



Ho Ho Ho!

As you can see, we have changed our name to 'In Touch with Volunteers'. In the spirit of change, we have also updated our overall look – we hope you like it! We welcome your feedback.

Ever wondered how some of our leading political figures might look at age 87? Now you can see for yourself, by visiting website: www.kevin87.com.au. This cheeky website is part of a national campaign being run by ACSA, a peak body for ageing, called *Can't Do it Without You*.

For more information, turn the page. Resthaven CEO Richard Hearn expands on this campaign further, and provides a summary of the significant industry issues discussed recently with Minister Elliot at the National Health and Hospital Review Aged Care Forum in Sydney. You can also read about Resthaven being honoured in the National Awards for Excellence, and Resthaven's vision for aged care.

On page 6, Andrew Davies' *Building Update* includes a picture of the new front entrance at Paradise. Although it is not quite finished, it gives us an idea of how it is going to look when complete.

For a summary of our October LINK-ups, see page 10.

You can also read about one of our newest volunteers, Jan Menz, on page 7.

Jan joined us in November, and has an interesting story to tell.

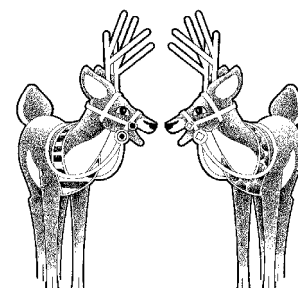
We have had many new volunteers join us over the last few months, many of whom know a volunteer at Resthaven. I would like to thank you all for helping to spread the word, and for your continued outstanding work.

'Tis the season to be jolly! On page 8, read *Christmas Legends Exposed*, to learn about the origins of Christmas Crackers, Christmas Cards and Mistletoe. You can also have a go at the Christmas Crossword. Answers, if you need them, are on the back page.

May your Christmas be wrapped in happiness and tied with love.

Stacey Thompson

Coordinator, Volunteer Resources



Our Vision

Resthaven aims to be highly respected through the delivery of responsive, flexible, innovative and effective services.

Our Mission

Resthaven strives to serve older people, responding to their needs through the provision of quality services.

Coordinator, Volunteer

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From the CEO's Desk



Hello Volunteers!

I am very proud of the good work Resthaven volunteers do every day. I hope you are all looking forward to the upcoming festive season.

Current Aged Care Campaigns:

Can't Do It Without You

This is the theme of a national campaign by the peak body, ACSA, in promoting the valuable work people in the aged care industry do every day. Resthaven supports this campaign to bring issues facing the aged care industry to national prominence and focus.

The campaign will raise awareness of the remarkable people who forge caring and supportive relationships with the elderly people who depend on them to live fulfilling lives. It involves extensive print and broadcast advertising, as well as television and radio interviews.

For an amusing look at how the ageing process might affect our Prime Minister, and more information on the campaign, visit www.kevin87.com.au. At this site, you can also register your support for the aged care industry by clicking on the button on the right of the home page.

Aged care: Right or Privilege?

This is the theme of a community awareness campaign to increase public awareness about issues facing the aged care industry, with the intent of raising it as an issue for government action.

A 'Go For Justice' rally was held on Sunday 8th November 2009.

The Uniting Church website (www.sa.uca.org.au/goforjustice) has more information about the campaign and how to get involved.

Industry Update

Aged Care Forum, Sydney

On Wednesday 7th October 2009, along with about 60 other people, I attended the National Health and Hospital Review Aged Care Forum in Sydney. The Minister for Ageing, Justine Elliot, facilitated the event.

People at the meeting included aged care providers (including the not-for-profit sector), nurses and allied health professionals, community representatives, as well as participants from tertiary institutions and aged care organisations.

Significant issues discussed with Minister Elliot included:

- » the importance of considering older people's needs as a core element in the health and hospitals reform context;
- » the need for greater consumer choice and a people-focussed system;
- » the need for access to service to be in a viable service system;
- » the importance of the workforce (including training and education campaigns);
- » the interface between aged care, sub-acute and primary care;
- » planning for palliative care and end-of-life;
- » indexation and ongoing funding for the sector, noting

the increasing number of older people;

- » the important roles of residential aged care facilities and packages that support people to stay at home.

