

Volunteer **B**uzz



Welcome

Welcome to our last edition of the 'Buzz' for 2023. Throughout these pages are sector and organisational updates, including changes and movements. Resthaven Bellevue Heights is in its final building stage, Westbourne Park's major development is underway and Resthaven Paradise and Eastern Community Services Manningham Office is moving to its new location in Sefton Park. The commencement of the solar installations is exciting.

Throughout Resthaven, and throughout the year, you make a tremendous impact; as a collective, as a part of each Resthaven community, and as individuals, on the lives of many people. Some of you have been with us for many years, and some have recently joined Resthaven. I am fortunate to know most of you. I am filled with gratitude each time I am at a Resthaven location and we cross paths and I see you in action. Imagine how you make people feel! There is a handful of such examples to the right and throughout these pages.

One exceptional person is Ken Wells, who was recently awarded an Order of Australia Medal for his lifetime of contributions to the Murray Bridge community. Read about this on page 7.

Resthaven thanks you, and the world thanks you, on December 5, International Volunteer Day (IVD).

As the year ends, we hope you enjoy the movies, and coffee on us with your gift voucher. Wishing you all joy and peace.



Stacey Thompson

Manager,
Volunteer Services

(Read more from me on the back page about the new badges, and next year.)

'Tis the Season



Above (L-R): Festive red bows on every resident door at Resthaven Aberfoyle Park, courtesy of volunteers, Janet and Alison; Volunteer Kathleen, and the Resthaven Paradise Flower Show.

Throughout Resthaven Aberfoyle Park, there is a red bow on the door of each and every resident, handmade and handcrafted by volunteers, Janet and Alison.

They sourced the material, cut each bow into 7 metre lengths, and folded and cut, and folded and cut again, until they were just right – for 100 doors. Whilst adorning each door, they chatted with each 'home' owner – how special.

Recently, Resthaven Paradise was filled with beautiful, colourful and scented flowers, for their annual Flower Show event. Hard at work on the morning getting ready were volunteers, Kathleen (pictured), Mary and Rosa.

Throughout Resthaven Mitcham and Westbourne Park, the guitar strumming of volunteer, Bob, can be heard through the corridors. In the lead up to Christmas, festive carols can be heard.

This is just a sample of the enormous difference each of you make throughout Resthaven.

With volunteers, 'tis the season all year round!

Season's Greetings



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.

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A Christmas Wish...

I wish you the joy of Christmas,
The season's sweet repose.

I wish you the peace of Christmas
To mark the old year's close.

I wish you the hope of Christmas
To cheer you on your way.

And a heart of faith and gladness
To greet each coming day.

~ Author unknown



From the CEO

Hello everyone,

Award Finalist

I am delighted to announce that Resthaven was highly commended in the Reader's Digest 2024 Quality Service Awards. This follows our recognition in both the Residential and Community Services Trusted Brands awards in the past two years.

Executive Changes

From 1 December, we are adjusting Resthaven's Executive structure, to better meet the ever-changing compliance and reform environment in which we operate.

A trigger for this review was the resignation of Executive Manager Strategy and Governance, Erika Comrie, as mentioned in the previous newsletter. Erika's last day was 1 December 2023.

I reiterate my sincere thanks and appreciation to Erika, who made a significant contribution during her time at Resthaven, including in the Volunteer Services department.



With her tireless work ethic, Erika improved many of our processes, played a lead role in the retirement village acquisitions, and implemented an impressive number of service improvement initiatives.

Erika's review of the Governance Framework and Operating Model was exceptional and provided Resthaven with a wonderful foundation that will benefit the organisation for many years to come.

The Executive Manager Strategy and Governance role will now evolve into Executive Manager Clinical Governance and Operational Excellence.

I am pleased to announce that Executive Manager Residential and Retirement Living, Tina Cooper, has taken on this role.



Tina's breadth of clinical expertise and organisational knowledge will bring the skills required to manage Resthaven's clinical governance, risk, and quality systems, to enable the delivery of best practice care and services to residents and clients.

