

Volunteer **B**uzz



Hi from **Stacey**

It was wonderful to enjoy afternoon tea together during May. There was a real buzz and chatter at each event. It was so good to see people relax and enjoy each other's company. Turn to pages 8-9 for photos.

The 'Viva' theme meant different things to different people – some sites celebrated in 'Viva Mexican' style, others with 'Viva Las Vegas'!

All events were full of colour, with vibrant displays of streams of flags, balloons, pinatas, and 'Livin La Vida' music!

For Lifestyle Assistant, Silvia Salinas, from El Salvador, 'Viva' means to celebrate, well done or hooray. For example, when your team scores a goal, the crowd shout out 'Viva'.

Silvia made a beautiful (and huge) pinata with residents, as a wonderful shout out and thank you to volunteers.

Turn to the back page to read about the science behind the powerful differences you make every day.

For those who attended the Resthaven biennial Movie Day, I hope you enjoyed 'The Lady in the Van'! I sure did.

During a recent orientation with new volunteer, Keith Bentley, Keith mentioned growing up in London in nearby streets, and remembers the van! Keith said this was during the 'hippy flower power' era, and was not so out of place.

Until next time,

Stacey Thompson

Manager, Volunteer Services



Volunteer High Teas

Prior to enjoying afternoon tea, Resthaven Mount Gambier Volunteers 'Olahed' it up with residents in their Mexican gala. The event included decorated Sombreros, maracas and music.



Shirley's creativity knows no bounds, with maracas made from gourds, water bottles and bottle tops. Thank you to Shirley and her band of 'Merry Mexicana' volunteers!

Below (L-R): Mylene, Jenny D, Jenny I, Joan, Sheryl, Pauline, Valda (resident), and Shirley at the Resthaven Mount Gambier 'Mexican'-themed High Tea.



Do you like the new look colour cover? We do!



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

Volunteer Services

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From the CEO

Excellent Quality Reviews and Accreditation Outcomes

In recent months, we have had excellent independent quality assessments associated with all Resthaven community services and the Resthaven Port Elliot residential service.

Every three years, Resthaven Community Services participate in an independent quality assessment process known as 'Quality Review'. This year, from 7-20 April, a Review Team from the Australian Aged Care Quality Agency (AACQA) visited Resthaven Community Services offices in metropolitan Adelaide and regional South Australia.

On 20 April, the assessors indicated that they will recommend to the independent reviewer that all standards were well met (and exceeded). This is a very positive affirmation of the relationship and quality of the work of our team members, their good work and relationships with those individuals and their carers in receipt of our services.

My congratulations to all involved across our services. The next review will be in three years.

It was also very pleasing to see the excellent accreditation result for the new Resthaven Port Elliot. This result has provided the service a five year re-accreditation (the maximum period), during which the AACQA will undertake at least one unannounced visit per year to monitor quality. The site was awarded the Aged and Community Services 'Aged Living Design' award on 3 June, 2016.

We continue to improve our own quality system reviews to provide us with the information we seek to ensure quality remains at its highest level.

The five year period arises out of Resthaven's involvement in the SA Innovation Hub, and is affirmation of our mature quality and governance systems, which we continually seek to improve.

Adapt, be Flexible and Embrace Innovation

I have absolute respect for the thousands of staff and volunteers who support frail older people each and every day. It is good and important work. Over the past three decades, I have observed the continual change within the industry and Resthaven.

As we adjust to the current aged care reforms, it is important to remember that we have successfully adapted over the years, even though this has been difficult at times. Working with older people and their carers remains our foremost, clear goal.

The current reforms will result in more choice and control for older people to remain living at home for as long as they can. Key principles are consumer directed care, individual choice and control, and a greater number of approved service providers from which the individual can choose to deliver their services, including complex and holistic care, in people's homes.

Collaborative partnerships with key networks across both the health and aged care spectrums are needed to successfully deliver affordable high quality support for consumers, particularly for those in rural and regional areas and those with special needs.

Historically, the not for profit sector has been the national leader in aged care service provision, working in close collaboration with, and often being the key providers of, rural and remote services.

In the current environment, there is a concerted push by private sector providers into the industry. Nationally, the majority of the 17,385 new aged care places (10,940 residential aged care places and 6,445 home care places) allocated in the recent ACAR funding round places went to these providers. It is unlikely they will offer services in regional areas, where profits and returns to shareholders will be minimal.

Continued opposite page...

