

Annual Report

2015–2016



TRUST ■ DIGNITY ■ CHOICE



Resthaven
Incorporated

STRATEGIC PLAN 2015–2020



Working together: outstanding care and support for older people and their carers



TRUST DIGNITY CHOICE



The Services

Quality of life outcomes for consumers | Commitment to service quality

The Workforce

A capable workforce

The Future

Good corporate governance | Planned and considered growth | Focused research and innovation |
Corporate leadership in the community

Resthaven is a richly diverse South Australian community founded on the principles of inclusion and unity, embracing and respecting each person's beliefs, culture, language, background, lifestyle, life experience and values.

*Front cover (L-R): Aileen Clarke (Resthaven Craigmore),
Des Whelan (Resthaven Northern Community Services),
Theodore Sabatini (Resthaven Western Community
Services), and Joan Griffiths (Resthaven Paradise).*

*Above (from top): Keith Rodda (Resthaven Bellevue Heights
Independent Retirement Living Units), Winifred Grant (Resthaven
Murray Bridge Community Services), and Edward Mato (Registered
Nurse, Resthaven Murray Bridge).*

FROM THE BOARD PRESIDENT

In September 2015, Resthaven officially launched our 2015–2020 Strategic Plan.

The 2015–2020 Strategic Plan was the culmination of many months' work on the part of the Board, the Chief Executive Officer, and Executive Managers. It sets a clear direction for Resthaven in challenging times.

That last sentence, for me, sums up the strengths of the Plan.

Firstly, it's based on collaboration and consultation.

Secondly, it takes into account the changed context of aged care in Australia.

Finally, it is a considered response to those changes, balancing the caution and prudence we've come to expect of Resthaven, with a commitment to growth and seizing opportunities as they arise.

What's so refreshing about the new Plan is its attention to such language use. The first words of the new Statement of Purpose are 'working together'.

This recognises the importance of collaboration at every level within the organisation.

The Statement goes on to talk about outstanding care, but drops the reference to South Australia. Our reach is wider now.

The new Plan also trims down the number of values. There are just three – Trust, Dignity and Choice. These are the values which have underpinned Resthaven's progress in all of its eighty-year history.

Lastly, the Plan has three key areas: Services, Workforce and the Future.

That compels us to focus on what we do as an organisation and how we do it, and compels the Board to be future-orientated.

One of Resthaven's strengths during our eighty years has been our ability to plan, implement, and hold ourselves accountable for achieving objectives.

I trust that the 2015–2016 Annual Report is a true reflection of all that underpins our new Strategic Plan.

I commend both the Plan and the Report to you.

Mark Porter
Resthaven Board President

The Board meets at various sites throughout the year. Below, Peter Oswald, Mark Porter (Board President) and Lee Sando (Deputy Board President), enjoy a chat at Resthaven Mitcham.





RESTHAVEN INCORPORATED

Overview

Established in 1935 as a Home Mission of the Methodist Church, Resthaven today is an aged care community service associated with the Uniting Church in Australia.

Every day, Resthaven shares the lives, aspirations, experience and wisdom of around 10,000 older people and their carers. We work together, supporting them to remain independent for as long as possible. Services are provided throughout metropolitan Adelaide, the Adelaide Hills, Murraylands, Riverland, Fleurieu Peninsula and the Limestone Coast of South Australia.

Resthaven's high quality, responsive services are tailored to individual needs. Services extend from basic support to very high care at home, to 24 hours a day, seven days a week, residential aged care at eleven locations. Planned residential and community respite for carers is available across South Australia.

Around 130 people live independently in Resthaven retirement units or apartments.

Flexible home care and community support options assist more than 8,500 older people to live independently at home and maintain their social connections. These include social support groups, health and wellbeing programs, professional nursing and allied health services, in-home support and clinical care, veteran-specific services and assistance with care and housing.

Funding

As a charitable, public benevolent institution, Resthaven is separately incorporated and financially independent of the Uniting Church. Resthaven is recognised as a deductible gift recipient by the Australian Tax Office.

Operations and revenue generated are solely focused on Resthaven's purpose.

Resthaven receives subsidies from governments, grants, client contributions and income from investments, which cover operational expenses and fund capital works. Bequests, donations and fundraising activities assist in maintaining the level of care and services provided.

Corporate Governance

Resthaven operates within the scope of the Associations Incorporations Act. The Resthaven Board reports annually to the Uniting Church and is responsible for good corporate governance. It focuses on organisational purpose, setting and monitoring strategic direction, operational and financial performance and Board governance policies. The Board is the legal authority of the organisation and is committed to acting responsibly, ethically and with the highest standards of integrity and accountability.

Board members are trustees representing the interests of the organisation's stakeholders, both constitutional and moral, entrusted to ensure sound management and to achieve the objectives of Resthaven.

