



# Annual Report 2020-2021



*Resthaven*  
Incorporated



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## Purpose

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

## Values

Trust Dignity Choice

## Strategic Key Areas

Service Workforce Future

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.

The diversity of the Australian community is reflected in Resthaven's customers and workforce.

## Who we are

Established in 1935, Resthaven is a South Australian not-for-profit aged care community service associated with the Uniting Church in Australia.

Every day, Resthaven shares the lives and wisdom of older people and their carers. Resthaven is one of only a select few aged care providers in Australia that offer the full range of aged care service options.

Services are provided throughout metropolitan Adelaide, the Adelaide Hills, Murraylands, Riverland, Fleurieu Peninsula, lower Barossa region and the Limestone Coast of South Australia.

Resthaven's high quality, fully accredited, responsive services are tailored to individual needs. Services range from retirement living, basic support to very high care at home, to 24 hours a day, seven days a week, residential aged care and respite at twelve homes. Community respite for carers is available in all service areas.

## Funding

As a charitable, public benevolent institution, Resthaven is separately incorporated and financially independent of the Uniting Church.

Resthaven is endorsed as a Deductible Gift Recipient by the Australian Tax Office.

Operations and revenue generated are solely focused on Resthaven's purpose.

Resthaven receives subsidies from government, grants, customer contributions, and income from investments, which cover operational expenses and fund capital works. Bequests, donations and fundraising activities assist in maintaining the level of care and services provided.

*"My services come from the Elizabeth office, and a great bunch of people they are, I would be lost without them."*

– Northern Community Services client

*Front cover: Home Support Worker Michelle O'Dea with Gerald (paid actor for Resthaven's new television commercial campaign). Opposite page: Resthaven Malvern Enrolled Nurse Vicki Sawyer with a paid actor. Below: Resthaven Onkaparinga Community Services client, Mrs Kay Crichton (100).*



# Resthaven Board Members



**Mark Porter**  
President  
MEdSt, BA (Hons), BEd,  
GradDipT  
Board Member since 2005



**Ben Sarre**  
Deputy President  
BA (Hons), Grad Dip Proj  
Mgt, GAICD  
Board Member since 2011



**Michael Haydon**  
Treasurer  
BCom, CA  
Board Member since 2019



**Rev Dr Graham Vawser**  
Board Member  
PhD, MTh, BA, BD, DipLS  
Board Member since 2014



**Stephanie Rozokos**  
Board Member  
BCom, BBus (ComLaw),  
CPA, GAICD  
Board Member since 2019



**Gerardine (Geri) Malone**  
Board Member  
MPH, BHlth Sciences  
(Nursing); Grad Cert Remote  
Health; RN; RM; MAICD; MACN  
Board Member since 2019



**Annie Fabig**  
Board Member  
BEd, GAICD  
Board Member since 2019



**Joanne (Jo) O'Connor**  
Board Member  
RN/RM, BN,  
MHlthServMgmt, GAICD  
Board Member since 2020



**Jon Clarke**  
Board Member  
LLB, Grad. Dip. Legal Practice  
Board Member since 2020



**Rebecca Clarke**  
Board Member  
B.Ed, UP/LS, M.Ed.Mgmt, Grad  
Cert Bus Admin, MACE  
Board Member since 2021

## Board Committees

\*Non-board committee members

**Nominations & Remuneration Committee:** Mark Porter (Chair); Ben Sarre; Michael Haydon

**Governance Committee:** Geri Malone (Chair); Mark Porter; Jo O'Connor; Elizabeth Iussa\*; Lee Sando\*; Prof. Renuka Visvanathan\*; Dr David Yu (Observer); Dr Nur-E-Zamat (Observer)

**Finance & Audit Committee:** Michael Haydon (Chair); Mark Porter; Barbara Sibley\*; Stephanie Rozokos; Annie Fabig (from Jan 21)

**Property Committee:** Ben Sarre (Chair); Mark Porter; Rev Dr Graham Vawser; Jon Clarke; Annie Fabig (to Dec 20)

## Resthaven Executive Team



**Darren Birbeck**  
Chief Executive Officer



**Erika Comrie**  
Executive Manager  
Strategy & Governance



**Sue McKechnie**  
Executive Manager  
Community Services



**Sylvia Powell**  
Executive Manager  
People & Culture



**Tina Cooper**  
Executive Manager  
Residential & Retirement Living



**David Norton**  
Executive Manager  
Finance & Technology

## Working Together

### Customers

Independence DIGNITY

Residents, clients & carers

Privacy SUPPORT

Volunteers & employees

Security Diversity Safety

Program Managers

Choice INCLUSION

Senior Managers

SELF-RELIANCE

Executive Managers

Respect QUALITY

Chief Executive Officer

Trust Integrity

Resthaven Board

ADVOCACY Openness

Residents, clients & carers

Excellence CARE

### Customers

Organisational Structure

# Corporate Governance

Resthaven operates within the scope of the Associations Incorporations Act.

The Resthaven Board reports annually to the Uniting Church and is responsible for good corporate governance.

The Board focuses on organisational purpose, risk management, setting and monitoring strategic direction, operational and financial performance, and Board governance policies.

The Board is the legal authority of the organisation and is committed to acting responsibly, ethically and with the highest standards of integrity and accountability to ensure that the objectives of Resthaven are achieved.

Board membership is by invitation and appointment. Board members contribute to the Board Committees: Nominations and Remuneration, Governance, Finance and Audit, and Property.

Non-Board committee members are appointed to complement the skills and experience required.

*Above (L-R): Mr Norman 'Bushy' Crafter, Belle Kerr (Manager Residential Services) and Mark Porter (Board President) at the Resthaven Mount Gambier 'Christmas in July' celebration on 8 July, 2020.*

*Below: Residential Manager Simon Blair, Mrs Marjorie Thornton and Rory Hueppauff place a wreath at Resthaven Port Elliot on ANZAC Day 2021.*



## President's Message

Over the past twelve months, the Chief Executive Officer, Darren Birbeck, and I have been fortunate to visit many of our residential sites and community services offices.

To spend time with residents, clients and staff is to gain a privileged insight into the daily lives of the exceptional people who make up the Resthaven community.

The words which best capture that experience for me are "faith in community".

Resthaven is a mission-based organisation.

Throughout its history it's been guided by the gospel values of love and care for others.

At the same time, those words "faith in community" can have a second meaning.

Residents, clients and their families put their faith in Resthaven to provide high quality care.

This trust is central to Resthaven's purpose and the framework within which all our decisions, both clinical and business, are made.

The last few years have been particularly challenging for aged care providers in Australia.

Against a backdrop of government inquiries, regulation and funding pressures there sits a global pandemic.

