



Volume 30 Issue 4

November 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
The 'Little Things'	3
Strategy & Governance	4
Finance & Technology	6
Residential & Retirement Living	8
Clinical Services	9
Community Services	10
Service Development	12
Quality Systems	13
Policy Reviews	13
People & Culture	14
Work Health & Safety	15
Learning and Development	16
Agedcare Alternatives RAS	18
Volunteer Services	19
Staff Profile	20
Diversity	21
Out and About	22

## From the CEO

Hello everyone,

### COVID-19 Immunisation

This year continues to be significantly affected by the COVID-19 virus.

One of the best defences against COVID-19 is vaccination. It was a mandatory government requirement that all residential aged care staff had obtained their first COVID-19 vaccination by 17 September, 2021. All staff have now obtained at least a first vaccination. This is a wonderful effort, and I commend you all on your willingness to roll up your sleeves and get the 'jab' in an effort to protect our site communities.

In September, the Resthaven Board approved an incentive payment of \$50 for every staff member upon providing evidence of each COVID-19 vaccination. For those who are already immunised, this was paid retrospectively.

All in-home and community aged care recipients and workers, regardless of age, can receive either the Pfizer, Moderna or AstraZeneca vaccine.

People who receive or who work in community aged care can book an appointment through the COVID-19 Vaccine Clinic Finder at primary care clinics.



These include GP clinics, pharmacies, Commonwealth Vaccination Clinics (GP respiratory clinic), or Aboriginal and Torres Strait Islander Community Controlled Health Services or at State and territory vaccination clinics. Workers are prioritised to receive a booking. They can also be prioritised for 'walk in' appointments at SA Health Centres.

Call the dedicated COVID-19 Helpline on 1800 020 080 (aged care workers select option 4) for any questions about vaccination and for assistance on how to book an appointment.

### An Evening at the Adelaide Zoo

To show our appreciation of the hard work undertaken by staff, and as thanks for your efforts in supporting our residents and clients, Resthaven will host several evenings at the Adelaide Zoo: Sunday 31 October, Friday 12 November, and Thursday 16 December.

We had hoped to offer this outing at the zoo last year as a very special 85th anniversary event.

*Continued page 2...*



# From the CEO (continued)

However, the COVID-19 pandemic and 'circuit breaker' lockdown meant that it was cancelled. This year, we are hopeful that, with strong vaccination rates, we will be able to proceed.

Regional events have been organised for those staff not able to go to the zoo.

If you have not yet booked your zoo tickets, there are still places available for the 16 December event. For details, please email [resthavenzooevent@resthaven.asn.au](mailto:resthavenzooevent@resthaven.asn.au)

## Board Update

The Resthaven Board has oversight of governance issues. We are privileged to have a well-qualified and diligent board.

Deputy President Ben Sarre has recently been appointed as Executive Officer of The Cottage Homes Incorporated (TCHI). Given the similarity between the objectives of TCHI and Resthaven, Ben has tendered his resignation to the Board. We thank Ben for his significant contribution over many years to the governance of Resthaven.

## Thank You for Having Your Say!

Resthaven's workforce is vitally important to fulfil our mission of supporting older people and their carers. We know that personal fulfilment is the primary reason people work for not-for-profit organisations such as Resthaven.

Work location and enjoying the camaraderie of co-workers are the next most important motivators, with job security and a sense of vocation in

doing essential work also key influencers.

To assist us in ensuring that Resthaven is truly a great place to work, in September, Resthaven conducted the biennial employee engagement survey of all staff to gain an understanding of our "employee climate".

As in previous years, the survey was conducted by external consultants, Better Practice Australia (BPA), to give us a benchmark as to how Resthaven compares with other providers nationally. Thank you for taking the time to have your say.

I am pleased to advise that, of 2,595 employees, we received 1,663 responses. That's a response rate of 64%, which is outstanding. The preliminary results from BPA Analytics show that Resthaven has a Culture of Consolidation.

Well done to everyone who contributed and provided feedback on how we can continually improve Resthaven services and support. Your feedback is critical to help Resthaven grow and continue to be an employer of choice.

I look forward to reviewing the results and reading your responses on what is going well and also on areas where we can improve.

We will also identify and provide details of the top four sites with the highest response rate. These sites will each receive a \$500 prize to go towards a Christmas celebration with staff.

BPA Analytics have analysed and collated the results independently, and sent the final reports to Resthaven in late October.

We presented these results to the Program Managers at the October Conference, with individual site reports to be issued to Managers in early November. Once the reports have been reviewed, results and action plans will be developed for each team to respond to your feedback and continue to make Resthaven an even greater place to work.

## Award Win

Resthaven was proud to be announced as a finalist in three categories at the 2021 Aged Care South Australia (ACSA) awards:

- Provider of the Year
- Employee of the Year (Leanne Lawrence)
- Volunteer of the Year (Janet Hill, Resthaven Aberfoyle Park).

I am delighted to announce that, whilst we were not successful in the first two categories, Janet Hill was named as Volunteer of the Year (see more on page 21). Congratulations, Janet!

Janet is one of many volunteers who make a real difference every day at Resthaven.

## Finally...

As we approach the end of what has been another year characterised by the COVID-19 pandemic, we can look forward to greater freedoms as vaccination rates reach critical mass levels.

Thank you for all that you do to bring happiness and joy to the people in our care. You make a real and tangible difference in people's lives.

My very best wishes for the festive season,

**Darren Birbeck**  
*Chief Executive Officer*



# The 'Little Things'

The 'little things' that staff do across Resthaven every day make a big difference! This has inspired the 'little things' project. See details on page 5.

Here are just a few stories of 'little things' making a big difference. Look out for posters about this initiative in staff rooms in the coming months, and ways to share the little things you do that make a big difference to the lives of people we care for.

## Zora Peric, Resthaven Northern Community Services

'I provide a shopping list in Serbian and English for a Serbian speaking client. The client ticks the item in Serbian and the staff can read the product marked next to it in English. The client can choose what she likes, and overcome the language barrier.'



## Jan Pederson, Resthaven Marion

'I make sure residents have natural light and fresh air in their bedrooms. I open their curtains and tie them back. Weather pending, I make sure I open windows in their bedrooms and the corridors, to ensure they have fresh air.'



## Leonie Freidenfelds, Resthaven Community Respite Services

'I assist my client to remain independent and maintain her lifestyle. When, on the odd occasion the client hangs a piece of clothing on the line, she always comments on having matching pegs. I have never been asked to do this, but I know it is important to her, so I also use matching pegs! Everything about the visit is about what the client wants and doing it her way.'



# Strategy & Governance

Hi everyone,

I can't believe that this is the last 'Staff Link' of the year!

Our small team has a lot of good things happening at the moment. See Jasmina and Stacey's sections on pages 13 and 19 for further updates.

## Royal Commission and Resthaven's Governance Framework

Many of the legislative changes relating to the Royal Commission are in the process of being implemented. Things are moving fast! Increased requirements in relation to governance in aged care are a key part of the Royal Commission recommendations.

Resthaven is fortunate in that our Board and Board Governance practices already meet the majority of the new requirements.

One major change is a new requirement which means that Resthaven's Board Members are likely to have to attest to the quality of Resthaven's systems and processes, and the care and support provided to our customers. The Strategy and Governance team have been working closely with the Board Governance Committee to revise the Governance Framework to support them through this process.

A new Governance Framework and Operating Model has been drafted that supports this process, which will be approved and released in late November.

