

ROYAL

REHABILITATION CENTRE SYDNEY

Patron: Her Excellency Professor Marie Bashir AC Governor of NSW

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11 September 2007

Mr Michael Matthews
President
Weemala Residents & Advocates Committee
21 Winifred Avenue
EPPING NSW 2121

Dear Mick

Further to our meeting on 6 September 2007 where we briefly discussed the process for health and support needs assessments and resident living preferences.

I reaffirmed the Board's decision that the 16 high needs support/complex care beds will be provided on site.

I am pleased to further advise the Board has resolved that:

"...in accordance with international best practice, and following completion of the support needs assessments. Weemala residents in consultation with families, would have the choice of transition to other appropriate accommodation options, or indeed remain on ROYAL REHAB as part of the campus redevelopment. Further, that this resolution be conveyed to all Weemala residents and their families at the Family Forum scheduled for 2nd October 2007."

Mick, I believe this is a positive and satisfactory outcome for all residents and their families. I have requested that a copy of this letter be included in the information pack to be distributed shortly informing of the next Family Forum.

My staff and I look forward to working closely with the residents and their families over the coming months in achieving the best outcome for all. ROYAL REHAB remains committed to providing the services to all residents as stated in our Commitment of Service Statement provided at the Forum held on 28 August 2007.

I can also confirm that the Chairman, Mr Clive Austin will be attending the October Forum.

Yours sincerely



Peter Williamson
Chief Executive Officer

The Royal Rehabilitation Centre Sydney Commitment of Service to Residents of Weemala August 2007

The Royal Rehabilitation Centre, Sydney has been providing substantial levels of support to the residents of Weemala as part of the extended care service funded by the NSW Government. As we close the Weemala large institutional building and undertake transition to other appropriate accommodation options, the Centre provides the following Commitments.

- 1) We commit to provide a service to each of our current residents to the limit of our capability and for as long as the resident chooses our service
- 2) We commit to a level of service to each resident that is commensurate with the level they currently receive if not better.
- 3) We commit to providing our services to maximise each residents safety and security over the long-term
- 4) We commit to basing our services on each resident's individual needs.

To implement these commitments we will apply the following standards and values to the extent of our capabilities:

- (i.) Nursing and allied health care will be provided to each resident at the level at which they require it;
- (ii.) Major decision-making assessments will be holistic and provide information on all aspects of the resident's life, including their friendships, lifestyle preferences and choices;
- (iii.) Close friendships between residents will be supported;
- (iv.) Residents, their families, advocates or guardians will be involved in the decision making process and we will respect the decisions made by residents, family members and legal guardians;
- (v.) We will provide reasons for the decisions that we make that affect the lives of residents.

To assist us in meeting our Commitment of Service and our Standards and Values, we respectfully have the following expectation of residents, families, advocates and guardians. That you work with us in a collaboratively way to help achieve the desired outcomes and give due consideration to the options that we may provide in the light of our experience and available knowledge.



Clive N Austin
Chairman



Peter Williamson
Chief Executive Officer