National Awards

On 14th September 2009, Resthaven was honoured in the National Awards for Excellence in Perth at the National Conference of the peak body, Aged and Community Services Australia (ACSA). ACSA's National Awards for Excellence recognise outstanding contributions in the field of aged care.

I was delighted that Resthaven won the inaugural Media Award, recognising our proactive Positive Images Campaign, which aims to to influence how older people are portrayed, perceived and treated in the media and the community - challenging the negative stereotypes of ageing. This reflects much good work from PR

Below: Getting up and Standing up at the National ACSA Conference are Sue McKechnie, Liz Southall and Grant Edwards.



From the CEO's Desk



Pictured above (from left) at the 'Go For Justice' rally departure point are Lee Sando, Deputy Board President; Chris Headland, Executive Manager, Corporate Services; and Di Wickett, Board Member.

Manager Julie Johnke, and strong support from the Resthaven Board and staff.

I was honoured to receive the Individual Award for my involvement at a state and national level in advocating for older people.

Our Vision for Aged Care

We are committed to giving frail, older people a voice and the support they need. We feel strongly that the genuine care and positive support that so many staff, volunteers, family and informal carers and older people offer each other must be acknowledged.

Every individual, whether very fit or very frail, has intrinsic worth. Old age should be viewed as a "measure of success"; as a time to reflect on significant past and continuing contributions to our community. It is a time in which we continue to develop and influence others. It is not a time to focus only on loss and death, which are narrow, simplistic aspects of an ageing process.

There is much life and sharing left until the final moment.

Unfortunately, too often the needs of older people are not heard. They deserve acknowledgment, and an appropriately funded, high quality service system that is able to support them when and where they need it.

Right now, the needs of older people are not being given the prominence required and deserved. This must change and change quickly. All elected Government members need to value older people. They need to hear what various experts have said – that the funding system is inadequate and unsustainable. We need to 'get up and stand up' for older people.

This is why we will continue to actively advocate on their behalf and for the very dedicated and caring people who work in aged care. The genuinely caring staff and volunteers in the aged care industry make a real and tangible difference every day for older people. Their commitment, dedication, care, patience, human understanding and resilience is truly inspiring. I wish to affirm the work you do and hope that you feel valued.

Critical in the future is a sustainable service system that gives older people choice and access to support without a long wait. Access is a cornerstone of any model to improve choice. Older Australians deserve a better future, with the same universal access to services as is assumed to be the core foundation of the wider health system.



Above: Resthaven Public Relations Manager, Julie Johnke, and myself proudly hold the trophy awarded to Resthaven for our 'Positive Images' media campaign.

It is imperative to be able to attract people who want to work with older people and value them for their contribution to their community. We will continue to advocate and promote the fundamental importance of older people in our society and invite others to do likewise.

Board Update

In October, the Board met to review Resthaven's strategic plan. Along with future planning, consideration is being given to a renewed look at the mission and vision statements.

With our 75th birthday fast approaching, our publications and marketing material will reflect these changes, along with noting this significant milestone.

My best wishes for the festive season, and ongoing appreciation for the good work you do in making a difference in the lives of older people.

Richard Hearn
Chief Executive Officer

Community Services News

Chronic Conditions Research

Over the past few years, the direction taken by Resthaven Community Services has emphasised that older people can take control of managing their own health with a few simple steps for self management.

All community services staff receive training in Chronic Conditions Self Management; the latest group to receive training being home support workers with 'Be a Spotter'.

The model adopted by our therapists in Day Therapy is based on tools developed by the Human Behaviour and Health Research Unit at Flinders University. The Marion Therapy team are now to become involved in some research to test the effectiveness of some of the tools in the Flinders model. This is a national project that has been funded for a two year period. Resthaven, along with another aged care provider and the Southern Adelaide Health Service, will treat people who agree to participate in the research project and submit information regarding their outcomes into the research database.

Resthaven will receive specific funding to assist with the costs of the research that has been funded by the National Health & Medical Research Council. This will be a ground breaking study that will formally demonstrate what we have found to be the case; that older people with chronic conditions can make gains in their health with coaching and support to identify clear goals to manage their conditions and lifestyle.

Community Partners Project

Resthaven was successful in our application for a two year Community Partners Project (CPP) to work with the Serbian Community.

