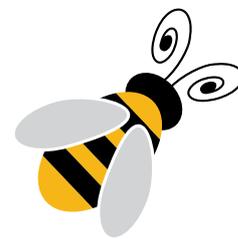


Volunteer **B**uzz



Hi from **Stacey**

Hello hello hello!

The string art 'Hello' boards look great (pictured below right). They will soon be rotated across the sites. It was so great of you to participate in adding your thread/yarn, which was a little tricky to do at times!

The colours are wonderfully bright—a true reflection of the energy and colour you bring when you volunteer. Thank you to all volunteers. We have included a double page spread of High Tea photos on pages 8–9.

During the month of May, we shared many wonderful volunteer stories in the media (including social media), because we want people to know all the good work you do. As a bonus, this can inspire others to volunteer. On the other side of this page, there are 'snippets' of several volunteer stories, including when Joan discovered her late father's connection with D'Arcy. To read the full stories, visit the volunteer page of the Resthaven website: www.resthaven.asn.au/volunteering-careers/volunteer.

We are very pleased that Jessica Pigram has joined us in Volunteer Services. Jessica shares a little about herself on page 10. Please say 'hi' to Jess as you see her out and about.

Have a look at the great photo on page 5, of residents checking out the new kitchen at Resthaven Mitcham.

Brain teasers are on the back page.

See you around the traps!



Stacey Thompson

*Manager,
Volunteer Services*

Feathered **F**riends

Resthaven Westbourne Park volunteer, Rosemary, is a welcome support to the site birds, Mango, Frankie, Ruby and Smokey, who are chirpy in their clean and tidy home.

'Rosemary loves animals and does a great job in helping out with the upkeep of the bird cage,' says Verona Rix, Lifestyle Coordinator.

'Residents enjoy the company of their feathered friends, including a ride on a shoulder now and then.'



Rosemary, pictured above with resident, Maria Zambini, started volunteering at Resthaven Westbourne Park in February, and she is thoroughly enjoying her role.

'I visit every Wednesday morning to clean the bird cages, then spend individual one on one time with residents,' says Rosemary.

'We go for a lovely early morning walk, which is often a beautiful part of the day, or visit the Recreation Hall to see what's happening.'

Rosemary's journey started with 'Hello,' and it is onwards and upwards from there.



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
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PO Box 327, Unley SA 5061

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What's the Buzz?

Mt Gambier 'Buddies'

The Resthaven Mt Gambier volunteer 'buddies' bring company and cheer.



Marion Musical Connection

Volunteer, Joan Barra, discovered her late father's connection with 106 year old D'Arcy—Joan's father and D'Arcy had once played in a band together.

Port Elliot 'Old School'

The team at the 'Old School' are delighted to have Sandy's support. 'It's like she's always been with us,' says Occupational Therapist, Caroline Tenney.



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'Bob the Guitar Man'

Just like a campfire singalong, Bob plays favourites on his guitar for residents at Resthaven Bellevue Heights and Westbourne Park.

Their repertoire of songs include 'My Bonny Lies over the Ocean,' and 'You are my Sunshine'. A great source of pleasure for all.



'I love to have a beer with Peter'

Resthaven Malvern volunteer, Lloyd Winter, often visits resident, Peter Lathlean. They enjoy a beer together as they watch sports on Peter's 40 inch television!



For these stories in full, visit www.resthaven.asn.au/volunteering-careers/volunteer.

From the CEO

Corporate Social Responsibility

The Resthaven Board continuously considers ways in which Resthaven can show corporate social responsibility.

Recently, the Board agreed to support COTA SA with sponsorship for 'Living Laboratories', and a new COTA 60th anniversary project called 'the Plugin', aiming to engage older people from all backgrounds and walks of life.

We will also celebrate with them, assisting to create a positive ageing film clip to showcase what being 60 means for COTA SA.

