



RSL  
**LifeCare**

# ANNUAL REPORT 2017

*Continuing in the ANZAC spirit*





**Front cover images (clockwise):** Equine Therapy, remarkable healing for all, Shopping done for another day, Friendship and community gives us all a sense of belonging, Caring for and commemorating our veterans are core values of RSL LifeCare.



## What staff say...

*"It's a family environment. I share my family with them and they share with me"*

*"It's not just the residents, it's their family as well"*

*"I love this place. It's perfect for me"*

*"Good staff, the camaraderie with staff and clients"*

## What clients say...

*"Someone to talk to, I have 3 days alone. We chat while she does the housework"*

*"Not been here long but I love it. Home away from home"*

*"I live in the village – when I come through the gate I feel great, I'm home"*

*"Connections, even taking out the rubbish you meet people (& I hate that job)"*

*"To wake up and know you've got something to do today"*

*"Moving in was the smartest thing I've done in a long time"*

*"I'm new. Recommended for companionship and we got that and would recommend it to anyone"*

*"Being busy – manager got me involved and that is great"*

*"This is my home, not an institution"*

*"Tell my friends every day they should come live here"*

*"Having someone to turn to if things go wrong or I need help"*

*"It's like living on a cruise ship that does not leave harbour. It's just wonderful to be here"*

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*Continuing in the ANZAC spirit*

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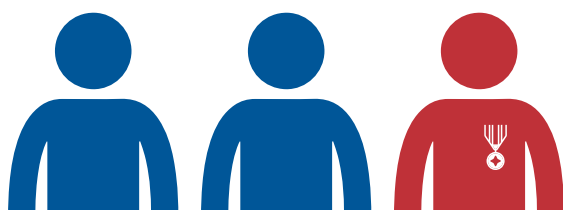
# Chairman's Report



I am honoured to have been elected by the RSL LifeCare Board to be Chairman of the Board. Over the last year there has been considerable change in the membership of the Board. I welcome the significant expertise we have on the current Board as it has provided us with new energy as we navigate challenging times. We give a special welcome to the new RSL NSW President James Brown, who has also taken his seat on the board of RSL LifeCare.

This year the Board has had a strong focus on improving governance, and there are some penitential challenges ahead with regulatory and government funding changes.

2016/2017 sees RSL LifeCare mark its 16th year of growth in care, quality, size and surplus. This is no easy task in an environment where Government has changed care funding resulting in a 9%-13% decrease in monies received for caring for the same type of residents and clients. In 2016/17, RSL LifeCare received \$250 million in revenue. Of that around 75% comes from residential aged care, 16.5% is from retirement living and another 8.5% is from home care services. This ongoing growth pipeline will enhance the reach of the quality facilities, services and care RSL LifeCare provides.



**1 in 3 people living in RSL LifeCare Residential care homes are veterans or their spouse.**

In the past 12 months RSL LifeCare has again invested in the people and physical assets required to continue service and care. Highlights of the past year have included the opening of our new nursing home, John Edmondson VC Gardens at Austral, and our Rhythm of Life Festival which was a great

time for our people to come together and celebrate as well as have some friendly competition.

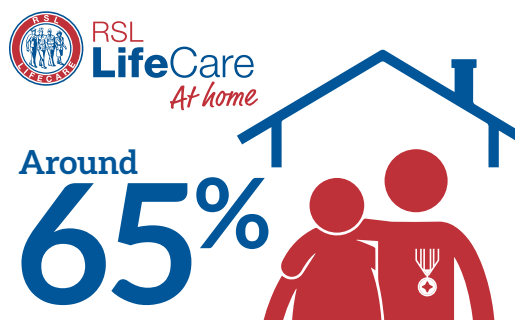
Also, I am particularly pleased that in an era of increasing scrutiny and transparency, our nursing homes and home care services continued their unblemished quality accreditation record.



**of our residents are veterans and their spouses.**

(Living in Residential Aged Care Homes and Retirement Living)

RSL LifeCare is a charity and one way we have been fulfilling our charitable purpose is through the people we support. As an organisation, we serve people with complex health or aged care needs, regardless of their circumstances. And that is as important for us today as it has ever been. We continue to focus on people who are financially and socially disadvantaged. Over 40% of people living in our aged care homes are financially disadvantaged, we support a very broad mix of people living in their own homes and in retirement living, 20% of our homes are available for concessional purposes. We also show our charitable purpose through linking in with villages and homes in regional and rural locations, and this year we have welcomed services at Condobolin and Kandos to RSL LifeCare.



**of our RSL LifeCare at Home clients are veterans and their spouses.**



Homes for Heroes, serving homeless veterans, demonstrates our commitment to helping those in need. Over 100 younger veterans have been provided with support at our accommodation centres at Narrabeen and Penrith. We are excited to be linking in with Racing NSW to commence an Equine Therapy program for veterans in Sydney. We are also very pleased to be providing significant financial support to Invictus ex-service athletes and their carers as they attend the Games in Toronto this year and in Sydney in 2018.

Over  
**100**



Young VETS have progressed through our **Home for Heroes** program since its inception.

*RSL LifeCare is the only organisation in Australia providing dedicated homeless accommodation for contemporary veterans.*

A further way we demonstrate our charitable purpose is through our investment in research, to develop a strong evidence base for what we do and make sure it is translated into practice, as well as our ongoing commitment to things like our growing Pastoral Care Program. A clear standout is the successful introduction in all our nursing homes of our Quality of Life program which can demonstrate improvements in life quality of nursing home residents.

As we have continued to grow, this year we have invested in additional strength in the executive leadership team. I congratulate the staff who were promoted as part of the restructure, and welcome some new people to the team.

Author Robert Bryne once said, "The purpose of life is to live a life of purpose". To be able to make a difference in the lives of the people we serve underpins the culture of RSL LifeCare: "Continuing in the ANZAC spirit".

**14%**



**RSL LifeCare beds that are used by veterans\***

**8.2%**



**The national average of beds in Australia that are used by veterans\***

\* Residential Aged Care Home beds

(spouses not included in the data to allow comparison to Department of Health data)

On behalf of my fellow Directors I would like to acknowledge the dedication of the RSL LifeCare management, staff and volunteers. I commend their approach to the work they do and the significant achievements they have made in the past year. It is a great privilege to be part of an organisation that helps so many in need.

I wish also to thank all of RSL LifeCare's supporters for their generous commitment to the work that we do.

**Andrew Condon**



# LifeCare at Home

Pauline Cooper, General Manager



Embracing change and taking opportunities to grow and improve have been the two hallmarks of the past 12 months for the LifeCare at Home team. The Government's *Living Longer, Living Better* program has meant that Home Care Packages are now "portable", allowing clients to move to a Provider of their choice. These changes, and the ability to deliver even more individualised services, have allowed us to assist more people across more locations. We have adopted new systems and software, which now link all our LifeCare at Home Offices across NSW and is helping streamline processes and reduce costs for clients.

LifeCare at Home is here to help, even in unexpected events. This was evident during the Far North Coast floods in April. Our team went above and beyond to ensure that all our clients were safe, had everything they needed, and had the reassurance that they were in our loving care. Natural disasters are devastating for all concerned, but the vulnerable, frail and aged in our communities need extra help and care. It was an honour to be able to assist in this way.

Small acts of kindness and support are also significant. One very special lady in our care, Judy, simply needed company and help with some little jobs. Twice a week her carer popped in and spent an hour helping Judy sort her CD collection or

## Naomi Bartlett Carer



I treasure the relationships that come with my role. Elizabeth was an absolute pleasure to care for but a daunting task when I first met her as she had very limited movement and speech. I took her out for coffee and bingo and came to know her well. With the help of her care home staff, speech therapist, and my own experienced team, I learnt how to communicate with her. In the end I could tell you her favourite ballroom dance, what her father had done in the war and how many sugars she likes in her tea, all with just a few words, eye-blinking or the touch of a hand! I learnt how to tell if she was feeling unwell and needed to stay in bed, in which case we'd just sit, hold hands and chat. Other times we'd head out for a coffee or a walk in the sunshine to see the flowers. To have some company, to share a chat, is something our clients never take for granted. Nor do we.

organising her drawers so she could find what she needed. These are tasks we might take for granted, but once vision and a large amount of mobility have been taken away these things can become utterly frustrating. As her carer said, "Being able to be there and give Judy the time to go through these jobs at her own pace, to hold her





hand for a few minutes if she felt overwhelmed or simply to be her eyes for that period of time, was exceptionally precious. As we got to know each other we became good friends. Judy passed away last year. It was incredibly hard saying goodbye to her and I often still think of her. We had built such a comfortable friendship; I can honestly say that I looked forward to those visits and the smile that greeted me when she heard my voice at the door."

