



Resthaven
Incorporated



ANNUAL REPORT

2017-2018

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 and wisdom of older people and their carers. Resthaven is one of only 7% of aged care providers in Australia that offer the full range of aged care service options.

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 range from retirement living, basic support to very high care at home, to 24 hours a day, seven days a week, residential aged care and respite at eleven locations. Community respite for carers is available in all service areas.

Below: Anne Gower (Western Community Services Coordinator), Mark Trebilcock (Agedcare Alternatives Coordinator), and Susan Jane Billing (Marion Community Services Coordinator) at the 2017 Disability and Ageing Expo.

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.

Contents

President's Message	3
The Resthaven Board	4
The Year in Review	5
Financial Performance	8
Financial Summary	9
Our Community	10
Corporate Social Responsibility	12
Working Together	14
Highlights of the Year	16
Resthaven Services Directory	18
Location Map	19

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



Front cover (clockwise from top left): Mrs Margaret Davies of the Resthaven Marion garden club with purchases from the local garden centre, ready for winter plantings; Coordinating Chaplain, Rev Sil Hein, with Mrs Lesley Hood at Resthaven Mitcham; Coordinating Chaplain, Rev Dr Bruce Grindlay, at Resthaven Marion; Recruitment Officer, Pary Sharma.



President's Message

The publication of the Annual Report is a time of celebration for any well managed organisation.

Businesses are keen to show their profits and return-on-investments, while not-for-profits are pleased to generate surpluses and manage their cash flows.

As a not-for-profit, Resthaven ticks all the boxes.

This year, its record looks good: a healthy surplus; new facilities built and old refurbished; and prudent cash and resources management.

Sadly, however, no Annual Report will ever capture Resthaven's true spirit – the lived expression of its mission and values.

Board members know this.

And while they take their governance role seriously, the truth is they derive no greater satisfaction from their work than spending time with residents before a monthly Board meeting,

or hearing from staff about the unique initiatives they are pursuing in support of residential and community services.

Indeed, a particularly happy memory for me this year has been those meetings, and the morning tea which I shared with clients at Resthaven Riverland Community Services.

For the successes of the past year, I thank my Board colleagues, the Chief Executive Officer, Richard Hearn, the Executive Managers, the staff, and our many volunteers.

I commend the 2017–18 Annual Report to you.

Mark Porter

President, Resthaven Board

Above: Mrs Valerie Munn of Resthaven Mount Gambier.

Right: Tina Cooper (Executive Manager Residential Services), Mark Porter (Board President) and Terry Kirkwood (Manager Residential Services) cut the celebratory cake to mark the opening of the Resthaven Malvern redevelopment in April 2018.

"Absolutely fantastic organisation who go above and beyond to improve the lives of those in need of care in the most empathetic and respectful manner."

– Google review



Resthaven Board

Board Executive



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



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



TREASURER
Mr Darren Birbeck
(BEc (Acc), FCPA, GAICD)
Board Member since 2016



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

Board Members



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



Prof Renuka Visvanathan
(PhD, FANZSGM, FRACP,
GradCertEd (HigherEd),
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 Geoff Tully (Fellow,
Institute of Chartered
Accountants–FCA)
Board Member since 2012

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

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, risk management,

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

to ensure that the objectives of Resthaven are achieved.

Board membership is by invitation. The Board may co-opt non-Board members to the Board Committees: Property, Nominations and Remunerations, Governance, Finance and Audit.

From the CEO

As Resthaven heads towards our 85th anniversary in 2020, I reflect on our workforce of more than 2,400 workers and 500 volunteers, working with around 10,000 older people across metropolitan Adelaide and regional South Australia, offering compassionate care and respect to sustain quality of life in each person's particular circumstance.

Resthaven's heritage is proudly associated with the Uniting Church. As a not-for-profit, Resthaven has an association with the majority of Australian aged care services, as their origins link to community groups and churches that recognised a need and responded over many years. We share a long term commitment in stepping up to future needs as the population ages.

I encourage a future aged care system that continues to ensure the role of not-for-profit and community services are a key part of the choices that are offered in various communities in Australia.

The past year has seen many highlights, including multiple award wins, considerable expansion in community services, completion of the major redevelopment at Resthaven Malvern, and the development of our 12th residential aged care home at Aberfoyle Park, set to open in July 2018.

A significant building program, financed by Resthaven to the tune of \$52.8m, continues the Resthaven Board's commitment to offer high quality single room accommodation to all residents and maintain facilities at the level expected today.

This comes despite an external operating environment of political uncertainty, negative media and multiple government reviews.



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

Advocacy and Aged Care Reforms

Increasing demand continues to influence the ongoing aged care reform program to give more choice and control to individuals who are eligible for a government funded service.

The emphasis is on maintaining an active, independent lifestyle as they age, and, if they have some reduced capacities, that they seek support to assist them in enhancing their quality of life.

