



Resthaven
Incorporated



Annual Report 2017

Resthaven Incorporated

Overview

Established in 1935 as a Home Mission of the Methodist Church, Resthaven is now 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. Working together, we support our customers in sustaining their quality of life and independence.

Services are provided throughout metropolitan Adelaide, the Adelaide Hills, Murraylands, Riverland, Fleurieu Peninsula, Barossa region and the Limestone Coast of South Australia.

Resthaven's high quality, fully accredited, responsive services are tailored to individual needs. Services include retirement living, basic support to very high care at home, and 24 hours a day, seven days a week, residential aged care at eleven locations. Planned residential and community respite for carers is available in all service areas.

Below: Mrs Garyfallia Jerkovic (Resthaven Marion) and Mariko Hayashi (volunteer) enjoy the sensory garden.

Front cover (from top): Mrs Doreen Peake (Resthaven Bellevue Heights Independent Retirement Living Units) and Christine Challis (Clerical Support); Holli Gilbertson (Home Support Worker) and Mrs Viola West (Resthaven Western Community Services); Mr Eddie Herbst (Resthaven Riverland Community Services); Mrs Mary Winter (Resthaven Craigmores).

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, customer 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.



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.



Statement of Purpose

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

Our Values:

- Trust
- Dignity
- Choice

Strategic Key Areas

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.

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President's Message

Earlier this year, I was privileged to attend a number of celebrations which were clearly focused on Resthaven's future.

The first was in Murray Bridge for the start of the redevelopment there; the second was at Strathalbyn for the opening of the new Community Services office; and the third was at Aberfoyle Park for the start of our latest residential development.

No one can deny that these are exciting times for Resthaven.

Notwithstanding the challenges of the Aged Care Roadmap, Resthaven has proved itself to be forward-looking and progressive.

For a large, not-for-profit organisation, it's also proven to be remarkably flexible and incredibly responsive to changing demand and the emerging market.

How do we do it?

The answers are here in this year's Annual Report.

A highly capable Executive and staff team work hard to understand and respond to changes in the legislative and regulatory environment, and consumer expectations.

Prudent stewardship enables the organisation to refresh and grow - to refurbish existing service locations, while at the same time building new sites in areas of growing need.

Above all, Resthaven has continued to display the commitment to quality and culture of caring which were first evident when it opened its doors in 1935.

I thank my Board colleagues, the Chief Executive Officer, Richard Hearn, and all the staff and volunteers who contributed to Resthaven's success this year.

I commend the 2016-17 Annual Report to you.

Mark Porter

President, Resthaven Board

Below: David Norton (Executive Manager, Finance and Corporate Services) and Mark Porter (Resthaven Board President) turn the first sod of the redevelopment at Resthaven Murray Bridge.





Resthaven Board

Board Executive

PRESIDENT:

Mr Mark Porter (*MEdSt, BA (Hons), BEd, GradDipT, MACE, MAICD*)
Board Member since 2005

DEPUTY PRESIDENT:

Mr Ben Sarre (*GAICD, BA (Hons), GradDipProjMgt*)
Board Member since 2011

TREASURER:

Mr Geoff Tully (*Fellow, Institute of Chartered Accountants—FCA*)
Board Member since 2012

Board Members

Mrs Lee Sando (*Former Registered Nurse, Certificate in Gerontology*)
Board Member since 2001

Mrs Suzanne Fuller (*Former Registered Nurse, Certificate in Gerontology*)
Board Member since 2010

Mr Greg Arthur (*LLB, GAICD, CTA*)
Board Member since 2011

Prof Renuka Visvanathan (*PhD, FANZSGM, FRACP, GradCertEd (Higher Education), MBBS, ATCL (Pianoforte)*)
Board Member since 2011

Mrs Barbara Sibley (*MAICD, MSAFAA*)
Board Member since 2012

Rev Dr Graham Vawser (*BA, BD, DipLS, MTh, PhD*)
Board Member since 2014

Mr Darren Birbeck (*BEC (Acc), GAICD*)
Board Member since 2016

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

Above: The Resthaven Board

Back row (L-R): Greg Arthur, Suzanne Fuller, Graham Vawser, Barbara Sibley, Renuka Visvanathan, and Ben Sarre (Deputy President). Front row (L-R): Mark Porter (President), Lee Sando, and Geoff Tully (Treasurer). Inset: Darren Birbeck.

