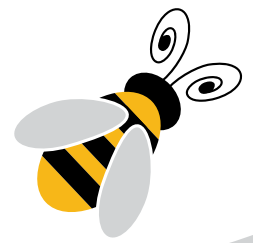


Volunteer **Buzz**



Bonjour!

Throughout the pages of this edition are a diverse range of topics contributed by a variety of people. This is representative of the diverse culture of the Resthaven community, for which we are grateful. What is culture? Edward T Hall says: 'Culture is communication and communication is culture.' I like this.

We are all unique individuals, and richer for working together. Over the page, CEO, Darren Birbeck speaks about hosting the National UnitingCare Network meeting, a great example of people working together, on another level, to support older people. Darren welcomes Mel Ottoway, our new Executive Manager Community Services, bringing and sharing her experience. He also mentions the Movie Day to be held later in the year – a great volunteer and staff combined appreciation event. Those who are a more energetic can join 'Team Resthaven' in the City to Bay Fun Run.

I am pleased that Gillian Schulze will facilitate our next Volunteer Forum on dementia, in July – details on page 11. Communication is so important when supporting people living with dementia.

Speaking of communication, one of the most effective ways of attracting new volunteers is by engaging and connecting with people we cross paths with. We have produced some postcards as a tool for sharing the message about volunteering. More about these on the back page.

Thank you for the meaningful connections you share with residents, clients, visitors, and for working together with all.

Kindness and care,

Stacey Thompson

*Manager,
Volunteer Services*



Throughout May, coinciding with National Volunteer Week from 16-21 May, we held our annual Volunteer Thank You Celebrations with the theme, 'Merci Beaucoup!'

Resthaven holds the torch up to you for your shining light. Each and every day we are grateful to you.

We are grateful to you for the connections you make, for sharing of yourselves and the lives you enhance. This does not go unnoticed.

These events are an opportunity to take some time out to show appreciation, in a small way. For those whom were not able to join us, you were in our thoughts and minds. There are some snapshots of the volunteer celebrations on page 7. Congratulations to those who received years of service awards – it is fun to surprise people.

Thank you to Monica for her photography talents, and capturing the moments above at Resthaven Aberfoyle Park.

Thank you to those volunteers who also helped design and create French-themed spaces.

Merci Beaucoup.





Quarterly Newsletter for Resthaven Volunteers

Statement of Purpose

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

Our Values

- Trust
- Dignity
- Choice

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

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

Volunteer Services

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

Rosanna Benvenuto
Administration Officer
P 8373 9092

volunteer@resthaven.asn.au

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From the CEO



Hello everyone,

Resthaven hosts National UnitingCare Network Meeting

On Thursday 30 March, CEOs from across the UnitingCare Australia Aged Care network (above) met at Resthaven Head Office to discuss key issues facing the aged care sector, and how we can best support older Australians now, and into the future.

On Friday 31 March, the delegation met at UnitingSA's Wesley House Aged Care in Semaphore Park, with Federal Minister for Health and Aged Care, the Hon Mark Butler MP and Federal Minister for Aged Care the Hon Anika Wells MP, to explore how to work together to provide the best possible outcomes for those we work with and care for.

Immediate and long-term challenges and opportunities were discussed. As the aged care sector continues to undergo significant change with the implementation of numerous Royal Commission recommendations, we explored how we can engage most effectively.

Resthaven is part of the UnitingCare Aged Care Network, the largest group of not-for-profit aged care providers nationally, supporting approximately 97,000 older people. This equates to 8.5% of total residential beds and 10% of Home Care Packages nationally.