This year we launched a new website to help clients find the help they need. We also filmed two TV commercials that can be seen on [www.rsllifecareathome.org.au](http://www.rsllifecareathome.org.au).

RSL LifeCare at Home is based in our local communities and staffed with local carers and professionals; people who know and love their local area. This helps build even closer friendships between our team and our clients. In good times and bad, in the big events and in the day-to-day, we are here to help.

### *Liselotte Lyster* *Resident*



I was born in Germany and was 17 when the war ended. I recall spending much of my time in bunkers as our little town was bombed heavily during the war. Since moving to Australia in 1953 it has been wonderful to return more than once to see how it has changed, and to visit family still there.

One of my favourite pastimes is baking and cake decorating and I love to entertain my friends in my home. Having the beautiful carers from RSL LifeCare at Home come to visit me a few times a week is a favourite part of my day. The co-ordinators in the office are very helpful and nothing is ever too much trouble. They've made such a difference to my life, helping me with shopping, cleaning and taking me on social outings. I would be lost without them.

**From top to bottom**  
(left to right):  
Dementia Day Care provides much needed respite, LifeCare at Home gives you energy for the important things in life – family, George and Nikki enjoy some Easter fun, Mrs Barling with her MalteseX 'Honey', Brenda and the team from the Mid North Coast, Staff from our Casino Office.





# Far North Coast

Matthew Ashby, General Manager



## Kokoda Village, Ballina

74 Retirement Living Homes

One year on from the construction of Kingsbury Village and Kokoda Village is enjoying a vibrancy easily translated to our residents' faces. Our outdoor areas open onto beautiful gardens, walking paths and the stunning river. Owers' Corner Cafe is a popular meeting place for families with its delicious food and beautiful outlook.

## Florence Price Gardens, Ballina

120 Residential Care Beds

Among other activities, "Dance, Movement and Music for Seniors" classes have kept residents on their toes this year. Participating in the dancing and singing brings great joy to all. Our newest resident, Poppy the Groodle, has also slotted in happily. Part Golden Retriever, part Poodle, she loves nothing more than a pat and a kind word. Our hairdresser and beauty therapist are eagerly awaiting the completion of the new salon, where they will treat our residents to regular hair appointments and beauty treatments.

## Bayside at Byron

32 Retirement Living Homes

With construction complete, Bayside at Byron is in the happy stage of settling in. Morning tea and afternoon drinks feature in the Nathan Bewes

## Coral Blacka

Administration Officer



I have been working in Aged Care for 17 years in a variety of roles. In my current position I particularly love greeting and getting to know people; it adds to the sense of community and belonging here.

I am also the Health & Safety Representative for the region which is an important role as caring and nursing is very hands-on and physical. To assist in ensuring that everybody returns home at the end of their work day healthy and safe is important; we want our facilities to be happy and safe for everyone – staff and residents alike.

For me, doing my job well involves more than just the paperwork and administration, it includes helping where help is needed, bringing a smile or laugh out in someone. Then I feel that it's been a worthwhile day.

Lounge and the weekly bus trips keep us connected and stress-free. Our mini golf course and yoga classes provide gentle exercise and our community herb garden has had a wonderful boost from Byron Bay Bunnings' donation of two raised garden beds.





### **Chauvel Village, Goonellabah**

71 Retirement Living Homes

At Chauvel we pride ourselves on our supportive community. We helped out after disastrous local floods, making sandwiches and sweet treats for those who had lost homes and to volunteers cleaning up the aftermath. We count ourselves lucky that we were safe and could help others in need. We also sent 80 care packages to ADF personnel serving overseas.

### **Patrick Bugden VC Gardens, Byron**

65 Residential Care Beds

We've all enjoyed acquiring new skills this year, with cooking and art classes for residents and some celebrity up-skilling for our catering team. World-renowned foodie icon, Maggie Beer, held a local masterclass for cooks in Aged Care. We received a plethora of tips for enhancing the flavour and nutrition in meals, plus a grant of \$2000 to build a Wellbeing Garden Space, something we'll all benefit from.

### **Fromelles Manor, Lismore**

63 Residential Care Beds

This year we initiated a program called "Creative Writing: Short Stories". Residents planned a fictional story based in 1932, dipping into their own life experiences to create the storyline. From 4-5

### **Jack Waldron** *Resident*



Born in 1923, I started life with my five siblings on my father's farm in Urbenville, near Casino. In 1942

I joined up and was deployed to Milne Bay, Lae and Northern Borneo. Returning home in 1946, I spent some time recovering in Concord Hospital before retraining as a carpenter and joiner and then marrying Thelma in 1947. Together we had five children and settled into Sydney life. But in 1962, after Dad died, we moved back to the farm to support my mother and then shifted east to Lismore for the children's education. I worked in both domestic and public industry including hospitals and the Ambulance Service.

One of the great things about living close to family is the opportunity for them to be a part of my life – my grandson Alex bugled The Last Post and The Rouse at our Remembrance Day Ceremony last year. It was a proud and touching moment for me.

residents initially, the group has grown to 22 taking part in up-beat, open, robust conversations. As participation and communication were the goals, it has been a roaring success! So, with the first book completed, plans are underway for the sequel...

**From top to bottom**  
(left to right):  
ANZAC Day Ceremony at Florence Price Gardens, Bayside @ Byron residents and their ADF Care Packages, Lunch with friends, Paul Chandler enjoys the sweet fragrance of Magnolias, Remembering our veterans on ANZAC Day, Staff breakfast laughs.





# Mid North Coast, Hunter, Central Coast

Anne Kauffmann, Executive General Manager



## Tea Gardens Grange

190 Retirement Living Homes

With over 30 weekly activities including craft, Ukulele, Tai Chi and Sailing Club on offer, it's surprising we've managed to squeeze any more into the program. But Chair Yoga, Prayer Group and Scrabble are also now on offer. Celebrating special occasions for our residents, such as wedding anniversaries, is a great deal of fun too.

## Peter Sinclair Gardens, Hawks Nest

64 Residential Care Beds

We have had an exciting year with our extensions now finished, giving us 23 new residential rooms and new dining/living areas, complete with glittering fish tank and renovated gardens. Our most popular activities continue to be our art classes and Tai Chi, with many of our residents benefiting from acquiring and practicing these new skills.

## Long Khanh Lakefront, Toukley

100 Retirement Living Homes

Our weeks are filled with a plethora of activities and regular outings have seen us whizzing off to the Hunter Valley Gardens, Gosford Car Museum, NRL Matches and Andre Rieu in concert. Our weekly movie afternoons are also a hit with hot popcorn and refreshments enjoyed by

## Todd Price, Maintenance



I joined the maintenance team at RSL LifeCare in 2013 and have been busy ever since. We are required to turn our hand to a variety of jobs, from unblocking a drain to tuning a TV, so working in maintenance is always interesting. We work as a tight team, conferring together to problem solve and find the best solutions.

My partner and I have three energetic children that keep us on our toes. In my quiet time (which is few and far between) I can be found tinkering in the garage amongst boxes of audio-visual parts and cords of all kinds. Having studied electronics for two years, and worked as an electronics technician, I remain interested in this area and many residents benefit when they have computer, phone or television problems. It's rewarding to know that my skills and talents are used to help people each and every day.

all. Our Village is undergoing a well-deserved "spruce up" that we look forward to enjoying.

## Le Hamel, Port Macquarie

35 Retirement Living Homes

Our residents continue to amaze us with their lives of adventure and service. From Donald's





recent hiking trip to Mount Shasta, California; David's 35 years of refereeing service; to Joyce's long-standing commitment to volunteering at the Hospital and the local driver/reviver stop. Our Village has an incredible wealth of life experience.

### **Lara Aged Care, Dungog**

63 Residential Care Beds

Lara has been undergoing extensive renovations and it's exciting to see the new carpet, colour schemes and amenities. We're looking forward to enjoying our new communal areas, fish tanks and an aviary. Amongst the busyness it has been wonderful to celebrate Thelma's 100<sup>th</sup> birthday and to regularly see "the kids" who visit us from Dungog High in the "adopt a resident" program.

### **Ironwood Village, Dungog**

13 Retirement Living Homes

Ironwood is a small establishment, which means welcoming two new residents this year has been a notable event. Mr Doosey, from Gresford has settled in happily, remarking on the friendliness of staff and residents. Mr Ewin has joined us from the Northern Territory. With only a short walk to facilities, he's enjoying brushing up on his lawn bowls' skills.

### **David Starke, Resident**



My recent sailing voyage on the three-masted, square-rigged Bark "Europa" was the adventure of a lifetime complete with risk, uncertainty and injury! We sailed from Hoorn in Holland, taking 14 days to round Cape Horn in an east to west direction against a westerly wind, swell and current. In so doing, the Europa was the first square-rigged tall ship to round the Horn successfully in this direction since 1939. The ship had a permanent crew of 20 professional seamen and a voyage crew of 42 paying sailors, but regardless who you were or how old, you had a job to do. Split into three watches, we worked 4 hours on/8 hours off in all weather conditions. The voyage was certainly tough and my ribs felt the brunt of a storm off the Bay of Biscay, but the sense of accomplishment is a real thrill and certainly something I'll never forget.

