshaw, Ernst & Syliva Bruse, Loan Cleasby, James Finlay and Fred Wright

Parklands Aged Care Facility

- Doris Adam, Rachel Alexander, Doug Brazier, Doris McColl, Annie Miles (Villa), Ruby Newman, Eunice Pearsall, Gypsy Pedersen, Neil Rossiter, Evelyn Schmidt, Walter Wah, Anton White, Gladys White and Maxwell Willcocks

Welcome to Torbay

CHIEF EXECUTIVE OFFICER'S REPORT

Cabinet Re-Shuffle

- It was very pleasing to see that Aged Care has been elevated to a Cabinet position. Our Minister, Mark Butler, Minister for Mental Health and Ageing, has been promoted into the Cabinet.
- We have argued for many years that Aged Care should have a seat at the Cabinet table and this has finally been achieved.

Productivity Commission Final report

- ♦ The Minister is still conducting his listening tour.
- ♦ He spoke recently at a conference I attended and he stated that the Gillard

Government had only promised that they would start the reform of Aged Care in this term of Government.

- ♦ He indicated that it was unlikely that there would be anything in this budget and would not be drawn on the 2013 budget.
- ♦ Now that the Government has run out of money it is highly unlikely that they will address the recommendations of the Productivity Commission Report until the next term of Government.

Future Building Projects:-

Fire Safety - Queensland Building Code

- The State Government have introduced Fire Safety Changes to the Queensland Building Act effective from 1 September 2011.
- The State Government offered free assessments of our buildings to see if we comply with the legislation. Our inspection was done on the 6th of December.
- The Assessor has decided that Parklands does not fall under the new regulations, but he had done the inspection before arriving at this conclusion. He has left us a copy of his notes about Exit lights and Fire Extinguishers that he would recommend we change. These will be looked at with the report on Torbay.
- We are still awaiting his report on Torbay.
- He has interpreted the regulations that the location of staff member in the adjoining smoke compartment would be where they would normally be found and not at the furthest extreme of the smoke compartment.
- Based on this only, the AC Wing will fall short of sufficient staff to evacuate it in the case of fire. This is because it has a smoke compartment with 12 residents and does not have sprinklers. We are required to have 3 staff members within 60 metres. We

have 2 staff members. By 2016 when we are required to meet these regulations we will have 3 staff but we may reduce the size of the smoke compartment.

- Main Section also has a problem as the current office is more than 60 metres from some units. We will look at this when we receive his report but we may be able to create a staff office centrally within the residential units that will comply with this requirement.

Parklands Community Centre Stage 1

- ◆ The Parklands Community Centre called "The Haven" has been completed
- ◆ There are still some items to finish off
 - Some Paintings still to be received
 - The outdoor furniture from Sebel should arrive this week
- ◆ Parklands residents took over the building on Thursday 8th December
- ◆ The residents from Torbay were invited to an Open Day on Monday 19th December
- ◆ The official opening of the building will be held in late January or early February
- ◆ We will have an Open Day for the general public and will also use it to sell the remaining villas and generate interest in the next stage.

Administration Office - Production Kitchen

We constructed three offices so we could transfer all administration for the Caterer to the Kitchen site. Construction has been completed and the catering staff are now using the new area.

Future Projects:-

Parklands Stage 4 – 24 Aged Care Places

- We have lodged our application for Development Approval with Council for the remainder of the aged care facility including the additional 24 places for the current building.
- The aged care facility will consist of

three buildings when completed.

- The current building will be extended by 24 places and have a total of 72 places. A second building will have another 72 places, and a third building for dementia sufferers who wander will be built for 16 residents.
- Our development approval may get held up with the Council elections.
- Council go into caretaker mode six weeks out from the election and it will take a month after the election to get things moving again.
- We were hoping for a mid year start but if there are any queries from Council this could be delayed.
- There will be an additional 12 places to the McSweeney Wing and 12 places in the Ted Killer Wing. In addition to the residents rooms there will be a lounge and staff office on both floors.