From the CEO (continued)

In South Australia, Resthaven was successful in many of our funding applications, being allocated 128 (20%) of the Home Care Packages available to South Australia, and an additional 18 residential care places to expand Resthaven Murray Bridge. Plans are underway for an extension at this site.

Resthaven was awarded three Home Care Packages at level two, 54 at level three, and 71 at level four, across five regions – four metropolitan and Hills, Mallee and Southern.

This is good news, as more people will now be able to access services at levels they require, and new jobs have been created.

Advocacy and Leadership

Advocacy is an important part of the work we do at Resthaven. Having a voice that influences key national decision makers in the direction of the aged care industry means that the best interests of Resthaven's clients are represented. It is essential to keep the issues that impact the aged care sector at the forefront of their minds, particularly with a federal election on 2 July.

An example of the advocacy we undertake is Resthaven's submission to the senate enquiry into the Aged Care Workforce. Resthaven is a member of the national peak body, Aged and Community Services Australia (ACSA). In March, ACSA state CEOs, Board members, and service providers met with more than 40 members of Parliament, Senators, and their advisors in Canberra to discuss priorities.

On 17 June 2016, ACSA members and the wider Australian aged care community joined with sister organisations in the United Kingdom, Malta, South Africa and many other countries, to hold an Open Day. Family, friends and local communities were invited to join in the celebrations at Resthaven sites.

On a local level, I met with Member for Waite, Martin Hamilton-Smith on Friday 11 March to discuss services in his electorate. Also in March, I participated in a trade mission program hosted by the State Government via the State Development Department.

The focus was on Adelaide's sister city, Penang, in Malaysia.

In May, I participated in another trade mission, and hosted a tour of Resthaven Leabrook.

On 12 May, I met with Martin Cowling, Associate National Director for UnitingCare Australia (right), to discuss advocacy for aged care issues in relation to the upcoming federal election.

The recent publishing of the Aged Care Sector Committee Roadmap seeks to show how the aged care reforms can be further implemented to a final 'destination'. I believe that elements of work that have been considered in the Hub, such as modifying the system in response to co-regulation and earned autonomy, offer a mature approach. On the other hand, the Roadmap encourages a quicker move to deregulation, particularly in the residential care area, than I personally believe is prudent.

The deregulation risks regarding sustainability and services available to individuals is far greater in residential than in Home Care. We have a strong view that deregulation of Home Care Packages should be a priority.

Unfortunately, although the proposed deregulation of Home Care Packages (to occur in February 2017) will give greater control to individuals, its focus seems to be more about increasing competition amongst service providers, rather than ensuring individuals have access to the appropriate level of Home Care Packages when they need them. The right Home Care Packages being readily available would greatly minimise premature admissions to residential homes.

Unfortunately, neither the current government or the Labor Party have made this aspect of the reforms a priority. Having said that, the government's move to greater choice and control by individuals is a most significant reform that we will watch with interest.



Above: Associate National Director for UnitingCare Australia, Martin Cowling, meets with CEO, Richard Hearn.

We are also advocating to ensure that the government systems do not become too complex for consumers to access.

A focus to get Home Care Package deregulation right is our primary reform focus. With respect to further deregulation of residential care, we are not convinced the same principle will work as it is currently being implemented. However, we do believe that more choice can be offered in residential care, and we will work hard to provide this to residents.

Finally...

We approach the next key steps towards deregulation, greater competition, greater choice and control to individuals. Throughout these significant changes, older people and their carers remain our primary focus.

This is what we do, and do well; working together with residents, clients and carers, and with each other, employees and volunteers, to ensure the maximum quality of life for individuals within their particular circumstance.

At the heart of this are good relationships, genuine interaction, listening and effective response, as we go about our own lives and the interactions each day in the community.

Richard Hearn
Chief Executive Officer

Meet the Resthaven Board



Above: The Resthaven Board. Back row (standing, L-R): Greg Arthur, Suzanne Fuller, Rev Dr Graham Vawser, Barbara Sibley, Professor Renuka Visvanathan and Ben Sarre. Front row (seated, L-R): Mark Porter (President), Lee Sando (Deputy President) and Geoff Tully (Treasurer).

The Resthaven Board is responsible for good corporate governance, focusing on organisational purpose, setting and monitoring strategic direction, operational and financial performance and Board governance policies. The Board is Resthaven's legal authority, and is committed to acting responsibly, ethically and with the highest standards of integrity and accountability.

