

CHOICES

THE LATEST NEWS FROM RSL CARE
SPRING EDITION 2011

A time of Giving



For many of us Christmas is a time to relax with family and friends – to enjoy extra cheer and all of the trimmings that the festive season brings.

For RSL Care residents, Christmas means exactly the same. However, not all residents enjoy the company of loved ones and turn to us to bring the joy of the festive season into their lives.

In the true spirit of Christmas, over the coming weeks, parties will be held throughout all 29 retirement and residential communities to ensure everyone celebrates together and no-one is left alone. RSL Care families will exchange gifts, sing carols, enjoy food and bring that little bit of extra cheer where it is needed the most.

This year, through the RSL Care 2011 Christmas Appeal we are hoping to raise \$75,000 to help spread the joy of Christmas and purchase items on our 'Christmas Wish list' including electric beds, wheel chairs and a new car for RSL HomeCare services.

Christmas really is a time of giving and each year we are humbled by frequent acts of kindness. This year, we would like to pay a special thank you to our generous supporters at the Greenbank RSL Sub-Branch for their continuous support which included the

funding of a new Toyota Corolla for HomeCare services, and more recently, funding for an outdoor setting at Cazna Retirement Community, Sunnybank Hills. We would also like to thank Data#3 for their \$5,000 donation as part of their Twelve Days of Christmas promotion – RSL Care was thrilled to be one of 12 organisations to receive their support.

By joining these supporters and making a tax-deductible donation to the RSL Care Christmas Appeal, you will not only help to spread the joy of Christmas where it is needed the most, you will help thousands of Australians to have the best possible care – at Christmas and always.

To donate, simply call 07 3251 6878 or return your gift in the reply paid envelope enclosed. For more information, please visit www.rslcare.com.au.

From our RSL Care family to yours – have a very happy and safe Christmas and thank you for making everyday feel like Christmas for thousands of RSL Care customers.

Lorraine Nothling

RSL Care Fundraising Manager – Donations and Bequests



Left to right: President of the Greenbank Services Club Eric Cavanagh, President of the Greenbank Sub-Branch Tom McGee and Former RSL Care Chairman of the Board Sam Komarowski



Talbarra turns five!

Happy Birthday Talbarra Retirement Community!

The peaceful community of Talbarra was turned into a buzz of activity on Saturday 9 October as staff, residents and their families came together to celebrate Talbarra's Fifth Birthday!

The Family Fun Day doubled as a fundraiser for Talbarra's Palliative Care Lifestyle Choices and Education Sessions – essential programs to help patients, families and staff manage the journey of palliative care.

Guests browsed stalls, bought cakes and crafts and enjoyed burgers kindly donated by the Lions Club while they listened to performances by the community group 'Freedom Train Choir'. Raffles were drawn, prizes were won and faces were beaming as more than 90 people helped to celebrate the birthday of one of Waterford's most popular retirement communities. And thanks to their generosity, more than \$1,200 was raised to help fund equipment and educational sessions for Talbarra's Palliative Care Lifestyle Choices – the best birthday present of all.

Talbarra Retirement Community is located in the semi-rural suburb of Waterford with easy access to Brisbane and the Gold Coast. It comprises 41 two bedroom and two bedroom plus study villas with master plans for 159 more. A co-located

residential aged care community offering 60 beds and three levels of care is also available. For more information about Talbarra please call 07 3489 1000.



Left to right: Personal Care Workers Sharon Noy, Jennifer Lucas and Maureen Medford, Enrolled Nurse Loraine Hampson and Senior Administration and Site Systems Coordinator Trudie Marshall

A fresh approach to HomeCare

There are some things important to all of us – independence, confidence and security.

For over twenty years, RSL Care has helped thousands of older Australians to retain these values or 'ways of life' through RSL **HomeCare** – tailored services designed to meet everyday living requirements from housework, cooking and transport to personal care and assistance with recuperation from illness or injury.

Today, RSL **HomeCare** assists more than 22,000 older Australians to remain independent in the comfort and privacy of their homes.

Not surprisingly, the demand for **HomeCare** is on the rise. To help even more people access these services, RSL Care has recently launched 'A fresh approach' to **HomeCare**.

"By targeting Doctors, Aged Care Assessment Teams and hospital discharge planners, 'A fresh approach to **HomeCare**' will better help even more people to understand how RSL Care can assist older Australians to remain independent at home," said Community Program Manager Debbie Sporer.

"And, with simple contact points and greater choice, it's now even easier to access and receive quality care from our team of professional nurses and trained staff. "

In contrast to what many people think, RSL **HomeCare** is available to all members of the community, not only Ex-Servicemen and women.

Government funded options (with a small co-payment) as well as free-for-service options are also available, meaning you never have to feel restricted by how much assistance you can receive.

"At RSL Care, we're making a real effort to better educate referrers, understand our clients and deliver tailored services to meet their varying needs. This new campaign goes a long way to meeting these goals and we are very excited about the difference we are already making."