Pictured above (L-R): Darren Birbeck (CEO Resthaven), Anne-Marie Gillard (Operational Services Executive Eldercare SA), Helen Sheppard (Chief Executive UnitingCare Wesley Bowden), Chris Stewart (CEO, Helping Hand SA), Jo Boylan (Chief Executive Clayton Church Homes SA), Tracey Burton (Executive Director, Uniting NSW ACT), Simon Schrapel (Chief Executive Uniting Communities SA), Anne Curson (Manager Executive Services UnitingCare Queensland - Bluecare), Claerwen Little (National Director UnitingCare Australia), Andrew Kinnersly (CEO Uniting AgeWell VIC), Jude Emmer (CEO Wesley Mission QLD), Daniel Wong (Senior Manager Advocacy and Government Relations UnitingCare Queensland - Bluecare).

From the **CEO** (continued)

Executive Welcome

I am pleased to welcome Melanie (Mel) Ottaway to the role of Executive Manager Community Services, following Sue McKechnie's retirement. Mel commenced on 1 May 2023, and introduces herself on page 4. Please join me in welcoming her to Resthaven.



COVID-19

With winter upon us, we are starting to see a rise in COVID-19 transmissions in the community, which increases the risk to vulnerable people and in higher risk settings such as aged care. To protect your health, we ask that you continue to be vigilant by maintaining COVIDSafe behaviours, including receiving seasonal COVID-19 vaccination boosters.

Budget

Resthaven has been reviewing and working towards our next budget, which will incorporate recent funding changes.

Workforce shortages continue to add pressure. Where possible, Resthaven prefers to roster staff, rather than calling on agency nurses. However, this is often not possible. We are working hard to attract and retain our workforce.

All providers need to deliver a surplus to remain viable. This is one reason why Resthaven has opted to diversify revenue streams through acquisition of retirement living in order to continue to serve the community.



Trusted Brand Award

We are delighted that Resthaven has been 'highly commended' in the annual Reader's Digest National 'Trusted Brands' Awards for the second year in a row. This year, the award is for home care.



The awards are decided from independent research, and we are very proud that our brand has been recognised. I am pictured above receiving the award on behalf of Resthaven.

We're Going to the Movies!

Every two years, in recognition and thanks to our workforce, Resthaven hosts an event. Stay tuned for more information about an exclusive movie event for Resthaven staff, volunteers and their immediate family.

We will have a few movies you can choose from, with the movies held later this year.

Sessions will include day, afternoon and evening... after all, it's all about choice. And of course, there will be plenty of popcorn to enjoy. More information to come.

City to Bay Fun Run

It is time to start planning for the 49th annual City to Bay fun run, scheduled for Sunday 17 September 2023.

Watch your site noticeboards for registration information closer to the date, or ask at reception.

Pictured right: Resthaven Onkaparinga Community Services Coordinators, Donna Daly and Liz Enright, at the 2022 City to Bay Fun Run finish line.



Resthaven turns 90 in 2025!

In 2025, Resthaven will celebrate its 90th anniversary. Throughout the year, we will celebrate this milestone with a series of events across all Resthaven service locations.

We'd like to hear your ideas for ways to celebrate this milestone. Email pr@resthaven.asn.au, post them to: 'Resthaven Head Office 90th anniversary ideas', PO Box 327, Unley SA 5061, or send them via reception staff. Thank you!

Finally...

It was wonderful to celebrate volunteering throughout May.

Volunteers have been at the heart of Resthaven since the very beginning, and I thank you for all that you do to support the Resthaven community.

Take care,



Darren Birbeck
Chief Executive Officer

Residential & Retirement Living

Accreditation

From February—May, Resthaven Leabrook, Paradise, Marion, Westbourne Park, and Mitcham all underwent accreditation visits from the Aged Care Quality and Safety Commission. We await the results.

Staff News

We farewell Senior Manager Residential Services, Mark Bednall, and thank him for his seven years of service with Resthaven. All the best, Mark.

We are pleased to announce Aman Kahlon as the new Senior Manager Residential Services. Aman commenced with Resthaven in April 2021 as Relieving Manager Residential Services, and we congratulate him on this new appointment.



