



Resthaven
Incorporated

Annual Report



2011-2012

Statement of Purpose

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

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

We Value:

- Respect
- Integrity
- Choice
- Individuality
- Independence
- Belonging
- Resourcefulness
- Safety and Wellbeing.

Strategic Key Areas:

The Strategic Plan 2010-2015 sets parameters for the direction of the organisation. Three key areas define objectives and action plans:

1. To provide quality services and support for quality of life outcomes
2. To attract and retain quality staff
3. To undertake service growth and development in a planned and considered manner.

These areas remain dynamic.



Overview

Established in 1935 as a Home Mission of the Methodist Church, Resthaven Incorporated is respected for the delivery of high quality, responsive, accredited services for older South Australians and their carers. As recognised by the UnitingCare brand, Resthaven is an agency of the Uniting Church in Australia.

Resthaven aims to enhance the quality of life for older people through the provision of residential and community care and support services, according to individual need and availability. Services extend from basic support to very high care at home, to 24 hour a day, seven day a week, high care residential accommodation, and respite for carers.

Resthaven operates residential aged care facilities at ten locations, offering accommodation to more than 1,000 older people, in either independent living units, short term respite or high and low residential care. At Port Elliot, a future residential aged care facility is planned.

In the community, approximately 7,000 older people access a range of in-home community care and support options to assist them to live independently and maintain social connections. These include social support groups, health and wellbeing therapy services, in-home support and clinical care, planned respite for carers, veteran-specific services and assistance with care and housing.

Community Services are offered throughout metropolitan Adelaide, the Adelaide Hills, Murraylands, Riverland and across the Limestone Coast.

Resthaven employs approximately 1,750 staff, with support from 450 volunteers.

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Funding

Resthaven is separately incorporated and financially independent of the Uniting Church. A charitable, public benevolent institution, Resthaven is recognised as a deductible gift recipient by the Australian Tax Office.

Resthaven receives subsidies from the Australian and State Governments, as well as grants, client contributions and income from investments, which cover operational expenses and fund capital works. Considerable resources are required by the organisation, and bequests, donations and fundraising activities assist in maintaining the level of care and services provided.

Respecting Diversity

Resthaven recognises and embraces the diversity of the Australian community which is reflected in Resthaven's residents, clients, employees and volunteers. We strive for excellence in our work with individuals, value inclusion, unity and tolerance, and respect the dignity of each person.

We expect that all staff, volunteers, residents, clients, their families and carers embrace these values and treat each other with mutual respect and understanding, paying due regard to each person's country of birth, language, culture and beliefs.

Cover photographs (L-R):

Resthaven Mount Gambier (top); Paradise and Eastern Community Services Physiotherapist, Dagmar Caon, and Marianne Newberry; Volunteer, Mary Hayes, and Mitcham resident, Keith Schapel; Murray Bridge residents, Francy Reu and Laurel Chapman; Western Community Services volunteer, Florence Eremugo; Onkaparinga Community Services client, Erica Ozols, with Woodcroft College student, Regan Burns; Resthaven Bellevue Heights Manager, Scott Hill, and Executive Manager, Property and Corporate Services, David Norton.

Pictured back cover (L-R):

Resthaven Craigmore residents, Mary Drake, Patricia Russell and Joyce Deed; Northern Community Services and Resthaven Craigmore Physiotherapist, Justin Chai; Resthaven Riverland Community Services staff, Jodie Rothe, Kerryn Clayton, Raelene Carney, Caroline Martin (Manager) and Karen Forward; Resthaven Bellevue Heights ILU resident, June Brimson, watering her vegetable garden; Resthaven Mitcham residents, Betty Gransden, Joyce Correll, and Lifestyle Assistant, Robert van Leeuwen.

Highlights of the Year

Awards

- Staff Appreciation Awards, 8 July 2011, at Resthaven Malvern,
- Community Respite Services receives the Inaugural Carers Award for an 'Outstanding Initiative for Carers as Customers' presented by Hon Jennifer Rankine, Minister for Families and Communities and Minister for Ageing, Monday 17 October 2011,
- ACSA National Conference: Awards for Excellence – Media Award finalist 12 September 2011,
- Resthaven sponsorship of COTA SA Every Generation Physical Activity Award, presented by Carole Davidson, 25 October 2011,
- ACSA State Awards for Excellence, 20 June 2012 – Kim Harris wins Employee Award.

Openings

- Resthaven Marion Redevelopment Opening by the Moderator, Uniting Church, 22 September 2011 (pictured right),
- Official opening of Resthaven Mount Gambier by the Moderator, Uniting Church, 16 April 2012 (pictured below).

Chaplains

- Induction of Dianne Bailey-Walters as Coordinating Chaplain at Mount Gambier, 19 December 2011,
- Induction service for Anthony Hill, Coordinating Chaplain, 28 February 2012,
- Induction service for Robyn Trudinger as Coordinating Chaplain, 15 May 2012.

Ministerial Visits

- Resthaven Marion, Shadow Minister for Ageing, Concetta Fioravanti-Wells, and Dr Andrew Southcott, Member for Boothby, 20 July 2011,
- Resthaven Paradise, John Gardner, State Member for Morialta, 25 July 2011,
- Resthaven Murray Bridge, Shadow Minister for Ageing, Concetta Fioravanti-Wells, with Patrick Secker, Member for Barker, 1 September 2011,
- Resthaven Malvern, Mark Butler, Minister for Mental Health and Ageing, Residents' Christmas Luncheon, 15 December 2011,
- Resthaven Paradise, Christopher Pyne, Shadow Minister for Education, Apprenticeships and Training, Residents' Christmas Luncheon, 20 December 2011,
- Resthaven Malvern, Kate Ellis, Member for Adelaide and Minister for Employment Participation, and Early Childhood and Childcare, 4 May 2012.

Site and Staff Events

- Resthaven Leabrook 'Through the Ages' presentation by Dorothy Wilson and volunteer, Rhondda Harris, 29 November 2011 (pictured below),
- Farewell to Carole Davidson as President of the Board, 22 December 2011,
- Christmas Luncheons across all residential sites,
- Volunteer High Teas, May 2011,
- Biennial Movie Day for staff (including volunteers) at the Capri Cinema, Sunday 27 May 2012.



Above: Resthaven Coordinating Chaplains (L-R), Rev Kingsley Congdon, Robyn Trudinger, Chief Executive Officer, Richard Hearn, and Pastor Anthony Hill.

Below: Resthaven Mount Gambier Coordinating Chaplain, Dianne Bailey-Walters; and former Resthaven Board President, Ivon Wardle.



Board Executive

PRESIDENT Mr Mark Porter

*MEdSt, BA (Hons), BEd,
Grad DipT, MACE, MAICD*

- Board Member since 2005
- Member, Board Finance and Audit Committee, Board Governance Committee, and Board Property Committee
- Headmaster, Woodcroft College
- Parishioner, St John's Anglican Church
- Board Member, State and National Independent School Associations



DEPUTY PRESIDENT Mrs Lee Sando

RN, Cert Geront

- Board Member since 2001
- Chair, Board Governance Committee, Member, Board Property Committee, Member, Malvern Uniting Church
- Aged Care Consultant with 25 years experience in senior management positions in aged care
- Former President, Australian Nursing Homes and Extended Care Association.



TREASURER Mr Geoff Tully

FCA

- Board Member since 2012
- Chair, Board Finance and Audit Committee, Member, Board Property Committee
- Member, Malvern Uniting Church
- Fellow, Institute of Chartered Accountants



Former:

- Partner, Price Waterhouse (Retired)
- Member, Annesley College Council

Board Members

Rev Dr Malcolm McArthur

MA, BD, Dip Ed, STD

- Board Member since 2003
- Member, Board Property Committee
- Member, Blackwood Uniting Church
- Deputy Chair, Pedare College Board

Former:

- Parish Minister in SA, USA and UK Director Methodist DCE
- Deputy Principal Goroka Trs. College, PNG
- Superintendent Edn. Dept. of SA,
- Exec Officer, SA Council of Churches



Mrs Suzanne Fuller

RN, Cert Geront

- Board Member since 2010
- Member, Board Governance Committee
- Member, Anglican Church

Former:

- Aged Care Consultant with 23 years experience in aged care
- Director of Care, Hahndorf Aged Care Facility
- Commonwealth Nursing Officer
- Chair, ACA SA Care Management Executive



Mr Ben Sarre

BA (Hons), Grad Dip. Proj. Mgt.

- Board Member since 2011
- Member, Board Property Committee
- Executive Director, Habitat for Humanity SA
- Member, Seeds Uniting Church, Aberfoyle Park
- Director, Leedwell Strategic.

Former:

- Member, Pilgrim School Board
- Member, Resources Board, Uniting Church SA
- Chair, Business Development Unit, Uniting Church SA



Associate Professor Renuka Visvanathan

PhD, FRACP, Grad Cert Ed (Higher Education), MBBS, ATCL (Pianoforte)

- Board Member since 2011
- Specialist Geriatrician
- Director, Aged and Extended Care Services, The Queen Elizabeth Hospital
- Deputy Chair, Central Adelaide Local Health Network
- Steering Committee Member, Older People's Clinical Network, SA Health
- Member, Australian and NZ Society for Geriatric Medicine (ANZSGM)
- Malnutrition Advisory Group, Nestle Australia.



