

Resthaven Review

Volume 29, Issue 3

Spring 2020



Above: Opening of Resthaven Malvern, circa 1954

Residential Services

- Aberfoyle Park • Bellevue Heights • Craigmore • Leabrook • Mitcham • Malvern
- Marion • Mount Gambier • Murray Bridge • Paradise • Port Elliot • Westbourne Park

Community Services

- Community Respite • Limestone Coast • Marion • Murray Bridge, Hills & Fleurieu
- Northern • Onkaparinga • Paradise & Eastern • Riverland • Western

From the Editor...

Hello residents, families and friends,
This year began full of anticipation of celebrating Resthaven's 85th anniversary. It has certainly had its challenges, with the COVID-19 pandemic in particular. However, the Resthaven community continues to work together during this time. We all look forward to spring and the new life it brings. With this in mind, we celebrate new beginnings in this edition of the 'Resthaven Review'.

We hope you enjoy the first newsletter contribution from new Resthaven Chief Executive Officer, Darren Birbeck, who took over from Richard Hearn in June.

In Resthaven Community Services, there is expansion and growth to meet increased demand, with two new offices, and a third planned (see page 18).

There are new activities on offer (page 19), and a 'tree of hope' spreading positive messages on page 21.

As we look to the future, we also reflect on the past, especially in this, Resthaven's 85th anniversary year.

Several members of the Resthaven community share their memories on the occasion of their 100th, 102nd, and even 105th birthdays! See pages 16, 17, 21, 23, and 28.

We hope you enjoy this edition of the 'Resthaven Review,' and wish you all the best for spring and the months ahead.

Resthaven Public Relations Team

From the CEO

It is my great pleasure to write my first contribution to the 'Resthaven Review' as Chief Executive Officer.

I hope you are all keeping safe and well. Since commencing in June, I have been progressively making my way around to all of our locations. I am thoroughly enjoying meeting and speaking with staff, volunteers, residents, and clients.

Thank you for your warm welcome. I hope to have the opportunity to meet more of you in person in the future.

Some of the highlights of my visits have included joining an exercise session with residents at Resthaven Murray Bridge, sharing the Christmas in July festivities with the Board President at Resthaven Mount Gambier, as well as at Resthaven Marion Community Services, celebrating Resthaven's 85th birthday with a Resthaven Western Community Services Social Group, enjoying an afternoon tea with Resthaven Paradise & Eastern Community Services clients, and participating in a staff meeting at Resthaven Craigmore. I even had the opportunity of experiencing an assessor contact visit by the Aged Care Quality and Safety Commission at Resthaven Marion. See photos on page 11.

Personnel

On Friday 29 May, we farewelled Richard Hearn after more than 34 years at Resthaven, 27 as CEO. Although his farewell was not a big event, due to COVID-19 restrictions, we held a small gathering of board members, past and present, on the day (with social distancing!).

Continued opposite page...

From the CEO (continued)

Head office staff gave Richard a 'guard of honour' send-off down the stairs, and signage at the front of the building announced his departure (pictured right).

I commenced as Chief Executive Officer on Monday 1 June 2020. I am honoured to follow in Richard's footsteps.

In late July, it was with great disappointment that we farewelled Executive Manager People and Culture, Sam Bradley. Since joining Resthaven in March 2019, Sam has led and championed a number of key projects, and I thank her for the significant contribution that she made during her time with us.



It is with great pleasure that we welcome Sylvia Powell to the role of Executive Manager People and Culture. Sylvia is very experienced, having previously worked as General Manager People & Culture at Eldercare for more than four years, and at the University of South Australia for ten years prior. Please join me in welcoming Sylvia to Resthaven.



We are currently recruiting for an Executive Manager Strategy & Governance, to replace my previous role.

Since 1 June, Manager Service Development, Lynn Openshaw, has held the role of Acting Senior Manager Governance. In this position, Lynn is responsible for Governance, Volunteer Services, and Chaplaincy. She will continue in this position while the Executive Manager role is being recruited.



Current Environment

At Resthaven, we continue to monitor the COVID-19 situation in Victoria and New South Wales, as well as ensuring that we are adequately prepared, should there be an outbreak here in South Australia, in one of our Resthaven homes or a positive case at a client's home.

I have been inspired by the strength, dedication, and commitment of everyone in the Resthaven community to work together in these challenging times. Thank you for your continued efforts.

National Issues

We are currently in a challenging period for the aged care sector, with the financial performance of a number of providers of concern, coupled with ongoing regulatory reform, the uncertainty of financial markets, the Royal Commission's recommendations and workforce challenges. Protecting vulnerable older Australians during the pandemic has led to significant cost increases due to the additional spending on cleaning, personal protective equipment (PPE) and staff.

On 8 July, the Prime Minister announced an extension to the Royal Commission into Aged Care Quality and Safety.

Continued page 4...

From the CEO (continued)

The Commission was originally due to report by 12 November this year, and now has until 26 February 2021. Due to the pandemic, in March, public hearings were put on hold. These recommenced in July. Its latest consultation paper on financing aged care followed recognition of 'unacceptable and systemwide problems' within the sector, identifying the need for significant additional funding.

The deadline for general submissions was extended to 31 July 2020 and the aged care peak body, Aged and Community Services Australia, made submissions on governance, finance, COVID-19 impacts, funding models and the situation for regional, rural and remote services.

The Royal Commission continues to work on research and policy development, an investigation into the impact of COVID-19 on aged care services, finance, funding models, and the situation for regional, rural and remote services.

The Royal Commission is publishing a selection of general submissions received from members of the public and organisations on its website.

Serious Incidents

Monday 15 June was World Elder Abuse Awareness Day, and the government earlier announced that it will invest \$23 million in a Serious Incident Response Scheme (SIRS) designed to protect older Australians from abuse and neglect. The scheme will require all residential aged care providers to manage incidents with a focus on the safety and wellbeing of consumers, and reduce preventable incidents from recurring.

Additional Home Care Packages

The announcement on 8 July of 6,105 new home care packages is welcome, as there are more than 100,000 people still waiting for a home care package. Minister for Aged Care, Richard Colbeck, said that approximately 2,035 packages will be immediately available across level 1, 2 & 3.

It is disappointing that there were no level 4 packages included in the release. The future success of the entire aged care system depends on having enough services available to meet the needs of older people who want to stay in their own home for as long as possible.

My Aged Care

As recommended in the Carnell-Paterson review of regulatory processes, on 1 July, the government introduced a new rating feature, Service Compliance Rating, on the My Aged Care website to indicate the level of regulatory compliance of residential aged care facilities.

Each aged care facility is rated from one to four using a series of dots to reflect how well they meet the aged care quality standards with four dots indicating full compliance.

Governance

The Resthaven Board is pleased to welcome new member, Joanne (Jo) O'Connor, who was appointed from June 2020. Jo is Co-Director of Operations at the Southern Adelaide Local Health Network (Women's and Children's Division) and Chair of Woodcroft College Council. Welcome!



