



Better Together

'Better together' was the theme for this year's National Volunteer week. Whilst we couldn't physically 'come together' for our usual May thank you events, we are looking forward to coming together in September and October instead. Some details have been included on the back page.

We did enjoy the social media 'wave out' posts to and with volunteers – we have included some snap shots on pages 10 and 11, as well as Shadow and Russell's story, next to this column. For our 'Insight' article, we introduce Resthaven Public Relations Officer, Madelyn Hanna, 'the person behind the pen,' on page 10.

For a whole host of reasons, we are better together, including the main reason we all do what we do—because we care about older people, and want to support and enhance their quality of life. This shone through in the online volunteer survey feedback we received about attracting more volunteers. We thank you for your ideas and insights for inspiring others to join us. More on this and future ideas on page 7.

By the time you receive this newsletter, you would have already received your flu vaccination and provided Volunteer Services with your record, due on 10 June 2022 – thank you! The due date was extended by the South Australian Government.

Keep reading over the page...

Stacey Thompson

Manager,
Volunteer Services



Shadow 'Barks' Joy to Residents



Resthaven Paradise's own canine volunteer, Shadow, 'barks' joy to residents each week, accompanied by his owner, Resthaven volunteer, Russell Dahms.

'Shadow is my nine-year-old male Siberian husky, who loves meeting new people during our pet therapy sessions,' Russell explains. 'We started volunteering with Resthaven Paradise in September [2021]. The staff and residents have absolutely fallen in love with Shadow, and the feeling is mutual.'

'My other husky, Flicker, is a two-year-old Siberian husky. It never ceases to amaze me to see the big smile on residents' faces when they meet the huskies.'

'A lot of residents used to own dogs themselves, and they particularly enjoy having a canine friend again.'

When Shadow and Flicker aren't visiting residents like Margaret McCloud (above), you will find them enjoying long walks in the Linear Park, or having a run in one of the local dog parks (below).

We sincerely thank Russell and all volunteers who share their canine pets with us. The benefits are enormous, not to mention the increased levels of oxytocin, dopamine and serotonin we experience. Read more inspiring volunteer stories on page 11.





Quarterly Newsletter for Resthaven Volunteers

Statement of Purpose

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

Our Values

- Trust
- Dignity
- Choice

Resthaven acknowledges the traditional owners of the lands on which its services are delivered. We pay our respects to elders past, present and future.

Resthaven is a richly diverse community, founded on the principles of inclusion and unity, embracing and respecting each person's beliefs, culture, language, sexual orientation, gender identity, lifestyle, life experiences and values.

Volunteer Services

Stacey Thompson
Manager Volunteer Services
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E stacey.thompson@resthaven.asn.au

Pasqualina Corso
Volunteer Services Support
P 8373 9092

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From Stacey (continued)

It is expected that the flu season will be more severe this year following the two years of the COVID-19 pandemic response, with reduced natural immunity and low influenza vaccination rates.

Team News

Please join me in congratulating Ange Snowball on her new role appointment as Recruitment Business Partner with the Resthaven Recruitment team. Whilst we are going to miss Ange, we are excited for her in this opportunity. We appreciate Ange's ability to connect with people, her creativity and storytelling skills.

Until we recruit to fill her position, we welcome Pasqualina Corso's support in the interim. She will be available from 14 June 2022 on 8373 9092. If you or someone you know might be interested in working with and supporting Resthaven volunteers, let them know about this opportunity.

Working in the volunteering space is a unique, dynamic and special area and I am privileged in my role to work with you.



Stacey Thompson
Manager,
Volunteer Services

From the CEO

Hello everyone,

My ongoing thanks to you all for the important contributions that you make to the lives of Resthaven residents and clients.

Order of Australia Medal

I am delighted to advise that former Resthaven Chief Executive Officer, Richard Hearn, was awarded a Member of the Order of Australia (AM) in the General Division in the Queen's Birthday 2022 Honours List, announced on 13 June by the Governor-General, David Hurley AC DCS.

The Australian Honours and Awards system recognises the outstanding service and contributions of Australians. With 26 years as Chief Executive Officer at Resthaven, Richard was recognised for significant service to aged care, and to the community.

Richard has demonstrated unwavering advocacy and support for older people in our community. He is an incredibly worthy recipient of this honour.

