



*Reshaping health
and learning in
Australia.*



YourLife

Your Health & Learning



RDNS

Your Health & Learning
Our name in SA

*We have more
than 115 years of
Australian Health
Service Experience*



Welcome to the Royal District Nursing Service, SA

This is a very exciting time for the organisation as we embark on a journey to provide leading practices in health, care and education services to South Australia.

Our clients range from newborn babies right through to our most senior individuals, which means our flexibility and care caters for all needs in the community.

With an ageing population requiring diverse services in health and wellness, the RDNS of SA is well placed to provide the best care when and where our clients need it.

With a history of over 115 years, and experience from some of the most qualified health care professionals in Australia, our aim to improve lifestyle choices and support individuals to continue to live independently, is now more important than ever before.

Our leadership in health services and education and training, allows us to provide key services to both Federal and State Governments and allied professionals, as well as direct to our clients. That means that our networks and partnerships are extensive enough to provide a full service to our clients in every area of health.

Our culture embraces Corporate Social Enterprise, where we aim to grow RDNS in an economically, socially and environmentally responsive manner.

RDNS prides itself on its history, innovation and leading services that will ultimately help our clients achieve independence and support the health and education needs of our community.

Dale Cleaver
CEO
Royal District Nursing Service, SA



Our Business

RDNS South Australia's strategic goals are to become:

- > The leading health and care provider in Australia. RDNS has been providing in-home community health and care to South Australian families for over 115 years.
- > The leading health and care contributor to disadvantaged Australians. With a desire for many individuals to stay at home while receiving health care services, RDNS is changing to provide more localised and responsive services for both government funded and fee-paying clients.
- > The leading health and care employer in Australia. With over 400 registered and enrolled nurses, allied health professionals and care and domestic workers, we make over 15,000 visits every week.
- > Financially Independent. As a corporate social enterprise we are growing our private client business in health and care services, as well as our learning and education services, which will help generate further funds for re-investment back into the community.

RDNS prides itself on its world-renowned and highly respected research unit, which specialises in chronic illness management and community-based care in dementia, diabetes and mental illness.

We are a Registered Training Organisation, training enrolled nurses, aged care and disability carers and providing health training in the private sector.

RDNS South Australia is currently expanding interstate, and is already providing health and education services in South East Queensland under the brand 'YourLife.'

*Making more than
15,000 visits
each week*



We care for more than 24,000 people each year

Key facts and figures about RDNS SA

Did you know?

Each month:

- > We have 6,300 active clients
- > We receive 1,500 new referrals
- > RDNS supports 850 clients with severe illnesses from the hospital system; (650 public, 200 private)
- > We make an average of 44,000 visits
- > There are more than 300 active nursing students
- > We support over 30 health and care employers with training and development needs

Each year:

- > We provide care for over 24,000 individuals
- > We make over 530,000 visits and consultations
- > RDNS receives over 10,000 referrals from public and private hospitals
- > Our Call Centre receives 582,000 calls
- > We train over 2,000 health professionals
- > RDNS contributes over 150 qualified nurses into the health system
- > RDNS delivers approximately 10,000 hours of education and learning activities

We have achieved successful outcomes we are proud of:

- > 71% of RDNS clients have met their goal of care when discharged (above the national DVA benchmark of 66%).
- > Integrated Community Care for Older Persons (ICCOP) clients: 51% reduction in unplanned Emergency Department presentations and hospital admissions and a 37% reduction in total bed days for older people with complex chronic conditions



RDNS provides a 24 hour, 7 day a week service for our clients.

Our Services

RDNS is proud of the extensive and diverse services we provide to the community. These include:

Home Support

Which includes home assessments, personal care, respite and domestic care.

Specialist Nursing Services

Which includes management of Wound care, Chronic disease, Medication, Continence, Diabetes, Hospital in the Home and Dementia care.

Virtual Hospital

Utilising the latest technologies available, we can deliver particular nursing services to eligible clients, remotely through our Virtual Hospital via video phone, reducing the cost of home visits by about 60%.

