



## **Hello** from Stacey

Welcome to the latest edition of the Volunteer Buzz.

Inside this issue, you will find a quick update from the CEO and news from service areas across the organisation.

We have also included several education topics, including information on the new Safe Steps initiative on page 11.

Throughout these pages, you will see many examples of the meaningful impact you have in the lives of older people. Thanks to your talents, generosity and spirit, Christmas was even more special for our communities with your creativity and energy. Read about the blooming creations on page 4.

This year, the world celebrates volunteers. We are grateful to you for every moment and look forward to celebrating together in May. This year, we invite you to bring a guest.

We are hoping to go green... host environmentally friendly events and we might need your help. More information to come.

In March, we are holding Share Hubs – details are on the back page. These in-person drop in sessions are a chance to exchange ideas as part of our Volunteer Co-Design Hub.

Happy reading and happy Easter,



**Stacey Thompson**

*Manager,  
Volunteer Services*

## **This year...**

## **The world celebrates Volunteers!**



## **Resthaven Celebrates You**

**We invite you to join us in May for our  
Volunteer Celebration Events.**

**Event dates are on the back page.**

We are delighted to share that every Volunteer is invited to bring a guest this year - let's celebrate together.



## Quarterly Newsletter for Resthaven Volunteers

### Our Purpose

Enriching the lives of older people.

### Our Values

- Trust
- Dignity
- Respect

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

*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

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## Out and About

*Right: Beautiful paper poppies made by Resthaven Craigmores Volunteer, Julie, for the site commemorations on Remembrance Day 2025.*



*Below: The Resthaven Leabrook site community celebrates Valentine's Day 2026 with handmade decorations and a 'loved up' high tea.*



## Board Member Site Responsibilities 2026

Each Board Member is assigned a Resthaven site of interest, per below:

BOARD MEMBER	SITE RESPONSIBILITIES
<b>Freddy Bartlett</b> <i>Treasurer</i>	Resthaven Malvern RS, Malvern RL, Hillcrest 'Crestview' RL
<b>Jon Clarke</b>	Resthaven Mitcham RS, Fulham (The Oaks) RL, Fulham Gardens (Leisure Court) RL
<b>Michael Haydon</b> <i>Deputy Board President</i>	Resthaven Paradise RS, Paradise RL, Paradise & Eastern CS, Glynde 'Glynde Lodge' RL, Rostrevor 'Leabrook Lodge' RL
<b>Stuart Headland</b>	Resthaven Craigmores RS, Northern CS, Salisbury East 'Manor Gardens' RL, Elizabeth Vale 'Riverview' RL
<b>Jackie Howard</b>	Resthaven Marion Residential Site (RS), Marion Community Services (CS), Community Respite Services, Marion Retirement Living (RL)
<b>Geri Malone</b>	Resthaven Port Elliot RS, Murray Bridge RS, Port Elliot RL, Murray Mallee Hills CS, Fleurieu CS, Chiton RL
<b>Jo O'Connor</b>	Resthaven Aberfoyle Park RS, Onkaparinga CS, Melrose Park RL
<b>Gill Phillips</b>	Resthaven Westbourne Park RS, Western CS, Western Wellness Centre, Queenstown 'Westport' RL
<b>Stephanie Rozokos</b> <i>Board President</i>	Resthaven Leabrook RS, Leabrook RL, Resthaven Mount Gambier RS, Head Office, Limestone Coast CS, On Statenborough RL, and stand-alone villages
<b>Rev Dr Graham Vawser</b>	Resthaven Bellevue Heights RS, Bellevue Heights RL, Riverland CS, North Haven 'The Haven' RL, North Haven 'Gulf Point' RL

# Message from the CEO

## Welcome to 2026.

This year marks the beginning of a significant new chapter in aged care, and Resthaven is well placed to thrive in this new era.

