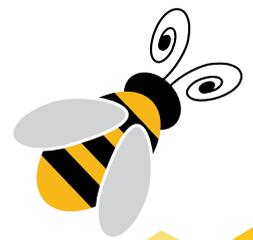


Volunteer **B**uzz



'Namaste'

'Namaste' is a non-contact, respectful form of greeting that I often do now, with palms together and fingers pointing upwards. This has helped me to shake the habit of shaking hands, and has become a really lovely way of greeting. Namaste to all who were not able to join a volunteer celebration in May. We extend our heartfelt gratitude and appreciation to you and thank you for your volunteer support.

We have been sharing volunteer stories, of which you will find a snapshot on pages 11 & 12, with links to the full stories on our website. We want to showcase you, and what you do, and inspire more people to join us. There is a meaningful theme running through many of these stories; that of the power of listening and engaging with people.

Active listening involves giving free and undivided attention to the speaker, without judgement, with genuine interest. Recently, I had the honour of meeting people who have expressed the desire to 'be' with, listen and empower people. In doing so, each of you are demonstrating Resthaven values in action, exemplifying trust, dignity and choice.

Turn the pages for updates from CEO Darren Birbeck, Residential, Community, and insight into the Strategy and Governance area. For fun, turn to page 7 for the matchstick puzzle.

Drop us line if you would like to share your story, suggest a story of a fellow volunteer, or tell us your suggestions for future celebrations, or share a poem. I am looking forward to some poems that may be penned soon by residents with volunteers – watch this space. Namaste,

Stacey Thompson

Manager,
Volunteer Services



Volunteers Together



Above: Volunteers and staff at the Resthaven Malvern volunteer celebration.

Throughout May, we all enjoyed the volunteer celebrations held with you across Resthaven.

Being amongst the decorations made by residents and lifestyle teams made the volunteer celebrations even more special.

Each site created their own individual version of the 'Bee-ing' together theme; some were earthy and nature-inspired, with vines and flowers. Some were fun, 'bumble bee' inspired. Some were elegant in nature. All were a hive of togetherness, sharing good company and reflections of the last 12 months.

A very special thanks to those volunteers who supported the 'decking out' of the celebration spaces!

We thank all Resthaven volunteers, for bee-ing the people you are and your connections with people.

See more photos from the volunteer celebrations on pages 8-9.





Quarterly Newsletter for Resthaven Volunteers

Statement of Purpose

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

Our Values

- 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.