Board membership is by invitation, with a majority to be members of the Uniting Church. The Board may co-opt non-Board members to the Board Committees: Property, Governance, Finance and Audit.

Above: Ann Leigh enjoys the stylish surrounds of her new home at Resthaven Port Elliot.



RESTHAVEN BOARD

Board Executive

PRESIDENT:

MR MARK PORTER

MEdSt, BA (Hons), BEd, Grad DipT, MACE, MAICD

Board Member since 2005

DEPUTY PRESIDENT:

MRS LEE SANDO

Former Registered Nurse, Certificate in Gerontology

Board Member since 2001

TREASURER:

MR GEOFF TULLY

Fellow, Institute of Chartered Accountants (FCA)

Board Member since 2012

Board Members

MR GREG ARTHUR

LLB, MAICD, CTA

Board Member since 2011

MRS SUZANNE FULLER

Former Registered Nurse, Certificate in Gerontology

Board Member since 2010

REV DR GRAHAM VAWSER

BA, BD, DipLS, MTh, PhD

Board Member since 2014

MRS BARBARA SIBLEY

MAICD

Board Member since 2012

PROF RENUKA VISVANATHAN

PhD, FANZSGM, FRACP, Grad Cert Ed (Higher Education), MBBS, ATCL (Pianoforte)

Board Member since 2011

MR BEN SARRE

GAICD, BA (Hons), Grad Dip. Proj. Mgt.

Board Member since 2011

For a comprehensive list of each Resthaven Board Member's qualifications, visit the Resthaven website: www.resthaven.asn.au.

Note: Mr Darren Birbeck was appointed to the Board in late June 2016.

Above: The Resthaven Board.

Back row (L-R): Greg Arthur, Suzanne Fuller, Graham Vawser, Barbara Sibley, Renuka Visvanathan, and Ben Sarre.

Front row (L-R): Mark Porter (President), Lee Sando (Deputy President) and Geoff Tully (Treasurer).

Right: The Resthaven Executive Management Group.

L-R: Des Itsines (Executive Manager, People, Culture and Risk), David Norton (Executive Manager, Finance and Corporate Services), Tina Emery (Executive Manager, Residential Services), Sue McKechnie (Executive Manager, Community Services), Richard Hearn (Chief Executive Officer) and Wendy Morey (Executive Manager, Governance and Workforce Development).





THE YEAR IN REVIEW

In 2015, Resthaven celebrated 80 years of outstanding care and support for older people and their carers. During this anniversary year, we moved into new Head Office accommodation, launched the 2015-2020 Strategic Plan, continued to grow, and implemented significant government reforms.

Industry Reform

In an environment of increasing choice and control for older people, increased competition, and demanding compliance requirements, Resthaven seeks to be true to its purpose and values in working together with individuals to support their quality of life.

We do this through our range of quality care and support, tailoring our services to individual needs. In working together with older people and their carers, we aim to provide outstanding care and support in the outcomes they seek.

From 1 July 2015, initial access to aged care services transitioned to the government My Aged Care website and contact centre. Eligibility and assessment for all levels of aged care, including low level services and residential aged care, now require a My Aged Care contact telephone assessment.

Resthaven was one of thirteen organisations in Australia to win a national contract to provide a Regional Assessment Service (RAS), as a representative of the My Aged Care Government assessment service.

The RAS commenced operations on 1 July 2015. A key government requirement is that the business operations of the RAS are managed separately to Resthaven's direct work. We achieve this separation in a number of ways.

Resthaven's free information service, Agedcare Alternatives, continues to offer face to face information, with volunteer Options Guides providing this support, under the management of the Agedcare Alternatives RAS.

In Home Care services, Consumer Directed Care (CDC) has been an emerging focus, implemented by the government from 1 July, 2015. It was embedded into Resthaven's Home Care services some years ago, working in partnership with consumers. This resulted in the transition of more than 700 home care packages to the new CDC model – a major undertaking.

Within the Consumer Directed Care (CDC) model, people manage their individual service budgets and design their services to their specific requirements, within the government aged care program, and in other choices they may personally seek to consider.

On 1 November, 2015, the Commonwealth Home Support Programme (CHSP) replaced the former Home and Community Care, Day Therapy and National Respite for Carers programs. All existing services transitioned to CHSP.

From 27 February, 2017, there will be a greater choice in service providers from which individuals may choose. This is a major change to the way that people access aged care services, reflecting greater deregulation and increased competition. It will also be accompanied by more approved service providers in the aged care system.

With significant changes ahead, Resthaven is committed to our purpose as we adapt to the changing service system. We continue to seek better outcomes for our customers, offering greater choice and control, and continued diversity and inclusion reflected in access to services.

