



Resthaven
Incorporated



Annual Report 2018–19

Resthaven Incorporated



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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.

Who we are

Established in 1935, Resthaven is a South Australian not-for-profit aged care community service associated with the Uniting Church in Australia.

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

Services are provided throughout metropolitan Adelaide, the Adelaide Hills, Murraylands, Riverland, Fleurieu Peninsula, lower Barossa region and the Limestone Coast of South Australia.

Resthaven's high quality, fully accredited, responsive services are tailored to individual needs. Services range from retirement living, basic support to very high care at home, to 24 hours a day, seven days a week, residential aged care and respite at twelve locations. Community respite for carers is available in all service areas.

Funding

As a charitable, public benevolent institution, Resthaven is separately incorporated and financially independent of the Uniting Church.

Resthaven is endorsed as a Deductible Gift Recipient by the Australian Tax Office.

Operations and revenue generated are solely focused on Resthaven's purpose.

Resthaven receives subsidies from governments, grants, customer contributions, and income from investments, which cover operational expenses and fund capital works. Bequests, donations and fundraising activities assist in maintaining the level of care and services provided.

Top: Resthaven Aberfoyle Park at night.

Right: Mrs Mary Gardner enjoying the library at Resthaven Marion.

Front Page (clockwise from top left): Resthaven Murray Bridge, Hills & Fleurieu Community Services clients enjoy the 2018 Christmas Luncheon; Brendan Keville (Cook, Resthaven Aberfoyle Park); Monicah Ndungu (Registered Nurse, Resthaven Marion) and Mrs Margaret Davies; Mr Peter Abigail of the Resthaven Bellevue Heights Independent Retirement Living Units; Mrs Rita Oke of Resthaven Malvern with her granddaughter; Mrs Val Murnford of Resthaven Murray Bridge.

Our Purpose

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

Our Values

Trust
Dignity
Choice

Our Strategic Key Areas

The Services
The Workforce
The Future





President's Message



Over the past twelve months, I've been delighted to attend the official opening of Aberfoyle Park Residential Services and the refurbished Residential Services and newly-built Community Services in Murray Bridge.

While it's unfair to single out sites and services in this way, I do so here, remembering clearly both events and reflecting on how, more broadly, they measure and characterise Resthaven's success.

Of course, the capacity to build and refresh facilities relies on good planning and good financial management, and for that the Board is grateful to the Chief Executive Officer, Richard Hearn, and the Executive Managers and staff for their foresight and stewardship.

It's grateful, too, to every employee and volunteer, for without good personnel, proper training and professional development, Resthaven couldn't provide high-quality care to residents and clients, whatever its facilities.

There's a third aspect to the Resthaven story which special events like official openings bring to the fore, and that's the residents and the clients themselves, and their families.

They put their trust in Resthaven, and they make the Resthaven community possible.

Sadly, aged care in Australia is in the spotlight now for the wrong reasons.

It's a reminder to us all of the need to be true to our mission, never complacent but always attentive to the needs of the frail, the vulnerable, and the elderly.

As you read this Annual Report, I hope you gain insight into the business underpinning Resthaven's success.

More importantly, I hope you appreciate the values underpinning Resthaven itself, keeping it faithful to its past and committed to its future.

I commend the report to you.

Mark Porter
President, Resthaven Board

Top: Richard Hearn (Chief Executive Officer), Fay Mound (UnitingCare Policy & Advocacy Director) and Ben Sarre (Deputy Board President) with the sculpture commissioned by Resthaven for the Resthaven Murray Bridge aged care precinct, created by South Australian artist, Gerry McMahon.

Above left: Mark Porter (Board President) with Kaurina Elder, Katrina Power, at the opening of Resthaven Aberfoyle Park.

Resthaven Board

Board Executive



PRESIDENT
INTERIM TREASURER
2018-2019
Mr Mark Porter
MEdSt, BA (Hons), BEd,
GradDipT, MAICD
Board Member since 2005
Anglican Schools Liaison
Officer, Anglican Diocese
of Adelaide



DEPUTY PRESIDENT
Mr Ben Sarre
BA (Hons), Grad Dip Proj
Mgt, GAICD
Board Member since 2011
Executive Director, Habitat
for Humanity



Mrs Lee Sando
Former Registered Nurse,
Certificate in Gerontology
Board Member since 2001
Retired Aged Care
Consultant



Mr Greg Arthur
LLB, GAICD
Board Member since 2011
Managing Partner, Mellor
Olsson Lawyers



Prof Renuka Visvanathan
PhD, FRACP, FANZSGM,
GCert Ed (Higher Education),
MBBS, ATCL
Board Member since 2011
Director, Aged & Extended
Care Services, TQEH, Central
Adelaide Local Health
Network, SA Health Project
Lead, Centre of Research
Excellence Frailty Healthy
Ageing, Director, University of
Adelaide Geriatrics Training
and Research with Aged Care
(G-TRAC) Centre

Board Members



Mrs Barbara Sibley
MSAFAA, JP, MAICD
Board Member since 2012
Director, Morgans
Adelaide



Rev Dr Graham Vawser
PhD, MTh, BA, BD, DiplLS
Board Member since 2014
Retired Uniting Church
Minister



Mr Michael Haydon
BCom, CA
Board Member since 2019
Senior Accountant,
Commercial & General



Mrs Stephanie Rozokos
BCom, BBus (ComLaw),
CPA, GAICD
Board Member since 2019
Chief Financial Officer,
SA Tourism Commission



Ms Gerardine (Geri) Malone
MPH, BHLth Sciences
(Nursing); Grad Cert Remote
Health; RN; RM; MAICD; MACN
Board Member since 2019
Consultant; Congress of
Aboriginal and Torres Strait
Islander Nurses and Midwives
(CATSINaM); CRANaPlus

Non-Board Committee Members

Carole Davidson - Finance Committee; **Elizabeth Megaw** - Governance Committee; **Suzanne Fuller** - Governance Committee.