For this, Australia needs a sustainable, flexible, quality aged care system that meets the needs of the ageing population, particularly those with very limited means to contribute to the cost of their care. Important changes are required to support those who have contributed so much to our community and families, and some of whom now need support.

The Federal Government has continued an important, bipartisan aged care reform process, giving welcomed control, choice and a greater emphasis to services that support older people to remain living at home.

The reforms are underpinned by aged care services being more market focused and the assumed benefits of open competition.

I have concerns as to how a deregulated residential aged care system will cater for individuals at their most vulnerable period of their life.

Many thousands of older people cannot obtain the support they have been assessed for because there are not enough available high level home care packages.

I advocate for greater commitment and priority to ensuring that, in embedding the deregulation of Home Care Packages, there is enough supply to ensure that individuals assessed by government as needing high care package support are able to access it, when and where needed.

Specific strategies are needed to address the additional challenges in regional, rural and remote areas, which include service models that ensure there are aged care providers in these areas.

The current shortage of Home Care Packages also impacts on the Commonwealth Home Support Program that offers short term or low level services, that enable individuals to remain independent for longer.

I do not support residential deregulation being advanced while home care deregulation is yet to be effectively completed and evaluated, and deemed successfully operating, nor while government systems critical to such a market approach are not effectively working.

Unannounced triennial re-accreditation audits, introduced in response to the Carnell/Paterson Government review, will commence from 1 July 2018. Australian residential aged care homes will no longer be given notice of the date of their major re-accreditation audit.

Numerous other significant recommendations arose from government reviews of quality and aged care over the past year. These relate to the next steps for aged care reforms, the quality of services, and how government regulates service in aged care. Ideally, they should be considered as a total package, giving focus to the overall risk of reducing flexibility and increasing external reporting and controls, and the related volumes of information linked to such processes.

The anticipated move to a single set of quality standards requires significant adjustment for services in both residential aged care homes and in-home care. It is timely that there has been a review of the original standards, which are now 20 years old.

I support the announcement of an Aged Care Quality and Safety Commission and the establishment of the Serious Incident Response Scheme (SIRS). Genuinely reviewing incidents, and identifying and assessing how such incidents can be mitigated in the future, shows continuous quality improvement. The challenge will be additional reporting and an administrative burden.



A quality workforce remains the critical ingredient, due to the projected increase in demand for aged care services, with unique needs in regional, rural and remote areas. More flexible ways of ensuring that we maximise opportunities for those wishing and able to work in aged care are required. Quality staff will continue to be the major focus, and cost, in meeting the demand for residential aged care.

What is a constant throughout the history of Resthaven is our work with individuals who find that their quality of life requires some support. I value the genuine efforts of staff and volunteers in these relationships and endeavours – both those directly involved with Resthaven customers, or indirectly through various important roles.

Board Matters

On 1 January 2018, Darren Birbeck commenced as Treasurer. Darren has been a member of the Resthaven Board since June 2016. His appointment follows the retirement of long-standing Treasurer, Geoff Tully, who continues as a Board Member.



Above (from top): Mr Tom Hogan of Resthaven Murray Bridge plays guitar with his grandson, Sebastian; Resthaven Riverland Community Services client, Mr Eddie Herbst, out and about on the Paddlesteamer 'Industry'.

Below: The Hon Ken Wyatt MP, Minister for Ageing, joins an exercise class at Resthaven Leabrook, along with Senator Anne Ruston, and State Minister for Health, Stephen Wade.



Congratulations to Resthaven Board President, Mark Porter, on receiving a Community Civic Award from the City of Onkaparinga. This award acknowledges his significant service to the community whilst Headmaster of Woodcroft College.

Mark retired from this important role in early 2018, but fortunately continues his role as President of the Resthaven Board.

Resthaven Board Members worked effectively and tirelessly over the year, and the Board Committees of Property, Nominations and Remuneration, Governance, and Finance and Audit, offered important contributions and oversight for the Board, and to the overall governance framework. We thank all committee members for their contributions.

Resthaven is fortunate to have a talented, skilled and dedicated board to give oversight of the organisation, and an equally committed senior management team. I am grateful to them all for their time and commitment to Resthaven.

Into the Future

Resthaven's heritage is characterised by our deep respect for individuals as they age. They deserve to have opportunity and choice to access support when and where needed.

Resthaven will continue to fulfill its purpose of working with each unique individual, acknowledging their families, government, our staff and volunteers. Resthaven is here for the long term, undertaking this good and important work.

Richard Hearn

Chief Executive Officer

Right (from top): Mrs Hazel Jones, Pip Robertson (local cafe owner), and Mrs Ann Leigh prepare veggies for the Resthaven Port Elliot 'Chop n Chat' group; Vicky Kaur (Resthaven Marion Community Services Continence Nurse) and Simi Kaur (Resthaven Bellevue Heights cook) wearing their Punjabi suits on Harmony Day 2018; Mia Brooks (Manager Residential Services, Resthaven Aberfoyle Park) and Emmet O'Donovan (Manager Building and Property Services) look at plans for the new Resthaven home at Aberfoyle Park.