From the CEO (continued)

The Retirement Living portfolio, formerly with Residential Services, has transferred to the Community Services division, under Mel Ottaway, Executive Manager Community Services. Mel's title has therefore changed to Executive Manager Community Services and Retirement Living.



With the restructure, Volunteer Services will join the People and Culture team, and Chaplaincy will join Residential Services.

Following a national search, I am pleased to advise that Kelly Geister was appointed to the role of Executive Manager Residential Services from 4 December 2023. Kelly is responsible for the effective leadership and delivery of high quality services across our twelve residential aged care homes.



Kelly has worked as a senior leader at Resthaven for the past eight years, most recently as the Senior Residential Operations Manager.

She holds a Master of Business Administration, Master of Health Service Management, and has extensive aged care experience. We welcome her to the Executive team.

Sector Updates

A new independent statutory authority called the Office of the Inspector-General of Aged Care was established in October.

This new authority aims to identify systemic issues in aged care, and report findings and recommendations to the Australian Government, parliament and public.



Above: Andrew Larpent (CommonAge Chairman) with Darren Birbeck at the Global Ageing Conference in Scotland.

Mr Ian Yates AM is currently the acting Inspector General. For more information, visit igac.gov.au.

Conferences and Events

From 30 August to 17 September, I attended the Global Ageing Conference, to celebrate the tenth anniversary of CommonAge, of which Resthaven is a founding member. I am pictured above with CommonAge Chairman, Andrew Larpent.

CommonAge is a charitable organisation that advocates for older people to be fully recognised in society, and supported and enabled to live well in an all-age friendly Commonwealth.

On 27 September, I attended the COTA SA 'Reimagining Ageing' event, to celebrate International Day of the Older Person.

From 25-27 October, I attended the ACCPA conference, a flagship event in aged and community care. This year, there were more than 2,000 delegates from across the country.

On behalf of Resthaven, I participated in a panel discussion entitled 'A fair and sustainable aged care system,' with Joao Moura (Executive Manager Customer and

Commercial, Uniting NSW & ACT), Jane Pickering (CEO, Eldercare), and Claerwen Little (National Director, UnitingCare Australia).

Congratulations to Sonia Hunter, Manager Workforce Strategy, for being highly commended in the ACCPA Awards, as was the Team Talent Showcase.

Finally...

I look forward to seeing many of you at the various Christmas events held across Resthaven throughout December. I always enjoy chatting with you, so if you see me at your site, please come and say hello.

I extend my sincere appreciation to the entire Resthaven volunteer workforce for all that you do to support Resthaven residents, clients, families and staff. Your contribution is very much appreciated.

My very best wishes for the festive season and the year beyond,



Darren Birbeck
Chief Executive Officer

Thank You

I would like to thank Resthaven for having me for the past three years. In my first day at Resthaven, I was amazed by the beautiful people we have here, and the innate and special gift that many of you have of knowing what the right thing to do is in any moment to care for someone.

I continue to be amazed every day. The care and support our people provide is outstanding. Our customers constantly tell us how grateful they are. Thank you.

If you know me, you'd know I'd love to thank everyone – individually – with gifts!!

Specifically, I'd like to thank Darren and the Board for the opportunity to join the aged care sector, and the team of people I have been lucky to work closely with over the last three years. They are smart, fun, decent and committed.

Whilst I am off to a different sector, I will continue to be a strong advocate for older people and the aged care sector, and the wonderful people at Resthaven. I look forward to seeing Resthaven's continued success from afar, and will be cheering you on.

Take care, be respectful and honest, be kind to each other, and always, if you're feeling flat, make someone feel good – it's always guaranteed to make you feel better.

Take care,



Erika Comrie

*Executive Manager,
Strategy &
Governance*

Residential Services

Hi everyone,

Welcome to the final edition of the 'Volunteer Buzz' for the year - and what a year it has been!

Team Movements

As discussed in the CEO's update, my role has now changed, and this is my final report as the Executive Manager Residential and Retirement Living. By the time you read this, I will have transferred to the role of Executive Manager Clinical Governance and Operational Excellence, and welcome the challenge of this new role.