Administration Building

- ◆ We are planning to build a new administration building.
- ◆ The current building is inadequate and extending it has considerable difficulties. Currently we have three administration staff working from Parklands and we have an additional staff member ready to commence in the New Year.
- ◆ The building is to be located along Don McBain Drive just off Exeter Street.
- ◆ Hostel Rooms 45 to 50 will be demolished to make way for the new building. These rooms are already vacant and we will commence stripping the building in the New Year.
- ◆ We do need to get Development Approval from Council. We have our consultants working on the application that will go into Council in January.
- ◆ How quickly development approval can be achieved with Council elections in the middle is anybody's guess. We will be pushing to get it approved as

soon as possible.

- ◆ We have not made any decisions about any alternate use for the current building.

Torbay - TC Pool Heating

We have installed a solar heating system at the Parklands pool. We want to assess how well this works, and if it works as expected we will have a new solar heating system at the TC pool for next winter. There is no point in installing it now as it will get very little use until winter.

Review of Plans

- The Board approved the updates to the Corporate Governance Plan at their last meeting. This plan sets out the procedures by which the Board operates.
- It helps insure that we do not make the mistakes that the Maryborough Meals on Wheels association appear to have made.
- We received a detailed comment from one of our staff on the Strategic Plan, that we have not had time to discuss. It is planned that the Strategic Plan will go to the February Board meeting for adoption. There is no Board meeting in January.

Christmas Greetings

I would like to wish all the residents a Merry Christmas and a happy and safe New Year.

I also would like to ask that you be patient with our staff and volunteers over this Christmas period. It is a difficult time to fill our rosters as staff want to have time with their family and friends and we often find ourselves short staffed.

Meetings

Next monthly meeting

- 3rd Tuesday of the month – Parklands 11am – Torbay 1pm – Residents are able to attend either meeting
- The next meeting is due to be held on 17th January

Torbay Villa Residents Meeting

- Will follow this meeting

Board Meetings

- Second Wednesday of Month
- The next general meeting has been delayed until Wednesday 9th February 2012.

From the Floor

Mr. Parry reminded residents that they and their visitors should abide by the speed limits within the village, for their own safety and for others. Could they remind their relatives and friends that the speed limit within the village is 5 kilometers for the gophers and 15 for cars and other vehicles.

He asked that we do not park on grassed areas, and only park in the designated parking areas in the Don McBain Drive near the Exeter Street entrance.

He also asked that residents do not let their grandchildren take rides around the village in their gophers. Could everyone please observe the yellow lines within the village and remind their visitors of these regulations.

Q. Mrs. Maureen Gay asked if our gate tags would work at Parklands.

A. Mrs. Karen Howlett said no they would not, but the visitors code was the same as ours.

Q. Mrs. Mary Hall enquired what the postal address was for Parklands.

A. Mrs. Karen Howlett advised that it was PO BOX 492 the same as here. Their mail is delivered to administration and sent on.

Q. Mrs. Kath Rogers asked if we have to renew our volunteer card this year.

A. Mrs. Karen Howlett advised that when a resident volunteer has received a notification, they need to return them to the office as soon as possible.

Q. Mrs. Evelyn Robinson said the scammers were on the prowl again.

A. Mr. Parry said unfortunately there were plenty of them around.

Q. Mrs. Kath Rogers said her fire alarm was checked recently but she was unsure if it was working as the light was still on.

A. Mr. Parry said they would replace those that do not work.

Q. Mrs. Kath Rogers said she was concerned that when the staff lock the front screen door on the outside with a key as they leave, she is then unable to unlock it from the inside without her key.

A. Mr. Parry said yes if locked with a key outside needs a key to open it inside, which is the same as for security doors elsewhere. The fire escape is out through the back door, but he would get Cathy to come and run through the system with her.

Q. Mrs. Kath Rogers asked if the Hostel residents could have an alarm to wear around their necks as she finds it difficult to access the buzzer in her room.

A. Mr. Parry said the present system meets the requirements for low care and if there was a request for it to be altered the Resident would have to pay.

Q. Mr. Russell Clarke said that he recently had the opportunity to work with new incoming residents to Torbay and he felt the new name badges left a lot to be desired and asked why they had been

changed.

A. Mr. Parry said some people were unhappy with the badge, so they have tried to simplify them so that the Villa Residents would not have Aged Care on their badges. These would only be issued to new incoming residents. Deb Bergman said Torbay Retirement Village is on the new badge to service Parklands and Torbay.