From the CEO (continued)

Strategic Plan

A final report on the outcomes of Resthaven’s 2015-20 Strategic Plan was delivered to the Board on 6 August 2020. Strategic Plan achievements include considerable expansion of services: opening a new residential site (Aberfoyle Park); becoming a contracted Regional Assessment Service; commencing Short Term Restorative Care services; and significant growth in Home Care Packages and CHSP services.

To meet this growth in services, we implemented new workforce roles and models. Resthaven commenced Project Ignite, a major business transformation project, informed by extensive consultation with our customers to understand the ‘optimal customer experience’.

Resthaven invested in research, and translated our learning into evidence based practice. Our service models were acknowledged through industry awards for excellence.

We received positive feedback from our workforce and our customers that they are satisfied with Resthaven’s approach to achieving our vision and purpose.

The Board adopted a new Strategic Plan for the period 2020-2025, launched on 27 August. It is an exciting time for Resthaven, as we commit to our purpose of working together, providing outstanding care and support for older people and their carers.

The Strategic Plan 2020-2025 gives us the opportunity to set new strategies and initiatives to meet the changing environment.

Strategic Plan 2020–2025

Purpose	Values	Key Areas
 <p>Working together outstanding care and support for older people and their carers.</p>	 <p>Trust Dignity Choice</p>	 <p>Key Area 1—Our Services</p> <ul style="list-style-type: none"> • Quality of life outcomes • Personalised customer experience • Commitment to service quality <p>Key Area 2—Our Workforce</p> <ul style="list-style-type: none"> • Future ready workforce • People making a difference <p>Key Area 3—Our Future</p> <ul style="list-style-type: none"> • Good governance and business systems • Planned and considered growth • Focussed research and innovation • Corporate leadership in the community
<p>Resthaven acknowledges the traditional owners of the lands on which its services are delivered. We pay our respects to elders past, present and future.</p> <p>Resthaven is a richly diverse community founded on the principles of inclusion and unity, embracing and respecting each person’s beliefs, culture, language, sexual orientation, gender identity, lifestyle, life experiences and values.</p> <p>Established in South Australia in 1935, Resthaven is a not-for-profit aged care community service associated with the Uniting Church in Australia.</p>		
		www.resthaven.asn.au

The aged care sector has reached a pivotal time in its history, with more people than ever before requiring some level of services and support.

The road ahead is a challenging one, but we have the opportunity to implement the positive reforms and innovative models of care and services needed to redefine the future of ageing in this country.

Keep safe, stay well,
and look after each other.

Warm regards,

Darren Birbeck
Chief Executive Officer



Governance

Diversity

As part of the development of the new Strategic Plan 2020-2025, the Board reviewed Resthaven's Purpose, Values and Statement of Diversity. While the Purpose and Values remained the same, the Board adopted recommendations about the Statement of Diversity from the 'Diversity in Resthaven: Welcoming LGBTI Older People' project (2019).

The Board also determined that an acknowledgement of the traditional owners of the land should be included in our diversity. Resthaven's new statement of diversity is below.

Chaplaincy

I would like to acknowledge the great work of the Coordinating Chaplains in these challenging times.

The Chaplains have provided one to one care, kindness and support to residents during a time when many were unable to have contact with family members.

They have provided multiple smaller gatherings as an alternative to larger services, and the energy and resolve to do this should not be underestimated.

The Chaplains have provided creative ways to undertake the annual memorial service/recognition of loved ones who have died, including memorial cards with individualised messages, and memorial displays. They have provided support during a time when there was reduced access to their usual volunteer assistance.

We thank the Chaplains for their commitment to providing outstanding care and support to residents and staff.

Our most recently appointed Chaplain, Dr Nina Corlett-McDonald, shares her story on the opposite page.

Lynn Openshaw
**Acting Senior Manager,
Governance**



Diversity:

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Chaplaincy

A 'Ministry of Presence' for Chaplain, Nina

Dr Nina Corlett-McDonald, one of Resthaven Leabrook's Coordinating Chaplains, describes working together with older people 'as a privilege.'

Before coming to Resthaven, Nina worked in 'a more administrative role,' but, she says, 'I wanted to be with people again; I really did feel a pull. It is such a privilege to be invited into someone's space; it's a ministry of presence.'

She also describes that she's 'not here to be a Chaplain if they don't need me to – I'm also here as a friendly face.'

'I will be with people wherever they find themselves – be it in grief or celebration, or just having a flat day. Often, it's mutual – people want to know who you are, too.'

'At Resthaven, the warm welcome has been exceptional, staff have embraced me. It's nice to know that I can walk into a place, and there's that trust by the staff, that they will support me.'

'My experience at Resthaven has been very much around Resthaven's values of respecting the dignity of all people – and this aligns with my own values. It's a partnership, to ensure that dignity is maintained at all times.'

'What a privilege it is to be with people just when they need someone. I just love being here at Resthaven.'

Nina works at Resthaven Leabrook with Coordinating Chaplain, Rev Cate Baker, who is another of Resthaven's chaplaincy team. Every Resthaven residential aged care home has a chaplain's support.



Historic Treasure Uncovered

Earlier this year, a beautiful old Bible was discovered in archival material at Resthaven Leabrook.



The Bible was printed in 1900, and the identity of its owner, a Miss Mabel Mugge, was a mystery. A photo of the item was published on Resthaven's Facebook [social media] page, where it invited excited commentary amongst Resthaven's followers.

The post was subsequently spotted by Mr Allan Mugge, the great-nephew of Miss Mugge. He let us know that his great aunt had lived at Resthaven Leabrook until her death in 1962 (long before electronic records).

Thank you to the Resthaven community for solving the mystery!

Residential Services

Staff Movements

Following Mandy Micallef's transfer to Resthaven Bellevue Heights, I am pleased to announce the appointment of Hannah Coelho to the role of Manager Residential Services at Resthaven Mitcham. We welcome her to Resthaven.



It is with disappointment that we farewell Karen De Bonde, who will retire from her role as Manager Residential Services, Resthaven Port Elliot, in late September. Karen has held this position for the last 10 months and she will be missed.



In June, we farewell Resthaven Mitcham Care Coordinator, Jess Margrate, who has moved on to a managerial position with another aged care provider. We wish Jess all the best.

I am pleased to welcome Debbie Rayner to the role of Resthaven Mitcham Care Coordinator. Debbie commenced in late August.



Annie McColl, Resthaven Relieving Care Coordinator, has been appointed as Care Coordinator at Resthaven Leabrook, following Wendy's Palm's transfer to the role of Clinical Systems Lead earlier this year.



Robyn Dawes has been appointed to the role of Relieving Care Coordinator. Please make her feel welcome to Resthaven.



Finally, we farewell Resthaven Craigmore Care Coordinator, Pardeep Singh. Recruitment for this role is underway.

Aged Care Quality and Safety Commission Visits

From May – August 2020, Resthaven Paradise, Mitcham, Marion and Craigmore received assessment contact visits by the Aged Care Quality and Safety Commission. I am pleased to advise requirements were met at the visit to Paradise, Craigmore, and Mitcham.

At the time of writing, results of the remaining visit to Marion was yet to be advised.

