



Torbay



Torbay Retirement Villages Limited

SEPT

2011

~~ **SPRING** ~~
**FEEL
THE WARMTH,
SEE AND SMELL
THE BLOOMS**



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RESIDENTS MEETING 16TH AUGUST 2011

Mr Philip Parry, accompanied by Mrs Karen Howlett, opened the meeting at 1pm and welcomed those present.

ADMINISTRATION MANAGER'S REPORT

Accreditation Parklands

The Accreditation Agency sent two assessors to Parklands in mid July.

They recommended passing all standards in their report.

We are now awaiting the Departments advice of the accreditation and for what period.

Accreditation Torbay Retirement Village

The next accreditation is of the retirement villas at Torbay.

We have been advised that the visit will be on Thursday 25th August. Our accreditation expires mid September 2011.

Accreditation Torbay Aged Care Facility

David Wilson is working on our application for the accreditation of Torbay Aged Care Facility.

We need to lodge our application by the 28th September.

We expect to have the application completed by the end of August.

Website

The first draft of the Village Caterers website has been completed.

There are still some photos to go on it and these are to be done shortly.

Security

No major issues to report.

Torbay - Men's Shed

It has been raised with us by the Villa Residents Committee that the Men's Shed did not have an emergency button. Previously this work was done in the Maintenance Workshop where there was an emergency call button.

We have asked for a quote to install an emergency call button in the Men's Shed.

Torbay - Computers

• IC Solutions and Netcomm have determined that the problems occurring with the drop out of the internet for Torbay villa residents is probably due to a lack of power in the Internet Access Controller IAC3000. They will be upgrading it to an IAC5000. This will be done at Netcomm's cost as they designed and supplied the system.

• The new equipment has been ordered and will arrive late next week and be installed the following week.

• We are hopeful that this will solve the problem of the internet dropping out.

Auditors

The auditors from Avance Chartered Accountants have almost completed their audit.

We are expecting them next week to finalise the audit.

Torbay - General Service Fee - Villa Residents

• The Rates, Insurance and Workcover costs have exceeded budget but not sufficiently to warrant a separate increase in fees over the CPI that has already been applied.

• We did indicate that it was likely that there would be a further increase but that won't happen now.

• It is likely to result in a small loss for the year that may have to be made up in following years.

• We will make every effort to keep costs within the Budget so we, at worst, break even.

New Residents

We have several new residents since the last meeting.

Torbay Aged Care Facility

◊ Edna Osborne, Greg Goddard,

Betty Atkins and Kath Rogers (from Villa).

Torbay Villas

◊ Nil

Parklands Aged Care Facility

◊ Nil

Parklands Villas

◊ Nil

Welcome to Torbay

CHIEF EXECUTIVE OFFICER'S REPORT

Productivity Commission Final Report

- The Prime Minister released the Productivity Commission report on 8th August.
- The Government have released the Report for comment.
- The Government have not indicated whether they accept or reject any of the recommendations.
- They have disputed the figures of the Commission that showed that there would be a saving to Government of \$3.1 billion in the first three years. If the Government can find a simple error of this magnitude in the first days of the report you have to wonder about the accuracy of the rest of the report.
- It has been generally well received by the industry but this is in the hope that the Government will adopt the recommendations that suit the industry.
- The Report is generally along the lines of the Draft Report.
- It has recommended that Care be split from accommodation and hotel services (food, cleaning and laundry). Residents are to become totally responsible for accommodation and hotel services.
- The Report is very heavy on putting the cost of care onto the resident. Residents could have to pay up to \$60,000 towards the cost of their care if they are able to.
- Any changes are to be introduced over

a five year period.