Corporate Governance

Resthaven operates within the scope of the Associations Incorporations Act.

The Resthaven Board reports annually to the Uniting Church and is responsible for good corporate governance.

The Board focuses on organisational purpose, risk management, setting and monitoring strategic

direction, operational and financial performance and Board governance policies.

The Board is the legal authority of the organisation and is committed to acting responsibly, ethically and with the highest standards of integrity and accountability to ensure that the objectives of Resthaven are achieved.

Board membership is by invitation and appointment. Board members contribute to the Board Committees: Property, Nominations and Remunerations, Governance, Finance and Audit.

Non-Board committee members are appointed to complement the skills and experience required.

From the CEO

The Year in Review

This year has been a somewhat difficult operating period for the aged care sector as a whole. Nonetheless, our focus and purpose does not change in our work with older people and their carers. This has never been more important, as we seek to engage individuals in a manner that supports their quality of life and reflects our values of trust, dignity and choice in our relationships with them.

The reality is that thousands of people benefit from the dedicated and caring work of aged care staff and volunteers. We are privileged to accept the invitation individuals give us to work with them in the privacy of their daily lives.

Multiple legislated changes came into effect from both 1 January 2019 and 1 July 2019. These included establishment of the Aged Care Quality and Safety Commission, which is underpinned by a new Charter of Aged Care Rights, and new Aged Care Quality Standards for both residential and home care services. This is the first major upgrade of standards in 20 years. To ensure Resthaven was prepared and compliant, preparation for and implementation of these legislated changes was a priority.

The Royal Commission into Aged Care Quality and Safety was announced on 16 September 2018, and continues to highlight many issues of concern through the close examination of some unfortunate and unacceptable situations that must be addressed.

On 23 November 2018, Resthaven was called to respond to eight questions asked by the Royal Commissioners as one of the 100 largest aged care service providers in Australia. Our comprehensive report was lodged on 7 January 2019.

Resthaven senior managers followed



L to R: David Norton, Executive Manager Financial Services; Tina Cooper, Executive Manager Residential Services; Richard Hearn, CEO; Sue McKechnie, Executive Manager Community Services; Sam Bradley, Executive Manager People and Culture; and Darren Birbeck, Executive Manager Governance and Corporate Services.

the developments closely, reflecting on people's experience at Resthaven. Appropriate resourcing is fundamental to a sustainable aged care sector that offers best practice quality and safety. For years, we have advocated for reform. We contributed our views and ideas to the Commission for improvements, and continue to raise the critical need for increased Government funding to ensure high quality, sustainable aged care services and a well-trained, capable workforce into the future. We need more investment to increase staffing levels and community education about what to expect of aged care services. This cannot wait until after the Commission's final report.

Across all of our sites and in people's homes, we continue to be served by dedicated and outstanding individuals in their care and support of older people and their carers each and every day.

We have a deep commitment to our purpose, and acknowledge the incredibly hard work of our teams across the state. This is good and important work.

Highlights

On 27 July 2018, Resthaven was honoured to be named Aged Care Provider of the Year, at the Aged

& Community Services Australia (ACSA) SA&NT Aged Care Awards for Excellence. The ACSA awards focus on the contributions of not-for-profit aged care providers in services, innovation and research that benefit the Australian community.

On 23 August 2018, Resthaven was awarded a 2018 Better Practice Commendation Award for the project, 'Restoring Older People's Lives', in the Australian Aged Care Quality Agency (AACQA) Better Practice Awards. These awards are presented each year for projects, initiatives or programs that act as exemplars for other providers and to assist and encourage improvement in care and services. Resthaven has won a Better Practice Commendation award in 2016, 2017 and now 2018, as well as the inaugural Innovation and Excellence award in 2017.

Such awards recognise the excellent, sustained efforts of Resthaven staff and volunteers in their care and genuine relationships with the individuals who invite us to work with them in supporting their quality of life.

In December 2018, we celebrated the 60th anniversary of Resthaven Murray Bridge. We also celebrated completion of upgraded facilities at Resthaven Mitcham, Murray

'I could not wish for better care for my wife. Just great. Your carers are always friendly and welcoming. I give 11 out of 10.'

– Family member



Above: (from top): Mrs Audrey Rice, Marian Greenshields (Manager Residential Services) and Tina Cooper (Executive Manager Residential Services) open the Resthaven Westbourne Park redevelopment; Mark Porter (Board President), Suzanne Fuller (Board Member), Debbie Lindner (Manager Residential Services) and Anthea Tyler (Acting Senior Manager Residential Services) celebrate the 60th birthday of Resthaven Murray Bridge; Unyetta Raddon (Assistant Manager Community Services) and Liz Southall (Manager Community Services) at the opening of the new Resthaven Limestone Coast Community Services office in James Street, Mount Gambier.

Bridge and Westbourne Park and the opening of our new residential site at Aberfoyle Park.

Resthaven Limestone Coast Community Services continued their expansion, opening a new office at 15B James Street, Mount Gambier.

On 20 December 2018, new land was purchased at 122 Smart Road, Modbury, for a future development.

In total, \$52.8 million was invested into capital works during the year, including installation of generators at all residential aged care homes to ensure business continuity in case of an electricity blackout.

We recognised volunteers and employees who have given many years of dedicated service with appreciation awards. These are important annual events.

Through Project Ignite, Resthaven is undergoing transformational change by introducing new and improved information technology systems. This business process re-engineering will prepare Resthaven for the future, and involves significant training and implementation of these new systems.

The ultimate aim of this important project is to improve our services to individuals and assist staff in how we do this.

Resthaven funds scholarships at the three major South Australian universities, supports student placements and works with training partners to provide targeted education and a positive learning experience that can lead to rewarding career paths.

Executive Moves

Resthaven is fortunate to have benefited from a long serving, stable and high calibre executive team for the past decade. This year, we had two executive changes.

