



## Hi from **Stacey**

We hope you enjoyed a 'blooming' good 'thyme' at the garden party celebrations. It was a wonderful opportunity to share afternoon tea together and acknowledge your support and contribution.

To the right is a really great group shot taken at Resthaven Leabrook, and there are more photos on pages 8-9. Ange came up with the 'garden party' theme, and she already has some ideas for next year. We also welcome your ideas—the more the merrier! Some of you may recall our 'rainbow' theme from several years ago, including Ken Wells, who often refers to his 'rainbow socks'. You may be interested to know that each time I drive into my garage, I see the glittery colourful rainbow that I painted that year.

There are some wonderful photos of 'volunteers in action' featured in this edition, including Rosie, Carol and Cassie (page 5), who kindly agreed to be a part of the recent filming at Resthaven Mitcham, Westbourne Park, and Aberfoyle Park.

Also, check out page 10 for photos of Book Club, Anzac Day, St Patrick's Day, the Parkinson's Walkathon, and Easter—all with volunteer support and participation.

We thank you for your support in upholding Resthaven's values in the way in which you go about your roles. These values are directly related to the new Aged Care Quality Standards, which come into effect from 1 July, 2019. We have included some information about our values, and the new standards, on pages 11 & 12.

The brain teaser for this edition is on page 7. We are sure you won't need the answers hidden somewhere within.

Keep warm and well,



**Stacey Thompson**

Manager,  
Volunteer Services

## 'Thank you' at Leabrook



*Above: Members of the Resthaven Leabrook volunteer team enjoy the volunteer event amidst the 'garden party'-themed decorations.*

On Thursday 2 May, Resthaven Leabrook kicked off the annual volunteer celebrations, with the first of many 'garden parties' held across Resthaven throughout the month of May.

The group (above) enjoyed afternoon tea together amongst the garden-themed decorations, with good food and good company.

At Resthaven Mount Gambier, some canine volunteers added to the celebrations, with their festive garden-themed 'outfits' (right). We think they look adorable!



The events celebrate taking time out to smell the roses, and to acknowledge the difference that you make in the lives of the people whom Resthaven supports. Thank you! We hope you enjoyed them.

See more photos from the volunteer 'garden parties' on pages 8-9.



Quarterly Newsletter for Resthaven Volunteers

### 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](mailto:sthompson@resthaven.asn.au)  
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## What's the Buzz?

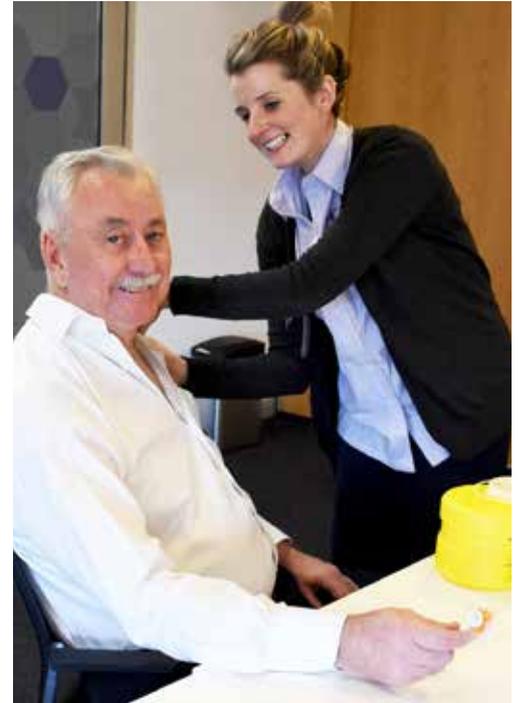
### Flu Vaccination Program 2019

South Australia is currently experiencing the beginnings of a serious influenza season.

Please ensure that you, your family, and the older people whom Resthaven supports are protected this season, by having a flu vaccination.

If you were not able to join a free flu vaccination clinic at Resthaven, you can be vaccinated via your GP or chemist, and Resthaven will reimburse you.