Resident Author

Mrs Beth Robertson (97) of Resthaven Malvern has published a 50,000 word memoir. A trained midwife with three tertiary qualifications, Beth has a fascinating life story to share! 'Into the Light,' is available in bookstores, or can be purchased from Resthaven Malvern.



In Appreciation

It is gratifying to see the effort that sites are making to support their teams during this intense period of reaccreditation across Resthaven residential services.

At Resthaven Malvern, a 'thank you' event was held for staff (below) upon announcement of their reaccreditation, following their audit in January.



At Resthaven Craigmore, Relieving Manager Residential Services, Charlie Roe, together with Maintenance Person, Michael, cooked the team a special breakfast of bacon, eggs, and mushrooms (below).



I extend my personal thanks to our staff and volunteer teams for your commitment. Your hard work is greatly appreciated.

Tina Cooper

*Executive Manager,
Residential Services
& Retirement Living*



Community Services

Hello, my name is Mel Ottaway, and I am delighted to join Resthaven as Executive Manager Community Services.

A Little About Me...

I come to Resthaven with a long history in the not for profit/ community services sector, with my most recent position being Executive Manager with Uniting Communities.

I was drawn to Resthaven due to its trusted brand reputation across South Australia.

I am passionate about high quality service delivery that supports older people to live longer in their own homes in the community.

I look forward to continuing to build and strengthen Resthaven's established service offerings, and explore further opportunities.

One of my favourite things about the community services sector is the people—their diversity, their stories, their life experience. Those connections and relationships are so important.

I am currently making my way around the Resthaven Community Services sites, to get to know our site communities.

On a personal note, I live in the Adelaide Hills on a small acreage, with my husband and teenage daughter.

I look forward to working together with you.

Staff movements

We welcome a new manager to Resthaven Limestone Coast Community Services - Theresa Conner, who commenced on 24 May.



Continued opposite page...

Community

Services (continued)

Kimberley Lord has relocated back to Adelaide and will support the teams in a relieving assistant manager role.

Community Advisory Groups

We are pleased that the 2023 Resthaven Community Advisory Groups were held from 1-16 May across all areas.

Community Advisory Groups are regional consultation groups, made up of current and past Resthaven customers, interested community members, community organisations, church congregations and retirement villages.

They provide the opportunity to consult about ideas and topics with members, gaining input into service planning and development. They are a highly valuable source of feedback for us to continually improve our services to you.

Accreditation

From 17-18 April, Assessors from the Aged Care Quality and Safety Commission visited Resthaven Murray Bridge, Hills & Fleurieu Community Services, and Resthaven Riverland Community Services, to undertake an Accreditation Assessment for the Berri - Victor Harbor region.

My thanks to the site teams for their hard work during the process. We have now received the final report with all outcomes being met, which is fabulous.

Well done!



Mel Ottaway

Executive Manager,
Community Services

Building Update

We are making good progress on many projects across Resthaven.

Resthaven Bellevue Heights

Stage two of the major redevelopment at Resthaven Bellevue Heights continues to take shape. This stage involves the construction of a new service level and memory support area on the lower level. The internal refurbishment of Banksia continues.

The concrete foundation for stage two has been poured, and the pre-fabricated walls have been craned in (above right). Residents are enjoying watching the progress.

The improvements to the retirement living communal area, Gum Tree Lodge, have commenced.

Resthaven Westbourne Park

Works have now commenced for the major redevelopment of Resthaven Westbourne Park. Demolition of the cottages on Norseman Avenue is almost complete, and construction of the new area will begin shortly.

This is exciting for everyone, after much consultation and planning. We are now progressing the extensive improvements to deliver high quality service and amenity. A 'Turn the Turf' event was held in mid-June.

The project involves replacement of the Hampton and Richmond areas, and construction of a new entry, central cloister garden, café, hall, kitchen, laundry, staff room, and back of house service areas.

