



More lifestyle choices

HomeCare  
Retirement Living  
Residential Care

# Choices

AUTUMN 2011

The latest news from RSL Care

## 2011 Chairman's Appeal – There's Magic In Dreaming *Would you like to help keep dreams alive?*

We all have our dreams and they never stop, no matter what our age. Even though people can be challenged by dementia, a physical disability or loneliness, they still know how to dream dreams. For this reason, everyone at RSL Care knows the importance of keeping dreams alive for the thousands of people who have turned to RSL Care for their aged care needs.

Every RSL Care client is special with a lifetime of memories. Whether receiving care in their homes or at their retirement village, clients participate in a specific care program which facilitates involvement in personal growth and development, decision making and overall wellbeing. Known as the Lifestyle Approach, the team at RSL Care encourages clients to tell their stories and share their dreams. Social activities and outings ensure clients are always engaged with community life which can sometimes even match their very dreams. Then we really do see big smiles on faces and sparkles in eyes.

At RSL Care Fairview at Pinjarra Hills, Lifestyle Manager Pamela Sherman Carr advised that many residents enjoy seeing the Henny Penny Chickens or a fish tank full of fish at the site. "Residents can watch the progression of chickens from arriving at site as eggs to hatching and then developing into chickens. The fish tank is often rented for a week or two. Many clients love to name their fish and even go as far as feeding them. This activity gives hours of pleasure with many clients remembering the chickens and fish they had in younger years." Pamela said.

In launching the 2011 Chairman's Appeal, RSL Care Chairman Sam Komarowski urged everyone and anyone who understands the importance of well managed aged

care to dig deep again to support the many programs in place at RSL Care under the Lifestyle Approach.

"This year we aim to raise \$60,000 to support the work of our wonderful staff responsible for the delivery of the range of social activities and outings which ensure clients are always fully engaged with community life and many dreams made possible through these activities," Sam said.

"We know our Nerang HomeCare office is keen to purchase a Wii as their care team spends a lot of time in home respite. Engaging clients in games on the Wii is enjoyable, fun and would improve their social integration, prevent the feeling of isolation and also provide much needed exercise which in the long term would provide prevention from falls and keep clients much happier and safer in their homes," Sam said.

Other activities which will be developed with the support of your donations include an upgrade of garden beds with equipment and sun protection sails at RSL Care Moreton Shores at Thornlands to enable residents to grow their own salad vegetables and perennials. Out at RSL Care Pioneers in Longreach, the team would like to develop a coffee club where residents and their families can meet for coffee and delicious little treats. At Brisbane Metro HomeCare, volunteers are essential to the delivery of client services. To recognise and thank volunteers for their time and energy in assisting clients, the RSL HomeCare team holds an annual barbeque which is greatly appreciated by all volunteers.

Your donation to the RSL Care 2011 Chairman's Appeal will be added to the \$60,000 fundraising goal to enable the teams at each RSL Care Retirement Community and



*It was all Miles of Smiles when HomeCare Community Program Managers gathered at RSL Care Corporate Services to receive their \$1,000 cheques raised through the 2010 Chairman's Appeal*

HomeCare office to receive \$1,500 to develop these specific programs to keep the dreams alive for some very special Australians.

Lorraine Nothling, RSL Care Fundraising Manager – Donations and Bequests, said, "Your thoughtful donations make all of these amazing activities and events possible. We are so grateful when your donations arrive in the post. They mean so much to everyone at RSL Care. Thank you for your support".

*(If you would like to make a donation to the 2011 Chairman's Appeal, a reply paid donation envelope is enclosed. For more information about the RSL Care Donations and Bequest Program, please call Lorraine Nothling on 07 3251 6878 or visit [www.rslcare.com.au](http://www.rslcare.com.au))*

## RSL Care staff shine at ACQ Awards

Volunteer at RSL Care Baycrest Retirement Community in Hervey Bay, Denis Preuss, and Diversional Therapist at Talbarra Retirement Community in Waterford, Debe Wyatt, are very special members of the RSL Care team.