Thank you to everyone involved for supporting such great outcomes which reflect Resthaven's commitment to providing personalised care and services.

I thank the staff teams for the many creative and meaningful ways that they have ensured these important connections are maintained. We know that restrictions on visitors to our residential sites has been challenging at times for many people, and we thank everyone in the Resthaven community for working together with us during this time.

Thank you.

Tina Cooper
Executive Manager
Residential Services



Community Services

Staff Movements

I am pleased to advise that Karen Boelens, Relieving Manager Community Services, has taken up the role of Manager Resthaven Riverland Community Services on a permanent basis.



In July, we farewelled Deb McDonald, Manager Resthaven Marion Community Services, as she headed into retirement. We wish Deb well in her future paths, and thank her for her work at Resthaven.

Lee Bennetts has been appointed to the position of Manager Resthaven Marion Community Services. Lee has been working as Assistant Manager Resthaven Onkaparinga Community Services for a number of years. Congratulations, Lee.



Christine O'Brien has been permanently appointed to the role of Relieving Manager Community Services. Chris has been undertaking this role for some months and is very well known and appreciated at all our Resthaven Community Services sites. Congratulations, Chris.



Service Expansion

Resthaven Community Services continue to expand, with client numbers now in excess of 1,400 clients receiving a Home Care Package. Across Resthaven, we now support around 13,000 older people and their carers.

As mentioned on page 18, an outreach office for Resthaven Northern Community Services will open in Gawler in September, and Resthaven Riverland Community Services has relocated to a new, larger location in Berri.

Again, due to expansion, we have leased premises for a further office for Resthaven Marion Community Services, at 131 Goodwood Road, Goodwood. This will be operational by November.

COVID-19

Community Services teams have been very focused to deliver services safely during the COVID-19 pandemic. Recently, clinical leads have been concentrating on extra training for staff in the use of personal protective equipment (PPE).

Whilst there has not been any situation of COVID-19 infection, please be aware that staff may be required to use PPE in the short term if you are awaiting test results.

We thank you for your continued understanding as our staff work hard to keep everyone safe.

Sue McKechnie
*Executive Manager
Community Services*



“ Show me someone who has done something worthwhile, and I'll show you someone who has overcome adversity.

Lou Holtz

”

Building Update

Resthaven Bellevue Heights

In light of the continued COVID-19 pandemic, the decision was made to defer the Resthaven Bellevue Heights redevelopment project. The current environment of COVID-19 related uncertainty creates too much risk, and the safety of residents and staff always takes precedence.

Once the works do commence, the redevelopment will relocate residents from Manson and Grevillea lodges to the main home. This will involve the construction of a new extension to Correa and Waratah, a new memory support unit above a lower level services floor with kitchen, laundry, associated services, and a new staff room.

The central entry and café area will undergo a major transformation along with the upgrade of the auditorium. The redevelopment will also provide new car parking and access to the site. The works will occur over a period of 18-24 months.

Resthaven Westbourne Park

The deferment of the Resthaven Bellevue Heights redevelopment has allowed us time to commence planning to replace the Hampton and Richmond areas at Resthaven Westbourne Park.

As the years have passed, the standard expected by our customers has changed, and it is now time for these older areas to be replaced in order to allow us to offer residents at Resthaven Westbourne Park the best and most modern facilities.

Options are being worked through at present. Consultation with residents and staff will occur initially via questionnaire.

Resthaven Northern Community Services: Gawler

A new outreach office will open in Gawler at 5 King Street, in September/October this year. See page 18.

Resthaven Riverland Community Services

Resthaven Riverland Community Services has moved to a new location at 7 Wilson Street, Berri—see page 18.

Until next time,

Emmet O'Donovan
Manager, Buildings and
Capital Projects



Phone Number Changes

Please note that, due to the NBN, phone numbers at several Resthaven locations have changed.

Please update your records for the following sites:

- **Resthaven Malvern:** 8228 6300
- **Resthaven Port Elliot:** 8574 5100
- **Port Elliot Community Services office:** 8574 5111
- **Resthaven Paradise:** 8154 8400
- **Resthaven Paradise & Eastern Community Services:** 8154 8444
- **Resthaven Riverland Community Services:** 8580 1400

Diversions are currently in place until mid 2021.

Out and About

CEO Engages with the Resthaven Community



Left (from top): Speaking with Mrs Dorothy Crane at the Resthaven Mount Gambier 'Christmas in July' event; Practicing social distancing with the Resthaven Northern Community Services staff team; Spending time at a Resthaven Northern Community Services client social group; inspecting a mural in the room of Mr Stan Sykes at Resthaven Bellevue Heights.



Above (from top): Joining an exercise class at Resthaven Murray Bridge; chatting with the staff team at the Strathalbyn outreach office of Resthaven Murray Bridge, Hills & Fleurieu Community Services.



Below: At the Resthaven Western Community Services 85th anniversary event, held in August.



Retirement Living

Hello retirement living residents!

I hope you are staying warm and well.

Recently, the Retirement Living portfolio moved under the direction of the Executive Manager Residential Services, Tina Cooper. This will have minimal impact on you.

Pandemic Update

At time of writing, South Australia is still experiencing restrictions relating to COVID-19, due to the situation in Victoria and New South Wales.

With advice changing often, I encourage you to check the SA Government website for the latest information: www.covid-19.sa.gov.au/recovery. You can also access telephone support from:

- COVID-19 Mental Health Support Line – 1800 632 753
- Lifeline – 13 11 14
- Beyond Blue – 1300 224 636.

Government information is updated daily at www.health.gov.au or call the National Coronavirus Health Information Line on 1800 020 080.

The latest information relating to aged care is published on the Resthaven website: www.resthaven.asn.au.

‘Happy Thoughts’

The COVID-19 situation has not been all doom and gloom—many residents at Resthaven have been through similar times of hardship in the past, and are remembering ways of getting through them.

There is a revival in baking and providing cakes and scones to fellow residents. There is a heightening of comraderie in looking out for each other. There is collaboration in shopping, and an increase in home activities and finishing projects. The library book delivery has increased.

We have residents ringing one another with updates on how they are doing.

It is a blessing to have a community looking out for and supporting one another.

If you do find yourself feeling down, here is a list of things that always make me feel happy—feel free to try them too!

- A bubble bath with a glass of wine
- Buying some flowers for the house
- Enjoying a home movie with all the accompaniments: chocolates, wine, chips
- Going shopping for a new outfit
- Having your nails done
- Having a massage.

Most of all, make sure that whatever it is, it is something that will delight you and make you happy. You are worth it!

Take care until next time,



Jeannie Peace
Retirement Living
Coordinator

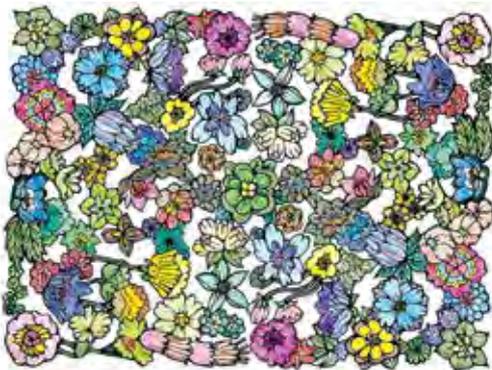


Activity Book Fun

Throughout mid-2020, during the height of the COVID-19 pandemic in South Australia, Resthaven produced 'activity packs' for both Resthaven residents and clients. The aim was to provide a stimulating booklet full of games, puzzles, poems, and mindfulness colouring, to keep our brains active during those times when it was necessary to remain at home.

