

Resthaven Review



Volume 25 Issue 2

Winter 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...

Hello, and welcome to the winter edition of the 'Resthaven Review'!

Throughout this edition, we celebrate the 100th birthdays of many Resthaven residents and clients across the Resthaven community. Congratulations to all those who have joined the 'centenarian club,' and one special lady who joined this club several years ago and looks not a day over 90! (See page 31).

We also celebrate many other special events, photo shoots, advisory groups, intergenerational learning, building projects, wellness groups and Resthaven Board visits.

We extend a special thank you to Resthaven volunteers across all sites, who give of their time to provide companionship, laughter and joy. See photos from their well-deserved 'Thank You' High Teas on page 13.

Thank you to those who responded to our request to share your thoughts about this newsletter. The responses were very positive. One particular request was that we continue to print this newsletter on 'matte' (rather than shiny, 'glossy') paper, as it is easier to read. Thank you - we will continue to do this for future editions.

We welcome your feedback about this newsletter and other Resthaven publications. Email pr@resthaven.asn.au, phone 8373 9141, or hand your feedback in to reception to be passed along to the Public Relations Department.

Until next time, stay warm!

Resthaven Public Relations Team

From the CEO's Desk ...

Federal Election and Aged Care

We are quickly approaching the Federal election, to be held on 2 July, 2016. Prior to the election, Electoral staff visit every residential site to ensure you are able to vote conveniently. If you have any queries related to this, please speak with the Manager.

This will be a very closely contested election. The current Government's May federal Budget identified some very serious cuts to residential aged care funding. The previous Labor Government also made a similar cut in 2012, so this leaves us unclear if either party really supports the care needs of older people. We need to ensure older citizens are not 'invisible,' and that we advocate for the best outcomes for older people and their carers when they have need.

We are still reviewing how serious the May Budget cuts will be. It appears their impact will be most serious in approximately 12 months time. Hence, we will advocate with all major political parties to give aged care a 'better go' in their deliberations. We will try and keep you posted as to whether the Labor Party offer any better outcome, or if the current government Budget announcement will be reviewed.

We discuss important reforms about the Home Care Package program on page 5 of this article - an issue upon for which we strongly advocate.

Excellent Quality Reviews and Accreditation Outcomes

In recent months, we have had excellent independent quality assessments associated with all Resthaven community services and the Resthaven Port Elliot residential service.

Every three years, Resthaven Community Services participate in an independent quality assessment process known as 'Quality Review'. This year, from 7-20 April, a Review Team from the Australian Aged Care Quality Agency (AACQA) visited Resthaven

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

Community Services offices in metropolitan Adelaide and regional South Australia.

The 2016 Quality Review assessed the quality of care and support that Resthaven provides to clients who have Home Care Package services or support from the Commonwealth Home Support Programme.

The Review Team spoke with Resthaven management and staff and reviewed Resthaven's systems, processes and service delivery with reference to the Australian Government's Home Care Standards. The Resthaven services were divided into three regional groups, with each group being reviewed under the same quality framework.

On 20 April, the assessors indicated that they will recommend to the independent reviewer that all standards were well met (and exceeded). This is a very positive affirmation of the relationship and quality of the work of our team members, their good work, and relationships with you, the individuals in receipt of our services.

The combined outcomes of the three Quality Review audits highlighted consistency of feedback, use of good corporate systems, responsiveness to client choice and client issues that arise, and excellent examples of continuous improvement. These elements were noted by the assessors in each of the reviews.

It's particularly gratifying to hear external assessors share very positive feedback from our clients and carers with whom we work. We await the formal further independent review that is the last stage of the process, confident of a good outcome.

The next review will be in three years.

It was also very pleasing to see the excellent accreditation result for the new Resthaven Port Elliot. This result has provided the service a five year re-accreditation (the maximum period),

during which the AACQA will undertake at least one unannounced visit per year to monitor quality.

We continue to improve our own quality system reviews to provide us with the information we seek to ensure quality remains at its highest level.

The five year period arises out of Resthaven's involvement in the SA Innovation Hub, and is affirmation of our mature quality and governance systems - which we continue to seek to improve - along with our engagement with consumers.

My congratulations to all involved across our services. Well done!

Adaptation, Flexibility and Innovation

Over the past three decades, I have observed the continual change within the aged care industry, and Resthaven.

As we adjust to the current aged care reforms, it is important to remember that we have successfully adapted over the years, even though this has been difficult at times.

Key principles of the government reforms are consumer directed care, individual choice and control, and a greater number of approved providers to choose from to deliver services, including complex and holistic care, in people's homes.

Collaborative partnerships with key networks across both the health and aged care spectrums are needed to successfully deliver affordable high quality support for consumers, particularly for those in rural and regional areas and those with special needs.

Historically, the not-for-profit sector has been the national leader in aged care service

Continued page 4...

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

provision, working in close collaboration with, and often being the key providers of, rural and remote services.

In the current environment, there is a concerted push by private sector providers into the industry.

Nationally, the majority of the 17,385 new aged care places (10,940 residential aged care places and 6,445 home care places) allocated in the recent Aged Care Approvals Round (ACAR) funding round places went to these providers. It is unlikely they will offer services in regional areas, where profits and returns to shareholders will be minimal.

In South Australia, Resthaven was successful in many of our funding applications, being allocated 128 (20%) of the Home Care Packages available to South Australia, and an additional 18 residential care places to expand Resthaven Murray Bridge. Plans are underway for an extension at this site (see page 28).

Resthaven was awarded three Home Care Packages at level two, 54 at level three, and 71 at level four, across five regions – four metropolitan, and Hills, Mallee and Southern.

This is good news, as more people will now be able to access services at levels they require.

Advocacy and Leadership

Advocacy is an important part of the work we do at Resthaven. Having a voice that influences key national decision makers in the direction of the aged care industry means that the best interests of Resthaven's clients are represented. It is essential to keep the issues that impact the aged care sector at the forefront of their minds, particularly with a federal election this year.

An example of the advocacy we undertake is Resthaven's submission to the senate enquiry into the aged care workforce.

Resthaven is a member of the national peak body, Aged and Community Services Australia (ACSA).