### **From top to bottom**

(left to right):

Aerial view of Tea Gardens Grange, Art Class at Peter Sinclair Gardens, Heather and Norma enjoy Christmas lunch with Cathy, Village Manager, Sailing on our very own seas at Tea Gardens, Time for some colour and song, The Grange Getaway Club enjoying all the local attractions.





# Central Sydney

Luke Young, General Manager



## Cherrybrook Gardens

42 Retirement Living Homes

Nestled on five acres of natural bush land, our residents enjoy a peaceful style of living with a close-knit community feel. This year several new residents have been welcomed to our village.

## Governor Phillip Manor, Penrith

82 Residential Care Beds

Our onsite physiotherapy service and social activities program are keeping our residents healthy and active. Our new aquariums and aviary provide a beautiful and interesting way to gently engage with the natural world.

## John Edmondson VC Gardens, Austral

64 Residential Care Beds

This Easter we rolled up our sleeves and painted Easter eggs and opened our doors to the Easter Bunny and local children for a roudy, helter-skelter egg hunt. It was great fun watching the action unfold.

## Kingsford Smith Village

67 Retirement Living Homes

Residents are settling into Stage 3 of the village. Wonderful new friendships are being formed over coffee, trivia nights, happy hours and BBQs.

## Rikki Western, Carer



I spent 35 years working as a Master Engineer and Manager but my current role as a carer gives me more satisfaction than all of those years combined. Originally from England and having travelled the world for my work, I came to the point where I needed a change. My mother, aunt and sister are all registered nurses, so perhaps caring for others is in the blood. My sister suggested I'd be great in a caring role – she could see my inherent patience for others and happy personality would be well suited. So I completed the Aged Care Certificate and in the process met some staff from Mark Donaldson VC House. The rest is history.

I've been working here as a carer since 2014 and I love it. There are so many great characters here amongst both the staff and residents and I feel so attached to the people I work with. I couldn't imagine being anywhere else.

## Mark Donaldson VC Gardens, Galston

74 Residential Care Beds

We added weekly music therapy, art therapy and dog therapy to our lives. Monthly floral arranging classes keep our fingers nimble and our visiting magician is keeping our minds twisting and turning in wonder.





**Ron Middleton VC Gardens, Richmond**

80 Residential Care Beds

This year our table tennis competition is making for some good natured rivalry. We've also started knitting and ladies who've not picked up needles for years are knitting again which is wonderful to see.

**Rowland Village, Galston**

135 Retirement Living Homes

We are spoilt for choice in the Village with a men's shed, golf course, pool, snooker room, vegetable garden and library all on site. Our community centre holds daily activities too: line dancing, choir, bible study, art class and a BBQ to round off the week.

**The Lakes of Cherrybrook**

63 Retirement Living Homes

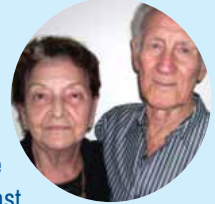
We love our social group and outings, there's never a shortage of keen residents. Our Manager's Morning Tea is also popular, with residents good naturedly probing for all the latest gossip!

**Tobruk Village, Austral**

40 Retirement Living Homes (156 planned)

A popular feature of Tobruk is how close we are to the local shops, but just as popular are

**Marie and Jack  
Trimingham  
Residents**



I was born in 1920 so I was fighting age during the war. We were stationed in East Malaya and encountered fierce fighting. On our retreat to Singapore I was shot in the foot just beyond the causeway, losing my tarsal bone. For 7 days I crawled, hopped and was helped by my mates to get to headquarters at Changi. It was a year before I could stand on my foot again, which was a blessing in disguise because it meant I wasn't sent to work on the Burma Railway, or on the Sandakan Death March. Still, the conditions were pretty brutal.

After the war I slowly readjusted to life, working at Hornsby Council and marrying Marie in 1947. We had two children and now enjoy 4 grandchildren and 7 great grandchildren. Last year we moved to Rowland Village to be closer to our families. The Village life and being close to our children is wonderful.

our social outings further afield. It's great to be so independent, yet with interesting activities planned for you too. It's the best of both worlds.

**From top to bottom**

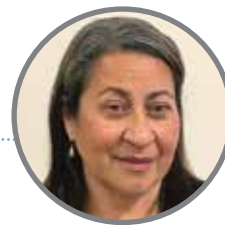
(left to right):  
ANZAC Day at Kingsford  
Smith Village, Lunch out at  
Shelly Beach, Easter Fun at  
Ron Middleton VC Gardens,  
Guinea Pig Giggles at Ron  
Middleton VC Gardens, The  
Lakes of Cherrybrook in  
the gentle afternoon light,  
Tobruk village residents  
enjoy Australia Day together.





# Southern Highlands & Near South Coast

Glenda Wood, General Manager



## Queen Victoria Park and John Goodlet Manor, Picton

102 Residential Care Beds

Residents' faces light up each week when children from Wollondilly Anglican College come to listen and share stories. The initiative has become so popular that the school now has a roster in place to accommodate all the children enthusiastically wanting to get involved. The enjoyment is two-way, with one resident recently saying "those children really listened to my story, I am so proud of them". It's amazing the things you recall when you get chatting.

## Jonathan Rogers GC House, Nowra

68 Residential Care Beds

We love to keep things light-hearted and this year's June Festival was no exception. The Family Fun Day, with great food and entertainment, was a big hit with our residents and their loved ones.

Our Knit and Natter Club received a certificate of appreciation from the Guild Pharmacies Guardian Angel Programme for their donation of more than one hundred hand knitted teddies, rugs, jumpers, hats and gloves for

## Monique Elliott Staff



I started work at Agris Hutrof House in a care role but have recently moved into the position of Recreational Activities Officer. I love what I do – spending quality time with our residents, getting to know them and forming trusting relationships as I work to enhance their daily lives. A sense of humour, patience and having a good ear for listening are the keys to understanding our residents and doing my job well. I am learning and growing in my role every day, not to mention loving the history our residents teach me from their own life experiences.

I have two absolutely beautiful boys, a wonderful husband and two disobedient (but loveable) dogs. As a young adult I travelled and worked in England and Europe and I dream of taking my family overseas to visit family in Holland. But at the same time we feel so blessed to live where we live, with its amazing countryside and people.

children in need. What an extraordinary achievement. We thank our volunteers who assisted us in this very satisfying project.





### **Taara Gardens, Thirlmere**

73 Retirement Living Homes

Now that our homes and common areas have been wonderfully renovated and refreshed, we are enjoying opening our doors to share our facilities with the community. We now host the training days for the local PAWS Pet Therapy Group, which uses Taara Gardens for their training and assessment days. Our roomy hall, modern kitchen and lovely grassy spaces are the perfect facility for this worthy initiative. Of course it's quite fun to be a "patient" for the day too - sitting in a cosy bed and patting our four legged friends.

### **Agris Hutrof House, Thirlmere**

60 Residential Care Beds

We are enjoying our refurbished buildings and the new rooms which were added in the past year; the larger living spaces encourage us all to mingle, chat and spend time together. The warmth and friendship shown between our residents is astounding: this year Heather McTackett and Florence Scherer knitted Easter Chickens for each resident and staff member; seventy chickens were completed! It was such a touching and heart-warming gift to us all and really expressed the genuine sense of community we have.

### **Michael Whitehorne** *Resident*



I immigrated to Australia as a young man with my mum and four siblings. Having lived through the war in England and the sadness of losing our father afterwards, we all wanted a fresh start.

I met the love of my life, Glenda, at a church we both attended. Glenda was a musician and so naturally I became very interested in music, taking up the double bass to impress her. We married in 1973 and had three children, all of whom are a blessing, as are my nine grandchildren. Both Glenda and the double bass have been lifelong loves of mine.

Since moving in to Jonathan Rogers House I reconnected with an old friend, Keith. I hadn't played the double bass for a number of years, but we both love music and entertaining so have formed a duo and greatly enjoy performing together. It's very satisfying to be back in the swing of making music.

**From top to bottom**  
(left to right):  
Enjoying lunch at Taara Gardens, Paws Pet Therapy Training at Taara Gardens, Gardening fun at Jonathan Rogers GC House, Julie enjoying art at Agris Hutrof House, Queen Victoria Park's salon, Students from Wollondilly Anglican School visiting John Goodlet Manor.





