

ANNUAL REPORT 2015



Vision

Royal Rehab will be: Australia's leading rehabilitation and disability support provider; Respected for our clinical, research and teaching excellence.

Mission

To maximise your abilities and life skills.

Values

Person Centered - Respecting and promoting the rights, capacities and opportunities of all our people.

Honest and Trustworthy - Ethical, accountable and acting with integrity at all times.

Collaborative and Inclusive - Fostering teamship and participation.

Innovative and Informed - Committed to learning and development, and continuous improvement.



Royal Rehab CEO Stephen Lowndes, with His Excellency General The Hon. David Hurley AC DSC (Ret'd) Governor of New South Wales and his wife Mrs Linda Hurley with Royal Rehab Chairman, Anthony Staveley

Patron

His Excellency General The Honourable David Hurley AC DSC (Ret'd), Governor of New South Wales.



The Board



John Cullity, David Piper, Clive Austin, Unis Goh, Gregory Anderson, Anthony Wehby, Anthony Staveley.

Directors: The following persons were Directors of the Company during the financial year and/or up to the date of this report.

Mr Anthony Staveley

MComm, Grad Dip (Land Econ), FAPI, FRICS, MAICD, JP
Chairman since October 2014.

Mr Anthony Wehby

FCA MAICD
Director since February 2012.
Vice-Chairman since October 2014.

Mr Clive Austin AM

LLM, FAICD
Director since 1993.
Chairman February 2003 – October 2014.

Professor Gwynnyth Llewellyn

PhD, DipOT, BA, MEd, DipContEd
Director since September 2004,
retired from the Board October 2014.

Mr David Piper OAM

Director since November 2004.

Mr John Cullity

Grad Dip Mmgt
Director since August 2008.

Professor Richard Madden

PSM BSc, PhD, FIAA
Director since October 2008.

Mr Brian Hurley

B. Comm ACA
Director since February 2012.
Retired from the Board in July 2014.

Ms Margot Hurwitz

GAICD
Director since June 2013.
Resigned from the Board in February 2015.

Ms Unis Goh

PSM MA BA
Director since June 2013.

Mr Gregory Anderson

ACA, CA
Director since June 2013.

Professor Catherine Dean

BAppSc (Physiotherapy) MA, PhD
Director since May 2015.

The Executive

The Board and management of Royal Rehab would like to acknowledge and thank the staff, clients, families, volunteers and supporters of Royal Rehab who feature in photographs or who have shared their stories within the Annual Report.

Stephen Lowndes

Chief Executive

Chris Thomson

Chief Financial Officer | General Manager, Corporate Services

Elizabeth Drolz

Director, Nursing | General Manager, Inpatient and Specialty Services



Stephen Lowndes, Elizabeth Drolz, Delia Gray and Chris Thomson

Delia Gray

Director, Allied Health | General Manager, Community Services

Dr Clayton King

Director, Medical Services (Current)

Professor Ian Cameron

Director of Medical Services (til May 2015).



97%

of clients choose to have a person centred plan



42

median age of client in Brain Injury Unit



115

clients are supported in 24 homes

Chief Executive's Report

2014/15 was very much a year of operational consolidation in our new facility. Royal Rehab Private services were extremely well received by our clients and referrers, with 99% rating the service as "Excellent" or "Very Good". Day Programs have recently commenced to improve access to quality rehabilitation services by clients living in the community who do not require inpatient services.

We have also been investing heavily in critical infrastructure to improve quality and safety outcomes for clients to meet future market opportunities in relation to the National Disability Insurance Scheme and, the predicted growth in demand for community based services. The development and implementation of our centralised Client Management System (CMS) is a very significant undertaking which will allow us to meet and service our clients needs across each of the domains in which we operate – inpatient, home and community.

During the year in review, Royal Rehab was successful in being awarded funding for five years from Lifetime Care and Support Authority to further develop and implement the "In-Voc Rehabilitation Program" in each of Sydney's specialist spinal units – Royal North Shore Hospital, Prince of Wales Hospital and Royal Rehab. This is a vocational training initiative to help people with a newly acquired spinal cord injury return to post-rehabilitation employment following discharge to their local community, after a very successful two year pilot program.

Royal Rehab also successfully tendered for the management of the new Sargood on Collaroy. Positioned as a world-class resort like facility, the centre will assist people with a spinal cord injury to maximise their potential and community participation through education, peer support and mentoring, as well as family based recreation and wellness. Whilst Sargood on Collaroy is not scheduled

to commence operations until April 2016, there has been a substantial commitment over the past year in the planning and consumer research for such an innovative concept.

The National Disability Insurance Scheme timetable for implementation in New South Wales has been recently announced by the Premier and will commence from July 2016. Royal Rehab has been undertaking important organisational reform to allow it to better meet the future market, where flexibility, depth and scope of service offering and the ability to customise individualised disability support services will be critical to the success and sustainability of our business.

Delays throughout the year in obtaining planning approvals continued to frustrate the construction of a new purpose built accessible residence in Ryde to provide supported accommodation services for people with a disability and complex support needs. However, Council approval has finally been achieved and I look forward to reporting on progress in the ensuing year. This seven unit complex will provide accommodation and support for up to 10 residents, in a modern home-like environment close to all amenities and services, in the heart of Ryde.

Our Consumer Representative Council is now meeting and this is a most important engagement to ensure that we are truly hearing the voice of our clients and continue to make improvements to our services. Royal Rehab's accredited status under both the National Safety and Quality Health Service Standards, and the Attendant Care Industry Standards was recently reconfirmed, with particular acknowledgement of the steps Royal Rehab is taking to engage with our clients in making quality improvements.

I am extremely appreciative of the support, energy and passion of the Board of Directors, the Executive team and the wonderfully dedicated staff, in helping guide Royal Rehab towards its full potential, and for continuing to meet the needs and expectations of our clients in all that we do.

Stephen Lowndes
Chief Executive Officer





49

median age of a client in the Spinal Impatient Unit



80%

of students who attend Royal Rehab College finish their course



35%

of clients come from cultural and diverse backgrounds and Aboriginal and Torres Strait Islander origin

Chairman's Report

It is a great privilege to present this Chairman's Report following a year of tremendous achievement at Royal Rehab. We continue to grow and with that growth comes many challenges, however this is an organisation that meets challenges head-on on a daily basis.

It was a pleasure to host the first visit by our Patron, His Excellency General The Honourable David Hurley AC DSC (Ret'd) Governor of New South Wales in January of this year. The Governor and Mrs Hurley were very engaged by the quality and diversity of the services provided at Royal Rehab. A wonderful interest was shown in the progress of our clients and the staff that inspire that progress.

We have continued to build our relationships with government, especially Minister Skinner and Minister Ajaka, and enjoy wonderful and highly engaging relationships with our Federal and State representatives, John Alexander and Victor Dominello.

There is no doubt that each of our 116 years has presented great challenges and this last year has been no exception as we prepare and deal with some significant changes in the health and disability landscape, and I am confident we are very well positioned to meet these challenges and our future growth aspirations.

The acceptance of our name change and associated rebranding has refreshed our image. The growth of our services in the community and private sector, the growth of our College offering, the increasing involvement of our volunteers and the consolidation of our role in the exciting Sargood project at Collaroy is adding greatly to our mix.

The establishment and performance of our new Royal Rehab Private service which provides inpatient and now outpatient and day programs for people with complex rehabilitation needs, is a most important diversification platform for Royal Rehab and complements our publicly funded specialty services.

Together with my fellow Directors I am extremely pleased with the continued recognition of the

high quality of our clinical standards, our safety performance, our service outcomes and our governance systems which are continuously monitored and verified by external accreditation agencies, across both our health and disability services. I am particularly pleased with the recognised advancement made in our client participation and representation activities. It is essential that we meet the needs of our clients and that we are at all times responsive to their concerns and suggestions, in order to continually improve our services and remain relevant and valued by all of our stakeholders. Our positive client feedback suggests that we are achieving extremely well in this regard, and that we are hearing the voice of our clients.