*Right: Resthaven CEO, Richard Hearn, was the first to receive his flu vaccination at a fluvax clinic held at Head Office in March.*



## Building Update

### Resthaven Bellevue Heights

We continue to develop plans for the redevelopment of Resthaven Bellevue Heights aged care home.

The main goal is to bring Manson and Grevillea lodges within the main home. This will involve construction of a new extension, which will include new service facilities. New car parking and access to the site is planned.

The planning approval process will begin once the plans are finalised.

The site phone number has also changed. It is now **8273 4400**.

### Resthaven Leabrook

Plans are underway for a renovation of the ground floor entrance at Resthaven Leabrook.

Works will include a new reception area, café, and shop, with upgrades to the lifestyle office, hairdressing salon, and hall.

### Resthaven Marion

We are developing a plan to build two additional rooms at Resthaven Marion. They will be used when the couple rooms are occupied as singles. The two rooms will be added in the Koolkuna area.

### Lane Cottages

Works to the Community Respite Services Lane Cottages, located on the Truro Avenue exit at Resthaven Mitcham, will involve an upgrade to the external appearance of the cottages. The exposed cream brick will be rendered, and painting, landscaping and new fencing will take place.



**Emmet O'Donovan**  
Manager, Buildings and Capital Projects

# From the CEO

Hello,

## Board Matters

The Resthaven Board has a number of members who will retire at the end of this year, and has been considering the succession planning during this year and early in 2020.

Subsequently, Resthaven welcomes three new Board Members:

- Michael Haydon, a Senior Accountant with Commercial and General Group and a Registered Company Auditor and Registered Self-Managed Superannuation Fund Auditor, ASIC



- Gerardine (Geri) Malone, Consultant rural and remote health and Board Member, Flinders and Upper North Local Health Network.



- Stephanie Rozokos, Chief Financial Officer, South Australian Tourism Commission.



Michael and Stephanie are also members of the Board Finance and Audit Committee. Geri will join the Board Governance Committee.

In recent board meetings, the eight new Aged Care Quality Standards (see page 5) have been a focus. The Board has reflected on the key aspects of *Standard 1 – Consumer Dignity and Choice*, and *Standard 8 – Organisational Governance*, regarding how they are linked to other standards, and the role of the Board. The Board is also mindful of the link to Resthaven’s current values of Trust, Dignity, and Choice.

The new standards give particular emphasis to the individual person being at the centre of all that we do.

## Federal Election

Following the Federal Election on Saturday 18 May, Scott Morrison government was re-elected. The Coalition have now formed a new cabinet for the next period of government. We subsequently have a new Minister for Aged Care and Senior Australians, Senator Richard Colbeck.

We were disappointed that aged care did not feature as a key election issue with either major party, but we remain hopeful that aged care is prominent in the new government’s priorities.

Resthaven supported the calls from peak body, Aged and Community Services Australia, for commitment to the needs of vulnerable older individuals now—not in 12 or 18 months’ time. Specifically, Resthaven sought commitments from the new government to:

- Resolve the excessively long wait list of 128,000 individuals assessed by the Government as needing Home Care Package services that they are not yet receiving; ensure a person in need of high care does not wait more than three months to receive a package; and fast track 40,000 extra level 3 and 4 Home Care Packages (in 2019-20 and in addition to projected increases in the budget) to reduce the backlog in waiting lists that is forcing people prematurely into hospital or residential care.
- Extend the short-term 9.5% funding injection into residential care, tied to investing in staffing, training and other workforce matters based on local and organisational needs, until the Royal Commission’s broader recommendations can be implemented.
- Keep rural and regional Australians in their communities by increasing the rural and remote supplement by \$10/day.

- Address the oral health crisis in aged care with MBS provider numbers for dental hygienists or oral health therapists to prevent dental issues progressing into more serious medical issues.
- Bring forward the 30% increase to the homeless supplement so that it is fully realised in 2019/2020.