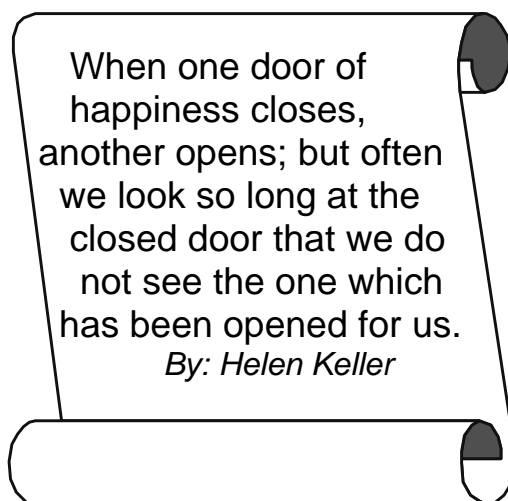
Q. Mrs. Joan French asked if it was a security risk having the code for the gates in the Torbay Times.

A. Mr. Parry said it could be taken out before it goes on the internet.

Q. Mrs. Kaye Wyatt asked if the new badges would have a magnet or a pin.

A. Mr. Parry said that Residents who are unable to wear magnets could choose.

NG



AGED CARE FACILITY REPORTS

ADVANCED CARE

Well, what an incredibly busy month December was. We had our usual monthly activities, paper reading, exercises, bingo, cards, sing-a-longs, quizzes, bowls and a movie day. Added to this we had our Residents Meeting which was very well attended. We also had a special visit from Condy Park Kindy children, who truly added to the month, being extra jolly by singing a selection of Christmas carols and handing out gifts they had made

themselves for all the residents. They were truly a delight to watch and were very much appreciated by all.

Residents also thoroughly enjoyed their Christmas Party, donning Christmas hats, popping Christmas bon bons and reading the jokes out loud for us all to enjoy. Staff and residents had a very merry time. Residents also admired all the Christmas decorations and efforts staff made to make the festive season a special time. Thank you to all who contributed.

A Special THANK YOU to our volunteers who have supported us all year, giving generously of their time and talents to assist with our activities, we really appreciate it.

I am sure the coming year will be just as enjoyable, busy and productive and

we look forward to all our activities.

Have a VERY HAPPY NEW YEAR and may it bring you and yours much love, good health and happiness.

Until Next time

Be Happy Genia ☺

MAIN SECTION

Happy New Year – may it be a happy and healthy year for you all. I do hope you all enjoyed the Festive Season and have recovered from eating too much. Time to find the tape measure to see whether we have added a centimetre or two to our waistline.

The Christmas decorations are down and we are back to a normal life style as we begin the New Year. (I really don't know where the last year went; it seemed to go by so quickly).

The usual monthly activities will now begin so please check your January events calendar and plan your month.

Special thanks must go to our dedicated volunteers for always being available when needed especially during the very busy time leading up to Christmas. We just can't do without you and look forward to you once again coming along to assist the 'A' Team.

Cheers
Bruce



"I'M SORRY," said the lady in the florist shop, "we don't have potted geraniums. Could you use daisies instead?"
Replied the customer sadly, "No, it was geraniums my wife told me to water while she was gone."

VILLA NEWS

This, my first message to you for 2012 is for a very Happy and Healthy New Year and I hope Christmas was a joyous time for you.

Our usual activities will begin on the 4th January when staff return from the New Year break, so please check your events calendar to see what is planned for January.

Very special thanks go to all our wonderful volunteers who are always so reliable and during the Festive Season gave extra time when needed. It goes without saying that we simply could not do without you, and look forward to seeing you 'bright eyed and bushy tailed' and ready to face another busy year.

I am having a short break and look forward to seeing you again when I return on the 9th January.

Love Ya
Mary



Your Villa Residents Committee (Coffee & Chat)

'LET'S TALK IT OVER'

If you have a query, or a problem, or need some help or you'd just like to chat about Village Life. A couple of members from your VRC are able to lend you an ear. We will be available from 10 am until 11am. On the 1st Wednesday of the month at the Clubhouse and the first Thursday at the Conference Centre.

(Behind the Laundry on Walter Burton Drive)

Need more information please call Maureen on 2935 (Villa 384)



DECEMBER 2011 Villa Residents Committee report

A special welcome to our new residents, at Torbay and Parklands.

