

Torbay Retirement Villages Limited Magazine



# Torbay Times

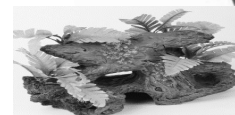
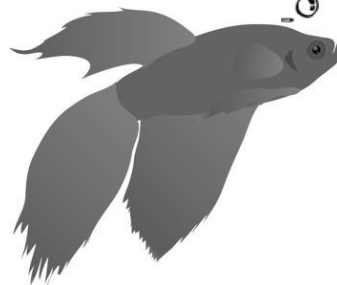
November  
2011

Torbay Retirement Villages Limited

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## RESIDENTS MEETING 18th OCTOBER 2011

Mr Philip Parry, accompanied by Ms Karen Howlett, opened the October meeting at 1pm and commenced with the Annual General Meeting of Villa Residents. The monthly Residents Meeting commenced at 1.25pm.

### ADMINISTRATION MANAGER'S REPORT

#### **Torbay Garage Sale**

- The Torbay Garage Sale was held last month and was a huge success.
- The garage sale has raised \$8,700.
- Thanks to Russell and Margaret Clarke who have organised this sale.
- Thanks to the many villa residents who collected the goods, priced them and put them out on display and then manned the stalls on Friday and Saturday.

#### **Accreditation Parklands**

The Accreditation Agency have now advised that Parklands has been fully accredited for 3 years.

We now have our certificate on display.

We had an unannounced visit at Parklands last Tuesday which we passed with flying colours. Our thanks to David Wilson, Kim Haasz, Anne Donovan and all the staff at Parklands for a great outcome once again.

#### **Accreditation Torbay Retirement Village**

The auditors visit on Thursday 25th August to review the Torbay villas went really well. The auditors have confirmed that they will recommend full accreditation. It went to the Accreditation Committee on 15th September and we are awaiting the outcome. We have been granted 3 years full accreditation.

#### **Accreditation Torbay Aged Care Facility**

David Wilson has lodged our application

for the accreditation of Torbay Aged Care Facility. They have now confirmed that they will do the site audit on 10th – 12th January 2012.

Our accreditation expires in March 2012.

#### **Torbay - Computers**

IC Solutions and Netcomm have installed a new Internet Access Controller at their cost. The new Internet Access Controller has not resolved the problems but the new Controller has more features. One of the features is that it can identify more errors and we think we have found the problem.

IC Solutions and Netcomm have been given until 20th October to fix the problems.

There is a meeting with Netcomm and IC Solutions tomorrow.

#### **Parklands - Security**

We had some issues with school children causing a nuisance and so we installed more cameras to identify the problem-makers. We managed to catch one of the Urangan High students on our property causing a disturbance and took him to the school where he informed on the others involved. The school-based policewoman has taken charge of it and we have had no incidents since.

#### **Torbay - Security**

No major issues to report.

We did have intruders in the Main Section of the Aged care facility on 28th August. Photos from security cameras have been handed to police. The police have identified the person involved and are charging him with stealing and a few other things as well.

#### **Parklands - Last Weekend Storm**

- We had damage to one villa in Parklands when a tree fell on the front of the villa damaging the roller door, smashing a window and knocking an awning off.
- There was some damage to the

roofing iron and the gutters.

- The resident was unharmed.
- It also took out three panels of fencing.
- Our insurers have been informed and we have arranged for repairs to be done.

### **New Residents**

We have several new residents since the last meeting.

Torbay Aged Care Facility

- Kate Cowie (villas), Colin Sturgess, Mona Gulbrandson, John Brown, Jessie Lawless and Dennis Coulson, and Thelma Mills.

Torbay Villas

- Max & Beryl Cramb and Verna Mottram.

Parklands Aged Care Facility

- Susie Huwald, Zena Kidger, Alan Kidger, Vera Cook, Betty Bell (villa), Tom Bell (villa), Joan Wilson, Cliff Wyeth, Brian Taylor, Helmi Moisander, Barry Fox, Ian Bates, Heinz Drasdo and Irene Hyde (villa).

Parklands Villas

- Owen Hetherington.

Welcome to Torbay.

## CHIEF EXECUTIVE OFFICER'S REPORT

### **Annual General Meeting - Company**

- The AGM of the Company was held at Torbay on the 21st September.
- There were no changes in the Directors.

### **Productivity Commission Final Report**

- ◇ The Prime Minister released the Productivity Commission report on 8th August.
- ◇ Minister Butler is now on what was his two months listening tour around Australia that he now refers to as his ongoing listening tour.
- ◇ There does not appear to be much happening while he completes his consultations.
- ◇ The industry is supporting the Productivity Commission recommend-

ations.

- ◇ The recommendations are for a complete new system and it seems that all the recommendations get accepted or none of them.