In March, ACSA state CEOs, Board members, and service providers met with more than 40 members of Parliament, Senators, and their advisors in Canberra to discuss priorities for the upcoming Federal Budget. ACSA National Policy priorities for the Federal Budget are:

- Progress the aged care reform process to maintain efficiency, quality and sustainability into the future and ensure that those who are disadvantaged are able to access high quality care
- Build the future aged care workforce by attracting the right people through creating training opportunities, secure jobs and meaningful career pathways for thousands of Australians
- Support the sustainable development of affordable and appropriate housing for older Australians
- Improve consumer choice
- Ensure the viability and sustainability of services which support older people including those in remote, rural and regional areas of Australia.

On 17 June 2016, ACSA members and the wider Australian aged care community will join with sister organisations in the United Kingdom, Malta, South Africa and many other countries, to hold an Open Day. Family, friends and local communities are invited to join in the celebrations (see page 9 for details).

On a local level, I met with Member for Waite, Martin Hamilton-Smith on Friday 11 March to discuss services in his electorate.

Also in March, I participated in a trade mission program hosted by the State Government via the Department of State Development.

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

The focus was on Adelaide's sister city, Penang, in Malaysia. I participated in another trade mission in May, with visitors from Vietnam, and hosted a tour of Resthaven Leabrook.

On 12 May, I met with Martin Cowling, Associate National Director for UnitingCare Australia (right), to discuss advocacy for aged care issues in relation to the upcoming federal election.



As a member of the University of Adelaide Discipline of Medicine, Aged and Extended Care Services (Geriatric Medicine) Centre for Research Excellence – Frailty Advisory Group, our work on the SA Innovation Hub has been of particular importance.

The recent publishing of the Aged Care Sector Committee Roadmap seeks to show how the aged care reforms can be further implemented to a final 'destination'. I believe that elements of work that have been considered in the Hub, such as modifying the system in response to co-regulation and earned autonomy, offer a mature approach.

On the other hand, the Roadmap encourages a quicker move to deregulation, particularly in the residential care area, than I personally believe is prudent.

The deregulation risks regarding sustainability and services available to individuals is far greater in residential than in Home Care. We have a strong view that deregulation of Home Care Packages should be a priority.

Unfortunately, although the proposed deregulation of Home Care Packages (to occur in February 2017) will give greater control to individuals, its focus seems to be more about

increasing competition amongst service providers, rather than ensuring individuals have access to the appropriate level of Home Care Packages when they need them. The right Home Care Packages being readily available would greatly minimise premature admissions to residential homes.

Unfortunately, neither the current government or the Labor Party have made this aspect of the reforms a priority. Having said that, the government's move to greater choice and control by individuals is a most significant reform that we will watch with interest.

We are also advocating to ensure that the government systems do not become too complex for consumers to access.

A focus to get Home Care Package deregulation right is our primary reform focus. With respect to further deregulation of residential care, we are not convinced the same principle will work as it is currently being implemented. However, we do believe that more choice can be offered in residential care, and we will work hard to provide this to residents.

Finally...

Throughout these significant reforms, working with older people and their carers remains our primary focus.

This is what we do, and do well; to ensure the maximum quality of life for individuals within their particular circumstance.

At the heart of this are good relationships, genuine interaction, listening, and effective response, as we go about our own lives and interactions each day.

Richard Hearn
Chief Executive Officer

Meet the Resthaven Board



Above: The Resthaven Board. Back row (standing, L-R): Greg Arthur, Suzanne Fuller, Rev Dr Graham Vawser, Barbara Sibley, Professor Renuka Visvathan and Ben Sarre. Front row (seated, L-R): Mark Porter (President), Lee Sando (Deputy President) and Geoff Tully (Treasurer).

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

The Board is Resthaven’s legal authority, and is committed to acting responsibly, ethically and with the highest standards of integrity and accountability.

Board members ensure sound management to achieve the objectives of Resthaven.

Board meetings are held at Head Office, with alternate meetings visiting a site. Board President, Mark Porter, will visit all sites this year.

Each Board Member is allocated specific sites of interest.

These are listed below:

Board Member	Site
Greg Arthur	Resthaven Mitcham
Suzanne Fuller	Resthaven Murray Bridge, and Murray Bridge, Hills & Fleurieu Community Services
Graham Vawser	Resthaven Bellevue Heights
Mark Porter	Resthaven Malvern and Mount Gambier, Head Office, and Limestone Coast and Riverland Community Services
Lee Sando	Resthaven Craigmore, and Northern Community Services
Ben Sarre	Resthaven Marion, Community Respite Services, and Marion and Onkaparinga Community Services
Barbara Sibley	Resthaven Westbourne Park
Geoff Tully	Resthaven Leabrook, and Western Community Services
Renuka Visvanathan	Resthaven Paradise, and Paradise & Eastern Community Services

Building Projects Update

Resthaven Malvern

Stage one of the redevelopment at Resthaven Malvern is underway, with a central staff room and reception amenities complete. Four new rooms are being constructed off Finch, and three new rooms are under construction in Kingfisher. Works on the new dining area and servery commenced in April.

Stage two will commence in July, and includes a major upgrade of Kingfisher, providing all single rooms with an ensuite bathroom. These are due for completion in mid-2017.

Resthaven Murray Bridge

In March, development approval was granted by the Rural Council of Murray Bridge for stage one of the redevelopment at Resthaven Murray Bridge. Stage one plans include an 18 place addition to the Elva Harrip area, which we expect to commence in late 2016. See page 28 for more details.

Resthaven Craigmore

A significant refurbishment at Resthaven Craigmore is nearing completion - see page 23 for details and photos.

A six place extension planned off the Flinders area. It will provide all single rooms at the site.

Development approval has been granted, and we are now looking at design development and timelines for the project, which will begin in late 2016.

Resthaven Mount Gambier

A number of areas will be significantly refurbished at Resthaven Mount Gambier, including balcony upgrades, improving the cafe area, technology in bedrooms and a solar panel system. This project is expected to commence in June 2016.

Resthaven Mitcham

The Resthaven Mitcham redevelopment includes a new 39 room, two storey addition, demolition of the older Crump and Clement areas, additions to Banksia, and replacement of the administration, kitchen and hall areas.

