



Volume 30 Issue 2

May 2021

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.

In this issue:

From the CEO	1
Finance & Technology	4
Residential & Retirement Living	6
Clinical Services	7
Community Services Update	8
Service Development	9
Strategy & Governance	10
Chaplaincy	10
Quality Systems	11
Policy Reviews	11
People & Culture	12
Work Health & Safety	13
Workforce Development	14
Public Relations	15
Diversity	16
Volunteer Services	18
Out and About	19

From the CEO

Hello everyone,

COVID-19 Vaccinations

It was pleasing that the government has recognised the importance of protecting our older Australians by prioritising them in the rollout of the COVID-19 vaccine. Residents and some staff at our residential aged care homes have been vaccinated as part of the Commonwealth rollout, thanks to the assistance of our Residential Services team.

All Resthaven direct care employees are now eligible to be vaccinated as new clinics continue to open across the state. A clinic has been opened at the Wayville showgrounds, and two more clinics will be opening soon at Elizabeth and Noarlunga. For staff living in regional locations, you can find your closest clinic using the online vaccine clinic finder. Further information about the vaccination rollout can be found at: www.sahealth.sa.gov.au.

Royal Commission

The final report from the Royal Commission into Aged Care Quality and Safety was tabled in parliament on 26 February and is now available to read on the commission's website. The recommendations focus on addressing the needs of older Australians across the system.



The Commissioners have delivered a balanced report. It outlines the systemic issues within the aged care sector over the last 20 years, recognising that the system has been deliberately designed to limit government expenditure.

The impact of this is that government funding has seriously lagged behind the rising costs of care by almost 50%.

Commissioner Pagone stated in the report that in his view, "many providers have been exemplary in prioritising quality care despite restricted financial resources."

While the recommendations are clear that additional funding is required, this is offset by significant increases in the reporting of quality indicators, incidents, staffing levels and finances. The Commissioners are also recommending minimum staff time, increased remuneration and minimum qualifications for the direct care staff.

It is critical that the recommendations are delivered in a balanced way; for if more regulation and compliance is implemented without the requisite funding, we will see further strain on the system and undesirable outcomes.

Continued page 2...

From the CEO (continued)

It is apparent that the government has already begun implementing several recommendations of the Royal Commission into Aged Care Quality and Safety, including the new Serious Incident Response Scheme, which commenced in April. Most responsible providers already report such incidents internally, but now must also report them to the Aged Care Quality and Safety Commission within strict timeframes. At the same time, each and every resident is currently being assessed under a new funding tool (called AN-ACC). Additionally, two more mandatory clinical indicators and increased financial reporting requirements will also be introduced later this year.

By the time of the announcement of the budget in May, the federal government will be able to report on the actions that they have already taken to increase compliance and reporting. It is imperative that they also commit to the funding and system changes desperately needed to provide quality aged care and support, to enable older people to live an active, self-determined and meaningful life.

It's Time to Care About Aged Care

The Australian Aged Care Collaboration (AACC) is a group of six aged care peak bodies, which include Aged & Community Services Australia (ACSA) and UnitingCare Australia. Together, they represent more than 1,000 organisations that are responsible for about 70 percent of the services delivered to the 1.3 million Australians receiving aged care, either at home or in communal residential settings.

For the past few months, the national "It's time to care about aged care" campaign has been lobbying politicians about the importance of aged care reform. To support this change you can visit www.careaboutagedcare.org.au, and sign the petition.

Over the past two decades, successive governments have failed to act on more than 20 independent reports signalling the need for major reform in aged care. We can all agree with the common purpose of the new aged care system; to provide quality aged care and support, to enable older people to live an active, self-determined and meaningful life. It is now ultimately a societal question for all of us as to how this will be achieved.

The campaign is ramping up in the lead up to the 2021/22 Federal Budget in May, with the petition surpassing 40,000 signatures. Every signature sends a direct message to that person's local Member of Parliament. If you haven't already done so, please jump on the website and sign the petition. It only takes a moment.

Division Movements

We have decided to move the risk management division of Resthaven from People & Culture to Strategy & Governance.

This will mean management of the risk register, previously managed by Justin Burgess, will move to the Strategy and Governance team under Jasmina Borsic. Business Continuity Planning and Management, and Work Health and Safety, will continue under the excellent stewardship of Justin Burgess and Sylvia Powell, in People and Culture.

Jasmina will now be the point of contact for any enquiries in relation to risk, rather than Justin. This will provide the opportunity for Justin to focus more time on staff wellbeing initiatives.

As part of this review, we have taken the opportunity to adjust Justin and Jasmina's titles to better reflect their overall roles and responsibilities. These are:

- Justin Burgess – Manager Work Health Safety & Injury Management
- Jasmina Borsic – Manager Governance & Quality

I express my gratitude to Justin Burgess for the fantastic job done, managing the risk register and risk reporting for a number of years on Resthaven's behalf.

Flu Vaccinations

Resthaven commenced the annual flu vaccination program on 1 April. I am pictured below 'rolling up my sleeve'.

I remind staff that vaccination is mandatory. From 1 June 2021, any person without proof of a 2021 influenza vaccination



will not be permitted to enter a residential aged care facility.

Finally...

It gives me great pleasure to visit our sites to meet staff, residents and clients. I am truly inspired by the valuable contributions that you make each day. You really make a difference. Thank you.

Darren Birbeck

Chief Executive Officer

Across Resthaven



Thank you to all those residents, clients, staff and volunteers who stopped to say 'hello' to Darren as he made his way around the sites!

Look out for Darren at your site soon :)

Finance & Technology

Building Update

A number of projects are underway across Resthaven.

Resthaven Bellevue Heights

The redevelopment at Resthaven Bellevue Heights now has approval to proceed, and planning is underway to commence works in mid-May. The project will take two years across a number of stages.

The redevelopment will include a major new extension and significant construction, with a new dementia-specific area, kitchen, laundry, service rooms, staff room, central entry and café area, and an upgrade of the Auditorium. The redevelopment will also provide new car parking and access to the site.

