



RYDER-CHESHIRE AUSTRALIA

ANNUAL REPORTS

APRIL 2018

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RYDER-CHESHIRE AUSTRALIA NATIONAL PRESIDENT

This year's annual reports from the Presidents of our Homes, Foundations, and Support Groups along with our Comms Group, our Volunteer and Sponsorship organisers and especially our two Overseas Homes portfolio holders, not forgetting Evelyn Petters and her Red Feather, all go to demonstrate what a remarkable team we have.

Your Board is particularly blessed to have Anthea Swann and Peter Colliver as part of the team. They provide first rate support to the rest of us who have dual roles which are covered in the individual reports.

We have been able to maintain the levels of financial assistance needed by Raphael and Klibur Domin for their day to day operations. This will be coming ever more challenging, and it is of some concern that we need to tap into our reserves to achieve this. At this year's biennial we will reflect on where we see ourselves in 2025 and then plot the path leading to this shared vision. This will mean thinking laterally and be challenging but we have the diversity, the experience and the will to do this.

We have been blessed with a capital injection enabling us to make very significant improvements and add new services at Klibur Domin and Raphael and help our Australian Homes. This was in part possible due to the sale of our Singleton Home and the remarkable work of Jerry Leech, John Kirby and Rotary International. Our Mt Gambier home was also successful in winning a Commonwealth Government grant. You will hear about these great stories at the Biennial.

Thinking laterally means not only finding new ways to communicate, new ways to raise money, new ways to expand our volunteer base, but new partnerships as well. Watch this space.

We need to be continually refreshing and renewing our teams. Evelyn will be passing on the banner after her fantastic efforts with The Red Feather, new arrangements are in place. Equally we need to lessen Anthea's work load, but not all her skills are easily replaceable so we are looking at splitting up her tasks and job sharing.

We are looking at adding buddies where possible, John Kirby will team up with Peter Newton in regard to Timor-Leste and Chris Hannan will support Susie Mackerras with India.

Mike Moignard and his team have beavered away tirelessly to put together this year's Biennial, it's an event not to miss. Looking forward to seeing as many of you as possible in Melbourne.

Kindest regards and a huge thank you to the whole Ryder Cheshire Family.

Rory McEwen
National President
March 2018

NATIONAL PROJECT OFFICER (TIMOR-LESTE)

Introduction

I visited Klibur Domin (KD) from 19 August to 01 September 2017 together with my wife Helen. In the second week Joaquim, his wife Maria, Helen and I drove 855 km around Timor-Leste (TL) and visited many towns and places we had previously heard of but never seen. In 17 previous visits, I had only visited Dili, Liquica, Ermera and Gleno, plus a few of the villages served by of our mobile teams. So our tour of Timor-Leste was a real eye opener.

Fr Burns travelled with us to KD for the first week – his seventh visit to Timor-Leste in recent years. We all spent a morning visiting villages in the Liquica District with the CBR Team. As with past visits, we were reminded of just how poor the people are and how much KD is making a difference to their lives. Fr Burns arranged another Appeal for early February 2018 in two churches in Elsternwick and South Caulfield. This latest appeal raised over \$25,000 to add to the \$250,000 previously raised by the two parishes.

Organisation and Administration

Klibur Domin is performing well while implementing a large number of major projects funded by RCA and Rotary. The recruiting in February 2017 of a General Manager, Ms Fabiola de Jesus dos Santos, to assist Joaquim has significantly enhanced the senior management team. This arrangement is working well, with Fabiola taking on the responsibility for the day to day management of KD plus Human Resources and Financial Management, meaning that Joaquim is free to work on strategic matters, the three major programs (Inpatients, TB and CBR), and building and infrastructure projects.

Regular meetings are held between Joaquim, Fabiola and the three Program Managers to address current issues. Joaquim and Fabiola also meet several times a week to ensure they are both on the same track. I held a joint meeting in August with Joaquim, Fabiola, the three Program Managers and the Finance and Administration staff. There was an excellent interchange of ideas and suggestions.

Staff Matters

The staff were very happy to receive their new salaries (based on the 2016 TL Government determination) in July 2017, backdated to 1 January 2017. The TL Government also passed new legislation introducing a superannuation scheme for all TL workers to become effective on 1 January 2018. This requires KD to pay 6% and the KD employees 4% of their salary into a fund managed by the Institute of Social Security. Pensions will now be paid to those reaching 65 years and the scheme will also cover death and injury. The significant increases resulting from the new salaries and superannuation were included in the 2018 KD budget.

All staff members now have duty statements and job specifications, and annual assessments are done on all staff in accordance with the recently revised Staff Policy document. Fabiola, in her capacity as the HR Manager, oversees this process and maintains records.

Board of Management (BOM)

As a consequence of the TL elections, insufficient Directors were available for a meeting of the Board of Management to be convened during my visit in August. However, I was able to meet Sara Maria Pereira, who had recently agreed to join the KD BOM. She holds a Master of Public Health degree and works as a staffer in the Prime Minister's Office on Health and Disability matters, meaning she has an excellent rapport with MSS and MOH staff. The BOM has recently reviewed the KD Statutes and the Staff Policy document. In February 2018, the BOM met twice with me joining on Skype.

Global Fund (GF) Grant

The GF grant of approximately A\$400,000 allowed the new TB Program to commence in April 2016. This has enabled a second Mobile TB Team to be formed to cover three sub-districts in the Liquisa District, three sub-districts in the Maliana District and one sub-district in the Ermera District. A second GF grant for US\$469,161.95 for the period 2018 to 2020 has now been approved and a contract signed. This will ensure the viability of the KD's two Mobile TB Teams and the Inpatient TB and Multi-Drug Resistant –TB (MDR-TB) Programs at KD for the next three years.

Additional 4 WD Vehicle for the TB Program

The Rotary Club of Ballina NSW arranged for a Club/District and Matching International Grant totalling US\$45,000 to acquire a new Toyota Hilux 4WD vehicle for the second Mobile TB Team. The application was approved by Rotary International, and the funds were finally released allowing the purchase of this vehicle. Therese Crollick (Ballina Rotary) was at KD as part of a Rotary Team when the vehicle arrived in August. We thank Therese most sincerely for pursuing this to its successful conclusion.