## Royal Commission Aged Care Quality & Safety

The initial public hearings of the Royal Commission into Aged Care Quality and Safety were held in Adelaide, with a focus on Home Care services, with the two week hearing period completed on 22 March. The focus on Home Care services gave a broad range of perspectives, and in particular offered consumers opportunity to review their experiences, with a view as to how the system can be improved.

Foremost were issues linked to the difficulty consumers have in accessing a home care package, the varied fee approaches, the complexity of My Aged Care, and the issues where services are of a substandard nature and have failed the vulnerable individuals for whom they are intended to support.

Other areas considered were the regulatory processes that had not operated effectively in improving outcomes for individuals.

The next round of hearings was held in Sydney from 6-17 May, and focused on Residential Aged Care, and Dementia. A number of consumers, staff and service providers were called as witnesses, as the Commission seeks to explore important topics in the aged care service system.

Topics in focus included care of people with dementia, use of restraints, staffing levels and other aspects of the aged care workforce, and examples of innovative service models.

Continued page 4...

## From the CEO (continued)

Resthaven has not formally been before the Commission in these hearings to date.

The next round of hearings will occur in June, starting in Broome, followed by a week in Perth with a focus on rural, remote and indigenous aged care services.

The Commissioners continue to seek comments on what needs to improve within the sector and how it can be changed, inviting interested members of the public and institutions to make online submissions to the Royal Commission. There is a specific website: [www.agedcare.royalcommission.gov.au](http://www.agedcare.royalcommission.gov.au). Anyone can make a submission so their views are known.

The aged care Royal Commission is due to provide an interim report in October 2019, and the final report in April 2020, after an 18 month period of review.

We are committed to upholding our values and purpose in working together with older people and their carers. Leadership, trust and dignity of others are matters we all share. I trust the recommendations made at the conclusion of the Royal Commission will lead the government to implement improved outcomes for everyone in a sustainable service system.

### Charter of Aged Care Rights

On 1 July, a new single Charter of Aged Care Rights comes into effect for all aged care customers, regardless of the type of care and services received. All Resthaven customers have or will soon receive a copy of this Charter (right). See the back page for the standards relating to this Charter.

If you have any questions about the new Charter, I encourage you to speak with your Manager.

### Our Community

I recently visited Resthaven's residential and community services in the south-east, and called in to see Resthaven Northern Community Services and Resthaven Craigmore residential services.

It was gratifying to see the service growth and genuine care of staff and volunteers, and the warm and welcoming atmosphere, at each site I visited.

I encounter these values whenever I visit a Resthaven service location. We all play a part in the vibrant Resthaven community in which we live and work. I thank you for sharing your contributions with us.

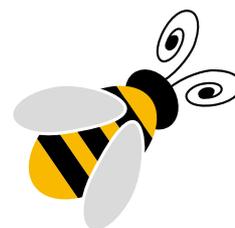
Stay warm and well over winter, and please have your fluvax!



**Richard Hearn**  
Chief Executive Officer



Above: Lee Clark (volunteer) holding 'Airi', Richard Hearn (CEO), and Ian Mallard (volunteer) with 'Amato' at Resthaven Mount Gambier.



## Charter of Aged Care Rights

### I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

# Public Relations

## Residential Site Films

In 2019, a number of residential site films are being updated, to showcase and reflect the major redevelopments, and our new home at Aberfoyle Park. The volunteer shops, along with various lifestyle activities, featured in each site film.

Thank you to all who assisted with the filming! Check out the new films on the website or YouTube.



*Above: Volunteer, Carol Sullivan, with visitor, Lyn Rose, at Resthaven Westbourne Park.*

*Below: Volunteer, Rosemary Otte, serves Mrs Betty Martin at Resthaven Mitcham.*



*Above: Cassie Dumcius with Mr Kevin Stewart, enjoying a game of bowls for the cameras at Resthaven Mitcham.*

*Below: Volunteer, Jenny Chapman, serves Mrs Dawn Kerstin, whilst being filmed by videographer, Jon Burke at Resthaven Aberoyloyle Park.*



# Multicultural Services

## Harmony Day

On 21 March, many Resthaven sites celebrated 'Harmony Day,' celebrating the diversity of the Australian community, which is reflected in Resthaven's staff, volunteers, and consumers.