Resthaven Westbourne Park

In May, we will lodge our development application for the the major redevelopment of Resthaven Westbourne Park.

The planned project will encompass the demolition and replacement of the older Hampton and Richmond areas, along with demolition of the three cottages on Norseman Avenue. It will also include the construction of a new entry, complete with central cloister garden, café, hall, new kitchen, laundry, staff room and back of house services areas. A great effort is being focused on improving the outdoor gardens across the site.

Resthaven Limestone Coast Community Services

A new office in Millicent has been leased to accommodate growth at Resthaven Limestone Coast Community Services.

Fitout works are currently being planned. It is expected that the new office at 11 George Street will become operational in June/July 2021. The phone number will remain the same.

Resthaven Carbon Analysis Project

In March, consultants from a company called D2 (squared) attended Resthaven Head Office to undertake the process of gathering data to establish our carbon footprint. The project will measure, evaluate and document all components contributing to Resthaven's carbon footprint within the built environment. Once data capture is complete a strategy will be developed to substantially reduce our carbon footprint. The project will be across the whole organisation encompassing residential, community and corporate sites. This is an exciting and progressive step for Resthaven. The board and executive have stipulated it as a target in the strategic plan.

Project Ignite

It has been a very busy period, with the Project Ignite team completing, progressing and commencing multiple projects.

Procure-to-Pay

The procure-to-pay project is well progressed, with the Epicor purchase order configuration complete. We have had a great turnout from community services site representatives who have had some hands-on experience with the new system.

Corporate Credit Cards

Existing credit card holders are trained and using the new system. New card holders are in the process of completing applications and training.

These activities are being managed by the Finance team.

Electronic Medication Management Solution

In collaboration with the residential site management team, the Electronic Medication Management tender documents have been issued to vendors. An evaluation and selection process will follow.

Community Services Project (AlayaCare)

The team have continued to review the Community Services 'AlayaCare' solution, and now focus on a smooth transition from our current system. A phased approach will be taken.

In March, 'super user' training was delivered to representatives from Resthaven Western Community Services and Head Office, to prepare them for phase one of AlayaCare. The group are pictured below.



Following the testing period, the focus will move to the pilot implementation of AlayaCare at Resthaven Western Community Services in May.

The pilot will include client records, client care plans, and documentation in AlayaCare, along with maintaining basic client records, reporting and scheduling/billing/payroll processes.

Continued opposite page...

Finance & Technology (continued)

This approach provides opportunity for staff to become familiar with the software and develop confidence in developing care plans, prior to implementing phase two.

Many people have been involved in the preparation work that has contributed to reaching this milestone, including multiple working groups across both Community Services and Head Office. To all who participated, thank you for your time, knowledge and assistance.



David Norton
Executive Manager,
Finance & Technology

Information Communication Technology (ICT)

Welcome to Autumn 2021 on behalf of the ICT Team.

An update on staff: Joe Maiese has re-joined us on a permanent basis in a new role (ICT Customer Services Team Leader). Sascha Woods will join the ICT team as our Systems Training Officer from 4 May 2021. Welcome, Sascha.

We have been progressing on a number of key initiatives:

Epicor Upgrade: Epicor Upgrade time has come around again. We commenced testing on 19 April, with the new release set to go live in the middle of May 2021.

AutumnCare Upgrade: AutumnCare was upgraded in March 2021. The upgrade was completed as intended. It allows us to take up the AutumnCare mobile app, which we are currently assessing.

Visitor Management Systems:

The Visitor Management System has been introduced at Resthaven Leabrook, with good success and acceptance. ICT are now working with Residential Services on rollout plans for the remaining residential sites.

Resident WiFi and Phone Project: Good progress has been made on this project. Resthaven Mitcham is now complete, and we can offer WiFi on appropriate Smart TV's. The next site to be upgraded will be Resthaven Aberfoyle Park, followed by the remainder of the residential sites.

Nursecall System Pilot at Resthaven Aberfoyle Park: The proposed pilot for the Nursecall System did not go ahead due to some late complications. We have now decided to go out to market and consider the merit of alternative Nursecall Systems for our current and future needs.

CCTV Project: A proposal was sent to potential vendors in February 2021. We are currently in the process of short listing and moving into demonstrations of the short listed solutions.

Mobile Device Management Project: This project is now underway in earnest. We have signed contracts with the selected vendor and commenced project planning for the replacement of old devices, the introduction of new devices and planning in readiness of the needs of the Community Services Pilot Project.

Email Archiving Project: We recently migrated away from our legacy email archiving solution to the Mimecast solution. We also use Mimecast for our email security management.

Microsoft Project: We commenced the move of Microsoft Exchange to the online cloud environment. This provides more flexibility, ensures we stay current and relevant with our email environment, and supports our strategy to move to the cloud. Microsoft Teams is in planning, and we hope to run a small number of pilots in the coming months.

Other key initiatives being considered include:

Cyber Security: We are looking into our requirements to improve our risk profile and management in the Cyber Security space.

Business Intelligence: We are working on the scope and priority of our needs and aspirations in the Business Intelligence arena. A project brief and business case are currently being considered for development.

Printer Management: ICT are working with a third party vendor to consider the merits and cost benefits of a – “pay for use” verses “ownership” model of our printer fleet.

Jitterbit Integration: ICT are working with Empired and the Ignite Program to take on operational responsibility for the Integration environment being used across our new systems. This work starts with training and education for our team in May 2021.

There's never a dull moment!



Stuart Warwick
Senior Manager, ICT

Residential & Retirement Living

Staff Movements

Congratulations to Relieving Manager, Rachael Musico, who has been appointed to the Manager Residential Services role at Resthaven Marion, following Stephanie Steensma's farewell in March. We thank Steph and wish her all the best.



In Rachael's stead, we welcome Aman Kahlon to the role of Resthaven Relieving Manager. Aman commenced in late April. Welcome, Aman!