We continue to invest significantly in our computer and information systems and infrastructure, to deliver services wherever they are needed. Our new medical services building expands the services offered on site and development of our Charles Street properties will add further dimension. The National Disability Insurance Scheme is upon us and our strategic planning will be centred on our ability to grow and integrate specialist health and disability support services, and to extend our reach to assist those in other areas of New South Wales and beyond.

I would finally like to acknowledge and thank my fellow Directors for their dedication, guidance and enormous voluntary contribution on behalf of our clients, and for the hard work and passion of all of our staff at Royal Rehab, who do such a magnificent job.

Tony Staveley
Chairman



Everything and everyone impressed me. CLIENT

Spinal Injury Unit

Median age

47

Age range treated

18-77

Rehabilitation - Spinal

The Spinal Inpatient Unit prides itself on the provision of specialised person centred rehabilitation to clients residing in northern NSW, who have sustained injury to their spinal cords. 60 clients, predominantly male, were admitted over the past twelve months and stayed for an average of 99.8 days.

Client Journey Project

Discharge delays remain a constant issue for the service with challenges brought by lack of access to appropriate accommodation and specialised equipment. Consequently a major project was commenced in August 2014 collaborating with Northern Sydney Local Health District on creating the ideal patient journey. The aim was to identify barriers to discharge and facilitate solutions. The trial of the patient journey pathway is due to commence in late 2015. This collaboration has resulted in improved communications and an enhanced relationship with our major referrer.

The Jade Project

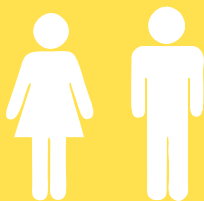
The Spinal Injury Unit welcomed Ivy, an assistance dog, and her handler Gayl from Australian Support Dogs (ASDogs). Gayl and Ivy visit the Spinal Unit weekly which allows Ivy to work and train with clients, combining her training goals whilst at the same time supporting the therapy and independence goals of our clients. The initiative has been christened 'The Jade Project' in tribute to Sheree Hurley, Spinal Injury Unit's Recreation Therapist who passed away in May. Jade was Sheree's assistance dog.

New spinal unit education program

In collaboration with Spinal Cord Injuries Australia (SCIA) the spinal unit has developed and implemented an education program for clients and their families. Known as 'Learning Together' the intent of each session is to learn together about key issues commonly experienced by people with a spinal cord injury. The program's emphasis is on life after rehab and how these issues are discussed

Clients who entered the Spinal Inpatient Unit

27%



73%

I feel like the program available at Royal Rehab was exactly what I needed in order to move from feeling vulnerable into feeling empowered and in control of my own life again. I particularly appreciated the way in which all staff members worked as a unified whole to help patients both identify their personal goals over a range of issues, and then ensure that each patient's goals were not only met, but met within the timeframe set by each individual. Talented, caring professionals. Very impressive. CLIENT



Dorothy and Ivy the assistance dog. Dorothy is practicing short sitting balance and gaining confidence in leaning forwards



Spinal Outreach Average Age

Metro Service

Rural Service

55

56



in the context of real-life situations. The overall aim of the program is to prepare our clients and their families for any potential problems they might experience once at home by equipping them with the knowledge needed to manage them. Each session is facilitated by a member of the Spinal Unit team together with a SCIA Education Officer with input from one of our ex-clients where possible. 'Learning Together' is a rolling program allowing clients to opt in and out as they need during their admission.

Spinal Outreach Service

In November 2014 Royal Rehab was awarded a five year contract following a successful tender submission for the Spinal Inpatient Rehabilitation Vocational Program funded by Lifetime Care and Support Authority. The program, administered by the Spinal Outreach Service and known as In-Voc, commenced with Royal Rehab in December 2014, following a successful three year pilot period under the management of CRS Australia.

The Spinal Outreach In-Voc Service offers vocational counselling, return to work solutions and support to people who have suffered serious spinal-cord injuries to help them return to their pre-injury employer, explore a new career path or commence re-training before they leave hospital. In-Voc Consultants are based within the spinal injury units at Royal North Shore Hospital, Royal Rehab and Prince of Wales hospitals and work as an integrated member of the inpatient team.

In-Voc is funded by Lifetime Care and Support Authority, and aims to establish a closer collaboration between the person living with a spinal injury, employers, vocational service providers and health clinicians.



Launch of In-Voc program – Royal Rehab In-Voc team and Management and Lifetime Care and Support Authority representatives.



Rosie is one of the participants who has been through the Spinal Outreach In-Voc Service.

Rehabilitation – Brain Injury

Rehabilitation – Brain Injury Rehabilitation Service

The Brain Injury Rehabilitation Service (BIRS) comprises a sixteen bed inpatient unit and the community based rehabilitation team (BICRT). Both services are publically funded.

The inpatient Brain Injury Unit (BIU) is part of the state-wide brain injury network servicing northern Sydney and the North Coast regions. The multidisciplinary team treats clients who have sustained a traumatic brain injury typically as a result of a motor vehicle accident, fall or assault. This year the unit rehabilitated 76 clients of which 72% were males. On average our clients stay less than three months but the range spans two weeks to eighteen months for the more complex cases.

Following inpatient rehabilitation a number of clients, who reside in metro Sydney, transition to the care of the multidisciplinary Brain Injury Community Rehabilitation Team. This team provides ongoing rehabilitation using a case management model, with a strong focus on increasing their clients' participation in their community.

The clinicians of the BIRS are very focussed on providing evidenced based care. The senior physiotherapist of the BIU, Joan Leung, was awarded a PhD for her work on management of ankle contractures and Duncan McKechnie, the unit's Clinical Nurse Specialist, is investigating the nature of falls in brain injury as part of his PhD candidature. The BIRS occupational therapists have developed a relationship with Apple in the use of technology in the rehab space. This has resulted in innovations in practice, such as the use of iPad applications for cognitive rehabilitation, laying the foundation for future growth in the use of new and emerging technologies across Royal Rehab.

Supporting Mario and his family

On 20 May this year Mario was 49 years old. We baked him a cake, our 9 year old decorated it, and with our 12 year old, they blew out the candles for their dad. We ate the cake for him and in honour of him. Mario has suffered from severe brain injury since August 2007. He was admitted to hospital for a shunt revision, however during a central line insertion he lost oxygen, was intubated and rushed to Intensive Care. He survived the night against all odds, spent 6 weeks in ICU and 10 months in hospital altogether.

I have been his full time carer since he came home in June 2008. Our daughter was just 16 months, and our son 4 years old. We are supported by Homecare services during the day at various intervals for all his personal care needs and private nursing at night. Mario is minimally aware, he does not talk but he can vocalise if he is disgruntled when he is moved, if his teeth are brushed and if he has pain. He has needed shunt surgery during this time and was critical in 2013, but he surprised the doctors and miraculously he survived another collapsed lung and other complications. It is hard for all of us, I miss the way life used to be with my husband, my best friend, and the kids miss their dad being able to do with them all the things dads would do. My daughter has only known her dad in this condition and often cries that she wishes her dad could hug her.

The most rewarding part of this situation is that we have been blessed with the most wonderful team of carers and nurses who have now become part of our family. They tend to Mario's needs with compassion, tenderness and complete dedication. Being a full time carer would be impossible without them.