The extraordinary duo shone at the recent Aged Care Queensland Awards Gala evening held in the Jupiters Casino Hotel Gold Coast.

In front of a crowd of 400 people, Denis won the Volunteer Award and Debe received a Highly Commended certificate, presented by Nick Ryan, CEO Aged Care Queensland Inc.

"Denis has been a Volunteer at Baycrest for 10 years. During that time, he has volunteered three days a week, walking 45 minutes each way from his house to the Community," CEO RSL Care Ross Smith Said.

Denis goes out of his way to make things happen by encouraging and praising the residents when they achieve at games or mobility exercises. He always takes the time to talk to every resident involved in the activities he coordinates. Running several programs for residents such as bingo and pre-dinner drinks, he also assists with gardening and serving the residents their lunch.

"Catering staff say that Denis could run the kitchen all by himself, knowing better than anyone else each and



every resident's taste and appetite, their likes and dislikes!" Ross said.

As a State winner, Denis will progress to the ACSA National Awards in their relevant category where they will be in the running to win money prizes.

Diversional Therapist Debe Wyatt was also a star of this memorable Awards evening. She received much praise and a standing ovation from the crowd as she proudly received an Aged Care Queensland Highly Commended certificate.

"Debe is a dedicated and compassionate individual. She has created a recreational program that caters for all residents needs.

Debe established strong contacts with community members and local organisations.

Debe has also established an Intergenerational Program with Canterbury College High School, enabling both generations to mingle and learn about each other.

"Debe ensures the residents are her primary focus, organising weekly events and regular trips, encouraging the residents to stay connected to their community and promoting resident independence," Mr Smith said. "She is an inspiration for all on site. We are very lucky to have her."

In front of a loving audience, Debe said: "I enjoy every day working with residents. My work doesn't feel like a job – it's a joy for me to be around them and share their stories."

"When I grow old, I wish to also have someone dedicated to take care of my needs and who smiles at me and shares my day with me," she said.

For more information about Volunteering with RSL Care, please call 1300 796 111 or visit [www.rslcare.com.au](http://www.rslcare.com.au)



# Sunset Ridge takes part in the Festival of the Winds

Each year when Autumn brings in a cool change in the weather and refreshing breezes after a hot summer, residents of Emu Park embrace the change in season, celebrating with their annual Festival of the Winds carnival run by the Emu Park Lions Club.

The Festival is a huge community event that takes place in April each year at Bell Park in the heart of Emu Park, attracting around 5,000 visitors to the area. One of the main features of the Festival is the flying of the Rokkaku Kites, a competition where competitors cut each others' kites out of the sky, with the last kite flying announced the winner. Other attractions include sand sculpting competitions, markets, rides, colouring in competitions, a sausage sizzle and a grand fireworks display to finish off the event.

Sunset Ridge staff and residents were proud to show that they are a part of the Emu Park community, flying



two RSL Care kites in the competition as well as co-sponsoring the event.

Sunset Ridge Sales Consultant, Jenny Horn said: "It is such a great event for people of all ages; I had my mother with me and she really enjoyed seeing all the kites, others had their young children with them who had a ball participating in the sand sculpting competition and going on all the rides and many of the Sunset Ridge residents also came down to enjoy the festivities," Jenny said.

"I was delighted to be representing RSL Care in the Rokkaku Kite flying competition because it is really important to show that we are part of this wonderful community," Jenny said.

"Sunset Ridge has been operating in Emu Park for two and a half years now and not only provides a fantastic independent living environment for retirees and residential aged care for those who need full time care, it also employs over 100 locals from the area too; in a tight knit community of only 3,000 people, we certainly make ourselves known."

"Our core Mission at RSL Care focuses on facilitating

individual Lifestyle outcomes particularly for our Ex-service men and women and their dependants and we also welcome all older Australians," Jenny said.

Located 48km East of Rockhampton, Emu Park is a haven of unspoilt beaches and a year round temperate climate. Sunset Ridge is a multi staged retirement community development, with stage one retirement living comprising 27, two bedroom and two bedroom plus study villas and a 120 bed residential aged care community. RSL HomeCare services are also available to independent living residents at Sunset Ridge.