## Legislation Updates

Did you know there are more than 250 items of legislation that govern aged care? It's a lot! There are more than 3,954 (and counting!) obligations that Resthaven needs to fulfil as an aged care provider – that's also a lot!

It is a massive system. We have been cataloguing our obligations to help make it easier and more sustainable to manage our governance and compliance processes, and provide positive assurance around our compliance with them.

We continue to work on streamlining the processes around legislation change, to make it easier to manage through the volume of changes that are underway as part of the Government's response to the Royal Commission.

## Continuous Improvement (CI) Tools and Processes

Continuous Improvement (CI) is something that Resthaven is very committed to. It is a critical part of meeting our requirements under the Aged Care Standards.

Being able to easily manage and report on CI initiatives has been something that Resthaven has grappled with for awhile. We are partnering with Community and Residential Services to revisit our CI processes to see if we can develop tools to make it easier for us to capture CI initiatives, and to manage those good ideas to good outcomes for our residents and clients.

Requirements for a new tool have been drafted, and are being reviewed with the working group. Thank you to Lynn Openshaw, Sue Dahl, Sonja Dillon, Mark Bednall, Simon Blair, Leah Wills, Lee Bennetts and Zambica DeGeorge for being part of this collaboration, and supporting this initiative in amongst the many other demands you have.

## Business Intelligence

We are currently working with the Resthaven ICT team to put in place a Business Intelligence platform that will help make it easier to compile and report on data.

There is demand for this functionality across the organisation, as it will save administration time in manually compiling data and generating and distributing reports.

It will also increase accessibility to data, and will help Resthaven meet the ongoing and increasing reporting requirements to the Commission, and across the sector overall, with less effort.

A Project Brief has been prepared, and requirements are being developed in conjunction with ICT. We expect to seek a partner to support this implementation at the end of November.

This is an exciting project that we expect to have implemented by the end of this financial year.

*Continued opposite page...*



## Customer Experience

Resthaven's customer experience working group was established in 2018 to support the customer experience related recommendations from the Ignite Program. The group has delivered some great initiatives since then, including a wholesale review of customer engagement materials across the organisation, and improvements to Resthaven's website.

The final initiative from the group is a wonderful celebration of Resthaven's amazing people, celebrating the many thoughtful, important and impactful things our workforce does every day to make a real difference to the people we care for and support. We want to share great stories of the 'little things' that people across the organisation do to make a difference. We also provide some simple tools and support to help us continue to celebrate and share these stories over the coming year. We hope it does justice to Resthaven's wonderful people. Check out a couple of Resthaven's 'little things' stories on page 3.

I would like to thank Lynn Openshaw, Julie Johinke, Kelly Geister, Grant White, Angela Snowball, Jasmina Borsic, and more recent members, Stacey Thompson and Stuart Warwick, for their passion and commitment to customer experience at Resthaven, and for all they have done for the organisation as part of the Working Group. The Executive Team will agree on the customer experience initiatives for the organisation as part of the Strategic Planning process moving forward.

## Whistleblower Policy

Resthaven is committed to high standards of conduct, integrity and ethical behaviour. To maintain these standards, we encourage and support everyone to prevent and identify any wrongdoing. If you have a serious concern about a wrongdoing:

- Speak with your Supervisor or Manager, or
- Speak with the Executive Manager People & Culture, or
- Call the Independent Support Line for confidential advice on 1800 951 055 (8:30am-5:30pm).

For counselling support, contact Access Programs on 1300 667 700 or by visiting their website [www.accesssa.com.au](http://www.accesssa.com.au)

## Pastoral Care

Resthaven is very fortunate to have a team of Chaplains who work across our residential sites. I always feel personally very fortunate to work with our Chaplains. They play a key role in supporting residents, families and staff to work through significant change, grief and loss, as well as worry, anxiety and loneliness, and other 'big' questions or concerns in life.

The Chaplains are available to listen confidentially to the experiences of residents and staff and offer support, comfort and genuine pastoral care.

Please feel free to reach out to the Chaplains if you need a chat, a friendly face or a confidential ear, or think that a resident might benefit from their company too.

The Chaplains are wonderful people who are practiced in the selfless art of good listening.

The newest member of the Chaplaincy team is Dr Samson Asirvatham, who joins us following Rev Dr Trevor Whitney's retirement earlier this year.



Samson is Coordinating Chaplain at Resthaven Craigmore, and does a fantastic job of providing relieving Chaplain support across many of our sites. Please say hi if you see him about!

## Thank You

Thanks for all you do for our organisation, and all of the people we support.

May you find some time to relax and enjoy yourselves with your loved ones through the course of the festive season. We hope that the new year is kind to you, your friends and families.

Take care,

**Erika Comrie**  
Executive Manager, Strategy & Governance



“

The time is always right to do what's right.

**Martin Luther King Jnr**

”



# Finance & Technology

## Building Services

### Resthaven Bellevue Heights

On Friday 17 September 2021, a 'turn the turf' ceremony was held at Resthaven Bellevue Heights, to officially mark the beginning of the \$25 site redevelopment.

The 'first sod' was turned by Resthaven Deputy Board President, Ben Sarre, and Manager Residential Services, Mandy Micallef. The ceremony was also attended by various Resthaven Managers and Executive (pictured right), and representatives from Builder, Sarah Constructions, and Architects, Brown Falconer.

The redevelopment includes the replacement of 32 rooms, extra landscaping and car parking, and refurbishment across all areas of the home. The works will continue over two years, and are scheduled for completion in May 2023.

### Resthaven Westbourne Park

Planning consent has now been granted by Mitcham Council for the redevelopment of Resthaven Westbourne Park. Onsite engagement with staff and residents will commence shortly, along with detailed design of the scheme. It is expected that works will commence in March 2022.

### Resthaven Murray Bridge, Hills & Fleurieu Community Services: Victor Harbor

A new office and house have been leased in Victor Harbor, as outreach locations for Resthaven Murray Bridge, Hills & Fleurieu Community Services. The office is located at unit 5 in the Harbor Traders Complex, between Victor Harbor and Encounter Bay.



Above: Ben Sarre (Deputy Board President), Tina Cooper (Executive Manager Residential and Retirement Living), David Norton (Executive Manager Finance and Technology), Kelly Geister (Senior Manager Residential Services), Darren Birbeck (CEO), Mandy Micallef (Manager Residential Services) and Emmet O'Donovan (Manager Building and Capital Projects).

Planning is now underway to upgrade this space to serve as an administration area. The house, located on Victoria Street, will be refurbished to provide day respite and overnight respite. It is anticipated that the office will be open by the end of 2021, and the respite service in early 2022.

### Carbon Analysis Project

The first step of the Resthaven Carbon Analysis Project is to establish rooftop solar across Resthaven. This project will undertake a feasibility analysis, and draw up the scope for sites. Other strategies are being considered for further analysis from a time/cost perspective.

### Project Ignite

It has been another productive period for Ignite.

### Enterprise Resource Planning (ERP)

The project team are conducting information sessions and developing training systems for the Procure-to-Pay project. Roll out is planned for early 2022.

Corporate credit cards and the use of ProMaster continue to be rolled out across Resthaven.

### Community Services Project

Phase 1 of AlayaCare has been successfully implemented at 7 out of 10 Resthaven Community Service locations, with the final three sites to be completed soon. Positive feedback has been received about significant improvements and efficiencies.

The project team continue to work on the configuration of Phase 2, with a small pilot recently completed at Resthaven Western Community Services. Feedback provided by the Home Support Workers who participated was invaluable, and will be incorporated into future design, development and training. The Project team extend their thanks to all staff involved.