# Far South Coast

Pamela Robertson, General Manager



## **Hugh Cunningham Gardens, Tura Beach**

66 Residential Care Beds

We've enjoyed more contact with local children this year. They joyously hunted for Easter Eggs, and students from Sapphire Coast Anglican College helped us commemorate ANZAC Day with Legacy and our local RSL sub-branch.

Our upgrades continue with new carpets and paint brightening our home. The Garden's makeover is particularly beautiful. Installation of a new nurse calling system will also benefit everyone.

## **Roy Wotton Gardens, Eden**

28 Residential Care Beds

We look forward to weekly visits from students at Eden Marine High School. They add smiles to our bingo, art, craft projects or just by chatting. One talented young man plays the classical piano for us too; his mini-concert has residents and staff gathering to listen in awe at his amazing talent.

Last Christmas we received hand-made Christmas cards from primary students in the Northern Territory! The residents decided to return their kindness, sending their own hand-made cards to their new pen-pals.

## **Rebecca Burns** Staff



I have been here at Albert Moore Gardens for two years, initially as a Carer. I now work full time in the kitchen. It's a nice change from the other loves of my life – my family, my farm and my animals. When I was looking for a change from farm work I gravitated towards working in aged care. I had cared for my elderly grandparents so it felt very natural for me.

Since working here I've had the opportunity to enrich our residents' lives by bringing my animals to visit including my rabbits, birds and even my pony! It's been really fun to provide something a bit different for them. Last year on our Family Fun Day my husband and I brought a mini farm to Albert Moore Gardens complete with a pony, goats, piglets and a little puppy. They were all very popular with the residents who loved to see and hold the smaller ones.

## **Bimbimbie Park, Merimbula**

115 Retirement Living Homes

Our Village is blessed with beautiful views over Merimbula Lake and out to sea – the perfect setting for indulging in some tai chi, art classes and morning teas in our relaxing BBQ area. We





have fresh food and flowers lovingly tended by residents in our garden beds, which brings a homely feel to Bimbimbie Park. However, it is still fun to go on excursions, and our special outings to the Bega Gallery and the River of Art Festival this year were very enjoyable.

### **Albert Moore Gardens, Merimbula**

52 Residential Care Beds

This year we've watched our building works with great anticipation. Our new chef has brought his culinary talents to our plates and our new Recreation Activities Officer, Sharon, has also brought fresh ideas to our program. In the spirit of giving and receiving, we've fundraised for the Heart Research Institute and continued to lap up the love of Delta the Therapy Dog who visits us weekly, sharing her gentle love around.

### **Sanananda Park, Tura Beach**

14 Retirement Living Homes

Residents of Sanananda Park enjoy the beautiful coastal surrounds of Tura Beach. We're walking distance to the shopping centre and our residents enjoy relaxing over regular morning teas and BBQs. As resident Dot says, "The lawns and gardens are done for me; the garbage is put out and returned without me thinking about it, it's wonderful."

### **Jean Bolton** *Resident*



Born in 1928, I was a third year medicine student at the end of the war. With so many servicemen coming home unwell, the demand for medical staff was so great that I was posted to hospital work and never returned to finish my studies.

Robert and I met over an argument and we've been arguing ever since! We married and had three beautiful children, living in Sydney, Cooma and Canberra over the years. I worked as a Doctor's receptionist at many different places along the way. We also worked with Lifeline for 10 years, which was very worthwhile.

One of our greatest achievements was establishing the environmental group "Association for Berowra Creek" after swimming at Berowra Creek, which was awfully polluted. We recruited 50 members and took the Minister for Planning to court, winning the case. The Minister resigned and the government cleaned up the pollution. The Association still continues its good work today, which is fantastic.

Our development application for more units is currently with council. We're looking forward to welcoming more residents into our community.



**From top to bottom**  
(left to right):  
Christmas celebrations at Bimbimbie Park, Easter egg hunting, Delta the therapy dog has her eye on some morning tea, May Fisk celebrating her 100th birthday at the wharf, morning tea at Sanananda Park, Christmas fun.







## Remembrance Village, Wagga Wagga

83 Residential Care Beds

At Remembrance Village we put real effort into welcoming residents and helping them and their families to join our community. Our bus outings are always popular with trips to scenic gardens, Devonshire teas, the shops and the occasional winery keeping life fun and interesting. We make having fun easy. One of our recent residents to move in with us, Fay, says "I get together with other residents and we play euchre for hours until we are told its time for the evening meal. Playing cards with the RAAF on a Thursday afternoon is something we look forward to as well."

## Soldier-Settler Villages, Griffith

42 Retirement Living Homes

We take pride in our homes and we have achieved much this year to refresh our three Villages. The units at Stanley Briggs have a new coat of paint and new floor coverings; the car park at the McWilliams site has a very smart shrub and pebble border and our residents are enjoying cultivating the vegetable garden. We're looking forward to the next project - a memorial wall for our ANZAC Day and Remembrance Services.

## Lyn Pearce, Village Manager



I still have the same passion and enthusiasm that I had 5 years ago when I welcomed my first resident to The Grange. I really love watching the happiness and relief on residents' faces when I hand over the keys to their new villa, it's like a huge weight has been lifted off their shoulders – no more maintenance and mowing lawns! Our residents might be from far and wide but they soon find common ground, particularly the desire to live a "not so retiring retirement".

One of my favourite parts of the week is seeing residents preparing for Friday afternoon drinks and nibbles: stocking the fridge, turning on the ice-machine, filling the room with the aroma of delicious finger food, seeing the residents filter in and fill the room with their stories of what's kept them busy this week. I feel very proud and privileged to have helped bring this lovely community together.

## Teloca House, Narrandera

45 Residential Care Beds

Construction of our 15-bed extension, new communal dining and lounge areas began this year, to be followed by the refurbishment of the rest of





our property. We will return Teloca House to its former glory. Amidst this we'll be keeping life fun and interesting for residents. They particularly enjoy day trips to outlying rural areas and trading stories of the high-jinks they got up to in their younger years. We are lucky to have a great mix of multicultural staff at Teloca, allowing us an insight into different cultures and celebrations.

### **The Grange Lifestyle Village, Wagga Wagga**

132 Retirement Living Homes (196 when complete)

The Grange is a beautiful, thriving community of 250+ residents. Our craft group produces quality products to support various charities; our Men's Group gets stuck into small projects and tall tales; our Social Committee is always planning fantastic activities and "The Village People" arrange trips away for interested residents. We have Pilates, Tai Chi, the pool and gym to ensure we stay fit enough to keep up with all our activities – because we are 'not so retiring'.

### **Gezina Kolder** *Resident*



I was born with a natural talent, being able to paint beautifully from a very young age. In my teens it was suggested that I should enrol in art school but, with visions of bohemian lifestyles circling in his mind, my father forbade me, deciding instead that I should become a nurse.

It was my nursing that brought me to Australia in 1945. Being Dutch, I worked for Dutch Hospitals in Sydney, meeting my future husband there. His Dutch ship had been torpedoed and sunk; he floated helpless in the ocean, clinging for life to a buoy before being miraculously rescued by the Americans. He was sent to New Caledonia, then hospital in Sydney. We met and fell in love.

We worked hard to build a life for ourselves and our eight children. There was no time to pick up a paintbrush. It was only once they were grown that my renaissance with painting began. I haven't stopped painting since and greatly enjoy the guidance and encouragement I receive. One of my works was recently chosen as one of 12 for the 2018 calendar for Vision Australia, which is quite an honour.

### **From top to bottom**

(left to right):  
The Men's Group,  
The Grange, Beautiful  
Agapanthus at The Grange,  
Herb Stockley enjoys  
painting at Remembrance  
Village, Jean from Teloca  
House enjoys a chat with the  
younger generation, Motor  
Bike riding at William Beech  
Gardens, Having fun in  
the fresh air with feathered  
friends at Teloca House.





# ACT & Southern Tablelands

Joanne Caughtry, General Manager



## Bill McKenzie Gardens, Page

137 Residential Care Beds

Our chair yoga and chair Tai Chi programs have been the biggest hit this year, proving there is no barrier to increasing fitness, balance and flexibility. Residents are also benefiting from our full time physiotherapist who is helping them in the areas of mobility, dexterity and alternative pain therapy.

## Coral Park, Page

27 Retirement Living Homes

Our community has become wonderfully active and busy now that all our homes are occupied. Some of our residents are keeping our gardens watered and weeded as well as their own! We all thoroughly enjoyed the Chief Minister's Concert featuring the Royal Military College Band and the Australian Rugby Choir.

## Sir Lesley Morshead Manor, Lyneham

79 Residential Care Beds

We are loving popping into our new cafe for a cuppa and baked treat. Our hens are producing eggs now and are very much part of the family, as are the babies and children who visit us each week from the ACT Intergenerational playgroup. As one resident said "they are so cute; when they hold my hand it makes me feel so at peace."

