



**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

Hello everyone,

### Strategic Plan 2020-25

Resthaven has a proud history of supporting older people that goes back 85 years. We have done remarkably well to navigate an extremely volatile environment, particularly in recent years. This places us in an enviable position, from both a financial and an operational perspective. It is now time to look to the future.

Thank you for all the contributions that you and your teams have made in the development of Resthaven's new Strategic Plan. It will serve as the roadmap for us for the next five years.

The Strategic Plan 2020-2025 includes a range of new strategies and initiatives that will help us to meet the changing environment. 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 challenging, but we have the opportunity to implement positive reforms and innovative models of care and services needed to redefine the future of ageing in this country.

The environment in which we deliver services has changed considerably over the years and we now offer a wide range

of services, increasingly in a person's own home or a place of their choosing. However, our purpose of working together to provide outstanding care and support for older people remains true.

Our people will ensure our future success. The new plan includes strategies to continue to develop and grow the people who work for Resthaven to build a culture that demonstrates our purpose and values.

I look forward to working with you as we deliver on this exciting new chapter.



## Industry Update

For years now, we have seen ongoing government reform. In the past few years this has escalated as we experience changes in public expectations, an increase in media scrutiny, new Aged Care Quality Standards, a new Aged Care Quality & Safety Commission, a Royal Commission into Aged Care Quality and Safety and now a global pandemic.

Increasingly, we are seeing the focus turn back to the government and their lack of action on the multiple reviews and reports on the sector in the past decade.

## From the CEO (continued)

The reality is, however, that significant commitment by the sector and government will be required to achieve the level of societal change needed.

As we have done throughout our history, we will need to change and adapt the way in which we deliver our services to ensure that we continue to meet the needs of our residents, clients and their carers in this new paradigm.

### Federal Budget

Five months after it was delayed due to COVID-19, the Federal Government handed down its Budget for 2020-21 on 6 October.

There were some measures to benefit older Australians, including \$1.6 billion in funding for 23,000 new Home Care Packages to help older people staying living independently at home. However, the waiting list for packages is currently more than 100,000, and there was no commitment to reducing the waiting times, currently over a year for Level 2, 3 and 4 packages.

Other measures will not be considered until after the Royal Commission into Aged Care Quality and Safety has completed its report, due in February, 2021.

We hope the federal government will implement the recommendations of the Royal Commission with appropriate resourcing, to transform the aged care system and deliver high quality care to every older Australian when and where they need it.

### Royal Commission

The Final Hearing of the Royal Commission into Aged Care Quality and Safety was held on Friday 23 October 2020. At this hearing, the Senior Counsel described it, as 'the most in-depth and thorough examination of Australia's aged care systems that has ever been undertaken'.

The commentary coming from the Royal Commissioners and Counsel Assisting is extremely encouraging.

Senior Counsel Assisting, Peter Gray QC and Peter Rozen QC, presented proposals for the consideration of the Commissioners. They addressed matters not already covered in propositions about workforce (26 February 2020) and on system redesign (4 March 2020).

The Royal Commission has received over 10,000 submissions from the public and held hearings, workshops, community forums, meetings and roundtables across the country. They published eight background papers, 14 research papers and two consultation papers. The official website holds a wealth of information on the workings of the aged care sector. It will be a valuable source of reference for many years to come. The key proposed recommendations were:

- A new Aged Care Act based on human rights principles.
- A new planning program for aged care, providing demand-driven access rather than the current rationed approach.
- A new and independent process for setting aged care quality standards.

- An enforceable general duty of care on approved providers of aged care with penalties for failing to meet requirements.
- Mandated staffing ratios in residential aged care.
- Compulsory registration of personal care workers.
- An independent pricing authority.
- An independent Aged Care Commission to administer and regulate the system.

The Commissioners will deliver their Final Report in February 2021.

### National Aged Care Emergency Response Team

In July this year, we saw the COVID-19 outbreak worsen in Victoria as the second wave took hold. We watched as thousands of Victorians were affected by the virus. Many residents in aged care homes lost their lives.

In early August, Resthaven was advised that the Commonwealth was looking to rapidly deploy people from across the country to assist in providing care for people in aged care facilities in Victoria.

They were seeking Registered and Enrolled nurses, personal care and housekeeping workers as part of the National Aged Care Emergency Response (NACER).

An urgent call was sent out to Resthaven staff to seek volunteers who were prepared to leave within a week for the secondment.

We received 33 responses from people who were willing to spend four weeks in a COVID-19 hotspot in Melbourne, followed by two weeks quarantine.

*Continued opposite page...*

## From the CEO (continued)

It was an amazing response. Resthaven elected to send a team of six people, consistent with NACER's request.

Our 'Resthaven team' (pictured right, L-R) were Eleanor Keizer, Anne Mapuku Badibe, Catherine Pickering, Trudi Hotstone, Belinda Stewart, and Vicky Kaur.

They left for Victoria on 9 August 2020 and were deployed to residential care homes with significant COVID-19 outbreaks and who were struggling to find sufficient staff.

Having returned safely to Adelaide, this inspirational group finished their quarantine at the Pullman Hotel on 27 September 2020. They endured a significant disruption to their own lives, to selflessly support others in need.

On 6 October 2020, we celebrated and acknowledged the efforts of this wonderful group of people, with a special lunch at Resthaven Head Office. They truly represent the purpose and values of Resthaven.

### Resthaven Residential Services COVID-19 Workforce Response Team

Resthaven continues to prepare for any future outbreak of COVID-19. To maintain care and services for residents during such an outbreak, we are creating specific, multidisciplinary Resthaven Residential Services COVID-19 Workforce Response Teams so that we are prepared. The teams of up to 40 people will be employees from across the whole of Resthaven.

They must be willing to work at any site, should an outbreak of COVID-19 occur in the future.



Above: The Resthaven National Aged Care Emergency Response (NACER) team.