Above: Richard Hearn announces the new Strategic Plan at the opening of the new Head Office at Wayville on 23 September 2015.

Continuous Improvement and Shared Purpose

Trust is at the heart of our work with older people, and with staff and volunteers. Providing a safe environment in which to live and work is a primary focus. With large numbers of staff in a human service environment such as aged care, trust is a key expectation of consumers.

Resthaven staff maintain the quality of our services, responding to new systems and reform processes. All Resthaven services are fully accredited within government quality processes.

We encourage continuous improvement, 'co-designing' services to support customers to achieve their lifestyle and wellness goals. As the aged care system is further reformed, we will need to further adapt to ensure we remain a key provider of services, which are reflective of our purpose, values and history.

We encourage feedback through focus groups, resident meetings, and our corporate feedback processes. Our involvement in the SA Innovation Hub provides the opportunity to share innovation and insights with other organisations. These examples show how better governance, quality improvement, consumer engagement, and leadership should be considered within the government aged care reform program, and within Resthaven in its relationships with individuals.

We maintain close involvement with other organisations in South Australia, and nationally, through UnitingCare Australia, and Aged and Community Services Australia.

We work with other respected aged care organisations, with similar purpose, values and positive intent, in the combined good work and advocacy for quality outcomes for older people and their carers.

We affirm also the significance of the positive and important contributions of older people in the Australian community; in their roles past and present, their building of community and family, and their unique individuality.

Service Development

In the 2015–2016 financial year:

- Resthaven Port Elliot reached full occupancy in June 2016, having opened in May 2015. The site was successful in its New Home Accreditation Audit, conducted in February 2016, achieving five years' accreditation with the Australian Aged Care Quality Agency (AACQA)
- All Unannounced Assessment Contact visits to Resthaven residential homes were successful
- Plans were lodged with the City of Onkaparinga for a new 100-place residential aged care home at Aberfoyle Park
- Resthaven Mount Gambier, Westbourne Park, Craigmare and Northern Community Services underwent refurbishment
- A major redevelopment at Resthaven Malvern commenced in March 2016
- Planning approval was granted for major redevelopments at Resthaven Mitcham and Murray Bridge
- Resthaven Community Services were assessed by the Australian Aged Care Quality Agency in April 2016, found to be fully compliant with the Home Care Standards, and re-accredited to March 2019
- Resthaven was awarded a further 128 Home Care Packages in the 2015 Aged Care Approvals Round, commencing in April 2016
- A new Head Office at Wayville was opened by Moderator of the Uniting Church in SA, Dr Deidre Palmer in September 2015, which was combined with the launch of the new Strategic Plan, 2015–2020
- The Aged Care Alternatives Regional Assessment Service commenced operations on 1 July 2015.

Board Governance

Resthaven benefits from a highly skilled and experienced Board. I thank the Resthaven Board for their genuine interest in Resthaven's good work. I very much appreciate the Board's leadership, dedication, and commitment to Resthaven's purpose.

The Board meets at one of the various Resthaven locations for alternate monthly meetings, giving all Board members an opportunity to meet and socialise with residents and clients, and understand the breadth of services offered.

Resthaven Board President, Mark Porter, committed to visit all Resthaven sites in 2016. As at June 2016, he had visited Resthaven Murray Bridge, Craigmare, Riverland Community Services, Limestone Coast Community Services, and Resthaven Mount Gambier.

I congratulate the Board for their commitment and dedication, and thank them for their diverse talents, experience and leadership in the provision of good corporate governance at Resthaven.

In Appreciation

Whilst responding to the sector reforms, we achieved very positive outcomes. This year, we celebrated Resthaven's rich history, and look to a future of continuing to provide quality aged care services for many years to come.

Resthaven is, and seeks to be, richly diverse in its inclusion and diversity of individuals of many beliefs, cultures, languages, and lifestyles.

I acknowledge our leadership team, staff and volunteers, and all those working in aged care, who so willingly commit their time and efforts to support this good and important work. This is also shared by various other stakeholders upon whom we rely in the work we undertake.

Over the past three decades, I have observed the continual change within the aged care industry. Resthaven has adapted and improved services and facilities, embracing a changing aged care environment. Older people and their carers have always been and continue to be Resthaven's primary focus.

Richard Hearn
Chief Executive Officer



OUR COMMUNITY

Age Profile

The overall average age of people living in Resthaven residential accommodation is 86.5 years. Ages range from 61 to 106 years.

The average age of people accessing Resthaven community services is 79 years, rising to 83 years for those receiving in-home support.

As at 30 June, 2016, a total of 31 people aged 100 years or older were being supported by Resthaven in both residential homes and in the community. Resthaven centenarians receive a congratulatory message from the Board President, and many feature in newsletter articles and the media.