Board members, who all serve on a voluntary basis, ensure sound management to achieve the objectives of Resthaven. Board meetings are held at Head Office, with alternate meetings visiting a site. Board President, Mark Porter, will visit all sites this year.

Each Board Member is allocated specific sites of interest. These are listed below:

Board Member	Site
Greg Arthur	Resthaven Mitcham
Suzanne Fuller	Resthaven Murray Bridge, and Murray Bridge, Hills & Fleurieu Community Services
Graham Vawser	Resthaven Bellevue Heights
Mark Porter	Resthaven Malvern and Mount Gambier, Head Office, and Limestone Coast and Riverland Community Services
Lee Sando	Resthaven Craigmore, and Northern Community Services
Ben Sarre	Resthaven Marion, Community Respite Services, and Marion and Onkaparinga Community Services
Barbara Sibley	Resthaven Westbourne Park
Geoff Tully	Resthaven Leabrook, and Western Community Services
Renuka Visvanathan	Resthaven Paradise, and Paradise & Eastern Community Services

Work Health & Safety

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.

We are shaped by numerous influences, including pervasive social forces that shape behaviour from early childhood, such as religion, ethnicity and socioeconomic status; physiological influences that impose both opportunities and constraints, such as age and gender; and the influences from life choices that individuals make, such as occupation and geographical location.

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. This may be demonstrated through name calling or using references specific to a person's lifestyle.

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 greatly assist us to understand the needs of others in relation to the way they conduct themselves in the workplace.

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 in the workplace.

Residential Services

Accreditation Update

During February, Resthaven Port Elliot underwent their formal Accreditation Audit by the Australian Aged Care Accreditation Agency (AACQA). The Assessors recommended Resthaven Port Elliot met all expected outcomes, and the decision maker granted the site full accreditation for the maximum period of five years.

In March and April, Resthaven Murray Bridge and Mount Gambier underwent unannounced contact visits from AACQA. The Assessors recommended that all areas reviewed were met at both residential sites.

Birthday Celebrations

On 18 May, 2016, Resthaven Port Elliot commemorated its first birthday. Residents, staff and their families celebrated this milestone with a High Tea. Congratulations to Resthaven Port Elliot on a very successful first year. We look forward to many more!

Thank you to the 27 volunteers who have joined us at the site.

On 4 July, 2016, Resthaven Mount Gambier will celebrate its fifth birthday - I can't believe it's been five years already!

Award Win

On Friday 3 June, Resthaven was honoured that Resthaven Port Elliot won the 'Aged Living Design' award at the 2016 Aged and Community Services (ACS) SA and NT Awards for Excellence presentation.

Congratulations to all.

Tina Emery

*Executive Manager,
Residential Services*



Above: First birthday celebrations at Resthaven Port Elliot (L-R), Richard Hearn (CEO), Darren Pike (Senior Manager, Residential Services), Tina Emery (Executive Manager, Residential Services) and Pam Alde (Manager, Port Elliot).

Community Services

Quality Review

From 7 – 21 April, 2016, Resthaven Community Services underwent a formal review by the Australian Aged Care Quality Agency (AACQA). They began at Head Office, before spending a week at Marion Community Services, followed by Limestone Coast and Murray Bridge, Hills & Fleurieu.

I am very pleased to say that the Assessors recommended all standards were met. This is an excellent result! On behalf of the Resthaven Board, Lee Sando, Deputy President, sat in on the exit interview feedback and was very impressed and appreciative. Well done to all.



Above: Client, Reg Hall, and Home Support Worker, Ian, work on a project in the Community Respite Services 'Shed'.

'Shed' Program Thriving

The 'Shed' at Hersey Respite Cottages (run through Community Respite Services) continues to grow and thrive. The program recently moved into a new, larger shed area, to the delight of participants.

Projects that the groups have been involved in include propagating plants for Trees for Life, and making raised garden beds from recycled pallets, donated by a local carpet store. A special project was rejuvenating memorial crosses for Anzac Day. It featured on Channel 9 news in April.

This is a great program, and we look forward to continuing it into the future.

Sue McKechnie

Executive Manager Community Services



Building Update

Resthaven Malvern

Creation of a new central staff room and reception amenities are complete. Four new rooms are being constructed off Finch, and three new rooms are under construction at the south end of Kingfisher. Works on the new dining area, servery and treatment room commenced in April.