The CPP will see Resthaven liaise with Serbian community leaders and organisations to meet the needs of older Serbians in a way that is culturally appropriate, accessible and easily understood by older Serbian people.

Riverland Services Open

Following receipt of additional funding, Resthaven Riverland Community Services have commenced service delivery. Coordination of services is based at their office at 60 East Terrace, Loxton. Cecelia Oxborrow is Acting Manager.

Respite Art Exhibition

Artwork by Community Respite Clients is on display in the ACSA Board Room, and a presentation of their work featured at the Arts & Creativity conference.

Carers' Week: 18-24 October

To recognise Carers Week, Resthaven North East/ Inner West Community Services hosted a barbecue for carers on Friday 23rd October, at Regency Cottage, Croydon Park.

Creative Carers Project

Community Respite Services held a creative carers project on Saturday 17th October. Carers of any creative ability were invited to participate in this fun workshop that encouraged creativity (pictured below).

Participants had a great day, painting, drawing and creating other art projects.

Assistance with Care & Housing for the Aged (ACHA)

On 10th November, a homelessness, health and housing forum was held in Whitmore Square. Resthaven Paradise and Eastern Community Services staff attended, promoting the services offered to marginalised older people through the ACHA program.

Sue McKechnie

Executive Manager, Community Services

Below (left to right): Creative Carers Program Group Facilitator Beccy Manders, and clients Sandra Lamb and Coral Nagel, sharing some painting tips during the 'Creative Carers' project on Saturday 17th October 2009.



Residential Care News

Recent Appointment

I am pleased to announce the appointment of Tina Emery to the role of Senior Manager, Residential Services. Tina commenced on 2nd November 2009, and has a wealth of experience as a health/facilities/program manager in a range of settings. Tina will be based at 237 Glen Osmond Road, Frewville, as part of the senior residential staff team.

Tina will be involved with a number of RCS sites and some key RCS functional areas – to be advised in due course. Tina is looking forward to working at Resthaven and we welcome her to the team.

Better Practice Conference – Oral Health in RACF

At the Perth Better Practice Conference in October, Craigmore RN Karin Hatchley was invited to present some case studies on the national dental health pilot project conducted at the site over the past year. Titled, 'Effective nutrition and oral care - better oral health in residential care', Karin presented with Adrienne Lewis, Project Manager, South Australian Dental Service. The trial is now complete and a number of recommendations have been made to the government.

A number of Resthaven sites currently offer dental services through visiting dental practitioners.

Pictured below is Dr Dymphna Cudmore and Miss Marion Sinclair at the Resthaven Mitcham Dental Clinic.

Wendy Morey

Executive Manager, Residential Services



Staff Profile: Jeff Reid

Manager, Maintenance & Gardening Services

I have seen an amazing amount of change in the nearly thirty years that I have been employed at Resthaven.

During the week, I manage the general maintenance of all sites and the specialist staff employed to undertake this maintenance.



On weekends, I am on-call for maintenance emergencies. Quite often when the phone rings on a weekend for a particular problem at a site, the person calling gets quite a surprise when I say that I am miles away from Adelaide, working somewhere in the bush. The reason is simple. In addition to working for Resthaven, I am also the coordinator of a conservation group, known as 'COOTS' that I formed nearly 20 years ago.

The COOTS Group is the conservation branch of the Australian Plants Society. We can be found carrying out revegetation or restoration work at various parts of the state. 'COOTS' stands for Conservation Of Our Threatened Species.

COOTS does all environmental work from removing weeds to planting native plants back into a particular area.

All our projects include some form of weed eradication, seed collection, direct seeding, tube stock growing, revegetation, survey work and much more. It can be extremely rewarding, because the environment is being protected in so many ways. We often wish that we could do more.

Through time and commitment, we are rewarded in the knowledge we are doing something very worthwhile for our fragile environment.

So, for those who call me on a weekend and hear the wind blowing into the phone, I hope this article has enlightened you as to what I might be up to.

For more information, check out the website: www.australianplantssa.asn.au and click on 'Coots Conservation Group.'

