

Volunteer **B**uzz



Hello

Throughout 2023/24, Resthaven has welcomed 84 new volunteers and we have started the new financial year with great momentum, with 14 new volunteers joining us in July.

We have been joined by people who want to enrich the lives of older people and connect through volunteering with Resthaven. This includes people from a diverse range of backgrounds, including students studying a Masters in Social Work, retirees with experience in Occupational Therapy and Nursing, and people with a background in theology.

People embarking on a career in aged care have joined us, and people with their pet dogs. People have joined us who enjoyed close connections with their grandparents, and simply want to contribute in their community. Keep an eye out for September's Volunteer story.

These people have discovered volunteering with Resthaven through knowing someone already connected, being asked and seeking out volunteering. Thank you for sharing about volunteering.

It is great to grow Resthaven's volunteer network of support.

It is important we support you in caring for others and recognise your contribution. On page 6, our Health and Safety topics include Dementia, Reporting a Concern and Discrimination and Harassment.

Continued page 2...

Stacey Thompson

Manager,
Volunteer Services



Oui Oui!



Above (L-R): Right from top): Lifestyle team members, Meridee (volunteer), Sophie, Julie and Rachael.

French Fun

On 14 July, Resthaven Westbourne Park celebrated Bastille Day (the French National Day).

The activity hall was decorated in a French theme, and the lifestyle team of staff and volunteers dressed up for the occasion, as you can see above.

There was a variety of French foods and wine for everyone to enjoy, and famous French music playing, with everyone singing along to the French National Anthem, *La Marseillaise*.

Whilst still on a 'French' theme, the Olympics in Paris also inspired the site to hold their own 'Games'.

There was plenty of fun, games, and friendly competition.

Right: Mrs Mrs Una Kelly takes on the table tennis championships in the Resthaven Westbourne Park 'Games'.





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

Our next Volunteer Forum topic is on Wellbeing and details are included on the back page. We would love you to join us online.

We also include information about Resthaven's 2025 Excellence Awards and the QR link to the nomination process.

Congratulations to those who joined 'Team Resthaven' in the City to Bay Luminary fun run on 15 September.

For volunteers who support our residential services, please continue to use the electronic sign in/out process. This is a great way to tally volunteer hours as a collective group.

We have finally removed the out of date questions and are looking forward to including some photos.

Thank you for the 'spring' energy you share.



Stacey Thompson
Manager,
Volunteer Services



From the **CEO**

Hello everyone,

In Appreciation

Aged Care Employee Day was on 7 August, with events held across Resthaven sites to thank Resthaven staff and volunteers for all that they do. We hope you enjoyed receiving your Resthaven 'keep cup' as a small token of appreciation. Thank you.

Sector Update

The Fair Work Commission's Annual Wage Review Decision this year was to give a 3.75% increase to all modern award wage rates from 1 July 2024.

In June, the Fair Work Commission handed down its latest decision in the Aged Care Work Value Case. This includes a full wage increase from 1 January 2025 for administrative and support employees and for care workers and home care employees the increase will be in two tranches: 1 January 2025 and 1 October 2025.

From 1 October 2024, residential care minute targets will increase to a sector average of 215 minutes per resident per day, including a minimum of 44 minutes provided by Registered Nurses per day. Enrolled Nurses can deliver 10% of the RN-specific 44 care minute target.

Capability Review

The Minister for Aged Care, Anika Wells, announced that all 32 recommendations of the Capability Review of the Aged Care Quality and Safety Commission (ACQSC) by David Tune AO PSM will be accepted.

The Review commenced in October 2022, and was completed in March 2023. It is expected that by the end of 2024, the majority of the recommendations will have been delivered, with the Inspector-General of Aged Care set to review implementation of the recommendations in 2025.

From the CEO (continued)

Aged Care Taskforce

The Aged Care Community Providers Association (ACCPA) and UnitingCare continue to lobby for the implementation of the recommendations of the Aged Care Taskforce. The taskforce recommended that the government remains the primary funder of aged care and that consumer co-contributions for non-care services be charged to those who can afford it, underpinned by a strong and universal safety net.

SA Innovation Hub

On 23 July, Resthaven hosted the SA Innovation Hub Governance session.

Board members from Hub organisations attended, along with invited guests from the Australian Research and Industry Innovation Australia (ARIIA), the Registry of Older Australians (ROSA), Dementia Doulas, the Caring Futures Institute and the University of South Australia.