After 19 years in the role, Executive Manager People and Culture, Des Itsines, retired on 1 February 2019. Des made a significant contribution to Resthaven and our people.

We farewelled Wendy Morey on 15 February 2019 after 24 years of valued leadership and significant



Above (from left): Executive Managers, Des Itsines (People & Culture) and Wendy Morey (Governance & Workforce Development) at their shared farewell function in February 2019.

Opposite page: The gardens of Resthaven Port Elliot in bloom.

contribution in various roles. For the past 12 years, Wendy was an Executive Manager in both Residential Services and, more recently, Governance and Workforce Development.

I share my sincere gratitude and thanks to both Des and Wendy as they move into the next chapter of their lives. They have both made lasting contributions to Resthaven. We are very grateful for their service.

We subsequently reviewed the organisational structure and restructured some executive portfolios.

On 7 January 2019, we welcomed Darren Birbeck to the position of Executive Manager Governance and Corporate Services. For the previous three years, Darren was a member of the Resthaven Board, and Treasurer during 2018, giving him an excellent understanding of Resthaven and the broad range of services offered.

In March 2019, we welcomed Samantha Bradley to the role of Executive Manager People and Culture. Sam was previously the Head of Human Resources (HR) for Bank SA and part of the national Westpac HR leadership team.

I stepped down from the role of Chairperson of UnitingCare Australia's aged care network at the end of 2018. I continue in the network, as do others in the executive team.



Board Update

Resthaven is fortunate to benefit from a well-qualified Board with an appropriate skill mix to guide the organisation's future directions. Each Board Member is allocated a site or several sites that they take a special interest in. Some Board meetings are held at sites so that Board Members can interact with residents and clients and see for themselves the work of Resthaven's purpose.

Darren Birbeck's departure from the Resthaven Board coincided with the retirements of both Suzanne Fuller and Geoffrey Tully on 31 December 2018. Both gave significant time and commitment over many years. We sincerely thank them and wish them well for the future.

Subsequently, we welcomed three new Board Members:

- Michael Haydon, a Senior Accountant with Commercial and General Group and a Registered Company Auditor and Registered Self-Managed Superannuation Fund Auditor, ASIC
- Stephanie Rozokos, Chief Financial Officer, South Australian Tourism Commission, and
- Gerardine (Geri) Malone, Registered Nurse and consultant, rural and remote health and Board Member, Flinders and Upper North Local Health Network.

Michael and Stephanie are also members of the Board Finance and Audit Committee, and Geri the Board Governance Committee.

I particularly wish to thank our long serving Board President, Mark Porter, for his ongoing leadership, and for serving as Interim Treasurer throughout 2019.

Our Community

Resthaven is a recognised influencer, advocating for high quality, sustainable services, sharing our knowledge, and telling our stories about the important role of older people in our community. Much more needs to be done to ensure that the general public respects the contributions of our older community members.

It is always gratifying to see the service growth and genuine care of staff and volunteers who go above and beyond the call of duty every day, and the warm and welcoming atmosphere, whenever I visit a Resthaven service location. Our staff and volunteers walk alongside clients on their individual journeys, providing expert guidance and support, to help them achieve their goals.

I thank staff for the inclusive and caring way in which they work together with the individuals who

have chosen Resthaven to support them at this time of their life.

I am immensely proud to lead an organisation that is genuinely focused on delivering exceptional care and making a difference every day.

Richard Hearn
Chief Executive Officer

'I applaud the staff who care for the vulnerable elderly, as I understand that funding for aged care falls short of what is actually required.

Your staff give a very high standard of care to the residents and seem to always be cheerful and helpful, going above and beyond more often than not.

I know that aged care issues are often in the media but all of the Resthaven staff can be proud of the great job that they do.'

– Family member



Above: Resthaven Western Community Services staff celebrate Harmony Day in March 2019.

Our Finances

Financial Environment

Providers of aged care services, and residential care in particular, have been subject to increasing financial pressure for the last three years. Indexation to care income has significantly lagged the rate of increase to salaries, and operating margins have contracted.

A temporary increase to care funding received towards the end of 2018–19 provided a partial reprieve, however further action is necessary to ensure the long term sustainability of Australia's aged care service system.

Overview of Financial Position

Resthaven recorded a surplus for the year of \$7.031m (compared with \$9.184m for the year ended 30 June 2018).

At 30 June 2019, net assets/total equity totalled \$276.106m (compared with \$258.071m for the previous year).

Revenue from Services

Annual operating revenues increased by \$18.131m (12.8%) to \$160.517m.

The increase reflects Resthaven's planned and considered growth strategy, with the opening of a new residential aged care home at Aberfoyle Park on 16 July 2018,

and sustained growth from in home community care and support services.

Despite this significant increase in revenue, expenditure grew at a rate of 15.9% (\$22.157m), resulting in an overall decline in the surplus compared with the previous year.

Expenditure increases related mainly to staff (\$16.073m) and goods and services (\$4.027m), which were necessary to support the additional services and related demands.

Statement of Financial Position

Total Assets

Total assets increased by \$50.321m. Resthaven continues to receive net capital inflows as new residents choose to meet their accommodation expense by way of a lump sum refundable accommodation deposit (RAD). This was accelerated by the opening of Resthaven Aberfoyle Park, with many new residents choosing to meet their accommodation expense by way of a RAD.

During 2018–19, major capital upgrades to the Murray Bridge, Mitcham, Westbourne Park homes and the new home at Aberfoyle Park were completed. New accommodation was also constructed for the Murray Bridge Community Services team and additional fit outs were completed to

Community Services centres at Marion, Paradise, Onkaparinga and Elizabeth.

Capital expenditure during 2018–19 totalled \$19.781m.

Total Liabilities

Total liabilities increased by \$32.286m. This increase reflects new RAD receipts for the Aberfoyle Park home and the impact of the adoption of the 1 July 2017 changes to accommodation pricing (which increased the lump sum [bond] payment amount and removed the provider's ability to retain a portion of the lump sum) continuing to be realised as bonds are progressively replaced with RADs.