### **Future Building Projects**

#### **Fire Safety - Queensland Building Code**

- The State Government has introduced Fire Safety Changes to the Queensland Building Act effective from 1 September 2011.
- The State Government has offered free assessments of our buildings to see if we comply with the legislation. We have accepted the free assessment.
- This regulation only applies to aged care facilities in Queensland so any costs in changing our buildings will not attract any Federal Government funding.
- The regulations are quite complicated and vary depending on whether the building has sprinklers or not, the class of building and the type of materials in its construction.
- There is also a requirement to have a certain number of staff within set distances to assist with fire evacuations and this varies depending on whether there are sprinklers or not.
- It appears to me that Torbay Torquay will not meet some of these requirements at night.
- We will wait until we have the assessor's report on what areas do not comply and then assess whether it is better to make building changes, increase staff or reduce the number of beds.

#### **Torbay - AC Walkway**

This is now completed.

#### **Torbay - Auto Gates - Torbay Torquay**

- ◇ The automatic gates at Colyton Street and Walter Burton Drive are being installed.
- ◇ Access will be via keypad or swipe

card.

- ◇ We have changed the swipe card reader so it reads at a distance of 400mm. This should make it easier for drivers to reach the area of the reader.
- ◇ We have removed the proposed brick peers that were going to house the keypad and readers in favour of a single metal bollard.
- ◇ Pedestrians will use the gates as well as cars and gophers. There will be no separate pedestrian gate.
- ◇ We have finalised the controlling mechanism.
- ◇ The code for family and friends will be notified.
- ◇ Torbay will advise the emergency services, taxis etc – they will have their own number.

#### **Work Underway:-**

#### **Parklands Community Centre**

##### **Stage 1**

- The Community Centre is going opposite the entry to the Aged Care Facility.
- Work on the building is progressing. The roof is on and the internal fitout has commenced. The pool and spa have been poured.
- We expect it to be completed by Christmas.

#### **Administration Area at the Production Kitchen**

- We are constructing three offices so we can transfer all administration for the Caterer to the Kitchen site.
- Construction is well underway.

#### **Parklands Stage 3B - 10 Villas**

- We are proposing to start the next stage of villas next year.
- The architects have provided their first drafts.
- There will be many changes to be made as they have not followed our brief.
- Preference has been given to completing the design of the Aged Care Facility.

#### **Parklands Stage 4 -**

#### **24 Aged Care Places**

- We need to get Development Approval from council for this work. We have decided to get Development Approval for the balance of the aged care facility and this requires a complete plan of the balance of the aged care facility.
- Show design.
- We originally were proposing to extend the current aged care facility by another 20 places but this has now been extended to 24 places. The current building would then have 72 aged care places.
- This extension will only consist of residents rooms and a lounge as all the other infrastructure is in place. This will help improve the financial viability of Parklands Aged Care Facility.

#### **Torbay - Villa renovations**

- The real estate market is very slow and the turnover of villas is very slow.
- The number of vacant villas is growing.
- Rather than renovate villas and have them sit, we will not be renovating villas if there is a similar one renovated.
- We will only work on them as staff have free time.

#### **Torbay - TC Pool Heating**

- We are installing a solar heating system in the Parklands Pool.
- We want to see how well this goes.
- If it works as expected we will have a new solar heating system in place for next winter.
- There is no point in installing it now as it will get very little use until winter.

#### **Torbay - Roads**

We have convinced a road working company to come and give us a couple of buckets of hot mix to fill the holes in front of the workshop and the bus shelter.

This should happen this week.

## **Torbay Constructions**

- We have tendered on the construction of the Hervey Bay Cultural Centre.
- We were the third lowest tenderer at just under \$5 million.
- We still have a real chance of winning – Council have to assess the tenders and some may not be conforming tenders – Council also have a number of criteria for tenderers to meet so we will have to wait and see the outcome in early November.

## **Parklands 1st Birthday**

Parklands will be one year old on Saturday 29th October. The Board have decided that the celebration will be low key with a morning tea for residents with the Board and some entertainment. We will have a larger event for the opening of the Community Centre in December.

## **Review of Plans**

The Management Committee is to meet this week and review both the Strategic Plan and the Corporate Governance Plan.

The Strategic Plan will then be released for comment before going to the December Board Meeting for adoption.

## **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 15th November.

Torbay Villa Residents meetings

- Will follow this meeting

Board meetings

- Second Wednesday of Month
- The next general meeting has been delayed until Wednesday 16th November 2011 to be followed by the AGM. It is one week later as the majority of the Board are going to a workshop on the Gold Coast on the Productivity Commission Recommendations.

## **From The Floor**

**Q.** Mr. Russell C said that he understood, in the event of an intruder to the village premises, the Residents were not supposed to restrain them, but call for help.