That Resthaven has continued to navigate these waters successfully is a testament to "faith in community," in both its meanings.

For their role in achieving this outcome, I thank Darren Birbeck, the Executive Managers and the staff.

I also thank my fellow Board members who remain committed to Resthaven's values and purpose.

I commend the 2020 – 2021 Annual Report to you, hoping that it gives an insight into the work and achievements of the exceptional people who make up the Resthaven community.

**Mark Porter**  
President, Resthaven Board





## Tom the train driver

On 5 June 2021, Resthaven Northern Community Services client, Thomas Grindlay, fulfilled a lifelong dream to drive a steam train, when he drove the 'Peronne' steam train at the National Rail Museum in Port Adelaide, at the age of 86.

The trip was arranged by Manager Resthaven Northern Community Services, Karen Hammond, who planned the special day out for Tom and friends from his social support group program. It was a special outing for them all, as Tom's childhood wish to drive a steam train came true. Thanks to the team at Resthaven Northern Community Services who arranged this very special day.



## The Year in Review

**The 2020-2021 financial year has been extraordinary for us all.**

The COVID-19 pandemic has had a significant influence on our operations, with the need to immediately respond to successive emergency directions, continued visitor restrictions, single-site worker requirements, cessation of services and the coordination of influenza and COVID-19 vaccinations.

In February, the final report of the Royal Commission into Aged Care Quality and Safety was tabled. The Government provided a comprehensive response as part of the May budget announcements. We have already seen a range of monitoring and compliance systems implemented as part of the reform package.

Considering these unprecedented external pressures, Resthaven has performed exceptionally well. Dedicated staff across the organisation ensured that Resthaven navigated the COVID-19 pandemic without incident, while meeting the needs of residents and clients in the changing environment.

Resthaven Community Services enjoyed significant growth, which has enabled us to provide services and support to even more older people in South Australia.

### COVID-19 Pandemic

Throughout 2020-2021, the coordination of Resthaven's response to the pandemic was a high priority, to ensure the ongoing safety of residents, clients, staff and volunteers.

We rose to the challenge of ongoing restrictions throughout the year, including the state government 'circuit-breaker' lockdown in November 2020.

We implemented a range of creative ways to stay virtually 'in touch', whilst physically apart.

As part of the response to the pandemic, the government required that each residential aged care provider nominate an Infection Prevention and Control lead, who must have completed significant online government training by February 2021.

Mandatory and ongoing Infection Control refresher training was also required for all nursing and care staff in residential services.

*Continued over page ...*

# Welcome Care Campaign

In April, following an external review and independent market research, we launched a new advertising campaign that draws on our strong history and tradition, while promoting the warmth and welcoming nature that embodies Resthaven. "You'll welcome the care the Resthaven brings."



**Above:** Camilla (paid actor) is one of the faces of Resthaven's new 'welcome care' campaign.

**Above left:** Resthaven CEO, Darren Birbeck, with Board President, Mark Porter.

**Below:** Girija Bhatta of Resthaven Westbourne Park and Gerald (paid actor) during the photo shoot.





## The Year in Review

To ensure that residents of aged care homes continued to have regular access to visitors in this 'COVID-normal' world, the Aged Care Quality and Safety Commission increased its regulatory activity in this area, with more visits across all homes to observe infection control procedures.

### National Aged Care Emergency Response Team

In July 2020, the COVID-19 outbreak took hold in Victoria. In early August, Resthaven was advised that the Commonwealth was looking to rapidly deploy 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, with 33 responses received from people who were willing to spend four weeks in a COVID-19 hotspot in Melbourne, followed by two weeks in quarantine. Resthaven elected to send a team of six people (*pictured above*).

The inspirational group endured a significant disruption to their own lives, to selflessly support others in need. We are proud of their achievement and thank them for their service.

### Aged Care Sector

The aged care sector is experiencing a period of significant change, with increasing financial pressures, ongoing regulatory reform, uncertainty of financial markets, the Royal Commission's recommendations and workforce challenges.

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.

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.

The government has 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.

## Advocacy

Ahead of the May 2021 Budget, Resthaven supported the 'It's time to care about aged care' national campaign, run by the Australian Aged Care Collaboration (AACC). This group of six aged care peak bodies includes Aged & Community Services Australia (ACSA) and UnitingCare Australia. The campaign aimed to lobby politicians about the importance of sector reform. We were delighted that more than 50,000 people signed the petition.

## 85th Anniversary

In 2020, Resthaven celebrated 85 years of providing outstanding care and support. However, due to the COVID-19 pandemic, most 85 year celebrations could not go ahead as planned. Many were held in a modified, creative way. This included the launch of the Resthaven 85th anniversary history book, *Resthaven: 85 Years of Outstanding Care*.

While the book launch itself could not take place, we held a 'book signing' with the author, noted historian, Dr Rob Linn, on 24 November 2020 (*above right*). We sincerely thank Dr Linn for his excellent work. It is a lasting legacy.

## New Strategic Plan

This year we launched Resthaven's 2020-2025 Strategic Plan, after twelve months of consultation, review and significant development.

Although the road ahead is challenging, we have the opportunity to implement the positive reforms and innovative models of care and services needed to redefine the future of aged care in this country.

Resthaven is well placed to take advantage of these opportunities due to its strong financial position and commitment to providing quality care and support for older people and their carers.

## Governance

We sincerely thank Barbara Sibley for her long service on the Resthaven Board. Barbara retired at the end of 2020. She remains a member of the Board Finance and Audit Committee.

In February 2021, we welcomed a new Board Member, Rebecca Clarke. Rebecca is currently the Principal of Walford Anglican School for Girls, and we look forward to sharing her knowledge and experience.

I express my sincere thanks to the Resthaven Board and committee members for the unwavering support and commitment they have given to Resthaven.

## Executive

In July 2020, we farewelled Executive Manager People and Culture, Sam Bradley. We thank her for the contribution that she made during her time with us.

In 2020, we welcomed two new executives to Resthaven. In August, Sylvia Powell was appointed to the role of Executive Manager People and Culture. Erika Comrie commenced in the role of Executive Manager Strategy and Governance in November 2020.

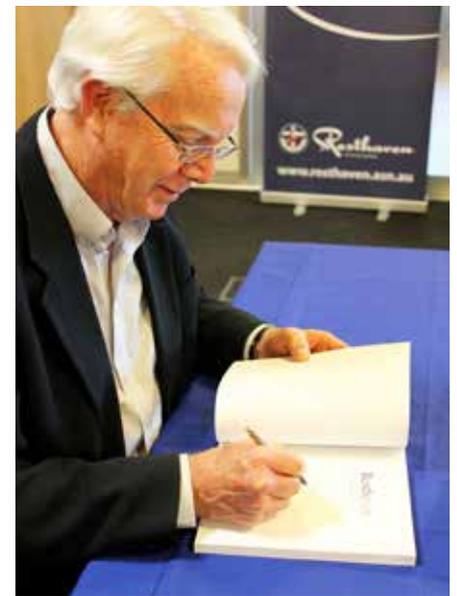
Both Sylvia and Erika are wonderful inclusions to the Resthaven executive team and have already made significant contributions.