Thank you also to residents who have been helping our 'New residents' settle in.

NEW GATES What a blessing in the rain. The VRC committee wishes to thank the social committee for a sensational 'job well done' for the automatic gates - also to Russell who opened the

drive, the social committee who kept it rolling and to Phil who managed to close it. If you need an extra TAG then these can be ordered from the office at a cost of \$10.

LET'S TALK IT OVER. Cuppa & chat mornings: first Wednesday of the month at the Clubroom and Thursday in the Conference Room, from 10 until 11am. A time to get together with a couple of members of your Villa Residents Committee. If you have a query, a problem, need help or just want to chat then please come and join us. Let us know if we can ***lend-a-hand***. Or call 2800 (during office hours).

FAST CARS....were a love in my life, but PLEASE NOT AROUND OUR VILLAGE.

For residents this is a strong concern for us. Will you be aware and also ask your neighbours, friends, and people delivering to you that our speed limit in the village is 15kms for motorised vehicles. Gofers' speed limit is 5kms. Please keep reminding them. Let Phil or the office know of any fast problems.



YELLOW LINES. Have you wondered about them and what they are for? They are there to remind us that we need to be careful in those **HEAVY** traffic areas.

ANNUAL CALENDAR: These are now open for your dates and bookings for the year. Then take a few moments to ring Mary (2811) and confirm that the facilities are available on the dates you need them. So get in early....Books are in TC Hall and the Clubroom.

TC POOL, heated water it will happen. In the meantime take a run or a drive up to Parklands.

BREEZE WAY AT TC POOL-SIDE I believe is in place. Thank you from the 'poolies'.

COFFEE SHOP Remember it's a great place to socialise.

RESIDENTS' NAME BADGES: (your choice). Name badges can now be ordered from the office If you'd like a new one cost is about \$10.

HELPING HANDS: Home Assist, however, if you aren't registered with them you have to do that, give them a call it's well worth your while for the extra little 'jobs' around your villa. If the service isn't used it could close down.

ADOPT A GARDEN: A few residents have remarked on how lovely it was to be 'asked' if they ***needed a hand***. The thoughts were gratefully appreciated. Thank you to all who have adopted a garden and are ***lending a hand***.

OUR WISH LIST.

If you have anything you'd like to see happen in and around our village please let us know. We'll see what we can do for you. Since February 2011 quite a few wishes have been granted. We have already started a New Year list.

TC Solar Pool. Coming in March (it's nearly here)

A larger coffee shop in Torbay (now that's a big wish)

A face lift for the Main Hall

EXTRA NOTE:

February Residents meeting will also see the re-election and voting of your Villa Residents Committee for the NEW YEAR. If you're a new resident, this is a great way to learn what happens in your village. Are you an established resident then your input and knowledge will be of wonderful benefit? You would have found your yellow nomination forms in your letterbox. Please complete before the end of January. Pop it into a voting box in either TC Hall, or Office or the Clubroom. We look forward to seeing some new faces on our committee, new ideas and an exciting time this year.



2012 make it great - DON'T FORGET TO NOMINATE!

Thought for the month: *You can neither buy nor sell a smile.*

You can only give it away. Use it!

Even freckles must get together to make a good tan.

M & M

RETIREMENT LIVING

... And a Happy New Year to you all!!! Let's hope 2012 is a 'good' year!!

We had several new residents move in before Xmas at Torbay, and we also welcomed John & Lorraine Turner from New Zealand into Parklands, so it proved to be a very busy time. Together with all the pre Xmas activities unfolding... we all looked forward to a rest over Xmas!!

The Haven, at Parklands, is now fully operational and the Open Day was well attended by Torbay residents. We also held Xmas parties there for Torbay Constructions and Parklands residents which both went off very well!!

We would love any suggestions from residents to set about organising activities (indoor bowls, trivia nights etc) or functions such as the Pot Luck Dinners or BBQs to be held between the recreation buildings - now that we have three to choose from! With all the experience and knowledge offered by long term residents at Torbay, I am sure Parklands will evolve into a village just as successful as Torbay.