The Phase 2 main pilot is scheduled to commence at Resthaven Western Community Services in early 2022.

### Residential Services – Electronic Medication Management Solution

The project Steering Committee selected 'BestMed' as the electronic medication management system (eMMs) at all residential homes.

'BestMed' is in use at hundreds of aged care facilities across Australia. Along with other benefits, the system will enable communication between doctors, pharmacy, and Resthaven staff, with real-time access to medication records.

Resthaven Leabrook will be the first site to pilot and implement the eMMs. The project team have started planning the rollout and training for remaining residential sites, which will commence in 2022.

*Continued opposite page...*



# Finance & Technology (continued)

## Payroll Project | Employee Self Service | Leave

With self-service capability embedded throughout Resthaven, we are now focused on enabling self-service for leave for all employees. We have piloted self-service for leave at Resthaven Craigmore and Resthaven Western Community Services, and are planning second trial sites over the coming months.

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



**David Norton**

*Executive Manager,  
Finance & Technology*

## Information Communication Technology (ICT)

### Staff News

We are currently recruiting for a number of roles in ICT, and we have recently secured some talented new people: Priyanka Sharma (IT Systems Trainer), Vivek Sannathadka (Senior Core Application Systems Analyst), Cecil Rajudcosta (Lead Integration Analyst/Developer), Jon Holloway (Application Support Officer), and Joyal Vachhani (ICT Customer Support Officer). Meena Sharma will take on the role of Senior Core Application Systems Analyst from November.

We have farewelled ICT Customer Support Officer, Daniel Ware. We thank Daniel for his contribution, and wish him all the best.

## New Initiatives

A number of key initiatives have been progressing.

### Visitor Management System:

The Visitor Management System is fully operational and has been deployed to all residential sites. Larger screens have been introduced as part of the rollout. The next phase for this initiative is the introduction of a staff only check-in version of the system.

### Resident Wifi and Phone Project:

Slow progress has been made on this project due to resource and equipment constraints. The next site to go live will be Resthaven Murray Bridge in November 2021, followed by Resthaven Marion, Paradise and Leabrook over the remainder of the year.

**Nursecall System Project:** We are looking to do some site visits for two of our preferred solutions in late October 2021. We plan to progress to a pilot in 2022.

**CCTV Project:** We have been working with AMA Security and TAF Cabling to design and ready our first three sites for the new CCTV Solution. Resthaven Leabrook has been selected as our pilot site and cabling and system readiness will commence at the site in late October 2021. Unfortunately, securing essential equipment is proving difficult in the current climate.

### Mobile Device Management (MDM) Project:

We are working with our MDM provider, Azentro, to ready the MDM solution. We have changed the software to take advantage of the Microsoft MDM solution 'Intune', as part of our Microsoft licensing. The first significant rollout of the new MDM will be for new and replacement phones at community sites.

Again, we have had some constraints around being able to secure the required equipment for the rollout, but are planning rollout in November 2021.

**Microsoft Project:** We recently migrated away from 'Zoom' to 'Teams' for our video conferencing requirements. We have also moved our Exchange/Outlook environment to a hybrid cloud environment. We aim to bring all those people who use a digital device into our Microsoft environment in 2022. This would see all our people share in the benefits of collaboration, communication, and document exchange in a standard way.

### Swift Entertainment Solution:

We recently signed on with Swift Entertainment to bring their Aged Care Entertainment System to our organisation. Swift replaces the old Movielink System operating at Resthaven Craigmore and Mount Gambier. The Swift System is designed for residential aged care and is a vast improvement. We hope to have at least one site up and running before the end of 2021.

### Secure Text Messages from Resthaven:

For increased cyber security awareness, and to protect you, all official Resthaven Head Office messages will now display the following URL:  
[comms.resthaven.asn.au](http://comms.resthaven.asn.au).

There will also be an individual code on the end for each unique message. For example: comms.resthaven.asn.au/AKMhrKS.

These links are safe for you to click on.



**Stuart Warwick**

*Senior Manager, ICT*



# Residential & Retirement Living

## Accreditation

In September, Resthaven Murray Bridge underwent an unannounced visit from the Aged Care Quality and Safety Commission. I am pleased to say that we have received the completed report and were compliant in meeting the standards assessed. Well done.

## Staff Welcomes

We welcome Raman Randhawa to the Care Coordinator role at Resthaven Leabrook, following Annie McColl's move to another aged care provider. Raman has been the Clinical Nurse (CN) at the home for the last year.



We welcome Sarah Markham to the Care Coordinator role at Resthaven Mitcham. Sarah was also previously working as the site CN prior to her appointment.



Amy Davey has been appointed to the Care Coordinator role at Resthaven Mount Gambier, covering the maternity leave of Sam Shaw. Amy has worked in the role of Regional Clinical Educator at Resthaven Mount Gambier for the last year.



These three appointments of existing staff provides great continuity of care for residents.

Rhianna Dal-cin, a new starter, has been appointed as Care Coordinator at Resthaven Marion. Welcome to Resthaven, Rhianna.



Finally, we sadly farewell Mandy Micallef from her role as Manager Residential Services at Resthaven Bellevue Heights. Mandy has been an integral part of the residential leadership team, and she will be greatly missed. I thank her for all of her contributions as well as wish her the very best for her future endeavours.

One of our Relieving Managers will cover the vacancy whilst we seek to fill her position.

## Blankets for the Homeless

Residents at several Resthaven residential sites have created warm, knitted blankets to donate to the homeless. The Resthaven Aberfoyle Park community have been knitting the blankets for several years, hand-delivering them to people on the streets of Adelaide, most recently in September (pictured right).

At Resthaven Malvern, the blanket-making began more recently, but they have already made three large blankets (pictured above) and have plans for more.

These will be delivered to the Hutt Street Centre for Christmas.

Well done to our site teams for these thoughtful and generous initiatives, giving back to the community.



**Tina Cooper**

*Executive Manager,  
Residential and  
Retirement Living*

*Above: Mrs Joyce Thomas, Mrs Shirley Kanally, and Mrs Ruth Osborn (100) of Resthaven Malvern.*

*Below: Resthaven Aberfoyle Park Lifestyle Coordinator, Nav Kaur, and volunteer, Linda, deliver blankets on the streets of Adelaide.*





# Clinical Services

## Staff News

We welcome Suzanne Bull to the role of Clinical Nurse, Clinical Services.



Suzanne comes to Resthaven with more than 30 years' experience as a community clinician with a specialty in wound care. Please make her welcome when she visits your site.

In September, Leanne Lawrence's title changed to Clinical Practice Lead.



Leanne was key in developing the Pressure Injury prevention project at Resthaven Marion, which was then applied to Resthaven Mount Gambier with great effect. Over the next 12 months, Leanne will work with the rest of Resthaven's residential sites to apply and embed the proven principles of this project.

In recognition of Leanne's clinical mentoring expertise and support of both residential and community services sites, Leanne was nominated in the 2021 ACSA Aged Care Awards, for 'Employee of the Year'. She was honoured and excited to represent Resthaven. Well done, Leanne!

Finally, please note that Palliative Care Nurse Practitioner, Peter Jenkin, is on extended leave. Karen Gregory will be available within her current scope of practice as Clinical Nurse Palliative Care.



**Merridy Baylis**

Senior Manager  
Clinical Services



### 'Happy to be home', says Clinical Nurse, Miriam

On 11 October, Miriam Bayhon was welcomed into her new role as Clinical Nurse at Resthaven Mitcham. However, she is not a new starter; Miriam previously worked at Resthaven Paradise as a Personal Care Assistant and Enrolled Nurse.