"Thank you for the dedication and joy you put into caring for clients while they are at respite care every week. It is comforting to know that the life of an elderly person is valued and enriched by attending your care."

- Family of a Community Respite Services client





Financial Performance

Overview of Financial Position

Resthaven recorded a surplus for the year of \$9.18m (compared with \$12.95m for the year ended 30 June 2017).

At 30 June 2018, net assets/total equity totalled \$258.07m (compared with \$250.49m the previous year).

Revenue from Services

Annual operating revenues increased by \$4.17m (3.02%) to \$142.44m.

The increase is the net impact of constraints to the Aged Care Funding Instrument (ACFI) income, as the government withheld indexation and introduced other measures to reduce its ACFI outlays, offset by growth in community based services.

The additional staff and other resources necessary to support the service growth increased annual operating expenses to \$138.94m, an increase of 6.0% over the previous year's expenditure.

Statement of Financial Position

Total Assets

Total assets increased by \$36.58m. 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's commitment to growth and improving the quality and amenity of our residential accommodation and community buildings is evident in the 2017-18 capital expenditure program, which saw \$52.8m invested in these activities. The more significant projects include a new residential aged care home at Aberfoyle Park and major redevelopments of existing homes at Malvern, Mitcham, Murray Bridge and Westbourne Park. The investment also includes \$1.56 m to equip each residential aged care home with a generator, to ensure continuity of electricity.

Total Liabilities

Total liabilities increased by \$29 m. The majority of this increase reflects a 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.

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

David Norton

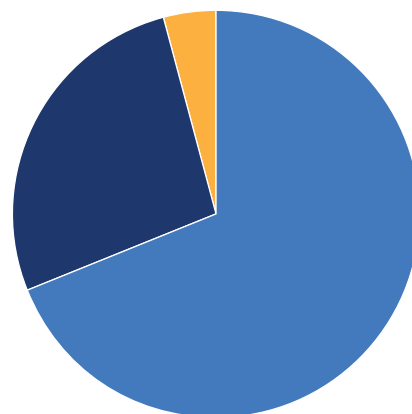
*Executive Manager
Finance and Corporate Services*

Above: Brian Hoskin (volunteer) with Resthaven Bellevue Heights resident, Mrs Joan Ryan.

Financial Summary

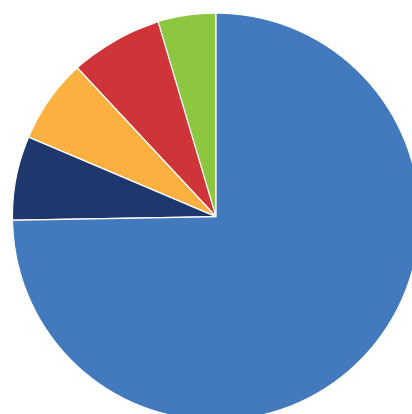
REVENUES

	\$	%
Residential services	102,036,993	68.90%
Community services	40,021,710	27.01%
Other	6,069,792	4.09%
Total Revenue	148,128,495	100.00%



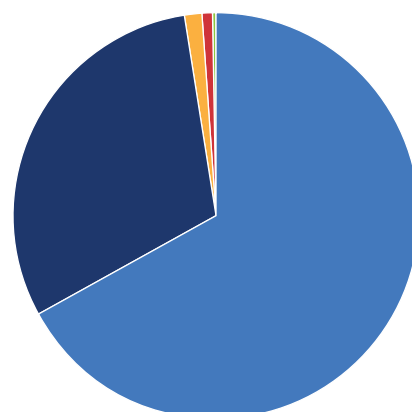
EXPENSES

	\$	%
Employee benefits	103,991,012	74.85%
Depreciation	9,287,874	6.68%
Hotel services	9,214,891	6.63%
Other	9,054,186	6.51%
Maintenance	7,396,226	5.33%
Total Expenses	138,944,189	100.00%



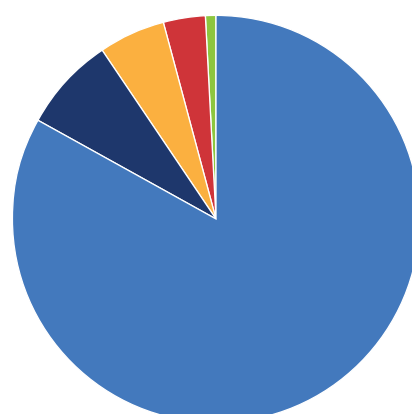
ASSETS

	\$	%
Property, plant and equipment	320,152,176	67.07%
Financial assets	145,851,029	30.55%
Cash and equivalents	6,270,848	1.31%
Trade and other receivables	4,527,879	0.95%
Refundable loans	543,500	0.11%
Total Assets	477,345,432	100.00%



LIABILITIES

	\$	%
Refundable deposits, bonds, IRLUs	182,490,444	83.22%
Employee benefits	16,348,352	7.46%
Trade and other payables	11,848,427	5.40%
Other liabilities/deferred income	6,930,715	3.16%
Borrowings	1,656,462	0.76%
Total Liabilities	219,274,400	100.00%



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

Our Community

In 2017-18, Resthaven customers were older, and had higher care needs than in past decades.

