

# Volunteer **B**uzz



## Hi from **Stacey**

Greetings! How lovely is the photo (below right) of Mrs Elaine Whitworth and Mr Hubert Sobey who took part in the 'Social Dance' project at Paradise? Paradise are now looking to hold a dance every month. This is just one of the many events volunteers have supported since our last Buzz!

Turn to pages 10 and 11 to read about the Christmas Card packing, the Marion Melbourne Cup event, Crazy Hat Day at Mt Gambier, Remembrance Day at Leabrook, Bellevue Heights' bus trip to Eaton house and the Teddy Bear Picnic with the 'Friendship Group' at Westbourne Park.

In November we said fond farewells to dear Laurene Sara, a volunteer of nearly 40 years.

Thank you Rev Frances for your article about 'Road Blocks' and a reminder of the power of focusing on our breath when we are challenged – a timely reminder, for some, in the lead up to Christmas.

### **With our thanks**

Enclosed with this newsletter, is our gift to you, the 2018 Calendar with pen.

The Flinders Ranges photo on the cover really captures the Australian landscape. The 'rock formation' photo for March is very specky, and contrasts nicely with the photo of the Yarra River in Melbourne.

We hope you enjoy this small token, and find them useful. They come to you with our Christmas blessings and huge thanks.



**Stacey Thompson**

Manager,  
Volunteer Services

## Social Dance

From May–August 2017, Resthaven Paradise ran a 'Social Dance' project, supported by volunteers, which aimed to measure the benefits of social dance on residents' physical and emotional wellbeing.



Ten dance sessions were held over the course of the project, which participants nicknamed the 'Paradise Palais'.

Before starting the program, residents answered questions relating to their quality of life. At the end, they were asked the same questions again, to see if there was any change.

Manager Residential Services, Belle Kerr, confirmed that the program was a 'huge success, and had a positive impact on residents' health and wellbeing.'

The 'Social Dance' project celebrated its completion with a 'wrap up' party in September (pictured above).

Well done to all involved!

*Right: Mrs Elaine Whitworth and Mr Hubert Sobey.*



### Statement of Purpose

Working together: outstanding care and support for older people and their carers.

### Our Values

- Trust
- Dignity
- Choice



Resthaven is a richly diverse South Australian community founded on the principles of inclusion and unity, embracing and respecting each person's beliefs, culture, language, background, lifestyle, life experience and values.

### Volunteer Services

P 8373 9036  
 E sthompson@resthaven.asn.au  
 jpigrim@resthaven.asn.au  
 volunteer@resthaven.asn.au  
 PO Box 327, Unley SA 5061

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# Giant Christmas Word Search

Here's a puzzle to get you in a festive mood!

Words can go horizontally, vertically and diagonally in all eight directions. Words can overlap and share 1 or more letters.

When you are done, the unused letters in the grid will spell out a hidden message (solution page 12).

See your secret message by reading the leftover letters from left to right, top line to bottom line. **Good luck!**



S G O C O D T J E I S D E E R T R E H S A D I  
 T N R A G S A L I L N G D K A S A N T A M E R  
 H A E R R I V Y E N G Y S C A H R I J O Y S T  
 G D C O M E A I E N G I S T C C O Y O U Y Q J  
 I V N L S Y G N O K N L C H F O R V V P E D X  
 L E A S L H Y G X G A D E O T R M A F K K R M  
 Y N D L E S N I T D X L E B L A N E T V R N W  
 E T O P D Y F N R R R M F C E D E Z T S U A B  
 N H C S D K K E E G S U Q W E L R R T R T M Y  
 M J U N L K D N N A K T D Z O M L E W E N W R  
 I B P O R N N I M M H Q X O R N B S C I F O R  
 H L I W O O K T S Y O T J V L H S E N N X N E  
 C I D S D C S V I X E N M Y M P C S R D A S M  
 V T E R O I N O R T H P O L E A H T X E Y R E  
 G Z Y T R M K G N I D D U P E Z L F G E K N P  
 Q E S H N F S E L B U A B P L K P I N R I F T  
 R N C P M I S T L E T O E Q K W Q G P P W N V