Until next month,

Regards

DEB BERGMANN

Retirement Living Co-ordinator

A DOG'S LIFE *a short story*



An older, tired-looking dog wandered into my yard; I could tell from his collar and well-fed belly that he had a home and was well taken care of.

He calmly came over to me, I gave him a few pats on his head; he then followed me into my house, slowly walked down the hall, curled up in the corner and fell asleep. An

hour later, he went to the door, and I let him out.

The next day he was back, greeted me in my yard, walked inside and resumed his spot in the hall and again slept for about an hour. This continued off and on for several weeks.

Curious, I pinned a note to his collar: "I would like to find out who the owner of this wonderful sweet dog is and ask if you are aware that almost every afternoon your dog comes to my house for a nap".

The next day he arrived for his nap, with a different note pinned to his collar: "He lives in a home with 6 children, 2 under the age of 3 – he's trying to catch up on his sleep. Can I come with him tomorrow?"

THE COMPUTER SWALLOWED GRANDMA



The computer swallowed grandma,
Yes honestly it's true!

She pressed Control and Enter
And disappeared from view.

It devoured her completely,

The thought just makes me squirm

She must have caught a virus

Or been eaten by a worm

I've searched through the recycle bin

And files of every kind

I've even used the internet,

But nothing did I find.

In desperation, I asked Jeeves

My searches to refine.

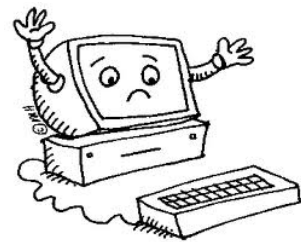
The reply from him was negative,

Not a thing was found online.

So, if inside your inbox

My grandma you should see,

Please Copy, Scan and Paste her, and send her back to me.



DID YOU KNOW ??

The 'black box' that houses an airplanes voice recorder is actually orange so it can be more easily detected amid the debris of a plane crash

70% of all Irish barley grown goes towards the production of Guinness beer

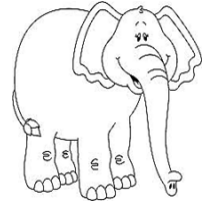
Elephants communicate in sound waves below the frequency that humans can hear

A third of Americans flush the toilet while they're still sitting on it

All the blinking in one day equates to having your eyes closed for 30 minutes

Ice skating rinks always go counter clock wise (for the majority of people that are right handed needing to hang onto the rail)

Crocodiles are responsible for over a 1,000 deaths each year by the Banks of the Nile river



REASONS TO SMILE



This is Old Butch

His owner, John, was in the fertilized egg business. He had several hundred young layers (hens), called 'pullets,' and ten roosters to fertilize the eggs.

He kept records, and any rooster not performing went into the soup pot and was replaced.

This took a lot of time, so he bought some tiny bells and attached them to his roosters.

Each bell had a different tone, so he could tell from a distance, which rooster was performing.

Now, he could sit on the porch and fill out an efficiency report by just listening to the bells.

John's favourite rooster, old Butch, was a very fine specimen, but this morning he noticed old Butch's bell hadn't rung at all!

When he went to investigate, he saw the other roosters were busy chasing pullets, bells-a-ringing, but the pullets, hearing the roosters coming, would run for cover.

To John's amazement, old Butch had his bell in his beak, so it couldn't ring.

He'd sneak up on a pullet, do his job and walk on to the next one.

John was so proud of old Butch, he entered him in the Putaruru A & P Show and he became an overnight sensation among the judges.

The result was the judges not only awarded old Butch the "No Bell Piece Prize," but they also awarded him the "Pulletsurprise" as well.

Clearly old Butch was a politician in the making. Who else but a politician could figure out how to win two of the most coveted awards on our planet by being the best at sneaking up on the unsuspecting populace and screwing the majority of them when they weren't paying attention.



Vote carefully this year, the bells are not always audible.

THE SEASONS OF LIFE

**People come into your life for a reason, a season or a lifetime.
When you know which one it is, you will know what to do for that person.**

When someone is in your life for a *Reason*, it is usually to meet a need you have expressed. They have come to assist you through a difficulty, to provide you with guidance and support, to aid you physically, emotionally or spiritually. They may seem like a godsend and they are. They are there for the reason you need them to be. Then, without any wrongdoing on your part or at an inconvenient time, this person will say or do something to bring the relationship to an end. Sometimes they die. Sometimes they walk away. Sometimes they act up and force you to take a stand. What we must realize is that our need has been met, our desire fulfilled, their work is done. The prayer you sent up has been answered and now it is time to move on.

