

Resthaven Incorporated

Established in 1935, Resthaven is a public benevolent, charitable aged care community service of the Uniting Church in Australia. Resthaven offers a range of high quality, responsive care and support services for older people.

If required, use of an appropriately qualified, accredited interpreter can be arranged with the Translating and Interpreting Service of the Department of Immigration and Citizenship, telephone 131 450.

Resthaven welcomes feedback. Clients are encouraged to provide comments and suggestions regarding the service and are encouraged to bring any concerns or complaints to Resthaven's attention in the first instance. However, help may be obtained from an external source such as the:

Aged Rights Advocacy Service

Phone: 1800 700 600

Aged Care Complaints Investigation

Scheme Phone: 1800 550 552

Health and Community Services

Complaints Commissioner

Phone: 1800 232 007



An Australian Government Initiative

Fees

EACH packages are funded by the Australian Government Department of Health and Ageing.

There is a recommended fee structure where a contribution towards the cost of providing a package is negotiated, taking into consideration individual circumstances. Fees may be negotiated where the recommended fee is beyond an individual's financial capacity.

For more information

Resthaven offers Extended Aged Care at Home packages in a number of local government areas across metropolitan Adelaide, in the south east of South Australia, Murray Bridge, Adelaide Hills, Mannum and surrounding areas.

To find out more about Resthaven Community Services, please phone:

1300 136 633 or visit
www.resthaven.asn.au



Extended Aged Care at Home

Quality care with dignity and independence

- **Individual**
- **Flexible**
- **Responsive**

Ph 1300 136 633



Assistance at Home

Extended Aged Care at Home (EACH) offers a tailored and integrated coordinated package of services for older people who require a high level of care and prefer to remain living at home.

Support is negotiated according to each individual's circumstances and choices and may be adapted as circumstances change, within the capacity of the program resources.

Independence is respected and encouraged.

EACH packages are offered on the basis of availability and the ability of the program to meet individual needs. Some programs have waiting lists.

Carefully chosen, trained staff provide flexible and coordinated support.

Resthaven respects the privacy and confidentiality of each person.

Eligibility

To be eligible, an assessment is required from the Australian Government Aged Care Assessment Team (ACAT). The assessment will indicate the older person's need for an EACH package.

Family, friends, general practitioners and allied health professionals can refer individuals to the ACAT for assessment.

The ACAT will provide details of the local Extended Aged Care at Home package provider and advise the next steps to take.

For contact details of the local ACAT, contact **Commonwealth Carelink** on **1800 052 222** or the **Aged Care Information Line** on **1800 500 853**.



What help is offered?

Support and assistance with day to day living is negotiated according to each person's individual circumstances.

Services may include:

- Personal care
- Nursing care
- Continence management
- Allied health services
- Provision of equipment
- Minor home adaptation
- Meals and shopping
- Transport
- Social support
- Laundry
- Gardening and/or household help
- Linking with activities and pursuits in the community
- Other negotiated assistance according to need.