

Resthaven Review

Volume 27

Issue 3

Spring 2018



Residential Services

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

Community Services

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

From the Editor...

Hello readers,

Spring is here, and we have much to celebrate—including Resthaven's double award win (see right). Congratulations!

In gearing up for spring, community services clients enjoyed a range of interesting outings, such as a fun-filled bus trip to the Barossa (page 15), and a cruise on the paddle steamer, *PS Industry* (page 20).

The continued demand for community services has led to expansion at Limestone Coast (page 17) and Onkaparinga (page 18), along with a new site gym at Northern (page 17). It's all happening, that's for sure!

In residential services, a highlight is our newest residential home at Aberfoyle Park, which opened in July (page 21). We are looking forward to supporting and connecting with this new community.

The theme of community connections ties in with several other stories from across residential services in this edition. Read all about a renewed bible study group on page 23, a quilt donation on page 28, and a soup kitchen on page 30.

As always, we also celebrate milestone birthdays, with centenarian profiles on pages 16, 19, 24, 27 and 31. That's 500 years of wisdom!

Enjoy spring, and this bumper edition of the 'Resthaven Review'!

Resthaven Public Relations Team

From the CEO...

Double Award Win!

On Friday 27 July, Resthaven was named **Aged Care Provider of the Year for South Australia** at the 2018 Aged & Community Services Australia (ACSA) SA & NT Aged Care Awards.

This win means we progress as a finalist to the National ACSA Awards in September, to be announced on 5 September 2018.

On Thursday 23 August, Resthaven was honoured to be awarded the 2018 **Better Practice Commendation Award for the project, 'Restoring Older People's Lives'**, at the Australian Aged Care Quality Agency's (Quality Agency) Better Practice Awards reception in Sydney.

Restorative Care Packages enable people to access rehabilitation and wellness support to help them retain independence. Resthaven Marion Community Services offer this program.

Better Practice Awards are presented each year for projects, initiatives or programs that act as exemplars for other aged care service providers to assist and to encourage improvement to care and services. The Better Practice Awards recognise and disseminate better practice and innovation across the broad spectrum of aged care services.

I am really pleased with these awards, in that they give recognition to the great and sustained efforts of Resthaven staff and volunteers in their care and genuine relationships with you—the individuals who invite us to work with you in supporting your quality of life.

Also pleasing is the importance placed on supporting individuals to remain as independent and active as possible, despite the health challenges that many people live with.

Continued opposite page...

From the CEO...

New Political Landscape

Australia has a new Prime Minister, Mr Scott Morrison MP. I was pleased to see that the current Minister for Ageing, Hon Ken Wyatt AM MP, retained his portfolio in the recent cabinet reshuffle that subsequently occurred.

Mr Wyatt's recent interactions with Resthaven include:

- A visit to Resthaven Bellevue Heights, together with local member, Nicole Flint MP, to host a 'round table' session with independent retirement living residents
- A door stop media announcement at Resthaven Leabrook related to changes to aged care quality and legislation, before making time to meet with residents and participating in a fitness class, joined by State Minister Stephen Wade and Senator Anne Ruston
- A meeting at Strathalbyn hosted by Rebekha Sharkie MP, where I was able to meet with the minister along with other Aged and Community services members
- Meeting with other aged care peak bodies in Parliament House in Canberra at an open question and answer session for all members who could attend (also included in this event was the ALP Shadow Minister, Julie Collins MP).

I will continue to advocate on behalf of older people with our government representatives and other Members of Parliament.

Industry Update

In June, as Chairman of the UnitingCare Australia National Aged Care Network, I visited Kununurra, in Australia's far north-west, with other network representatives.

There is no doubt about the importance of living in your own environment amongst family and community supports.



Above (from top, L-R): Ben Sarre (Deputy Board President), David Norton (Executive Manager Finance & Corporate Services), Darren Birbeck (Board Treasurer), Wendy Morey (EM Workforce Development & Governance), Tina Cooper (EM Residential Services), Sue McKechnie (EM Community Services), Richard Hearn (CEO), Leonie Robson (Senior Manager Clinical Services), Lee Sando (Board Member), and Lynn Openshaw (Manager Service Development) celebrate Resthaven's ACSA SA & NT award win; Richard Hearn and Melanie Howard (Acting Executive Manager, Community Services) with Resthaven's Better Practice award.

However, the logistics of providing services to isolated communities over vast distances are significant, as is the difficulty in attracting staff. The need is beyond the support currently provided by government in such distant and remote areas.

The challenge for those living in remote Australia is even greater. Yet they are no less deserving of quality aged care, to remain in their communities, and on their land.

Continued page 4...

From the CEO...

The sustainability and accessibility of quality residential aged care is also very important. Again, it is even more difficult in rural and remote Australia, where economies of scale cannot be achieved. Sustainability has been a key area of concern for providers. This is because of cuts to indexation in residential services in the last and current financial years, plus increases in the national minimum wage for aged care workers that are higher than the Consumer Price Index (CPI).

Recent data indicates that more than 108,000 older individuals are assessed and approved for a home care package but are not receiving the level of support they require.

I encourage Federal Members of Parliament to support industry calls for additional funding assistance in residential services, a far greater response to home care packages than the increase offered in the May budget, and take particular regard to the needs of services in rural and remote areas.

A topic currently attracting media attention is the publishing of staff ratios. Resthaven argues that publishing staff ratios is not as simple as it is being portrayed in some discourses. Aged care providers fund and plan staffing levels around a complex system based on the level of care required by individuals, the experience and skill levels of staff rostered on, natural staff income variance, extra government funding received for select services, and a number of other continually changing variables. For this reason, staff ratios are not able to be fixed at any certain level, as our focus on individualised services creates a naturally variable staff ratio in each home, and in each area within that home.

Enforced publishing of staff ratios does not take into consideration any of these complex factors, and we argue that it oversimplifies this complex issue, and does not provide comparable information for the consumer in their consideration.

Aged Care Reforms

The Minister for Ageing, Hon Ken Wyatt AM MP, announced a new Aged Care Quality and Safety Commission, to operate from January 2019, assuming legislation to implement this is passed in parliament (not yet passed at the time of writing).

The new Commission will combine the functions of the current Australian Aged Care Quality Agency, the Aged Care Complaints Commissioner, and the aged care regulatory role of the Department of Health.