Of particular note are the 36 residents or clients aged 100 years or older at 30 June 2018, 17 of whom live in the community.

Residential Services

Resthaven has eleven residential aged care homes in regional and metropolitan South Australia, providing services to more than 1,150 older people.

Resthaven's twelfth residential service at Aberfoyle Park was completed in June 2018, with operations to commence on 16 July 2018. Planned respite is available at all sites. Each home has a nurse in attendance 24 hours a day.

All Resthaven residential services are fully accredited with the Australian Aged Care Quality Agency. During the course of the financial year, the Australian Aged Care Quality Agency (AACQA) made eleven Unannounced Assessment Contact visits to our sites. All visits were successful. This confirms the high standard of Resthaven's quality of care and services.

Significant redevelopments and improvements to both amenities and buildings were undertaken at several locations.

New Initiatives

- Lifestyle Choices *Plus* fee for service Companion Service program was launched for residential sites, supporting residents to visit offsite locations in the company of appropriately skilled Resthaven staff
- 'Dining Excellence' rolled out to all residential services locations
- Exercise programs at several Resthaven homes
- Resthaven Port Elliot participated in a pilot of the Aged Care Quality Draft Standards and Guidance documents.

Resident statistics

A total of **1,168** residents were supported across **11** aged care homes

Median length of stay in residential care:
3 years 3 months

Age profile: **62–103** years

Average age: **87** years

11% from Culturally and Linguistically Diverse (CALD) backgrounds

0.6% identify as Aboriginal or Torres Strait Islander (ATSI)

4% of residents speak a language other than English

439 people stayed for a total of **6,935** days in residential respite accommodation, with one serviced apartment at Mount Gambier

Retirement living resident statistics

140 residents live independently in retirement living units and apartments at **six** locations.

Client statistics

Approximately **2,500** people attended centre-based wellness, reablement and restorative services

Average age of clients is **81** years (**83** years for those receiving in-home support)

15% from Culturally and Linguistically Diverse (CALD) backgrounds

9% speak a language other than English

1.4% identify as Aboriginal or Torres Strait Islander (ATSI)

14% have social and/or financial disadvantage

42% live alone

14% of Home Care Package recipients have severe dementia

800 people receiving Resthaven community services live in retirement villages operated by other providers

Number of Resthaven Residential Places as at 30 June 2018

Resthaven Site	Residential Places*	Retirement Living**
Bellevue Heights	99	67
Craigmore	93	0
Leabrook	108	8
Malvern	75	5
Marion	159	37
Mitcham	107	0
Mount Gambier	100	1
Murray Bridge	78	0
Paradise	132	10
Port Elliot	92	4
Westbourne Park	129	0
Total	1,172	132

*Approved residential aged care places **Number of units or apartments

Community Services

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

We have improved the use of respite for carers, and continued an emphasis on direct services for carers, inviting them to peer support groups, information sessions, counselling and advocacy.

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

Resthaven has proven to be a provider of choice after the major reform to deregulate Home Care Packages from February 2017. The number of Home Care Packages increased by 20% in 12 months to 30 June 2018. A total of 1,447 people accessed a Home Care Package.

Our integrated service model, which ensures services focus on consumers and their expectations, promotes wellbeing, independence and autonomy for people to remain positively engaged with their life, aspirations and social contacts. The Commonwealth Home Support Program was reviewed to put additional emphasis on wellness and reablement. Vision support and short term restorative care packages were introduced.

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 increased.

A regional network of providers engaged in supporting people at risk of homelessness was established in the Limestone Coast.

2017-2018 Community statistics

8,857 Community Services clients

Approximately **9,700** hours of direct service are delivered each week

500,760 home visits

2.4m km travelled by staff

Take up of HCP levels 3 and 4 increased by **10%**

748 Community Services employees

51 volunteers contributed **2,230** hours of direct client support; **56** as Community Advisory Groups members

400 hours/month of respite purchased by people with a Home Care Package with another service provider

A total of **1,447** people accessed a Home Care Package

102 people at risk of homelessness were supported

***Above Right:** Mr Arthur North (100), who is supported to live independently in his own home via Resthaven Western Community Services.*



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 1,530 contacts in 2017-18. Many enquiries were from people seeking peer support to navigate My Aged Care.

Resthaven Community Services clients to 30 June 2018

Resthaven Community Respite Services	312
Resthaven Limestone Coast Community Services	521
Resthaven Marion Community Services	1,503
Resthaven Murray Bridge, Hills & Fleurieu Community Services	907
Resthaven Northern Community Services	1,647
Resthaven Onkaparinga Community Services	958
Resthaven Paradise & Eastern Community Services	1,813
Resthaven Riverland Community Services	222
Resthaven Western Community Services	724
Auspiced Contracts	250
Total	8,857

Corporate Social Responsibility

Engagement

Resthaven supports positive ageing through a broad range of engagements. There were 42 interactions with community groups, local businesses, schools, libraries, expos, careers fairs, and church groups.

