

# Resthaven Review



Volume 25 Issue 1

## Autumn 2016



### Residential Services

- Bellevue Heights • Craigmore • Leabrook • Mitcham • Malvern • Marion
- Mount Gambier • Murray Bridge • Paradise • Port Elliot • Westbourne Park

### Community Services

- Community Respite • Limestone Coast • Marion • Murray Bridge, Hills & Fleurieu
- Northern • Onkaparinga • Paradise & Eastern • Riverland • Western

## From the Editor...

Welcome to 2016!

in this autumn edition of the 'Resthaven Review,' Chief Executive Officer, Richard Hearn, details recent industry updates, research findings, and acknowledges the retirement of significant staff.

He does not mention that on 10 February, he celebrated 30 years of working for Resthaven!

We congratulate Richard on achieving this significant milestone.

Enjoy reading our centenarian feature, with cameo articles about five centenarians in the Resthaven community.

Read case studies about how community services support people living at home, and enjoy our wrap up of recent happenings across our residential services.

Highlights in this edition include the 'Tour Down Under' (page 19), a reunion of old friends (page 20), Pancake Day celebrations (page 23), and a visit from the 'Port Power' AFL football team (page 27).

If you would like to provide feedback about the 'Resthaven Review,' please feel free to fill out and return the survey on page 5.

Thank you for your feedback.

### **Resthaven Public Relations Team**

PS. Don't forget to check the residential services 'diary dates' on page 10 for all the upcoming events in 2016!

## From the CEO's Desk ...

### The New Year!

The New Year is advancing quickly.

Resthaven is committed to providing high quality services, working with you in the choices that impact on your quality of life.

### Community Engagement

Knowing our community helps us to understand what you need and expect.

Resthaven staff have regular conversations with various communities of older people, which provides insight that is used to ensure that our services are community-centred, locally relevant and aligned to your expectations.

One type of consultation, known locally as 'Advisory Committees,' encourages community members to actively participate in shaping services. This is very much in line with Resthaven's 2015-2020 Strategic Plan, which seeks to improve the quality of life of older people.

Resthaven Managers from all services meet regularly at Program Managers 'workshops.' Other meetings are also held for staff from various service locations and roles, and consider key learnings to enable us to move forward with you in achieving Resthaven's purpose in working with older people and their carers.

Some topics considered at the February Program Managers' workshop included our progress towards key Strategic Plan objectives, and how we are and can further engage you – Resthaven residents, clients and carers. In so doing, we reflect Resthaven's key values of Trust, Dignity and Choice.

We also shared the Resthaven Governance Model, how the Board and its committees operate, and how their work is linked to our various service location outcomes.

## From the CEO's Desk (continued) ...

Other topics included the changing nature of social media, its role as a means of communication, and its implications for Resthaven when balancing these changes and important matters such as privacy in our community.

We also noted the significant number of capital developments either occurring or planned across our residential and community locations.

### Research Findings

Recent research conducted by McGregor Tan\*, identified that around one in four people surveyed had not thought about their future plans as they aged. Being prepared makes a difficult time a little easier for everyone.

As an example of planning ahead, I encourage everyone to think about their future wishes and put an Advance Care Directive in place well before it is needed.

An Advance Care Directive is a legal document that formally expresses your wishes regarding future medical care and lifestyle decisions. For more information, visit [www.advancecaredirectives.sa.gov.au](http://www.advancecaredirectives.sa.gov.au), or speak with staff.

The research also indicated that two thirds (68%) of survey respondents thought that the standard of care and service was the most important aspect when seeking aged care and support.

Cost was a factor for 43%, although 70% of people agreed that those who can afford to contribute to the cost of their own care should do so.

There was strong support (84%) for the level of government funding to be indexed to keep pace with wage increases and other

related costs associated with the need for service support to sustain quality of life.

Personal choice was another important factor. More than half of the survey respondents stated that they would prefer a not-for-profit organisation when choosing an aged care provider.

### Innovation Hub Update

The SA Innovation Hub is an initiative between a small group of providers in South Australia, the Department of Social Services, Council on the Ageing (COTA) Australia, the Australian Aged Care Quality Agency (ACQA) and the Aged Care Financing Authority (ACFA).

It showcases collaboration and partnership between industry, government, regulators and the community trial is to improve and sustain better outcomes for older Australians engaged with aged care services.

Current membership of the SA Innovation Hub includes The Society of Saint Hilarion Inc, James Brown Memorial Trust, Helping Hand, Barossa Village, Boandik Lodge, ACH Group, Resthaven and Southern Cross.

The Hub is a 'community of practice'. Each member of the SA Hub Provider Group contributes and develops team members via working groups.

These working groups focus on the Hub's mutually agreed project areas. These adapt and evolve as the teams learn and link ideas and projects. Initial projects include Governance, Quality, Consumer Directed Care, Consumer Engagement, Complaints Handling, and others. For more information, visit <http://sainnovationhub.org>.

**Continued page 4...**

*\*McGregor Tan August 2015 Omnibus Survey*

## From the CEO's Desk (continued) ...

### Trust

Trust is at the heart of our work with you. Providing a safe environment in which to live and work is a primary focus.

We seek to be sensitive about how we communicate with and treat others, and vigilant about reporting anything inappropriate. We encourage feedback regarding any issues that may arise, and investigate all relevant contributing factors and responses for a balanced, informed view.

Clients, residents and families are encouraged to bring complaints to the attention of a Resthaven employee in the first instance, and can request an advocate or translator if required.

As of 1 January 2016, general complaints about Government funded aged care services come under the jurisdiction of the new Aged Care Complaints Commissioner, Rae Lamb. This change aims to strengthen the aged care complaints process, as it is now completely separated from the regulation and funding of aged care.

Government legislation and Resthaven policy requires mandatory reporting of abuse of older people, as well as police checks for all employees and volunteers working in aged care facilities.

Under the legislation, all staff have an obligation to report incidents of suspected or alleged abuse of residents. Responsibility for receiving compulsory reports remains with the Department of Health, such as reportable assaults and unexplained absences, as required under the *Aged Care Act 1997*.

### Aged Care Industry Update

Aged care in Australia continues to undergo significant reform, and will continue to do so over the next 3-7 years, reflecting continuous improvement as a world class system.

The government reforms mean that more of the costs are borne by those who can afford it. Importantly, all individuals who choose services to sustain their quality of life have a government 'safety net' regarding the level of cost they personally pay each year. There is a lifetime 'cap' on the cost of their care.

I strongly encourage those people with financial resources to use them to sustain their quality of life and future planning.

Support, either at home or in residential care, will continue to be available for those people with limited financial means or other specific needs. The government provides individuals with limited financial means additional support.

A significant outcome of the aged care reform process is the transition of the Aged Care Assessment Team (ACAT) referral system. New referrals are now processed using the full functionality of the government's My Aged Care (MAC) portal.

