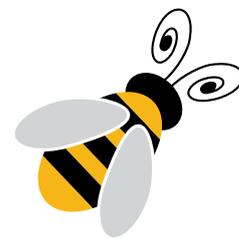


Volunteer **B**uzz



Hi from **Stacey**

There was certainly a 'buzz' during the High Tea events held in May. People relaxed and enjoyed good food in good company. We welcome your feedback on these events, as well as the movie day and educational topics. We have a mini survey on the back page, if you would like to complete, tear off and return in the envelope enclosed.

During the High Tea events, I spoke about how we promote what you do at promotional events. People are fascinated to hear how many of you volunteer, and are inspired by what you do. Thank you for being so inspirational to all of us.

There is a short snap of some of your volunteering stories over the page. These stories and more were published in full on the Resthaven website (www.resthaven.asn.au), and posted on our Facebook page.

Whilst at Resthaven Murray Bridge, I saw the newly renovated 'Homburg' area. Ken Wells and I admired the beautiful décor, enhanced by some great old photos, taken many years ago by Ken. These are framed and hung on the walls. Ken, your knowledge of Murray Bridge, and your long association with Resthaven Murray Bridge, is to be commended.

Did some of you see the Channel 9 news story in March featuring Mr Arthur North riding a Harley to his 100th birthday party? It was very cool. He is pictured on the Harley on page 7.

Judi and Judy, you both look the part in your bunny ears, on page 11. Thank you for such a great, fun photo.

Put your 'thinking caps' on for a theme for next year's event – suggestions welcome.

Keep warm!

Stacey Thompson

*Manager,
Volunteer Services*



Hats off to you!



*Above: Resthaven Mount Gambier volunteers and staff 'tip their hats' to volunteers!
L-R: Jenny Chapman (Lifestyle Assistant), and volunteers, Jenny Irving, Felicia Pentland, Shirley Osborne, and Jenny Dow.*

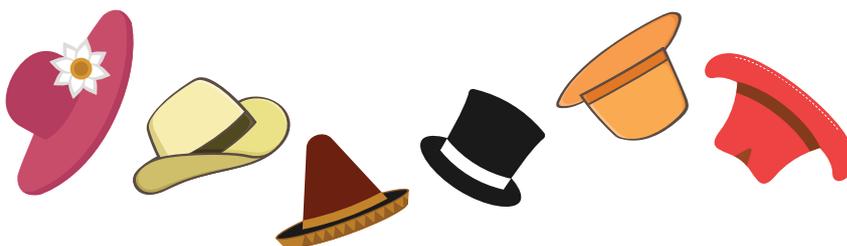
Throughout May, we celebrated volunteering and thanked you with High Teas across Resthaven, with the theme, 'Hats off to volunteers!'

It was great to see everyone joining in the fun and wearing their hats, even those who are not 'hat people'.

These events are dedicated times to show our appreciation to you; for your engagement, heart, time and talent. You make a huge difference in the lives of many people.

Hats off to you!

See photos of the site events on pages 8-9.





Quarterly Newsletter for Resthaven Volunteers

Statement of Purpose

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

Our Values

- Trust
- Dignity
- Choice

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.

Volunteer Services

P 8373 9036
 E sthompson@resthaven.asn.au
 jpigrim@resthaven.asn.au
 volunteer@resthaven.asn.au
 PO Box 327, Unley SA 5061

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What's the Buzz?

For these stories in full, visit www.resthaven.asn.au/volunteering-careers/volunteer.

Volunteering with purpose

In her volunteering role, Steph visits with people who live at Resthaven Westbourne Park, and together they share stories, take a stroll in the gardens, look through photo albums, or just enjoy each other's company.

Steph says, 'I like to ask people about their life, and talk with them about their stories.'



Musical mornings

Roger facilitates the weekly 'Golden Memories' singalong at Resthaven Marion, combining his lifetime love of music with a desire to 'do something good' with older people.

