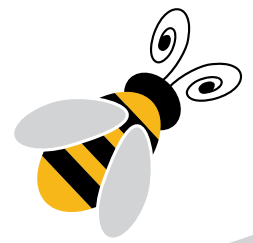


# Volunteer **Buzz**



## Hello!

2023 is the year when we hold our biennial combined staff and volunteer event, and we are going to the movies. Dates and cinemas have been set and are listed on the back page.

Movies and times will be advised soon, along with booking details (through Eventbrite). These are really nice gatherings enjoyed by many, and Resthaven's way of showing their appreciation to all.

Thank you to those who have completed the online volunteer survey, as we welcome your feedback on the May Celebrations, Volunteer Forums and Scanner cards. The next volunteer forum is scheduled for Thursday 7 December at 4pm - we will keep you posted regarding topic, pending your preferences.

Each month, we are grateful to those who share their volunteer story – thank you to Tony, Jenny and Peter, you are inspiring and inspire others – check out page 9. If you would like to share your volunteering story, please let us know. We would love to hear from you.

I encourage you to read the 'Jonquils' poem on page 11, penned by Resthaven Westbourne Park resident, Mrs Janet Ralph, shared by her daughter, volunteer Rosie – thanks Rosie.

Please enjoy the rich and varied content throughout these pages, from the Ministerial visit, to Resthaven Aberfoyle Park's 5th Birthday Celebration, Helen Doley's remarkable volunteering service, and our culturally diverse community. Plus, we have not left out a puzzler, on page 10.

With enormous gratitude to each of you,

**Stacey Thompson**

*Manager,  
Volunteer Services*



## Thanks **Trudi**



**We encourage the Resthaven community to share the 'Volunteer with Resthaven' postcards - and we thank Trudi from the Quality team for flying the flag.**

Trudi is such an advocate for volunteering and aged care, she has been known to display the latest edition of the 'Volunteer Buzz' newsletter for her guests in her former holiday home! Here, she is holding one of our new 'Volunteer with Resthaven' postcards.

We have been letting people across Resthaven know about these postcards in many ways, including meetings, in staff newsletters, at new staff inductions and site tours – and encouraging staff to take some and share. With more people promoting volunteering, more often, we are reaching more people. This is so great.

Recently, a new volunteer joined us after their husband commenced employment with Resthaven, while another volunteer joined us following her recent retirement with Resthaven. And, both are volunteering with Resthaven Community Services – an area where we are keen to engage more volunteers.

These are exciting times, as the momentum is building for more people to consider volunteering – and we are doing this together.

Thank you to the many volunteers who are promoting volunteering and spreading the word. If you would like some postcards, they are available from site reception areas, or phone Rosanna on 8373 9092.



## 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](mailto:stacey.thompson@resthaven.asn.au)

Rosanna Benvenuto  
Administration Officer  
P 8373 9092

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

### In this Issue...

From the CEO.....	2
Residential and Retirement ....	4
Community Services .....	5
Governance & Chaplaincy.....	5
Building Update .....	6
Work Health & Safety .....	8
Meaningful Connections .....	9
Diversity News .....	10
'Out and About'.....	11
Movie Day .....	12

## From the CEO

Hello everyone,

### Sector News

In the May 2023 Federal Budget, a delay was announced in the transition of the Commonwealth Home Support Program and Home Care Package program being combined into a new Support at Home program. It will now be implemented from 1 July 2025, a year later than planned. The extra time to prepare for the reforms is welcomed to minimise disruption to care recipients.

On 7 June, Minister Wells announced the formation of an Aged Care Taskforce, with members experienced in economics, finance, public policy, ageing and aged care, First Nations, consumer advocacy and provider advocacy. The taskforce will provide Government with advice on funding arrangements for aged care to ensure that the aged care system is fair and equitable for all Australians. They have only until 31 December 2023 to find the solution.