The activity packs were extremely popular, with many people sending in photos of their colouring in (pictured this page). Thank you for sharing this with us!

More activity packs are planned for Community Services later in the year. People supported by Resthaven Residential Services will continue to receive their quarterly newsletters as normal.



Volunteer Services

Glenda Reflects on 25 Year Volunteer Career

When 25-year Resthaven volunteer, Glenda McDonald, decided it was time to move into residential aged care, the obvious choice was Resthaven. After all, she says, 'I feel part of the place.'

A trained nurse, Glenda started her volunteering career with Resthaven later in life, when her children were a little older and she wanted to 'give something back.'

Glenda was very active, competing in the City to Bay eight times and raising her two daughters. In 1984, she completed a 'Keep fit for older people' course, and was asked to come and work at Resthaven Mitcham as part of the lifestyle team.

Following the retirement of her husband, Lawrie, Glenda decided to come back in a volunteer capacity instead, giving her the freedom to 'go off caravanning' with Lawrie if she wished. Thus began Glenda's career as a volunteer with Resthaven Mitcham. As she says, 'Resthaven really picked me.'

Glenda's many volunteer roles included leading exercise classes, palliative care support, Chaplain's Assistant, and running the Devonshire Tea Tuesday Group. Glenda also featured in the 2001 Resthaven 'International year of the volunteer' calendar (pictured).

For 15 years, Glenda baked scones on Tuesday mornings, then took them to Resthaven Mitcham to serve to residents. When Food Safety regulations changed in the 1990s, Glenda baked them on site in an activity room kitchen following all the food safe requirements.

The Devonshire Tea Tuesday Group tradition continues at the home to this day, complete with lace table cloths and fine china.



Glenda says that volunteering with Resthaven always gave her a 'special feeling; I didn't do it for myself, I did it for other people.'

'I think volunteering brings a sort of serenity to life – and gave value to our lives. It gave me a purpose to volunteer and serve others.'

'However, you can't volunteer in a place like Resthaven without recognising what it is to be older. I've always been active physically, I still go out. I am very independent still; but I always said that I'd know when I needed help. One day, I realised that I wasn't doing as much as I wanted to, so I better think about moving into residential care.'

'Now I feel peaceful here.'

Glenda moved into Resthaven Bellevue Heights in early 2020, continuing her longstanding and valued contribution as a member of the Resthaven community. Thank you for your service, Glenda.

85th Anniversary Events



This year marks Resthaven's 85th anniversary. Many events that were postponed due to the COVID-19 pandemic have now been rescheduled—please see them listed below. They will be conducted within social distancing guidelines. Many events are for residents and clients only. Sites not listed are in the process of finalising their dates and events. We look forward to celebrating with you!

Date	Site	Event
17 September	Resthaven Murray Bridge	Birthday lunch
18 September	Resthaven Westbourne Park	Morning tea with 1935-born residents special guests
24 September	Resthaven Leabrook	Resident afternoon tea 2.30 – 3.30pm
October (TBA)	All sites	85 years History Book launch
October (TBA)	Resthaven Riverland Community Services	Celebration with opening of new office in Berri
12 October	Resthaven Paradise	“Through the Ages” with celebrations throughout the week
14 October	Resthaven Mitcham	Details to be confirmed
27 October	Resthaven Onkaparinga Community Services	Celebration during ‘Every Generation’
30 October	Resthaven Port Elliot	Details to be confirmed
10 November	AgedCare Alternatives	Celebration and 10 th birthday party
18 November	Resthaven Bellevue Heights	Afternoon tea celebration—site 40 th anniversary

Resthaven Limestone Coast Community Services

Services in the South East

Resthaven Limestone Coast is holding an ‘Open Day’ on 21 October, at their respite cottage at 914-915 Pavy Drive, Naracoorte.

Bookings are essential for physical distancing reasons. Phone 8762 4389 if you would like to come along.

Manager, Liz Southall, says, ‘Our in-home support team can visit older people living in their own homes, with a variety of personal care or household tasks.’

‘We also run social groups – with physical distancing – where members enjoy baking, sewing, guest speakers, and a host of other activities together.’

‘Overnight and day respite for carers is available in our respite cottage. This gives family carers a break from their caring role.’

To enquire about any of these services, phone 8762 4389 (Naracoorte), 8733 3311 (Millicent) or 8726 9400 (Mount Gambier).

Resthaven Community Respite Services

Indian Independence Day

On 14 August, guests of Resthaven Community Respite Services Ridgway House cottage enjoyed celebrating Indian Independence Day.

The celebrations were led by Coordinator, Serena (right), who is of Indian heritage, who led an Indian dance class (far right), then oversaw a lunch of butter chicken (far right), papadums, Indian potato dip, chapati, and creamed rice for dessert.



Happy Indian Independence Day!

Please note: Resthaven Community Respite Services 'Ridgway House' cottage has a new phone number: 8228 6597.

Resthaven Murray Bridge, Hills & Fleurieu Community Services

Happy 102nd Birthday: Mrs Norah Lauterbach

On 25 July, Mrs Norah Lauterbach celebrated her 102nd birthday at her home in Strathalbyn.

Mrs Lauterbach is supported to live independently in her own home by Resthaven Murray Bridge, Hills & Fleurieu Community Services. She is also supported by her daughter, Heather, who visits daily and spends time doing the crossword with her mum and sharing lunch.

Resthaven Community Services staff send their best wishes and congratulations to Norah. Many happy returns!



Resthaven Marion Community Services

Happy 100th Birthday: Mrs Florence Elliot

Many happy returns to Mrs Florence Elliot, who celebrated her 100th birthday on 30 July, 2020.

Florence, who is supported to live independently in her own home by Resthaven Marion Community Services, was born in Perth, Western Australia, the youngest of eight. 'I had four brothers and three sisters,' she says. 'As the youngest, you might have thought I was the spoiled darling, but it's not the case. No one got spoiled in our house – mum was too busy!'

When Florence was 17, she moved to South Australia, travelling by boat, before catching the train to Broken Hill, which she describes as 'a big adventure'.

She stayed in Broken Hill for four months before moving to North Adelaide, where she met her husband, Robert.

'He used to come and buy his smokes at my auntie's shop, that's how I got to know him,' she says. 'His father had a car, which was a big deal in those days.'

'He played football for North Adelaide and was a big tall bloke, whereas my ancestors were all little Cornish miners!'

The couple were married in Christmas of 1939, and went on to have five children – four boys and one girl.

'Things weren't easy then,' Florence says. 'We had no conveniences at home. Everything is so easy to do now – you flip a switch there, and it's done.'