### Clues

- |          |            |           |              |
|----------|------------|-----------|--------------|
| advent   | merry      | vixen     |              |
| dancer   | santa      | chimney   |              |
| joy      | tree       | elves     | prancer      |
| reindeer | cake       | peace     | snowman      |
| tinsel   | donner     | snow      | comet        |
| baubles  | mistletoe  | wreath    | ivy          |
| dasher   | sing       | christmas | pudding      |
| lights   | turkey     | gifts     | star         |
| rudolph  | carols     | pine      | cupid        |
| toys     | eggnog     | snowflake | jingle bells |
| blitzen  | north pole | cold      | red nose     |
| december | sleigh     | holly     | stocking.    |



## From the CEO

Season's greetings to all! Here is a summary as we come to the end of another busy year.

### Industry News

In recent weeks, a number of very significant aged care reports were released by Government, proposing potential improvements for consideration.

Two of the reports released were the 'Tune' report of the aged care legislative review related to aged care reforms, and the 'Carnell/Paterson' report of the review of Quality, arising from the Oakden Older Person's Mental Health Service in South Australia.

The Tune report offers a very good overview of the aged care reforms. It examined the effectiveness of the 2012 'Living Longer Living Better' reforms, and produced 38 recommendations for future consideration.

On the same day that the Tune report was released, the Minister for Aged Care, The Hon Ken Wyatt AM MP, announced that the Government would release an additional 6,000 high-level home care packages this financial year. This was a welcome measure, recognising the high unmet demand for this level of support.

At the same time, the Government released a report on the national prioritisation queue (wait list), related to the deregulation of home care packages from late February 2017.

The report indicated that, at the end of March 2017, approximately 70,000 individuals occupied a home care package in Australia. By the end of June 2017, some 90,000 people had been assessed for a home care package, but were not receiving the level of package that they were assessed as needing.

Approximately 54,000 people had not received a package of any type.

The rest were receiving services at lower levels than they had been assessed as needing.

It is a positive step that the Government has committed to increasing packages at an accelerated rate, reaching 140,000 by 2022. However, given the huge numbers not currently receiving the package they were assessed for, I question whether current assumptions made by Government are reasonable. I expect that being assessed as 'eligible' does not always mean that a person accepts an opportunity when it is offered.

There is a hugely significant unmet need in our community, requiring further urgent response. No doubt the Government will review their strategies in response to this, and its impact on the quality of life of older individuals seeking to stay in their own homes.

Tune offers a number of recommendations to ensure that appropriate supply is provided. We support these, although we have strong reservations regarding the recommendations to deregulate residential services in the same way that home care packages are deregulated.

The Carnell/Paterson report included the 'Review of National Aged Care Quality Regulatory Processes'. This is also a very significant report, and we await the more specific ways that Government may respond.

For the keen readers, both of these reports can be found at <https://agedcare.health.gov.au>.

### Ministerial Visit

On Wednesday 27 September, Member for Boothby, Nicolle Flint MP, held a short listening post for residents at Resthaven Bellevue Heights (pictured).

The Minister for Aged Care, The Hon Ken Wyatt AM MP also visited, along with Steve Murray, candidate for the seat of Davenport.



*Above: The Hon Ken Wyatt AM MP (Minister for Ageing) and Nicolle Flint MP (Member for Boothby) speaks with Resthaven Bellevue Heights retirement living residents.*

It was a great opportunity for residents to speak directly with their Member of Parliament, and the Federal Minister, who is in charge of many matters relating to senior Australians.

### Improving our Preparedness

Resthaven is responding to the significant power shortage risks regularly being reported in the media, by committing to installing generators at each residential care home. The approximate \$2.5m project is planned for completion at most sites by the end of 2017. Sites which are currently undergoing major building projects will have generators installed at a later date.