The main entrance will be re-established on Hill Street, and the old kitchen/laundry will be demolished. The number of site places will increase from 107 to 114. Plans are on display in reception.

Kennett Pty Ltd have been appointed as the construction manager, with early works expected to commence in August 2016.

Northern Community Services

The planned refurbishment of Northern Community Services will include the construction of a two office extension to the existing building, minor modifications in the existing office, and new carpet to common areas. 'Affinitas' has been hired as the builder, and works should be complete in late July 2016.

Resthaven Aberfoyle Park

A development application has been lodged for our new 100-place residential care home planned for Aberfoyle Park. The application is currently being considered, and, if successful, construction should commence in late 2016.

Resthaven Westbourne Park

Plans are being prepared for a 16 place addition to Resthaven Westbourne Park. This project aims to create virtually all single rooms with ensuite bathrooms, and relocate places from the Norseman Avenue cottages to under the main roof.

Emmet O'Donovan
Manager, Buildings and
Capital Projects



Residential Services

Accreditation Update

During February, Resthaven Port Elliot underwent their formal Accreditation Audit by the Australian Aged Care Accreditation Agency (AACQA). The Assessors recommended Resthaven Port Elliot met all expected outcomes, and the decision maker granted the site full accreditation for the maximum period of five years.

Congratulations to Pam and her team!

In March and April, Resthaven Murray Bridge and Mount Gambier underwent unannounced contact visits from AACQA.

The Assessors recommended that all areas reviewed were met at both residential sites.

Well done to Lisa Sutcliffe and Debbie Lindner on these great outcomes.

Birthday Celebrations

On 18 May, 2016, Resthaven Port Elliot commemorated its first birthday. Residents, staff and their families celebrated this milestone with a High Tea.

Resthaven Port Elliot was built in response to strong demand for aged care services on the Fleurieu Peninsula. The state-of-the-art site has lived up to the expectations of both residents, staff, and the local community.

We have employed nearly ninety permanent staff, and are well on track to delivering the estimated 100 jobs as the site approaches capacity.

Available places are filling at a great pace, and we are right on track to reach full occupancy in the near future.

Thank you to the 27 volunteers who have joined us at the site. More are always welcome.

Congratulations to Resthaven Port Elliot on a very successful first year. We look forward to many more!

On 4 July, 2016, Resthaven Mount Gambier will celebrate its fifth birthday with a special event to commemorate the occasion (see page 29 for more details).

I can't believe it's been five years already!

Congratulations to all.

Tina Emery
Executive Manager,
Residential Services



Below: First birthday celebrations at Resthaven Port Elliot (L-R), Richard Hearn (CEO), Darren Pike (Senior Manager, Residential Services), Tina Emery (Executive Manager, Residential Services) and Pam Alde (Manager, Resthaven Port Elliot).



Aged Care Open Day

On 17 June every year, sites across Resthaven celebrate 'National Aged Care Open Day,' an initiative to encourage people to see 'inside' an aged care home. All Resthaven residential sites are participating in 2016, and these are the fun events they have planned:

Resthaven Bellevue Heights

Start time: 10.30am (**open to the public**)

Resident art displays and groups in the Auditorium, tours of the site from 11.00am, morning tea, and refreshments.

Resthaven Craigmore

Start time: 1.30pm

1920s themed afternoon tea in the café (or new barbeque area, weather permitting) for residents, families and friends, and lifestyle displays.

Resthaven Leabrook

Start time: 2.00pm (**open to the public**)

Art work and craft displays, followed by afternoon tea.

Resthaven Malvern

Start time: 11.00am

Garden-themed afternoon tea with residents and families, including displays, competitions and a guest speaker.

Resthaven Marion

Start time: 2.00pm (**open to the public**)

Afternoon tea and a performance (details to be advised).

Resthaven Mitcham

Start time: 10.00am

Display in the Main Hall showcasing resident art and craft, for residents, family and friends, with morning tea, followed by a concert from the 'Bobby Dazzlers' at 11.00am.

Resthaven Mount Gambier

Start time: 2.00pm (**open to the public**)

Photo displays, art and craft, and a movie on the big screen showcasing Resthaven Mount Gambier's first five years.

Resthaven Murray Bridge

Start time: 11.00am - note: to be held on Wednesday 15 June (**open to the public**)

Guided tours for the general public from 11.00am, with activities in the afternoon including ten pin bowling and a performance from entertainer, John King, at 1.15pm.

Resthaven Paradise

Start time: 1.30pm

Open to residents, clients, family and friends, with afternoon tea, games and art and craft displays.

Resthaven Port Elliot

Start time: 10.30am (**open to the public**)

Morning tea in the café, displays of photos, programs and information.

Resthaven Westbourne Park

Start time: 10.00am

Morning tea for residents and families, followed by a jazz concert from the 'Riverboat Shufflers'.

**Come along and
join in the fun!**



Retirement Living Update

Meet and Greet

Retirement living residents at Resthaven Malvern and Marion have enjoyed some 'getting to know you' events in recent months.

In March, a special morning tea was held at Resthaven Malvern for all retirement living residents. It was a great opportunity for us to get to know one another.

In April, around 20 Marion retirement living residents visited Resthaven Marion for an inaugural 'retirement living barbeque lunch.' Feedback from the event was extremely positive, with one resident commenting that Resthaven Marion was 'an amazing space for sharing time with friends.'

Thank you to all who attended. I hope you had a great time!

Jeannie Peace
Retirement Living
Coordinator



Above: Resthaven Marion IRLU residents enjoy the inaugural barbeque lunch.



Below: Resthaven Malvern IRLU residents share morning tea. L-R: Stephen Hooper (Manager, Building Services), Robyn Winter, Terry Kirkwood (Manager), Lloyd Winter, Elwyn Penna, Belinda Gaze, Cornelia Teekens, Jeannie Peace (Retirement Living Coordinator) and Martin Teekens.



Community Services

Quality Review

Every three years, Resthaven Community Services undergo Accreditation, to ensure our services meet very high standards.

From 7-21 April, 2016, Resthaven Community Services underwent a formal review by the Australian Aged Care Quality Agency (AACQA). They began at Head Office, before spending a week at Marion Community Services, followed by Limestone Coast and Murray Bridge, Hills & Fleurieu.