At Resthaven Westbourne Park, we welcome Jessica Margrate to the role of Manager Residential Services, and Finela Laluces to the role of Care Coordinator, following Carol Vlachos' farewell in March.



Jess has previously held nursing roles with Resthaven, most recently as the Care Coordinator at Resthaven Mitcham until early 2020. Welcome back, Jess. Finela has worked as at Resthaven since 2014 in many nursing roles, most recently as Clinical Nurse at Resthaven Westbourne Park.

We also welcome back another familiar face, Pardeep Singh, to the role of Relieving Care Coordinator.



Pardeep worked with Resthaven as Care Coordinator at Resthaven Craigmore until late 2019. We are delighted to welcome him back.

Recruitment is underway for the Manager role at Resthaven Craigmore, and the Care Coordinator role at Resthaven Marion, following the farewell of Jane Perry and Eliza Kelly. We wish them all the best.

Australian National Aged Care Classification

The Australian Government has approved the continued development of the Australian National Aged Care Classification (AN-ACC) funding model as a possible replacement for the Aged Care Funding Instrument (ACFI). Over a 12-month period, starting April 2021, everyone living in an Australian Government-funded residential aged care facility (except residents who are nearing end of life) will receive an AN-ACC assessment. As these assessments will run in addition to current ACFI funding arrangements, this period is referred to as the 'shadow assessment period'.

During the shadow assessment period, residential aged care facilities will be contacted by one of six independent Assessment Management Organisations located around Australia, who will conduct these assessments on behalf of the Government.

Serious Incident Response Scheme

The Aged Care Quality and Safety Commission has published detailed guidance on the Serious Incident Response Scheme (SIRS) for providers on its website. The incident management system commenced on 1 April 2021, building on existing obligations placed on providers under the Aged Care Quality Standards.

The changes make these obligations more explicit, and focus on minimising the impact on consumers and reducing preventable incidents.

From 1 July 2021, the National Aged Care Mandatory Quality Indicator Program (QI Program) will include new quality indicators: Pressure injuries, physical restraint, unplanned weight loss, falls and major injury, and medication management. More information is available on the department's website. Updated guidance materials will soon be provided.

COVID-19 Vaccinations

The Commonwealth government has initiated the rollout of the COVID-19 vaccination program. Residential aged care residents and staff were among the first Australians to be offered a COVID-19 vaccination, beginning in late February (see page 13).

Mrs Oriole Beaty of Resthaven Marion is pictured receiving her vaccination in March 2021.



I sincerely thank Senior Project Officer, Leonie Robson, and the staff teams, for their hard work to ensure that these clinics run smoothly. As always, I thank the dedicated residential staff for their ongoing work to provide residents with high level care and services.



Tina Cooper
Executive Manager,
Residential and
Retirement Living

Clinical Services

Staff News

On 30 March, the Residential Services clinical team sadly said farewell to Continence Nurse Advisor, Raelene Merrett, after over 22 years of service. Raelene started her career with Resthaven as a Registered Nurse at Resthaven Bellevue Heights in December 1998. Her final role was to impart some of her vast expert knowledge of continence in two Continence Workshops in February 2021 (pictured below).



Raelene has mentored many nursing staff and new Continence Nurse Advisors over the years; her knowledge of everything continence-related will be greatly missed. Retirement will allow her time to enjoy her family, pottering in her garden and time to travel (notwithstanding COVID-19!).

I am pleased to announce the appointment of Sampath (Sam) Palipane to the role of Relieving Clinical Nurse.



Many of you will be familiar with Sam from his previous roles as Registered Nurse and Continence Nurse Advisor. Please say hello to Sam if you see him at your site.



Above (L-R): Kelly Geister (Senior Manager Residential Services), Karen Gregory (Project Officer Palliative Care), Leanne Lawrence (Project Officer Clinical Services), Peter Jenkins (Palliative Care Nurse Practitioner), Vicki Kaur (Continence Nurse Advisor), Raelene Merrett (retiring Continence Nurse Advisor), Wendy Morey (Residential Services Senior Project Officer), Merridy Bayliss (Senior Manager Clinical Services), Leonie Robson (Residential Services Senior Project Officer) and Tina Cooper (Executive Manager Residential Services & Retirement Living).

Resthaven Marion Pressure Injury Project

Preliminary findings from the Pressure Injury Prevention Project currently being conducted at Resthaven Marion have shown some very positive outcomes in preventing the occurrence of pressure injuries.

Staff at Resthaven Marion have been extremely engaged in the project, along with the nine residents who are participating. Pressure injuries have been avoided for all participants. The project focuses on a major avoidable injury to residents, and we hope to roll it out to other sites in the future.

Wound Care Project

Leanne Lawrence and Wendy Palm are trialling a new wound care product, with great success. More on this project later.

International Nurses Day: 12 May

International Nurses Day is on 12 May (the birthday of Florence Nightingale). What will you do to celebrate at your site? Enjoy!



Merridy Bayliss
Senior Manager
Clinical Services

“

I think one's feelings waste themselves in words; they ought all to be distilled into actions, and into actions which bring results.

Florence Nightingale

”

Community Services Update

The growth in Community Services continues. It is exciting to know how many people are seeking our services. I am aware that this good news also creates a lot of change in daily work. I appreciate the flexibility everyone is taking to manage the workload.

We continue to recruit additional staff, with 60 new employees commencing in the past three months. Opportunity for staff to change their status from casual to permanent part-time has been taken up by 50 people.

Working Safely

A review has been conducted about the amount of domestic assistance activity in rostered visits. This review showed that the volume has increased. However, the amount undertaken each day by an individual staff member has, on average, stayed the same. A reminder to all staff to follow safe practices when undertaking domestic assistance. Check the additional Work Safety Information sheets available at your site.

Additional training in the use of lifters is also occurring at all sites.

CHSP Expansion

Resthaven has been successful in our proposals to increase Commonwealth Home Support services. We were selected to take over a program from Alexandrina Council from 1 July 2021. The services include minor home modifications, home maintenance and gardening, domestic assistance and social activity groups, and transport in the Goolwa/Strathalbyn areas.