Mr Greg Arthur

LLB, MAICD, FTIA

- Board Member since 2011
- Partner, Mellor Olsson Lawyers
- Member and Former Chairperson, Taxation Institute of Australia (SA Div.)
- Member, Law Society
- Member, Institute of Company Directors



Mrs Barbara Sibley

MAICD

- Board Member since 2012
- Member, Board Finance and Audit Committee
- State Director, RBS Morgans Stockbrokers
- Director, AAM Adelaide P/L
- Member, Australian Institute of Company Directors
- Member, Brougham Place Uniting Church
- Friend of the Adelaide Symphony Orchestra
- Consultant to the Sukula Na Bari School.



Corporate Governance

Resthaven is an aged care community service of the Uniting Church. It is an independently incorporated organisation and operates within the scope of the Associations Incorporations Act. The Resthaven Board is responsible for good corporate governance, focusing on organisational purpose, setting and monitoring strategic direction, operational and financial performance and Board policies.

The Board is the legal authority of the organisation and is committed to acting responsibly, ethically and with the highest standards of integrity and accountability, overseeing risk management, compliance and reporting requirements. Operations and revenue generated are solely focused on Resthaven's purpose. Board membership is voluntary and by invitation, with a majority to be members of the Uniting Church. The Board may co-opt non-Board members to the Board Committees: Property, Governance, Finance and Audit.

President's Message

It is a pleasure to present the 2011-2012 Annual Report.

During the year, I took the opportunity to attend a number of ceremonies at Resthaven sites.

I attended the official opening of the redevelopment at Marion and the new facility at Mount Gambier, the launch of community resources, volunteer thank you functions, staff appreciations and the induction services of two Coordinating Chaplains.

I also visited a number of sites to gain a deeper understanding of the scope and quality of Resthaven programs.

Together, the ceremonies and visits confirmed that Resthaven is an excellent organisation, underpinned by strong values, ably led, staffed by dedicated, caring employees and assisted by dedicated, caring volunteers.

Last December, one of those volunteers, former President, Carole Davidson, completed 15 years' service. It is a benefit to Resthaven that Carole will continue to serve on the Finance and Audit Committee.

Early this year, we welcomed back another long-serving volunteer, Geoff Tully. Geoff brings a wealth of experience and knowledge to the role of Treasurer, as well as an abiding commitment to Resthaven and its values.

The role of the Board is purposeful because it has critical responsibilities. These responsibilities are to uphold the values of Resthaven, keep an oversight of its operations, monitor the implementation of the Strategic Plan and support the Chief Executive Officer as he charts the complex world of aged care reforms.

At the same time, the Board has fiduciary duties. It seeks to balance present needs with future priorities in its building program; it aims to be flexible enough to respond to new opportunities, and, without overshadowing management, it tries to keep in touch with residents and clients through regular reports from managers and site visits.

All aged care providers in Australia face significant challenges. These include a push for higher standards, workforce shortages and changes in federal government funding.

I acknowledge the Board Members for their good governance and diligence in meeting these challenges, and for their commitment to providing an exceptional service to older people and their carers.

I also acknowledge the commitment and calibre of Resthaven staff and volunteers. They enrich the lives of residents and clients, and their lives are enriched in turn. I extend my sincere thanks and appreciation to them all.

I pay tribute to the managers and executive staff, especially the Chief Executive Officer, Richard Hearn, who serves Resthaven so capably and faithfully.

Finally, I thank my Board colleagues for the richness and diversity of experience they bring to an organisation whose purpose and success we care deeply about.

Mark Porter
President, Resthaven Board



Above: (L-R) Board President, Mark Porter, Manager, Resthaven Mitcham, Jane Abbot, and Mitcham resident, Lillias Strathearn.



The Executive Team: (L-R) Gerald Welden, Executive Manager, Financial Services; Tina Emery, Executive Manager, Residential Services; Sue McKechnie, Executive Manager, Community Services; Richard Hearn, Chief Executive Officer; Des Itsines, Executive Manager, People, Culture and Risk; Wendy Morey, Executive Manager, Governance and Workforce Development; David Norton, Executive Manager, Property and Corporate Services.

Aged care is an essential service. Older people have the right to receive support when it is required.

Resthaven is founded on service to others. As an integral component of our induction of new staff, we outline the background and heritage of Resthaven; how it began, and links with the Uniting Church. On 7 March 1935, the Rev Norman Lade said:

"Thus, in the heart of Methodism in this State was conceived the idea of 'Resthaven,' a home for aged women, where, in a tender, gracious and sympathetic environment, lonely women might forget their loneliness, where among those of their own generation and experience they might find light and warmth and good fellowship at eventide."

This reflection reminds us that, for some, ageing involves loneliness and a lack of social engagement, concerns that are just as relevant today, as we seek to understand and improve the service environment for older people. Indeed, some of Resthaven's research specifically considers these aspects.

Even the frailest of individuals offer an important contribution to the fabric of our community, and have an ongoing role and intrinsic worth.

Being considerate of others, recognising strengths, and treating people with dignity and respect, is embedded in our philosophy of service.

We must encourage and value the important work of those involved in services with older people. Our staff provide effective and supportive services. I am proud of their commitment, high standards of ethical behaviour, open and honest professional conduct, and personal integrity. I regularly receive positive feedback about these important attributes and the relationships formed with residents, clients, their families, volunteers, and staff.

Aged Care Reform

We have actively offered feedback on aspects of the aged care reforms, through the good work of UnitingCare, the Aged and Community Services peak body, and contributions and submissions shared between Eldercare and ECH.

The past year was marked by the Australian Government's major review of the aged care service system. In August 2011, Mark Butler, Minister for Mental Health and Ageing, released the Productivity Commission's final report,

'Caring for Older Australians'. This was followed by the Government's formal response, the 'Living Longer Living Better' program recommendations, announced on 20 April 2012 and reflected in the May Federal Budget.

The reforms are significant, and offer a core structural change in the way services will be provided in the future. Market forces will influence the pricing of service and accommodation, streamlining and simplifying access points to services. The Consumer Directed Care (CDC) model will become the service framework for Community Services, and will also be explored in Residential Services.

Consumer Directed Care continues to be rolled out at our Community Services sites. The overwhelming message from older Australians is they want to continue to live at home for as long as possible, and have more control over the services they receive. We strongly support the plan for more care to be provided in people's homes, as well as equitable user charges in the way people fund their aged care support and accommodation, while ensuring access for those with lesser means.

Increased means testing, or 'user charges', was seen as a required change to the service system. However, we must closely monitor how consumers respond to this change in policy, in relation to the level of support they choose to purchase. It is very important to ensure that accommodation charges and subsidies encourage a sustainable service system.

Sustaining Quality

All of Resthaven's residential sites, incorporating 15 Residential Aged Care Facility (RACF) services, underwent an Accreditation Audit between late 2011 and March 2012, except for Resthaven Craigmore, which successfully achieved the 44 standards over four Key Areas during their Accreditation. All successfully achieved the 44 standards over four Key Areas. This was an excellent outcome.

Chief Executive Officer's Review

In November and December 2011, Resthaven was evaluated by WorkCover to review our self insurer status. It was pleasing to note that the process identified conformance with the related standards. This is indicative of our hard work to reduce risk for staff, residents and clients.

Resthaven's Community Services are accredited to February 2013, successfully applying the quality framework standards expected of the Department of Health and Ageing.

I am proud of the positive outcomes achieved during these audits. It reflects the high standard and professionalism of our workforce in delivering outstanding care and support for older South Australians.

Events

Throughout the year, we enjoyed many functions and events, including open days, a staff movie day, High Teas for volunteers, and acknowledgement and appreciation of long serving staff. These are all reminders of the enormous contribution of our staff community, making a difference to the lives of individuals every day.

An event of particular interest was held on 26 June 2012, with the launch of one of several dementia project booklets. 'The Good, The Bad, and the Brilliant' booklet was funded by the Australian Government Dementia Community Support Grants Program. It is a personal account of 17 people's experience as a carer or as a person living with dementia.

The booklet is a compilation of stories and experiences, and includes what worked well, and what could be



Above: Alzheimer's Australia CEO, Glenn Rees, with Resthaven CEO, Richard Hearn at the book launch.

improved, to provide a good life for the person with dementia. Guests at the launch included Glenn Rees, Alzheimer's Australia CEO, Sue Pieters-Hawke, Ambassador for Alzheimer's Australia, and Kate Swaffer, dementia activist and advocate.

Growth and Services

We welcomed the opportunity to further extend our services. In 2011-12, we successfully participated in competitive government funding rounds to support service expansion. Funding from these rounds included community packages in the northern and eastern suburbs, Riverland and Limestone Coast. Additional residential places were awarded at Mount Gambier and Paradise Residential Services. This success reflects the quality of services we provide, and our understanding and knowledge of local needs.