Some people come into your life for a *Season*, because your turn has come to share, grow or learn. They bring you an experience of peace or make you laugh. They may teach you something you have never done. They usually give you an unbelievable amount of joy. Believe it, it is real. But only for a season.

Lifetime relationships teach you lifetime lessons, things you must build upon in order to have a solid emotional foundation. Your job is to accept the lesson, love the person and put what you have learned to use in all other relationships and areas of your life. It is said that love is blind but friendship is clairvoyant. Thank you for being a part of my life, whether you were a reason, a season or a lifetime.



Start with Car

In this quiz, every answer begins with the word "car"

1. A container for wine or water
2. Chewy lollies
3. Jeweller's measure
4. Bread is in this good group
5. Typists duplicating paper
6. Breathed out air
7. Painful sore
8. Device to mix air with petrol vapour
9. Woollen jacket
10. Negligent
11. West Indian sea
12. N. American reindeer
13. Flower for bridegroom
14. Fresh water fish

15. Works with wood
16. Floor covering
17. Vehicle that preceeded cars
18. Vegetable that helps you see at night
19. Bring
20. Elastic tissue in the body
21. Explosive for firearm

- Answers
1. Carafe 2. Caramels 3. Carat
 4. Carbohydrate 5. Carbon 6. Carbon
 - dioxide 7. Carbuncle 8. Carburettor
 9. Cardigan 10. Careless 11. Caribbean
 12. Caribou 13. Carnation 14. Carp
 15. Carpenter 16. Carpet 17. Carriage
 18. Carrot 19. Carry 20. Cartilage
 21. Cartridge

TANYA'S HAIR
SALON

TAVISTOCK COURT
Wednesday, Thursday
& Friday
From 9am onwards
Phone: 2698

HIGH CARE WING
Tuesday
Phone 2606

PARKLANDS
Monday
Phone 1330



TORBAY MAIN
SECTION

TONI
Monday, Tuesday
& Thursday
9am—3.00pm
Friday 9am—2.30pm

LINDA
Wednesday
1pm-5pm(by appt)
H/ph 4194 6484

Phone 2818



■ JR MASSAGE THERAPY
■ ROBERT & JOANNE
■ PH 4124 4193
■ Onsite or Studio
■ 7 Vista Court, Pialba

■ Manicure \$20
■ Pedicure \$20

■ Massage Fee
■ Remedial \$40 Per Hr
■ Relaxation \$40 Per Hr
■ Seated \$20 Per 1/2 Hr
■ Neck/shoulders \$20 Per 1/2 Hr

■ Available to all Staff and Residents of
■ Torbay and Parklands.
■ Gift vouchers also available on request



**Mini Lotto Winners for
December**

03/12/11	1 st	Ruth Gaarder
	2 nd	Jean Hanasky
10/12/11	1 st	Tom Burgess
	2 nd	Kath Rogers
17/12/11	1 st	Kath Rogers
	2 nd	Toni Brown
24/12/11	1 st	Harold Krause
	2 nd	Joan French
31/12/11	1 st	Roger Rawlins
	2 nd	Cath Symes

Congratulations to all our winners for this month, and to all of us that did not get a mention, there is always next month.

Alby

MEDICAL TRANSPORT

**Do you need transport to a medical appointment?
ph Jill Valentine - 2826 - I may be able to take you.
"Not available Tuesday or Friday - Noon - 5 pm"**

VILLA RESIDENTS COMMITTEE 2011

Maureen Gay	Ph 2935
Miriam McNab	Ph 2871
Valerie Benstead	Ph 2969
Olwen Evans	Ph 2120
Heather Gilleatt	Ph 2105
Dudley Jackson	Ph 2170
Marie McDonald	Ph 2988
Neville Pattel	Ph 2933
Betty Patterson	Ph 2932
Jill Valentine	Ph 2826
Grahame Murdoch	Ph 2852

SERVICES AVAILABLE TO TORBAY RESIDENTS.

