

RSL Care
“More Lifestyle Choices”
Report to RSL Gold Coast District Meeting
Saturday 12 November 2005

1. Company Developments

RSL Care recognised as the national leader in training and development in residential aged care.

RSL Care was recently recognised for excellence in aged care training and staff development at the national level. RSL Care has been awarded the 2005 National Training Innovation Award by Aged & Community Services Australia for excellence in staff training and development initiatives, and the Minister’s Award for Excellence in Aged Care 2005 – Training & Staff Development (Residential).

The Award recognises RSL Care’s innovative Career Pathways Model, a creative framework that enhances learning and development and enables staff to improve the delivery of client-focused, quality care. The framework is underpinned by seven key initiatives: Training Needs Analyses, Structured Feedback, Computerisation, a Web-based Training Calendar, Learning Kiosks, a Learning and Development Team and an Education Co-ordinators’ Network.

RSL Care’s supportive initiatives provide opportunity for 86,400 hours of training per year across the organisation.

RSL Care Implements the Australian Business Excellence Framework

RSL Care has commenced the implementation of the Australian Business Excellence Framework. The framework will increase business efficiencies by improving customer service, reducing business costs and strengthening workplace team performance. Implementation has commenced in Corporate office, the Sunshine Coast and since September, in the Tweed and Gold Coast Area. There has been an outstanding response, acceptance and enthusiasm from all employees and management in the Area. In practical terms, the framework is a tool for teaching management and employees how to think, work and behave smarter.

2. Tweed and Gold Coast Area Developments

Strengthening of the Area Management and Co-ordination Teams

The Area capability has been enhanced by the addition of a new Area Co-ordination team to support the Area Manager and all sites and services in the Area. The new team members include:

Helen Warburton – Area Quality Co-ordinator;



Ian Byron – Area Hotel Services Co-ordinator;

Louise Moore – Area Education Co-ordinator.

The addition of these resources will support the planned expansion of aged care, home care and retirement village services to the Tweed and Gold Coast Area over the next five years.

A further appointment has finalised the management of the Galleon Gardens Retirement Community with Elizabeth (Beth) Walker being recruited to the Lifestyle Manager or facility management position. Beth has significant experience in the aged care industry, nursing management, nursing education and training. She has lived and worked on the Gold Coast for a number of years and knows and understands the aged care networks, the veteran and ex-service community and issues relevant to the Gold Coast Area.

Beth is supported in the Area management group by her colleagues Deb Sporer, Manager of HomeCare and Gail Bruce the Manager of Winders. The Area Manager is currently recruiting across Australia for a suitable Manager for the new Darlington Retirement Community.

Relocation of the Area management office to Mallaraba, Coolangatta.

The Area Manager and Area Co-ordination team are currently located at a suburban office within Banora Point. The position of the office allows the Area Manager and the team immediate and close access to the development of the large Darlington Retirement Community facility. Once the Darlington facility is opened, the Area manager and the team will move to Mallaraba at Coolangatta where one of the buildings is being redeveloped as office accommodation for HomeCare, the Area Manager and Area Co-ordination team

3. HomeCare – Tweed and Gold Coast

Key issues for HomeCare in this second quarter of the Financial Year are as follows:



Relocation of the management and administration office to Mallaraba at Coolangatta.

Building code issues and the town planning requirements prevent any further development of the site at St James, Mermaid Beach to accommodate the growth in the administration of the HomeCare office. HomeCare will be moving its management and administration to a redeveloped building at Mallaraba, Coolangatta. It is not expected that Home Care will move to Mallaraba until the New Year. RSL Care will continue to use St James as a drop off point to collect faxes for staff who service the northern end of the Gold Coast. The St James Church with whom RSL Care has a legal arrangement regarding the use of the building will continue to be situated on the premises.

Shortages in the local, State and national nursing profession

HomeCare's community nursing program was impacted recently by the resignation of its community nursing resource after three months' employment. High quality community nursing staff are difficult to source throughout Australia and Home Care is struggling to find the appropriate resource to conduct Community Nursing on the Gold Coast and in the Tweed.

RSL Care has assisted in the use of other resources from within the company and through the use of a nursing employment agency. Both however are only temporary until a suitable resource can be found.

CCAPs – Community Care Assistance Packages – Commonwealth Government Audit

The Commonwealth Department of Health and Ageing has introduced a new audit system for CCAPS in Australia. Home Care Tweed and Gold Coast will have the service's CCAPS program audited for the first time on 23 November 2005 by the Department.

Community Partnerships Model in Competitive Tendering Arrangements

HomeCare Tweed and Gold Coast has formed strong community relationships with other aged care providers in the Area. By forming consortiums with other local providers the scale of service delivery and the competitiveness of tendering outcomes is enhanced. This has been evident in the consortium that Homecare has entered into with St Luke's and four other providers for respite services on the Gold Coast. The consortium allows a much greater service delivery potential and most importantly, ensures that our clients will have greater access to more respite places and more immediate access to respite services.