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.

Grants Program

In recognition of the 40th Anniversary of the Uniting Church in Australia in 2017, Resthaven donated funds of \$250,000 for the '40th Anniversary Ageing and Wellness grants' initiative.

In total, 35 small grants were funded to provide and facilitate improved outcomes for older individuals and to engage with local communities, encourage active ageing and positive images, and acknowledge older individuals and their unique contributions to the South Australian community.

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 older people are represented. Active advocacy included:

- Contributing to the development of submissions related to aged care reforms and other topical matters
- 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
- 251 positive media articles, exemplifying corporate leadership and engaging with the public. Social media supported this.

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:

- Resthaven and the South Australian Health and Medical Research Institute finalised a wellbeing framework for older Aboriginal people, titled 'What Keeps you Strong', allowing us to refine our ongoing engagement.
- A Resthaven and the Australian Research Council funded research project, 'The Rise of the Consumer: Engagement of Older People with Consumer Directed Care' was completed with the final report, 'Consumer Directed Care: The Expectations and Experiences of People Aged 50 Years and Over in Australia,' in June 2018



Below: Ian Potter (Home Support Worker, Limestone Coast Community Services) and client, Trevor, enjoy a fishing excursion.

Bottom: Terry Kirkwood (Manager Residential Services, Resthaven Malvern), Deb Signorelli (Care Coordinator, Resthaven Malvern) and Rev Elwyn Penna (Resthaven Malvern resident) at the Local Government Association Awards, in which the City of Unley was a finalist for 'Unley Legends,' a collaborative project with Resthaven.





- 'Pathways to potentially preventable hospitalisations among residents of aged care services (Project PREVENT)', continued the 'Medication Management' project, in collaboration with Monash University, to review and improve medicine use in aged care homes
- 'Developing a Healthy Workplace at Resthaven Inc' with WiSER, Flinders University, and the Australian Industrial Transformation Institute
- 'Evaluation of the Palliative Care Nurse Practitioner Role' with the University of Western Sydney
- Research into 'Homelessness risk for older women' with the University of South Australia
- Development of a Diversity Action Plan
- Community Respite Services partnering with Flinders University to lead a pilot of the World Health Organisation strategy to support carers of people who live with dementia.

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.

Internal research grants supported many diverse projects, including fitness for older people, the benefits of social dance, and translation enabled headphones.

Business process transformation, to streamline and integrate Resthaven's systems, is underway through Project Ignite.

The 'Palliative Care in the Community' project identified areas for improvement.

Building Development

Many building projects continued apace across Resthaven. Our 'significant refurbishment' strategy ultimately aims to offer all residents single room accommodation with private ensuite.

- Completion of the significant refurbishment at Resthaven Mount Gambier in August 2017
- Completion of the major redevelopment of Resthaven Malvern in November 2017, with an official opening held in April 2018
- Completion of the major redevelopment of Resthaven Mitcham in June 2018, with an official opening planned for September 2018
- Completion of Resthaven Aberfoyle Park June 2018, with an Open Day planned for 12 July, and official opening in October.
- Commencement of upgrades at Resthaven Westbourne Park in May 2017, due for completion early 2019
- Upgrades at Resthaven Paradise from November 2017 to June 2018

- Ongoing works at Resthaven Murray Bridge, involving a major redevelopment and expansion, due for completion in early 2019
- Commencement of a new building to house Resthaven Murray Bridge, Hills and Fleurieu Community Services staff, adjacent to Resthaven Murray Bridge, due to open in November 2018
- Installation of generators at all residential sites and at Head Office in late 2017/early 2018, to ensure business continuity in the event of unexpected power failures.

Environmental Responsibility

Resthaven is committed to fulfilling environmental responsibilities, and complying with, or exceeding statutory requirements.

Environmentally friendly practices include 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.

Top: Mr Kevin Kenny and Mr Neville Lockwood on the computers in the internet cafe at Resthaven Mount Gambier.



Working Together

Workforce Development

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

Throughout the year, Resthaven continued to offer a range of employee development initiatives, including mentoring and leadership capability development programs.



Employee Benefits

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

- Free influenza vaccinations (61% uptake)
- Early Intervention Physiotherapy Program (230 referrals)
- Employee Assistance Program (35 new referrals, 87 counselling sessions)
- 'Quit Smoking' rebate program
- Corporate team membership of fun runs (184 participants).

Recruitment

To meet workforce needs, an extensive recruitment campaign was undertaken for additional Community Services staff. More than 570 new employees were appointed.

Overall staff turnover was 20% – which compares favourably with industry benchmarks.