To maintain approval to receive Commonwealth funding, residential aged care homes must currently comply with four standards comprising 44 expected outcomes, with the new Aged Care Quality Standards being a set of eight standards with many additional requirements. These new standards have been announced for residential and home care services and are proposed to commence in July 2019. In conjunction, new User Rights Principles are being developed by the government.

Until this change, Home Care services will continue to undergo a three-yearly quality framework review, which will also involve feedback from consumers.

Unannounced visits for the full re-accreditation audit for residential aged care homes commenced on 1 July 2018. Resthaven residential services are due to receive these re-accreditation review audits during 2019. You may already be aware that the Australian Aged Care Quality Agency has been undertaking unannounced assessment contact visits for some time, but this change now means that all visits will be unannounced.

Continued opposite page...

From the CEO...

Several advocates and stakeholders, who do not manage aged care homes, have wanted unannounced visits, which has now been adopted by Government. However, we have raised concerns. Unannounced visits not only make it difficult for residents and their carers to participate in the process, but also means that key staff may not be present on the day that a visit occurs. We think it is reasonable that staff should be able to plan and prepare for such a key accreditation process.

Working in Aged Care

It is important to me to ensure that the public discourse about working in aged care is balanced, to ensure that the value of working in aged care is not diminished. We appreciate the diversity of individuals who choose to work in aged care.

I find my work with Resthaven very rewarding, and I observe this in so many other people who work in aged care. It is time that this work is heralded and praised by government, and in the wider community, in affirming that it is valued.

Funding to ensure sustainability is very important, as we seek to balance staffing levels, community expectations, and our focus to achieve quality outcomes. Linked to this is the importance of quality tertiary education from the university and vocational sectors.

Both federal and state governments must ensure that there are pathways for graduate nurses in the non-government sector, particularly with a significant number of Australia's nurses soon reaching retirement. Resthaven does its part by funding scholarships at all three South Australian universities, and supporting and providing a positive learning experience for students when they undertake a placement with us.

Right: Khun Navaret and Dr Chat Vanapruks enjoy a tour of Resthaven Mitcham with Manager Residential Services, Mandy Hutchinson, and Coordinating Chaplain, Rev Sil Hein.



International Relations

Resthaven continues to nurture its international relationships, recently welcoming a family of aged care professionals from Thailand. Dr Chat Vanapruks of Bangkok had attended the Resthaven co-hosted '2017 Active Ageing—Learning from our Friends' conference in Thailand last year.

In Adelaide, Dr Chat was accompanied by his son, Khun Kaan, and his wife, Khun Navarat, who is the manager of their aged care homes.

Upon arrival at Head Office, our guests met with me, before heading over to Resthaven Mitcham for a tour of this newly-redeveloped site (above), where they were very impressed, particularly with the new multifunctional hall, and common areas.

They were interested to see the functions of Lane Cottage, a Community Respite cottage co-located at Resthaven Mitcham. They loved the warm feel of the cottage and the person-centred model they use.

I am always amazed at what visitors take away from seeing our services and people in action, and am pleased about the innovations we inspire for colleagues from overseas to consider.

Keep safe,

Richard Hearn
Chief Executive Officer

Residential Services

Accreditation

In July, both Resthaven Malvern and Westbourne Park had unannounced visits from the Australian Aged Care Quality Agency. I am pleased to report that feedback from the surveyors was very positive, and all expected outcomes were recommended as being met at both sites.

This is a great achievement for the site teams—well done.

Staff Movements

It is with great pleasure that I announce the appointment of Pardeep Singh to the role of Care Coordinator at Resthaven Craigmore. Pardeep most recently worked as Resthaven Relieving Care Coordinator, and we welcome him to this new role.



Congratulations to Lauren Brannen, who has been appointed to the role of Relieving Coordinator Housekeeping Services. Lauren comes to us from Resthaven Port Elliot, where she worked as the site Cook. Please say hello to Lauren when she is next relieving at your home.



We congratulate Rev Dr Bruce Grindlay for his appointment to the role of Coordinating Chaplain at Resthaven Aberfoyle Park. Bruce will continue his current role of Coordinating Chaplain at Resthaven Marion.



Resthaven Paradise: Koala Approved

A local koala was so impressed with the recent refurbishment at Resthaven Paradise that he tried to move in!



Manager, Belle Kerr, recalled how one of their many site koalas had kept an eye on proceedings throughout the works. When a new automatic door was installed from the new lounge area into the gardens, he saw his chance for a private inspection, and wandered in!

The Resthaven Paradise upgrade included the refurbishment of resident rooms and common areas, improved resident access, a new undercover gopher storage area, and an outdoor seating area.

However, the most popular improvement is the family space in the rose garden, which includes a barbeque area with shade sail, outdoor furniture, and a 'hide and seek' garden. For energetic children, there is a chalk board and a hop scotch path.

This has all taken place under the watchful eye of the site koala, who sits in his gum tree making sure everyone is where they're meant to be!

Until next time,

Tina Cooper
Executive Manager,
Residential Services



Community Services

SALA Festival Entry

Guests at Resthaven's Lane Cottage have created a range of individual and collective art works during respite stays, which featured in a 2018 SALA Festival exhibition titled 'Art in the (re)Cycle Lane'.

The works are described as 'The transformation of old, recycled items into contemporary works of art created by older people participating in respite services in Adelaide's southern metropolitan area.'

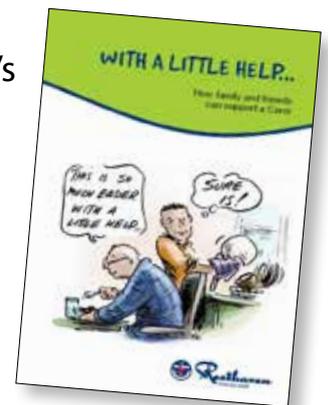
The exhibition was held from Monday 27 August to Friday 31 August, 1.30–4pm, at Resthaven's Lane Cottages, at Truro Avenue, Kingswood. Well done to all involved in this fantastic exhibition.



Resource for Carers

Our very popular booklet for carers, 'With a Little Help', first published in 2010, has been reprinted due to popular demand. If you would like a copy, please speak with reception, or email pr@resthaven.asn.au.

This booklet was conceived by Resthaven's Carer's Advisory Group. At each edition, the publication was co-designed and co-produced by this group, who are proud of what they have achieved in sharing their lived experience with other carers.



Refurbished Site Gym



Clients of Resthaven Northern Community Services are reaping the benefits of the newly refurbished site gym.

The site gym, which was established when we opened in 2004, recently underwent a significant expansion and refurbishment. Clients are enjoying the range of new equipment in this large, modern space.

