



HomeCare
Retirement Living
Residential Care

**RSL Gold Coast
District Report 2006**

RSL Gold Coast District Conference 2006

Overview

Since it was established in 1936, RSL Care has become one of Queensland's largest providers of aged care facilities and services. During 2005, RSL care continued to expand its services through the completion of projects at Bundaberg, Hervey Bay and Alexandra Headland whilst several other projects entered construction. The substantial growth in **HomeCare** services has necessitated increases in additional office space, most of which is located in leased premises, with the number of service outlets approaching 20.

New Projects

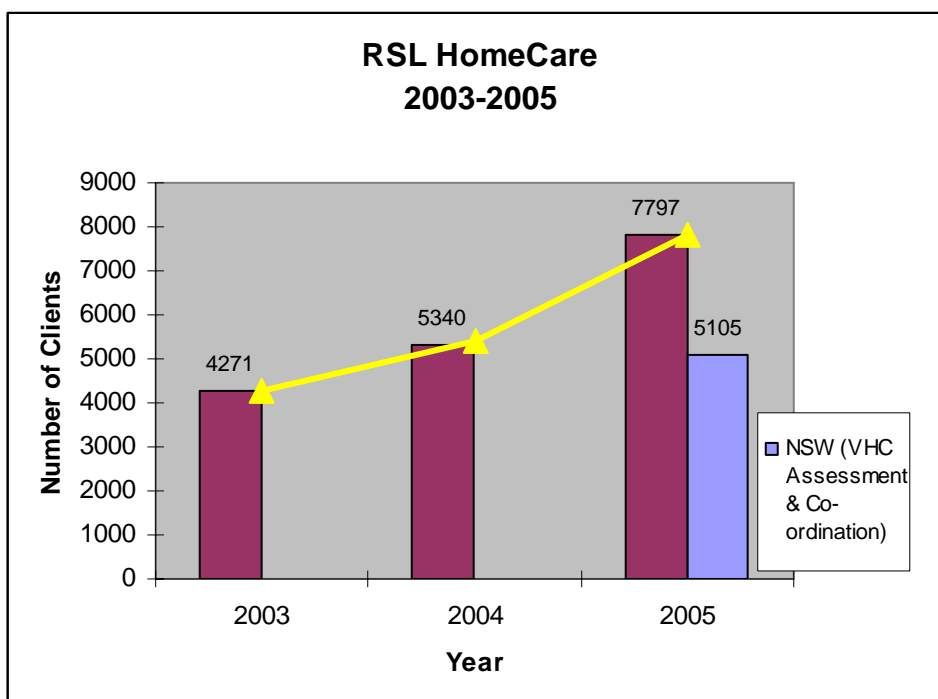
Today RSL Care accommodates approximately 1500 people in its residential care facilities and approximately 1800 people in its retirement villages. These facilities are located at 21 sites - from Cairns in Queensland's far north to Longreach in the west and Banora Point in northern New South Wales.

New Development Projects		Proposed Residential Care Beds		New Independent Living Units (ILU)	
Name and Location	Total Care Beds	Under Construction 2006	Total ILU	Under Construction 2006	
'Cunningham Villas' (Scartwater Trust) Bowen		20 opening Mar 06	-		planned for the future
'Darlington' Banora Point, NSW	120	90 opening May 06	96		25 units readily available
'Talbarra' Waterford	120	60 opening June 06	211		41 selling now
'Mallaraba' Elanora, Gold Coast	150	awaiting development approval	approx 200		awaiting development approval
'Moreton Shores' Thornlands (Redlands)	120	60 earthworks commencing Jan 06	156		50 sales commencing mid 2006
'Tantula Rise' Alexandra Headland	120	60 places completed in 2005, second 60 places commencing Mar 06	60		40 completion due Apr 06 sales enquiries now open
'Westhaven' Toowoomba	-	In addition to existing residential care and retirement village	70		70 sales commencing Mar 06
'Baycrest' Hervey Bay		60 construction commencing Mar 06	196		
'Milford Grange' Ipswich	90	60 construction commencing Apr 06	80		30
'Sunset Ridge' Emu Park	120	45 delayed but to start mid 06	153		awaiting development approval
'Farnorha' Cairns		60 construction commencing mid 06	-		-
'Rowes Bay' Townsville		30 construction commencing early 06	-		-

Staying at Home

For most people the first choice in aged care should be to remain in their own home (or one of RSL Care's retirement village units) and to receive **HomeCare**. RSL Care has been developing funding sources for an increasing range of services for people who live independently and acknowledges RSL State Branch funding which has facilitated the provision of the Volunteer Home Visiting program.

Recording service is complex because people often receive care from several programs and often one service package will benefit more than one person over the year, just as two or more people might occupy one nursing home bed within the space of a year. The following graph highlights the growth in services in indicating the number of service recipients during 2003-2005.



Whilst the expansion of **HomeCare** services demonstrates the organisation's commitment to providing more lifestyle choices for our clients, the ongoing support and involvement of a team of committed volunteers remains integral to our service provision. Without our volunteers' dedication and hard work, RSL Care would have insufficient resources to provide such a broad range of services to our clients.

