



RSL
LifeCare

Continuing in the ANZAC Spirit

ANNUAL REPORT 2018



Chairman's Report

The past year has seen both change and consolidation within the Board and Senior Management of RSL LifeCare. Notwithstanding the challenges involved, it remains a privilege to serve as Chairman of the Board and I look forward to the very bright future that RSL LifeCare has supporting veterans and senior Australians as an excellent provider of aged care and retirement living in NSW and the ACT.

The focus for the Board this year has been continuing the improvements to our governance and remaining compliant with regulatory changes which are a feature of the aged care environment and charity sector. We have worked diligently to comply fully with the requirement of the Charitable Fundraising Act and are proud to say that as of May 2018 we were able to recommence fundraising activities. Given the variety of fundraising activities across all our Villages and Care Homes, we created a new role: Manager, Fundraising and Events. This role is responsible for supporting and advising residents and staff wishing to fundraise, and checking that all processes and procedures are correctly adhered to. It is a very positive step forward for the organisation, knowing that every dollar raised fully complies with the Act and is directed to benefit veterans and senior Australians in need.

RSL LifeCare's four arms of service to the community: Independent Living, Residential Care, RSL LifeCare at Home and Veterans' Services have all experienced growth and development this year – in terms of number of people we are serving and the depth of service being provided.



Independent Living

This year RSL LifeCare has turned the sod on several new developments for Independent Living across NSW. Not content to just build retirement living homes, we pride ourselves on building communities within Villages which have community centres, pools, bowling greens, access to transport, and cafés. A feature of this year is the increasing social connections between Independent Living, Care Homes and in-home clients. For many of our residents living independently and alone, this opportunity to easily socialise has been very welcome.



Residential Care

In October 2017 John Edmondson VC Gardens, Austral was officially opened by the Minister for Aged Care and Indigenous Affairs, Ken Wyatt AM, and in August Dame Marie Bashir attended Teloca House, Narrandera (her childhood home town) for a dedication of a veteran's memorial wall and to celebrate the 15-bed extension being built. Dubbo is watching with interest as our 60-bed care home is presently under construction. As proof of the area's need, it already has a waiting list. They are also looking forward to the employment opportunities it will create.



RSL LifeCare at Home

Our RSL LifeCare at Home services have expanded this year and we are proud to announce that we are now a provider of Veterans Home Care Packages – recognition of our specialised knowledge of the particular needs of the elderly in our communities who have served this country of ours.



Veterans' Services

We are the home of the veteran; first on Bare island in 1911, then at the War Veterans Village at Narrabeen in 1939, and now at all RSL LifeCare facilities across NSW and the ACT. This year the Board created a new Veterans' Services role tasked with supporting and deepening the services we provide to Veterans of all ages. A dominant aspect of this position has been RSL LifeCare's sponsorship of the Australian Invictus Games Team and their support crews, an event with which we are very proud to be involved. This role is also heading a data collection project of our veterans and war widows in order to support them with any assistance they may require now and into the future, particularly for accessing support available through the Department of Veteran Affairs. We are developing an education program to ensure our staff understand the experiences, needs and perspectives of veterans.



Staff Development and Quality

In staff development, we are creating new and exciting roles. Of particular note are the newly created Palliative Care Clinical Nurse Consultant (CNC), Wound Management CNC and Mental Health CNC, mentoring care staff in person and online with our newly launched online learning management system. We are proud to say that RSL LifeCare's excellent accreditation record continues.



This year we have been fortunate to retain Carolyn Kwok as transitional CEO while the process of recruiting a new Chief Executive Officer was undertaken. Her passion for the care and service of ageing Australians has shone through the 17 years she has worked for RSL LifeCare. The Board wishes Carolyn the very best as she enjoys the next chapter of her life.

On behalf of my fellow Directors I would like to thank our residents, staff, volunteers and supporters for the invaluable contribution they make to RSL LifeCare. The rich diversity, dedication to care, energy and joy for life so evident at RSL LifeCare is a direct reflection of your commitment to each other. Such commitment is a big part of the ANZAC spirit.

Andrew Condon



October 2017

- John Edmondson VC Gardens is officially opened by Federal Minister for Aged Care and Indigenous Health, Ken Wyatt AM

February 2018

- RSL LifeCare begins construction of 60-bed Aged Care Home in Dubbo, to be named Bill Newton VC Gardens
- Teloca House Narrandera's 15-bed extension ready for residents



April 2018

- ANZAC Day Services held across all RSL LifeCare Villages and Care Homes

June 2018

- The 72-strong Australian Invictus Games Team is announced; RSL ANZAC Village hosts Team Dinner and demonstration game of Wheelchair Rugby for residents and the media

September 2017

- RSL LifeCare is proud to support the 2017 Australian Invictus Games Team in Toronto, Canada

November 2017

- Remembrance Day Services held across all RSL LifeCare Villages and Care Homes



March 2018

- Tea Gardens Grange Celebrate opening of their Country Club
- Patrick Bugden VC Gardens Ballina hold their Inaugural Art Exhibition