Right (L-R): Glenn Rappensberg (CEO, Alexandrina Council), Sue McKechnie, and Keith Park (Mayor, Alexandrina Council).



Above: Resthaven Community Respite Services client, Mr Ian McCarthy, is interviewed by Channel Seven News at Parafield Airport.

We have also been selected to expand our centre-based respite services to people of culturally diverse background. Three new services will commence at Goodwood, Gawler and Mt Gambier in the near future.

Outreach Office Update

The Millicent office of Resthaven Limestone Coast Community Services will move to 11 George Street, Millicent during June/July.

A new office in Goolwa is being established to support the services transferring from Alexandrina Council. Details to follow.

AlayaCare Implementation

The project is reaching important milestones. Recently Community Services staff were involved in several days of testing the system, which confirmed the setup is almost ready to commence.



Western Community Services have begun planning for their training and care planning setup in AlayaCare which will commence in late April. Thank you to the Project team and all staff who have given time to the project in the past few months.

Flying High

On 17 March, the Resthaven Community Respite Services 'Men About Town' and 'Just Fellas' groups were featured on the Channel Seven News, following a special trip to Parafield Airport.

The group visited to view and hear about the aeroplanes, and one lucky client, Mr Ian McCarthy, was taken up in the Pipistrel electric plane – making him the oldest person in Australia to do so at 91 years of age. It was a great day out.

Thank you again to our staff teams, for all that you do to support older people to live independently in their own homes.

Until next time,

Sue McKechnie

*Executive Manager,
Community Services*



Staff Profile: Gil Briones

Resthaven Paradise and Eastern Community Services Registered Nurse Coordinator



Gil Briones graduated with a Bachelor of Science and Nursing in the Philippines in 2007, working as a registered nurse, before deciding to begin his new adventure in Australia. He moved to Queensland, where he completed a bridging course in 2010, to gain his nursing registration in Australia. Gil says that working in both Australia and the Phillipines helped him to develop a wider perspective in his role, and have a deeper understanding of people.

Gil says, 'An average day for me is varied and busy – talking with clients about their services and care plans, including some with very complex needs, and assessing them, along with clinical coordination.'

'No one day is the same for me, and I find a lot of joy in the work that I do. I enjoy the people I work with, and the level of genuine care and time that I can put into the client's needs.'

'I see myself being with Resthaven for the long haul.'

Service Development

Making Minds Matter

Resthaven's Cognitive Stimulation Therapy program, 'Making Minds Matter', is attracting interest from The Queen Elizabeth Hospital Memory Clinic, with our first referral received.

Tania Petroccia (Project Officer Service Development) and Gillian Schulze (Dementia Educator) have presented at the Allied Health Development Day, Coordinator Development Day, and some regional sites. Resources have been developed to support the program, which is targeted at people with mild to moderate dementia.

Short Term Restorative Care

Resthaven provided Short Term Restorative Care (STRC) services to 177 clients in 2020. STRC is a short term (eight week) program of intense therapy and services, provided to people living in the community, aimed at reducing the need for higher level home care and residential services.

A recent evaluation of outcomes for clients involved in Resthaven's STRC program in 2020 showed excellent results: 90% of clients achieved improved function as measured by the Modified Barthel Index. Survey results (sample of 42 of the 177 clients receiving services) showed that 86% were very satisfied with the quality of services; all had been included in planning and decisions about their services and 80% were very satisfied with the amount of services and therapy received.

Comments received in the survey, included:

"I was overcome by the care and service that I received from the very well trained staff. Please keep going with this wonderful care program that you have".

"We are very grateful to all who helped us in the 8 week program. My husband's quality of life has improved and for that I am very grateful. Thanks to all that helped us".

"I have been in so much pain over the last two years, but doing the exercises gets you believing in yourself again, being on this program really has given me an attitude change".

Be Connected

'Be Connected' is a Government-funded, Australia-wide initiative empowering all Australians to thrive in a digital world.

'Be Connected' has online learning resources as well as a network of community partners—the Be Connected Network—who offer support to enable people to develop digital skills and confidence.

This is a great resource for older people who are learning about technology. It is also a good resource for staff who want to brush up on some basic technology tips and skills.

Check it 'Be Connected' at www.esafety.gov.au.

Lynn Openshaw

*Senior Manager,
Service Development*



Strategy & Governance

Hello! Welcome to autumn. I hope you are enjoying the lovely weather that comes with a change in season.

We thought it would be good to share some of the things we do in Strategy & Governance. We:

- Attract, support and coordinate around 300 volunteers—who are a vital part of Resthaven's workforce, providing around 25,000 hours of support to our customers each year. If only we had more of them! See page 18.
- Provide pastoral care to 1,200+ residents, their families, and staff, through nine wonderful Coordinating Chaplains. They, along with the volunteer Chaplain's Assistants, provide invaluable care and support.
- Coordinate and ensure 3,000 staff and volunteers receive an annual flu vaccination.
- Gather and analyse around 2,800 survey, focus group, and feedback touchpoints each year, providing insight into our customers and their experiences. There are many compliments for Resthaven's workforce in this feedback.
- Undertake around 60 site audits in relation to food quality, infection control and auditing key areas of operations.
- Monitor around 200 legislative instruments, and the many standards, guidelines, rules and obligations that we have to comply with in the sector.
- Maintain around 1,700 controlled documents, and undertake around 500 changes to these documents annually.

Fluvax Improvements

We have made several improvements to the flu vaccination clinic and record keeping process this year.

“ Delivering trust, enabling dignity, and providing choice for each customer. ”

Principle for delivering on the Resthaven customer experience

In 2020, it took the Quality team three months to manually compile vaccination records for Resthaven's 2,600 employees. It was a huge job, done well by everyone.