Sue McKechnie
Executive Manager,
Community Services



Volunteer Services

'Hats off to Volunteers!'

Thank You!

Thank you to all those staff and residents who helped plan, design, decorate, prepare, and present High Tea for the Resthaven volunteer workforce.

Your efforts, time and skills were greatly appreciated by volunteers, and showed you think highly of the work they do with Resthaven. The resident-made decorations at many sites gave a festive touch!

There were hats galore at the functions, which were themed: 'Hats Off to Volunteers'.

When I think of hats, I think of Dr Seuss, a man of many hats; he was an ad man, a political cartoonist, and an artist.

He has been described as brilliant, playful, and always respectful—this resonates well with who volunteers are and what volunteers do.

During the High Tea events across Resthaven, we presented forty 'years of service' awards, including 17 for five years, 14 for ten years, five for 15 years, three for 20 years, and one for 25 years.

Hats off to all!



Stacey Thompson
Manager, Volunteer Services



Volunteer 'Thank You' High Teas 2018



Building Services

A number of major capital works projects are complete, or nearly so. What a busy few years we have had!

The Resthaven Mitcham redevelopment was completed in June, Resthaven Aberfoyle Park opened in July, and the new reception area at Resthaven Westbourne Park is now open. Resthaven Murray Bridge residential and community services projects will be completed later this year.

Resthaven Mitcham

The new reception entry and car park are now complete, and the site looks great. The new Banksia extension has six new rooms, with the existing rooms having had a 'touch up'.

The new sculpture by artist, Gerry McMahon, (below) has received wonderful reviews, and is much loved by residents.

Resthaven Murray Bridge

Stage 3 of the Resthaven Murray Bridge redevelopment is progressing well. The superstructure (below) is quite the sight from Swanport Road!

The redevelopment is expected to be completed in November 2018.

Continued opposite page...



Building Services



Resthaven Murray Bridge, Hills & Fleurieu Community Services

The new Resthaven Murray Bridge, Hills & Fleurieu Community Services building is speeding along. The main superstructure has been erected and roofing is complete.

The new centre is located next to Resthaven Murray Bridge, to bring Resthaven Murray Bridge, Hills & Fleurieu Community Services activities and team under one purpose built centre. The project is due for completion in late 2018.

Resthaven Westbourne Park

The Resthaven Westbourne Park project is currently being finalised. The reception and café area (above) were handed over on 27 July, and the area is looking light and airy. Residents moved into the new area in August. Other works in Opal, Jade and Hampton continue.

It's been a mammoth few years of Resthaven building projects. Enjoy!

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



RESTHAVEN'S VISION FOR CUSTOMER EXPERIENCE IS ...

"to respond seamlessly and efficiently to provide a personalised customer experience which enables customers to be highly satisfied with their interactions with Resthaven."

Over the last 12 months, Resthaven asked customers

"WHAT IS IMPORTANT TO YOU?" This is what you said:

 <p>Resthaven UNDERSTANDS me and shows RESPECT</p>		 <p><i>I am happy with what we achieve together</i></p>
 <p>Services are provided in a way I like</p>	<p><i>Services can be easily changed to suit my situation</i></p>	
<p>OPTIONS are discussed in consultation with me</p> 	 <p>Staff/volunteers are aware of how my services should be delivered</p>	
<p>I feel suitably comfortable and secure</p>		<p>SUPPORT meets my needs and preferences</p>
 <p>TECHNOLOGY can enhance my experience if I choose</p>		<p><i>I can plan my future</i></p> 
<p>I have good relationships with staff & volunteers</p> 		 <p><i>Resthaven communicates with me regularly</i></p>
 <p>The person I care for is provided with the best support</p>		

Retirement Living



Emergency Details Check

It's that time of year when we ask Independent Retirement Living residents to update their emergency details.

Every year, we send you a copy of the emergency details we have on our system to check, and correct if necessary.

This year, we are taking particular note of email addresses. Please ensure you include yours, and do let me know if you would like the site newsletter (ie the 'Marion Chit Chat') emailed through to you each quarter.

Living with Purpose

Living with purpose is very important to me, as I know it is to many of you. An important purpose has been taken up by Resthaven Independent Retirement Living residents to support charity, 'Samaritans Purse,' with their 2018 'Operation Christmas child' shoebox parcels.

Above: Glenelle Crowe and Nadine Olafsen of the Resthaven Bellevue Heights Independent Retirement Living Units, packing 'shoeboxes of love'.

This charity facilitates 'shoeboxes of love' for underprivileged children, to bring some warmth, fun and love into their lives during times of hardship.

Across Resthaven, craft ladies are meeting to knit or sew items, and wrapping the boxes with Christmas paper. Jam is being made to sell, to support the cost of sending the boxes overseas.

All this action is supporting the purpose of this wonderful charity, and it is so heartening to see.

Well done to you all.

Jeannie Peace
Retirement Living
Coordinator





Resthaven Community Respite Services

Diversity Celebrated

'Staff and guests of Resthaven Community Respite Services are celebrating their multicultural heritage with themed "cultural weeks"', says Manager, Carole Matthews.

'Celebrations included Italian week, Asian week, and English tea.'

'Our staff made a special effort, shopping for ingredients, and providing costumes and other items that really added to the experience.'

'We are fortunate to enjoy a rich multicultural workforce at Resthaven Community Respite Services, and it was wonderful to see staff bringing this aspect to their caring roles.'

'As at July 2018, Resthaven Community Respite Services staff were born in 11 different countries and speak nine different languages other than English.'

'One Resthaven Home Support Worker speaks six languages!'

'This diversity within our workforce was highlighted recently when a new client visited Lane Cottage, and was thrilled to learn that one of our Home Support Workers could speak to him in Spanish, which the client had learnt during his many years abroad as a missionary.'

'This is just one of the many ways in which we make our guests feel at home during their stays with us.'

Resthaven Community Respite Services provides short term, individual or group respite for older people in a warm, home-like environment, giving family carers a break from their caring role.

For more information about Resthaven Community Respite Services, phone 8358 3173.

Resthaven Marion Community Services

Adventures in the Barossa!

'Whispering Wall', Maggie Beer's Farm Shop, and Mengler's Hill—these are the destinations that Resthaven Marion Community Services clients enjoyed on their recent bus trip to the Barossa Valley.

'Clients set out on the Resthaven bus from our site at 43 Finniss Street, Marion, for a day of adventure,' says Manager, Deb McDonald.

