

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 the:

Aged Rights Advocacy Service

Telephone: 1800 700 600

Aged Care Complaints Investigation Scheme

Telephone: 1800 550 552

Health and Community Services

Complaints

Commissioner

Telephone: 1800 232 007



An Australian Government Initiative

Funded by the Department of Health and Ageing through the National Respite for Carers Program.

For more information

If you have any questions or need more information, please telephone the program coordinator.

Resthaven Naracoorte Community Services

**Unit 13a Pavy Drive,
Naracoorte SA 5271**

**Phone 8762 4389
or 1300 136 633**

Email naracoortecs@resthaven.asn.au

www.resthaven.asn.au

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Naracoorte Overnight Respite Service

Support for carers of older people.

Planned individual and small group home style respite.

**Phone 8762 4389
or 1300 136 633**



Resthaven Respite Services

Resthaven offers planned respite at Naracoorte for carers of any age who care for older people with low to moderate care needs.

Carers can enjoy some time to themselves, a planned rest or 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 gives carers an opportunity to plan appointments, social activities, shopping, a short holiday or just have some time for themselves to spend as they choose with peace of mind.

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, doctors, health or community service providers.

Respite Options

Resthaven offers home style **extended respite** during the **day or overnight** in a secure, supportive, relaxed and enjoyable social environment.

Small group day respite for carers is available on a short term or regular basis for people who enjoy social interaction.

A range of activities are offered, structured according to the individual abilities and interests of each person.

The program offers:

- an interactive social program
- home cooking
- secure garden
- extended hours
- single rooms and bathrooms
- 24 hour support staff
- respite at short notice such as in emergency situations.

Availability

The program generally operates each Tuesday, Wednesday and Thursday. Transport is to be provided by the family/carer.

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.

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 **8762 4389** or **1300 136 633**.