



Annual Report 1920



Photo by ILU Resident, John Day



Contents

Chairman's Report	2
CEO's Report	4
Staff	6
Community Engagement	8
Community Care	10
Volunteering	11
Independent Living	12
Assisted Living	14
New Developments and Technology	16
Operations and Infrastructure	18
Committees	20
Board Members	22



Chairman's Report

“When we strive to become better than we are, everything around us becomes better too.”

Paulo Coelho

On behalf of the Barossa Village Board, I am pleased to present the Annual Report for 2019-20, a year that can only be described as extremely difficult, challenging and above all, rewarding.

The aged care sector remained under the microscope during 2019 and 2020 through the Royal Commission. We heard many stories that were troubling and in some instances deplorable. As a Board we set a mandate; that the provision of care and the living environment for all our residents and clients was of high quality and affordable.

It was very pleasing to have been successfully accredited by the Aged Care Quality Agency for another three years. This accreditation is a testament to

management and their dedicated team of staff.

In October 2019 the Board and management developed our strategic plan for the next three years. It was a great experience with everyone very optimistic about the future of Barossa Village.

This strategic road map will guide Barossa Village to continue to expand and deliver innovative aged care services and modern living environments within a person centred framework. It will encourage staff to grow in their roles with opportunities to enhance their skills and develop their careers.

After many years of service, Peter Heuzenroeder retired from the Board for personal reasons. Peter provided stewardship and brought

his legal acumen to the organisation.

We wish Peter and his wife Angie all the very best in the future and will stay connected at many levels.

After undertaking a skills audit of the Board members, we recruited two new members who bring financial, business, leadership and strategic skills to the Board. Helen O'Brien and Matt McCulloch were appointed to fill casual vacancies and we are very pleased to have them join us.

In March 2020, the world changed with the COVID-19 pandemic taking hold globally, fundamentally changing how we work, travel and gather with friends and family.

This has created a high level of stress for many in our community, none more than the staff at Barossa Village. As Chair of the Board, we are extremely proud of our staff and how they have managed this crisis.

Finally, thank you to our CEO, Simon Newbold, General Managers Matt Kowald and Ben Hall and their highly skilled leadership teams for driving excellence in clinical outcomes and lifestyle experiences. I would also like to thank all our employees and volunteers for their commitment and loyalty during very difficult times.

**John Angas
Chairman**



Barossa Village Staff and Board Members celebrate a successful Strategy Day



CEO's Report

“There are no secrets to success. It is the result of preparation, hard work, and learning from failure.”

Colin Powell

In a year filled with turmoil through the Royal Commission into Aged Care and the COVID-19 global pandemic, Barossa Village managed to successfully support over 800 clients and residents in our community through the provision of high quality care and excellent living environments.

Many initiatives were completed during the financial year including the successful three year accreditation of the Residency under the new Aged Care Standards, construction of eight premium homes in Angaston and refurbishing spaces for residents to meet and socialise, including the Joy Rice Courtyard and the “Peter Rosy Bar”.

We began a program of garden and unit refurbishments at our

retirement living clusters in Nuriootpa, Tanunda and Angaston and are on track with our capital reinvestment strategy.

A major accomplishment was the development and implementation of our new three year strategic plan, providing a blueprint for Barossa Village over the next three years and building the foundation for many years to come.

Our strategic focus will remain on the growth of our programs and infrastructure, driving quality outcomes for residents and clients within an affordable framework and providing an environment for staff to prosper and grow. These will be underpinned by a commitment to our integrated care and person centered philosophy.

We will continue to invest in infrastructure. Our hydrotherapy pool is due for completion in March 2021 and the 21 bed expansion of our aged care facility completed by September 2021. We are also planning to have eight independent living units in Nuriootpa built by the end of 2021.

The upgrade of the Arthur and Gladys Reusch Centre provides another strategic investment. Improvements to exterior and internal spaces will create an information and meeting point, accessible from Murray St, Nuriootpa, for people to discuss retirement living, home care or residential care.

This project also improves the environment for the existing Op Shop, community radio station BBBFM and other

community groups who use this facility.

I truly believe that through the hard work and commitment of my leadership team and the ongoing support of our dedicated staff, contractors and volunteers, Barossa Village will continue to be a leader and innovator in the best practice delivery of aged care services and retirement living options.