Industry News

Recently, concerning news about the South Australian Government run Older Persons Mental Health Service at Oakden has been broadcast widely in the media.

It would appear that critical changes must be implemented at Oakden without delay. However, it should be emphasised that the services are not mainstream aged care, although Oakden has operated with Commonwealth funding. It is a unique mental health service that supports individuals with specific needs.

Mental health services offer very important support for those older individuals who are not able to reside in a mainstream aged care home. Some are not able to live permanently in an aged care home, others for a period of time. They need specialist professional assistance with their care needs, which may include severe behavioural and psychological symptoms of dementia or mental health issues.

These disturbing reports reaffirm how important it is that staff and volunteers raise with their management any unacceptable or unsafe practice they become aware of and that this is acted upon.

For us, the learning is to reaffirm to you the importance of our work, including advocacy.

National Advocacy

In early March, I attended the national UnitingCare Aged Care Network meeting in Canberra. I met Claerwen Little, the new UnitingCare Australia National Director, and many key senior leaders in aged care services.

Others in attendance included Minister for Aged Care and Indigenous Health, Ken Wyatt AM, MP; Shadow Minister for Ageing, Julie Collins; Assistant Shadow Minister, Helen Polley; and Greens' Spokesperson, Senator Rachel Siewert. Such national meetings have influence, and are an important element of Resthaven's advocacy.

I was asked to be Chair of the UnitingCare Aged Care Network, and my appointment was approved at the end of March. This is a great honour, as Resthaven continues to be involved in national and local level advocacy.

New Services

On 10 March, the Minister announced that approximately 245 organisations will receive funding to deliver additional aged care services nationally, through the Commonwealth Home Support Programme (CHSP) Growth Funding Round. The extra funding linked to annual growth commitments will be used to help older people who are assessed as needing assistance with household chores, preparing meals, personal care and home maintenance.

Resthaven was successful in this funding round, meaning that we will be able to extend our services to eligible individuals by approximately \$875,000 annually.

The funding will provide much-needed additional nursing services, vision support, and transport

services, to take clients to appointments and social events in their local community.

The Federal Budget, announced on 9 May, does not include many specific new strategy allocations that impact on older individuals and aged care services.

Planning to be Prepared

Resthaven has been awarded funding under the joint Commonwealth/State 2015—2017 National Partnership Agreement on Natural Disaster Resilience, announced on 20 April by Minister for Justice, Michael Keenan, and State Minister for Emergency Services, Peter Malinauskas.

More than \$3.8m was allocated for South Australian disaster resilience initiatives, including \$20,581 to Resthaven to develop a 'Guide for Emergency Power Generators for Aged Care Facilities' – guidelines for aged care facilities to select generators best suited to their facilities needs during disruptive events.

The application was influenced by the state wide power blackout in September 2016, and our subsequent consideration of generators at residential locations.

Resthaven is also partnering with the Flinders University of South Australia and the Torrens Resilience Institute to develop a resilience assessment scorecard for aged care facilities in high risk areas.

The project, entitled 'Assessment of Disaster Resilience at High Risk Aged Care', will measure preparedness for bushfire, flood and earthquake events, thanks to the \$93,717 allocated.

I am delighted with this announcement, as the funding will allow these important projects to come to fruition and assist aged care services in their preparedness and resilience.

Continued page 4...

From the **CEO** (continued)



Above: Richard Hearn (CEO) addresses attendees at the Eureka Retirement Village partnership launch, with Eureka Group Holdings CEO, Jeff Weigh.

New Partnership Begins

On 5 April, an important new partnership between Eureka Group Holdings Retirement Villages and Resthaven commenced. This partnership is a first for Resthaven.

Retirees living at Eureka's South Australian affordable housing retirement villages can access Resthaven's wide range of quality aged care services, including in-home care, therapies to enhance their health and wellbeing, social support and respite for carers.