Jeff Reid

Manager, Maintenance and Gardening Services

Building Projects Update

Resthaven Marion

Stage Four - the refurbishment of the low care first floor - is now complete. Residents from the second and final floor have moved into their temporary home in high care to allow refurbishment of that floor.

Work has commenced on the external works and the builder is aiming for completion of low care (Stage Five) by the end of the year. This would allow all low care residents to return to their rooms in January 2010, allowing for refurbishment of the existing high care section. The redevelopment of the foyer is the final stage, due for completion in November 2010.

Resthaven Paradise

Building of the new high and low care facilities at Paradise is progressing well. Joinery is now being installed in bedrooms. Work for the new building is expected to be complete in early 2010. This will enable the demolition of the current low care section, which will then allow for the completion of the new carpark, Olive Lodge and Administration upgrades. Final completion is scheduled for May 2010.



Above (from top) the new front entrance at Paradise; the solar panel system for the Paradise facility.

Pictured left: the Mount Gambier building site. A 'Turn the Turf' ceremony was held here on Thursday 26 November 2009.



Mount Gambier

Demolition work has been completed and construction work has commenced at the new site at 24 Elizabeth Street, Mt Gambier (pictured left) The site has been excavated to form a plateau for the new building. Tenders are being called progressively and work will now proceed. Completion is scheduled for February 2011.

Head Office

The Corporate Services team are now working from the new 202 Glen Osmond Road office property.



Andrew Davies

Manager, Building & Property Services

Events Calendar

Join our birthday party!

Next year, 2010, is Resthaven's 75th anniversary.

Over the year, we will celebrate across the organisation with a number of special 75th Birthday themed events. Details will be confirmed as soon as possible and a calendar of events produced - so start thinking about how you would like to celebrate! Discuss your ideas with your Manager, and let the Public Relations Department know about any ideas you may have! We'd love to hear from you! Phone 8373 9217 or email pr@resthaven.asn.au.

Planned celebrations (to be confirmed) so far include:

January

Launch of new Resthaven website and stationery with 75th logo.

February

Launch of Resthaven History Book at Resthaven Leabrook.
UnitingCare Pancake Day – Shrove Tuesday 16th February.
Combine this event with a 75th birthday party.

March

Service of Celebration at Malvern Uniting Church.

April

Open Day, Murray Bridge Residential Care Service, 14th April.

May

Volunteer Thank You luncheons, with a birthday party theme, to celebrate 75 years.

June

Staff and Volunteers Movie Day.
Community Respite 75th Challenge.

July

Staff long service awards.

October

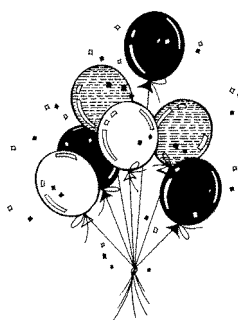
Every Generation Month and Carers' Week.

Pancake Day 2010

Pancake Day is UnitingCare's leading fundraising event. Since its inception in 2002, more than one million pancakes have been sold and over \$300,000 has been raised by groups state-wide.

Funds raised help UnitingCare overcome poverty and disadvantage and assist UnitingCare agencies, such as Resthaven, to provide practical support to people in need, including people without a home, the frail aged, families in crisis and those with disabilities.

Next year, UnitingCare Pancake Day officially falls on Shrove Tuesday (16th February), but events may be held any time during February. For more information visit: www.pancakeday.com.au



Volunteer Profile

Jan Menz - Giving Something Back Resthaven Murray Bridge

Jan Menz has a wealth of experience with Dementia.

Jan's Mum, Muriel, was diagnosed with Dementia in 1999, necessitating a move to Resthaven Murray Bridge Residential Care Facility in 2006.

Over the three years that Muriel lived at Resthaven Murray Bridge, Jan visited her almost daily – playing cards, doing jigsaw puzzles and taking trips to the River to watch the water skiers and children play.

Jan became a regular fixture at the facility, learning a lot about interacting with people with Dementia.

It is because of this personal experience with Dementia, and the positive experience that Muriel received at Resthaven Murray Bridge, that Jan recently decided to 'give something back' by becoming a volunteer at the very facility where her Mum had lived out the autumn years of her life.

"I thought I could help, as I enjoy interacting with older people," Jan says.