COVID-19

Reported daily COVID-19 cases have remained high throughout April and May. This has had a significant impact on our staff and volunteer workforce, as we continue to deliver care and support to residents and clients. I feel great pride to work with such dedicated and committed people. Thank you for everything that you do.

Vaccinations

Thank you also to everyone who has received their COVID-19 booster and their 2022 seasonal influenza vaccination.

New Industry Association

On 29 April 2022, members of Aged & Community Services Australia (ACSA) and Leading Age Services Australia (LASA) voted in favour of creating a united, single industry association to represent aged care providers.

The new association, called Aged & Community Care Providers Association (ACCPA), will commence from July 2022.

From the CEO

Federal Election

It's one year on from the Royal Commission and we still haven't seen the changes we need to set up aged care for decades to come.

In preparation for the federal election on 21 May, we geared up our advocacy via the collaborative campaign, 'Time to Care About Aged Care'. It is critical that aged care receives the funding that is required to ensure that we continue to deliver the highest quality care and support.

Industry News

The Royal Commission into Aged Care Quality and Safety presented a once in a generation opportunity to make the necessary changes to the aged care system to ensure that it meets the needs of future generations.

In May 2021, the Australian Government announced a \$17.7 billion aged care reform package over five years. The reform was built on five pillars, including home care, residential aged care services and sustainability, residential aged care quality and safety, workforce and governance.

Some of the initiatives require a change of legislation, yet it is not yet clear when the Federal Parliament will finalise the changes. The delay may influence the timing of the additional funding.

The Aged Care and Other Legislation Amendment (Royal Commission Response No. 2) Bill 2021 has now lapsed and needs to be re-presented to Parliament.

This could result in delays to two significant reforms that will potentially increase the funding for providers: the rollout of the Australian National Aged Care

Classification (AN-ACC) funding model in October, and the establishment of the Independent Hospital and Aged Care Pricing Authority, which was due to give its first pricing advice from 1 July 2023.

We continue to advocate at a national level to ensure that Resthaven is funded fully for the care that is provided.

The 'Support at Home Program' is currently planned to be introduced in July 2023, and will consolidate current home care programs, including the Home Care Package Program, the Commonwealth Home Support Program, and the Short-Term Restorative Care Program. It is a key element of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety.

The 'Support at Home Program' will bring significant changes to the way home care services are delivered and funded. It remains unclear what, if any, amendments the new federal government will make to this proposal.

Retirement Living

Resthaven has provided retirement living options for over 50 years. It is an important aspect of Resthaven's strategy to diversify operations across the continuum of aged care services.

Last year, we acquired On Statenborough at Leabrook.

On 28 February, Resthaven acquired Chiton Retirement Living, comprising 29 homes and a modern community centre.

Whilst the two villages we have purchased recently are beautiful and of a build quality that aligns with Resthaven standards, we are not deviating from Resthaven's

roots of providing care and support to all South Australians.

Such investments complement the work that Resthaven is doing for older people at risk of homelessness through the provision of affordable housing and other services. Resthaven's Assistance with Care and Housing program is delivered in parts of metropolitan Adelaide and in regional areas as a sub-program of the Commonwealth Home Support Programme.

Resthaven also has 19 rented independent retirement living units at Marion, which were initially developed in partnership with the SA Housing Authority to provide an affordable rental option. Since then, additional rental options have been offered at Bellevue Heights and Paradise.

Looking Forward

Thank you for the important contribution that you make every day. You make a real difference to the people we serve.

I enjoyed reading volunteer stories from across the Resthaven community throughout May. These, and many more, are testament to the vital contribution you make in supporting Resthaven residents and clients. My thanks for all that you do.

Take care until next time.

Darren

Darren Birbeck
Chief Executive Officer



Residential Services & Retirement Living

Hi everyone,

Aged Care Quality & Safety Commission

Since the new year, the Aged Care Quality and Safety Commission has undertaken three Infection Control Assessment audits; at Resthaven Mount Gambier and Marion in February, and then Paradise in March. All of these audits went well, and no issues were identified. During March, Resthaven Aberfoyle Park completed their three day re-accreditation audit, with all standards being found compliant, and a further three year accreditation period confirmed.

Staff Changes

There has been some movement in roles in residential services. We have seen some of our Managers Residential Services move residential sites.

With Terry Kirkwood moving away from the Manager role at Resthaven Malvern to a Project Officer position, Jess Margrate moved from Resthaven Westbourne Park to Malvern.

