



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

- Trust
- Dignity
- Choice

Resthaven acknowledges the traditional owners of the lands on which its services are delivered. We pay our respects to elders past, present and future.

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.

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From the CEO

Happy new year!

The first few months of 2021 will be a testing time for the aged care sector, waiting for the rollout of the COVID-19 vaccine.

Recent clusters of COVID-19 have highlighted the importance of remaining vigilant. For the front-line workers in aged care, this means continuing with visitor screening at residential aged care homes, appropriate infection control measures to maintain the safety and wellbeing of clients, residents, and staff, ensuring that every precaution is taken and the latest health advice monitored.

The government has responded by requiring that each residential aged care service nominate an Infection Prevention and Control lead, who must have completed the government online training by 31 December 2020, in addition to completing an 80-hour Infection Prevention and Control course by 28 February 2021. Mandatory and ongoing Infection Control refresher training is also required for all nursing and care staff in residential services.

To ensure that residents of aged care homes continue to have regular access to visitors in this 'COVID-normal' world, the Aged Care Quality and Safety Commission has advised that it will increase its regulatory activity in this area.

This follows recent visits across all homes to observe infection control procedures.



The government has announced the introduction of a Serious Incident Response Scheme (SIRS) to commence in April in residential care, once the legislation is passed. A prevalence study is currently under way to test its application for Community Services.

The scheme will expand the responsibilities of aged care providers to identify, record, manage, resolve and report assaults as well as a broader range of serious incidents in residential care. The Aged Care Quality and Safety Commission (ACQSC) will have additional resources to administer the SIRS.

Two further quality indicators will be added to the National Aged Care Mandatory Quality Indicator Program, requiring collection of data and reporting by residential services from July.

Meanwhile, the final report of the Royal Commission into Aged Care Quality and Safety will be released by 26 February 2021. My hope is that it will include recommendations of the systemic change that is required to meet the needs of future generations, while providing sufficient funding for this to be possible.

Continued page 2...

From the CEO (continued)

The feedback from the Royal Commission to date has been encouraging. The Commissioners and Counsel Assisting appear to have developed a deep understanding of the challenges facing the sector and what is required to reform how we deliver care and support for older Australians.

The reform of the sector is long overdue and welcome, especially where it improves the services and support for older people. Ensuring safety and quality in aged care is our primary concern.

In the wake of the release of further funding by the Government, Resthaven is enjoying remarkable growth in our Community Home Care Packages. I would like to acknowledge the efforts of the staff who are working tirelessly to make this possible.

This is a team effort that includes our site staff such as Managers, Program Assistants, Coordinators, administration assistants and Home Support Workers, ably supported by our recruitment, workforce development and payroll teams who ensure that we keep up with demand for additional staff and the induction and training required to get them ready to start with Resthaven.

These are busy times, and your efforts are to be commended.

COVID-19

The Commonwealth Australian Department of Health will soon be rolling out Australia's COVID-19 vaccine. SA Health is working closely with the Department of Health to develop a vaccine plan for South Australia.

The vaccine will be first made available to South Australians in phases from late February.

Aged care residents and staff are a priority group in the first of five phases of the Federal Government's strategy for COVID-19 vaccine rollout, announced on 7 January 2021.

Under the strategy, aged care residents and staff will receive the Pfizer vaccine. The Commonwealth has procured a workforce to administer vaccinations onsite at aged care facilities to both aged care residents and staff, at the same time where possible. We await further details about the vaccination program.

The COVID-19 vaccine should not be taken in close proximity to the influenza vaccination (the Pfizer is a two dose vaccine). The timing of Resthaven's annual fluvax program will take this into consideration.

Some key information about the COVID-19 vaccine:

- The first doses of the vaccine will be given to people who need it most.
- The vaccination will be **free**.
- The vaccine will be available for everyone in South Australia in a phased roll out.
- The vaccine will be **voluntary**.

The Therapeutic Goods Administration assess the vaccine for safety, quality and effectiveness. More information is available at www.sahealth.sa.gov.au/COVIDvaccine.

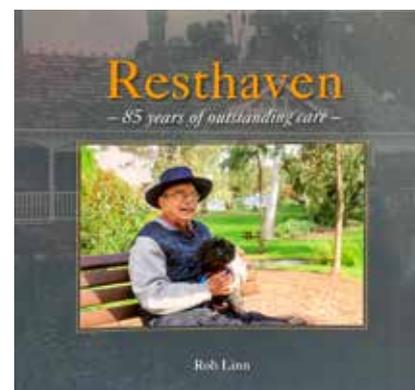
We are fortunate that the people living and working in aged care have been chosen to be in the first group of Australians vaccinated against the disease.

This will relieve a lot of stress for many residents, family members and staff.

Although the vaccine is not mandatory, it is in the best interests of all as we move into this new COVID-normal world. I for one will be lining up for my COVID-19 vaccination when my turn comes. It will give me great comfort to know that I will be doing everything that I can to keep our residents and clients safe, not to mention my own family.

85th Anniversary Book

In the year that was 2020, many 85th celebrations could not go ahead as planned. Many were held in a modified, creative way. This includes the launch of the Resthaven 85th anniversary history book, *Resthaven: 85 Years of Outstanding Care* (below).



The launch was cancelled, however, we were able to hold a 'book signing' with the author, noted historian, Dr Rob Linn, on 24 November (pictured opposite page with Board President, Mark Porter, and myself). We sincerely thank Dr Linn for his work.

The Resthaven history book is available for purchase for \$40. All sites received a copy for their reception area and site library.

Continued opposite page...

From the CEO (continued)

Board Update

Board Member, Barbara Sibley, retired at the end of 2020. She will remain a member of the Board Finance Committee.



We thank Barbara for her long service on the Resthaven Board.

In February, we welcomed new Board Member, Rebecca Clarke.



Rebecca is currently the Principal of Walford Anglican School for Girls, and we look forward to sharing her expertise.

Staff 'Bulletin Board'

A reminder that messages from me, along with the latest editions of this newsletter, are published on the 'Staff Bulletin Board' page of the Resthaven website. This is a 'hidden' page, just for staff.

You can access it by typing the following website address into your browser: <https://www.resthaven.asn.au/staff-bulletin-board/>. The password is 'Bulletin' (case sensitive).

Reflecting on My First Six Months...

People have asked me what motivated me to apply for the role of CEO for an aged care provider at a time like this. With a Royal Commission into Aged Care Quality and Safety under way, years of chronic underfunding of the sector and major reform on the horizon, it certainly looked like a challenging job.

Then throw a global pandemic into the mix for good measure.

I passionately believe that older people deserve to be supported to live the best life possible and I wanted to help lead Resthaven into its next chapter, where we continue to deliver on the expectations of not only current but future generations. The aged care system in Australia must fundamentally change if it is to be successful in meeting the needs of a growing ageing population. I want to be part of that change.

It has been a joy travelling to all of our sites to meet with residents and clients, volunteers and staff. What a privilege to have a chat, share a laugh and spend time with people. After all, it is the people who make this sector special.