I am very pleased to say that the Assessors recommended all standards were met. This is an excellent result!

The Assessors were very complimentary of the information provided. It was well presented and reflected very good evidence of the standards being met.

This is a credit to all community services staff, and the support from Resthaven's Corporate Systems and Head Office staff.

My sincere thanks to the entire Community Services team, including Senior Managers, Susan Chessman and Melanie Howard, and all Community Services site Managers and staff.

A special thank you also to Resthaven Marion Community Services for hosting the Assessors for the week of the metropolitan review. Well done to Limestone Coast and Murray Bridge, Hills & Fleurieu, who hosted the regional reviews. All visits were noted as very positive experiences.

On behalf of the Resthaven Board, Lee Sando, Deputy President, sat in on the exit interview feedback and was very impressed and appreciative.

Well done to all.

Sue McKechnie
Executive Manager,
Community Services



Research Update

CDC Research Volunteers Needed



Do you receive a Home Care Package? Could you help UniSA understand how it is meeting your needs? Resthaven is currently supporting research led by UniSA into Consumer Directed Care in Home Care Packages.

The project is seeking people aged over 65 years (or over 50 years if you have an Aboriginal or Torres Strait Islander background), who have received a Commonwealth Home Care Package for at least two years OR since 1 July 2015, and are willing to take part in a short telephone survey.

If you, or someone you know, meets this criteria and would like to be involved, please contact Charmaine Thredgold (University of SA) on freecall 1800 372 597, or email charmaine.thredgold@unisa.edu.au.

Chaplaincy

Chaplain Induction

On 29 March, Rev Anne Butler was inducted as Coordinating Chaplain for Resthaven Port Elliot.

The induction service was conducted by Rev Philip Gardner, Executive Officer, Pastoral Relations and Mission Planning Team, Uniting Church.

Participants included Tina Emery (Executive Manager Residential Services) and Mark Porter (Board President), along with fellow Coordinating Chaplains, Rev Kingsley Congdon, Rev Frances Bartlett, and Rev Cate Baker (pictured below with Anne, second from right).

Residents, staff, volunteers, representatives from the local Fleurieu church congregations, and family and friends from near and far also came along to celebrate.

Everyone enjoyed the meaningful service, and the afternoon tea that followed. Welcome to the team, Anne.

An induction service for Resthaven Marion's new Coordinating Chaplain, Rev Dr Bruce Grindlay, is planned for 9 June at 10.30am.



Volunteer Services

Volunteer 'Thank You' High Teas

Throughout May, we celebrated volunteers with 'Thank You' High Teas for all Resthaven volunteers (see opposite page).

This years' theme was *Viva Volunteers!*

We thank volunteers for their energy, talent and expertise. Join us in thanking and acknowledging volunteers every day.



Site events, pictured opposite page:

- 1) Resthaven Murray Bridge, and Murray Bridge, Hills and Fleurieu Community Services
- 2) Resthaven Paradise, and Paradise and Eastern Community Services
- 3/5) Resthaven Westbourne Park, Malvern, Mitcham, and Agedcare Alternatives
- 4) Resthaven Bellevue Heights
- 6) Resthaven Craigmore and Northern Community Services
- 7) Resthaven Marion, Marion Community Services and Community Respite Services
- 8) Resthaven Leabrook
- 9) Resthaven Port Elliot.

Volunteer 'Thank You' High Teas



Community Respite Services

'Shed' Program Thriving

The 'Shed' at Hersey Respite Cottages (run through Community Respite Services) continues to grow and thrive.

The ever-expanding program recently moved into a new, larger shed area, to the delight of participants.

Projects that the groups have been involved in include propagating plants for Trees for Life, and making raised garden beds from recycled pallets, donated by a local carpet store. A special project was rejuvenating memorial crosses for Anzac Day (see page 26).



Above: Client, Reg Hall, and Home Support Worker, Ian, work on a project in the Community Respite Services 'Shed'.

Below: Ian with client, Mario Dunotov.

This is a great program, and we look forward to continuing it into the future.



Ridgway Refurbishment

Ridgway House, one of Resthaven's two overnight community respite cottages, is temporarily relocating so that it can be refurbished.

On 30 April 2016, Ridgway House services moved from 36 Sussex Terrace, Westbourne Park, to 6 Norseman Avenue, Westbourne Park. This change is estimated to remain until late June. The phone number remains the same: 8271 0350.

If you have any queries about this move, please phone 8371 0350.

Limestone Coast Community Services

Happy 100th Birthday, Gladys Cleves

Gladys Cleves is a well-known character in the Mount Gambier region.

Contrary to popular belief, Friday the 13th of May was a lucky day - for Gladys at least - as she celebrated her 100th birthday!

Gladys has lived in her house for 90 of her 100 years, and today manages quite independently at home with assistance from her family, friends, and a little support from Resthaven Limestone Coast Community Services.

On her birthday, more than 60 family and friends joined her for a special three course meal at the 'Barn Palais,' built at OB Flat by her Great Uncle Adelbert Philip (AP) Spehr (right), and opened in 1937.



A popular dance and function venue, the 'Barn' now also offers accommodation and an award winning restaurant.

The birthday celebrations included musical performances by great grandchildren and her son, Dale Cleves. A well-known musician, Dale's family now runs the Barn Palais. His sister, Margaret, is an award winning dancer and former dance teacher.

Gladys is very proud of her family and their longstanding history in the region. Her sharp wit and exceptional memory gives a living history of the early German settlers of the local area.

Congratulations, Gladys, on a rich and well-lived life.



Above: Gladys makes a speech at her 100th birthday to around 60 guests.

Below: Guests enjoy the hospitality of the 'Barn Palais,' built by Gladys' Great Uncle in 1937.



Marion Community Services

'What Wednesday at Resthaven Marion Means to Me'

Parkinson's Self Management Group program client, Owen Filsell, shares his thoughts...

During the Christmas break when the Parky group didn't run,
I realised that I missed the commitment, fellowship and fun,
So I decided that I should record for all to see,
What Wednesday at Resthaven Marion means to me.

