

Staff Communication

Message from CEO



RSL Care community status post Cyclone Yasi

Issue date: 4 February 2011

Time: 11.30am

To all staff,

I am pleased to report that news keeps getting better from our northern colleagues, as we move into the weekend.

In Townsville, at the RSL Care Rowes Bay community, all aged care residents from the Ignatius Park Hall evacuation centre have been successfully returned to the Rowes Bay site overnight, and all had breakfast in bed this morning! Our relief team of 19 RSL Care staff has landed in Townsville and commenced work at Rowes Bay.

Any aged care residents still with family (or in hospital) are advised that RSL Care Rowes Bay staff will contact them about scheduling return over the weekend.

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

With regard to facilities at Rowes Bay, the status is as follows –

- The power is back on at the site this morning.
- The air-conditioning is working.
- The lift in the aged care facility is working.
- Additional fuel for the generator (if further required) has been delivered
- Water supply is good, with water for several days on site and further drinking water arriving from Brisbane with the relief team, today. The pool is also full for further back-up. Council notes that power has been restored to the city's water supply, too.
- All beds now have been remade with clean linen.
- The cool room has held correct temperature (via the generator) over the period of the cyclone, and no loss of stored goods has occurred.
- The phone system is not yet fully functioning.

In Bowen, at RSL Care Cunningham Villas, the power has been restored. The balance of residents are now returning to their permanent rooms in the Hostel this morning having spend a number of days in the safety of the Nursing Home building. Relief leadership arrives from Brisbane today Friday 4 February subject to the road from Ayr to Bowen reopening.

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

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In Cairns, at RSL Care Farnorha, it is expected to be a normal operating day today, after some further storm conditions and minor water damage overnight.

Our north Queensland 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 mid afternoon on Friday February 4. Homecare administration is operating temporarily from our Aged Care Facility, Farnorha until power is turned on at the Homecare office.

In Mackay, HomeCare full service resumption has occurred, today, 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. The HomeCare team in Townsville is temporarily operating from our Residential Facility at Rowes Bay.

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