

## COMMUNITY SERVICES



Resthaven offers a wide range of community services across metropolitan Adelaide and in regional South Australia. Services are provided across metropolitan Adelaide, the Adelaide Hills, Murraylands, Riverland and the Limestone Coast. Services offered vary from program to program.

Individuals make a contribution towards the cost of services, which may be negotiated.

Resthaven recognises diversity in the community. Specific programs are offered for people from an Aboriginal or Torres Strait Islander background, Italian and other culturally and linguistically



diverse backgrounds.

Resthaven is a contracted service provider for Veterans' Home Care and Veterans' Community Nursing for eligible veterans, funded by the Australian Government Department of Veterans' Affairs.

### In-home Support

Resthaven's flexible in-home support services assist older people to maintain and improve their independence. Support varies according to eligibility and need. An individually tailored plan is developed for each person. Services range from periodic garden maintenance to daily personal care support including home nursing services.

### Therapy

Therapy services are provided at Elizabeth, Marion and Paradise under the guidance of a multidisciplinary team of allied health professionals. A referral is not required.

Therapy services aim to improve quality of life through rehabilitation, health maintenance, management and education to support and improve independence and daily living skills.

Services include individual and group therapies including physiotherapy, occupational therapy, podiatry, speech pathology and continence management. 'Wellness' groups with a specific self-

management focus include Parkinson's disease, falls prevention, arthritis, stroke, memory loss and other chronic conditions.

Community Continence Clinics offer discreet, helpful advice, individual assessment and management plans for people experiencing bladder or bowel problems. No referral is required.

### Transition from Hospital to Home

Support may be provided for older people who have been in hospital - setting goals and providing therapy to successfully return home.

### Respite for Carers

Planned and emergency respite options are available for carers of older people to give them a planned rest or break from their caring role. Options include individual in-home support, group respite in people's homes or community facilities, centre-based short term or extended day respite for carers. Short-term home style overnight respite is available at Westbourne Park and Naracoorte.

In the Adelaide Hills, respite is also provided for carers of people with a disability and those requiring palliative care.

For details, please telephone:  
Southern Metropolitan Adelaide - 8358 3171  
Western Metropolitan Adelaide - 8345 0577  
Mannum and Adelaide Hills - 8531 2989  
Naracoorte and environs - 8762 4389

### Living Alone with Memory Loss

Support to remain living in their home is available for older people who are experiencing memory loss, and live alone in the Marion and Holdfast Bay council areas.

### Assistance with Care and Housing for the Aged (ACHA)

Support is offered to find and maintain secure housing for older people on low incomes who are homeless or at risk of homelessness and living in Adelaide's north-eastern suburbs.

## RESTHAVEN LOCATIONS

### HEAD OFFICE

PO Box 327, Unley SA 5061  
43 Marlborough Street,  
Malvern South Australia 5061

237 Glen Osmond Road,  
Frewville SA 5063

202 Glen Osmond Road,  
Fullarton SA 5063

Telephone (08) 8373 0211  
Facsimile (08) 8373 0976  
Email headoffice@resthaven.asn.au  
Website www.resthaven.asn.au  
ABN 79 976 580 833

### RESIDENTIAL SERVICES

**Resthaven Bellevue Heights**  
*Independent Living Units, high and low care*  
47 Eve Road, Bellevue Heights SA 5050  
Telephone (08) 8278 8588

**Resthaven Craigmore**  
*High and low care*  
200 Adams Road, Craigmore SA 5114  
Telephone (08) 8254 4008

**Resthaven Leabrook**  
*High and low care*  
336 Kensington Road, Leabrook SA 5068  
Telephone (08) 8332 4333

**Resthaven Malvern**  
*Independent Living Units, high and low care*  
43 Marlborough Street, Malvern SA 5061  
Telephone (08) 8272 0222

**Resthaven Marion**  
*Independent Living Units, high and low care*  
10 Township Road, Marion SA 5043  
Telephone (08) 8296 7555

**Resthaven Mitcham**  
*High and low care*  
48 Smith-Dorrien Street, Mitcham SA 5062  
Telephone (08) 8271 0639

**Resthaven Mount Gambier**  
*High and low care*  
24 Elizabeth Street, Mt Gambier SA 5290  
Telephone (08) 8723 0911

**Resthaven Murray Bridge**  
*High and low care*  
53 Swanport Road, Murray Bridge SA 5253  
Telephone (08) 8532 1969

**Resthaven Paradise**  
*Independent Living Units, high and low care*  
61 Silkes Road, Paradise SA 5075  
Telephone (08) 8336 5444