Recognition

Each year, Resthaven recognises the ongoing commitment and dedication of employees and volunteers with appreciation awards. Volunteer 'Thank You' High Teas were held in May 2018, to acknowledge the work of 487 volunteers across Resthaven.

Resthaven celebrates the work of volunteers, the increased diversity they bring, and the enhanced individual focus and meaningful connections they share with customers.

At the Staff Appreciation Awards, held in July 2017, 108 employees were eligible to receive awards for 10 years of service or more, including two 35 year award recipients.

The biennial 'Movie Day' was held in May 2018, to thank staff and volunteers for all that they do.

Top: Resthaven Mount Gambier volunteers, Gill Skinner and Jenny Dow, at the 2018 'Thank You' High Tea, themed 'Hats off to volunteers!'

Left: Dawn Levett (Therapy Assistant, Resthaven Paradise & Eastern Community Services) and Mrs Anne Moore of the Resthaven Bellevue Heights independent retirement living units.

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. Volunteer Chaplain's Assistants supported the Chaplaincy program.

Diversity

Resthaven's workforce comprises **33%** of employees born overseas, from **76** countries.

622 employees speak at least one non-English language

63 languages other than English spoken by staff

Employees

592 new employees attended corporate induction

542 student placements

2,337 total employees
1,387 full time equivalent

Volunteers

487 volunteers contributed a total of **26,986** hours

424 in residential services
43 in community services
8 in head office
12 on Board/Committees

"I am astounded by the love, care and professionalism surrounding this first class aged care facility. It is an honour to be part of what must be the best home in SA. Thank you, I always love being here."

– Resident

Compliance

A full evaluation audit was conducted by ReturnToWorkSA in 2017 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 and the Australian Charities and Not-for-Profits Commission.

Conducting Criminal History checks for all employees and volunteers is mandatory. There were checks conducted for both employees (1,606) and volunteers (232) in 2017–18.

Internal audits were conducted across all Resthaven sites, with 101 scheduled audits completed.

Right: Mrs Fenella White of Resthaven Paradise has her hand painted by Indigenous artist, Kristen Forbes, during NAIDOC Week 2018.

Below: Mr and Mrs Malcolm and Janice Burgess. Staff from Resthaven Murray Bridge, Hills & Fleurieu Community Services worked together with the residential team at Resthaven Murray Bridge to support the Burgess' to remain living independently in their own home, supplemented with periods of respite in residential care. The support provided by Resthaven subsequently earned us finalist status in the HESTA Aged Care Awards for 'Team Innovation' (see page 17).

Feedback

1,083 compliments
(17% increase from 2016-17)

442 complaints
(9% decrease from 2016-17)

86% of complaints resolved within 14 days; of these, 40% resolved on day raised

11 residential focus groups held, attended by 150 residents and 72 representatives

10 community services focus groups held, attended by 75 participants

18 community advisory group meetings held, attended by 75 participants



Highlights of the Year

Community Engagement

- Consumer experience research involving more than 400 individuals
- Attendance at 42 engagement events, expos, festivals and fairs
- Hosted a Minister's 'listening post' for Minister for Ageing, The Hon Ken Wyatt AM MP, and Nicolle Flint MP, Member for Boothby, at Resthaven Bellevue Heights in September 2017
- Hosted a Primary Health Network General Practitioner Education Session in March 2018
- Major sponsor for 'Parkinson's in the Park' event in April 2018
- Hosted a national media announcement at Resthaven Leabrook in April 2018 by The Hon Ken Wyatt AM MP, Senator Anne Ruston and state Minister for Health Stephen Wade, regarding the aged care reforms
- Hosted meetings of the SA Innovation Hub
- 16 radio interviews on community radio stations

Community Partnerships

- Collaboration with the City of Unley to produce the 'Unley Legends II' positive ageing film, following on from 'Unley Legends' in 2017, which was a finalist in the Local Government Professionals Australia 17th Annual Leadership Excellence Awards
- Collaboration with Meaningful Ageing Australia for a workshop at Resthaven Mount Gambier on contemporary spiritual care
- Filming at Resthaven Marion for Channel Ten's 'Australia By Design – Landscapes' program
- Filming at Resthaven Malvern in conjunction with Palliative Care Australia, featuring Resthaven Palliative Care Nurse Practitioner, Peter Jenkin.

Right: Sue Springbett (Manager, ACFI), Lynn Openshaw (Manager Service Development) and Melanie Howard (Senior Manager Community Services) participate in an 'Interactive Lounge' talkback radio show with Alan Hickey on Fiveaa.

Bottom: Rev Dr Bruce Grindlay (Coordinating Chaplain), Tina Cooper (Executive Manager Residential Services), Philomena Mitolo (AACQA), Ben Sarre (Deputy Board President), and Anthea Tyler (Manager Residential Services) at the Better Practice Award presentation at Resthaven Marion.