One of these is Mrs Marlene Kempster (below), who I enjoyed meeting at the Resthaven Marion Resident Christmas Luncheon in December 2020. See more photos of Christmas across Resthaven on page 4.



When visiting the sites, it didn't take me long to realise that to work in aged care you must be truly dedicated to what you do and that commitment just shines through our staff and volunteers.



Above (L-R): Board President, Mark Porter; Dr Rob Linn, Historian; and Darren Birbeck, CEO, at the Resthaven History Book 'signing' on 24 November, 2020.

The efforts of our people to navigate through a year like no other have been phenomenal. As employees on the front line, delivering an essential service to those in need, our staff have risen to the challenge.

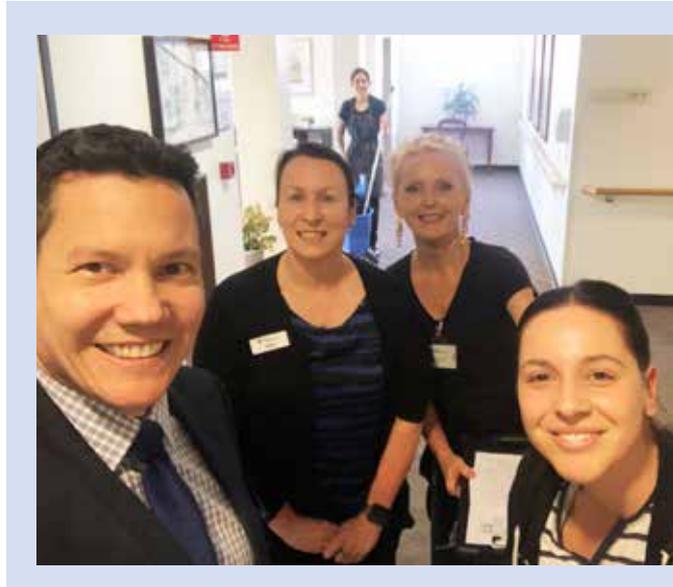
As I visited sites during the Christmas period, I was inspired to see your commitment to infection prevention and the wellbeing of our residents, clients and each other. It must have been extremely challenging for you to have to wear a mask all day long, particularly those of you with physically demanding roles.

The timing of my commencement may not have been ideal, but I look forward to seeing the confusion on the faces of my grandchildren in years to come when I tell them that when I was appointed as CEO not one person shook my hand!

I feel fortunate to work for Resthaven, a remarkable organisation which has been providing outstanding care and support for older people for 85 years.

Darren Birbeck
Chief Executive Officer

Christmas Across Resthaven



The team at Resthaven Paradise were disappointed when this selfie didn't appear in the last 'Staff Link' because of timing. We made a special effort to include it in our Christmas message on social media, and wanted to feature it again here. Hello to Meg, Jade and Maria!

Governance

“ Each person engaging with Resthaven brings a range of customer experience expectations with them. ”

Welcome to 2021!

Principle for delivering on the Resthaven customer experience

A Little About Me...

My name is Erika Comrie, and I joined Resthaven around three months ago in the role of Executive Manager, Strategy & Governance. Prior to coming to Resthaven, I was fortunate to have had a wide range of commercial, governance and operational roles in the private sector. I left the energy sector to work on improving social outcomes in South Australia, and started an improvement program across three local councils. That kept me more than busy for the past four years, and was incredibly rewarding. However, I missed being part of a team. I felt I might be able to contribute to aged care, and here we are!

Resthaven's Fantastic People

Whilst some may say I was unlucky to experience a “circuit breaker” lockdown in my first week, I feel I was very fortunate. It was incredible to see the organisation work together to respond to the many changes that were put in place in a very short period of time, to keep our residents and clients safe. It showed me how amazing our people are. It was tough for everyone to adapt to daily change, and for many, to mask up and deal with discomfort and difficulty. We can take great comfort from our outstanding operational expertise, and even more, our wonderful people.

Customer Experience

Customer experience is best described as how we leave our customers feeling. Last year, Resthaven's Customer Experience Working Group published the Customer Experience Framework.

This describes the key elements of what makes up good customer experience, based on feedback from clients, residents, families and the workforce. The Working Group are now bringing together communication and training materials that help to demonstrate how the Customer Experience Framework translates into our daily interactions with our customers. The group have identified some great examples of where our people have delivered excellent customer experience. We are using these real life stories to share how simple and thoughtful a great customer experience can be. Stay tuned. We're excited.

Modern Slavery Statement

My thanks to Wendy Morey and Lynn Openshaw for their work to publish our first Modern Slavery Statement to the Department of Home Affairs. The Modern Slavery Statement demonstrates our commitment, and steps we are taking, to ensure we do not directly or indirectly exploit vulnerable workers, which is a very positive act.

Did you know?

I was happy to come and work at Resthaven, as it is a large, successful, and trusted aged care provider by reputation.

Since I have arrived, I have learned more about the organisation and our people. This has made me even more proud to be a part of Resthaven. I can already happily talk ad nauseum at barbeques about how good an organisation it is! Here is a handful of the new things I have found:

- Resthaven is the biggest provider of Home Care Packages in South Australia.

- Resthaven is the biggest recipient of federal funding for aged care services in South Australia – I knew we were one of the biggest – but not the biggest!
- Resthaven is unique in the range of services it provides – from wellness, therapy and group activities, to palliative and pastoral care, and all of the permutations of home care, respite, retirement living, and residential care in between. This gives us every opportunity to make it easy for us to support our clients and residents through all of their care needs over time.

Thank You

I would like to thank all the people who have made me feel very welcome (there have been many – it's a pretty lovely place) and especially the Strategy and Governance team.

I feel so fortunate to work with a group of very talented people who are committed to supporting the organisation to provide exceptional care to clients, residents, and their carers.

I particularly thank Lynn Openshaw for the support she provided to the team while acting in this role, and the support provided to me through what was a very comprehensive handover!

Take care,

Erika Comrie

Executive Manager, Strategy & Governance



Building Update

Hello everyone,

I am sure we are all looking forward to a much better year in 2021!

At present, much planning is underway for future Resthaven developments. The COVID-19 pandemic has focused our minds on infection control, and how our built environment can assist through smart design and the use of technology at our sites.

Resthaven Bellevue Heights

The Resthaven Bellevue Heights redevelopment remains on hold until further notice pending a review of the status of the COVID-19 pandemic. The safety of residents, staff and volunteers always take precedence.

Once the works do commence, they will include relocating residents from Manson and Grevillea to the main home, a new extension to Correa and Waratah, a new staff room, and a new memory support area, located above a lower level services floor with kitchen, laundry and associated service rooms.

The central entry and café area will also undergo a major transformation, along with an upgrade of the auditorium and new car parking.

The works will occur over a period of 18-24 months.

Resthaven Westbourne Park

In November 2020, a consultation survey was undertaken with residents, families, and staff, to gather feedback and input for consideration into the replacement of the Hampton and Richmond areas of Resthaven Westbourne Park.



