

Resthaven Incorporated

Established in 1935, Resthaven offers a range of high quality, responsive services for older South Australians.

All services are provided by experienced, trained staff who have a commitment to quality.

Resthaven respects the privacy and confidentiality of each person. Clients are encouraged to provide comments and feedback regarding the service and are encouraged to bring any concerns or complaints to Resthaven's attention in the first instance. Alternative external options include:

Aged Rights Advocacy Service

Telephone: 8232 5377 or
(Country SA) 1800 700 600

Aged Care Complaints Investigation Scheme (CIS)

Telephone: 1800 550 552

Health and Community Services Complaints Commissioner

Telephone: 8226 8666 or
(Country SA) 1800 232 007

Resthaven Community Services

Marion

43 Finnis Street
Marion SA 5043
Phone: 8296 2955 or 1300 13 66 33
Email: marioncs@resthaven.asn.au

Onkaparinga

Suite 103, Commonwealth House,
Beach Road
NOARLUNGA CENTRE SA 5168
Phone 8326 3444
Email: onkcs@resthaven.asn.au

**For more information about
the range of services offered by
Resthaven, visit:**

www.resthaven.asn.au



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



Community Services

Collaborative Community Options

Program

Flexible, individual
assistance at home



Phone: 1300 13 66 33



Community Options Services

Community Options Services support older people who require assistance to remain living in their own homes in the community.

Services are provided in a manner which enhances independence, maintains dignity, preserves privacy and supports family and community relationships.

Who is Eligible?

Older people who live in the Marion, Holdfast Bay, Unley, Mitcham or Onkaparinga local government areas are eligible if they need assistance:

- to maintain their independence at home and
- with coordination of services due to medical, physical social and or emotional needs.

What Services are Available?

Services range from, but are not limited to, assistance with personal care, meal preparation, shopping, household tasks and social support.

A personalised program of services is developed to meet the needs of each individual.

Each specific program is developed in consultation with the client and their family or any other nominated person.

Can Services Change?

Each person's program of services is reviewed regularly and on request. Changes are only made following consultation with the client and/or their family or nominated person.

Interpreter Services

Use of an appropriately qualified, accredited interpreter can be arranged with the Translating and Interpreting Service of the Department of Immigration and Ethnic Affairs, telephone 131 450.

How to Refer

Referrals are accepted from older people themselves, their family, friends, doctors or other service providers. Contact details are listed overleaf.

All referrals are considered. Commencement is determined according to need and availability.

A convenient time will be arranged to meet with the person referred, and any others they wish to be present, to negotiate and develop an individual program of service.

Fees

This program is funded by Home and Community Care (HACC) grants.

Clients are also asked to make a contribution toward the costs of services and there is a recommended fee structure which acts as a guide.

Fees may be negotiated where the recommended fee is beyond an individual's financial capacity.