New Toyota Hilux 4WD



Cottage Four TB Ward

Klibur Domin's Vehicle Fleet

As part of RCA's funding of the KD Vehicle Replacement Program, a new Toyota 4WD utility was purchased in Jan16 for the CBR programme. Now that the Rotary Ballina 4WD vehicle has also been purchased, KD has four similar Toyota 4WD Hilux Twin Cab Utilities. They will be the workhorses of Klibur Domin, each capable of the tough work on the extremely poor roads in the Timor-Leste mountains. Having four of the same vehicles will also make maintenance far simpler.

In January 2017, the old KD bus (Jack's Bus) was sold and a brand new Toyota HiAce 15 seater bus was purchased. This will provide transport for patients and

staff for many years to come. RCA provided US\$40,000 towards the cost of the bus with a further US\$6,000 coming from the sale of the old bus.

The oldest vehicle presently operated by KD is a Mitsubishi Pajero which has about 200,000 km on the clock. It needs to be replaced with a Toyota 4WD vehicle. One of its tasks will be to transport sick, injured and occasionally deceased people to the hospital, clinics or the morgue. Sometimes the passengers are pregnant women and the KD bus has been used. On several occasions when the woman has delivered the child in the vehicle, it has been very difficult to clean up the bus. The Hilux 4WD vehicles are not really suitable either for this role. So the best solution is to purchase a Toyota 4WD Fortuner vehicle capable of carrying a reclining patient. This vehicle has been ordered from Toyota in Darwin and will be shipped to Dili in April.

Cottage Four

Cottage Four, aTB Ward, had major structural problems which meant that it needed to be demolished and a new TB Ward constructed. This work commenced in August 2016 with funding of A\$120,000 approved by RCA in Dec15. The opportunity is being taken to construct a state-of-the-art building with 11 bedrooms all with ensuite bathrooms. Work is proceeding slowly and is about 70% complete. The project will be completed later this year. RCA has approved US\$12,414 for new furniture and fittings for the 22 bed Ward.

Improvements to Water and Electrical Services

RCF SA members worked with Rotary Clubs in Mt Gambier (and specifically with Jerry Leech) to organise a Rotary Club, District and International (RI) Grant to significantly improve the water and the electrical reticulation at KD. The improvements to the water supply included a new water bore and bore pump, more elevated tanks and the replacement of many water pipes. The electrical work has seen the provision of a new generator, replacement of a lot of wiring, power boards and switches and bringing the wiring up to Australian Standards. Some surplus funds from the RI Grant for the Front Drain and Fence were utilised to pay the cost of a roof over the three containers and the new generator. RCF SA topped up this amount to provide the US\$4,400 needed. This project is now completed.

The water supply has improved significantly meaning that water is no longer a major issue at KD, with sufficient water year round for all domestic and garden needs. During my visit in August, the generator was running much of the time as the Dili power was constantly interrupted. Without the new generator the complex would have been without power.

To further enhance the power reliability, the desirability of providing solar panel on all roofs at KD has been discussed. This possibility was examined many years ago and rejected due to the capital cost involved. However solar panels have become far more efficient and cheaper and may now be worth considering. We are exploring the feasibility and cost of this for a later project for KD.

Front Fence and Drain and Internal Security Fence

The front drain and fence, the internal fence and the new bridge over the front drain were completed early in 2017. At the same time a cattle grid was incorporated to

stop animals entering KD. A side gate was provided for pedestrian access. This project has significantly improved the security of the compound and also ensured that animals cannot enter KD and destroy the vegetation. A second gate and bridge have also been constructed to provide access to the sports field and some buildings at the rear of KD.



Second Gate and Bridge



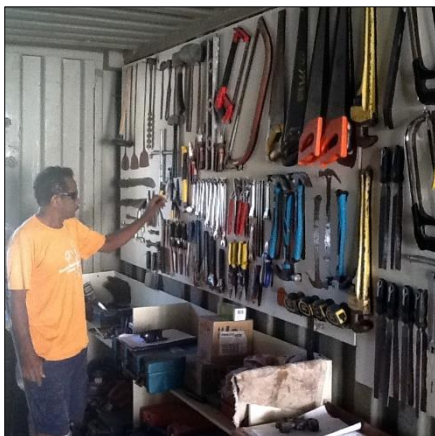
Roof over Generator and Containers

Clinic and Dental Surgery

With funding of US\$20,000 from RCA, a major extension to the old Medical Clinic has been completed. A new Dental Clinic was incorporated into the design. A dental chair and equipment donated by Dr Ian Ridley, a SA Rotarian and retired dentist, was shipped to KD and installed. Unfortunately not all the facilities on the chair were operable, and Mr Brian Summers, a Melbourne based retired Dental equipment technician, will travel to KD in late April to overcome the problems. Dr Ian Ridley and Dr John Denton were nevertheless able to use the existing chair and treated 106 patients in July. Dr Ian Ridley and Dr John Denton together with dental assistants will again travel to KD in April and July. A second dental chair will be taken with them and also equipment needed to make two chairs fully functional.

Cottage Two

Cottage Two has had major repairs completed to replace the termite infested roof frames, doors and windows with steel and to repaint the cottage inside and out.



Tool Board Built by Rotary Teams



New Roof on Cottage Two

The project was funded by RCA from funds made available from the sale of the Singleton home. The work was undertaken by a contractor with the painting and finishing being undertaken by a Rotary Team. The overall result is excellent.

Volunteers' Cottages

A small cottage (Rotary 1) used by one or two volunteers is being expanded and enhanced to provide four double bedrooms (each with an en-suite) plus a kitchen, and a dining/sitting room. Funding was remitted to KD by RCA in October 2017. Also US\$6,366 was sent in January 2018 for furniture and furnishings for this building which is now 75% complete. When completed it will complement the original Volunteers' Cottage (across the road) and so provide a total of 8 double bedrooms for up to 16 volunteers and visitors.

Second MDR-TB Ward

The World Health Organisation (WHO) has expressed concerns as there are far more cases of MDR-TB being discovered in villages. As the only facility in Timor-Leste providing long-term treatment (often 8 - 10 months) for MDR-TB patients, Klibur Domin will play a major part in tackling this emerging problem. Some funds from the wind up of the Singleton Support Association were to be used to construct a second MDR-TB Ward at KD (opposite the existing MDR-TB Ward). However, RCF Canterbury NZ, recently decided to donate NZ\$56,978 which will cover the cost of the new MDR-TB Ward, allowing the Singleton money to be diverted to purchase the new ambulance type vehicle (see above). The MDR-TB Ward is 85% complete.