I extend my sincere congratulations to Senior Residential Operations Manager, Kelly Geister, for her appointment to the Executive Manager Residential Services role. Kelly will introduce herself in the next edition. I have worked with Kelly for many years, and have no doubt in her ability to take on this role. Well done, Kelly.

We also welcome Jessica McKenna to the role of Senior Project Officer Residential Services. Jessica has extensive experience in roles such as a Nurse Advisor, Project Officer and Residential Aged Care Manager.



I am pleased to announce the appointment of the new Manager Residential Services at Resthaven Murray Bridge, Kelly Gladigau. Kelly joins Resthaven as an experienced and skilled Registered Nurse, who has held previous management roles in residential aged care, most recently, as a Specialist Clinical Nurse Consultant.



Accreditation

During October, Resthaven Mount Gambier underwent their triennial accreditation audit by Assessors from the Aged Care Quality and Safety Commission. Ongoing one-day assessment contacts continue to occur across our residential homes.

Thank You

My sincere thanks to all residential site communities for your support over the past 14 years. I know you will welcome Kelly as she settles into the Executive Manager Residential Services role.

Finally, I wish you all the very best for the upcoming festive season, and I look forward to continuing to engage with many of you in my new Executive role.



Tina Cooper

*Executive Manager,
Clinical Governance
& Operational
Excellence*

Christmas Gift Suggestions...

To your enemy,
forgiveness.

To an opponent,
tolerance.

To a friend, your heart.

To a customer, service.

To all, charity.

To every child, a good
example.

To yourself, respect.

By Oren Arnold

Community Services & Retirement Living

Staff Welcome

With the retirement living portfolio moving to Community Services, a new Retirement Living Operations Manager role has been created. We are very pleased to welcome Matthew (Matt) Cragg to this role. Matt joins Resthaven with extensive experience in aged care, previously holding the position of Chief Executive Officer at Warrina Homes, with his most recent position as Senior Manager Corporate and Commercial Partnerships with Uniting Communities.



Service Expansion in the Fleurieu & Murraylands

Resthaven Murray Bridge, Hills & Fleurieu Community Services has taken over the service provision of Home Support services, previously provided by Murray Mallee Aged Care, in the Mid-Murray Council area. These cover Murray Bridge, Mannum and surrounding areas.

From October, Resthaven started transitioning those clients of the ACH Group (that is no longer providing home care services in the Fleurieu Peninsula) who chose to move to Resthaven. This involved considerable resources. Thank you to Relieving Assistant Manager, Kimberley Lord, for managing this process on the ground, with Tanya and the team.

We are delighted to welcome some new staff who have transitioned from ACH Group into the team, along with several new clients. We welcome this opportunity to expand our operations into new service areas.

In October, several staff participated in the Yankallilla show, which was a great introduction into the area.



Carer Respite Program

Our new 'Staying At Home in Regional SA' program held a second retreat in the Adelaide Hills in October.

This was a wonderful opportunity to bring together a group of couples for a period of respite, education and support regarding continuing to live at home caring for a loved one with dementia. I am pictured above with several staff and guests.

There were some great learnings from the first retreats, and the impact on the individuals was amazing. Work is underway for future events in the Riverland and Fleurieu.

Office Expansions

Due to continued growth, Resthaven Community Services will soon see two office moves into larger office accommodations.

The Manningham staff of Resthaven Paradise and Eastern Community Services are moving out of the long-held office at 111 Hampstead Road Manningham, into refurbished offices at 255 Main North Road, Sefton Park.

In Mount Gambier, Resthaven Limestone Coast Community Services will relocate from 15b James Street, to 13 Penola Road, Mount Gambier. The larger premises will enable client activity programs and a community hub to develop, where nursing clinics, information sessions, and social programs may be held.

Michael Perry Recognition

On 16 November, residents at On Statenborough Retirement Living, together with the City of Burnside, recognised the investment in regenerating the Michael Perry Botanic Reserve at Stonyfell.