As time has passed, the standard of our facilities has evolved, and it is now time for these areas to be replaced in order for us to offer residents at Resthaven Westbourne Park the best and most modern facilities.

This project is now being developed further, taking into consideration Resthaven's design standards and consultation survey responses. A planning submission will be developed in the coming months.

Resthaven Marion Community Services: Goodwood Office

The fitout is now complete for the Resthaven Marion Community Services outreach office located at 131 Goodwood Road (above).

The new premises offers large open areas for client activities, accompanied by offices and good rear parking.

Until next time,

Emmet O'Donovan
Manager, Buildings and Capital Projects



Did you know....?

Facts from the 2019-20 Government Report on the Operation of the Aged Care Act 1997:

In 2019-20, there were:

- 845 approved providers of residential aged care and 920 approved providers of home care packages.
- More than 1,450 organisations funded to deliver CHSP services.
- More than 1.3 million consumers of aged care services.

Almost two thirds of aged care consumers accessed basic support at home.



Information Communication Technology (ICT)

Welcome to 2021 on behalf of the ICT Team. Whilst 2020 was challenging, and a new way of working and operating for all of us, it was a year in which we achieved a lot.

We hope to continue and increase momentum in 2021.

Staff Movements

We farewell ICT Systems Training Officer, Firoz Sulaiman, and ICT Support Officer, Stacey Lee. We thank Firoz and Stacey for their contributions and wish them all the best.

In January 2021, we welcomed back to Resthaven two familiar faces: John Saredakis (ICT Systems Training Officer), and Joe Maiese (ICT Support Officer). We also welcome Ninh Ngo, who will join the ICT team when he has completed his commitment with the Ignite Community Services Project later in the year.



Project Updates

Security Updates: To improve the security of Resthaven's IT systems, 'passphrases' are replacing old, inadequate passwords. When you next change your password, you will need to change to a 'passphrase'—a string of text that makes sense to you and is easily remembered, however is more difficult to 'break' by anyone attempting to penetrate our network. Some examples of Passphrases: include Inxsnevertearusapart7, or Use The Force Luke77 (yes you can use spaces), or even SocialDistance1.5metres

(let's hope less topical in 2021!). Remember when it's time to change, choose a passphrase that you will remember easily.

Epicor Upgrade: The new version of Epicor went live on 16 November, 2020. We now look to take advantage of the new features and functions. Thanks to all those who contributed to testing and readiness/support.

Disaster Recovery Testing: In December 2020, we successfully completed our first formal Disaster Recovery Test with our provider at their Disaster Recovery Data Centre. The work to ready the environment and test that it functions properly ensures that we are able to migrate to and operate in the Disaster Recovery environment if we need to.

Visitor Management System: In December 2020, we introduced a tablet-based visitor management solution at Head Office and Resthaven Mitcham. We are working through some improvements before we expand the system to other residential sites.

Resident WiFi and Resident Phone Project: Good progress has been made on this project. Resthaven Mitcham is now upgraded and operating with full WiFi coverage. A number of residents are trialling the new service and running their Smart TVs with it. Once we are sure that all is operating well, the service will be promoted for take up at the site. New resident phones are also being introduced at Resthaven Mitcham at the same time. The next site to have a WiFi upgrade will be Resthaven Aberfoyle Park. This will be followed by the remainder of the residential sites.

Nursecall System Pilot: The new 'Alexys Nursecall System' pilot is being readied at Resthaven Aberfoyle Park. Following some equipment delays, we plan to go live in late February 2021. We thank the site team for their engagement and patience.

CCTV Project: This project aims to replace the existing ageing Closed Circuit Television (CCTV) systems operating at our residential sites with a new solution with improved features, functions and capacity. A proposal will go out to market in February 2021.

Mobile Device Management Project: Due to our growing fleet of mobile devices, and plans to increase that fleet, we need to introduce a solution to manage the procurement, support, deployment, and administration of the growing mobile fleet and the applications running on them. We have selected a vendor and are currently finalising the financial considerations.

Microsoft Project: We are working on a number of initiatives involving Microsoft solutions, including moving Exchange to an online cloud environment that provides more flexibility. We are looking to introduce the use of Microsoft Teams, and planning to move our ageing SharePoint environment to a more modern cloud-based version that is supported by the modern Microsoft solution suite.

There's always something new going on!



Stuart Warwick
Senior Manager, ICT

Residential & Retirement Living

Accreditation

The Aged Care Quality and Safety Commission undertook a number of unannounced assessment contacts at several of our sites between November 2020 and January 2021. These visits were largely as part of their infection control reviews of residential aged care providers. All visits went well, and I thank the site teams for their ongoing focus and hard work.

It was also great to receive the final and fully compliant Accreditation Performance Report for Resthaven Mount Gambier in January 2021, from the visit that occurred in October 2020. I congratulate Belle Kerr and the team for successfully achieving three years accreditation.

Partners in Care

The Aged Care Quality and Safety Commission (ACQSC) requires residential aged care providers to ensure that residents are as safe from COVID-19 as possible. The ACQSC also recognises that it is of equal importance that the physical, social and emotional wellbeing of residents is supported, by ensuring that residents have regular access to family and friends. This is now known as the 'Partner in Care' Program.

The Industry Code for Visiting Aged Care Homes during COVID-19 sets out the aged care industry's expectation of conduct regarding this.

Residential Services is developing a 'Partner in Care' program that will support safe visiting for residents, and identify opportunities for

implementing and sustaining the program. We regularly review Resthaven visitor access processes in line with the current SA Emergency Direction, and provide timely information to residents and their families.

COVID-19 vaccination

Residential aged care residents and staff will be among the first Australians to be offered a COVID-19 vaccination. Vaccines will only be approved for use when the Therapeutic Goods Administration (TGA) body has confirmed that they are safe and effective for use. Over the coming weeks, we will provide our staff with more information.

For the latest information about the Australian Government's work to deliver safe and effective COVID-19 vaccines for Australia, visit: www.health.gov.au/initiatives-and-programs/covid-19-vaccines.

Staff Movements

We farewelled Pamela Alde from the position of Resthaven Westbourne Park Manager Residential Services in December 2020. Pam has been an important member of the residential leadership team for the past 11 years, and we wish her the very best.



Carol Vlachos, Resthaven Westbourne Park Care Coordinator, moved into the Acting Manager role at Resthaven Westbourne Park. We thank Carol for accepting this opportunity as we recruit for a permanent replacement.



Residential Accommodation Enquiries Team

In January, we farewelled Accommodation Enquiries Officer, Janet Leditschke, from the Residential Accommodation Enquiries (RAE) team. In Janet's stead, we welcome Tracy Dean, along with Retirement Living Coordinator, Jeannie Peace, with the transition of retirement living responsibility. The team farewelled Janet and welcomed Jeannie in style, booking for themselves a weekend 'Handlebar' tour of Adelaide (below).



The RAE team receive all customer service enquiries in relation to residential aged care vacancies, processing applications and matching vacancies to applicants for the most appropriate placement. Jeannie takes all retirement living enquiries.

Finally...

