

Staff Communication

Message from CEO



RSL Care community planning for aftermath of Tropical Cyclone Yasi

Issue date: 2 February 2011; 7.00pm

To all staff,

As part of keeping all of our people informed, the following update is provided to indicate the status of preparations and planning for post event support of our communities in North Queensland.

The Emergency Response Team in RSL Care Corporate Services has worked together to develop two likely scenarios for the aftermath of the cyclone.

Scenario One – Extreme level of damage dictates that our staff, residents and communities to the north are evacuated to the south.

Scenario Two – Moderate to severe level of damage enables RSL Care to mobilise staff and support to send north to assist in post event recovery.

Key staff from across the business outside the impact zone have now been engaged and resource planning for both scenarios is well underway.

Heading into the events of tonight, our colleagues up north report that they are the best prepared that they can be, and that morale is good.

In Townsville, the evacuation to the community centre at Ignatius Park Hall yesterday afternoon has been a success, and RSL Care staff and volunteers are now caring for our residents out of this facility. Key staff have secured our premise at Rowes Bay, for the expected onslaught tonight.

In Cairns, our community has bunkered down for the night and the family members of both staff and residents have in many cases also moved into our premise at Farnorha to keep everyone connected. This is also an acknowledgement of the safety of our building in Cairns.

In Bowen, our community has also bunkered down for the night, and the mood is good.

The Mackay site, which was fully evacuated, has been secured, with an onsite presence overnight to monitor impact.

HomeCare service in Cairns, Townsville and Mackay remain suspended since yesterday with premise and fleet now secure.

This status report and further general updates will be posted to the RSL Care website www.rslcare.com.au. Please check the website for further updates over the coming days.

Kaizen

Ross Smith
CEO