

## RSL LifeCare achieves major milestone in good governance

Dear residents, families, volunteers, staff and supporters

During 2017, and into 2018, I have updated you on the two inquiries into RSL LifeCare's compliance with the NSW Fundraising Act and the Australian Charitable and Not-for-profits Commission (ACNC). I wish now to further update you on behalf of the Board of Directors of RSL LifeCare.

On 3 May 2018, we received notification that we had met the requirements to resume fund raising. Today the ACNC released a report of their investigation into RSL LifeCare's compliance with the Australian Charities and Not-for-Profits Act 2012 (Cth).

RSL LifeCare has been working intensely on improving its governance. As a result of those endeavours, many of the weaknesses identified in the investigation have already been rectified. In addition to that, the organisation continues to work on various policies and systems to further strengthen our governance standards and monitoring.

The organisation has worked cooperatively with the ACNC in prioritising further actions. These are contained in the Enforceable Undertakings within the ACNC report. RSL LifeCare accepts these undertakings. Most of the required actions have been completed and we are now entering the monitoring and reporting phase that is required by ACNC. The initial report is expected for completion within 60 days, as a small number of policies require further review or development. The Board has complete confidence that the company will now maintain the required standard.

The ACNC report can be viewed on the ACNC site by following this link and scrolling down to the Enforcement Outcomes section.

<https://www.acnc.gov.au/RN52B75Q?ID=0D2F0A5E-94F8-4A50-A08F-0A80C5362125&noleft=1>

This is a major milestone in our governance journey that will underpin restoration of public confidence and I wish to thank you all for your continuing support.



**ANDREW CONDON**  
*Chairman*  
**RSL LifeCare Board**

15 May 2018