Since her time with Resthaven, Miriam, pictured above at Resthaven Paradise in 2011,

has worked in both not-for-profit and for-profit aged care providers, and is excited to bring her breadth of knowledge to her new role.

Miriam says, 'I already know Resthaven from a care perspective, so it will be great to be the one making these decisions and assist residents in that way. Resthaven is home to me - I am excited to be back!'

### Government Payment for Registered Nurses

#### Registered nurses working for the same aged care provider for 12 months will be eligible for a payment.

In the 2021-22 Budget, the Australian Government announced a payment for registered nurses working in aged care.

Full-time registered nurses can receive a payment of \$3,700, and part-time and casual registered nurses can receive a payment on a pro-rata basis. An additional payment may also be available in certain circumstances.

The payments will come into effect in late 2022.

Aged care providers will apply for the payments on behalf of eligible staff, then provide the payments to eligible nurses as part of their salary.

More information will be available in 2022.



# Community Services

The Community Services Business Plan 2021/22 has been released and is available on RestNet. Thank you to the 35 Community Services staff who contributed to the development of the plan, which will guide our work for the next 18 months. Make sure you take the opportunity to be part of your team's planning that follows.

## Staff News

Farewell and thank you to Chris Watson, who has been in the role of Community Services Project Officer for the past year. Chris has ably assisted in our Community Advisory groups, policy updates and many day to day support activities.

Resthaven Onkaparinga Community Services Manager, Manule Harpas, has advised me of his intention to retire in early 2022. Manule has been Manager at Onkaparinga Community Services for ten years, and has overseen huge service growth, a major site move, and has led his team through the complex range of aged care reforms. We will all miss Manule's positive and patient approach. I thank Manule heartily for his important contribution and resilient good humour.

I am very pleased to announce that Lee Bennetts has been appointed as Manager Onkaparinga Community Services.



Lee has been Manager of Resthaven Marion Community Services for the past 18 months, and is taking the opportunity to move back to Onkaparinga, where she worked as Assistant Manager for eight years.

Lee is a very experienced leader in aged care services, and brings her experience, and confident, organised approach to her work. She will commence in this role in January 2022.

## AlayaCare

The rollout of the new AlayaCare software is going well across Resthaven Community Services. Staff at Resthaven Western, Northern, Riverland and Limestone Coast Community Services are well established in the new system.

The Resthaven Community Respite, Marion and Onkaparinga implementation is underway. Resthaven Paradise & Eastern, and Murray Bridge Hills & Fleurieu Community Services follow in November. See page 4.

Thank you to all staff for your willingness to learn the new system and adapt to the changes.

## Expansion

Resthaven was awarded 20 new Short Term Restorative Care Packages, and these have commenced, primarily for regional areas. Additional respite funding of \$200,000 was awarded by the Department of Health for the new year.

Demand for Home Care Packages continues and Resthaven now offers more than 2,000 packages across all locations.

## Spread the Word

Due to ongoing service expansion, Resthaven is actively recruiting more Home Support Workers. Do you know someone? If yes, suggest they apply via the careers page on the Resthaven website. Visit [www.resthaven.asn.au](http://www.resthaven.asn.au), 'Current Vacancies'.

If you would like more shifts, please advise your supervisor. Unlike other providers, we pay for your travel mileage, and offer a range of other Employee Benefits.

## Reform

The Government continues with previously announced changes. We are currently implementing changes in CIM that relate to making claims for funding for Home Care Packages.

The Government is also introducing an HCP Assurance Program that will test provider compliance for the operation of HCP according to legislation. Make sure you are following the Resthaven HCP pathway on RestNet. If you have any questions speak with your Manager or Senior Manager. In particular, ensure all equipment purchases fit the guidelines, meet care goals and are well documented.

## Refreshing Respite

Informal and family carers are important partners in care for people supported in their homes, and often make the difference for successful outcomes.

Carers need our support and Resthaven is continuing to grow and strengthen our responses to carers.

*Continued opposite page...*



## Community Services (cont.)



Respite is critical to keeping carers resilient. We have embarked on a two year project to 'Refresh Respite' through our in-home, day respite and overnight respite program.

Tanae Ormsby has been appointed as Project Officer and will work with teams to identify improvements in systems, processes and program resources for respite services. The iSupport Research project with Flinders Caring Futures Institute will also be part of her role.

### Alexandra Cottage

A new day and overnight community respite cottage commenced operations in October at 61 Alexandra Avenue, Toorak Gardens (pictured above).

Thank you to Tania Petroccia, Heath Sumner and the Maintenance team for getting the house ready to go. It offers day and overnight respite for carers of older people.

### 'Making Minds Matter'

On 21 September (World Alzheimer's Day), Resthaven Onkaparinga Community Services launched their 'Making Minds Matter' (MMM) cognitive stimulation therapy program (pictured right).

Resthaven's evidence-based MMM program is designed to provide purposeful activities for older people with mild to moderate dementia. Using cognitive stimulation therapy principles, it involves physical and mental exercises and activities to stimulate thinking concentration and memory.

Resthaven Community Services offers the Making Minds Matter program across metropolitan Adelaide and in regional areas.

**Sue McKechnie**

*Executive Manager,  
Community Services*





# Service Development

## Internal Research Projects

Four Internal research projects were completed in 2020-21, with positive results for our customers.

### Communication Matters – Intercultural Communication Skills Training

This project tested the relevance and usefulness of "The Little Things" training kit, to support direct care staff from Culturally and Linguistically Diverse (CALD) backgrounds to better connect with older people during everyday interactions.

The training was trialled with Personal Care Attendants and Housekeeping Services Assistants, of CALD background at Resthaven Leabrook (17 staff), over two training sessions. Residents and the staff involved in the training were interviewed pre and post training to gain input, with positive outcomes and comments.

As a result of the positive outcomes, options for expanding the training to a wider staff audience are currently being developed.

### Retirement Living – Dressing for Success

This project investigated the reasons for a trend in reduced occupancy of Resthaven's retirement living units, then researched and trialled marketing and advertising strategies aimed at increasing occupancy. Strategies trialled with good outcomes included:

- Open inspections by appointment and on weekends
- Vacancy signs more readily displayed on main roads
- Increased advertising strategies
- Contracting a housing stylist to "style" apartments for sale
- New videography to support the campaign posted on social media/Facebook and Resthaven website.



In addition, the office of the Coordinator Retirement Living moved to a more prominent unit, which was styled as a display unit, for prospective residents. One of the styled rooms is pictured above.

Occupancy in the retirement living space significantly increased as a result of these initiatives.

### Prevention and Reduction of Pressure Injuries (PIs) in High Risk Residents

Building on Resthaven's excellent track record in managing PI's, and our commitment to continuous improvement, this project was undertaken at Resthaven Marion. The aim was to establish best practice for the early identification of pressure injuries (PIs), along with prevention, reduction in healing time, and reduction in reoccurrence. This was achieved through the application of PI management strategies used in the acute care sector, and the development of a risk matrix which was applied to all residents on the project site, identifying those most at risk.

Evaluation indicated reduced pain and discomfort for residents, and positive impact on staff workload. As a result of the positive outcomes, the PI prevention guidelines/ protocol will be implemented across Resthaven.

### Contemporary Community Respite Models

This project researched carer needs, as identified through internal (Resthaven) and external (Carers SA) surveys, and research provided to the Royal Commission.