Palliative Care

We are the largest independent provider of specialist palliative care services within Adelaide.

Disability Services

Our specialist disability team provides competency based training and assessment to over 1,600 care workers and care to over 300 individuals at any one time. We also deliver consultancy and training to regional areas for Country Health SA.



Key Initiatives we are leading in the community

RDNS is proud of its innovative approach to health and care in the community and some of the key initiatives we are working on include our Hospital in the Home Service and our Integrated Community Care for Older Persons Program (ICCOP)

Hospital in the Home Service

- > RDNS is a leader in post hospital care, where our evolving suite of services gives people more choices regarding how and where they receive the care they need.
- > Some of these treatments and therapies include blood transfusions, antibiotic and oxygen therapy, selective chemotherapy, dialysis and ultrasound investigations.

Integrated Community Care for Older Persons Program (ICCOP)

- > The ICCOP program is a working alliance between hospitals, General Practice, Geriatricians and Emergency Department physicians, all co-ordinated by RDNS and funded by SA Health
- > The program assists clients with complex chronic health care needs. The initial pilot achieved a 51% reduction in unplanned Emergency Department and hospital admissions and a 37% reduction in total bed days for these clients, saving 321 bed days in our hospital system.
- > The program includes an e-health record accessed by primary care, acute care and ICCOP nurses, reducing paperwork and time.

Our Partnerships

RDNS SA is proud to be working with various Government and non Government organisations in providing our services across the community.

- > RDNS is a key service provider to **SA Health** for community nursing services for post acute care, palliative care, clients with long term chronic health conditions, services to the homeless and services to clients with HIV-AIDS.
- > We have an extensive range of partnerships with private health funds and private hospitals for the provision of Hospital in the Home services.
- > RDNS works with the **SA Disabilities Service Office** for specific nursing care and support for people with disabilities in our community. With this partnership we provide health care plans, nursing education, credential attainment and competency assessment of support staff.

- > We are a founding member and provider for the **Department of Veterans' Affairs Home Care Service**.
- > Our suite of community aged care services also includes Extended Aged Care at Home (EACH) and Extended Aged Care at Home - Dementia (EACH-D) packages.
- > RDNS provides nursing care services under the **Health And Community Care Program** funded by the Federal Government. This allows us to provide services to 12,000 clients across Adelaide.

“Being cared for in my own home means I don’t have to put my life on hold”





*Training more
than 2,500 people
every year*

Value-added Services we Provide Learning

Our Education Centre is a National Registered Training Organisation (RTO), offering nationally accredited courses such as Cert 111 in Aged Care and the Diploma in Nursing for Enrolled Nurses. We have been delivering this education service for over 10 years, contributing to the specialist skills required by our health and care workers in our community.

Approximately 400 students enrol in RTO status courses annually, with an average course completion rate of 95%.

Around 2500 people receive health care training and qualifications in our learning centre each year.

The Centre's courses are offered using a range of delivery methods, including traditional, e-learning, distance education and self-paced learning. Our courses are highly sought after, as we provide credit recognition towards higher education courses in nursing, with Universities across Australia.

The Centre provides specialist consultancies and professional development for health and community care organisations and has state, national and international partnerships for education services.



Our research focus is always on improving outcomes for our clients

Value-added Services we Provide Research

Our Research Unit is internationally renowned for its findings into the management of chronic illness. The Research Centre enjoys strong relationships with Universities nationally and internationally, other health and community care organisations and corporate businesses.

Our research focus is always on improving outcomes for clients providing real value to the future of health and care services. The RDNS multidisciplinary researchers have published more than 100 journal articles, 7 books and undertaken more than 200 conference presentations nationally and internationally.

The RDNS Research Unit also co-ordinates the Graduate Diploma in Primary Care and Community Health at Adelaide University.





**For further information
please contact us.**

PO Box 247, Glenside SA 5065

Tel 1300 364 264

**enquiries@rdns.org.au
rdns.org.au**