- The Report acknowledges that our subsidies are low and that the wages paid to our staff are also low.
- The Report has created a system where residents will sell their homes and the Government will hold the money instead of Providers. This will be a windfall for the Government but may not see any Providers willing to build any more beds.
- One of the recommendations that probably won't be accepted by Government is for the Government to negotiate with Providers to remove the grandfathering of residents fees and charges. There are many different fees and charges payable by residents who were in care when the Government changed the rules. The Report is suggesting that all of these grandfathering arrangements be removed over a five year period. This would affect residents currently in care.
- We now have to wait and see what the Government's response is. The Minister is going to consult over the next two months and we can then expect some sort of Statement of the Government's intent.

Accommodation Payments

- When you enter an Aged Care Facility you will be asked to pay an accommodation charge.
- This is in addition to a daily fee of \$40.25pd (payment towards the cost of accommodation, food, cleaning and laundry) and an income tested fee (payment to government for the cost of your care – based on your income – maximum \$64.69).
- The Accommodation Payment for Low Care is an accommodation bond and for High Care it is an Accommodation Charge.
- The Accommodation Bond
 - ◊ Is a capital payment based on the

resident's level of assets.

- ◇ The Bond can be paid as a lump sum, by periodic payment or a combination of both.
- ◇ The level of the bond is set by the operator – Torbay's maximum Bond is \$250,000.
- ◇ The Resident must be left with \$39,000 in assets.
- ◇ The assets are assessed on the same basis as Centrelink/DVA.
- ◇ The Bond is due from the date of entry but you have six months before you have to pay it – you pay penalty interest on it if you don't pay it at the time of entry.
- ◇ The Provider can deduct retentions from the Bond – Maximum of \$3,816 pa for five years – Maximum \$19,080 – Small Bond i.e. under \$19,740 retention is \$1,974pa (Maximum \$9870) – Bonds between \$19,740 and \$38,160 retentions are 10%.
- The Accommodation Charge
 - ◇ Is a capital payment based on the resident's level of assets.
 - ◇ The Charge can only be paid as a daily charge.
 - ◇ The level of the charge is calculated by Centrelink/DVA.
 - ◇ The Charge is currently a maximum of \$30.55 per day.
 - ◇ Unlike the Bond the Charge has no time limit and is payable for every day of residence.

Torbay - Yellow Lines at Entrances

- We have installed yellow lines at the entrances to Torbay.
- The lines were not as long as I or the Villa Residents Committee had expected.
- I have asked that the lines in Colyton and Tavistock Streets be made 1.5 metres long to try to stop cars parking too close to our entrances.
- The Queensland Road Rules state that a vehicle must not stop on or park

across a driveway – that is, they can park right up to the driveway.

Future Building Projects:

Torbay - AC Walkway

- Work is progressing on replacing the walkway to the AC Wing.

Torbay - Auto Gates - Torbay-Torquay

- We are going to install automatic gates at Colyton Street and Walter Burton Drive.
- The Torbay Recreation and Social Committee have agreed to fund the major portion of the costs of these gates.
- We are still making changes to the gates that were quoted so we can expand on the system.
- Access will be via keypad or swipe card.
- There will also be a connection for the person to talk to reception and to get the code.
- We have changed the swipe card reader so it reads at a distance of 600mm. 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. These will be protected but you will be able to run into them.
- Pedestrians will use the gates as well as cars and gophers. There will be no separate pedestrian gate.
- The system we are now going with can be controlled eventually by internet access via a wireless signal to the gates.
- It is hoped that in time, between the Recreation and Social Committee and ourselves that we will be able to install automatic gates on the main entry to Tavistock Court.
- We have finalised the controlling mechanism. The code for family and friends is 4184.
- Torbay will advise the emergency

services, Taxis etc – they will have their own number.

Building Division

- We are registered under the Building Services Authority (BSA).
- We are also registered to build for the Queensland Government.
- We weren't successful with the tender on the Gayndah Respite home. The successful tenderer was nearly \$100,000 below our price. We are concerned that Gayndah will pay more than our price through variations to the contract, but we are unable to tell them of our concerns because it would appear that we are bad losers.
- We are now in final negotiations with Forest View in Childers on a design and construct basis of their new retirement village.
- We have also been invited to tender on two local projects.
- John Sheehan has designed a site office and ablution block in the one building to meet the new Workplace Health and Safety regulations. We are building it to use for the site office for the Community Centre. The new design has great potential and we are investigating marketing this design to the building industry. There appears to be a market for these types of buildings. The current builders of this type of shed are building housing for the mining industry and this area is being neglected.