General Purpose Financial Report

Resthaven has prepared a general purpose financial report in accordance with Australian Accounting Standards, and the Australian Charities and Not-for-profits Commission (ACNC) Act 2012. The Report has been audited by Independent Auditors BDO.

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

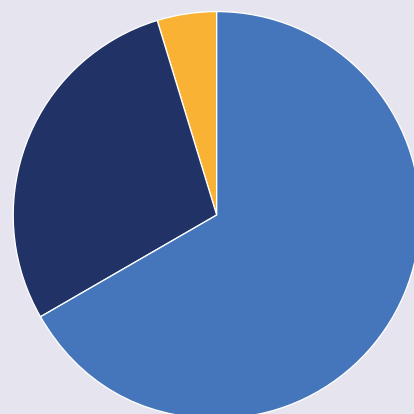
David Norton

Executive Manager Financial Services

Financial Summary

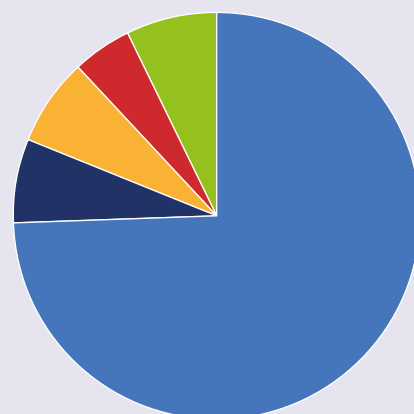
WHERE THE MONEY COMES FROM

	\$	%
Residential services	112,542,744	66.94%
Community services	48,028,211	28.56%
Other	7,562,136	4.50%
Total Revenue	168,133,091	100.00%



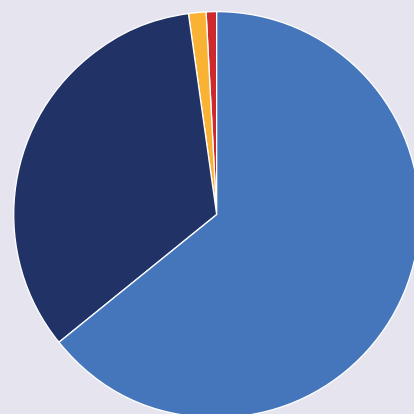
WHERE THE MONEY GOES

	\$	%
Employee benefits	120,063,924	74.53%
Hotel services	10,813,394	6.71%
Depreciation	11,101,662	6.89%
Maintenance	7,691,077	4.77%
Other	11,431,669	7.10%
Total Expenses	161,101,726	100.00%



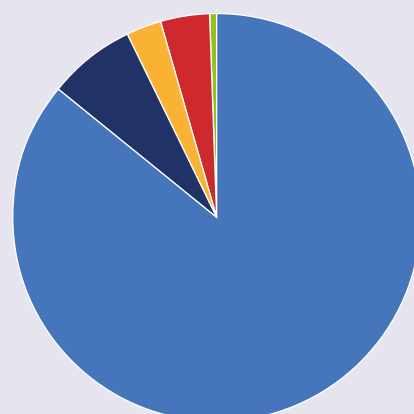
OUR ASSETS

	\$	%
Property, plant and equipment	339,140,299	64.25%
Financial assets	178,273,083	33.78%
Cash and equivalents	6,003,418	1.14%
Trade and other receivables	4,249,300	0.83%
Total Assets	527,666,100	100.00%



OUR LIABILITIES

	\$	%
Refundable Loans	216,444,015	86.04%
Employee benefits	17,598,684	7.00%
Trade and other payables	6,845,911	2.72%
Other liabilities/deferred income	9,621,872	3.82%
Borrowings	1,050,000	0.42%
Total Liabilities	251,560,482	100.00%



Note: Other expenses is as per GPFR minus electricity. Hotel Expenses is the balancing item after electricity has been removed from other expenses. A complete set of the audited Financial Report will be made available on request.

The People We Support

Resthaven offers the full range of aged care services, from a little support around the home, retirement living, to residential aged care, and respite.

Our support includes home care, social support, nursing, allied health, respite, and residential aged care. Our experienced staff work together with residents, clients, their carers, and families, to provide personalised care for their unique situation, partnering with each person to understand their needs and identify personal goals.

We tailor our support to positively influence each person's experience and help them achieve a better quality of life, health and wellbeing outcomes.

In 2018-19, Resthaven residents and clients were older and had higher care needs than in the past. Of particular note were the 39 residents and clients aged 100 years or older at 30 June 2019, 20 of whom live in the community.

Residential Services

Resthaven's twelve residential aged care homes in regional and metropolitan South Australia accommodate 1,290 older people aged from 64-104 years.

Below: Centenarian, Mrs Mavis Moore of Resthaven Leabrook, aged 104 in June 2019.



Our Community 2018-19

136 people lived independently in Resthaven independent retirement living units and apartments across seven locations

We supported **9,960** Community Services clients living in their own homes

We supported **1,290** residents living in **12** aged care homes

The median length of stay in residential care was **3 years and 3 months**

The average age of people residing in residential aged care or retirement living was **87** years

The average age of Community Services clients living at home was **80** years (83 years for those receiving in-home support)

Each week, **10,400** hours of direct service were provided to people living in the community, and **1,622** people accessed a Home Care Package during the year

Community Services staff made **528,000** visits to people's homes to deliver services, with **2.9 million** kilometres travelled by staff

Approximately **2,100** Community Services clients attended centre-based wellness, reablement and restorative services

780 people receiving Resthaven Community Services lived in retirement villages throughout the community

10% of residents and **16%** of clients were from Culturally and Linguistically Diverse backgrounds

15% of Home Care Package recipients had a diagnosis of dementia, and **43%** lived alone

7% of Resthaven consumers spoke a language other than English, and came from a total of **98** countries

1.7% of residents and **0.8%** of clients identified as Aboriginal or Torres Strait Islander

Number of Resthaven Residential Places as at 30 June 2019

Resthaven Site	Residential Places*	Retirement Living**
Aberfoyle Park	100	0
Bellevue Heights	99	60
Craigmore	93	0
Leabrook	106	8
Malvern	75	5
Marion	159	37
Mitcham	112	0
Mount Gambier	100	1
Murray Bridge	96	0
Paradise	132	10
Port Elliot	92	4
Westbourne Park	126	0
Total	1,290	125

*Number of approved residential aged care places

**Number of units or apartments

Planned respite is available at all residential homes. A nurse is on site 24 hours a day.