In 1959, the couple moved to their new-built house in Marion, where Mrs Elliot has remained ever since.

Florence's only major health trouble was the loss of her left eye five years ago, following a fall.



Above: Florence with her son, John, at her home in Marion.

This does make reading and writing more difficult for her, but, with characteristic determination, she perseveres with her favourite activities, which include reading, watching documentaries on SBS, and doing crosswords.

'I'm a crossword queen,' she says.

'In general, I'm very good health-wise. I'm just old and worn out!'

She has 'no idea' how she managed to reach her 100 year milestone, saying, 'Heavens, I've never thought about why I reached 100 – just sheer bad luck I suppose!' she jokes.

Florence is appreciative of the support provided by Resthaven Marion Community Services, saying, 'Two people come and help me with my showers, and I have help with the cleaning and the garden.'

'I wouldn't be able to live at home without them. I wouldn't be able to stay here. And John [son] helps me too.'

'I'm quite happy with the way I'm living, and with the help that I get,' she says. 'I'm not fussy, I don't want anything fancy.'

'I still know what I'm doing. I'm satisfied.'

Happy birthday, Florence!

Resthaven Northern Community Services

Resthaven Expands into Gawler

In response to increased demand for in-home support for older people, Resthaven Northern Community Services will soon open an office at 5 King Street, Gawler.

Manager, Karen Hammond, says, 'We currently support about 400 people in the Gawler/lower Barossa area, so we are very excited to open this outreach office to further expand our high quality aged care services throughout the region.'

'The new premises is currently undergoing a fit-out in readiness for our services to operate from there by late September.

'The new office will offer an opportunity for onsite health and wellness support such as restorative care, vision support, occupational and physiotherapy, exercise and social support groups.'



'We also coordinate in-home care and support, and respite for carers.'

'Our main Resthaven Northern Community Services office continues to operate at 16 Gillingham Road, Elizabeth, where there is a wellness centre and group programs available.'

To enquire, phone 8259 5600.

Resthaven Riverland Community Services

Resthaven Moves to Berri



On 24 August, Resthaven Riverland Community Services moved into the old State Bank building at 7 Wilson Street, Berri.

With strong local demand across the region, Resthaven moved from leased premises in Loxton to the newly refurbished offices in Berri. The building has been turned into a modern community services office and wellness centre, whilst maintaining the external art deco period style.

The space includes areas for clients to meet and undertake activities on site, as well as more office space, a men's shed and external patio for clients to enjoy.

Phone the site on their new number to find out more: 8580 1400.

Resthaven Onkaparinga Community Services

Bowls Fun

Resthaven Onkaparinga Community Services have created a bowling team for staff, volunteers and clients.

Eight people have joined the team so far, and recently enjoyed their first bowling trip out (pictured).

More people are looking to join in the fun with lawn bowls during the summer, where local clubs have invited the group to play. Go team Resthaven!

Resthaven Onkaparinga Community Services provides a variety of in-home support and social group services. Phone 8307 3700 to find out more.



Resthaven Paradise & Eastern Community Services

'Memories' by Mrs Jenny Haslam

Resthaven Paradise & Eastern Community Services client, Mrs Jenny Haslam, shares some of her memories growing up:

My fondest memory of growing up was being spoiled by grandma – she and I were very close.

My parents were not strict; we never got into trouble. We had a lot of respect for our parents and didn't want to disappoint them.

I had two sisters; my eldest one was three years older, and my younger one was seven years younger, and they were never jealous of how I was spoilt by grandma.

On my birthday, she would take the family to David Jones by hire car, and pay for me to go to a private school – Presbyterian Ladies College in Croyden, New South Wales. I remember we had pens with a nib and inkwell and blotting paper.

We had desks and chairs in rows, so the teacher could walk up and down to check what you were doing. We had different teachers for each subject.

When the teacher walked into the room, we all stood up to greet them. The boarders had a hot lunch and the day girls had sandwiches and a drink from home.

I loved school.

The main things I can remember are: ladies don't run, never comb your hair in public, never share combs, and always leave the toilet how you would like to find it.

I had a special friend at school, Margaret McPherson, who was a boarder at school.

When she had a free weekend, she would always come to my place. She lived at Dingo Creek in Wingham, NSW.

Other than Christmas holidays, we would go by train and I would stay at her place. She lived on a large dairy farm and learned to ride a horse. Sixty-eight years later and we are still best friends, and never an argument between us.

One of my fondest memories was playing on our swing – hitting a tennis ball against a brick wall, hopscotch, skipping, riding my bike. I mostly played with my cousin, Lynne.

I lived in a waterfront house in Drummoyne, NSW, on the Paramatta River, and Lynne and I used to play and swim, and check what had floated in on the tide.

We enjoyed playing in the water and we had a rowing boat and had lots of fun rowing around.

The only game I didn't like was Monopoly, which I still don't like.

The first car I owned was a white Nissan TI 1989 model, with blue velvet seats – a luxury car. I was taught by my fiancé in his 1952 green Ford Consul, the freedom that you had. Unfortunately I had to surrender my license in 2017, and I still miss my car and my freedom.

By Mrs Jenny Haslam

Resthaven Western Community Services

Happy 100th Birthday: Mr Thomas Collings

Happy 100th birthday to Mr Thomas Collings!

Mr Collings, who lives in his own home with support from Resthaven Western Community Services, celebrated his milestone birthday on 2 June.

Many happy returns, Mr Collings.



'Tree of Hope'

Clients of Resthaven Western Community Services at 96 Woodville Road, Woodville, have created a 'Tree of Hope' during their Wednesday Social Group, depicting positive images to remember in these challenging times.

Coordinator, Rebecca Bratovich, who facilitates the group, says, 'With the recent return of in-person social groups – with strict social distancing measures in place – we have been talking about the COVID-19 pandemic, and how it has been affecting us all.'

'Members of the group decided that it would be nice to have something permanently at the office to get us all through this very difficult period.'

'After some brainstorming, the "Tree of Hope" was born.'

'Clients of the various groups were all asked to share some positive thoughts, messages of hope, or sayings that gave them a laugh, which we compiled into a list.'

'This also proved to be a wonderful reminiscing activity, as everyone fondly remembered sayings from their younger years and the memories these evoked.'

'A suitably shaped stick was selected from the garden, and the Wednesday group got busy cutting out the shapes to form the leaves of the trees.'



'The idea is that clients and staff can come to the tree and take a little leaf, heart or a butterfly with a saying on it, to keep or to share with someone. There is also the added option to add a leaf to the tree in exchange.'

'Thank you to everyone who contributed to the Tree of Hope!'

Pictured above: Clients, Mrs Nancy Mitchell and Mrs Betty Gilligan, with the Resthaven Western Community Services 'Tree of Hope.'

Resthaven Aberfoyle Park

Picture Perfect Postcards

Mrs Juanita McCallum, a resident of Resthaven Aberfoyle Park, is to thank for a new initiative at the home to provide postcards for residents to send to families and friends.

The postcards, which depict professional photos of Resthaven Aberfoyle Park, are sold for minimal cost at reception, with all proceeds to the lifestyle program.