In the Carers SA survey (over 700 respondents), 68% of carers had never accessed any carer respite or retreats. Carers' comments in the survey described substantial stress levels, and carers experiencing their own health challenges.

The report summarised the emerging and changing needs of older people attending centre-based programs: men are usually white-collar workers, and have minimal interest in tools or making things. Women within the age group are also well skilled, having been in the workforce. Hence, the whole demographic has changed.

The report and recommendations provided the basis for the 'Refresh Respite' project, which is being conducted by Project Officer, Tanae Ormsby, across Resthaven Community Services.

## New Projects

The following Internal Research Projects will be funded in 2021-22:

- Cleaning standardisation for residential sites
- Lifestyle programs to improve quality of life
- Prevention of Incontinence Associated Dermatitis (IAD) in high risk residents
- Volunteer engagement in Resthaven Community Services
- Attracting volunteers to Resthaven
- Identifying and trialling new options for customer feedback strategies in Community Services.

I look forward to working with the relevant teams to develop, implement and report on these projects.



**Lynn Openshaw**

Senior Manager,  
Service Development



# Quality Systems

Hi everyone,

## Staff News

I am very pleased to announce the appointment of Marissa Thompson to the position of Governance Officer. Marissa comes to us with extensive



experience in risk management, compliance, assurance, and governance. Some of her recent employers include SA Fire and Emergency Services Commission, as well as the Department of Human Services, where she led and prepared the NDIS registration renewal process. Welcome to the team Marissa!

## Encouraging Feedback

Resthaven welcomes and encourages all feedback. It is vitally important for us to know what things we are doing well, as well as the areas that require further improvement. Positive outcomes for our residents and clients are pivotal in everything we do.

Standard 6 of the Aged Care Quality Standards is 'Feedback and Complaints'. Resthaven's ideal outcome for customers in relation to this standard is: 'I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in process to address my feedback and complaints, and appropriate action is taken.'

All Resthaven staff and volunteers can receive feedback from clients, residents, families, or representatives. If someone gives you feedback, please remember these three key things:

- Listen:** Listen carefully and acknowledge someone's concerns. Repeat these back to ensure that you have understood.

- Respond:** If possible, assist and resolve the complaint (if minor, such as adjusting temperature or providing an alternative meal). Let the complainant know you will notify your supervisor about the feedback. Notify your supervisor or manager of the feedback received (even if resolved).
- Record:** Be clear about what you will do to resolve the complaint and provide timeframes. Your manager or supervisor should record the feedback received and contact the complainant.

Other ways to proactively seek feedback include conducting surveys. A residential services Lifestyle survey is currently in progress. You can also conduct interviews directly with residents or their representatives, using a set of questions to verify their experience with Resthaven as it relates to the Aged Care Quality Standards. The Quality Team is currently in the process of visiting all residential sites and conducting these interviews.

Feedback will be shared with site managers and with the senior residential management team.

The process helps us to provide assurance that resident needs are met, as well as to identify any areas requiring improvement.

We are also required to demonstrate outcomes for clients and residents as part of the self assessments we conduct in preparation for Accreditation (Residential Services) or Quality Review (Community Services), conducted by the Aged Care Quality and Safety Commission.

The self assessment provides assurance on how we meet the requirements of the Quality Standards, and whether there are any areas requiring further improvement. The assessment is currently underway for Community Services and for some Residential Services sites due for accreditation.

Thank you all for actively listening to our clients and residents and responding to their needs on a daily basis.

Until next time,



**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-01 & CAA-POL-01 Document Development and Management

### Clinical Practice Manual

- CPM 12 Restrictive Practice Free Approach
- CPM 16 Changed Behaviour(s)
- CPM 20 Death of a Resident Client

### Community Services

- CS-PRO-04 Client Services

### Residential Services

- RS-POL-03 & RS-POL-03 Documentation
- RS-PRO-02 Assessment Care Planning and Evaluation
- RS-PRO-04 Behaviour Support and Restrictive Practice Free Approach
- RS-PRO-05-01 Resident Incident Injury and Serious Incident Reporting
- RS-PRO-06 & RS-POL-06 Medication Management

### Work Health & Safety

- WHS-PRO-23 Noise Control



# People & Culture

## Staff Movements

We have experienced a number of staff changes, following the sad farewell of some staff.

Alison Adie, Senior Manager, People & Culture Operations, was an outstanding addition to the team and will be sorely missed. In Ali's place, I am pleased to announce the appointment of Judi Pettingill to the Senior Manager, People & Culture Operations role. Judi commenced on 25 October. Welcome, Judi!

Senior Payroll Officer, Darren O'Neill (below), retired after many years with Resthaven. We sincerely thank Darren for his time with us, supporting the extensive Payroll requirements of the Resthaven workforce.



After nearly a decade, Justin Burgess, Manager Work Health Safety and Injury Management has taken on another role with recruitment underway to backfill this critical position.

A contact listing of all P&C team members is on RestNet for your reference.

The Workforce Development function has been changed, with a new role of Manager Learning and Development created to take up critical organisational compliance requirements.

Congratulations to Karen Bennett, previously Clinical Education Lead, on her appointment to this role.



## Employee Climate Survey

THANK YOU to everyone who participated in the 2021 survey and provided feedback to help make Resthaven an employer and provider of choice. 64% of all staff responded to the survey, providing a rich source of information to consider. Results are currently being reviewed and we are aiming to provide details to each area from November.

## Professional Development

Are you aware of Resthaven's Professional Development Fund? You may be eligible for financial support to support your ongoing career development.

Many courses and workshops are eligible. Why not give it a go! Please speak to your manager or the HR team for further information and complete the Professional Development Fund application form (HR-PRO-40) from the RestNet.

## Casual Employment

There have been recent changes to the Fair Work Act that provide casual employees with the opportunity to convert to full time or part time employment.

Letters to casual employees who qualify for conversion are currently being issued, but we encourage anyone who is looking to pick up additional hours/ shifts to please speak with their Manager.

## Cashing Out Leave

Christmas is near, so if you are looking for extra cash, you may be eligible to cash out annual or long service leave.

Please speak with your manager or the Human Resources team for further information.

## Domestic Violence leave

Employees who are experiencing or escaping domestic/family violence are encouraged to advise their Site Manager in the first instance, for appropriate support to be provided.

## Finally...

Please welcome all our new employees, take care of them, and make them feel part of the team. By working together, we can continue to provide outstanding care and support for our residents and clients.

**Sylvia Powell**

*Executive Manager, People and Culture*



## Support for Staff

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](http://www.accesssa.com.au)



# Work Health & Safety

## Back & Shoulder Care

As part of the Resthaven Health and Wellbeing 'Restfit' program, the Work Health Safety and Injury Management (WHSIM) team, in partnership with the Public Relations team, have developed the Restfit BackCare and ShoulderCare initiative.

This initiative has been developed to assist with the prevention of manual handling incidents of employees in the workplace. It includes BackCare and ShoulderCare pamphlets and posters (pictured above right).

The BackCare and ShoulderCare pamphlets outline the 'Four Rules of Manual Handling' that should be applied to all situations where loads or people need to be lifted or transferred. These are:

- Assess** – Do you know how to perform the task? Is there a plan or work instruction? Do you have the equipment or resources to do the task? Plan for the unexpected, such as an unsteady resident, non-uniform or unstable load
- Look for support** – Roll or slide on a surface to avoid lifting. Equipment – chairs, lifters, trolleys. Fellow workers – team transfer
- Give it all you've got** – Use a wide stance to maximise effort and stability. Use whole body movements to share muscular effort. Move your feet in the direction of effort
- Love the load** – Keep loads close to your torso where safe to do so. Move with the load to keep control.