**Resthaven Westbourne Park**  
*High and low care*  
30 Sussex Terrace, Westbourne Park SA 5041  
Telephone (08) 8271 3300

**Future location:**  
**Resthaven Port Elliot**  
50 North Terrace, Port Elliot SA 5212

**Land acquired - possible future location:**  
*Aberfoyle Park*

### COMMUNITY SERVICES

**Community Respite Services**  
Respite for carers in Adelaide's Inner South - individual in-home support, centre-based small and large group, short stay overnight respite house at 36 Sussex Terrace, Westbourne Park 31/12 Township Road, Marion SA 5043  
Truro Avenue, Kingswood SA 5062  
Telephone (08) 8358 3173

**Marion Community Services**  
In-home support and care  
Therapy and rehabilitation  
43 Finniss Street, Marion SA 5043  
Telephone (08) 8296 4042

**Murray Bridge & Hills Community Services**  
Covering Murray Bridge, the Adelaide Hills, Meningie, Mannum and surrounding areas  
In-home support and care  
In-home support and care for older people from an Aboriginal or Torres Strait Islander background  
Respite for carers - individual in-home support, centre-based small groups  
88 Adelaide Road, Murray Bridge SA 5253  
Shop 5, Victoria Crescent, Mt Barker SA 5251  
3/4 Donald Street, Strathalbyn SA 5265  
Telephone (08) 8531 2989

**Limestone Coast Community Services**  
In-home support and care  
Respite for carers - centre-based groups, short-stay overnight respite house in Naracoorte  
17 Gordon Street, Naracoorte SA 5271  
Unit 913 Pavy Drive, Naracoorte SA 5271  
Shop 1, 6 Davenport Street, Millicent SA 5280  
Telephone (08) 8762 4389

**Western Community Services**  
In-home support and care  
In-home support and care for older people from a culturally and linguistically diverse background  
Respite for working carers including a focus on people from Italian background  
391 Torrens Road, Kilkenny SA 5009  
111 Regency Road, Croydon Park SA 5008  
Telephone (08) 8345 0577

**Northern Community Services**  
In-home support and care  
Therapy and rehabilitation  
16 Gillingham Road, Elizabeth SA 5112  
Telephone (08) 8252 6811

**Onkaparinga Community Services**  
In-home support and care  
In-home support and care for veterans  
Suite 103 Commonwealth House, Beach Road,  
Noarlunga Centre SA 5168  
Telephone (08) 8326 3444

**Paradise & Eastern Community Services**  
In-home support and care  
Therapy and rehabilitation  
In-home support and care for older people from an Italian background  
In-home support and care for veterans  
Support for older people who are homeless or at risk of homelessness.  
61 Silkes Road, Paradise SA 5075  
111 Hampstead Road, Manningham SA 5086  
Telephone (08) 8337 4371



**Riverland Community Services**  
In-home support and care  
In-home support and care for veterans  
60 East Terrace, Loxton SA 5333  
Telephone (08) 8584 5866

**General inquiries regarding Community Services telephone 1300 136 633 or email community@resthaven.asn.au**

**Residential respite and admissions inquiries are to be directed to the Admissions Officer, telephone 8373 9123 or email inquiries@resthaven.asn.au**

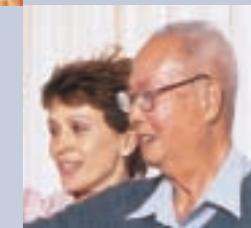
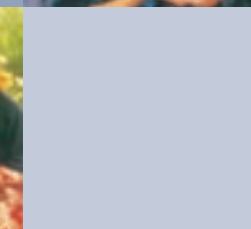
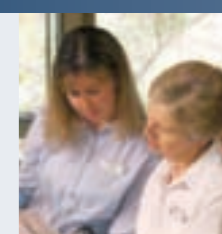
**Refer Independent Living Unit inquiries to the Coordinator on 08 8370 3756 or independentliving@resthaven.asn.au**

For the latest information, refer to our website at [www.resthaven.asn.au](http://www.resthaven.asn.au)



**Resthaven**  
Incorporated

An Aged Care Community Service  
of the Uniting Church in Australia.  
Established in 1935



## A Profile

## Statement of Purpose

Resthaven provides outstanding care and support to older South Australians and their carers.

Resthaven is a diverse community of people: residents, clients, staff, volunteers, families, friends and other stakeholders.