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. The Board may co-opt non-Board members to the Board Committees: Property, Governance, Finance and Audit.



The Year in Review

Throughout 2016–17, Resthaven has focused on listening to our customers.

As aged care in Australia transitions to a more consumer-driven market, we continue to plan and adapt to the changing environment.

Central to this is the importance of the staff and carers who work together with those individuals who invite us to assist them in sustaining their quality of life.

Advocating for Better Outcomes

Resthaven regularly advocates on behalf of older people for improvements to the aged care system generally, including the aged care reforms, and for sustainable, consumer-driven aged care.

Our view is that quality services should be available to older individuals when and where the need arises.

Our voice is heard through staff involvement in peak bodies and other relevant organisations.

Resthaven's primary peak body relationships include Aged and Community Services Australia (ACSA) and UnitingCare Australia.

Our advocacy includes submissions to government reviews and enquiries, at both state and federal level. Resthaven offers a perspective from our position of direct involvement with individuals in our day to day work.

We actively encourage positive examples and stories that showcase the value of older people, and their ongoing contributions to their families and communities.

During the year, we celebrated active ageing, and recognised the positive contributions that individuals make in their later years. This was exemplified in our 'Unley Legends' project, referred to in *Highlights of the Year*, later in this report. This project showcased a variety of roles and valuable contributions that people make to their communities, which is typical of the individuals who seek our services.

Changing Environment

On 22 February, 2017, I attended the National Aged Care Roadmap Roundtable, hosted by Minister for Aged Care and Indigenous Health, the Hon Ken Wyatt AM, MP.

A key outcome forecast by year end was a renewed commitment by the federal government to this 'Aged Care Roadmap'. In years to come, its planned destination is consumer-driven, sustainable services.

On 27 February 2017, the federal government's 'Increasing Choice in Home Care' reforms commenced. The key change is that government Home Care Package funding follows each consumer, allowing them to choose and direct their package funding to the provider they choose to best meet their needs and choices.

Resthaven, as the largest South Australian Home Care Package service provider, gave significant time in preparing for these major reforms. We were well prepared, notwithstanding the risks and opportunities of a more market-based, deregulated system, and our share in the service market.



Another key change relates to the limited supply of home care packages. A national system for prioritising access to home care is now managed by the government's 'My Aged Care' entry portal.

The way that consumers are prioritised on this national wait list takes into account their relative needs and circumstances, and the time they have been waiting for care. The aim is to offer more equitable and flexible distribution of packages, regardless of where consumers live.

However, this national prioritisation system, and the rules applied, were matters of serious concern towards the end of June, as a significant number of individuals in need were unable to access services to support them to remain living independently at home.

A concern that dominated during the second half of the financial year was the national publicity given to the failure of the state government-managed Oakden Older Person's Mental Health Service. Subsequently, a number of state and federal reviews were instigated, with great potential for significant regulatory adjustment arising.

Such negative media coverage can initiate anxiety and concern for customers, and, indirectly, dedicated staff, even though the vast majority of people are happy with the service quality they receive in their individual circumstance.

In such a political environment, there is potential for an increase in layers of regulation to be implemented. This is counter-productive.

With further government cutbacks to residential service subsidies, and the impact this has on reducing the resources available for service provision, additional pressure is placed on the sustainability of the sector and in maintaining appropriate levels of support. We continue to monitor this closely.

Future Directions

The Resthaven Board actively encourages Resthaven to proactively respond to the changing environment within which Resthaven implements its purpose of working together with older people and their carers to support their quality of life. This is reflected in our strategic objectives of planned and considered growth, focused research, and innovation.

To establish firm foundations for the future, and to ensure that Resthaven engages and responds to our consumer's expectations, we commenced a business transformation process, called 'Project Ignite'. This is a project of substantial size that will extend over several years.

Project Ignite involves review of, and improvement to our core business systems and processes, to ensure they best meet the needs of consumers.

The vision for 'Project Ignite' is:

“To deliver contemporary, flexible and responsive processes and solutions that enable the Resthaven customer experience.”

International Perspectives

Resthaven frequently hosts international visitors and is an inaugural member of CommonAge, a philanthropic organisation that supports scholarships for people from Commonwealth countries.