The opening of Resthaven Aberfoyle Park on 16 July 2018, was a key milestone, followed with completion of the major redevelopment of the Murray Bridge site. This included 18 additional aged care places in the residential aged care home and a purpose built building for community services.

All Resthaven residential homes are fully accredited with the Aged Care Quality and Safety Commission (ACQSC). Resthaven Aberfoyle Park and Resthaven Craigmore achieved successful reaccreditation for three years, following their full triennial accreditation audits. Resthaven underwent ten unannounced assessment contact visits in 2018-19.

Community Services

Resthaven Community Services participated in a Quality Review by the Aged Care Quality and Safety Commission in June 2019. All 18 Expected Outcomes of the Home Care Standards were met at all sites.

A contract compliance audit of Veterans Home Care by the Department of Veterans Affairs, also received a satisfactory outcome.

In 2018-19, Resthaven Community Services experienced 13% growth in the number of people receiving services. This growth included 12 Short Term Restorative Care places for Northern Community Services and Murray Bridge, Hills and Fleurieu Community Services, and Commonwealth Home Support Programme (CHSP) growth funds for home maintenance and goods and equipment.

The ongoing reforms of Home Care Packages was a major focus. Resthaven's Home Care Packages grew by 10% in the past year.

The focus of our integrated service model is to provide wellbeing, independence and autonomy for people to remain positively engaged with their life aspirations and social contacts.



Above: Mr Stan Gafney of Modbury, who is supported to live independently in his home by Resthaven Paradise & Eastern Community Services.

The services range from once only contacts for information and advice, short term rehabilitative, restorative and reablement services and longer term group or one-to-one services.

Demand for high care for people living at home in the community increased. The profile of clients is changing, with people being older, frailer and with higher care needs.

Resthaven Community Services clients as at 30 June 2019	
Resthaven Community Respite Services	521
Resthaven Limestone Coast Community Services	526
Resthaven Marion Community Services	1,699
Resthaven Murray Bridge, Hills & Fleurieu Community Services	1,200
Resthaven Northern Community Services	1,895
Resthaven Onkaparinga Community Services	1,031
Resthaven Paradise & Eastern Community Services	1,833
Resthaven Riverland Community Services	328
Resthaven Western Community Services	927
Total	9,960

Agedcare Alternatives Regional Assessment Service

The operation of the Regional Assessment Service (RAS) requires a separation of business functions for Resthaven, which is achieved through Agedcare Alternatives. The Agedcare Alternatives RAS operates as part of My Aged Care in seven geographical regions of South Australia. The RAS tested a range of quality initiatives as the Government refined the assessment model.

From January 2019–June 2020, Agedcare Alternatives RAS is one of five services participating in a national pilot of active reablement assessment.

Resthaven's free information service, Agedcare Alternatives, received more than 4,100 contacts in 2018–19 (300% increase on 2017–18). Many enquiries were from people seeking peer support to navigate My Aged Care.

Corporate Social Responsibility



Above (L-R): Andrea Lowe (Admissions Coordinator), Mark Trebilcock (Aged Care Alternatives Coordinator) and Gillian Schulze, (Coordinator Community Respite Services) at the Disability and Ageing Expo.

Media Engagement

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

235 positive media appearances, of which **165** were self-generated

12 radio interviews on community radio stations

10 new or updated YouTube films

Total social media followers as at 30 June, 2019:

Facebook: **1,438**, Twitter: **1,008**, LinkedIn: **1,408**

Feedback

1,308 compliments

674 complaints

91% of complaints resolved within 14 days; of these, **41%** resolved on day raised

12 residential focus groups, attended by **159** residents and **95** representatives

11 community services focus groups, attended by **86** participants

Engagement

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

To ensure Resthaven's services are focused on consumers and their expectations, consultations continued through 14 Community Advisory Group meetings, attended by 60 members.

Advocacy

Advocacy is an important part of Resthaven's work. Having a voice that influences key national decision makers on the direction of the aged care sector means that the best interests of older people are represented.

Active advocacy included:

- Contributing to the development of submissions related to aged care reforms and other topical matters
- A monthly opinion piece from the CEO in *The Advertiser* newspaper
- Supporting Better Practice Awards by the Australian Aged Care Quality Agency (AACQA)
- Membership of the national peak body, Aged and Community Services Australia (ACSA) and UnitingCare Australia – aged care network
- Meetings throughout the year with state and federal parliamentarians
- Promoting positive images of ageing through 235 positive media articles, exemplifying corporate leadership and engaging with the public.



Innovation and Research

Aged care reform remains a significant focus for Resthaven into the future. We continued strategic projects and local initiatives to maintain profile, improve business intelligence and processes, respond to reforms, and deliver services that support older people and their carers in ways that are meaningful to them.

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

Customer engagement research was conducted by Resthaven, with more than 400 participants, to inform Resthaven's customer service focus.

Resthaven is an active supporter, funder, and participant in research relevant to aged care, older people, and their communities.

This year, Resthaven's research interests included:

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

Left: Mr Richard Hamson (family carer), checks out the 'iSupport' learning modules with Gillian Schulze (Coordinator Community Respite Services).