Jan participated in the volunteer orientation on Thursday 27th November 2009 with Resthaven Coordinator of Volunteer Resources, Stacey Thompson.

Stacey, pictured below, left, with Jan is delighted with Jan's appointment, noting the enormous value of Jan's experience and deep level of understanding of Dementia.





Christmas Legends Exposed

Did you know?

Christmas Crackers

The origin of the Christmas cracker is believed to date back to London in 1847. Tom Smith, a wedding decorator, came across a paperwrapped sugared almond, or bon-bon, during a trip to Paris. He began to sell the bon-bons in London, adding a love message with each sweet. In 1860, Smith added a strip of chemically impregnated paper which made a loud bang when pulled apart. The sweet was soon replaced with a novelty, and, after Smith's death, his sons thought of adding the paper hat. The love message eventually evolved into corny jokes.

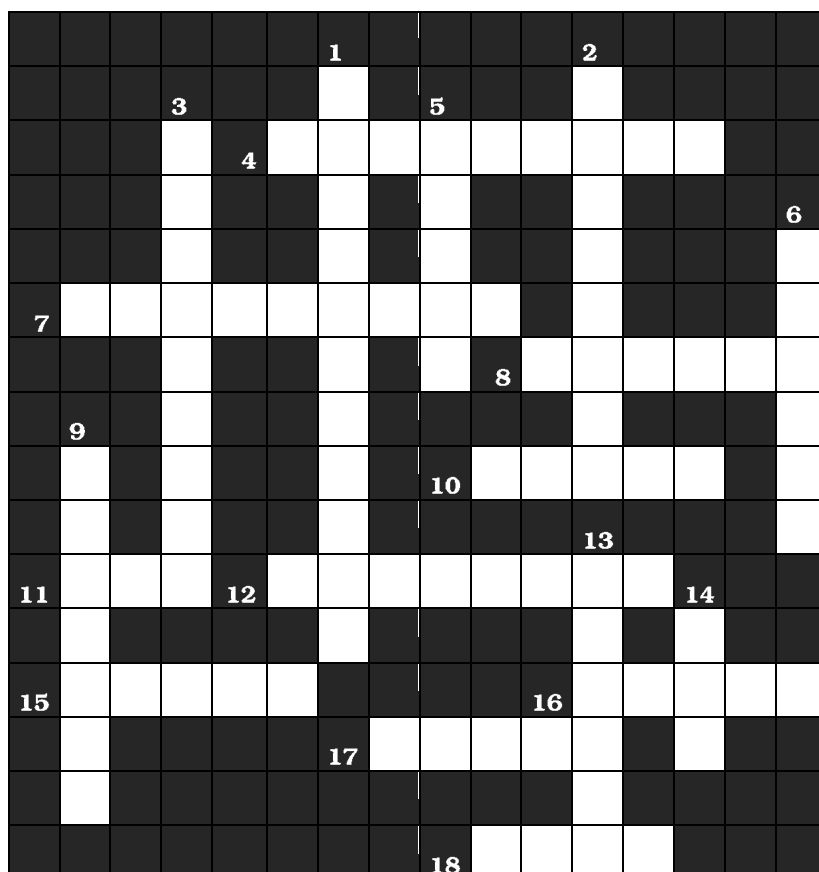
Christmas Cards

Giving and receiving Christmas cards is a custom dating back hundreds of years. Although there are various beliefs about their origin, most people agree the modern-day Christmas card evolved from Christmas 'pieces,' an early type of school progress card given by English schools to parents. Emerging in the 18th Century, the piece was an ornately decorated piece of paper on which students would write holiday greetings to their parents. It was a way of showing parents their child's best handwriting.

Mistletoe

Mistletoe, which is actually a parasite, is propagated by birds and their droppings. Its name is believed to have come from the Anglo-Saxon words 'mistel,' meaning dung, and 'tan,' meaning twig – so 'dung on a twig.' It was once believed that it promoted fertility, resulting in the tradition of kissing under the mistletoe. In 18th Century England, it became custom that a woman could not refuse a kiss offered beneath mistletoe. To do so meant she would not marry in the next 12 months.