## The important work that we do

It has been a joy travelling to all Resthaven sites to meet with residents and clients, volunteers and staff over the last year.

What a privilege to have a chat, share a laugh and spend time with the people who make this sector special.

When visiting the Resthaven sites, it didn't take me long to realise that, to work in aged care, you must be truly dedicated to what you do.



*Above: Dr Rob Linn signs the Resthaven 85th Anniversary history book.*

*Opposite page (L-R): The NACER team, Eleanor Keizer, Anne Mapuku Badibe, Catherine Pickering, Trudi Hotstone, Belinda Stewart, and Vicky Kaur.*

That commitment just shines through our staff and volunteers. The efforts of our people to navigate through a year like no other have been phenomenal.

The environment in which Resthaven delivers our high quality services has changed considerably over the years. However, our purpose of working together to provide outstanding care and support for older people and their carers remains true.

I have been inspired by the strength, dedication, and commitment to the people Resthaven supports in these challenging times. Thank you for your continued efforts to support our work and each other.

A handwritten signature in blue ink, appearing to read 'Darren Birbeck'.

**Darren Birbeck**  
Chief Executive Officer

# Our Finances

## Financial Environment

The external financial environment remains tenuous. The Australian Government continues with reforms to aged care and has a five year plan across five key pillars: Home Care; Residential Aged Care Services and Sustainability; Residential Aged Care quality and safety; Workforce and Governance; to respond to the Royal Commission into Aged Care Quality and Safety.

The Home Care response includes the release of 80,000 additional Home Care Packages (40,000 in 2021-22 and 40,000 in 2022-23). Community Services are a significant segment of Resthaven's overall operations and increasing access to in home care and support is welcomed.

The Residential Aged Care Services and Sustainability response to the Royal Commission is budgeted to increase funding for residential aged care by \$7.8 billion. From 1 July 2021, a new Government Basic Daily Fee supplement of \$10 per resident per day is available to assist providers to improve daily living services e.g. food, linen and cleaning, with a focus on nutrition. A new reporting regime has been developed to monitor the quality of daily living services.

As Residential care moves to a new funding model in October 2022, there remains considerable uncertainty regarding how providers are impacted. The additional funding suggests an improved outlook; however, this will depend on the timing and extent of funding received.

Resthaven continues to be well served by the long standing culture of conservatism and caution which underpins its financial management. Resthaven has a strong balance sheet, enabling it to endure changing financial conditions, maintain accommodation, care, wellness and safety standards reflective of the wide range of stakeholders' expectations. It is

also positioned to take advantage of opportunities to expand and diversify, should suitable opportunities present.

## Overview of Financial Position

Resthaven recorded a surplus for the year of \$16.627m (*compared with \$2.335m for the previous year*). The vast discrepancy largely relates to the impact of COVID-19 on global financial markets, with Resthaven experiencing unrealised investment losses of \$3.779m in 2019-20, and a reversal of the position in 2020-21, with unrealised investment gains of \$6.926m.

As at 30 June 2021, net assets/total equity totalled \$293.043m (*compared with \$278.440m for the previous year*).

## Income and Expenses

Resthaven continues to experience growth in demand for community services, which has been the main contributor to the increase in total income. In addition, Resthaven reviewed the assessment processes supporting the preparation of claims for Residential Aged Care Funding. Funding increases were achieved, which have enabled an increase to staffing and other resources to the direct benefit of residents.

Total income increased by \$30.624m (16.49%), from \$185.684m to \$216.309m. The change in the value of investments (unrealised gains/losses) contributed \$10.706m to this increase. Accordingly, revenue from operations (excluding investments) increased by \$19.919m.

Expenses increased by \$16.332m, reflecting the cost to support the increased volume of community services and reinvestment of additional revenue received for residential care services.

Most of the expenditure relates to employee expenses, representing 70% of total expenses. Notwithstanding the government's preference to reduce administrative costs so that a greater proportion of funding can be availed to residents and community clients, we continue to experience increasing compliance

and reporting obligations. On a workforce which is already stretched, additional resources are necessarily engaged, with a corresponding increase to administrative expenses.

## Statement of Financial Position

### Total Assets

Total assets increased by \$33.018m, to \$574.011m. Asset increases relate mostly to financial assets (including cash) totalling \$33.202m, sourced from net cash generated by operations and refundable loans (RADS and bonds). The value of property, plant and equipment reduced because the depreciation charge exceeded the investment in new or upgraded services. Capital projects, including the refurbishment and upgrade of the Bellevue Heights residential care home, were deferred due to the risk of COVID-19. We were not prepared to introduce a building workforce to the site.

### Total Liabilities

Total liabilities increased by \$18.416m. This is mainly due to the net increase to Refundable Accommodation Deposits (\$12.808m), the increase in the balance of unspent Home Care Package (HCP) funds held by Resthaven on behalf of our HCP clients (\$3.534m), and the increase to the provision for employee benefits (\$1.003m).

## General Purpose Financial Report

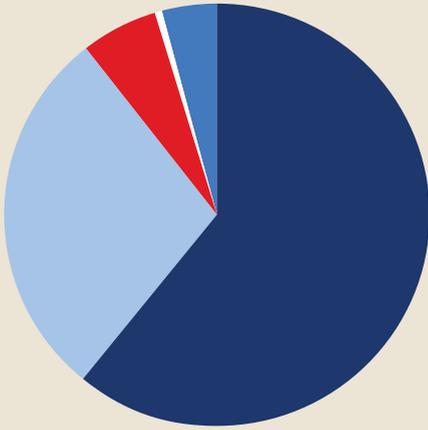
Resthaven has prepared a general purpose financial report in accordance with Australian Accounting Standards, and the Australian Charities and Not-for-profits Commission (ACNC) Act 2012. The Report has been audited by Independent Auditors BDO.

A copy of the Audited Financial Report (*including the Auditor's Report*) is available to peruse and download from the ACNC website.