It will also include refurbishment of the Marlborough lounge and dining areas, and improvements to all gardens areas.

Resthaven Chiton Retirement Living

Plans are underway for improvements to Resthaven Chiton Retirement Living.



Above: The concrete foundations for the prefabricated walls at Resthaven Bellevue Heights.

We have appointed a design team, and commenced planning for a development application for 12 additional retirement units, a garden reserve, and parking area for caravans. It is exciting to move this forward. Pending development approval, we expect works to commence at the end of the year.

Resthaven Marion Campus

Marion is a major focal point for all Resthaven services, including Retirement Living, Residential Aged Care, Community Services, and Community Respite Services.

It is a large land holding that requires careful consideration. We are now developing a site masterplan to best co-locate these services.

Rooftop Solar PV Project

The tender process for the Rooftop Solar PV Project is now nearing completion. I anticipate that we will engage a contractor to commence design works shortly.

It is expected that installations will commence in the coming months, and across into 2024. The reduction in our carbon footprint is estimated at 9%. This is a great step forward.



David Norton

Executive Manager,
Finance & Technology

Governance & Chaplaincy

Resthaven's Charitable Purpose

Resthaven is a not-for-profit charity. We don't have any shareholders or owners. We invest every dollar into supporting older people and their carers.

Our investments allow us to spend more than \$1million a year on services and support that grant funding doesn't stretch to. This includes nursing and allied health scholarships, research into dementia and frailty, support for carers and ageing, pastoral care, and affordable rentals for older people at risk of homelessness.

We have achieved this with earnings from our investments. Our growing investment in retirement living will support an increase in our ability to expand our charitable work.

Chaplaincy

We farewell Rev Dr Bruce Grindlay, Coordinating Chaplain for Resthaven Marion and Aberfoyle Park. We wish Bruce all the best in his retirement.

We welcome Steve Blacket to the Coordinating Chaplain role at Resthaven Aberfoyle Park.



Recruitment is underway for a Coordinating Chaplain at Resthaven Marion.

Rev Sil Hein has returned to Resthaven Malvern after a period of leave. She is ably supported by Relieving Chaplain, Kim Thoday.

Rev Adam Tretheway was officially appointed as Coordinating Chaplain for Resthaven Mitcham and Westbourne Park in late 2022. He is currently on leave until mid-July.

Something on your mind?

If you have a concern, Resthaven has a number of ways that you can talk to someone or report it.

It's always best to speak with your supervisor or site manager in the first instance. You can also raise your concern through provision of feedback (as outlined below), or call:

- Volunteer Services Manager, Stacey Thompson: 8373 9036
- Or me (Executive Manager Strategy and Governance, Erika Comrie): 8373 9158

Alternatively, you can speak with Resthaven's Independent Support Line for confidential advice. Phone 1800 951 055.

Resthaven's Employee Assistance Program, Access Programs, can also provide free counselling support to staff, and now also volunteers. To contact them, phone 1300 667 700, or visit www.access.com.au.

Take care until next time,



Erika Comrie
*Executive Manager,
Strategy & Governance*

Feedback is a Gift!

Resthaven is committed to delivering high standards of care and providing a great environment for our customers, visitors, workforce and volunteers to live and work in.

The concerns, suggestions, compliments or other thoughts that we receive from our stakeholders helps us to know what we are doing right, and where we can improve.

Staff, volunteers, customers and family or friends can provide feedback via:

- The 'We'd like to hear from you' feedback forms available at site and on the Resthaven website,
- Submitting feedback online at <https://www.resthaven.asn.au/feedback/>
- Calling us on 8373 9000 during office hours.



Our stakeholders should always expect to hear back from us about their feedback, and what we have done in response to it.

If any member of the Resthaven community expresses a wish to provide feedback, please encourage them to do so via the options listed above.

Pictured: Mrs Colleen Smith, Shah Naz (Lifestyle Coordinator), and Mrs Noela Long at Resthaven Leabrook.