I spoke about these issues at the SA Innovation Hub meeting on 23 June, and about current workforce challenges. The hub is a representative group of aged care providers and associated groups, such as COTA SA and SAHMRI.

### Ministerial Visit

On 5 July, Resthaven Leabrook hosted a visit from The Hon Peter Dutton, Leader of the Opposition, and Senator The Hon Anne Ruston, Shadow Minister for Health and Aged Care, to discuss the issues facing aged care, in particular, workforce pressures. The group is pictured on page 3.

Following the meeting, the guests took the opportunity to mix and mingle with residents, and enjoyed a site tour conducted by Resthaven Leabrook Manager, Aman Kahlon.

### Aged Care Reforms

The Government is planning to introduce a new regulatory model for Commonwealth-funded aged care services to commence on 1 July 2024, together with a new Aged Care Act, which aims to increase protections for older people and support providers to continuously improve.

Since 1 July 2023, residential aged care providers are required to have a registered nurse (RN) on-duty and onsite at all times. Resthaven already meets this requirement, having had this in place for many years.

### Pay Increase

In July, Resthaven proudly honoured the pledge to pass on every additional dollar of the Fair Work Value decision to increase wages for our staff - an increase equivalent to 15% on the modern award for direct care workers and other specified staff. We continue to advocate for other staff not included in the increase (such as housekeeping, maintenance, hospitality and administrative staff) as part of stage 3 of the Work Value Case.

Resthaven made the decision to pass on the full 5.75% Annual Wage Decision increase that was announced in June 2023. It is important to note that the increase in government funding for 2023/24 was only 2.6%.

### Consumer Advisory Bodies

From 1 December 2023, aged care providers must write to their consumers offering to establish a consumer advisory body, and repeat this exercise at least every 12 months.

Resthaven has well-established Consumer Advisory Groups, which have been running for many years.

## From the **CEO** (continued)



Above (L-R): James Stevens MP (Federal Member for Sturt), Claerwen Little (National Director, UnitingCare Australia), Darren Birbeck (CEO), The Hon Peter Dutton MP (Leader of the Opposition), Senator Anne Ruston (Shadow Minister for Health and Aged Care), Jack Batty MP (State Member for Bragg), and Tina Cooper (Executive Manager Residential & Retirement Living).

They comprise regional consultation groups, made up of current and past Resthaven customers, interested community members, community organisations, church congregations and retirement villages. We are reviewing how they work and will adapt to the new requirements.

Resthaven's governing body (the Resthaven Board), must consider comments and suggestions made by consumer advisory bodies about the standard of care and services offered, and explain, in writing, how the feedback was considered.

### Executive Farewell

I regret to inform you that Executive Manager Strategy and Governance, Erika Comrie, has tendered her resignation, with her last day 1 December 2023.



Erika, whose portfolio includes Volunteer Services, has made a significant contribution during her time at Resthaven.

We will miss Erika's intellect, integrity and the considered

perspective she brings. Please join me in wishing Erika all the best.

### Board Update

In past months, we have farewelled Annie Fabig from the Board, and we thank her for her contribution.

We welcome new board members Jackie Howard and Gillian (Gill) Phillips, and new Board Committee Members David Sanders to the Finance and Technology Committee and Greg Crawford to the Clinical Governance and Quality Committee. A list of the Resthaven Board Members, Board Committees, and Board Committee Members, is at right.

### Finally...

As we head into spring, I am looking forward to continuing my regular visits across the sites. If you see me around, please say hello!



**Darren Birbeck**  
Chief Executive Officer

## Resthaven Board and Board Committees

Resthaven operates within the scope of the Associations Incorporations Act.

The Resthaven Board is responsible for good corporate governance, and focuses on organisational purpose, risk management, setting and monitoring strategic direction, operational and financial performance and Board governance policies.

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

Board members contribute to the Board Committees, and other non-Board committee members\* are appointed to complement the skills and experience required.