I recognise the difficult year that was 2020, whilst we all navigated the COVID-19 pandemic and the constant changes it brought to requirements at sites. I thank each and every person in the residential team for their adaptability to these changes, as well as recognising changes continue.

Happy new year,

Tina Cooper

*Executive Manager,
Residential and
Retirement Living*



Clinical Services

Electronic Medication Management Project (eMMS)

The Residential Services Clinical team is pleased to be working with the Ignite team in undertaking the Electronic Medication Management (eMMS) project. The eMMS project will improve medication management systems across Resthaven residential care sites by identifying a system solution to move from a paper-based medication management system, to managing all facets of medication management electronically.

The project aims to identify a system that is efficient, streamlined, improves the safety and quality of medication management processes, meets all legislative requirements, and assists in capturing better data for reporting purposes.

Improvement Project

Wendy Palm (Clinical Systems Lead) and Leanne Lawrence (Project Officer Clinical Services) have been successful in applying for a Resthaven Internal Research Program grant for the project, 'Prevention and Reduction of Pressure Injuries in High Risk Residents'. The project aims to prevent and reduce the rate of pressure injuries (PI) in residents identified as high risk, and reduce the rate of PI reoccurrence.

Education and preparation commenced at Resthaven Marion in January 2021. The team worked with nursing and care staff to ensure they were ready when the project began on 1 February.

The project will introduce the use of new pressure relieving dressings and products called 'positioners'.



These products (above) have been used in multiple successful trials within the hospital sector, but not yet in residential care.

The team will provide information to all residents and families who have been identified as benefiting/being enrolled in the project.

Merridy Bayliss

Senior Manager
Clinical Services



COVID-19 Workforce Response Team

The Resthaven Residential Services COVID-19 Workforce Response Team continues to be formed. Orientation and education has commenced and will continue during 2021.

We are still calling for expressions of interest from employees working in any role from any part of Resthaven who would like to be part of this team, which may be deployed to a Resthaven COVID19 hot spot in the future.

For more details, please email: ResthavenRSCoVID19WorkforceResponseTeam@resthaven.asn.au.

Staff Profile



Tania Roberts Resthaven Mitcham

Personal Carer/Lifestyle Assistant

Tania Roberts started working at Resthaven Mitcham in 2018 as a Personal Care Assistant. With Resthaven's support, Tania completed her Certificate III in Aged Care, whilst undertaking work experience on-site in anticipation of becoming a Lifestyle Assistant after the completion of her studies.

'Now, half of my shifts are doing the Personal Care Assistant role that I still love, and the other half with my new role in Lifestyle,' she says. 'This has been a fantastic perk in working for Resthaven.'

Another big part of why Tania enjoys her work is the positive impact she has in older people's lives: 'No matter what is going on in life, as soon as I walk through those doors, it is about the residents – and that in itself helps to ground me and see what's important,' she says.

'It is incredible what we all do in aged care.'

Community Services Update

Staff Movements

I am pleased to announce that the title of the position of Manager Service Development will now be known as Senior Manager Service Development. Lynn Openshaw has undertaken the role for many years, and this change in title represents the importance of the position to Resthaven's continued success and Lynn's contribution in this role.



Welcome to Kylie Murphy as Relieving Assistant Manager, Community Services. Kylie is initially working on the Serious Incident Response Scheme prevalence study for Community Services.

Bushfire Response

In January, Resthaven Limestone Coast, and then Murray Bridge, Hills & Fleurieu Community Services, faced the pressures of bushfires in their service areas.

It was pleasing to see that the seasonal preparation was followed through, ensuring our teams were ready to respond.

Thank you to those staff members who worked additional hours to ensure that clients and staff were safe, and that services were only minimally disrupted.

After the fires came the rain – there were a few gutters that were challenged by the sudden heavy rainfall.

The Resthaven maintenance team have been supporting Community Services Managers to investigate some of the roof leaks that occurred. Fortunately, not too much damage resulted.

Alayacare

The project to implement a new IT system for Community Services is well underway. See the Project Ignite report on page 18.

Many Community Services staff are involved in the review and design phases of this project.

Shortly, we expect to be able to invite some clients to also comment on the development of the aspects of the system that will impact on them. They will be invited to comment on the presentation of documents they regularly receive from Resthaven, such as financial statements and invoices, as well as their involvement in care planning.

Recruitment

With the recent release of additional home care packages by the Federal Government, we anticipate continued growth across Resthaven, particularly in regional areas. Recruitment continues, with the aim of employing around 20 new Home Support Workers per month across the sites.

COVID-19

Thank you for your continued vigilance to prevent the transmission of COVID-19.

Resthaven Community Services are operating under COVID-safe plans approved by SA Health and in accordance with the Emergency Management Direction for Public Activities, and the Emergency Management Direction for Cross-Border travel.

Remember to sign in using your QR code when attending a Community Services site.



Wash your hands frequently, maintain 1.5 metres physical distance, adhere to cough etiquette, and get tested if you have any relevant symptoms.

In coming weeks, there will be refresher training in the use of Personal Protective Equipment (PPE). If you have any questions, please speak with your Supervisor.

Client Feedback

I have been enjoying reading recent feedback from clients. I really noticed that a common theme was how much clients appreciate and value being given early notification of changes to services or staff rosters.

They also value timely follow-up of services and assistance requested. Attention to detail is so important, and clients notice when we all do this well.

Our customers say, 'Communicating with me and my family is important to us.*' Do keep up your focus on thoughtful customer services.



Sue McKechnie

Executive Manager,
Community Services

**Customer Experience Blueprint*

Staff Profile

Billie Garden
*Relieving Assistant Manager,
 Community Services*



Since Billie Garden commenced with Resthaven ten years ago, she has gone from Home Support Worker to Relieving Assistant Manager Community Services – and she still loves her work now just as much as she did when she started.

Billie says, 'I have a real passion for the aged care industry. The support I receive within Resthaven has also kept me happy in my career for a decade.'

'I have taken the opportunity to develop my skills and undertake further study.'

'A big reason for me loving where I work, is that everyone is so approachable – and I mean everyone! It's not often that senior management, especially the CEO, knows you by name and actually comes up to talk to you – but they do.'

Billie has worked in the Relieving Assistant Manager role for the last four months, and thoroughly enjoys the variety of work.

Billie hopes to continue learning and working with Resthaven Community Services, whilst spreading her love for aged care to others, saying, 'If you love what you do, then it's not work.'

Service Development

After a short stint as Acting Senior Manager Governance, I am back into Service Development. I thank Jane Brooks for acting in my role, and for the support of the Service Development team, Priscilla de Pree and Tania Petroccia, over the past few months in keeping things rolling along!

'Making Minds Matter'

We have been developing work instructions and resources for Resthaven's 'Making Minds Matter' program. This program uses principles of Cognitive Stimulation Therapy to provide guided and meaningful activities for people with mild to moderate memory loss.

Resthaven has four levels of 'Making Minds Matter'. Level 1 is usually facilitated by an Allied Health professional, such as an Occupational Therapist, in a structured format over seven weeks.

