

Staff Communication

Message from CEO



RSL Care community status post Cyclone Yasi

Issue date: 3 February 2011;

Time: 6.00pm

To all staff,

Thank you to everyone involved in the planning and recovery commencement today across all our communities in North Queensland, in the wake of Cyclone Yasi.

At the close of business today, the site status is as follows:-

In Townsville, at the RSL Care Rowes Bay community, the all clear has been received from authorities for the return and relocation of residents. Our aged care residents will be transferred from the evacuation centre this evening, after dinner, with the expert assistance of SES and the army medical corp. Additional staff and volunteers are also on hand to ensure this transition occurs smoothly.

Our Townsville retirement village residents will be able to return to their units in the village from 9.00am tomorrow, Friday 4 February.

Specific staff have now been allocated to the 19 identified relief roles for our Townsville community, and will be departing Brisbane early on Friday 4 February to commence work. Thank you to all our people who have offered additional support, we received in excess of 90 offers from our sites and services. Resourcing is now secure and finalised.

In Bowen, at RSL Care Cunningham Villas, the power has been restored. Residents are returning to their permanent rooms, with relief leadership arriving from Brisbane on Friday 4 February.

In Mackay, at RSL Care Bicentennial, most village residents have now returned to their villas and are settling back into the village well.

In Cairns, at RSL Care Farnorha, all residents have been returned to their rooms, power has been restored and the site is returning to normal.

Our Homecare teams have contacted the vast majority of clients by phone in each region.

In Cairns, the HomeCare service will commence some skeleton services and additional senior management will arrive from Brisbane on Friday February 4.

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In Mackay, HomeCare full service resumption will occur on Friday 4 February. In Townsville, HomeCare full service resumption is anticipated to occur on Monday 7 February and this is largely linked to the state of the roads and the restricted travel in some areas. Should conditions improve, skeleton services will resume earlier.

Further general updates will be posted to the RSL Care website www.rslcare.com.au. Please check the website for further updates.

Ross Smith
CEO
RSL Care