**David Norton**  
Executive Manager  
Finance and Technology

# Financial Summary 2020-2021

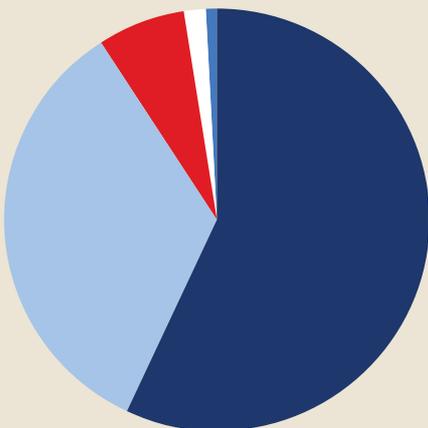
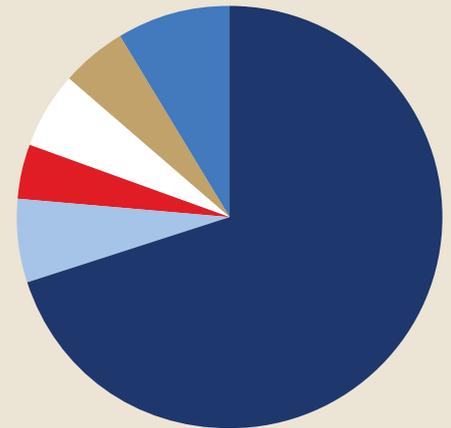


## Where the money comes from

	\$	%
■ Residential Services	122,856,560	56.8
■ Community Services	62,016,514	28.7
■ Rental revenue on RADs (AASB16*)	8,658,776	4.0
□ Investments	12,962,477	6.0
■ Other	9,814,608	4.5
<b>Total revenue</b>	<b>216,308,935</b>	<b>100.00</b>

## Where the money goes

	\$	%
■ Employee Expenses	139,915,447	70.1
■ Depreciation	12,515,611	6.3
■ Interest expense on RADs	8,658,776	4.3
□ Food, housekeeping and medical	11,781,529	5.9
■ Repairs and maintenance	9,657,895	4.8
■ Other expenses	17,152,527	8.6
<b>Total revenue</b>	<b>199,681,785</b>	<b>100.00</b>

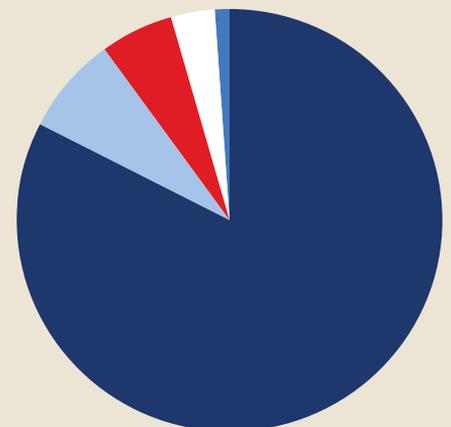


## Our assets

	\$	%
■ Property, plant and equipment	327,809,462	57.2
■ Financial assets	194,005,984	33.8
■ Cash and cash equivalents	38,072,820	6.6
□ Trade and other receivables	9,371,036	1.6
■ Other assets	4,752,240	0.8
<b>Total assets</b>	<b>574,011,542</b>	<b>100.00</b>

## Our liabilities

	\$	%
■ Refundable loans	231,827,177	82.5
■ Employee benefits	21,176,776	7.5
■ Client unspent funds	15,775,360	5.6
□ Trade and other payables	9,196,206	3.3
■ Borrowings	-	0.0
■ Other liabilities	2,993,073	1.1
<b>Total liabilities</b>	<b>185,684,375</b>	<b>100.00</b>



## Our equity/net worth

	\$	%
■ Accumulated Funds	183,140,467	62.5
■ Reserves	109,902,483	37.5
<b>Total equity</b>	<b>293,042,950</b>	<b>100.00</b>



## Our Community

**Resthaven offers the full range of aged care services, including in-home care, rehabilitation, reablement, social support, nursing, allied health, respite, and residential aged care.**

Resthaven's experienced staff work together with residents, clients, their carers, and families, to provide personalised care for their individual circumstances. We partner with each person to understand their needs and identify personal goals.

Our support is tailored to positively influence each person's experience to help them achieve a better quality of life, health and wellbeing outcomes.

In 2020-21, Resthaven residents and clients were older and had higher care needs than in the past. Ages ranged from 64 to 105 years.

*Top: Mrs Von Berg of Resthaven Bellevue Heights with Lifestyle Coordinator, Susan Klus.*

*Right: Mrs Elizabeth Gould of Resthaven Malvern, enjoying her birthday celebration through the window.*

### Centenarians

As at 30 June 2021, Resthaven was supporting 60 people aged 100 years or older (24 people accessing Resthaven community services, 36 living in a Resthaven residential aged care home).

One of these centenarians is Mrs Elizabeth Gould of

Resthaven Malvern, who celebrated her 100th birthday during the height of the COVID-19 pandemic and associated visitor restrictions.

Working together with the family, the site team arranged a 'window party' for Mrs Gould (pictured below), which featured on the Channel 7 news.



## Residential Services

Resthaven's twelve residential aged care homes in regional and metropolitan South Australia accommodate 1,286 older people. A nurse is on site 24 hours a day.

Planned respite is available at all residential homes.

All Resthaven residential homes are fully accredited with the Aged Care Quality and Safety Commission (ACQSC). Resthaven underwent two unannounced assessment contact visits in 2020-21.

Infection control spot checks – introduced by the government in response to the COVID-19 pandemic – took place at six residential homes.

Ten of Resthaven's twelve homes had their triennial re-accreditation audits in 2019-20, with all achieving three years' accreditation. Resthaven Mount Gambier's visit, delayed due to the COVID-19 pandemic, took place in late 2020, and achieved three years' accreditation.

As at 30 June, 2021, Resthaven Port Elliot was awaiting their triennial site audit.

The focus on resident safety, health and wellbeing was

maintained during the year as the COVID-19 pandemic unfolded. This was achieved through proactive changes to delivery of care and services informed by best practice COVID-19 prevention and preparedness.

Unfortunately, visitor restrictions and the need to cancel some group entertainment, activities, and bus trips due to the pandemic meant that residents were at risk of social isolation. Creative ways of keeping them in touch with family included iPads for 'Facetime' calls, window visits, and increased staff one-on-one support.

## Community Services

Resthaven Community Services are fully accredited by the Aged Care Quality and Safety Commission to June 2022.

In 2020-21, Resthaven Community Services experienced significant growth in the number of people receiving services.

'Lifestyle choices' is the focus of our integrated service model to provide wellbeing, independence and autonomy for people to remain positively engaged with their life aspirations and social connections.

*Continued over page ...*

# Our Community 2020-2021

## Community Services

In 2021-21, approximately **35,200** older people living independently in the community received contact and services from Resthaven.