The newly appointed Manager at Resthaven Westbourne Park is Kamala Sharma Paudel (right), who joined us following a move from interstate.



At Resthaven Aberfoyle Park, Mia Brooks informed us of her impending retirement. As a result, Hannah Coelho moved from her role as Manager at Resthaven Mitcham to Aberfoyle Park.

We are currently recruiting for the Resthaven Mitcham Manager role, and hope to announce a successor soon.

At Resthaven Paradise, Cat Carroll resigned, and we were pleased to welcome Shani Liyanage as the newly appointed Resthaven Paradise Manager.

Additionally, we have employed another Relieving Manager, Carolyn 'Charlie' Roe, who commenced in April.

I thank all those who have left Resthaven for their dedicated and caring service, and welcome the new leaders to their roles.

Thank You

There is no doubt that it has been a difficult and demanding time for residential services, due to the ongoing cases of COVID-19 affecting residents, staff and volunteers. I extend my sincere thanks to all our valued and important staff and volunteers, as we continue to travel the journey of the global pandemic.

Please continue to know that your work is important and valued more than ever at these difficult times.

Thank you, stay safe, and remember:

'Success is the sum of small efforts repeated day in and day out.'

– Robert Collier

Tina Cooper

*Executive Manager,
Residential Services &
Retirement Living*



New Phone Numbers

Due to an external infrastructure upgrade, the phone numbers for Resthaven Murray Bridge and Resthaven Mount Gambier have changed. The existing phone numbers will divert to the new number for 12 months.

The new numbers are:

Resthaven Murray Bridge
(08) 8532 9800

Resthaven Mount Gambier
(08) 8726 3400

Community Services

Respite

As part of Resthaven's five year Strategic Plan, 'Refreshing Respite' is a priority.

Resthaven offers support for carers through in-home respite at all locations, home-style day and/or overnight respite at respite cottages and centres, counselling, carer support and social respite groups, and residential respite at all residential aged care homes.

Project Officers, Tanae Ormsby and Tania Petroccio, have been busy preparing our new day and overnight respite location at Aldinga Beach, which is now operational. 'Aldinga House', is located at 18 Halcyon Circuit, Aldinga Beach. An opening was held on 12 May.

The Community Services office in unit 5 of the Harbor Traders Shopping Centre in Victoria Street, Victor Harbor, is now open (below). A cottage respite program will commence in the coming weeks at the adjacent Newland House, at 1 Newland Street.

We continue to recruit staff for the new services.



Sue McKechnie

*Executive Manager,
Community Services*

Below: Resthaven's new Community Services office in Victor Harbor.



Building Update

Hello everyone,

The year is flying by!

As we travel along our slow path out of the COVID-19 pandemic, challenges remain regarding planning building activities. We continue on with our master program, within COVID-safe boundaries, with some new projects noted below.

Resthaven Bellevue Heights

The new 12-place external extension to Correa and Waratah is nearing completion, and was handed over at the end of May. The new extension is pictured below, as it looked in April. The views out onto the gorge are fantastic.



Stage 2 has commenced, along with internal refurbishments. The transformation on site will make an enormous difference.

The project will lead to the replacement of 32 rooms currently in the Grevillea and Manson Lodges, improvement to car parking and access, and upgrades and refurbishment works throughout. The project is scheduled to be complete in June 2023.

Resthaven Westbourne Park

The design development process and detailed planning for the redevelopment at Resthaven Westbourne Park is progressing.

The plans include central communal areas, including a central cloister courtyard. Construction is estimated to commence in the third quarter of 2022, and be complete in mid-2024.

Solar Project

Planning and analysis at sites for our solar project will soon commence.

Over the coming months, we will analyse the cost benefit of installing rooftop solar across Resthaven sites. This is the first step in reducing our carbon footprint.

Resthaven Leabrook

I am excited to share that we are planning a new project at Resthaven Leabrook. Having upgraded the foyer, hall and entry area, the areas in Dorothy Wilson, Burnside, Godfrey, Mortimer, Shapley and Pearce require renovation to bring the site up to a consistent standard. Watch this space.

Community Respite Services

The new respite cottage in Aldinga Beach is a welcome addition to the community services respite suite. The upgrade works are complete, and the respite service is now operational.

Resthaven Murray Bridge, Hills & Fleurieu Community Services

The new outreach office for Resthaven Murray Bridge, Hills & Fleurieu Community Services at Victoria Street, Victor Harbor, is now open. Works continue to upgrade the house on Newland Street to provide respite for the area. The respite service will commence late June.