We are soon calling for expressions of interest from Resthaven employees in any role who:

- Want to support colleagues and residents during a COVID-19 outbreak
- Have personal circumstances that allows them to quickly respond to need at a Resthaven COVID-19 'hot spot'
- Work well under pressure, are reliable team players and have a 'can do' attitude.

Watch notice boards for further details.

### Mid-term update – Climate Survey Pulse Check

As we are now half way through the cycle of our biennial climate surveys, it is time to update you on what we have done, and continue to do, in response to the feedback you gave us last year.

This is to ensure that you know we continue to work towards enhancing employee engagement at Resthaven.

**To recap:** In September 2019, 64% of Resthaven's workforce engaged in the biennial climate survey conducted by Better Practice Australia. This is the highest participation rate ever, giving a reliable snapshot about how people feel about working at Resthaven.

Overall, Resthaven achieved an engagement score outcome of 57%, indicating that we are in a 'culture of ambition'. This is a solid result, and above the overall national aged care industry average for engagement of 52%. We also received around 100 pages of direct feedback, many positive, giving real insight into the challenges and opportunities to improve the working environment.

Resthaven's Executive team discussed priorities for the overall organisation and agreed on key actions for the corporate action plan. The Executive owns this plan and will support and continue to monitor its progress. The priority areas are fair and equitable workloads, recognition for performance, and building a climate of trust and respect.

*Continued page 4...*

# From the CEO (continued)

In response, we are maximising funding to support additional staff hours, developing educational resources, streamlining processes, updating technology and implementing our new strategic plan.

The specific survey results for each site and department were distributed and results discussed by managers late last year. Every leader developed a local action plan, to improve two or three key things. Watch for your local action plan activities and discuss any queries you have with your manager.

I am very proud to lead this organisation that benefits from your dedication and passion in providing outstanding care and support to older people. You make a real difference – thank you!

## Personnel

It is with great pleasure that I announce the appointment of Erika Comrie to the role of Executive Manager Strategy & Governance. Erika has spent the last four years initiating and delivering a collaborative performance improvement program across three metropolitan councils, resulting in significant savings.

Prior to this, she spent 20 years in a variety of senior management roles at Origin Energy, including leading the strategic planning and governance processes for the organisation. She will be a wonderful addition to the Resthaven team. Erica will commence in early November 2020.

Thank you to Lynn Openshaw for acting in the role of Senior Manager, Governance whilst the recruitment process was undertaken. She has been a tremendous support and has progressed several key strategic and governance initiatives.

## Out and About

Since taking on the role of CEO in June this year, I have had the opportunity to meet residents, clients and staff at all of our locations. This is incredibly important to me. It has been wonderful meeting many of you and having a chat and a laugh. You may have seen the ‘selfies with the CEO’ posts on Resthaven’s social media—some are also below. As you can see, I am terrible at taking selfies, but hopefully with your help I will get better.

Please feel free to say hello if you see me at your site; I would love to learn more about what you do and any challenges that you may experience in the workplace.

## Finally...

As we head towards the end of what has been a year like no other, I take this opportunity to thank you for your hard work, perseverance, and unwavering support to the older people whom Resthaven supports.

Wishing you and your families all the very best for the 2020 festive season, and the year beyond.

Season’s greetings,

**Darren Birbeck**  
*Chief Executive Officer*



Resthaven Northern CS



Resthaven P&ECS Manningham



Resthaven Mitcham



Resthaven Craigmore



Resthaven Malvern



Resthaven Craigmore

# Governance

“ The Resthaven customer experience is the sum of all experiences which customers have over the duration of the relationship with Resthaven. ”

*Principle for delivering on the Resthaven customer experience*

The Customer Experience Working Group recently finalised and published a framework that describes the key elements of the optimal customer experience, based on outcomes of research completed with our clients, residents, families, workforce and key stakeholders in 2017-18. The Framework also reflects Resthaven’s customer experience vision:

**Vision:** Resthaven responds seamlessly and efficiently to provide a personalised customer experience which enables customers to be highly satisfied with their interactions with Resthaven.

### Support, Listen, Care & Deliver

**Supporting** customers by providing open and accurate information to inform their decisions.

**Listening** to the customer, to provide choice and suitable solutions for each individual, respecting their personal circumstance. Discussing individual needs and options.

Providing **care** that fits into the customer’s life, assists them to live the way they like, and guides them through crucial transition stages.

**Delivering** high quality care that reflects the organisation’s values and supports the customer to feel valued, safe and engaged.

### Inform, Consult, Partner & Collaborate

Keeping customers, their family and their carers **informed** and updated.



Seeking feedback by **consulting** with customers, their representatives and their carers, and using feedback to deliver improved services. Giving swift response to concerns and delivering solutions.

**Partnering** and engaging with customers to design their personalised care and support.

Co-designing our services by **collaborating** with customers, their family, their carers and the wider community.

### Coordinating Chaplains

Two of Resthaven’s nine Coordinating Chaplains are leaving this year.

Shelley Alexander will begin a full time Ministerial role in her local parish. Shelley has been a valued member of Resthaven Murray Bridge since early 2019. Shelley’s last day will be 15 December 2020.

Rev Anne Butler has accepted a role as Minister of Seaford Uniting Church (in addition to her role at Port Elliot Uniting Church). Anne has provided chaplaincy and pastoral care to residents and staff at Resthaven Port Elliot and Westbourne Park for several years. She finished at the end of October.

I thank both Shelley and Anne, who have worked diligently with the residential teams to provide spiritual guidance, care and compassion to residents.

Resthaven is working in partnership with the Uniting Church to recruit to the vacant positions.

Regards,

**Lynn Openshaw**  
Acting Senior Manager,  
Governance



## Building Update

### Resthaven Bellevue Heights

On 1 October, we received planning consent by the Mitcham Council for the redevelopment of Resthaven Bellevue Heights. This is fantastic news after a long period in the planning process.