Work Underway:

Parklands Stage 1D

- This is the fitout of the First Floor – carpets, curtains and furniture and equipment.
- The carpets have been installed except for the carpet in the dining room. It will be installed at the beginning of September. In the meantime residents will eat in the Ground Floor dining room.
- The curtains will be installed from

Monday 22nd to Wednesday 24th August.

- The furniture will be delivered in the week commencing 22nd August.
- The equipment has all been ordered and is due for delivery this week.
- The first two residents will enter on Tuesday 22nd August. We expect to fill the wing within 2 months.
- Heather Stroud, our Supervisor in Shawhaven, will be the Supervisor of the Ted Killer Wing.
- Kim Haasz is the Facility Manager with overall responsibility.

Parklands Community Centre

Stage 1

- The Community Centre is going opposite the entry to the Aged Care Facility.
- The civil works are completed.
- Work on the building commenced last week.
- We expect it to be completed by Christmas.
- By building it ourselves we have identified cost savings in excess of \$160,000 so far.

Administration Area at the Production Kitchen

- ◊ We are constructing 3 offices so we can transfer all administration for the Caterer to the Kitchen site.
- ◊ The Board approved the start of this project last week.
- ◊ Construction will commence next week.

Parklands Stage 3B - 10 villas

- We are proposing to start the next stage of villas at the beginning of next year.
- Work on the designs has been delayed because of the other projects but we should soon be able to start work on them.

Parklands Stage 4 - 20 Aged Care Places

- We are proposing to extend the current aged care facility at Parklands

by another 20 places.

- This extension will only consist of residents rooms as all the infrastructure is in place. This will help improve the financial viability of Parklands Aged Care Facility.
- We need to get development approval 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. We are working on this design now and hope to finalise it in the next fortnight.

On Hold:

Redevelop the Torbay Administration Building

- ◊ We are preparing a report for the Board on the future requirements for the Administration area and where it should be located.
- ◊ One option is for it to go at the front of Abbott's property.
- ◊ Another option is for the current building to be extended towards the maintenance workshop.
- ◊ A third option is for the building to have a second storey built over it.
- ◊ A fourth option is to build it at the Don McBain entry.
- ◊ Once a decision has been made we will inform residents.

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 20th September .

Torbay Villa Residents Meetings

- Now changed to monthly and will follow this meeting.

Board meetings

- Second Wednesday of Month.
- There is a special meeting of the Board set for Wednesday 31st August 2011 to adopt the audited Financial Statements.

- The next general meeting will be delayed until Wednesday 21st September 2011 to be followed by the AGM.
- Torbay AGM
 - ◊ Is planned for Wednesday 21st September.
 - ◊ Valerie McBain Hall.
 - ◊ 11.30am – Note the time.
 - ◊ Will be a short meeting (1/2 hour) – Reports will be taken as read.
 - ◊ No morning tea.
 - ◊ No meeting with the Directors after as they will leave by 12 noon.

From the Floor

A few residents said their internet was down while others said they were not affected.

Karen Howlett advised that some would need to be reset.

Q. Mr. Keith R. said regardless of the money involved, they and other Residents had come into Torbay because of the quality and the security and they liked to think that the ongoing care was there when needed.

A. Mr. Parry advised that Residents have got the security to stay as long as they pay the bills and when the funds run out the Government will step in and pay.

Q. Mr. Dudley J. asked if the Government is going to free us up to provide the capital cost of care and will Residents be able to swap their villa for the cost of aged care.

A. Mr. Parry said it would depend on the final Productivity Commission Report. The Government will determine and decide payment and cost of care, but Government will pay if Resident cannot. There will always be people who cannot pay, but in a better position if have assets.