Other Major Projects

In November 2017, a bequest for A\$50,000 was received for a project at KD. John Garton had planned to visit KD in mid 2017 but fell ill and died. In discussion with the executors, agreement was reached to renovate and extend the old Director's Cottage to provide accommodation for a number of students with disabilities studying at the St Francis Convent School across the road from KD. A detailed plan and costing is awaited from KD.

Two other major projects are pending. The first is the resurfacing of all KD's roadways and the second is the landscaping of KD's grounds. Both will be undertaken in 2018. Money from Singleton has been sent for the roadway resurfacing, but there will be costs associated with the landscaping which will be referred to RCA when costed. Donor money will be used to fund this project.

Rotary Club Volunteer Teams

Three SA Rotary Teams visited KD in July/August 2017, and a fourth team from Bowral/Mittagong in NSW travelled in October 2017. Apart from the Dental work mentioned above, the teams did excellent work on Cottage Two, St Damien's Respite Centre, Uma Barbara, the Kitchen and the Maintenance Workshop (where a new shadow board for tools was constructed). Maintenance staff were given training in welding and other skills. The ladies in the teams visited a number of schools, handing out hygiene kits to the girls.

Susie Mackerras and John Kirby do an excellent job in making the arrangements for these Rotary Team visits and I thank them most sincerely.

Other Volunteers

In addition to the Rotary Volunteer Teams, other volunteers continue to play a most important role at KD. At last count, the total number of volunteers who have worked at KD was 297.

Karen Champlin, a registered nurse, had worked at KD for more than three years, with a break in the middle of about 6 months. She worked with the TB Teams and oversaw the introduction of the GeneXpert Machine and the first Global Fund grant for around AU\$400K. She departed KD on 4 April 2017 and is sorely missed.

David Searl and Richard Whibley were recruited by the BSG to assist Joaquim pending the employment of Fabiola dos Santos. Both made excellent contributions. KD has implemented, and is working through, many of their recommendations contained in Richard's Report on KD.

A Japanese Physiotherapist, Manato Shinomuchi, has been at KD for 8 months and will stay for two years. He has excellent English and is learning Tetum and is clearly doing a great job in the Rehab Centre and also when he goes out with the CBR Team.

The Lamb/Wegener family of four from New Zealand spent six weeks at KD in early 2018.

Other short term volunteers have also assisted KD in various ways. My thanks go to all volunteers for their contributions. I also thank Susie Mackerras for the excellent work she does in coordinating the KD Volunteer Program.

Financial Matters and Budgets

KD continues to manage its budget frugally and efficiently. The 2018 budget increased significantly because of the need to cover increased salaries and the pension scheme payments. RCA approved the following funds for KD for 2018 in November 2017:

	US\$	A\$
Operating Costs	\$172,000	\$242,000
Cottage 4 F/F	\$ 12,414	\$ 17,500
Rotary Cottage 1 F/F	\$ 6,366	\$ 9,000
Dental Program	\$ 6,000	\$ 8,500
Promotion Film	\$ 3,500	\$ 5,000
TOTAL FOR 2018	\$200,282	\$282,000

Founders' Day

To honour and remember the important role of our Founders (Leonard Cheshire and Sue Ryder), Klibur Domin is planning a Founders Day celebration similar to the event held at Raphael each year. The most suitable date would be on or around the anniversary of the arrival of the first Australian volunteer at Klibur Domin on 3 September 2000. This will become an annual event. Joaquim is planning to erect a board with the photos and details of the Founders at an appropriate location at KD.

Maluk Timor

Maluk Timor, an Australian based NGO, recently approached Klibur Domin regarding the possibility of partnering with KD in many of its existing programs. Maluk Timor has a good funding base, and access to skills and experience in many health care areas. The KD Board is presently in discussions with Maluk Timor on this possibility.

Strategic Planning

Joaquim, Fabiola and Peter met and worked their way through the existing KD Strategic Plan, noting that many actions had been completed and many new items needed to be added. Joaquim and Fabiola have since met with the Program Managers to continue working on the Plan for the 2018 – 2022 period. Important among the priorities are to complete the building/roadway resurfacing/landscaping projects, work with MSS on the effective utilisation of the seven cottages at the rear of the complex, work with MSS and Dr Rui on the possibility of commencing a mental health program, and increase the bed occupancy rate at KD (target 100%).

Peter Newton AO

National Project Officer (Timor-Leste)

March 2018

NATIONAL PROJECT OFFICER (INDIA)

A number of big events for Raphael have occurred since October 2017:

- Brigadier Arun Bhatnagar retired as CEO and the Board selected Mr Sanjai Kapil as his replacement. Our sincere thanks go to Brigadier Bhatnagar for all the work he has put into Raphael during his time as CEO. A warm welcome was extended to Mr Sanjai Kapil from RCA.
- Air Marshall B.D. Jayal stepped down as Chairman of the Governing Council after 14 years of selfless quality service and General R.K. Nanavatty has been elected to the role. We wish Air Marshall Brijesh Jayal well for the future and extend our sincere thanks to him for the years he devoted to Raphael. Our thanks also go to his wife, Manju, who supported Raphael in many ways. A warm welcome is extended to General R.K. Nanavatty from RCA.

Unfortunately, due to personal reasons it has been necessary for Mr Sanjai Kapil to also resign his position as CEO. Brig Anil Sinha, who served many years as Raphael's CEO prior to Brig Bhatnagar, is able to come back and hold the fort until a new CEO can be found.

We would like to thank Mr Sanjai Kapil for the time he has put into Raphael as well as the many years that his wife Shalini spent working with volunteers, the Little White House kids and in other areas at Raphael.

We would also like to extend a welcome to Brig Anil Sinha and his wife, Gouri, and our thanks for stepping into the position at short notice.

Visits to Raphael were made this year by both our current National President, The Hon Rory McEwan and our immediate past President, Peter Newton AO, accompanied by his wife, Helen.

Funding for Raphael

From 2017 Raphael has been asked to submit a yearly submission for funds for the following year. The 2017 - 2018 submission was received by RCA in time for our November meeting. Funding to the same value as that received in 2016 – 17 was remitted to Raphael in November 2017.

Mobile Outreach Program (MOP) for children with intellectual and associated disabilities in remote areas of Uttarakhand State

“To reach out and provide relief and rehabilitation to children with intellectual and associated disabilities in remote areas of Uttarakhand”.