However, due to the COVID-19 pandemic, the project remains on hold until further notice, as the safety of residents and staff always take 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 areas, plus the construction of a new memory support unit with kitchen, laundry and associated service rooms. A new staff room will also be provided.

The central entry and café area will undergo a major transformation along with the upgrade of the hall. 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

Different options for the redevelopment of Hampton and Richmond wings at Westbourne Park are being developed and analysed in order to produce the best outcome for the site, residents and staff. As part of this process, consultation with residents and staff will occur initially through a questionnaire.

As the years have passed, our facilities and standard of care has evolved, and it is now time for these areas to be replaced



so that we can offer residents at Westbourne Park the best and most modern facilities and level of care.

Careful consideration is being given to all elements of this redevelopment to ensure we achieve the best outcome.

### Resthaven Riverland Community Services

Services are now in full operation at Berri. The old bank has been transformed into a modern community services office, whilst maintaining the external art deco period style. The building and service occupy a prominent location in the heart of Berri. The new building will allow client groups to meet and undertake activities on site, whilst providing more office space as the service continues to expand.

### Resthaven Northern Community Services – Gawler Office

The fitout at 5 King Street in Gawler is now complete. The service commenced on site on 19 October.

The new offices (above, with new signage) look great, and provide good indoor and outdoor space for client activities.

This office is an outreach service for Northern Community Services.

### Resthaven Marion Community Services – Goodwood Office

Planning is underway to fitout a newly rented building at 131 Goodwood Road, as an outreach office of Resthaven Marion Community Services.

The new premises offers large open areas for client activities accompanied by offices and good rear parking. Works are expected to be completed in mid-late November.



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

## Project Ignite

Our latest project, the launch of 'MyOwnPortal' (see page 12) delivers self service capability, enabling all employees to access payslips, update personal details, and view leave balances. If you haven't already done so, check out self-service on 'MyOwnPortal' via People Central on RestNet.

We have also commenced the rollout of corporate credit cards and 'ProMaster', with Executive Managers now using the new system to complete expense management activities, and begun planning for the AlayaCare solution for Community Services. Read on if you want to know more!

### Enterprise Resource Planning (ERP) Phase Two

Phase two of our ERP project aims to move from CIM to a more modern and flexible technology platform. At completion, we will:

- Have a new Procure-to-Pay system that replaces the need for paper-based and CIM Electronic Purchase Orders
- Change the process for CIM receipting and petty cash transactions (in Community Services) in readiness for the AlayaCare Solution
- Increase the number of corporate credit cards and implement an expense management technology (ProMaster) to reduce petty cash, staff reimbursements and administrative paperwork
- Deliver a data analytics dashboard to provide better and regular performance insights for Managers in Residential Services, Retirement Living and Corporate Services.

### Ignite Program Vision:

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



Most of these projects will be delivered over the latter part of 2020, with the procure-to-pay project rolling out site by site over the first half of 2021. Additional information will be shared with impacted employees via targeted newsletters.

### Human Resource Management System (HRMS) Recruitment and Onboarding

The HRMS Recruitment and Onboarding solution is now being embedded into the day-to-day activities of the recruitment team. If you need any help or have any queries, please speak with your Manager or the recruitment staff.

### Community Services Project

The Community Services Project is being undertaken to improve the management and delivery of services to community clients.

Eileen Jeffree is leading this project, and we extend a warm welcome to the Community Services Implementation Project Officers, who are dedicated to the project full-time. They are Denise Fiegert, Paul Rowley and Victoria Gray, who have been working within Community Services and bring great knowledge and enthusiasm.

We also welcome Ninh Ngo who has joined the team after finishing his work on the Payroll project, and Vivek Sannathadka, who joins the team as a Business Analyst.

The team are finalising planning, which has focused on working closely with AlayaCare so that they can understand our requirements.

Community Services Managers meet with the project team each month to share information, provide input to the project, and review decisions. There are also team updates and newsletters available for review on the Community Services team site on RestNet.

AlayaCare will be implemented within Community Services throughout 2021.

### Business Consultation & Engagement

Consultation and engagement from across Resthaven continues via various workshops, and regular communication through this newsletter, the Ignite newsletters, and emails, to ensure that staff affected by the changes are kept up to date.

As always, we thank you for your contributions, and look forward to your ongoing insights and engagement in the Ignite Program.

Regards,

**Anne Primus**

*'Ignite' Project  
Director*



# Residential Services & Retirement Living

Hello everyone,

## Retirement Living

Since the last 'Staff Link' newsletter, the Retirement Living portfolio has shifted to Residential Services. This change has resulted in Anthea Tyler becoming Senior Manager Accommodation and Residential Funding. Anthea has responsibility for retirement living and admissions to both residential homes and retirement living. Additionally, Anthea continues to oversee the current ACFI.

Jeannie Peace, Retirement Living Coordinator, has now joined the Residential Services team.

Kerry Amberg, former Residential Services Project Officer, has had a title change to 'Residential and Retirement Living Support Coordinator,' to reflect her role in supporting both residential and retirement living.

## Staff Movements

I am pleased to announce the appointment of Simon Blair to the position of Manager Residential Services at Resthaven Port Elliot. Simon has held the position of Care Coordinator at the site for the past year, so offers consistency for the site community.



We welcome Susanne Castle to the role of Care Coordinator at Resthaven Craigmore.

Wendy Morey has also commenced in a Senior Project Officer role. Wendy will support Residential Services, and assist and support the Workforce Development team. We welcome Wendy back to Resthaven.

## Show Day Celebrations

(right): The chocolate wheel at Resthaven Craigmore; The Resthaven Leabrook site cook with her amazing cakes. Below: 'Tug of war' at Resthaven Aberfoyle Park.



It was heartening to see that, even though the Royal Adelaide Show was cancelled, it wasn't going to stop the sites from holding their own special events. Everyone thoroughly enjoyed themselves, as you can see from the photos. Well done!