In August 2016, Senior Manager Residential Services, Darren Pike, participated in a South Australian trade mission to South-East Asia, with delegates from the state government, industry, and not-for-profit service providers.

Resthaven has links in this region through our relationship with the Baan Sudthavas Foundation (BSV) in Thailand, and its Chair, Mr Arnop Chirakiti. BSV is a benevolent, Buddhist foundation, which has established an aged care home for destitute elderly Thai women in Bangkok. Resthaven's relationship with BSV is one of mutual respect and common purpose.

Executive Manager, Workforce Development and Governance, Wendy Morey, provided advice and practical assistance during the development and commissioning of this home in Thailand, and we have exchanged staff and learnings with each other. We will partner with BSV at a conference in Bangkok in September 2017.

Board Matters

I welcome Darren Birbeck as a member of the Resthaven Board. Darren commenced in late June 2016, and brings managerial experience in corporate services, financial analysis, audit and risk management, and governance experience.

On 1 January 2017, the office bearers of the Resthaven Board changed. Deputy Board President, Lee Sando, stepped down from this role after ten years. Lee continues to serve on the Board.

Ben Sarre was appointed as the new Deputy Board President.

Non-Board member appointments to Board committees include Rosa Hulm (Finance and Audit), and Elizabeth Megaw (Governance).

Our Board President, Mark Porter, will retire from his role as Principal at Woodcroft College at the end of 2017. However, I am pleased that he will continue as President of the Resthaven Board.

I am extremely grateful for the professionalism and support offered by our well qualified and committed Board.

My thanks and appreciation go to the executive team, who lead our capable workforce and dedicated volunteers in our combined endeavour to work together with older people and their carers in offering outstanding care and support. This is at the heart of all that we do.

Richard Hearn

Chief Executive Officer

Opposite page (L-R): Resthaven Bellevue Heights Independent Retirement Living Unit residents, Mr John Richards, Mrs Jenny Backler, Mr Peter Abigail, Mrs Rosemary Ofte, Mr Ken Durnford, and Mrs Jeanette Richards.

Right (from top): Mr Brian Oates, of Resthaven Onkaparinga Community Services respite group; Mrs Alicia McDougal at Ridgway House, Resthaven Community Respite Services; Richard Hearn (CEO) at the 2016 Resthaven Malvern Residents' Christmas Luncheon; Resthaven's Executive Team (L-R), Des Itsines (People and Culture), David Norton (Finance and Corporate Services), Tina Cooper (Residential Services), Sue McKechnie (Community Services), Richard Hearn (CEO) and Wendy Morey (Workforce Development & Governance).





Above: Mrs Shirley Forrester participates in a wellness class at Resthaven Marion Community Services.

Financial Performance

Overview of Financial Position

Resthaven recorded a surplus for the year of \$12,951,366 (compared with \$10,801,393 at 30 June 2016).

At 30 June 2017, net assets/total equity totalled \$250,491,069 (compared with \$239,425,310 the previous year).

Revenue from Services

Annual operating revenues increased by \$12,657,101 (10.1%) to \$138,266,598.

The increase reflects service growth, primarily Port Elliot Residential Services and in-home support.

The additional staff and other resources necessary to support the service growth increased annual operating expenses to \$131,026,377, an increase of \$11,052,451 (9.2%) over the previous year's expenditure.

Statement of Financial Position

Total Assets

Total assets increased by \$35,551,722. Resthaven continues to receive net capital inflows as new residents choose to meet their accommodation expense by way of a lump sum refundable accommodation deposit (RAD).

Resthaven continues to invest to improve the quality and amenity of our residential accommodation and community buildings to ensure that they meet the expectations of current and future customers. The value of these assets increased accordingly.

Total Liabilities

Total liabilities increased by \$24,485,963. The majority of this increase reflects the preference for the lump sum option (Refundable Accommodation Deposit) to meet the cost of accommodation.

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 (ACNC) Act 2012*.

In addition, Resthaven has continued to support the federal 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.