'The famous "Whispering Wall" was our first destination, and was a great hit. Several clients took a walk across it, and enjoyed talking to their friends on the opposite side.'

'After the Whispering Wall, we took off for Maggie Beer's Farm Shop for a spot of shopping and a bite to eat.'

'Participants enjoyed browsing the amazing jams, jellies, sauces and glazes, not to mention the non-alcoholic wine.'

'The group loved taking photos of the view out on the deck—and having some fun with their Snap Chat filters!'

'On the way back, the group stopped at Mengler's Hill to enjoy the beautiful views across the vineyards.'

'Everyone is looking forward to the next outing—we can't wait for our next adventure!'



Resthaven Murray Bridge, Hills & Fleurieu Community Services

Happy 100th Birthday: Mrs Norah Lauterbach

Special birthday wishes to Mrs Norah Lauterbach, who celebrated her 100th birthday on 25 July, 2018.

Mrs Lauterbach, who lives independently at her home in Victor Harbor with support from Resthaven Murray Bridge, Hills & Fleurieu Community Services, describes her childhood growing up in Kadina as 'very happy'.

Mrs Lauterbach was the second youngest of six children. Sadly, her father died when she was only four. 'Mum did very well to keep the six children together,' she says. 'She went to work at a local bookshop.'

Her daughter, Heather, says, 'Mum did well at school, and was sent to Business College in Adelaide. However, she was homesick and came back home, where she got a job as a legal secretary. She also worked as an usherette at the local cinema.'

'That was good,' says Mrs Lauterbach, 'We got to see all the films!'

When Norah was 20, she met her husband, Cecil (nicknamed 'Tam') at a dance. The couple were married in 1943, after which time Tam joined the Air Force and was sent to the Middle East. 'He spent two years overseas, and we kept in touch via postcards and letters,' she recalls. During these years, Mrs Lauterbach moved back to Kadina to stay with her mum and sister, working in a shop.

After the war in 1945, the couple moved to Adelaide. They would go on to have three children, all girls. Heather says, 'Mum and Dad helped to run an old hospital that rented out rooms, like a hostel. Dad was also working as a mechanic for Caltex. However, he always loved the country, so when the AMP Society bought up the "90 mile desert" in the upper south east, and advertised for farming families, we all moved to a little settlement just out of Keith.'



The family stayed there for five years, where they were very successful sheep farmers. Heather says, 'Because dad didn't have sons, and the farm had done so well, they retired aged 56 and moved to Victor.'

Ever the adventurers, they bought a caravan and travelled around Australia. 'Then someone suggested we try overseas,' says Mrs Lauterbach, 'so we went to Singapore, New Zealand, and Thailand, just to name a few.'

The couple returned to Australia and settled down in their unit at Victor Harbor, where Mrs Lauterbach remains. She now enjoys reading, knitting, and doing crosswords, and continues to enjoy excellent health. When asked if she has a secret to longevity, she says, 'I don't know, I just take each day as it comes. Maybe it runs in the family—my brother lived until 102.'

Mrs Lauterbach celebrated her birthday with family and friends at a holiday house at Moonta. She is grateful to Resthaven for the support she receives, even if it is only minimal. Heather says, 'They are here "just in case"—they help with mum's morning routine. It's peace of mind for me, too.'

Happy birthday, Mrs Lauterbach.

Resthaven Northern Community Services

City—Bay Founder Honoured

Resthaven Northern Community Services is proud to support one of the founding committee members of the City—Bay Fun Run, Mr Bob Hussey.

Mr Hussey lives independently in his own home with support from Resthaven. He has always been very athletic, having been involved in athletics since he was 16 years old. Until very recently, Mr Hussey competed in the City—Bay every year.

Manager, Karen Hammond, says, 'Bob was a great friend of Bob Clark, who first approached Rupert Murdoch about the City—Bay. The idea was to create a fitness program and raise money at the same time.'

'Bob has been granted Life Membership of the Western Districts Athletics Club, and Athletics SA, along with a platinum service award. He was also involved in the Olympic Committee for many years.

'In March, he was awarded an OAM.'

'Resthaven has a team in the City—Bay every year. When we run this year, we'll do it with pride, knowing our Bob was there from the start!'

Below: Mr Bob Hussey is awarded an OAM by His Excellency the Honourable Hieu Van Le AC, Governor of SA, and Mr Hussey's wife, Betty.



Resthaven Limestone Coast Community Services

New Office to Open in Mount Gambier

With continued demand for quality aged care support at home, Resthaven is expanding our services by adding a new outreach office for community services staff at 15B James Street, Mount Gambier.

'Over the past few years, our Mount Gambier based staff have used an office space at Resthaven Mount Gambier,' says Manager, Liz Southall.

'However, as we are expanding, a dedicated office space is needed.'

'The new office will complement our main community service office at Gordon Street, Naracoorte, and our other outreach office in Millicent.'

'It will be a little while before works to the new office are complete. At this stage, the plan is that staff will be located in the office in around October–November.'

'In the meantime, our friendly community services team can be contacted on 8762 4389 or 8733 3311.'

Resthaven Onkaparinga Community Services

Service Expansion

With increased demand in the area, Occupational Therapy and Physiotherapy services are now available at Resthaven Onkaparinga Community Services.

'We encourage clients to contact us to express their interest,' says Manager, Manule Harpas.

'We hope to commence several new groups in the future, including falls and balance, easy moves for active ageing, and other wellness groups.'

'Watch this space!'



Resthaven Western Community Services

'Thank You, Resthaven'

Recently, John* contacted Resthaven to 'commend your staff for their extra effort, and positive and caring manner' in supporting his parents, who are 'aged 90 and 94 years young'.

John says, 'I am a senior airline pilot based overseas, and therefore Resthaven has been a key part of ensuring that my parents were well cared for, and more importantly, safe.'

'Over these [four] years, there have been a number of critical times when my parents needed urgent help, and your staff were always ready to step forward and assist.'

'The Resthaven Western Community Services staff team are excellent; their compassion and personal interest in each of your clients ensure that everything is handled correctly.'

'As of February this year, my parents entered into a nursing home, but their wishes were to remain in their own home as long as possible, which we were able to achieve together.'

'Thank you, Resthaven!'

**Names have been changed to protect privacy*

We are pleased to have been able to support John.

Resthaven Paradise & Eastern Community Services

Happy 100th Birthday: Mr John Fraser

Birthday wishes to John (Jock) Fraser, who celebrated his 100th birthday on 17 June.