Mrs McCallum explains that she had the idea for the postcards because 'Everybody needs to know they're cared about and looked after – and I wanted to show everyone the beauty of my home.'

'Yes, this is my home. It means I've got a place of happiness. It's such a lovely, happy feeling.'

'When the postcards came in, I sent them around to all of my friends, and my daughter in Balaclava. Many went over to England.'



Mrs McCallum is a wonderful asset to the Resthaven Aberfoyle Park site community, saying that she 'likes people,' and has 'had a lot of joy in my life.'

Thank you for your idea, Mrs McCallum, and we hope your friends and family are enjoying the Resthaven postcards!

We'd Like to Hear From You!

Engagement Survey

Are you happy with how well Resthaven communicates with you, or do you have suggestions for improvement?

Please provide your feedback by cutting out this page and handing it in to reception, or emailing your feedback to pr@resthaven.asn.au.

What does Resthaven do well in communicating with you? _____

How can we improve our communication with you? _____

What information would you like Resthaven to share with you so that you know more about our organisation? _____

Resthaven Bellevue Heights

Happy 100th Birthday: Mrs Jadwiga Palczik



Happy 100th birthday to Mrs Jadwiga Palczik of Resthaven Bellevue Heights (pictured left, aged 35), who celebrated her milestone birthday on 23 July, 2020. Daughter, Krystyna, shares her memories.

More than half a century ago, after World War II, a new wave of refugees were arriving in Australia – one of the few countries of stability, peace, and order, compared with the rest of the world.

Amongst them was our mother, aged 40 years old, Mrs Jadwiga Gawkowska-Palczik. Her strong character, enormous courage, and vision of providing better life for her two young children gave her the strength to leave her country, which was by then under Russian occupation.

Mother was one of thousands of women left alone after the war, and only God and my sister, Danuta, and I were witness to her hardship, sacrifice, and unconditional love.

The end of World War II occurred in the summer of 1944. Defeated Germans were fleeing Russia, who had devastated Poland over the last five years. We were only 60km away from the Russian borders, and German headquarters were nearby.

I remember getting out of a burning straw-roofed house, having just seen the tower of a nearby church blown up. I clearly remember pieces of the tower falling slowly down, and the windows of the house ablaze.

I remember walking with mother on a sandy country road. I could see small, pretty boxes on the side of the road. Curious, I ran towards them. Just then, a cart full of Russian soldiers, pulled by two chestnut horses, passed by.

One of soldiers jumped off the cart and grabbed me up, and ran me back to my mother, shouting 'MINY' (mines).

The Polish winter was severe – it was often -20°C or -30°C. I remember mother lifting the heavy trunk of a tree and holding it ready to be cut with a long, wobbly saw. Mother was on one side, and I was on the other, aged perhaps five or six. I had to run backwards and forwards to follow mother's movement on the opposite side.

Mum moved with us to the less-devastated north west area of Poland, where it was easier to find work. She was always motivated to secure a better life for us. We didn't have much, but we were never were hungry again.

Mother's biggest aim was providing a good education for us. To do this, she gathered her enormous courage, and left Poland for Australia. She supported me through five years of boarding school, taking the day off work once every two months to travel 300km to come and see me and learn about my progress. Later, I would go on to university.

I never disappointed mother with my education. I often thought of her during my 13 years of work in the UK House of Parliament, where I worked restoring and saving valuable historic paintings.

If not for the help and sacrifice of my mother, I would not be where I am now. Mother is the biggest hero in my life.

I must also express my enormous gratitude to my beloved younger sister, Danuta, for taking care of our mother, and being always there in her life. Danuta is a big-hearted woman.

I love you both my dearest mum and sister. You are always with me in my heart.

Written by daughter, Krystyna

Resthaven Craigmores

85th Anniversary Celebration

On Friday 28 August, Resthaven Craigmores celebrated Resthaven's 85th anniversary with a birthday party at the home.

Residents gathered in the Hall, which had been beautifully decorated by the Lifestyle team in Resthaven's colours of red and blue. A photographic display of the history of Resthaven Craigmores was created to show how things have changed over the years.

Entertainer, Richard McDonald, was a hit with the audience. His warm personality and set list of well-known songs was thoroughly enjoyed by all. Highlights of his performance included a duet with resident, Annie (who loves to sing) of Louis Armstrong's 'It's a Wonderful World'.

As he played the first few notes of the song on the piano, Lifestyle Coordinator Himi, mentioned it was a crowd favourite. She told of how residents loved to watch the original clip and sing along whenever the opportunity arose. It was lovely when everyone (including staff and volunteers) joined in. Residents were especially moved when Richard sang in his 'Louis' voice.

There was plenty of laughter when Richard brought out his ukulele and kilt apron. Some dance moves from Lifestyle staff Himi and Toni, Volunteer, Mo, and Manager, Jane, were appreciated by the crowd (pictured right), and Annie once again joined in.

After the show, residents enjoyed party food and cupcakes (right).



Two very special guests attended the event (below L-R), Mrs Joyce Jeffree (who turns 85 in September 2020) and Mrs Beryl Byrne (who turns 85 in November 2020).

It was only fitting that they were the guests of honour, seeing as they share Resthaven's birthday year!



Another special moment was when resident, Sylvia, was visited by her friend Jean to drop flowers off for Sylvia's birthday. Sylvia was so happy to see her very special friend. It was lovely to witness.

Written by Anna, daughter of a Resthaven Craigmores resident



Resthaven Leabrook

70 Years Strong for Resthaven Leabrook Couple

Many happy returns to Mr and Mrs Laurence and Maxine Middleton, who celebrated their 70th wedding anniversary in April, and now live together at Resthaven Leabrook.

The couple explains that, when it was time for them to move into a residential aged care home, they were very relieved that they could stay together. Laurie explains, 'if we were separated, it wouldn't be good at all.'

Maxine agrees, saying, 'After all these years, we know each other so well. We couldn't be apart.'

She adds with a laugh that 'They said it wouldn't last, we were too young – well, we proved them wrong!'

The couple met in 1947 in Mount Barker. Laurie, then 24, says, 'I was working at the NAB [National Australia Bank], and, in 1947, I got transferred to the NAB on Gawler Street. Maxine, who was 21, worked in the pharmacy across the road.'

Maxine says, 'Laurie came in one day and that was it. That's how we met.'

The couple were married at the Christchurch Church of England in Mount Barker on 22 April, 1950.

Maxine quit work at the pharmacy after her marriage, but continued to volunteer in her local community throughout her life, including at the Glenelg South Meals on Wheels, and for the Red Cross.

The couple had four children, who also kept Maxine busy; 'I used to volunteer at all the school canteens,' she says. 'I have cut and spread thousands of sandwiches!'

Thanks to Laurie's job with the NAB, the couple moved around the country a lot in their early years. From 1954 –1965, they lived in Quorn, Nuriootpa, Wallaroo, and Whyalla.



Finally, in 1965, Laurie was transferred to Adelaide. They moved houses three times within the Adelaide metropolitan area, before finally ending up in Warradale in 1973. Here they would stay for the next 47 years, until their move into Resthaven Leabrook in May 2020.