Two major capital development projects were completed this year. Uniting Church Moderator, Rev Rob Williams, officially opened Resthaven Marion and Resthaven Mount Gambier.

Former Annesley College land, on the corner of Greenhill Road, was purchased in March 2012. Preliminary planning work began for a new Head Office building on the southern half of the site.

Two government-supported Learning Hubs were established at Resthaven Mitcham and Resthaven Paradise, in conjunction with the University of Adelaide. The dedicated area at Resthaven Mitcham is for nursing students, and, at Resthaven Paradise, for medical students. We continued to develop significant relationships with Flinders University and the University of South Australia.

We are very pleased with the level of increased involvement established in recent years with our broader links with tertiary institutions, through undergraduate and graduate scholarships, and various research projects with Council on the Ageing (COTA) and doctoral level support and research through Alzheimer's Australia Research, and Flinders University in Disaster Management.



Above: Board President, Mark Porter, Former Board President, Carole Davidson, and CEO, Richard Hearn.

Board

Former Board President, Carole Davidson, completed her term on 31 December 2011. A farewell celebration was held in her honour on Thursday 22 December 2011.

Carole's contribution to Resthaven is significant, having given nearly 15 years of service as a Board Member and Member of the Board Executive. She was the first woman appointed as President, and, in this role, her advice, eye for detail and commitment were outstanding. We are pleased that Carole has continued to volunteer her time as a member of the Board Finance and Audit Committee.

Mark Porter became Board President on 1 January 2012. Mark has been a Resthaven Board Member since 2005. He is the Principal of Woodcroft College, and a Board Member of the State and National Independent School Association. Mark is systematically visiting each Resthaven site, familiarising himself, so that he has a thorough understanding of the breadth of the organisation.

We welcomed Barbara Sibley to the Board in 2012. Having been a member of the Board Finance and Audit Committee, Barbara brings finance experience. She is a member of the Australian Institute of Company Directors, and former member of the Uniting Church Investment Fund Committee.

David Norton, who served on the Board as Treasurer for the last two years, was appointed to the new staff role of Executive Manager, Property and Corporate Services, commencing on 8 August 2011.

Chief Executive Officer's Review

Geoff Tully was invited to fill the Board vacancy created by David's appointment, and we were delighted that he accepted the role of Treasurer. Geoff has previously had extensive experience as a member of Resthaven's Board.

The Board Committees, Executive, Property, Finance and Audit and Governance, continue to function effectively. The Governance Committee developed an important key indicator reporting framework for the Board this year.

In April 2012, we were saddened to learn of Ron Crettenden's death. Ron had been a former Board Member and President of the Board. Ron worked for many years with Adelaide Central Mission's aged care services. His contribution and personal support was greatly valued.

We were equally saddened by the death of Russell Eccleston in November 2011. Russell commenced as a Board Member in 1983, and, during his 19 years on the Board, served on the Executive, Finance, Building and Policy Committees, and was Deputy President from 1995-2002. After Russell retired from the Board in 2002, he continued to volunteer at Resthaven Bellevue Heights until October 2011.

Personnel

Executive Manager, Governance and Workforce Development, Wendy Morey, tendered her resignation, effective 6 July 2012. I am very appreciative of Wendy's contribution to Resthaven in a variety of key roles over a 16 year period.



Above: Richard farewells Former Executive Manager, Governance and Workforce Development, Wendy Morey.

Kate Thomson has been appointed as Executive Manager, Workforce Development, commencing in the new financial year.

Wayne Lang retired on 23 December 2011, after 19 years in key executive roles at Resthaven. Over this time, Wayne was involved in a range of areas of corporate responsibility. We wish Wayne a very happy retirement.

Darren Pike commenced as Senior Manager, Residential Services, in September 2011, and we welcome Darren's extensive experience in Country Health Services.

As an organisation whose purpose is to provide outstanding care and support to older people and their carers, I am often humbled by the vignettes of excellent personal care and commitment offered by our staff and volunteers.

Our status as a charity reflects our focus and use of resources wholly towards our purpose. The revenues we generate are directed to the good work we do. They are not distributed to other causes, and are not dividends distributed to others. They are used for our good purpose of working with older people.

As a community service agency of the Uniting Church, we are true to the purpose for which we were established in 1935 - to strive to serve older Australians who need support, and to do so in a socially accountable manner that reflects our values.

Richard Hearn
Chief Executive Officer



Left: (L-R) Independent Living Unit Coordinator, Ann Lloyd, and Resthaven Bellevue Heights Independent Living Unit residents, Rosemary Prior, Keith Rodda and Anne Moore.

Summary of Financial Position

Resthaven recorded a surplus for the year of \$8,995,041 (compared with \$10,038,570 in 2011).

At 30 June 2012, Net Assets/Total Equity totalled \$179,556,000 (compared with \$171,774,677 in 2011).

During the year the new residential site at Mount Gambier was completed, which consists of 91 beds and six serviced apartments.

In addition, land was purchased on Greenhill Road, Wayville, for the establishment of a new head office site, which will bring together the existing three separate offices.

Income Statement

A summary of the surplus for the year is as follows:

	2012	2011
	\$	\$
Deficit from Residential and Client Services	(2,537,839)	(377,948)
Revenue Primarily of a Capital Nature	11,532,880	10,416,518
Surplus for Year	8,995,041	10,038,570

Deficit from Residential and Client Services

- Total Operating Revenues for the year increased by \$8,589,396 (10.7%) to \$88,655,984. The major increases were in Government subsidies of \$6,089,056 and Resident and client fees of \$1,697,920.
- Total Operating Expenses for the year increased by \$10,749,287 (13.4%) to \$91,193,823. The major increase was salaries and other personnel costs of \$7,567,801 (12.5%) to \$68,296,799.
- These increases were as a consequence of the opening of the new Mount Gambier residential site, together with the ongoing demand for residential accommodation and the continued growth in community services.

Revenue Primarily of a Capital Nature

- Total Capital Revenues increased by \$1,116,362 to \$11,532,880 for the year.
- The increase resulted predominantly from the increase in government subsidies and resident fees from the new Mount Gambier residential site.
- The return from investments achieved was 4.65% (compared with 7.53% in June 2011). This return was affected by the decrease in the market rate of investments of \$1,427,771. In the previous year, the market rate of investments increased in value by \$867,466.

Balance Sheet

A summary of the financial position at the end of the year is as follows:

	2012	2011
	\$	\$
Total Assets	287,409,099	277,222,245
Total Liabilities	(107,853,099)	(105,447,568)
Net Assets/ Total Equity	179,556,000	171,774,677

Total Assets

- Total Assets increased by \$10,186,854 for the year, to stand at \$287,409,099
- Property, plant and equipment increased in value by \$9,488,188 for the year, to stand at \$202,405,574. Included in this increase is capital expenditure of \$17,674,703 less depreciation of \$6,485,463 and less impairment of assets of \$1,004,050.
- Financial assets decreased in value by \$185,369 for the year to stand at \$72,783,190. These amounts include a net decrease in market rate of investments of \$1,427,771 (\$214,053 charged as an expense for the year and \$1,213,718 was deducted from the Asset Revaluation Reserve).

Total Liabilities

- Total Liabilities for the year increased by \$2,405,531, to stand at \$107,853,099.
- Resident loans increased by \$3,849,961, to stand at \$86,303,879.

All resident loans have been recorded as a current liability in order to comply with the Australian Accounting Standards. However, during the year ending 30 June 2012, repayments of resident loans amounted to \$17,127,281 (compared with \$12,576,700 in June 2011).

- Provisions for employee entitlements decreased by \$2,454 for the year to stand at \$11,134,736. Total employees were 1,783 at 30 June 2012 (compared with 1,612 in June 2011).

Cash Flow Statement

Cash on hand decreased by \$1,036,158 during the year to stand at \$3,191,340 at 30 June 2012. This decrease was as a result of the following cash flows:

Net cash flows from operating activities

- Operating activities generated cash of \$14,329,287.
- The significant items were the surplus for the year of \$8,995,041 and the depreciation expense of \$6,485,463.

Cash flow from investing activities

- A net out flow of \$18,550,331 occurred.
- The significant items were the net expenditure for property, plant and equipment of \$17,674,703 and the net expenditure on investments of \$1,264,105.

Cash flow from financing activities

- Financing activities generated cash of \$3,184,886.
- The significant item was the net proceeds received from resident loans of \$3,784,886.

Capital Commitments

At 30 June 2012, there were capital commitments of \$150,000 for building and equipment contracts.

General Purpose Financial Report

Resthaven has prepared a General Purpose Financial Report, in accordance with Australian Accounting Standards, (including Australian Accounting Interpretations) and the Associations Act (SA) 1985.