Art classes with Moni

Moni supports the Resthaven Bellevue Heights lifestyle program in many ways, including facilitating the art group of around a dozen creative, artistic ladies.



Jenny makes a difference

Jenny Keegan supports Resthaven Northern Community Services clients at their weekly Occupational Therapy class. She previously volunteered at Resthaven Craigmore, doing individual resident visits and supporting the Lifestyle program.

From the CEO

Working Together

When I reflect on the important work of Resthaven, I inevitably find myself reflecting on good people: residents, clients, volunteers and staff who come together with a shared experience and purpose.

I have been asked why I have remained at Resthaven for more than 31 years. My response is that I really enjoy my work. I have always desired to work in an environment with a purpose that involves making a positive difference for people.

I am proud of the passion and commitment I see in my colleagues, and the stories I hear of how we support our customers in their personal wellness goals, and individual circumstances.

It saddens me when I hear broad-based media negativity around aged care. What bothers me is the way in which this negativity is generalised, rather than reported with objectivity about very specific, and unacceptable, situations and experiences. It is unfortunate when these situations are portrayed as reflective of all aged care providers and staff.

Whenever I am challenged by one of the negative stories portrayed in the media, I only have to visit a Resthaven service, and I am quickly reminded of the reason that I have stayed at Resthaven for 31 years; it's about our relationships, and working together towards a shared experience and purpose to make a positive difference.

Industry Update

South Australia has a new Premier, Liberal leader Steven Marshall. In March, I met with Stephen Wade, appointed as Health Minister with responsibility for Aged Care, along with Aged and Community Services Australia SA Executive Director, Trevor Lovelle.

Key issues for the state government include strengthening the interface with the Department of Health, Mental Health, Oral Health, Palliative Care, Affordable Housing, Supported Residential Facilities (SRFs), future workforce, capital works in rural and remote regions, and retirement villages.

Advocacy

In early April, I wrote to politicians to ask them to commit to positive public statements to reaffirm respect and appreciation of the valued contributions of the aged care workforce, volunteers and carers.

On 18 April, Resthaven Leabrook hosted a national announcement by the Federal Minister for Ageing, Hon Ken Wyatt AM MP. Stephen Wade and Senator Ann Ruston accompanied him for this announcement, which was televised by all stations. This opportunity indicates that Resthaven is known by political leaders, and our voice is heard.

I offer the following views on certain matters under review by Government:

- I support the Minister's recent announcement at Resthaven Leabrook of a Quality and Safety Commission. This announcement also included the establishment of the Serious Incident Response Scheme (SIRS). I fully support genuine review of incidents, identifying and assessing how such incidents can be mitigated in the future through continuous quality improvement.
- With increasing demand for aged care services, a major challenge is to ensure a well trained workforce. This is an even greater challenge in regional, rural and remote areas. Hence, regulation that limits or slows entry to the workforce requires careful consideration. I recently attended the second Workforce Strategy Taskforce summit in Adelaide. I did not see any clear strategy in the budget or related resource responding to this important area, nor additional issues in regional, rural and remote service areas.
- Staffing is the major aged care cost and will continue to be a major focus for residential services. I do not support introduction of staff ratios.

Below: The 'paparazzi' at Resthaven Leabrook



From the **CEO** (continued)