Eureka's CEO, Jeff Weigh, and I formalised the partnership with a celebration at Eureka Care Communities at Elizabeth Vale (above), giving an opportunity to residents to learn about the services available.

We are very happy to build this partnership and work together with Eureka Village residents, to assist them to maintain their independence at home.

International Relations

Resthaven Malvern, along with the Baan Sudthavas Foundation (BSV), in Thailand, were named as finalists for the 'Innovation of the Year—Service Implementation' Award, at the 5th Asia Pacific Eldercare Innovation Awards 2017. The nomination showcased their Pen Pal Program as a peace and friendship building program for older people from different backgrounds.

Even though we did not win, the fact that we were finalists in an international awards initiative is a reward in itself. Resthaven has an ongoing and positive working relationship with BSV. Resthaven admires their work in providing care and support to older, destitute women—a background similar to that of Resthaven when it was established in 1935.

Together, we will co-host an 'active ageing' seminar in Bangkok in September 2017. The event will further the understanding of active ageing concepts.

Key note speakers include CEO of COTA SA, Jane Mussared; Prof Renuka Visvanathan from TQEH/Adelaide Uni/Resthaven Board; Dr Mike Rungie, SA Economic Development Board, and Kelly Geister, Senior Manager Residential Services. We will showcase our work to this international audience.

The Board

The Resthaven Board receives regular reports of the very good work we do working with older individuals across our various locations, and their related support services.

The Board has significant regard for the genuine good work and commitment of Resthaven staff and volunteers. On behalf of the Board, I share their appreciation of your contributions and the importance of your work in sustaining the quality of life for individuals.

Ours is good and important work.

Richard Hearn
Chief Executive Officer



Building Update

Resthaven Malvern

Stage 3 of the redevelopment at Resthaven Malvern is well advanced. It incorporates 16 new rooms and suites, and large open lounge areas. External landscaping is now underway. Stage 3 is expected to reach completion in September 2017.

Plans are being finalised for a 'revamp' to the entry and reception area, with plans for a café, increased seating areas, and alterations to the reception desk and offices.

Resthaven Mitcham

The new kitchen and laundry extension at Resthaven Mitcham have been handed over and are now operational (right). The new areas are taking shape, with the steel structure and roof now complete and services being installed. Construction of the new nurses' station has commenced. Stage 1 is expected to be complete by September 2017.

Resthaven Mount Gambier

The refurbishment at Resthaven Mount Gambier is substantially complete, with some final works to the café, water feature, and new TVs due for completion in the coming months. The shade sail has now been installed in the staff outdoor area, after it went missing in Mount Barker rather than being delivered to Mount Gambier!

Resthaven Murray Bridge

Stage 1 of the redevelopment at Resthaven Murray Bridge is in progress, with foundations for the ground floor of the new 18-place area now poured.

Works are also underway on the service road between Swanport/ Annerley Road, to be completed in June. Works to the new car park will commence soon.



Above: Residents have a 'stickybeak' in the fridges of the brand new site kitchen at Resthaven Mitcham. Lifestyle and Housekeeping staff have been conducting tours of the new areas, which are very popular with the curious residents!

Resthaven Craigmore

A six place extension is now complete at Resthaven Craigmore. Some upgrade works will also occur to the existing double rooms. Room numbering on site will change as a result of the new rooms, which is incorporated into new signage. An open evening will be held on Thursday 29 June from 6-7.30pm to showcase the new area and smart TVs.

Resthaven Westbourne Park

A refurbishment at Resthaven Westbourne Park is in the design stages. It will see an enlarged staff room and reception area, relocation of the Manager's office, and some stormwater improvements. The works are anticipated to commence in July, and be complete by April 2018. A 'turning of the sod' of the redevelopment is planned for 2 August.

Resthaven Bellevue Heights

Works are now steadily progressing at Resthaven Bellevue Heights, with a number of rooms complete. The works include enlarging ensuites in Correa and Waratah, a new pergola, a covered verandah, and path upgrades.