My day begins about six, 'why so early?' you ask?
Because it now takes me longer to do a simple task.
However, by 9.30, the access cab comes down the road,
Turns into the drive and we are ready to load.

It's a quick trip down the hill to Finniss Street and we're there,
I give to Kamlish, my regular driver, a taxi voucher and pay my fare.
My day begins with a friendly 'hello' from Carolyn, a real honey,
She's the receptionist, but today she also collects our money.

Once there were many clients, in fact quite a few
But the numbers have dwindled, and sometimes there are only two.
There is usually Jack and Owen, and Robert if he's not playing bowls
And others come and go, depending on other problems, poor souls.

So now I'm recording for all to see
What Wednesday at Resthaven Marion means to me.

The lasses who look after us are as different as an apple and pear,
But they all share a passion to help those with Parkinson's needing care.
Marilyn has been in service the longest. To get the footy score,
She is a good sport so just knock on her door.

Monica is an expert in Tai Chi, meditation and all things slow,
But at home she may give the didgeridoo a good blow.
Steph helps everyone, she is a volunteer.
I'll drink to them all, a toast with a rousing cheer.

So now it should be clear from what I've recorded for all to see
What Wednesday at Resthaven Marion means to me.

My access cab has arrived, so it's home time now,
And another wonderful Wednesday has moved on.
Now I've finished my recording for all to see
What Wednesday at Resthaven Marion means to me.



Written by client, Owen Filsell

Murray Bridge, Hills & Fleurieu Community Services

The 'Squeaky Joints'

March 14 saw the 'Squeaky Joints' group celebrating St Patrick's Day, with festivities including a gold coin toss, St Patrick's Day anagrams and funny limericks. Squeaky Joints, 'to be sure'!

Preparations are well underway for the Squeaky Joints upcoming cookbook, possibly titled 'Squeaky Joints and Well-Oiled Cooks'.

Even Manager, Cecelia Oxborrow, and Assistant Manager, Joan Martin (right), are getting into the cooking spirit!

There's never a dull moment in the 'Squeaky Joints' group. For more information about this or other groups, phone Resthaven Murray Bridge, Hills and Fleurieu Community Services on 8531 2989.



Below: The 'Squeaky Joints' celebrate St Patrick's Day in style, throwing in a bit of Cookbook promotion too!



Northern Community Services

Advisory Groups

Resident, client and community engagement is important to Resthaven.

Commencing in July 2007, the Northern Community Advisory Group was the first of seven Resthaven Community Advisory Groups to be established. Meeting two or three times a year, groups provide valuable, knowledgeable, grass-roots contribution to Resthaven's understanding of residents, clients and the wider community to which our organisation belongs.

On 9 May, an Advisory Group was held at the site. Supporting Resthaven's continuous improvement through discussion (below, L-R) are: Chris Pailthorpe, Helen Hall, Joan Mangan, Neil Mangan, Lynn Openshaw (Resthaven Manager, Service Development), Adrian Cooper, John Nimmo and Philip Ellison (Resthaven Project Officer, Community Services).

Thank you for sharing your valuable time and feedback.



Onkaparinga Community Services

A 'Beachy' Outing



In late February, Resthaven Onkaparinga Community Services clients, Eric, Brian and John (L-R, above, with Coordinator, Theresa), participated in a professional photo shoot during a group outing to Noarlunga Beach.

The men were all smiles, regaling the photographer with stories about their lives.

Eric, who was born in Darbyshire, UK, remembers working in the Rolls Royce factory, and on planes in south-east Asia during World War II. He came to Australia for 'a new life,' and now enjoys attending groups and listening to music.

Brian is also an 'expatriate,' having moved to Australia in the late 1970s, where he met his wife. A self confessed 'troublemaker,' Brian says, 'I moved to Australia for lifestyle, adventure, and quality of life - I definitely made the right decision!'

John, a former airline steward, used to live in Sydney, and particularly enjoyed the summer seasons spent in Hawaii (for work, of course). 'I surfed all summer,' he says. 'I was very brown!'

After retirement, John moved to Adelaide so that his wife could be with her family.

Thank you for participating in the photo shoot, and sharing your stories!



Paradise & Eastern Community Services



Resthaven
Incorporated

Enjoy a social outing in the Adelaide Hills!



Resthaven Paradise and Eastern Community Services invite you to join a new social group for clients. Enjoy:

- A horse and carriage ride through the picturesque Montacute Valley, led by the beautiful Percheron mare, "Montana,"
- A history of the valley as told by a local historian,
- Devonshire tea between rides.

Cost: \$32 per person

For more information, or to book, please phone 8337 4371
Resthaven Paradise and Eastern Community Services

We hope to see you there!

Riverland Community Services

When Roy (101) met Jack (13)

Resthaven Riverland Community Services client, Roy Nagel, is no stranger to the spotlight.

Having featured several times in the local paper for his 100th birthday in 2015, and for his participation in the Department of Veterans Affairs 'Reflections' project, the WWII veteran is something of a local star.

But it was Roy's story in the 'Pioneer' newspaper in March that caught the attention of 13 year old junior army cadet, Jack, whose mother, Rita, is a Home Support Worker with Resthaven Riverland Community Services.

'When Jack saw that the article mentioned Resthaven, he asked if I knew Roy,' Rita says.

'When I told him that I did, Jack said he would like to meet Roy, to shake his hand and thank him for his service.'

Rita spoke with Resthaven Riverland Community Services Manager, Sandy Smith, about the possibility of Jack meeting Roy. Sandy contacted Roy and his family, who were more than happy for this to occur, and a meeting was arranged.

Rita says, 'The two met in April, where Jack fulfilled his promise to shake Roy's hand and pay his respects for all that he had done for our country.'

'Jack was very interested in Roy's stories, as he had never met anyone who had been to war,' Rita continues.

'The fact that Roy is 101 years old just made his mouth drop!'

'Watching them smiling at each other was beautiful; not just because Jack finally



met Roy, but because he doesn't have a grandfather. I think it was the first time in Jack's life that he had really spoken with an older man.'

'Jack really appreciated the opportunity to pay his respects to Roy, and is now more keen than ever for a career in the army.'

'He wants to serve his country, just like Roy.'