- There are significant variabilities in managing residential aged care services and their funding, including: the Aged Care Funding Instrument income necessary to support a minimum ratio; the limited supply of nurses now and increasingly in the future; efficient management of limited resources to achieve quality.
- From 1 July 2018, Australian aged care homes will no longer be given notice of the date of their re-accreditation audit. Unannounced triennial re-accreditation audits were introduced in response to the Carnell/Paterson Government review recommendation. I support annual unannounced assessment contact audits. I do not support the unannounced re-accreditation audit.
- The wait for a home care package continues to extend, with around 104,000 eligible people, including more than 60,000 who are not receiving any home care package funding. Fortunately, merging of the Commonwealth Home Support Programme and home care packages was delayed by the Government. Such a massive change should not be rushed when the home care waitlist still needs to be addressed.
- I recommend the priority be to successfully embed the deregulation of the Home Care Package supply. Specific strategies are needed for regional, rural and remote areas to support people to remain living in their own home.
- I have reservations about deregulation in residential aged care, the impact on consumer outcomes, the sustainability of services and workforce needs. I do not support residential deregulation being advanced whilst home care is yet to be effectively completed and evaluated and deemed successfully operating.

There are numerous other significant recommendations arising from government reviews of quality and aged care over the past year. Each should be considered collectively, considering the overall risk of reducing flexibility that may arise from increasing external reporting and controls.

The May Federal Budget focused on strategies for a healthier, longer life, choice and safeguarding quality and rights, including strategies to improve palliative care, mental health, and access to services in remote indigenous communities. Proposed improvements to 'My Aged Care' to simplify forms, processes and better access need to be realised.

An increase in the number of high level Home Care Packages is being made available, which is welcome. However, it is well short of the 104,000 packages we are advised as required to respond to individuals assessed as needing a particular package level.

An area that causes me concern is the in-principle support to deregulate the allocation of residential Licences. My view is that there is significant risk regarding sustainability and investment, which then impacts on choice and quality, particularly noting the higher risk clinical elements of the majority residential consumer profile.

It is critical strategies to protect the regional rural and remote areas are identified and implemented prior to such deregulation.

I also hold the view it should not proceed while Home Care Package supply is significantly limited compared with demand.

SA Innovation Hub

On Thursday 22 March, Resthaven hosted a meeting of the SA Innovation Hub, followed by a Governance Workshop with Board Members from many aged care organisations involved with the Hub.



Shona Moloney, Assistant Complaints Commissioner (Aged Care Complaints Commission) spoke on 'Governance and the effective management of complaints'. Nick Ryan, Chief Executive Officer of the Australian Aged Care Quality Agency, spoke on 'The move to a single aged care quality standards framework and the opportunity for co-regulation and earned autonomy' (pictured above right, with me).

'Parkinson's in the Park'

On Sunday 8 April, Resthaven sponsored 'Parkinson's in the Park,' held at the Soldier's Memorial Gardens in Unley.

It was a huge success, and builds on our long association with Parkinson's SA. Resthaven Community Services have offered Parkinson's self-management groups for more than 20 years.

Richard Hearn

Chief Executive Officer

Below: (L-R, standing) Terry Shortt (Clinical Services Coordinator) and Stacey Thompson (Manager Volunteer Services); (L-R, seated) Yvonne Davies (former Resthaven Paradise Care Coordinator) and Richard Hearn (CEO) at 'Parkinson's in the Park'.



Building Update

The various building projects across Resthaven continue apace. Our 'significant refurbishment' strategy ultimately aims to offer all residents single room accommodation with private ensuite bathrooms.

The next three months will see the completion of works at Resthaven Mitcham and Westbourne Park, as well the completion of Resthaven's new flagship site at Aberfoyle Park. A busy time lies ahead to ensure that these projects are completed satisfactorily.

Resthaven Mitcham

The new Resthaven Mitcham reception and car park are nearing completion. The new carpark and Banksia extension will have six new rooms, with lounge, dining room and sun room, plus a new nurses' station.

Once the new entry and reception (stage 2) are complete, the temporary entry off Smith-Dorrien Street will be closed, with the entrance reinstated on Hill Street. New gardens, including a dementia-specific sensory garden, are part of stage 2. The new areas will be operational in June 2018.

Resthaven Murray Bridge

Stage 3 of the \$16.5m Resthaven Murray Bridge redevelopment has commenced, with a new temporary entry off Anerley Road and temporary kitchen, laundry and storage facilities in place. Stage 3 incorporates the construction of 20 new rooms to replace Talbot, Jenkins and Christopher, and new reception and administration areas, a dedicated hall, café, hairdresser, shop and library.