Jock was born at 110 Semaphore Road, where the 'Beau Thai' restaurant now stands. The bedroom in which Jock was born is now a dining room.

Jock grew up in Semaphore, and played for the Port Adelaide Presbyterian Football Club, umpired for SA Amateur League Football, and later served on their tribunals.

He went to the School of Mines & Industries on North Terrace (now part of UniSA), then worked as a senior planner at Islington Railway Workshops, down the hill from his Manningham house.

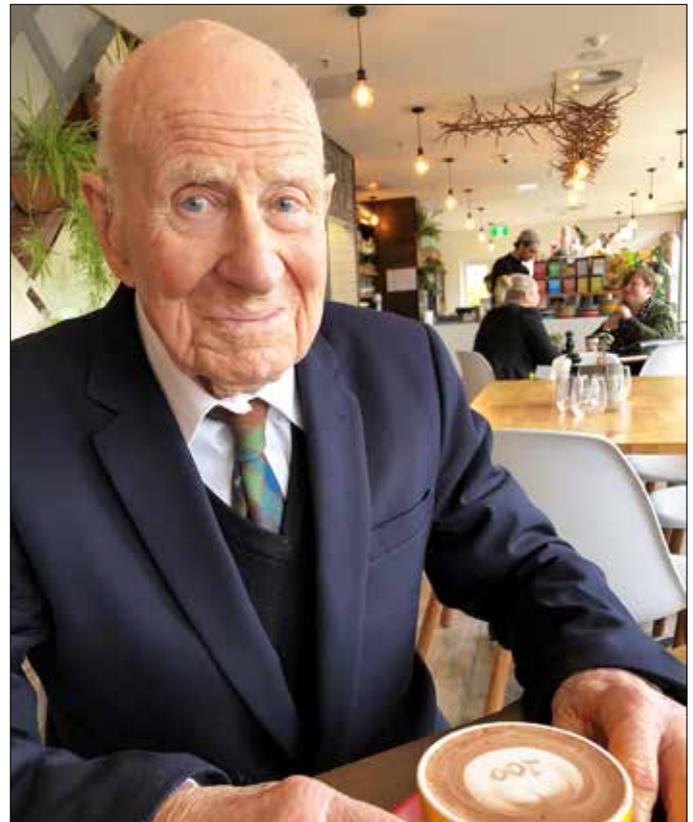
Jock built this house during the post-war austerity building era, when materials were difficult to get, so he and his wife, Joan, made all the bricks. He still lives in this home to this day.

Jock has seen the community grow around him, and also contributed to its development in many ways.

In the 1950s, he was Chairman of the Parents and Friends School Committee of Hampstead Primary, and was actively involved in fundraising and working bees for the provision of school amenities.

He began a boys/men's basketball team at the local church, Broadview Methodist, (now Broadview Uniting) so that his son didn't need to play football.

On his retirement, he remained active in his leisure time, establishing a holiday home at the beach, gardening, woodcarving, and volunteering in local organisations.



In the mid 1980s, he volunteered for Meals on Wheels Prospect, and was Chairman of that committee for six years. He also delivered meals for many years. He is now receiving meals from his local kitchen.

In the late 1980s, he was a Foundation Member of the Walkerville Probis Club, serving as secretary for six years before becoming President. He was recently made a life member of that club, and is pictured (above) on the day he was granted his life membership.

Jock is surprised that he has lived for so long, but thinks it's due to all of the sporting activities of his younger days, especially running backwards around the oval for his umpiring training.

Written by Helen Fraser (daughter)

Thank you for sharing your story!

Resthaven Riverland Community Services

Full Steam Ahead on the 'PS Industry'

Resthaven Riverland Community Services client, Mr Eddie Herbst, can add 'steamboat captain' to his list of accomplishments!

'In July, a group of 25 Resthaven Riverland Community Services clients and staff headed out on an inaugural day trip on the *PS Industry* paddle steamer,' says Manager, Sandy Smith.

'Amongst them was long-time client, Mr Eddie Herbst, who made his way up to the navigation centre, where the Captain gave him his hat and turned over the wheel to him!'

'Eddie had a great time driving the steamer.'

'Clients spent 1½ hours steaming up the beautiful Murray River.'

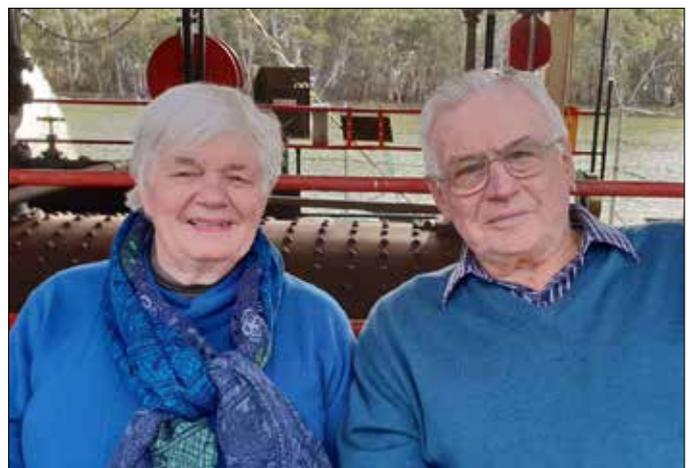
'Whilst on board, we were delighted to be served a delicious Devonshire tea.'

'The crew of the *PS Industry* were so accommodating and helpful to clients and staff alike.'

'They went out of their way to make the day as special as it could be for clients, and went above and beyond assisting our staff with ensuring the comfort and safety of clients.'

'The trip was a huge success.'

'We are all looking forward to the next excursion.'



Resthaven Aberfoyle Park

Open Day

On Thursday 12 July, Resthaven's brand new home at 100 Hub Drive, Aberfoyle Park, opened to the public. Executive Manager Residential Services, Tina Cooper, was delighted with the day, saying, 'It was a huge success and a sensational effort.'

'More than 500 people attended to check out our beautiful, modern home.'

'The site commenced operations on Monday 16 July. The first residents have moved in, and are enjoying their new home at Aberfoyle Park.'

'Well done to the team at Resthaven Aberfoyle Park—here's to a great beginning!'



Above: A couples room.

Below: The ground floor private dining room.



Above: The corner lounge, overlooking the oval.

Below: A standard single room.



Resthaven Bellevue Heights

Words of Wisdom

Extract from radio interview with Rev Neil Adcock, broadcast on 5DN, 27 June 1973:

'One Day at a Time'

There are two days in every week about which we should not worry—two days which should be kept free from fear and apprehension.