At Resthaven Western Community Services, staff put together a celebration, which included a fantastic lunch enjoyed by all.

In full spirit of the values of Harmony Day, staff gathered in the garden and formed a symbolic circle (right).

Happy Harmony Day!



# Residential Services

## Accreditation

Resthaven Aberfoyle Park underwent the first unannounced re-accreditation visit from the Aged Care Quality and Safety Commission (ACQSC) from 1-3 April 2019. We have received the final report, and I am pleased to report that all standards and expected outcomes were met. Well done on this positive outcome.

The following sites also recently hosted unannounced ACQSC visits: Resthaven Mount Gambier (26-28 March), Resthaven Mitcham (Saturday 11 May), Resthaven Craigmore (13-15 May), and Resthaven Westbourne Park (20 May).

We were very pleased with the positive feedback all sites offered the Assessors during these visits. This is affirming of the good work that we set out to achieve.

We also became aware of areas where improvements are being considered. Whilst we await some of the reports of these visits, at Resthaven Mount Gambier, we achieved 38 of the 44 outcomes standards, with six requiring improvement. The staff team has worked very hard to continue to ensure these areas are reflective of the quality we expect and desire.

## Staff Movements

In March, we farewelled Roger Levi from the role of Manager Residential Services at Resthaven Craigmore. Roger has taken up a new role elsewhere. We thank Roger for his nine years of service to Resthaven in the various roles as Residential Manager and Manager Workforce Development.

I am very pleased to announce the appointment of Nicole Cannon to the role of Manager Residential Services at Resthaven Craigmore. We welcomed Nicole on 13 May. Nicole comes to Resthaven after a long career with another aged care provider, with her most recent role as Site Operations Manager at a residential home. Welcome, Nicole.



We recently farewelled Lisa Sutcliffe from the role of Manager Residential Services at Resthaven Mount Gambier. We thank Lisa for her contributions over the last four years, and wish her well in her future endeavours.

A new Manager for Resthaven Mount Gambier will be announced shortly. One of our experienced Resthaven Relieving Managers will relieve in this position until it is filled.

We farewell Resthaven Murray Bridge Care Coordinator, Belinda Willshire, who has taken up a management position with another organisation. We thank Belinda for her time with us. Recruitment is underway for a replacement for Belinda's role.

I am most grateful to our very capable relieving staff who offer consistency for Resthaven at these times of change.

Until next time,

**Tina Cooper**

*Executive Manager, Residential Services*



# Community Services

## Staff News

Grant White has been appointed to the position of Senior Manager Community Services. Grant was most recently the Manager of Resthaven Paradise & Eastern Community Services.



Susan Dahl has been appointed to the role of Manager Resthaven Paradise & Eastern Community Services.

## Quality Review

Resthaven Community Services are due to undergo a Quality Review by the Aged Care Quality and Safety Commission. We expect this review to occur in mid-June. Preparation is well underway.

## Short Term Restorative Care

Resthaven was successful in gaining additional Short Term Restorative Care places, and Northern Community Services have commenced providing services. Murray Bridge, Hills & Fleurieu Community Services will commence Short Term Restorative Care provision in July.

## iSupport Project Trial

Resthaven is collaborating in a project, led by Prof Lily Xiao of Flinders University, which aims to support informal and family carers of people living with dementia.

Through the iSupport project, some carers who attend Resthaven's Community Respite Services are testing a set of online education modules, with the aim of helping carers to understand what dementia is, how it impacts a person, and how carers can better support both themselves and the person they care for.

To find out more about the project, visit <https://isupportdementia.flinders.edu.au>.

**Sue McKechnie**

*Executive Manager, Community Services*



# Work Health & Safety

## Discrimination and Harassment

We are all entitled to enjoy a supportive, harmonious workplace, free of prejudice, harassment and discrimination. Treating each other respectfully is paramount.