The superstructure of the new two storey building has commenced, with structural steel now going up. New retaining walls and gardens will provide a nice outlook (pictured above). The redevelopment is expected to be complete in November 2018.



Above: Progress at Resthaven Murray Bridge.

Resthaven Murray Bridge, Hills & Fleurieu Community Services

Works on a new \$1.8m Community Services Centre adjacent to Resthaven Murray Bridge has commenced. The aim is to bring the Resthaven Murray Bridge, Hills & Fleurieu Community Services team under one roof, in their own purpose-built centre. The project is due for completion in late October 2018.

Resthaven Aberfoyle Park

Resthaven Aberfoyle Park is now in the final phase, with contractors working to complete the project on time. The home is scheduled for handover in early June, with the site becoming operational in early July 2018.

The building feels very light and airy, and should be a real joy for the residents who will live there. The internal décor and furniture plus the innovative signage design will really make this a very special site.

Resthaven Westbourne Park

Works on the \$6m Resthaven Westbourne Park redevelopment are progressing well, with the new area roofed, and brick walls complete. Rooms are formed, and windows being installed.

Works to create a more welcoming reception and new café area have commenced.

Resthaven Paradise

The \$1.25m upgrade at Resthaven Paradise are complete, and the new areas look fantastic. The new family barbeque area is a lovely place for residents to spend time with family. Other areas include a new gopher parking area plus the refurbishment of rooms in Robin and Swan.

Emmet O'Donovan

Manager, Buildings and Capital Projects



Residential Services

Accreditation

In March 2018, Resthaven Murray Bridge underwent an Unannounced Assessment Contact from the Australian Aged Care Quality Agency. I am pleased to advise that all Expected Outcomes were recommended as met. Congratulations to Resthaven Murray Bridge on this excellent result.

Staff Movements

In January 2018, we farewelled Resthaven Craigmores Manager Residential Services, Kerri-Anne Barnes, and Care Coordinator, Hope Berecz. We wish them well.

We also farewelled Resthaven Leabrook Care Coordinator (CC), Noelene Hoepfer, who retired after almost 25 years of dedicated service to Resthaven. We wish Noelene all the best in her retirement.

I am pleased to announce the following new appointments:

- Roger Levi to the role of Manager Residential Services, Resthaven Craigmores (previously Manager Workforce Development)
- Linden Brazier to the role of Relieving Manager Residential Services
- Alison Dickinson as Care Coordinator (CC) at Resthaven Aberfoyle Park (formerly Relieving CC with Resthaven)
- Wendy Palm to the CC role at Resthaven Leabrook
- Pardeep Singh to the Relieving CC role (previously Resthaven Relieving Clinical Nurse)
- Mark Arblaster to the position of Coordinator Housekeeping Services (CHS) at Resthaven Aberfoyle Park (previously CHS at Resthaven Paradise)
- Rob Hollamby as CHS at Resthaven Paradise (most recently Resthaven Relieving CHS)
- David Purdue to the Relieving CHS role.

Congratulations to all.

Resthaven Malvern Redevelopment Celebration

On 19 April, a celebratory event was held at Resthaven Malvern, to celebrate the completion of the two year major site redevelopment. The new areas look fantastic.

The afternoon included a viewing of the Resthaven Malvern Pen Pal film that premiered in Bangkok in 2017, and a cake cutting ceremony by Board President, Mark Porter (pictured below).

Below (L-R): Tina Cooper (Executive Manager, Residential Services), Mark Porter (Board President), and Terry Kirkwood (Manager, Residential Services, Resthaven Malvern) cut the celebratory cake at the Resthaven Malvern redevelopment completion celebration.