**A.** Mrs. Karen Howlett said that Residents should not try to resolve the situation themselves but call for help.

**Q.** Mrs. Evelyn R asked with regard to the electronic gates, what happens if there is a black out.

**A.** Mr. Parry said the gates automatically open until the power comes back on.

**Q.** Mr. Alby B asked if the gateway was too narrow.

**A.** Mr. Parry said that any vehicle that can travel legally on the road can get through. Russell advised that the width was 11 feet.

**Q.** Mrs. Marie McD asked if we will be able to get extra swipe cards if needed.

**A.** Mr. Parry said yes.

**Q.** Mr. Dudley J. asked what the arrangements were for the paper delivery person.

**A.** Mr. Parry said they would be given a code for the key pad.

**Q.** Mrs. Evelyn R asked if she could use her swipe card on Sundays to allow entry for the church bus which picks her up.

**A.** Mr. Parry said Residents can give these people the visitors code. The code for visitors will be notified and will get them through.

**Q.** Mrs. Evelyn R asked if she will be able to swipe her card and walk through the gates.

**A.** Mr. Parry said yes.

**Q.** Mr. Alby B said that during the last two weeks there was some information in the junk mail which advised, the useful age of smoke alarms was 10 years.

**A.** Mr. Parry said he would look into that.

**Q.** Mr. Alby B said there were a number of potholes in our village roads from all the wet weather and the garbage truck

had smashed a gutter in one area.

**A.** Mr. Parry said the repair of these was all part of maintenance.

**Q.** Mrs. Kath R said that during the last heavy rain the water had inundated a Residents hostel. She also said her internet periodically drops out.

**A.** Mr. Parry said office staff can reset this when it happens.

Mrs. Olwen E said her computer did go down and staff rebooted it for her.

Mr. Russell C said when it happened to him he just switched the router off then on again to fix it.

**Q.** Mrs. Betty P asked if they still checked the battery operated smoke alarms annually.

**A.** Mr. Parry said they were replaced as required and that villas in Tavistock Court were hard wired.

**Q.** Mr. Henry G asked when they would fix the pothole in the roadway, near administration and the workshop.

**A.** Mr. Parry said a temporary job had been done and suggested that Residents walk through Rainforest to avoid this, until fixed properly.

MR & NG

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## AGED CARE FACILITY REPORTS

### ADVANCED CARE

The sun is rising earlier and setting later which indicates we are well into Spring. The flowers are blooming and the vegies in my garden patch are growing, this is truly a lovely time of year. We have been busy as usual in A/C Wing and all our activities have residents participating and enjoying themselves. A big THANKYOU to all our volunteers who assist with these activities and make this possible.

Bingo and bowls are always extremely popular and now we have a large following in our Quiz mornings. These mornings have uncovered many residents with a wealth of knowledge in a variety of topics.

We had a full house for our High Tea and Birthday Cake this month. Residents were entertained with music on the Harp by Linda and Harry on the Didgeridoo. We were also very fortunate to have some students from St James Lutheran School giving us a helping hand and chatting with the residents. Feedback from many residents said how impressed they were with the young ladies and how much they enjoyed their company.

Our Sing-along mornings with Cynthia, Phil & Ron and Rhapsody are

also exceptionally well attended and our numbers are **greatly** increased with residents from Rainforest Lodge and Special Care. To hear all the residents singing along is wonderful. There are many fine voices (I apologise for mine) and we all have a go!!

October is also the month we have our regular visit from the Muses Belly Dancers. This is always a highlight on our calendar and we all thoroughly enjoy the afternoon with this talented group.

Our A/C Card Club is still enjoying playing 500 each week. It is a small group but very enthusiastic.

I am looking forward to seeing you all at next months activities or when I am out and about in A/C.

Until next time

Be Happy Genia

### RAINFOREST LODGE

Welcome to Rainforest Lodge monthly news. This month we had the Muses Belly Dancing group visit us with a very energetic display of dancing, with the residents joining in the dancing, and playing some very interesting instruments.

Also on our program we went to listen to Gary Heather singing country music

songs in the main section. We have been fortunate to secure Gary to perform for us at Rainforest Lodge next month. We also had our regular performers attending Rainforest Lodge during the month in Dell, Lynda on Harp, Phil, Annette, Rhapsody in A/C section, Beth & Gordon and Peter. Thank you to these wonderful people for their time and generous support.

We also had our Wednesday bus trips stopping for an ice cream down on the esplanade. Thanks to Merv and Russell for driving us around the district.

Our bingo is still very popular with our residents as they play for prizes. We appreciate the assistance the students from Xavier Catholic College give us on

Bingo day and thanks to Kath Rogers and Vicki Shaw also assisting at Bingo.

This month we have Margaret Prince celebrating her birthday on the 17<sup>th</sup>. Also Wess had to return to hospital after a short time back at Rainforest Lodge after taking another fall and damaging his hip again. We wish Wess well and a safe return home.

Unfortunately we had the loss of Ashley Roberts last week after a short illness, but on a happy note we have a new resident with the return of Otto returning from Special Care.