Above: Cecelia Oxborrow (Manager, Resthaven Murray Bridge, Hills & Fleurieu Community Services) and Debbie Lindner (Manager Residential Services, Resthaven Murray Bridge) with their commemorative plaques at the opening of the Resthaven Murray Bridge aged care precinct, comprising the redeveloped residential aged care home and purpose-built community services offices, co-located at Swanport Road, Murray Bridge, in January 2019.

Building Development

Several major building projects were completed, in line with Resthaven's 'significant refurbishment' strategy to provide all single room residential accommodation with private ensuite. This is now complete at all Resthaven homes.

The following building projects were completed:

- Resthaven Mitcham
- Resthaven Aberfoyle Park
- Resthaven Westbourne Park
- Resthaven Murray Bridge, incorporating both residential and community services.

"I wish to thank your staff for the wonderful care that was afforded to my mother during her recent respite stay. I found the staff to be very approachable and service minded – communication with my mother and our family was always responsive and compassionate. We just wanted to say well done!"

– Family of a respite resident



Above: Resthaven Leabrook staff and volunteers at the annual Volunteer 'Thank You' event, which had a 'garden party' theme—one of many held across Resthaven throughout May 2019.

Working Together

Recognition

Each year, Resthaven recognises the ongoing commitment and dedication of employees and volunteers through appreciation awards.

Volunteer 'Thank You' events were held in May 2019, to acknowledge the work of 481 volunteers across Resthaven, with 41 volunteers presented Appreciation Awards, including two for 25 years and two for 30 years.

These events highlighted Resthaven's appreciation of the volunteer workforce, recognising the contribution of volunteers in enhancing wellness and choice for the people Resthaven supports.

At the Staff Appreciation Awards, held in July 2018, 103 employees were eligible to receive awards for 10 years of service or more, including three 35 year award recipients.

Employee Health & Wellbeing

Demonstrating our ongoing commitment to employee health and safety, Resthaven continues to offer and introduce a range of health and wellness benefits and programs to staff. These include:

- Free influenza vaccinations (73% uptake)
- Early Intervention Physiotherapy Program (225 referrals)
- Employee Assistance Program (2.25% usage rate)
- 'Quit Smoking' rebate program
- RestFit Stretching Program launched in September 2018
- Corporate gym membership launched in November 2018
- Corporate team membership of fun runs (155 participants)
- The Professional Development Fund supported 74 employees to attend professional development activities.
- The lost time injury frequency rate reduced by 30% to 10.42.

Recruitment

To meet workforce needs, an extensive recruitment campaign was undertaken for additional staff, including a careers expo in Mount Gambier.

Overall staff turnover was 21% – which compares favourably with industry benchmarks.

Workforce Development

Resthaven's Workforce Development Plan outlines strategies to attract and maintain a capable workforce, including mandatory training (96% completion rate).



Above: Resthaven Northern Community Services staff compete in the 2019 City-Bay Fun Run.

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

A total of 34 development days were delivered providing updates on the Royal Commission, Project Ignite, and the new quality standards.

Scholarships

Resthaven continues to fund university scholarships to encourage the future aged care workforce:

- University of South Australia Nursing, Physiotherapy and Occupational Therapy Scholarships, including a perpetual Indigenous Nursing Scholarship
- University of Adelaide Nursing and Oral Health Scholarships
- Flinders University Resthaven 80th Anniversary Scholarship Program.

Chaplaincy

Resthaven's Coordinating Chaplains engage with older people and their families at all residential sites. They conduct ecumenical services, discussion groups, annual memorial services, and assist people to work through grief and loss. Volunteer Chaplain's Assistants supported the Chaplaincy program.

A new Chaplain, Shelley Alexander, was recruited to Resthaven Murray Bridge.



Above: Mrs Valerie Munn of Resthaven Mount Gambier enjoys some quiet time in one of the home's many reading 'nooks' overlooking the gardens.



Above: Chaplain's Chat in the Hall at Resthaven Aberfoyle Park.

Employees

688 new employees attended corporate induction

310 student placements

2,547 total employees
1,544 full time equivalent
 (mix of 13% full time, 37% casual, 50% part time)

Volunteers

481 volunteers contributed a total of **27,061** hours

419 in residential services
42 in community services
7 in head office
13 on Board/Committees

Organisational Structure

WORKING TOGETHER

Customers

Residents, Clients and Carers

INDEPENDENCE DIGNITY

Volunteers and Employees

PRIVACY SAFETY
 SUPPORT SECURITY

Program Managers

INCLUSION RESPECT
 DIVERSITY

Senior Managers

SELF RELIANCE CHOICE

Executive Managers

QUALITY TRUST

Chief Executive Officer

INTEGRITY ADVOCACY

Resthaven Board

EXCELLENCE CARE

Residents, Clients and Carers

OPENNESS

Customers

Cultural Diversity

Resthaven's workforce comprises **37%** of employees born overseas, from **82** countries.

30% (813) of employees speak at least one language other than English

68 languages other than English spoken by staff

'My husband and I are both aged 90. We are both so blessed to live independently in our own home.

This is all because of the help and support of Resthaven.'

– Community Services client

Highlights of the Year

Community Engagement

- Consumer experience research involving more than 400 individuals
- Various charitable enterprises across many Resthaven sites, including donations of knitted items to the Lyell McEwin Hospital, and participation in the 'Operation Christmas Child' program
- Participation in UnitingCare 'Pancake Day' fundraiser across many Resthaven residential homes and community services sites
- Ongoing visiting programs with local schools and kindergartens.

Right (from top): Ms Yvonne Clancy, Mrs Margaret Rush, and Mrs Patricia Uppington of Resthaven Craigmores with their knitted donations for the Lyell McEwin Hospital; Residents of Resthaven Bellevue Heights enjoy a visit from preschool children from the local Montessori Kindergarten as part of the ongoing visiting program between the home and the kindy.

Below: Channel 10's Rebecca Morse with 'Penny Pancake' at Resthaven Malvern.