Resthaven successfully applied for a 'National Disaster Program' Grant to create a simple 'How to' booklet for establishing a generator in residential aged care homes.

A second and larger project was awarded to Torrens Institute, with Resthaven and other key stakeholder participants, to develop a 'score card' for other providers to consider risks such as floods, bushfires and earthquakes, and the impact on services. This will be shared publicly. It builds on a similar project that Resthaven has previously undertaken with the Torrens Institute.

*Continued page 4...*

# From the CEO (continued)

## Resthaven Promotes Active Ageing in Asia

On 19 September, Resthaven co-hosted an 'Active Ageing' conference with fellow not-for-profit aged care organisation, Baan Sudthavas (BSV), in Bangkok, Thailand.

BSV is a not-for-profit home for destitute older women in Thailand, founded by philanthropist and Chairman, Arnop Chirakiti.

We have worked together with BSV for several years in supporting them to build their aged care model. We have done this because they share Resthaven's values of trust, dignity and choice.

More than 500 people attended the conference, including Resthaven staff, Australian guests, BSV volunteers, students and partner representatives.

This is a wonderful outcome, reflective of our respect for like-minded organisations, who share our common purpose. It is also an example of the diversity of our relationships at Resthaven.

## Corporate Social Responsibility

In October, as part of their annual conference, Resthaven Program Managers undertook a team building exercise to work together with purpose: creating something of benefit for others. In groups of five or six, we decorated a 'domino set' of biscuits.

The aim was to not only engage constructively together in teams, but to give back to the community.

At the completion of the exercise, around 200 decorated biscuits that had been packaged up in pairs, were given to 'Fred's Van', a charity service of St Vincent de Paul, which supports people who are homeless or at risk of homelessness.

This is an excellent example of Resthaven's corporate leadership in the community, which forms part of our Strategic Plan.



Above: Stacey Thompson (Manager Volunteer Services), Lynn Openshaw (Manager Service Development), Kelly Geister (Senior Manager Residential Services) and Renuka Visvanathan (Board Member) give a presentation about Resthaven to Baan Sudthavas residents and staff, watched on by Richard Hearn (CEO).

## Congratulations, Board President Mark Porter

Congratulations to Resthaven Board President, Mark Porter, who was recently presented with a Community Civic Award from the City of Onkaparinga.

The award, presented by Mayor Lorraine Rosenberg (right, with Mark), acknowledges his significant service to the community as Head of Woodcroft College, as a member and former President of the Association of Independent Schools of SA, a member and former Chair of the Independent Schools Council of Australia, a member and current President of the Resthaven Board, and through the Anglican Church of Australia.

Mark is an outstanding leader who continues to provide committed service to our community. A well-deserved award!

Mark will retire from his important role as Principal of Woodcroft College, effective from early 2018. Fortunately, he will continue his role on the Resthaven Board in 2018.



## Christmas Greetings

My sincere thanks to all volunteers for your genuine interest and skills in working with the people who invite us into their lives. It is good and important work.

Best wishes to you and your families for the festive season,



**Richard Hearn**  
Chief Executive Officer



# Building Update

There is lots happening around Resthaven!

## Resthaven Aberfoyle Park

Work at Resthaven's newest residential site at Aberfoyle Park is progressing well. The superstructure and roof is well advanced (right).

A time-lapse camera is recording the progress, which you can view on Resthaven's YouTube channel: [www.youtube.com/ResthavenInc](http://www.youtube.com/ResthavenInc).

## Resthaven Malvern

The major redevelopment at Resthaven Malvern is complete. The project involved refurbishment of 'Kingfisher', the addition of new rooms to implement the single room strategy, and the refurbishment of the common areas including reception, the hall, and café. An opening is planned for early 2018.

## Resthaven Murray Bridge

The 18 room extension (Stage 1) at Resthaven Murray Bridge has been handed over, and residents and staff are very happy with the new areas. The new extension is bright and airy. Work on a new car park is nearing completion.