Rita couldn't be more proud of her son, saying, 'In days when most kids his age are showing very little respect for anyone, it is so good to see a young man doing something like this.'

Similarly, Roy was just as moved by the visit. Sandy recalls that 'it really meant the world to Roy, to see that he has reached someone young and made a small difference.'

'Gwen (Roy's wife), said, "Sometimes, when you get to be as old as we are, you think that you are forgotten about, but this really made us feel proud."'

A proud and meaningful moment for all.

Western Community Services

Exercise Group

Every Monday, Resthaven Western Community Services run an 'Easy Moves for Active Ageing' exercise class at West Lakes Uniting Church.

Around 16 people attend each week, and enjoy a range of chair-based exercises focusing on balance, strength and flexibility. Lessons cost \$7.50 per class, and include afternoon tea.

Participants use noodles, weights, tennis balls, and fit balls during the class.

A similar program is also run on Thursdays at Western Community Services on Woodville Road.

If you are interested in joining in this class, or in other services available, please contact Resthaven Western Community Services on **8345 0577**.



Bellevue Heights Residential Services

400+ Years Celebrated

In March, Resthaven Bellevue heights celebrated four significant birthdays - three of them of more than 100 years!

Olive Marston turned 97, Elsa Crook 100, Reg Campbell 101, and Edie Donovan a very impressive 106. Is there something in the water at Bellevue Heights?

A special morning tea was held to celebrate the occasion, with decorations and a beautiful birthday cake (right).

The event was attended by more than 40 residents, who joined in to celebrate this milestone.

Happy birthday to Olive, Elsa, Reg and Edie!

Right: Edie Donovan (106) and Reg Campbell (101) cut the impressive birthday cake at their special morning tea.



Craigmore Residential Services

Smart TVs 'Just the Start' at Craigmore

As part of a \$1.2 million significant refurbishment at Resthaven Craigmore, residents will soon have 40-inch interactive televisions installed in their rooms. When the project is complete, residents will be able to access lifestyle programs, menus, movie lists, Skype, and some web browsing, from their own wall-mounted televisions.

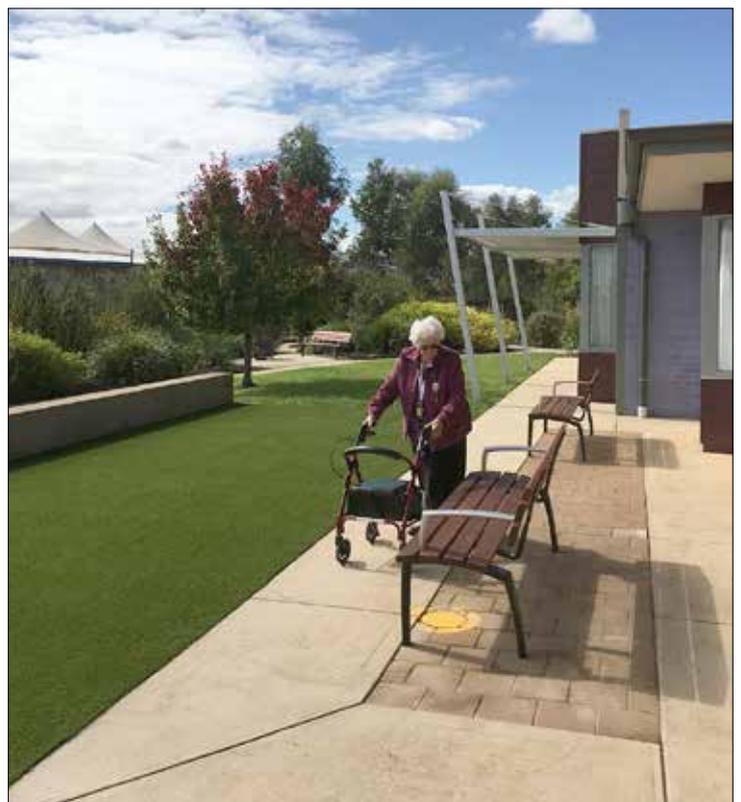
Smart televisions will also be installed in all main lounge areas, along with electronic notice boards in the corridors.

Cabling for the project is almost complete, and negotiations underway with the company who is installing the hardware. Residents can choose to purchase pay-tv, additional wi-fi and other optional extras.

Residents are also benefiting from several other 'upgrades' at the home, including a new lounge area with bay window, overlooking a rose garden; an upgraded, 'park-style' barbeque area with new seating and water feature (above right); and an artificial turf area with activities such as croquet, bowls and bocce (right), which leads into an interactive garden trail.

The upstairs balcony areas now have a 'vergola' roof that can be opened or closed, and bi-fold windows. Several dining and lounge areas have also been 'revamped,' by making them open plan and installing a partial wall with built-in fire place.

All in all, Resthaven Craigmore is looking good!



Leabrook Residential Services

High Teas

A new initiative being trialled at Resthaven Leabrook is 'High Teas' for residents to enjoy with family and friends.

On 10 March, Resthaven Leabrook centenarians were invited to 'kick off' this new extra amenity with a complimentary High Tea (below).

Guests were served by Resthaven Relieving Coordinator, Housekeeping Services, Rob Hollamby, who was resplendent in his waistcoat!

Since this event, the initiative has proven popular, with several High Teas being purchased by residents' families, and enjoyed by all.

The High Teas are a great way for family and friends to enjoy a special occasion without leaving the site.

Watch this space!



Above: Cook, Brendan Keville, with some tasty treats selected by Coordinator, Housekeeping Services, Trish Manolopoulos.

Below: Relieving Coordinator, Housekeeping Services, Rob Hollamby, serves Resthaven Leabrook centenarians High Tea, (clockwise from Rob), Mavis, Peg, Dorothy, Isabel, Victor, Marilyn Paris (Relieving Manager, Residential Services) and Fred.



Malvern Residential Services

Anzac Remembrance

Margaret Isaachsen



Margaret, who grew up in what is now Mawson Lakes, 'enlisted in the army because many of my friends had, and I thought it was all a bit of an adventure.'

A trained nurse, Margaret arrived for service in the Middle East, and was posted to a Casualty Clearing Station at Alamein. She recalls, 'We were so close to the action that the hospitals were in dugouts. Our casualties were mainly gunshot wounds and shrapnel!'