Stay safe!



## 'City to Bay' Cancellation

Unfortunately, the 'City to Bay' Fun Run will not go ahead in 2021. The Management Committee advised that, despite exhaustive efforts, the event has not been approved to proceed by the SA Health COVID Management Committee.

We appreciate those that staff who nominated in this wellbeing initiative, and we will continue to provide the Resthaven Team with wellbeing activities as they become available within the guidelines of SA Health advice.

For further information, please visit <https://city-bay.org.au/>

## Healthy Habits

October was National Safe Work Month – what better time to commit to building a safe and healthy workplace. As our efforts continue to ensure safety at Resthaven, let's take a moment to assess our safety, health habits and re-align our focus.

The last couple of years have been a challenge; with COVID-19, looking after our mental and physical health is more important than ever. Practicing meditation is a great way to achieve mental clarity and help bring us back to a calm and stable state. Techniques such as mindfulness, or focusing the mind on a particular object, thought or activity, are great ways to manage stress.

We are lucky that there are many meditation apps now available at our fingertips!

Consistency is key, and any exercise is better than no exercise. Your brain needs to be trained, just like a muscle. If you are new to exercise or meditation, remember that it takes time to master. Start off by doing a little and build from there. The hardest part of anything is often taking that first step!

With the weather warming up, it's a fabulous time to get out amongst nature, boost our vitamin D levels, and move our bodies. Take the dog for a walk, go for a swim, take the kids out to play, go for a hike, a dance class, a beach walk, or have a hit of tennis or golf! Exercise reduces the risk of heart attack, helps to manage weight, reduces blood pressure, reduces risk of diseases and illnesses such as type 2 diabetes, promotes stronger bone density, muscles and joints, elevates our mood/energy, and allows for better sleep patterns. The pros of exercise are endless!

If you're struggling, there's help available. The Employee Assistance Program (EAP) offers confidential help to Resthaven employees and family members who they reside with.

To contact the EAP, phone 1300 667 700 for a confidential chat, or access their website at: [www.accesssa.com.au](http://www.accesssa.com.au).

**David Manno**  
Safety and  
Wellbeing Advisor





# Learning and Development

As the new Manager of Learning and Development, I am very excited to share with you some recent changes in the Learning and Development Team—including our change of name! (see opposite page).

## Staff News

We welcome Belinda Stewart back to the team, in the role of Clinical Education Team Leader. Belinda will work with Clinical Educators to deliver training programs and assist in coordinating and implementing a very busy training schedule.



## Office Move

To accommodate growth within Learning and Development (L&D), and with Head Office at capacity, the L&D team will soon move to the empty office space above the Resthaven Malvern residential aged care home. This will give us access to the Leaker Room for training sessions, and is conveniently located across the road from the Malvern Learning Centre. The office space was previously used for Head Office staff, but was vacated in 2015 when Head Office moved to Greenhill Road, Wayville.

## Training Update

We continue to increase the number of mandatory training and Corporate Induction sessions, to keep up with the increasing numbers of new staff. This is largely due to the growth in Community Services.

We support Clinical Services to coordinate workshops on continence, wound management, and lifting.

We are also investigating the possibility of running mental health first aid training.

To keep up to date with the latest training offerings, visit the training calendar on the Restnet Learning and Development page. We encourage staff to book themselves into training, workshops, forums, and development days wherever possible.

## Student News

In September, sixteen Flinders University Nursing Students started placement with Resthaven. The next cohort should commence in November and December.

A number of other students are being supported at various sites, in a variety of subject areas. We are working closely with UniSA to create a career pathway into Resthaven for these students.

## Attract and Recruit

Recruitment staff continue to attend expos across South Australia to attract and recruit new staff to Resthaven. Recruitment Coordinator, Nathan Solly, is pictured (above) at the recent 'Engaging in Ageing' expo at Tailem Bend. See more on page 22.

We are working with Career Partners Plus on a project to recruit and retain six new Home Support Workers for Resthaven Limestone Coast Community Services, and three Personal Care Assistants for Resthaven Mount Gambier.

## Upskilling

Forty-six existing staff are being offered the opportunity to upskill through traineeships, either a Certificate III in Individual Support, or Diploma of Community Service. Ten new staff at our Community Services sites are embarking on, or nearing completion of, a Traineeship in Certificate III in Individual Support.

*Continued opposite page...*



## Learning and Development (cont.)

### Transition to Professional Practice Program

In September, we inducted five internal candidates into our Transition to Professional Practice Program (TPPP). A further candidate was inducted in October.

They attended an intensive 3-day orientation, and are now being supported at sites by trained mentors.

We are currently investigating how we might support a TPPP in Community Services, in partnership with the Australian College of Nursing.

### Enrolled Nurse Transition into Aged Care Employment

In the coming weeks, we will support seven Enrolled Nurses with clinical placement at Resthaven Craigmore, Paradise, Port Elliot and Malvern. A big thank you to these site teams for their support.

### Lifestyle Coordinators Development Day

On 23 September, sixteen Lifestyle Coordinators gathered to undertake the 'See Me, Know Me' campaign, provided through Meaningful Ageing Australia.

Staff enjoyed their day, with feedback received including:

'Thank you for an interesting and informative day. I took a lot away from the session. As a result [of this program], am going to try a different, more informal approach. I have also decided to use the question cards provided as a team building exercise with the Lifestyle team.'

Great job, everyone.



**Karen Bennett**

*Manager, Learning and Development*

## Home Support Career for Michael

Working as an aged care Home Support Worker has brought Michael Waller 'out of his shell' – and it's all thanks to a regional traineeship through Resthaven and Career Partners Plus. The Skilling South Australia project is an initiative of the South Australian Government.

Michael says, 'Before I worked in aged care, I just had all manual labour jobs. After that, I wanted something completely different that would challenge me. I applied for the pre-skilling program with Career Partners Plus in April 2021; these aged care traineeships are "jump starter" courses to get you into the industry. A few weeks went by, and then I had an interview up at [Resthaven] Murray Bridge Community Services for the Home Support Worker position – and the rest is history.'

Michael is loving his new job, saying, 'It's challenged me immensely, in a good way. Meeting new clients, building that rapport, it's been important.'

'In my day to day work, I do a lot of personal care, and domestic work – like shopping and house cleaning. I do a lot of social drives, where I take the client out and have lunch and a chat. Older people have a great sense of humour.'

'Each day's going to be different, each client is different.'

'It's a pretty good job – all I do is be helpful and involved in the community and I get paid to do it!'

Thank you for sharing your story, Michael.





# Agedcare Alternatives Regional Assessment Service

## Did you know...?

*Resthaven's AgedCare Alternatives Regional Assessment Services - a vital part of a client's aged care journey*

Operating at arms-length from Resthaven, the AgedCare Alternatives Regional Assessment Service is based at Glen Osmond Road, Frewville. It is part of My Aged Care, and is responsible for assessing clients for the Commonwealth Home Support Program. We have 40 staff, who take our clients through the whole process of being assessed.

The service covers the Metropolitan area, Riverland, South East, Hills Mallee and Fleurieu regions. Approximately 41% of the Home Support Assessments completed in South Australia are conducted by our service.

The RAS assessor is the first person from the Aged Care System to enter a client's home. Our clerical staff are an important first point of contact with a client.

They explain the assessment process, book the assessment appointment and ask the client key questions to ensure the safety of the Home Support Assessor in the client's home.

