

# RSL CARE REPORT

## April 2006



Employees and volunteers, RSL Care Home Care, Mackay. Since opening the Gladstone office in November, the number of volunteers assisting the Gladstone HomeCare service has more than doubled enabling the client base to increase from 30 to 105 people. The service provides personal care, domestic assistance, home bed respite and has established a long distance service for local residents travelling to Rockhampton for specialist appointments.

## **GOVERNANCE**

The Board of RSL Care met in two formal Board meetings for February and March 2006. The Compliance and Audit Committee met out of session to develop the annual cycle of activity as well as for its scheduled quarterly meeting which, on this occasion involved, Grant Thornton's Audit partner responsible for the 2005/2006 Audit. Consideration was also given to testing the market in regard to future external audit arrangements with a view to making a recommendation to the October 2006 Annual General Meeting.

**RSL Care has established its Compliance and Audit charter requiring review against a variety of documents including documents of interest to the RSL, eg constitutional documents. RSL Care submits the Charter for information of RSL State Council.**

All Directors met in a Strategic planning session on 12 and 13 March 2006 and it is intended to redevelop and re-issue the Strategic Plan 2006-2011 which will be aligned with the Australian Business Excellence Framework. The outcomes of the workshop with RSL State Council in February 2005 and the many consultations with RSL Districts and sub-branches have been taken into account.

**RSL Care seeks the opportunity to launch the Strategic Plan in a session at the RSL State Congress in Roma on 17-18 June 2006. There will be other release strategies developed for our many stakeholders.**

With the assistance of an external consultant specialising in not-for-profit organisations, RSL Care has also finalised a procedure for performance evaluation of the Chief Executive Officer on an ongoing and annual basis. In February 2006, a panel of Directors applied the procedure with the current incumbent, Ross Smith, and the outcome was considered mutually beneficial.

## **CONSULTATION**

We appreciate the opportunity to provide a written report to each of the RSL District conferences and to support the report through the attendance of an RSL Care Director and RSL Care key staff relevant to the particular district if possible. Because of the different boundary alignments used by RSL and RSL Care, composition of the report is a very complex matter. RSL Care has done well in attempting to provide specific information.

RSL Care has been approached by the Newcastle Lake Macquarie Ex-Services Memorial Centre with a view to entering a long term relationship and that organisation will merge with RSL Care from 1 July 2006 under Deed of Gift arrangements (subject to due diligence and formal approvals). It provides 157 residential beds 43 community aged care places, 200+ veterans Home Care clients and a 54 unit retirement village. The consolidation potentially prevents yet another Ex-Service provider disappearing into a general/religious organisation. Consultation occurred with the NSW and Qld RSL State Presidents and it has been welcomed by RSL Sub -Branches in the area.

## **HOMECARE**

The aged care approvals round included 86 new community places in Brisbane North, Sunshine Coast and West Moreton. There is a formal commencement process which requires RSL Care to demonstrate readiness to accept clients. Since we already have similar programs, our preparation time has been comparatively short and West Moreton is able to admit clients now followed by Sunshine Coast and Brisbane North during April 2006.

The phone number for all HomeCare services throughout the State is **1300 796 111** (available during office hours).

## RESIDENTIAL CARE

As at end March 2006, RSL Care was operating approx 1558 residential aged care places.

Significantly, RSL Care as Managing Trustee of the Scartwater (Aged Care) Trust is now admitting residents to **Cunningham Villas in Bowen** which will increase from 25 beds to 45 beds and formally admit high care residents to the new places. Master planning for the site includes the development of a retirement village. An opening ceremony is planned for 31 March 2006 which co-incides with the North Qld District Conference.

The following building projects are continuing:-

- **Banora Point** – The initial stage of the care facility is almost complete. Resident admissions will begin on 24 April 2006 with 6 residents and weekly increases over about 6 weeks to full capacity of 90 residents. An opening ceremony is planned for June 2006.
- **Longreach** – Renovations will continue until June 2006. There is very good feedback from the Longreach community and there should be no doubt that the facility will be "the best in the West".
- **Waterford** – Construction of the 60 bed residential care facility is progressing well. S taged resident admission may be possible after June 2006.
- **Thornlands** – Work has commenced on what will be a year long project to complete the initial 60 aged care places and 40 units. RSL Care has acquired additional land at Thornlands to increase the planned retirement village from 156 units to approximately 285 units. However, the site will take 5 years or more to reach full capacity.
- **Ipswich** – After long delays, Ipswich City Council has issued a development approval, which, in the normal course of events, still requires negotiation to reduce/remove certain onerous conditions. However, the development approval allows detailed planning to commence.

Site infill projects in planning include Townsville, Hervey Bay, Alexandra Headland and Farnorha in Cairns. "Greenfield" projects in the thick of the development application phase include Emu Park, Gold Coast and Cooroy.


## RETIREMENT VILLAGES

RSL Care is currently operating approx 1380 units which include 282 units (21.1%) on a rental or other concessional basis. Hervey Bay and Banora Point units have recently been completed for commissioning.

Construction continues on about 120 retirement village units at **Alexandra Headland, Waterford** and **Thornlands**. Expansion of the Westhaven Village in Toowoomba should now commence in May 2006. Village enquiries regarding these and any other sites can be made on **1300 558 648** (1300 55UNIT).

## SERVICE QUALITY AND SUSTAINABILITY

RSL Care continues to meet quality standards in all areas of the business. It is significant that RSL Care receives the highest level ratings possible in its Community **HomeCare** and it is reported, by external agencies, as being above the standards achieved by most other organisations. The most recent locations assessed were Cairns and Sunshine Coast.



**RAY DE VERE**  
**CHAIRMAN**