Gerald Welden

Executive Manager, Financial Services

Income Statement for the Year Ended 30 June 2012

Five Year Comparison	2012	2011	2010	2009	2008
	\$	\$	\$	\$	\$
INCOME					
Residential and Client Services					
Revenue - Operating					
Donations	65,438	21,411	27,151	29,341	33,096
Government subsidies	68,154,567	62,065,511	55,941,429	49,140,825	44,124,928
Other revenues	1,252,426	494,033	360,964	257,234	250,919
Residents and client fees	19,183,553	17,485,633	16,005,553	14,874,112	14,225,242
	88,655,984	80,066,588	72,335,097	64,301,512	58,634,185

EXPENSES					
Expenses - Operating					
Audit, legal and consulting	70,675	95,536	113,802	60,182	68,356
Depreciation - Profit/Loss/Sale of assets	6,499,559	5,584,637	5,172,606	5,331,497	5,194,172
Food and housekeeping supplies	3,674,609	3,218,529	2,935,811	2,880,470	2,590,814
Fuel light and power	1,440,561	1,207,120	1,102,287	875,572	811,644
Insurance	220,331	185,210	175,993	158,043	156,461
Laundry and cleaning	1,536,265	1,393,799	1,281,288	1,231,153	1,066,564
Motor vehicle and travelling	949,413	936,086	921,840	752,183	773,944
Other expenses	497,540	599,066	914,152	475,762	366,733
Printing, stationery, postage, telephone	822,850	792,983	733,369	684,286	569,946
Rates, taxes and other property expenses	1,003,633	833,909	737,656	547,850	470,389
Repairs and maintenance	5,870,380	4,710,765	3,443,435	2,721,896	2,246,231
Salaries and other personnel costs	68,296,799	60,728,998	55,376,213	49,529,023	45,779,262
Subscriptions, licences and publications	311,208	157,898	84,610	225,918	88,842
	91,193,823	80,444,536	72,993,062	65,473,835	60,183,358
(Deficit) from Residential and Client Services	(2,537,839)	(377,948)	(657,965)	(1,172,323)	(1,549,173)

INCOME					
Revenue - Primarily of a Capital Nature					
Government subsidies	3,641,439	2,868,233	2,567,340	2,165,624	2,310,372
Investment income	4,655,446	4,723,744	4,255,558	1,474,492	3,868,239
Legacies	16,749	84,687	854,323	142,000	8,804
Resident capital retentions	1,511,497	1,595,298	1,294,891	1,484,893	1,445,881
Residents fees	1,707,749	1,144,556	842,335	682,273	462,563
	11,532,880	10,416,518	9,814,447	5,949,282	8,095,859

SURPLUS FOR YEAR	8,995,041	10,038,570	9,156,482	4,776,959	6,546,686
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Statement of Financial Position as at 30 June 2012

Five Year Comparison	2012	2011	2010	2009	2008
	\$	\$	\$	\$	\$
ASSETS					
Current Assets					
Cash and cash equivalents	3,191,340	4,227,498	6,716,822	7,718,440	1,510,887
Trade and other receivables	9,010,114	7,089,289	8,358,844	7,765,427	4,247,741
Financial assets	38,321,254	35,601,323	31,133,098	20,341,525	19,456,368
Other current assets	18,881	19,513	44,815	23,048	19,081
Total Current Assets	50,541,589	46,937,623	46,253,579	35,848,440	25,234,077
Non Current Assets					
Financial assets	34,461,936	37,367,236	35,154,611	39,737,697	40,205,828
Property, plant and equipment	202,405,574	192,917,386	177,958,175	147,948,597	138,646,119
Total Non Current Assets	236,867,510	230,284,622	213,112,786	187,686,294	178,851,947
TOTAL ASSETS	287,409,099	277,222,245	259,366,365	223,534,734	204,086,024
LIABILITIES					
Current Liabilities					
Trade and other payables	90,697,697	87,824,491	84,582,254	75,038,199	61,095,851
Short-term provisions	7,547,139	7,548,634	4,435,171	3,751,018	3,486,848
Other current liabilities	770,666	635,887	549,850	999,364	1,124,073
Borrowings	600,000	600,000	-	-	-
Total Current Liabilities	99,615,502	96,609,012	89,567,275	79,788,581	65,706,772
Non Current Liabilities					
Borrowings	4,650,000	5,250,000	4,500,000	1,500,000	-
Long-term provisions	3,587,597	3,588,556	4,553,324	4,372,289	3,758,854
Total Non Current Liabilities	8,237,597	8,838,556	9,053,324	5,872,289	3,758,854
TOTAL LIABILITIES	107,853,099	105,447,568	98,620,599	85,660,870	69,465,626
NET ASSETS	179,556,000	171,774,677	160,745,766	137,873,864	134,620,398
EQUITY					
Retained earnings	96,010,572	87,015,531	76,976,961	67,820,479	63,043,520
Reserves	83,545,428	84,759,146	83,768,805	70,053,385	71,576,878
TOTAL EQUITY	179,556,000	171,774,677	160,745,766	137,873,864	134,620,398



Pictured page 10: (L-R) Staff members, Elaine Gratton and Marilyn Van Hout at the Resthaven Craigmores reception desk; The Resthaven Leabrook public consultation session, January 2012; Resthaven Marion Community Services clients enjoy a visit from a petting zoo, during 'Every Generation' month, October 2011.

Pictured this page: (L-R) Kate Ellis MP visiting residents at Resthaven Malvern; Resthaven Mount Gambier Lifestyle Coordinator, Meredith Simons, cooking during Pancake Day 2012; Resthaven Murray Bridge volunteers, Lesley and Ken Zadow, celebrate Christmas 2011.

Statement of Cash Flows for the Year Ended 30 June 2012

Five Year Comparison	2012	2011	2010	2009	2008
	\$	\$	\$	\$	\$
Cash flows from operating activities					
Government subsidies	71,796,006	64,933,744	58,508,769	51,306,449	46,435,300
Investment income received					
Dividends received	1,235,259	810,448	666,285	272,095	269,442
Interest received	3,297,821	2,973,853	2,923,824	3,648,629	2,658,596
Other investment income received	64,257	552,472	550,091	899,108	506,031
Receipts from residents and other sundry debtors	23,737,412	20,825,618	19,385,217	17,469,853	16,426,505
Payments to suppliers and employees	(85,801,468)	(72,117,635)	(67,457,742)	(58,951,254)	(53,756,737)
Net cash flows from operating activities	14,329,287	17,978,500	14,576,444	14,644,880	12,539,137
Cash flows from investing activities					
Purchase of property plant and equipment	(17,674,703)	(22,368,380)	(23,407,732)	(16,316,103)	(4,997,504)
Proceeds from sale of property, plant and equipment	388,477	543,980	285,226	628,240	212,506
Purchase of investments	(15,841,659)	(21,224,780)	(10,363,206)	(22,516,892)	(23,483,558)
Proceeds from investments	14,577,554	15,411,399	4,995,324	17,768,607	10,091,331
Net cash flows used in investing activities	(18,550,331)	(27,637,781)	(28,490,388)	(20,436,148)	(18,177,225)
Cash flows from financing activities					
Proceeds from borrowings	-	1,500,000	3,000,000	1,500,000	-
Repayment of borrowings	(600,000)	(150,000)			
Proceeds on loans from residents	20,912,167	18,396,657	25,214,482	20,294,354	11,624,045
Repayment on loans from residents	(17,127,281)	(12,576,700)	(15,302,156)	(9,795,533)	(7,885,419)
Net cash flows used in financing activities	3,184,886	7,169,957	12,912,326	11,998,821	3,738,626
Net increase / (decrease) in cash held	(1,036,158)	(2,489,324)	(1,001,618)	6,207,553	(1,899,462)
Cash at the beginning of the year	4,227,498	6,716,822	7,718,440	1,510,887	3,410,349
Cash at the end of the year	3,191,340	4,227,498	6,716,822	7,718,440	1,510,887

Note: A complete audited financial report will be made available upon request.



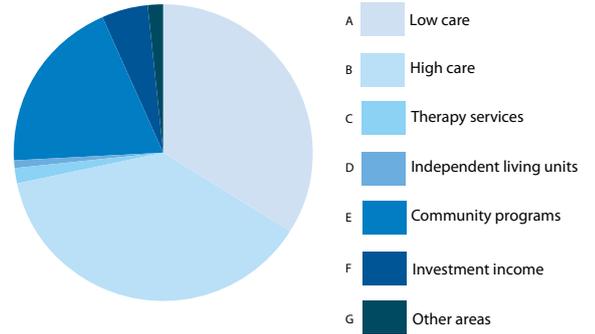
Above: Cecelia Oxborrow, Manager, Murray Bridge and Hills Community Services (right), with Shardonnai Karpány at the launch of 'The Good, the Bad, and the Brilliant.'



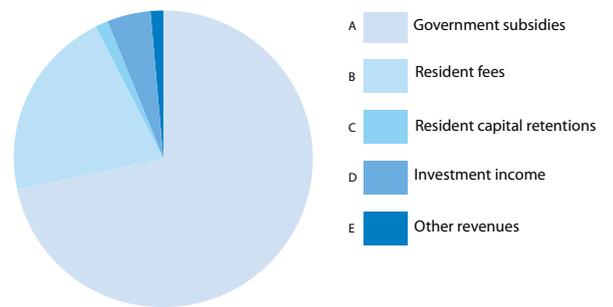
Above: Community Respite Services volunteer, Robyn Bayly, receives some barbecuing tips from Ridgway House client, Ray Schilling.