Without the support of Royal Rehab I'd be lost. I will always be grateful for their dedication when Mario was an inpatient in 2009. Mario can now sit in a regular "very fancy" wheelchair. We no longer depend on an ambulance to get to and from hospital. He can sit in a commode chair for ease of showering. He can use a tilt table. We have been given so many options I never thought possible. The community team from

94.5%

of clients who have sustained a brain injury returned to their private residence

“I was impressed with the care and positive attitude of all staff, great facilities and accommodation”



Royal Rehab are second to none. I never have to ask twice. They are all so experienced, efficient and understanding of every need and every request I make. I thank them for their patience with me and for all the support they have given my family over the 7 years since Mario has been home.

Mario is fed via an NG tube which needs regular changing. I have been guided by the Royal Rehab Dietician, Priya, for Mario's feeding and hydration needs following discharge from hospital in 2008. Mario has monthly tests so I can monitor any changes and respond to his needs in a more effective way so that intervention can be given before a critical incident

occurs. In 2012 his sodium level was critically low. Mario didn't display any obvious signs and if it wasn't for the blood test taken just at that point he may have died. Regular blood tests help me stay on top of things. We give him water and medication via the tube and all nursing staff have learnt to do this now so there is no break to Mario's routine when I am out. There is a chart on the kitchen wall with times for water to be administered and so that we don't forget! Priya comes to our place to review Mario and support me. I could not do it without her. *Loredana, Mario's wife.*

Brain Injury Unit - Wall of Fame

Over the last 12 months, five people have been inducted to the Brain Injury Wall of Fame. Kevin Luu, Liam Knight (pictured), Naomi Meyer (pictured), Marcia Bourke and Adam Minnett.

Minister for Disability Services, the Hon. John Ajaka MLC acknowledged the recipients on the day, with Peter Overton donating his time as Master of Ceremonies.

Naomi Meyer



Before my accident, I was able to drive and worked part time as a primary school teacher. My six children are currently all living or studying interstate or overseas. On Thursday, 6 June 2013, I fell down the stairs in my home and

was treated at St Vincent's Hospital for a brain injury. The doctors advised my husband and family that my chances of survival were slim, and if I did survive, I would not be a very functional person. On Monday, 12 August 2013, I was transferred to the Brain Injury Unit in the Royal Rehabilitation Centre, Sydney, for a specialist brain injury inpatient rehabilitation program. I was there until my release in November 2013.

My first challenge at Royal Rehab started with me relearning to walk, talk and eat. We then moved on to getting my other skills back and to get better at doing things for myself. Each day was busy with singing, cooking, jigsaw puzzles, working with beads, as well as intensive physio. At the news group, I brought in news articles to talk about, and found that communicating my thoughts was very challenging.

When I returned home, I had the benefit of the full team from Royal Rehab outpatient department, including the physiotherapist, occupational therapist, speech therapist, dietician, medical staff, social worker and a case manager. This made a huge difference to my continued progress. I now walk with a walking stick. Twice a week, I now do voluntary teaching at the school where I used to teach. The continued support of Royal Rehab, my husband, visits home by my children and friends, and the endless prayers, have all been vital for my recovery. My goals for the future are to be able to drive again, return to paid teaching, be fully independent and becoming an exercise physiologist.

Liam Knight



My story starts on 12 January 2013. I was 17 at the time and I loved surfing, rugby and hanging with my mates. I was in my final year of school preparing for upcoming assessments and exams. I was at a friend's 18th birthday

party, the first of the year so everyone was pumped. The music was on point, my dance moves were terrible but I was still having fun. At about 11:30pm a group tried to gate crash the party but were denied entry. This is when things got bad and they ran around the back. Two gate crashers jumped the fence and climbed onto the shed roof where building equipment was stored. They started throwing objects into the crowd and I ended up with a 2.5m steel pole through my head from my right side through to the left and back out. I was put into an induced coma and rushed to hospital where I was operated on for five hours. I was then in a coma for the next 12 days where the doctors were unsure of what my outcome would be.

I spent another two months in hospital and a further three months in Royal Rehab. I wouldn't be where I am today without the help of the Rehab staff. I would be in the gym for a few hours a day along with Occupational Therapy, going surfing with the recreational therapists and speech therapy. I would have my ups and downs but without the staff pushing me through it and my family and friends keeping me in check, I wouldn't be in the position I am in now.

Two and a half years later and I'm still kicking. I work as an insurance broker and study at the same time. I still have physio and Occupational Therapy sessions and I'm in the gym 4-5 times a week. My friends and family are still by my side, I love going out with my mates and continue doing whatever makes me happy and enjoy life.

90% in occupancy rates over the last 18 months

96% of clients surveyed were satisfied with the outcomes of their rehab

Royal Rehab Private



Royal Rehab Private, our 24 bed private inpatient and outpatient service turned one in November 2014. Since opening we have supported more than 700 clients through their rehabilitation journey achieving greater than 90% occupancy. Rehabilitation programs include orthopaedic, neurological and reconditioning.

Royal Rehab Private clinicians utilise internal, external and community environments in the delivery of our person centred programs. Gym based therapies are augmented with a range of different experiences such as the popular 'coffee club' which utilises the onsite cafe, Dolcini's on the Hill, for speech therapy and learning to cope in a real life situation such as ordering and enjoying a coffee. Similarly the 'walking group' ventures outside to tackle multi terrains encompassing the purposed built mobility course; and a route past the sports courts to

The journey of Aaron O'Halloran

Aaron was diagnosed with MS and following chemotherapy and stem cell transplant, he was admitted to Royal Rehab Private for inpatient rehabilitation. Aaron made significant gains during his stay and he and his wife Samantha documented his journey on www.aaronattacksms.com.

Aaron was an inpatient at Royal Rehab Private and he honestly could not have been in a better place. The atmosphere is always positive and very conducive to setting and achieving realistic rehabilitation goals. All the teams work together closely to provide the best quality of care that encompasses the whole person.

the adjacent park and duck pond. Other group therapies include sunrise exercise and breakfast group.

Client feedback has been excellent with 96% of clients surveyed stating they were satisfied with the outcomes of their rehabilitation experience.

This year we have also focused on developing our neurological program, to not only meet the needs of patients who have experienced a stroke, but to cater for the growing demand of patients with Multiple Sclerosis and Parkinson's disease.

Over the next 12 months we look forward to further developing a Parkinson's disease clinic for both inpatient and day program patients. This clinic will target the specialised needs of patients with Parkinson's disease including voice disorder, movement constraint, diet needs and exercise tolerance.

As well as daily Neuro Physio and Physio clinics, Royal Rehab Private provide recreational activities that were designed around Aaron's personal goals as well as his strengths and weaknesses – meaning he is exercising physically and mentally whilst socialising and enjoying himself. He has really enjoyed having access to the Return2Sport program including attending an introductory class for table tennis and having a lesson and short ride of a recumbent tricycle. S O'Halloran

Accommodation

Client age group:

22%
16–29 years

72%
30–49 years

6%
above 50 years

Lifestyle Support

“I am very happy with Mark’s care in every aspect. Royal Rehab is a very good support network, and Mark’s home is lovely.” CLIENT’S MUM



Individualised Planning



Frank’s journey



Freya, assistance dog, with Barbara



Lifestyle Choir

Lifestyle Support offers supported accommodation, attendant care services and specialised programs to people living with disability. We support a person to live in a home of their choice, have the lifestyle they choose and to be an active participant in their chosen community and activities.

Accommodation

In the past year, Royal Rehab settled four new residents into a new four bedroom home in Campbelltown. We currently have 24 community homes caring for 115 people.

Person Centred Planning

Skilled and qualified Person Centred Support Planners are available to assist people to realise and set their goals relating to any area of their life.

Individualised Planning

Lifestyle Support partners with clients in receipt of individualised funding packages and those in Ageing, Disability and Home Care (ADHC) block-funded arrangements, the National Disability Insurance Scheme (NDIS) or Individually Funded Support packages. This includes funded support services either agency managed, self-managed or a combination of both.