A morning tea was held as a thank you to the council volunteers who worked on the revegetation, and to honour the former Councillor, Alderman and Mayor of Burnside (from 1958 to 1983), Michael Perry AM, for whom the reserve is named. Mr Perry is pictured below at the event with current Mayor, Anne Monceaux.



Mr Perry has been a resident of On Statenborough since November 2012, along with his wife Janine. A tour of the reserve preceded the morning tea.

Season's Greetings

Thank you for a wonderful first year with Resthaven.

Wishing you all the best for the upcoming festive season, and the new year ahead,

Mel Ottaway

Executive Manager,
Community Services
& Retirement Living



Building Update

Wow, this year is nearing its end already! So much is happening across Resthaven Building Services.

Resthaven Westbourne Park is taking shape, with the first 42 rooms to be handed over in late January 2024. Meanwhile, Resthaven Bellevue Heights continues its push to complete the final building stage. Read on for more.

Resthaven Bellevue Heights

Stage 2 of the Resthaven Bellevue Heights major redevelopment, which incorporates 23 new rooms, has almost completed its 'super structure' phase (pictured above right as at October 2023).

The roof trusses are complete, and roofing has commenced. This will really show the site in its final form.

The refurbishment of Acacia is progressing well. A new sculpture design has been finalised, which will add a focal point at the entry to the site.

Resthaven Westbourne Park

The major redevelopment of Resthaven Westbourne Park is progressing well, with wall framing and roof trusses well underway.

The refurbishment of Marlborough is progressing, with most of the rooms now complete. The current stage will complete the majority of room refurbishments. In the new year, we will commence the dining and lounge areas.

Stage 1 includes the construction of 42 new rooms, to replace old rooms in Hampton and Richmond. Stage 2 will commence in February 2024.



Above: Super structure under construction at Resthaven Bellevue Heights.

Resthaven Chiton Retirement Living

Planned additions to Resthaven Chiton Retirement Living includes 11 additional retirement units, a garden reserve, and caravan park. The development application for these improvements is now being lodged with Alexandrina Council.

The 11 units will complete the village, and complement the existing units. Once we receive development approval, we anticipate a 2024 commencement date.

Resthaven Mount Gambier

The conversion of two former retirement living apartments into residential rooms at Resthaven Mount Gambier is complete. These apartments were part of the original development in 2009.

Resthaven Paradise & Eastern Community Services

As mentioned in Mel's update, Resthaven Paradise and Eastern Community Services Manningham office is moving from its longstanding location at 111 Hampstead Road, into refurbished offices at 255 Main North Road, Sefton Park.

Fitout works have commenced on the new premises, which is a former ANZ bank branch. It is very prominent on the junction of Main North Road and Regency Road, and you can't miss the Resthaven logo on the large sign if you drive past! (below)

It is expected the service will be operational in the new premises in January 2024.



Resthaven Limestone Coast Community Services

In the new year, the Resthaven Limestone Coast Community Services Mount Gambier office will relocate from James Street to much larger offices at 13 Penola Road, Mount Gambier. This is expected to be complete in February 2024.

Building Update (cont.)

Resthaven Head Office

Resthaven has experienced significant growth over the past few years. We now need to consolidate Resthaven Head Office, and look to future-proof the office. Following extensive stakeholder engagement, we are developing concept plans.

Marion Master Plan

Our Marion campus is a major centre for our services in the area. It provides residential aged care, retirement living, community services, and community respite services.

We have held stakeholder consultations, with very good participation. The information received will be very helpful in taking the project forward. We will now work on the design brief, to inform future progress.

Rooftop Solar Project

The first installation of rooftop solar photovoltaic panels commenced at Resthaven Paradise in October. Installations at other residential sites will follow over the next six months.

Installations at community services offices and Head Office will commence from November.

The reduction in our carbon footprint is estimated at 9%, which is a great step forward, and something for us all to be proud of.

Best wishes for the festive season, see you next year!



David Norton

Executive Manager,
Finance & Technology

Ken Wells Awarded an Order of Australia

Congratulations to an integral member of the Resthaven community, Mr Ken Wells (88), who was recently awarded an Order of Australia Medal for his lifetime of contributions to the Murray Bridge community.