Until next month enjoy your days at Torbay and we hope to see you on our walks around Torbay.

Cheers, Bruce (2.)

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### MAIN SECTION

I was away for part of October enjoying a great holiday so I must thank Mary for taking charge during that time as well as the volunteers who were there to assist her.

During the month pianist John Cadwell returned for another visit, also Jim Kelly and his group and Gary Heather, a Country & Western singer. We also enjoyed the "Smooth Swing Duo" and the "Sunshine Singers". Together with our usual monthly activities including the Hostel Luncheon, October has really been a very busy month.

In November there will be visits from young children from three of our local schools, so please come along and listen to their lovely young voices as they sing Christmas Carols and mingle with us.

When you are in the Hall, visit Ray's Gift Shop as she has a variety of gifts which would make excellent Christmas presents. Please check the calendar of events for all the activities especially as Christmas is fast approaching.

Cheers  
Bruce



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### VILLA NEWS

October was a very busy month with a variety of activities to enjoy as well as the usual monthly "things to do" such as craft, exercises, scrabble, art and indoor bowls just to mention a few.

A tour of the Glendyne Education and Training Centre which included a yummy morning tea was most interesting, a ¾ day whale cruise (the whales put on a great show) a beautiful quilt display, a trip to the Brolga and the "Grumpy Old Men" show.

It really was a very busy month especially as Bruce was on holiday for part of the month, however Neroli assisted me and I thank her very much for her help.

Please note Water Aerobics will begin in November so check your events calendar for details of all activities.

Love Ya Mary



## TORBAY RECREATION AND SOCIAL COMMITTEE

Good – day everyone.

A meeting of The Torbay Social Committee was held on Wednesday, October 26<sup>th</sup> and enjoyed by all; as we discussed issues and decisions which had to be made.

We are looking forward to the Christmas luncheon to be held on Wednesday, November 30<sup>th</sup> at the R.S.L. Pialba. Doors open at 11.30am and lunch served at 12.15pm. The cost is \$26.00 per head. If you haven't purchased your ticket yet, please contact one of these ladies.

Anne T TC 345 - Phone 2972  
Val B TC 321 - Phone 2969  
Elsie R TC 337 - Phone 2136  
Bonny K TC 308 - Phone 2152

The closing date is November 20<sup>th</sup> for catering purposes. Please have the correct change.

Congratulations to Parklands, as you celebrate your 1<sup>st</sup> Birthday and place the "Time Capsule" in the name of history. We look forward to Parkland Residents joining us at the R.S.L. for our Christmas Luncheon.

Your contact person for purchasing your ticket is Anne Turrell, Phone 2972

She will come to Parkland's Coffee Shop on Friday, November 7th to sell you a ticket. Please have the correct change with you.

Our next meeting will be held on Wednesday, November 23<sup>rd</sup>, 2011 at 9am in The Conference Room.

Cheers.

President Olwen.

### *Coffee Shop*



Open every day 9.30am to 11.30am  
Plus 1.30pm to 3.30pm on Tuesday

Call in for a coffee & cake and a chat.  
We have frozen meals - "menu available"  
Drinks - lollies - chocolates - biscuits,  
toiletries and much more.

We, the volunteers who run the shop,  
look forward to your company.



<b><u>MEDICAL TRANSPORT</u></b>			
Do you need transport to a medical appointment?			
Phone Jill V. - 2826 - I may be able to take you.			
"Not available Tuesday or Friday - Noon - 5 pm"			

Congratulations to Jean Robinson who held a "GIRLS NIGHT IN" on Tuesday the 18<sup>th</sup>. There was a large number of ladies present and from all accounts they had a very enjoyable night with many games for them to take part in which included bowls, tombola, also a demo on how to do the "Zumba", this was demonstrated by a lady from Perth. They also had a raffle, which was for one of their quilts and which was very nice. They then had a very lovely supper and from what I saw most it was home made - muffins, pies, and lots of cakes. After all was done and finished, to her great surprise Jean found that they had raised the tidy sum of \$937-00 which is a great amount to go towards the cancer fund. Well done Jean, a fine effort by you and your helpers. Alby Bennett

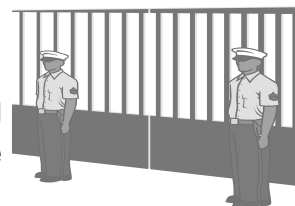
## From Your Villa Residents Committee October 2011

### Keeping you up-2-date:

It was lovely to have Arnold Horne from Parklands join us.

**CUPPA and CHAT MORNINGS:** These are held during the first week of the month. Wednesday at the Clubhouse and Thursday in the Conference room the month from 10 – 11am. Committee members are there to offer support, and answer your questions. If need be we take them further to Phil. Last month we met with Phil and he was able to answer 20 questions for us. Many were of concerns for maintenance and we're pleased to say most have already been addressed. Since February we have been able to help Residents with more than 50 enquiries. Many of our problems have been solved.