Level 2 follows on as a maintenance program.

'Making Minds Matter' Level 3 uses principles of Cognitive Stimulation Therapy during small social group activities. Level 4 is a one-on-one program, supporting older people both in their own homes, and in our community respite houses.

Workforce Development Educator, Gillian Schulze, has been assisting in the implementation of the program by providing training sessions to Community Service teams.

If you would like further information about this initiative, please feel free to contact me on 8373 9052.

Lynn Openshaw
*Senior Manager,
 Service Development*



Throwback!

Karen Hammond, Resthaven Northern Community Services Manager, recently came across this very old newspaper article, featuring none other than Resthaven's Grant Edwards.



Grant (left, current day) graduated as a personal trainer, before joining Resthaven as a physiotherapist at Resthaven Marion Community Services. He went on to become Manager at Resthaven Paradise & Eastern Community Services. He now manages the Resthaven Agedcare Alternatives and Regional Assessment Service.

People & Culture

Staff Movements

I am pleased to announce the appointment of Alison Adie into the role of Senior Manager People and Culture Operations. With an accomplished career as a leading HR professional and more than 20 years experience, Alison has a passion for coaching and developing individuals, teams, and leaders to improve workplace culture.

Thanks to Kaye Frigo, who has worked in this role in an interim capacity, supporting managers and staff.

In January, we farewelled Senior Human Resources Advisor, Donna Mooney. Donna has spent much of her time working with both Community and Residential services teams, providing advice and support to staff across all sites. We wish Donna well for the future.

I am pleased to confirm the appointment of two new Recruitment Business Partners: Sara Churchill and Samantha Rothall. Both Sara and Sam (right, L-R) have hit the ground running, quickly establishing valuable relations with managers and candidates to support the recruitment team in identifying and recruiting quality staff. Please welcome them to Resthaven.

Corporate Induction

Resthaven's Corporate Induction welcomes new staff members to the organisation and provides the first few steps on their journey to working safely and being confident in their role.

On 20 January, we started the year with a group of around 40 new staff at our first corporate induction of the year. The group is pictured below at Head Office.

We welcome all new staff to Resthaven, and look forward to a positive year ahead.

Recruitment Project

Following an evaluation of the recruitment system and processes, a project was started in February 2021 to enhance the recruitment function. The project aims to embed systems and processes that follow Resthaven's Strategic plan, and ensure that we recruit the right people for the right job with the right qualifications at the right time.



Employee Benefits

To better promote the value of working at Resthaven, a review of Resthaven's employee benefits is currently being explored. The outcome of the review will result in a central reference point for existing and prospective staff to view the organisation's employee value proposition.

Thank You

I would like to take a moment to thank our hard working and committed staff for the outstanding work you do every day. You are truly remarkable, and your efforts are appreciated.

Thank you.



Sylvia Powell
*Executive
Manager, People
and Culture*

“
Tough times don't last.
Tough teams do.
”
Anonymous



Policy Reviews

The following policies/procedures, & related forms/documents, have been reviewed. All are available on RestNet. It is your responsibility to check and keep up to date. **Please familiarise yourself with changes.**

Corporate & Administration

- CAA-POL-02 Conflict of Interest
- CAA-POL-24 Risk Management
- CAA-POL-29 Corporate Credit Card
- CAA-POL-35 Interpreting and Translating
- CAA-POL-46 Social Media
- CAA-PRO-11 Purchasing
- CAA-PRO-24 Risk Management
- CAA-PRO-27 Maintenance
- CAA-PRO-34a Resthaven Business Continuity Plan (General)
- CAA-PRO-34d Resthaven Business Continuity Plan (Bellevue Heights)
- CAA-PRO-35 Interpreting and Translating
- CAA-PRO-37 Debt Recovery

Clinical Practice Manual

- CPM 02 Medication Management
- CPM 03 Personal Care
- CPM 09 Palliative and End of Life Care
- CPM 09-02 Standard Plan of Care Palliative Care CS
- CPM 12 Restraint Free Approach
- CPM 14 Specialised Health Care Needs
- CPM 17 Management of Acute Medical Episodes

Community Services

- CS-PRO-03 Documentation
- CS-PRO-07 Client Incidents

Food Safety Program

- FSP-PRO-01 Resthaven Food Safety Program
- FSP-PRO-02 Food Recall

Human Resources Manual

- HR-POL-02 Social Media (moved to CAA)
- HR-PRO-02 Social Media (moved to CAA)
- HR-POL-04 Employment of Relatives
- HR-PRO-07 Employee Records and Pay Administration
- HR-PRO-24 Exiting Employees

Maintenance

- MAG-PRO-01 Call Bells Residential Services
- MAG-PRO-02 Changing Lamps and Fluorescent Lamps
- MAG-PRO-03 Duress Alarm
- MAG-PRO-04 Walkie Talkies
- MAG-PRO-05 Bug Trappers
- MAG-PRO-06 Drilling Holes in Walls and Floors
- MAG-PRO-07 Oil Filled Heaters
- MAG-PRO-08 Sack Trucks
- MAG-PRO-09 Bain Maries and Hotboxes
- MAG-PRO-10 Heat Blower Gun
- MAG-PRO-11 Power Blower

- MAG-PRO-12 All Trolleys
- MAG-PRO-13 Lawn Mower Safety
- MAG-PRO-14 Brush Cutter
- MAG-PRO-15 Pedestal or Bench Grinders
- MAG-PRO-16 Portable Grinders
- MAG-PRO-17 Jig Saw
- MAG-PRO-18 Drill Press
- MAG-PRO-19 Beds - Electronic
- MAG-PRO-20 Use of Compressed Air
- MAG-PRO-21 Use of Oxy-Acetylene Welder
- MAG-PRO-22 Wheel Chairs
- MAG-PRO-23 Shower Chairs
- MAG-PRO-24 Weigh Chairs
- MAG-PRO-25 Q-Foam and Geriatric Chair
- MAG-PRO-26 Mobile Bath
- MAG-PRO-27 Exhaust Fans
- MAG-PRO-28 Air Conditioner Filters
- MAG-PRO-29 LPG Gas Hose and Bottle
- MAG-PRO-31 IRLU Dryers - Resthaven Supplied
- MAG-PRO-33 Wall Fans
- MAG-PRO-34 Emergency Generator
- MAG-PRO-35 Monthly Preventative Maintenance - Electric Beds Powered Recliner Chairs
- MAG-PRO-36 Flushing of Unused Hot Water Outlets Office Sites
- MAG-PRO-37 Flushing of Unused Hot Water Outlets Residential Services Sites
- MAG-PRO-38 Flushing of Unused Hot Water Outlets Respite Services Sites

Residential Services

- RS-PRO-02 Assessment Care Planning and Evaluation

Work Health & Safety

- WHS-PRO-03 Working at Heights
- WHS-PRO-04 Incident and Injury Reporting Management and Investigation
- WHS-PRO-16 Chemical Management
- WHS-PRO-27 Personal Protective Equipment
- WHS-PRO-40 Injury Management
- WHS-PRO-40a Injury Management Complaint Handling.