The ACAT transition for assessment and referral of services to residential aged care, residential respite and home care packages commences in South Australia on 15 March.

Resthaven, and other Service Providers, have been involved in the aged care reforms for approximately three years, and we share the Government objectives to achieve better outcomes for you, along with greater choice and control to ensure equitable access to services when and where required.

The challenge for Government and Service Providers is how such aspirations can be achieved in practice. In recent years, governments of both major parties have struggled at times to have the systems ready to ensure such reforms are given their best chance of success.

***Continued opposite page...***



## From the CEO's Desk (continued) ...

Service Providers are undertaking significant work in adjusting to these important changes in how we provide services to you.

Resthaven staff have given significant additional effort in community, residential and head office, in maintaining the quality of our services, whilst also responding to the new systems related to the reforms.

I am very appreciative of the efforts that Resthaven staff have given, and continue to give, throughout the reform process. Their efforts enable us to continue to work together to achieve your wellness and lifestyle goals.

When such matters have affected you, I appreciate your understanding and patience.

### Significant Retirements

I extend a personal note of appreciation to Marilyn O'Connor, Senior Manager, Community Services, for her significant leadership and 22 years of valued service to Resthaven clients.

Marilyn retired on 5 February, 2016 (below with me and Executive Manager, Community Services, Sue McKechnie).

Andrew Davies, Manager, Building and Property Services also retired on 25 February.

Andrew (below with me and former General Manager, John Dewhirst) has been a significant contributor to Resthaven, both through his work on our building projects, and in his prior work at Brown Falconer Architects.

We thank both for their contributions and valued service.

We also thank the various other staff and volunteers across all locations, who have retired, or decided to no longer work in the Resthaven community.

We wish them well in their future endeavours.

**Richard Hearn**  
**Chief Executive Officer**



*Above left (L-R): Richard Hearn, CEO, Marilyn O'Connor, Senior Manager, Community Services, and Sue McKechnie, Executive Manager, Community Services, at Marilyn's 'encore career' farewell.*

*Above right (L-R): Richard Hearn, CEO, John Dewhirst, former General Manager and current volunteer, and Andrew Davies, Manager Building and Property Services.*

## Building Projects Update

Hello all,

I am delighted to bring you my first building update.

### Resthaven Aberfoyle Park

Plans are complete for construction of a new 100 place site at Aberfoyle Park. The plans have been lodged with Onkaparinga Council with a decision due in mid-March.

### Resthaven Malvern

The first stage of the Malvern redevelopment has commenced, with Stage 1A in full construction mode. This work, and creation of a new central staff room, should be finalised in late 2016.

The subsequent stages, which will provide all single rooms with ensuites, include additions to Lorikeet and Finch, and a major upgrade to Kingfisher. These will take place in two stages over the next 18 months, finishing mid 2017.

### Resthaven Craigmore

Planning permission has been granted for the building works associated with the approved significant refurbishment at Craigmore.

The building works, which commenced on 25 January, include alterations to the Wilpena dining room, additions to create an extra lounge, and provision of an electric louvre roof to the Blinman terrace.

### Resthaven Mount Gambier

The conversion of four apartments to eight residential care places was completed late last year. The remaining two apartments are expected to be converted in due course. The large single rooms with ensuites in the new 'Wattle' area are very popular, with almost all now occupied.

### Resthaven Mitcham

Though Mitcham Council did not support Resthaven's development proposal for the Mitcham residential facility, it was approved by the Development Assessment Commission (DAC) on 16 February.

The proposed project would result in no shared rooms other than special 'couples' rooms.

### Resthaven Murray Bridge

Plans are complete for an 18 place addition at Murray Bridge. A planning application has been lodged with the Rural City of Murray Bridge, and an application has been made in the Aged Care Approvals Round (ACAR) for additional aged care places.

### Resthaven Westbourne Park

Sketch plans are being developed for a 12-21 place addition to Westbourne Park. This project aims to create mostly all single rooms, and potentially have the rooms in the Norseman Avenue cottages brought under the main roof.

### Northern Community Services

On 9 February, Resthaven received development plan consent for a proposed addition to Resthaven Northern Community Services.

The project is now entering the detailed design phase, with construction expected to commence in May.



**Emmet O'Donovan**  
**Manager, Buildings and**  
**Capital Projects**

## Residential Services

### Accreditation Visits

In December 2015 and January 2016, Resthaven Mitcham, Westbourne Park and Malvern received unannounced visits from the Australian Aged Care Quality Agency (AACQA). I am pleased to advise that assessors were very complimentary at all sites, recommending that all requirements were met.

My congratulations to all staff on this positive result, especially at Westbourne Park, where the visit coincided with the Residents' Christmas Luncheon!

In February, Resthaven Port Elliot successfully underwent their formal Accreditation Audit. Well done Pam and her team on a great result!

### 'Coaching' Project

Resthaven Craigmore recently participated in a Northern Aged Care Engagement Project, aimed at supporting new staff with a 'coach' during their early employment.

Resthaven already has a 'buddy' program in place for new staff. However, this project went a step further by appointing three current care staff into 'coaching' roles: Tricia Freeman, Julie Merry and Sophie Smith.

Manager, Kerri-Anne Barnes, has confirmed that the three 'coaches' are now recognised as 'go to' people by other staff wanting support in the workplace.

This is a great outcome that assists in better quality care services for residents.

### 'Co-Producing' Services

I recently visited Resthaven Port Elliot to speak with residents as part of Resthaven's dedication to 'co-production', whereby consumers are equal partners in the design and delivery of services.

We provide an extensive range of ways for residents and clients to provide feedback; there are annual focus groups, resident meetings, community advisory groups, resident food committees, resident lifestyle surveys, and the Annual General Meetings held at all residential sites.

At Resthaven Port Elliot, I met Alexander 'Sandy' Lewis, former Liberal MP for Western Australia. He provided us with some very positive feedback.



Sandy (right) said, 'The rooms are large, with a view for everyone, and the dining areas are superb. Everything is so modern and well designed.'

'Pam is also major factor,' he said. 'She's a real enthusiast. And Kirsty does a first class job of the Lifestyle Program.'

We put a lot of effort into delivering the highest quality services, so this positive feedback from residents like Sandy is really gratifying and assists us in our future planning.

My thanks to all.

**Tina Emery**  
**Executive Manager,**  
**Residential Services**





## Retirement Living Update

### Happy new year!

Over Christmas, I spent time with family in Melbourne. Although it was lovely to see everyone, it was extremely busy – not a day went past when we weren't travelling from one place to another, or visiting somebody. I am happy to be back home!

### Assistance in Accessing Services

There have been several changes to the aged care system recently, which may seem daunting if you make enquiries.

If any retirement living residents are feeling confused about the system, or would like extra information, please do not hesitate to contact me. I can organise assistance for you, or arrange guest speaker information sessions.