This year, we looked at ways in which we could streamline the process. Together with HCA (our fluvax partner), People & Culture, and ICT, we implemented online flu vaccination bookings and automated record keeping. Whilst there were a few teething issues, more than 1,900 people were vaccinated by the end of April, and the data management effort was significantly reduced. Thank you to everyone for supporting these vastly improved processes.

Whistleblower Policy

On 1 May 2021, we will publish our Whistleblower Policy. This is fundamental to supporting and enabling Resthaven's values; in particular, trust and integrity. The Policy supports people to speak up if they have a concern, and ensure that they are protected from any form of disadvantage as a result of making a report.

In order to support and protect someone, reports need to be made to specific people, or through specific channels. At Resthaven, you can report a concern to me, or Sylvia Powell (Executive Manager People & Culture) or Darren Birbeck (CEO). In order to demonstrate our commitment to the protection of anyone who has a concern, Resthaven has also established a service with an independent provider (below), who will protect the anonymity of the person making the report, and can also provide advice.

Independent Whistleblowing Support Line:

Email: whistleblowing@emaconsulting.com.au
Phone: 1800 951 055 (8.30am-5.30pm)

Chaplaincy

Following Rev Anne Butler's retirement in late 2020, Rev Frances Bartlett has taken on the Coordinating Chaplain role at Resthaven Westbourne Park. She will continue to support Resthaven Bellevue Heights.

Rev Dr Trevor Whitney, Coordinating Chaplain at Resthaven Craigmore, retired in April 2021. Recruitment for his replacement is underway.

Dr Louise Townend (right) has been appointed as Coordinating Chaplain at Resthaven Port Elliot. We welcome Louise to Resthaven.



In January 2021, a Commissioning Service was held for Coordinating Chaplain, Dr Nina Corlett-McDonald, at Resthaven Leabrook (below). Thank you to all those who participated in the service.



Take care until next time,

Erika Comrie

Executive Manager, Strategy & Governance



Quality Systems

Residential Focus Groups

Focus groups were held across Resthaven residential homes throughout March. They were originally scheduled for November 2020, however, most were postponed due to COVID-19, except for Resthaven Port Elliot, held as planned in November 2020.

All sites have now completed their focus groups, and we thank the site staff for welcoming the Quality team onsite. We enjoyed visiting you and speaking with residents and representatives about their experience of COVID-19 in relation to the services we provide.

We received some very positive feedback from the focus groups, including compliments about how well staff facilitated communication with families during the periods of restricted visiting. We also appreciate the suggestions for improvement that we received, as it helps us to continually improve.

Influenza Vaccinations

Flu vaccination clinics for Resthaven staff commenced in April 2021. It is a mandatory requirement that all Resthaven staff be vaccinated against influenza. I thank the Resthaven staff community for ensuring we keep our customers safe by participating in the flu vaccination program. As at 30 April, 59 clinics were booked, and 49 clinics were completed. I am delighted to report that almost 1,400 staff have been vaccinated. Thank you, everyone!

It is a mandatory requirement that, from 1 June 2021, all those entering a residential aged care

home must have received a 2021 influenza vaccination, and be able to produce evidence of this. This includes volunteers, families, friends, contractors, and all other visitors.

COVID-19 Vaccinations

The COVID-19 vaccine is encouraged for Resthaven staff, but it is not mandatory.

As mentioned on page 8, as at April 2021, COVID-19 vaccination clinics had taken place at several Resthaven residential services sites, with a large number of residents taking up the opportunity to be vaccinated. These clinics are part of the Commonwealth government's phase 1a vaccine rollout, which prioritises older people living in residential care, and the staff who directly support them.

The clinics are managed and facilitated by external health providers. Residential services staff are only offered the COVID-19 vaccination on the day of the clinic if there are leftover doses once all residents who wish to be vaccinated, have been.

The rollout of vaccination clinics for staff and community clients has been slow, and yet to be clarified.

We will keep you informed when we know when, where, and how clinics will be conducted.

Stay well!



Jasmina Borsic

Manager,
Governance &
Quality

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-PRO-17 Motorised Chair/Vehicle
- CAA-PRO-20 Contract Services
- CAA-POL-22 & CAA-PRO-22 Advance Care Planning
- CAA-PRO-23 Vehicle Use
- CAA-POL-25 & CAA-PRO-25 Application and Entry to Residential and Retirement Living Accommodation
- CAA-POL-29 Corporate Credit Card
- CAA-POL-31 ICT
- CAA-POL-31-01 Resthaven Network and Application User Password
- CAA-POL-31-02 ICT Services Access Management
- CAA-POL-38 & CAA-PRO-38 Naming of Buildings, Property and Services
- CAA-POL-43 & CAA-PRO-43 Workforce Influenza Immunisation

Clinical Practice Manual

- CPM 14 Specialised Health Care Needs

Community Services

- CS-PRO-01 Referral and Eligibility
- CS-PRO-04 Client Services
- CS-PRO-11 Lifestyle Choices Plus

Human Resources Manual

- HR-PRO-06 Job Descriptions
- HR-PRO-37 Counselling and Disciplinary Action

Maintenance

- MAG-PRO-35 Monthly Preventative Maintenance - Electric Beds Powered Recliner Chairs
- MAG-PRO-39 Checking of DECT Phones Batteries and Chargers for Residential Sites

Residential Services

- RS-POL-02 & RS-PRO-02 Assessment Care Planning and Evaluation
- RS-POL-05 Resident Incident Injury and Compulsory Reporting

Work Health & Safety

- WHS-PRO-02 Management of Notifiable Incidents
- WHS-PRO-13 Smoking Vaping Use of E-Cigarettes in the Workplace
- WHS-PRO-14 Waste Management
- WHS-PRO-17 High Risk Work
- WHS-PRO-18 Installed Asbestos and Asbestos Containing Material
- WHS-PRO-19 WHS Entry Permit
- WHS-PRO-20 Management of Blood and Body Fluid Exposure Incidents including Needle Stick Injuries.

People & Culture

Thank You...

... to all our valued staff for the work you do every day. Thank you for your can-do attitude, going the extra mile and above all, working as a team

**Together
Everyone
Achieves
More**

We are stronger together!

