



2010/2011

ANNUAL REPORT

Our Vision

RSL Care WA is the first preference for the provision of innovative quality community care, residential care, and retirement living options to the general community, including ex-service men and women and their dependents in Western Australia.

Our Mission

As a not-for-profit organisation RSL Care WA provides the general community, including ex-service men and women and their dependents with quality options across the full continuum of care and retirement living.

Our Values

Caring, Trust, Respect, Openness, Integrity, Fairness and Compassion.

Chairman's Report

It gives me great pleasure to provide my inaugural report for the year ended 30 June 2011 on behalf of the Board.

Following the establishment of RSL Care WA as a restructured and independent business during November 2010 I welcomed Robert Kucera, Kevin Cass-Ryall, Geoff Martin, Ray Halligan, Don Blair and Professor Linda Shields to the Board of Directors.

All of the Directors have varied significant professional experience, skills and competence and provide real value to the composition of the Board. The Board is well equipped to guide RSL Care WA through the strategic challenges confronting the National Aged Care and Retirement Living sectors.

We were disappointed to lose Professor Shields valuable and wise counsel to the Governance of the organisation when she resigned from the Board due to her many and varied competing commitments. The Board and I are currently seeking an appropriately skilled replacement for the vacated Board position.

Governance, risk management and compliance issues are a major, ongoing part of the Board's activities. Over the past twelve months the organisation has made significant progress in all areas and the Board is confident that the appropriate structures are in place to ensure the viability and sustainability of the business.

Looking to the future, RSL Care WA is well positioned to grow through its land banking initiatives, plans for existing site expansion and our commitment to providing a range of care services and retirement living options. We are also

committed to increasing our presence elsewhere, when and where it meets our strategic outlook.

On behalf of the Board I would like to thank Kevin Davidson, his Management team and staff for their continued hard work and good humour in a difficult and challenging environment during the company restructure and the ongoing day to day operations. Finally to the Board, I extend my sincere thanks for their support and contribution during the year. The Board is fully committed to meeting the challenges in the years ahead and working collectively and harmoniously with the myriad of stakeholders to ensure RSL Care WA continues to grow and prosper.

A handwritten signature in black ink, reading "Kevin Campbell". The signature is written in a cursive, flowing style with a large initial 'K' and 'C'.

KEVIN CAMPBELL AM

Managing Director's & CEO's Report

2010/2011 has been a year of significant structural change with the divestment of RSL Care WA by The Returned and Services League of Australia WA Branch on the 25 November 2010. This resulted in the appointment of a new Board of Directors to govern RSL Care WA as an independent business and the adoption of a new Constitution. The Board provides a wide range of skills and experience to support RSL Care to move forward in a professional manner with renewed optimism.

Whilst there were significant changes in the governance of RSL Care WA business had to continue as usual across all areas of service delivery. The ever increasing demands on providers by the Aged Care Standards and Accreditation Agency offers all in the aged care industry a variety of challenges to ensure that regulatory and legislative compliance is maintained with decreasing funding provided by the Commonwealth Government.

RSL Care WA's Retirement Villages as in previous years continue to be a vibrant business unit that is able to offer an affordable range of retirement living options to the general community, ex-servicemen and women, and their dependents. During the year construction of the 98 independent living unit Jurien Bay Retirement Village commenced with display units programmed for public viewing in early January 2012; while the 28 'Grand View' Apartments building at Menora reached its final stage of construction. We look forward to full occupancy of Grand View in the first quarter of 2012. All villages have long waiting lists for a range of affordable accommodation options from luxury

apartments to rental style retirement accommodation in a variety of attractive locations.

Business growth and expansion opportunities continued and RSL Care WA was again successful with submissions made in the Aged Care Approval Rounds. Securing significant additional funding in each of the planning regions that we currently work has enabled us to provide priority access to veterans living in the metropolitan north aged care planning region of WA. RSL Care WA continues to be managed in a strong financial and viable manner which ensures our retirement village residents and those in our care are supported at the highest possible standard. At RSL Care WA we do not strive to be the largest operator of retirement villages, residential care facilities, or community care but we do strive to provide sustainable high quality services across the continuum of care. We not only care for our residents and clients, we care about them.

In closing, my sincere thanks go to the RSL Care WA management team for their significant and valued contributions. To the Chairman, Kevin Campbell AM, and the Board I extend my appreciation for their encouragement, support and guidance provided. To all those who work at RSL Care WA, I would like to offer a special thank you. Those sentiments are also extended to the selfless volunteers who supported RSL Care WA so willingly and tirelessly across the year.



KEVIN DAVIDSON, MVO, OAM

Financial Summary 2010/2011

These figures are an extract of the audited annual accounts which have been produced in accord with the Australian Accounting Standards.

	2010-2011	2009-2010
	\$000's	\$000's
REVENUE		
Subsidies	12,927	9,631
Fees	4,806	4,627
Other Income	7,114	6,876
	<u>24,847</u>	<u>21,134</u>
EXPENDITURE		
Employment	11,615	9,854
Other	7,268	6,326
Depreciation	2,211	1,907
	<u>21,094</u>	<u>18,087</u>
PROFIT/(LOSS) FROM OPERATIONS		
	<u>3,753</u>	<u>3,047</u>
ASSETS		
Current & Cash	14,085	27,974
Property/Plant & Equipment	187,393	143,915
Other	0	0
	<u>201,478</u>	<u>171,889</u>
LIABILITIES		
Payables	2,264	2,306
Provisions	977	777
Bonds	106,823	97,819
Borrowings	30,366	0
Other	161	163
	<u>140,591</u>	<u>101,065</u>
NET ASSETS	<u>¹60,887</u>	<u>70,824</u>

¹ The reduction in Net Assets in the FY 2010/2011 is a consequence of the RSL Care WA and the RSL WA State Branch demerger during November 2010

Board Members

Chairman

Kevin Campbell

Deputy Chairman

Robert C Kucera

Director

Don Blair

Director

Kevin Cass-Ryall

Director

Ray Halligan

Director

Geoff Martin

Managing Director and CEO

Kevin Davidson

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