One of these days is yesterday, with its mistakes and cares, its aches and pains, its faults and blunders. Yesterday has passed forever beyond our control. We cannot undo a single act we performed; we cannot erase a single word we said. Yesterday is gone.

The other day we should not worry about is tomorrow, with its possible adversities, its burdens, its large promise and poor performance.

Tomorrow is also beyond our immediate control. Tomorrow's sun will rise either in splendour, or behind a mask of clouds—but it will rise. Until it does, we have no stake in tomorrow, for it is as yet unborn.

That leaves only one day—today. Anyone can fight the battles of just one day. It is only when you and I add the burdens of those two awful eternities—yesterday and tomorrow—that we break down.

It is not the experience of today that drives us mad—it is remorse or bitterness for something which happened yesterday and the dread of what tomorrow may bring.

Let us therefore journey, but one day at a time.

***Submitted by Mr Keith Rodda
Resident, Resthaven Bellevue Heights***

Do you want to stop telemarketing calls?

If you are receiving 'nuisance' telemarketing calls, you may wish to consider signing up for the 'Do Not Call' register. Registration is free. Once your numbers are listed on the register, telemarketers and fax marketers must not contact you.

To set up the service, simply visit website www.donotcall.gov.au, or call 1300 792 958 from your room telephone and follow the prompts. The process takes less than one minute.

Registrations are valid for five years, and you can re-register at any time.



Resthaven Craigmores

Bible Study Group Fuels Community Connections

Mr Peter Edwards of Resthaven Craigmores is continuing his strong community connections by hosting his local Bible Study group at his new residential home.

Manager Residential Services, Roger Levi, says, 'Peter's story strongly demonstrates the linkage between the community and aged care homes.'

'Prior to moving into Resthaven Craigmores, Peter was part of the Playford Baptist Church, where he ran and coordinated a men's group and bible study group.'

'Over time, both groups slowly dissipated, and membership dropped to only three people.'

Peter says, 'There were only a few of us left, and we said, what are we going to do? Are we going to keep doing this?'

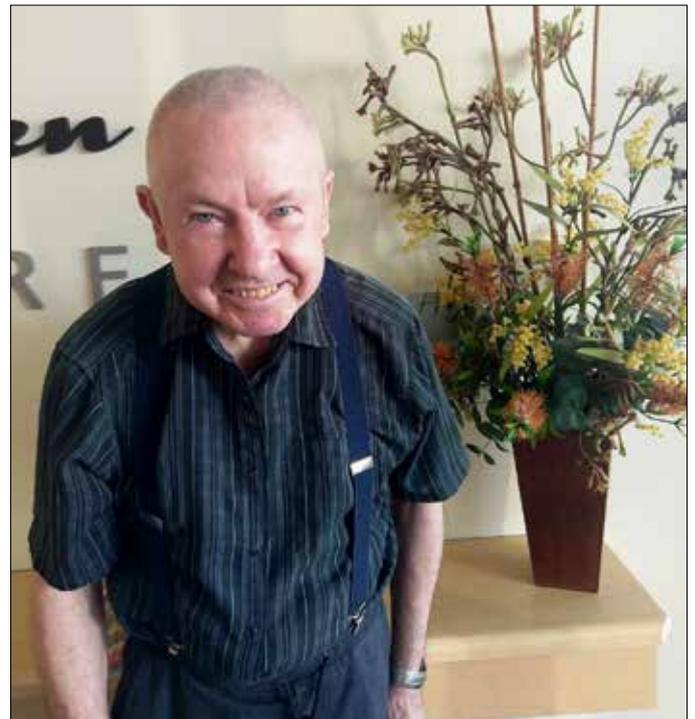
'So the three of us decided to keep it together.'

The group meets at Resthaven Craigmores every Wednesday from 7.30–9.30pm in a designated private lounge area.

Up to eleven people from the local community attend the group each week, along with several Resthaven Craigmores residents.

'First, we just mix with each other, and people go get a coffee if they want one,' says Peter.

'Then we have a praying for people, then a praise point, where we praise good things that have been happening—say, if a friend has recovered from an illness.'



'After the praise and worship, then we have Bible study. We pull out a chapter in the Bible and pull it to pieces.'

'The group has been a very big support to me, especially with my Parkinson's.'

Living in a residential home certainly doesn't stop Peter from being an active member of his community; 'I do a lot of community stuff; I play ten pin bowling, and I go out for coffee,' Peter says.

Prior to moving into the home, Peter wasn't always so positive: 'It took quite a bit for me to realise that I was sick and needed help. I didn't want to leave home,' he says.

'In my early days [at Resthaven Craigmores], staff would come up and comfort me. They were very supportive.'

'Now I'm good, really good. I'm very impressed with the home.'

'I wouldn't live anywhere else.'

Resthaven Leabrook

Happy 100th Birthday: Mrs Nancy Robertson

Many happy returns to Resthaven Leabrook resident, Mrs Nancy Robertson, who turned 100 on 9 June, 2018.

Mrs Robertson is the middle and only surviving child of nine children born to Alf and May Hewett in Blackwood, South Australia. She is very proud of her Hewett heritage, and is able to point out the room at 8 Adey Road, Blackwood, where she was born.

Mrs Robertson's early years, she recounts, were very active and enjoyable. Mrs Robertson loved playing sport—her favourites being hockey and tennis. She was a fierce competitor and generally loved life in the outdoors.

Mrs Robertson was schooled at Coromandel Valley and Blackwood Primary and later at Unley High. She left school qualified as a shorthand typist. Her working life included time at Onkaparinga Woollen Mills and in Sir Shirley Jeffries' law office in Adelaide.

Mrs Robertson spent the majority of her life in Blackwood, with the exception of nineteen years in Meadows. She married William Robertson (Robbie) on 28 March, 1942, after his return from Tobruk due to injuries he received fighting as a 'Rat of Tobruk'. He, along with his brother, owned and operated the bus service from Meadows to Adelaide until forced early retirement, due to his war injuries, saw them back in Blackwood.

Mrs Robertson loved to walk. In her early married life, she thought nothing of walking the 13 kilometres from Meadows to Kangarilla to meet the bus that Robbie was driving home. She relates that locals thought she was 'barmy' walking that distance!

Whilst in Meadows, Mrs Robertson was heavily involved in her home and children's lives. She served on many committees, and was an active member of church and community life, making

many life-long friends in the process. This was due in many ways to her loyalty and friendliness.