We are extremely fortunate to have such a wonderful group of talented and committed staff and volunteers to help ensure that we deliver care, accommodation and services that meet the changing needs of our customers.

Last year was an incredibly successful one for Resthaven, as we celebrated our 90th anniversary, were awarded Gold in the 2026 Reader's Digest Quality Award for Home Care Services in SA/NT, launched our Strategic Plan, prepared for and welcomed a new Aged Care Act and Support at Home program, integrated eleven retirement villages, opened the \$36m redevelopment of Resthaven Bellevue Heights and the \$9.3m addition to Chiton Retirement Living, took over the management of the newly-named Resthaven Western Wellness Centre, purchased a new Community Services office in Littlehampton, and undertook our biennial employee culture survey – all whilst continuing to provide the exemplary care that we are well known for.

Mid-year, we will introduce uniforms at Resthaven for the first time. Work wear is compulsory for employees. We are considering an optional top for volunteers.

We will also launch a new television commercial. Major redevelopments continue at Westbourne Park, Leabrook and Marion Community Services, which will transform each of these sites.

These initiatives and more ensure that we not only continually improve our services for



customers, but make Resthaven a great place to work for our staff and volunteers.

## Board Update

Resthaven's long serving Board President, Mark Porter, completed his term at the end of December 2025. Mark gave 20 years of dedicated service to the Resthaven Board and 13 years as Board President. We are very grateful for Mark's leadership over many years.

In 2026, we welcome our new Board President, Stephanie Rozokos, who will bring a wealth of skills and experience to the fore, helping Resthaven to evolve and adapt even further.

The new Deputy Board President is Michael Haydon (right), and the new Treasurer is Freddy Bartlett (below right).



Each Resthaven Board Member is allocated to a Resthaven site; the list is on the opposite page.

## Reward and Recognition

In late 2025, we held our biennial 'thank you' events for staff and volunteers. We hope you and your families enjoyed visiting the Zoo, Kaboom Bowling, or the Berri Holiday Park. A huge 'thank you' to all those who sponsored, supported, coordinated, and attended these events.

## UnitingCare Director

UnitingCare Australia has announced the appointment of Tamara Thomas as its new National Director, following Claerwen Little's farewell in late 2025.

## Finally...

As we look forward to another big year ahead, I take this opportunity to thank you for your care and support of the older people whom Resthaven supports. I am always gratified to see the genuine care displayed by our workforce when I visit the sites, and to see Resthaven's values of Trust, Dignity, and Respect in action.

Thank you for all that you do, and I look forward to seeing you next time I visit.

Until then,



**Darren Birbeck**  
Chief Executive Officer

*Below: Attendees at the Adelaide Zoo 'thank you' event with butterfly stilt-walkers.*



# Residential Services

Hello everyone, and welcome to the new year.

## Lifestyle Staff Title Change

To align with the wellbeing focus in the strengthened Aged Care Quality Standards, we have updated the titles within our Lifestyle teams. The Lifestyle Coordinator role is now known as Wellbeing Coordinator, and the Lifestyle Assistant role is now known as Wellbeing Assistant. These updated titles better reflect the intent of the strengthened standards and the important contribution these roles make to resident wellbeing. As volunteers, you contribute greatly to the wellbeing of residents and enrich lives every day. Thank you.

## Staff Movements

Kez Wilkie has now returned to her substantive role as Clinical Educator, and Veronica De Kock, Relieving Care Coordinator, has been seconded to the Resthaven Westbourne Park CC role for the remainder of Finela's maternity leave. Thank you, Veronica.



We have sadly farewellled Shristi Sapkota, CC at Resthaven Mitcham, and wish her all the best. Recruitment is underway.

Amy Lawrence has been appointed to the role of Relieving Coordinator Hospitality Services. Amy has worked in the Hospitality teams at both Resthaven Malvern and Marion.



We also welcome Sukhbir Singh as CHS for Resthaven Craigmore. Welcome, Sukhbir.