Seven centenarians featured in a special project, undertaken in partnership with students from the University of South Australia, called 'Celebrating Centenarians'.

Residential Services

Resthaven supports 1,168 older people in eleven residential aged care homes. Retirement living accommodation is available in 136 independent living units or apartments.

Resthaven Site	Residential Places	Retirement Living
Bellevue Heights	98	67
Craigmore	88	-
Leabrook	106	8
Malvern	75	4
Marion	159	37
Mitcham	106	-
Mount Gambier	96	2
Murray Bridge	78	-
Paradise	132	10
Port Elliot	92	4
Westbourne Park	129	-
Total	1,159	132

An additional 100 places are approved for Resthaven Aberfoyle Park (due for completion in 2018).

Community Services

Every week, Resthaven Community Services worked together with older people to deliver approximately 7,600 hours of direct services in their home. People also attended our wellness and respite services.

Respite Services	809
In Home/Community Support	4,854
Therapy Services	2,318
Homelessness Support	50
Total	8,031

Diversity

Resthaven's clients and residents come from 80 different countries, and our employees and volunteers from 72. Our Multicultural Project Officer connects with diverse communities through a range of projects.

Above: Reg Hall and Ian Gunn (Home Support Worker) in 'The Shed' at Resthaven Community Respite Services.



I am extremely
grateful for
 the ongoing
assistance
 which enables
 me to remain in my
own home.

Client, Resthaven Paradise and Eastern Community Services

Above: Irene O'Shea (Paradise and Eastern Community Services) went skydiving for her 100th birthday - and has the certificate to prove it.

Top: Physiotherapy at Resthaven Marion Community Services assists Joyce Williams with her wellness goals.



CORPORATE SOCIAL RESPONSIBILITY

Engagement

Resthaven reinforced positive ageing through a range of engagement activities with community groups, local business, and schools.

Resthaven staff and volunteers visited community groups, schools, libraries, expos, careers fairs, and other events throughout the year to interact with the community and inform Resthaven's service focus.

We gained valuable feedback and insight into our communities of interest.

Advocacy

Advocacy is an important part of Resthaven's work. Having a voice that influences key national decision makers on the direction of the aged care industry means that the best interests of our residents and clients are represented.

Above: Eric Lillie and Libby Hallion (Home Support Worker) explore the Noarlunga jetty during a Resthaven Onkaparinga Community Services respite outing.

Active advocacy included:

- Submissions to the senate enquiry into the Aged Care Workforce
- Membership of the national peak body, Aged and Community Services Australia (ACSA) and UnitingCare Ageing Network
- Meetings throughout the year with State and Federal parliamentarians
- Initiating positive media stories, resulting in 115 self generated articles in the media.

Research

Resthaven is an active supporter, funder and participant in research relevant to aged care, older people and the communities in which they live. This year, Resthaven's research interests included:

- Strengthening the multicultural workforce in aged care services through the 'Multicultural Workforce Development Model' Project (in collaboration with Anglicare and Flinders University)

- Developing healthy workplaces through engagement with the Australian Workplace Innovation and Social Research Centre (WiSER)
- Ensuring older people get the most from their medicines through the 'Optimising Medicines in Residential Aged Care' project (funded through an Alzheimer's Australia grant in collaboration with Monash University)
- Learning more about how carers of older people think about using respite services, through a Resthaven-funded \$150,000 Alzheimer's Australia Dementia Research Foundation Award
- Participation in the University of Adelaide CDC research, 'Rise of the Consumer in CDC,' and the Australian Research Council (ARC) Linkage Project; Engagement of older people with CDC (partnership with other aged care organisations, led by the University of South Australia), and Economic Evaluation of CDC (partnership with other aged care organisations, led by Flinders University).

Scholarships

Resthaven funded these scholarships, with the aim of encouraging the future aged care workforce:

- UniSA Nursing, Physiotherapy and Occupational Therapy Scholarships, including a perpetual Indigenous Nursing Scholarship
- Adelaide University Nursing and Oral Health Scholarships
- Flinders University 80th Anniversary Scholarship Program.

Sponsorships

- Anderson Simfukwe, Director of the Aged Care Service Centre in Nakonde, Zambia, to undertake the Dementia Care Australia 'Spark of Life' International Master Course
- "CommonAge" delegates at the 2015 Aged and Community Services (ACSA) Conference
- COTA 'Positive Ageing' award, 'Community Project Under \$10k' category.