Volunteer Services

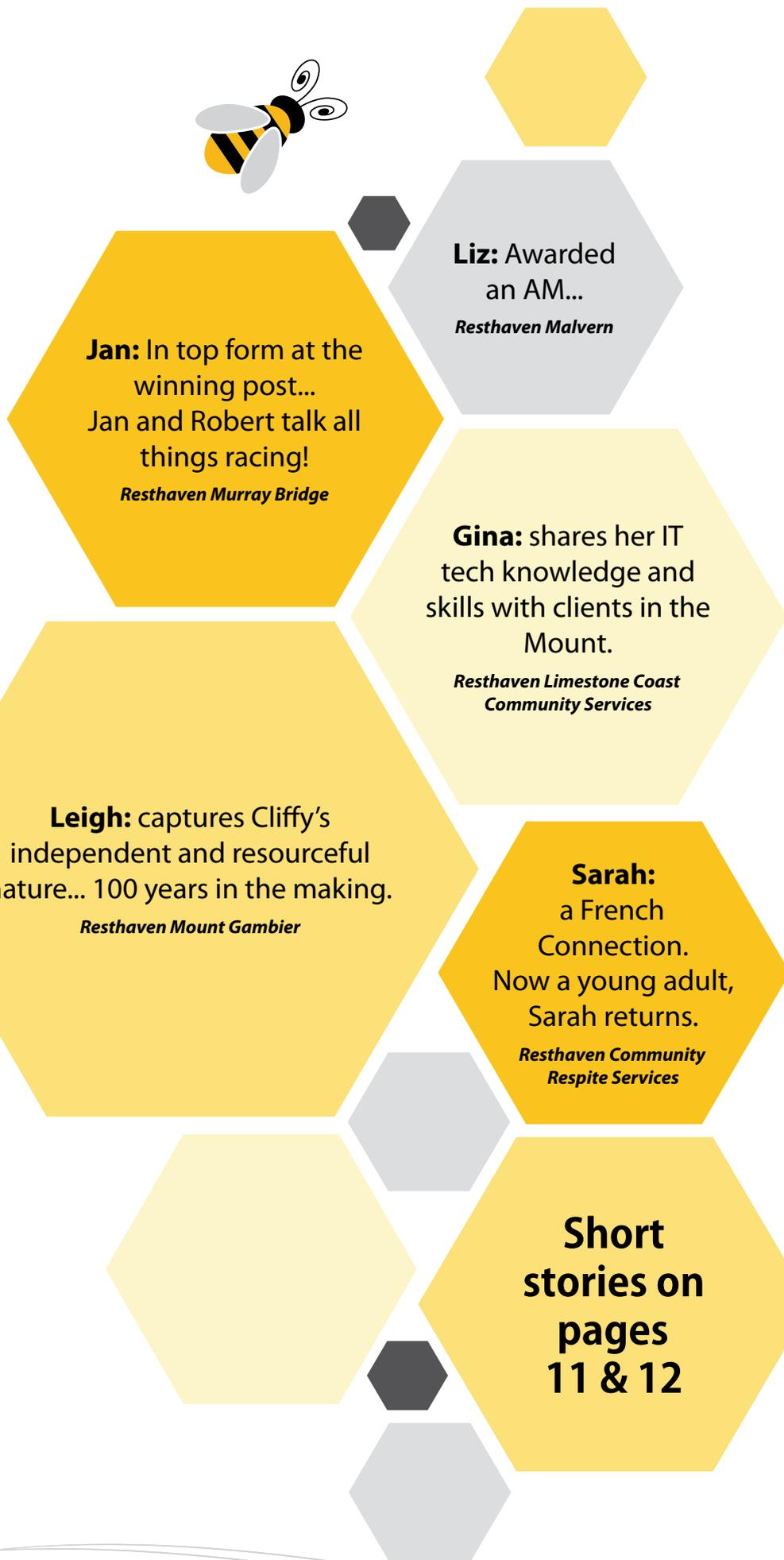
Stacey Thompson
Manager Volunteer Services
P 8373 9036 or 0488 105 510
E stacey.thompson@resthaven.asn.au

Angie Snowball
Volunteer Services & Special Projects
Support Officer
P 8373 9032
E angela.snowball@resthaven.asn.au

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What's the Buzz?



From the CEO

Hello everyone,

Vaccinations

It was pleasing that the government has recognised the importance of protecting 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. The take up of vaccines has picked up speed, and we are now required to report vaccination numbers each week.

For the latest government advice regarding COVID-19, visit www.health.gov.au, or call the National Coronavirus Health Information Line on 1800 020 080.



As we know, we are all required to have had a current influenza vaccination by 1 June 2021 and have a record of it in order to enter a residential aged care facility. We thank you for having a flu vaccination, and your continued volunteer support.

Royal Commission

Following the tabling of the Royal Commission into Aged Care Quality and Safety report, the Government released their response to the Final Report, where they have accepted or accepted in principle 126 of the 148 recommendations of the Royal Commission.

The Commissioners 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.

Budget 2021

The budget announcement of \$17.7 billion funding for aged care over five years was encouraging, as was the government's comprehensive response to the Royal Commission into Aged Care Quality and Safety.

The \$6.5 billion for an additional 80,000 Home Care Packages is welcomed and will help older Australians stay in their own home longer. This additional funding will assist in meeting the current demand for home care, with further funds required as the population continues to age.

The \$10 per resident per day Basic Daily Fee supplement will provide immediate relief for providers from 1 July 2021; and is linked to ensuring that accommodation expenses, particularly food, meet the needs of people living in residential aged care.

A new funding tool (called AN-ACC) will be introduced in October 2022, along with additional funding to meet a minimum care time standard of 200 minutes per resident per day, including 40 minutes with a registered nurse.

This significant investment in aged care gives hope to the people who either receive services or work in the sector. There is still much work to be done, with a reform program that will extend over the next four years.

It's Time to Care About Aged Care

As briefly mentioned previously, the 'It's time to care about aged care' campaign commenced in late February. The past few months have included the lobbying of politicians about the importance of aged care reform.

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.

The campaign ramped up in the lead up to the 2021/22 Federal Budget in May, with the petition surpassing 50,000 signatures. Every signature sends a direct message to that person's local Member of Parliament.

Celebrating Volunteers

To each and every volunteer, we thank you.

We thank you for making our community stronger, for your patience during peak COVID times and the impact of restrictions, and for your continued support. We look forward to seeing those of you who are looking to return soon.