Stage 2, refurbishment of 'Harrip' and 'Homburg', will be handed over before Christmas. Stage 3 of the redevelopment will commence early in the new year.

## Resthaven Murray Bridge, Hills & Fleurieu Community Services

The Board has approved the construction of a new Community Services building at Murray Bridge.

It will be located on Swanport Road next to the residential home, and is purpose-designed to bring together all community services in one dedicated location. Construction will commence in 2018.



## Resthaven Mitcham

Construction of Stage 1 of the Resthaven Mitcham major redevelopment is now complete. Residents have moved into the new 'Lavender' and 'Jasmine' areas, which include 39 new rooms, lovely lounge and dining areas, and newly landscaped external gardens. New additions include administration and staff rooms, and a new hall.

The entry point to the site will return to Smith-Dorrien Street during Stage 2. This will involve the demolition of 'Clement' and 'Crump', the construction of six additional rooms to 'Banksia', and construction of a new site entrance.

## Resthaven Westbourne Park

The redevelopment at Resthaven Westbourne Park is progressing, with foundations for the new area well advanced, and internal works underway.

The redevelopment will include an upgrade of reception to provide a meeting place with café and courtyard, new Manager's office and staff room, and stormwater improvements. The project is expected to be complete by April 2018.

## Resthaven Bellevue Heights

Works are almost complete at Resthaven Bellevue Heights, with ensuites in 'Corria' and 'Waratah' enlarged and upgraded. New pergolas are installed outside 'Waratah', with planters and clear screening.

## Resthaven Paradise

The refurbishment at Resthaven Paradise has commenced. Works for the temporary rooms are underway, as are works around 'Ibis'.

Improvements include the widening of doors in 'Robin' and 'Swan', new carpets and vinyl, an undercover weather-protected gopher parking area, a new barbeque area, and an extended outdoor café area.

There is never a dull moment—even as we head into the festive season!

Best wishes,

**Emmet O'Donovan**

*Manager, Buildings and Capital Projects*



# Residential Services

## Palliative Care Australia— National Award Win!

Congratulations to Resthaven Palliative Care Nurse Practitioner, Peter Jenkin, who won the prestigious 'Excellence in Palliative Care in an Aged Care Setting' award at the Palliative Care Australia National Awards in September.

Peter is a thoroughly worthy recipient of this award. He plays a key role in the provision of specialist palliative care nursing services to Resthaven customers, in both residential and community services.

## In the Media

In September, the Resthaven Public Relations Department was approached to participate in a positive story about careers in aged care. We were delighted when Resthaven Malvern resident, Mrs Shirley Kanally, and Personal Care Worker, Carla Harker, agreed to take part in the feature.

The resulting story (below) appeared on the front page of the 'Career One' liftout of 'The Advertiser' on 28 October. It was subsequently published in every major national newspaper across Australia, and on national website, [www.news.com.au](http://www.news.com.au).

Well done to all!



Above (L-R): Joe McGrath (Keeper of the Cup), Kirstin Hodgson (Victorian Racing), Debbie Lindner (Manager Residential Services, Resthaven Murray Bridge), Joe Agresta (Tour Ambassador), Beverley Curtis (Murray Bridge Racing), and Tony Longe (Cup Security).

## Melbourne 'Cup' Visit

On 10 September, Resthaven Murray Bridge was honoured with a visit from the official Melbourne 'Cup' (accompanied by dignitaries), as it toured the Murraylands. Residents and staff alike were delighted to hear all about the history of the Cup, and have their photograph taken with it.

## New Linen Provider

I am delighted to announce that Resthaven has teamed up with fellow not-for-profit charity, Minda Incorporated, to provide all linen services to Resthaven's eleven residential homes.

Minda is a non-government organisation delivering services to people with intellectual disabilities both in metropolitan and regional areas. The Minda laundry is run as a social enterprise model that supports employees with an intellectual, social, cultural or physical disadvantages.