Christmas Crossword



Across

4. Kissing happens under this.
7. Birthplace of Jesus.
8. What bells do.
10. Gabriel was one of these.
11. The night before Christmas Day.
12. Scene with Joseph, Mary and Jesus in the stable.
15. A prickly evergreen used for decorating.
16. Santa's helpers.
17. Name for a Christmas hymn.
18. Something you decorate.

Down

1. Houses or tree decorations are made from this biscuit.
2. Hung from the mantle piece.
3. This was sent in a pear tree.
5. The number of wise men who visited Jesus.
6. Santa's vehicle.
9. The Feast of Saint _____, also known as Boxing Day.
13. The number of nights of Christmas
14. Finish this song: 'The Holly and the ___'

Christmas Trivia

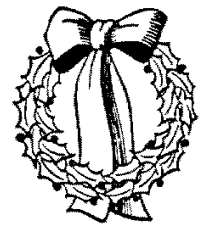
The 'Twelve Days of Christmas' Diet

On the first day of Christmas, my true love said to me:
'I've bought a big fresh turkey and a proper Christmas tree,'
On the second day of Christmas much laughter could be heard,
As we tucked into our turkey, a most delicious bird,
On the third day of Christmas came people from next door,
The turkey tasted just as good as it had the day before,
On the fourth day of Christmas came relations young and old,
We finished up the Christmas pud and had the turkey cold,
On the fifth day of Christmas, outside the snowflakes scurried,
But we were nice and warm inside, and had the turkey curried,
On the sixth day of Christmas the Christmas spirit died,
The children fought and bickered and we had the turkey fried,
On the seventh day of Christmas my true love he did wince,
When he sat down at the table and was offered turkey mince,
On the eighth day of Christmas the dog had run for shelter,
He'd seen the turkey pancakes and the glass of Alka-Seltzer,
On the ninth day of Christmas, by lunchtime Dad was blotto,
He knew that bird was back again, but this time as risotto,
On the tenth day of Christmas, we were drinking homemade brew,
As if that wasn't bad enough, we were eating turkey stew,
On the eleventh day of Christmas the Christmas tree was moulting,
With chilli, soy and oyster sauce the turkey was revolting,
On the twelfth day of Christmas we had smiles on our lips,
The guests had gone, the turkey too, we dined
ON FISH AND CHIPS.

- **Author Unknown**

Season's Greetings!

With best
wishes
for a safe
and happy
Christmas
and New
Year from the Head
Office Public Relations
Team.



Quotable Quotes

*"It is Christmas in the heart
that puts Christmas in the air."*

- WT Ellis

*"Worry is interest paid in
advance for a debt you may
never owe."*

- Fortune Cookie

Christmas Gift Suggestions

*To your enemy, forgiveness,
To an opponent, tolerance,
To a friend, your heart,
To a customer, service,
To all, charity,
To every child, a good
example,
To yourself, respect.*

- Oren Arnold

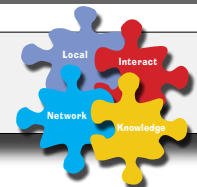
Emergency Procedures Review

Resthaven has engaged Professor Paul Arbon of Flinders University to undertake a literature review on the topic of Disaster Preparedness for Aged Care facilities. This will inform our planning for the upcoming bushfire season and review of business continuity plans. Following the Victorian bushfires earlier this year, all states and territories have new bushfire legislation in place, which includes a new fire risk rating. We are clearing trees at Bellevue Heights to reduce the fuel load on the property.

Self Insured Status

The Self Insured Audits are scheduled to commence on 7th February 2010 through to 5th March 2010, and will include visits to a number of Residential and Community programs.

October LINK Wrap-Up: Emergency Procedures



Below is a brief summary of Emergency Procedures discussed at our October LINK-ups.

Fire or Smoke (Code Red)

Fire Response – if you discover fire or smoke implement RACE:

R – Remove yourself from danger

A – Alert others (notify staff or break glass alarm if available or phone 000)

C – Contain Fire (close doors and windows if possible)

E – Evacuate the area using the nearest safest exit

What do you do when the alarm sounds in a residential facility?