We celebrate you and the contribution that you make, and hope you enjoyed the return of the Volunteer Celebration Events held throughout May (see pages 8-9).

continued page 4

From the **CEO** (continued)

Engaging with the Community

On 23 April, I visited the Resthaven Community Respite Services 'Ridgway House' respite cottage at Westbourne Park, along with Board President, Mark Porter.

We were greeted by a very lively bunch of staff and clients, who invited us to join their bowls game! (right) We also visited Lane Cottages (below) at Kingswood.



In early May, I wrote to local politicians, inviting them to visit their local Resthaven sites.

On 18 May, in response to this invitation, Resthaven Leabrook welcomed Federal Member for Sturt, James Stevens MP, to the home (right).

James and I enjoyed a brief tour of the home, escorted by Relieving Manager, Jane Abbot, before chatting with residents.

Finally...

It gives me great pleasure to visit our sites and connect with volunteers, residents, clients and staff.

Thank you for welcoming me to your site communities.

Enjoy and take care, until next time,



Darren Birbeck
Chief Executive Officer

“

The pessimist complains about the wind; the optimist expects it to change; the realist adjusts the sails.

William Arthur Ward

”

Residential Services & Retirement Living

As most Resthaven Marion volunteers would be aware, Rachael Musico was recently appointed Manager Residential Services. Some of you may have previously met Rachael in her previous role as Relieving Manager Residential Services.



Over time, you will meet new Relieving Manager Residential Services, Aman Kahlon, who joined Resthaven in late April. Aman will support Resthaven sites during periods of staff leave.



Recruitment is underway for the Manager Residential Services role at Resthaven Craigmore, following Jane Perry's farewell in May. During this time, the site is supported by Relieving Manager Residential Services, Jane Abbot, who many of you will know from her many years of relieving across Resthaven.

Thank you to volunteers and staff for your support of residents to live well, especially during the difficult times that have been experienced this past year.

I hope you enjoyed coming together for the volunteer celebrations held at sites throughout May.



Tina Cooper
Executive Manager,
Residential Services
& Retirement Living

Community Services



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

The growth in Community Services continues. It is exciting to know how many people are seeking our services. We continue to recruit additional staff, with 60 new employees commencing in the past three months.

Commonwealth Home Support Program Expansion

Resthaven has been successful in our proposals to increase Commonwealth Home Support Program (CHSP) 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. Resthaven will open another outreach office in Goolwa in July.

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 Mount Gambier in the near future.

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.

Until next time,



Sue McKechnie
Executive Manager,
Community Services

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



Diversity News

Harmony Week

We hope you enjoyed the Harmony messages on posters and appreciation cards during Harmony Week (15-21 March).

Harmony events aim to promote diversity and acceptance of cultures. We thank you for your part in making our organisation and communities inclusive.

Pictured are some of the events held across many Resthaven sites.



Priscilla de Pree
Project Officer,
Multicultural and
Diversity

From top: Resthaven Craigmores;
Resthaven Leabrook; Resthaven Malvern.



Strategy & Governance/Chaplaincy

Hello!

Welcome to winter and the joys of the changing season. We thought it would be good to share some of the things we do in Strategy & Governance. We:

- Gather and analyse around 2,800 survey, focus group, and feedback touch point 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 1,700 controlled documents, and undertake around 500 changes to these documents annually
- Coordinate and support the 3,000 staff and volunteer annual flu vaccinations and record collection
- Provide pastoral care to 1,200+ residents, their families and staff, through the wonderful Coordinating Chaplains with volunteer Chaplain's Assistants.
- Support the volunteer workforce through the Volunteer Services team. It was great that the Volunteer Celebrations were able to be held across sites this year, with a 'Bee-ing together' theme, very appropriate.
- Lead Resthaven's strategic planning process.

Whistleblower Policy

We have recently developed a 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. For support and protection, reports need to be made to specific people, or through specific channels. At Resthaven people can report a concern to me, or Sylvia Powell (Executive Manager People & Culture) or Darren Birbeck (CEO). Resthaven has also established a service with an independent provider, 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-5:30am)

Chaplaincy

Every year, a memorial service is held at each Resthaven home to acknowledge and remember every resident who has died in the past year. We acknowledge each person and show our respect for life with meaning and dignity.

Thank you for supporting people to work through their grief, loss, worry and other 'big questions in life'.