We are shaped by numerous influences, including pervasive social forces that shape behaviour from early childhood, such as religion, ethnicity and socioeconomic status; physiological influences that impose both opportunities and constraints, such as age and gender; and the influences from life choices that individuals make, such as occupation and geographical location.

Discrimination generally occurs when someone is treated less favourably than others because they have a particular characteristic, or belong to a particular group of people - for example, not hiring a woman because she is pregnant or may become pregnant.

Harassment involves unwelcome behaviour that intimidates, offends or humiliates a person because of a personal characteristic, such as race, age, gender, disability, religion or sexuality. This may be demonstrated through name calling or using references specific to a person's lifestyle.

Discrimination is unequal treatment owing to a person's characteristics, beliefs, or belonging to a specific community, whereas harassment is persistent, undesired, and unwarranted attention that causes distress.

A myriad of influences impact our behaviours. Recognising our own thoughts and beliefs will greatly assist us to understand the needs of others in relation to the way they conduct themselves in the workplace.

If you believe you have been subject to unlawful discrimination and harassment, if you feel comfortable, indicate to the perpetrator directly that you want the behaviour to stop. If you do not feel comfortable approaching them directly, approach your Manager.



Above: Volunteers, Bob Wharton, Sam Howarth, Joan Bennett, David Andrew, Pamela Smith and Rosemary Boonstoppel at Resthaven Westbourne Park.

All reports of unlawful discrimination and harassment will be handled in a sensitive and confidential manner, and in accordance with procedural fairness. This is about respectful behaviour in the workplace.

## Compulsory Reporting/ Serious Incident Notification

Resthaven ensures that all residents/clients are safe and protected from unreasonable harm. Every employee, Board Member, volunteer, contractor, agency employee and student must report any incident of abuse – whether witnessed, alleged or suspected – against a resident or client.

A reportable assault or incident includes a missing resident, unreasonable use of force, or unwanted sexual contact. It does not matter if the resident/client has cognitive impairment; if they say it happened, it must be reported.

The report must be made to the site manager or supervisor as soon as reasonably practicable, but in any case, the report must be made within four hours of becoming aware of the alleged incident. Investigations of reports of alleged abuse are conducted in accordance with Resthaven policies by the responsible program manager. For more information, please contact Volunteer Services on 8373 9036.

## Brain Teasers

Can you guess them all?

Answers page 10.

<b>belt hitting</b>
<b>9ALL5</b>
<b>DO 12" OR</b>
<b>night fly</b>
<b>migrAine</b>
<b>breth</b>
<b>esroh riding</b>
<b>revird taes</b>

# Volunteer 'Garden Parties' 2019



# Volunteer 'Garden Parties' 2019



# Out and About



## Book Club

The Resthaven Onkaparinga Community Services Book Club recently enjoyed an outing to the State Library (above). The club is supported by volunteer, Grant Lauritsen and Christine Emery (not pictured).



## St Patrick's Day

The Resthaven Murray Bridge, Hills & Fleurieu Community Services 'Wellness at the Old School' group enjoyed a festive St Patrick's Day event, with the support of volunteers, Carolynn Sellick (back row, centre) and Denise Zerna (back row, right).



## Anzac Day

Volunteer, Carol Mohan (above, second from right) supported residents at Resthaven Aberfoyle Park to sand and paint beautiful crosses for the site's first Anzac Day commemorations in April.

## Parkinson's Walkathon

On Sunday 7 April, as major sponsor, Resthaven joined Parkinson's SA and the City of Unley for the Parkinson's in the Park Walkathon. Volunteer, Christine Stead (right), made amazing paper flowers to give out at the event. They were a hit with all who visited the Resthaven stand. Thank you, Christine!



## Easter

The Resthaven Paradise 'Knit and Natter' group (left) created beautiful knitted bunnies for Easter this year. The bunnies were formed using knitted woollen squares—very clever! Volunteer, Ronna Fisher (centre) and Gullala Murad (second from right) supported the group to make their festive Easter creations.