Innovation

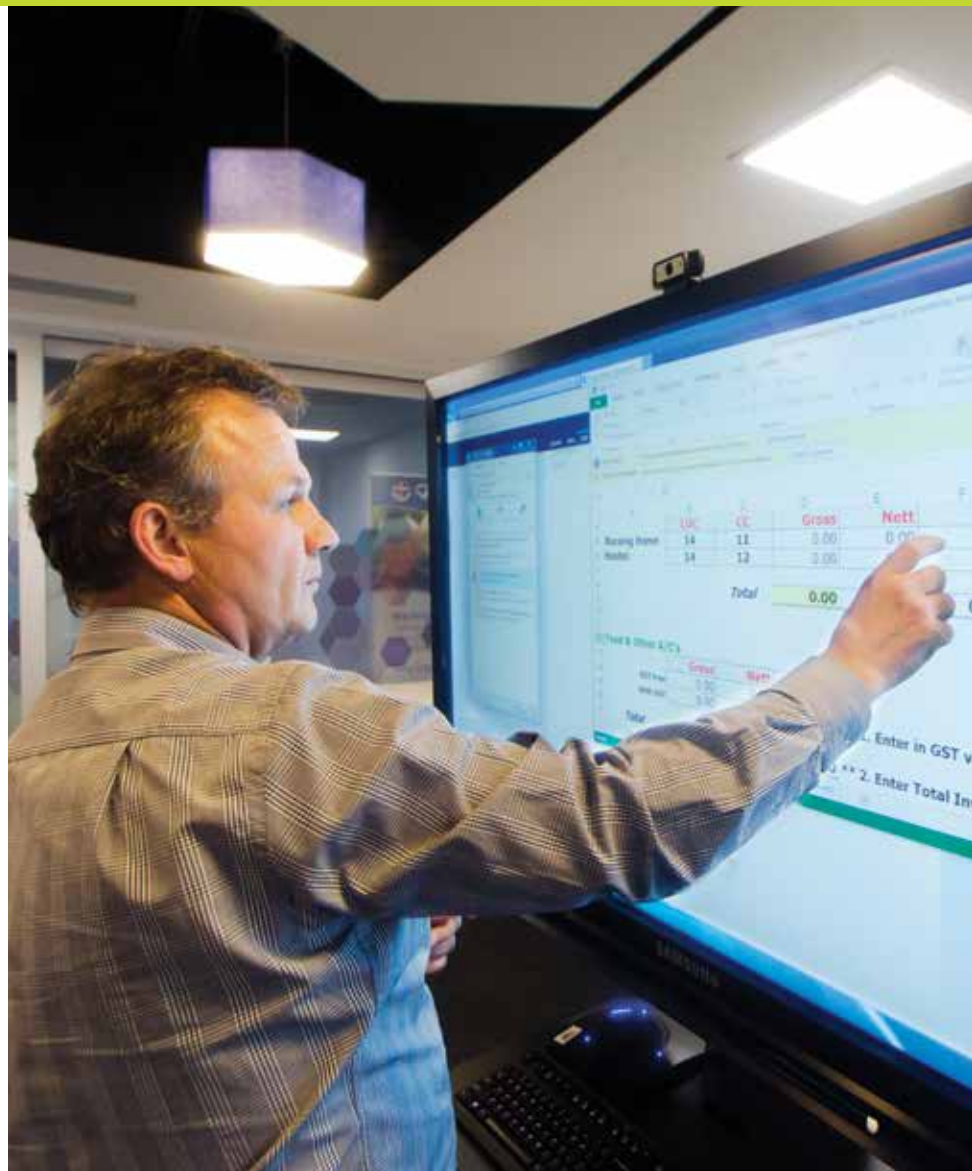
- Ongoing participation in the South Australian Innovation Hub
- Internal research grants supporting many projects, including 'Factors influencing consumers' choice in aged care providers in a deregulated market'
- Business information transformation initiative, to streamline and integrate Resthaven's systems and processes
- Clinical and broader education continued at the Geriatrics Training and Research with Aged Care (GTRAC) Centre, Resthaven Paradise campus.

Environmental Responsibility

Resthaven was committed to fulfilling its environmental responsibilities, and ensuring that all operations comply with or exceed statutory requirements.

Environmentally friendly practices included use of solar panels, reticulated water for gardens, and energy efficient light globes.

Recycling management and waste minimisation strategies are implemented at every Resthaven residential, corporate and community services locations. All new buildings incorporate environmentally friendly design, and redevelopments/refurbishments aim to decrease the environmental impact of existing buildings.



This scholarship
has been a real
blessing
in my life,
and the life of
my family.

Undergraduate Nursing Scholarship recipient, UniSA

Above: Robert Zanin (Manager, Information Communication Technology) demonstrates new technology systems.



WORKING TOGETHER

Workforce Development

Resthaven's Workforce Development Plan outlines strategies to attract and maintain a capable workforce.

During the year, there were:

- 3,580 education sessions
- 806 student placements
- 708 staff development participants.