Q. Mrs. Marie McD asked who the Minister would be consulting with,

regarding the Productivity Report.

A. Mr. Parry advised that he would meet with the Union and interested parties and believed the consultation would be quite extensive.

Q. Mr. Alby B. asked if the position of the new electronic gates would be different.

A. Mr. Parry said that only one gate would open at Colyton Street with the key pad in the centre.

Q. Mr. Russell C. said he believed the brick work would extend to six feet high.

A. Mr. Parry said it would be the same height as the fence and they would be able to update the code number if necessary. Emergency Services would be provided with a different number and

there would be a button to press for visitors who did not know the code.

Q. Mrs. Kath R. asked if the security cameras only operated at night.

A. Mr. Parry said they were triggered by movement only at night and then it sends an email to staff.

Mr. Alby B. said he would like to commend the two gardeners on the good job they are doing.

Mr. Parry said he would pass that on and make sure they know their work is appreciated.

Mrs. Olwen E. said she would like to thank the staff responsible for cleaning the driveways and the cemented areas around our villas. MR & NG

AGED CARE REPORTS

MAIN SECTION

Did you know it was Torbay's 34th birthday on August 6th? This milestone was celebrated on 9th August with Jim Kelly and his group entertaining us and of course we enjoyed a lovely birthday cake.

Entertainment this past month included The Sunshine Singers, The Two of Us and The Muses, all of whom are very popular and come along quite regularly to entertain us.

On the 19th August the Village Connections Choir gave their first performance at an outside venue and what a talented group they are. We look forward to having them here again before the end of this year.

When next in the Main Hall, have a look at Ray's Gift Shop as she and Judy have a wonderful array of gifts for all ages, including wooden toys which have been made by the Men's Shed group and jewellery made by Judy. Christmas is fast approaching and these items would make wonderful presents.

I will be on holidays for four weeks during September and October and

Mary will take my place.

Cheers Bruce - A Team

Rainforest Lodge.

Rainforest Lodge has again been very active with many activities taking place and with the weather steadily warming up the residents can now go on longer walks in the gardens and around the duck ponds stopping to look at the birds, ducks and turtles.

We have had a great variety of musicians and entertainers who attended Rainforest Lodge this month and some of these being Sharnee, Beth and Gordon, Phil, Peter, Dell, Annette, the Mews Belly Dancers, Lyn and visiting A/C to see Rhapsody.

Unfortunately Robyn has retired as Supervisor from Rainforest Lodge due to health reasons but in the past few weeks Pauline has taken on the job as a fill supervisor until we have been able to gain our new supervisor.

We welcome Sara to Rainforest Lodge in the capacity as Supervisor /RN and we hope that Sara enjoys her time with us.

The Rainforest Lodge residents have been on Bus trips on a Wednesday morning visiting different parts of Hervey Bay, River Heads, Burrum Heads and Toogoom stopping for an ice cream on some of these outings.

We were fortunate to be able to attend the concert in the main hall which the residents are still talking about and singing some of the songs that were performed by the Fraser Shores Choir.

With the weather improving we are planning a few outdoor activities in a morning tea outing and fish and chips lunch over at the duck pond.

We are desperate for volunteers for an hour on a Monday morning to assist with the bingo as our regular helpers are travelling and enjoying time away, plus our Xavier students are now preparing and then having final exams.

Can you assist our residents ?

Cheers Bruce 2.

A/C WING

Another month full of activities and fun has sped by and Spring is just around the corner. With this nice drop of rain we have had lately the gardens are all ready to flourish and burst into bloom and the weather will soon be warming up. Speaking of warming up, that's just what we did when we were visited by The Muses Belly Dancers and Drum Performers. What a great time we had. The dancing was spectacular, the stories informative and the interaction and participation from residents playing musical instruments and waving ribbon sticks was enthusiastic. Thank you Muses for a great afternoon, we can't wait until you return!