There is always something going on!

Emmet O'Donovan

Manager, Buildings and Capital Projects



Over and Above...

Volunteer Bus Drivers step in when needed

In May 2022, due to the building works at Resthaven Bellevue Heights, some residents needed to be relocated to other Resthaven sites.

The Resthaven bus was invaluable in helping transport residents, as was volunteer driver Greg, who stepped up to help.

Thank you to Greg and all of our volunteer bus drivers!



Work Health & Safety

Infection Prevention

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

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

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

Standard precautions include:

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



- Protocols for preventing and managing occupational exposures to blood or body substances.

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

Food Safety

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

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

Serving of Food and Drinks

Please follow these food safety precautions:

- Wash your hands with warm soapy water before handling food and food contact surfaces, when changing gloves, after using the toilet, etc.
- Inform staff if you are feeling unwell and experiencing symptoms of food borne illnesses such as vomiting and diarrhoea.
- Do not touch food with bare hands, use tongs, paper serviettes or wear gloves.
- Do not provide food to someone unless you know it is

safe for that person. Staff will provide you with information about individual dietary requirements.

- Be aware that dietary requirements can change often for individuals. If ever unsure, please double check.
- Dietary requirements may include food allergies, diabetes or swallowing difficulties. For example, a glass of water may be harmful for some people and may need to be thickened. Others may need their food vitamised.
- Please ask the staff you work with for information regarding individual requirements.

Hazard Management

Hazard management is a continuous process that is used to improve the health and safety of all workplaces. It is essentially a problem-solving process aimed at defining problems (identifying hazards), gathering information about them (assessing the risks) and solving them (controlling the risks).

We all have a responsibility to ensure that all hazards are reported. Please speak up with your teams about any hazards you may notice. Be brave, speak up, speak out. If you don't report it, we don't know about it. We can't fix it if we don't know its broken.

Please let your key site contact know, or report it to reception.

Volunteer Survey

Earlier this year, we distributed an online survey about attracting more volunteers to Resthaven. Thank you to all those who responded. We received 63 responses out of 220 surveys. This is a fantastic 28% response rate.

The survey asked:

- Your volunteer location
- What attracted people to volunteer
- The difference volunteering makes
- Whether people would like to be involved further in the research project on attracting volunteers
- Any additional feedback and comments.

Responses and Themes

- Nearly 50% of respondents had a connection with Resthaven
- 75% gain personal satisfaction from doing something worthwhile
- 50% are motivated by helping others
- 50% of respondents have contributed ideas
- 30% felt there would be value in more advertising (surgeries, churches, schools)
- 10% felt there would be value in more word of mouth approaches
- 10% felt there needed to be greater volume and variety of lifestyle activities
- 10% felt there would be value in an online volunteer community
- More than 50% are interested in contributing further.

Next Steps

Your feedback and ideas will be included in the research project, which will include holding combined volunteer and staff group gatherings for ideas, tool samples and action.

Thank you to those who continue to spread the word and with extra vigour. Since the survey, we have received additional volunteer enquiries.

Strategy & Governance

And just like that — boom! We're in June!

I've wondered for a while whether there is an inverse relationship between the speed at which time passes and age. When I was little, a week used to feel like forever, especially in the lead up to Christmas and Easter and birthdays. Now, time flies... is it July yet?

Customer Experience Reviews

Jasmina Borsic (Manager Quality Systems) and Ritchie Suarez (Quality Lead) have implemented a new Customer Experience surveying initiative, which allows us to monitor customer experience in residential services on an annual basis.

The Strategy and Governance team have 'buddied up' with Ritchie and Jasmina when they are at the sites, to help complete the customer surveys and keep the team connected to our residents and our purpose.

It is a great initiative, increasing resident feedback and the insights we gain from it, and decreasing time demands on the site teams. Insight to date, amongst other things, reaffirms just how much our residents love Resthaven's workforce of staff and volunteers, which is pretty nice!

Code of Conduct

As part of volunteering with Resthaven, we make an important commitment to act in alignment with Resthaven's Code of Conduct.

The Code of Conduct requires staff and volunteers to:

- Conduct ourselves in line with Resthaven's values
- Act with integrity
- Avoid any real or potential conflict of interest
- Be respectful and supportive of our customers and each other
- Respect everyone's privacy and confidentiality
- Act in a safe and professional manner, and
- Comply with Resthaven's policies and procedures.