Award Wins

Trusted Brand Awards

Resthaven is delighted to have been Highly Commended in Home Care – South Australia and Northern Territory – in the 2024 Reader’s Digest Annual Trusted Brands Awards.



You are ACE! Awards

Congratulations to Arna Dinham (Resthaven Marion Community Services RN Coordinator) and the Resthaven Paradise residential site team, who were finalists in the Aged and Community Care Providers Association’s (ACCPA) ‘You are ACE!’ campaign. This recognition program celebrates excellence in residential aged care, home and community care, and retirement living.

Future of Ageing Awards

I am delighted that Dianne Aranda (Resthaven Leabrook Clinical Nurse) was a finalist in the Future of Ageing awards.

Resthaven was also ‘Highly Commended’ in the ‘Community Engagement’ category of these awards, for the monthly interviews on Vision Australia Radio.

Resthaven has been participating in Peter Greco’s ‘Leisure Link’ program for more than 27 years.

Retirement Living Acquisition

As part of Resthaven’s strategic priority for planned and considered growth, we recently



Above L-R: Board Treasurer Michael Haydon, CEO Darren Birbeck, and Board Deputy President Stephanie Rozokos, sign off on the retirement living acquisition.

acquired eleven established retirement living villages from Aveo. Settlement will be in November. We welcome the Aveo residents and staff to Resthaven.

Thank You

Thank you for your contribution to the Resthaven community, and I look forward to seeing you at a Resthaven site soon.

Until next time,



Darren Birbeck
Chief Executive Officer

Left: Mel Ottaway (Executive Manager Community Services & Retirement Living) and Julie Johnke (Senior Manager Marketing & Communications) at the 2024 Trusted Brands Awards.

Below (from left): Darren Birbeck (CEO), Malina Bastola (Assistant Lifestyle Coordinator), Thuy-Anh Pham (Lifestyle Coordinator), Daniella Ciccarello (ACCPA State Manager) and Kelly Geister (Executive Manager Residential Services); Ilse Kruger (Manager Marion Community Services), Arna Dinham (RN Coordinator), Daniella Ciccarello, and Darren Birbeck.



Residential Services

Hi everyone,

Staff Welcomes

I am pleased to advise that Charlie Roe, Relieving Manager Residential Services, has accepted the role of Manager Residential Services at Resthaven Murray Bridge, on a permanent basis. Charlie has been relieving at the site since early 2024. The stability that Charlie will bring to the Murray Bridge team will undoubtedly have a positive impact.



We also welcome the following Relieving staff (below, L-R):

- Lisa Connelly (Relieving Care Coordinator)
- Karamvir Bhatti (Relieving Clinical Nurse)
- Pawan 'PK' Kandel (Relieving Coordinator Housekeeping Services).



Please make them feel welcome when you see them at your site.

Accreditation

From May - June 2024, the Aged Care Quality and Safety Commission (ACSQC) visited Resthaven Murray Bridge, Mount Gambier and Westbourne Park, focussing on food and dining. These visits were very positive and complimentary of Resthaven's menu and food services. Feedback from ACSQC informs our resident food and dining experiences, whilst we seek to continuously improve.



Above: Adj Assoc Professor Elisabeth Dabars AM (CEO/Secretary of the Australian Nursing & Midwifery Federation, in red) with Resthaven staff, including Sylvia Powell (Executive Manager People & Culture), Darren Birbeck (CEO), Jo Robinson (Manager Residential Services), Pardeep Singh Doht (Senior Manager Residential Services), and Kelly Geister (Executive Manager Residential Services).

ACSQC visited Resthaven Bellevue Heights in early August. We await the results.

ANMF visit Resthaven Mitcham

On 27 May, we welcomed Adjunct Associate Professor Elisabeth Dabars AM, CEO/Secretary of the Australian Nursing & Midwifery Federation (ANMF) to Resthaven Mitcham. Professor Dabars met with Resthaven executive members, and toured the site.

It was a pleasure to welcome Professor Dabars to Resthaven Mitcham, and to showcase the amazing work of everyone.

Maggie Beer Mentorship Program

Thanks to funding from the Australian Federal Government's Department of Health and Aged Care, Resthaven Marion is participating in a free 12 month, tailored, in-home mentorship through the Maggie Beer Foundation Trainer Mentor Program. This education program involves qualified chef trainers helping our kitchen team work effectively and to make the

best use of kitchen equipment, techniques for various ingredients and dishes.