Stay informed and up to date!

Quality Systems

Feedback Management System Update

The Feedback Management System Project focuses on developing a compliments and complaints system to replace the current one, which is nearing the end of its technical life.

We undertook vendor presentations in November 2020, which were so good that we saw opportunities to extend beyond compliments and complaints! There may be opportunities to make things even simpler in the way the system might interact with the new Community Services System solution, Alayacare. As a result, we are stepping back and looking at the project from a broader perspective, to make the most of the opportunity we have. We expect to have an update on our approach by the end of February.

Customer focus groups

In the last issue of 'Staff Link', we were about to embark on the Residential Focus Groups – however – the COVID-19 "circuit breaker" lockdown stopped that! We are currently ramping up to complete the focus groups with residents, their families, and our workforce, through late February and early March.

Perhaps unsurprisingly, the topics will relate to COVID-19 and how everyone found the process through the lockdown and subsequent restrictions. We'll update you on the insight gained in the next 'Staff Link'.

Until next time,

Jasmina Borsic

Manager, Quality & Service Improvement



Work Health & Safety

New Structure

The Resthaven WHSIM team is moving to a partner model, with a Safety and Wellbeing Advisor linked to operational areas within Resthaven.

The benefits of this model is that we can provide support for teams, whilst maintaining effective internal auditing to ensure ongoing compliance and improvement.

We welcome Andrew Goulding to the role of Safety and Wellbeing Advisor. Please make him feel welcome to Resthaven.



Sadly, we farewelled Work Health & Safety Coordinator, Lachie Hetherington, in late 2020. We wish Lachie all the best.

Trevor Drew will be taking up the position of Safety & Wellbeing Advisor for the next six months. Welcome, Trevor.



Electrical Safety

We would like to remind all staff of some simple steps to ensure the safe use of electrical equipment.

Following these simple actions will assist in reducing the risk of receiving an electric shock:

- Take the time to inspect equipment power cords
- Always ensure the power is off at the power point before plugging in power cables
- Hold plug heads (not the cord) when plugging in/unplugging from a power point

- Do not handle power cables or touch switches and power points with wet/damp hands
- If a piece of electrical equipment is not functioning correctly, stop using it
- If you identify damaged power cables or equipment in the workplace, report the damaged item immediately to your supervisor or manager
- Whilst providing services in a client's home, ensure you use your portable RCD on all portable electrical equipment.

Remember: it only takes a moment to ensure you are safe when using electrical equipment, it is all of our responsibility to look after our own safety and the safety of those around us.

Support for Resthaven Staff

Please access our free and confidential Employee Assistance Program (Access Programs) to speak confidentially with a counsellor. Contact Access Programs directly by phoning 1300 667 700, or by visiting the Access Programs website: www.accesssa.com.au.

Alternative support services available include:

- SA COVID-19 Mental Health Support Line - 1800 512 348
- Beyond Blue - 1300 224 636 or www.beyondblue.org.au/
- Lifeline - 13 11 14 or <https://www.lifeline.org.au/>
- MensLine Australia - 1300 789 978 or <https://mensline.org.au/>
- Suicide Call Back Service - 1300 659 467 or www.suicidecallbackservice.org.au/
- Kids Helpline - 1800 551 800 or <https://kidshelpline.com.au/>

Useful Resource

COVID-19 Testing Stations

COVID-19 testing stations continue to operate as required. To check COVID-19 testing locations near you, visit www.sahealth.sa.gov.au/covidtesting

- Headspace - 1800 650 890 or <https://headspace.org.au/>
- QLife - 1800 184 527 or <https://qlife.org.au/>

Alternatively, we encourage you to speak to your GP or health practitioner.

'Open Your World' Resources

The South Australian Government provides the 'Open Your World' website, which supplies resources, tools and information to support and improve wellbeing, by staying healthy, active and connected. Visit <https://openworld.sa.gov.au>

'Be Well' Plan

SAHMRI have developed a mental health and wellbeing program which helps people to develop a personalised 'Be Well' plan – visit: www.bewellplan.com/.

Stay safe until next time!



Justin Burgess

Manager, Risk and Safety

Workforce Development

Training Facility

In 2020, we saw COVID-19 social distance restrictions challenge the way we deliver formal training, and were forced to explore alternative solutions. We are excited to confirm that we have secured the Burnside City Uniting Church facility to host centrally run mandatory training, which will increase capacity and efficiency.

Resthaven TPPP

In 2020, a comprehensive review of the Resthaven graduate nurse transition to professional practice program (TPPP) was undertaken. This included benchmarking across the health industry. A key recommendation was the increase in resourcing. This led to the creation of the Career Pathway role, which Hannah Curtis was appointed to from her existing role as Clinical Educator. Hannah has been working with the residential team on the key recommendations, and, in collaboration with Residential Services, Clinical Services, and Workforce Development, build the new structure and content.

The 2021 Resthaven graduate nurse TPPP will be launched in March. There are opportunities for four internal applicants. Watch RestNet for details about how to apply.

The revised, twelve month program has new elements and additional rigour that we hope will be endorsed by the Australian College of Nursing. This is one of many excellent opportunities for internal professional career development within Resthaven.

Traineeships

To assist the economic recovery from the impact of COVID-19, the Australian Government is providing support to all employers who engage a new traineeship which will include wage subsidy to support employers.

In October 2020, 24 existing Home Support Workers (HSWs) commenced traineeships for Certificate III in Individual Support.

A traineeship project is also underway to respond to staffing needs at Resthaven Murray Bridge, Hills & Fleurieu Community Services. Workforce Development is working with Recruitment to understand staffing needs.

Resthaven is partnering with Open Colleges to deliver a Diploma in Community Services through a traineeship model. This work is aimed at supporting career pathways for existing staff into Community Coordinator roles and assist in succession planning.

Our Values

The new strategic plan aims to embed Resthaven's values of trust, dignity and choice in everything we do, as we work together with older people and their carers to provide outstanding care and support. Watch for examples in your everyday experience, and congratulate people on doing the right thing. Thank them by acknowledging how they are living our values.



Tom Cleghorn
Manager, Workforce
Development

Public Relations

'Staff Link' Newsletter

With 'My Own Portal' self service now up and running, hard copies of this newsletter, *Staff Link*, will now only be available in limited hard copy in your staff rooms.

You will receive an email or text message with a link to view *Staff Link* on the Resthaven website. A password is needed to access this hidden page, which will be sent with the email or text message. This staff 'Bulletin Board' page also includes the latest job opportunities and other important information.

Online copies of the 'Staff Link' can also be found in the online newsletter library on the Public Relations team page on RestNet, where you will find the full suite of all site, staff, and volunteer newsletters. Keep up to date!

The Resthaven Socials

A great way to know what is happening across the whole organisations is to follow Resthaven on Facebook, LinkedIn, or Twitter. Search for 'Resthaven SA'. Check out our video library on the 'Resthaven Inc' YouTube channel.