Ken has dedicated more than 35 years to Resthaven as a volunteer, 70 years to his local agricultural show, 50 years to the Methodist and Uniting Church, and much more over his lifetime.

Ken recalls, 'I took a strange phone call back in April from a lady at Government House, asking if I was ok to be nominated for an award—I didn't know what the award was going to be then! I said, "I suppose so", and I didn't hear about it for a couple of months.'

'Turns out, there were quite a few nominations from my local community in Murray Bridge, who had listed off a whole range of volunteer commitments I have been involved in over the years—that's what happens when you live in a small town, everyone knows your business!'

'I am humbled that I was thought of. It's not something you ever expect as a volunteer. You do it because it's the right thing to do. I'll continue volunteering for as long as I am physically able.'

This year, Ken made the decision to become a client of Resthaven Murray Bridge, Hills & Fleurieu Community Services, receiving fortnightly domestic support in his home.

'I know the people well—the staff, volunteers, and clients—I've been around for a while! It was about time I joined the other side of it and start receiving services. It helps me stay at home for longer, as it's getting a bit too difficult to clean the wet areas at home.'

Now, even as a client, Ken continues to volunteer at both the community services and residential sites.

'I share a slideshow on the history of the area. We get into all sorts of discussions about the past, remembering landmarks, transport, and events. It's great fun to share a piece of history.'

On the future of volunteering, Ken says, 'It's so important for young ones to carry on the community work of volunteering. It's volunteers who keep things running. Without volunteers, a lot of places would fall apart. I hope the younger generations keep up the good work we do.'

Congratulations on your award, Ken, and thank you for your many years of volunteering!



Diversity News

Pride March and FEAST

On 28 October, Resthaven was delighted to participate in the Adelaide Pride March (pictured below).

On 5 November, we once again had a stand at the FEAST Picnic in the Park. It was a great day out.



Christmas Celebrations

We are gearing up for the Christmas season, with residents, volunteers and staff busy decorating sites across Resthaven. At Resthaven Leabrook, residents recently trimmed several trees with festive cheer (pictured right).

Merry Christmas and a happy new year,



Diwali

On 12 November, site communities across Resthaven celebrated Diwali, the 'Festival of Lights'. One group is pictured above right with CEO, Darren Birbeck.

Priscilla de Pree

*Project Officer,
Multicultural &
Diversity*



International Volunteer Day (IVD)

5 December is International Volunteer Day.

This is a mandated day designed to raise awareness, celebrate and promote volunteering.

Thank you. As volunteers, you play an important role in responding to challenges facing the world.

This year's theme is 'If Everyone Did', which centres on the power of everyone and collective action. We are better together.

Cyber Security: 'Phishing' Emails

Phishing emails are deceptive messages designed to trick you into revealing sensitive information such as passwords, credit cards, or personal data.

These emails often appear to be from legitimate sources such as banks, Australia Post, government institutions, or well-known companies. To avoid falling victim to phishing scams, follow these tips:

- Check the sender's email address; phishing emails often use misspellings or variations of legitimate addresses

- Look out for poor grammar, spelling errors, or unusual formatting
- Avoid clicking on suspicious links
- Only open attachments from trusted sources
- Be wary of urgent requests, as phishing emails often employ a sense of urgency or fear to pressure recipients into taking immediate action.

Stay safe online!

Report any suspicious activity to scamwatch.gov.au



Meaningful Connections

During this edition we thank Ian, Anusha, and Bob for sharing their volunteering stories and include a snippet below. For the full articles, visit www.resthaven.asn.au/latestnews, or the volunteering page.

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.



Ian

Ian Kluge's chaplaincy support is a blessing for the team at Resthaven Murray Bridge.

Ian has lived a life supporting his community, both as a police officer and as a volunteer. Following a long career in the police force, Ian followed a path in disability, and his interest working with vulnerable people grew tenfold.

Ian went on to complete his Certificate in Chaplaincy and Pastoral Care. Whilst working in disability, he commenced volunteering in aged care.