Community Partnerships

- Filming at Resthaven Malvern in conjunction with Palliative Care Australia, featuring Resthaven Palliative Care Nurse Practitioner, Peter Jenkin
- Major sponsor for 'Parkinson's Walkathon' event in April 2019
- Member of the SA Innovation Hub
- 'Unley Legends 2' partnership with the City of Unley, celebrating positive images of ageing, launched October 2018.





Award Wins

- Winner, Aged Care Provider of the Year, 2018 Aged & Community Services Australia (ACSA) SA&NT Aged Care Awards
- Winner, Australian Aged Care Quality Agency (AACQA) 2018 Better Practice Commendation Award for the project, 'Restoring Older People's Lives', operated through Resthaven Marion Community Services.



Above: Melanie Howard (Senior Manager Community Services), Robyn Jones (RN Coordinator) and Deb McDonald (Manager Resthaven Marion Community Services), with their AACQA Award for the 'Restoring Older People's Lives' project.

Environmental Responsibility

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

Environmentally friendly practices include use of solar panels, reticulated water for gardens, and energy efficient lighting.

Recycling management and waste minimisation strategies are standard at every Resthaven residential, corporate and community services location.

All new buildings incorporate environmentally friendly design. Redevelopments and refurbishments aim to improve the environmental impact of existing buildings.

Top: Ben Sarre (Deputy Board President), David Norton (Executive Manager Financial Services), Darren Birbeck (Executive Manager Governance and Corporate Services), Wendy Morey (Executive Manager Governance and Workforce Development), Tina Cooper (Executive Manager Residential Services), Sue McKechnie (Executive Manager Community Services), Richard Hearn (CEO), Leonie Robson (Senior Manager Clinical Services), Lee Sando (Board Member), and Lynn Openshaw (Manager Service Development) at the 2018 ACSA Awards.

Compliance

A full evaluation audit was conducted by ReturnToWorkSA in 2017 to assess Resthaven's performance as a self-insured employer. Resthaven achieved a five year renewal, which will expire in 2022. Resthaven was determined to be fully compliant with standards, and no non-conformances were identified.

Resthaven complied with the reporting requirements of the Workplace Gender Equality Act 2012 and the Australian Charities and Not-for-Profits Commission.

Conducting Criminal History checks for all employees and volunteers is mandatory. Checks were conducted for 1,728 employees and 236 volunteers in 2018–19.

Internal audits of work practices were conducted across all Resthaven sites, with 287 scheduled audits completed.

'Really happy with everything.'

– Retirement living resident

Where To Find Us

Head Office

PO Box 327, Unley SA 5061
6 Bartley Crescent
Wayville SA 5034
Telephone (08) 8373 0211
E: headoffice@resthaven.asn.au

Retirement Living

Bellevue Heights

47 Eve Road, Bellevue Heights SA 5050
Telephone (08) 8370 3756

Leabrook

334 Kensington Road, Leabrook SA 5068
Telephone (08) 8370 3756

Malvern

43 Marlborough Street, Malvern SA 5061
Telephone (08) 8370 3756

Marion

12 Township Road, Marion SA 5043
Telephone (08) 8370 3756

Paradise

61 Silkes Road, Paradise SA 5075
Telephone (08) 8370 3756

Port Elliot

54 North Terrace, Port Elliot SA 5212
Telephone (08) 8370 3756

Email retirement@resthaven.asn.au

Further Information

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

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

Agedcare Alternatives

Free aged care information service

1/445 Fullarton Road,
Highgate SA 5063
Telephone (08) 8408 4600

Email info@agedcarealternatives.net.au
www.agedcarealternatives.net.au



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www.facebook.com/resthaven.sa



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



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

Community Services

Resthaven Community Respite Services

31/12 Township Road, Marion SA 5043
6-8 Township Road, Marion SA 5043
36 Sussex Tce, Westbourne Park SA 5041
Truro Avenue, Kingswood SA 5062
Telephone (08) 8198 2060

Resthaven Limestone Coast Community Services

17 Gordon Street, Naracoorte SA 5271
Unit 913 Pavy Drive, Naracoorte SA 5271
1/6 Davenport Street, Millicent SA 5280
15b James Street, Mount Gambier 5290
Telephone (08) 8762 4389

Resthaven Marion Community Services

43 Finnis Street, Marion SA 5043
Telephone (08) 8306 4400

Resthaven Murray Bridge, Hills & Fleurieu Community Services

37 Swanport Road, Murray Bridge SA 5253
9 Rankine Street, Strathalbyn SA 5255
50 North Terrace, Port Elliot SA 5212
Telephone (08) 8534 2600