## 'Brain Teaser' Answers (from page 7)

Hitting below the belt  
All in a day's work  
A foot in the door  
Fly by night  
A splitting headache  
Short of breath  
Horse back riding  
Back seat driver

# Aged Care Quality Standards

On the back page, you will see a summary of the new Aged Care Quality Standards, which come into effect from 1 July 2019, replacing existing aged care quality standards.

As Resthaven CEO, Richard Hearn, mentioned in his article, these standards are reflected in Resthaven's purpose and values, and underpin what we do and why. These values are described in the box at right.

Standard 1, Consumer dignity and choice, is the foundation for these standards, reflecting seven important concepts:

- Dignity and respect
- Identity, culture and diversity
- Cultural safety
- Dignity of risk
- Information
- Personal privacy
- Choice.

These concepts recognise the importance of each resident and client's sense of self, and are important in fostering social inclusion, health and wellbeing.

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

Resthaven thanks you for enhancing the lives of people living with Resthaven, and those living at home.

For any questions or information about the Aged Care Quality Standards, please speak with staff, or phone the Resthaven Quality Department on 8373 9098, or 8373 9120.

Check out this short online video for more information about the new Aged Care Quality Standards: <https://www.agedcarequality.gov.au/resources/Standards-consumer-video>

## Our values are more than just words



### Trust

- Following up and following through
- Taking responsibility: being reliable
- Being committed
- Playing in the team
- Doing the right thing



### Dignity

- Listening and speaking up
- Using respectful language and being courteous
- Respecting the sacredness of others
- Unlocking potential
- Paying attention to appropriate attire and grooming



### Choice

- Being adaptable
- Reframing negative signage
- Appreciating difference
- Being in partnership
- Offering options

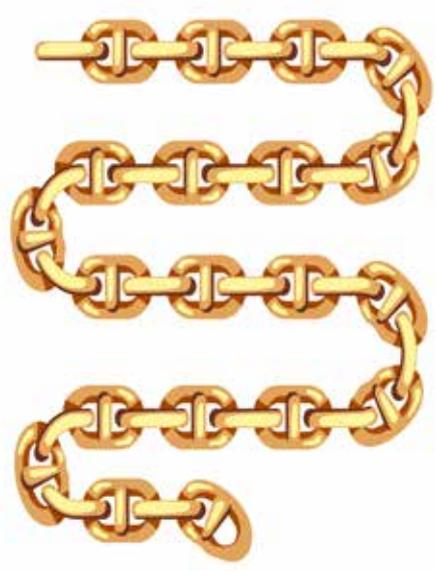
## Volunteer Opportunities

Many people hear about volunteering from people who volunteer, work, or are supported by Resthaven. This includes family, friends and colleagues.

This happened recently when a facebook message for a role was posted and then shared—a chain reaction occurred! We are all links in the chain.

We want more people like you. Thank you for spreading the word with family, friends and neighbours.