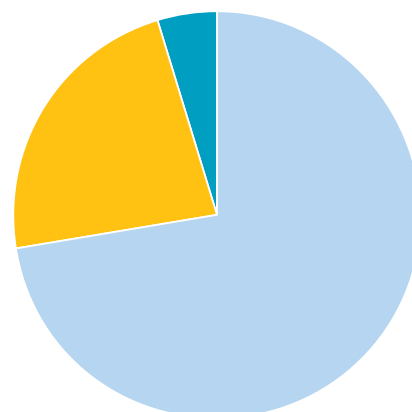
A copy of the Audited Financial Report (including the Auditor's Report) is available for perusal and downloading from the ACNC website.

David Norton
Executive Manager
Finance and Corporate Services

Financial Summary

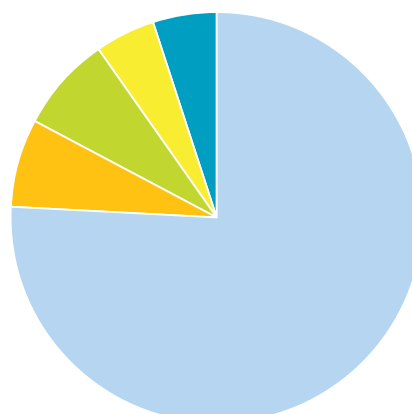
REVENUES

	\$	%
Residential services	101,458,107	70.47%
Community services	35,952,774	24.97%
Other	6,556,862	4.56%
Total Revenue	143,977,743	100%



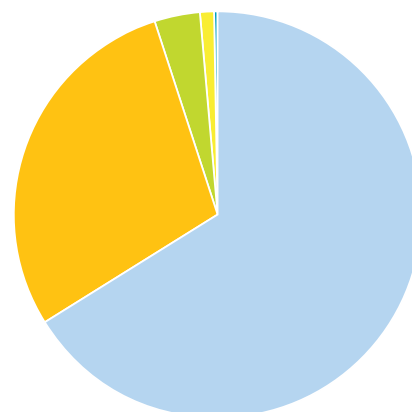
EXPENSES

	\$	%
Employee benefits	98,661,101	75.30%
Hotel services	8,585,300	6.55%
Depreciation	9,440,178	7.21%
Maintenance	6,608,091	5.04%
Other	7,731,707	5.90%
Total Expenses	131,026,377	100%



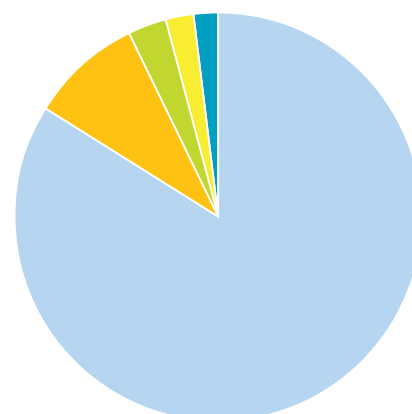
ASSETS

	\$	%
Property, plant and equipment	277,708,430	63.01%
Financial assets	136,632,209	31.00%
Cash and equivalents	20,910,925	4.74%
Trade and other receivables	4,698,363	1.07%
Refundable loans	807,700	0.18%
Total Assets	440,757,627	100%



LIABILITIES

	\$	%
Refundable deposits, bonds, IRLUs	159,609,436	83.89%
Employee benefits	15,584,190	8.19%
Trade and other payables	7,917,851	4.16%
Other liabilities/deferred income	4,880,168	2.56%
Borrowings	2,274,913	1.20%
Total Liabilities	165,780,595	100%



Note: A complete set of the audited Financial Report will be made available upon request.



Residential Services

1,168 residents supported
across **11** aged care homes

Median length of stay in residential care: **1.8** years

1.27m meals served, with a
97.5% satisfaction rate

Age profile

62-107 years

Overall average age **86** years

Retirement Living

135 Residents live independently in retirement living units and apartments

Longest period of retirement living experience

22 years **14** days

Our Community

Above: Mrs Betty Walsh (Resthaven Marion) and Judy Charlton (volunteer).

In 2016–7, Resthaven customers were older, and had higher care needs than in past decades.

Twenty-six customers were aged 100 years or older at 30 June 2017, eleven of whom live in the community.

Residential Services

All Resthaven residential services are fully accredited for five years. The 24 hour presence of a nurse at each Resthaven residential site is a feature of our services. Residential respite is available at all sites.

With continued demand for residential aged care, 100 places are pre-approved for the new Resthaven at Aberfoyle Park (due for completion in 2018).