The Little Things

You will see some new stories of our wonderful people and the little things they do to deliver a great customer experience to our clients and residents, and our internal customers, popping up around the place! Stay tuned!

Finally...

Thank you so much for everything you do and everything you have done for our residents, clients and each other, especially over the past few months. Resthaven's people are our everything. The words never really do feel enough.



Erika Comrie

*Executive
Manager, Strategy
& Governance*

'Understanding Dementia' Course Recommended by Volunteer, Janet

Following the recent volunteer survey (see left), volunteer, Janet Martin, shared with us the dementia course she undertook online through the University of Tasmania: 'Understanding Dementia.'

This is a free Massive Open Online Course (MOOC), open to all. To enrol or to find out more, visit <https://mooc.utas.edu.au/>

Janet recommends this course!



Diversity News

Language matters! Inclusivity “Do’s” and “Don’t’s”

The language we use in everyday life, and at work, is powerful; it can consciously or unconsciously offend, intimidate or reinforce harmful stereotypes. However, language can also have a very positive effect on people to feel included, valued and empowered.

Resthaven values inclusive language, which respects diversity and sees people as humans – not as a stereotype.

Inclusive language is free from words, phrases or tones that reflect prejudiced, stereotyped or discriminatory views of particular people or groups.

As part of Resthaven’s Diversity Action Plan, we developed guidelines for inclusive language. Test yourself with the statements/phrases below—are they a **‘Do’** or a **‘Don’t’**? Answers below right!

1. Refer to someone’s cultural background.
2. Be respectful of people’s pronouns. Pronouns might include he/him/his, she/her/hers, they/them/theirs.
3. Use terms such as ‘Asians’ or ‘Europeans’ to refer to a group of people.
4. Focus on the person, not the disability.
5. Base someone’s ancestry on their physical features.
6. Classify someone as a dementia sufferer.
7. Use terms such as ‘first name’ and ‘family name’ rather than ‘Christian name’ or ‘surname’.



Above: Priscilla dePree and Jodi Brabon represent Resthaven at the Southern Pride March.

8. Describe someone as; ‘male nurse’, ‘girls in the office’, ‘cleaning lady’.
9. Use terms such as ‘sexual preference’ and ‘lifestyle choice’ when referring to the LGBTI communities.
10. Classify someone as wheelchair-bound or confined to a wheelchair.

We encourage you to use inclusive language.

Southern Pride March 2022

On 5 March, a team from Resthaven headed to Christies Beach, to set up the Southern Pride March stall in celebration of the older LGBTI+ community.

A lot of people joined us to learn more about Resthaven’s services, and staff and clients also stumbled upon us!

It was wonderful to meet so many who live in the southern metropolitan area – where we have a fantastic client base, who appreciate what we are doing for their community.

Resthaven’s stall also attracted those looking for employment opportunities.

Although this wasn’t a recruitment drive, we had a lot of people come up to us and express their interest in working with us.

It is great to see that Resthaven’s inclusivity is attracting a lot of our future workforce.



Priscilla de Pree

*Project Officer,
Multicultural &
Diversity*

“Do’s” and “Don’t’s” answers

Do’s: 2,4,7
Don’ts: 1,3,5,6,8,9,10

Out & About

St Patrick's Day

Residents at Resthaven Mount Gambier had a fantastic time at the St Patrick's celebration in March, with matching green outfits and green drinks! Pictured below.



ADF Support

Also at Resthaven Mount Gambier, in early May, the Australian Defence Force (ADF) supplied personnel to support staff during a COVID-19 outbreak. A team of Airforce personnel (below) joined the site to support a range of activities around the home. They are pictured below with the Mother's Day craft group.

ADF staff also supported Resthaven Murray Bridge during an outbreak.



Photography Day

In May, Resthaven Aberfoyle Park residents, staff and volunteers participated in a professional photography shoot, with support from the Resthaven Public Relations team.

Several volunteers were happy to participate, including Biruta (right) and Melinda and Jenny (below right), showcasing the wide range of ways in which volunteers support the site. Thank you!



Betty's Green Thumb

Resthaven Murray Bridge resident, Mrs Betty Preece, has transformed the balcony into a garden paradise with her 'green thumb'. Betty (above) can be found tending to the pot plants at all times of day. Well done, Betty.