Our qualified Home Support Assessors conduct the Home Support Assessment face to face, in the client's home. Clients are welcome to have carers, family members and support persons present for the assessment. This holistic assessment takes about 90 minutes to complete.

The assessors develop a support plan with the client, based on their needs. It includes their concerns, goals, recommendations and referrals.

The Team Leaders support and lead a team of six or seven Home Support Assessors who cover one or more of our assessment regions. They also conduct assessments for the more complex or difficult client situations.

Our Program Assistants provide help to clients who need to change their support plan. They decide whether clients need a change in their support plan or a new assessment. They also conduct home support assessments when an assessor is unwell.



The team is also backed up by staff and volunteers in our Agedcare Alternatives Information Service at 1/445 Fullarton Road, Highgate, when clients' needs fall outside the aged care system or beyond Commonwealth Home Support.

Agedcare Alternatives offers a free face to face or phone information service about aged care options. Phone 8408 4666.



**Grant Edwards**

*Manager, Agedcare Alternatives RAS*

## Family Relationship Advice Line

The Family Relationship Advice Line is a national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation.

Anyone can call the Advice Line about family relationships. This includes parents, grandparents, children, young people, other family members or friends.

For more information, visit: <https://www.familyrelationships.gov.au/talk-someone/advice-line>, or phone the advice line:

**1800 050 321.**





# Volunteer Services

## Congratulations, Janet!



Join us in congratulating Resthaven Aberfoyle Park volunteer, Janet Hill, who, on Friday 22 October, was announced as 'Volunteer of the Year' at the 2021 Aged and Community Services Australia (ACSA) awards. This is a wonderful recognition of Janet's talents, skills and tremendous support.

Janet is pictured above with Lifestyle Coordinator, Nav Kaur, celebrating her well-deserved award win.

Janet shares her artistic talents with people living, working and volunteering with Resthaven Aberfoyle Park, and encourages creative expression of individuals and groups. Pictured are just a small sample of the many works created together. The corridors, walls, windows, event and activity spaces have never looked better, often adorned with themed and festive displays.

Mother's Day saw hundreds of handmade paper flowers on the windows, creating a kaleidoscope of patterns and colour reflected on the floors and walls. These formed an internal 'meadow' for all who strolled through (right).

In February, Paris came to Resthaven Aberfoyle Park with handmade paper flower creations, the Eiffel tower and champagne (below).

For each creation, there is a hive of activity, focus, determination and chatter, with each item created with residents and volunteers and enjoyed by even more.

Janet epitomises volunteering. We wish we could nominate all volunteers. This award is a celebration of volunteering and making a difference.

We thank Resthaven's volunteers for all that they do, and welcome new volunteers to our team.



**Stacey Thompson**

*Manager, Volunteer Services*





# Staff Profile: Michelle O'Dea

## Home Support Worker's Television Debut

Resthaven Northern Community Services Home Support Worker, Michelle O'Dea, uses her love of people to care for older people in their homes, and this year, she made her television debut!

Michelle features in Resthaven's new television commercial and print media. The campaign, 'Welcome Care', is a notion Michelle is all too familiar with through her work as a Home Support Worker.

'I think it is wonderful that Resthaven sourced the talent for this campaign from our staff. What an authentic way of promoting our services, and giving back to us in a special way,' says Michelle.

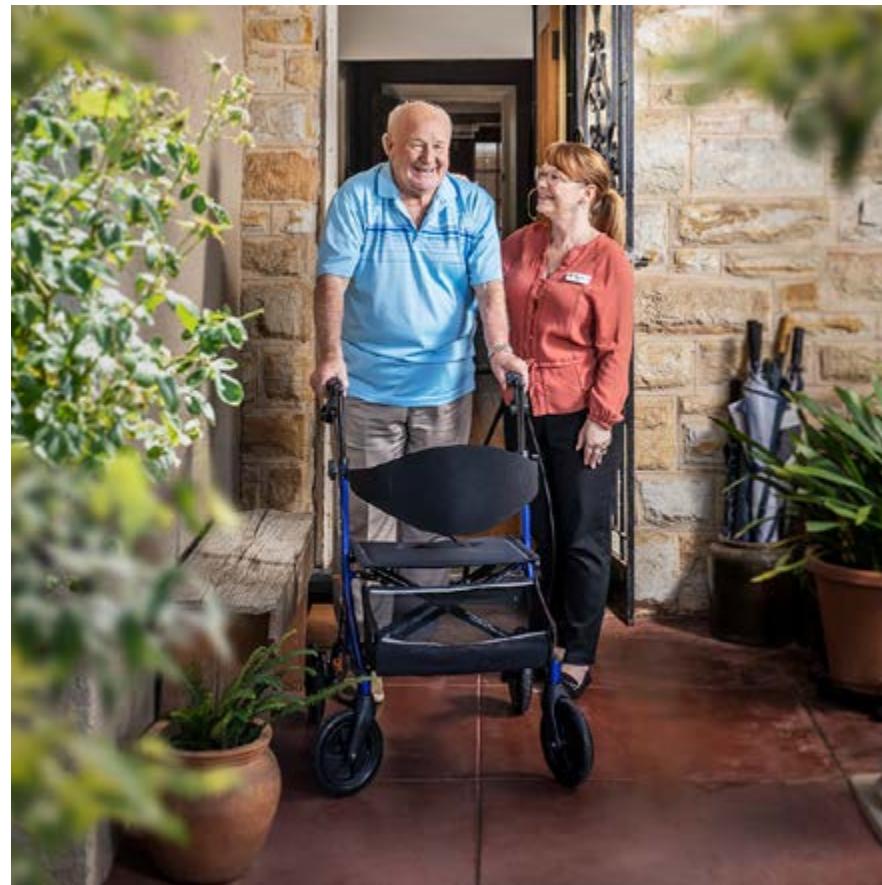
'We were all so thrilled to have this experience that many of us would never have had the opportunity to do otherwise.'

Aside from Michelle's television debut, her true passion is providing support to older people living independently.

'It is important that clients have the support they need to live at home for as long as possible. They are happier at home and I can see that keeping their independence generally helps them to live longer.'

'My favourite part about the job is being able to connect with all sorts of people with different backgrounds and helping them to have a great day and experience with Resthaven.'

Every day is different, depending on her client's needs, and every day, she makes a difference.



'Some days we could be out and about, shopping, or I could be taking them to a social event or to visit someone, other days I am helping with the cooking, laundry, and medication.'

'My role allows me the flexibility to work around my life, and when I am working, it often doesn't feel like work. Yes, I am kept busy, but I am being invited into someone's home, and the work I am doing is meaningful. There is nothing else like it.'

'Anyone can do this work, and at any age. I would recommend it to anyone.'

*Michelle is pictured above with Gerald, a paid actor from the recent Resthaven television commercial shoot.*

## United Nations Stand on Ageism

On 5 October 2021, the 48th session of the United Nations Human Rights Council adopted a substantive resolution on the human rights of older persons focusing on ageism and age-based discrimination. The resolution was co-sponsored by more than 50 Member States including Australia.

This resolution recognises the risks to rights for older people and the special protections that may be required. The resolution also recognises that ageism is one of the major impediments to the wellbeing of older people, and limits their rights to participate in society.