To simplify access to services the phone number for all **HomeCare** services throughout Queensland and for Card holders who wish to access Veterans **HomeCare** is 1300 796 111 available during office hours.

Service Quality and Sustainability

RSL Care continues to meet quality standards with all residential aged care facilities fully compliant in all 44 outcome standards. The Department of Ageing is now conducting assessments on Community Care Package delivery and RSL Care has been rated in the highest category in all centres assessed to date and this follows similar assessments by DVA and the HACC Program. All retirement villages submitted for voluntary accreditation have been accredited.

Gold Coast District - Report

1. HomeCare

Gold Coast **HomeCare** operates from the St James Centre at Mermaid Beach and the Mallaraba Centre near the Coolangatta Airport.

The services provided include, community nursing, volunteer home visiting, domestic assistance, personal care, in-home respite, dementia care, shopping and transport services, home safety advice and meal preparation.

The funded programs within which the services are provided are:

- CCAPs – Community Care Assistance Packages
- Community Nursing
- VHC – Veterans Home Care - Domestic assistance and in-home respite
- Home Visiting
- HACC – Health & Community Care Respite and Social Support
- Lifestyle Options

RSL **HomeCare** services are not only available for long-term care, but can be tailored to meet short-term care such as post hospital or palliative care needs.

The eligibility criteria for each program are different. Clients or potential clients and their families are encouraged to contact our State-wide information number – 1300 796 111 to obtain further advice and assistance.

The table below shows the number of clients and scope of current programs:

Program as at 31.12.05	Number of Clients as at 31.12.04	Number of Clients as at 31.12.05	% Change '04 v '05	Location
Community Aged Care Packages (CCAP)	40	38	-5%	Gold Coast
Veterans Home Care	336	382	+14%	
Department of Veterans Affairs Community Nursing	51	63	+24%	Gold Coast/Tweed
Home and Community Care (HACC)	70	111	+59%	Gold Coast
Home Visiting	65	105	+62%	Gold Coast

2. Retirement Communities (Independent Living Units- ILUs)

The tables below show the number of existing ILUs and those currently under construction. Prices quoted are based on current average market price.

Facility - Existing As at 31.12.05	Number of Units	Current Average Market Price \$	Ratio of DVA Card Holders
Galleon Gardens Retirement Community, Currumbin Waters	60 inc. 8 rented	1 bedroom - \$176,000 2 bedroom - \$238,000	68%
Winders Retirement Community, Banora Point, NSW	57	1 bedroom only - \$150,000	49%

Facility – Planned As at 31.12.05	Number of Units	Current Average Market Price \$
Darlington Retirement Community (presently under development)	25 completed by June 2005 (19 two bedroom and 6 two bedroom + study)	Two bedroom units \$345,000 Two bedroom + study \$450,000
	26 units to be completed by March 2006	Prevailing market price
	47 units to be completed by 2007	Prevailing market price

It should be noted that concessional entry schemes for genuinely needy cases are made available at all sites.

3. Residential Care

RSL Care provides three types of residential care, namely: High care (formerly known as nursing homes); Low care (formerly known as hostels); and Special or Dementia care. In the Gold Coast/Tweed region the breakdown of types of residential care are as follows:

Level of Care Current As at 31.01.06	Facility	Beds	Ratio of DVA card holder Residents
Low care	Galleon Gardens Retirement Community, Currumbin Waters, Qld	50 beds 5 serviced apartments 1 respite bed	58%
	Winders Retirement Community, Banora Point, NSW	40 beds 1 respite bed	43%
High Care	Galleon Gardens Retirement Community, Currumbin Waters, Qld	50 beds	40%
Special Care or Dementia Unit	Galleon Gardens Retirement Community, Currumbin Waters, Qld	20 beds	33%
Total		167 beds	

At RSL Care's new Darlington Retirement Community at Banora Point, Tweed Heads there will be an additional 90 beds with the break-down as follows:

Level of Care	Beds
Low care	44
High Care	35
Respite (1xHC + 1XLC)	2
Unfunded beds for low care	9
Total	90

Note:

All residents of residential care facilities must have an ACAT assessment as required by the Commonwealth Department of Health and Ageing.

4. Future Developments

RSL Care has two additional sites in the Gold Coast/Tweed region that are currently under consideration for future development – one at Mallaraba, a former Australian Army facility and the other at a residential site at Elanora.

While both development projects have potential there are a number of factors still to be considered as part of the site and development assessment phase. We are pursuing the Elanora site as the more likely site for prompt development of an aged care facility. Progress depends on approval by Gold Coast City Council.

Construction of the first stage of RSL Care's Darlington Retirement Community is well underway with some residents in the first of the retirement village units. The residential aged care facility will commence taking residents in May 2006.

Located at Waterford in the neighbouring Logan region, RSL Care has another new development that will be known as Talbarra Retirement Community. The proposed breakdown of residential care beds and independent living units are as detailed in the overview on page one of this report and construction has commenced.

With a growing need for aged care facilities across the state RSL Care is constantly reviewing its development program, both for integrated retirement community facilities and **HomeCare** services. We are keen to work with the community to determine community needs, discuss joint venture and similar partnership arrangements and to seek funding to facilitate service and facility expansion and delivery.

For further information please contact:

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