New Site Opening

Resthaven Aberfoyle Park will officially open in July, and we can't wait! There is a lot of interest from the public for our twelfth residential home, with expressions of interest filling fast.

Manager Residential Services, Mia Brooks, is working together with Building and Property Services Manager, Emmet O'Donovan, to put all the finishing touches on this state of the art home.

An Open Day for interested members of the public is planned for 12 July 2018.

Tina Cooper

Executive Manager, Residential Services



Community Services

Better Practice Conference

In August, Lynn Openshaw, Manager Service Development, will speak at the first 'National Better Practice for the Future' Conference in Sydney. The theme of the conference is 'Living the life I choose,' and Lynn will speak about Resthaven's win in the 2017 Better Practice Awards, in the 'National Innovation and Excellence' category.

Lynn will discuss the planned, action research project undertaken by Resthaven to review our community services, and increase our wellness and reablement focus.

Resthaven continues to embed this approach to home care, through education, culture change, educating, informing, and listening to consumers, and modifying programs to achieve our goal.

100th Birthday Harley Ride

On Sunday 25 March, the 100th birthday party of Resthaven Western Community Services client, Mr Arthur North, was featured on the Channel 9 News.

The Resthaven Public Relations team contacted Channel 9 after Mr North mentioned the idea of travelling to his birthday party on the back of a Harley Davidson.



Above and right: Resthaven Northern Community Services Home Support Worker, Toni Drowley, and client, Mr Tom Grindlay, participate in a photo shoot for a feature in 'Career One'.

Channel 9 sent a news crew to Mr North's house on the big day to capture this event (below).

Mr North's son, Dave, said, 'I want to thank Resthaven for all the attention you gave to my father's milestone, to make it a truly memorable occasion - not only for Dad but for many other people.'

Below: Resthaven Western Community Services client, Mr Arthur North, heads to his 100th birthday party on the back of a Harley Davidson motorcycle!



Media Stars

On 10 May, Resthaven Northern Community Services client, Mr Tom Grindlay, and Home Support Worker, Toni Drowley, participated in a photo shoot for a 'Career One' story for the 'Advertiser'.

The photos, taken at Mr Grindlay's home in Salisbury East, accompanied a news story about careers in aged care. Mr Grindlay and Toni provided some very positive comments about both working for, and being supported by, Resthaven.

We look forward to seeing the published story in the coming weeks.



Sue McKechnie
Executive Manager
Community Services



'Thank You' High Teas 2018 – 'Hats off to You!'



'Thank You' High Teas 2018 - 'Hats off to You!'



Fond Farewell

In March, volunteer, Lucille Haddy, retired after 14.5 years with Resthaven Leabrook. Lifestyle Coordinator, Sorina Pap, arranged a lovely gathering, for us to show our thanks and gratitude. At the gathering, Lucille was presented with a farewell gift of a lovely potted plant.

Lucille was a tremendous support in a variety of group activities, including cards, games, and special events. All the best, Lucille.



By the Greenhill Rd tram stop are some interesting metal sculptures. It's a hazardous place to stop and view the details. Can you make them available?

SA metal sculptor Gerry McMahon created this happy scene from everyday life, depicting intergenerational engagement. An elderly couple join with children to play hopscotch and read a book as a carer stands beside them. The artist drew inspiration from his own elderly parents and his kids, who were models for the sculpture. The uniquely detailed human figures are all made from sheet metal. The artwork incorporates a park bench. Unveiled in 2016 it's a gift from Resthaven aged care services to the local community. It's located, away from the traffic, in front of their head office on the corner of Greenhill Rd and Bartley Cres at Wayville. gerrymcmahon.webs.com

On 21 April, the sculpture that Resthaven commissioned, situated outside Head Office, featured in The Advertiser (above). It is gratifying to see that our 'intergenerational sculpture' is being noticed in the community!