Finally, we sadly farewell Senior Manager Residential Services, Sonja Dillon, who is transitioning into her well-earned retirement. Sonja has made a significant contribution to Residential Services and Resthaven through her leadership, professionalism and commitment. I sincerely thank Sonja for her contribution and look forward to supporting her through this next chapter. Sonja will remain in the SMRS role whilst we undertake recruitment.



## Chaplaincy

Pastor Dianne Bailey-Walters has now retired as Chaplain at Resthaven Mount Gambier. Di provided more than 12 years of dedicated service to Resthaven, and we wish her all the very best.

We have farewellled Rev Kim Thoday (Resthaven Marion and Aberfoyle Park). I sincerely thank Kim for his dedication and compassion. With Kim's farewell, Rev Steve Blacket will undertake extra hours at Marion, and continue to support Bellevue Heights.

In December 2025, we welcomed new Chaplain, Stan Klodziej. Stan will provide part-time support at Westbourne Park, and take on Chaplaincy at Aberfoyle Park.



The Chaplaincy team provide a vital part of the wellbeing support to those who live (and work) at Resthaven. We are grateful for their contribution. Rev Steve Blacket shares his thoughts on the importance of spiritual wellbeing on the opposite page.

## Thank You

Finally, I would like to extend my sincere thanks to all those who form part of our site communities. Your hard work in supporting those who choose to live at Resthaven is very much valued and appreciated.

Take care until next time,



**Kelly Geister**  
*Executive Manager  
Residential Services*

## Blooming good fun

In late 2025, the Resthaven Paradise site community created beautiful bouquets for their annual flower show, using flowers grown in the home's garden. Assisted by the Wellbeing team including Volunteer Kathleen, residents brought together roses, statice (sea lavender), and greenery to build their floral creations.

*Below (from top), Volunteer Kathleen and Mrs Christine Rogers.*



# Chaplaincy

## Spiritual Wellbeing

Resthaven is committed to providing spiritual care to residents across all its residential aged care sites – and not just with a religious approach.

Spiritual care supports a person's inner wellbeing and addresses universal human needs such as meaning, belonging, connection and hope. Indicators of strong spiritual health include being at peace with ourselves, having loving connections with others, experiences of the universe that inspire awe and wonder, and a belief system that generates hope. A person with strong spiritual health will generally be peaceful, loving and joyful.

You might like to read through that list again and reflect on your own spiritual wellbeing.

Chaplains are spiritual care practitioners. In aged care contexts, spiritual wellbeing is critical not only to living to our full potential, but also to facing death with acceptance and peace. I think of our role as Chaplains as supporting people to have a good life, and a good death.

Death and dying are topics we often avoid in our materialistic and success-driven culture.

And yet in aged care facilities it comes up in conversation as easily as discussing the weather or what we had for lunch. For many people there is a sense of relief in preparing for their death – although everyone will have their unique way of processing this important work.

As Chaplains, we are available to discuss this important topic of death and dying with residents and their loved ones, and to support them in planning and preparation.

Another aspect of our work is supporting residents with their important religious beliefs and practices. Support and encouragement is given to residents to maintain their connections with their chosen religious denomination.

I am thankful that Resthaven recognises the importance of spiritual wellbeing, and employs Chaplains as spiritual care practitioners.



**Rev Steve Blacket**

*Chaplain, Resthaven  
Marion, Aberfoyle Park, &  
Bellevue Heights*



*Nicole Anthony and Mrs Barbara Tiggerman, Resthaven Port Elliot*

## Christmas with Heart

Thank you to Resthaven Volunteers (pictured below from top), Julie (Bellevue Heights) and Rona (Craigmore), who spread festive cheer in December 2025, distributing handmade gifts to residents.

Julie created beautiful handmade 'hearts' out of craft supplies, and Rona knitted miniature santas.

Thank you to Julie and Rona, and to all Volunteers, who contributed to the festive fun across Resthaven.