Volunteer **Celebration** Events 2023



Note: Resthaven continues to implement additional COVID-19 infection control measures as required. This includes the requirement to wear masks at residential sites during times of increased risk of COVID-19.

Work Health & Safety

Infection Prevention

During the last three 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 it's broken.

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

Meaningful Connections

Below, we share a snippet from the volunteer stories of Julie, Vicki, and Denise. For the full articles, visit www.resthaven.asn.au/latestnews.

Each story reflects the meaningful connections that are occurring each day amongst volunteers, and the people we care for and support. They reflect the establishment and development of trusting relationships. Thank you for sharing your story with us.



Julie

Resthaven Craigmore is fortunate to have a creative volunteer, Julie Sieben, who is on a mission to spread colour and creativity with residents.

Since the early days of assisting with morning teas, Julie has gone on to facilitate a weekly knitting group, calls the bingo once a week, and leads an art and craft session once a month.

‘Residents enjoy sharing in the creative process, and are responsive to their artwork being displayed on the walls.’

‘I can see the difference this makes, and it has inspired my mission to bring more colour and creativity to their environment.’

‘It brings me a great deal of pleasure to see residents participating in, and enjoying the activities, and I love to see their efforts showcased on the pinboard in the hall.’



Vicki

Resthaven Aberfoyle Park resident, Mr Lloyd Mattner, has repurposed a pink woollen jumper that his late wife, Ruth, had started to knit, but unfortunately did not complete.

With the support of volunteer, Vicki, the jumper has now been lovingly transformed into two beautiful baby jumpers and a baby beanie.

Lloyd will pass these on to his family as a keepsake of his late wife.

We are very grateful to Vicki for kindly donating her time and patience to this task, of which Lloyd and his family are very appreciative.



Denise

Resthaven Malvern hairdresser, Denise Lockwood, put down her scissors in July 2022, but you can still find her doing what she loves.

After almost 15 years, Denise retired from her role, but she didn’t go anywhere. ‘After all this time, Resthaven Malvern became my home, so I couldn’t leave!’

‘I was encouraged by staff to take on a volunteer role here, and now, I am able to do what I love—spread love and joy—even without the scissors!’

Now, Denise is exactly where she wants to be, supporting spiritual wellbeing with the site Chaplain, Rev Sil Hein, having more time to engage and connect with residents, and tapping into her creative side with the art and craft group.

80 Year Wedding Anniversary



On 17 April, Mr Thomas 'Tom' (102 years) and Mrs Una Wood (101 years) celebrated an impressive 80 years of marriage.

The couple, who were initially supported to live independently at home by Resthaven Paradise & Eastern Community Services, moved into Resthaven Port Elliot in July 2022.

Tom lived in Scotland and Una was from England, and they both joined the Royal Air Force (RAF) at the beginning of World War II.

Una remembers, 'We had gone on a double date with a girlfriend and one of Tom's friends, who wanted to set us up. There was a major blackout in the town, which made for an interesting first date, and I knew I wasn't going to let this one go!'

'Because of the nature of war, it wasn't long before we married... you held onto your loved ones a bit closer back then, as you never knew what was going to happen next.'

'The wedding was held in my village, and despite it being a rush, it was the biggest wedding we ever had at the time!'

The couple would go on to have two children together.

After the war, they enjoyed many years living abroad in England, Germany, and Romania. They finally settled down in Fullarton, South Australia, where they happily resided for 42 years.

In July 2022, Tom and Una sold their Fullarton home, and relocated to Resthaven Port Elliot. 'It's beautiful here, and relaxing. Not a bad place to end up, really!'

When reflecting on their lives together, Tom comments, 'Una has been a solid wife, we haven't had many grievances at all—it just works.'

When asked how Una feels about Tom, she smirks, 'He's alright – I'll keep him!'

Happy 80th anniversary!

