



RSL care

The RSL (WA) Retirement & Aged Care Association (Inc), trading as RSL Care WA, is a charitable organisation which operates a number of Aged Care Facilities, Retirement Villages and Community Care services throughout Western Australia.

The RSL (WA) Retirement & Aged Care Association (Inc) facilities were established to care for aged and disabled ex-service personnel, war widows and the aged and disabled in the general community.

#### OUR VISION.

To lead in community and residential care.

#### OUR MISSION.

To create a viable, vibrant and dynamic organisation with the structure and resources that will provide an environment to achieve and maintain our commitment to premium residential and community care.

#### OUR VALUES.

To respect our residents, staff, families, visitors and other customers, regardless of age, sex, family status or responsibility, religion, impairment or political belief.

To serve with integrity and sensitivity the physical, emotional, and environmental needs of all those in our care.

To maintain leadership in providing continuous improvement in all aspects of our business by using innovative and contemporary management practices which provide a better service to staff, customers and the broader community.

## Where you can access our Residential Care Facilities.

#### RSL Care WA - Menora.

51 Alexander Drive Menora WA 6050

Phone: 08 9370 0200

Fax: 08 9370 2249

Email: [corporate@rslwvh.com](mailto:corporate@rslwvh.com)

Web: [www.rslwvh.com](http://www.rslwvh.com)

#### RSL Care WA - Meadow Springs.

82 Oakmont Avenue Mandurah WA 6210

Phone: 08 9535 0200

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Email: [rslman@rslwvh.com](mailto:rslman@rslwvh.com)

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#### RSL Care WA - Head Office.

51 Alexander Drive Menora WA 6050

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# RESIDENTIAL CARE FACILITIES.

Outstanding  
'Ageing in Place' resources.



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Today, more and more people access Aged Care Facilities which offer an 'Aging in Place' strategy. This allows them to live in the comfort of the one, familiar environment in which their changing care needs are provided.

Operated by RSL Care WA, a leading not-for-profit provider of Aged Care services, 'Aging in Place' facilities are designed to meet each client's complete social and health needs.

RSL Care WA Residential Care Facilities offer services to meet the needs of residents who are still largely independent (low care) in many ways, to those who require quite complex care needs (high care).

Most importantly, the RSL Care WA team of professional staff members work with residents and their families to assess care needs thoroughly.

Ongoing assessment enables us to match changing needs with the precise level and type of care required.

## What are Residential Aged Care facilities?

Aged Care facilities offer a relaxing home atmosphere in a hostel-style living arrangement, which is supported by the appropriate clinical care provision.

In addition to the peaceful home environment offered in our Aged Care facilities, residents have access to a full range of personal services including:

1. Occupational therapy and activity programs.
2. Podiatry and physiotherapy.
3. Doctor services and church services.
4. Hairdressing and onsite prepared meals.

## Who can receive Residential Care Services?

Access to residential care is always subject to Aged Care Assessment Team (ACAT) assessment, room availability and payment of fees appropriate to your financial circumstances.

RSL Care WA supports a philosophy of 'ageing in place'. This means that as needs change, every effort is made to help existing residents access higher levels of care within the same community.

## What does RSL Care WA offer?

There are five key services we provide:

1. Community Aged Care services.
2. Veterans' Home Care services.
3. National Respite Care services.
4. Residential Aged Care services.
5. Private Care Arrangements (outside of government-funded programs).



## What are the rights and responsibilities you have as a client?

RSL Care WA gives the rights of its clients high priority. We believe each client is entitled to holistic care encompassing spiritual, emotional, physical, environmental and social wellbeing.

We also value the input from friends, family and other health care providers on how to improve our services.

A grievance and advocacy procedure is in place should any issues arise.