Resthaven provides a wide range of assistance packages through our community services, which may help you stay in your unit and remain independent for as long as possible. Resthaven offers both government-subsidised and private support, all designed with you to meet your needs.

If you find yourself concerned about your wellbeing and ability to maintain your current lifestyle, please feel free to phone me on 8370 3756.

### Keeping Cool

Your welfare is very important to us. During hot weather, remember to keep your fluids up, and keep yourselves cool.

If you have any issues with your air conditioner, please put in a maintenance request so that it can be fixed as soon as possible.

### Maintenance Requests

Don't forget to fill in a maintenance request if you have any maintenance issues which need attention. Please remember that some maintenance is taken care of by outside contractors, and is therefore subject to their schedules.

Resthaven Maintenance staff prioritise maintenance requests in order of urgency. We appreciate your understanding.

### Bus Trip to Port Elliot

Retirement living residents from Resthaven Belleuve Heights recently enjoyed a visit to Resthaven Port Elliot, where they were warmly welcomed (pictured below).

It was a great day out!

### Finally...

Wishing you health and prosperity in 2016,

**Jeannie Peace**  
**Retirement Living**  
**Coordinator**





## Community Services

### Accreditation

In April 2016, Resthaven community services sites will undergo an Accreditation review from the Australian Aged Care Quality Agency (AACQA). The review is part of a three-yearly accreditation cycle, where we must demonstrate how Resthaven meets the Home Care Standards. Clients will be invited to participate in the review process.

### Advisory Committees

To provide quality services to you, it is imperative to have an understanding of what you need, and of the wider community in which Resthaven operates.

Resthaven has established 'Community Advisory Groups' of 8-11 members in metropolitan Adelaide, Murray Bridge, and the Limestone Coast.

Advisory Group members comprise Resthaven residents, clients and carers, along with members of the broader community.

Each group has representation from a Resthaven manager or coordinator.

Participants bring expertise from real life experience, and provide insight to help ensure that Resthaven's services are aligned to the expectations of the community.

In 2016, there are 20 Community Advisory Groups meetings planned.

Community Advisory Groups give Resthaven the opportunity to address the real-life aspirations of those with whom we work to deliver outstanding care and support for older people and their carers.

We appreciate their valuable contribution.



**Sue McKechnie**  
**Executive Manager,**  
**Community Services**

### IMPORTANT: SCAM ALERT

Resthaven has been alerted to a scam where scammers have been knocking on peoples doors, claiming they are from My Aged Care.

These scammers are asking for money to pay for a referral for the local council to install hand rails or provide other services.

If someone comes to your door claiming to be from My Aged Care or another government agency, ask to check their identification. If you are concerned, write down the person's name and contact the agency they say they are from.

It is important to understand that these workers would give notice if they were going to visit you. Government workers will not ask you to pay for services in cash in your home. Be alert but not alarmed. Call the Police on 131 444 if you are concerned.

## Residential Services Diary Dates 2016

Site	Day	Event	Time
<b>Bellevue Heights</b> 47 Eve Rd, Bellevue Heights Ph 8278 8588	Tuesday 24 May	Volunteer Thank You Event	2.00pm
	Tuesday 7 June	Memorial Service	1.30pm
	Wednesday 14 Sept	Residents' AGM	2.00pm
	Tuesday 13 Dec	Christmas Lunch	12.00pm
<b>Craigmore</b> 200 Adams Rd, Craigmore Ph 8254 4008	Tuesday 17 May	Volunteer Thank You Event	2.00pm
	Wednesday 8 June	Memorial Service	2.00pm
	Tuesday 13 Sept	Residents' AGM	2.00pm
	Monday 19 Dec	Christmas Lunch	12.00pm
<b>Leabrook</b> 336 Kensington Rd, Leabrook Ph 8332 4333	Friday 6 May	Volunteer Thank You Event	2.00pm
	Wednesday 27 July	Memorial Service	2.00pm
	Friday 16 Sept	Residents' AGM	2.00pm
	Tuesday 20 Dec	Christmas Lunch	12.00pm
<b>Malvern</b> 43 Marlborough St, Malvern Ph 8272 0222	Friday 13 May	Volunteer Thank You Event (combined event at Mitcham)	2.00pm
	Friday 10 June	Memorial Service	2.00pm
	Wednesday 21 Sept	Residents' AGM	2.00pm
	Friday 16 Dec	Christmas Lunch	12.00pm
<b>Marion</b> 10 Township Rd, Marion Ph 8296 7555	Wednesday 18 May	Volunteer Thank You Event	2.00pm
	Thursday 16 June	Memorial Service	2.00pm
	Wednesday 21 Sept	Residents' AGM	11.00am
	Wednesday 7 Dec	Christmas Lunch	12.00pm

**Volunteer 'thank you' events** are held annually in recognition of the invaluable contribution volunteers make.

**Memorial Services** recognise all those who have passed away during the year. Relatives and friends and welcome.

**Annual General Meetings** (AGMs) provide an opportunity for Resthaven executives to outline the financial position and notable events for the year. Questions are welcome.

**Residents' Christmas Luncheons** offer an opportunity for a join Christmas celebration at each site.

## Residential Services Diary Dates 2016

Site	Day	Event	Time
<b>Mitcham</b> 48 Smith-Dorrien St, Mitcham Ph 8271 0639	Friday 13 May	Volunteer Thank You Event (combined event at Mitcham)	2.00pm
	Thursday 9 June	Memorial Service	2.00pm
	Tuesday 20 Sept	Residents' AGM	2.00pm
	Thursday 1 Dec	Christmas Lunch	12.00pm
<b>Mount Gambier</b> 24 Elizabeth St, Mount Gambier Ph 8723 0911	Friday 27 May	Volunteer Thank You Event	2.00pm
	Wednesday 15 Jun	Memorial Service	2.00pm
	Monday 12 Sept	Residents' AGM	11.00am
	Monday 12 Dec	Christmas Lunch	12.00pm
<b>Murray Bridge</b> 53 Swanport Rd, Murray Bridge Ph 8532 1969	Tuesday 3 May	Volunteers Thank You Event	2.00pm
	Tuesday 26 July	Memorial Service	2.00pm
	Thursday 22 Sept	Residents' AGM	11.00am
	Friday 9 Dec	Christmas Lunch	12.00pm
<b>Paradise</b> 61 Silkes Rd, Paradise Ph 8336 5444	Wednesday 4 May	Volunteers Thank You Event	2.00pm
	Monday 25 July	Memorial Service	2.00pm
	Friday 16 Sept	Residents' AGM	11.00am
	Wednesday 14 Dec	Christmas Lunch	12.00pm
<b>Port Elliot</b> 3 Frederik St, Port Elliot Ph 8554 2000	Wednesday 11 May	Volunteers Thank You Event	2.00pm
	Tuesday 12 July	Memorial Service	2.00pm
	Thursday 22 Sept	Residents' AGM	11.00am
	Monday 5 Dec	Christmas Lunch	12.00pm
<b>Westbourne Park</b> 30 Sussex Tce, Westbourne Park Ph 8271 3300	Friday 13 May	Volunteers Thank You Event (combined event at Mitcham)	2.00pm
	Friday 10 June	Memorial Service	2.00pm
	Tuesday 20 Sept	Residents' AGM	11.00am
	Thursday 15 Dec	Christmas Lunch	12.00pm

# Chaplaincy

## You are Cherished by God

As a Chaplain working in aged care, the most critical element of my ministry is affirming the intrinsic value of each and every resident. Regardless of age, health or range of ability, all people are valued and cherished by God.