Financial Statements

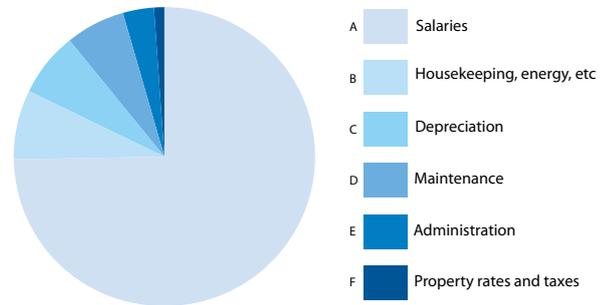
REVENUES BY DIVISION		\$	%
Low care	A	34,022,525	34.0%
High care	B	37,734,492	37.7%
Therapy services	C	1,951,724	1.9%
Independent living units	D	582,471	0.6%
Community programs	E	19,276,310	19.2%
Investment income	F	5,109,538	5.1%
Other areas	G	1,511,804	1.5%
Total		100,188,864	100.0%



REVENUE BY SOURCE		\$	%
Government subsidies	A	71,796,006	71.7%
Resident fees	B	20,891,302	20.9%
Resident capital retentions	C	1,511,497	1.5%
Investment income	D	4,655,446	4.6%
Other revenues	E	1,334,613	1.3%
Total		100,188,864	100.0%



EXPENSES		\$	%
Salaries	A	68,296,799	74.9%
Housekeeping, energy etc	B	6,651,435	7.3%
Depreciation	C	6,499,559	7.1%
Maintenance	D	5,870,380	6.4%
Administration	E	2,872,017	3.2%
Property rates & taxes	F	1,003,633	1.1%
Total		91,193,823	100.0%



SURPLUS FOR YEAR **8,995,041**



Above: Keith Schapel finalises his purchases from volunteer, Ian Thomson, at the shop, Resthaven Mitcham.



Above: Carer, Ted Collins (Western Community Services).

Residential Services

Resthaven's residential services focus on high quality care for all residents in line with best practice guidelines.

Resthaven accommodates more than 1,000 older people across the eight metropolitan and two regional residential care sites. Resident ages ranged up to 104 years, with an overall average age of 86.5 years.

During the year, there were a total of 439 permanent admissions to available aged care places across Resthaven, including 258 new admissions to high care, compared with 204 in the previous year. Since opening the Mount Gambier residential site on 4 July 2011, there were 57 high care admissions to the site, increasing the overall total number of high care admissions. There were 181 new admissions to low care. Of the total 439 new admissions, 97 (22%) had previously experienced residential respite within Resthaven prior to permanent admission.

Residential respite accommodation was occupied for a total of 5,453 days. This indicates an occupancy rate of 83% from a possible 6,588 days.

This reduction is due primarily to the delayed opening of respite accommodation at the new Mount Gambier site.

There were 385 admissions to residential respite accommodation, and 69 individuals had multiple stays. The average age of people accessing residential respite was 85.4 years.



Residential Care Managers: (L-R) Darren Pike, Senior Manager, Residential Services; Leonie Robson, Senior Manager, Clinical Services; Jenny Whitting, Senior Manager, Residential Services. Managers, Residential Care Services Toni Bickley, Resthaven Marion; Kerri-Anne Barnes, Resthaven Craigmores; Marian Greenshields, Resthaven Westbourne Park; Heather Kerby-Eaton, Resthaven Leabrook; Terry Kirkwood, Resthaven Malvern; Anthea Tyler, Relieving Manager, Residential Care Services; Barbara Kompier, Resthaven Murray Bridge; Pamela Alde, Resthaven Mount Gambier; Jane Abbot, Resthaven Mitcham; Sue Springbett, Resthaven Paradise; Marilyn Paris, Relieving Manager, Residential Care Services; and Scott Hill, Resthaven Bellevue Heights.

During the 2011-12 financial year, nine of our ten residential sites underwent a full Accreditation Audit by the Aged Care Standards and Accreditation Agency, with our Craigmores site undertaking their Accreditation Audit in the previous financial year. All ten residential sites achieved the full three years accreditation, and compliance with all 44 expected outcomes under the four accreditation standards. This is an outstanding result, and reflects the professionalism of staff.

During the year, Independent Retirement Living Units (ILUs) at Bellevue Heights, Marion, and Paradise had an overall vacancy rate of 3.9%. Six serviced apartments will be available at Mount Gambier in the new financial year.

Bushfire risk management strategies continued at Bellevue Heights. These include the implementation of Bushfire Action Plans for all ILU residents, and gathering emergency contact details.

RESIDENTIAL ACCOMMODATION LENGTH OF STAY, 1 JULY 2011 – 30 JUNE 2012

(Days)	Residential Care	Independent Living Units
Shortest Stay	1 day	1 month
Longest Stay	22.3 years	26.1 years
Average Stay	5 years	6.8 years

NUMBER OF RESIDENTIAL PLACES BY LOCATION AND TYPE AS AT 30 JUNE 2012

Location	High Care	Low Care	Residential Respite	ILU	SAHT**	SA***	Total
Bellevue Heights	55	43	1	67			166
Craigmores	43	43	3				89
Leabrook	40	69	2				111
Malvern	33	39	1	4			79
Marion	64	91	4	18	19		196
Mitcham	47	57	2				107
Murray Bridge	53	24	1	1			79
Mount Gambier*	60	28	4	6			98
Paradise	43	87	2	10			142
Westbourne Park	46	81	2				129
Totals	484	562	22	100	19		1196



Above: Resthaven Malvern residents, Ronda Weiland and Vera Hart, enjoy a cruise on the River Murray.

* Six serviced apartments will be available at Mount Gambier in July 2012.

** SAHT: South Australian Housing Trust

*** SA: Serviced Apartments



In the last two years that Mum has been a resident at Resthaven, my family and I have seen a marked improvement in her health, both mentally and physically. She has confidence in the kind and caring staff.

Relative



There was a turnover of seven Independent Living Units, or 5% of the 119 units available.

Resthaven actively participated in community forums to help people make informed decisions about entry to a residential facility, and understanding financial and lifestyle implications.

Marian Greenshields, Residential Care Manager, Westbourne Park, provided an inspiring presentation at the Aged Care Standards and Accreditation Agency Better Practice Conference, and the Aged and Community Care (SA) Residential Forum, on the Health Workforce Australia funded project conducted at Resthaven related to the Enrolled Nurse In-Charge Project.



Above: Resthaven Paradise residents, Colina Millar and Mona Haines, enjoy Gardening Group.



We have a lot of fun in our exercise class, and in the 'Out and About' group. I really look forward to seeing what they have in store for us.

Community Services Client



Community Services Managers: (L-R) Deb McDonald, Marion Community Services; Manule Harpas, Onkaparinga Community Services; Cecelia Oxborrow, Murray Bridge and Hills Community Services; Marilyn O'Connor, Senior Manager, Community Services; Jill Schutz, Northern Community Services; Franco Parenti, Western Community Services; Carole Matthews, Community Respite Services; Caroline Martin, Riverland Community Services; Elizabeth Southall, Limestone Coast Community Services; Grant Edwards, Paradise and Eastern Community Services.

Community Services

Resthaven Community Services were accredited to the Quality Improvement Council (QIC) Standards for Health and Community Services to February 2013, and met all the common community care standards received by the Department of Health and Ageing.

Throughout the financial year, Resthaven provided quality services to approximately 7,200 consumers living throughout metropolitan Adelaide, the Adelaide Hills, Murraylands, Riverland and the Limestone Coast.

Every week, approximately 7,700 hours of direct services were provided to Resthaven clients living in the community. This represents an increase of 15% in service hours. An average of 1,188 people attended our therapy centres each month, resulting in 21,770 episodes of service delivered.

The average age of community clients was 78 years (83 years for those receiving in-home support), of whom 35% were male and 65% female. The proportion of people from culturally and linguistically diverse (CALD) backgrounds ranged from an average of 12% to 100% (for clients of CALD specific services).

Approximately 3% of clients of our Murray Bridge services are Aboriginal (<1% in our other services). Overall, 18% of our clients have social and/or financial disadvantages and 58% live alone.

Services ranged from once-only contacts for information and advice, short term rehabilitative and restorative services (centre based therapy and in-home post

hospital) and longer term groups, or one-on-one support. Partnering with clients and their carers is a key success factor in our ability to support people to remain living at home. More emphasis was placed on direct services for carers, inviting carers to peer support groups, information sessions, counselling and advocacy.

Resthaven Community Advisory Groups engaged with the community regarding local needs and service development opportunities. Groups were established in each Resthaven community of interest, and met several times during the year.

Multicultural Services

Multicultural Project Officers maintained strong links with the German, Polish, Chinese and Serbian communities. These relationships included activities such as information expos, mentoring workers about advance directives and palliative care and facilitating translation of Resthaven publications into Serbian and Chinese. The Project Officers provided cultural awareness training for Resthaven staff and accessed important, and culturally appropriate, support resources.