A key strategic objective is to adopt contemporary, sustainable workforce models that enhance workplace climate.

Resthaven offers our 2,195 staff and 450 volunteers a range of health and wellness benefits and programs.

These include:

- Free influenza vaccinations
- Early Intervention Physiotherapy Program
- Employee Assistance Program
- 'Quit Smoking' rebate program
- Corporate team membership of fun runs and walks
- Biennial Movie Day.

Each year, Resthaven recognises the ongoing commitment and dedication of staff and volunteers with appreciation awards.

At Resthaven, volunteers increase our flexibility, diversity, individual focus, dynamism, and social connections.

Volunteer 'Thank You' High Teas were held in May, and acknowledged the work of 450 volunteers across 23 locations. Volunteer hours increased 4.6% on last year, with 24,404 hours given. Volunteers bring immense, real benefits that cannot be represented by mere numbers.

The Staff Appreciation Awards, held in July 2015, saw 102 employees eligible to receive awards for ten years of service or more. The '25+ Club' comprises 45 employees with 25 or more years' service.

Specialist nursing staff, such as the Resthaven Palliative Care Nurse Practitioner and Continence Nurse Advisors supported all residential sites, and several community services.

Resthaven Coordinating Chaplains supported older people by conducting ecumenical services, discussion groups, and memorial services. They also assisted people to work through grief, loss, and worry.

Two new Coordinating Chaplains were welcomed this year: Rev Anne Butler at Resthaven Port Elliot, and Rev Dr Bruce Grindlay at Resthaven Marion. Both were inducted by the Moderator of the Uniting Church in South Australia, Dr Deidre Palmer.

Volunteer Chaplain's Assistants supported the Chaplaincy program, leading discussion groups, church services, friendly visiting programs, and engaging with older people and their families.

Compliance

The Quality and Work Health Safety Review Committee oversaw Resthaven's self insurance, to next be evaluated in early 2017.

Resthaven complied with the reporting requirements of the *Workplace Gender Equality Act 2012*.

Resthaven was audited by Fit2Work and found to be fully compliant in its processes of mandatory criminal history checks for all employees and volunteers.

Above: Unice Kaladari (Registered Nurse) and Bruna Zinetti share a laugh at Resthaven Westbourne Park.



Brendan Keville (cook) serves High Tea at Resthaven Leabrook - a new option.

I consider it
a **privilege**
to work for
Resthaven.

'25+ Club' staff member



You have a
priceless
asset in the
quality
of the staff
employed
here.

Respite Guest, Resthaven Community Respite Services

HIGHLIGHTS

Engagement

- The 'Artist in Residence' project, a community artwork developed by 30 residents, clients, staff and volunteers of Resthaven Marion Community, Community Respite, and Residential Services
- Ongoing collaboration with the Baan Sudthavas Foundation (BSV) in Thailand
- Resthaven Community Advisory Groups community engagement showcased at Better Practice conferences in Darwin, Melbourne, Adelaide and Launceston
- Visits to residential sites from Tokyo Christian University students
- Resthaven-nominated older person appointed to the UniSA Nursing External Advisory group to bring a unique perspective.

Above: 'Artist in Residence', Connie Giacomis with volunteers Sue Wendelborn (left) and Barbara Randell (right) at the project launch at Resthaven Marion Community Services.

Right (from top): Margaret Kleeman (Lifestyle Assistant) supporting Eileen Logan to enjoy her personalised playlist for the 'Music Connections' program at Resthaven Malvern; Gwen Welsh enjoys some 'assistance' from her great-granddaughter, Mia, in watering the gardens around the Resthaven Marion Independent Retirement Living Units.

Recognition

- Council on the Ageing (COTA) 'Every Generation Positive Ageing Award' (Intergenerational category), October 2015, for Resthaven Marion's partnership with Westminster School
- Aged & Community Services (ACS) SA & NT Inc 'Excellence in Aged Living Design' Award for Resthaven Port Elliot.

Customer Service

- 'Music Connections' introduced across all Resthaven residential homes, stimulating positive memories and emotions
- Resthaven Paradise residents participated in the COTA SA 'Homeland Memories' project
- 103 Independent Retirement Living residents surveyed about decision making in aged care as part of research project: 'Market drivers in a deregulated aged care environment'
- 'Celebrating Centenarians' (funded through an Office of the Ageing grant), with Resthaven staff, clients and residents, creating 'essence of life' short films in collaboration with UniSA students
- New website with improved readability, navigation and information developed.





FINANCIALS

Overview of Financial Position

Resthaven recorded a surplus for the year of \$10,801,393 (compared with \$7,789,652 at 30 June 2015). At 30 June 2016, net assets/total equity totalled \$239,425,310 (compared with \$216,476,859 the previous year).