HomeCare, Volunteering Gold Coast, Alzheimer's Association Gold Coast and several other community organisations have prepared a joint application for a Multi Purpose Centre for Ageing Citizens to be built by the Queensland Health Department on the Gold Coast. HomeCare 's interest in the concept and the reason for participation in this initiative is that the Centre would provide further capacity for HomeCare to conduct social activities for veterans and the ex-service community on the northern end of the Gold Coast. The initiative for the Centre also includes a community gardening project as a large scale social and recreational activity for ageing Gold Coast residents.

Promoting HomeCare in the Gold Coast and Tweed

The Manager of Home Care is very active in promoting and networking Homecare services across the Area.

A significant opportunity over the last two months occurred when the Department of Veterans Affairs invited RSL Care and other community and government organisations to present to a group of 200 veterans and ex service community members on a range of different issues for ageing members of the community. The RSL Care presentation was well received.

Access to and Involvement of Volunteers

Access to and the involvement of additional volunteers at HomeCare in the social and community activities of veteran and ex-service clients remains a critical issue for the service.

4. Retirement Communities (Independent Living Units- ILUs)

Galleon Gardens and Winders Retirement Villages both maintain 100% occupancy with long waiting lists.

The Retirement Village Annual General Meeting (AGM) for Winders was conducted on 28th October 2005 with approximately 20 residents in attendance. An audited financial report was presented and the Winders Retirement Village is in a sound financial position. Alan Ross, Director from the RSL Care Board attended the meeting with the Area Manager, Retirement Villages Manager (RSL Care) and the site's Lifestyle Manager. The Galleon Gardens Retirement Village AGM is scheduled for 14th November 2005. Alan will also be attending that meeting.

The exciting news for the Area is that Stage 1 of the Darlington Retirement Community is now open. Seven units have been sold and residents have moved in. The residents are enjoying their new surrounds and enjoying the opportunity to make new friends with other residents and RSL Care staff. The Winders Retirement Community, Lifestyle Manager is supporting the residents until such time as the new Lifestyle Manager for Darlington is appointed.



RSL Care has distributed the annual Retirement Village Resident Survey to all Village residents in the Area.

5. 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. Access to residential care is always subject to Commonwealth Department of Health and Ageing, Aged Care Assessment Team (ACAT) assessment, room availability, waiting lists and the payment of fees and bonds appropriate to the resident's financial circumstances.

In the Gold Coast/Tweed region the breakdown of types of residential care are as follows:

Level of Care Current As at 31.12.04	Facility	Beds	Ratio of DVA card holder Residents
Low care	Galleon Gardens Retirement Community, Currumbin Waters, Qld	50 beds 1 respite bed	58%
	Winders Lodge, Banora Point, NSW	40 beds 1 respite bed	44%
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	32%
Total		171 beds	

At RSL Care's new Darlington Retirement Community at Banora Point and Talbara, Waterford there will be an additional 240 beds with the break-down as follows:



Level of Care	Facility	Beds
Low care– Planned	Darlington Retirement Community (under construction)	30 beds
High Care	Darlington Retirement Community (under construction)	60 beds
High and Low care with Extra Services (if funding applications are successful)	Darlington Retirement Community (under construction)	30 beds
		120 beds
High, Low and special care	Talbara Retirement Community, Waterford (under construction)	120 beds
	Under construction	240 beds

Winders Retirement Community

Winders Retirement Community maintains 100% occupancy in its residential low care services with a significant concessional population.

Galleon Gardens Retirement Community

The Galleon Gardens Retirement Community has exhausted their current waiting lists due to an extraordinary movement of residents (associated with illness or death) out of the facility. The Lifestyle Manager of Galleon has been in contact with the Veteran's Support Centre at Currumbin Palm Beach, hospitals, medical practitioners and other community organisations seeking their assistance in the replenishment of potential residents to the waiting list. There is an increasing intake of concessional residents from the veteran and ex-service community over the last month.

Other developments at Galleon Gardens have been small improvements to the physical appearance of the site and in particular the services area. There are some significant refurbishment strategies for the buildings and design of the facility being considered by the company. To date these include an upgrade of bathroom amenities in the Special Care Unit and the redevelopment of the laundry and service area. The age of the facility and the use it has had over the last 14 years suggest it is timely to consider what can be done to improve the physical appearance and living arrangements for residents.

Access to and the involvement of additional volunteers at Galleon in the social and community activities of residents remains a critical issue for the site.



Darlington Retirement Community

The residential care facility of the Darlington Retirement Community will be completed in April /May of 2006. There is already a growing pre -waiting list of interested families in the residential care facility. Recruitment of service suppliers has already commenced. The Area Management teams' efforts are now concentrating on project managing the facility to the opening stage.

6. Future Developments

RSL Care has other sites in the Gold Coast/Tweed region, which are currently under consideration for future development.

The Elanora proposal has been advanced to the Council approval stage. Significant architectural planning and development have been undertaken. The site is located at Lot 2 Nollamara Drive Elanora.

Level of Care	Facility	Beds
Residential	Elanora (under development)	180 mixed high, low and special care
Independent living units	Elanora (under development)	113
Independent living apartments	Elanora (under development)	104

If Council approval is successful the Elanora development will commence construction at the end of 2006.

For further information please contact:

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