The program includes a Menu Appraisal by an Accredited Practising Dietitian and a Food Satisfaction Questionnaire with a report to follow.

Below (from top): Resthaven Marion kitchen staff, Nikesh Poudel and Kunwar Santosh; Ben Lewis, Maggie Beer Foundation Trainer.



Residential Services (continued)



Above: Managers Residential Services, Charli Roe (Murray Bridge) and Louise Banner (Port Elliot) with their 'games torch'.

'Relief Pool' Staff

I am excited to announce that we have commenced a 'relief pool' of staff, who can be allocated to cover short term leave at sites. The intention is, by December 2024, we will have the ability to cover nursing, caring, and hospitality staff from this pool, rather than utilising agency staff.

Utilising our own staff pool not only has financial benefits, but also provides consistent staff who are familiar with our residents, resulting in positive outcomes.

Designated Area Migration Agreement (DAMA)

Resthaven has an approved DAMA labour agreement in place and is able to sponsor skilled and semi-skilled overseas workers for Registered Nurse (RN) and Personal Care Assistant (PCA) positions who are on a Skilled Shortage 482 Visa or a Skilled Employer Sponsor Regional 494 Visa. This five-year agreement enables Resthaven to offer regional positions to current employees.

Eligible applicants must be willing to work full-time, move to the region, and fulfil all eligibility requirements. If you have any enquiries, email: immisponsorship@resthaven.asn.au

Site Anniversaries

This year, several Resthaven residential sites celebrate their significant milestones. We look forward to celebrating the opening anniversaries of:

- Resthaven Craigmore: 20 years
- Resthaven Marion: 50 years
- Resthaven Malvern: 70 years
- Resthaven Leabrook: 80 years.

Events are planned for later in the year. Watch this space.

Inter-Home Games

The competition was fierce (but friendly) on Friday 2 August, when the 2024 Resthaven inter-home games were held at Resthaven Murray Bridge.

The hosts welcomed Resthaven Port Elliot to take part in a schedule of games such as javelin, bocce, beanbag throw, Scrabble and golf. Gold medals were awarded to the winners and a fun and enjoyable time was had by all.

Take care, and enjoy spring and the warm weather ahead.

Kelly Geister

Executive Manager
Residential Services



Keta gives back to the Community



Garage clean-out leads to life-changing decision

A decision to clean out the garage one weekend has led to a life-changing decision for Resthaven Home Support Worker Keta Nkhungu. 'We simply had so many good-quality items that we no longer needed,' Keta says. 'I thought to myself, in the Congo, people would find a use for them.'

Keta, who was born in the Democratic Republic of the Congo and moved to Australia in 2010, together with her husband, Jean Paul, decided to seek out additional donations. Their efforts were rewarded with many generous donations, and they have filled a 40-foot shipping container with goods that is now on its way to the Congo. Once it arrives, Jean Paul will fly there and set up a 'Hope Shop' with the help of family and friends.

The couple have collected a range of items, including clothing, toys, electronics, furniture, bedding and kitchen items.

'This is the first time we have done anything like this,' Keta says. 'But, once we see how things are being used and what is helpful, then we hope to do it again down the track. It's great to be part of such a big project.'

Community Services & Retirement Living

Accreditation

From 23-25 July, Resthaven Community Services underwent a performance assessment by the Aged Care Quality and Safety Commission.

This process, similar to the accreditation process undertaken at a residential site, was an opportunity for us to showcase the wonderful work we all do at Resthaven. It also placed significant pressure on the teams, and I thank them all for their hard work during this process.

Our initial feedback was positive, and we will receive the final report soon.

Restructure

There has been a significant amount of change within the Community Services world in recent years.

With the new Support at Home program, which is part of the government reform plan, due to commence in July 2025, there is more to come.

The resignation of Senior Manager Community Services, Wojtek Swietek, earlier this year provided the opportunity to revisit Resthaven's leadership structure.

As a result of the redesign, Sue Dahl (former Senior Manager Community Services) has a new role and title: Senior Community Operations Manager. Two new management roles have been created to support this role. These changes will allow us to better meet client needs now, and into the future.

Staff News

Karen Hammond has been appointed as the permanent manager to Western Community Services.