During the year, the Australian Aged Care Quality Agency (AACQA) made twelve Unannounced Assessment Contacts to our sites. All visits were successful, and confirmed that Resthaven's quality systems maintain the necessary standards. The surveyors also noted the positive feedback received from residents regarding Resthaven.

Residential Places as at 30 June 2017

Resthaven Site	Residential Places	Retirement Living Units/Apartments*
Resthaven Bellevue Heights	99	67
Resthaven Craigmore	93	-
Resthaven Leabrook	108	8
Resthaven Malvern	75	5
Resthaven Marion	159	37
Resthaven Mitcham	107	-
Resthaven Mount Gambier	100	1*
Resthaven Murray Bridge	78	-
Resthaven Paradise	132	10
Resthaven Port Elliot	92	4
Resthaven Westbourne Park	129	-
Total	1,172	132

* Units and apartments may have one, two or three bedrooms.

* Serviced apartment to be converted to residential places in the future

Customer Diversity

10% Speak a language other than English

15% are from a culturally diverse background

Community Services

Resthaven Community Services are accredited by AACQA until 2019. These services include home care packages, nursing, rehabilitation and therapy, and Veterans' support.

Referrals for the Commonwealth Home Support Programme are now received through the MyAgedCare portal. We accepted approximately 300 new referrals per month.

Home Care Packages were deregulated from 27 February, 2017, when Resthaven had 838 funded places.

The focus of our integrated service model is to promote wellbeing, independence and autonomy for people to remain positively engaged with their life, aspirations and social contacts.

Services range from once-only contacts for information and advice, short term rehabilitative and restorative services, and longer term groups or one-to-one support. Peer support groups, information sessions, counselling and advocacy is offered to carers.

Demand for high care for people living at home in the community is increasing.

Agedcare Alternatives Regional Assessment Service

The operation of the Regional Assessment Service (RAS) requires a separation of business functions for Resthaven, which is achieved through Agedcare Alternatives.

The Agedcare Alternatives RAS operates as part of My Aged Care in seven geographical regions of South Australia.

Resthaven's free information service, Agedcare Alternatives, received more than 2,000 contacts in 2016–17. Many enquiries were from people seeking peer support to navigate My Aged Care.

Number of Community Services Clients as at 30 June 2017

Resthaven Community Respite Services	370
Resthaven Limestone Coast Community Services	689
Resthaven Marion Community Services	1,451
Resthaven Murray Bridge, Hills & Fleurieu Community Services	689
Resthaven Northern Community Services	1,477
Resthaven Onkaparinga Community Services	748
Resthaven Paradise & Eastern Community Services	1,579
Resthaven Riverland Community Services	248
Resthaven Western Community Services	520
Auspiced Contracts	500
Total	8,049

Community Services

8,000 clients
supported by

648
Community Services staff

34% male
66% female

8,500
hours of service delivered
to clients each week

435,700 home visits

Overall average
age of clients:

81 years

Average age of Home
Care Package clients:

83 years

2.2 million kilometres
travelled by Community
Services staff

37% live alone

3% clients are from an
Aboriginal or Torres Strait
Islander background

12%
clients with social or
financial disadvantage

32%
born overseas



Corporate Social Responsibility

Engagement

Resthaven supports positive ageing through a broad range of engagement activities, including interacting with community groups, local businesses, schools, libraries, attending expos, careers fairs, events, and participating in community radio interviews.

We partnered with Arthritis SA to offer workplace 'Wellness Education' sessions for staff and volunteers, and 'Take Charge of Pain' sessions for the public.



Scholarships

Resthaven funded university scholarships to encourage the future aged care workforce:

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

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 customers are represented. Active advocacy included:

- Contributing to the development of submissions related to aged care reforms and other topical matters (Elder Abuse, mid-term review of the Living Longer—Living Better reforms, Single Quality Framework and Home Care Standards)
- Participation in the Better Practice Conferences, conducted across Australia by the Australian Aged Care Quality Agency (AACQA)
- Submissions to the senate enquiry into the future of Australia's aged care sector workforce
- Membership of the national peak body, Aged and Community Services Australia (ACSA) and UnitingCare Australia – aged care network
- Meetings throughout the year with state and federal parliamentarians
- Initiating 168 self-generated, positive media articles.