We have also been busy with our regular Bingo days, Bowling and our visits from Phil and Ron for our popular sing-a longs. Betty and Des, Cynthia and Del, Stardust and Rhapsody have all also wonderfully entertained us. So

many of these activities are made possible because of the fabulous volunteers who give their time and energy into performing, assisting and making them enjoyable.

High Tea was also a great success with many from Special Care joining us and enjoying the morning which had Linda on her harp performing to the delight of all. We also had our Birthday cake at High Tea to celebrate the Birthdays for the month for all the residents.

This month also saw the start of our new card playing group activity. Their choice of game is 500 and it was great to see these residents participate and enjoy themselves. In fact they have requested that the weekly event should start earlier so more card playing can occur, so 9.00am will be the starting time instead of 10.00. There is only one rule.....play for chocolate bars not sheep stations!!

I am looking forward to seeing you all at next months activities or when I'm out and about in A/C,
Until next time

Be Happy Genia.

HIGH CARE

Wow, August has come to an end already. The year is just flying and the days are starting to warm up a little.

It has been a big month of entertainment for us with visits from Lyn Furness, Ann & Ray, Dorothy Goodyer, Karen & the Kids, Hervey Bay Dance Club, Danial, Betty & Des, Phil & Ron, Ren and our own Torbay Choir. Thank you all for your time that you generously share with us.

Bingo has been a huge success this month (no surprises there). Everyone just loves their Bingo with the chance of winning some wonderful treats and prizes. Thanks Carol and Joan for your selfless help with running this twice a week. xxx

We have some new residents joining us this month. A big welcome goes out to Mona and Phil we hope you enjoy your new home.

We all enjoyed celebrating Barbara's and Valerie's birthday with them this month with cake and coffee. Also Happy Birthday to the many, many staff that all had birthdays this month too.

We'd like to send our condolences to the families of Colin Alexander, Peter Emery, Frank Hoeter, Barbara Bell and Joyce Paul. They will all be sadly missed.

A farewell morning tea was held for Heather & Deb. Everyone wishes you all the best with your new positions in Parklands High Care. The residents will miss you both greatly. There was also a sad farewell to Rachael who was filling-in in our kitchen. Thank you for all the special little things you did for us and all the best and don't forget to visit.

Much love and a big Thank you to our volunteers for all you do for us. We hope Sue had a great holiday and look forward to her return.

☺

Sharon

VILLA NEWS

It was pleasing to see so many of our villa residents come along for morning tea and a chat with the Accreditation Survey team when they visited Tavistock Centre on the 25th August. I am sure they went away with a good impression of our Village.

Although the advertised Brolga show had been changed, everybody enjoyed it including Bruce who took my place due to the Accreditation Survey visit.

The monthly "morning tea" at the Clubhouse is proving to be very popular, it is always a happy morning and everybody is welcome.

Thanks to both Rhapsody for your regular monthly visit and the wonderful volunteers who are always on hand to entertain or assist me whenever I put out a call for help.

For those interested please check your calendar for the monthly Blind Society meeting and the Parkinson Group meeting.

Love Ya

Mary

THE PIECRUST PLAYERS

Almost a year old, and like any toddler, just getting into their stride! I'm referring to the Piecrust Players.

For those who have not yet been introduced, the Piecrust Players is a play-reading group, formed by Heather Gilleatt following a conversation with well-known theatre personality, Lyn Dahl (that's me) now a very ordinary resident at Torbay.



The Players made their debut at Ula's Christmas luncheon last year and since then have presented two performances in the hall at Torbay. Both were thoroughly enjoyed by an enthusiastic audience.

The group, comprising 10 - 12 people, and most of them new to the stage, is now preparing two shows to be presented before the end of the year, one in the hall, the other in the TC Centre. The TC Centre performance, on Saturday, October 1st at 1.30 pm, will comprise an old-fashioned melodrama entitled "Hiss the Villain", during which the audience will be cordially invited to participate with a few boos and hisses, and a couple of brief skits.

