

## 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 Ethnic Affairs, 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:

### **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



*home and community care*

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

## Further Information

If you have any questions or need more details, please contact:

## Paradise and Eastern Community Services

**61 Silkes Road, Paradise, SA, 5075**

**Phone: 8165 3078**

**Email: [respite@resthaven.asn.au](mailto:respite@resthaven.asn.au)**

For general community services inquiries, **phone 1300 13 66 33**

or visit our website:

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



# Eastern Respite Services

## Supporting older people and their carers

Paradise and Eastern Community Services

**Phone: 8165 3078**



## Resthaven Respite Services

Resthaven offers planned respite for carers of any age who care for older people with low to moderate care needs and living in the Burnside, Campbelltown, Unley, Prospect, Walkerville, Norwood, Payneham or St Peters local government areas.

Carers can enjoy some time to themselves, a planned rest or a break from their caring role, with the peace of mind that the person they care for is being looked after by trained and capable staff who understand the needs of older people, including those with memory loss or confusion.

Respite support is flexible and can be provided in the home of the person being cared for, and/or in group settings.

This may be on a weekly, fortnightly or monthly basis, depending on the respite needs of the carer.

Respite is negotiated depending on the assessed needs of individuals to be cared for, suitability and availability of vacancies.

Referrals can be made by carers, health or community service providers.

## In Home Planned Respite

Resthaven staff assist the person being cared for with leisure activities, personal care and routine aspects of daily living, negotiated according to needs, including:

- social support,
- outings,
- assisting with daily tasks.

## Small Group Respite

Some people are more suited to small group respite. Home Support Workers, occasionally with volunteers, conduct small respite groups for up to three people. These groups are developed to cater for individual interests and may include outings or respite held in the participant's own home.

## Overnight Community Respite

Resthaven offers planned, short term respite at our overnight community facility, **Ridgway House**, located at **36 Sussex Terrace, Westbourne Park, telephone 8271 0350**. Respite is available for between one and four weekday nights. Accommodation for carers is available if required.

## 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.

## Privacy

Resthaven respects the privacy and confidentiality of each person. General practitioners and allied health professionals may be informed of individual outcomes only where appropriate.

## Fees

There is a recommended fee structure which acts as a guide for the fees charged. Fees may be negotiated where the recommended fee is beyond an individual's financial capacity.

For specific details or to discuss fees, telephone the program coordinator on **8165 3078** or **1300 136 633**.