Polish Concert

In late May, Resthaven Community Respite Services clients and staff headed out on the Rosa bus, driven by volunteer bus driver, Peter, for lunch and a performance at the Dom Polski Centre by singing and dancing ensemble "Tatry", with their tribute to Mother's Day (right).

Below (from top): The 'Tatry' ensemble perform a tribute to Mother's Day; Dancer Emilka Rustecka with client, Mrs Maria Foscaro, and Coordinator, Monika Lyckholm.



'Wave Out to Volunteers'

For May, we waved out to volunteers. The theme was **Better together**—and we are! You may have seen posts on social media channels, but if not, here are some of the photos sent in by the Resthaven community. Thank you. Join our online community; follow us on Facebook, Twitter, LinkedIn, or Instagram. Search 'Resthaven SA'.



Above (L-R): Resthaven Leabrook volunteer, Chris Cornwell, and Shah Naz, Lifestyle Coordinator; Resthaven Leabrook Manager, Belinda Willshire; Resthaven Mount Gambier Lifestyle Coordinator, Sue Wijewardhena, and volunteer Jenny Dow; Resthaven Aberfoyle Park volunteer, Elizabeth Finck, with Lifestyle Coordinator, Nav Kaur, and volunteer, Rob Perin.

Insight

Madelyn Hanna, Public Relations Officer, Resthaven Head Office

Madelyn shares her insight into creating and sharing positive articles across Resthaven.

With a background in journalism, Public Relations Officer, Madelyn Hanna, has always held a strong interest in people, and sharing their stories with others. At Resthaven, Madelyn does just this.

In her unique role, she visits residential sites, and is invited into client's homes to experience the heart of Resthaven. Using her photography, interviewing and writing skills, her aim is to promote the organisation's great work and people, to both internal and external audiences.

In preparation for May, when National Volunteer Week is celebrated, Madelyn met with some Resthaven volunteers, to learn more about the important work that they do.

'A common theme I find across Resthaven, is that people are passionate about what the organisation is doing. There is a lot of respect here, which isn't always the case in other workplaces.'

'Volunteers are certainly no exception. They are here because they want to be here, and they often express how they receive so much more than what they give.'

'The volunteers I have met come from different walks of life, yet they all have a common interest to do more with their time, and assist others to live the best life they can.'

'Volunteers are encouraged to share their talents and interests with Resthaven, whether they play the piano, paint on a canvas, enjoy reading, or own a friendly dog. There is no limit to what they can achieve here.'

'The connections I make in my role are genuine, and remind me why people choose Resthaven, whether they're a member of staff, resident, client or volunteer.'

We encourage volunteers to reach out to Madelyn by email on madelyn.hanna@resthaven.asn.au and share their stories.

'I look forward to connecting with you!'

A Little About Maddy...

Madelyn joined Resthaven in November 2020, as a recent graduate, with a double degree in Bachelor of Journalism and Professional Writing and Bachelor of Arts (English and Creative Writing) at the University of South Australia.

When she is not working on articles for Resthaven, you will find her on the beach with her two-year-old Maltese Shih Tzu, Archie, or spending time with family at a local cafe.

Madelyn is passionate about the aged care sector, and promoting the great work of our people.

Thank you, Maddy.



Volunteer Engagement

Volunteers engage and connect with many people in so many ways. In doing so, you are demonstrating Resthaven's values in action, providing outstanding care and support in an inclusive and trusting approach. You listen, acknowledge, and partner with the Resthaven community. Thank you to those below, who have shared their volunteering stories. We have included extracts below. For the full articles, visit www.resthaven.asn.au/latestnews.



Three years ago, Elaine Crettenden moved into retirement living at Resthaven Bellevue Heights and also returned to volunteering. Elaine explains:

'It made sense for me to go with Resthaven, as I had been involved so many years ago in a volunteering capacity, and I'm just a mere walk away from the residential aged care home.'

Elaine has had a long association with Resthaven, stretching back to 1988, when her late husband, Ron, was appointed as a member of the Resthaven Board.

Elaine says, 'Ron's involvement with Resthaven made me want to put my volunteer services to work at Resthaven, too!'

When Ron retired from the Resthaven Board, the Crettenden's relocated to Elaine's home town of Devonport in Tasmania, where they stayed until Ron's passing in 2012.