This is a good fit for Resthaven, and aligns with our values of working together to provide trust, dignity and choice. The new linen service was rolled out at all residential sites in October.

## Companion Service

The fee for service 'Companion Service' is now available at all residential sites.

Feedback from residents and families who have used the service is very positive and complimentary.

Wishing you a safe and happy Christmas and new year,



**Tina Cooper**

Executive Manager, Residential Services



# Community Services

## Staff Movements

Veronica Chew, Relieving Assistant Manager Community Services, has been appointed as Assistant Manager at Resthaven Paradise & Eastern Community Services.



## Vision Support Funding

In the 2017 CHSP funding round, Resthaven received more than \$800,000 for expansion of services. One of these was a new service type to Resthaven, 'Specialised Support Services—Vision Support.

This is a very important addition to our services, as many people experience loss of vision as they age.

Resthaven Occupational Therapists have developed a vision screening tool for trial, and training will be provided by the Royal Society for the Blind to Home Support Workers, Coordinators, and Allied Health staff.

## Media Stars

On 25 September, Resthaven Western Community Services client, Mrs Viola West (aged 101) joined Home Support Worker, Holli Gilbertson, in a photo shoot for *The Advertiser*. The resulting story, focusing on the future of jobs in aged care, was published on 14 October in the 'Career One' liftout (pictured above right). It also featured in the Messenger Press.

Well done to Holli and Mrs West, and the Resthaven Western Community Services team, for showcasing the wonderful career opportunities available at Resthaven.

Best wishes to Mrs West, who is looking forward to celebrating her 102<sup>nd</sup> birthday at Port Noarlunga in January 2018 with a nice glass of champagne!




## Connections

In August, I travelled to Switzerland to present at an international conference. I joined a study tour of Swiss aged care, which was very enlightening.

I also attended the 'Common Age' meeting in Geneva. Resthaven is a founding member of this international group that seeks to foster quality aged care in Commonwealth nations.

Scholarships have been offered to emerging aged care leaders in developing countries. I enjoyed hearing from the recipients from Cameroon, Bangladesh, Zambia, Kenya, India and Ghana.

Supporting older people to have a quality of life is a human rights matter. The challenges of living to a great age and having access to quality services remains a key focus throughout the world.



**Sue McKechnie**  
Executive Manager  
Community Services

## Just for Laughs



What's the difference between the Christmas alphabet and the ordinary alphabet?

*The Christmas alphabet has Noel.*

What happened to the man who stole an Advent calendar?

*He got 25 days.*

What did the stamp say to the Christmas card?

*Stick with me and we'll go places.*

How much did Santa pay for his sleigh?

*Nothing. It was on the house.*



## WH&S Reminders

### Emergency and Fire Procedures

#### In an emergency, implement 'R.A.C.E.'

- Remove persons in danger
- Alert others
- Contain fire (close doors and windows, if safe)
- Evacuate

There are designated staff at each site, called Chief Wardens, who will take charge in an emergency. Everyone must follow their directions in an emergency situation.

### Chemical Safety

There are many different types of chemicals used at Resthaven which include: alcohol gel, batteries, medications, aerosols, perfumes/aftershaves, nail polish, massage oils, craft items, fly spray, toiletries, etc.

We maintain a register of hazardous substances and specific safety data sheets to ensure safe storage and use of such items. As we provide these items, you are not required to bring them to sites.

## 'A Christmas Wish'

I wish you the joy of Christmas  
The season's sweet repose.

I wish you the peace of Christmas  
To mark the old year's close.

I wish you the hope of Christmas  
To cheer you on your way,

And a heart of faith and gladness  
To greet each coming day.

**Author Unknown**



**Resthaven**  
Incorporated



## Support to quit smoking

The Resthaven 'Quit Smoking Rebate Program' provides a one-off reimbursement of up to \$50 for products or items, recommended by your doctor or 'Quitline coach', to assist in giving up smoking.