# Retirement Living

## Welcome to Vanessa

With the Retirement Villages Amendment Act commencing on 2 February, we are working together to ensure that the retirement living team are well prepared for the new regime.

We welcomed Vanessa Clarke, Senior Manager Retirement Living Operations, to the team in November 2025.



Vanessa brings an extensive history of working in housing and retirement living. She is passionate about improving the lives of older people and ensuring a balanced approach to community building and wellbeing. Since commencing, Vanessa has visited almost all 31 villages and reacquainted herself with many of our village residents.

Vanessa expressed delight at the timing of her commencing work with Resthaven, having joined in with the 90th anniversary celebrations and Christmas events, witnessing how all staff and residents are valued by the organisation.

## Completing a Community

With the final stage of Resthaven Chiton Retirement Village now open, our campaign to complete the community with new residents is in full swing.

Led by Andrea Lowe, the team is working together to sell the last units, hosting open days and private tours.

If you know of anyone who is over 60 years and retired from full time work, looking to live in a beautiful home and community on the Fleurieu, we'd love to help!

Call the Retirement Living team on 8373 9131 or email [retirement@resthaven.asn.au](mailto:retirement@resthaven.asn.au).

## Did you know?

- Resthaven offers retirement living homes across 31 villages in South Australia.
- With the completion of the newest 11 units at Chiton, we have 1,220 units.
- Over 1,400 people call a Resthaven retirement village home.

We are proud to support so many South Australian retirees.

Until next time,



**Sarah Brown**

*General Manager  
Retirement Living*



*Above: The beautiful new homes at Resthaven Chiton Retirement Living.*

## At the keys: Josie's playing brings joy

Resthaven Bellevue Heights Retirement Living resident Mrs Josephine (Josie) Wilson has spent a lifetime delighting audience with her piano playing. In 2022 Josie became a volunteer so she could entertain residents at Resthaven Bellevue Heights residential home and share her love of music. Every couple of months Josie performs some classical favourites.



'It relaxes me,' Josie says. I just love playing. Music brings me great enjoyment. I have played the piano since I was four years old.'

Josie plays by ear now and has added the Downtown Abbey theme tune to her repertoire. 'I love it and the residents tell me they enjoy it too,' Josie says. Thank you for sharing your music talents, Josie, and inspiring others to consider volunteering.

# Community Services

Hello everyone, and welcome to 2026. We look forward to another busy and productive year in Community Services and Retirement Living.

## Western Wellness Centre 'Meet and Greet'

On 11 November, we held a 'meet and greet' for clients at the new Resthaven Western Wellness Centre (pictured below).

Clients were welcomed for afternoon tea and an information session, where they could ask questions about their service transition to Resthaven.

It was a successful afternoon, with clients very positive about the move to Resthaven. We are delighted to have them on board.



## 'Add Life' Trial

We have been working with 'Add Life' on a trial which began in mid-January 2026, using virtual reality (VR) headsets within programs at Resthaven Marion Community Services.

## Staffing Update

In early February, we farewelled Resthaven Onkaparinga Community Services Manager, Lee Bennetts, after 14 years of dedicated service to Resthaven. We wish Lee all the very best for her future endeavours.

I am pleased to announce that Sonya Cotton has accepted the role of Home and Community Services Manager at Onkaparinga.

Sonya is a physiotherapist who comes with a wealth of experience in both aged care and NDIS. Sonya commenced on 18 February.

I am delighted to welcome Trish Gardner to the role of Manager for Resthaven Western Community Services. Trish has been Assistant Manager at Resthaven Paradise & Eastern Community Services for a number of years, and prior to that, was in a range of other nursing roles. It is great to see Trish step into a leadership role.



## UnitingCare Australia National Conference 2026

In September 2026, the UnitingCare Australia National Conference will be held in Adelaide, of which I am a committee member. This exciting event will bring the UnitingCare Network together to explore the key issues shaping community service provision across Australia.