## Aged Care Quality & Safety Commission (ACQSC) Visits

Infection Control visits from ACQSC have occurred at several residential sites, to audit our COVID-19 preparation. All of these have gone well, with acknowledgement of our planning and preparation in this area.

I was pleased to receive the final re-accreditation report for Resthaven Marion, confirming all requirements under the Quality Standards were now compliant.

A full re-accreditation visit took place at Resthaven Mount Gambier in late October. We are yet to receive the report. We await a visit to Resthaven Murray Bridge to close outstanding non-compliances at the site. A re-accreditation visit is yet to occur for Resthaven Port Elliot.

## Show Days

In September, three Resthaven residential homes—Craigmore, Leabrook, and Aberfoyle Park—held festive 'Show Days'.

## In Appreciation

I wish to acknowledge the additional workload and changing state of managing the COVID-19 situation at residential sites.

The SA Emergency Direction for residential aged care facilities around single site staffing for Personal Care Assistants, the requirement to wear surgical masks for those staff providing direct care to residents, as well as many additional training requirements, have all meant change and additional efforts by many staff.

I very much appreciate your efforts to ensure that we meet all requirements.

Thank you!

All the very best for the 2020 festive season.



**Tina Cooper**  
Executive Manager,  
Residential and  
Retirement Living

## Clinical Services

### 2020 Palliative Care Nurses Australia Conference (PCNA)

Held from 22 to 25 November 2020, this biennial conference brings together Australian and New Zealand nurses with an interest in delivering high quality, contemporary palliative care.

Several Resthaven staff have been successful in their application for a Commonwealth Department of Health grant, which provides delegate registration to attend the PCNA2020 virtual conference, a PCNA coordinated mentorship program, complimentary attendance at a PCNA workshop, and a one-year membership of PCNA. Congratulations to:

#### Residential Services

- Christina Jones (Registered Nurse, Resthaven Mount Gambier)
- Lee Khoo (Registered Nurse, Resthaven Mitcham)

#### Community Services

- Melenka Henry (Community Services Clinical Lead)
- Natalie Flemming (Community Services Clinical Lead).

### Internal Research Program

Wendy Palm (Clinical Services Lead) and Leanne Lawrence (Project Officer Clinical Services) have successfully applied for a Resthaven Internal Research Program grant. See page 11 for more about this program.

Wendy and Leanne will undertake a project entitled 'Prevention and Reduction of Pressure Injuries in High Risk Residents'.

### COVID-19 Infection Control Refresher Training

All employees or contractors who provide personal care or nursing care to residents at a residential aged care home must complete the COVID-19 Infection Control Refresher Training online module by 1 December 2020, and again every two months. The module takes 5-10 minutes to complete, and can be accessed via: <https://launch.sahealth.sa.gov.au/>

Please ensure that you keep a copy of the completion certificate issued at the end of the module.

For further information about COVID-19 and aged care in South Australia, please visit: [www.sahealth.sa.gov.au/covidagedcare](http://www.sahealth.sa.gov.au/covidagedcare).

### Australian Government Department of Health funded Nursing Scholarship Opportunities

Applications for undergraduate and postgraduate aged care scholarships are now open. Funding of up to \$30,000 is available to support undergraduate and postgraduate study, from Certificate IV to master's level.

The opportunity is offered to Australian College of Nursing (ACN) members and non-members. Resthaven is a member.

Visit [www.acn.edu.au/scholarships/](http://www.acn.edu.au/scholarships/) to find out more.

#### Merridy Bayliss

Senior Manager  
Clinical Services



### Clinical Lead Role an 'Amazing Opportunity'



After making a move from the public healthcare system to not for profit aged care, Natalie Flemming is settling in to her role as Resthaven Clinical Lead Community Services, which she commenced in June 2020.

She says, 'My role as Resthaven Clinical Lead Community Services aims to develop and support the clinical skills of nurses working at two of Resthaven's community services sites – Resthaven Western Community Services, and Resthaven Paradise & Eastern Community Services.'

Natalie is an experienced clinical practitioner, having worked at the Royal Adelaide Hospital in various roles since graduating as a Registered Nurse in 2002. However, a change in focus brought Natalie to Resthaven, where she is enjoying putting her clinical skills to use in an aged care setting.

'I love meeting older people, and fully experience and understand their uniqueness,' she says.

'This is part of what makes being a nurse so rewarding.'

'I thank Resthaven for giving me this amazing opportunity.'

# Community Services Update

## Being a Spotter

Reporting matters of concern about changes in clients is really important. If you notice anything different or unusual, please make sure that it is reported to coordinators or clinical staff as soon as possible.

For coordinators and health professionals, following up and problem-solving in a timely manner is also vital. Letting your Manager know when a situation is highly complex or a problem is unresolved is also critical.

Remember: everyone in the team has a part to play in our systems, to keep everyone, both clients and staff, safe.

## COVID-19

It is pleasing that there is no community transmission of COVID-19 in South Australia. This means the vigilance in prevention has been effective. We all need to keep up the focus on hand washing, physical distancing, and staying home if unwell and getting tested as appropriate. All staff have undertaken additional training and individual training in donning and doffing of personal protective equipment.

Social groups are continuing, with COVID-Safe Plans lodged for each group. Please ensure that you follow the requirements.

## Assessment Contact

In October, the Aged Care Quality & Safety Commission attended Resthaven Head Office to undertake an assessment contact for Resthaven Paradise & Eastern Community Services at Manningham. The results of this visit are yet to be advised.

## Staff Movements

We welcome Kimberley Lord to Resthaven, in the role of Assistant Manager, Resthaven Murray Bridge, Hills & Fleurieu Community Services.



Above: Assistant Manager Resthaven Community Respite Services, Julian Sporne, with Dementia Educator, Gillian Schulze, at the Castle Plaza 'pop up' stall.

I am pleased to announce that Community Services Project Officer, Philip Ellison, has been appointed to the role of Relieving Assistant Manager Community Services. Congratulations, Philip.