### We Value:

- Respect
- Integrity
- Choice
- Individuality
- Independence
- Belonging
- Resourcefulness
- Safety and well being

## Overview

Established in 1935 by the Methodist Church, Resthaven is an aged care community service of the Uniting Church in Australia. Resthaven provides a range of residential and community care and support services for older people according to individual need and availability. Cultural diversity is respected.

Resthaven services extend from short-term assistance at home to 24 hours a day high dependency care. Accommodation includes independent living units, respite and high and low dependency residential aged care. Resthaven's ten residential locations accommodate more than 1,000 people. The average age is 88.

In the community, more than 7,000 older people access services to assist them to live independently. These include therapy services, in-home support, planned respite, veteran-specific services and assistance with care and housing.

Resthaven is committed to high standards of care and service to enhance the quality of life for older people.

Around 1,600 staff are supported by approximately 400 volunteers.

Allied health professionals including specialists in continence management, dementia and palliative care share their skills throughout the organisation.

## Funding

The Australian Government regulates and monitors the aged care industry to ensure that appropriate standards are maintained. Resthaven is a charitable Public Benevolent Institution, separately incorporated and financially independent of the Uniting Church. Resthaven receives subsidies from State and Federal Governments, grants, client contributions and income from investments, which cover operational expenses and fund capital works. Considerable resources are required.

Bequests, donations and fundraising activities assist in maintaining the level of care and services provided to the community.



Resthaven employs experienced cooks who prepare a nutritious and varied menu, catering for special dietary needs



Craigmore, Leabrook, Malvern, Marion, Mitcham, Mount Gambier, Murray Bridge, Paradise and Westbourne Park. Inquiries should be directed to the Admissions Officer on (08) 8373 0211.

## Residential Respite Services

Resthaven has a number of low care rooms permanently reserved to provide respite accommodation for people requiring short-term care at a residential aged care facility. Secure and high care respite is available at our Craigmore facility and high care respite is available at Mount Gambier and Marion.

The period of respite care may vary, up to a maximum of 63 days per person within a financial year.

A short period of residential respite accommodation offers people an opportunity to experience life in the facility as well as have a rest. To make a respite booking or for more information, contact the Admissions Officer on 8373 0211.



## Volunteers

Older people have much to give society. Volunteering offers an opportunity to honour their contribution by being involved in the lives of others.

Volunteering is a channel through which people can contribute their talents, skills and energy. Resthaven's Volunteer Program is an integral part of the services for residents and clients, providing an extra dimension in care and support. Volunteers do so much that makes a difference.

Volunteers enhance the social, intellectual, emotional and physical aspects of the lives of older people. Amongst other things, they assist with activities, palliative care support, music and entertainment, facilitate knowledge programs, run shop services and small libraries and provide individual support through visiting. Volunteers are also fundraisers, chaplain's assistants and bus drivers. Opportunities exist at various locations.

People interested in becoming one of our dedicated and responsible volunteers can contact the Coordinator, Volunteer Resources on 8206 0102.

## Accommodation Services

Resthaven's residential facilities offer a caring, ecumenical environment. Chaplains and volunteer assistants provide regular worship services, discussion groups, pastoral support, comfort and counselling for those who seek it. Social Workers are available to offer support and assistance if required.

The individual character of each of our residential facilities allows for a variety of leisure options. Health permitting, all residents have access to trips on the Resthaven bus, guest speakers and musicians, entertainment and on-site hairdressers.

## Visitors

Visitors are welcome at any reasonable time. We simply ask that courtesy and consideration is given to others.

## Gardens and Lounge Areas

All facilities have gardens for the enjoyment and use of residents, family and friends. Some locations have outdoor entertainment areas for barbecues and social activities. Keen gardeners are able to cultivate their own small gardens on request.

Each site has several communal lounges and a number have private dining rooms that can be booked for functions and social occasions such as birthday celebrations.

## Pets

Some facilities have specially trained 'pets as therapy' animals. No personal pets are permitted.

## Rights and Responsibilities

Residing in a community such as Resthaven accords certain rights and means accepting the responsibilities associated with living with others.

## Communication

Residents' Committees are encouraged as a forum for raising issues and suggestions. Advisory Committees may meet to pass on suggestions from residents to management.

Management regularly holds meetings at all sites, for residents to discuss issues and planning matters.

Noticeboards and meetings assist with communication.

Each facility has its own newsletter to communicate site news, give updates on activities and special occasions. Contributions from residents and staff are encouraged.



## Library

For avid readers, most facilities have a small library with some large print books. Local council mobile libraries may visit regularly.

## Smoking

In the interests of health and safety, Resthaven's non-smoking policy does not permit smoking in or around any buildings. There are designated external smoking areas.