"We didn't win the kite flying competition this year; that honour went to the folks from the Emu Park Bakery, but it was such a wonderful opportunity to be amongst the community and as the saying goes.... "There's always next year!" Jenny said.

For more information about the services and accommodation options available at Sunset Ridge Retirement Community, please call Jenny Horn on 07 4925 4011 or visit [www.rslcare.com.au](http://www.rslcare.com.au)



## Cec wouldn't live anywhere else

Ninety four year old resident at RSL Care Centaur Retirement Community, Cecil James Taylor aka Cec, has been living at the Community since it opened 18 years ago.

Cec served his country as a member of the Medical Services in the Australian Army during World War II. Moving to Caloundra from Townsville in 1979 where he retired after a career as Merchandising Manager, Cec previously lived in Townsville, Suva, Fiji and Sydney.

"My wife of 51 years Patricia was the most wonderful woman I have ever met. After her passing I felt very lonely and also needed full time care. I was lucky enough to meet the RSL Care Chairman at the time during a meeting at an RSL Sub-Branch. His words were reassuring and I know that I would be well cared for at Centaur," Cec said.

"I never regretted my decision! The carers are wonderful and they go beyond my expectations in taking good care of me; my life was saved twice here!" Cec said.

"I have three children, five grand children and four great grand children. I am very proud of them and love their visits. Unfortunately as my family is now scattered through Australia, their visits are occasional. With time,



my mates at Centaur and the staff became my family," Cec said.

While Cec's health doesn't allow him to participate in all of the many activities organised at Centaur, he fondly remembers getting highly involved in the landscaping of the Community's garden and playing pool with his friends.

"I still have the honour of reciting the Ode at Centaur's annual Anzac Day and Remembrance Day services. I have a team of fabulous carers and mates around me so I wouldn't even think of living anywhere else!" Cec said.

Staff members at Centaur always go the extra mile to make their residents happy. Residents embark on regular bus trips to visit the local attractions, go shopping or just relax around the beautiful local beaches. Over the past 11 years, the staff and volunteers at Centaur have also given their own time once a year to allow the residents to have some amazing holidays across the country. These have included Sydney, Hevery Bay, Gold Coast and Canberra.

"Our residents are our first priority here at Centaur. Our motto is 'Beware: older people still having fun!' and we intend to continue living up to our reputation and go the extra mile for our residents," said Pam Greig, Diversional Therapist at Centaur.

Centaur Retirement Community is located at Caloundra, in the heart of Queensland's beautiful Sunshine Coast.

For more information on Centaur Retirement Community, please call 07 5491 9866 or visit [www.rslcare.com.au](http://www.rslcare.com.au)



# Classic vintages on show at Tantula Rise

A vintage care show was recently organised at RSL Care Tantula Rise Retirement Community in Alexandra Headland.

The event took place in the Community's courtyard with more than 80 people attending.

"The show was a huge hit with the residents, families and staff. Residents were ecstatic to see the cars and reminisce over how the cars have changed over the past decades," Lifestyle Manager Mel Peka said.

The presentation was organised by Les Allen, member of the Veteran Car Club of Australia and long time volunteer at Tantula Rise.

"We are very lucky to have a team of fantastic volunteers such as Les who always go the extra mile to make our residents happy!" Mel said.

Residents from both the retirement living apartments and the residential care facility attended the event. "The look on the residents' faces was priceless. They were so happy, curious and amazed by the cars. Our staff assisted them around to each car and they relished the moments touching and caressing the cars," Mel said.

For more information about Tantula Rise Retirement Community, please call 07 5430 1400 or visit [www.rslcare.com.au](http://www.rslcare.com.au)



A large crowd gathered at Tantula Rise to admire the vintage cars



Tantula Rise Resident Julian Madden and RSL Care staff member Sally Hargreaves had a great time looking at the vintage cars

## 2011 Defence Community Forum

In April, RSL Care proudly hosted the inaugural 2011 Defence Community Forum, held at the Gold Coast.