I recently came across a wonderful YouTube clip (which has now gone 'viral' on social media). It features a 92-year-old woman, Wanda Goines, reciting a poem she wrote called 'The Gift Wrap and The Jewel' (below). I think Wanda sums up perfectly the value of each and every life in her poem.

When I have shared this poem with residents, many have been moved to tears, and nearly all have requested copies. As a result, I thought I would share it further afield.



**Robyn Masters**  
**Coordinating Chaplain,**  
**Resthaven Malvern, Mitcham and Bellevue Heights**

## The Gift Wrap and the Jewel

I looked in the mirror and what did I see?  
But a little old lady peering back at me.  
With bags and sags and wrinkles and wispy white hair,  
And I asked my reflection, 'How did you get there?'  
  
'You once were straight and vigorous,  
And now you're stooped and weak,  
When I tried so hard to keep you  
From becoming an antique.'  
  
My reflection's eyes twinkled and she solemnly replied  
'You're looking at the gift wrap and not the jewel inside.'  
  
'A living gem and precious of unimagined worth  
Unique and true, the real you, the only you on earth.'  
  
'The years that spoiled your gift wrap  
With other things more cruel,  
Should purify and strengthen  
And polish up that jewel.'  
  
'So focus your attention on the inside not the out  
On being kinder, wiser, more content, and more devout.  
Then when your gift wrap's stripped away,  
Your jewel will be set free.'

**Written by Wanda B Goines (b. 1923)**



## Volunteer Services



### Valuing Volunteers

At Resthaven, volunteers provide flexibility, multiplicity of perspective, diversity, expertise, support and rapport, dynamism, frequency, energy, and social connections.

According to Susan J Ellis (<https://www.energizeinc.com>), "The number of paid jobs in an organisation is finite. In contrast, a volunteer workforce is potentially unlimited... Every possible skill or talent can potentially be donated... someone can volunteer at age 5 or 105. Dedication, enthusiasm, and caring are personality characteristics that are demonstrated by both paid and unpaid workers."

### Volunteer 'Thank You' High Teas

In May, we thank volunteers for their commitment, enrichment and joy, and for the vital support they provide to Resthaven programs with 'Thank You High Teas'. Please see the 2016 dates on pages 10-11.



**Stacey Thompson**  
*Manager,  
Volunteer Services*

### Do you have any feedback about the 'Resthaven Review'?

**We'd love to hear it! Your feedback is important to us.**

To comment about the 'Resthaven Review' newsletter, please fill out the short survey below and return it to the Public Relations Department, by handing in to reception, or email your feedback to [pr@resthaven.asn.au](mailto:pr@resthaven.asn.au).

**Please tick the most appropriate box:**

I like the 'Resthaven Review' design, style and legibility.

- Strongly agree     Agree  
 Neutral             Disagree  
 Strongly disagree

Comments:

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I like the 'Resthaven Review' articles, photos and other content.

- Strongly agree     Agree  
 Neutral             Disagree  
 Strongly disagree

Comments:

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Do you have any suggestions for improvement to this newsletter?

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**Thank you for your feedback!**

## Centenarian Feature

### Mr Fred Flavel (Resthaven Leabrook)

Congratulations to Resthaven Leabrook resident, Mr Fred Flavel, who celebrated his 100<sup>th</sup> birthday on 19 December, 2015.

Fred, an avid member of the monthly 'Men's Lunch Group' held at the site, celebrated this milestone with family and friends at a party organised by his daughter.

'I don't know what's being planned,' Fred said on 11 December.

'It's not that big a deal is it?'

In typically understated fashion, Fred enjoyed reading his congratulatory letter from Board President, Mark Porter, but said with a grin, 'I'll just add it to the others in my room.'

Fellow members of the 'Men's Lunch Group' were surprised to hear of Fred's upcoming milestone, and also conveyed their warm wishes.

The group meets once a month in the Resthaven Leabrook 'Chatterry' (shop and lounge area) for a meal, a chat, and some companionship.

When asked what they talk about, Fred would only say, 'Oh, this and that.'

'It's secret men's business!'

Happy birthday, Fred.

**In this special feature, we congratulate those people in the Resthaven community who have recently celebrated their 100<sup>th</sup> birthday.**



### Centenarian Project

Since the launch of the 'Celebrating Centenarians' project last November, the story has received interest from many media outlets.

Have you checked out the cameos on You Tube? Visit Resthaven's YouTube channel: [www.youtube.com/ResthavenInc](http://www.youtube.com/ResthavenInc).

*Below: UniSA students, staff and Resthaven centenarians at the project launch.*



## Centenarian Feature

### Miss Isabel Drummond (Resthaven Leabrook)

On 17 February, 2016, Miss Isabel Drummond of Resthaven Leabrook celebrated her 100<sup>th</sup> birthday.

Not one to make a fuss about such an occasion, Isabel is a quiet sort, and prefers relaxing in her room to socialising around the site. She is willing to make an exception to attend her favourite activities: concerts, 'singalong,' and church services.

She is also regularly visited by volunteer, Kaye, who spends time with Isabel once a week chatting and reminiscing.

'Isabel is always beautifully dressed, and very elegant. We sometimes chat about her lovely outfits.'

Isabel is certainly looking well for 100, with Kaye surprised to learn that she was about to celebrate the milestone. 'I thought she was in her early 90s!' she says.

Many happy returns, Isabel.



*Above: Miss Isabel Drummond with volunteer, Kaye McGuffog.*

### Mrs Ruth Grimm (Resthaven Mitcham)

Warm birthday wishes to Resthaven Mitcham resident, Mrs Ruth Grimm, who turned 100 on 12 January, 2016.

Ruth, who grew up on a farm in Moonta, remembers riding horses and milking cows throughout her childhood.

After finishing school, she moved to Adelaide, where she studied nursing, eventually becoming a midwife.

She has two children; one boy and one girl, along with 'a lot' of grandchildren, great-grandchildren, and great-great-grandchildren.

When queried as whether she has any secrets to health and longevity, Ruth only shrugs. 'I don't do anything special,' she says. 'I've always been pretty happy – does that count?'

Ruth, who 'doesn't like a fuss,' celebrated her milestone birthday with a small group of close friends and family.