Resthaven Northern Community Services

16 Gillingham Road, Elizabeth SA 5112
Telephone (08) 8259 5600

Resthaven Onkaparinga Community Services

3-5 James Clark Road,
Noarlunga Centre SA 5168
Telephone (08) 8307 3700

Resthaven Paradise & Eastern Community Services

61 Silkes Road, Paradise SA 5075
111 Hampstead Road, Manningham SA 5086
Telephone (08) 8337 4371

Resthaven Riverland Community Services

60 East Terrace, Loxton SA 5333
Telephone (08) 8584 5866

Resthaven Western Community Services

96 Woodville Road, Woodville SA 5011
111 Regency Road, Croydon Park SA 5008
Telephone (08) 8345 0577

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

Residential Services

Resthaven Aberfoyle Park

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

Resthaven Bellevue Heights

47 Eve Road, Bellevue Heights SA 5050
Telephone (08) 8273 4400

Resthaven Craigmore

200 Adams Road, Craigmore SA 5114
Telephone (08) 8254 4008

Resthaven Leabrook

336 Kensington Road, Leabrook SA 5068
Telephone (08) 8332 4333

Resthaven Malvern

43 Marlborough Street, Malvern SA 5061
Telephone (08) 8272 0222

Resthaven Marion

10 Township Road, Marion SA 5043
Telephone (08) 8198 2000

Resthaven Mitcham

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

Resthaven Mount Gambier

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

Resthaven Murray Bridge

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

Resthaven Paradise

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

Resthaven Port Elliot

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

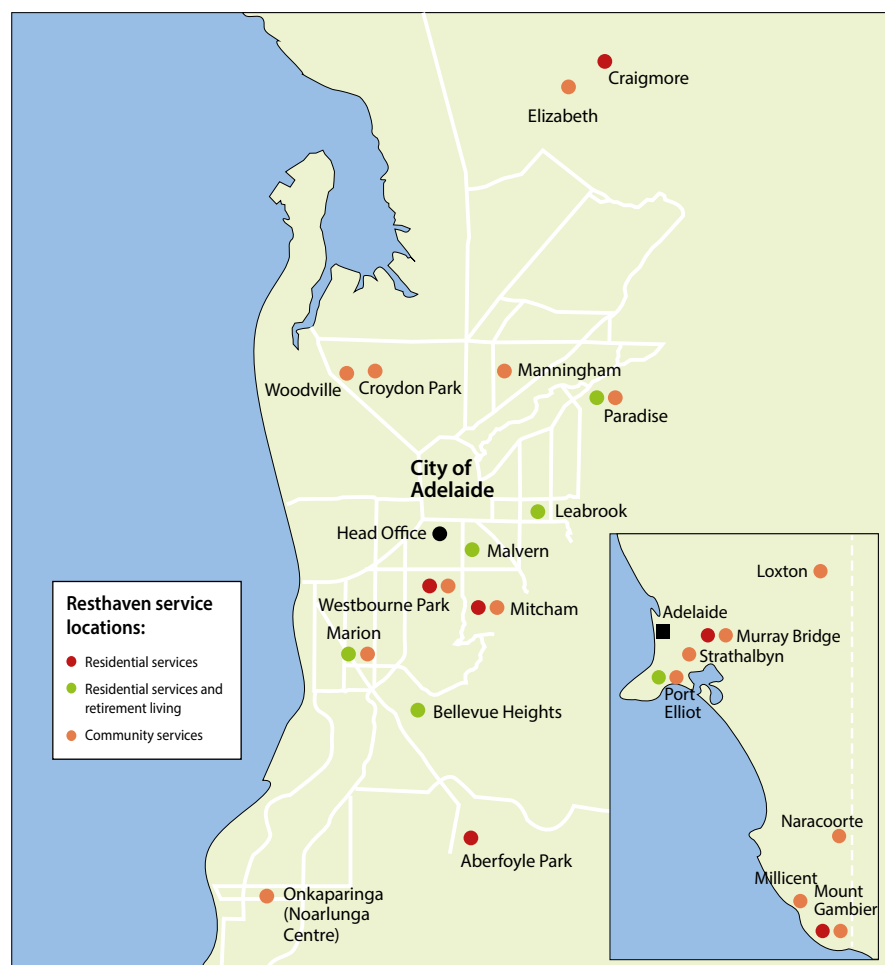
Resthaven Westbourne Park

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

For all enquiries regarding accommodation vacancies, email: accommodation@resthaven.asn.au or phone **8373 9113**.

Visit our website:
www.resthaven.asn.au

Our Locations



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

– Google review



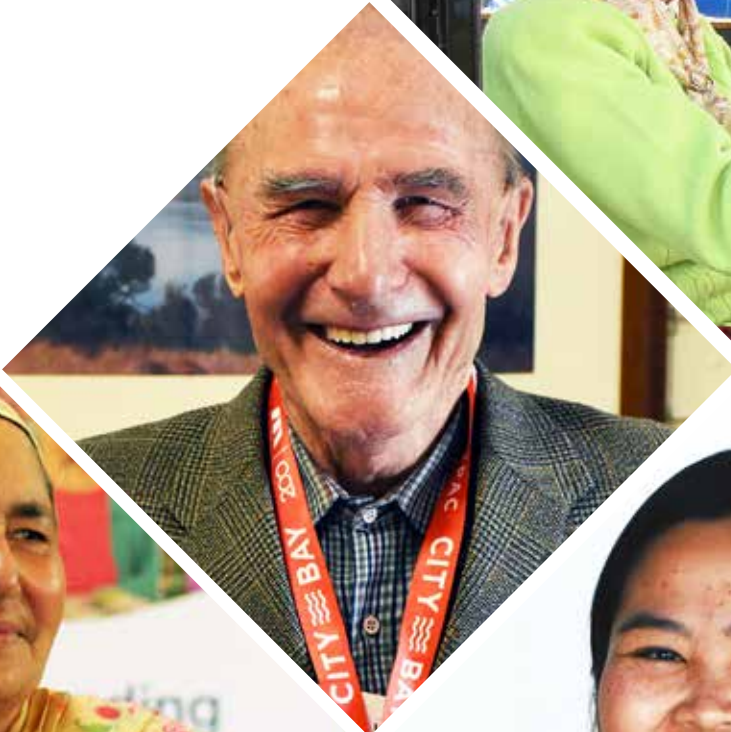
Above (from top): Mr Jacka of Resthaven Riverland Community Services drives the houseboat on a recent social group outing; Santa with Mrs Shirley Davey at Resthaven Port Elliot; Mrs Ann Cleaver getting out and about with support from Resthaven Northern Community Services.

Left: The Resthaven Onkaparinga Community Services Book Club.

Back page (clockwise from top left): Mrs Elaine Whitworth of Resthaven Paradise enjoys a bus trip to a classic car display; Maria Deckys (Auditor Quality Systems), Mrs Nancy DeGaris of Resthaven Mitcham; Resthaven Marion volunteer, Heather Olorenshaw, with 'Rafferty'; Mrs Davinder Kaur visits Resthaven Bellevue Heights with her grandchild; Mr Stan Sykes of Resthaven Bellevue Heights with his City-Bay Fun Run medals.



**Trust.
Dignity.
Choice.**



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