

Resthaven Incorporated

Established in 1935, Resthaven is an aged care community service of the Uniting Church in Australia.

A charitable, public benevolent institution, Resthaven offers a range of high quality, responsive community and residential care services for older South Australians.

For more information about Resthaven, visit the website:

www.resthaven.asn.au

Clients are encouraged to bring any concerns or complaints to Resthaven's attention in the first instance. However, you may seek help from an external source such as:

Aged Care Complaints Investigation Scheme (CIS)

Telephone: 1800 550 552 or

Aged Rights Advocacy Service

Telephone: 8232 5377 or
1800 700 600 for country callers

The ACHA Program

ACHA programs are funded by the Australian Government Department of Health and Ageing.

Resthaven offers the ACHA program in the Tea Tree Gully, Campbelltown, Prospect, Walkerville, Norwood, Payneham and St Peters Council Areas.

For more information

If you have any questions or need more details about accessing services, please telephone the ACHA coordinator on:

8165 3076

Resthaven Paradise & Eastern Community Services

61 Silkes Road, Paradise SA 5075
Phone: 8337 4371 or 1300 13 66 33



An Australian Government Initiative

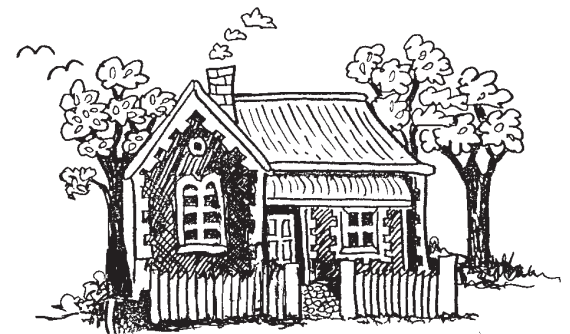


ACHA

Assistance with Care & Housing for the Aged

A Community Outreach Program:

- helping older people find secure and affordable housing
- linking with support services.



Who do we help?

The Assistance with Care and Housing for the Aged (ACHA) Program provides assistance to people aged 60 years and over who receive a pension.

The ACHA program assists people who are unhappy with their current housing, or are losing/have lost their accommodation for reasons such as:

- rental accommodation is unsuitable, temporary or too expensive
- staying at home has become too difficult
- they face a crisis, eviction, or their lease has not been renewed
- changes to their health and independence.

Resthaven provides this service for people living in the north-eastern suburbs of Adelaide and accepts referrals from other organisations, health care providers, advocates and family members.

We encourage people to refer themselves if they require assistance.

How do we help?

The ACHA program:

- assists people to find secure and affordable housing;
- links people to support services, community groups and health services;
- provides advice on accommodation availability, housing and tenancy issues;
- provides telephone advice and face-to-face assistance;
- advocates on behalf of people so that they can stay in the accommodation of their choice;

Specific needs are discussed to design an appropriate plan of assistance.



What is involved?

People helped by the ACHA program have certain rights and responsibilities.

- Clients are offered non-discriminatory, fair and equal access to the program.
- Clients have the right to an advocate of their choice in all matters relating to the service.
- Privacy and confidentiality is respected in line with Government Privacy Principles. Clients are consulted and informed in regard to any change in services.
- Clients are responsible for alerting us to any pending changes or cancellations as soon as possible.
- Clients are encouraged to provide comments and feedback regarding the service.