## Ms Darian Birrell Nursing Student



When my mum had a traumatic mountain bike accident at Mount Stromlo and the Ambulance showed up, I knew I'd found my calling. I am currently studying a Bachelor of Paramedicine and Bachelor of Nursing at ACU. My studies were the prompt for me to start working at Bill McKenzie Gardens. I absolutely love the residents. While delivering nursing care I've built some true friendships along the way: one resident is teaching me Italian (although we haven't progressed past the number 5!), another has knitted me a beanie for my birthday; and I've become the personal makeup artist for quite a few ladies.

It feels like a big family here, especially when we have concerts or activities and everyone pitches in and has fun.

## El Alamein Village, Lyneham

55 Retirement Living Homes

It's been wonderful to watch our gardens become established this year, adding to the beautiful surroundings and welcoming feel of our community. Our "Happy Hour" is growing so fast we've had to order more tables and chairs,





and our local trips and activities are keeping us connected, active and learning new things.

**Fred Ward Gardens, Curtin**

112 Residential Care Beds

This year we've been watching the transformation of our building into a modern, light-filled and comfortable home. We had a wonderful Christmas celebration together in the refurbished lounge, foyer and dining rooms. In October we rallied our competitive spirit in the annual Senior Sports Carnival, making it great fun for everyone.

**Thomas Eccles Gardens, Yass**

82 Residential Care Beds

There's a wonderful energy in Thomas Eccles Gardens as residents enjoy the additional therapy and new activities. As well as more fun, we have enhanced the clinical care available with a new senior management team, full time Physiotherapist, newly appointed Physio Aid and some new nurses.

**Linton Village, Yass**

49 Retirement Living Homes

There is a constant buzz about the Village as we go on outings, get involved in activities such as our new Yoga classes, catch up on the latest in what Canberra has on offer, or relax over drinks

**Mrs Betty Mills**  
*Resident*



I graduated as a nurse in 1953 before specialising in Burns and Plastic Surgery. I worked in this field for many years including six with the British Army, where I was posted to the Military Hospitals in Singapore and Hong Kong at the time of the Malayan Emergency.

In 1969 my husband and I emigrated from England to Australia and our son Andrew was born here. I continued to work, including as a Village Supervisor of a nursing home.

Since my retirement I enjoy volunteering at the Australian War Memorial, Woden Valley Sub-Branch RSL and the Australian Red Cross, where I helped with the 2003 Bush Fires. To be confronted with hundreds of very traumatised and homeless people is something I'll never forget. For the last six years I've served on the Canberra Sandakan Committee and continue to support the Sandakan Families Association. I am also a life member of the Canberra Jazz Club, which is great fun, and enjoy attending the University of the Third Age, which keeps my mind fit and active.

at Happy Hour. It has been exciting to welcome new residents into our Village this year.

**From top to bottom**

(left to right):

Coral Park residents sit back and relax together, El Alamein residents enjoying a coffee together in the cafe, Residents' Christmas Family Lunch, Morshead residents keeping up their strength with chair exercise, Enjoying the sun in the garden, Bean Bag Snatch at the Sports Carnival.





# Sydney Northern Beaches - Retirement Living

**Rob Shoebridge, General Manager**  
700 Retirement Living Homes



It has been my pleasure to join the RSL LifeCare team this year in the role of General Manager, Retirement Living. In the process I have been amazed at the wide choice of activities, groups, day trips and opportunities that are available to our retirement living residents. Importantly, there are also many ways that our residents can get involved in and around the Village; this spirit of citizenship and sense of pride is immediately evident the moment you visit our thriving community.

In October 2016 our Annual Getaway Holiday was a four day coach tour to Mudgee. Those participating had a wonderful few days away enjoying guided tours of farms, horse studs and tasting the gourmet delights of Mudgee's famous wine and cheese produce.

This year our Men's Day Out program has visited Picton, Ettalong Diggers, Gosford Classic Car Museum and a three day trip to the "Air Attack" Air Show in Temora featuring Boomerang, Ryan, T-28 Trojan, Lockheed 12 and Spitfires, as well as a long stroll through the Temora Aviation Museum. These trips are a great opportunity for men in the Village to spend some quality time together.

In addition to long running activities and groups e.g. the Bowling Club and Croquet Club, Yoga, Line

## *Annette Willows* Accountant



My dear Dad was a resident in Tobruk Care Home and I use to think when visiting him "this would be a lovely place to work" as the culture, connected staff and environment was lovely. When I saw an advertisement in the paper for an accountant I applied because it "just felt right". I walk around the village at lunchtime and everyone either waves, or says "Hi". I feel honoured to be involved in our ANZAC and Remembrance Day services. The atmosphere when the whole village comes together with staff, residents, local community, Little Diggers pre-school and school children is truly inspiring.

My passions are enjoying the outdoors and travelling. Whilst competing in an ocean swim in Wollongong I came across Aquathon (swimming and running); I gave it a go and really enjoyed it. In 2016 I travelled to Mexico to compete in a large Aquathon competition, placing 10th. I am very proud of my result as it was a difficult swim.

Dancing and Knitting groups – some new resident-led activities have been instigated this year. Book Clubs are springing up in common rooms around the Village; a new Bridge Club has formed; our Art Cafe runs twice a month and is open for anyone





to drop in and pick up a pencil or paintbrush. In addition to this, Canon is currently running a photography course on site for interested residents.

The Montgomery Committee and Museum Committee, each comprised of volunteers, work diligently for the benefit of all in the Village. This year the Monty Committee has funded a new Village bus. The Museum Committee ran a very successful Museum Week jam packed with tours, talks and activities.

Our commemoration days are not only meaningful events to us as Australians; they are core to the RSL LifeCare ethos. This year our Village ANZAC March and Service paid particular attention to the role of women in the services and in war in general. WGCDR Sharon Bown (Ret'd) addressed the Service and we heard tales of service from several of our own returned servicewomen who live with us here.

Our ANZAC Dawn Service was attended by thousands of families from the local community, hundreds of whom stayed on to enjoy the hot breakfast on offer. For the third year, Channel Nine's Today Show broadcast live from our Village.

Much fun was generated in our annual festival, this year the theme was the Rhythm of Life. A week of events, launched by the Australian

### *Helen Gribble* *Resident*



Frank and I moved into our sunny two bed unit 6 years ago now, having lived in Bathurst and the Blue Mountains for many years. It took us six months to realise we weren't on holiday! The fresh sea breeze and warm climate were heavenly.

The best way I can describe RSL ANZAC Village is that it has a feeling of care that underpins the attitude and actions of our neighbours, our friends and the staff who are here to help us live life to the fullest.

Since moving in, Frank and I have made wonderful friends and even coaxed others from the Blue Mountains to move here too! I am very involved in the Museum Committee, currently as Chairperson, and also in the Chapel where I organise the roster and enjoy the fellowship of all. I help in the library one afternoon a week, which is a pet love of mine, having enjoyed many years of working in my sons' library at All Saints College Bathurst. Life is busy and fun.

Army Band – Sydney and culminating in a gala dinner, was an excellent opportunity to bring all the elements of the retirement village together.

**From top to bottom**  
(left to right):  
Getting into focus with the Canon Photography Classes, Our Village Wanderers Walking Group visit sunny Balmoral, Good friends are easy to find in the Village, Tripping the Light fantastic at The Biggest Morning Tea for Cancer, Ukulele Crooners, The National Maritime Museum Talk was fascinating.





# Sydney Northern Beaches - Residential Care

Jane Hammon, General Manager

500 Residential Care Beds



Variety is the spice of life, and a number of new initiatives have been trialled and implemented in our care homes this year. The first 'robot' introduced a rousing reception from residents, families and staff. Paro the robotic seal loves cuddles and responds to gentle strokes by going to sleep. With sensors all over its body and the ability to "learn" names, faces and voices, Paro's artificial intelligence is quite spellbinding, reducing anxiety and providing a connection that calms troubled souls. We thank the amazing philanthropic support of the Montgomery Committee and others for helping bring Paro to us.

This year we've also had great fun with Virtual Reality Goggles enabling residents to "leave" their surroundings and experience fun visits to far flung locations – even outer space.

Our annual two weeks of fun was a great hit. Residents enjoyed a tour of the Quarantine Station, a spin in the sidecar of a motorbike around the Village, and a trip to the Tizzana winery complete with lunch. Other residents enjoyed a trip out to the Lyric Theatre for a live show, a cruise on stunning Pittwater and various morning teas and lunches. An alfresco dinner under the stars in The Monty Forecourt, with live entertainment from the Conservatorium of Music topped off a very special couple of weeks for our residents.