Above: Richard Hearn (CEO) and Wendy Morey (Executive Manager, Workforce Development and Governance), with Flinders University representatives, Prof Daryle Rigney (Dean of Indigenous Strategy and Engagement, right), and Sue Henry (Director Alumni and Development, second from left).

Left: The Resthaven Murray Bridge, Hills & Fleurieu 'Wellness on Wednesdays' group visit the famous Coonalpyn Silos.

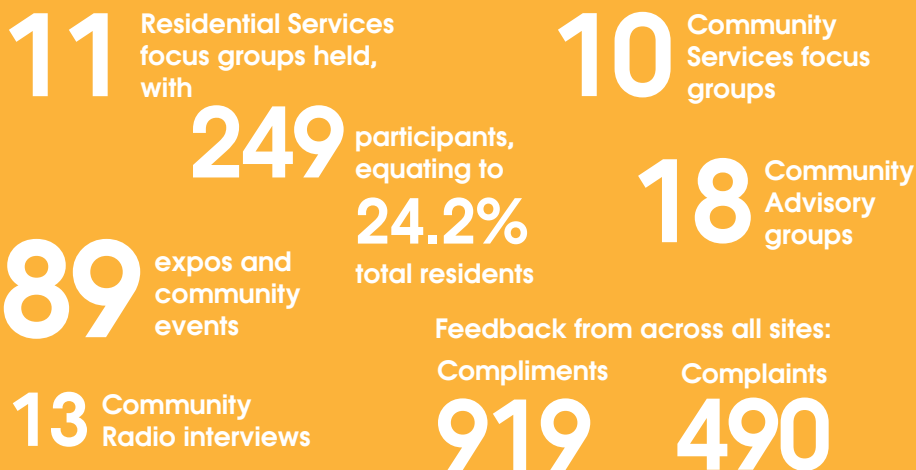
Research

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

- Engaging with researchers from the South Australian Health and Medical Research Institute to develop a wellbeing framework for older Aboriginal people; with 30 people contributing their cultural perspectives
- Partnering with Flinders University and the Torrens Resilience Institute to develop a 'resilience assessment scorecard' for aged care homes in high risk areas. The project, 'Assessment of Disaster Resilience at High Risk Aged Care', will measure preparedness for bushfire, flood and earthquake events
- 'Medication Management' project, in collaboration with Monash University and Alzheimer's Australia via a Dementia Research Grant to review and improve medicine use in aged care homes
- On 20 April, 2017, Resthaven was awarded funding under the joint Commonwealth – State 2015–2017 National Partnership Agreement on Natural Disaster Resilience, for our 'Guide for Emergency Power Generators for Aged Care Facilities' — guidelines for aged care homes to select generators best suited to their needs during disruptive events. The application was influenced by the statewide power blackout in September 2016 and our subsequent consideration of generators at all residential sites.



Community Engagement



Innovation

Aged care reform remains a significant focus for Resthaven into the future. We continue with strategic projects and local initiatives to maintain profile, improve business intelligence and processes, respond to reforms, and deliver services that support older people and their carers in ways that are meaningful to them.

- Introduction of online learning management capability
- Internal research grants supporting many diverse projects, including fitness for older people, and the benefits of social dance
- Business process transformation, to streamline and integrate Resthaven's systems.

Development of the Built Environment

- Redevelopment and extension of Resthaven Northern Community Services, including an 'Intergenerational Mural' feature, opened in November 2016
- 'Turning of the Turf' at Resthaven Murray Bridge and Aberfoyle Park
- Refurbishment of Resthaven Murray Bridge, Hills and Fleurieu Community Services office at Strathalbyn, opened in February 2017
- Installing smart televisions at Resthaven Craigmore and Mount Gambier, with plans to extend to all residential sites in the future
- Major redevelopments ongoing at Resthaven Malvern, Mitcham and Murray Bridge residential sites
- Upgrades at Resthaven Mount Gambier, Craigmore and Westbourne Park residential sites.

Environmental Responsibility

Resthaven is committed to fulfilling environmental responsibilities, and ensuring that all we do complies with or exceeds statutory requirements.

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

Recycling management and waste minimisation strategies are standard at every Resthaven residential, corporate and community services location. All new buildings incorporate environmentally friendly design. Redevelopments and refurbishments aim to improve the environmental impact of existing buildings.