Congratulations, Ruth.





## Centenarian Feature

### Miss Marion Sinclair (Resthaven Mitcham)

On 3 January, 2016, Miss Marion Sinclair, of Resthaven Mitcham, celebrated her 100<sup>th</sup> birthday.

Marion was born in Sunderland, County Durham, England, but moved to Australia in 1949, travelling with her mother and grandmother on a ship carrying 130 other passengers.

Marion worked in the Union Bank in Sydney (which later became ANZ) from the age of 33 until her retirement at 60.

She has always been very active, remembering with a laugh how she was once asked, 'Do you ever sit down?!'

As a child, she particularly loved gardening, and her mother used to allocate her a 'section' in the family garden.

'I used all my pocket money to buy seeds,' says Marion.

'My favourite plants were always the colourful flowers, especially roses.'

With only a year and five months between Marion and her older sister, the two were close growing up. However, when asked by her parents at age ten if she wanted a younger sibling, Marion said, 'Well, I'd rather have a dog.'

Despite this, Marion soon had another sister, ten years younger than her – a prominent age gap.

Marion enjoyed her career first in her early 90s, when she 'modelled' for Resthaven for a dental project at the site. She joked, she'd had to wait a long time for the opportunity.



Having never married, Marion is a beloved auntie (and great, and great-great auntie) to her many nieces and nephews, with whom she is very close. She describes her niece especially as 'like my own daughter.'

Marion celebrated her milestone birthday with a nice, quiet family lunch, saying that she didn't want 'anything special, or a crowd of people.'

We hope you enjoyed your special day, Marion!

#### Did you know...?

In 1952, only 40 Australians turned 100 nationally.

In 1975, there were 122.

In June 2015, there were 388 South Australians aged 100 and over – the highest number in the state's history.



## Centenarian Feature

### Mr Roy Nagel (Resthaven Riverland Community Services)

At 100 years of age, Resthaven Riverland Community Services client, Frederick (Roy) Nagel has seen a lot.

Roy, who turned 100 in May 2015, lived in Adelaide until he was 15, and was a talented footballer. From age 13, he played for the State Under 15 football team, playing in Brisbane and Western Australia.

Unfortunately, Roy's mother passed away when he was 14, so when the Depression hit, he came to the Riverland to find work at the age of 15.

When war broke out, Roy enlisted in the Army on his 25<sup>th</sup> birthday. He served in the 2/10<sup>th</sup> Battalion and was sent to England. Roy's battalion assisted in maintaining peace within the borders, and helping the British Army.

In 1941, Roy was injured and discharged from the Army. He returned to the Riverland, where he met his wife, Gwen. They were married in 1950, and had three daughters.

The couple agree that the secret to a successful marriage is good communication and talking through problems. As far as longevity, healthy eating and active lives are the keys.

Gwen says that throughout their lives, she never bought anything if she could make it herself.

In Roy's centenary year, the veteran was delighted to participate in a special project as part of the commemoration of 100 years of the ANZAC tradition.



The Australian Institute of Professional Photography (AIPP) partnered with the Australian War Memorial and RSL Australia in a nation-wide project called 'Reflections', to capture a portrait photograph of each surviving veteran of the Second World War. The aim was to create a pictorial record of returned servicemen and women for the national archives.

Each veteran received a printed copy of their portrait free of charge.

Roy and Gwen were delighted with the portrait taken as part of the Reflections Project (pictured above), and were very proud to participate in this important addition to the archives of the Australian War Memorial.

## Limestone Coast Community Services

### Staff to Represent Resthaven at the Field Days

On 18 and 19 March, Resthaven Limestone Coast Community Services will have a stand at the South East Field Days in Lucindale, to answer questions about the services available to enable older people to live independently at home.

Resthaven Community Services staff will be available to answer questions about home care, respite options, social groups, or navigating the government 'My Aged Care' gateway.

'Resthaven Limestone Coast Community Services attend this event every year, and we are always pleased by the number of people we are able to assist,' says Manager, Elizabeth Southall.

'It is a great opportunity to speak with locals, especially about our in-home support services, which are tailored according to each person's needs.'

'People from all over the region are able to access our services, but many are not aware of it. So the Field Days are a great opportunity to promote it.'

Resthaven Limestone Coast Community Services support people who live at home throughout the South East. Offices are based at 17 Gordon Street, Naracoorte, phone 8762 4389 and at 1/6 Davenport Street, Millicent, phone 8733 3311.

Overnight respite is provided at 914 Pavy Drive, Naracoorte.

## Marion Community Services

### 'Hidden Treasures'

Every Friday, Resthaven Marion Community Services hold a Craft Club, aptly named the 'Friday Club'.

Group members created a beautiful cross, decorated with old jewellery, coins and buttons, all donated by clients.

The stunning cross now hangs proudly in the Resthaven Marion Community Services foyer.

It is a beautiful piece, made entirely from 'hidden treasures'.

*Right: The unique cross of many treasures.*





# Murray Bridge, Hills and Fleurieu Community Services

## Tour Down Under

In January, Resthaven Murray Bridge, Hills and Fleurieu Community Services enjoyed not one, but two 'visits' from the annual cycling event, the 'Tour Down Under'.

The peloton not only pedalled past the offices on Adelaide Road, Murray Bridge, but also past the new Community Services office in the 'Old School House' at Port Elliot, to the delight of staff and clients.

'We hope the cyclists enjoyed riding past our beautiful new premises!' said Occupational Therapist, Carolyn Tenney.

'We are looking forward to enjoying this world-class event again next year.'



*Above: Cyclists whizz past the Community Services offices on Adelaide Road, Murray Bridge.*

*Below: Resthaven Murray Bridge, Hills and Fleurieu Community Services clients (and Resthaven Port Elliot residents) wave the tour through on North Terrace, Port Elliot.*



## Northern Community Services

### Reunion of old friends - 50 years later!

This is the story of Margaret ('Margi' or 'Duff') and Muriel, two Resthaven Northern Community Services clients who recently reconnected after more than fifty years.

The ladies, who were, by chance, placed in the same Northern Community Services social group, had been best friends in their early lives. However, as Margi is living with Alzheimer's, and Muriel is vision impaired, they didn't realise this until Muriel overheard Home Support Worker, Billie, saying Margi's surname.

Muriel asked if she had heard the name right, and when Billie said 'yes,' she replied, 'We were best friends fifty years ago!'

Muriel recounts their history below...