Care and Accommodation Services Revenue

Annual operating revenues increased by \$13,741,818 (12.2%) to \$125,609,497.

The increase was derived from planned service growth, including additional Home Care Packages and a new residential care home at Port Elliot. In addition, Resthaven's appointment as a My Aged Care Regional Assessment Service provider has contributed to revenue growth.

The additional staff and other resources necessary to support the service growth has increased annual operating expenses to \$119,973,926, an increase of \$12,015,126 (11.1%) over the previous year's expenditure.

During the year, all property assets were revalued, resulting in a net increase of \$13,319,565 to the asset revaluation reserve.

Statement of Financial Position

Total Assets

Total assets increased by \$57,564,726. In addition to the revaluation impact, Resthaven received and invested significant capital inflows as new residents exercised their choice to meet accommodation expenses by way of a lump sum refundable accommodation deposit (RAD). Investment in accommodation and facilities to ensure contemporary environments consistent with the expectations of residents and clients continued throughout 2015–2016.

Total Liabilities

Total liabilities increased by \$34,616,275 mainly reflecting the obligation to residents meeting their accommodation cost by way of Refundable Accommodation Deposit.

General Purpose Financial Report

Resthaven has prepared a general purpose financial report in accordance with Australian Accounting Standards, the requirements of the *Associations Incorporation Act (SA) 1985*, and the *Australian Charities and Not-for-profits Commission Act 2012*.

In addition, Resthaven has continued to support the Commonwealth Government's endeavour to improve the quality, consistency and value of financial reporting by trialling the financial reporting template developed by the Aged Care Financing Authority (ACFA), in consultation with service providers nationally.

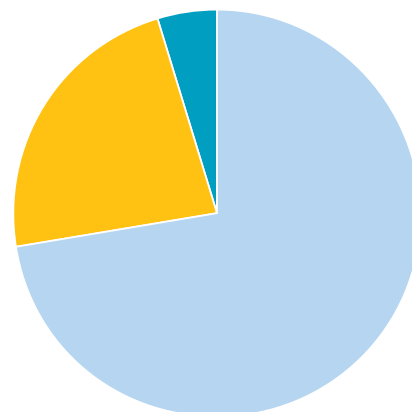
David Norton
*Executive Manager,
Corporate and Financial Services*

Above: Des Whelan, Jean Rose and Edith Drayton enjoying aquatherapy with Resthaven Northern Community Services at the Northern 'Aquadome'.

FINANCIAL SUMMARY

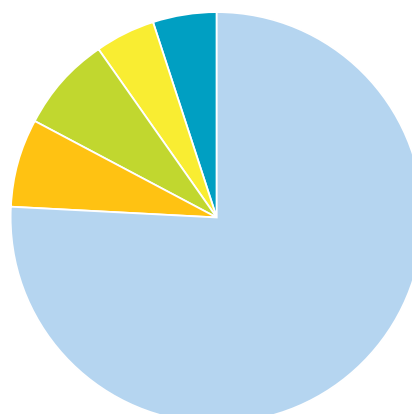
REVENUES

	\$	%
Residential services	94,808,074	72.50%
Community services	29,999,466	22.94%
Other	5,967,779	4.56%
Total Revenue	130,775,319	100%



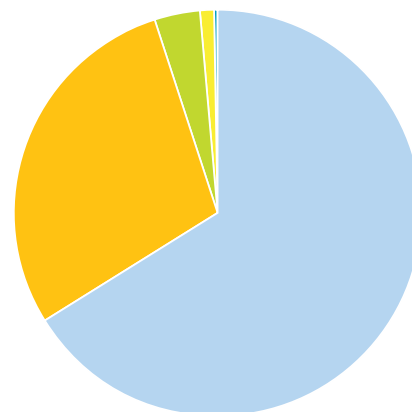
EXPENSES

	\$	%
Employee benefits	91,014,557	75.86%
Hotel services	8,373,786	6.98%
Depreciation	9,190,549	7.66%
Maintenance	5,700,192	4.75%
Other	5,694,842	4.75%
Total Expenses	119,973,926	100%



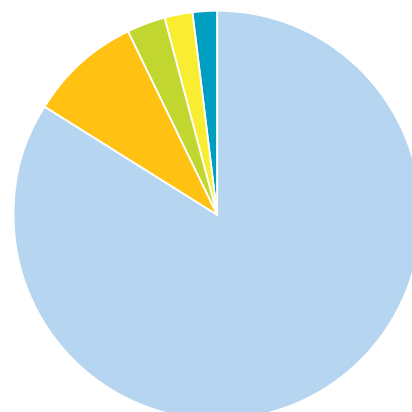
ASSETS

	\$	%
Property, plant and equipment	267,956,415	66.13%
Financial assets	117,924,277	29.10%
Cash and equivalents	13,971,043	3.45%
Trade and other receivables	5,162,320	1.27%
Refundable loans	191,850	0.05%
Total Assets	405,205,905	100%