## Finally...

2025 was a big year for Community Services and Retirement Living, and I am truly thankful for your continued support.

Until next time,

**Mel Ottaway**

*Executive Manager,  
Community Services  
& Retirement Living*



## Ann brings purpose and heart

Volunteer Ann Kesting joined the Resthaven Murray Mallee Hills Community Services team in 2024, and has made an indelible impact. With over four decades of experience as a District Nurse and Community Mental Health Nurse, Ann is a natural fit for visiting older people in their homes.

Ann's association with Resthaven goes back to when her mother was a resident at Resthaven Westbourne Park and more recently when a friend lived at Resthaven Murray Bridge. She is pictured at the home in December 2025, supporting the Wellness team to distribute Christmas gifts on behalf of Lions, with whom she also volunteers.



# Building Updates

Hi all, and welcome to 2026.

Looking back on 2025, I cannot believe how much we achieved; completion of the final stage of the Resthaven Chiton Retirement Living village, and completion of stage 2 at Resthaven Westbourne Park. In addition, we commenced the Resthaven Marion Community Wellness Centre, and the Resthaven Leabrook upgrade.

There is still so much more to do, and a new year brings new energy, as we endeavour to ensure that our customers and staff have the best environments in which to live and work.

## Resthaven Chiton Retirement Living

On 22 December 2025, the \$9.3m addition to Resthaven Chiton Retirement Living was officially opened by the Mayor of Alexandrina Council, Keith Parkes (pictured above right). It represents the completion of the village, acquired by Resthaven in 2022, bringing the total number of units to 40. Residents of the village attended the event as well as special guests, Mario Dreosti, Managing Director of Brown Falconer Architects, Kennett Builders Construction Manager Gavin Fillmore, Resthaven Board President Mark Porter, Board Member Geri Malone, as well as other executive and senior management.

After the formalities, residents and staff enjoyed Christmas lunch together, as well as celebrating the 90th anniversary of Resthaven.

## Resthaven Westbourne Park

The final resident rooms in Hampton and Richmond have now been demolished. This is indeed a milestone. All residents are now in the new rooms.



*Above: Mel Ottaway (Executive Manager Community Services & Retirement Living), Darren Birbeck (CEO), and Keith Parkes (Mayor, City of Alexandrina) join with residents and staff to cut the opening ribbon on the Chiton \$9.3m addition.*

Stage 3 of the major redevelopment is underway, and will include new hairdresser, gym, staff room, and other facilities. Stage 3 will complete the cloister courtyard, a major milestone for the project.

## Resthaven Marion Campus

The new Resthaven Marion Community Wellness Centre foundations and concrete slab have been poured.

As the main structure is erected throughout February and March, we will really start to see the building take shape. The project is due for completion in October 2026. Meanwhile, detailed design for stage 2, the residential home, is advancing well.

Numerous consultation workshops have occurred with site staff, to ensure the design provides the best functional and operational environment. Works are scheduled to commence towards the end of 2026.

## Resthaven Murray Mallee Hills Community Services: Littlehampton

Our new Resthaven Murray Mallee Hills Community Services outreach office in Littlehampton is now complete.

This will become a central hub for the Hills region, with the provision of community services administration, therapy, and activity spaces in the building. An official opening is scheduled for March.

## Resthaven Leabrook

The first stage of the Resthaven Leabrook redevelopment involved the upgrade of the Mortimer area. Residents have now moved into the space, and the feedback has been incredibly positive. The new areas are very homely, and provide comfortable spaces with dementia-friendly design and improved outdoor areas.

The project is estimated to take around 19 months to complete, and includes the refurbishment and upgrade of all rooms, communal areas, and service areas in Mortimer, Dorothy Wilson, Shapley, Burnside, Godfrey, and Pearce.