These forms are available in the Main Office, Main Hall outside
Activity Office, in all sections of Torbay

Compliments and Complaints

Form 3.09.05

Queensland

Central & South Queensland

Aged care complaints investigation
Scheme Department of Health & Ageing

PO Box 9848 BRISBANE QLD 4001

ph 07 3360 2765

Toll free 1800 177 099

Toll Free 1800 550 552

**QUEENSLAND
AGED & DISABILITY
ADVOCACY inc**

QLD Aged & Disability Advocacy Inc
121 Copperfield Street GEEBUNG Qld

Brisbane Office

Ph 07 3637 6000

Toll Free 1800 818 338

Fax 07 3637 6001

E-Mail: info@qada.org.au



NEW ARRI-

A warm welcome is extended to our new Residents

Torbay Aged Care Facility

Jack Laugher, Maxwell Reibel, Edna Sherlock (Respite) and Beryl Tonks

Torbay Villas

Marion Bradshaw, Ernst & Sylvia Bruse, Joan Cleasby, James Finlay and Fred Wright

Parklands Aged Care Facility

Rachel Alexander, Doug Brazier, Betty Friedman, Annie & Keith Miles, Neil Rossiter, Anton White and Gladys White

Parklands Villas

Alfred and Margaret Turner

THANK YOU

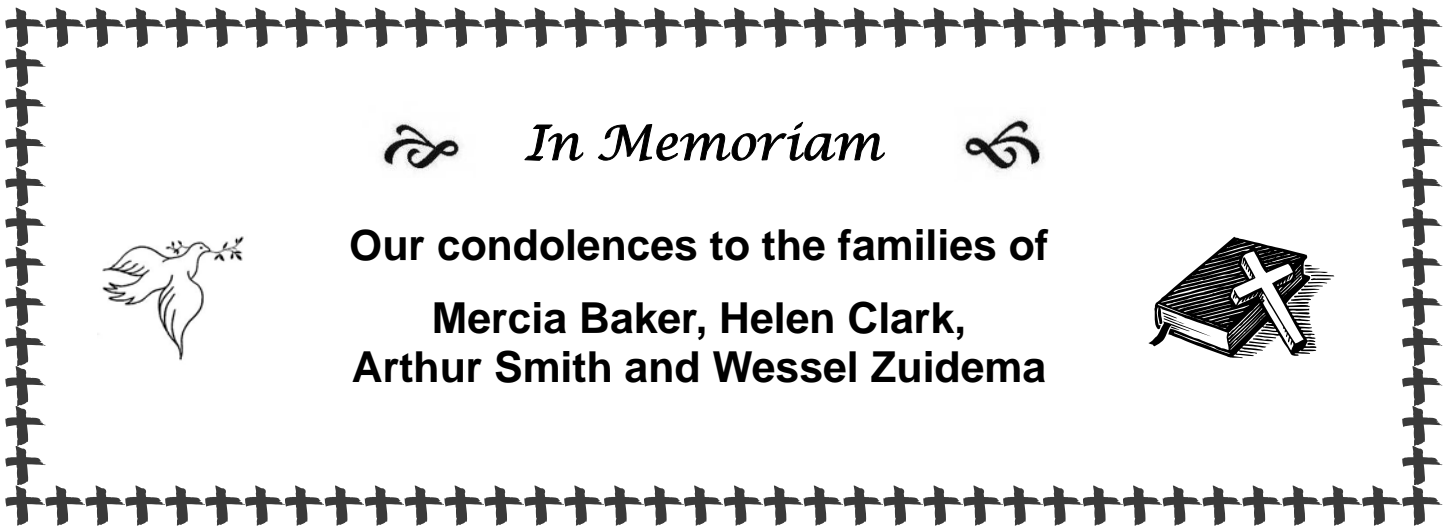
We would like to sincerely thank our Torbay friends for their cards, phone calls, visits and assistance with transport during the time Mary was recovering from surgery on her hand and Eric's stay in hospital. We really appreciated your thoughts and assistance. Special thanks also to the Torbay Outreach Staff for their care during this time.

Mary & Eric Flanagan

Good Friends are like stars.....



You don't always see them, But you know They are always there



In Memoriam

Our condolences to the families of

Mercia Baker, Helen Clark, Arthur Smith and Wessel Zuidema