### The Board Committees and members are:

- **Governance & Risk** Mark Porter (Chair), Stephanie Rozokos, Michael Haydon
- **Finance & Technology** Michael Haydon (Chair), Mark Porter, Stephanie Rozokos, Freddy Bartlett, Annie Fabig\*, David Sanders\*
- **Clinical Governance & Quality** Geri Malone (Chair), Mark Porter, Jo O'Connor, Jackie Howard, Gregory Crawford\*, Elizabeth Iussa\*
- **Property & Environment** Rev Dr Graham Vawser (Chair), Mark Porter, Jon Clarke, Michael Haydon, Stuart Headland
- **Public & Customer Relations** Jon Clarke (Chair), Mark Porter, Rob Ball\*, Gill Phillips.

# Residential & Retirement Living

Hello everyone,

As we leave the season of winter and look forward to the joys of spring, I extend an ongoing 'thank you' for all that you do to support our site communities.

## Accreditation

During May and June, Resthaven Mitcham and Murray Bridge successfully achieved three years' accreditation. All of Resthaven's residential sites now have the full three years' accreditation.

## Staff Movements

Resthaven Senior Manager Residential Services (SMRS), Aman Kahlon, has transferred to the Manager Residential Services role at Resthaven Leabrook, following Belinda Willshire's departure. We wish Belinda all the best.



With Aman's move, Anthea Tyler, Senior Manager Accommodation and Residential Funding, has been appointed to the SMRS role, commencing in October. Pardeep Singh Doht will continue Acting in the SMRS role during this transition period.



Resthaven Mitcham Manager, Jessica Traeger, has moved to the same role at Resthaven Craigmore.



Jo Robinson, an experienced Registered Nurse and site manager, has been appointed to lead the Resthaven Mitcham team.



Above: David Norton (Executive Manager Finance & Technology), Darren Birbeck (CEO), Hannah Coelho (Manager Residential Services), Tina Cooper (Executive Manager Residential & Retirement Living), and Mark Porter (Board President).

Jane Perry, who will be familiar to many of you from her previous MRS role at Craigmore, and more recently as Residential Project Officer, has been appointed to the Relieving MRS team.



Together with Jane, we have appointed Chantelle Kake, as Relieving Manager Residential Services.



Chantelle and Jane join fellow Relieving Managers Residential Services, Charlie Roe, Pardeep Singh Doht, and longtime Relieving MRS, Jane Abbot.

My thanks to the site teams for their support during these management transitions.

## Resthaven Aberfoyle Park 5th Birthday Celebration

On Friday 20 July, residents, staff, volunteers, Executive, and Board gathered at Resthaven Aberfoyle Park to celebrate the fifth anniversary of the site opening.

There were speeches, balloon arches, afternoon tea, and, of course, a birthday cake! (Pictured above.)

Thank you to all who attended this festive celebration.

## Tina Cooper

Executive Manager,  
Residential Services  
& Retirement Living



# Community Services

Hello,  
Since I commenced with Resthaven in May, I have been making my way around the Resthaven sites, to get to know our communities. Thank you for your warm welcome.

## Staff News

It is with sadness that I announce the retirement, after almost thirty years at Resthaven, of Cecelia Oxborrow, Manager Murray Bridge, Hills and Fleurieu Community Services.

Senior Manager Service Development, Lynn Openshaw, is also retiring, after leading the Service Development team for the last 17 years. Please join me in wishing both Cecelia and Lynn all the best.

## 'Staying at Home in Regional SA'

In July 2023, Resthaven implemented a government-funded 'Staying at Home in Regional SA' program. It will deliver six retreat style, short stay programs to support people living with dementia and their carers.

The program aims to reduce carer burden, provide education and peer support, and to delay entry to residential care. It has a focus on regional areas and diverse groups, with a program including formal and informal sessions with Resthaven staff and external dementia specialists.

To access the program, applicants can email SAHRSA@resthaven.asn.au, or visit: [www.resthaven.asn.au/staying-at-home-program](http://www.resthaven.asn.au/staying-at-home-program).