**11,000** direct services

**4,971** enquiries to and information received from Agedcare Alternatives

**1,831** people accessed a Home Care Package during the year.

**16%** of Home Care Package recipients had a diagnosis of dementia, and **45%** lived alone.

## Residential Services

The average length of stay in Resthaven's **12** residential aged care homes was **2.97** years.

The **127** people in Resthaven's **124** retirement living locations stayed an average of **7.78** years.

## Diversity

**16%** of residents and **10%** of clients were from Culturally and Linguistically Diverse backgrounds, whilst **0.1%** of residents and **1.5%** of clients identified as Aboriginal or Torres Strait Islander.

## Age Profile

Ages ranged from **64-103** years (average **88.8**) in residential aged care, and in retirement living, from **66-98** years (average **82.2**). The average age of residential respite guests was **86.6** years, staying an average of **14** days.

The age range of people receiving in-home support from Resthaven Community Services was **65** to **105** years (average **83.5**).

## Number of Resthaven Residential Places as at 30 June 2021

Resthaven Site	Residential Places*	Retirement Living**
Aberfoyle Park	100	0
Bellevue Heights	99	60
Craigmore	93	0
Leabrook	106	8
Malvern	75	5
Marion	159	37
Mitcham	117	0
Mount Gambier	96	0
Murray Bridge	96	0
Paradise	132	10
Port Elliot	92	4
Westbourne Park	121	0
<b>Total</b>	<b>1,286</b>	<b>124</b>

\*Number of approved residential aged care places \*\*Number of units or apartments



Community services range from once only contacts for information and advice, short term rehabilitative, restorative and reablement services and longer term group or one-to-one support.

Demand from people living at home in the community for high care increased. This was evident throughout 2020-21.

The most significant focus was accommodating the 32% growth of Home Care Packages in a de-regulated market for home care.

Such growth provided opportunity for development and expansion, with new offices opened at Berri, Gawler,

Goodwood and Goolwa. The Millicent office moved to larger premises.

The COVID-19 pandemic and our response was an ongoing focus in community services delivery. During the year, clients fluctuated in their engagement with services. A considerable challenge was to provide confidence to clients that it remained safe to receive services in their homes.

As 'COVID-normal' life continues, client confidence has returned, as many take up the option of vaccination.

*Above: Mr Harold Ball (100), who is supported to live independently in his own home by Resthaven Limestone Coast Community Services.*

### Resthaven Community Services clients as at 30 June 2021

Resthaven Service	No. of Clients
Community Respite Services	587
Limestone Coast Community Services	559
Marion Community Services	1,707
Murray Bridge, Hills & Fleurieu Community Services	1,279
Northern Community Services	2,376
Onkaparinga Community Services	1,025
Paradise & Eastern Community Services	2,025
Riverland Community Services	478
Western Community Services	972
<b>Total</b>	<b>11,008</b>

## Regional Assessment Service

The Regional Assessment Service forms part of MyAgedCare, eligibility and assessment. It celebrated ten years of operation in November 2020 (pictured below).

The operation of the Regional Assessment Service (RAS) requires a separation of business functions for Resthaven, which is achieved through Agedcare Alternatives.

Enquiries to Resthaven Agedcare Alternatives information service by Volunteer Options Guides included **1,676** telephone or face to face enquiries, and **2,295** website contacts.

The most common enquiry type related to home support options.



*Above: Agedcare Alternatives Volunteer Options Guides, Grant Lauritsen, Anne Nosworthy, and Paul Carberry, with ACA Coordinator, Mark Trebilcock (2nd from left).*

# Our Community

## Innovation from Adversity

Staff rose to the challenge of COVID-19 restrictions, adapting and individualising services to ensure that high quality support continued to be delivered, albeit in an ever-evolving and unprecedented aged care environment.

Innovations and activities included:

Rollout of iPads at all residential aged care homes to enable digital communication with families

Visiting windows for families to safely visit loved ones in residential care during periods of mandatory government visitor restrictions

Introduction of 'activity packs' for clients living independently in their own homes in the community.

Adapted group programs at several Resthaven Community Services locations, with 'in-reach' wellness program packs delivered to client homes

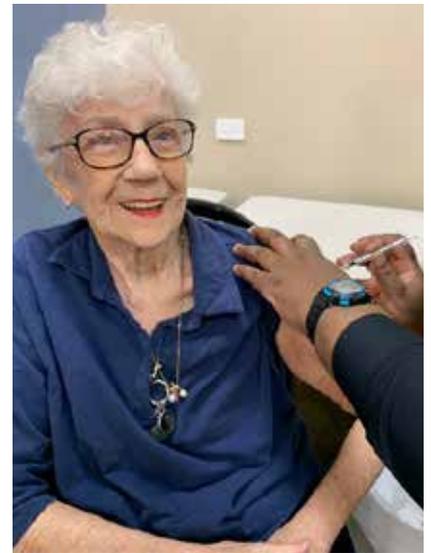
Remote connection programs with schools, including handmade cards and letters from children to residential homes in place of in-person visits

Theme days introduced at Resthaven Marion, Craigmore, Leabrook and Aberfoyle Park, with staff and residents dressing for the occasion

Ministerial announcement relating to ease of visiting restrictions at Resthaven Malvern, November 2020

Annual Resident Christmas Luncheons held in adapted format, with small group events held in individual site areas at all residential homes

COVID-19 'in-house' vaccination clinics for residents held at all Resthaven residential aged care homes from February-June 2021, with more than 80% of residents choosing to receive a vaccination.



**Top left:** Mrs Patricia Mackey with her 'Easy Moving at Home' pack supplied by Resthaven Marion Community Services.

**Top right:** Mrs Oriole Beaty of Resthaven Marion receives her COVID-19 vaccination.

**Above:** Mrs Janet Ralph of Resthaven Westbourne Park, keeping in touch with her family via the site iPad.

**Left:** Our Social Activity Packs have been popular with Community Services clients.

**“Resthaven has helped me and my extended family feel supported and has taken great care of my mother during her stay at Resthaven Craigmore.”**

– Google review from a family member in Victoria



## Community Engagement



### Ian takes flight

On 17 March 2021, the Resthaven Community Respite Services 'Men About Town' and 'Just Fellas' groups featured on Channel Seven News, following a special trip to Parafield Airport.

The group (pictured at top being filmed by the Channel 7 cameras) visited to view and hear about the aeroplanes, and one lucky client, Mr Ian McCarthy (above), was taken up in the Pipistrel electric plane (making him the oldest person in Australia to do so) at 91 years of age.