Karen has worked across several sites, more recently in a relieving capacity. It will be wonderful to provide some ongoing stability to the site.



Resthaven Limestone Coast Community Services

The old leased overnight respite cottage at Pavy Drive in Naracoorte (part of Longridge Retirement Village) has been handed back to Longridge. Day respite and social groups are available at our Gordon Street property. We have leased another property in Mount Gambier for a respite cottage and would like to engage and welcome volunteers as part of the team.

Retirement Living

In June, we held a launch with the residents at Chiton Retirement Living, unveiling the plans and the designs for the eleven new units within the village (see more detail page 7). This included a morning tea, which was enjoyed by all.

As mentioned in the CEO's update, Resthaven has acquired a suite of 799 retirement living units across 11 villages from Aveo. Settlement will occur in November 2024.

Above (from top): Darren Birbeck (CEO) presents to the crowd, watched on by Mel Ottaway (Executive Manager Community Services & Retirement Living), Matt Cragg (Retirement Living Operations Manager), Emmet O'Donovan (Senior Manager Building & Property Services), and David Norton (Executive Manager Finance & Technology); A Chiton resident inspects the plans for the village.

Information Sessions

We have been holding a range of information sessions across the sites on community services options, and sessions with Flinders University around 'demystifying dementia'. Staff also participated in a Retirement Village Expo in May.

Thank you to all. It has been busy as always, but a lot has been achieved.

Mel Ottaway

*Executive Manager,
Community Services
& Retirement Living*



Building Updates

We recently celebrated a number of milestones in Building Services.

Stage 1 of the Resthaven Westbourne Park redevelopment was completed in July, and is receiving glowing reviews from residents, visitors and staff alike. Finally, we have now taken possession of the new stage 2 areas at Resthaven Bellevue Heights.

Read on to find out more.

Resthaven Bellevue Heights

Stage 2 of the major redevelopment of Resthaven Bellevue Heights has been handed over, and residents have moved into the new areas. This stage incorporates 23 new rooms, including a dementia-specific area called 'Waratah'. The name of the demolished lodge, 'Manson,' will be used for another area of the home.

Waratah incorporates new lighting technology called 'MelaGen', which is scientifically researched to promote natural circadian rhythms, with warm enriched light and blue depleted light as the day runs its cycle. This technology will assist in wellbeing and sleep for residents.

Once the new areas are complete, the 'Grevillea' area will be demolished, and a new car park constructed.

Resthaven Westbourne Park

Stage 1 of the Resthaven Westbourne Park major redevelopment is complete. Residents from the old 'Hampton' and 'Richmond' areas have moved into the 42 new rooms. These new areas look absolutely fantastic.

Stage 2 has commenced, including construction of an undercroft staff car park, and 26 resident rooms over two levels.



Above: The new reception area of Resthaven Bellevue Heights.

Resthaven Chiton Retirement Living

In June, members of Resthaven Chiton Retirement Living's community had their first look at the new seven-star energy rating site development of Resthaven Chiton (see photos on page 5).

The development will include additional retirement living units, a garden reserve, and parking area for caravans.

The village currently has 29 homes, and the \$7.8 million development will see the construction of an additional eleven two-bedroom-plus-study units. Keeping with the green credentials of the village, the additional landscaping will use carefully selected plantings that complement the environmental rating of the village.

Kennett Builders have been appointed to undertake the works, which will commence in September.

Marion Campus

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

The concept designs for the Marion campus, comprising new community services and residential buildings, are taking shape.

We have engaged our design team, and plans are underway for a development application. We aim to commence construction in the second quarter of 2025.

Rooftop Solar Photovoltaic (PV) Project

The rooftop solar PV project is bringing great satisfaction to all team members, and is something for Resthaven to be proud of.

Installation of rooftop solar panels are complete at Resthaven Paradise, Aberfoyle Park, Port Elliot, Mount Gambier, Craigmore, Murray Bridge, Westbourne Park, and Mitcham. Malvern, Bellevue Heights, and Leabrook are currently underway.

The estimated reduction in our carbon footprint as a result of this project is around 9%.

We are also working on a live system display at our residential sites, so that site communities can see in real time how much solar energy they are producing.

There is always something happening in Building Services!

David Norton

*Executive Manager,
Finance & Technology*



Health & Safety

Dementia

Dementia Action Week this year is 16-22 September.