Consumer Directed Care (CDC)

Resthaven continued our participation in the national pilot model for CDC to 30 June 2012. The evaluation was positive and we were pleased the Department confirmed ongoing CDC places as a part of our packaged care allocation. We are participating in a major international research collaborative, led by Flinders University, examining the economic benefits of CDC approaches.

Projects

Projects during 2011-12 included:

- 'Live Well, Die Well' project, a palliative care information resource,
- 'With a Little Help', a booklet for carers,
- 'The Good, The Bad and The Brilliant' dementia stories project,
- 'Serbian Community Partners,' ongoing community development for Serbian Community to understand and access aged care services.
- Continuation of AgedCare Alternatives information hub,
- 'Social Engagement' project, funded through the Resthaven 75th Anniversary Grants to COTA,
- Social Isolation ARC linkage grant, a three year research project in collaboration with national providers and Adelaide University.

We have strong local linkages with other providers to deliver services (respite, falls and balance, home safety assessments, palliative care) and have contracts in place with SA Country Health, Carers Respite and some aged care providers to deliver their funded services. Managers and Coordinators are active in leadership groups and provider networks.

Clinical Services

Resthaven's clinicians include Registered and Enrolled Nurses, Continence Nurse Advisers, Physiotherapists, Occupational Therapists, Social Workers and Podiatrists. These clinicians provide support and guidance to ensure that our residents and clients receive the highest quality of care and clinical services.

Clinical auditing is a core component of clinical governance, providing opportunities for continuous improvement, sharing knowledge and identifying new initiatives.

Due to changes in Medicare requirements regarding monitoring the quality use of medicines and reviews of resident medication, Resthaven worked closely with a Clinical Pharmacist to attend to these services at most residential sites. This provided increased benchmarking opportunities.

Resthaven supports continuity of clinical practice by employing three Relieving Care Coordinators, who support residential sites during periods of senior staff leave and during induction of new key nursing staff.

RESTHAVEN COMMUNITY SERVICES CLIENTS AS AT 30 JUNE 2012

Community Respite Services	Living with memory loss	56
	Respite services	677
Limestone Coast Community Services (CS)	In-home and community support	442
	Respite services	25
Marion CS	In-home and community support	270
	Therapy	795
	SALHN chronic conditions	13
Murray Bridge & Hills CS	In-home and community support	243
	Respite services (include buddy)	53
Northern CS	Therapy	1282
	In-home and community support	376
Onkaparinga CS	In-home and community support	531
Paradise & Eastern CS	Therapy	796
	In-home support	490
	Assistance with care and housing for the aged (ACHA)	42
	Respite services	99
Riverland CS	In-home and community support	159
Western CS	In-home and community support	193
	Respite services	90
TOTAL		6632

NOTE: in addition, approximately 500 clients were supported by other agencies under contracts auspiced by Resthaven.

The organisation's Clinical Practice Manual has been developed and maintained to reflect Best Practice. The manual supports clinical staff in both residential and community services by providing current information relating to clinical care, clinical procedures and competency packages for delegated tasks.

Resthaven's Continence Nurse Advisers (CNA) made an important contribution to clinical services. Our CNA team visited the new Mount Gambier site to support development of continence services and provide staff education. The AutumnCare resident clinical information management system continues to evolve and improve.

Assessments are regularly reviewed and new assessments and reports developed. The system now generates a number of electronic care plans from linked assessments.

To reduce the impact of influenza outbreaks, Resthaven staff were offered free, on-site influenza immunisation. The immunisation rate increased from 48% in 2010-11 to 50% in 2011-12.

In 2011, Resthaven received funding from the Australian Government for a project exploring appropriate models of practice for Nurse Practitioners in aged care. Funded through this program, Resthaven employed Peter Jenkin as a Palliative Care Nurse Practitioner Candidate, focusing on palliative care. Peter works across three residential sites, and one community services site, providing information and support to staff.



Above: (L-R) Resthaven Palliative Care Nurse Practitioner Candidate, Peter Jenkin; Minister for Health and Ageing, Mark Butler MP; and Resthaven Chief Executive Officer, Richard Hearn, at the official announcement of Nurse Practitioners in aged care at Resthaven Malvern on 15 December 2011.

Property and Development

During the 2011-12 financial year, several major projects were finished, and plans for new projects progressed. Several smaller projects were also undertaken.

Resthaven opened stage 1 of our state of the art, 92 bed residential facility at Mount Gambier on 4 July 2011. Ongoing works continued on stage 2 until early in the new year. An official opening was held on 16 April 2012. Admission rates were ahead of schedule as at 30 June 2012. The project was completed under budget.

Forward planning continued for a residential site at Port Elliot. Plans were lodged with the Alexandrina Council in July 2011, with the project remaining in the planning approval stage throughout the financial year. The project has moved very slowly, with plans modified to satisfy council planning staff.

Plans were formalised for a redevelopment at Resthaven Leabrook, and Burnside Council granted provisional consent in June 2012. The old Semmens Wing will be replaced with eight 2-3 bedroom units and 15 low care rooms. As part of the project, the high care area will be converted to all single rooms.

Planning work was undertaken to explore the upgrade of the shared rooms and shared bathrooms in high care at Resthaven Malvern. Work continues to explore a suitable scheme to provide single rooms with ensuite bathrooms.

An unexpected opportunity arose late in 2011 with the acquisition of a parcel of land owned by Annesley College. We had been closely considering an alternate site for the consolidation of Head Office staff, who are currently spread over four sites, when we were invited to purchase this land. This maintains Resthaven's close connection with another agency of the Uniting Church, Annesley College, which shares our Methodist Church heritage. It also provides us with a centrally located Head Office development site, with potential for future development of accommodation on the balance of the site. We hope to be able to consolidate Head Office on this site in late 2014.

Other developments included:

- Replacement of the entire Leabrook low care air conditioning system,



Above: (L-R) David Norton, Executive Manager, Property and Corporate Services; Mark Porter, Board President; Bruce Spangler, Chairman, Annesley Council; and Cherylyn Skewes, Annesley College Principal, on the former Annesley College land.

- 'Brown Lodge' at Paradise upgraded as a clinical teaching facility for University of Adelaide medical students,
- Upgrade of a unit at Mitcham to form a 'learning hub' for University of Adelaide nursing students,
- A transportable addition to Murray Bridge and Hills Community Services,
- Seryery upgrades at Malvern, Bellevue Heights, Mitcham and Westbourne Park,
- Bushfire defence improvements at Resthaven Bellevue Heights,
- Triennial fire inspections at five residential sites,
- Continuation of the asbestos register and maintenance program.

A detailed maintenance schedule was developed for each residential and community services site.

Service Quality and Improvement

Resthaven's Quality Management System promoted a culture of continuous improvement. Corporate audits of occupational health and safety, quality, community and clinical services were conducted.

Improvements were prompted by action requests and feedback. There were 201 corporate action requests during the year.

Implementation of documentation management on the intranet was a quality initiative this year.

To ensure that residents and clients were satisfied with their services and/or care, feedback regarding service quality was actively encouraged via feedback brochures, focus groups, surveys and general comments. Minor issues were addressed directly by the program managers.

We treated all complaints very seriously. This year, Resthaven received 765 compliments and 234 complaints.

All were investigated and appropriate action taken. With every complaint, there was an opportunity for improvement, and many improvements resulted from satisfactorily addressing the issues raised.

Quality improvements undertaken during 2011-12 included:

- Annual client focus groups and some site specific client surveys, with high levels of satisfaction received,
- Annual audit cycles, with high levels of compliance received,
- Specific strategies to reduce incidents associated with client/carer self administered medications,
- Implementation of electronic progress notes,
- Staff actively participating in organisational improvements, such as 'Safety Week',
- Revision of the client Incident reporting system.

Centenarians

People aged 100 years or more are the fastest growing age group in Australia. Centenarians receive a congratulatory message from the Board, and many are featured in newsletter articles.

Below: Limestone Coast Community Services centenarian, Bill (Raymond) Wundersitz.



RESTHAVEN RESIDENTS/CLIENTS AGED 100 YEARS OR MORE AS AT 30 JUNE 2012

Mrs Florence Schaffer	Marion Low Care	104
Mrs Margaret Davis	Marion Independent Living Unit	104
Mrs Irene Harris	Leabrook Low Care	104
Mrs Melva Baldock	Murray Bridge High Care	103
Mrs Thelma Jury	Murray Bridge High Care	103
Miss Jean Bottomley	Bellevue Heights High Care	102
Mrs Eugenia Braimis	Paradise and Eastern Community Services	102
Mrs Edith Donovan	Bellevue Heights Low Care	102
Mrs Elma Lewis	Leabrook Low Care	102
Mrs Alice McKee	Westbourne Park High Care	102
Mrs Constance Semmens	Paradise Low Care	102
Mrs Eileen Amber	Westbourne Park Low Care	101
Miss Georgina Bennett	Westbourne Park High Care	101
Mr John Broadley	Marion Low Care	101
Mrs Isabelle Brown	Community Respite Services	101
Mr Harold Jericho	Murray Bridge Community Services	101
Mrs Eva Mumford	Mitcham Low Care	101
Mrs Hilda O'Donohoe	Marion Community Services	101
Mrs Elva McKirdy	Malvern High Care	100
Mrs Alma Pitt	Westbourne Park Low Care	100
Mrs Laurel (Edith) Simpson	Westbourne Park High Care	100
Mr Bill (Raymond) Wundersitz	Limestone Coast Community Services	100

Volunteer Resources

Every day, volunteers improve the lives of older people, making a real difference in providing an extra level of care and support. Volunteers contribute to the life of Resthaven through their involvement in diverse, supportive roles that respond to the needs identified by residents, clients and staff.