We also welcome Chris Watson to Resthaven, taking up the Community Services Project Officer role. Chris will be out at sites very soon, conducting the annual round of client focus groups.

Congratulations to Gillian Schulze on her secondment to Workforce Development as Dementia Educator.

## Expansion

Resthaven Community Services continue to expand rapidly in response to demand, with in excess of 1,400 Home Care Package clients receiving support in their homes.

Due to ongoing demand for services, an outreach office has been leased at 131 Goodwood Road, Goodwood, to support the Resthaven Marion Community Services team. The office is being fitted out and will be occupied by Christmas.

At Port Elliot, the old school building has been reconfigured to accommodate additional staff and improving the internal fit out.

## Happy 10th Birthday Agedcare Alternatives

A special celebration is planned to mark the 10th anniversary of Agedcare Alternatives. Congratulations to Mark Trebilcock and the 'Options Guide' volunteers for making this service an ongoing success.

## Community Engagement

Throughout September, the team from Resthaven Community Respite Services held a 'pop up stall' at Castle Plaza shopping centre (above).

In November, Manager, Carole Matthews, and Assistant Manager, Julian Sporne, will speak with a community group at Edwardstown Baptist Church. Carole and Julian will be speaking on the topic of 'Demystifying the Aged Care System'.

Season's greetings,



**Sue McKechnie**  
Executive Manager,  
Community Services

## Service Development

### Diversity

Resthaven supports older people from many different backgrounds and situations.

To better reflect the work that Priscilla de Pree undertakes to assist Resthaven to respond to the needs of our diverse community of customers, residents and clients, her job title has been amended to Project Officer, Multicultural and Diversity (previously Project Officer, Multicultural Programs).

### Resthaven's Internal Research Program

Following a review of Resthaven's Internal Research Program, and an increase in funding available for the 2020-2021 round, the Service Development team received a number of excellent project applications.

The Executive Group reviewed each proposal and considered the potential for the research topics to provide a foundation for future service modelling and development, and opportunity to look beyond current practice.

Congratulations to the four projects that were successful in gaining Internal Research grants for 2020 – 2021:

- Prevention and Reduction of Pressure Injuries in High Risk Residents
- Retirement Living – Dressing for Success
- Communication Matters – Intercultural Communication Skills Training
- Researching Contemporary Community Respite Models.

The Service Development team looks forward to following the progress of these projects and future translation of the research into positive outcomes for the Resthaven community.

Information on the Internal Research Program, including summaries of previous projects, can be found on RestNet > Nexus > Innovation and Projects.

I encourage you to check them out. Happy reading!

**Jane Brooks**

*Acting Manager,  
Service Development*



## Home Support Workers 'Make a Difference'

Sitting at a café in Brighton, having a chat over coffee, Resthaven Community Respite Services Home Support Workers, Michael and Greg, thoroughly enjoy their jobs.

Michael and Greg facilitate the weekly 'Men About Town' social group, taking a group of older gentlemen out for a range of cultural outings, followed by coffee and cake at any number of local cafés. Michael says, 'If you want to do a job that's rewarding, this is it. You see the joy on people's faces, that connection.'

Michael and Greg certainly take their jobs seriously – but not too seriously.



*Above (L-R): Mr Bevan Shearer, Dr Geoffrey Davison, Greg McNamara (Home Support Worker), Mr Bob Boots, and Micahael Segneri (Home Support Worker) at the 'Inclusive Cafe' in Brighton.*

'We're just blokes shooting the breeze around the coffee table!' Greg says with a laugh.

Michael adds, 'The men will say "thank you, it's great today," and it's just a great experience.'

'We all end up chatting and just enjoying our time together.'

'We're here to make a difference. The clients really appreciate what we do, and that's what it's all about.'

# Information Communication Technology (ICT)

Welcome to my third 'Staff Link' article. I hope the information I am passing on to you is of use and provides you with some insight into what we are working on in ICT.

We have progressed a number of key initiatives, and have a series of projects underway. I thank my team, and those working in collaboration with them, for their commitment and efforts. It's a productive time, and progress is in the air. All should be pleased with their efforts and contribution to date.

Here are some progress updates.

**Network security:** In recent months, we worked on strengthening the security of the Resthaven network. We are looking to introduce some changes to the strength of user passwords (look out for that) and hope to get some information out to you on cyber security.

**ICT Strategic Roadmap 2020-23:** This plan has been endorsed by the Executive, and will soon be communicated across Resthaven, with the aim of informing you of our future plans.

**Epicor upgrade:** On 19 October, we kicked off the testing phase for the next Epicor upgrade. This work requires a significant contribution from a number of areas across the organisation, and we appreciate the commitment being made. We hope to utilise some new features and functions available through the new version of Epicor. The go-live date for the Epicor upgrade is 16 November.

**Disaster recovery testing:** We have commenced planning preparations for our first Disaster Recovery Test with computing service, Locane, at their Disaster

Recovery Data Centre. This work is being done to ensure that we are able to migrate to and operate in the Disaster Recovery environment if it is required (let's hope not).

**Temperature checking and visitor management systems:** In September 2020, we introduced an automated temperature checking solution at all Resthaven residential sites. This new technology was well received, and is functioning well. We are also looking to introduce a tablet/mobile-based visitor management solution for Head Office and the residential sites. We are working through final details, and hope to be in pilot at a site in December 2020.

**New and updated sites:** Our team has been working on a number of new sites in recent times, including the new Berri and Gawler offices, and updates at Frewville and others. We have also been busy auditing current site specifications and deploying new equipment in readiness for other initiatives. We appreciate your collaboration when we are working with you.

**Resident WiFi and resident phone project:** Good progress has been made on the resident WiFi and phone project. We conducted an audit at each residential site to establish where the Resthaven WiFi network required attention, expansion and repair. Resthaven Mitcham is now set to be upgraded, with work to be complete by mid-November 2020. After this, we will look to pilot live WiFi for residents. Resident phones will be introduced at Resthaven Mitcham at the same time.