Staff Appreciation Awards

To thank and recognise long-serving staff, the Resthaven Staff Appreciation Awards will be held on Friday 2 July, 2021, at the Pavilion on South Terrace. This year, there are 125 award recipients who have reached the following milestones:

- 69 x ten years
- 36 x fifteen years
- 10 x twenty years
- 6 x twenty-five years
- 3 x thirty years
- 1 x (an incredible) forty years!

Awards are calculated in financial years, with milestones starting at ten years. Staff who reach their five year milestone receive a personally signed 'thank you' card from the CEO.

Unfortunately, in 2020, the awards were cancelled for the first time in their 26 year history due to the COVID-19 pandemic. Instead of a luncheon, award recipients had their gifts delivered to their respective sites by Public Relations staff, with balloons and flowers. We are crossing our fingers that the 2021 awards go ahead as planned!

Award recipients and their Managers will receive their invitations via post closer to the date. Congratulations to all awardees, and thank you for your long and valued service.

Casual/Permanent Part Time

Resthaven offers the option of working regular hours on a permanent part time basis, with benefits of annual and sick leave entitlements.

Staff can change from casual to permanent part-time contract with entitlements to:

- A minimum guaranteed number of hours to work
- A minimum of four weeks paid annual leave entitlements (accrued pro rata) based on the employee's hours worked in a week, with a minimum loading of 17.5% when the leave is taken
- Up to 10 days annual paid personal leave (sick and carers, accrued pro rata) based on the employee's hours worked in a week, which accrues each year of service and is cumulative every year
- Paid Public Holidays for employees who regularly work on that day and are approved to be absent
- Paid parental leave
- Paid compassionate leave for up to two days for each instance.

If you have any questions about working in a permanent part time capacity, please speak with your Manager.

Guest Panellist

On 16-17 March, I was delighted to be invited by Business Insights Asia Pacific (BIAP) to participate as a Guest Panellist at the 2021 South Australia Human Resources Leadership Summit. I was honoured to share the great work Resthaven is doing to support staff development, and the creation of career pathways for staff.

Professional Development

As part of Resthaven's commitment to ongoing learning and offer of career pathways, eligible staff with continuous service of greater than nine months may have access to financial assistance through the Resthaven Professional Development Fund. Speak with your Manager, or the People and Culture team, to find out more.

'My Own Portal' Update

You can now organise your leave through 'My Own Portal'. Simply log on to apply for leave, or to view your leave entitlements.

Workforce Development

With growth across a number of Resthaven services, we have increased recruitment activity with more than 200 staff inducted in the first quarter of 2021. Traineeships are being introduced as part of a stronger Career pathway, with 37 currently in place.

Staff News

Sadly, we farewell Recruitment Lead, Nicky Bunning, who has been offered a career opportunity to support a major SA initiative, outside of aged care. I take this opportunity to thank Nicky for her significant contribution to the Recruitment portfolio within Resthaven. Please join me in wishing Nicky the very best for her future endeavours. Sam Rothall will be Acting Recruitment Lead whilst we recruit for a replacement.

Thank you, team Resthaven!



Sylvia Powell

*Executive
Manager, People
and Culture*

Work Health & Safety

Wellness Boost

We all experience a mid-afternoon slump sometimes. Here are some simple activities we can all put in place to stay energised, productive, and ready for tomorrow.

Stay Hydrated

Dehydration can negatively impact energy levels and increase fatigue. Start each day with a glass of water and a goal of drinking eight glasses throughout the day. There are several apps available that can help to track your hydration.

Stay Positive

A great positivity exercise is to place a notebook and pen next to your bed before you fall asleep. Right after your alarm goes off, write down one thing you're looking forward to doing that day. This will help to start your day with a positive mindset.

Breakfast

A healthy breakfast will give you a great start to the day. Try:

- Yoghurt with fresh fruit/nuts
- Porridge with chia seeds
- Boiled eggs with cooked spinach.

Lunch

Instead of a large meal at lunchtime, try eating a smaller lunch with an afternoon snack. Including healthy unsaturated fats and whole grains can also give the body sustained energy.

Plan your Exercise

Scheduling regular physical activity means that it will become a normal part of your day. Exercising boosts energy and improves sleep quality.

Employee Assistance Program (EAP)

If you need support at any time, or for any reason, please access our free and confidential Employee Assistance Program (Access Programs) to speak with a counsellor. To contact Access Programs, phone:

1300 667 700, or visit
www.accesssa.com.au



Take a Break

Taking frequent breaks can help to keep your energy levels up. A walk at lunchtime, away from your electronic devices, can boost energy levels and reduce fatigue. If you don't have time for a walk, simply stand and stretch.

Dinner

Aim to finish eating 2-3 hours before bedtime for better sleep. Incorporate lean protein, dark leafy greens, whole grains and other nutrient-dense foods.

Eat mindfully; put the phones away and turn off the television, and enjoy the meal. Mindful eating can prevent you from overeating.

Creative Colouring Time

Quiet time away from the blue light of screens will help you to get a better night's sleep. Read a book, fill in a colouring book, or listen to music.

Take care,



Justin Burgess

Manager, Work Health Safety & Injury Management

“

Self-care is not a waste of time; self-care makes your use of time more sustainable.

Jackie Viramontez

”

Single-Use Plastic Ban Starts

South Australia's ban on single-use plastics began on 1 March, 2021.

The ban applies for single-use plastic items like straws, cutlery and beverage stirrers and will expand to include other items such as polystyrene cups, bowls and plates in early 2022.

Exemptions allow for the sale, supply and distribution of single-use plastic straws for people with a disability or health needs (this includes aged care).

South Australia is the first state in the nation to pass legislation to ban the sale, supply and distribution of single-use plastic products.

Workforce Development

Recruitment

Defining and supporting career pathways within Resthaven has had additional focus since July 2020, with the appointment of a Career Pathway Lead, Hannah Curtis.