*Margi and I met and worked together at the Adelaide Railway Refreshment Rooms more than fifty years ago. The refreshment rooms were located downstairs at the railway station.*

*Margi would pick me up for work when we worked the morning shifts.*

*There used to be offices upstairs at the railway station, where the casino is now. Margi worked in the sandwich bar which serviced the upstairs offices as well as the cafeteria.*

*The offices belonged to the railways and the guards, drivers and porters would order their lunches from Margi.*

*I was head waitress of the public cafeteria, before becoming supervisor of the cafeteria and outside shops, which consisted of a sweets shop, milk bar, cake shop and two upstairs kiosks, which sold papers and tobacco.*



*We worked together for ten years before I left to work at a supermarket.*

*We used to have so much fun, and we played some funny pranks when we were younger.*

*Until last week, we had lost touch. It was wonderful to be back in contact with Margi and relive some of the fun times we had, and to reminisce over stories of people we both knew.*

*This is one of my favourite memories:*

*The staff room was upstairs and the stairs were concrete. The stairs would get very slippery, so the chef would put salt on them.*

*One morning, I said to Muriel, 'I'll go down first.' I walked down the stairs and turned back to see her slip off the first step, fall onto her bottom, and down she bounced!*

*I was crying with laughter and said through my tears, 'Duff, are you ok?' To which she replied (whilst sitting on the last step), 'Bit bloody late to be asking that now.'*

*To top it off, she had been holding a glass bottle of Coke during her fall, and she never let go of it!*



## Onkaparinga Community Services

### Social Support

In late 2015, a couple of Spanish and Cypriot descent approached Resthaven Onkaparinga Community Services for support.

The carer (Cypriot) was having difficulties with the increasing language barrier between them, as their partner's cognition declined and their first language, Spanish, became more dominant.

Resthaven Onkaparinga Community Services staff assisted by liaising with the local Council to source a Spanish-speaking volunteer, found through a local Community Centre. A visit was arranged with the client, carer, volunteer and Resthaven Community Services staff.

'This visit was a great success,' says Resthaven Onkaparinga Community Services Manager, Manule Harpas.

'The volunteer welcomed the client in Spanish, which really brought a smile to their face.'

'Even though the client was in a supportive and happy relationship, they missed socialising and sometimes felt lonely. Resthaven staff also arranged regular visits to the Community Centre, where the client could go to socialise with others.'

'Resthaven staff then identified another client with similar interests, and introduced the two through their day centre program.'

'They have built a really positive friendship, and the carer has even mentioned that their partner is now speaking English more often at home.'

What a wonderful outcome!

## Paradise and Eastern Community Services

### Support in Transitioning to Residential Services

In 2015, a long term Resthaven Paradise and Eastern Community Services client who was struggling to remain living independently at home approached staff about transitioning to residential services.

At the client's request, Resthaven Paradise and Eastern Community Services staff assisted them to manage their health challenges, activities of daily living, and emotional wellbeing whilst the client waited for a residential service placement.

In partnership with the client and their family, staff supported the client to identify a residential service in their local area.

'This was important to the client, to assist in maintaining relationships with family and friends, and connections with the local community,' says Resthaven Paradise and Eastern Community Services Manager, Grant White.

'What was most satisfying was that we were able to assist the client to remain at home until she found the perfect residential home for her – which happened to be Resthaven Paradise!'

'We were so pleased to support her through this important transition.'

## Western Community Services

### 'Ciao' App Gains National Attention

On 14 December, 2015, Resthaven Western Community Services was featured on Channel 7 News as part of a story about the free 'Ciao' Italian translation application ('app') for iPads and iPhones.

The 'app' contains around 350 common words and phrases, as well as pictures and audio, to assist clients from Culturally and Linguistically Diverse (CALD) backgrounds to communicate more easily with staff.

The success of the app has attracted funding for a Greek version, called 'Let's go Greek', which is now available, and a Vietnamese and Bhutanese version, which should be released in 2016. All are free.

*Above (L-R): Franco Parenti (Manager, Western Community Services), Lorraine Ross (Registered Nurse), Theodore Sabatini (client) and Mina Pocaro (Coordinator) pose during the Channel 7 News film shoot.*



## Craigmore Residential Services

### Happy Ending for a Lost Chihuahua

On Saturday 23 January, whilst visiting the site with her two children, Resthaven Craigmore Manager, Kerri-Anne Barnes, was alerted by staff that there was a puppy at the back door, growling at anyone who came close.

On checking, Kerri-Anne found a very cross chihuahua, and notified the local council, requesting they come and collect her.

Kerri-Anne says, 'My children asked to head out to see the dog, and when I arrived, I found our 'vicious' visitor happily sitting in the lap of my daughter, Emily' (right).

The chihuahua was later reunited with her owner. All's well that ends well!





# Bellevue Heights Residential Services

## Pancake Day

On Tuesday 9 February (Shrove Tuesday), Resthaven Bellevue Heights held their annual Pancake Day fundraiser.

'Unlike previous years, when the event was held in the morning, this year we decided to have an afternoon event, with a great turn out,' said Lifestyle Coordinator, Carolyn Granger.

'Approximately 80 pancakes were freshly cooked by Lifestyle staff and served with lemon, sugar and golden syrup.'

'A big thank you to Coordinating Chaplain, Robyn Masters, who helped to serve the pancakes.'

'This year, we raised \$85, with all monies going towards Uniting Care.'

Thank you to everyone who attended!



*Above: Independent Living Unit residents, Phyllis Mitchell and Valda Megson.*

*Left: Marilyn Megson.*

*Top (L-R): Marilyn Megson, Coordinating Chaplain, Robyn Masters, and Lifestyle Coordinator, Carolyn Granger, with some delicious pancakes.*

## Leabrook Residential Services

### A Treasure that Cannot be Purchased

Recently, Resthaven Leabrook received a wonderful farewell letter from volunteer, Richard Satchell. This is an extract from that letter:

*After an absence from teaching music, I have been summoned back to work at a secondary school. Sadly, this means that I will no longer be running our sing-along session. To me, they have been much loved times and I want to express my thoughts and gratitude to you.*

*Working with residents and carers at Resthaven has been both a pleasure and a privilege. I've been given so much; friendship, camaraderie, fun, affection, a sense of acceptance and belonging, and not to mention the laughter – that essential human leavening.*

*We made some lovely music together, and no matter what personal mood I began each session with, buoyant or not so buoyant, I always left feeling that life is good, life is precious and that sharing simple joys is a supreme gift; the gift that brings the best of all virtues that is gratitude. To put aside personal concerns and to serve others; that is a treasure that cannot be purchased.*

*So thank you for all that I have been given. It's been a priceless experience. Oh, and be warned, I plan to return; as a visitor and a performer or perhaps for more sing-alongs in the future!*

**Richard Satchell**

## Malvern Residential Services

### Resthaven Malvern Hosts Fringe Event

On Wednesday 9 March, Resthaven Malvern is hosting a Fringe concert on behalf of the City of Unley by legendary performer, Phyl Skinner OAM (right).

Recently named State Finalist for Senior Australian of the Year, 2016, Phyl's show, 'The First 90 Years', takes the audience down memory lane with stories, comedy, singing, and dancing.