**Mel Ottaway**  
Executive Manager,  
Community Services

# Governance & Chaplaincy

## Resthaven's Charitable Purpose

In 2022/2023, Resthaven invested over \$1.2M in charitable purposes. This included:

- Supporting people at risk of homelessness through affordable rentals
- Providing scholarships to staff and students
- Providing pastoral care and support at our residential sites
- Funding internal and external research to improve the quality of life of the people we care for and the people who support them.

In July 2023, Resthaven's Public and Customer Relations Board Committee approved funding and endorsed a project to formalise and increase Resthaven's focus on these and other charitable activities.

## Chaplains

The Resthaven Coordinating Chaplains, and volunteer Chaplain's Assistants, service every Resthaven residential home.

You are unique and talented people who provide outstanding support to residents, staff and their families.

The Chaplains take great pride in providing support to anyone, regardless of their belief system.

Rev Steve Blacket, Chaplain for Resthaven Aberfoyle Park, has been appointed to the same role at Resthaven Marion. Please make him welcome.

We are very proud to have the Chaplains and Chaplain's Assistants, and all volunteers as part of the Resthaven team. Thank you.



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

## A Little History...

Volunteers have been at the heart of Resthaven, since our beginnings in 1935.

You enhance our diverse community, whether you share a musical or artistic talent, have a green thumb, love a chat, or simply bring a listening ear over a good cup of tea. There is something here for everyone.

**Resthaven appreciates volunteers and the difference you make in the lives of the older people we support.**

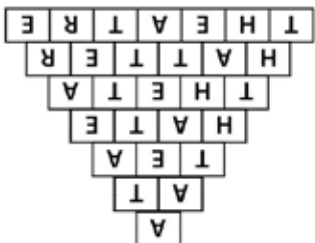
Pictured below are some of Resthaven's very first volunteers - the 1955 Resthaven Board, meeting at Resthaven Leabrook.



*"Do what is right, not what is easy."*

**Roy T. Bennett**

## Puzzler solution (from page 10)



## Building Update

The busy capital works program continues. New projects are commencing, as we maintain momentum on existing projects.

### Resthaven Bellevue Heights

Stage 2 of the major redevelopment of Resthaven Bellevue Heights includes the construction of a new service level and memory support area. This structure is now being erected for the entry level, which incorporates 23 new rooms.

The internal refurbishment of Banksia is complete, and the refurbishment of Acacia is underway. The internal areas are looking magnificent.

In addition, the improvements in the retirement living communal area, Gum Tree Lodge, are now substantially complete.

### Resthaven Westbourne Park

The major redevelopment at Resthaven Westbourne Park is progressing well. On 16 June, we held a 'turn the turf' ceremony, to officially mark the beginning of works. The 'first sod' was turned by Manager Residential Services, Kamala Sharma, and Board President, Mark Porter. They are pictured with representatives from the Resthaven Executive, Board, Brown Falconer Architects, and Kennett Constructions.

The first concrete pour for stage 1 is now complete, and structural steel is being erected.

The refurbishment of Marlborough is underway. The first five rooms have been completed and residents have moved in.



Above (L-R): Scott Kennett (Managing Director, Kennett Constructions), Mario Dreosti (Managing Director, Brown Falconer Architects), Jo O'Connor (Board), Aman Kahlon (Acting Senior Manager Residential Services), David Norton (Executive Manager Finance & Technology), Kamala Sharma (Manager Residential Services), Darren Birbeck (CEO), Tina Cooper (Executive Manager Residential & Retirement Living), Mark Porter (Board President), Jon Clarke (Board), Graham Vawser (Board), Emmet O'Donovan (Senior Manager Building Services).

Stage 1 will include the construction of 42 new rooms to replace the majority of rooms in Hampton and Richmond. Stage 2 will commence in early 2024, and complete the replacement of Hampton and Richmond.