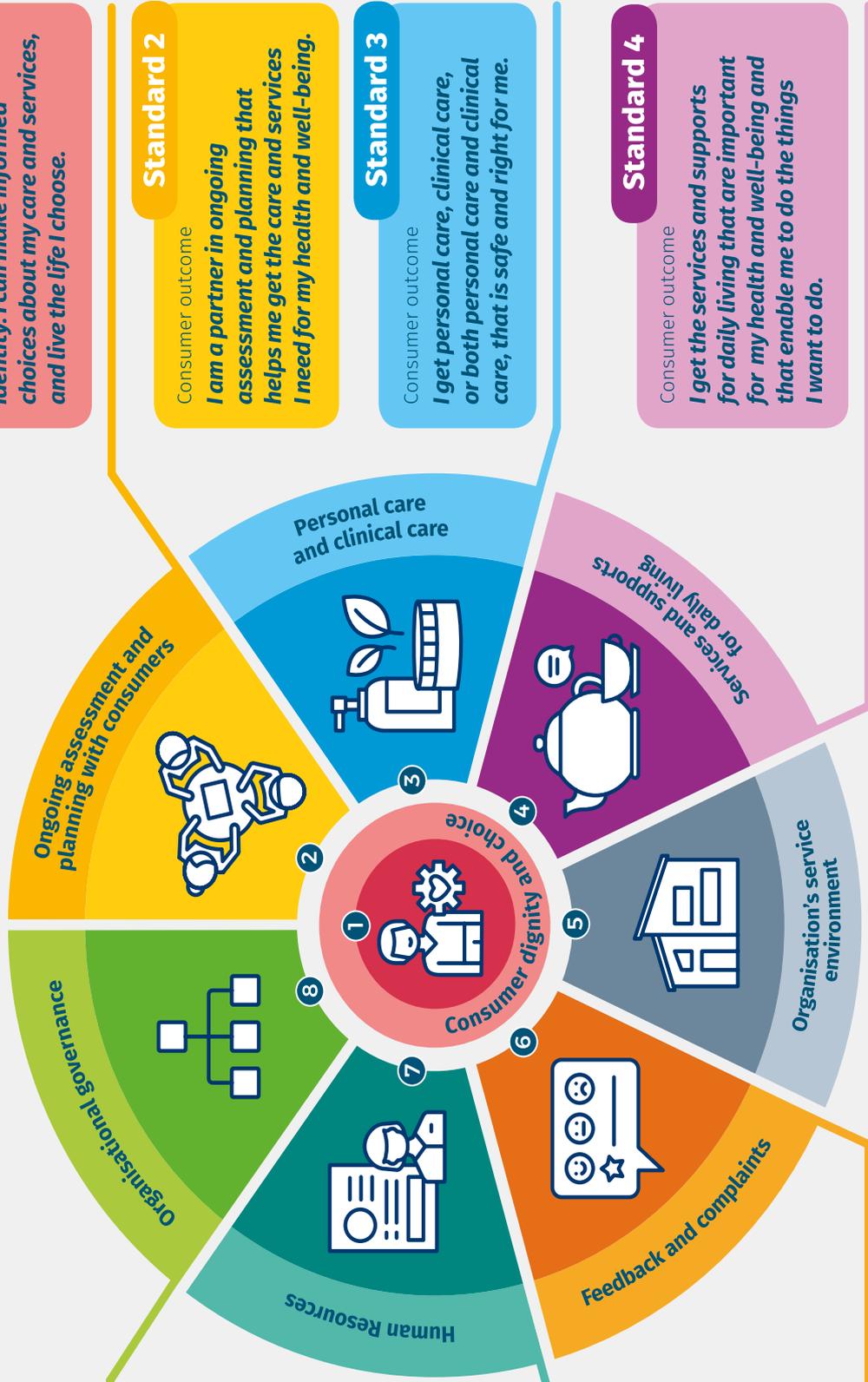
People interested in joining us can apply online via the Resthaven website: [www.resthaven.asn.au/volunteer](http://www.resthaven.asn.au/volunteer). Or they can contact Volunteer Services on 8373 9036 or [volunteer@resthaven.asn.au](mailto:volunteer@resthaven.asn.au).



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

# Aged Care Quality Standards

[agedcarequality.gov.au](http://agedcarequality.gov.au)



## Standard 1

Consumer outcome

*I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.*

## Standard 2

Consumer outcome

*I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.*

## Standard 3

Consumer outcome

*I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.*

## Standard 4

Consumer outcome

*I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.*

## Standard 8

Consumer outcome

*I am confident the organisation is well run. I can partner in improving the delivery of care and services.*

## Standard 7

Consumer outcome

*I get quality care and services when I need them from people who are knowledgeable, capable and caring.*

## Standard 6

Consumer outcome

*I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.*

## Standard 5

Consumer outcome

*I feel I belong and I am safe and comfortable in the organisation's service environment.*



Australian Government  
Aged Care Quality and Safety Commission

Engage  
Empower  
Safeguard