Part of her show will include stories about the famous people she has worked with, including Bob Hope, Roy 'Mo' Rene, George Formby, Arthur Askey and George Wallace.



Resthaven Malvern residents, volunteers, family, friends and staff are looking forward to this exclusive, one-off event.



## Marion Residential Services

### Site Activities

#### Cultural Awareness Days

Karen Neighbour, Lifestyle Coordinator at Resthaven Marion, recently brought in a beautiful kimono to show residents as part of the site Cultural Awareness activities (pictured right).

'This Kimono gown and parasol were purchased in Japan by a friend,' says Karen.

'I put it on and showed all the ladies – they all loved it, as it is made from the most luscious silk and so tactile. This was the first opportunity I have had to wear it.'



'There were Japanese-themed items displayed on boards, and several games were played.'

'One very fun game involved taking turns putting chopsticks in a bowl of uncooked rice to look for a number of items hiding in the bowl' (pictured left).

'The first resident to find all the items and pick them up using the chopsticks was the winner.'

#### Low Vision Art Group

The Resthaven Marion low vision art group has been meeting for about six years. Residents meet on Wednesday mornings to work on projects to decorate the site for special occasions.

The group recently completed artwork for Chinese New Year, and are currently completing work for Easter. Projects are adapted to assist residents with vision impairment continue with their lifelong love of art and design.

The group is supported by staff member, Chris Cederblad, and volunteer, Annette Taylor, who use their own creative talents to present new themes each week.

*Right: The group engrossed in their artwork.*



## Mitcham Residential Services

### A Forgotten Treasure

Several years ago, routine hunt through the library at Resthaven Mitcham for something to read uncovered a forgotten treasure: a copy of Charles Dickens' *Christmas Books* (right) published in the 1870s.



This 'Charles Dickens Edition' features the famous *A Christmas Carol*, and original illustrations (such as 'Marley's Ghost,' right) from the first edition, published in 1843.



It was brought to the attention of then Residential Services Manager, Elaine Whitford, who sent it to Head Office to find out more about its history.

'We don't know how it got here. Possibly it was left here by a former resident,' Elaine said at the time.

Though investigations have shown that the book holds little more than historical value, unravelling the history of its ownership uncovered long-standing connections with the Uniting Church and Resthaven.

The book is signed 'John H Gartrell, Adelaide, 1879'. John and his brother, James, made many contributions to Adelaide society, leading philanthropic lives, supported by their successful business ventures.

Where John gave privately or anonymously, delighting in doing good by stealth, James gave openly, donating the funds to build the Rose Park Methodist Church, also known as the Gartrell Memorial Church.

The brothers were both board members of several organisations in Adelaide, including the Methodist Memorial Hospital, Royal Institute for the Blind, Adelaide Benevolent and Strangers' Friend Society, Wesley College, Methodist Ladies College, and the Adelaide Children's Hospital.

In this capacity, James laid the foundation stone of the secondary building erected next to the original Methodist Ladies College building. This building stood near where the new Resthaven Head Office is today.

In another twist, John Gartrell, who was superintendent of the Draper Memorial Church on Gilbert Street (demolished in the 1970s), also had a strong connection with the artist, Gustave Adrian Barnes, who painted the recently restored 'Between Lakes – A Study', that was bequeathed to Resthaven by Miss Doris Barnes in 1994. This painting has been restored and can be seen in the foyer at Resthaven Mitcham. Gus Barnes became partner proprietor of Barnes & Neate, plasterers, in 1909, and was responsible for the remodelling of the Draper Memorial Church.

These wonderful artefacts offer a fascinating glimpse into the history of the Uniting Church and Resthaven, and will continue to be treasured.



# Murray Bridge Residential Services

## 'Power-full' Visitors

On Monday 8 February, Resthaven Murray Bridge residents were treated to a special visit from football players from the 'Port Power' AFL team.

Excited residents and staff gathered in the lounge area, where five players, including Captain, Travis Boak, spent 45 minutes speaking with fans, taking photographs, and signing autographs.

Resident, Meg Corner, who had hand-crocheted a Port Power rug, was thrilled to meet the 'boys', who happily posed for photos with her, and of the team proudly holding her rug.

When they handed the crochet rug back, a delighted Meg said, 'I'm never washing it again!'

'The boys did a lovely job of greeting and speaking with residents,' said Manager, Debbie Lindner (below with the group). 'It really made their day.'



*Above: Meg Corner and Robbie Gray.*

*Left: Players, Logan Austin, Travis Boak, Robbie Gray, Sam Colquhoun and Dougal Howard with Resthaven Murray Bridge Manager, Debbie Lindner.*

*Top: Players Travis Boak, Sam Colquhoun, Logan Austin and Dougal Howard with Shirley Hobbs and Pam Altmann.*



## Mount Gambier Residential Services

### Tony 'all settled in' to Wattle

Tony Heesackers (right) recently moved into Resthaven Mount Gambier and he couldn't be happier.

'My wife, Suzie, is in a wheelchair,' says Tony. 'I have cared for her for the last 32 years in our little unit.'

'Now that we have both moved into Resthaven Mount Gambier, it's time for us both to relax.'

'Living here has given me a rest, and now I wouldn't want to live anywhere else.'

Suzie has plenty of space for her wheelchair and other assistive technology.

'The couple made the decision to live in separate rooms to accommodate their different care needs and lifestyle goals,' says Manager, Lisa Sutcliffe.

'However, they still very much enjoy that they are close and can see each other whenever they want.'

Tony says, 'I love my room – it's very big!'

'I'm able to do my jigsaw puzzles in here, and have all my photos, music, and other personal effects.'

'I also love the view of the courtyard from my window.'

When not enjoying his spacious abode, Tony enjoys attending concerts and dancing.

'I hadn't danced in a long time, but now I enjoy it very much!' he says.

'Tony and Suzie are a couple with loads of personality, and have a very notable presence around the site,' Lisa says.



*Above: Tony Heesackers has plenty of space to work on his jigsaw puzzles in his new 'Wattle' area room at Resthaven Mount Gambier.*

'They are very funny and excitable – a real breath of fresh air!'

'I'm so glad that we were able to provide them with the facilities to enjoy life here at Resthaven Mount Gambier.'

Meanwhile, the new 'Wattle' area was converted from apartments to residential living by local company, Dycer Constructions, in late 2015 at a cost to Resthaven of around \$300,000.

Lisa is very happy with the new work, saying, 'The builders did a wonderful job!'

'Dycer Constructions, who have operated in the Limestone Coast for more than 20 years, were responsive and professional, and interacted really well with residents.'

## Port Elliot Residential Services

### Resthaven Port Elliot Supports Community Project

Recently, Resthaven Port Elliot was thrilled to provide support to a local community project, coordinated by the Port Elliot Town and Foreshore Improvement Association.