Media Engagement

12 advocacy-focused opinion pieces by the CEO in The Advertiser 'Boomer' liftout

251 positive media appearances, of which **168** were self-generated

Social media followers:
Twitter **951**
Facebook **1,093**
LinkedIn **1,045**

18 new or updated YouTube films





Award Wins

- Winner, Australian Aged Care Quality Agency (AACQA) Better Practice National Innovation and Excellence in Aged Care Award, for Resthaven's Wellness and Reablement in Home Care model
- Winner, Australian Aged Care Quality Agency (AACQA) Better Practice Commendation Award, for Resthaven Marion 'Spirituality in the Garden' program
- Winner, Resthaven Nurse Practitioner Peter Jenkin, Excellence in Palliative Care in an Aged Care Setting Award, National Palliative Care Australia Awards
- Finalist, HESTA Aged Care Awards 'Team Innovation' Award for Resthaven Murray Bridge and Resthaven Murray Bridge, Hills & Fleurieu Community Services collaboration to support a client and their carer in the Rural City of Murray Bridge.

International Relations

- Visit from a group of medical doctors and architects involved in establishing the Ramathibodi Hospital and Elderly Care and Hospice Centre in Thailand, to see first-hand how a modern Australian residential home operates
- Co-hosted the 'Learning from our Friends' seminar in Bangkok in September 2017, as part of an ongoing collaborative relationship with the Baan Sudthavas Foundation in Thailand
- Presented to the 'Asia Opportunities in Ageing Well' seminar hosted by the City of Charles Sturt.

Above: Andrea Coote (Chair, AACQA), Richard Hearn (CEO), Sue McKechnie (Executive Manager Community Services), Lynn Openshaw (Manager Service Development) and Nick Ryan (CEO, AACQA) celebrate Resthaven's 2017 Better Practice Award for the 'Wellness and Reablement in Home Care' program.

Right: Richard Hearn (CEO), thanks conference attendees, including local school children, and Baan Sudthavas and Resthaven staff, at the 'Learning from our Friends' conference in Thailand, September 2017.



Resthaven Services Directory

Head Office

PO Box 327, Unley SA 5061

6 Bartley Crescent
Wayville SA 5034

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

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

Email retirement@resthaven.asn.au

Further Information

For more information about Resthaven's range of aged care services, telephone 8373 0211, or visit:

www.resthaven.asn.au
www.myagedcare.gov.au

Agedcare Alternatives

Free aged care information service

1/445 Fullarton Road,
Highgate SA 5063

Telephone (08) 8271 3888

Email info@agedcarealternatives.net.au

www.agedcarealternatives.net.au



Find us on Facebook:
www.facebook.com/resthaven.sa



Follow us on Twitter:
[www.twitter.com/#!/Resthaven_SA](https://twitter.com/#!/Resthaven_SA)



Watch us on YouTube:
www.youtube.com/user/ResthavenInc

Community Services

Resthaven Community

Respite Services

31/12 Township Road, Marion SA 5043

6-8 Township Road, Marion SA 5043
36 Sussex Tce, Westbourne Park SA 5041
Truro Avenue, Kingswood SA 5062
Telephone (08) 8198 2060

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
15b James Street, Mount Gambier 5290
Telephone (08) 8762 4389