### Resthaven Chiton Retirement Living

The development application for eleven additional retirement units, a garden reserve, and caravan park at Resthaven Chiton Retirement Living has been lodged with council. The extra units will complete the village, and complement the existing units. Once we receive development approval, we anticipate to commence at the end of 2023.

### Resthaven Marion Campus

The Resthaven Marion campus is a major centre for Resthaven, with the area providing the full range of services: Residential Aged Care, Retirement Living, Community Services and Community Respite Services.

We are currently looking at options for the site. Stakeholder consultation is an important priority, to ensure we gather everyone's views.

In August, a survey was provided to staff, clients, residents, and volunteers, seeking their input and thoughts about what the precinct should include/capture. I encourage you to participate, as we value your input in informing the development outcomes.

### Rooftop Solar Project

Two companies have been engaged to install the new solar systems across Resthaven. CME will install systems larger than 30kw, and Suntrix will install systems below 30kw.

It is expected that installations across corporate, residential and community services offices will commence in September.

The reduction in our carbon footprint is estimated at 9%. This is a great step forward and something to be proud of. Keep an eye out for the installations.

## Building Update (cont.)

### Resthaven Mount Gambier

We have commenced the conversion of two former retirement living apartments at Resthaven Mount Gambier.

These apartments were part of the original plans when the site was designed in 2009. Conversion to traditional residential rooms is now occurring. The project is expected to be complete in November.

### Resthaven Head Office

Resthaven has experienced significant growth over the past few years. We now need to consolidate Resthaven Head Office for this growth, and look to futureproof the office. Following extensive stakeholder engagement, we are developing concept plans. These will be shared later in the year.

### Paradise and Eastern Community Services (PECS)

Due to space limitations, the PECS Manningham office no longer meets our needs. Consequently, we have leased premises at 255 Main North Road in Sefton Park. The premises is a former ANZ bank branch and is very prominent on the junction of Main North Road and Regency Road. The Manningham Office will relocate here. It will be an administrative hub and client activity centre.

There's never a dull moment!



**David Norton**

Executive Manager,  
Finance & Technology

## Helen's 26 Year Resthaven Story



Mrs Helen Doley was no stranger to Resthaven Westbourne Park when she became a resident earlier this year, after dedicating 26 years to volunteering at the home, and a combined total of 79 years volunteering with many charitable organisations.

Mrs Doley says, 'When I was little, I became the milk monitor for my classroom. I had the responsibility of collecting the bottled milk each morning, and I had to keep it cool during the day by topping the crate with ice.'

'It was an important role for me back then, and I had a sense of pride and responsibility from it.'

Mrs Doley's service to her community also included volunteering with Meals on Wheels for 26 years, as well as with Resthaven Westbourne Park, where she specialised in providing palliative care support.

'Palliative care is a natural part of aged care, and while the staff do an exceptional job with those nearing end of life, there is only so much time that they can dedicate to each individual.'

***'As volunteers, we have that beautiful thing of being able to give our time to those who need it.'***

'The quality of life for palliative care residents is everything, and as volunteers, we can give them that from a human perspective, rather than a clinical one, and I have personally seen the positive effect this has had.'

In 2001, Mrs Doley was awarded a Citizen Award from the National Australia Day Council for her selfless work in the community.

In 2009, Mrs Doley received the inaugural Palliative Care Volunteer Award from the Palliative Care Council of South Australia Incorporated, for the most outstanding volunteer.

This year, Mrs Doley moved into Resthaven Westbourne Park and is enjoying her windows for growing her potted plants, and knitting blankets for the homeless. We are grateful to Helen for her energy and continued service to her community.

# Work Health & Safety

## Dementia

Here is some information and considerations when supporting with people living with dementia.

### **Dementia affects more than memory.**

Dementia affects:

- Cognition
- Planning and sequencing
- Word finding
- Problem solving
- Orientation and spatial awareness
- Body functions

Symptoms include:

- Loss of social awareness
- Anxiety, depression, mood swings
- Hallucinations or delusions
- Showing aggression or personality changes.