## Tom Bicknell Resident



I signed up to the War effort in 1941 and was sent to the 2/30th Infantry Battalion, training under the now famous 'Black Jack' Galleghan. We earned a reputation as a very tough, fit, unit and were sent into the jungles of Malaya, eventually fighting in defence of Singapore. The day we were told to surrender to the Japanese was a day of bitter disappointment to us all. Whilst in Changi prisoner of war camp, on the Thai-Burma Railway, force-marching 304kms, on the pick and shovel, fighting disease, starvation and exhaustion – there were three things that kept me alive: my love for my family, my sweetheart Fay, and my mates. I refused to die, it's as simple as that.

Returning home, Fay and I married and I set about slowly recovering. Australia was not kind in its understanding of what we had been through and many of us felt a sense of shame and failure due to the fall of Singapore. Fay, however, was my rock; we had a wonderful life together including fantastic children and a successful career.

Living here since 2015 has done me the world of good. Thanks to the wonderful staff here I now feel that my service years are respected and honoured.



### From top to bottom

(left to right):

Festival Fun on the motorbikes, Robina on the virtual Rollercoaster with her hands in the air, Ethel and her daughter snuggle PARO.



# Central West

RSL LifeCare is excited to be growing in the Central West Region, with the recent approval to build a 60 bed facility in Dubbo and the acquisition of the charming Ada Cottage, Kandos.

## Deanna Harrold Carer

I love coming to work every day. I love not knowing what's ahead for me, from holding a resident's hand or hugging a loved one. For some residents I need to enter into their own world, chasing chooks out of a room or wrapping a baby for a gorgeous resident that has had a tragedy in their past. Making time for the memories, the laughs and the tears is so important. The biggest love of my job is listening to our residents stories from their lives, they are amazing, such resilience. I was told by a great teacher that it's an honour to look after our elders and it's a privilege to nurse them ... I couldn't agree more.



## William Beech Gardens, Condobolin

78 Residential Care beds + 4 Retirement homes

At William Beech Gardens we provide excellent nursing care as well as an impressive and busy social life for residents. We have visits from the CWA, Friends of the Village, local schools and church groups. We have outings to the library,



## Joan Madden Resident



Born in England in 1925, in 1946 my husband and I moved as newly-weds from England to Australia. Living in a small flat close to Hyde Park, Sydney, we picked up work and started a family by adopting first Keith, then Mark and finally Linda. Eventually we moved to Panania into a war service home. When my husband passed away in 2016 Mark, who lives in Kandos, wanted to have me closer to him and he found a place for me at ADA Cottage. He visits me every day, which I love.

cinema, coffee shops, RSL Club, and Senior Citizens Centre. We host bingo, craft, flower arranging, card groups, knitting, gardening, pet therapy, exercise groups and Bridge Club. There is something for everyone to enjoy.

## Ada Cottage, Kandos

19 Residential Care Beds

Since coming under the RSL LifeCare banner in 2016, staff, residents and families have worked together in the transition phase. A recent highlight is the new shade shelter in the courtyard, which will allow residents greater use of the outdoors, including some much-anticipated alfresco dining.





# Homes for Heroes

Adrian Talbot, Executive Manager and Rob Shoebridge, General Manager



The Homes for Heroes Program continues its work of assisting young veterans to make healthy transitions back into civilian life. Since its inception in 2014, we have provided 91 young veterans with accommodation and support.

The program is currently doubling its capacity from six to twelve private single rooms at ANZAC Village Narrabeen. This is in addition to the nine single rooms at our Penrith facility. Shared facilities in both locations include a common room and communal kitchen. Each young veteran moves through an individualised, tiered, full-time program with mandatory components to complete. They have access to services such as AA meetings, Smart Recovery programs and healthy cooking classes. The aim is to provide the support they need as they face their recovery, day-to-day. We have had the satisfaction of seeing many of these veterans transition back into the wider community and have the pleasure of regularly seeing some who have moved into more independent accommodation within the Village itself. Our young veterans can continue accessing our staff for support should they require it at any time, in the near or distant future.

The ongoing challenge for a program like Homes for Heroes is locating young veterans needing help. While many Ex-Service Organisations are

aware of our program, we are also working with the University of NSW on its "Homelessness amongst Young Veterans" study which is seeking to define the actual number of homeless veterans on the streets. In the coming months our young veterans will be assisting charities already working with the homeless, particularly with late-night food vans, with the aim of directly locating veterans sleeping rough.

In 2016 Homes for Heroes partnered with the Veterans Benevolent Fund, a division of the RSL & Services Clubs Association. The Fund underpins and supports the Homes for Heroes program, assisting us with funding to employ staff, of which there are currently seven across both the Narrabeen and Western Sydney (Penrith) sites, and run programs for our veterans.

We offer a variety of worthwhile programs for our veterans: Blackmores Health & Wellbeing program, Equine Therapy, Golf, White Water Rafting, Chaplaincy Services, RSPCA Volunteer Induction Day, Vegetable Gardening, amongst others. Interestingly, while all veterans are invited to all programs, there is little cross-over, implying that diversity amongst our offerings is important.





Planning has also commenced with Racing NSW to partner with Homes for Heroes to provide sustainability for our Equine Therapy program. The healing that occurs between man and animal is quite remarkable and is already being used as a valuable therapy treatment in the UK, U.S. and other countries. We look forward to being able to grow this important therapeutic opportunity.

Blackmore's Health and Wellbeing program, facilitated by staff from the Blackmore's Health and Wellbeing Institute, is an eight week program offered to our veterans, focusing on a holistic approach to health and wellness. The course covers topics such as: what it means to be well, why we should care about what we eat, holistic stress management, environmental impacts on health, how to be well in community and how to live mindfully. The program has been offered twice to date and due to its popularity and success will continue to be offered. We thank Blackmore's for their support of our veterans.

Over the last twelve months Homes for Heroes has provided over 19,000 nights of accommodation, almost 400 medical appointments, over 75 psychiatric or therapy appointments, covered over 60,000km in transporting residents to

### **George Main** *GM Retirement Living*



In 2013 Ron Thompson, CEO, and George Main, GM Retirement Living Narrabeen, walked the Kokoda Track with young veterans from Afghanistan and family members of servicemen who had died on duty. The experience was so profound that the desire to help was inevitable – and Homes for Heroes was born.

George Main, a Vietnam Veteran with a 20 year Army career, experienced the trek through the prism of his own memories. "There were times when the young Vets would confide or ask me questions, perhaps because we shared some common ground. We never spoke about the blood and guts of our experiences; it was always about coping – about getting through."

George has been one of the program's most diligent supporters. With George's retirement in June 2017 after 11 years service, we would like to sincerely thank him for his commitment to RSL LifeCare and its residents, both young and old.

appointments and offered 118 additional structured programs and activities to the young veterans in our care. We look forward to the next 12 months.

**From top to bottom**  
(left to right):  
BBQ, Homes for Heroes residents and families at the Relay for Life Walk, Homes for Heroes staff and residents wait to greet Prince Harry at Sydney's INVICTUS 2018 launch, Meatballs Masterclass at Jamie Oliver's Ministry of Food cooking school, Bend and stretch Ron and George on the Kokoda Track.





# University Affiliation

Professor Tracey McDonald



## RSL LifeCare Chair of Ageing

Director, Centre for Practice Development and Innovation, Australian Catholic University

At the **RSL LifeCare and ACU Affiliation review** in November 2016, renewal of the affiliation contract and appointment of a new Professor of Ageing was discussed. Both partners agreed to support a further contract for the affiliation and professorial appointment.

**Coordinated Veteran Care (CVC) Program.** ACU has a 5 year contract with DVA to develop this online national training program for medical and nursing practitioners in primary care for registered nurses and doctors involved with veteran services. I am the content and education/training expert on care and treatment for community-dwelling veterans with chronic conditions.

## RSL LifeCare RESEARCH PROJECTS:

- The Upbeat Choir
- Peer Support & Assessor role evaluation
- Measuring Resident Stress during RACF Renovations - Governor Phillip Cortisol Project
- Promoting aged care as a career choice for undergraduate nursing students

## RSL LifeCare PRACTICE DEVELOPMENT PROJECTS underway:

- Long Term Care Quality of Life scale (LTC-QoL) implementation Oct 2016
- Aged care clinician : manager collaboration
- Importance of care quality indicators within the residential care settings
- The effect of resident quality of life audit data on nursing practice

**REGISTERED NURSE CLINICAL RESEARCH FORUM WITH THE PROFESSOR** where nurses to discuss latest clinical research topics and professional nursing issues:

- Understanding sarcopenia in designing individualised interventions for prevention and care

- Effective promotion of resident comfort
- Spiritual Care framework for aged care services in Australia
- Health practitioner registration and recent changes to nurse registration policy

## RSL ANZAC VILLAGE ENGAGEMENT:

- The Professor's Q&A sessions with Village residents generate lively discussion on such topics as:
- Mastectomy - what is involved and how safe is the procedure?
- How does PTSD happen?
- Calibrating your moral compass amid social change
- GP over-prescribing of sedatives for older people
- Alcohol and health - the latest research
- Vaccine for Alzheimers?
- Superbug treatment breakthrough
- What is counted in a 'full blood count' and why?
- The implications of 'pre-diagnosis' of alzheimers for younger generations
- Can frailty be prevented and treated?