**Simply phone Volunteer Services (8373 9036) and speak with either Stacey or Jess to access this health initiative.**

To contact Quitline, phone 13 11 20.

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

## Project Update

### Submissions Now Open!

#### Ageing and Wellness Grants for faith-based congregations

To celebrate the 40<sup>th</sup> anniversary of the Uniting Church, Resthaven made a donation to fund 'Ageing and Wellness' grants for Uniting Church congregations, faith communities, and mission networks.

For more information about the grants, visit <http://sa.uca.org.au/ageing-grant>, or contact Julianne Rogers on 8236 4233 or email [jrogers@sa.uca.org.au](mailto:jrogers@sa.uca.org.au). Applications close 30 March 2018.

### 'ReThink Respite'

The outcomes of a recent research project into respite for carers of people with dementia has resulted in valuable resources being made available online.

The project, 'ReThink Respite', was designed by researchers at the University of Wollongong, and funded by Alzheimer's Australia's Dementia Research Foundation 'Resthaven Dementia Research' Award (sponsored by Resthaven).

To view the resources, visit [www.rethinkrespite.com.au](http://www.rethinkrespite.com.au).

# Chaplaincy: 'Road Blocks'

Have you encountered a 'road block' recently, causing congestion and slowing down of traffic?

How I react to a road block depends on how much time I have allowed for the journey, and how easy it is to find another route around the blockage.

What a relief it is when we are in the clear again and can go on our way.

Recently, there were upgrades to the main road leading to the Murray Bridge Church, and the road was blocked off completely. It was interesting to hear how participants in a yoga class managed – some parked nearby and walked the rest of the way. Some drove over the embankment and 'made their own way'.

Some drove around (and around), and finally found a detour and arrived late. Some simply decided it was all too hard and decided to give up and go home and come next week.

Road blocks are a part of life, and it is important to notice how we feel about them when they happen. Do we feel angry, frustrated, resigned, bemused, challenged? How do we respond?

Steven Covey wrote: 'Between stimulus and response there is a space.' In this space is our ability to choose how we respond to a situation.

I have found meditation techniques focusing on the breath help in making choices at times of strong emotions. Our breath is always with us!

Take your awareness to your shoulders. As you breathe in, shrug your shoulders up towards your ears. As you breathe slowly out, allow your shoulders to relax. Repeat.

Or, simply take your awareness to the base of your lungs, and breathe in, expanding through the diaphragm.

Count to three, and breathe out. This stimulates the parasympathetic nervous system to help you calm down and think more clearly. It's an old remedy, and it still works. Try doing it with a smile—it's even better.

After you have done these, you can make a decision about the best way to proceed.

I have learnt that our breath can be like a good friend – always there in difficult circumstances! You can use these breathing techniques any time you are feeling frustrated.

As the giver of life, we can think of God's animating Spirit as being like our breath.

God has given us our 'in-breath' to nourish ourselves, and our 'out-breath' to let go of anything we need to let go of—including stress, tension, frustrations, anger, disappointment.

In Acts 17, verse 28, St Paul said, 'God is the one in whom we live, and move and have our being.'

As we grow in this awareness, we can become more confident that whatever road blocks we encounter in life, we will find a way around them, as God's help is closer than a breath away.

Amen.

## Rev Frances Bartlett

*Coordinating Chaplain, Resthaven Murray Bridge*



“ May the hope, the peace, the joy, and the love represented by the birth in Bethlehem this night fill our lives and become part of all that we say and do. ”



**Rev Richard J Fairchild**

## Useful Resources

### GEN - Aged Care Data

The 'GEN – aged care data' website reports data and information about aged care in Australia, including key facts and figures, in-depth regional profiles, and links to resources.

Visit [www.gen-agedcaredata.gov.au](http://www.gen-agedcaredata.gov.au).