LIABILITIES

	\$	%
Refundable deposits, bonds, IRLUs	139,455,932	84.12%
Employee benefits	14,803,314	8.93%
Trade and other payables	4,921,844	2.97%
Other liabilities and deferred income	3,707,463	2.24%
Borrowings	2,892,042	1.74%
Total Liabilities	165,780,595	100%



RESTHAVEN SERVICES DIRECTORY

Head Office

PO Box 327, Unley SA 5061
6 Bartley Crescent, Wayville SA 5034

E: headoffice@resthaven.asn.au
P: (08) 8373 0211

Retirement Living

Bellevue Heights

47 Eve Road, Bellevue Heights SA 5050
Telephone (08) 8370 3756

Leabrook

334 Kensington Road, Leabrook SA 5068
Telephone (08) 8370 3756

Malvern

43 Marlborough Street, Malvern SA, 5061
Telephone (08) 8370 3756

Marion

12 Township Road, Marion SA 5043
Telephone (08) 8370 3756

Paradise

61 Silkes Road, Paradise SA 5075
Telephone (08) 8370 3756

Port Elliot

54 North Terrace, Port Elliot SA 5212
Telephone (08) 8370 3756

E: retirement@resthaven.asn.au

Resthaven Location Map



Community Services

Resthaven Community Respite Services

31/12 Township Road, Marion SA 5043
6-8 Township Road, Marion SA 5043
36 Sussex Terrace, Westbourne Park 5041
Truro Avenue, Kingswood SA 5062
Telephone (08) 8358 3173

Resthaven Limestone Coast Community Services

17 Gordon Street, Naracoorte SA 5271
Unit 913 Pavy Drive, Naracoorte SA 5271
1/6 Davenport Street, Millicent SA 5280
Telephone (08) 8762 4389

Resthaven Marion Community Services

43 Finniss Street, Marion SA 5043
Telephone (08) 8296 4042

Resthaven Murray Bridge, Hills and Fleurieu Community Services

67 Adelaide Road, Murray Bridge SA 5253
9 Rankine Street, Strathalbyn SA 5255
50 North Terrace, Port Elliot SA 5212
Telephone (08) 8531 2989

Resthaven Northern Community Services

16 Gillingham Road, Elizabeth SA 5112
Telephone (08) 8252 6811

Resthaven Onkaparinga Community Services

Office 201, Commonwealth House,
Beach Road, Noarlunga Centre SA 5168
Telephone (08) 8326 3444

Resthaven Paradise & Eastern Community Services

61 Silkes Road, Paradise SA 5075
111 Hampstead Road, Manningham 5086
Telephone (08) 8337 4371

Resthaven Riverland Community Services

60 East Terrace, Loxton SA 5333
Telephone (08) 8584 5866

Resthaven Western Community Services

96 Woodville Road, Woodville SA 5011
111 Regency Road, Croydon Park SA 5008
Telephone (08) 8345 0577

E: community@resthaven.asn.au
P: 1300 136 633

Agedcare Alternatives

1/445 Fullarton Road, Highgate SA 5063
Telephone (08) 8271 3888

Residential Services

Resthaven Bellevue Heights

47 Eve Road, Bellevue Heights SA 5050
Telephone (08) 8278 8588

Resthaven Craigmore

200 Adams Road, Craigmore SA 5114
Telephone (08) 8254 4008

Resthaven Leabrook

336 Kensington Road, Leabrook SA 5068
Telephone (08) 8332 4333

Resthaven Malvern

43 Marlborough Street, Malvern SA 5061
Telephone (08) 8272 0222

Resthaven Marion

10 Township Road, Marion SA 5043
Telephone (08) 8296 7555

Resthaven Mitcham

48 Smith-Dorrien Street, Mitcham SA 5062
Telephone (08) 8271 0639

Resthaven Mount Gambier

24 Elizabeth Street, Mount Gambier SA 5290
Telephone (08) 8723 0911

Resthaven Murray Bridge

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

Resthaven Paradise

61 Silkes Rd, Paradise SA 5075
Telephone (08) 8336 5444

Resthaven Port Elliot

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

Resthaven Westbourne Park

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

Future Location

Resthaven Aberfoyle Park

Lot 122 Hub Dve, Aberfoyle Park SA 5159
(Expected completion 2018)

E: accommodation@resthaven.asn.au
P: 8373 9113

www.resthaven.asn.au

Kim Long (Home Support Worker, Resthaven Marion Community Services) and Frank Williams share the washing up.