2021 Memorial Service Dates:

17 June	Mount Gambier
21 June	Paradise
22 June	Bellevue Heights
22 June	Malvern
23 June	Leabrook
28 June	Aberfoyle Park
29 June	Murray Bridge
1 July	Mitcham
1 July	Craigmores
20 July	Port Elliot
28 July	Marion
6 August	Westbourne Park.



Erika Comrie
Executive Manager,
Strategy & Governance

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. The project will take two years across a number of stages.

The redevelopment will include a major new extension with a dementia-specific area, kitchen, laundry, service rooms, workforce 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.

The independent retirement living unit communal area, 'Gum Tree Lodge', will have an external covered verandah with barbeque and storage area added. New openable doors will create a more connected inside/outside feel. No car parks or access will be affected.

Resthaven Westbourne Park

In May, we lodged 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, workforce room and back of house service areas.

A great effort is being focused on improving the outdoor gardens across the site.



Resthaven Limestone Coast Community Services

Having outgrown the existing office, a new office in Millicent has been leased to accommodate growth at Resthaven Limestone Coast Community Services. Fitout works are currently underway. It is expected that the new office (above) at 11 George Street will become operational in July 2021. The phone number will remain the same.

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.

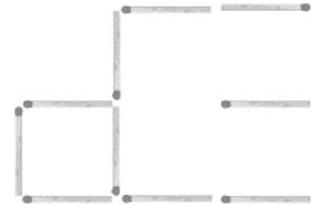
Until next time,

David Norton
*Executive Manager,
Finance & Technology*

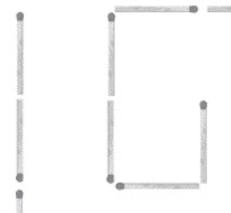


Matchstick Puzzles

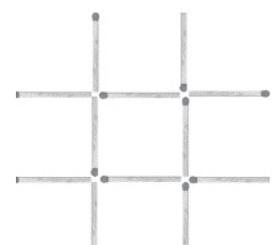
1. Move 3 matches to make 2 squares.



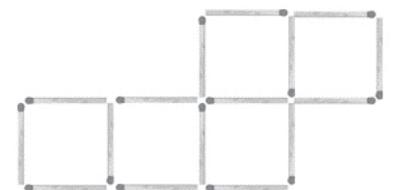
2. Move 3 matches to make 3 squares.



3. Move 3 matches to make 3 squares.



4. Move 2 matches to make 4 squares.



Solution next edition, or email volunteer@resthaven.asn.au 😊

Volunteer Celebrations 2021



Great 'BEE-ing' together again!



Volunteer Celebrations 2021



Work Health & Safety

Infection Prevention

During the last 12 months, many people have become much better and more aware of the importance of good hand hygiene. We have seen the benefits, with fewer people catching colds and influenza.

It is a good reminder to keep up good hygiene practices. Infectious agents can be spread in a variety of ways, including:

- **Airborne:** coughs or sneezes release airborne pathogens
- **Contaminated objects or food:** the pathogens in a person's faeces may be spread to food or other objects, if their hands are not thoroughly washed
- **Skin-to-skin contact:** the transfer of some pathogens can occur through touch, or by sharing personal items, clothing or objects
- **Contact with bodily fluids:** pathogens in saliva, urine, faeces or blood can be passed to another person's body via cuts or abrasions, or through the mucous membranes of the mouth/eyes.

Standard precautions include:

- Good hygiene practices
- Frequent hand washing (including after wiping/blowing nose)
- Appropriate use of gloves (including to cover broken skin)
- Use of other personal protective equipment, such as eye protection, masks and aprons.
- Safe use and disposal of sharp instruments and disposable equipment
- Correct cleaning, disinfection and sterilisation of non-disposal equipment
- Safe collection, storage and disposal of waste
- Appropriate use of cleaning agents
- Protocols for preventing and managing occupational exposures to blood or body substances.

Let's continue to sustain good infection control practices, and keep infections at bay.



Vaccinations

As you are aware, a current flu vaccination is required of everyone who enters an aged care facility. Thank you to those who have provided their flu vaccination record to Volunteer Services. These can be either emailed or texted directly to Volunteer Services, or sent via your Resthaven site reception.

As most are aware, we are now required to obtain records of COVID-19 vaccination from those who choose to have the vaccination. Please send a copy of your vaccination certificate via:

Email: volunteer@resthaven.asn.au

Or

Text a photo to:
Stacey Thompson (0488 105 510) or
Ange Snowball (0429 085 797)

Or

Ask Reception to email a copy to Volunteer Services on your behalf.