**Emmet O'Donovan**  
*Senior Manager,  
Building & Property  
Services*

# Diversity & Inclusion

## Our Reconciliation Journey

Resthaven's commitment to reconciliation and engagement with Aboriginal and Torres Strait Islander peoples is not new. Since the mid-1990s, we have undertaken reconciliation-related activities and built meaningful relationships with First Nations peoples and organisations.

Over the past six years, these plans have laid a strong foundation for inclusion, equity and cultural safety, with many initiatives now part of everyday practice. Reflecting on this journey, Resthaven recognises the value of developing a formal, accredited Reconciliation Action Plan (RAP) to strengthen, coordinate and clearly articulate our commitment to reconciliation.

*Below (clockwise from top left): Lunar New Year celebrations at Resthaven Aberfoyle Park, Paradise and Mitcham.*

The RAP currently being developed will help Resthaven prepare for the next steps in our reconciliation journey. We acknowledge that teams and individuals are at different stages in their understanding of reconciliation, and as the organisation continues to grow and evolve, a RAP will help ensure we move forward together.

Watch this space as we continue this important work together.



**Priscilla de Pree**  
Diversity & Inclusion Lead



## Significant Dates

### February

- 1-7 World Interfaith Harmony Week
- 13 Anniversary of National Apology Day
- 14 Valentine's Day
- 17 Lunar New Year
- 17 Shrove Tuesday (Pancake Day)
- 18 Ramadan begins
- 22 Southern Pride March

### March

- 6 World Day of Prayer
- 9 Adelaide Cup
- 17 St Patrick's Day
- 19 National Close the Gap Day
- 21 Harmony Day
- 29 Palm Sunday (Christian)

### April

- 3 Good Friday
- 5 Easter Sunday
- 6 Easter Monday
- 17 Navavarsha (Nepalese New Year)
- 25 ANZAC Day

### May

- 10 Mother's Day
- 10-16 National Palliative Care Week
- 18-24 National Volunteer Week
- 26 National Sorry Day
- 27 National Reconciliation Week begins

## Brain Teasers Solution

(from page 11)

- 1) High priority, 2) Long underwear, 3) Out in the open, 4) Feeling under the weather, 5) Big mouth, 6) Holy cow, 7) A slap on the wrist, 8) Home on the range, 9) Rock Around The Clock, 10) Year round, 11) The Boys Are Back In Town, 12) I've Got You Under My Skin, 13) Three Times A Lady, 14) Needle in a hay stack, 15) An error in judgement.

# Health & Safety



## Manual Handling: Safe Practices for Everyday Tasks

Manual handling involves any activity that requires lifting, pushing, pulling, carrying, or moving items by hand or using body force. Whether you're picking up a ball, lifting a grandchild, cleaning the bath, retrieving groceries from the car boot, sitting at a desk, or pushing a trolley, we all engage in manual handling every day.

### Before You Begin

Before you undertake any manual handling task, take a moment to assess the situation by asking:

- How heavy are the items?
- Where is the item located? (ie. at waist height or on a low shelf)
- Is the item easily accessible?
- How repetitive is the task?
- Does the task require two people or the use of a trolley?

### Tips for Safe Lifting, Bending, and Carrying

- **Position your feet:** Keep your feet shoulder-width apart for a stable base.
- **Bend properly:** Always bend at the knees rather than at the waist.
- **Keep the load close:** Hold the item close to your body—think of it as “loving the item” to reduce strain.
- **Work as a team:** If possible, work with a second person to share the load.
- **Avoid twisting:** Move your feet instead of twisting your body when changing direction.

## Safety Reminders

- **Know your limits:** Only carry as much as feels comfortable.
- **Maintain Good Posture:** Keep your spinal curves intact and always strive for good posture.
- **Use the squat position:** When bending low, the squat position is your best friend.
- **Utilise assistive equipment:** Use trolleys or other equipment whenever possible.
- **Prepare Your Environment:** Ensure you have adequate space, proper lighting, and that you are working at a comfortable surface height.
- **Avoid unsafe practices:** Do not stand on tables, chairs, or ladders to reach high places.
- **Take your time:** Don't rush through tasks—speed increases the risk of injury.
- **Regular breaks:** Take regular breaks, including breaks from sitting, to prevent fatigue.

