

## Advocacy

Resthaven encourages people to nominate an advocate of their choice. This may be a family member or an advocate may be accessed via the Aged Rights Advocacy Service, telephone 8232 5377 or in country South Australia, 1800 700 600 or visit their website at [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)

## Interpreter Services

You may discuss your need for an interpreter with Resthaven staff.

Assistance through an appropriately qualified, accredited interpreter can be arranged with the Australian Government's Translating and Interpreting Service.

Phone 131 450 or visit [www.tisnational.gov.au](http://www.tisnational.gov.au).

## Referrals

The Commonwealth Home Support Programme requires applicants to be assessed for eligibility through My Aged Care by telephoning 1800 200 422.

Alternatively, your local Resthaven office can assist you with the referral process.

## Contact us

Call Resthaven Community Services on 1300 13 66 33 (for the cost of a local call - you will be referred to the closest office).

You may also request a call back by leaving your contact details on our website at **[www.resthaven.asn.au](http://www.resthaven.asn.au)**.

One of our staff members will contact you the next working day.

Resthaven Community Services are available throughout:

- Metropolitan Adelaide
- Murraylands, Adelaide Hills and Fleurieu Peninsula
- Gawler and lower Barossa region
- Riverland
- Limestone Coast of South Australia.



### **An Australian Government Initiative**

*Funded by the Australian Government Department of Health through the Commonwealth Home Support Programme.*

#### **Disclaimer:**

*Although funding for this Home Support Programme has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.*

# Need support at home?

## Resthaven can help. Phone **1300 13 66 33**



## Resthaven Community Services Commonwealth Home Support Programme

Resthaven assists older people to remain independent and safe in their home and to participate in community life.

- Services are provided by trained home support staff and health professionals, all with a current police clearance.
- Each person has the opportunity to design their own service that best meets their needs. The support provided may be short term or long term.
- Support is available for people living with dementia. Activities are paced to each person's capacity and strength to support carers to maintain their role.

### Eligibility

#### **Support is available to:**

- People from all backgrounds who are aged 65 years or older
- People from Aboriginal and Torres Strait Islander backgrounds who are aged 50 years or older
- Carers of people aged 65 years or older.

### Choice of options include:

- Home help, such as cleaning, laundry and home maintenance
- Shopping and transport assistance
- Social support, maintaining connections with family, friends and community
- Personal care, including showering, dressing and assistance with medication
- Nursing, including continence management
- Support for carers including in home, centre based or overnight respite care
- Therapy treatment – physiotherapy, podiatry, occupational therapy, speech pathology, dietetics and counselling
- Well-being, improving strength and mobility
- Groups to support older people who live with the effects of stroke, Parkinson's disease, dementia and memory loss
- Fitness groups
- Assistive devices (eg walking frames) to assist with maintaining independence
- Specialised support for people with vision impairment.

### Benefits:

- Improved skills and ability to manage day to day life and ongoing health issues
- Increased independence
- Enhanced motivation, confidence and self esteem
- Improved recovery following injury and illness
- Improved quality of life
- The ability to remain living in your own home.

### Comments and Feedback

Resthaven welcomes any comments, feedback or complaints regarding the services provided.

Our open and transparent feedback process encourages people to raise any concerns with Resthaven in the first instance.

#### **Advice is also available from:**

The Aged Care Quality and Safety Commission, telephone 1800 951 822 or visit the website [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).