After her husband's forced retirement, and due to his incapacity, Mrs

Robertson helped with finances and put her hand to some diverse occupations. She worked on a local farm in Meadows 'cutting' potatoes, which was required before planting. During sweltering hot summers, Mrs Robertson also picked grapes in the southern vales.

Mrs Robertson loved to travel with her husband, and sometimes friends, seeing most of Australia either by car or train. She loved to keep a photographic account of her journeys. She also had an overseas trip to the UK with her younger sister, Barbara, which she thoroughly enjoyed. Scanning an atlas was a favourite pastime, and there was always one close by for quick reference.

Mrs Robertson is now the proud and loving parent and grandmother of three children, six grandchildren, and nine great-grandchildren, and enjoys hearing all their latest news and exploits.

Mrs Robertson has a keen sense of humour, is unassuming and modest in her dealings with others, and well loved by many. She is an inspiration to us all.

Congratulations Mrs Robertson on reaching your century—a good innings. It is an achievement of which you can be justly proud.

Written by Mrs Robertson's family

Thank you for sharing your story.



Resthaven Malvern

Unley Legends II

In 2017, Resthaven worked together with the City of Unley to produce a suite of 'active ageing' films entitled 'Unley Legends'.

The films featured two Resthaven Malvern residents, Mrs Noreen Bray (residential), and Rev Elwyn Penna (retirement living), along with four other older people living in the Unley community.

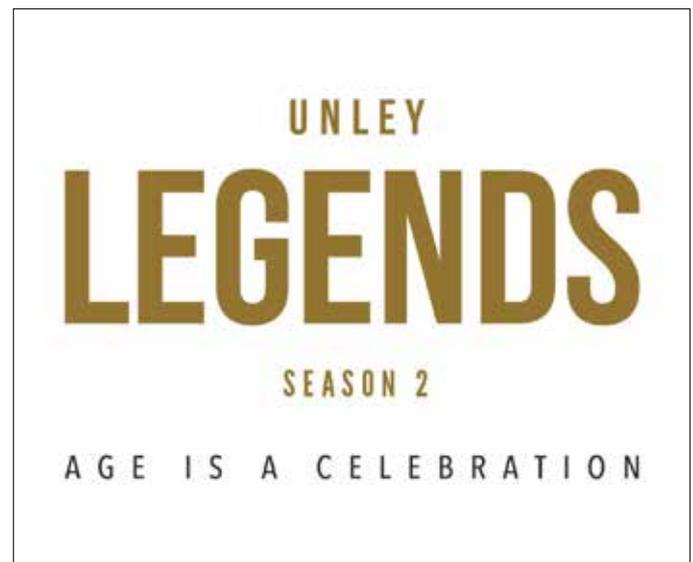
The films were subsequently published on Resthaven's YouTube channel, and were very popular.

We are delighted that a second series of 'Unley Legends' is now in production.

This year, it features Liz Scarce, a long-serving Resthaven Malvern volunteer, and Mrs Bernice Roberts, a resident of Resthaven Malvern and lifelong Unley

resident, who recently celebrated her 100th birthday (see the winter edition of this newsletter).

Filming has taken place over the last few months, and a launch is planned for October 2018.



Resthaven Mount Gambier

'Spiritual Care in a Diverse World' Seminar

On 20 June, Resthaven Mount Gambier and Meaningful Ageing Australia co-hosted a seminar for people who work with or care for older people in the local community.

This session engaged employees and volunteers (right) in a process of developing and deepening understandings of spirituality and spiritual care to support the development of confidence in providing basic spiritual care, and discerning when to refer to a skilled practitioner.



Above: 'Spiritual Care in a Diverse World' seminar participants at Resthaven Mt Gambier.

Resthaven Marion

Christmas in July

In July, almost 90 residents, staff, volunteers, families and friends enjoyed a festive 'Christmas in July' celebration at Resthaven Marion.

There were decorations, festive hats, and delicious food, along with a live band.

Merry Christmas (in July) to all!



Resthaven Mitcham

Happy 100th Birthday: Mrs Joan Back

Many happy returns to Mrs Joan Back, who celebrated her 100th birthday on 5 July.

Mrs Back was born in Adelaide, and lived in Parkside most of her life. She had a happy childhood, saying, 'I feel my seven siblings and I had a fortunate upbringing. We didn't have much money, but we had plenty of fun! We had a huge pepper tree in our big back yard, with branches that hung on the ground. We played hide and seek around it and climbed it, and friends from all over the neighbourhood would come play with us. We had lots of fun.'

'When we were growing up, my grandmother lived in the next street over from our home. We used to visit her regularly, and she taught all four sisters how to crochet and knit. When we would visit during the colder months, she would make us hot cocoa, to be enjoyed with a tasty yeast bun from the Thorp Bakery on Glen Osmond Road.'

'Dad was a great reader. Dad would buy a big bowl of apples and us four sisters would read with him while eating them. All you could hear was five people munching apples while we read our books. This is one of my favourite memories. I can still see that bowl of apples.'

'Dad had a big open car, which was white and had a special horn, which he nicknamed 'Snowy'. In the early days the driver had to 'toot' at every street before going through the intersection, as there were no traffic lights.'

'During the Depression, there wasn't a lot of money, so I went to work when I was 12 years old. I ended up working with a group of fifteen other girls packing grocery orders that were sent all around Australia. We became very good friends during these tough times.'

'After attending both Parkside Primary and High Schools, I won a scholarship to study at Stott's Business College in Flinders Street.



I really enjoyed it but it wasn't a usual career choice—most of my girlfriends from school became nurses or secretaries.'

'Winning the scholarship was one of the memorable highlights of my life. I also fondly remember attending the dances at "The Embassy" in Grenfell Street.'

Mrs Back married her husband, Sydney, in 1943, and they had four children. Sydney's mechanical expertise was put to work in the local war effort during World War II, and they moved around the country, to Mount Gambier, Sydney and Melbourne. While Sydney worked in government factories, including a munitions factory, Joan undertook shorthand, typing and bookkeeping in offices, which she liked very much.

'I had a wonderful marriage to Syd,' she says. 'It is remarkable that we were married for 45 years, and were still in love. Syd was a wonderful husband and father.'

Christmas was our favourite time; we just loved spending time with the family, opening presents and having fun together.'

Happy birthday, Mrs Back!