Elaine is now busy with her local choir group, practicing each Tuesday, and calling the bingo each week at Resthaven Bellevue Heights.

'Volunteering fills my soul, and gives me a sense of purpose, which is especially important to me now as I get older.'



Carolyn recently penned a letter about her volunteering. We share an extract of Carolyn's letter below.

I have been volunteering as a 'DJ' at Resthaven Leabrook since 2016. Some may think I have a set of headphones on, operating two turntables simultaneously surrounded by flashing lights! Actually, I operate a CD player, playing my CDs, surrounded by a wonderful group of residents who love listening to music.

My love of music has evolved over the years and my extensive CD collection consists of a wide variety of genres, including classical (orchestral and opera), 1930s, 40s and 50s swing, jazz and blues, and musical theatre (stage and film) – music generally enjoyed by older people.

I prepare a new program every two weeks, which is distributed to the Music Group so they may follow the songs as I play them. To make the whole experience more interesting and enjoyable for the group, I research the music I play and include information about the composers, the music, and artists.

Residents are encouraged to share their music memories, and to request favourite songs for next time.

'Volunteering gives my life more purpose, and so much joy.'



Linda O'Neill (above left with fellow volunteer, Liz) discovered volunteering at Resthaven Aberfoyle Park in June 2021, and hasn't looked back since, claiming it is the best thing she could have done as a retiree.

'I was a nurse for around 50 years,' says Linda. 'While high-stress, I enjoyed knowing I was helping people who really needed it. Above all else, I just wanted to do something meaningful with my life.'

Linda retired in 2021, however, she wasn't ready to stop helping others – and that's when she found Resthaven.

'There is something special about coming in as a volunteer – you don't have to be there, but you want to be there, for the residents, and for the staff.'

Linda assists the Lifestyle team every Thursday and Friday morning, and is always the first one there, making coffee and tea for residents an hour before their activities begin.

'It is a great thing to be able to use your time to give back to older people, and trust me, you get more out of it than your give!'

Thank you for sharing your stories!

Volunteer Celebration Events

We really missed coming together in May, due to the COVID-19 pandemic. However, we are looking forward to celebrating together in September and October!

It will be worth the wait, and so good to be together again. The venues are different this year, although we hope to return to the site-based events next year. Put your local date in your diary now!

Regional Events

You will receive an invitation closer to the time.

Murray Bridge

Date: Friday, 23 September 2022
Time: 2 - 4pm
Venue: Bridgeport Hotel (to be confirmed)

Port Elliot

Date: Monday, 26 September 2022
Times: 2 - 4pm
Venue: Hotel Elliot (to be confirmed)

Mount Gambier

Date: Friday, 14 October 2022
Time: 2 - 4pm
Venue: Limestone Coast Pantry (to be confirmed)

Adelaide Central Celebration

Date: Thursday 29 September 2022
Time: 2-4pm
Venue: Adelaide Pavilion, Veale Gardens, South Terrace, Adelaide



Volunteer Opportunities

Resthaven Mount Gambier

Resthaven Mount Gambier is looking for more volunteers to assist with the following activities:

'500' Card Group Supporter

Lead and support the 500 Card Club. Flexible hours, weekly.

Craft Supporter

Paper folding, card-making, colouring in; on Wednesdays, from 10 am-12 noon, weekly.

Visitor/Companions

This role could involve walks, hand massages, media set up, and much more. Flexible hours.

Footy Tipping

Collecting football tips from punters in the footy tipping competition, with flexible hours per round.

Resthaven Murray Bridge

Resthaven Murray Bridge welcomes more volunteers to support lifestyle activities and provide individual support; special mention of two opportunities in particular:

Men's Group Facilitator

This group enjoys 'surfing the web' together. You'll have a chuckle over funny 'driving fail' video clips, as you recall your first cars and searching for images.

Footy Tipping

Connect and chat about game day, collect tips from resident punters, and keep an eye on the ladder. Flexible hours per round.

Thank you for 'hand balling' these requests for volunteers amongst your networks—especially to the footy fans!

Metropolitan Opportunities

We have a variety of opportunities for volunteers at each Resthaven site. In particular, it would be great to have more volunteers providing individual companionship and engage directly with older people.

Please share our contact details with people you cross paths with, who may not have thought about volunteering before. Thank you!

Phone 8383 9036, or email volunteer@resthaven.asn.au.

Below: Mrs Mary Philp (100) of Resthaven Malvern