Margaret travelled to Mersa Matruh, where they went out into the desert to check a hospital which had been left behind by the Germans. 'The wounded who were left there were in a bad way,' she recalls.

'Some of them had wounds that had been amputated and were gangrenous. We took them all back to our hospital, where their wounds were re-amputated and re-dressed.'

Margaret also served on the front lines in Papua New Guinea.

Jack Fletcher



Jack was born in Crystal Brook in 1924. His father was a WWI veteran.

Always keen to serve his country, Jack enlisted in the army on his 18th birthday, serving in WWII as a member of the infantry on the front line in New Guinea. He spent his 21st birthday in the Middle East.

Jack has lived at Resthaven Malvern for around four years, where he says the staff 'are outstanding. Any time of the day or night, if I need something, they're here.'

Jack enjoyed participating in the Anzac Day parade, which he attended with his daughter, Colleen, and several other Resthaven residents, including Margaret Isaachsen, John Plenty, and Gwen Henderson, on the Resthaven bus.

The group was interviewed by Channel 10, with their stories appearing on the news that night.



Lest we forget.

Marion Residential Services

Intergenerational Tribute to Veterans

Secondary students from Westminster School have been working with Resthaven residents and clients to restore a collection of old wooden crosses for their school Anzac Day service this year. The crosses will later be displayed in the Remembrance Day service on North Terrace in November.

The crosses (below right), represent workers from SA railways. They are currently under the custodianship of Westminster School as part of a student project. However, the crosses were in a bad state of repair, and Westminster School contacted Resthaven Marion to see if they could assist.

'We immediately thought of the "Shed" program, run through Community Respite Services,' says Manager, Anthea Tyler.

Resthaven Marion Lifestyle Coordinator, Karen Neighbour (right), who managed the project, says, 'When we received them, the crosses were faded, dirty, and scratched. The name of each soldier was barely visible.'



'The crosses were cleaned, painted and restored, and the names of the soldiers carefully put back on by the Westminster students.'

'The project is a labour of love for the 'blokes' in the shed. Some of these gentlemen are veterans, and this activity is a kind of healing process for them.'

'Not to be outdone, the Resthaven Marion Ladies Craft Group made red poppies to go on each cross.'



Above: The Craft Group ladies are filmed by Channel 9 as they make their poppies.

Below: The poppies lovingly affixed to the renovated crosses.



'This is a wonderful example of preserving history, and passing it on to the next generation.'

The story featured on Channel 9 News on 16 April.

On 25 April, the Resthaven bus joined the annual North Terrace Anzac Day march. Driven by volunteer, Andrew Thompson, several residents were interviewed and featured on the Channel 10 news that night, including Andrew's father, Brian, who resides at Resthaven Mitcham (see story opposite page).

Mitcham Residential Services

Board Visit

On 5 May, the Resthaven Board held their monthly meeting at Resthaven Mitcham.

The Board was delighted to have the opportunity to meet with residents and share a refreshment and a chat before their meeting. Board President, Mark Porter, and Deputy Board President, Lee Sando, are pictured (right), chatting with Peter Oswald. Marion Sinclair and Barbara Sibley (below) also enjoyed getting acquainted.



Right: Barbara Champion (left) speaks with Board Member, Professor Renuka Visvanathan, Joan Laffin, and Maurine Giles.

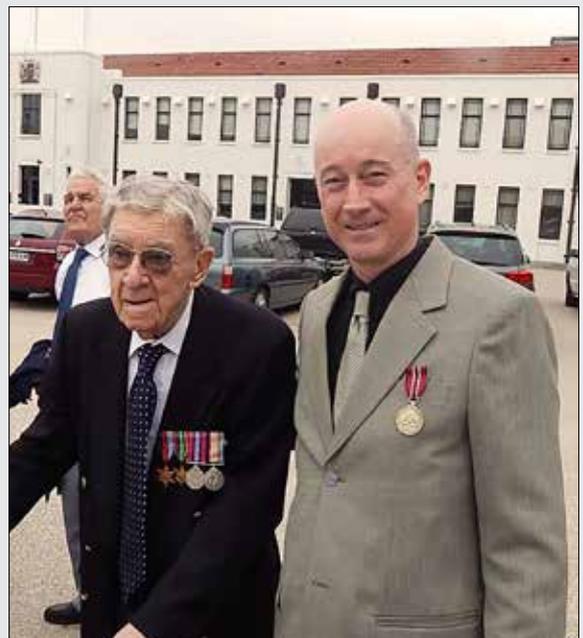


Veterans Hosted at Government House

On 23 March, His Excellency the Governor of South Australia, the Honourable Hieu Van Le AO, invited World War II veterans to attend Government House for an Anzac Day service.

Veteran, Brian Thompson of Resthaven Mitcham, was among the honoured guests (pictured right with his son, Chris).

Chris said, 'It was a great event, where I heard amazing stories from veterans and their family members. It is great to see the service men and women recognised for their sacrifices.'



Murray Bridge Residential Services

Redevelopment Plans in the Works

Resthaven Murray Bridge will soon be able to offer more support, thanks to funding from the 2015 Government Aged Care Approvals Round (ACAR).

Resthaven was successful in being allocated an additional 18 residential aged care places for Resthaven Murray Bridge, along with twenty new home care packages for older people living at home in the Hills, Mallee and Southern region.

In April 2016, stage one plans were approved by Council to build 18 new rooms to replace existing older rooms at Resthaven Murray Bridge.

These plans involve upgrading the residential site, removing two old independent units, and building 18 new resident rooms near Anerley Road. When the new rooms are completed, it will allow us to temporarily relocate residents from the older part of Harrip and Homberg to the new rooms, so that upgrades can begin on those 25 year old areas in stage two of the redevelopment.

Available options for extending the building to accommodate the 18 additional places granted to Resthaven in the recent ACAR process are currently being considered.

As yet, no plans are finalised. When a concept is available, it will form the basis of a development application process to proceed to what will be stage two. This stage will focus on the accommodation facing Swanport Road, where the buildings are at least fifty years old (above right).



With the additional 18 aged care places allocated in March, we can expand our residential services.