## Independent Living Units (Self Care)

Independent Living Unit accommodation offers independence, privacy and security, together with access to on-site communal facilities.

Applicants purchase a licence to occupy the unit. A fortnightly fee, reviewed annually, covers council rates, gardening, sewer and water rates (within limitations), insurance for all structures, administration expenses, repairs and maintenance of buildings and plant. Residents are responsible for their personal contents and public liability insurance and utility accounts.

Residents furnish their units with personal possessions and are responsible for their own laundry, meal and cleaning needs. Opportunities to maintain a personal garden are negotiable.

Should a change of accommodation to a residential aged care facility be required, Resthaven gives preference to residents of Independent

Living Units, following the necessary government assessments.

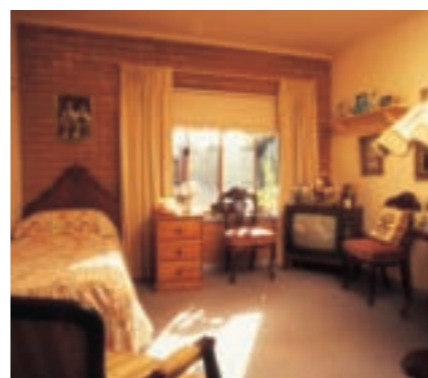
One and two bedroom units are available. Resthaven Independent Living Units are located at Bellevue Heights, Malvern, Marion and Paradise. Inquiries should be directed to the Independent Living Unit Coordinator on 08 8370 3756 or email [independentliving@resthaven.asn.au](mailto:independentliving@resthaven.asn.au).

## Residential Aged Care

Resthaven offers care services for people who need assistance with daily living activities and personal care.

## Low Level Care (Hostel)

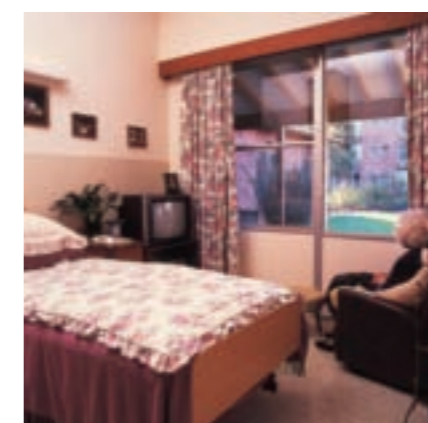
Low level care accommodation provides supportive services, companionship and activities for those who require support. Maintaining independence in daily living skills is encouraged. Services may include assistance with showering and dressing, supervision of medication, bed making, cleaning, all meals and laundry; depending on individual needs.



Eligibility for low level care requires an independent assessment by a Government Aged Care Assessment Team. Following assessment approval, Resthaven's admissions process includes an evaluation to ensure our facilities are appropriate and that accommodation is offered to those applicants with the greatest need.

People entering low level care accommodation pay Resthaven an accommodation bond based on asset levels. If assets fall below the level set by the Australian Government, no bond is required. (Certain rules apply in establishing asset levels). Either Centrelink or the Department of Veterans' Affairs assess residents in relation to the fortnightly fees, which cover meals, care, maintenance and administration.

Should dependency levels increase, low level care accommodation may no longer be appropriate. When high dependency 24-hour nursing services are required, existing residents are given preference when seeking high level care accommodation, subject to government regulations, such as an assessment by the regional Aged Care Assessment Team.



Resthaven low care accommodation is available at Bellevue Heights, Craigmore, Leabrook, Malvern, Marion, Mitcham, Mount Gambier, Murray Bridge, Paradise and Westbourne Park. Inquiries should be directed to the Admissions Officer on (08) 8373 0211.

## High Care (Nursing Home)

Deteriorating health may require a move to high dependency care, for which an assessment by the regional Australian Government Aged Care Assessment Team

is required. Once approved for this level of care, current Resthaven residents receive priority for our high care vacancies.

High level care provides 24-hour nursing and personal care, general support for dining, showering, continence management, rehabilitation and medication management.

Accommodation in rooms of one or two beds is allocated on a needs and availability basis. Although space is restricted, residents are encouraged to personalise their living area.

Residents transferring from low to high care who have paid an accommodation bond may be able to choose to transfer that bond or have the balance refunded and pay a daily accommodation fee.

People entering high level care directly from the community pay a daily accommodation charge based on their asset levels. If an applicant's assets fall below the Australian Government's set threshold, no accommodation fee is required.

Resthaven offers high level care accommodation at Bellevue Heights,