Volunteers and general staff are not required to physically support residents and clients. That responsibility lies with specifically trained staff.

Thank you, by following these guidelines and understanding manual handling techniques and specific roles, you contribute effectively and safely to the care environment and working together.

## Seasonal Influenza and Infection Prevention

Influenza, commonly known as the flu, is a highly infectious viral illness that primarily affects the nose and throat and may also impact the lungs. The virus spreads through droplets when an infected person talks, coughs, or sneezes. It can also be transmitted by contact with contaminated hands, tissues, or other items.

To lower the chance of contracting the flu or lessen its severity, please follow these recommendations:

**Annual Flu Vaccination:** Obtain an annual flu vaccination, which is strongly encouraged. Volunteers can obtain a vaccine from their local pharmacy, and we will reimburse the cost of the vaccine. People aged 65 years and over are able to obtain a vaccine for free from a GP. The cost of the vaccine can be reimbursed – please contact Volunteer Services on 8373 9036 or [stacey.thompson@resthaven.asn.au](mailto:stacey.thompson@resthaven.asn.au). Or, keep an eye out for your site's upcoming vaccine clinic dates.

**Hand Hygiene:** Wash your hands immediately after sneezing, coughing, or coming into contact with items that may be contaminated.

**Cough/Sneeze Etiquette:** Cover your cough or sneeze with a tissue or your arm, not your hand.

**Surface Cleaning:** Regularly wipe down all frequently touched surfaces.

**Avoid Exposure:** Avoid contact, where possible, with anyone known to be infectious.

**Self-Care when Unwell:** If you are feeling unwell—even with mild symptoms like a cold—stay at home, rest, and maintain adequate fluid intake.

## Good Infection Control and Hygiene Practices:

- Frequent hand washing
- Appropriate use of gloves
- Using personal protective equipment (ie. masks)
- Safe handling of sharps
- Safe collection, storage, and disposal of waste
- Use of cleaning agents
- Taking measures to prevent exposure to blood or body substances.

By adhering to these infection prevention guidelines and maintaining high standards of hygiene, we can help reduce the spread of the flu and other infections and work together to keep our environment safe and healthy.

# Health & Safety (continued)

## Project in Focus: 'Safe Steps'

To further our ongoing efforts to reduce resident falls, the Resthaven Clinical Services team worked collaboratively with physiotherapists and clinical educators at every Resthaven residential site to implement 'Safe Steps' in every home.

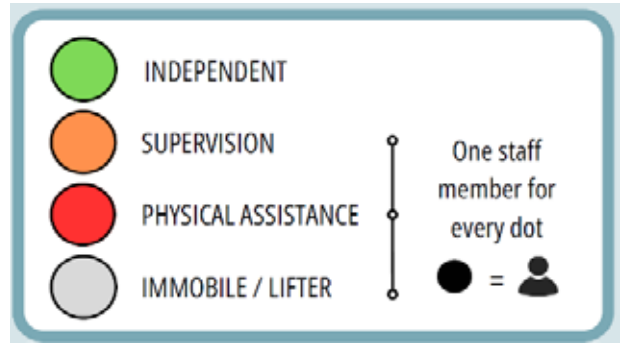
Safe Steps is a falls reduction strategy that uses a traffic light system to help all staff at the site, including non-clinical staff, to easily identify each resident's mobility and assistance needs with care such as walking, showering, transferring, bathroom, and lifter needs.

This is communicated via a chart in each resident's room and bathroom (pictured).

A piece of corresponding coloured tape on each resident's walking aid identifies their assistance needs when they are moving around.