For supported accommodation, clients pay a percentage of rent and living expenses and a service fee.

Frank’s Rail Journey

In 2014 Frank, along with his sister and Lifestyle Support staff, set his 2015 goals. Frank’s ongoing love of train travel prompted the idea of a train holiday on “The Ghan”. Throughout 2015, Frank was encouraged by staff to plan for the June trip, helped him pack and supported him to get to and from the airport.

Frank caught a flight with his sister to Darwin where they boarded The Ghan and started their adventure. Stopping at Alice Springs and Katherine, Frank enjoyed tours by coach and a boat ride up a scenic gorge.

Frank exclaimed, “It was a really good trip. I got to sleep on the train and the best part was being on the train for so long.”

When asked how he felt about having his annual planning meeting, Frank commented that he loves having his yearly meeting because he gets to choose what he wants and has everyone involved.”

At his 2015 Person Centred Planning meeting, Frank has set a new goal to develop a scrapbook of his holiday on The Ghan that he can share with others.

Over 2014-15

146

clients were supported through the Home Based Rehabilitation Program

Community Services

Home Based Rehabilitation Program

Royal Rehab continues to deliver the Home Based Rehabilitation Program on behalf of Northern Sydney Local Health District. A six to nine week program of multidisciplinary therapy and rehabilitation is provided to clients in their home post discharge from hospital or exacerbation of a chronic condition.

Conditions for which clients were treated included joint replacements, fractures, stroke, Parkinson's disease, Multiple Sclerosis, falls and general reconditioning post surgery or extended hospital stay. In addition, the program is seeing an increase in referrals for clients post cancer treatment.

Winifred meets her goal

Winifred was referred to the Home Based Rehabilitation team after a fall at home where she fractured her pelvis which affected her ability to move around and care for herself. Her goals were to be able to manage her household chores safely and independently, return to gardening, be able to access the community and recommence the activity that she and her husband cherished - ballroom dancing. Winifred received five weeks of physiotherapy, occupational therapy and nursing services at her home and within the community.

"I would like to express my sincere thanks to the staff for their wonderful caring and supportive attitude. It was a delight to welcome them into our home. Everything that would help in any way was done and in such a pleasant and cheery way. We looked forward to them coming. I have improved greatly and am now hanging out the washing, cooking and best of all, pottering in the garden. Winifred

Transitional Aged Care Therapy Program (TranspacNS, NSTCU & TACP)

Community Based Rehab Service works under Service Agreement with Northern Sydney Local Health District and under private contract with Kinicare to provide the allied health therapy component of the Transitional Aged Care Program for 100 community places and for 20

residential places located at the Transition Care Unit at Wesley Gardens in Belrose.

During 2014-15, 549 clients were admitted to the Community Based Rehab Service for community Transitional Aged Care Program therapy intervention and 138 clients were admitted to the Transition Care Unit, receiving therapy from the Community Based Rehab Service at this location. Conditions for which clients were treated included joint replacements, fractures, stroke, Parkinson's disease, falls and general reconditioning post surgery or extended hospital stay.

Community Based Rehab Service works in partnership with multiple service providers to deliver this 12 week program.

The service agreement with Northern Sydney Local Health District for ongoing provision of therapy services to TranspacNS and Northern Sydney Transition Care Unit for a five year period has been signed and commenced on 1 July 2014. In addition the Service Schedule with Northern Sydney Local Health District for provision of allied health services to the Transition Care Unit at Belrose has also been signed for a further five years.

Peg walks with support

Peg is an 82 year old lady who had no significant medical history, lived alone and was independent and active. In February 2015, Peg had an elective left total knee replacement but after a post operative fall that caused severe damage to the knee replacement and surrounding muscles. She had significant complications, multiple surgeries and hospital admissions. As a result of the ongoing damage to the knee, Peg was told that she would wear a knee brace for the rest of her life, limiting her mobility and function.

As the hospital team planned for her final discharge home, it was clear that Peg was at risk of not managing at home as her mobility, function and ability to care for herself was significantly impaired. She was therefore referred to TranspacNS for a 12 week program of home based therapy, case management and care support through Royal Rehab.



Maggie



George

939

face to face allied health activities

568

group attendances

588

group aquatic physiotherapy sessions (hydrotherapy).

On initial assessment by the physiotherapist, Peg was walking short distances with a four wheeled frame and was wearing the knee brace at all times, including in bed. A physiotherapy program was commenced that focused on improving strength, balance and mobility. Peg was given an exercise program and practiced increasing weight bearing and proprioception. She was very motivated and co-operative with her exercise program and with weekly physiotherapy sessions she slowly progressed to be able to walk with only a walking stick, and eventually did not need the brace.

Peg is extremely happy with this unexpected achievement and, at a recent orthopedics review, the surgeon was also pleasantly surprised to see her walking with only a walking stick and without the knee brace.

At the end of the TranspacNS program, Peg was walking independently with the stick and able to manage at home alone again. She will continue with her home exercise program and will receive follow up outpatient physiotherapy to continue with ongoing rehabilitation.

"Thank you for all the help and care you have shown Peg. Your smiling face, knowledge and ability has been gratefully appreciated. Mum really will miss your visits and help. Mum has come a long way since her arrival from hospital." Client's daughter

Lifestyle Support Therapy team

Community Based Rehabilitation team provides a referral based allied health service to clients of the Lifestyle Support programs. Services provided include occupational therapy, speech pathology, social work, dietetics and physiotherapy. Clients are primarily referred for equipment review or modification, support with end of life care, decision-making and planning and meal time management and communication.

During 2014/15, the speech pathologists undertook a review and research of best practice of the service to explore a more efficient use of the resources available and to support a more client centered approach to service delivery. As a result of this review, a new model for the delivery of routine speech pathology services was introduced.

Stepping On

The Stepping On program offers older people a way to reduce falls and increase their confidence in situations

where there is a risk of falling.

The Stepping On program has continued to grow in the North Sydney and Central Coast Local Health Districts. Over the 2014-15 period the Stepping On coordinator was responsible for undertaking 11 groups and coordinating 79 additional groups across the North Sydney and Central Coast Local Health Districts supporting 1089 Stepping On participants.

Royal Rehab supported the establishment of a Stepping On program at Royal North Shore Hospital and co-facilitated the first group. This group is now being facilitated by hospital staff.

Maggie Takes a Step Forward

Maggie had a fall in a shopping mall resulting in a fractured wrist. Maggie had never considered herself to be 'old' and 'dottery', but after another fall in her garden she started to lose confidence, so she enrolled in the Stepping On program.

"I found this to be a fantastic program. The most important thing for me was it made me realise that I had got old without noticing. I did not know that I could not balance because I had not had it tested before. The program covered everything that is of interest or of use for the older person such as medications, foot care, what sort of shoes to wear and all the fantastic exercises for your strength and to keep your head up.

"It made me realise I was elderly, but not incapable. Stepping On restored my confidence as it gave me the tools to go on walks, even go on holidays. I have even joined the older persons exercise class to keep me going and to meet with other people in the group for coffee and cake afterwards." Maggie

Driving Training and Assessment

The Driving Training, Assessment and Rehabilitation service has continued to increase services over the past 12 months.

- Expanded assessments to be increased to 5 days/week.
- 222 initial assessments.
- 58 reassessments.
- 311 lessons.
- 23 Roads and Maritime Services tests.
- Upgrading of vehicle modifications.



Wheelchair & Seating Services



Transitional Aged Care Therapy Program



Peg walks with support

George gets back in the driver's seat

George had experienced his second lower leg amputation, and was keen to get back to driving after his hospital admission.

"After the first amputation which was of my right leg, I could still use the pedals without any trouble, as I still had the use of my right leg. However, following the amputation of my right leg, I now have to learn a new driving technique using hand controls. I have had lessons and the instructor is happy with my progress and I am ready to go for my driving test. My vehicle will be converted to hand controls.