### Mental Health Resource

This is a 'one stop' mental health service, combining services from 26 mental health providers, including Headspace, Beyond Blue and Mind Frame. Visit [www.headtohealth.gov.au](http://www.headtohealth.gov.au).

### Diabetes Resource

As part of the National Diabetes Services Scheme (NDSS) Older People with Diabetes National Development Program, a series of resources have been developed to support people working in residential aged care.

Resources include handbooks about diabetes management in residents, fast facts for staff, and audit checklists.

Visit [www.ndss.com.au/health-professionals-resources](http://www.ndss.com.au/health-professionals-resources).

### Financial Info Service

The Department of Human Services provides a free, confidential Financial Information Service that offers information and education on financial issues.

Visit [www.humanservices.gov.au/fis](http://www.humanservices.gov.au/fis).

# Public Relations

## Interactive Lounge

On 9 November, Resthaven hosted another 'Interactive Lounge' on 5AA.

Thank you to Sue Springbett (Manager, Residential Accommodation Enquiries and ACFI), Lynn Openshaw (Manager, Service Development—pictured below with Alan Hickey at the studio) and Melanie Howard (Senior Manager, Community Services) for taking part in these valuable community engagement activities throughout the year.



The theme this time related to the lead up to Christmas – preparing and making plans, things to think about and be aware of, planning ahead, respite options to consider, visiting and noticing changes in parents' abilities, loneliness at Christmas, and transport considerations.

The 'Interactive Lounge' sessions for 2017 have been a great success, and are increasingly popular and well-known amongst Resthaven's demographic of people aged 65+.

Did you see the 'Independent Living' lift out that appeared in the 'Sunday Mail' on 26 November?

This is another way we promote our services.

Best wishes,

**Julie Johnke**  
Public Relations  
Manager



# Christmas Cards



In November, Pauline Ackland and Kaye McGuffog sorted and packed Resthaven Christmas cards, to ensure adequate supplies for sale at sites.

Pauline and Kaye, pictured (left) at Resthaven Head Office, got into the Christmas-giving spirit, and send you their festive wishes with the cards.

Some of you will recognise Pauline and Kaye, as they each volunteer with Resthaven Leabrook.

We thank the 'Pack and Chat' Volunteer group, who helped with the Christmas cards throughout the year. In the words from one of our favourite cards...



***'The magic of Christmas never ends,  
and its greatest of gifts are family and friends.'***



*Pictured above (L-R): Theban Roberts, Helen Williams, Joy Pearce, Isabel Mitchell, Ruth Foreman, Graham Brown, Laurene Sara, Trevor Foreman, and Laurene's Daughter, Christine, from New Zealand.*

## Farewell

Recently we farewellled Laurene Sara before she moved to live in New Zealand.

Laurene is a person of elegance and poise. She started volunteering when her mother was living with us, and touched the lives of many people during her 37+ years volunteering in the shop at Westbourne Park, including many residents, staff, volunteers, family, visitors and contactors.

Laurene will be fondly missed.

# Out and About



## Melbourne Cup

In November, volunteers, Jane Juckers and Dino Nicolo, got into the Melbourne Cup spirit at Resthaven Marion (above), supporting the site event.

## 'Crazy Hat Day'

At Resthaven Mount Gambier, volunteers, Joan Cooper and Shirley Osbourne (below, from left), kicked off the 'pre-Melbourne Cup' celebrations with the site's annual 'Crazy Hat Day'. Residents created and showed off their hats in all sorts of interesting designs and colours, in preparation for 'the race that stops a nation' on 7 November.



## Remembrance Day

At Resthaven Leabrook, residents and volunteer, Christine Hollamby (above), made poppies to commemorate Remembrance Day in November.



## Bus Trip to Eaton House

In August, volunteer bus driver, Don Thomas, took Resthaven Bellevue Heights residents on a trip to Eaton House (left).