Stage two will commence in July, and include a major upgrade of Kingfisher, providing all single rooms with an ensuite bathroom. These are due for completion in mid-2017.

Resthaven Mitcham

The scope of the Resthaven Mitcham redevelopment includes building a new 39 room, two storey addition, demolition of the older Crump and Clement areas, additions to Banksia, and replacement of the administration, kitchen and hall areas.

The main entrance will be re-established on Hill Street. Plans also include the demolition of the old kitchen/laundry block. The number of places at the site will increase from 107 to 114. Plans have been updated, and displayed in the reception area.

Kennett Pty Ltd have been appointed as the construction manager, with early works expected to commence in August 2016.

Northern Community Services

The planned refurbishment of Northern Community Services will include the construction of a two office extension to the existing building, minor modifications in the existing office, and new carpet to common areas.

'Affinitas' has been hired as the builder, and works should be complete in late July 2016.

Resthaven Craigmore

Significant refurbishment at Resthaven Craigmore is nearing completion, with alterations to the Wilpena dining room, additions to create an additional lounge, and an electric louvre roof to the Blinman terrace all complete.

Other elements completed include a 15kw solar system and new garden off the Flinders area (right), and carpeting of the common areas and Flinders. The installation of smart televisions is complete.

A six place extension is planned off the Flinders area. It is in the design stages. This will provide all single rooms at the site. Development approval has been granted, and we are now looking at design development and timelines for the project, which will begin in late 2016.

Resthaven Aberfoyle Park

A development application has been lodged for our new 100-place residential care home planned for Aberfoyle Park. The application is currently being considered, and, if successful, construction should commence in late 2016.

Resthaven Murray Bridge

In March, development approval was granted by the Rural Council of Murray Bridge for stage one of the redevelopment at Resthaven Murray Bridge. Stage one plans include an 18 place addition to the Elva Harrip area, replacing the places currently in the Jenkins, Christopher and Talbot areas.

The additional 18 places allocated in the Aged Care Approval Round (ACAR) means that stage two, which incorporates a three level scheme, will now progress soon after stage one. A review of the layout and design is underway, and a scheme for development approval will be prepared in the coming months.

We expect to commence in late 2016.

Resthaven Mount Gambier

A number of areas will be significantly refurbished at Resthaven Mount Gambier, including balcony upgrades, improving the cafe area, and technology in bedrooms.

A 15kw solar panel system will be installed to provide sustainability on the site. This project is expected to commence in June 2016.

Resthaven Westbourne Park

Design considerations for the development application for the addition of 16 places are being workshopped. Plans include enlarging the reception area to create a meeting place with coffee machine.

The development would also include an enlarged staff room and relocation of the manager's office.

There is always something on the drawing board!



Emmet O'Donovan
Manager, Buildings and Capital Projects

Out and About

Hand Care

Helen Beaton (right) ensures that the residents of Resthaven Westbourne Park feel pampered, providing nail painting, and hand massages every Friday.

Site Shop

When Allan Steel started volunteering at Resthaven Port Elliot, he had no idea that he would bump into an old friend from his childhood.

Allan, who grew up in Port Elliot, fondly remembers visiting his local 'four square' store as a ten year old boy in the 1950s, where he was served by local, Bert Brittain.

Now, 50 years later, Bert, 98, lives at Resthaven Port Elliot, where Allan is a volunteer in the site shop. In a cheeky twist of fate, it is now Allan serving Bert (below, with Allan).

It's a small world after all!



Resthaven Bus

Spotted! The Resthaven bus (below) soaking up some autumn sunshine at the Mount Lofty Botanic Gardens, while Resthaven Bellevue Heights retirement living residents enjoy a day out.



Not Your Average Card Game

Volunteer, Jenny (below), has introduced a card game at Resthaven Mount Gambier that is keeping everyone on their toes.

'500' is 'trick-taking' game which requires a lot of brain power, and involves a complicated bidding and scoring process.

'It's not for the faint hearted,' says Jenny, 'but it's so popular with residents that some of them play twice a week, and at other times in their rooms.'

'Scoring is a huge responsibility, especially when it's taken so seriously – we would be in trouble if we made a mistake!'

Luckily, four volunteers support the card playing sessions: Jenny, Felicia, Angela and Sheryl. Well done, ladies!