Driving is important to me for the independence and freedom. I have been driving since I was 16 years old when I got my licence. I have also driven trucks for a living and driving is in my blood."

Outpatient Department

The Outpatient Department has continued to provide therapy services for clients living in the Northern Sydney Local Health District. Over the past 12 months the utilisation of group programs has been consolidated to enable clients to access an increase in intensity for therapy.

The Saebo kit (splint for upper limb impairment) has been used throughout the year in the outpatient department. This kit was purchased with the support of the Royal Rehab Foundation and has enabled clients to trial the Saebo splint at home for a two week period before being scripted for this device.

The aquatic physiotherapy program has been able to accommodate clients with high support needs when they are accompanied by their carers or their volunteers to assist them in the pool.

In May 2015 the Upper Limb Group from the outpatient department and their carers met at the Abbotsford Before and After School Care centre to put together three book shelves. The group participants were able to put their upper limb training into practice to assemble the book shelves. All participants were very satisfied that their work was going to be of benefit to the staff and children at centre. This group has also commenced using the Royal Rehab Productive Garden every three weeks to incorporate their upper limb training skills in this real life setting.

Talk Time

A Speech Therapist conducts a six week program of Talk Time several times a year for the outpatient department. The group targets clients with similar language skills to enable them to actively engage and participate.

"Knowing everyone will wait for me to get my words out and not talk over the top of me." TalkTime client

Wheelchair & Seating Services

The Wheelchair and Seating Service continues to delight and service clients at Royal Rehab. The clients in these groups present many challenges for maintenance and modifications and we pride ourselves on our workmanship and creativity.

We service a large range of hospital equipment including beds, hoists, shower trolleys, some prosthetics and ward trolleys.

A bank of manual and power chairs for clients to hire or purchase is now available.

With the assistance of Royal Rehab Occupational Therapists, Wheelchair and Seating Services has procured a range of backrests and cushions for trial and purchase.

Services include:

Sales: New and Reconditioned rehab equipment for bathroom, toilet and bedroom as well as wheelchairs and mobility equipment.

Hire: Offers hire of all types of living aid equipment.

Repairs and Maintenance: For all wheelchairs, scooters, and living aids.

Equipment cleaning: Wheelchair and cushion steam cleaning and sanitising.

6 *The staff's enthusiastic support and willingness to impart their knowledge and training to help speed your rehab was impressive.* 9 CLIENT



Consumer Representative Council

The Consumer Representative Council (CRC) is tangible proof of Royal Rehab's commitment to its clients and their families.

The council of ten consumer representatives were selected from an Expression of Interest representing a cross section of the organisation. The council meets four times a year to review feedback, incidents, quality, safety, consumer information materials, discuss how Royal Rehab is performing and suggest improvements.

The Vision and Goals of the Consumer Representative Council are to:

- Partner with the organisation to represent Royal Rehab consumers.
- Ensure that the Council is known by the consumers and identified as their voice.
- Positively enhance the overall service delivery of Royal Rehab.

Training

Members of the CRC received an orientation tour of Royal Rehab and participated in the following training:

- An overview of the structure of Royal Rehab and its staff
- The role of the Consumer Representative and appropriate conduct in the position
- Understanding confidentiality/privacy issues
- Reporting mechanisms, with particular reference to the use of the Royal Rehab Visit Report.

Code of Conduct as a Group

The Council has adopted these general principles and values -

- Mutual respect
- Confidentiality
- Common goal
- Cohesion and support for one another
- Honesty and openness
- Learning

Specifically, the CRC will answer requests for feedback within four weeks.

CRC members expressed interest in liaison with the following Royal Rehab committees:

Food and Nutrition Liaison Committee

Lifestyle Service Improvement Group

Lifestyle Support Family Advisory Council

Weemala Family, Friends and Advocates Forum

Consumer Outcomes and Participation Committee, Research Ethics Committee

Multicultural Access Committee

Research Ethics Committee

"As a rehab patient, my expectations were of full recovery and life as I had known it prior to GBS. I fully expected to drive myself out of Royal Rehab. That, unfortunately, was not the case. I was, however, motivated and encouraged by health care professionals who were able to see me as a person and not my disease. Together we worked and achieved outcomes that gave me my life back. I am very grateful." Jane, Client and member of the Consumer Representative Committee

"It is a privilege to be part of this group. As a member of Royal Rehab's CRC I feel privileged to be a volunteer serving on this new consumer group. It has been insightful to learn about the extensive services offered by Royal Rehab and hear of the organisations commitment to excel in all areas so each consumer has a tailor made best practice outcome for their individual needs."

2014/15 year engaged:

131

active volunteers
across the
organisation

203

corporate
employees have
volunteered

Volunteering has added
another dimension **ROBIN**

Volunteering

All Royal Rehab services are engaged in volunteer activities. Volunteers work in many areas of Royal Rehab including helping residents in Weemala and community homes. Volunteers assist in the facilitation of the Move and Groove program, hydrotherapy sessions, outings, driving the Royal Rehab van to transport clients and residents to their recreational and leisure activities, repairing clothing and providing spiritual and pastoral care.



Robin supports Matthew in his artwork.

Our volunteers have expressed that they find volunteering a rewarding experience as they see the progress of clients in their rehab journey.

Royal Rehab greatly appreciates the continued support of our volunteers.

"It has been such an honour to be part of Paul's progress and goals. It has taught me a great deal and the bond that I have created with Paul is something I will always treasure. Thank you also for nominating me for the volunteer of the year, it was such a great achievement for me in 2014, and it was largely thanks to you for starting me up with Paul. Thanks once again." Roshni (Volunteer with Weemala resident)

"Volunteer work at Royal Rehab gave me the opportunity to gain hands on experience with dietitians. I developed resources that will be used by the dietetic department for patients, helped provide evidence for accreditation standards and went to an outpatient clinic with the dietitian to experience patient



consultations. It was such a positive and rewarding experience and will definitely be something I hope to continue in the future! I would like to thank all staff for making my time at Royal Rehab so pleasant." Katie, Volunteer, Student Dietitian

Robin, a Royal Rehab volunteer, visits Weemala resident Matthew every Friday to do art. Robin's commitment to being there every week and building a relationship with Matthew through art has had a huge impact on Matthew's life and, in turn, the lives of his family and carers.

Corporate volunteers not only give up their time, but have also donated goods to projects.



Return2Sport



Return2Sport continues to grow with programs including tennis, cycling, adaptive yoga, golf, snowsport camp, Return2Sport Tuesdays, multisport days and paraclimbing.

A highlight of Return2Sport this year was the annual snowsport camp. The five day Royal Rehab supported snowsport camp ran in conjunction with Disabled Wintersport Australia.

"By day three I completed a run that ran smoothly and just sung with a sense of harmony and serenity. The turns were controlled and for the first time, I very much got the old feeling of what it was like to ski again. I almost started to cry. I will be skiing again and with the sit ski I might be skiing for a very long time. I just love that bit."

Thank you all for making this a week to remember. A big thank you to the Return2Sport team and again to the generosity of the many volunteers. Without them we could not have done this. What we did was to change our lives. I simply love having sports back in my life." Erin

"I was lucky enough to gain a place and receive a contribution to four days skiing in the Snowy Mountains through your Royal Rehab Foundation and the Return2Sport program."