Stop, observe and advise staff of any issues. Follow directions from staff or Chief Fire Warden. One of the hardest things to do in a situation like this is nothing. However, this is what you need to do until directed by staff or the Chief Fire Warden. Staff become Fire Wardens, and will communicate with the Chief Fire Warden. They will be checking the area where the alarm has activated. In a residential facility, a full evacuation may not be required because of the building's fire compartments. All staff attend mandatory fire safety training annually.

Fire Compartments in a residential facility are created by fire doors and walls (from floor to ceiling). These are specially constructed to not burn through for 2 hours (1 hour for smoke doors). When the alarm is activated, all fire and smoke doors close automatically. It is important not to open these doors unless you are sure it is safe to do so.

In the event of an evacuation, either part or full, Fire Wardens will conduct a sweep of the area to ensure all persons have evacuated.

Familiarise yourself with the evacuation procedure for your work area and seek local staff for details.

When you are there next, look for:

- the smoke detector/s,
- the break glass alarm/s if available, the nearest phone (If in a client's home ensure the address is known/handy),
- fire doors/fire walls in a residential facility and look at the mimic panel/location map in your area,
- Safe exit points and assembly area/s.

Code Blue – Medical Emergency Location and Access to First Aid

First Aid assistance at a residential facility is provided by the designated first aider, the Registered Nurse on duty.

First Aid kits are provided in Resthaven offices and may be used for minor injuries for staff and volunteers (such as cuts and scratches). In office locations and Community Services, where there is no designated first aid personnel, seek medical assistance from the local hospital, GP or call 000 as required.

Resident/Client Incidents/Accidents/Injuries

In a residential facility seek assistance from staff/the RN (press call bell, phone RN extension) as required. Please note phone extensions below.

Internal RN Phone Extensions by Facility

Bvh	141	Mit	118
Cra	133	MB	113
Lea	306	Par	110
Mal	152	Wpk	104
Mar	176		

In a client's home or community setting, if an emergency (eg. difficulty breathing or unconsciousness) phone 000. For non-emergencies, phone Coordinator.

Continuity Plans

The objective of Resthaven's Business Continuity plan is to have procedures in place that limit the impact of an emergency (such as fire, flood or earthquake) and to remain or become operational. This highlights preparation and preparedness, roles and responsibilities, and a system to allow a quick response. For example, the plan includes reference to arranging alternative accommodation for residents and clients, the provision of meals, clinical supplies and counseling, and liaison with stakeholders.

This is only a brief summary. Please do not hesitate to seek out staff or Coordinator of Volunteer Resources for more detail, or for any queries you may have. Also, feel free to speak to a Quality and Safety Committee member for your area – there are photographs of these people on notice boards in lunch rooms.

Notice Board

Understanding Aged Care Admissions

On Tuesday 22 September, ACS SA&NT hosted a free information session to help future residents experience a smoother transition into aged care. Families are far less stressed when they are fully aware of all the decisions and obstacles ahead of them.

This session outlined the financial planning decisions involved and expectations on moving in. Those invited included the public, community information organisations and hospital discharge planners.

ACS holds regular information sessions covering a range of interesting topics affecting aged care. For more information go to www.agedcommunity.asn.au and click on 'Education and Events – Training Program'.

Useful resources

Falls Prevention in SA

The Falls Prevention in SA website provides a one-stop-shop for falls prevention and management information for health professionals, general practitioners, older people and their carers. The website, www.fallssa.com.au has been updated to include a section on residential care including:

- Screening, assessment and referral,
- How to reduce falls risk with residents,
- Successfully engaging older people,
- Professional development & research,
- SA programs & activities,
- Bereavement, grief & loss.
- Carer Support.

Many carers need emotional support and counselling. Carers SA (Carers Association) Carer Advisory and Counselling Service has a group of specially trained counsellors across the state who are familiar with carer issues. Carers can be linked with counsellors in their local area. The service is free, can be provided by phone or in person, individually, or with the carer's family or in a group setting. Phone 1800 242 636.

Lifeline

Lifeline Australia has released a new Standards, Guidelines and Practice Handbook that sets out step-by-step instructions on how to structure and undertake suicide bereavement support group activities, allowing the provision of the safest support for people in a time of loss. To order a hard copy call Lifeline Australia on 02 6215 9400 or email national@lifeline.org.au.