**NEW GATES**, personally I can't wait for these to be operational. (Not sure about the security guards tho??) It will make it so much easier without having to get in and out of the car when coming home late at night. Especially when it's raining (Well Henry will be pleased.)



**Keeping you in touch. ANNUAL CALENDAR** Dudley is working on this and it is a mammoth task. It will make it so much easier for you when booking the Torbay facilities. No more overlapping and double bookings. *Or you might want to join each other.*

*It's good to see residents enjoying the use of the facilities for personal use.*

**A to Z Activities book. Will be in its third edition.** We need to keep it updated continually. Remember to check it out on Torbay's web site (have you checked it recently.) If you'd like a copy you can find one in Bruce's office.

**TC POOL**, Phil has the solar system in his sights and we should have it ready after the summer months. Something to look forward to. And the wind break should be returned for the summer swimmers. No more windy shocks.

**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 all our wishes have been granted we need to commence another list.

**PRESIDENTS REPORT. JUNE - OCTOBER 2011** (Excerpts from....)

### **WELCOME – NEW RESIDENTS June – October**

Verna Mottram, Max and Beryl Cramb

#### **Goals were:**

Keeping the lines of communication open with Residents...

**Welcoming New Residents** with an orientation morning coffee.

**Cuppa and Chat mornings.** Including Thursday.

A **monthly report** of our activities is not only presented at the Residents meeting but also in the Torbay Times. You are able to read at your leisure.

To keep our **wish list** from Residents ongoing and up-to-date.

Over the last few months you may have noticed a quite few changes happening, due to requests made by Residents, taken on board by the Villa Residents Committee, who in turn have discussed issues with CEO Phil.

The fantastic book shelves in the Clubhouse, and the *secret bookworms* who have been sorting the books in the cupboard. The happy plants around the TC pool/bbq area just getting ready for summer. The clean path/driveways.

A special thank you to those who volunteer their precious time to help and support our village life. Happy hour, mail delivery, newspaper persons, bus/buggy drivers.

Our 'chook man' the girls' accommodation grows each week. (Don't forget to let Bruce know if you'd like fresh eggs). Also to Des Stockdale who is making wonderful changes to the Bali Garden. Miriam who is always tinkling the keys. And those wonderful thespians for the great shows they put on for us. And of course the TORBAY TIMES TEAM. As you can see the list is endless and there are many more I have not been able to mention.

Your Committee says a big thank you to all. (*Many hands make light work*)

My belief is that we chose to live at Torbay and Parklands, this is our home. We live here 24 hours a day 7 days a week. We don't work here from 8 – 4.

I'm sure we all understand what is happening with the \$ and that today it doesn't seem to stretch very far. However by lending a hand and helping our neighbours, keeping our village/homes looking good we will all feel and be happier.

The lessons we've learned that have come from the above issues, are that Residents have taken ownership of their living lifestyle. If you see something that doesn't please the eye, help others by putting it right, if you are able, (if not call 2800 and let them know). Don't wait for a staff member to fix it. Remember Torbay is our home.

**A friendly reminder.** Our AGM for your Villa Residents Committee will take place in February. **Nomination forms** will be out at the start of the year, if you'd like to join us, and see what we get up to then we'd love to have you...Or call a committee member, and see what it involves. New residents and new committee members can bring lots of new ideas. We don't seem to be very busy but we have achieved a considerable number of projects that have made our residents happy. Committee meets on the first Monday of the month in the Conference room at 2.02pm. We have plans, goals and wishes.

A special thank you to the committee for your support over the last nine months. To Miriam who has kept me on line and to Jill who has used the secretary's quill and filled in for us. It's been a good (pregnancy)... Maureen

**Thought for the month:** *We are not getting older. We are getting better. We are old enough to know the score, but young enough to play the game.*

**NOVEMBER POT LUCK DINNER RE-SCHEDULED**

Because of the Big Band performance in TC Hall on Monday 7 November, The Pot Luck Dinner originally scheduled for that date will now be on Monday 14 November in TC Hall



**NEW PHONE NUMBER FOR THE QUEENSLAND PUBLIC TRUSTEE IN MARYBOROUGH**

If you are trying to reach the Queensland Public Trustee in Maryborough, their phone number has now changed. It would be a good idea to change the number in your records and telephone directory.