The hall performance, on December 9, will be a more varied program including short playlets, funny poems and and a trifle of song and dance.

We have great fun getting ready for these performances. We meet every Friday afternoon in the clubhouse from 1.30 until 3pm followed by a cuppa. New members always welcome. You don't have to go on stage if you are too shy to do so. Just be our audience. Folk are needed for sound effects, costume bits and pieces, etc. You know how it is! Just pop in and say hello any time you are passing.

Submitted by Lyn Dahl

THE BEST MEDICINE

It's one of the first things we do as a baby and, forever after, few experiences rival the joy of a hearty belly laugh. It's effect on mood is undeniable, its impact on health is an area fast gaining attention. Despite inconclusive medical proof, laughter is increasingly playing a role in health, therapy and wellbeing treatments.

Psychologist and author, Dr. Elizabeth Celi, says laughter lies at the core of her work with many clients. I quote, "Laughter releases the stress chemical build up and psychological tension, so I often use sarcasm, wit and humour to help clients. She claims, "when clients are able to laugh at themselves in a compassionate way, it becomes a therapeutic tool." Her clients then are able to maintain their learning and their own mental health care because they can lighten the load on their thinking."

Bron Roberts of LET'S LAUGH, has been leading laughter classes for ten years. She presented research to the Association of Applied and Therapeutic Humour Association of Florida that supported the health benefits of laughter. The basic principle is that good stress and good feelings produce chemicals that positively affect the body while bad stress and bad feelings affect the body in a negative way. This can then manifest as illness and disease. Laughter also allows you to bond with people and is contagious. The Cancer Treatment Centres in America have sponsored the recent humour conference.



Clown doctors are now employed in hospitals. "We engage with the kids, we play with them, which helps to calm them down. This allows the parents to feel more at ease, the medical team gets their job done quicker. We cannot cure the child but we do improve the environment for them." Reference : Magazine SHINE- June 2011.

Yes, they do visit the adult wards. Enjoy your capacity for laughter, I do. HG.

Submitted by Heather G.

FATHERS DAY RAFFLE RESULTS

First Prize-	Gloria Bolton
Second Prize -	Toni Brown
Third Prize -	Nancy MC Master
Fourth Prize -	Helen Kennedy

Culinary Corner

Spring is upon us.

Soon the pretty spring flowers and blossom trees will paint our world with colour again. It certainly is a lovely time of year with lots of warm sunny days however there's still a chill in the mornings and evenings, when we can enjoy some hearty soups and stews. So get cooking folks and make enough to have an extra meal in the freezer for when friends or relatives drop in. It's so good to have an organised freezer to allow carefree time with your visitors and make the most of every minute of their company. Something we could have only dreamed about years ago when a home freezer was not an option, now it's a necessity to busy families



Beef Casserole

½ cup plain flour	4 sprigs rosemary or thyme
Salt and freshly ground pepper	1 tsp smoked paprika
1 kg chuck steak, 2cm cubes	400g tin chopped tomatoes
1 onion, chopped	1 cup tomato puree
1 stick celery, chopped	375ml red wine
1 carrot, chopped	½ cup tomato paste
375g waxy potatoes, 2cm diced	1 cup frozen peas
3 cloves garlic, peeled	(optional)



Place flour, salt and pepper in a large bowl and combine well. Add beef and toss through with your fingers until all pieces are evenly coated. Dust off excess flour and place in a heavy-based casserole dish. Add 500ml water and remaining ingredients except peas, combine well. Cover with a tight-fitting lid and bake at 160 degrees (fan forced) for 3-3½ hours or until meat is tender. Stir in peas, cook for another 10 minutes, serve with rice, crusty bread and a green salad.