WH&S Reminders

Compulsory Reporting/Serious Incident Notification

Resthaven ensures that all residents/clients are safe and protected from unreasonable harm. Every employee, Board Member, volunteer, contractor, agency employee and student must report any incident of abuse – whether witnessed, alleged or suspected – against a resident or client.

A reportable assault or incident includes a missing resident, unreasonable use of force, or unwanted sexual contact. It does not matter if the resident/client has cognitive impairment; if they say it happened, it must be reported.

The report must be made to the site manager or supervisor as soon as reasonably practicable, but in any case, the report must be made within four hours of becoming aware of the alleged incident. Investigations of reports of alleged abuse are conducted in accordance with Resthaven policies by the responsible program manager. For more information, please contact Volunteer Services on 8373 9036.

Discrimination and Harassment

We are all entitled to enjoy a supportive, harmonious workplace, free of prejudice, harassment and discrimination. Treating each other respectfully is paramount. Discrimination generally occurs when someone is treated less favourably than others because they have a particular characteristic, or belong to a particular group of people - for example, not hiring a woman because she is pregnant or may become pregnant.

Harassment involves unwelcome behaviour that intimidates, offends or humiliates a person because of a personal characteristic, such as race, age, gender, disability, religion or sexuality.

Discrimination is unequal treatment owing to a person's characteristics, beliefs, or belonging to a specific community, whereas harassment is persistent, undesired, and unwarranted attention that causes distress.

A myriad of influences impact our behaviours. Recognising our own thoughts and beliefs will assist us to understand the needs of others in relation to the way they conduct themselves.

If you believe you have been subject to unlawful discrimination and harassment, if you feel comfortable, indicate to the perpetrator directly that you want the behaviour to stop. If you do not feel comfortable approaching them directly, approach your Manager.

All reports of unlawful discrimination and harassment will be handled in a sensitive and confidential manner, and in accordance with procedural fairness. This is about respectful behaviour.



Out and About



Pack 'n' Chat

In April, Peter, Sonya and Christine (above) framed and sorted all the appreciation award certificates for both staff and volunteers.

Head Office Tour

In May, the 'Friends of Resthaven Leabrook' visited Resthaven Head Office. They are pictured (below) with Executive Manager, Workforce Development and Governance, Wendy Morey (with ICT Systems Support Officer, Joe, working hard in the background!).



Easter Trading Table

Judi and Judy (above) supported residents at Resthaven Marion with their annual 'Easter Trading Table.' Judi and Joan assisted residents to make items during Craft Group, and contributed some hand-crafted items of their own.

Anzac Day Singalong

In April, Wendy presented an Anzac-themed singalong at Resthaven Westbourne Park (below), presenting many war songs and poems. Residents sang along, and enjoyed the afternoon very much.



We'd like to **hear from you!**



What did you think of the volunteer high teas?

Did you attend the volunteer high tea this year?

Yes (Site: _____) No

If not, would you prefer a different event?

Yes

No

Comments: _____

Please tick the most appropriate box:

I enjoy the volunteer high teas.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

What is your favourite part of the volunteer high teas?

Do you have any suggested changes for a different 'thank you' event?

What did you think of the recent Movie Day?

Did you attend the Resthaven Movie Day this year?

Yes

No

Comments: _____

Please tick the most appropriate box:

I enjoy the Resthaven Movie Day.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments: _____

Information and Learning Topics

A comprehensive orientation and training session is provided to all new volunteers when they commence. Information topics are included in every edition of the 'Volunteer Buzz' newsletter.

Topics include:

- Dementia and sensory challenges
- Manual handling
- Flu vaccinations
- Compulsory reporting and serious incident notification
- Discrimination and harassment
- Infection control
- Food safety
- Hazard identification
- Fire and emergency
- Chemical safety.



Please indicate if you would like additional information about any of the above topics:

Please let us know below of any additional topics which you would like information about:

Thank you for your feedback!
Please tear off and return to Volunteer Services in the enclosed envelope.