The project intends to provide the following:

- a. Create an awareness about disability
- b. Screen and identify developmental delays, intellectual and associated disability
- c. Assess those screened
- d. Counsel families of children with disabilities
- e. Appropriate services or referrals in case of need
- f. Early intervention and home based programs
- g. Train local resource persons
- h. Compile a database to share with State and other interested authorities

The team has visited various areas with journeys taking over 5 hours by road from Dehradun

Structure of visits to remote areas

On the first day a training programme is conducted with the stakeholders, ie , Community Health (ASHA) Workers, Anganwadi Workers (working in rural mother and child care centres), Auxiliary Nursing Midwives (ANMs) and district officials.

A power point presentation is made and includes an understanding of different types of disabilities, the causes, identification and management. Information is shared regarding children already identified and their details are noted as part of our database.



Parents and children normally attend the program on the second day, when detailed information is taken and an initial assessment of needs done.

Family counselling is a necessary first step and a visual presentation is made for them on the importance of identification and implementation of intervention activities.

Appropriate referrals are made as necessary and / or a programme to be done at home is explained to the primary caregiver. Referrals are made particularly for those who have hearing or vision loss, and for those who need medication for seizures or other medical issues.

A data base is created and the team tries to be in touch with the families between visits, to check on progress and any queries they have.

This project funded by RCF NZ (via RCA) through a legacy from John Hunt. The program is up and running. Peter Newton reported back after his trip to India in February *"Having seen this program in action at Thatyur, we were more than satisfied with the clear need and the potential benefits."*

Support was also endorsed by our National President, Rory McEwan after a field visit in October 2017.

Reports on the progress of the project are submitted to RCA twice a year.

Daily issue of milk to patients and residents of Raphael

This Project caters for daily need of milk (250 ml daily) for every resident at Raphael and every patient in the TB Hospital.

RCA was asked to give support to this project while RCF NZ was going through a difficult period. NZ has since resumed responsibility for the project and RCA is no longer required to help out. The last instalment was paid to Raphael in November 2017.

LWH – Tertiary Education Program

This project provides for the University education of 7 students in Nursing. The remittance of the yearly fees for the 2017-18 university year was sent to Raphael in January 2018.

After a change in course work and exam dates and some confusion around the new course it was decided to send a representative from each of RCA and Raphael to the 2 universities that the girls go to. RCA's representative was a Head of a School back in Australia who is currently in India.

The information received back is that in 2015 the newly elected political party stopped all Nurse Training Institutions conducting exams. The State Government was concerned that there were a large number of illegal institutions operating in Haryana and ceased exams until the validity of the institutions could be established. The syllabus for the Diploma of General Nursing is set by the INC (Indian Nursing Council) and all states in India are bound by this.

There seem to be different parameters at different Institutes.
One of the students has finished his exams and is now awaiting his results while looking for a job.

Of the 3 institutions, one holds exams in the December/January following a year of study (which is September – August). The other 2 institutes hold their exams in the April of the year following study (which is September – August). The institutes all vary in their rules as to what a student can do / has to do after they have finished their courses while waiting to take their exams. Some institutes do not allow students to leave the campus while waiting for their exams while other institutes allow the students to go out and find work (at a lower level because they haven't officially passed their exams yet).



The first reports we received from one of the Institutes showed that the girls were not doing particularly well. The girls explained that they have been struggling with the lectures being in English. The girls attended a Hindi Medium School in Dehradun and did not speak much English in the Little White House (only with the volunteers). Consequently, their English is not terribly strong. Their second reports however showed a marked improvement in results.

Four of the girls will finish their coursework in August 2018 and the final two girls will finish in November 2019. Their final exams will be in April 2019 and April 2020.

Singleton

Raphael received a portion of the money from the winding up of the Singleton Home and its sale.

Solar panels

One project put forward for use of this money was for more Solar Panels at Raphael.

Raphael has been progressively adopting environmental friendly measures particularly in form of renewable energy and working towards making Raphael a green campus. Raphael already possesses three functional solar water heating systems for the TB Hospital, Central Kitchen-cum-Ava Vihar and Little White House. In 2017 RCA received a request for funding for 2 further areas at Raphael to be supplied with solar panels (the dining hall and the Day School).

This solar project has now been completed. Other than the funding used out of the Singleton monies 70% of the cost came from the Indian Government. Rory McEwan inspected the project on his October 2017 visit and was impressed with the panels.

Other funds available

The bulk of the Singleton money is still waiting for a suitable project. Raphael is considering the best use of the money and will put forward outlines on various proposals for the Singleton group's perusal and agreement.

Susie Mackerras
National Project Officer (India)
March 2018

RYDER-CESHIRE FOUNDATION NSW

I am pleased to present the Annual Report for the Ryder Cheshire NSW Foundation for 2017. Our small committee has continued to work to raise funds for Raphael and Klibur Domin and to keep our members engaged with updates on both these projects. Unfortunately, during this year we lost one of our committee members because of family commitments and, as yet, have been unable to replace her.

We have continued our relationship with Nardy House, the home and respite centre for profoundly disabled people located at Quaama on the NSW far South Coast and Graeme Hannan and I attend the quarterly Board Meetings held in Bega.

Financial

During this year we were able to remit approximately \$50,000 to RCA. We have lost some of our former sources of revenue and this has meant a downturn in what we have been able to transfer to RCA this year. Our aim for 2018 is to match the 2017 amount and to pay an additional \$40 000, which was agreed at the November Board Meeting for RCA. This extra amount was sent to the National Treasurer in December 2017. We have some reserve funds on term deposit which provide some revenue through interest and which can be used when extra funds are needed for special projects. My sincere thanks go to Peter O'Donnell, our Treasurer, who gives generously of his time to look after our accounts.

Raphael and Klibur Domin

Although we are losing many of our older donors, who mostly supported Raphael, we still have specific donations going to that project. On the other hand there is also keen interest in Timor Leste, especially from those who have volunteered there or have some other association with it. Overall though, most of our donations are general, with supporters preferring to leave the decision of allocating funds to the Foundation. We are hoping in 2018 to cultivate some interest in the local Indian community to further support our work, particularly in India.

Sponsorships

Moira Truskett is our Sponsorship Secretary and she has managed the many challenges of this position admirably. Sponsors are regularly kept in touch with information on the project they are supporting and, in the case of Raphael, on the person they are sponsoring. Approximately \$18,000 was raised through sponsorships during 2017.