The coloured tape enables everyone at the site - staff, other residents, and families - to quickly identify if a resident is walking without their required assistance.

This helps other residents, families, volunteers, new staff, agency staff and other volunteers who don't know the resident's mobility needs to identify and



obtain assistance easily, so that support can be provided to prevent falls.

The visual prompt is much easier to quickly interpret, meaning that additional support can be quickly obtained if required.



**Merridy Baylis**  
Executive Manager,  
Clinical Governance  
& Operational  
Excellence

## Brain Teasers (solution page 9)

1 PRIORITY	2 WEAR LONG	3 OoPuEtN	4 Rain, sleet, snow, hail, fog, sunshine, humid, breezy, cloudy <i>feeling</i>	5 MOUTH
6 COW	7 SLAP WRIST	8  RANGE	9 R K  O C	10 YEAR O
11 TOSYOBHTWN	12 MY SKIN IYUOE	13 a lady a lady a lady	14 HAY HAY HAY NEEDLE HAY HAY	15 JUGMENT



## Resthaven Co-Design Hub

### March 2026 'Share Hub' Dates

Drop-in sessions for volunteers and staff for exploring ideas together. Space for open conversation, creativity and collaboration.



Marion RS (host)/ Marion CS/CRS/Onk CS	Tues 10 March	11:30am
Mitcham RS	Wed 11 March	11:30am
Westbourne Park RS	Thurs 12 March	11:30am
Bellevue Heights RS	Fri 13 March	11:30am
Paradise RS & CS	Mon 16 March	11:30am
Port Elliot/Fleurieu CS	Tues 17 March	11:30am
Head Office Pack 'n' Chat	Tues 24 March	12noon
Craigmore RS (host)/ Northern CS	Wed 25 March TBC	11:30am
Aberfoyle Park	Thurs 26 Mar	11:30am
Western CS	Mon 30 Mar	11:30am
Murray Bridge RS & CS	Tues 31 Mar	11:30am
Malvern	Wed 1 April	11:30am
Mt Gambier RS & CS (via Teams)	Thurs 2 April	11:45am
Leabrook RS	Wed 8 April	11:30am
Riverland CS (via Teams)	TBC	TBC

### Discussion topics include:

- Volunteer role ideas – e.g. Eco Warrior/Green Companion
- Volunteer Pool Network – exploring a flexible pool model for volunteers interested in short-term fill-in opportunities
- Volunteering messages and promotion – how we can better share the story and impact of volunteering
- Volunteer Celebrations – brainstorm environmentally friendly ideas for this year
- Capture testimonials.

Everyone is welcome to drop in, share ideas or simply listen. Your insights help shape the future.

Dates and sites details will be provided in email communications closer to the time. You are welcome to join any hub.

## Volunteer Celebrations

### Volunteer Celebration Events – May Dates

*Pencil in your diaries.*

We are delighted to share that 'plus ones' are welcome at this year's Celebration Events.



Location	Date: 2-4pm
Resthaven Malvern/ Mitcham/Westbourne Park – combined, hosted by Malvern (includes Head Office)	Tues 5 May
Resthaven Bellevue Heights – host	Wed 6 May
Resthaven Craigmore – host (includes Northern CS)	Thurs 7 May
Resthaven Marion – host (includes Marion CS, Onkaparinga CS, CRS)	Tues 12 May
Resthaven Port Elliot – host (includes CS)	Wed 13 May
Resthaven Murray Bridge – host (includes Murray Bridge CS)	Thurs 14 May
Resthaven Paradise – host (includes Western CS & Paradise & Eastern CS)	Fri 15 May
Resthaven Aberfoyle Park – host	Tues 19 May
Resthaven Leabrook	Wed 20 May
Riverland CS	Tues 26 May – TBC
Resthaven Mount Gambier – host (includes Limestone CS)	Fri 29 May

*Invitations and RSVP details to come.*