Ian says, 'I really enjoy having a chat with residents, and sharing our faith together'. Something that is particularly special is singing with residents who are living with dementia.

On volunteering in aged care, Ian says, 'You truly care about the people you meet here. They all have stories to share that we learn from.'

'I do it because I want to, and the community is beautiful – they are really appreciative of the time we share together, as am I.'



Anusha

Resthaven Marion Community Services clients have been enjoying extra support in their social groups lately, thanks to volunteer, Anusha Nadeem.

Anusha and her husband left their home in Pakistan for a new adventure in Australia, where her husband started work as an Enrolled Nurse with Resthaven Onkaparinga Community Services.

Anusha says, 'He enjoys the work in community services a lot, and recommended I volunteer here.'

Recently, Anusha joined Resthaven Marion Community Services as a volunteer, where she supports the art group once a week. 'We have about six or seven people join. We always have great fun together.'

'I have a lot of family back home in Pakistan, and so it is comfortable and nice for me to be surrounded by people. I feel connected to the group, and them to me.'

'It is important in my culture to give back to older people, and it gives me a lot of purpose throughout my week.'



Bob

Bob Wharton has been sharing his love of music, along with his guitar skills and voice, with residents across multiple Resthaven sites. Initially starting with Resthaven Bellevue Heights and Westbourne Park, Bob transferred to Resthaven Mitcham a couple of years ago, following a house move.

This Christmas, Bob shares a special volunteering memory:

'I recall one memorable time, when a gentleman was enjoying our rendition of 'O little town of Bethlehem', when he began sharing his travels to Bethlehem and Jerusalem many years ago.'

'He told the most incredible stories to the group and staff commented that they had not heard him speak more than a few words.'

Bob is inspired by people living with dementia and the powerful impact of music. 'I can see the difference from when I walk in, to when I walk out.'

'To be honest, I feel I get more out of it than I give. Volunteering in some way, with your community, is a great thing to do.'

Work Health & Safety

Emergency and Fire Procedures

At all Resthaven sites, there are designated Chief Wardens who will take charge during an emergency. Everyone must follow their directions. In an emergency, implement 'R.A.C.E.'

Remove persons in danger

Alert others

Contain fire, close doors and windows, if safe

Evacuate



Tip: At residential sites, look out for the MIMIC panels, which will light up, showing the location of the active alarm.

Always put your safety first.

Chemical Safety

There are many different types of chemicals used at Resthaven.

These include: batteries, medications, aerosols, perfumes/aftershaves, nail polish, massage oils, craft glue, fly spray, toiletries, etc.

We maintain a register of hazardous substances and specific safety data sheets to ensure safe storage and use of such items.



Tip: Resthaven provides required items, so there is no need to bring your own chemical-based items on site.

Marketing & Communications

Site Filming Days

In September and October, a professional videographer and a member of the Resthaven Marketing and Communications team visited Resthaven Aberfoyle Park and Resthaven Marion to undertake 'filming days' to update their respective site films.

All Resthaven residential sites have a film on the Resthaven website, to showcase the homes to members of the public who may wish to join our site communities.

A big 'thank you' to all those who participated in the filming days, including the many Resthaven volunteers who took part (pictured this page).

To view the Resthaven site films at any time, follow this QR code, or visit <https://www.resthaven.asn.au/care-homes/>.



Julie Johnke
Senior Manager,
Marketing and
Communications



Above, at Resthaven Marion (from top): Veronica Caust with Mrs Tess Asuncion; Helen Beaton; Terry Petersen and Mrs Gladys Jones.

Season's Greetings

From the Marketing & Communications Team

We hope you have enjoyed these newsletters and volunteer articles throughout the year. As well as Volunteer Services, Resthaven's Marketing & Communications team welcomes submissions, and looks forward to hearing from you in the coming year.

If you have news to share, please let us know via email: marcom@resthaven.asn.au

With best wishes for a safe and happy Christmas and new year, from the Resthaven Marketing & Communications team.