### **Keep in mind the five 'S's when supporting people with Dementia:**

#### **Slow**

Slow down your rate of speech and wait for the person to respond.

#### **Simple**

Keep what you say to one idea at a time, using short sentences.

#### **Specific**

Talk about specific people, objects, or events. Use names instead of pronouns.

#### **Show**

Use gestures, point to items, use visual examples, such as photographs, or show choices.

#### **Smile**

Facial expressions can be understood long after verbal language is lost. Send a message with a smile!

**Refer to page 10 for free online modules available.**

## Reporting a Concern

If you see anything you are concerned about, please advise the site Manager immediately; whether this be in relation to a resident, client, the workforce or visitors. Resthaven has reporting processes in place that are responsive, supportive and meet regulatory requirements.

Resthaven is required to report and handle any concerns in a particular way to support the workforce, and the people we support.

Every employee, Board Member, volunteer, contractor, agency employee and student must report any incident of abuse – whether witnessed, alleged or suspected – against a resident or client.

A reportable assault or incident includes a missing resident, unreasonable use of force, or unwanted sexual contact. It does not matter if the resident/client has cognitive impairment; if they say it happened, it must be reported to the site Manager.

If you would like someone to talk to, you are welcome to contact the Resthaven Employee Assistance Program (EAP) on 1300 667 700 for free, confidential support. Alternatively, you can contact the Independent Whistleblowers Support Line on 1800 951 055. As always, you are welcome to speak with the Manager Volunteer Services on 8373 9036.

## Discrimination and Harassment

We are all entitled to enjoy a supportive, harmonious workplace, free of prejudice, harassment and discrimination. Treating each other respectfully is paramount.

We are shaped by numerous influences, including pervasive social forces that shape behaviour from early childhood, such as religion, ethnicity and socioeconomic status; physiological

influences that impose both opportunities and constraints, such as age and gender; and the influences from life choices that individuals make, such as occupation and geographical location.

Discrimination generally occurs when someone is treated less favourably than others because they have a particular characteristic, or belong to a particular group of people - for example, not hiring a woman because she is pregnant or may become pregnant.

Harassment involves unwelcome behaviour that intimidates, offends or humiliates a person because of a personal characteristic, such as race, age, gender, disability, religion or sexuality. This may be demonstrated through name calling or using references specific to a person's lifestyle.

Discrimination is unequal treatment owing to a person's characteristics, beliefs, or belonging to a specific community, whereas harassment is persistent, undesired, and unwarranted attention that causes distress.

A myriad of influences impact our behaviours. Recognising our own thoughts and beliefs will greatly assist us to understand the needs of others in relation to the way they conduct themselves in the workplace.

Should you believe you have been subject to discrimination and harassment, if you feel comfortable, indicate to that person directly that you want the behaviour to stop. If you do not feel comfortable approaching them directly, approach your site Manager.

All reports of unlawful discrimination and harassment will be handled in a sensitive and confidential manner, and in accordance with procedural fairness. This is about respectful behaviour in the workplace.

## Meaningful Connections

During this edition we thank Tony, Jenny and Peter for sharing their volunteering stories and include a snippet below. For the full articles, visit [www.resthaven.asn.au/latestnews](http://www.resthaven.asn.au/latestnews).

Your stories reflect the meaningful connections volunteers share with the people we care for and support and the difference you make in enriching lives, in so many ways.



### Tony

Volunteer pianist, Tony Kelly, enjoys spending his time hitting the keys at Resthaven Malvern, having discovered the joys of aged care approximately 25 years ago.

Tony says, 'I was a chemistry teacher in my working days, but I always played piano on the side.'

'I retired in 1997, but it wasn't until a few years later that I discovered volunteering opportunities in aged care, and I never looked back.'

Tony first started volunteering with Resthaven Malvern in 2001 for 14 years. After a four-year gap, he picked up where he left off.