In the climate of COVID-19, community engagement took an adapted form. Resthaven residents and clients supported their communities and charitable causes:

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Knitted blankets and scarves, personally delivered to the homeless on the streets of Adelaide (Resthaven Aberfoyle Park)

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Ten kilograms of bread tags collected and donated to charity, 'Bread Tags for Wheelchairs' (Resthaven Murray Bridge, Hills & Fleurieu Community Services)

---

Knitted teddies donated to the Red Cross (Resthaven Murray Bridge)

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Knitted clothing items for premature babies, donated to the 'Life's Little Treasures' Foundation (Resthaven Paradise)

---

As residential site tours were not permitted, the site films on the Resthaven website and YouTube channel proved their worth in showing the sites to 'visitors'. Views increased 200% this year.

*Top: The Resthaven Community Respite Services 'Men About Town' group wave to Mr Ian McCarthy as the plane takes flight.*

*Above left: Mr Ian McCarthy, in a Pipistrel electric plane, being wheeled out of the hangar to take off.*



Top: Resthaven Murray Bridge residents donate knitted teddies to the Red Cross.

Above L-R: Cynthia Dutschke (Home Support Worker), Colin Dutschke (client), and Jenna (Program Assistant) of Murray Bridge, Hills & Fleurieu Community Services with the 'Bread Tags for Wheelchairs' collection box ready to be donated.

**12** advocacy-focused opinion pieces by the CEO in The Advertiser 'Boomer' section

**271** positive media appearances, of which **263** were self-generated

**15** interviews on community and regional radio

**13** new or updated YouTube videos with **33,039** views (**200%** increase)

Increased social media followers: Facebook **2,730**, Twitter **1,056**, LinkedIn **2,569**

Total social media engagements:

**93,586** averaging **5.6** per post

**126,825** unique visitors to the Resthaven website, with **469,667** page views

# Consumer Feedback

**1,317** compliments

**782** complaints

**95%** of complaints resolved within **14** days

**12** Residential Services focus groups, attended by **181** residents, (*representatives could not attend due to COVID-19 restrictions*)

**533** participants completed housekeeping survey (**63%** residents + **29%** representatives)

**69** customer experience interviews conducted directly with residents (*or their representatives*)

**92** responses to residential respite survey (*post respite stay*)

**9** Community Advisory Group meetings, attended by **60** members

**12** Community Services focus groups, attended by **92** clients





## Working Together

Resthaven relies on a committed workforce in order to provide our essential services. We can't do it without them.

### Recognition

Each year, Resthaven recognises the ongoing commitment and dedication of employees and volunteers through appreciation awards.

At 30 June 2021, 128 employees were eligible to receive awards for 10 years of service or more, including four 35 year recipients. Unfortunately, due to the COVID-19 pandemic, the 2020 Staff Appreciation Awards, scheduled for July 2020, were cancelled. Gifts and certificates were instead delivered to each site via a 'Staff Appreciation Awards Tour' by the Public Relations team.

Volunteer 'Thank You' events were held in May 2021. There were 28 volunteers eligible for a service award, including one for 25 years and one for 30 years.

### Employee Health and Wellbeing

Demonstrating our ongoing commitment to employee health and safety, Resthaven's wellbeing program, 'RestFit', aims to build a healthy workforce through a range of health and wellness benefits and programs to staff.

These included:

---

Free influenza vaccinations

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Early Intervention Physiotherapy Program (310 referrals)

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Employee Assistance Program (2.8% usage rate)

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'Quit Smoking' rebate program.

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The Professional Development Fund supported 65 employees to attend Professional Development activities to support employee development and improved internal career pathway opportunities.

### Employee Engagement

Meetings are regularly held with the leadership teams and staff at each site to identify further opportunities to enhance employee engagement.

Preparation is underway for the next Climate Survey in September 2021.

### Workforce Development

Resthaven's Workforce Development Plan outlines strategies to attract and maintain a capable workforce, including mandatory training (99% completion rate).

Throughout the year, Resthaven continued to offer a range of employee development initiatives, including mentoring and leadership capability programs.

Nearly 300 students undertook a placement with Resthaven. 35 students were later employed.

## Scholarships

Resthaven continues to fund university scholarships at all three main South Australian universities, to encourage the future aged care workforce.

Resthaven's scholarship program was initiated by the Board on the 75th anniversary of the organisation. It continues to identify undergraduate and postgraduate students in age related health.

In 2020-21, there were four scholarship recipients (two in Nursing and two in Occupational Therapy).

The Indigenous Scholarship criteria was reviewed to enable greater flexibility. This resulted in two Indigenous scholarships being awarded.

## Recruitment

The Recruitment team delivered a number of improvements that resulted in a better quality of candidate engagements.

Appointments in regional locations and skill shortage areas improved through targeted strategic marketing campaigns.

Assessment centres were introduced to recruit high volume roles. Recent changes include participation by hiring managers to reduce time to hire timelines.

During COVID-19 restrictions, innovative solutions to ensure the continuity of recruitment led to the use of online technology to manage candidate selection and functional assessments.

The culmination of improved practices, system remediation and renewed staffing led to the appointment of 832 staff throughout 2020-21.



*Above: Resthaven Paradise & Eastern Community Services clients, Mr Thomas Wood (100 years of age) and Mrs Una Wood (99), enjoy the sunshine in their back garden.*

*Opposite page: Amy Buckley and Mrs Mary Somerfield reading the newspaper together in the library at Resthaven Mount Gambier.*

## System Improvements

A project to work through improvements to the Recruitment pipeline was conducted between March and June 2021.

A new payroll system was introduced, to capture key compliance records and improved management and reporting.

An employee self service system, 'MyOwnPortal' (an Ignite program upgrade), was introduced in 2021, enabling employees to self-manage their own payroll and leave.

Another improvement was the creation of certification codes for Influenza and COVID-19 vaccinations, to track and report both internally, and to the State and Federal Governments.

*Right: Home Support Worker, Michael Waller, who is undertaking a traineeship with Resthaven Murray Bridge, Hills & Fleurieu Community Services.*

## Retention

To support employee retention, Resthaven's Board approved a discretionary retention bonus in early 2021 to all Resthaven staff who were not eligible for the Government-initiated retention bonuses for direct aged care staff, relating to the COVID-19 pandemic. Overall staff turnover was 23%.







## Volunteers

Volunteers are an integral part of Resthaven's workforce. The impact of COVID-19 highlighted the incalculable value of volunteering, at a time when social connections during visiting restrictions were even more important.

During 2021-21, visitor restrictions, density requirements, and mandatory

influenza vaccination resulted in a reduction in the number of volunteers, and the hours of volunteer support.

As a result, volunteer hours for 2021-21 reduced to **15,870**. The number of volunteers as at 30 June 2021 was **346**.