Fundraising

Sponsorships and donations have been the major source of funds for the Foundation. The sale of Christmas and correspondence cards also helped our revenue stream. Unfortunately the charity card shop in the City of Sydney closed after Christmas 2016, so we were reliant on marketing only to our members. The card sales were greatly assisted by Moira Truskett and Jenny Coleman, both of whom sold significant numbers of cards and continued to offer wonderful support to the Card Co ordinator. Our only function was a theatre party for the Bell Shakespeare production of The Merchant of Venice at the Sydney Opera House in November. It was a very enjoyable evening for all who attended. My thanks to long-standing member, John Ayliffe, who facilitated the arrangements with Bell Shakespeare.

Nardy House

Nardy House continues to provide an excellent standard of care for clients in both the respite and permanent accommodation buildings. The transition to the NDIS is proving very challenging with deficits and anomalies in the government processes. This has led to gaps in the funding stream, placing great stress on management, but this has not affected the care given to clients. Some work has started on the third stage of the project – the therapy room and pool - but this project will only proceed as funds become available. The NSW committee maintains a close relationship with Nardy House through our presence on its Board.

In Conclusion

I would like to record my personal thanks to all our loyal supporters without whom we would have no reason to exist. I would also like to acknowledge the work of Graeme Hannan as Secretary, Susie Mackerras, for not only her work as Raphael Project Officer but also her outstanding work as Overseas Volunteers' Coordinator, Patrick Lewis for his continued support and measured wisdom and Richard Hurford, our legal advisor and insurance arranger.

Christine Hannan
President
March 2018

RYDER-CHESHIRE FOUNDATION SOUTH AUSTRALIA

Our South Australian Foundation along with the Victorian Foundation, the NS.W. Foundation and two support groups, Ballarat and Bendigo have the collective challenge of supporting financially our two overseas homes, Raphael in India and Klibur Domin in Timor Leste. This is a significant challenge, and proving more difficult all the time. Our SA goal is to provide around \$30,000 annually. This is made up of donations and subscription that account for approximately 50% and fund raising the other 50%. We have also in recent years needed to draw down our meagre reserves to make up the balance. On all fronts, for a variety of reasons, but mainly the inevitability of aging, this is proving ever more difficult. At the same time the needs of our homes are growing, wages and running costs are rising and particularly in the case of Raphael the infrastructure is rapidly deteriorating.

We spent some time this year considering how we could lessen the work load of our Catering team and still maintain revenue. This requires focusing more on sponsorships and donations. We need to put more effort into this, the plan being to use the new consolidated booklet as a means of introducing our charity to more potential supporters, and as a tool to re-establish an Adelaide committee. Hopefully delays in producing the booklet will soon be overcome so that we can commence this new approach.

The parallel initiative of building up a Friends of Klibur Domin data base is going well. To date we have not made any specific requests for ongoing financial assistance from this avenue. A huge amount of time and effort has already been given and continues to be given particularly through new initiatives like the dental program, equally through the truly amazing efforts of Jerry Leech and John Kirby huge strides have been made in updating and improving of the infrastructure. The generous donation from the Singleton Home Committee who gifted more than 25% of their home sale proceeds to Klibur Domin was a great bonus.

We have been blessed with a great team, catering, fund raising, volunteering and sponsorship support has all been very well serviced. Over the next twelve months we need to challenge ourselves to gain more sponsors. We can use the visit of Joachim in April to assist. I will approach more local service clubs, we could perhaps consider inviting a number of our Indian doctors to a small function, and we will pursue the Adelaide initiative once resources are available.

Thank you to all the team for your efforts this year and let's see what we can achieve in the year ahead.

Rory McEwen
President
November 2017

RYDER CHESHIRE FOUNDATION VICTORIA

The Ryder Cheshire Foundation Victoria (RCFV) is in a sound financial position, and has supported several key initiatives for the development of new forms of donation to Ryder Cheshire Australia (RCA). It has also been heavily involved in the organisation of the next RCA Biennial in 2018.

Financials

Ryder- Cheshire Foundation Victoria continues to be in a sound financial position. The organisation has been able to comply with its financial obligations to Ryder-Cheshire Australia for support to Raphael and Klibur Domin.

Two bequests, worth over \$236,000, provided a major part of the Foundation's income. Father Ted Burns' Parish Appeal raised over \$20,000 for Klibur Domin in 2017.

As indicated in last year's report as well, interest income continues to be a cause for concern in the current low rates environment.

Donations continue to build. The GiveNow website program is beginning to see good growth in donations flowing to Ryder Cheshire. Direct Debit donations are becoming more prevalent.

2018 Biennial

RCFV and Ryder Cheshire Victorian Homes Foundation are jointly organising the next Biennial. This will be held on 14-15 April 2018. The venue will be the Hillsley Centre, Ivanhoe Girls' Grammar School.

We have been able to obtain the Hon Tim Fischer AC as after dinner speaker.

We are expecting 60 to 70 participants.

I would like to thank the Conference Working Group for their work in bringing the Biennial together.

Ballarat Support Group

The Ballarat group is part of the RCFV and is always a strong contributor to the work of the Victorian chapter. Their very successful organisation of the 2016 Biennial was a highlight of that year.

The Future

The Committee in 2017 spent considerable time on a Strategic Action Plan for Ryder-Cheshire Foundation Victoria. It focused on expanding its base; considering new ways of communicating to a new audience; and the role of volunteers in the organisation. The Committee will bring its ideas to the 2018 Biennial for consideration under the Chairman's 2025 Vision discussion.

The Committee

There have been some changes to the Committee in 2017. After many years of service, Helen Trueman resigned in February 2017. Also, in January, Siobhan Reeves resigned as the Klibur Domin sponsorship secretary. Her position was taken over by Kathy Oswin. Finally, in March Leo Rennie, from the Ballarat Support

Group also resigned. To all these friends we offer our thanks for their work for Ryder-Cheshire over many years.

I thank our elected office holders – Dianne McGrath (Vice President); Paul Fearon (Treasurer and Official Secretary) and Andrew Kennon (Minute Secretary).

I commend the work of the Committee in supporting Ryder-Cheshire Foundation Victoria in 2017, particularly the fine work of Paul Fearon and Peter McConnell in relation to the financials. I would also like to thank Florence Gough and Kathy Oswin, for their work with our Raphael and Klibur Domin supporters. I thank Peter and Helen Newton for their work with Klibur Domin. I also thank Helen for her role in handling the Christmas cards, which raised \$5,000 in 2017. Peter and Marg McConnell organised two film events in 2017, which were very successful. I also commend members of the Communications committee, who continue to support the Ryder-Cheshire Australia website. Everyone has contributed to our work, and my thanks to all.