We want to replace the shared rooms, making all rooms single ensuite bathroom.

The overall outcome is to achieve much improved accommodation and amenity in the older areas on the site. We hope residents enjoy these improvements!

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Lateral Thinking...

1. If you have an electric train going south and then west, what way is the smoke blowing?
2. There were 15 dogs sharing an umbrella and none of them got wet. How come?
3. What starts with an E and ends with an E and only has one letter?
4. What goes up and never comes down?

Answers page 32

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Mount Gambier Residential Services

Fifth Birthday Celebrations

On 4 July, Resthaven Mount Gambier is five years old!

To celebrate, the site will hold a 'birthday party', with cake, drinks, afternoon tea, and entertainment by a four-piece Irish band, featuring a fiddle player.

'Resthaven Mount Gambier residents love to dance,' says Lifestyle Coordinator, Meredith Simons.

'This birthday party promises to be a great event.'

Happy 5th birthday, Resthaven Mount Gambier!



Above: Looking back; former Board President, Carole Davidson, 'turns the turf' at the Resthaven Mount Gambier building site in 2009.

Port Elliot Residential Services

Volunteering Brings old Friends Back Together

When Allan started volunteering at Resthaven Port Elliot, he had no idea that he would bump into an old friend from his childhood.

Allan, who grew up in Port Elliot, fondly remembers visiting his local 'four square' store as a ten year old boy in the 1950s, where he was served by Port Elliot local, Bert Brittain.

Now, 50 years later, Bert, 98, lives at Resthaven Port Elliot, where Allan is a volunteer in the site shop. In a cheeky twist of fate, it is now Allan serving Bert.

It's a small world after all!



Paradise Residential Services

An Artistic Donation

On Thursday 5 May, renowned artist, Joan Griffiths, was presented with a plaque to acknowledge the donation of one of her own paintings to Resthaven Paradise.

Joan, who has lived at Resthaven Paradise for around 18 months with her husband, David, has successfully exhibited in most Adelaide art exhibitions, the Ant Hill Gallery at Broken Hill, and galleries in the mid north. Most of her artworks focus on pioneer landscapes.

Joan says, 'I always had a feeling for the pioneer story; I wanted to capture what they would have seen when they arrived in Australia. I try to put that feeling into the canvas.'

Thank you, Joan, for sharing your beautiful art with the Resthaven Paradise community.



I Remember...

I remember the cheese of my childhood,
And the bread that we cut with a knife,
When the children helped with the housework,
And the men went to work, not the wife.

The cheese never needed an ice chest,
And the bread was so crusty and hot,
The children were seldom unhappy,
And the wife was content with her lot.

I remember the milk from the billy,
With the yummy cream on the top,
Our dinner came hot from the oven,
And not from the fridge in the shop.

The kids were a lot more contented,
They didn't need money for kicks,
Just a game with our mates in the paddock,
And sometimes the Saturday flicks.

I remember the shop on the corner,
Where a pen'orth of lollies was sold,
Do you think I'm a bit too nostalgic,
Or is it... I'm just getting old?

I remember when the loo was the dunny,
And the dunny-man came in the night,
It wasn't the least bit funny,
Going out the back with no light.

The interesting items we perused,
From the newspapers cut into squares,
And hung on a peg in the outhouse,
It took little to keep us amused.

The clothes were boiled in the copper,
With plenty of rich foamy suds,
But the ironing seemed never ending,
As Mum pressed everyone's duds.

I remember the slap on my backside,
And the taste of soap if I swore,
Anorexia and diets weren't heard of,
And we hadn't much choice what we wore.

Do you think that bruised our ego?
Or our initiative was destroyed?
We ate what was put on the table,
And I think life was better enjoyed.

Submitted by Mrs Barbara Donnison

Resthaven Westbourne Park

105 not out for Eileen Amber!

Having just turned 105, Mrs Eileen Amber is in a good position to give advice.

The key to longevity? According to Eileen, it is 'a positive attitude and keeping busy.'

Born Eileen Bott on 6 March, 1911 at Two Wells, Mrs Amber is one of four, two boys and two girls. She attended Kilburn School until she was 14 years old. She says, 'Believe me, I got out as fast as I could. I didn't like school.'

From there, she worked at a packaging company, until she met and married her husband, Walter Amber.

The couple lived at Black Forest for most of their married lives, raising their son, Donald Keith, who has three children. Eileen now has five great-grandchildren.

Mrs Amber continued to live in this area until she moved to Resthaven Westbourne Park in February 2010.

She is an active participant of the Westbourne Park community, saying, 'If you just sit around all day, you won't get anywhere.'

'I still enjoy bus trips, and getting my nails done. I also attend exercise class three times a week.'

Happy 105th birthday, Mrs Amber!



Happy 100th Birthday, Alma Highett

On 1 April, 2016, Mrs Alma Highett of Resthaven Westbourne Park celebrated her 100th birthday.

Alma celebrated this significant milestone with family and friends, who threw a small party for her in the courtyard. A delicious cake was displayed on an intricate tablecloth crocheted by Alma herself.

Alma was delighted by the enormous pile of letters and cards she received from dignitaries to wish her well, including the Queen, the Prime Minister, the Governor General, and, of course, Resthaven Board President, Mark Porter.

Alma, who was one of eight children, grew up on a dairy farm in Mannum. Her father used to do the 'dairy delivery' each morning, leaving the house at 1.00am. Alma's chores included hand-milking the cows before school. Suffice to say, it wasn't a house where you could sleep late!

Alma attended school until year 7, after which time she left to help raise her brothers and help out on the farm. She was married in 1941, and the couple remained married for 65 years, until Alma's husband died, aged 98.

Alma's main passion in life is still her family, which now includes 17 great-grandchildren. 'Her favourite thing to do is visit them,' says her son, Neville. 'She loves to just sit and watch them running around.'

It is fitting, then, that Alma was able to share her milestone birthday surrounded by loved ones.

Many happy returns, Alma.



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

'Lateral Thinking' Answers

(from page 28)

1. Nowhere, an electric train does not create smoke
2. It wasn't raining
3. An envelope
4. Your age.



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.

Keep up to date by checking our website:

www.resthaven.asn.au

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