Resthaven Marion Community Services

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

Resthaven Murray Bridge, Hills & Flourieu Community Services

37 Swanport 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) 8307 3700

Resthaven Paradise & Eastern Community Services

61 Silkes Road, Paradise SA 5075
111 Hampstead Rd, Manningham SA 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

Email community@resthaven.asn.au
Phone 1300 13 66 33

Residential Services

Resthaven Aberfoyle Park

100 Hub Drive, Aberfoyle Park SA 5159
Telephone (08) 8115 1600

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) 8198 2000

Resthaven Mitcham

17 Hill Street, Kingswood SA 5062
Telephone (08) 8378 8999

Resthaven Mount Gambier

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

Resthaven Murray Bridge

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

Resthaven Paradise

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

Resthaven Port Elliot

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

Resthaven Westbourne Park

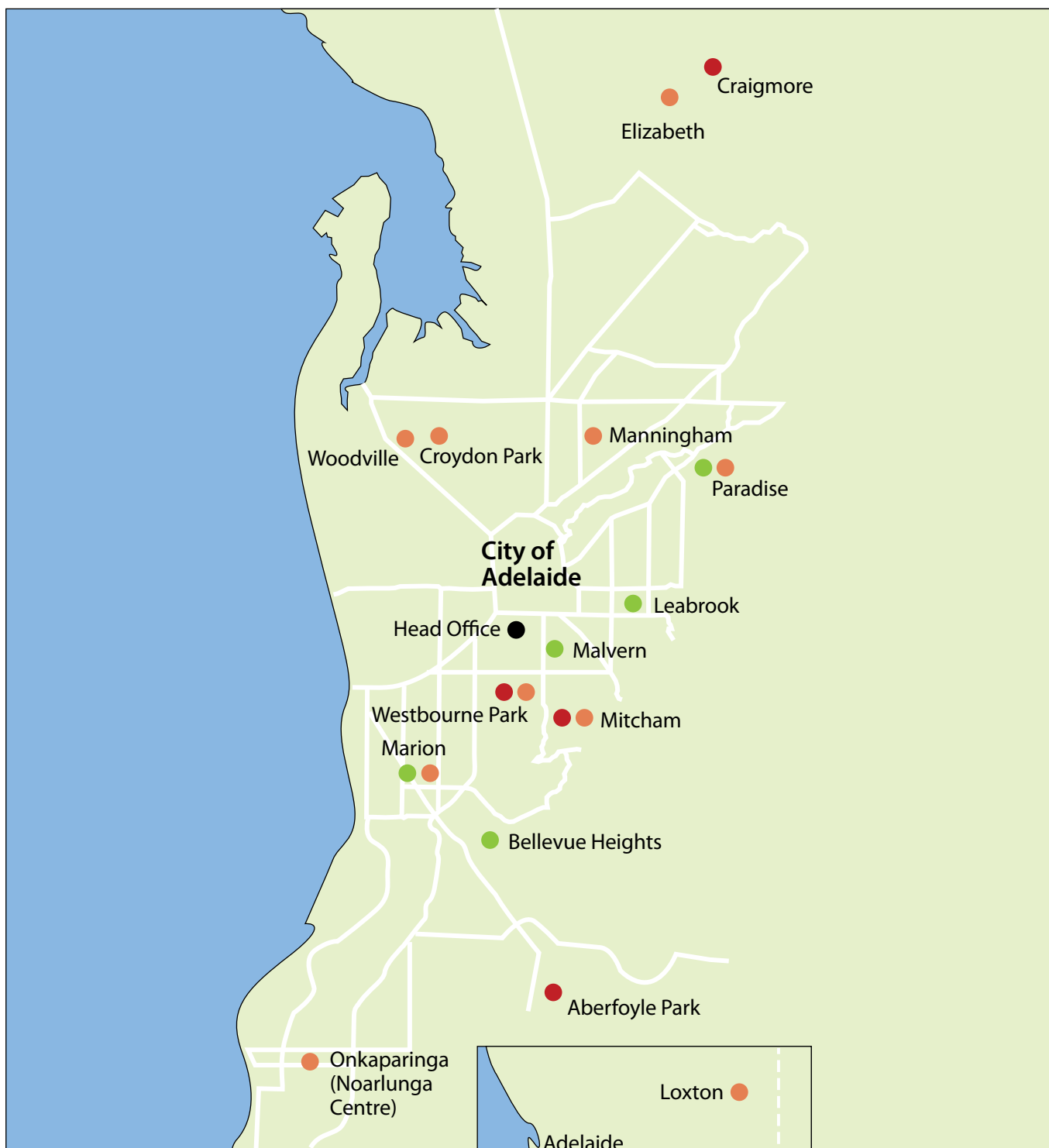
30 Sussex Tce, Westbourne Park SA 5041
Telephone (08) 8271 3300

For all residential accommodation enquiries, email:

accommodation@resthaven.asn.au
or phone **(08) 8373 9113**.

Visit our website:

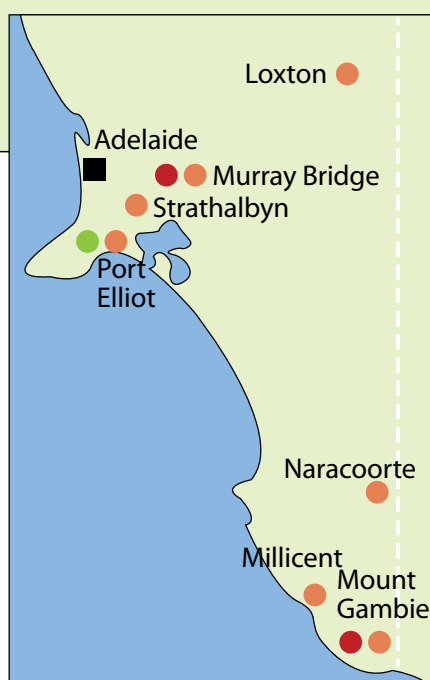
www.resthaven.asn.au



"Mum was in Resthaven's care for two and a half years, and we never doubted the professionalism and care given by all staff. The Resthaven experience has, and will remain, a big positive part of our lives."

- Family of a resident

Back cover (clockwise from top left): Resthaven Community Respite Services clients visit the D'Arenberg Cube; Mrs Yvonne Clancy of Resthaven Craigmore; Mr and Mrs Audrey and Rob Cocks enjoy a bus trip with Resthaven Marion Community Services; Mrs Ros Foster of the 'Squeaky Joints' group at Resthaven Murray Bridge, Hills & Fleurieu Community Services; Mr Kevin Stewart of Resthaven Mitcham; Mr Tom Grindlay with Toni Drowley (Home Support Worker, Resthaven Northern Community Services).



Resthaven service locations:

- Residential services
- Residential services and retirement living
- Community services