"As part of the camp, a mixed group of individuals all keen to try skiing for the first time post injury were supported throughout the week, from the time we were first picked up at Royal Rehab until safely being returned. This included back and forth from our accommodation and the slopes each day, to and from breakfast, lunch and dinner and various

extras. We all required assistance, not only with numerous wheelchairs, baggage, lifting devices and other equipment but with snowboards, ski suits and a multitude of other paraphernalia often in rain, snow, wind or winter mountain temperatures," James

During the entire period, your staff went above and beyond to maximise the enjoyment, safety and overall experience for each of the client's lucky enough to be invited along. I would recommend this camp to anyone and my first experience trying a sit ski will not be forgotten nor will an incredible week with some fantastic individuals. ♡ JAMES

Return2Sport would like to thank the following organisations for funding programs:

- New Western Sydney Cycling HUB - Office of Sport and Lifetime Care and Support Authority
- Beach and Ocean Access – Family and Community Services and Surf Life Saving NSW
- Adaptive Yoga – City of Ryde Council
- Imagine Me - Arts NSW + Lifetime Care and Support Authority



**Opening
2016**

Sargood on Collaroy - Refresh. Learn. Connect.

Royal Rehab will be operating the newly established accommodation and wellbeing resort Sargood on Collaroy. Sargood on Collaroy is a beautiful sea-side resort where families can simply come to unwind in a fully accessible and supported environment.

Sargood on Collaroy aims to be a world recognised resort for people living with a spinal cord injury. With 17 fully equipped and accessible apartments located right on Collaroy Beach in Sydney's Northern Beaches, Sargood on Collaroy will provide:

- An environment for people with spinal injury to meet, connect, learn and relax together;
- Support for people with spinal injury and their families to adjust to community life; and
- Equip those living with existing injuries with better skills, confidence and experiences to enjoy a productive, happy and inclusive lifestyle.

Sargood on Collaroy will offer opportunities for the development of:

- New work/vocational skills;
- Education for the self-management of health and well-being and resilience training;
- Psychological support;
- Family/carer education;
- Relationship support; and
- Opportunities for community engagement.

The vision of Sargood on Collaroy is that it will be a place to refresh, learn and connect and stay with your family

whilst adjusting to home, work and community life following spinal injury. Sargood on Collaroy will provide a non-hospital environment for pressure wound healing and other health related issues.



Sargood on Collaroy will offer a fully equipped gymnasium, open learning centres, and expert staff who are up to date with the latest research and evidence-based innovations in spinal injury management.

Sargood on Collaroy is funded by the Sargood Foundation, which raises money from the community to help fund its operations and has some initial funding from government and benefactors.

Royal Rehab College

Royal Rehab College is now offering over 25 vocational courses that offer access to real client scenarios, work experience in a working hospital environment as well as mentoring by professional leaders in their field. Courses are flexible and offered online or in some instances face to face.

From Royal Family to Royal Rehab

Colin always had a passion for serving and assisting other people. After a distinguished career working in the hospitality sector which included a prestigious placement as a Footman to the Royal Family in Buckingham Palace, he began looking for a program that would assist him in entering the disability sector, and he discovered Royal Rehab College. After attending an Open Day and speaking with staff, Colin knew that the Certificate IV in Allied Health Assistance Internship Program was what he wanted to do.

"I left the Open Day with goose bumps and knew instantly this is what I was meant to do," Colin said. "Once I saw the state of the art modern facility, new equipment and heard I could gain practical experience through a work placement program on site, I knew this was the course for me."

The Certificate IV in Allied Health Assistance Internship Program offered a mixture of classroom and online learning supported with 15 days placement that offered practical experience at Royal Rehab. Colin was so committed to the course; he flew down from Brisbane each week to attend. "I knew the onsite component and practical hands on approach of the course were unique to Royal Rehab and justified my additional investment in flying to Sydney to attend each week. The experience has been invaluable and made learning more cohesive. The flexibility of the online component allowed me to complete additional learning and assignments from home whilst being supported by the Educational Team via phone or online when required."

Colin secured a placement in the Royal Rehab Brain Injury Unit. "Being able to work with people in real life situations has allowed me to see first hand the amount of work



invested into rehabilitation by both the Royal Rehab team and the clients. It has taught me the strength of the human spirit, and to never give up even when faced with insurmountable odds. The determination of the clients I have worked with during my short time at Royal Rehab has demonstrated that with perseverance, you can achieve your goals and dreams. The Brain Injury Unit team has shared with me not only how to implement and deliver the practical side of the role, but also how to work calmly and adopt an engaging supportive professional approach in client care."

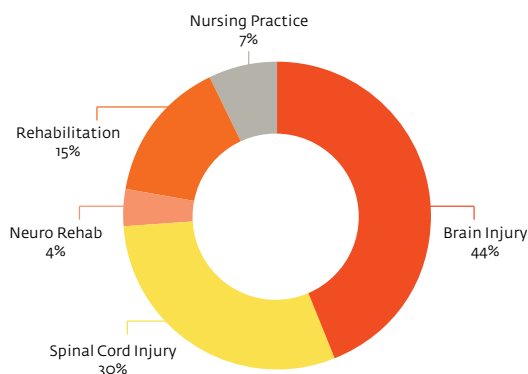
Colin said, "The change of career was not easy and I understood the benefits of learning in a real healthcare environment rather than from a book. This experience has taught me there are no limits to what you can achieve."

Colin has already been successful in securing a position in a hospital near his home and looks forward to applying the knowledge gained over the last year in his new career.

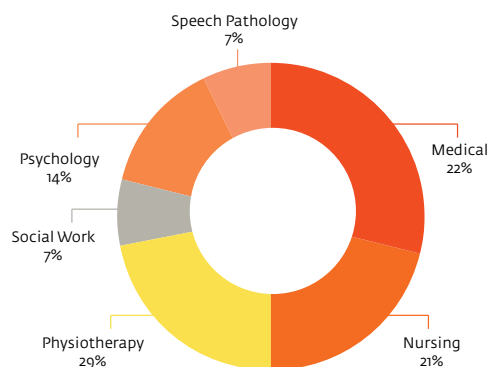
Research and Innovation

During the reporting year there were 27 active research projects being conducted on site at Royal Rehab including 10 which commenced during the period. Fourteen of the 27 projects were led by Royal Rehab clinicians. Additionally, 13 projects were initiated by external persons or bodies including the John Walsh Centre for Rehabilitation Research, Australian Rehabilitation Outcomes Centre, and the Nurses and Midwives Board NSW. Research interest at Royal Rehab spans all rehabilitation cases and settings, and the majority of our health disciplines are involved whether it is as a principal researcher or research assistant. Royal Rehab is committed to building the research capability of our clinicians and uses research as a vital tool in the professional development of our clinicians.

Research by Area of Interest



Royal Rehab Led Research Discipline



Active Research Projects

- Person-centred rehabilitation: implementation and evaluation of a rehabilitation specific patient experience survey (AROC).
- Telephone peer support groups for attendant care program participants with spinal cord injury.
- Clinical and neuro imaging assessment for focal brain lesion research.
- Investigation of vocational programs and outcomes for people with traumatic brain injury in NSW: interviews of client experiences.
- The nursing practice of men in inpatient rehabilitation across Australia.
- Registered Nurse standards project: work based observation.
- Cognitive rehabilitation following traumatic brain injury: an exploration of current practice.
- Electrical stimulation for people with an acquired brain injury to improve strength and walking ability.
- Investigating the effect of intensity of aphasia therapy on communication outcomes in people with aphasia.
- Longitudinal communication recovery following traumatic brain injury.
- Riluzole in spinal cord injury.
- Spinal cord injury pain project.
- Falls in the inpatient traumatic brain injury rehabilitation context.
- Falls following a traumatic brain injury.
- Recommended bowel care practices in spinal injury units.
- A comparison of errorless learning and error-based learning for improving functional performance following traumatic brain injury.
- Prospective memory: a theoretical evaluation and the development of standardised questionnaire.
- Ankle contracture and traumatic brain injury.
- Effectiveness of combining serial casting with botulinum toxin for the management of ankle contractures after traumatic brain injury: a randomized controlled study.
- Brain injury unit physiotherapy survey.
- Activity levels of patients in rehabilitation.
- Exploring the process of implementation by rehabilitation teams during the Out-and-About trial.
- AusCAN risk assessment for sitting acquired pressure ulcers.
- Resistance training for partially paralysed muscles in people with spinal cord injury.
- Right Care, Right Time, Right Place: improving outcomes for people with spinal cord injury through early access to intervention and improved access to specialised care.
- Self-awareness of cognitive communication disorders following traumatic brain injury: a treatment study.
- Spirituality and resilience after spinal cord injury.