The volunteer program develops and grows with organisational expansion and change. Volunteer involvement continued to strengthen across community services. There is a growing volunteer base at the new site in Mount Gambier.

The volunteer program framework, systems, processes and resources were reviewed to maintain the current volunteer workforce. The restructure of the orientation process continued, and the volunteer handbook was redeveloped.

Throughout the year, more than 20,500 hours of voluntary support benefited residents and clients and 101 new volunteers were welcomed to Resthaven. In June 2012, the volunteer workforce numbered 436.

Each year, volunteer appreciation events are held in May. This year, volunteers were celebrated with High Teas at each site, at which 57 volunteers were presented with appreciation awards for five or more years of service. Three volunteers were recognised for more than 30 years of service. Awards are presented at five year increments.

Volunteering is an integral part of Resthaven and the wider community. The exceptional and outstanding support offered by volunteers to residents, clients and employees is sincerely appreciated.



Above: Resthaven Bellevue Heights volunteer, Meridee Guppy, on Pancake Day 2012.

Chaplains

During the year, due to increased demand and the opening of another residential site at Mount Gambier, Resthaven increased the number of Coordinating Chaplains from two to four.

Chaplains Rev Kingsley Congdon, Robyn Trudinger, Anthony Hill and Dianne Bailey-Walters, made significant contributions to the wellbeing of residents and their representatives. Chaplains visited residential sites once a week.

Chaplains conducted ecumenical worship services and informal Chaplain's Chats, pastoral care and an annual Memorial Service at each site.

The Chaplains were supported by trained, volunteer Chaplain's Assistants, visiting and engaging with residents, either in casual meetings at a resident's request, or through organised activities on site.

Resthaven's Chaplains supported family members during times of impending loss, when residents were receiving palliative care, as well as ministering to residents during times of hospitalisation and illness. They contributed to study days for nurses, where they shared their expertise in this area.

Workforce

Our employees enhance the lives of older people. Their work is highly valued, and they are encouraged to uphold the organisation's purpose and values and commit to continuous improvement in all areas of their work.

As a large employer, there is a continual focus on the recruitment, retention and development of employees.

During 2011-12, the workforce grew from 1,612 employees to 1,783 at 30 June 2012. This equates to approximately 1,070 full time equivalent staff, compared with 985 the previous year. Career progression was encouraged, and the trend of internal promotions continued. Succession planning focused on balancing the age range where possible.

Resthaven achieved compliance with the annual Equal Opportunity/Affirmative Action for Women reporting requirements.



Above: Resthaven Westbourne Park volunteer, Helen Beaton, treats resident, Merle Cottle, to a hand massage.

Recruitment

In today's highly competitive recruitment environment, attracting the right people is critical. Our strong brand awareness and public profile is an asset that complements our recruitment strategy of centralising all applications and screening processes.

Career opportunities were promoted to the public via career expos and general advertising, as well as weekly internet and intranet updates.

A short recruitment film was produced, for use on the Resthaven website and YouTube channel.

A review of the recruitment process was implemented, with bulk recruitment exercises undertaken for residential care vacancies. This led to the restructure of the recruitment area to further support residential and community services.

The system was modified to enable tracking of application origins, to inform advertising strategies.

Employee Benefits

Employee Assistance Program (ACCESS/OCAR)

For the past 13 years, Resthaven has provided an Employee Assistance Program as an employee benefit.

Confidential counselling was available to employees and direct family members. Over the 12 month period, 60 people accessed the free service, benefiting from 115 counselling sessions.

Employee Recognition

In appreciation of long term dedication and commitment to our residents, clients and the organisation, staff were recognised through the annual appreciation awards presentation luncheon. This year, 81 staff were eligible to receive awards at five year intervals, beginning at ten years' service.

Resthaven is fortunate to have such dedicated and committed staff. The '25+ Club' now has 34 employees with 25 or more years' service.

STAFF APPRECIATION AWARD RECIPIENTS 2012

Years of Service	Number of recipients
10 years	40
15 years	14
20 years	11
25 years	11
30 years	3
35 years	1
40 years	1
Total	81



Above: Resthaven Malvern resident, Margaret Isaachson, enjoys a visit from her great-granddaughter, Ella Wallis, and Ella's mum, Lydia Wallis.

Early Intervention Physiotherapy

The Early Intervention Physiotherapy Program was initiated in 2007-08, with the aim of reducing the incidence of 'over time injury'. In 2011-12, 184 staff accessed this program.

Professional Development Fund

Resthaven's Professional Development Fund offered all employees the opportunity to undertake courses and programs of education that enhance the skills and capabilities needed to provide quality services at Resthaven.

Funds were sourced from interest earned from specific bequests to Resthaven. This year, the fund supported 99 staff to take advantage of a range of educational opportunities.

Workforce Development

The Workforce Development program covers orientation and induction, staff development and training, clinical education and mentoring, the 'Transition to Professional Practice Program' for graduate nurses, nurse shortage strategies, scholarships and student placements, dementia services, volunteer resources and chaplaincy services.

Workforce initiatives and projects are also funded from the Strategic Plan budget allocation, and additional workforce projects are funded by external agencies, such as the Department of Health and Ageing and Health Workforce Australia. These projects are generally undertaken with other consortium partners, with Resthaven the lead agency. These initiatives included:

- Contribution in the 'Pastoral and Spiritual Care of Older People' project,
- A partnership with the Flinders University to develop a model of dementia care mapping.

Resthaven offered a comprehensive range of competency based staff development and training opportunities through in-house and external programs.

Throughout the year, these included:

- Mandatory training sessions in manual handling, infection control, dementia management, fire safety, fire warden, medication management and food safe handling,
- Obligatory reporting education and professional development sessions,
- Computer software training, 'Development days', Registered Nurse mentoring, documentation for care staff, medication management and wound care for Enrolled Nurses.

In total, 27,457 hours of training were delivered during the 2011-12 financial year, on par with the 27,467 hours delivered in 2010-11.

The staff development team commenced consultative reviews in a range of education delivery areas, including fire and emergency management, chemical safety awareness, clinical competencies and training needs analysis methodology.

Resthaven hosted undergraduate and postgraduate allied health, nursing, personal care and home support work student placements and supported staff in accessing government sponsored Certificate III and IV training and professional development.

Education and support for staff in assisting residents and clients who had a diagnosis of dementia remained an important staff development initiative.

The Dementia Services Advisor provided this education and consultation service in both community and residential services, together with a Dementia Care Mapping initiative. This provided detailed feedback to staff, used for tailored care planning in selected residential services areas.

Industrial/Employee Relations

Resthaven was verified as 100% compliant in an audit of Payroll records against requirements of the Fair Work Act, undertaken by the Workplace Ombudsman.

Criminal History Checks

Conducting Criminal History checks for all employees and volunteers prior to commencing employment or volunteering services has been a mandatory requirement since March 2007. All existing employees are required to undergo a repeat check on a minimum frequency of three years.

Workers Compensation and Rehabilitation

Resthaven is a self insured employer, audited by WorkCover against self insured standards.

A mid-term audit was conducted by WorkCover in late 2011, over a period of four weeks. Previous recommendations regarding reporting system amendments were finalised and Resthaven found to be fully compliant.

Work Health and Safety (WH&S)

It is pleasing to note that staff remained vigilant in reporting hazards on behalf of residents, clients and themselves. A culture of reporting hazards is encouraged throughout the organisation. Hazard reporting decreased by 18%, and there was a 27% reduction in injuries.

The following Work Health and Safety improvements were undertaken:

- The database was refined, streamlining data analysis,
- The ChemAlert (chemical management system) was refined to allow for better control of chemicals used at Resthaven,
- Plant and task risk assessment registers were developed, and hazard registers modified to improve understanding of review requirements at a site level,
- Quarterly meetings with Site Managers by the Manager, Risk and Safety, in conjunction with the Work Health and Safety Coordinator, were introduced,
- The 'Rapid Induct' Contractor Management system was introduced.



Above: Safety Week 2011 award presentation: (L-R) Manager, Paradise and Eastern Community Services, Grant Edwards; Manager, Risk, Safety and Quality, Mark Linke; Executive Manager, People, Culture and Risk, Des Itsines; and Senior Manager, Community Services, Marilyn O'Connor.

“ All the staff that we deal with are very caring, courteous, patient and friendly ...