Resthaven Murray Bridge

Quilt Donation Warms Hearts (and Legs)

On 26 July, the 'Bridge Patches and Quilters Club' visited Resthaven Murray Bridge to donate some beautiful hand-stitched quilts.

Relieving Manager, Linden Brazier, accepted the four quilts on behalf of residents, saying 'The quilts will be greatly appreciated by family and friends.'

'The four quilts are handmade and beautiful quality, with each one sporting a unique design.'

'Themes include a sheep scene, flowers, and a traditional quilt pattern.'

'Resthaven Murray Bridge Lifestyle Coordinator, Sharon Crannitch, plans to share the quilting story with residents at our regular morning tea.'

'Thank you to the Bridge Patches and Quilters Club for their kind donation!'

Below: Linden Brazier (left, Relieving Manager Residential Services) with the quilts, and representatives of the Quilters Club.



Resthaven Paradise

Resident Profile: Mr Gerald Norton

RESTHAVEN! A harbour of memories, and a refuge for those who have been young, lived life's experiences, and grown old. It also harbours within its walls a wealth of 'living history.'

One such person is Mr Gerald Norton.

Born in 1936, Gerald grew up in Paradise (and Payneham). Now aged 82, he has been a resident of Resthaven Paradise since May 2015; he remembers crossing a swing bridge to attend school.

Married in 1957, Gerald and his wife, Maureen, have a family of two sons and a daughter, seven grandchildren, and three great grandchildren. His work as a plant operator was a life on the move.

For a time, the young family lived at American River on Kangaroo Island, a time of development, with new soldier settlement farms, roads, and support systems. Gerald worked harvesting gypsum from the extensive deposit.

They were good times, a country community of young families in which he had a definite niche; playing the drums in the local dance band, a popular and regular weekly entertainment of the time. He tells the story of playing the drums with his young son, Garry, seated on his lap.

Eventually, the family returned to live at Athelstone, their home for the next thirty years, and, for Gerald, life on the move.

'Gerald worked away a lot,' Maureen told me. 'He spent quite a lot of time away from home.'

In 1973, he spent six months in Darwin dam sinking. Other important projects included work at Woomera, the road across the Nullarbor, and the South Eastern Freeway (circa 1975). There were no 'R & R' or home visits during those long work stretches.

'No one bothered too much about protection in those days. Men worked in shorts and dark singlets, and Gerald became well and truly sun-tanned! As for sunglasses, they were never considered to be a necessity,' says Maureen.

A man of many talents, and a devoted family man, Gerald assisted his daughter and son in law to convert a retired school bus into a comfortable and modern, mobile home. In the early 1960s, he captained the Athelstone CFS.

He was an active member of Probus for twenty one years, enjoyed playing lawn bowls and eight ball, and loved fishing. During the early 1990s, he and Maureen also travelled, touring the 'top end' of Australia.

From the year 2000, Gerald's health deteriorated. A series of strokes and spinal damage has left him incapacitated, but he has retained his spirit of independence, and sense of humour; a wink and a cheeky smile.

He takes his place of honour amongst the men and women who, following World War II, laboured to create the Australia we know today.

***Written by Mrs Alice L Domagalski
Resident, Resthaven Paradise***



Resthaven Port Elliot

Hunger Gets the Chop

Resthaven Port Elliot residents are assisting local café owner, Pip Robertson, to make soup for a food van operating out of Goolwa.

Residents travel to the 'Café on Railway' fortnightly on the Resthaven bus, to lend their vegetable chopping expertise. Together, the group create hearty winter soups for the homeless and disadvantaged, using vegetables donated by Oz Harvest.

'It's a privilege to be able to give back to our community,' says Mrs Hazel Jones (pictured above with fellow resident, Mrs Ann Leigh, right, and Pip Robertson, centre).

This sentiment is echoed by other participants, including Resthaven Port Elliot Lifestyle Coordinator, Kirsty Meggison, who coordinates the venture.

'The feedback from everyone who takes part is really positive,' says Kirsty.

'Everyone enjoys our fortnightly trips to the Café on Railway to chop veggies and have a chat.'

'Pip nicknamed our group "Chop n Chat," which I think is very apt!'

'It's a wonderful opportunity to give back.'

Resthaven Westbourne Park

Happy 100th Birthday: Mrs Eunice Carruthers

Many happy returns to Mrs Eunice Carruthers, who celebrated her 100th birthday on 28 August, 2018.

Mrs Carruthers was born on a farm in Gippsland, but has lived in many places throughout her life, including Rockhampton and Melbourne.

'My father was a farmer and we lived three miles from the school,' she says of her childhood.

'We had to either walk, or ride our horse, which was hard in the rain.'

'That's what it does in Gippsland—pour with rain.'

Mrs Carruthers was a good student, with a particular love of music. She especially remembers enjoying classical music concerts at the Melbourne Town Hall as a young woman.

Her love of music translated to a career as a piano teacher, which she continued 'even after I got married.'

Eunice met her husband, John, in her 20s, and the couple went on to have one son, Robert, who visits her often.

One of Mrs Carruthers' favourite memories is of travelling to Scotland with John, where the couple 'drove all the way from the tip of England to Edinburgh.'

'We hired a car, and I did most of the driving.'

She particularly remembers the 'good roads and big roundabouts.'



When asked if she has any secret to longevity, she shakes her head. 'I think it just runs in my family,' she says.

'My grandparents came out from Scotland, and they all lived to a good age.'

'The Scots are tough.'

As for advice for the younger generation, she is quick to say that they should 'go overseas and see everything. Travel around, that's the best way.'

Wise words!

Happy birthday, Mrs Carruthers.

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

RESIDENTIAL SERVICES

Aberfoyle Park

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

Bellevue Heights

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

Craigmore

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

Leabrook

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

Malvern

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

Marion

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

Mitcham

17 Hill Street
Kingswood, 5062
Phone (08) 8378 8999

Mount Gambier

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

Murray Bridge

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

Paradise

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

Port Elliot

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

Westbourne Park

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

COMMUNITY SERVICES

Community Respite

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

Limestone Coast

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

Marion

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

**Murray Bridge,
Hills & Fleurieu**

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

Northern

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

Onkaparinga

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

Paradise & Eastern

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

Riverland

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

Western

96 Woodville Road
Woodville, 5011
Phone (08) 8345 0577

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

www.resthaven.asn.au

Newsletter Submissions

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

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

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

Alternatively, you can email items to pr@resthaven.asn.au.

Read online issues of the newsletter, and stay up to date, by checking our website:

www.resthaven.asn.au

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