Dementia Australia is encouraging everyone to learn about dementia and how we can all help shape our communities for the better.

People with dementia can have active and fulfilling lives for many years after they're diagnosed. Despite this, they often face discrimination and stigma.

Dementia Australia has a dedicated website page for Dementia Action Week, which includes information about Dementia awareness, and helpful resources: www.dementia.org.au/get-involved/dementia-action-week

They are promoting five actions to create a dementia-friendly future, including raising awareness and understanding.

People can sign-up online to access a series of short videos, information and personal stories from people impacted by dementia.

For example, Natalie shares her story and what she experiences. Natalie is working together with the owner of her local gym, and shares things they are implementing to make it a more dementia-friendly environment.

Communication is key, as is listening to people living with dementia with respect and an open mind. Body language can show that you are engaged and present.

Look for moments when the person can engage with you or react to things around them such as a favourite smell or sounds and explore the world through a different perspective.

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!

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.

Health & Safety

Reporting a Concern

It is important to share any concerns you may have, so that Resthaven is aware and can investigate and act on them. You might be the only person who is aware and it is important not to assume that others know about it. 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.

Thank you for looking out for people and each other.



Meaningful Connections

Please enjoy these meaningful stories from across the Resthaven community. For the full articles, visit www.resthaven.asn.au/latestnews.



Claire brings creativity

Leaning into her interests and background in wellness and health, Claire Bosworth (above centre) explored ways to share her passion and engage with her community.

She reached out to Resthaven to enquire about volunteering and was delighted to discover her place with the Resthaven Murray Mallee Hills Community Services "Wellness on Wednesdays" group.

'We have a lot of laughs,' Claire says of the all-female client group who attend, as well as the Resthaven employees she works with. 'The ladies are all very social. It's as much about sharing news and a chat as it is about the activities we do.'

'I'm a creative person myself,' Claire says. 'So, it's always nice to create and make things together with the group.'

'We are fortunate to have Claire's support,' Kimberley Lord, Resthaven Manager Community Services, Murray Mallee Hills says. 'The "Wellness on Wednesdays" is a great match all round, for Claire, clients and staff.'



A new chapter for Lesley

Following a 46-year career with Resthaven, Lesley is continuing on as a volunteer.

'I love walking through those doors. I know I am in for a treat when I volunteer,' Lesley says.

The site is well-known to Lesley, who worked there as a Housekeeping Services Assistant for more than 46 years before retiring earlier this year.

'I always said to my husband "I won't just be able to walk away"', Lesley says. 'Volunteering allows me to stay involved with greater flexibility for our travel adventures. I really look forward to volunteering.'

In her volunteering role with Resthaven Malvern, Lesley devotes more time and focus to enriching social connections with residents and helping out with group activities as needed.

'The first time I went back, a couple of the residents got excited because they thought I had come back to work,' Lesley laughs. 'They are pleased to know of my new role and that we will continue to see each other.'



Ageing, Wellness and Diversity Expo

Resthaven recently had the privilege of exhibiting at the inaugural Ageing, Wellness and Diversity Expo 2024 for older culturally diverse people. The event is dedicated to addressing the specific needs and challenges faced by older individuals from various cultural backgrounds.

Bilingual staff, Tania Petroccia (Service Development) and Raj Dhall (Resthaven Western Community Services), pictured above, focused on fostering meaningful conversations, providing translated resources, and creating an inclusive and supportive environment for the attendees.

We are excited about the future and the positive impact we can make by embracing diversity and fostering inclusivity. Thank you to everyone who contributed to this enriching experience.



Priscilla de Pree
Diversity & Inclusion Lead

What NAIDOC Week Means to Kim

For Resthaven Marion Community Services Registered Nurse, and proud Kurna woman, Kim Long, NAIDOC Week (7-14 July) was a chance for everyone to celebrate and recognise the history, culture and achievements of Aboriginal and Torres Strait Islander people.

Kim says, 'Being an Aboriginal nurse on Kurna land gives me the opportunity to help support older Aboriginal and Torres Strait Islanders to safely stay at home and to ensure my colleagues are aware of our client's cultural needs.'

'My work with all clients, including Aboriginal and Torres Strait Islander people, has always been centred around the promotion of self-determination, participation in decision-making, respect for and protection of culture, equality, and non-discrimination.'