**Nursecall system pilot:** The new smartphone solution for the 'Alexys' Nursecall system is being readied to go live at Resthaven Aberfoyle Park in November 2020. The site team are looking forward to the opportunity to pilot the new solution, with improved user experiences and processes.

**CCTV Project:** We have kicked off this key project, with the primary objective being to replace the existing ageing CCTV systems at our residential homes with a new, unified solution, which provides improved features, functions and capacity that meets our current and future requirements. We hope to go out to the market with a request for proposal in late November 2020.

**Mobile device management project:** Resthaven has a growing fleet of mobile devices. We plan to increase that fleet dramatically over the next year or so, through the aspirations of the Ignite Program and other key initiatives. In order to facilitate and support this growth, we will introduce a solution that will manage the procurement, support, deployment, and system administration of our mobile fleet and the applications running on them. At this point, we are working with potential vendors in order to settle on the preferred solutions and support services.

That's a wrap!

**Stuart Warwick**

Senior  
Manager, ICT



## People & Culture

### Employee Benefits

As a Resthaven employee, you have access to a range of employee benefits.

The Resthaven Employee Assistance Program (EAP) offers free, confidential counselling support to employees and family members. You are encouraged to use this employee benefit. Phone 1300 66 77 00.

The Resthaven Early Intervention Physiotherapy Program provides free physiotherapy sessions for non-work related injuries. Conditions apply—speak with your Manager for more details.

The Resthaven Professional Development fund may assist staff financially in undertaking study related to their role. Approved subsidies are up to \$750 for staff and up to \$1,500 for managers. Application forms and details are available from your Manager.

Other benefits include a health and wellness program to help keep you healthy, health insurance discounts, gym membership offers, paid parental leave, and much more!

### Salary Packaging

Salary Packaging can add extra value to employees in reducing your taxable earnings.

Salary Packaging is a benefit for all Resthaven employees to significantly increase their take-home pay. This service is provided by Community Business Bureau (CBB).

Mark Gauci is our representative from CBB, and is happy to speak with people about salary packaging benefits to maximise your pay.

To find out more about salary packaging, visit [www.cbb.com.au/individuals/what-is-salary-packaging/](http://www.cbb.com.au/individuals/what-is-salary-packaging/). To book your appointment to sign up for Salary packaging, go to [www.cbb.com.au/individuals/what-is-salary-packaging/get-started](http://www.cbb.com.au/individuals/what-is-salary-packaging/get-started).

### Casual? Want more stability?

Why not secure regular hours by converting to permanent part-time. This will mean that you qualify for annual and sick leave and ensures a regular roster. If you are looking to increase your hours, this is a great time to consider transitioning to permanent part-time. Speak with your Manager if you have an interest in doing this.

### Looking for extra Ca\$h for Christmas?

Did you know that you are able to cash out some of your annual or long service leave? If you have lots of leave but would rather have some cash, why not calculate your leave on your MyOwnPortal? There is a calculator to work out your leave entitlements.

### Jobs, Jobs, Jobs!

Due to the release of more Home Care Packages, we are actively recruiting Home Support Workers – do you know someone who might be interested? Spread the word and tell them to apply online. Visit [www.resthaven.asn.au/current-vacancies](http://www.resthaven.asn.au/current-vacancies).

### 'MyOwnPortal' Launch

At the end of October 2020, we launched our new employee self service portal, 'MyOwnPortal'. This web portal provides you with the ability to view, manage and maintain your own personal and employment-related information.

You can also access electronic payslips, view leave balances and calculate leave projections, and update your personal information.

Payslips will be available via the portal, and no longer emailed or physically printed.

The MyOwnPortal system includes data safety features to ensure that private and confidential information is kept secure. With your unique user identification and password, you are the only person who can view your payslip information and make updates to your personal information.

You can log in to MyOwnPortal on any Resthaven computer, via the 'People Central' landing page on RestNet, or through your own mobile device.

Keep an eye out for posters and tutorials on how to securely access and navigate MyOwnPortal in the coming weeks.

### Staff Movements

It is with sadness that we farewell Ross Christie from the position of Senior Manager People and Culture. Ross has been an integral part of the People and Culture team since he joined around 12 months ago. Please join me in wishing Ross all the best in his next exciting role.

We recently farewelled Recruitment Coordinators, Dee Trubarac and Terry Moulds. We wish them all the best.

Recruitment is underway for these roles.

### Sylvia Powell

*Executive Manager, People and Culture*



## Work Health & Safety

### Plan, Prepare, Proceed

In our current work environment, now is a good time to discuss the importance of planning before proceeding with tasks or activities.

- Do not rush any task, take the appropriate time to undertake the task safely
- Plan and assess what you are about to do, this allows for the identification of any hazards or potential issues before they cause harm or loss
- Prepare the workspace for the activity you are about to undertake, correct equipment, positioning, PPE and support needed
- Contact your supervisor or manager for any unplanned situations or events for guidance
- Our expectation is that you do take a moment to plan and prepare before proceeding with your task or activity
- All staff must report any hazards or incidents.

### Discrimination and Harassment

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

We are shaped by numerous influences, including pervasive social forces that shape behaviour from early childhood, such as religion, ethnicity and socioeconomic status; physiological influences that impose both opportunities and constraints, such as age and

gender; and the influences from life choices that individuals make, such as occupation and geographical location.

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

Harassment involves unwelcome behaviour that intimidates, offends or humiliates a person because of a personal characteristic, such as race, age, gender, disability, religion or sexuality.

This may be demonstrated through name calling or using references specific to a person's lifestyle.

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

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

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

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

Take care,



**Justin Burgess**  
Manager, Risk  
and Safety

## Quality Improvement

Manule Harpas, Manager, Onkaparinga Community Services, is pictured showing off his new ID card.