## RESEARCH STUDENT SUPERVISION

The following student projects for Masters of Clinical Nursing Research are now complete:

- Investigation of methods used by assessors and prescribers to select continence management tools and systems in residential aged care
- Investigation of therapeutic efficacy of directed music imaging (DMI) on anxiety, depression, pain, sleep quality, blood pressure and heart rate in hospitalized older adults
- Investigation of nursing prevention of deconditioning caused by hospitalization of older adults
- Exploration of nurse manager strategies to promote nursing workforce health and safety



# Caring for Our Staff

Ben Van Lierop, General Manager



We are investing in wide range of education initiatives that support workforce performance and strong organisational growth. As shown below, we devote many hours to the more usual aged care offerings, however we are proud to provide more innovative programs as well.

RSL LifeCare's inaugural wound conference was attended by 134 staff, trade and guests from local hospitals, nursing homes and clinics. The feedback from the day was extremely positive and the program was very well received by all attendees.

Continuing our collaboration with ACU, in 2017 we again hosted 6 speech pathology students one day per week for 3 months at our Narrabeen and Galston Villages. The students were facilitated by an RSL LifeCare Educator for the 1:1 communication therapy, group therapy and social activities, which the residents greatly enjoyed. The students were also involved in the residents' choir group at Peter Cosgrove House.

The School of Clinical Practice program is currently in its fourth year. All students are offered employment as AINs at RSL ANZAC Village and also attend onsite Tutorials and Labs each week as part of their Bachelor of Nursing with ACU. Currently we have eleven 2nd and 3rd year students and we have several graduates now working within RSL LifeCare.

Alongside the School of Clinical Practice, sits our New Graduate Support Program which offers "on the floor" mentoring and one full education day per month on various topics for our new graduate employees. The program provides the clinical skills and tools to enable graduates to become effective, responsible and confident Registered Nurses. We currently have 12 enrolments across 7 participating sites.

Our 2017 student program has expanded to include Occupational Therapy and Paramedics students from ACU. It is real time, experiential learning in our community and residential care settings. The School of Clinical Practice continues to grow our registered nurses of the future with our first group graduating with a Bachelor of Nursing in 2016. A number of our staff are beginning their own study pathway this year and we look forward to seeing them grow their careers with RSL LifeCare.

## From top to bottom

(left to right): First Year Clinical Placement Students, Wound Conference, Choir practice.

**14,874**

Staff in-service education sessions

**1,722**

Education sessions facilitated

**900**

Staff enrolled in *Eat Well, Be Well*

**405**

Student placements at RSL LifeCare

**3,325**

Staff attended mandatory education





# Little Diggers Pre-School

**Lindy Howarth and Lyndy Watton**

Winner of the most Outstanding Child Care services award  
in the Northern Beaches



Little Diggers Preschool continues to build on its firm foundation of providing quality care and early childhood education within a homely environment. This year we have focused on building a 360 degree experience of the natural world for our children ... using chickens as our guide.

From cute and fluffy hatchlings (which are eagerly taken into the care homes to show our Grandfriends) our chooks are growing and clucking around us each day. We feed them from the scraps in our kitchen and from the left-overs of our lunch bowls. They delight us with their daily offering of fresh eggs which we use in our cooking. Any surplus eggs are sold to our families and the proceeds of sale go toward buying their supplementary chook feed. Their "fertiliser" is safely deposited into our worm farm which is cared for by our preschoolers. In time the worms produce wonderfully rich liquid fertilizer for our gardens. It's intriguing to see the way each child connects with the process, to see their minds light up as they make sense of the wider workings of the world through the microcosm of our preschool.

Another way we provide meaningful connections with the wider world is through our very popular intergenerational program. For several years now we have visited our Grandfriends in their care homes, threading pasta necklaces

with them, singing to them, listening to story time on a mat or showing them our artwork.

We honour their lives by participating in the Village's significant events, both joyous and solemn, and as a result learn a little about what has happened in our nation's past.

The time has come, however, to spread the joy beyond our care homes and into the community of our independent living residents. Each month our older preschoolers now have morning tea in the Afghanistan Room with retirement living residents. It's quite the outing complete with craft, biscuits and plenty of time to chat. Our children gain a great deal of confidence from these encounters; they are provided with the opportunity to practice their manners, speak clearly and slowly, tell a story, share in an activity and make friends with adults. It seems as if the pleasure is two-fold, with the smiles on our residents' faces matching those of their little friends.

## From top to bottom

(left to right): We love being part of every official event in the village, Grandfriends enjoy morning tea with their pre-school friends, Safety comes first with our feathery friends, Waving to residents at our ANZAC Day Village March.





# Inspiring Activities and Random Acts of Kindness

Every year we are reminded of the plethora of unique activities and random acts of kindness that happen across the organisation. Here we highlight just a few...

## *Creative Writing Project, Fromelles Manor*

Fromelles Manor staff recognised the potential for a creative writing project based on residents' life experiences. Starting with 4-5 residents, it grew into a 22-strong enthusiastic creative writing group. Wonderfully fun, robust conversations took place, the reminiscing often igniting old memories. There were natural story tellers, fantastic editors, writers and proofreaders; the final product is wonderful and plans for a sequel are underway.

## *Australian Defence Force Care Boxes, Chauvel Village*

Far North Coast residents prepared 80 care packages for ADF personnel serving overseas on ANZAC Day. Each box contained "Aussie" snacks, a crocheted poppy, photo of the residents and lovingly written card. It was wonderful to receive photos of personnel receiving the packages. Their expressions show how touched they were to be remembered in this way.

## *Museum Week, ANZAC Village Narrabeen*

In April the Museum Committee and expert team from the University of Melbourne's Grimwade Centre for Cultural Materials Conservation held the inaugural "Museum Week" at ANZAC Village

Narrabeen. The week included tours of the museum, talks by veterans and medal cleaning workshops. Every session was well attended. The volunteer Museum Committee were delighted with the result.

## *Random Acts of Kindness*

Joan Farrell, a resident at RSL ANZAC Village, has attended Dawn ANZAC Day Services since returning from the war herself. With a recent leg injury, Joan was unable to board the buggy to the service. Undeterred, recreation officer Sasha pushed her up the considerable hill so Joan's tradition could continue. In the pre-dawn darkness two women – one snuggled in her wheelchair, the other puffing "Don't worry Joanie, we're going to make it!" – could be seen reaching the Cenotaph at the top of the hill.

## *Knit One, Pearl One with love*

This year Heather McTackett and Florence Scherer from Agris Hutrof House decided to knit an Easter Chicken (complete with yummy egg) for every member of staff and resident – over 70 chickens. We're sure those chickens will be treasured for many years to come.

**From top to bottom** (left to right): Participation and Communication were key to the creative writing project, Residents putting together their care packages, Catharina talks of being a POW at Museum Week, Easter Chooks.





# Governance

Mark McEnallay, Company Secretary



At RSL LifeCare we understand corporate governance to be the framework of systems and processes, rules and relationships within and by which, authority in an organisation is exercised and the organisation as a whole, is directed and controlled. RSL LifeCare benchmarks its governance performance with the Australian and not-for-profits Commission's (ACNC) Governance Standards:

## **(1) Purpose and not-for-profit nature:**

The RSL LifeCare (RSLLC) constitution, which has been uploaded to the ACNC website, requires RSLLC income and property to be used to pursue its objectives, in line with the charitable purposes to assist veterans as defined in the constitution. The Board provides strategic guidance to the Company and effective oversight of management. It must ensure that the activities of the Company are consistent with its objects and comply with its constitution from which the Board derives its authority to act, and with all legal and regulatory requirements.

## **(2) Accountability to members:**

RSL LifeCare has members and other stakeholders. The Board is accountable to the members for the conduct of RSL LifeCare's affairs and the pursuit of the purpose and objectives as set out in the Constitution.

RSL LifeCare has many stakeholders including residents, clients and their families, donors and benefactors, staff and volunteers, and the broader community. We adopt a consultative approach with our stakeholders, particularly our residents, clients and staff, communicating and receiving feedback from forums and regular surveys.

RSL LifeCare maintains a public website and provides several newsletters through the year as well as producing an Annual Report. Through these and other channels we ensure regular communication.

## **(3) Compliance with Australian laws:**

RSLLC has a documented Governance framework requiring Directors and staff to act ethically and

responsibly. Policies exist around gifts, conflict of interest, clients' interests and legal relationships with clients. The Board receives from management appropriate declarations prior to Board approval of the annual financial statements and RSL LifeCare has an independent external audit conducted each year.