This independent national Forum brought together key representatives from research and academia, government policy, and Ex-service support and service providers to look forward to 2020 in the best interests of the Australian Serving and Ex-service Defence Community.

Over the next decade, Australia is projected to experience a number of fundamental demographic and economic shifts. These changes will result in significant pressure on the current "Business As Usual" for members of the Defence Community, and those who provide support to this Community.

Through the participation and collaboration of the multi-disciplinary representatives, the Forum was designed to:

- 1 Develop a shared understanding of the current experience of all stakeholders at the key member life-stage transition points, being: In-service; Career change; Retirement; and Later/ End of life.
- 2 Identify the projected changes at these key member transition points through to 2020.
- 3 Discuss the practical implications of the projected changes through to 2020.
- 4 Identify options to work together differently at all four levels which pragmatically responds to the fundamental demographic and economic shifts impacting the Defence Community.

### Key Themes

With the support of a strong facilitation team, the key themes identified via *participant feedback* during the Forum were:

- A sense of the significant change impacting the broader Australian and also the Defence Community over the next ten years;
- The importance of broader Australian Community awareness and understanding of the Defence Community;
- Participating in the Forum created a tangible sense of 'Community';
- A level of connectedness and interdependence and the importance of working together and effective communication between organisations
- The importance of designing the services and support around the needs of the 'users', being the members and their family networks;



- A sense of overlap or 'missed opportunities' where there is currently duplication;
- A sense of goodwill and a strong intent to improve the outcomes for the Defence Community into the future; and
- A sense of creating positive momentum to move forward in a collaborative and co-operative way.

### Next Steps

To enable us to move the insights from the Forum forward, a 'Momentum Group' will be established, made up of a cross section of interested parties from government, providers, ESOs, live case study members and the research community.

### Feedback

The feedback received both throughout the sessions and post the Forum via delegate feedback forms has been very positive and encouraging for the future of the community and how we work together on outcomes. Further feedback or comments can be directed through the Defence Community Forum website at: <http://www.defenceforum.com.au/>

# Your Guide to RSL Care Retirement Communities

Home Care  
Retirement Village  
Low Care  
High Care  
Extra Service  
Dementia Care

## North QLD & Wide Bay

Caravonica - Kamerunga Road, Caravonica, Cairns 4870  
 Cairns (Farmorha Retirement Community), 257-281 Lyons St, Westcourt 4870 Ph: 07 4052 9900  
 Townsville (Rowes Bay Retirement Community), 9 Havana St, Rowes Bay, Townsville 4810 Ph: 07 4781 0800  
 Bowen (Cunningham Villas) (Scartwater Trust), Cnr Soldiers and Tollington Rds, Bowen 4805 Ph: 4791 3999  
 Mackay (Mackay RSL Bicentennial Community), Unit 18, 5 Creal St, Mackay 4740 Ph: 4953 2445  
 Bundaberg (Fairways Retirement Community), 59 Hanbury St, Nth Bundaberg 4670 Ph: 07 4131 6400  
 Hervey Bay (Baycrest Retirement Community), 99 Doolong Rd, Pialba 4655 Ph: 07 4128 8888  
 Hervey Bay (Sapphire), 48 Watson St, Pialba 4655 Ph: 07 4124 8365  
 Maryborough (Chelsea Retirement Community), 110 Tooley St, Maryborough 4650 Ph: 07 4121 5899  
 Emu Park (Sunset Ridge Retirement Community) (QCWA) - 44 Svendsen Road, Zilzie 4710 Ph: 07 4925 4000

### Planned Development

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## Sunshine Coast & Far West Qld