Thank you for giving me the honour of being President of Ryder-Cheshire Foundation Victoria.

Michael Moignard
President
March 2018

RYDER-CHESHIRE MOUNT GAMBIER HOME FOUNDATION

Home Activities

The home continues to be well managed by HomeCare+ and this is reflected in the residents' and families' outlook. While the occasional weekend excursion activities have not been able to be continued the State Governor's wife, Mrs Lan Van Le, following a visit to the home, has extended an invitation to visit Government House. Hopefully this will be done during 2018.

The installation of ceiling fans in the bedrooms has made a difference to the residents' comfort especially during hot weather. This project is a case of responding to the changing needs of the residents given that they are twelve years older than when they all came into the home at the start.

One bathroom has a significant problem in that the shower recess does not drain properly due to an incorrect floor level when the home was built. Edge strips have not worked and we will need to reconstruct the shower recess to permanently fix the problem.

Second Home

After a two month delay construction commenced in late January. While the overall design follows much of the first home we have incorporated several technical features not previously used. Underfloor hot water heating has been installed

throughout replacing the bathroom electric floor heating and ceiling blankets in the bedrooms. Solar panels with storage batteries will make a significant reduction in the cost of electricity.

We have decided to name the two homes "Ryder" and "Cheshire". Plaques will be fixed to the wall at the front door of each home providing another opportunity to promote our founders.

Finance

The cost of the second home is \$1.1m and is being funded by: Building Better Regions Fund Federal Grant \$530k, RCA \$100k, Singleton Support Association \$100k, RCF (SA) \$50k, donations \$65k, own funding \$105k, bank loan \$150k. We anticipate clearing the bank loan in 3 years. Net assets at June 30, 2017 were \$784k (approx. excluding donations for the second home). On completion of home two we expect assets to be about \$1.7m.

Administration

Along with a number of changes to the constitution the number of Directors was increased to ten at the last AGM. The Board meets monthly and twice yearly reviews management of the home.

Neville Gilbertson

President

March 2018

RYDER-CHESHIRE VICTORIAN HOMES FOUNDATION

Accommodation Utilisation

The Home is open 365 days of the year and we offer 43 en-suite two-bed units for the comfort of our residents.

During 2016-17 the Home provided 16,518 bed-nights (13,109 in 2015-16), with a maximum of 433 beds occupied during one week. Our minimum nightly bed-nights was 227 during December (the figure for 2015-2016 was 174 bed-nights during a week in June), with an average of 311 beds each week throughout the full year. We welcomed a maximum of 66 arrivals during one week in June, with a minimum of 18 individuals during a week in December. An average of 40 new residents arrived each week, with a total of 2,079 individuals arriving at the Home during the 2016-17 year. Not all of these people were 'new' residents as many individuals returned on a number of occasions to continue their treatment regime. These mean statistics mask the reality that on some nights the demand is such that there are no vacancies.

Financial Viability

The Home does not receive any Government support and depends on donations and accommodation receipts for its income.

We have recently increased our accommodation charges to \$45 per person/per night for those patients and their carers who need to travel more than 100km from their home to Melbourne. This is in line with the VPTAS reimbursement rate of \$45 per night which means that few residents are out of pocket for their accommodation costs. Concession rates are available in certain circumstances.

Thanks to our Resident Carer and Volunteers

Our Home is only able to offer the services it does because of the wonderful work done by its resident carer, Sister Jane Gorey CSB, our office manager Ms Angie Brewer and our army of volunteers. The ideal of Group Leonard Cheshire, VC OM DSO DFC and Lady Sue Ryder, Baroness of Warsaw, CMG OBE, which is the relief from suffering, is reflected in the commitment of our volunteers and carers to our residents during their time of great personal crisis.

Our Home truly is an oasis of calm and peace for many country and interstate people undergoing treatment in Melbourne hospitals and our gratitude is extended to every volunteer in whatever capacity they serve.

Volunteers' Luncheon

Our March volunteers' luncheon is now a firm fixture in our annual calendar and was most successful. This is one way the committee can express its appreciation for the wonderful carried out by our team of volunteers.

Carpeting Project

Our buildings are no different to those which experience heavy foot traffic, the end result of which was the need to replace all the carpets in Buildings 12 and 14 early this year.

St Pious Catholic Church Market

The Home used to participate in a market run at La Trobe University but that fell by the wayside. However we are now participating in the car boot market run by St Pious Catholic Church.

Thanks to all committee members

Last, but not least, I offer my appreciation to every committee member for their dedication to our role for the furtherance of our mission for the relief of suffering. It is a great privilege to work with everyone in harmony to achieve our objectives.

Donald W. Hamilton
President
March 2018

RYDER-CHESHIRE FOUNDATION VICTORIA BALLARAT SUPPORT GROUP

It is a great pleasure for me to present this year's Annual Report of the Ryder-Cheshire Foundation Victoria Ballarat Support Group. We are indeed a committed and energetic group of volunteers who come together to support, 'the relief of suffering.' This year we have engaged in a number of fund raising events to support both Klibur Domin and Raphael. Each member contributes in a variety of ways and each contribution is highly valued whether it is selling raffle tickets, contributing raffle items, sharing ideas, speaking at and organizing events, hosting community displays, volunteering at the overseas homes, assisting with transporting members, visiting members, selling cards, writing articles and taking photos, keeping in contact with our Ryder-Cheshire schools and attending their events, enlisting media support, talking to family and friends about the work of Ryder-Cheshire and many many other ways. It is wonderful how each of you will pop up to assist and to tag each other when such support is required. Thank you to each of you for your continuing support, interest and energy for the Ryder-Cheshire cause.

I especially wish to thank the work and leadership of the executive. David as Vice President for heading up the fund raising activities and for stepping in as President in my absence. Leo as Treasurer for keeping the funds alive and well and for liaising with the RCFV Treasurer plus communicating with intending volunteers. Dorothy as the Sponsorship Secretary for communications with our sponsors for both Raphael and Klibur Domin. Trish as our Secretary who keeps us all informed and well documented and her organisational skills and ideas to keep us on the job.

This has been another wonderful year. Thank you yet again, you are such an inspirational group of people who keep the Ballarat Support Group ticking along. I so enjoy working with each of you.