'Thank You' High Teas, May 2016



'Thank You' High Teas



What Resthaven means to me

'What Wednesday at Resthaven Marion Means to Me'

Written by client, Owen Filsell

During the Christmas break when the Parky group didn't run,
I realised that I missed the commitment, fellowship and fun,
So I decided that I should record for all to see,
What Wednesday at Resthaven Marion means to me.

My day begins about six, 'why so early?' you ask?
Because it now takes me longer to do a simple task.
However, by 9.30, the access cab comes down the road,
Turns into the drive and we are ready to load.

So now I hope that you are beginning to see,
What Wednesday at Resthaven Marion means to me.

It's a quick trip down the hill to Finniss Street and we're there,
I give to Kamlish, my regular driver, a taxi voucher and pay my fare.
My day begins with a friendly 'hello' from Carolyn, a real honey,
She's the receptionist, but today she also collects our money.

So now I am recording for all to see
What Wednesday at Resthaven Marion means to me.

Once there were many clients, in fact quite a few
But the numbers have dwindled, and sometimes there are only two.
There is usually Jack and Owen, and Robert if he's not playing bowls
And others come and go, depending on other problems, poor souls.

So now it should be clear from what I've recorded for all to see
What Wednesday at Resthaven Marion means to me.

The lasses who look after us, are as different as an apple and pear,
But they all share a passion to help those with Parkinson's needing care.
Marilyn has been in service the longest. To get the footy score,
She is a good sport so just knock on her door.

Monica is an expert in Tai Chi, meditation and all things slow,
But at home she may give the didgeridoo a good blow.
Steph helps everyone, she is a volunteer.
I'll drink to them all, a toast with a rousing cheer.

Last but not least is Michelle, an OT, always smiling, never terse,
I will tell all she coordinates for us in the next verse.
So I am close to finishing my recording for you to see
What Wednesdays at Marion mean to me.

We chat about everything, exercise our bodies, then have wind down
time, with Tai Chi and soft music, before morning tea, coffee, biscuits
and cake. My access cab has arrived, so it's home time and another
wonderful Wednesday has moved on.



Multicultural Programs

Can you help?

Research shows that there will be a significant increase in older people from India, China and Vietnam looking for aged care services. With your help, we are keen to learn and discover more about the needs of these communities.

To learn firsthand, I would like to involve volunteers from an Indian background in this project. Please let Stacey know of your interest, via phone (8373 9036) or email (sthompson@resthaven.asn.au).

I look forward to meeting and working with you!



Priscilla dePree
*Project Officer,
Multicultural Services*

A little about Priscilla...

Hi, my name is Priscilla de Pree. I joined Resthaven almost four years ago. This year, it will be ten years since I moved to Australia from the Netherlands, with my husband and two daughters.

In the Netherlands, I worked in the Refugee and Migrant sector. This, combined with my personal experience of being a 'migrant,' has proved to be an excellent fit of skills and knowledge required for fulfilling the Multicultural Programs role at Resthaven.

In this interesting role, I connect with many different ethnic communities in South Australia, working together with them to support their understanding of the Australian aged care system and how to access services.

Resthaven Multicultural Programs is the access point about cultural information and guidance for staff and volunteers in providing services to help meet cultural preferences of clients and residents.

Did you know?

- 15% of Resthaven clients and residents, and 22% of staff, are from a Culturally and Linguistically Diverse (CALD) background
- Resthaven staff, clients and residents together come from 103 countries.

Multicultural Connection

Resthaven Mitcham resident, Fleur Bayliss-Nayda (90) has found an instant connection with Volunteer, Tomoko “Chloe” Nakajo (20).

Tomoko, who began volunteering with Resthaven only a short time ago, is currently studying at the Intensive English Language Institute, before returning to her studies at the University of Japan in September.

‘Tomoko approached us as she wanted to be with older people and learn about our culture,’ says Stacey Thompson, Manager, Volunteer Services. ‘We immediately thought of Fleur, whose late husband was Japanese. We thought there might be a connection there.’

A connection there was, with Tomoko and Fleur hitting it off straightaway. Before too long, the pair were enjoying coffee dates together, where they talk about ‘anything and everything – we just chatter, like girls do,’ says Fleur.

‘I even asked her if it would be ok to give her an English name, just for her time here.’

‘She was more than happy with that, so, together, we picked “Chloe,” as, to me, it sounded like a cherry blossom.’

‘We looked up the actual meaning, which turned out to be “pretty, green, fresh and blooming.” Nothing could describe Tomoko better!’