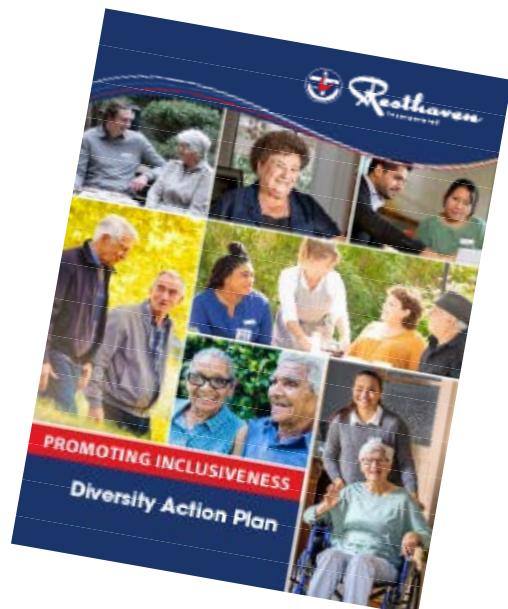


# Diversity

## Diversity Action Plan Achievements

In August 2019, the first Resthaven Diversity Action Plan was launched, demonstrating our continuous commitment to providing safe and inclusive services to people with diverse needs and life experiences. Achievements so far include:

- Acknowledgement of Country adopted at corporate inductions and key meetings
- Acknowledgement of Country and 'sexual orientation' and 'gender identity' included in our Diversity Statement
- Raising Resthaven's visibility to diverse groups through participation in LGBTI events, a Housing & Homelessness conference, information sessions for community groups, and site celebrations of significant days and events
- Development of a 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
- Events with a focus on diversity celebrated in physical form or online, such as Smoking Ceremony for NAIDOC week, wall of pom poms for Dementia Action Week, Poppy Power!, Harmony Week and IDAHOBIT Day
- Posts on Facebook/RestNet informing and celebrating culturally significant days
- Co-design of 'My life history' form with Community Services consumers to improve user experience and inclusivity
- Addition of accessibility widget on the Resthaven and Agedcare Alternatives websites
- Increased use of interpreting services, and requests for matching Resthaven bilingual staff with CALD consumers
- Information sessions to inform consumers about the diversity of lived experiences and specific needs of Resthaven's consumers, staff, and volunteers
- Testimonials and customers' life stories published on the Resthaven website and social media pages
- Diversity resources portal on RestNet developed to become an easily accessible resource for staff on a range of diversity characteristics
- Fact sheets developed on 'Diversity Groups', 'Lesbian, gay, bisexual, transgender and Intersex people' and 'Aboriginal and Torres Strait Islander people', with more to come
- All Resthaven sites provided with an LGBTI resource pack including 'You are a rainbow of possibilities' stickers, badges, note pads, information for LGBTI elders, fact sheets for staff/volunteers and posters
- Content reviewed to ensure training provided reflects the concept of cultural safety
- Partnership with COTA SA to deliver a series of 'Silver Rainbow' training to staff
- Diversity training provided through Corporate Induction, 'Diversity Group' sessions at sites, guest speakers from specialised service providers for diversity groups, training/development days
- Monthly 'Diversity Update' provided to Program Managers
- Finalisation of Resthaven's 'Welcoming LGBTI Older People' project, to review services and our responsiveness to LGBTI people
- Implementation of Resthaven Internal Research Project 'Communication Matters – Intercultural communication skills training', which included reviewing and testing 'The Little Things' training kit as a tool to support direct care staff to better connect with consumers in a more relational approach.



The Diversity Action Plan 2021-22 is available on RestNet, and will continue our journey to provide safe and inclusive services for all.

Thank you to all who contributed.

**Priscilla de Pree**  
Project Officer,  
Multicultural and  
Diversity





# Out and About

## Craigmore High School Careers Day

On 18 August, Resthaven staff attended the Craigmore High School Careers Day, giving secondary students the opportunity to find out about a career in aged care. Sam Rothall (Recruitment Team Leader) and Madeline Giles-Lindsay (Recruitment Administrator) are pictured (below) on the day.



## Limestone Coast Students

On 7 September, the Limestone Coast Local Health Network, Regional Development Australia Limestone Coast, City of Mount Gambier, Study Adelaide, and UniSA invited Resthaven to meet forty-seven international students who were undertaking



their studies in health and allied health, and were particularly interested in working in the Limestone Coast. The students visited several towns in the area over a three-day bus tour.

Resthaven Mount Gambier Manager Residential Services, Belle Kerr, also met with the students, discussing the various opportunities currently available. Nathan Solly (Recruitment Coordinator) and Belle are pictured below with students.

## Murraylands International Students

On 22 September, Resthaven staff attended an afternoon at the Bridgeport Hotel with almost fifty 'Study Adelaide' international students.

The students, from 15 different countries, spoke with staff about aged care job opportunities. Nathan Solly is pictured with other exhibitors above.

## 'Engaging in Ageing' Expo

On 15 October, Recruitment Coordinator, Nathan Solly, attended the 'Engaging in Ageing' Expo at Tailem Bend (see page 16). The event aimed to spread information about aged care services in the area.

## 'Let's Dive Into... WORKFORCE' Forum

On 22 October, Resthaven staff shared some of our successful workforce initiatives and staff stories at the 'Let's Dive Into... WORKFORCE' forum, held at Chiton Rocks Surf Lifesaving Club in Hayborough, Victor Harbor.





## Out and About (cont.)

### 'My Life Choices' Disability, Ageing and Lifestyle Expo

On 14 October, staff from Resthaven Community Respite Services, Head Office, and Agedcare Alternatives represented Resthaven at the 'My Life Choices' expo, held at the Wayville Showgrounds. After the event was cancelled in 2020 due to COVID-19, there was a strong turnout this year.

### Campbelltown City Council 'Ageing Well in Campbelltown'

On 23 November, Resthaven will have an information stall at the Campbelltown City Council 'Ageing Well in Campbelltown' Expo. The event will be held at the Campbelltown City Council Offices and Function Centre at 172 Montacute Road, Rostrevor, from 10.30am - 3.30pm.

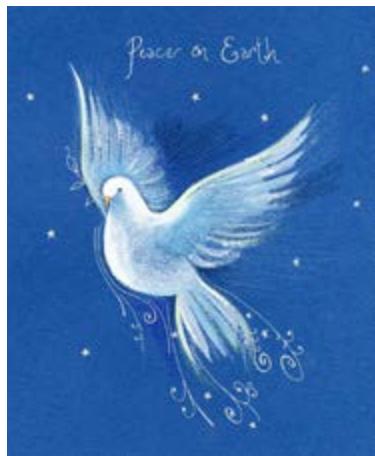


Above: Community Respite Services Coordinator, Lisa Edwards, and Retirement Living Coordinator, Jeannie Peace, at the 'My Life Choices' Disability, Ageing and Lifestyle Expo.

## Feeling Festive?

Christmas will be here before we know it! Christmas cards will soon be available from reception at all Resthaven sites, at \$5 for a pack of eight mixed designs, or eight of the same design.

They come in a range of designs. All proceeds go towards Resthaven, to continue our high quality services to older people.



# 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.

Published by Resthaven Incorporated:  
PO Box 327 Unley SA 5061  
Phone (08) 8373 0211

This publication may not, in whole or part, be lent, copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form, without the express written permission of the publisher.

Whilst all reasonable precautions and effort have been taken to ensure the accuracy of material, Resthaven does not assume any responsibility or liability for any loss or damage which may result from any inaccuracy or omission in the publication, or from the use of the information and make no warranties, expressed or implied, with respect to any of the material contained herein. Editorial enquiries to Resthaven Public Relations, phone 8373 9127.

[www.resthaven.asn.au](http://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