Acknowledging the continuing demand for attracting, recruiting and retaining a workforce in aged care, this role works closely with recruitment to find opportunities to support new demographics into the industry, and support the pipeline into critical roles through the development of existing staff.

Currently, 37 Resthaven staff are on a training contract, including Home Support Workers, Personal Care Workers and Community Services Coordinators.

Staff News

We sadly farewell Clinical Nurse Workforce Development - Student Facilitator, Kerry Billing, from the Workforce Development team.

Kerry has been a passionate facilitator of the Flinders Uni Nursing students. Some of our longer term staff would have seen Kerry in a Clinical Educator capacity, or even a Registered Nurse on the floor! I have no doubt that she will thrive in her new role in a lecturing capacity. We wish Kerry all the best.

Training Update

I'm happy to advise that Resthaven's annual theory training is now accessible via RestLearn, for those who will be completing the program online.

The recommended internet browsers are Chrome, Edge and Firefox (note: the settings in Internet Explorer are not compatible).



If you have completed this training face-to-face in the last 12 months, you may not be required to complete it online – if in doubt, check with your Manager.

Residential and Community staff are required to complete additional emergency response, manual handling and donning and doffing practical training delivered at site by the Workforce Development team.

If you have any questions or concerns, please speak with your Manager.

Parkinson's Education

Over the past few months, Clinical Nurse Workforce Development, Julie Tansing, has conducted several education sessions for staff and residents alike about Parkinson's Disease.

Julie is pictured (above) in February conducting zoom sessions for staff teams from both community and residential services, along with a group of residents at Resthaven Paradise.

April is Parkinson's Month, and Julie prepared Resthaven staff teams with information surrounding the disease.

This is especially helpful for staff who work in regional areas, where support for people with Parkinson's Disease and their carers in the community are limited.

Throughout April, Julie facilitated sessions for clients and their carers at Resthaven Limestone Coast Community Services. She also presented further sessions at Resthaven Paradise, with very positive feedback received.

Leadership Training

As a Platinum member of the Australian College of Nursing, Resthaven received ten educational places, valued at \$11,000, for staff to complete a series of online education modules called the Leadership Masterclass Series.

These were allocated to staff across Resthaven residential and community services, and the participants are all progressing well with their modules.



Tom Cleghorn
Manager, Workforce Development

Public Relations

2021 Resthaven Television Commercial

On 4 April 2021, Resthaven's new, highly anticipated television commercial was released to the world, and on our television screens!

The process was an incredibly rewarding experience for all involved, and a lot of hard work and weeks of preparation being brought to fruition.

This commercial showcases the heart and soul of Resthaven while promoting the multitude of services that we provide. We knew our staff would best represent us on the screen – and that is exactly what they did.

On 1 March, we sent out an internal talent call, encouraging those who know Resthaven best to represent our organisation.

We received 50 responses from across Resthaven, and it was fantastic to see so much enthusiasm. We would like to thank all 50 staff members who applied to be a part of this project.

Of those applicants who were shortlisted, we thank you for your shared excitement and cooperation, in what was an interesting process.

The shortlisted applicants were invited to audition to the advertising agency. Those selected saw themselves diving head-first into the filming world on 22 March.

Filming day involved a lot of back and forth, retaking the same scene until it was perfect, running around to different locations, and enduring the heat.



We are thrilled with the outcome of the 2021 Resthaven television commercial, and to be able to share what we have been working on with all of you. You can view it on the home page of the website any time. Enjoy!

It is with your passion for what we do here that has made all this possible and worthwhile – so we thank you.

Listen to the radio and look out for our new print advertising that complements the new campaign. Watch out for our forthcoming photo shoots for more photos of our community!



Julie Johinke

Manager, Public Relations



Pictured (from top): Michelle O'Dea (Home Support Worker, Resthaven Northern Community Services); Bindya Arora (Personal Care Assistant, Resthaven Leabrook) and Julie Johinke (Public Relations Manager); Darren Birbeck (CEO) and Bola Abu (Home Support Worker, Resthaven Marion Community Services); Darren and Bindya Maka (Registered Nurse, Resthaven Paradise & Eastern Community Services).

Diversity

Staff Diversity Training

As part of Resthaven's Diversity Action Plan, 'diversity groups' training has been provided to various residential and community services staff. The training sessions cover the topic of 'diversity' in its broadest sense – not just categories such as ethnicity or cultural diversity.

Rather, the course outlines diversity in aged care, the different diversity groups, how people of diverse background may have been impacted by their lived experiences, and how this influences their access to aged care services.

At time of writing, 34% of Resthaven sites have booked in this training. Contact me to arrange this session for your site. It's not too late!

'The Little Things' Project

The Resthaven Internal Research Project, 'Communication Matters – Intercultural communication skills training', commenced in January 2021, and will run until the end of June. Resthaven Leabrook was the pilot site for this project, with residents' experiences and feedback informing the training.

The aim of this project is to support direct care staff to better connect with consumers through the use of language. Part of this project is the use of 'The Little Things' training kit, developed by Meaningful Ageing Australia.

The training sessions are highly interactive, involving discussion and activities. These include a combination of sharing experiences and perspectives. The first training sessions were held in March, with follow up training planned for May.



Above: Staff celebrate Nepali New Year at Resthaven Mitcham.

Harmony Week

For this year's Harmony Week (15-21 March), Resthaven developed a special Harmony Week poster for sites, and an appreciation card for all staff and volunteers to acknowledge their part in making our organisation an inclusive workplace. See photos opposite page.

Nepali New Year

On 14 April, residents and staff at Resthaven Mitcham celebrated Nepali New Year in style. Resthaven Mitcham Lifestyle Coordinator, Sylvia Ortiz, organised for the Hall to be decked out in all things Nepali, taking residents on a cultural ride (without the travel!).

Residents delved into all things Nepali, such as the history of Nepali New Year, and the traditions surrounding it. Nepali staff donned traditional dress and performed a dance that is specific to Nepali New Year (pictured above).