When asked if they have a secret to their long marriage, Maxine says, 'Laurie has his opinion, I have mine – we don't necessarily agree, but it works.'

The couple have settled in well to their new Resthaven home, and are both regular attendees at lifestyle activities, including the seated exercises. 'It keeps you limbered up,' Laurie says; 'They run that very well – in fact, it's so popular they're running two sessions.'

'We also like the music sessions and the movies. They show a lot of older movies.'

When not enjoying the lifestyle program, the couple spend time in each other's rooms. Maxine says, 'Laurie will come to my room and he'll be reading a book on one side and I'll be doing my crosswords.'

'I really feel as though I'm home here. The staff are lovely. It's very comfortable, we're well looked after.'

Thank you for sharing your story.

Resthaven Malvern

Nurse, Social Worker, Author: Mrs Beth Robertson



Lifelong learning is vital according to Mrs Beth Robertson of Resthaven Malvern, who gained a Diploma of Arts – her third tertiary qualification – when she was 88 years old.

Now 94, Beth is writing her life story, a 50,000 word manuscript, due to be published in late 2020. That's what we call getting the job done!

Born in Adelaide Memorial Hospital on 9 October, 1926, Beth grew up in Adelaide. She recalls how 'Dad went off to WWI aged 19 or 20, and he came back a nervous wreck. He and my mum weren't at all compatible. They split up when I was 12.'

This wasn't the only difficulty Beth faced: 'Being a coloured person in a white world, you know – it was very discriminatory,' she says. 'I attended Methodist Ladies College, but I didn't have much teaching from anyone. So I made up my own theories on life.'

'When I was little, I had a great faith, but I sort of lost it in high school,' she says. This changed at age 16, when Beth realised that her 'whole life had been coming to know Jesus as my personal saviour.' From that moment on, Beth 'went from being bottom of the class, to right at the top of the stadium.'

Aged 18, Beth started her nursing training, completing three years at what is now the Royal Adelaide Hospital. She then moved to Melbourne age 21, to study midwifery.

On her return to Adelaide, she attended Bible College in Payneham for two years, where she gained her Diploma in Theology.

In 1954, aged 28, Beth went to Africa, where she worked as a missionary nurse in clinics

'way out on the back roads.' She continued this work on and off for around eight years before a bout of Hepatitis A forced her to come home.

'I wondered what to do next,' she says. 'A friend was doing social work, and I thought, "I could do that". So Beth studied for three years, graduating with a Bachelor of Arts and a Diploma of Social Studies. On graduation, Beth was granted one of only two studentships to work at The Queen Elizabeth Hospital, where she eventually became Head Social Worker.

She met her husband, Albert, aged 46: 'He was by way of being an agnostic, and I was by way of being a Bible basher, so of course we didn't know where to get married,' she says, 'So we got married in a garden! We had 45 years together before he died in 2019.'

'Following my engagement to Albert, I resigned from the QEH and work part time in other agencies, until my retirement aged 56.'

An active retiree, Beth played bowls, tennis and golf, however, she felt 'at a bit of a loose end.' So it was that, aged 88, she enrolled in a Diploma of Arts at Tabor Writing College.

It was following this that Beth had the idea to publish her life story. Beth continues to finalise her book from her room at Resthaven Malvern, which she moved into in late 2019.

She describes how she chose Resthaven because she 'liked the atmosphere and the surroundings. I'm sure it's one of the best ones around.'

'The staff are lovely. They keep a very good standard of cleanliness and tidiness.'

'I think they do a great job. I'm very happy here.'

Thank you for sharing your story, Beth!

Resthaven Marion

'Music Appreciation' with Jane

The Resthaven Marion 'Music Appreciation' session is one of the most popular gatherings of the week!

The group is facilitated by Lifestyle Assistant, Jane Juckers, who is a natural theatrical character.

Every week, an iconic 'star' is brought to life with a display of photos, film clips, music and history of the person's life, narrated by Jane in costume.

You will see from some of the photos that residents have had Julie Andrews as Mary Poppins (right), Dolly Parton, Elvis Presley, and Bing Crosby, just to name a few.

Well done, Jane, residents love your weekly 'music appreciation' session.



Resthaven Murray Bridge

'Pop Art' Fun

The Resthaven Murray Bridge Art Group recently tried something new, encouraging members to discover their inner 'Andy Warhol'!

Group members expressed themselves with self portraits done in a most unusual 'Pop Art' style. Some of the delightful results are pictured below.



Resthaven Mitcham

Happy 105th Birthday: Mrs Elsie Reynolds

Many happy returns to Mrs Elsie Reynolds of Resthaven Mitcham, who celebrated her milestone 105th birthday.

Elsie was born in Prospect on 26 June, 1915. She was the second daughter of Elsie and George Stone, and younger sister to Mary. The following years brought the arrival of a brother, George, and another sister, Nancy.

In 1922, their father, an older gentleman, passed away, leaving their mother to raise the four children alone.

The children attended Saint Cuthbert's Sunday School and Prospect Primary School, and the girls attended Adelaide High School.

Their mother encouraged them to always consider those who were in need. Elsie recalls her mother taking in boarders during the depression, and taking baskets of fruit from their garden to a children's orphanage nearby.

Young Elsie (right) enjoyed poetry and drawing, illustrating the walls of the house with chalk, and, later, illustrated autograph books.

The family enjoyed music and walking through the parklands to the theatre, sitting on wooden benches high up in 'the Gods'.

They spent time with their extended family and friends enjoying trips on the train to Semaphore, and spent holidays at Port Elliot, where their uncle owned the Brickworks.



Elsie met Bob Reynolds at the North Road Church of Christ youth group, and they were married at Holy Trinity Church in 1941 (pictured above).

They lived with family until moving into a war service home at Blair Athol in 1950. They had two children, Peter and Helen. In 1958, they bought a delicatessen at Kurralta Park. Elsie later obtained part-time work at David Jones, and was thought of fondly by the other staff.

After retiring, Elsie and Bob moved to a house across the road. Together, they took holidays, firstly around Australia and eventually to South East Asia and New Zealand. Elsie is pictured (right) in Sydney.



After Bob's death in 1981, Elsie moved to a Housing Trust flat in Marion, and joined the Legacy Club, where she made close friends. She moved into Resthaven Mitcham in January 2012.

Many happy returns, Elsie!

*Written by Elsie's daughter, Helen.
Thank you for sharing your story.*

Resthaven Mount Gambier

85th Anniversary Celebration

This year marks Resthaven's 85th anniversary, and, on 5 August, Resthaven Mount Gambier celebrated this milestone with a festive event.

Lifestyle Coordinator, Trudyanne Bedson, says, 'Due to COVID-19, the celebrations were different to how we planned them at the start of this year, however, we were still determined to make it a special occasion.'

'Residents enjoyed birthday cupcakes for morning tea, with each cupcake bearing an '85' as the cake topper.'

'The morning tea trolleys were decorated with balloons and a 'happy 85th birthday' banner.'

