

## 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**

Phone: **8232 5377** or  
(Country SA) **1800 700 600**

### **Aged Care Complaints Investigation Scheme (CIS)**

Phone: **1800 550 552**

### **Health and Community Services Complaints Commissioner**

Phone: **8226 8666** or  
(Country SA) **1800 232 007**

## For more information

Please contact:

### **Resthaven Limestone Coast Community Services**

#### **Naracoorte**

13a Pavy Drive, Naracoorte SA 5271

**Phone: (08) 8762 4389**

Fax: (08) 8762 4527

Email: naracoortecs@resthaven.asn.au

#### **Millicent**

1/6 Davenport Street, Millicent, SA 5280

**Phone: (08) 8733 3311**

Fax: (08) 8 8733 3899

For more details about Resthaven, please visit our website:

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

The Home and Community Care (HACC) Program - helping you stay at home and in your community.



*home and community care*

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



## Limestone Coast Community Services

# **Connect Me Care and Support Services for Individuals**

**Flexible,  
personalised  
assistance in your  
community**  
throughout the  
Limestone Coast

**Phone: (08) 8762 4389  
or 1300 13 66 33**



## In-home care & support

Resthaven 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.

## Maintaining Wellness

Keeping socially active is important in helping you maintain physical health and emotional wellbeing.

By supporting you to keep in touch with family, friends and the community, we help you in the process of positive ageing and to remain a valued community member.

## Who is eligible?

Older people living in the Limestone Coast region are eligible if they need assistance:

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

## What services are available?

Support may include friendly visiting, letter writing, transport to social and community groups, transport and assistance with shopping, centre-based or in home respite for carers, and assistance to maintain your home environment.

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 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.

## 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.

## Access to services

Referrals are accepted from older people themselves, their family, friends, doctors or other service providers, and can be made by contacting Resthaven Community Services - phone: **8762 4389**.

All referrals are considered. People most in need receive priority.

A convenient time will be arranged to meet with you and your family or advocate, in your home, to discuss your needs and preferences.

This will enable the development of an individual program of service.

Commencement is determined according to need and availability.

## Interpreter services

Use of an appropriately qualified, accredited interpreter can be arranged on request through the Translating and Interpreting Service of the **Department of Immigration and Ethnic Affairs; phone 131 450**.