Left: The courtyard gardens at Resthaven Mitcham. A significant redevelopment and refurbishment commenced at the site in July 2016.



Above: Mrs Judy Measday (Resthaven Westbourne Park) with volunteer, Rosemary Boonstoppel.

Working Together

Workforce Development

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

Throughout the year, Resthaven continued to show leadership through presentations, conference and seminar participation and mentoring.

Employee Benefits

Resthaven offers a range of health and wellness benefits and programs. These include:

- Free influenza vaccinations (44.7% uptake)
- Early Intervention Physiotherapy Program (213 referrals)
- Employee Assistance Program (44 new referrals, 90 counselling sessions held)
- 'Quit Smoking' rebate program
- Corporate team membership of fun runs (191 participants)
- Arthritis SA Workplace Wellness sessions.

Recruitment

To meet workforce needs, an extensive recruitment campaign was undertaken for additional Community Services staff. More than 100 new employees were appointed.

Overall staff turnover was 20.2%—which compares favourably with industry benchmarks.

Recognition

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

Volunteer 'Thank You' High Teas were held in May to acknowledge the work of 487 volunteers across 23 locations.

Volunteer hours increased significantly (8.9%) on last year.

At the Staff Appreciation Awards, held in July 2016, 102 employees were eligible to receive awards for ten years of service or more, including one 40 year award recipient.

The '25+ Club' comprises 39 employees with 25 or more years' service.

The work of the Resthaven Palliative Care Nurse Practitioner, Peter Jenkin, and Resthaven's clinical services team, was rewarded with an Aged and Community Services SA&NT 'Employee of the Year' Excellence Award in June 2017.

Chaplaincy

Resthaven's Coordinating Chaplains engage with older people and their families at all residential sites. They conduct ecumenical services, discussion groups, annual memorial services, and assist people to work through grief and loss.

Two new Coordinating Chaplains were welcomed this year:

- Rev Priscilla Hein, supporting Resthaven Bellevue Heights, Malvern and Mitcham; and
- Rev Dr Trevor Whitney, at Resthaven Craigmore.

Volunteer Chaplain's Assistants supported the Chaplaincy program.

Compliance

A full evaluation audit was conducted by ReturnToWorkSA to assess Resthaven's performance as a self-insured employer. Resthaven achieved a five year renewal, which will expire in 2022. Resthaven was determined to be fully compliant with standards, and no non-conformances were identified.

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

Conducting Criminal History checks for all employees and volunteers is mandatory. There were 1,449 checks conducted for both employees (1,185) and volunteers (264) in 2016–17.

Internal audits were conducted across all Resthaven sites, with 131 scheduled audits completed.

With the expiration of the current enterprise agreement in 2016, the Resthaven Aged Care and Community Services Enterprise Agreement 2016 was successfully renegotiated with key unions for a further three years. The new agreement was ratified by Fair Work Australia, expiring 30 June, 2019.

Above right: The staff team from Resthaven Mount Gambier at the 'Blue Lake Fun Run'.

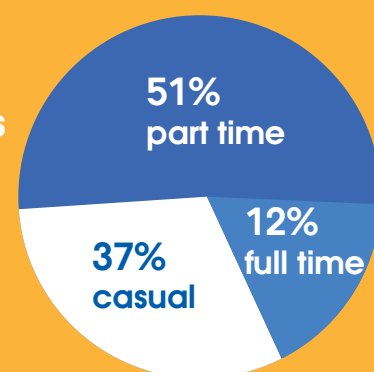


Workforce

2,224 employees

1,340 full time equivalent

27% of employees aged 55 years or over



Diversity

31%

staff born overseas

24%

of staff speak a language other than English

56

languages other than English spoken by staff

Workforce Development

500

new staff attended corporate induction

3,740

education sessions

681

student placements

617

staff development participants

Volunteer Workforce

27,514

hours given by volunteers (↑8.9% on last year)