Pumpkin and Bacon Soup

1 onion, finely chopped	2 kg Jap pumpkin, peeled and chopped
1 tsp olive oil	
4 rashers bacon, chopped	2 large potatoes, chopped
2 cloves garlic, crushed	1 tsp Italian herbs (optional)
1 liter chicken stock	½ cup cream



Fry the onion in olive oil over low heat until softened but not browned. Add the bacon and garlic, increase heat and fry until bacon is slightly coloured. Add the stock, potato, pumpkin and Italian herbs. Reduce heat to low and simmer, covered until the potato and pumpkin are soft. Blend the soup in batches, using a hand-held stick blender or food processor, until smooth. Return to the pan and stir in cream and check seasoning. Serve topped with a scattering of chopped chives.

Your AUGUST Villa Residents Committee report.

From the VRC meeting on the 8th August. We had a very successful **MORNING TEA MEETING WITH MEMBERS OF THE BOARD.** It was great to see so many of the committee attend. They seemed pleased with what is being achieved. A special thank you to all who have helped us with complaints, especially those that we have been able to sort out and fix. Our Villa Residents Committee enjoyed the morning and the feedback we received.

We'd like to thank **DAVID AND DEB FOR THE SAFETY AND FIRE DRILL** Information mornings. I know we have all learned quite a lot from these mornings. If you missed David's fire drill morning then look out for the next one. *Or was it the sausage sizzle that was the attraction.* (Mary catered for 40 and 80 residents attended). A great morning. David mentioned fire blankets. He is discussing with Phil and Wormolds the best way to go with this, we will know very soon.

DEB'S phone safety mornings were very successful with the last one taking place on the 18th August. Some extra information, for you. Your radio pendant can be approx 25 metres from your phone. Phil says it depends on the number of walls in your villa, but you should be able to activate it just outside your villa. A suggestion also, was that if you are unwell and live alone then wear your pendant. *(However if you wear a pacemaker, then please check with your doctor...M)*

SENIORS DAY: Thanks to Val, Olwen and Jill. For standing in for me, all reports it was another successful day.

AUGUST COFFEE AND CHAT or compliments and complaints morning. Thank you to Miriam and Val for looking after our residents this month. An easy morning with not too many problems to solve. *We must be getting better at this.*

ACCREDITATION: Morning tea was held on 25TH AUGUST for those who came along we hope you had an enjoyable time

BUGGIES it was brought to our attention that driving these could be a problem if you weren't used to them. *(Henry tells me I have enough trouble driving the car)* David is looking at the safety issues. Perhaps a training drive might be on the cards.

YELLOW LINES at the Entrances to the Village. These will be extended to 1.5 meters. *This will help with those driving at night trying to find their way home...*

MOULD REMOVAL. You'd have to agree that the paths and driveways look fresh and bright. Big thanks to the water boys... *Dorothy might even be dazzled.*

We are looking forward to **2 RESIDENTS FROM PARKLANDS** being invited to join the committee to help them with the Parklands VRC next year.

TRANSPORT FOR TAXIS AND AMBULANCES etc, residents are advised to suggest using the entrances, opposite Council Chambers, Walter Burton Drive for Torbay Villas, the gate opposite Moonlight Avenue and Colyton Street opp tennis courts for TC.

OUR CHOIR

“Hello! Hello! Here We Are Again”, that is our theme song for our Father's Day concert in the Main Hall on Wednesday, 7 September at 1.30 pm. Although Father's Day will have been and gone officially, we can still celebrate this great day – any day is Father's Day!

How long is it since you heard “My Old Man's a Dustman”. Well, I can tell you, our choir really knows how to give that one some zip - they make it sound like a classic. Then there's “A Bachelor Gay” and “Hold Your Hand Out, You Naughty Boy”. I wonder how many of you can remember “When Father Painted the Parlour”. (I had never heard of it but I certainly know about it now).

Of course we will have our own Cathy Symes – I think she is “Going to Kill Her Husband”. Very interesting. Our menfolk, very appropriately, will be singing some solos, as well as a trio, or quartette, or more, depending on the day.