## Friendship Group

Volunteer, Helen Blanksby, supports the Resthaven Westbourne Park 'Friendship Group,' which held a 'Teddy Bear Picnic' in September. Residents brought in their beloved (and sometimes threadbare!) teddies to share (below).



# Volunteer **Featured** Opportunities



## **Resthaven Malvern**

### **Current Affairs**

Reading the newspaper with a group of people on a weekly basis, and discussing local and international affairs.

### **Walking Buddies**

Provide companionship whilst enjoying the fresh air and sunshine, weekly or fortnightly.

### **Hand Massage**

We'll show you how! People really enjoy a relaxing hand massage. Weekly or fortnightly.

## **Resthaven Westbourne Park**

### **Bloke to Bloke**

Support and facilitate group discussions with the 'guys' on Wednesday mornings.

### **Companion**

Stimulating conversation and discussion with individuals, with flexible hours.

### **Shop Hub**

A wonderful hub, and great way to be involved without a big commitment. Monthly on Wednesday or Friday mornings.

### **Chaplains Assistant - Pianist**

To share the joy of Hymns, weekly on Friday afternoons.

## **Agedcare Alternatives**

### **Options Guide**

Helping people to access aged care services and support. We will show you how to navigate 'MyAgedCare'.

## **Resthaven Bellevue Heights**

### **Froth n' Bubble**

Social morning tea group, weekly on Mondays.

### **Site Social Events**

Including Happy Hours, concerts, and movie afternoons, weekly on Thursday afternoons.

### **Exercise Group**

Supporting healthy body and minds, weekly on Friday mornings.



## **Christmas Word Search Solution**

S	G	O	C	O	D	T	L	E	I	S	D	E	E	R	T	R	E	H	S	A	D	I
T	N	R	A	G	S	A	L	L	N	G	D	K	A	S	A	N	T	A	M	E	R	
H	A	E	R	R	I	V	Y	E	N	G	Y	S	C	A	H	R	I	J	O	Y	S	T
G	D	C	O	M	E	A	I	E	N	G	I	S	T	C	O	Y	O	U	Y	Q	J	
I	V	N	L	S	Y	G	N	O	K	N	L	C	H	F	O	R	V	V	P	E	D	X
L	E	A	S	L	H	Y	G	X	G	A	D	E	O	T	R	M	A	F	K	K	R	M
Y	N	D	L	E	S	N	I	F	D	X	L	E	B	L	A	N	E	T	V	R	N	W
E	T	O	P	D	Y	F	N	R	R	M	F	C	E	D	E	Z	T	S	U	A	B	
N	H	C	S	D	K	K	E	E	G	S	U	Q	W	E	L	R	R	T	R	T	M	Y
M	J	U	N	L	K	D	N	A	K	T	D	Z	O	M	L	E	W	E	N	W	R	
I	B	P	O	R	N	I	M	M	H	Q	X	Q	R	N	B	S	C	I	F	O	R	
H	L	I	W	O	O	K	T	S	Y	O	T	J	V	L	H	S	E	N	N	X	N	E
C	I	D	S	D	E	S	V	I	X	E	N	M	Y	M	P	C	S	R	D	A	S	M
V	T	E	R	O	I	N	O	R	T	H	P	O	L	E	A	N	T	X	E	Y	R	E
G	Z	Y	T	R	M	K	G	N	I	D	D	U	P	E	Z	L	F	G	E	K	N	R
Q	E	S	H	N	F	S	E	L	B	U	A	B	P	L	K	P	I	N	R	I	F	T
R	N	C	P	M	I	S	T	L	E	T	O	E	Q	K	W	Q	G	P	P	W	N	V

*'Good tidings and a merry Christmas to you'*  
Secret message:



**Thanks for spreading the word to family, friends and neighbours.**



For more information, phone Volunteer Services on 8373 9036, email [volunteer@resthaven.asn.au](mailto:volunteer@resthaven.asn.au), or visit the 'volunteering' page of the Resthaven website: [www.resthaven.asn.au](http://www.resthaven.asn.au).