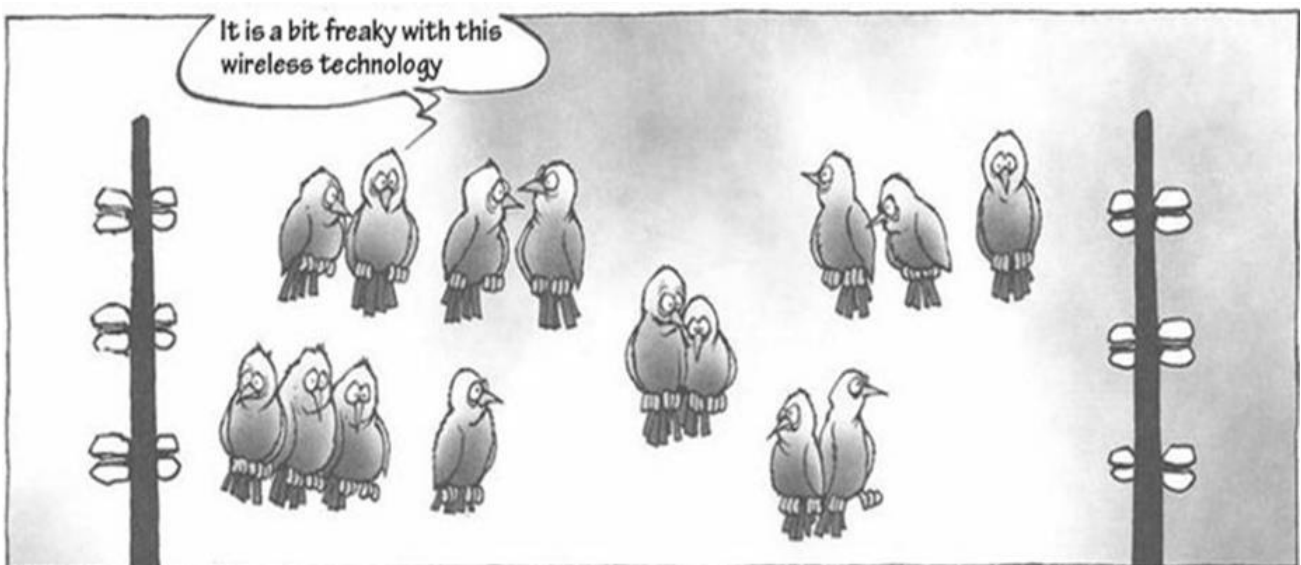
The new number is 4183 0900

## A MEMORY TRAP.

By Heather Gillieatt 1998

A weed tangled path through a broken gate,  
An old house beaten by ruthless fate.  
The windows stare like sad sightless eyes,  
A front door locked against it's demise.  
Tomorrow the end the wreckers are due  
Trample the old replace with the new.  
A retirement home will soon adorn  
My childhood memories, banished gone.  
The rocking chair moves in a soft breeze.  
Piled on the seat the dry dead leaves  
Of a vine twined through the rotten back,  
The tapestry seat is torn and black.  
Gold shafts of light from the setting sun  
Pierce thick tangled vines to shine there-on.  
Grandmother's image drifts before me,  
How fondly she held me on her knee.  
I remember her eyes kind and warm,  
Her arms so gentle I'm safe from harm.  
She talks of mysteries in velvet skies,  
Murmurs of beautiful things, so wise.  
As I doze against her heartbeat soft  
And fall asleep with the moon aloft,  
I vaguely recall her caressing words,  
Precious child don't use words as  
swords.  
Some years later, maybe ten or more

I climbed on her knee hungering for  
Warm arms and kisses to ease the pain  
Of teenage fears, to be soothed again.  
"My darling sweet one," she whispered  
close  
"It's through pain and tears we learn the  
most.  
Be sure, life will hurt, it has to dear,  
You see, love is letting go of fear.  
A snake sheds protective skin to grow,  
We discard old ideas to grasp new, to  
know.  
But it hurts, t'would be easy to stay the  
same  
Not take any risks in life's tough game."  
"What have you shed, my Grandma," I  
said  
As she bent to kiss my sleepy head.  
"Like a snake I too have shed my skin,  
The too tight bits that held me in"  
It's time to leave my memory trap,  
To climb down from dear Grandma's lap.  
My tears fall, I wipe them dry.  
My heart is heavy the end is nigh.  
Just once more, I'll rock the broken chair  
And gently smooth grandma's greying  
hair.  
I bend, I brush leaves from the seat.  
A dry snake skin drifts to my feet.



## **2012 Bookings Diaries: TC Hall and Clubhouse**

The 2012 Bookings Diaries - one large format diary for TC Hall and another small format diary for the Clubhouse - have now been prepared, and will be available at their respective venues in December 2011.

An entry has been made for each and every booking. Each entry comprises: activity, contact person, telephone number. The entries have been made without regard to public holidays etc. It is the responsibility of each contact person, whenever a particular booking is **not** going to be used and as far in advance as is possible: (1) to strike through the relevant entry, (2) to write 'Cancelled' beside it, and (3) to notify Mary McLeod that this has been done (so that Mary can make a note to that effect in the 'Master Bookings Diary' which is kept in her office). This will indicate to others, who might wish to use that time-slot, that the particular time-slot is free.