Corporate Templates

Access templates and instructions for emails, letters, memos, presentations, reports and information about expectations regarding Corporate Styles on RestNet via the Employee Services and Resources tab>Corporate Services>Corporate Styles.

Thank you.

Julie Johnke
Manager, Public
Relations



Diversity

Diversity Action Plan Update

We are halfway through the second year of the Resthaven Diversity Action Plan.

Staff teams continue to work on identified actions to ensure that older people of all backgrounds and life experiences have access and inclusion to aged care services.

The January 2021 progress report of the Diversity Action Plan 2020-21 indicates that 77% of the identified actions are currently in progress or have been completed.

One achievement was improved accessibility for users with vision impairment to the Resthaven and Agedcare Alternatives websites through the 'Userway' Accessibility widget. Usage data shows an average of 1,550 users of the widget per month, with the 'read page' tool the most popular function, followed by 'bigger text' and 'contrast'.

Another improvement is a review of staff training to ensure that training provided reflects the concept of cultural safety and diverse characteristics. This included the on-boarding module for new staff, mandatory training, and corporate induction, plus the development of a series of fact sheets on diversity, and toolbox sessions linked with the Aged Care Quality Standards.

Keep up the good work, teams! Please contact me if you would like to discuss or arrange any training or information sessions for staff or residents and clients on diversity.

Interpreting Service

Did you know...?

My Aged Care can connect CALD and Aboriginal and Torres Strait Islander people to an Indigenous interpreting service to provide aged care information in a person's preferred language. To access an interpreter, call My Aged Care on 1800 200 422 and ask for an interpreter in your preferred language or visit the My Aged Care website.



Diwali Celebrations

In November 2020, Diwali celebrations were held at several Resthaven sites.

Resthaven Western Community Services held a staff lunch, organised by Program Assistant, Jyoti Jyoti (pictured right with the staff team, second from left).

At Resthaven Head Office, a morning tea was held, with several staff members (above) showing off their traditional clothing.



Upcoming Cultural Events

- Lunar New Year (12 February)
- National Apology Day (16 February)
- Shrove Tuesday/Pancake Day (16 February)
- Sydney Mardi Gras Parade (6 March)
- National 'Close the Gap' Day (18 March)
- Harmony Week (20-28 March)

- Holi (Festival of Colours) (29 March)
- Maundy Thursday (1 April)
- Good Friday (2 April)
- Easter Sunday (4 April)
- Easter Monday (5 April)
- Ramadan (13 April-12 May)

For more information about these events, visit the Significant Days & Events calendar 2021 on RestNet, under the Multicultural Services & Diversity portal.



Priscilla de Pree

*Project Officer,
Multicultural and
Diversity*

Volunteer Services

Volunteers Around the Sites...

Dino (right), has a great rapport with people living at Resthaven Marion. He supports a variety of activities and provides companionship.



When we put the 'callout' to him to join and support the new year's party at the last minute, he arrived that same afternoon in great spirits.



Janet's artistic talents are enjoyed by all who live, visit, volunteer and work at Resthaven Aberfoyle Park. Pictured is a floral display that she created for Mother's Day. We can't wait to see her next one.



Leigh (below, with the Resthaven Mount Gambier Men's Group) is really great at engaging with people and helping them feel connected.



Leigh's approach and impact has such an effect that a daughter of a resident mentioned this to a member of the Resthaven Accounts team during a recent discussion. How fantastic is this?



I have heard that there has been an uptake of the Ukulele... we would love more people to play music and bring their instruments!

Who do you know...?

Who do they know...?

Join us in spreading the word.

Stacey Thompson
Manager, Volunteer Services



Chaplaincy

Following Shelley Alexander's move to a parish in Yankalilla, Dr Nina Corlett-McDonald has been appointed as the Coordinating Chaplain for Resthaven Murray Bridge. Nina continues to work as Coordinating Chaplain at Resthaven Leabrook, sharing this role with Rev Cate Baker.



Recruitment is underway for a Coordinating Chaplain to replace Rev Anne Butler (Resthaven Port Elliot and Westbounre Park), who retired in late 2020.

For your information, the sites each Resthaven Coordinating Chaplain is responsible for are:



Pastor Dianne Bailey-Walters
Resthaven Mt Gambier



Rev Cate Baker
Resthaven Paradise & Leabrook (shared)



Rev Frances Bartlett
Resthaven Bellevue Heights



Dr Nina Corlett-McDonald
Resthaven Murray Bridge & Leabrook (shared)



Rev Dr Bruce Grindlay
Resthaven Marion & Aberfoyle Park



Rev Sil Hein
Resthaven Mitcham & Malvern



Rev Dr Trevor Whitney
Resthaven Craigmore

Project Ignite

The Ignite Program continues to develop new systems and capability for Resthaven.

Enterprise Resource Planning (ERP) Phase 2

Phase 2 of the Enterprise Resource Planning Project comprises four distinct areas, which are all aimed at moving from CIM to a more modern and flexible technology platform.

Procure-to-Pay

The Procure-to-Pay Project is well progressed. Once the system configuration is complete, the team will test hundreds of purchase orders and invoice 'scenarios'.

More details on the training and rollout plan will be provided via the ERP Newsletter.

The Procure-to-Pay project welcomes Trish Marsland from the Finance Team, to the Project Team. Trish's knowledge of finance, accounts payable and her Resthaven background make her a great asset to the team.

Community Services Petty Cash

The Community Services petty cash rollout is almost complete. All Community Services sites have or will soon receive onsite training in the new process.

The petty cash process now uses an Excel spreadsheet that is provided to Finance for loading into the Epicor General Ledger. EFTPOS facilities have also been implemented in the majority of Community Services sites.

Neville Taylor will be available to assist sites with their petty cash float, top ups, reconciliation and training until the end of February. Feel free to reach out for any assistance.

Ignite Program Vision:

'To deliver contemporary, flexible, and responsive processes and solutions that enable the Resthaven customer experience.'



Corporate Credit Cards and ProMaster

'ProMaster' has now been deployed, with credit card transactions coming through in a daily bank feed from Westpac. Existing card holders have been trained and are now using the new system. New card holders are now receiving their new corporate credit cards, and additional cards are being rolled out throughout February. Online training is available via the Resthaven learning management system (LMS) for all card holders.

Epicor Data Analytics

Epicor Data Analytics (EDA) is in the final validation phase, before going live for Finance and Residential Services Managers.

Community Services Project

Since our last update, we have completed a study of AlayaCare to confirm that it meets our core requirements.

AlayaCare supports many functions across Community Services, delivering a single system to manage client records, documentation, delivery of services, client billing and invoicing, and recording visits completed by employees. There is also a mobile 'app' which will enable employees to view client visit information and documentation.

We have been working closely with the Community Services leadership team to analyse how Resthaven will best utilise the system.

When complete, a trial will take place at Resthaven Western Community Services. Natasha Dickinson, Assistant Manager at Resthaven Western Community Services, will be joining the Ignite team to help with preparation and delivery of training and support for the site trial.

