

5 September 2017

## Open Letter to Residents, Homes Care Clients, Staff and Supporters of RSL LifeCare

As you may be aware, RSL NSW, RSL Defence Care and RSL LifeCare are the subject of a NSW Government Inquiry. The public hearing commenced today, 5 September 2017, before the Honourable Patricia Bergin SC. You may hear it referred to as the Bergin Inquiry.

The Board of RSL LifeCare has endorsed and directed management to continue to cooperate with the Inquiry, produce documents, make timely responses and report any matters of non-compliance with either the *Charitable Fundraising Act*, or conditions of RSL LifeCare's fundraising authority.

There will be limited space in the Inquiry room. However, the proceedings will be streamed live for anyone who would like to follow them at: <https://www.finance.nsw.gov.au/inquiry-under-charitable-fundraising-act-1991>.

### Background

RSL LifeCare is proud of the care and services it provides around the clock for its 7,500 elderly residents in 24 retirement villages and 26 nursing homes across NSW, including in rural and regional NSW.

Its dedicated staff of 3,000 provides care and support including the delivery of 2.5 million meals a year to residents while also offering home-based care to more than 1,600 older Australians.

Over the past 15 years, RSL LifeCare has invested in its assets and people, updating its sites and buildings, providing better accommodation, communal areas and improving care and services for residents.

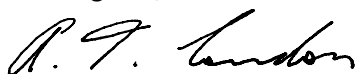
It has launched Australia's first residential facility for younger, homeless veterans from recent conflicts such as Iraq and Afghanistan, called Homes for Heroes, when they have had nowhere else to turn. LifeCare has helped them back on their feet.

Homes for Heroes has successfully helped more than 100 ex-service people over the last three years, primarily suffering the effects of Post-Traumatic Stress Disorder (PTSD). Late last year RSL LifeCare funded a new rehabilitation program at Penrith for an additional 10 young veterans.

If you have any questions, please make contact with us on 0447 580 917 or by email at: [rsllifecaremedia@rsllifecare.org.au](mailto:rsllifecaremedia@rsllifecare.org.au)

RSL LifeCare has provided care to veterans and their families for more than 100 years and regards this Inquiry as an opportunity to reaffirm its commitment to continuous improvement.

Kind regards,



**ANDREW CONDON**

*Board Chair*