Contact persons for regularly scheduled activities are as follows:

### **TC Hall (and associated areas)**

Justine, 2147, Busy Fingers Quilting, every Monday 9am - 11 am

Keith, 2136, Bowls, every Monday 1.30pm to 3.00pm, every Wednesday 9.30 am -12 noon, every Saturday 9.30am -12 noon

Dudley, Pot Luck Dinner, first Monday of month, 5.00pm - late

Phil, 4124 9030, Sunshine Singers, each Tuesday except fourth Tuesday, 9.00 am - 11.00 am

Betty, 2191, Smooth Swing, each Tuesday except fourth Tuesday 1.30pm - 5.00 pm, every Friday 1.30pm - 5.00pm

Moya, 2624, Tai Chi, every Tuesday 5.00pm - 6.00 pm

Jean, 2146, Quilting/Patchwork, every Tuesday 6.00pm - 9.30pm

Dorothy, 2156, Scrabble, every Wednesday 1.30 pm - 5.30pm (Pool Area)

Kathy, Quiz, every Thursday 1.30pm - 3.15pm

Dennis, 2190, Table Tennis, every Friday 1.30pm - 3.00pm

Max, 2144, BBQ, alternate Saturdays 4.30pm - late

Arnold, 1303, Parkinson's Support Group, fourth Tuesday of month 10.00am - 12noon

John, 2628, Hervey Blind and Vision Impaired Society Social Club, second Friday of month 9.30am - 11.30am

### **Clubhouse**

Hope, 2652, Cards, second and fourth Wednesday of month 12.30 pm - 5.00 pm

Heather, 2105, Pie Crust Players, every Friday 1.30pm - 4.00pm

Maureen, Villa Committee, first Wednesday of month 10.00am - 11.00am

Val, 2969, Art, every Monday 8.00am - 11.00am, beginning in February

Russell, 2180, Secret Men's Business, third Tuesday of month 3.00pm - 5.00pm

A meeting of contact persons and any other interested persons will be held on the morning of the last Friday of September (September 28) 2012, in order to establish bookings for 2013 - this will give 'newcomers' a chance to bid for time-slots - and to discuss other matters of concern (e.g. equipment). Contact persons should come to this meeting having discussed in advance with their group what they wish to do in 2013. Notification of this meeting will be sent out in due course, but contact persons should now note this date; any contact person unable to attend should without fail arrange for a substitute to attend the meeting.

Dudley Jackson 28 October 2011

## **Private Functions: TC Hall and Clubhouse**

The TC Hall and the Clubhouse are available to residents for private functions. Any resident wishing to book either the TC Hall (including the BBQ) or the Clubhouse for a private function in 2012 should first inspect the relevant bookings diary.

If there is **no** entry in the time-slot required by the resident: (1) an entry covering the starting time and the finishing time should be written in by the resident himself/herself, thus: "Private function, [contact name, first name only], [contact telephone number, internal]"; and (2) Mary McLeod should be notified so that a matching entry can be made in Mary's 'Master Bookings Diary'.

If there **is** already an entry in the required time-slot (or in part thereof), Mary McLeod should be consulted to see what arrangement can be made (for example, if a birthday celebration has to be held on a specific date it should be possible for Mary to make an arrangement for this).

For private functions held in the TC Hall and the Clubhouse, any catering arrangement which the resident wishes can be used (self-catering, any outside catering firm including The Village Caterer (who will arrange wait staff), pizza delivery, take-away delivery, etc, etc).

The following items are available for use at any private function held by any resident—these items are supplementary to items supplied by Torbay and items can be moved between TC and Clubhouse as required but afterwards must be returned to their permanent location (contact Dudley 2170 for additional information/advice).

### *For catering*

24 champagne glasses; in two cartons (12 each carton); 1 carton is kept in TC kitchen, the other carton in the Clubhouse (perhaps minus one breakage)

48 wine glasses; in four cartons (12 each carton); all kept (under the bar) in TC

36 cake forks; in three boxes (12 each box); all kept in the Clubhouse

24 table knives and 24 table forks; kept in one container in TC kitchen

12 round 'wicker-work' (actually washable nylon) bread baskets; kept in TC's bar area

### *For coffee-making*

24 demitasse coffee cups with saucers; in four boxes (12 each box); kept in TC kitchen

24 coffee spoons; in two boxes (12 each box); kept in TC kitchen

2 small milk jugs and 2 small sugar bowls; in one box; kept in TC kitchen

4 coffee jugs; in one carton; kept in TC kitchen

4 black plastic 'Melitta' coffee filter-paper holders ('filter cones'); in one carton; kept in TC kitchen (these Melitta filter cones fit on top of the coffee jugs)

Coffee filter papers for making pour-over filtered coffee; kept in TC kitchen (these filter papers are placed in the Melitta filter cones, each placed on top of a coffee jug, an appropriate measure of ground coffee is placed in the filter paper, and boiling water from the boiling water urn in TC kitchen can then be poured over the coffee grounds thus making fresh filtered coffee; one jug serves 6 to 9 persons)

Anybody wanting to make pour-over filtered coffee needs to bring own ground coffee (Nana's Pantry, Melory Place, supplies coffee beans and on request will grind the coffee beans).