If we had more people in the world like them, the world would be a much happier place.

Community Services Client ”



Above: Resthaven Marion Cook, Helen March, and Apprentice Cook, Lincoln Morey.

OHS Policy Statement

Resthaven Incorporated shall ensure, so far as is reasonably practicable, that all employees are safe from injury and risks to health whilst at work.

We meet this commitment by ensuring that work practices and procedures adopted through the organisation comply with the Acts and Regulations governing Occupational Health, Safety and Welfare. All policies, procedures and work practices are regularly assessed to ensure that the imperatives of quality and best practice are integrated into all aspects of work.

By virtue of section 4 (3) of the Occupational Health Safety & Welfare (OHS&W) Act 1986, volunteers are considered to be "employees".

Resthaven shall ensure that all persons take practical measures to ensure a safe and healthy working environment in keeping with the following defined responsibilities.

The Responsible Officer

The Responsible Officer has the overall responsibility to provide a safe and healthy work environment. At Resthaven the Responsible Officer is the Chief Executive Officer (CEO). Each program area has an OHS Plan that corresponds to the objectives of the Corporate OHS Plan. The Occupational Health and Safety Coordinator provides guidance and corporate input to the site-based meetings.

Key Personnel

In compliance with the Aged Care Act 1997 (Cwth), a Key Personnel Register was kept. This included Board Members, the Chief Executive Officer, Executive, Managers, Assistant Managers and Coordinators.

Equal Opportunity

Resthaven achieved a high standard of compliance with the annual reporting requirements and obligations under The Equal Opportunity for Women in the Workplace Act, 1999.

Public Relations

Resthaven takes a proactive approach to achieving positive public relations and advocacy. Subsequently, the organisation enjoys an enviable reputation and strong brand awareness, with four out of five people recognising the brand.

The Public Relations team worked alongside other management functions to provide marketing and communication strategies for promoting services, employee recruitment and engagement, business continuity, customer service, media management and advocacy.

Our ongoing campaign to promote positive images of vocational work with older people resulted in the generation of 38 media releases, self-generating 108 positive items in at least one media channel.

A total of 166 items regarding Resthaven appeared in various media throughout 2011-12. Monthly guest speaker spots on RPH Adelaide continued, with a variety of specialist areas showcased to the public. Issues were managed to protect our investment in our corporate image, brand and public profile.

Resthaven places a high priority on internal communication, producing internal newsletters for all residential locations, staff and volunteers.

A total of 50 newsletter editions were produced and distributed to sites throughout the year, supplemented by electronic news announcements on the intranet and website.

Resthaven's website, www.resthaven.asn.au, continued to attract significant traffic. A total of 41,923 unique individuals visited the site, with an average monthly visitor rate of 3,494. On average, each visitor viewed three or four pages.



Above: Resthaven Malvern resident, Dawn Shearer, is interviewed for a positive news story on Channel Nine News in April 2012.



Above: Resthaven Mitcham Men's Group members (L-R) Phil Ashwin, Don Banfield and Don Barnes.

Resthaven expanded its online presence with the introduction of Resthaven social media pages on facebook, Twitter, Google+ and YouTube. This has significantly increased the channels through which people can access information about Resthaven, generating considerable referrals to the Resthaven website.

Information & Communications Technology (ICT)

Resthaven's ICT requirements continued to grow during 2011-12, and the ICT Department was allocated funding for a new full time IT Support/Help Desk position. This has provided a central focus for support related queries.

During the year, video conferencing was introduced, to enable senior staff to place video calls to other staff members or meetings within the Resthaven network. Meetings have been shared with regional staff, with positive feedback received.

The disaster recovery site for the organisation's computer systems was consolidated. We now have a robust and reliable backup system.

Throughout the year, the 'nursecall' systems were upgraded at the Mitcham and Craigmore residential sites. We made significant investment in wireless infrastructure for the Resthaven corporate network, to support digital devices and staff who are mobile throughout the organisation.

Every residential site now has a fully functioning and monitored wireless network. This supports the use of mobile devices to enhance clinical care.

Environmental Responsibility

Resthaven is committed to sustaining the environment. A range of systems and procedures aim to achieve this.

The new facility at Mount Gambier incorporates features such as correctly orientated windows, increased insulation of walls and roof, rainwater collection for toilet flushing, stormwater collection for irrigation, and waste storage space designed to accommodate recycling.

At other sites, recyclable waste is separated from rubbish that will ultimately go to landfill. This includes paper, cardboard and plastics.

Resthaven was successful in its application to Zero Waste SA for a grant to undertake a waste audit to understand our waste streams and the opportunities for recycling.

We continue to seek opportunities that might support our commitment to environmental sustainability.

Conclusion

Resthaven respects and values older people, treasuring their wisdom. Resthaven is proud to deliver outstanding aged care and support throughout South Australia.

Resthaven Incorporated

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Website: www.resthaven.asn.au

Head Office

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Malvern, South Australia 5061
Telephone (08) 8373 0211
Facsimile (08) 8373 0976

Corporate Offices

237 Glen Osmond Road
Frewville SA 5063
Telephone (08) 8433 0300
Facsimile (08) 8433 0323

202 Glen Osmond Road
Fullarton SA 5063
Telephone (08) 8206 0100
Facsimile (08) 8206 0124

Corporate Profile

Richard Hearn

Chief Executive Officer

Gerald Welden

Executive Manager, Financial Services

Tina Emery

Executive Manager, Residential Services

Sue McKechnie

Executive Manager, Community Services

Des Itsines

Executive Manager,
People, Culture and Risk

David Norton

Executive Manager,
Property and Corporate Services

Wendy Morey

Executive Manager,
Governance and Workforce Development

Auditor

BDO

Banker

Westpac Banking Corporation

Architect

Brown Falconer Group Pty Ltd

Maintenance Services

25 Woodlands Terrace,
Edwardstown SA 5039
Telephone (08) 8277 0160

Agedcare Alternatives

1/445 Fullarton Road
Highgate SA 5063
Telephone (08) 8271 3888

Residential Services

Resthaven Bellevue Heights

47 Eve Road, Bellevue Heights SA 5050
Telephone (08) 8278 8588

Resthaven Craigmore

200 Adams Road, Craigmore SA 5114
Telephone (08) 8254 4008

Resthaven Leabrook

336 Kensington Road, Leabrook SA 5068
Telephone (08) 8332 4333

Resthaven Malvern

43 Marlborough Street, Malvern SA 5061
Telephone (08) 8272 0222

Resthaven Marion

10 Township Road, Marion SA 5043
Telephone (08) 8296 7555

Resthaven Mitcham

48 Smith-Dorrien Street, Mitcham SA 5062
Telephone (08) 8271 0639

Resthaven Mount Gambier

24 Elizabeth Street,
Mount Gambier SA 5290
Telephone (08) 8723 0911

Resthaven Murray Bridge

53 Swanport Road, Murray Bridge SA 5253
Telephone (08) 8532 1969

Resthaven Paradise

61 Silkes Road, Paradise SA 5075
Telephone (08) 8336 5444

Resthaven Westbourne Park

30 Sussex Terrace,
Westbourne Park SA 5041
Telephone (08) 8271 3300

Location Map



Community Services

Community Respite Services

31/12 Township Road, Marion SA 5043
36 Sussex Terrace,
Westbourne Park SA 5041
6-8 Township Road, Marion SA 5043
5 Truro Avenue, Kingswood SA 5062
Telephone (08) 8358 3173

Limestone Coast Community Services

17 Gordon Street, Naracoorte SA 5271
914 Pavy Drive, Naracoorte SA 5271
1/6 Davenport Street, Millicent SA 5280
Telephone (08) 8762 4389

Marion Community Services

43 Finniss Street, Marion SA 5043
Telephone (08) 8296 4042

Murray Bridge & Hills Community Services

88 Adelaide Road, Murray Bridge SA 5253
Shop 5, Victoria Cres, Mt Barker SA 5251
Unit 3/2, Donald St, Strathalbyn SA 5255
Telephone (08) 8531 2989

Northern Community Services

16 Gillingham Road, Elizabeth SA 5112
Telephone (08) 8252 6811

Western Community Services

391 Torrens Road, Kilkenny SA 5009
111 Regency Road, Croydon SA 5008
Telephone (08) 8345 0577

Onkaparinga Community Services

Suite 103, Commonwealth House, Beach Rd,
Noarlunga Centre SA 5168
Ph: (08) 8326 3444

Paradise & Eastern Community Services

61 Silkes Road, Paradise SA 5075
111 Hampstead Rd, Manningham SA 5086
Telephone (08) 8337 4371

Riverland Community Services

60 East Terrace, Loxton SA 5333
Telephone (08) 8584 5866

Residential Vacancy Inquiries:

Contact the Resthaven Admissions
Department, by phoning (08) 8373 0211,
or email inquiries@resthaven.asn.au.

Community Services Inquiries:

Phone 1300 13 66 33 for your nearest
community services location, or email
community@resthaven.asn.au.

For the latest information,
refer to Resthaven's website:
www.resthaven.asn.au.