To top off celebrations, the kitchen team provided a delicious Nepali afternoon tea for residents to enjoy. Well done, everyone!

Upcoming Cultural Events

- Orthodox Holy Saturday (1 May)
- Mother's Day (9 May)
- Eid al Fitr (end of Ramadan) (12 May)
- International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) (17 May)
- Buddha Day (19 May)
- Pentecost (23 May)
- National Sorry Day (26 May)
- National Reconciliation Week (27 May – 3 Jun)
- Refugee Week (20-26 June)
- Coming of the Light (1 July)
- International Tartan Day (1 July)
- NAIDOC Week (4-11 July)

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

Harmony Week 2021

From 15-21 March, we celebrated Harmony Week. In previous years, Harmony Day was held on 23 March. Harmony events aim to promote diversity and acceptance of other cultures. Pictured this page are just some of the many events held across many Resthaven sites.



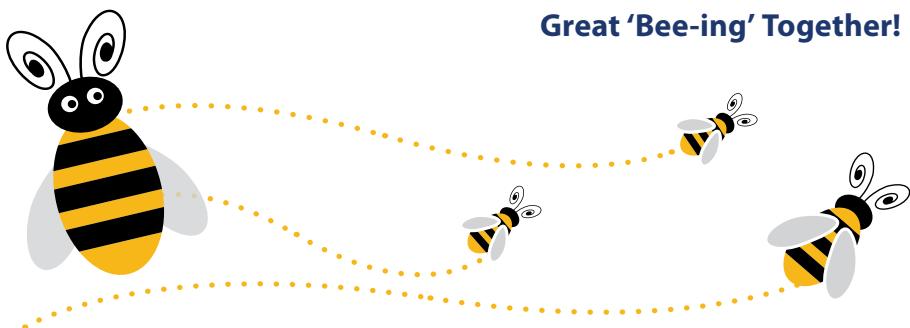
Did you know...?

Since 1999, more than 80,000 Harmony Day events have been held in childcare centres, schools, community groups, churches, businesses, organisations, and federal, state and local government agencies across Australia.

www.harmony.gov.au



Volunteer Services



Great 'Bee-ing' Together!

Volunteer celebrations are back! Events will be held across Resthaven locations throughout May 2021. Sadly, we were not able to bee together last year, which is why the theme of our 2021 events is: 'Great "bee-ing" together again!'

Let's make a buzz this year with our celebration events for Resthaven volunteers 'bee-ing' inspiring, kind and unique people.

We are delighted that bus trips have recommenced, after being put on hold during the past year due to the Coronavirus pandemic.

After trials at Resthaven Malvern and Leabrook in March, Resthaven Mitcham enjoyed a

bus trip in April (pictured right), along with Resthaven Malvern, Bellevue Heights, and Craigmore. We sincerely thank the volunteer bus driving team.

We are keen to engage more volunteers across Resthaven. Join us in spreading the word... Keep an eye out for volunteer promotions and inspiring stories.

One of these is of Resthaven Murray Bridge volunteer, Jan Menz (below). Enjoy!

Stacey Thompson
Manager,
Volunteer Services



Volunteer with Resthaven!

People can apply to volunteer with Resthaven through our website:

www.resthaven.asn.au/volunteer.

Or, pass on their details to us. Email volunteer@resthaven.asn.au, or phone 8373 9036.



Volunteers in Top Form at the Winning Post

Volunteers engage and connect with people living at Resthaven in such varied and interesting ways. Resthaven Murray Bridge volunteer, Jan Menz, is one such person.

Jan and resident, Mr Robert Lynch (right), talk all things horse racing. Robert has three grandsons in the racing industry, two of whom are jockeys and one a trainer. Before each visit with Robert, Jan follows up on their racing form and provides this information to Robert, who is a person with vision impairment.

Together, Jan and Robert are also involved in the footy tipping competition and maintaining Robert's pinboard with the football results, for all residents to follow.

'Robert is our longest residing resident on-site, and at the age of 96, we have never seen him happier!', says Lifestyle Coordinator, Soraya Fitzgerald. This match is a photo finish!

Jan also supports and arranges activities at Resthaven Murray Bridge, including the '500' card game with three residents who enjoy playing together.

As you can see, Jan makes a real difference in the lives of people living at Resthaven Murray Bridge.



Out and About

Monarto Jobs Fair

On 5 February, Resthaven attended a Jobs Fair held at Monarto for Big W employees who will lose their jobs after the distribution centre closes down soon. The day was a great success, with many enquiries received. Several new staff will be employed by Resthaven.

The 'Big Meet'

The 'Big Meet' job expo was held on 12 March at the Adelaide Convention Centre (below). The Resthaven stall was a popular spot for attendees, especially when they saw the raffle basket on offer! Congratulations to Vicky Bull, who won the basket. She is pictured (right) being presented with the basket by Resthaven Marketing Officer, Anna McKenzie.

With ongoing expansion, particularly in Community Services, there are multiple opportunities available. If you know someone looking for work with a purpose, tell them to check out the current vacancies on the 'careers' page of our website:

www.resthaven.asn.au/careers.



Easter Hamper Donation

Thank you to our friends from Baptist Care SA, for donating 40 hampers for Resthaven clients in need over the Easter period (pictured above).



Mick Udompol, Community Food Hub Co-ordinator at Baptist Care SA said, 'We are approaching Easter, and would like to be able to bless our community with some Easter Food Hampers.'

Resthaven Executive Manager, Sue McKechnie responded, saying, 'This is a wonderful gesture that will be appreciated by those in our community who will benefit from a little extra joy this Easter. Thank you Baptist Care SA.'

Maximise Your Salary with Salary Sacrifice

Did you know...?

Community Business Bureau (CBB) offer financial incentives to maximise your pay. Contact Resthaven's CBB representative, Mark Gauci, to discuss a package that is right for you.

Call 1300 763 505.



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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www.resthaven.asn.au

Keep up to date and check out our socials!
Find us by searching for 'Resthaven SA'.



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