In our experience of sit-down dinner parties, the Clubhouse comfortably accommodates up to about 12 to 14 persons maximum (12 better than 14). TC Hall has 70 chairs and 6 (or 7) trestle tables (10 persons each table) and so can accommodate up to 60 to 70 persons (consult Max Hall 2144 for advice about arranging tables).

Phil Parry has said that, additionally **and providing the catering is done by the Village Caterer**, Torbay's Conference Centre can be used for private functions; this should be discussed with The Village Caterer (telephone 4125 0666). The Conference Centre accommodates up to about 40 persons in air-conditioned comfort.

At the October Residents' Meeting, it was agreed that the Diversional Therapist would have the authority to alter or set aside any regularly scheduled booking.

Dudley Jackson 28 October 2011

**OCTOBER AT HIGH CARE  
(SHAW HAVEN)**

A big HELLO!!!! to everyone, from all of us up here in Shawhaven. Wow it's less than 2 months till Christmas. I hope everyone is starting early with their card writing and present buying as all of the shops are starting to put out their Christmas items. I hope everyone enjoyed any Halloween festivities they attended too.

Melbourne Cup is almost upon us too - Good luck to everyone if they are partaking in Melbourne Cup sweeps.

**\*\*\* Volunteers Needed\*\*\*** If there is anyone out there that has a little time to spare that they would like to share, our residents in Shawhaven would love the company.

Thank you, thank you, thank you, once again to our lovely volunteers. We could not get to do all our activities if it were not for your selflessness. High Tea was a huge success this month, a great time had by all whom attended.

A big hello and welcome to Dorothea, we hope that you enjoy your stay with us.

Thank you to all our wonderful entertainers for your generosity in sharing your time with us. We all enjoy your wonderful performances. You light up our days.

This month we have celebrated birthdays with some of our lovely ladies: Joyce C, Georgina B, Margaret S & Chris D. A big Happy Birthday to you all with many more to come.

Keep safe Sharon



Life is like a coin.  
You can spend it any way you wish but  
you only spend it once.



**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**



**VILLA RESIDENTS**  
**COMMITTEE 2011**

Maureen G.	Ph 2935
Miriam Mc.	Ph 2871
Valerie B.	Ph 2969
Olwen E.	Ph 2120
Heather G .	Ph 2105
Dudley J.	Ph 2170
Marie Mc.	Ph 2988
Neville P.	Ph 2933
Betty P.	Ph 2932
Jill V.	Ph 2826
Grahame M.	Ph 2852

**JR MASSAGE THERAPY**

**ROBERT & JOANNE**  
PH 4124 4193  
Onsite or Studio  
7 Vista Court, Pialba

Manicure \$20  
Pedicare \$20

<u>Massage</u>	<u>Fee</u>
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 October**

01/10/11	1 <sup>st</sup>	Julie A
	2 <sup>nd</sup>	Roger R
08/10/11	1 <sup>st</sup>	Kath R
	2 <sup>nd</sup>	Rae S
15/10/11	1 <sup>st</sup>	Cath S
	2 <sup>nd</sup>	Max & Barb H
22/10/11	1 <sup>st</sup>	Hazel D
	2 <sup>nd</sup>	Cath R
29/10/11	1 <sup>st</sup>	Gretel H
	2 <sup>nd</sup>	Andy P

Congratulations to all these lucky  
players and to the rest of us we will have  
to keep on trying. Alby

**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**  
**Queensland**

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 ARRIVALS



*A warm welcome is extended to our new Residents*

## **Torbay Aged Care Facility**

Patricia Beddows (Hostel 30/31) - Leonard Briggs (High Care)

Doria Millard (Hostel 67)

## **Torbay Villas**

No Change

## **Parklands Villas**

Patricia Beddows now Torbay Hostel

## **Parklands Aged Care Facility**

Ian Bates (High Care) - Ruby Newman (High Care)



*We would like to take this opportunity to sincerely thank all the caring staff of both Torbay and Parklands for the care and attention given to our Mum and Nan during her stay in the villa, Low and Advanced Care. Also I would like to thank the kind and loving friends who visited Mum on many occasions giving their support and words of encouragement after her move into the village five years ago. Our Mum and Nan finally got her wish and is now reunited with her husband and son. She will always remain in our hearts as our beautiful Rosie even though some times were trying for all concerned. Thank you one and all.*

*Kindest Regards,*

*The family of Vera Rose Cook*

*In Memoriam*



**Our condolences to the families of**



**Vera Cook, Ashley Roberts, David Salter,  
Alfred Watts**