'NAIDOC week is important to me because it highlights and showcases the importance of understanding and celebrating our Indigenous culture across Australia,' Kim says.

'Google Translate'

Did you know...?

The Resthaven website has a 'Google Translate' bar in the top left corner of each page.

This tool allows readers to select their preferred language from the pull-down menu, and read the website in that language.

NOTE: The Google Translate bar appearance is subject to web browser preferences and settings.



'I also strongly believe knowledge is power and the more informed people are about our history, the more chances we have of being understood and truly reconciling as a nation.'

'With Aboriginal and Torres Strait Islander nurses as part of the care team for culturally diverse clients, Resthaven helps facilitate positive relationships and provides our clients with an advocate who has a deeper understanding of their cultural needs and care requirements,' Kim says.

'As a proud Kurna woman, I think it's fantastic that NAIDOC Week allows all Australians to be a part of and help celebrate such a rich, diverse, and long-standing culture.'

Significant Days/Events

September

- 1 Father's Day
- 12 'RUOK' Day
- 16-22 Dementia Action Week

October

- 1 International Day of Older Persons
- 7 Labour Day Public Holiday

November

- 1 Diwali
- 5 Melbourne Cup
- 11 Remembrance Day

'Out and About'



Knitting Group

The Resthaven Marion Knitting Group members are knitting squares to make blankets and coat hangers. Pictured above supporting the group is volunteer Karen Magno, who also is a musician and plays her concertina for residents – a person of many talents.



Chatter Boxes

Resthaven Bellevue Heights volunteer Jae Woo, is pictured above, building a 'chatter box' with a resident, an activity inspired by students visiting from a local primary school.

Father's Day Cards

On Friday 8 August, the male residents at Resthaven Paradise each received a Father's Day card to mark their special day. Lovingly created by volunteer Rosalie (left), the beautiful cards were well received by the residents.

SALA Exhibition

The Resthaven Port Elliot site community held their very own South Australian Living Artists (SALA) Exhibition at the home. Displays of all sorts of creative art filled the entrance throughout August. Pictured below are Mr Brian Harvey with his leadlight birds, and Mrs Josie Rufus with her water colour paintings.



'Quiz with Meridee'

Resthaven Westbourne Park volunteer, Meridee, is pictured left holding her weekly 'Quiz with Meridee' session, in one of the newly-renovated areas of the home. Everyone is enjoying the wonderful new amenities.

Volunteer Snippets

Volunteer Forum: Wellbeing

Date: 25 September 2024

Time: 2-3pm

Guest Speaker: **Ronda Bain**,
Resthaven's Workforce
Development Team

Topics:

- Wellbeing and what that may look like
- The importance of self-care and some techniques
- Practicing gratitude
- Being present.

The forum is fully online, and you can participate in two ways:

1) Online from home: the 'Teams' link has been emailed and will be emailed again closer to the time ('Teams' software is not required)

Or

2) Online from a Resthaven residential site near you: a computer and room will be made available.

RSVP's via:

Email: volunteer@resthaven.asn.au
Or phone: 8373 9092.

When you RSVP, please let us know if you will connect from home, or from a residential site (and which site you would like to join from).

We look forward to seeing you.

2025 Resthaven Excellence Award Nominations are open!

Nominations have opened for the 2025 Resthaven Excellence Awards.

Let's celebrate the people behind the care that Resthaven brings.

Nomination period:

2 September - 11 October 2024

Awards Night:

Friday 28 February 2025

Categories:

Eight categories, including the Resthaven Volunteer Award

People can nominate a staff member, a volunteer and a team.

The nomination process is electronic via www.resthaven.asn.au/2025-excellence-awards-nominations-staff/, or scan this QR code >>

Pictured: 2024 Volunteer Award recipient, Judy Charlton, with Board President, Mark Porter.



Employee Assistance Program

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. This service is available for all employees and volunteers.

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.

Volunteer Role Feature: In Home Volunteer Visiting

We are keen to engage volunteers for visiting clients in their own home to enrich the lives of those who experience loneliness or simply enjoy company of others. This may be through:

- Companionship (reminiscing, sorting through photo albums)
- Connection over news and knowledge (current affairs, history, poetry)
- Wellbeing activities (walks, hand massages)
- Creativity and artistic pursuits together
- Entertainment (games, cards, movies)
- Pet Therapy.



Volunteer Services contact details: 8373 9036, or volunteer@resthaven.asn.au