BeyondBlue: Guide for Carers

A new book aimed at carers of family members or friends with depression, anxiety, or a related disorder, provides advice and guidance for carers on how to deal with a range of situations they may face, and encourages them to look after their own health and wellbeing. The beyondblue Guide for Carers can be ordered by calling 1300 22 4636.

Statistical Atlas

The National Seniors Productive Ageing Centre is an initiative of National Seniors Australia (NSA) and the Department of Health and Ageing to advance the knowledge and understanding of all aspects of productive

ageing. National Seniors Australia produces a number of publications on productive ageing and has links to information and statistics on ageing.

The Atlas of Productive Ageing is a new resource that provides maps and data for a number of indicators of productive ageing at different geographical levels. In collaboration with the Public Health Information Development Unit (PHIDU) at The University of Adelaide, National Seniors Australia's Productive Ageing Centre has released a statistical Atlas of Productive Ageing. This atlas provides regional statistics on population, health, finance, housing and activity for Australians over 50. Data is available by local government area (LGA) and by state.

www.productiveageing.com.au/site/information.php

Did you know?

Office for the Ageing has launched a common internet site for Government: www.sa.gov.au

Moving away from the current practice of delivering information and services by department or agency, information is presented by topic – such as ageing.



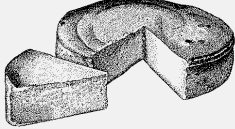




Each topic includes the full range of information across state government and a link to federal and local government and non-government providers where appropriate. The Department for Families and Communities (DFC), has been integrated with the common internet site to reflect these changes. The site will replace both the Service SA and SA Central websites.

Current Volunteer Opportunities

Thank you to everyone who has helped attract more volunteers to Resthaven.

Many people approach us about volunteering because they were either asked by someone associated with Resthaven, or know someone associated with Resthaven. Simply by talking to others, you are helping to spread the message. Thank you.

Contact details for Stacey Thompson: Phone 8206 0102, Email sthompson@resthaven.asn.au.

Craigmore	<p>Whist Player (cards)</p> <p>Described as a classic trick-taking card game!</p> <p>The rules are simple, however, there is enormous scope for scientific play. We have residents who love to play. Days negotiable, fortnightly.</p>	
North East & Inner West	<p>Bargain Spotting</p> <p>Enjoy shopping, a chat and a coffee?</p> <p>Inner West area, monthly.</p> <p>Companion, In-Home</p> <p>Providing companionship, conversation, reading and playing games with a client who has Dementia. Inner West area. Days negotiable.</p>	
Leabrook	<p>Friends of Resthaven Leabrook</p> <p>Afternoon Tea assistance. Sundays 1.30pm-3.30pm.</p> <p>'Chatterly' shop. Tuesdays and Fridays, 9.30am-11.30am.</p> <p>This is a wonderful hub, for residents to buy, chat and catch up. We welcome more help, either regular or occasional. It all counts!</p>	
Malvern	<p>Bingo Supporter</p> <p>We are looking for extra help so more people can play Bingo and win some prizes!</p> <p>Tuesdays 10.15am-11.30am, weekly.</p>	
Westbourne Park	<p>Fun With Art</p> <p>You don't need to be Rolf Harris, you just need an interest in helping people to explore their creative side whilst having fun. Wednesdays 10.30am-12noon, weekly.</p>	
Community Respite Services	<p>Carer Support - Marion Area</p> <p>Providing phone contact support for family carers of frail older people. Do you have excellent telephone skills, a listening ear and empathy and understanding for this client group who work tirelessly? Days and times negotiable.</p>	
Marion & Westbourne Park	<p>Shop Operator</p> <p>Due to retirement, positions have become available for shop operators. The shop is a great place to work, working with a partner and a great team.</p> <p>Marion: 2nd Friday of the month, 1-2pm.</p> <p>Westbourne Park: 3rd Wednesday of the month, 10am-12noon.</p>	

Down: 1 Gingerbread; 2 Stocking; 3 Partridge; 5 Three; 6 Sleigh; 9 Stephen; 13 Twelve; 14 Ivy.
 Crossword Answers - Across: 4 Mistletoe; 7 Bethlehem; 8 Jingle; 10 Angel; 11 Eve; 12 Nativity; 15 Holly; 16 Elves; 17 Carol; 18 Tree.