## **(4) Suitability of responsible persons:**

The Board has an appropriate balance of skills, knowledge, experience and diversity to enable them individually and collectively to exercise their judgement to discharge their duties and responsibilities effectively. Directors are "responsible entities" under the ACNC Act and they must not be disqualified from managing a corporation or disqualified by the ACNC from being a responsible entity.

The profile of each director is available on our website and included in the Annual Report. The Board comprises up to eight non-executive Directors appointed by RSL NSW. Additionally the President of RSL NSW sits on the Board in an ex officio capacity. Directors hold three year appointments with a maximum of three appointments. No employee of RSL LifeCare, including the CEO, can be a director on the Board.

## **(5) Duties of responsible persons:**

The role of the Board is to ensure RSL LifeCare has in place a governance framework that ensures we are operating legally, ethically and responsibly in fulfilling our objectives. In addition to its Constitution, RSL LifeCare has charters for the Board and Board sub-committees that outline responsibilities and define the separation of Board and Management. The Constitution and Board Charter can be viewed on our website. The Board maintains a Register of Interests and has a Conflict of Interest policy.



# The Directors

As of October 2017



**Andrew Condon, CSC  
BEng, MSc, GAICD**

Chairman

- Career of 27 years in the Australian Regular Army, with operational service in the Middle East
- CEO Sydney Legacy 8 Years
- Government and Not For Profit Advisory roles, including Prime Ministers Advisory Council for Ex-Service Matters



**Nathan Jacobsen  
M Business Systems, BSc**

Director

- 9 years experience in financial services
- Focus on acquisitions, technology, business transformation and leadership
- Previously an officer in the Australian Navy



**Kris Hume  
MBA, GAICD**

Director

- Over 30 years in tertiary, primary & community health, disability and aged care sectors
- Diverse clinical experience as a former RN & midwife in Australia, Denmark, Persian Gulf & UK
- 15 years corporate multinational healthcare experience
- Executive leadership experience transforming business



**Brigadier Allan Murray, CSM  
MBus, BBus, BA(Mil), GAICD**

Director

- Graduate Royal Military College and Army Command and Staff College
- 21 years in the Regular Army and now a serving Brigadier with the Army Reserve
- Former Commander 8th Brigade
- Extensive experience as a Logistics Consultant
- Former National President of the Logistics Association of Australia



**Brad Copelin  
Advanced Diplomas of Leadership and Management; Justice and Public Safety Diplomas Voc Ed & Training; Government Management and Business; Security and Risk Management**

Director

- Served in the Australian Army for 24 years as infantryman and in the Military Police
- State Councillor RSL NSW
- Owner, Learning and Development Solutions



**Bryan Slattery**

Director

- State Councillor/ Director RSL NSW
- Vietnam veteran, graduate of OTU Scheyville
- Past National Housing Portfolio Manager and State Manager Defence Housing Australia
- Small business operator and company director
- Experience as Local Government Councillor



**James Brown  
BEcon(SocSci) MA**

Director

- President RSL NSW
- Adjunct Associate Professor, University of Sydney
- Military Fellow, Lowy Institute for International Policy
- Graduate of the Royal Military College, Duntroon
- Former Australian Army officer, with service in Iraq, Baghdad, Solomon Islands and Afghanistan



# Donations, Fundraising and Requests

Coralie Tawa, General Manager



RSL LifeCare acknowledges the vital support provided by our donors and volunteers. Founded on donations and volunteer effort over a century ago, these two pillars continue to be pivotal to the success of RSL LifeCare.

Over the year our generous donors have contributed hundreds of thousands of dollars and our wonderful volunteers have donated thousands of hours. To learn more about how you can support RSL LifeCare, call 8978 4285 or visit [www.rsllifecare.org.au](http://www.rsllifecare.org.au).

Our special thanks to donors and fundraisers of over \$2,000:

RSL LIFECARE	
Women's Auxiliaries	\$
Batemans Bay	2,000.00
Blacktown	2,000.00
Callala Beach	4,500.00
Fairfield	5,500.00
Forestville	6,500.00
Huskisson	8,000.00
Mittagong	5,343.83
Nambucca	2,707.00
Nowra Greenwell Point	2,000.00
Penrith	25,817.00
Shortland	3,000.00
Singleton	2,000.00
St Marys	3,000.00
Woonora - Bulli	3,000.00
Sub-Branches and Councils	\$
Balgowlah Seaforth	5,500.00
Castle Hill & District	15,000.00
Huskisson	15,000.00
Northern Beaches District Council	10,000.00
Richmond	2,000.00
Rooty Hill	2,000.00
St Mary's	9,000.00
Yass	19,314.00
Other	\$
Bimbimbie Retirement Village Auxiliary	3,034.60
Canberra Tradesmen's Union Club	2,261.15
Carolyn Wilkinson	16,000.00
Dardanelles Social Committee	2,295.45
Estate of the Late B Constance Schieb	10,000.00
Estate of the Late Gwendolin Knight	82,561.40
Estate of the Late Patricia BM Tynan	33,028.01
Estate of the Late Percy Robert Jackson	10,000.00
Estate of the Late TF Clarke	36,407.78
L & D Senescall	2,690.00
Maggie Beer Foundation	6,000.00
Monty Committee	20,476.24
Tea Gardens Grange - Village Festival	3,000.00

HOMES FOR HEROES	
Women's Auxiliaries	\$
Smithfield	2,000.00

Sub-Branches	\$
Brighton Le Sands	4,200.00
Campsie	10,026.85
City Of Wollongong	2,000.00
Mascot	11,000.00
Narooma	14,893.00
Richmond	2,000.00
Smithfield	8,400.00

Clubs	\$
Dubbo	10,353.40
Blacktown	10,000.00
Brighton Le Sands	4,200.00
Campsie	8,400.00
Clubs NSW	30,000.00
Cronulla	2,500.00
Dee Why	8,400.00
Earlwood Bardwell Park	3,000.00
Gosford	8,400.00
Hornsby	8,250.00
Ingleburn	10,000.00
Katoomba	5,971.85
Kingsgrove	8,551.85
Merrylands	9,103.85
Oatley & Community Club	4,000.00
Orange Ex Services Club	10,608.95
Ramsgate	10,000.00
Riverwood Legions	5,000.00
Shoalhaven Ex - Services Club	8,500.00
Smithfield	8,400.00

Other	\$
Barrenjoey High School	2,537.10
Canada Bay Club	3,799.55
Corella Fund	13,667.00
Cromer Golf Club	16,000.00
Dr S R Sundaraj	5,000.00
Estate of the Late Barry Dale Crossman	5,025.19
Guildford Leagues Club	2,300.00
IGT Aus Pty Ltd	6,000.00
Macquarie Group Foundation	3,400.00
Mounties Group	52,764.00
Penrith City Council	9,681.00
Peter & Margaret Rees	2,000.00
Robert Kefford	2,000.00
Suiters Foundation	25,000.00
Weily Trise Foundation	3,500.00



# Financial Results

Mark Broadhead, CFO



## Income Statement

WHAT WE EARNED	\$000
Government subsidies	146,661
Resident payments	74,123
Donations	957
Other income	6,551
Interest income	12,513
Investment property revaluations	10,914
<b>Total Revenue</b>	<b>251,719</b>

WHAT WE SPENT	\$000
Staff costs	140,740
Property costs	21,887
Other costs	40,430
<b>Total Costs</b>	<b>203,057</b>

<b>SURPLUS FOR THE YEAR</b>	<b>48,662</b>
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## Balance Sheet

WHAT WE OWN	\$000
Cash and term deposits	205,083
Receivables	53,415
Other	380
Plant and equipment	23,246
Land and buildings	348,015
Retirement living property	757,680
<b>Total Assets</b>	<b>1,387,819</b>

WHAT WE OWE	\$000
Creditors	18,738
Staff entitlements	20,802
Other	3,311
to Aged Care residents	332,291
to Retirement living residents	559,050
<b>Total Liabilities</b>	<b>934,192</b>

<b>EQUITY</b>	<b>453,627</b>
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RSL  
**LifeCare**

[www.rsllifecare.org.au](http://www.rsllifecare.org.au)

**RETIREMENT LIVING  
RESIDENTIAL CARE  
HOME CARE  
HOMELESS VETERANS**

**Austral, Liverpool • Ballina • Byron Bay  
Canberra • Cherrybrook • Condobolin  
Dubbo • Dungog • Eden • Galston  
Goonellabah • Griffith • Hawks Nest  
Kandos • Lismore • Merimbula • Narrabeen  
Narrandera • Nowra • Penrith • Picton  
Port Macquarie • Richmond • Tea Gardens  
Thirlmere • Toukley • Tura Beach  
Wagga Wagga • Yass**