Bowel care for people with spinal cord injury

Royal Rehab Research Unit has been conducting research into “Bowel care for people with spinal cord injury (SCI)”. The aim of this study is to map the nature of bowel care for people with SCI across health and community care services. Conducted in two parts, the first stage will ascertain bowel care practices recommended by specialist inpatient spinal injury services and the second stage explores issues experienced by people with SCI around accessing help to undertake recommended bowel care regimes outside these specialist spinal injury services.

The project is funded by Slater and Gordon Health Projects and Research Fund.

Introduction and evaluation of a productive garden

The Royal Rehab Productive Garden Project began in mid June 2015 with the first clinicians and clients using the garden. Research has shown that gardening has many positive benefits on health and wellbeing. By providing the opportunity to engage in productive gardening, we are providing our clients with the opportunity to gain these benefits. Our aims are to increase the options available to clinicians for enabling rehabilitation activities in everyday life contexts and to provide clients with the opportunity to use productive gardening as part of their rehabilitation or lifestyle choices. The productive garden also fosters two-way learning between clients/families and clinicians. The project allows clients to practise skills such as reaching, grasping, leaning, reading, and talking, which would generally be practised indoors, in

the productive garden. Since June, clients/patients and clinicians have planted out 13 of our 15 garden beds with peas, lettuce, strawberries, kale and many other crops.

Clients are able to use the produce grown in meal preparation sessions. Use of the productive garden is not restricted to the rehabilitation units or to gardening activities, clients from Weemala regularly use the garden both for gardening activities and as a place to relax. Clients from the Brain Injury Unit and Weemala have made the garden bed number signs, and trellises have been made by clients from the Brain Injury Unit, Spinal Unit and Royal Rehab Private.

Leading the way

In the last decade there has been much discussion in health care about the need for a culture shift from practitioner directed models of care to client centered care. Whilst significant time and resources have been invested in educating health professionals about client centred models of practice, feedback from clinicians at Royal Rehab and in the broader rehabilitation sector, has been that this education falls short of providing practical skills on how to apply these models in the clinical setting. In response to this and an identified need from clinical services at Royal Rehab for further training on how to motivate and engage clients, the Psychology Service has been engaged in developing a training program to fill this gap.

This education was based on the philosophy of Carl Rogers, one of the founders of modern psychotherapy. Rogers questioned clinicians focus in therapy on the problem rather than the person. Where it is unique is that

this training incorporates evidence based techniques including Motivational Interviewing and Acceptance and Commitment Therapy to provide clinicians with a practical toolkit in applying this philosophy. Whereas historically most education on client centred patient care focuses on the “what” clinicians should be doing, this training provides detailed training on the “how” they can achieve this.

Health Education and Training Institute (HETI) provided a grant to develop a pilot education program. The pilot titled “Values Based Goal Setting using Motivational Interviewing” was developed, implemented and evaluated in 2014. The aim is to deliver this program to all client based services and staff at Royal Rehab in the next two years.

In 2015, the program has further developed to incorporate a three part education program, which includes an initial e-Learning module, an interactive workshop and then a third follow-up module providing the opportunity for clinical case discussion in smaller focus groups. The program has been delivered to one service within Royal Rehab and is currently being adapted further and systematically evaluated for delivery to two more services by January 2016.

Nursing Research and Innovation

Nursing at Royal Rehab is focusing on the development of research skills as well as the development of clinical skills amongst Royal Rehab nurses and beyond. This work has been strengthened by a close relationship with the Faculty of Nursing and Midwifery at the University of Sydney. This includes an innovative opportunity for nursing students to undertake a clinical placement

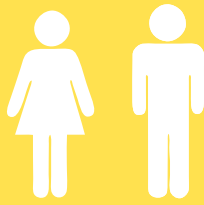
that exposes them to the diverse range of nursing roles outside traditional hospital settings which are unique to Royal Rehab. This is complemented by the two day Rehabilitation Nursing Clinical Skills workshop, which attracts local and interstate nurses.

The Nursing Scholar in Residence initiative has been particularly successful in strengthening research at Royal Rehab. Working closely together Royal Rehab’s Nursing Research and Development Leader and a University of Sydney senior nurse academic, the focus on research projects of relevance to Royal Rehab include the development of research skills amongst our nurses and strengthening the position of rehabilitation in nursing more broadly. Royal Rehab nurses are engaged in research activities in a variety of ways. One nurse is studying falls in inpatient Brain Injury Units for a Doctor of Philosophy; others are on various research teams and providing data as research participants. For example, Royal Rehab nurses have participated in both rounds of data collection for the review of the national standards for registered nurses. Royal Rehab and University of Sydney partnership has also enabled collaborations between nursing and other clinical disciplines, including supervision of allied health staff enrolled in higher research degrees as well as providing guidance and support in relation to a range of research projects.

A particular feature of the work undertaken to develop clinical and research skills amongst Royal Rehab nurses is the development of a situation-specific theory of nursing and the new program of research it informs. This work will develop a fuller understanding of nursing work in rehabilitation and disability services and the factors that influence nurse-effectiveness.



Royal
Rehab
staff

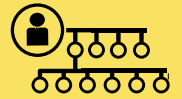


72.2% 27.8%



662

staff are employed at
Royal Rehab



23%

of staff have been
employed over 10 years

Governance

QUALITY & RISK MANAGEMENT SERVICE

Royal Rehab rehabilitation services are fully accredited against the public Australian Council on Health Care Standard's EQUIP National Accreditation Standards (which incorporate the 10 National Safety and Quality Health Care Standards). This certification is current until May 2017.

Royal Rehab Private is accredited to the Australian Commission on Safety and Quality in Healthcare's National Safety and Quality Healthcare Standards. This accreditation is current until 19 February, 2018.

Royal Rehab Lifestyle Support is fully accredited against the Attendant Care Industry Association's ACIMSS (2008 and Attendant Care Industry Standard (ACIS:2013) Standards, and has also attained Third Party Verification against the Disability Services Standards (2013). These certifications are current until October 2016.



FACILITIES OUTSOURCE PROJECT

The Facilities Outsource project is about the outsourcing of our facilities services to an external provider to achieve better quality and value for money outcomes for all of Royal Rehab.

Following an extensive tender process initially for our hard services and subsequently for all of our other soft services such as cleaning, Spotless was selected as our preferred partner and other clinical systems. We are well advanced in implementing a new Client Management System (CMS) across all of Royal Rehab's rehabilitation and Lifestyle Support services. The CMS will provide an electronic clinical and care backbone across all four

services and will help deliver better client care outcomes, safety and productivity benefits. It is also fully configurable and scalable.

Infrastructure computer technology around our PCs and notebooks have been fully upgraded and we have commenced the transition of our server assets to a top level Tier 1 outsource provider.

We have also made good progress in establishing a new Sharepoint environment to replace our dated intranet and support collaborative information sharing.

HUMAN RESOURCES

The Human Resources and Lifestyle Support teams have worked diligently over an extended period on the project to transition the Lifestyle Support community housing staff from the existing health award to the industry standard Social, Community, Home Care and Disability Services Industry Award which is more appropriate for this service. The Lifestyle Support staff have approved the Social, Community, Home Care and Disability Services Industry Award transition and it is now being implemented.