Food Safety

As we age, our immune systems are less able to fight off infection, and our stomachs produce less acid, making it easier for germs to get through the digestive system.

If older people do contract food poisoning, they are affected more severely by the symptoms, and take longer to recover. For these reasons, Resthaven prepares and cooks food in accordance with strict food safe practices. We ask you not to bring food for residents and clients.

Serving of Food and Drinks

Please follow these food safety precautions:

- Do not touch food with bare hands, use tongs, paper serviettes or wear gloves
- Do not provide food to someone unless you know it is safe for that person. Staff will provide you with information about individual dietary requirements.

Be aware that dietary requirements can change often for individuals. If ever unsure, please double check.

Dietary requirements may include food allergies, diabetes or swallowing difficulties.

For example, a glass of water may be harmful for some people and this may need to be thickened. Others may need their food vitamised.

Please ask the staff you work with for information regarding individual requirements.

Hazard Management

Hazard management is a continuous process for maintaining and improving our environment. This includes processes that identify, assess, and control hazards. Hazard Registers detail known hazards and current controls, and structured processes are in place to review hazards.

We all share a responsibility in identifying and reporting safe hazards to ensure continuous safe environments. Please speak with the staff you work with regarding the identification of hazards.

Volunteer Stories

Volunteers engage and connect with people in many varied ways. By doing this, you are demonstrating Resthaven values in action in providing outstanding care and support with trust, dignity and support. You listen, care, deliver, collaborate and partner. Below is a snapshot of a handful of your stories.



In Top Form

Before each visit with Resthaven Murray Bridge resident, Mr Robert Lynch, volunteer, Jan Menz, does her homework. Robert has three grandsons in the racing industry, two of whom are jockeys and one a trainer. Jan follows up on their racing form and updates Robert, who has a vision impairment.

For a few years now, this has also included keeping track of Robert's Phantom Race Betting and his 'winnings'. There are no barriers for this punter.

The story is available on the Resthaven website: www.resthaven.asn.au/volunteering-careers/volunteer/

Resthaven Murray Bridge



Capturing 'Cliffy's' Story

On 17 May, Mrs Cliffline Cox, known as 'Cliffy', celebrated her 100th birthday and volunteer Leigh Jones, sat down with her to learn more about her life over a century.

Leigh listened and learned and that Cliffy has always been fiercely independent and resourceful and that everything she went through helped her along the way. Leigh has honoured Cliffy's story and captured it well.

Cliffy's story is available on the Resthaven website: www.resthaven.asn.au/volunteering-careers/volunteer/

Resthaven Mount Gambier



Tech Support for Clients

Volunteer, Gina Surth, has been a key member of the Tech Team, helping Resthaven Limestone Coast Community Services clients with their devices.

Gina has been able to help with questions and clarify queries. Participants in the sessions, held at the local library, have left with extra tips and knowledge for using their mobile phones, tablets and laptops.

Resthaven Limestone Coast Community Services

Turn the page for more stories!

Volunteer **Stories** (continued)



A French Connection

Sarah Burnett, a young lady who used to volunteer with us when she was little, has now returned! It just so happens that Sarah is fluent in French, and we have been able to introduce her to a client who also speaks French.

Sarah and her family are known for their family game nights. This means she is going to fit in well with the guests at Resthaven Community Respite Services respite cottage, Ridgway House, who enjoy their board games.

Read the full story on the Resthaven website:
www.resthaven.asn.au/volunteering-careers/volunteer/

Resthaven Community Respite Services



Medal of Australia Award

We would like to make special mention of Liz Scarce (above right) on being recognised in the Queen's Birthday Honours, as a Member of the General Division, for her significant service to the community of South Australia. This includes her work as a volunteer with Resthaven over 16 years.

We congratulate you, Liz, and thank you.

Liz is pictured above with resident, Mrs Shirley Kanally, and Lifestyle Coordinator, Felicity Tucker.

Resthaven Malvern

More Volunteers Wanted!

We would like more volunteers right across the entire Resthaven community.

Thank you for talking about volunteering with Resthaven amongst your friends and networks, and sharing about the great work you do and the vast variety of ways in which this occurs. We hope this encourages other people to join us.

Resthaven has locations throughout South Australia—see the map at right for all of our service locations. Volunteer opportunities currently exist in the northern, southern, regional, and metro areas.

Volunteer Services contact details:

People can apply online: www.resthaven.asn.au/volunteer, or phone: 8373 9036 or 8373 9092.