May 2018

- Barry Whiteman named the recipient of the 2017 Milne-Wood Medal at RSL LifeCare's Annual Thank You Luncheon, acknowledging the thousands of volunteers we have working with us in NSW and the ACT

Financial Results

Income Statement

WHAT WE EARNED	\$000
Government subsidies	148,358
Resident payments	85,092
Donations	272
Other income	7,993
Interest income	5,293
Investment property revaluations	20,766
Total Revenue	267,774

WHAT WE SPENT	\$000
Staff costs	153,002
Property costs	24,195
Other costs	57,314
Total Costs	234,511

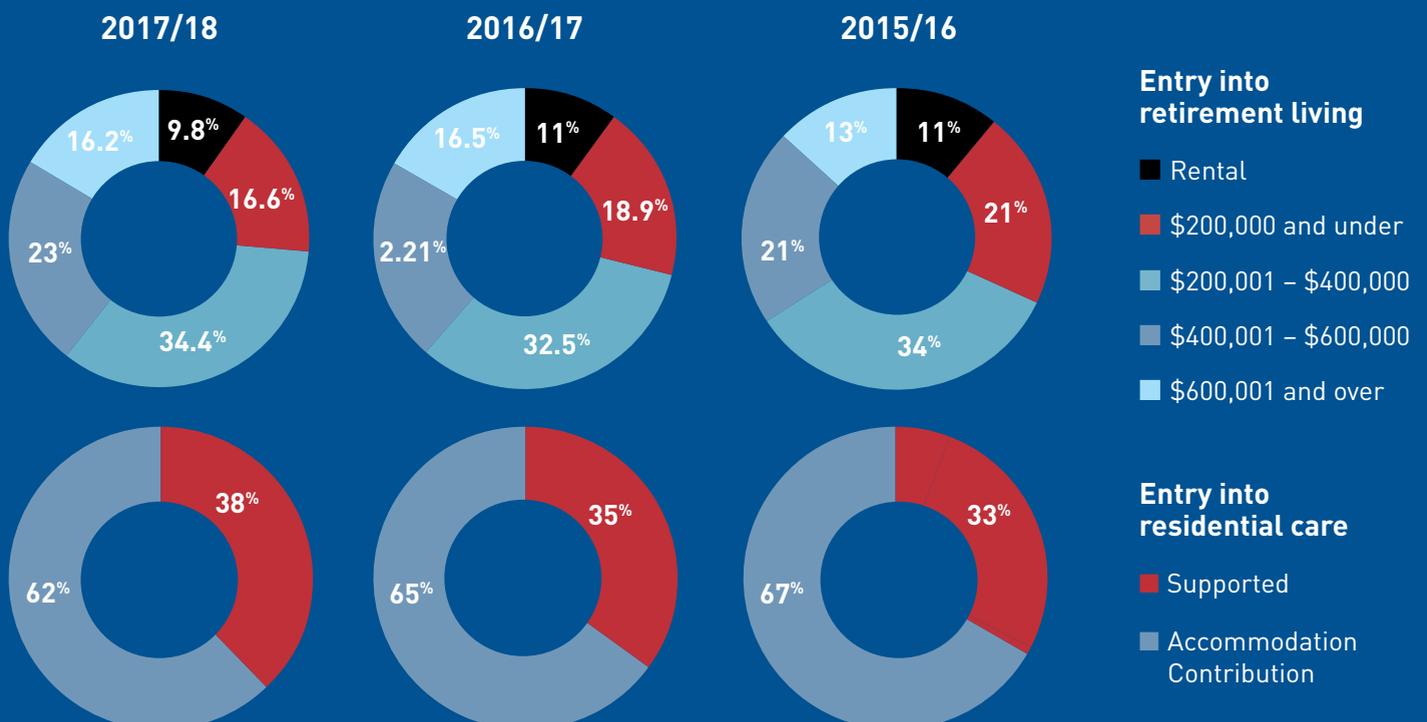
SURPLUS FOR THE YEAR 33,263

Balance Sheet

WHAT WE OWN	\$000
Cash and term deposits	175,386
Receivables	10,733
Plant and equipment	25,494
Land and buildings	375,358
Retirement living property	874,746
Total Assets	1,461,717

WHAT WE OWE	\$000
Creditors	19,276
Staff entitlements	21,571
Other	831
to Aged Care residents	303,533
to Retirement living residents	629,616
Total Liabilities	974,827

EQUITY 486,890



Facts and Figures



**\$528
million**

New developments next 5 years



47

Residents who have turned 100*



**\$3.8
million**

Benevolence 2018FY



865

ADF Care Packages
packed and sent



2,600

Clients are veteran/spouse



620

Staff are veteran/spouse



Over
3,100 staff

*Current life expectancy in Australia: 83.0. Current World Life Expectancy: 71.7. Source: Australian Bureau of Statistics.



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