These professionally printed cards are a recent quality improvement for Community Services staff. The cards include their photo and name. Clients have commented positively about their new professional look.



## Quality Systems

### Systems Review

Listening and responding to our customers' feedback is very important. It allows us to identify areas for continuous quality improvement.

The Quality Systems team has completed a review of Resthaven's current feedback management process, with the aim of identifying gaps in the system.

It was determined that it is not possible to enhance the current feedback management system, due to the software limitations of the 'Compliments and Complaints Database' located in 'Switchboard'. We therefore started researching suitable replacement software solutions.

Nine suitable software providers were identified. After a thorough review and evaluation, five vendors were invited to demonstrate their system to the Feedback Management System Working Group. This group incorporates representatives from residential, community and corporate services.

From these demonstrations, three providers were selected by the working group as the preferred systems. The working group is currently in the process of final vendor selection.

Once the contract negotiation is finalised, the successful vendor will conduct an exercise to finalise a system, which will be tested at one Resthaven site from each Resthaven service. After a successful test period, the Feedback Management System will be implemented across all Resthaven areas.

Historic data from Switchboard will be migrated into the new system for continuity. So, what does this mean for you? The following actions will take place over the coming months:

- Staff and customers will be invited to participate in user testing prior to go-live
- Training will be provided to staff who use the system for entry, review, resolution and analysis of feedback
- Feedback Management procedures and work instructions will be updated
- A webform will be implemented on the Resthaven website for customers and staff to submit feedback from any device with internet/mobile data access.

If you have any questions regarding the Feedback Management Project, please contact Rebecca or Jasmina:

Rebecca White, Project Officer  
Quality Systems:  
rebecca.white1@resthaven.asn.au

Jasmina Borsic, Manager Quality & Service Improvement:  
jasmina.borsic@resthaven.asn.au.

### Residential Focus Groups

Throughout November, the annual focus groups will be held at all Resthaven residential aged care sites. The Quality team will host the groups. We look forward to seeing you! Community focus groups are also underway.

**Jasmina Borsic**  
Manager, Quality &  
Service Improvement



## 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.**

### Clinical Practice Manual

- CPM 01 Safety Quality and Risk Management Principles & Practices
- CPM 03 Personal Care
- CPM 06 Continence Management
- CPM 07 Health Monitoring
- CPM 08 Diabetes
- CPM 09 Palliative & End of Life Care
- CPM 11 Respiratory Management
- CPM 13 Falls Prevention/Management
- CPM 18 Allied Health

### Residential Services

- RS-PRO-26 Housekeeping Services

### Community Services

- CS-POL-05 Medication Assistance
- CS-PRO-05 Assist with Medicines

### Food Safety Program

- FSP-PRO-01 Resthaven Food Safety Program

### Human Resources

- HR-PRO-07 Employee Records and Pay Administration
- HR-PRO-09 Key Personnel
- HR-PRO-11 Early Intervention Physiotherapy Program

### Maintenance

- MAG-PRO-03 Duress Alarm
- MAG-PRO-04 Walkie Talkies
- MAG-PRO-05 Bug Trappers
- MAG-PRO-07 Oil Filled Heaters
- MAG-PRO-08 Sack Trucks
- 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-29 LPG Gas Hose and Bottle
- MAG-PRO-30 Manual Beds
- MAG-PRO-32 Ceiling Vents
- MAG-PRO-34 Emergency Generator.

# Diversity Update

## Diversity Action Plan 2020-21

Resthaven's Diversity Action Plan has been updated. New actions have been identified by Resthaven Service Development in consultation with other Resthaven teams for the year 2020-21. The public and operational versions of the 2020-2021 Diversity Action Plan are now available on RestNet > Teams > Public Relations. The next progress report is due on 8 January 2021.

## Significant Days/Events

### 7-29 Nov – Feast Festival

Feast is a not-for-profit LGBTIQ+ Arts and Cultural Festival that celebrates pride and diversity. As part of the Feast Festival, Resthaven will participate in the 'Picnic in the Park' event at Pinky Flat on Sunday 29 November, 11am-7pm. Resthaven's LGBTI Reference group is looking for staff members who would like to promote our services to LGBTI elders. Contact me if you are interested.

### 14 Nov – Diwali

Diwali, Deepavali or Dipavali is the festival of lights, which is celebrated by people of Hindu, Sikh and Jain faiths. The Festival symbolizes the spiritual "victory of light over darkness, good over evil and knowledge over ignorance". The preparations, and rituals, for the festival typically last five days.

### 3 Dec – International Day of Persons with Disabilities

IDPwD is a United Nations observed day celebrated internationally. It aims to increase public awareness, understanding and acceptance of people with disability and celebrates their achievements and contributions.

### 10 Dec – Human Rights Day

Human Rights Day is observed every year on 10 December - the day the United Nations General Assembly adopted, in 1948, the Universal Declaration of Human Rights (UDHR): a milestone document proclaiming the inalienable rights which everyone

is inherently entitled to as a human being regardless of race, colour, religion, sex, language, political or other opinion, national or social origin, property, birth or other status. Available in more than 500 languages, it is the most translated document in the world.

### 25 Dec – Christmas Day

Christians around the world celebrate the birth of Jesus Christ.

### 17 Jan – World Religion Day

This day is observed in over 80 countries. The aim of World Religion Day is to foster interfaith understanding and harmony by emphasising the common elements underlying all religions.

### My contact details:

priscilla.depree@resthaven.asn.au  
8373 9083



**Priscilla de Pree**

*Project Officer,  
Multicultural and  
Diversity*

## LGBTI Inclusive Aged Care Workshop

On 29 October, several Resthaven staff members attended the SA Government (supported by the Office for Ageing Well) 'Creating LGBTI Inclusive Aged Care' workshop and panel discussion.

South Australia's Office for Ageing Well has contracted 'Ageing with Pride' to engage aged care service providers, assessment teams and other key stakeholders to attend, to improve assessment processes and aged care services for LGBTI+ elders in South Australia.