A new rostering system and workforce planning tool, Emplive, to replace the existing system is being implemented. It is an online rostering tool that will enable services to roster more quickly and provide better matching of staff with clients' particular needs.



Rotary Pride of Workmanship Awards were received from: North Ryde Rotary to Mary Fois, representing the commitment and dedication of the Lifestyle Support staff and Gracia Cal Franco (pictured). Gracia Cal Franco accepted her Award from the Rotary Club of Ryde, representing the Community Rehabilitation staff.

Community Relations

In 2015 through a partnership with the Ryde Sports Foundation, the Royal Rehab Achievement Award was established. This Award supports and provides encouragement to young athletes with a disability who are making significant achievements in their sport. In 2015, awards were presented to: Steve Knott, Keegan Oh Chee, Kevin Luu and Kate Darmody. In addition to these Achievement Awards, Royal Rehab physiotherapist Samantha Poole received the Ryde Sports Foundation Award after being named in the Australian Softball team for the series against Japan.



Freya is welcomed to Weemala by resident, Paul. (ASDOG Trainer, Gayl O'Grady also in photo)

A companion dog program was introduced to Weemala with the arrival of Freya. Freya was provided through ASDOG trainer Gayl O'Grady. ASDOG is an organisation that trains dogs to assist people with physical disabilities. Assistance dogs learn a vast array of skilled tasks to give their owners greater independence and enhanced quality of life.



Men of League, Stuart Raper, Ben Ross and Norm Pounder with Michelle Jeffrey

Men of League, Stuart Raper, Ben Ross and Norm Pounder presented Michelle Jeffrey with a collection of Eastern Suburbs 'Roosters' merchandise, to acknowledge the significant achievements that she had made with her rehabilitation in the Spinal Injury Unit. Michelle, a volunteer Surf Life Saver was injured when dumped on a sandbank, causing spinal injury. After seven months, Michelle was able to stand for her presentation, and later fulfilled her goal of walking out of the Spinal Unit to return home to the Central Coast. The Men of League maintain regular visits to Royal Rehab to provide support for clients. Men of League also provide financial assistance to clients for home modifications and equipment.



Stroke survivors, Doug McKinnon and Anne Crow and her husband Dr Tom Crow with His Excellency General The Hon. David Hurley AC DSC (Ret'd) Governor of New South Wales and Mrs Linda Hurley

Stroke recovery programs have been actively promoted throughout the year. Royal Rehab in partnership with the Stroke Recovery Association NSW hosted the Stroke Olympics, which featured twelve stroke survivor groups competing over a series of challenges. Royal Rehab Private provided the winning combination in 2014, and again were hard to beat in 2015. One of the highlights during Stroke Awareness Week was the opportunity for a number of our stroke clients to be guests of the Governor and his wife at Government House.

Royal Rehab Foundation



Royal Rehab was founded in 1899 through a visionary act of philanthropy and today, more than 100 years on, the generosity of the community continues to enable us to deliver the best in rehabilitation services and disability care in Australia.

Support for our work extends across corporate events, community based fundraising and grants to directly fund equipment and in 2015 enabled a number of innovative projects in recreation therapy and spinal cord research aimed at empowering our patients, clients and residents, giving them back their independence and improving their quality of life.

The projects, initiatives and activities funded by donations deliver outcomes above and beyond Royal Rehab's day-to-day activities. Fundraising continues to underpin excellence and continual improvement in everything we do, ensuring that we strive to the highest standard of care in maximising the abilities and life skills of people living with disability.

How donations to the Royal Rehab Foundation are directed

Research and Innovation – creating a new world without limitations.

Patient Directed Care – maximising abilities and life skills.

Capital Projects, Equipment and Technology – transforming lives using the latest technology.

Education and Training – fostering talent and developing the next generation of rehabilitation, allied health and disability care professionals.

Corporate partners, community fundraisers their friends and families generously donated their time and money to support Royal Rehab, our patients, residents and clients.

Some highlights for the year included:

The ADCO Cup Golf Day 2015 was held at the prestigious Concord Golf Club. Phil Waugh, former Wallaby, was the

Golf Day Ambassador with other guests including the Federal Member for Bennelong, John Alexander, and ABC Sports commentator Steve Robilliard enjoying the day. The focus of the fundraising was the Return2Sport Snow Camp, providing an opportunity for former clients from the Spinal and Brain Injury Units to experience a week in the snow, supported by Disabled Wintersports Australia.

The Back2Life Ball was held at Royal Randwick. Two hundred and fifty guests enjoyed dinner and live entertainment, with guest MC Chris Smith from 2GB introducing former clients from Royal Rehab Private services and the Brain Injury Unit. Fundraising from this event supported the Imagine Me project. Through the use of creative digital photography, spinal injury participants in the Imagine Me project create images that reflect how they see themselves, and how their image conveys a message of resilience and hope.

Corporate Cup Soccer was a new event for Royal Rehab. Corporate teams competed through a one-day knockout competition for the honour of being the inaugural winner of the Corporate Cup. The winners, ADCO, defeated Slater and Gordon in the final.

Rotary and Lions Clubs continue to acknowledge the significant work done by the Royal Rehab Foundation. Gladesville Rotary generates funds through the Ryde Rivers Festival Fun Run, while the Rotary Club of Ryde made a donation from their Signature Dinner. Ryde Rotary identified specific targets for their fundraising support with the purchase of a basketball wheelchair and a hand cycle.

Narellan Rotary maintained their annual commitment with the support of philanthropist Bob Ingham funding community houses in south-west Sydney for our Lifestyle Support program.



Ducati Owners Club NSW



ADCO Cup Golf Day

Ducati Owners Club NSW maintained their unbroken commitment to supporting the Spinal and Brain Injury Units at Royal Rehab. For thirty three years Ducati owners have conducted an annual 'Thunder Rally' and a Concourse for the judging of best bikes in a variety of classes. Funds raised from these events are the source of their annual commitment to Royal Rehab. In the past two years they have been supported by the Ducatista Club, which has encouraged riders to join a convoy of bikes to attend the Concourse. More than 240 bikes took part in the convoy this year.

The Lions Club of Ryde have for many years focused on the Weemala residents, and this year the development of the Productive Garden project has benefitted from their support.

City2Surf was supported by a team of 28 runners from staff, clients and their families. The City2Surf

Ambassadors, Sigrid Cornellio, Steve Knott and Kevin Luu were all from the Brain Injury Unit's Wall of Fame. All three successfully completed the personal goals they hoped to achieve by participating in the event

The Walter and Eliza Hall Trust Memorial Grant was able to fund the purchase of a variety of specific items across a range of services, including power chairs for the Spinal Injury Unit, and support for projects in Speech Pathology and Spinal Outreach Service.

Slater and Gordon awarded its first New South Wales grant to Royal Rehab to undertake new bowel care research to support people living with spinal cord injuries. This grant helped identify solutions to enable best practice bowel care and improved quality of life for people living with spinal cord injury.

HOW YOU CAN HELP ROYAL REHAB FOUNDATION

FUNDRAISE

Challenge yourself to run, swim or cycle and raise funds for Royal Rehab.

DONATE

Make a regular gift today to help fund research and innovative projects that will help us maximise the abilities and life skills of people with disabilities.

BEQUEST

Help us transform rehabilitation and disability care in Australia by leaving a gift in your Will to Royal Rehab.

VOLUNTEER

Volunteer today and help make a daily difference in the lives of people with traumatic brain injury, spinal cord injury and complex health needs.

WORKPLACE GIVING

Donate via your payroll, tax free through your employer and/or ask them to match give.

Visit www.royalrehab.com.au or contact 02 9808 9266 or email the Foundation at foundation@royalrehab.com.au

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