To find out more about the 'new look' RSL HomeCare or to arrange a visit with one of our friendly staff, please call 1300 076 566 or email homecare@rslcare.com.au. With RSL HomeCare, you can feel confident in your own home and secure in safe hands.

Residents celebrate 20 years at Rowes Bay

It was a celebration on a mammoth scale when staff and residents at Rowes Bay Retirement Community commemorated the Twenty year anniversary of residents who have called Rowes Bay home since it opened in Townsville in July 1991.

More than sixty party-goers gathered in the Community Hall to celebrate and congratulate nine 'residents of honour' who included 91 year-old Geoff and 92 year-old Margaret Cunningham as well as 99 year-old Vera Gow.

The eldest of the nine residents still residing in independent living, Vera had the honours of cutting the cake. A job she was more than happy to fulfil!

All nine residents received a gift basket to add to their certificate and chocolates, presented earlier by former CEO of RSL Care Ross Smith and former Deputy Chairman of the Board now Chairman, Robert Lippiatt.



Left to right: Former CEO Ross Smith with Rowes Bay residents Geoff and Margaret Cunningham



Left to right: Rowes Bay residents Peg Croke, Joy Ellis, Vera Gow, June Hunter and Margaret Cunningham



Vera Gow 'doing the honours'

As Geoff, Margaret, Vera and all 'residents of honour' can affirm – a lot has changed since Rowes Bay opened its doors all those years ago, including the construction of 102 independent living units and 20 studios, the opening of a low care residential wing and an increase in the number of residents from 35 to 164.

Despite these developments and progress, there is one thing that hasn't changed and which will always remain the same – the wonderful family of staff and residents who make Rowes Bay more than a place to live, but a wonderful place to call home.

Rowes Bay Retirement Community is located on the Esplanade overlooking Magnetic Island. It offers an integrated retirement lifestyle and an aged care community to suit all needs including 20 independent living studios, 125 villas and 100 bed residential aged care facility with three levels of care plus Extra Services care. For more information about Rowes Bay please call 07 4781 0800.

Prime Minister visits Milford Grange

It was 'lights, camera, action' at Milford Grange Retirement Community on Wednesday 31 August when residents received a special visit from the Australian Prime Minister, Julia Gillard, in Brisbane for regional community cabinet.

Excited and privileged residents were treated to one-on-one conversations with the Prime Minister and Federal Member for Blair, Shayne Neumann, who took time out from their busy schedules to speak about and answer questions on a range of topics from the cost of living to the Melbourne Cup.

"We were thrilled that out of all of the retirement and residential communities the Prime Minister could have visited while she



Prime Minister Julia Gillard with Retirement Living Coordinator Kim Hook

was in Queensland – she chose RSL Care's Milford Grange at Ipswich!" said Manager of Area Operations Anne McGill.

The Community Hall had never been so full but been so quiet as more than 60 residents gathered to experience, first hand, Australia's most powerful woman speak.

"We felt very privileged that the Prime Minister visited Milford Grange, and heard first hand resident's questions and concerns about a range of very important issues," said Anne.

"It really was an once-in-a-lifetime experience enjoyed by all."

Milford Grange Retirement Community is situated in Ipswich, one of Queensland's most progressive regions. It comprises 58 two-bedroom and two-bedroom plus study villas with a master plan for three more. A 60 residential care facility offering three levels of care plus Extra Services care and a master plan for a further 60-bed wing, is also located at Milford Grange. For more information about Milford Grange, please call 07 3817 0400.

We remember

There are two days that instil pride and stir emotions in all Australians, especially those within the Defence and RSL Care community – ANZAC DAY and Remembrance Day.

This year, RSL Care was proud to host a number of Remembrance Day services including Pioneers at Longreach, Darlington at Banora Point, Carrington at Sunnybank, Fairview at Pinjarra Hills and Fernhill at Caboolture to name a few.

Across the state and into the boarder, the sense of pride and community was unmistakable as residents, families, community members and guests gathered to honour and remember the countless number of Australian diggers who served – the sacrifice they made and the suffering their families endured.

While each service was special, the service at Caboolture was particularly significant as it was held on the site which was generously donated to the RSL by WWI Veteran Malcolm Newman in 1947 – a donation which inspired RSL Care's proud work as carers for older Australians.

WWII Veteran Mr Ken Blake laid a wreath on behalf of RSL Care while guests of honour included the family of the late Lieutenant General Allan Joseph Boase CBE and ex Caboolture resident who served in the Army along with his three brothers during WWI.

The Fernhill service was one of many special services commemorating many special Serviceman and Ex-servicemen and we thank all RSL Sub branches and Remembrance Day participants for helping all of us to remember our diggers, our heroes and for some of us 'our mates'.



WWII Veteran and Fernhill Resident, Mr Ken Blake



Lest we forget

For all retirement villa sales enquiries call 1300 558 648