Puzzler: 'Adding Madness'

How to solve this puzzle: the numbers in the grey outer squares are the totals of the rows and the columns. The numbers in the white fields are not in the correct place, unless they are bolded. Move the numbers to their correct places, so that the sums of the columns and rows equals the number in the grey outer squares. Solution page 12.

Original:

	16	14	21	18	
17	5	6	7	1	17
10	1	2	6	3	10
24	9	5	2	3	24
18	3	5	2	9	18
	16	14	21	18	

Your solution:

	16	14	21	18	
17			7		17
10	1				10
24					24
18			2		18
	16	14	21	18	

Volunteer Forum

Join us for our July Volunteer Forum with Resthaven Dementia Educator, Gillian Schulze.

In March, we held our first Volunteer Forum, with Resthaven Dementia Educator, Gillian Schulze (pictured right).

Being such a big and important topic, we only touched the surface, so we are happy to advise that Gillian is going to join our forum in July.

Originally, the second forum was going to be held on 12 July, however, the date has been changed to 26 July.

Topic: **Dementia**

Facilitator: **Gillian Schulze**

Date: **Wednesday 26 July 2023**

Time: **4 – 5pm**

How to attend:

Online from home, we will be emailing the link ('Teams' software is not required)

Or in person, at Resthaven Malvern – upstairs in the 'Leaker' Training Room

News Flash: This opportunity is not to be missed, as Gill will soon move into a new role with Resthaven, and no longer be the Dementia Educator. Gill will be heading up a new 'Stay at Home' program with Resthaven Community Respite Services.



Diversity News

Harmony Day

Each year, Resthaven celebrates Australia's cultural diversity during Harmony Week (20-26 March). The theme of Harmony Week is 'Everyone Belongs'.

Our latest Cultural and Diversity Data report indicates that Resthaven staff and volunteers represent 90 different countries, and clients and residents represent a remarkable 141 countries.

Harmony Week was the perfect time to celebrate and embrace our cultural diversity, and to share what we have in common.

The central message for Harmony Day is "everyone belongs". It is a community celebration and a week of cultural respect for everyone who calls Australia home.

Harmony Day events were held across Resthaven. Thank you to all who participated.

Priscilla de Pree

Project Officer,
Multicultural & Diversity



Above, from top: Harmony Day at Resthaven Leabrook and Mount Gambier. Above left: The display at Resthaven Craigmore.

We would like more volunteers!

Share with others about volunteering and bringing joy with a Resthaven Volunteer postcard.

Australia would like more volunteers.

The National Strategy for Volunteering vision includes:

More people volunteering more often.

We can do this by more of us talking... more often, with people we know and people we don't know.

We have developed these postcards as a tool to pass onto people as you cross paths, for staff and volunteers.

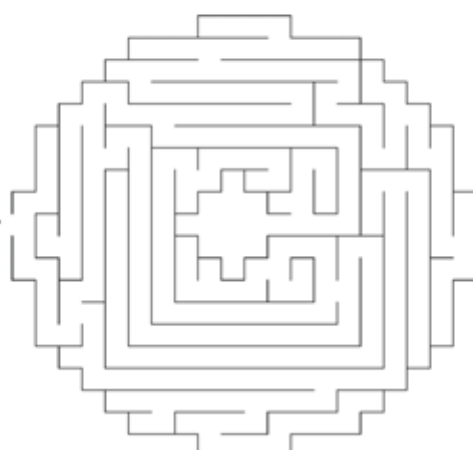
If you would like some postcards, they are available from site reception, or phone Rosanna on 8373 9092.



Mini-maze

Can you find your way?

START HERE
AND FIND
YOUR WAY TO
THE CENTRE



'Adding Madness' Solution

	18	21	14	16	
18	5	2	2	9	18
24	6	9	6	3	24
10	5	3	1	1	10
17	2	7	5	3	17
	18	21	14	16	