'Out and About'

Show Weeks

Throughout September, residential sites across Resthaven held 'Show Weeks,' in conjunction with the Royal Adelaide Show.

Janet is pictured below, supporting 'sideshow alley' at Resthaven Aberfoyle Park.

Meridee is pictured right at the 'show bag' stall. Meridee is serving Mrs Helen Doley, who was a volunteer herself for 26 years before moving in as a resident earlier this year.



AFL Grand Final Day

On 29 September, Resthaven Bellevue Heights celebrated the Australian Football League (AFL) grand final day.

This included an afternoon sing-along of AFL team songs. Bev (pictured below), Alison, Helen, and Claudia organised the song sheets, and made pom-poms for residents to wave around to their favourite team songs.



Mosaic Fun

Residents at Resthaven Mitcham are enjoying learning the skill of mosaic, thanks to the expertise of volunteer, Karen (right). Taking advantage of the springtime sun, residents created their own mosaic pieces—a first for many who had never done it before.



Shop

Volunteers, Melinda and Jenny (below), lead the running of the shop, and also steer the shop trolley through the corridors of Resthaven Aberfoyle Park, providing selection and choice, and a great site community service.





From **Stacey** (continued from page 1)

Name Badges

For most, enclosed in this envelope is your new volunteer name badge. As you can see, the white background was voted by the majority over a blue background in our survey to ask your preference.

If you didn't receive a new badge, please contact us on 8373 9036. Thank you to everyone who responded to the survey.

Connection

Thank you also for your responses regarding the Volunteer Forums. This information was really helpful. From next year, each Volunteer Forum will be held either in the afternoon or morning, rather than

late afternoon. In our first edition of the Volunteer Buzz in the new year, we will publish 2024 Volunteer Forum dates and topics.

Popular topics that we will look to include are (in order of preference):

- **Ageing-related topics:** Meaningful Ageing, Palliative Care and Spirituality, Dementia and Diversity and Inclusion
- **Volunteer Health and Wellbeing:** Working Together (Values and Communication), Self-Care (Mindfulness, Movement), Work Health and Safety.



Above: Volunteering Expo in Kilburn.

We also know it is important for the technology to be operating well for a good experience.

As mentioned in the CEO's update, Volunteer Services will be joining the People and Culture group in 2024, and we look forward to the many benefits of working more closely together.

We all look forward to growing and supporting volunteering, and promoting the great work you do.



Christmas Word Search



Can you find all the words below? Good luck!

S G O C O D T J E I S D E E R T R E H S A D I
 T N R A G S A L I L N G D K A S A N T A M E R
 H A E R R I V Y E N G Y S C A H R I J O Y S T
 G D C O M E A I E N G I S T C C O Y O U Y Q J
 I V N L S Y G N O K N L C H F O R V V P E D X
 L E A S L H Y G X G A D E O T R M A F K K R M
 Y N D L E S N I T D X L E B L A N E T V R N W
 E T O P D Y F N R R R M F C E D E Z T S U A B
 N H C S D K K E E G S U Q W E L R R T R T M Y
 M J U N L K D N N A K T D Z O M L E W E N W R
 I B P O R N N I M M H Q X O R N B S C I F O R
 H L I W O O K T S Y O T J V L H S E N N X N E
 C I D S D C S V I X E N M Y M P C S R D A S M
 V T E R O I N O R T H P O L E A H T X E Y R E
 G Z Y T R M K G N I D D U P E Z L F G E K N P
 Q E S H N F S E L B U A B P L K P I N R I F T
 R N C P M I S T L E T O E Q K W Q G P P W N V

advent
 baubles
 blitzen
 cake
 carols
 chimney
 christmas
 cold
 comet
 cupid
 dancer
 dasher
 december
 donner
 egg nog
 elves
 gifts
 holly
 ivy
 jingle bells
 joy
 lights
 merry

mistletoe
 north pole
 peace
 pine
 prancer
 pudding
 red nose
 reindeer
 rudolph
 santa
 sing
 sleigh
 snow
 snowflake
 snowman
 star
 stocking
 tinsel
 toys
 tree
 turkey
 vixen
 wreath