487

volunteers

126

in community services

361

in residential services

Customers

Residents, Clients and Carers

Volunteers and Staff

Program Managers

Senior Managers

Executive Managers

Chief Executive Officer

Resthaven Board

Residents, Clients and Carers

Customers



Highlights of the Year

Engagement

- Mural creation at Resthaven Northern Community Services in July 2016, in collaboration with local students, artists, and clients
- Intergenerational sculpture by South Australian sculptor, Gerry McMahon, officially unveiled outside Resthaven Head Office, Wayville, in October 2016. This public artwork was commissioned by Resthaven to acknowledge the history of the site (formerly Methodist Ladies College/Annesley College), and to celebrate positive engagement between the generations
- 'Unley Legends' collaboration with the City of Unley launched in June 2017, part of Resthaven's participation in the Unley 'Age Friendly City' strategy
- Ongoing collaboration with the Baan Sudthavas Foundation (BSV) in Thailand, including planning for an 'Active Ageing' conference in Thailand in September 2017
- 'Turn the turf' ceremony held at the future site of Resthaven Aberfoyle Park on 8 March, 2017. Board President, Mark Porter, turned the first sod of the planned \$30m home for 100 older people, that will employ approximately 100 staff.

Recognition

- The Australian Aged Care Quality Agency (AACQA) awarded Resthaven a 2016 'Better Practice' Award for our 'Managing Medication Risk in the Community' Project
- The Resthaven Malvern/Baan Sudthavas Pen Pal Program was a joint winner in the Council on the Ageing 'Every Generation' Awards in October 2016, and it was a finalist in the 5th Asia Pacific Eldercare Innovation Awards 2017
- Resthaven Palliative Care Nurse Practitioner, Peter Jenkin, won the 'Employee of the Year' Award in the Aged and Community Services SA&NT Awards for Excellence in June 2017.

New Initiatives

- Resthaven secured funding for 17 Short Term Restorative Care Places, a new service type to support older people to recover from short-term illness
- A new, co-branded Resthaven/Eureka Group Holdings initiative was launched in April 2017, offering Resthaven services to Eureka residents
- Electronic timekeeping, a quality improvement project, implemented at all residential sites
- 'Fee for service' options through the Lifestyle Choices *Plus* program commenced in residential services
- 'Social Dance' initiative at Resthaven Paradise in May 2017
- 'Dining Excellence' improvement launched in mid-2017, for planned rollout to all residential services in 2018.

Above: Guests at the Resthaven Aberfoyle Park 'turn the turf' ceremony give the 'thumbs up,' including Mark Porter (Board President), Tina Cooper (Executive Manager Residential Services), Suzanne Fuller (Board Member), David Norton (Executive Manager Finance and Corporate Services) and Richard Hearn (CEO).

Opposite page (clockwise from top left): Lee Sando (Board Member), Virginia Matthews (Acting State Director, AACQA), Paula Bennett (Relieving Care Coordinator), and Sue McKechnie (Executive Manager Community Services) with the 'Better Practice' Award; Terry Kirkwood (Manager Residential Services, Resthaven Malvern) and Mrs Noreen Bray (Resthaven Malvern) at the 'Unley Legends' launch at the Capri cinema; Gerry McMahon's children play on the intergenerational sculpture at the launch; Mrs Violet James paints the Resthaven Northern Community Services mural; Wendy Morey (Executive Manager Workforce Development and Governance) with Baan Sudthavas residents in Thailand; Pamela Alde (Manager Residential Services, Resthaven Port Elliot) serves high tea to Mrs Irene Wright, Mrs Hazel Jones, and Mrs Shirley Davey; Mr Hubert Sobey and Mrs Elaine Whitworth enjoy the Resthaven Paradise 'Social Dance' initiative.



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

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

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 Finnis Street, Marion SA 5043
Telephone (08) 8296 4042

Resthaven Murray Bridge, Hills and Fleurieu Community Services

67 Adelaide Road, Murray Bridge SA 5253
88 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

www.resthaven.asn.au

“ I have found the services
to be more flexible and
hence more beneficial
than any other, private
or public... Top marks.
Thanks so much. ”

*Below: Resthaven Leabrook residents
enjoy a stroll along the Semaphore jetty.*

*Back cover (from top): Dawn Levett
and Anwitha Allam (Resthaven Paradise
& Eastern Community Services);
Bob Wharton (volunteer); Mrs Nita
Roebuk (Resthaven Limestone Coast
Community Services); and Mr Derek
Moore (Resthaven Bellevue Heights
Independent Retirement Living Units).*