***'Aged care is a special area and connecting with people through music is very powerful and really rewarding.'***

On why he volunteers with Resthaven, Tony says, 'It is a truly wonderful place to be, for residents, families, staff and volunteers—it's a strong community.'



### Jenny

This year, Jenny Dow celebrated her tenth anniversary as a Resthaven Mount Gambier volunteer.

Jenny says, 'My first volunteer experience was at my youngest daughter's school 24 years ago. I had extra time and wanted to give back.' Since then, Jenny has taken on more in her local community, including her long-term contribution to the Salvation Army.

'Ten years ago, I found a volunteering role advertised at Resthaven Mount Gambier. I walked in one day, and that was it.'

Jenny credits her dedication to the connection she shares with residents:

***'I thoroughly enjoy sitting down with residents for a chat, and we gain a lot from each other.'***

'Aged care is rewarding—if you've experienced it, you will know.'

'We learn and grow so much from older people, and they are so willing and grateful to have your time.'



### Peter

Peter Ellemor is a household name at Resthaven Mitcham, having devoted his time as a volunteer for more than a decade.

Peter explains, 'I worked for the Department of Education for 37 years, and it was always in my heart to give something back to the community once I retired.'

'By the time that came around, my wife, Sue, and I reached out to Resthaven Mitcham to see what we could do.'

Peter became a friendly face behind the wheel of the Resthaven bus, and has since taken hundreds of trips with residents across Resthaven sites.

'I ended up with a varied schedule, driving the bus once a fortnight, and playing piano the other week.'

***'It was great fun, and I have formed many cherished connections over the years.'***

Pete has since hung up his driver's hat, however you can still find him on the piano playing for worship services held at Resthaven Mitcham.

# Diversity News

## Diversity Snapshot

Analysis of cultural diversity data from the 2022-2023 financial year shows that:

- Resthaven customers represent 129 countries, and speak 55 languages other than English.
- 1.0% of our customers from an Aboriginal or Torres Strait Islander background, which is in line with the 1.1% of the South Australian population aged over 50 years from Indigenous background.

## Did you know...?

This year, two new languages appeared in the top ten languages other than English for Resthaven customers: Arabic and Vietnamese.

The majority of our workforce cohort (57%) was born overseas. Together, they speak 71 languages other than English.

Customers and workforce together represent 159 countries!

## Upcoming Events

### Pride March in Adelaide

For the first time, Resthaven will have a presence at the Pride March in Adelaide, on Saturday 28 October. We would love to see the Resthaven community join us – whether you identify as LGBTI+ or not. We will gather from 5pm at Wauwi/Light Square to march at 6pm. The route is approximately two kilometres, and is flat and wheelchair accessible. Please contact me if you would like to participate!

### 'Feast Picnic in the Park'

On Sunday 5 November, Resthaven will again have a stall at the 'Feast Picnic in the Park'.

### Priscilla de Pree

Project Officer,  
Multicultural & Diversity

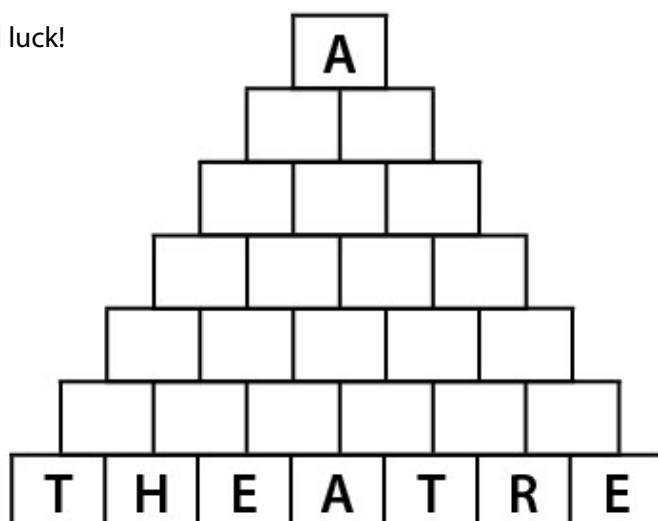


Above: The Resthaven Onkaparinga Community Services team celebrate International Day Against Homophobia, Biphobia and Transphobia (IDAHoBIT).