Cooroy - Cnr Pearsons Rd and Old Bruce Hwy, Elm St, Cooroy 4563  
 Alexandra Headland (Tantula Rise Retirement Community) 96 Tantula Rd West, Alex. Headland 4572 Ph: 07 5430 1400  
 Caloundra (Centaur Memorial Retirement Community), 21 West Tce, Caloundra 4551 Ph: 07 5491 9866  
 Bribie Island (Bongaree Retirement Village), 24 McDonald St, Bongaree 4507 Ph: 07 3408 3485  
 Longreach (Pioneers Retirement Community), Sparrow St, Longreach 4730 Ph: 07 4658 1777  
 Murrumba Downs (Inverpine Retirement Community), 54 Ogg Rd, Murrumba Downs 4503 Ph: 07 3886 3899  
 Caboolture (Fernhill Retirement Community), 81-103 King St, Caboolture 4510 Ph: 07 5490 6300  
 Caboolture, Torrens Road, Caboolture

### Planned Development

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### Planned Development

## Brisbane Metro

New Farm (Treetops Caring Community), 7 Sargent St, New Farm 4005 Ph: 07 3358 7100  
 Pinjarra Hills (Fairview Retirement Community), 2603 Moggill Rd, Pinjarra Hills 4069 Ph: 07 3334 6222  
 Thornlands (Moreton Shores Retirement Community), 91 - 101 King Street, Thornlands 4164 Ph: 07 3286 8600  
 Parkinson (Carrington Retirement Community), 16 Blairmount St, Parkinson 4115 Ph: 07 3711 1100  
 Sunnybank Hills (Cazna Gardens Retirement Community), 465 Hellawell Rd, Sunnybank Hills 4109 Ph: 07 3845 0000

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## Tweed, Gold Coast, Darling Downs & West Moreton

Currumbin (Galleon Gardens Retirement Community), 126-138 Galleon Way, Currumbin Waters 4223 Ph: 07 5507 8300  
 Banora Point (Winders Retirement Community), Winders Place, Banora Point 2486 Ph: 07 5524 5211  
 Banora Point (Darlington Retirement Community), 126 Leisure Drive, Banora Point 2486 Ph: 07 5523 8900  
 Waterford (Talbarra Retirement Community), 150 Old Logan Village Rd, Waterford 4133 Ph: 07 3489 1000  
 Toowoomba (Westhaven Retirement Community), 55 Arabian St, Toowoomba 4350 Ph: 07 4637 2400  
 Ipswich (Milford Grange Retirement Community) (QCWA), 32 Grange Rd, Eastern Heights 4305 Ph: 07 3817 0400

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## Hunter & NSW Central Coast

Bolton Point (Bolton Point Retirement Community), 12 Ridgeway, Bolton Point 2283 Ph: 02 4950 3933  
 Rathmines (Don Geddes Catalina Memorial Aged Care Centre), 171 Dorrington Road, Rathmines 2283 Ph: 02 4975 1649  
 Port Macquarie (Sovereign Hills)

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### Planned Development

**HomeCare** Available in Far North Qld, Mackay, Gladstone, Wide Bay, Sunshine Coast, Darling Downs, Brisbane, Gold Coast, Tweed and Hunter regions.

**Other services** Day Therapy Centres: Fairview, Pinjarra Hills Ph: 3334 6222; Fernhill, Caboolture Ph: 5490 6370

**For all retirement villa sales enquiries call 1300 558 648**



**For further information contact your local facility or**

**General enquiries: 1800 888 775**

**RSL HomeCare: 1300 076 566**

**Website: www.rslcare.com.au**

**Head Office: 301 Wickham Street, Fortitude Valley, Queensland 4006**

Please send me information on:  HomeCare  Retirement Living  Residential Care

Name of retirement community/s

Mr/Mrs/Ms (please circle) Name

Phone Address Postcode

Cut out this coupon and return to: RSL Care 301 Wickham Street, Fortitude Valley Qld 4006

Please tick if you do not wish RSL Care to retain your information for the purpose of providing you with information on our retirement communities and services.

Your details are collected by RSL Care for the purpose of providing you with information and updates on our retirement communities and care services. To access, update, or remove these details from our database, please call RSL Care on 1800 888 775. RSL Care adheres to the National Privacy Principles - for more information on our Privacy Policy, please visit [www.rslcare.com.au](http://www.rslcare.com.au)