To finish the programme, there will be a bit of a “Highland Fling” so “Don't Bring Lulu”, “Down by the Riverside”

See you in the **MAIN HALL on WEDNESDAY, 7TH SEPTEMBER at 1.30 PM**

MIRIAM



TORBAY RECREATION AND SOCIAL COMMITTEE

A meeting was held on Wednesday, August 24th at 9am in the Conference Room. We enjoyed discussing issues at our meeting. Residents are welcome to attend and please do not be deterred by the name “Committee” New members are most welcome to join us, as we welcomed Helen last Wednesday. Seventeen members were present as recorded in the attendance book at the meeting.

The Garage Sale for Torbay will be held on Saturday September 17th, 7am to 12noon. Russell Clarke will arrange with the men to set up the stalls on Friday, September 16th at 8am. Ladies please meet at 10am on the Friday to arrange the goods on your stalls. All Stall Sellers to be at the Garage Sale for 6am please on the 17th September. The Lions Club are providing a “Sausage Sizzle” for us, we appreciate this very much.

Please phone Bruce (2811) or Russell (2180) to “pick up” donated goods well before the Garage Sale. The last “pick up” day will be Thursday September 15th. We would appreciate cakes, slices donations, ladies please. The items to be clearly labelled, priced and brought to The Cake Stall early Saturday to Elsie Ross.

The Christmas Lunch will be held at the R.S.L. Hervey Bay on Wednesday, November 30th, 2011. Tickets priced at \$26.00 per head for The Christmas Buffet, will be available at a future date. Make a note in your diary.

Cheers Olwen Evans (President)

MEDICAL TRANSPORT

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”

**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
9am-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
Torabay and Parklands.
Gift vouchers also available on request



Mini Lotto Winners for July

06/08/11	1 st	Lin C.
	2 nd	Andrea R.
13/08/11	1 st	Harold K.
	2 nd	Eric & Mary F.
20/08/11	1 st	Marilyn W.
	2 nd	Roger R.
27/08/11	1 st	Edna O.
	2 nd	Betty S.

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

Betty Atkins SC - Kate Cowie SC - Philip Molen HC - Jessie Lawless MS
Mona Gulbrandson HC - Kathleen Rogers MS - Colin Sturgess MS

Torbay Villas

Parklands Aged Care Facility

Betty & Thomas Bell HC - Vera Cook HC - Susie Huwald HC
Alan Kidger LC Zena Kidger HC

Parklands Villas

Owen Hetherington

George Perring and James (Jim) Ison have left the Village

~ SPECIAL THANKS ~

We wish to express our sincere thanks to the Torbay Outreach staff and our Torbay friends for their thoughts, phone calls and visits whilst I was recovering from my shoulder operation.

My recovery is progressing well but it will be some weeks before I am able to get out and about.

Thank you all. Marry & Eric Flanagan

~ THANKS ~

Kath Rogers would like to sincerely thank the kind person who put an O.B.E. pendant in her letterbox.

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## **~ THANK YOU ~**

*On behalf of Dorothy Alexander, we would like to sincerely thank all the staff for their support and comfort they have shown to her in the last months.*

*Thanks also to the personal carers and nursing staff who did an amazing job of caring for Colin and making him as comfortable as possible to enable them to stay together for so long. Everyone's dedication, commitment and caring made this time more bearable for them.*

*We would like to thank the staff for their advise and assistance during our visits from New Zealand. Any questions have been answered and helpful advise always given. Nothing has been too much trouble and you have all taken the time to make it easier for us to help Dorothy during this transition time.*

*We would like to extend our appreciation and we know Dorothy will be well looked after in the future.*

*Jocelyn & Pauline - Dorothy's daughters.*

## ***∞ In Memoriam ∞***

**Our condolences to the families of**  
**Colin Alexander - Barbara Bell - Charles Harrild**  
**Joan Hart - Frank Hoeter - Lillian Paul**  
**Gwendoline Perring - Herman Pielage.**