Best wishes for the festive season and much love to each of you and your families.

Sponsorships' Secretary - Dorothy Carpenter

Individual: Raphael 15 sponsors who support 23 residents. Klibur Domin 4 sponsors

Ballarat East Group: Leo Rennie 6 Raphael and KD

Ballarat and Clarendon Junior College: Dorothy Carpenter and Leo Rennie 1 Raphael

Ballarat Grammar Junior School: Dawn Manning 7 Raphael

Mt Blowhard and Hepburn Primary Schools: Trish Twaits and David Searl 1 Raphael

Loreto College: Patricia Prendergast and Dianne McGrath annual donation KD

Damascus College: Dianne McGrath and Leo Rennie annual donation KD

Ballarat Specialist School and Raphael Professional Relationship: Dianne McGrath, Trish Twaits, Leo Rennie, Sam Shepard and Pryio Lal

Raphael Tertiary Sponsorships: Susie Mackerras 2 Raphael

ACU Aquinas Ballarat Campus: Dianne McGrath

Federation University Ballarat: Trish Twaits and Dianne McGrath

Deakin University Ballarat Campus Medical Students: David Searl and Richard Whibley

Cards - Janice Cook

Christmas cards are sold in the Ballarat Combined Charities Christmas Cards Shop and this year is the biggest order that we have been asked to place by the Card Shop Convenor. The Christmas cards are also selling at the Buninyong Lions Book Shop along with the Ivanhoe cards and Christmas stockings knitted by Marg Robinson.

Volunteers - Leo Rennie and Dianne McGrath

Volunteering is advertised via Ballarat United Way on their website and in the Ballarat Courier Newspaper. Support Group members attend professional learning activities regarding volunteers hosted by United Way. Belonging to United Way Ballarat has been highly valuable enabling Ryder-Cheshire to be visible in the public arena in a variety of ways, being connected to other volunteer community groups and enlisting volunteers to the Ryder-Cheshire overseas Homes. Members have hosted displays at senior secondary college student forums, Volunteers' Week, and Deakin University Orientation Week for their medical students. The Ballarat Campus of ACU is being explored regarding Ryder-Cheshire participating in their 2018 Orientation Week. Federation University has invited the Group to be part of their 2018 National Students' Volunteers' Day.

Returned 2017 KD volunteers are; Dianne Hadden who assisted with legal matters and Richard Whibley who assisted with financial matters.

Returned 2017 Raphael volunteers are; Robyn Leeder who assisted with physiotherapy and Christopher Hiss who assisted with the technology and candle making as well as Dianne McGrath who made a brief visit to Raphael to discuss the Ballarat Specialist School Professional Relationship. Trish Twaits was scheduled to volunteer at Raphael but unfortunately she was unable to take this up due to an eye injury.

Newsletter and Website - Dianne McGrath

The Support Group has had articles published in the The Red Feather and posted on the RCA website.

Fund Raising Group - David Searl, Lynne Devlin, Leo Rennie and Julie Brusaschi. The group set a Fund Raising Plan which included: digital silent auction of movie tickets, two Coles sausage sizzles and raffles, movie fund raiser and raffle, Ballarat South Rotary major car raffle, Buninyong Lions Book Shop sale of cards and Christmas items and a Trivia Evening for 2018 is planned. Ondria Cheeseman generously gave a donation from the sale of her book, 'Nursing: Challenges, Laughter and Tears.' These events involve all members taking on some responsibility and attracting members of the community to support these events.

Ballarat Friends of Ainaro Community Committee, City of Ballarat – Dianne McGrath

Ryder-Cheshire has representation on this City of Ballarat Section 86 Committee and Ballarat Ryder-Cheshire is considered a community partner. This year has seen the finalisation of their five year Strategic Plan which has been authorised by the City of Ballarat and the Municipality of Ainaro and now the beginnings of an accompanying Plan of Action is being formulated. These documents are in English and Tetum.

The Support Group has had representation also on the Ballarat-Ainaro Health Group. The Support Group does not give money to these groups, but supports their celebrations, festivals, events and displays as they do of ours.

The Leonard Cheshire Rose - Dianne McGrath, Trish Twaits and Trish Frith
Plans are under way to have 100 Leonard Cheshire Roses for sale and available in June 2018 to assist in the celebration of Raphael's 60th Anniversary. A small advertisement has been placed in the November edition of The Red Feather. Fliers and a display will be at the 2018 RCA Biennial Conference and an article is to be posted on the RCA website. Maureen Ross from Ross Roses in SA is supporting this activity with stock, order forms and delivery.

RCFV-Ballarot Support Group Action Plan

The Action Plan has been reviewed and a new Action Plan has been established for the next two years.

Social Events

The Group took a winter recess and enjoyed lunch in Creswick in lieu of the usual monthly meeting. This gives the Honorary Life Members and other Ryder-Cheshire friends the opportunity to attend a day time event. Each monthly meeting concludes with supper so that members may catch up on a casual basis. Rory and Di McEwen paid the Group a visit and attended a dinner meeting. Members of the Bendigo Support Group attended this dinner meeting as well.

RSL

Ryder-Cheshire was invited by the Ballarat RSL to take part in the wreath laying services for ANZAC Day and Remembrance Day, this was a first time for the Group.

Members - 29

Registered RCFV members: 21

Honorary Life Members: 3

Executive

President: Dianne McGrath

Vice President: David Searl

Secretary: Trish Twaits

Treasurer: Leo Rennie

Sponsorships: Dorothy Carpenter

Responsibilities

Cards: Janice Cook

Volunteers: Leo Rennie and Dianne McGrath

Fund Raising: David Searl, Lynne Devlin, Leo Rennie and Julie Brusaschi

United Way: Dianne McGrath

Ballarat Friends of Ainaro: Dianne McGrath

Ballarat-Ainaro Health Group: Julie Brusaschi

Meeting Venue: Andy Naus

Meetings

Meetings are held monthly from 7pm with supper at the end of each meeting. Meeting venue is organised by Andy Naus and is held at the St Aloysius Parish Centre thanks to Father Kevin. Agendas and Minutes are emailed to the RCFV-BSG members and to RCFV members

Finances - Leo Rennie

All finances generated are transferred to RCFV for banking and payment. For the period 1st November 2016 to 31 October 2017:

Income: \$15,396.75

Expenditure: \$490.00

Dianne McGrath
President
November 2017

OVERSEAS VOLUNTEERS' CO-ORDINATOR
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Raphael

Raphael continues to have a variety of volunteers all staying for varying times. This year we have managed to supply volunteers who have arrived at fortunate times. A chiropractor arrived just when the physiotherapist at Raphael went on maternity leave and she was able to help support some new physio staff at Raphael. We have had an IT volunteer who overhauled all the ipads and found various online resources for Raphael. A family of four spent some time there recently as well as various other volunteers who have come from Australia and the UK. Indian volunteers also continue to come to Raphael.

