

# Staff Communication

## Message from CEO



### RSL Care community status post Cyclone Yasi

**Issue date: 7 February 2011**

To all staff,

As we start the new week, it is great to be able to report that our RSL Care communities in north Queensland are now returning to a more normal operating environment, post Cyclone Yasi's impact last week.

In Townsville, at the RSL Care Rows Bay community, the relief team has worked with our dedicated site staff through the weekend, and the site is now fully operational and looking good.

As staff are rested and normal site rostering resumes across different functional areas the relief team can look to transition back to Brisbane later in the week. Plans are also in place to continue support for those staff who may also need assistance with their own situation.

Many of our Townsville retirement village residents have returned over the weekend, and our on-site coordinator is working with residents and their families to ensure this continues to run smoothly.

In Bowen, at RSL Care Cunningham Villas, the site is functioning fully today and back to normal operating conditions on all fronts. A full staff debrief has occurred this morning to reiterate support available for the site team.

In Mackay, at RSL Care Bicentennial, all is back to normal.

In Cairns, at RSL Care Farnorha, it is again expected to be a normal operating day today, and a full staff debrief will be conducted today to reinforce the support and assistance for staff post-event.

Our north Queensland Homecare teams are overcoming some communications challenges, with services resuming and scaling up as conditions allow.

In Cairns, the HomeCare services have commenced skeleton services under the guidance of additional senior management support from Brisbane. Assessment for roll-out will continue each day, as conditions allow.

In Mackay, HomeCare full service resumption has occurred.

In Townsville, HomeCare limited service resumption has occurred with a full ramp up planned as the roads re-open for safe travel.

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I would like to thank all staff across the company, who have been involved with the planning and recovery effort post Cyclone Yasi.

This has been an epic team effort, in difficult circumstances, and further confirms our commitment at RSL Care to go the extra mile for our residents, clients, their families and each other. I am particularly proud of the way the whole organization has been able to respond to the series of challenges we have faced so early in 2011. We have had messages of support from as far away as Europe and all are in awe of the action we have taken throughout these events.

Again – thank you to all involved, for your willingness to go the extra mile.

This final update will be posted to the RSL Care website [www.rslcare.com.au](http://www.rslcare.com.au).

Ross Smith  
CEO  
RSL Care