

## Community Nursing for Veterans

Resthaven is an approved Community Nursing provider contracted by the Department of Veterans Affairs (DVA).

### Resthaven Incorporated

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

Resthaven offers a range of high quality, responsive community and residential care services for older South Australians that are provided by experienced, trained staff.

### 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.



An Australian Government Initiative

### For more information

If you have any questions or would like more details, please telephone the Resthaven Community Services in your area, or phone:

**1300 136 633.**

### North-West Metropolitan

**Northern** 8252 6811  
**North East/ Inner West** 8261 6299

### South-East Metropolitan

**Paradise and Eastern** 8337 4371  
**Marion** 8296 4042  
**Onkaparinga** 8326 3444

### South-East Country

**Murray Bridge & Hills** 8531 2989  
**Naracoorte and  
the Limestone Coast** 8762 4389  
**Riverland** 9584 5886

[www.resthaven.asn.au](http://www.resthaven.asn.au)



# Community Nursing

Provided on behalf  
of the Department  
of Veterans' Affairs  
for Eligible Veterans'  
Beneficiaries

**Phone: 1300 136 633**



## Community Nursing

Resthaven is contracted by the Department of Veterans Affairs (DVA) to provide a full range of nursing services, including palliative care, for Eligible Veterans.

### Services are provided in the following regions:

- North-West Metropolitan
- South-East Metropolitan
- South-East Country

## Eligibility

- All GOLD card holding Veterans.
- White card (must be checked with DVA to determine eligibility for community home nursing).
- NOTE: Orange card holders are not eligible.

To determine if you are eligible, contact DVA:

**Phone: 133 254, or  
Country (toll free): 1800 555 254**

## Review

Services are reviewed as individual needs and circumstances change and may be adapted within the capacity of the program resources. This may include referral to other relevant programs.

Resthaven respects the privacy and confidentiality of each person. All confidential information is managed in accordance with National Privacy Principles.

## Referral

Referrals are welcome from general practitioners, hospitals, community nurses and allied health professionals. All referral agencies must identify their DVA provider number on the referral.

Please direct referrals to the Resthaven Community Services regional contacts listed overleaf.

## A Commitment to Quality

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

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.

However, you may seek help from an external source such as the:

### Department of Veterans' Affairs

Telephone: 133 254

Country (toll free): 1800 555 254

### Aged Rights Advocacy Service

Telephone: 8232 5377 or

(Country SA) 1800 700 600

### Aged Care Complaints

### Investigation Scheme (CIS)

Telephone: 1800 550 552

### Health & Community Services

### Complaints Commissioner

Telephone: 8226 8666 or

(Country SA) 1800 232 007.