Klibur Domin

Klibur Domin has also had its share of volunteers with four groups of Rotarians going last year starting a dental program and doing various maintenance jobs. We have also had a family of four there and currently have four volunteers including a physiotherapist through our program and one through a Japanese Aid Program. We also now have our first Timorese volunteer. Elvira studied in the UK and is a great help with translations. I have been advised that there are more Timorese offering their services now.

Rotary continues with their program sending up a dental team in April and another team in July.

Rotary 1 is currently being expanded to provide four double bedrooms (each with an en-suite). An outdoor living area (enclosed with mesh to keep out the mosquitos) is included and this house will now provide a much needed living area for volunteers as well as a dedicated kitchen.

General

There are no problems to report – other than the need for more volunteers.

Susie Mackerras
Overseas Volunteers' Co-ordinator
March 2018

COMMUNICATIONS GROUP

These are the achievements of the RCA Communications Group since the last RCA Biennial Conference in 2016 held in Ballarat.

Website

The website has been performing consistently over the past two years in regards to viewers.

There have been some issues with the timing of articles, historically articles have been sent to Evelyn and appeared in the Red Feather before being uploaded to the website. Some of the time sensitive articles were out of date before they were viewed on the website.

With the Red Feather November issue the time lag has been shortened although still not ideal. The newsletter usually has about seven articles per issue.

We have tried to position a new article every fortnight, this creates a timeframe of 14 weeks for all the articles to be viewed after the Red Feather has been delivered.

The other main contributors are Susie Mackerras with the volunteer stories and Ballarat Support Group. We welcome articles from all contributors.

The website can create up to 500 email addresses based on the "...@rydercheshire.org" These can be linked to any email address you wish. If you have any event or want an RCA email address, please contact Terry

Red Feather

We are very sorry to hear that Evelyn Peters is stepping down as the editor of the Red Feather. She has done an outstanding job for many years producing a consistent high quality publication. She will be quite a loss.

GiveNow

Since the linking of GiveNow to the website in 2012 where it was used specifically as a donation facility, it is now also being used by the sponsorship secretaries as a simple way for donors to deposit their yearly donation.

Since the last conference up to February 2018, GiveNow has collected just over \$26,600.00.

The website also has the facility for direct deposit which has collected \$2,230.00

SmugMug

SmugMug is a cloud based photo repository where we have stored approximately 3,500 photos from RCA Australia and the overseas homes. These can be viewed and downloaded to anyone who has the link and password. If you have the need for any photos for an event or presentation please contact Terry for the link.

Video

There has been work done to three videos for the conference:

- The Raphael presentation video.
- Roger's Interviews from the last conference will be shown at this conference.
- Surprise Historical Video has been edited and ready.

Audio

There is a new edited series of 1959 audio interviews by Wilfred Thomas concerning the very early days at Raphael. This is accessible on the website.

RCA Archival Films

There are 15 films which needs digitising. There are people working to obtain funding for the project.

RCA Organisational Chart

Anthea developed a chart to represent the Ryder-Cheshire organisation that can be downloaded from the website.

Generic RCA Brochure

This has been completed and is ready for distribution.

Meetings

Meetings are usually held on an 'as need' basis. The meeting venue is kindly provided by Peter and Marg McConnell.

Terry Warr

Convenor

Communications Group

THE RED FEATHER

Since 1987 90 issues of the Red Feather (formerly Ryder-Cheshire News) have been produced and circulated to supporters and volunteers in Australia and overseas. In those years we have had just two editors, Margaret Blaber from SA who edited issues 1 to 55 and myself issues 56 to 90.

Issue 90 in November 2017 was also the 30th anniversary. While many now receive their Red Feather by email, approximately 700 copies continue to be sent by ordinary mail. Thirty years of publication is quite an achievement, especially with only two editors, and illustrates the continuing commitment and interest in the work of Ryder-Cheshire.

Two publications are now issued per year – in May and November. Commencing in 2016, with little extra cost, we were able to extend the publication size to 8 pages. This provides better space for longer articles, volunteer stories from Timor Leste and India, along with other reports, notices and information of general interest.

Producing the Red Feather (especially from Perth WA) does take some effort and it is important to have a balance of articles, which mainly inform our valued supporters that their donations are being properly and effectively spent. I am most grateful to all those who so regularly assist. Email and the internet have made it possible for most to participate.

As I have indicated to our National President, I feel that after 15 years it is now time for me to hand over. The task of producing the Red Feather has been a great privilege and I am grateful to all who have assisted me over those years. In particular, extra special thanks to Anthea Swann who has been a tremendous support with her superb editing skills and ideas. Anthea has also always completed the task by dealing with the Melbourne printer and those last minute hitches. (Anthea thank you so much and I do not know how I would have survived without you). I thank Peter Newton, whose valued help and commitment inspired me over all of those years. I have received great support from Susie Mackerras who always has a few volunteer stories on hand and Ann Boyd (always there with some wonderful memories). Dianne McGrath too has been an inspiration and I thank her for her enthusiasm and ideas which have helped tremendously on many occasions. But each and every one in the Ryder-Cheshire family has been an inspiration for their commitment and willingness to assist.

I will produce the May 2018 issue, but I hope someone can be found to take over from the November 2018 issue.

May I re-iterate the benefits of The Red Feather

- It keeps our supporters informed about the important humanitarian work being undertaken in the Ryder-Cheshire homes including Timor Leste, India and Australia.
- It illustrates to supporters that donations and sponsorships are vitally important to enable the work to continue “for the relief of suffering”
- It reports on activities, keeping groups and individuals of RCA in touch with each other and up to date with what we are all doing.

- With The Red Feather now on the RCA website, it provides RCA with worldwide publicity about activities, especially reports received from volunteers about their volunteering experiences at Raphael or Klibur Domin.
- The Red Feather plays an important role in the “coming together” of the Ryder Cheshire family across Australia and in our overseas facilities.

Evelyn Petters
Editor of The Red Feather
February 2018