'A bouquet of different coloured helium balloons, along with a 'happy 85th birthday, Resthaven' banner decorated each area of the home.'

'Along with all this, a large '85', made from helium balloons, decorated our front entrance.'

'All in all, it was a great event, which

residents certainly enjoyed; especially the photo station in the café, where residents were able to dress up in hats and feather boas (pictured). There were lots of laughs and giggles!'

'As you can see from the photos, it was a really fun morning.'

Resthaven Relieving Manager Residential Services, Jane Abbot, who was relieving at the home at that time says, 'Thank you so very much to the lifestyle team for making this celebration so special.'

'The event went very well, and residents were very happy participating in the celebrations.'

'Thank you to all who came along and helped us celebrated Resthaven's 85th birthday.'



Pictured: Residents enjoy some 'photo station' fun!



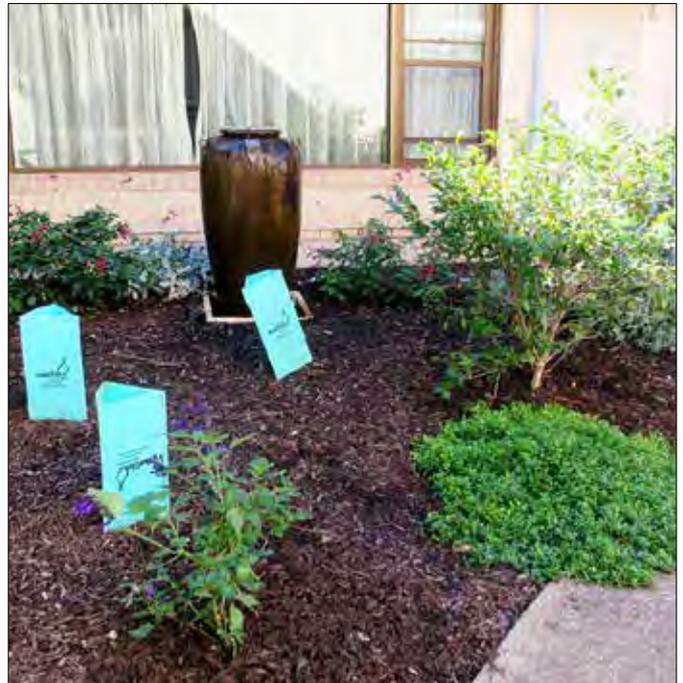
Resthaven Paradise

Butterfly Garden

Resthaven Paradise has built a 'butterfly garden' (pictured), with the aim of attracting more butterflies to the site.

A butterfly garden committee has been working hard to implement ways to attract local butterflies. Native plants were selected based on their ability to provide food for caterpillars and butterflies, and if they were a suitable habitat for both.

Old plants which were looking past their prime were pulled out to make way for the new plants. The area now looks much more attractive. With spring now here, the plants are flourishing, attracting butterflies to the area.



Resthaven Westbourne Park

Art and Craft

Participants of the Resthaven Westbourne Park 'Thursday Art' group love exploring their creativity.

Recent activities include making scent bags, using herbs from the site sensory garden, and mindfulness colouring in. As you can see, they create some beautiful art.

*Pictured (L-R):
Mrs Leverenz and
Mrs Wade with
their mindfulness
colouring.*



Resthaven Port Elliot

'A Smile at the End of the Day' for Kirsty



The lifestyle teams across Resthaven's twelve residential aged care homes work hard to ensure that residents are supported with a stimulating lifestyle program, which caters to the individual needs of the approximately 1,300 residents whom Resthaven supports.

For Resthaven Port Elliot Lifestyle Coordinator, Kirsty Meggison, it's those individual needs that make the role so rewarding.

Kirsty says, 'I coordinate the Resthaven Port Elliot lifestyle program, yes, but it's the little things that make the difference.'

'You need to work out what people like, what each individual enjoys.'

'It's arranging an iPad call so that someone can sing a song to her grandchild every week, or making sure someone is wearing their favourite pair of shoes.'

'Those little things are important.'

'It's a real pleasure to get to know each different person.'

'You learn about how other people have lived, and what they've lived through. It's amazing to hear their stories.'

'My role is really about improving people's quality of life.'

'If you see someone smile at the end of the day, you've won.'

Resthaven Port Elliot opened in 2015, and is a modern residential aged care home for 100 residents, and employs around 100 local staff. It is just one of Resthaven's twelve homes located across South Australia.

Postscript: From late 2020, Kirsty will continue to work hard for the community in a new role with the Police Force. We wish her all the best in this role and thank her for her outstanding dedication to the residents of Resthaven Port Elliot over the last five years.

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

RESIDENTIAL SERVICES

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100 Hub Drive
Aberfoyle Park, 5159
Phone (08) 8115 1600

Mitcham
17 Hill Street
Kingswood, 5062
Phone (08) 8378 8999

Bellevue Heights
47 Eve Road
Bellevue Heights, 5050
Phone (08) 8273 4400

Mount Gambier
24 Elizabeth Street
Mt Gambier, 5290
Phone (08) 8723 0911

Craigmore
200 Adams Road
Craigmore, 5114
Phone (08) 8288 4800

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

Leabrook
336 Kensington Road
Leabrook, 5068
Phone (08) 8139 6600

Paradise
61 Silkes Road
Paradise, 5075
Phone (08) 8154 8400

Malvern
43 Marlborough Street
Malvern, 5061
Phone (08) 8228 6300

Port Elliot
3 Frederik Street
Port Elliot, 5212
Phone (08) 8574 5100

Marion
10 Township Road
Marion, 5043
Phone (08) 8198 2000

Westbourne Park
30 Sussex Terrace
Westbourne Park, 5041
Phone (08) 8228 6500

COMMUNITY SERVICES

Community Respite
31/12 Township Road
Marion, 5043
Phone (08) 8198 2060

Onkaparinga
3 James Clark Road,
Noarlunga Centre, 5168
Phone (08) 8307 3700

Limestone Coast
17 Gordon Street
Naracoorte, 5271
Phone (08) 8762 4389

Paradise & Eastern
61 Silkes Road
Paradise, 5086
Phone (08) 8154 8444

Marion
43 Finnis Street
Marion, 5043
Phone (08) 8306 4400

Riverland
7 Wilson Street
Berri, 5333
Phone (08) 8580 1400

Murray Bridge,
Hills & Fleurieu
37 Swanport Road
Murray Bridge, 5253
Phone (08) 8534 2600

Western
96 Woodville Road
Woodville, 5011
Phone (08) 8345 0577

Northern
16 Gillingham Road
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Phone (08) 8259 5600

General Enquiries:
Phone 1300 13 66 33

www.resthaven.asn.au

AGEDCARE ALTERNATIVES

Free aged care information service 8408 4600

Newsletter Submissions

Do you have an item for the 'Resthaven Review'?

Residents, clients and staff are strongly encouraged to submit items for publication.

Please give your items to Reception, or a staff member, to be sent to the Public Relations Department via the internal mail. Alternatively, you can email items to pr@resthaven.asn.au.

Read online issues of the newsletter, and stay up to date, by checking our website:

www.resthaven.asn.au

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