## Puzzler: 'Word Pyramid'

Start at the top, then go one step down and find the next word. This word is one character longer and must contain all the letters from the word above. The goal is to find all the words in the pyramid.

Solution page 5. Good luck!

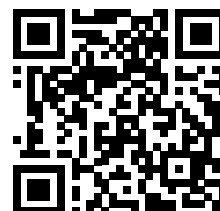


## Free Equip Aged Care Learning Packages

Free online learning modules for aged care are now available through the University of Tasmania's Wicking Dementia Research and Education Centre.

The modules are designed for care workers, volunteers, caregivers and anyone with an interest in supporting older people. Each module takes only 10 minutes to complete.

Scan the QR code to find out more, or visit <https://equiplearning.utas.edu.au/>, email [equiplearning@utas.edu.au](mailto:equiplearning@utas.edu.au), or phone 1800 982 600.



## 'Jonquils'

Heady scent of jonquils  
on a streetcart  
in the mall...  
surprises me  
to my grandmother's garden  
my eyes feel  
sandstone walls,  
dirt-hardened paths,  
loganberry bushes  
and warmth.  
Long  
gone  
joy  
for  
one  
second...  
glistening dew on jonquils  
on a streetcart  
in the mall...  
my eyes feel...

**Written by Mrs Janet Ralph**



### Editor's Note:

'Jonquils' was sent in by Resthaven volunteer, Rosie, whose mum, Mrs Janet Ralph, lives at Resthaven Westbourne Park.

Rosie explains, 'This lovely poem was written by my mum a good few years ago now. The thought of it struck me because the jonquils are starting to blossom.'

'Jonquils were one of mum's grandma's favourite flowers. As the first suggestions of spring bring the jonquils to bloom, the perfume and the vision bring nana to her mind straight away.'

Thank you for sharing, Rosie!

## 'Out and About'

### Social Garden Group

Every year, the Murray Bridge Social Garden Group donate their time, and flowers from their own gardens, to make posies for local mums on Mother's Day. They are very generous. You will recognise group President, Ken Wells (below, far left), who is a long-serving volunteer of Resthaven Murray Bridge. Thank you to the Murray Bridge Garden Group!



### Bus Trips

In July, on a sunny winter's day, Resthaven Craigmores residents ventured out on a bus trip to the St Kilda Hotel (below). There, they enjoyed a pub lunch, with nearly everyone ordering fish and chips!



### Connections

At Resthaven Bellevue Heights, Mrs Gwen Leane (volunteer) and Mr Bruce Leane (resident), are pictured below enjoying Bruce's 'hot wheels' — a new scooter.



Meanwhile, in the background, volunteer Chaplain's Assistant, Jan Wiseman, is catching up with an old friend — resident, Mrs Jean Finlayson. So many connections in one lovely photograph!

### Book Week

For Book Week 2023 (21-25 August), volunteers and staff at Resthaven Aberfoyle Park dressed in their best themed outfits! They are pictured below, posing in front of the Book Week display in the site shop window, led by volunteer, Janet.





*Resthaven*  
Incorporated

# Save the date!

## Resthaven Movie Thank you Events

Door and lucky seat prizes  
Drinks and popcorn supplied  
Choice of movie

**Oatmill Cinema, Mt Gambier** Friday 17 November  
**Capri Theatre, Goodwood** Sunday 10 and Wednesday 13 December  
**Chaffey Theatre, Renmark** Friday 15 December  
**Reading Cinema, Elizabeth** Friday 15 December  
**Wallis Cinema, Noarlunga Centre** Friday 15 December

*Movies and times to be advised*