As pandemic restrictions ease, we look forward to welcoming more volunteers and re-engaging with others.

# Statistics

## Employees

**2,746 total employees**

**1,809** full time equivalent of whom:

**14%** full time, **51%** part time, **35%** casual

**832** new employees attended corporate induction

**297** student placements

**37** traineeships offered to existing staff to upskill

## Volunteers

**346** volunteers contributed a total of **15,870** hours

**303** in Residential Services

**33** in Community Services

**7** in Head Office

## Diversity

Resthaven's workforce comprises **25%** of employees from a Culturally or Linguistically Diverse background

**25%** of employees speak at least one language other than English

**65** languages other than English are spoken by staff

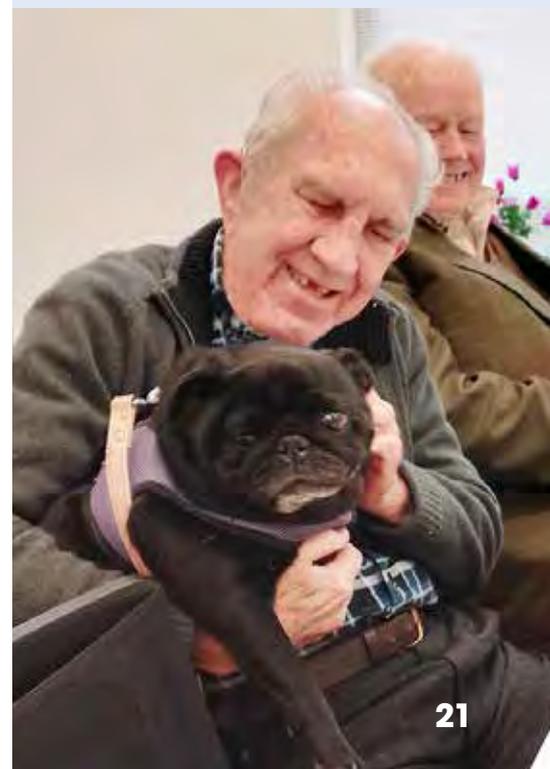


*Top:* Resthaven Malvern volunteer, Liz Scarce (right), was awarded an Order of Australia in June 2021 for her ongoing contribution to the community. She is pictured with resident, Mrs Shirley Kanally (left) and Lifestyle Coordinator, Felicity Tucker.

*Above:* CEO Darren Birbeck with volunteers at the Volunteer Thank you Event at Resthaven Paradise.

*Right:* Resthaven Riverland Community Services clients enjoy a cuddle with a visiting dog.

*Opposite page:* Mrs Elizabeth (Judy) Crafter chats with CEO, Darren Birbeck, at Resthaven Leabrook.





## Building Development

In August 2020, Resthaven Riverland Community Services relocated to the old State Bank building at 7 Wilson Street, Berri. The building provides increased office space and room for client wellness and group activities.

In response to increased demand for services, several new Community Services 'outreach' offices opened in 2020-21.

A new office opened at 5 King Street, Gawler, in October 2020, as an outreach of Resthaven Northern Community Services.

Resthaven Marion Community Services opened an outreach office in March 2021, at 131 Goodwood Road, Goodwood.

To accommodate growth, a new office was leased in June 2021 at 11 George Street, Millicent, as an outreach of Resthaven Limestone Coast Community Services.

A \$27m redevelopment of Resthaven Bellevue Heights, planned to commence in

2020, was deferred due to the continued COVID-19 pandemic. The works began in May 2021, and will continue for two years across a number of stages.

A \$37m redevelopment is in planning stages for Resthaven Westbourne Park. We will demolish and replace 68 rooms, and upgrade the entire site. It will take around two years to complete, starting in early/mid 2022.

As at 30 June 2021, negotiations are underway for the procurement of prestige retirement living village, 'On Statenborough,' located in Adelaide's eastern suburbs.

## Environmental Responsibility

Resthaven is committed to fulfilling environmental responsibilities, and complying with, or exceeding statutory requirements.

Environmentally friendly practices include use of solar panels, reticulated water for gardens, and energy efficient

lighting. Recycling management and waste minimisation strategies are standard at every Resthaven residential, corporate and community services location.

All new buildings incorporate environmentally friendly design. Redevelopments and refurbishments aim to improve the environmental impact of existing buildings.

In March 2021, consultants from a company called D<sup>2</sup> (D-Squared) undertook the process of gathering data to establish Resthaven's carbon footprint. Once data capture is complete, a strategy will be developed to substantially reduce Resthaven's carbon footprint.

The project will encompass residential, community and corporate sites.

*Above: Resthaven Bellevue Heights' \$27m redevelopment begins with demolition of the old units.*

*Opposite page: Personal Care Assistant Brock Mueller and Mrs Pauline Scott enjoy a chat in the gardens at Resthaven Mt Gambier.*





## 85th Anniversary



Many events planned for Resthaven's 85th Anniversary in 2020 were cancelled due to the COVID-19 pandemic. However, some were able to proceed, in adapted format and with significantly reduced numbers. Events included:

*Resthaven Western Community Services (July) Morning tea*

*Resthaven Craigmore (August) 'Show Day'*

*Resthaven Mount Gambier (August) 'Carnivale Day'*

*Resthaven Leabrook (September)*

'Celebration Day' with historical and memorabilia displays

*Resthaven Aberfoyle Park (October)*

'Theme Day: Dress as your favourite silver screen actor'

*Resthaven Community Respite Services (October)*

Social Group day at Dunlace Castle

*Resthaven Marion (October) 85th Anniversary art appreciation event with unveiling of handmade mosaic piece*

*Resthaven Paradise (October) Afternoon tea*

*Resthaven Mitcham (October) Garden Party*

*Resthaven Agedcare Alternatives Regional Assessment Service (November)*

Tenth Birthday/85th Anniversary afternoon tea

*Resthaven 85 Years of Outstanding Care (November) History book signing*





**Opposite page:** 1 & 2. Resthaven Marion 'Art Appreciation Event', 3. Resthaven Craigmore 'Show Day', 4. Resthaven Western Community Services morning tea. **This page:** 5. Resthaven Community Respite Services Social Group visit to Dunlace Castle, 6. Resthaven Leabrook 'Celebration Day'. 7: Resthaven Mount Gambier 'Carnivale Day'. 8: Volunteer, Bob Wharton, sings at Resthaven Mitcham's 'Garden Party', 9: Staff dressed in their 'silver screen' outfits at the Resthaven Aberfoyle Park 'Theme Day', 10: Resthaven Paradise afternoon tea.



Above: Resthaven Leabrook staff celebrate Harmony Day in March 2021.