Bricklaying apprentices (right), supervised by TAFE SA lecturer, Eric Parletta, have been working hard to complete the final stages of a heritage-style limestone entrance wall for the nearby Waterport Heritage Reserve.

Happy to contribute to the new community, Resthaven Port Elliot answered the call for assistance, providing lunch to the hungry group.

The wall, which will eventually be adorned with one of three plaques by local artist, Peter McLachlan, will tell the story of the first reticulated water supply in South Australia, which used gravity to feed fresh water to ships in Horseshoe Bay in the 1850s. (still there today).



The artist, Peter McLachlan, already has a close relationship with Resthaven Port Elliot, having designed the cross for its chapel.

Resthaven is pleased to extend its connections with the community, which has welcomed it, and look forward to many more collaborations in the future.





# Paradise Residential Services

## Australia Day Celebrations

Resthaven Paradise celebrated Australia Day with a good old Aussie 'barbie', with plenty of fried onions, sausages on bread (always with sauce) and good friends and neighbours. There is nothing better than the smell of a barbeque, unless it's the taste of a barbeque!

'Everyone had a lovely time chatting with people they knew, and even meeting people they hadn't met before,' said Lifestyle Coordinator, Lesley Lamb.

'A "barbie" always brings people together.'

'This year, for something a little different, we decided to have our own Australia Day awards.'

'We wanted to celebrate the people who went above and beyond for their fellow residents, so the "Resthaven Paradise Resident Award" was born.'



'Six awards were given out in total, and our inaugural recipients were (pictured from left) Deane Sheldrick, Elsie Pirrie, Heather Hender, Barry Morgan, Jean Allan and Betty Orman.'

'We congratulate these wonderful people and thank them for their caring and thoughtful consideration of others.'

'They have all, in their own way, enriched the lives of everyone here at Resthaven Paradise.'

Congratulations!





# Westbourne Park Residential Services

## Frank Cole Honoured

On Thursday 23 December, 2015, French Consul, Sue Crafter, presented the French Legion of Honour to Frank Cole at Resthaven Westbourne Park.

Frank was awarded this honour, which was created around 200 years ago and is France's highest military order, for his service in the liberation of France as part of 'Operation Overlord.'

Having joined the Royal Australian Navy as an Ordinary Seaman on 1 July, 1941, and subsequently promoted after active service, Sub-Lieutenant Frank Allenby Cole departed for London and secondment to the Royal Navy on 27 September, 1943.

On 'D Day' (6 June, 1944), as part of the great allied assault on Normandy, Frank was aboard the Royal Navy Hunt Class Destroyer, *HMS Bleasdale*.

As part of Convoy J10 and Bombardment Force E, the battle orders of the *Bleasdale* as she weighed anchor from Portsmouth in the Solent were to engage specific targets on the beachfront of one of the assault beaches, known as 'Juno', in support of the landing British and Canadian infantry.

Frank well recalls the extraordinary sight of the order of naval gunfire – with destroyers closest to the beach, then cruisers behind and then the massive battleships sending their 16 inch shells over both!

He also recalls the extremely difficult seas into which the *Bleasdale* launched her landing craft with infantry aboard, and the challenges those men faced to even make it to the beaches.



*Above: Frank is presented with the Legion of Honour by French Consul Sue Crafter.*

After the landings, the *Bleasdale* returned to Portsmouth to replenish ammunition, then escorted HM Battleship *Rodney* back to the beach head. It continued deployment on patrol duties in support of that battleship, well known for its role in the sinking of the *Bismarck*.

The *Bleasdale*, with Frank aboard, continued service for months off the French coast before being deployed later that year for defence of Atlantic convoys in the North Sea and English Channel, in seas the scale and fury of which remain forever etched in Frank's memory.

Frank was joined by family and friends for the Legion of Honour ceremony, including his daughters and grandchildren, and very proud Manager, Marian Greenshields.

Congratulations, Frank.'

*With thanks to Debbie Myhill.*

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

## RESIDENTIAL SERVICES

### Bellevue Heights

47 Eve Rd,  
Bellevue Heights, 5050  
Phone (08) 8278 8588

### Craigmore

200 Adams Rd,  
Craigmore, 5114  
Phone (08) 8254 4008

### Leabrook

336 Kensington Rd,  
Leabrook, 5068  
Phone (08) 8332 4333

### Malvern

43 Marlborough St,  
Malvern, 5061  
Phone (08) 8272 0222

### Marion

10 Township Rd,  
Marion, 5043  
Phone (08) 8296 7555

### Mitcham

48 Smith-Dorrien St,  
Mitcham, 5062  
Phone (08) 8271 0639

### Mount Gambier

24 Elizabeth St,  
Mt Gambier, 5290  
Phone (08) 8723 0911

### Murray Bridge

53 Swanport Rd,  
Murray Bridge, 5253  
Phone (08) 8532 1969

### Paradise

61 Silkes Rd,  
Paradise, 5075  
Phone (08) 8336 5444

### Port Elliot

3 Frederik St,  
Port Elliot, 5212  
Phone (08) 8554 2000

### Westbourne Park

30 Sussex Tce,  
Westbourne Park, 5041  
Phone (08) 8271 3300

Coming soon to  
Aberfoyle Park!

## COMMUNITY SERVICES

### Community Respite

31/12 Township Rd,  
Marion, 5043  
Phone (08) 8358 3173

### Limestone Coast

17 Gordon St,  
Naracoorte, 5271  
Phone (08) 8762 4389

### Marion

43 Finnis Street,  
Marion, 5043  
Phone (08) 8296 4042

### Murray Bridge, Hills & Fleurieu

88 Adelaide Rd,  
Murray Bridge, 5253  
Phone (08) 8531 2989

### Northern

16 Gillingham Rd,  
Elizabeth, 5112  
Phone (08) 8252 6811

### Onkaparinga

201 Commonwealth House,  
Beach Rd,  
Noarlunga Centre, 5168  
Phone (08) 8326 3444

### Paradise & Eastern

61 Silkes Rd,  
Paradise, 5086  
Phone (08) 8337 4371

### Riverland

60 East Tce, Loxton, 5333  
Phone (08) 8584 5866

### Western

96 Woodville Rd,  
Woodville, 5009  
Phone (08) 8261 3411

**General Enquiries:  
Phone 1300 13 66 33**

**[www.resthaven.asn.au](http://www.resthaven.asn.au)**

## Newsletter Submissions

### Do you have an item for the 'Resthaven Review'?

Residents, clients and staff are strongly encouraged to submit items for publication.

Please give your items to Reception, or a staff member, to be sent to the Public Relations Department via the internal mail system.

Remember to include your name and site. We welcome your contributions!

## Resthaven Website

Keep up to date by checking our website:

**[www.resthaven.asn.au](http://www.resthaven.asn.au)**

It includes all services and organisational information.

We encourage your feedback Email comments to: **[pr@resthaven.asn.au](mailto:pr@resthaven.asn.au)**.

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