We also welcomed two existing Resthaven staff to the Community Services Project team: Tatjana Northey and Wanvi Ho. Tatjana previously worked on the Preceda Payroll implementation, and Wanvi is the Community Services Accountant from the Finance Team.

Residential Services Project

Anthea Prime has joined the Ignite Program to lead the Residential Services Electronic Medication Management Project. She is also researching requirements for the Residential Services Rostering Solution and the Care & Support Solution.

Anthea will be working in partnership with Residential Services to define their needs.

Finally...

As always, thank you for your contributions and insights as we continue to progress the Ignite Program.



Anne Primus
'Ignite' Project Director

Out and About

'K9' Therapy Day

In December 2020, Resthaven Riverland Community Services held their first 'K9 Therapy Day' at their new offices at 7 Wilson Street, Berri.

Clients had the pleasure of meeting Max, a border collie cross koolie, and Cassia, a kelpie. It is hoped this is the first of many visits to come.



Christmas Surprise

On Christmas Eve 2020, Resthaven Murray Bridge, Hills & Fleurieu Community Services client, Mr Alby Parslow, was delighted to be 'gifted' his Christmas shopping by the team at Woolworths Goolwa (below).



Home Support Worker, Leah, had taken Mr Parslow shopping at Woolies as part of his home care package, where they bought groceries to the value of around \$130. After they put the groceries through the till, the Woolies staff announced that Mr Parslow's groceries were a Christmas gift from them.

It was a totally unexpected gift from Woolworths, and it made Mr Parslow's day. Thank you to Woolworths Goolwa!

85th Celebrations

In December 2020, Resthaven Aberfoyle Park celebrated Resthaven's 85th anniversary with a day of nostalgia. This was the final 85th birthday celebration held in our milestone anniversary year.

The Resthaven Aberfoyle Park event began with morning tea across all areas of the site, with staff dressed up as figures of the past, including icons such as Audrey Hepburn. The staff team are pictured below.

There were also historical displays, games, and afternoon tea. Well done to all, and happy 85th birthday to Resthaven!



Plane Sighting

It's not every day that you see a plane on the back of a truck, but that's exactly what Head Office staff saw on the afternoon of 21 January, 2021.

Dementia Educator, Gillian Schulze, took this great snap of a 1984 Fairchild Metroliner (below), going for a 'cruise' down Greenhill Road.

The plane was built in the USA, and is a Garrett Turbine Engine (Turboprop). It was originally owned by Brindabella Airlines (a regional Australian airline that went into receivership in 2013), and was purchased in September 2020 by Sharp Airlines in Victoria.

We don't know what it was doing in Wayville, but it was an interesting sight nonetheless!



Contributions

Resthaven encourages contributions to newsletters, which may be forwarded to the Public Relations Department at Head Office, 6 Bartley Crescent, Wayville, via the internal mail system. We reserve the right to determine the appropriateness of items and to edit or adapt articles as necessary.

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UCqLtXVWdAIXYxrLjyow8EyQ](https://youtube.com/channel/UCqLtXVWdAIXYxrLjyow8EyQ)

Useful Contacts

Access/OCAR _____	1300 667 700
Fire, Ambulance or Police Emergency _____	000
Police Attendance _____	131 444
Police (from mobile phone) _____	112
Ambulance Bookings _____	132 962
SES _____	132 500
Crime Stoppers _____	1800 333 000
Poisons Information _____	131 126
Life Line _____	131 114
Crisis Care _____	131 611
SA Abuse Prevention Line _____	1800 372 310
Heartline _____	1300 362 787
Alcohol and Drug Info _____	1300 131 340
National Sexual Assault, Family & Domestic Violence Counselling Line _____	1800 737 732
Dementia Helpline _____	1800 100 500
Continence Helpline _____	1800 330 066
National Security Hotline _____	1800 123 400
Translating and Interpreting _____	131 450

Mediation and Complaints Contacts:
(Initially, please speak with your supervisor via our internal complaints process.)

Aged Rights Advocacy Service (ARAS) _____	1800 700 600
Aged Care Quality & Safety Commission _____	1800 951 822
My Aged Care _____	1800 200 422

Resthaven Directory

Head Office: 8373 0211

6 Bartley Crescent, Wayville 5034
PO Box 327, Unley 5061

Residential Services

Accommodation Enquiries: 8373 9113

Email: accommodation@resthaven.asn.au

Retirement Living: 8370 3756

Email: retirement@resthaven.asn.au

Aberfoyle Park: 8115 1600

100 Hub Drive, Aberfoyle Park 5159
Residential Care

Bellevue Heights: 8273 4400

47 Eve Road, Bellevue Heights 5050
Retirement Living, Residential Care

Craigmore: 8288 4800

200 Adams Road, Craigmore 5114
Residential Care

Leabrook: 8139 6600

336 Kensington Road, Leabrook 5068
Retirement Living, Residential Care

Malvern: 8228 6300

43 Marlborough Street, Malvern 5061
Retirement Living, Residential Care

Marion: 8198 2000

10 Township Road, Marion 5043
Retirement Living, Residential Care

Mitcham: 8378 8999

17 Hill Street, Kingswood 5062
Residential Care

Mount Gambier: 8723 0911

24 Elizabeth Street, Mt Gambier 5290
Residential Care

Murray Bridge: 8532 1969

53 Swanport Road, Murray Bridge 5253
Residential Care

Paradise: 8154 8400

61 Silkes Road, Paradise 5075
Retirement Living, Residential Care

Port Elliot: 8574 5100

3 Frederik Street, Port Elliot 5212
Retirement Living, Residential Care

Westbourne Park: 8228 6500

30 Sussex Terrace, Westbourne Park 5041
Residential Care

Respite is available at all residential sites.

Maintenance: 8277 0160

25 Woodlands Terrace,
Edwardstown 5039

Community Services

1300 13 66 33

Community Respite Services 8198 2060

- Respite and support for carers
- Case management and advocacy for people with memory loss

Limestone Coast: 8762 4389

- Respite and support for carers
- In-home care, social support and advocacy
- Professional nursing and allied health

Marion: 8306 4400

- In-home care
- Health and wellbeing
- Professional nursing and allied health

Murray Bridge, Hills & Fleurieu: 8534 2600

- In-home care
- Respite and support for carers
- Professional nursing and allied health
- Health and wellbeing

Northern: 8259 5600

- In-home care
- Respite and support for carers
- Professional nursing and allied health
- Health and wellbeing

Onkaparinga: 8307 3700

- In-home care
- Respite and support for carers
- Professional nursing and allied health

Paradise & Eastern: 8154 8444

- In-home care
- Health and wellbeing
- Respite and support for carers
- Professional nursing and allied health
- Social support and advocacy

Riverland: 8580 1400

- In-home care, social support and advocacy
- Professional nursing and allied health

Western: 8345 0577

- In-home care, social support and advocacy
- Respite and support for carers
- Professional nursing and allied health
- Health and wellbeing

Aged Care Alternatives/Regional Assessment Service (RAS) 8408 4600

1/445 Fullarton Road, Highgate 5063
Information about aged care options