## LOCATIONS

Resthaven services extend throughout metropolitan Adelaide, the Adelaide Hills, Murraylands, Riverland, Fleurieu Peninsula, Gawler, and the Limestone Coast.

## KEY CONTACTS

**Resthaven Community Services**

**1300 13 66 33**

E: [community@resthaven.asn.au](mailto:community@resthaven.asn.au)

**Resthaven Residential Services**

**(08) 8373 9113**

E: [accommodation@resthaven.asn.au](mailto:accommodation@resthaven.asn.au)

**Resthaven Retirement Living**

**(08) 8370 3756**

E: [retirement@resthaven.asn.au](mailto:retirement@resthaven.asn.au)

**Resthaven Volunteer Services**

**(08) 8373 9036**

E: [volunteer@resthaven.asn.au](mailto:volunteer@resthaven.asn.au)

**Resthaven Employment/Careers**

E: [careers@resthaven.asn.au](mailto:careers@resthaven.asn.au)



**Welcome care ... in your home or ours**

# RESTHAVEN SERVICES DIRECTORY

## Head Office

PO Box 327, Unley SA 5061  
6 Bartley Crescent  
Wayville SA 5034  
Phone **08 8373 0211**  
E: [headoffice@resthaven.asn.au](mailto:headoffice@resthaven.asn.au)

## Retirement Living

Independent retirement living is co-located with these Resthaven residential aged care homes:

**Resthaven Bellevue Heights**  
47 Eve Road, Bellevue Heights SA 5050

**Resthaven Leabrook**  
334 Kensington Road, Leabrook SA 5068

**Resthaven Malvern**  
43 Marlborough Street, Malvern SA 5061

**Resthaven Marion**  
12 Township Road, Marion SA 5043

**Resthaven Paradise**  
61 Silkes Road, Paradise SA 5075

**Resthaven Port Elliot**  
54 North Terrace, Port Elliot SA 5212

For all retirement living enquiries, phone **08 8370 3756**, or email [retirement@resthaven.asn.au](mailto:retirement@resthaven.asn.au)

**On Statenborough**  
Coopers Avenue, Leabrook SA 5068  
Sales enquiries: [office@onstat.com.au](mailto:office@onstat.com.au)

## Further Information

For more information about Resthaven's range of aged care services, phone **08 8373 0211**, visit: [www.resthaven.asn.au](http://www.resthaven.asn.au) or [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

**Agedcare Alternatives**  
*Free aged care information service*  
1/445 Fullarton Road, Highgate SA 5063  
Phone **08 8408 4600**  
E: [info@agedcarealternatives.net.au](mailto:info@agedcarealternatives.net.au)  
[www.agedcarealternatives.net.au](http://www.agedcarealternatives.net.au)



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[twitter.com/#!/Resthaven\\_SA](https://twitter.com/#!/Resthaven_SA)  
[youtube.com/user/ResthavenInc](https://youtube.com/user/ResthavenInc)

## Community Services

**Resthaven Community Respite Services**  
31/12 Township Road, Marion SA 5043  
6-8 Township Road, Marion SA 5043  
36 Sussex Tce, Westbourne Park SA 5041  
Truro Avenue, Kingswood SA 5062  
Phone **08 8198 2060**

**Resthaven Limestone Coast Community Services**  
17 Gordon Street, Naracoorte SA 5271  
Unit 914 Pavy Drive, Naracoorte SA 5271  
11 George Street, Millicent SA 5280  
15b James Street, Mount Gambier 5290  
Phone **08 8762 4389**

**Resthaven Marion Community Services**  
43 Finnis Street, Marion SA 5043  
131 Goodwood Rd, Goodwood SA 5034  
Phone **08 8306 4400**

**Resthaven Murray Bridge, Hills & Fleurieu Community Services**  
37 Swanport Rd, Murray Bridge SA 5253  
9 Rankine Street, Strathalbyn SA 5255  
50 North Terrace, Port Elliot SA 5212  
1 Loveday Street, Goolwa SA 5214  
Phone **08 8534 2600**

**Resthaven Northern Community Services**  
16 Gillingham Road, Elizabeth SA 5112  
5 King Street, Gawler SA 5118  
Phone **08 8259 5600**

**Resthaven Onkaparinga Community Services**  
3-5 James Clark Road  
Noarlunga Centre SA 5168  
Phone **08 8307 3700**

**Resthaven Paradise & Eastern Community Services**  
61 Silkes Road, Paradise SA 5075  
111 Hampstead Rd, Manningham SA 5086  
Phone **08 8154 8444**

**Resthaven Riverland Community Services**  
7 Wilson Street, Berri SA 5343  
Phone **08 8580 1400**

**Resthaven Western Community Services**  
96 Woodville Road, Woodville SA 5011  
111 Regency Road, Croydon Park SA 5008  
Phone **08 8345 0577**

Phone **1300 13 66 33**  
E: [community@resthaven.asn.au](mailto:community@resthaven.asn.au)

## Residential Services

**Resthaven Aberfoyle Park**  
100 Hub Drive, Aberfoyle Park SA 5159  
Phone **08 8115 1600**

**Resthaven Bellevue Heights**  
47 Eve Road, Bellevue Heights SA 5050  
Phone **08 8273 4400**

**Resthaven Craigmore**  
200 Adams Road, Craigmore SA 5114  
Phone **08 8288 4800**

**Resthaven Leabrook**  
336 Kensington Road, Leabrook SA 5068  
Phone **08 8139 6600**

**Resthaven Malvern**  
43 Marlborough Street, Malvern SA 5061  
Phone **08 8228 6300**

**Resthaven Marion**  
10 Township Road, Marion SA 5043  
Phone **08 8198 2000**

**Resthaven Mitcham**  
17 Hill Street, Kingswood SA 5062  
Phone **08 8378 8999**

**Resthaven Mount Gambier**  
24 Elizabeth St, Mount Gambier SA 5290  
Phone **08 8723 0911**

**Resthaven Murray Bridge**  
53 Swanport Road, Murray Bridge SA 5253  
Phone **08 8532 1969**

**Resthaven Paradise**  
61 Silkes Road, Paradise SA 5075  
Phone **08 8154 8400**

**Resthaven Port Elliot**  
3 Frederik Street, Port Elliot SA 5212  
Phone **08 8574 5100**

**Resthaven Westbourne Park**  
30 Sussex Tce, Westbourne Park SA 5041  
Phone **08 8228 6500**

**For all accommodation vacancies enquiries email:**  
[accommodation@resthaven.asn.au](mailto:accommodation@resthaven.asn.au)

**or call the Residential Accommodation Enquiries team on 08 8373 9113.**

**Visit our website**  
[www.resthaven.asn.au](http://www.resthaven.asn.au)

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