Resthaven Head Office

Works are underway directly outside the reception area at Resthaven Head Office, to protect the area from inclement weather. The movement of heavy rain was causing the automatic doors to open during storms.



Emmet O'Donovan

Manager, Buildings and Capital Projects

Uniting Church 40th Anniversary

To celebrate the 40th anniversary of the Uniting Church in Australia this year, these Resthaven residential sites hosted festive events.

Site	Event	Date	Time
Bellevue Heights	Tours, entertainment, afternoon tea	23 June	2-4pm
Craigmore	Tours, supper	29 June	6-7.30pm
Leabrook	Concert and afternoon tea	26 June	1.30-3.30pm
Malvern	Costume display and afternoon tea	28 June	1-4pm
Marion	Church service and morning tea	22 June	10.30am
Mitcham	Concert and afternoon tea	20 June	1.30pm
Mt Gambier	Church service and afternoon tea	28 June	2pm
Murray Bridge	Tours, cake cutting, entertainment	22 June	10.30am
Paradise	Games day and trophy presentation	23 June	10am-12noon
Port Elliot	Church service and morning tea	25 June	10am
Westbourne Park	Refreshments and entertainment	23 June	9.30am-2pm

Work Health and Safety

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.

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. 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.

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 assist us to understand the needs of others in relation to the way they conduct themselves.

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.

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.

Project Update

'Unley Legends'

In 2016, Resthaven approached the City of Unley to discuss co-funding a joint project.

Initially entitled 'Young at Heart', the 'Unley Legends' project will see the organisations work in partnership to explore, record and share the perspective of older people about getting older and remaining positive, active and valued members of their family and community. The project features seven 'Unley Legends' on film.

The interviews, photos and video will be used by both Resthaven and the City of Unley to promote active and positive images of ageing.

The film will be launched on 23 June at the Capri Cinema.



Lynn Openshaw
Manager, Service Development

Below (from top): 'Unley Legends,' Rev Elwyn Penna (Malvern Independent Retirement Living Units) and Noreen Bray (Resthaven Malvern) chat with the Unley Council team.



Community Services

Staff Movements

I am pleased to welcome new Relieving Assistant Manager, Community Services, Veronica Chew, to the Resthaven Community Services team.

We also welcome Julian Sporne to the position of Assistant Manager at Resthaven Community Respite Services.

International Conference

In August, the Global Ageing Network (formerly IAHASA) is hosting an international conference in Switzerland. I have been invited to give a presentation on 'Consumer Directed Services Using Co-Production Principles'.

This presentation will outline the major policy changes in Australia from the perspective of a major not-for-profit aged care provider, and demonstrate how the skills and expertise of our Community Advisory Group participants assist in designing services, and providing feedback about a range of relevant topics.



Sue McKechnie

Executive Manager Community Services

Residential Services

Accreditation

From April-June, Resthaven Port Elliot, Murray Bridge and Marion received Unannounced Assessment Contact visits from the Australian Aged Care Quality Agency (AACQA), and passed all expected outcomes.

Congratulations to Managers, Pam Alde, Debbie Lindner and Anthea Tyler, and their teams, on this positive result.

'Turn the Turf' at Resthaven Aberfoyle Park

On 8 March, Mark Porter, Resthaven Board President, turned the first sod at the site of the next Resthaven residential aged care service, at Hub Drive, Aberfoyle Park.

The new \$30 million home will accommodate 100 older people and approximately 100 staff when running at capacity.

We were delighted that several residents from the nearby retirement villages were able to join us for the official ceremony. We look forward to beginning a long lasting relationship with our neighbours.



Tina Cooper

Executive Manager, Residential Services



Volunteer 'Thank You' High Teas



Volunteer 'Thank You' High Teas



'Hello' from Jess!

Hello everyone,

I am very excited to join the Resthaven team as Volunteer Services Support Officer.