The workshop included a panel session facilitated by Desmond Ford, with LGBTI Elders, Cris Davis, Barry Horwood and Jenny Scott, who are pictured (right) with Resthaven staff, Lynn Openshaw (Acting Senior Manager, Governance), Grant White (Senior Manager Community Services), and Priscilla de Pree (Project Officer Multicultural & Diversity). The panel discussed their lived experience, and their vision for the way in which aged care services can better meet the needs of LGBTI Elders.



# Workforce Development

## Traineeships

Resthaven recently signed 24 existing employees to a Certificate III Traineeship in Individual Support. We are now researching a Diploma in Community Services Traineeship for existing staff.

These were the two identified priority areas. In the future, we will aim to place new staff into Residential Services under a Certificate III Traineeship in Individual Support.

## Scholarship Presentation

In late October, Resthaven Executive Manager Community Services, Sue McKechnie, was delighted to attend the UniSA scholarship presentation evening (right), where she presented two recipients with their Resthaven scholarships: Liam McCabe and Kirrilee Thomas. Congratulations!



Above (L-R): Liam McCabe (Resthaven Undergraduate Physiotherapy scholarship), Pauline Carr (Chancellor), Sue McKechnie (Executive Manager Community Services) and Kirrilee Thomas (Resthaven Undergraduate Nursing Scholarship), at the 2020 UniSA scholarship presentation.



**Tom Cleghorn**  
Manager, Workforce  
Development

## Community Services Work on the Border

Resthaven Limestone Coast Community Services supports several clients living across the Victorian border. Some staff are Victorians working in South Australia. Two staff who usually reside in Victoria have temporarily relocated to South Australia for the duration of the COVID-19 pandemic.

Thanks to all staff who provide services to clients, for going above and beyond, committing to living in the bubble and adhering to COVID-19 restrictions.

## Stop Press! Distribution of 'Staff Link' Newsletter

Up until now, Resthaven staff received their quarterly copy of this *Staff Link* either in hard copy or as an attachment to an email sent with their payslip.

Now that MyOwnPortal self service is in place for staff to access everything about their pay, leave, and other features, distribution of the *Staff Link* will change. This is the last time an attachment of the *Staff Link* will be emailed to you.

You will no longer receive *Staff Link* either as an email or hard copy attachment to your payslip, as payslips will no longer be emailed or available in hard copy, and will only be available from MyOwnPortal self service.

You will have access from your MyOwnPortal self service to a staff bulletin board on the Resthaven website, with a password needed to access this page. We will continue to notify you about *Staff Link*. A link will be emailed to you or sent via text with the password.

Hard copies will continue to be sent to staff rooms for staff to share, and found in the online newsletter library on the Public Relations team page on RestNet, where you will find the full suite of newsletters. Keep up to date!

## Volunteer Services



### The Resthaven Bowlers

How great is this photo! Pictured is new volunteer Daniel Arbon and client Mr Leslie Williamson thoroughly enjoying being a part of the Resthaven Bowlers.

Resthaven Onkaparinga Community Services recently created a bowling team with clients, with games held at the local bowling alley. The bowling alley has a dedicated day where they set up extra equipment for those who might need a little extra support. This game activity has become very popular with this group of gentlemen. More people are looking to join in the fun with the lawn bowls during the summer, where local clubs have invited the group to play. Go Team Resthaven.

Daniel was about to start volunteering with Resthaven Onkaparinga Community Services when the COVID-19 pandemic struck. Fortunately, Daniel was available to join us a few months down the track, to support the Resthaven Bowlers.

We continue to welcome volunteers back and new volunteers joining, as groups open up and adaptations are occurring. Join us in spreading the word.



**Stacey Thompson**

*Manager, Volunteer Services*

## Chaplaincy: In Hope This Christmas

In some ways, the year 2020 has flown by. In other ways, it has dragged on interminably.

We take the good with the bad, and we can do nothing else. But we can, at least, be grateful that we live in South Australia. However, looking at Victoria, the need for vigilance remains high. Thus it is with a mixture of joy and trepidation that we look to the future.

I wonder if Mary, the mother of Jesus, also felt both joy and trepidation as she approached the time for the birth of her first child. Like most women today who find out the gender of their baby in advance, Mary knew that she would bear a son.

When her baby boy was presented at the Temple, the wise old Simeon blessed her and then told her, "sorrow will pierce your heart like a sword" (Luke 2:35). The life she had been excitedly looking forward to would not be the life she thought it would.

Over and over again, Mary must have had to grieve the loss of her expectations for her son. She had been told that he would provide light, revelation, glory and salvation. But she had not imagined the excruciating way in which her son's life would end, nor the new life that would be brought to all humanity as a result. The future was unimaginable.

We sit at a place in history where we cannot predict the future. We sit with joy. We sit with trepidation. We sit, with Mary, in hope.

This Christmas, let us give thanks for the past, enjoy the present, and look forward with hope to the future.

Blessings to you and your loved ones this festive season.



**Shelley Alexander**

*Coordinating  
Chaplain, Resthaven  
Murray Bridge*

# Out and About: 85th Anniversary Celebrations

Throughout this year, Resthaven sites have been celebrating Resthaven's 85th birthday in 2020 with a series of events—albeit in altered format due to the COVID-19 pandemic.

Here is a snapshot of events held in the last three months.

Happy 85th birthday, Resthaven!



Above (from top): Resthaven Leabrook's art exhibition; Resthaven Westbourne Park's morning tea.

Right (from top): Resthaven Community Respite Services outing to Dunluce Castle; Resthaven Mount Gambier's afternoon tea; Resthaven Paradise 'cake cutting'; Resthaven Marion's art exhibition.

Below: Resthaven Mitcham's garden party.



# 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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[youtube.com/channel/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](mailto:accommodation@resthaven.asn.au)

### Retirement Living: 8370 3756

Email: [retirement@resthaven.asn.au](mailto: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