Tomoko is teaching Fleur how to write in Japanese, a skill Fleur never learned until now. ‘It’s a surprise for my granddaughter, Mai Lin,’ explains Fleur. To Fleur’s delight, Tomoko is full of other interesting skills, presenting her with a beautiful set of origami cranes to display in her room, made with paper sent over from Japan (pictured above).

‘I’m having such a good time with residents and staff,’ says Tomoko, ‘and I’m looking forward to spending lots more time with Fleur.’



Chaplaincy

Chaplain Inductions

On 29 March, Rev Anne Butler was inducted as Coordinating Chaplain for Resthaven Port Elliot, and, on 9 June, Rev Dr Bruce Grindlay was inducted as Coordinating Chaplain for Resthaven Marion.

Participants included Tina Emery (Executive Manager Residential Services) and Board members, along with fellow Coordinating Chaplains, Chaplain’s Assistants, residents, staff, volunteers, representatives from the local church congregations, and family and friends.

Congratulations, Anne and Bruce. Welcome to the Resthaven community.



Wendy Morey

Executive Manager, Workforce Development and Governance



Above (L-R): Anthea Tyler (Manager, Resthaven Marion), Richard Hearn (CEO) Dr Deidre Palmer (Moderator of the Uniting Church in SA) and Rev Dr Bruce Grindlay at Bruce’s induction.



Above (L-R): Rev Kingsley Congdon, Rev Frances Bartlett, Rev Anne Butler, and Rev Cate Baker, at Anne’s induction.

Featured Volunteer Opportunities

Shop Hubs at Resthaven Marion and Westbourne Park

Shops are important!

They provide:

- A great social hub for catch ups
- A service for choice and selection
- Treats and basics
- A smile and acknowledgement for those simply passing by.



Shop opportunities with Resthaven Marion include:

- Tuesdays, 12.30 – 1.30pm, monthly (1st Tuesdays)
- Fridays, 12.30 – 1.30pm, monthly (1st Fridays)

Shop opportunities with Resthaven Westbourne Park include:

- Mondays, 10am-12noon, monthly (1st, 2nd, 4th Mondays)
- Wednesdays, 10am – 12noon, monthly (5th Wednesdays)
- Fridays, 10am-12noon, monthly (4th Fridays).

For more information, contact Volunteer Services on 8373 9036, or visit the 'volunteering' page of the Resthaven website: www.resthaven.asn.au.

The Powerful Difference you Make

The difference each of you make can be so subtle, yet so powerful!

In 'The look of Neuroscience,' an article featured recently in the Volunteering SA& NT magazine 'Vitality' (Autumn 2016 edition), Dr Fiona Kerr of the University of Adelaide investigates the amazing therapeutic effects of eye contact and touch.

She explains, 'If I am feeling anxious, a sympathetic gaze from a person I like and trust can lead to a form of eye contact called "retinal lock." One of my retinas locks with a retina of another person, which synchronises the right hemisphere of our brains and alters activity in my amygdala. This has a calming emotional effect on my emotional state. No robot or machine can do that.'

'The other person also experiences a boost in positivity of mood and outlook as a result of the interaction.'

Fiona says, '...Touch also has real therapeutic effects which can lead to reduced pain and stress, lower blood pressure, strengthening of various immune response and even increased speed of wound healing.'

'Certain types of nerve fibres involved in touch, called "c-fibres," are directly linked to emotional parts of the brain. In a trusting relationship, even patting someone gently on the arm and looking at them when speaking creates positive neurophysiological changes. We really are hard-wired to connect, and no machine is capable of creating the wonderful changes other humans can in our bodies, heart and minds.'

Thank you for the difference you make!

Stacey Thompson

Manager, Volunteer Services



The 'Three D's' of Social Media

Whether you are using social media for personal or professional purposes, please take some time to familiarise yourself with the 'Three D's': **Disclosure, Defamation, and Discrimination.**

Disclosure: Do not disclose organisational/client information.

Defamation: Do not make false statements about someone or something. Social media is not exempt from libel and privacy laws.

Discrimination: Do not make offensive statements, or share/make inappropriate jokes.

Whatever you post online stays in the public domain forever, even if deleted.

Just as discrimination and harassment will not be tolerated in the workplace, nor will it be tolerated on social media. Staff and volunteers are advised not to post content which can be construed as offensive, obscene, bullying, discriminatory, hateful, racist, sexist, abusive, harassing, threatening or defamatory.

For a rewarding experience, be positive, and double check before you post.