I have previously worked in Volunteer Services for World Vision Australia, based in Melbourne, and recently had a break from my career to return to Adelaide and raise two beautiful sons.

In my new role at Resthaven, I will conduct interviews and orientations with new volunteers, as well as support Volunteer Services for residents and clients.

I work on Tuesday, Wednesday and Thursday (am), based at Head Office in Wayville, and will be travelling to sites. I look forward to the opportunity for us to meet and greet each other during these visits!



Jess Pigram

Volunteer Services Support Officer

'Kindness'

Kind hearts are the garden,
Kind thoughts are the roots,
Kind words are the blossoms,
Kind deeds are the fruits.

Take care of your garden,
And keep out the weeds,
Fill it with sunshine,
Kind words, and kind deeds.

Henry Wadsworth Longfellow

Worth Remembering...

I am careful of the words I say
To keep them soft and sweet.
I never know from day to day
The ones I'll have to eat.

K McCarthy



Chaplaincy

Chaplain Inductions

On Tuesday 28 March, Rev Priscilla (Sil) Hein was formally inducted as a Resthaven Coordinating Chaplain at Resthaven Bellevue Heights, and, on 25 May, Rev Dr Trevor Whitney was inducted at Resthaven Craigmore.

Thank you to all who assisted in the preparation of the service, and who attended to welcome Sil and Trevor to the Resthaven community.

Sil provides chaplaincy services at Resthaven Bellevue Heights, Malvern and Mitcham. Trevor ministers to residents at Resthaven Craigmore.

Welcome to the Resthaven community.

Wendy Morey

*Executive Manager,
Governance and Workforce Development*



Above (L-R): Rev Sil Hein, with Lifestyle Coordinators, Sylvia Ortiz (Mitcham), Felicity Billing (Malvern), and Susan Klus (Marion).

Below (L-R): Sharonne Price, Rev Dr Trevor Whitney, Kelly Geister (Senior Manager Residential Services) and Rev Kingsley Congdon at Trevor's induction.



Out and About



Bunnings Outing

In May, the Resthaven Marion Garden Club visited Bunnings with support from volunteer, Sue Langhans, to choose seedlings for their winter garden beds.



LifeFM 'Roadies' Visit

On Monday 8 May, to celebrate the beginning of National Volunteer Week (8-14 May), the 'Roadies' from LifeFM Radio visited Head Office to interview Resthaven volunteers, and present them with a 'Heart for Adelaide' certificate.



Craigmore 'Tech'

Jenny Keegan (above, right) uses the iPad with Resthaven Craigmore resident, Yvonne Clancy.

Wellness Group Support

Volunteer, Jesphine Nand, supports the wellness group at Resthaven Marion Community Services (right).



Bus Trip

Resthaven Marion residents enjoyed a bus trip to Belair National Park in June, where hungry ducks greeted them with enthusiasm.

Canine Companions

These volunteer dogs at Resthaven Mount Gambier are truly heart-warming!



Volunteer **Shop Hub** Opportunities

Resthaven Port Elliot and Westbourne Park

Port Elliot: 3 Frederik Street, Port Elliot

Westbourne Park: 30 Sussex Terrace, Westbourne Park



With Resthaven Westbourne Park, 10am –12 noon:

- First Monday, Wednesday and Friday of the month
- Second Friday of the month
- Fifth Wednesday and Friday of the month

With Resthaven Port Elliot:

- Thursday and Fridays, between 10am-3pm (flexible hours).

**Thank you for passing this on
and spreading the word!**

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



Brain **Teasers**

(Solution below left)

1.
Fairy
Wolf
Duckling

2.
cut

cut cut cut cut
cut cut

3.

SGEG

4.
Once
12.30

5.
funny funny
words words
words words

'Brain Teasers' Solution

1) The good, the bad, and the ugly; 2) A cut above the rest; 3) Scrambled eggs; 4) Once upon a time; 5) Too funny for words.