Simon Newbold
Chief Executive Officer

2019/2020 Snapshot

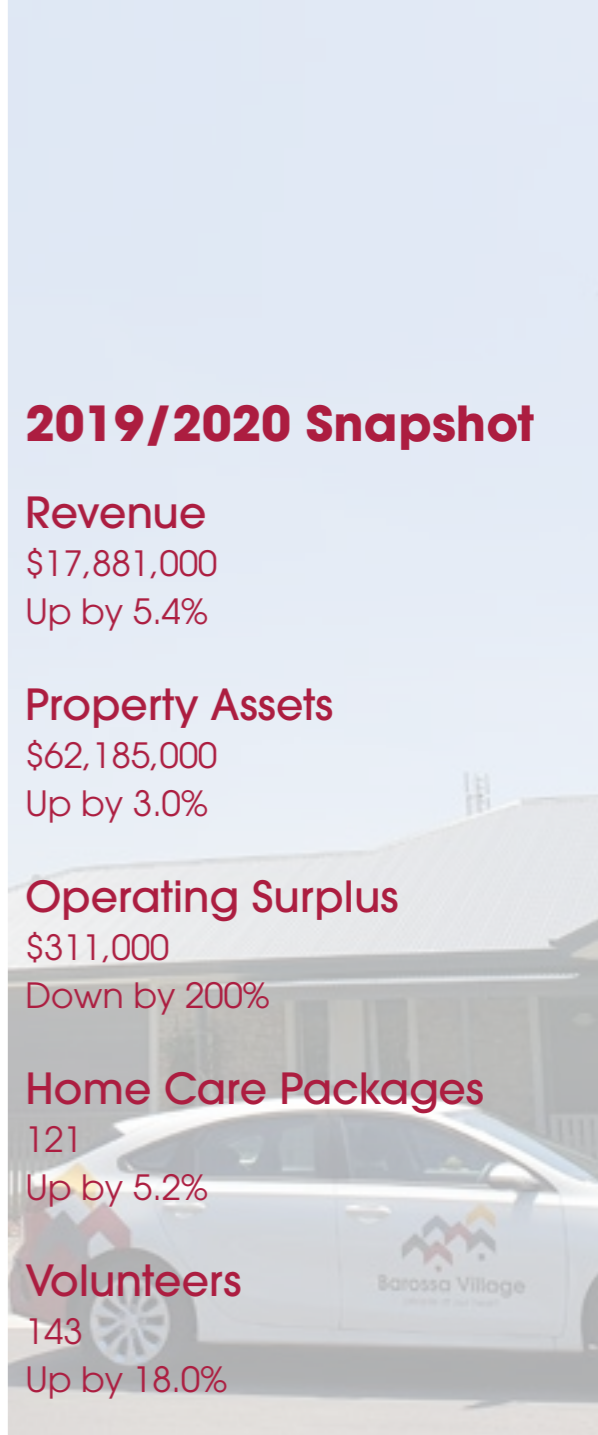
Revenue
\$17,881,000
Up by 5.4%

Property Assets
\$62,185,000
Up by 3.0%

Operating Surplus
\$311,000
Down by 200%

Home Care Packages
121
Up by 5.2%

Volunteers
143
Up by 18.0%





Julie Cartwright, Lifestyle Manager with James Chenoweth, Diversional Therapist

“The secret of change is to focus all your energy not on retaining the old but on building the new.”

Socrates

Staff

There has never been a more challenging year for our management and staff than the past 12 months.

The scrutiny placed on the sector through the Aged Care Royal Commission has troubled many of our staff where they have felt undervalued and on notice.

We are extremely fortunate at Barossa Village to have a highly skilled and engaged workforce that deliver quality care at the highest standards on a daily basis. Our organisational values underpin how we operate and how we support our residents and clients. We are committed to driving positive work environments and giving staff every opportunity to succeed and grow.

Our staff numbers have grown by another 6% to 217 during the year. Because of this and the prediction that staff will continue to grow, we are appointing a General Manager, People and Culture, to provide leadership in strategic HR, staff development, training and ongoing programs to keep our dedicated staff healthy and engaged throughout their career at Barossa Village.

As part of our strategic plan, we have undertaken an organisational wide workforce review to ensure we have the right skills to meet future challenges. We are expecting another 10% to 15% growth in employee numbers over the next two years, as we expand our aged care facility by an extra 21 beds and

increase our in home care and retirement living community.

The COVID-19 pandemic has impacted all staff since March 2020. At the time of publishing this report, we still have a long way to go before we feel safe as we did prior to the pandemic. The extra burden being carried by every member of our wonderful staff cannot be underestimated. Their vigilance and dedication to adapt lifestyles and meet the ongoing challenge, has kept our 800 residents and clients safe.

We have learnt much during these uncertain times and the resilience and determination of our staff has been nothing short of outstanding and has underpinned our mantra, “People at our

Heart” at every level of the organisation.

It was very unfortunate that we could not hold the annual Staff and Volunteer Recognition dinner in May 2020 to celebrate years of service to Barossa Village. We are hoping this will be rectified in 2021. It is important that we recognise the great work of our employees and volunteers.



Brad Janetszki, Gardener



Janelle Atkins, Calabria Family Winemakers with Carol Chipman, Support Officer, Corporate

Community Engagement

beds, a synthetic turf "Bocce Green" and thoughtfully planted gardens for a much needed outdoor community space.

Unfortunately, completion of the Community Courtyard coincided with the introduction of COVID-19 restrictions, which meant cancellation of an official launch event to thank the many organisations who contributed to this project. We plan to reschedule this launch once restrictions ease.

Community Courtyard

Barossa Village transformed an unused outdoor space adjacent to the Joy Rice Centre, into a landscaped multi-purpose community gathering area, for our retirement living clients, lifestyle groups, visitors and volunteers.

A feature of the Community Courtyard is a wall mural painted by local artist, Rachel Porter, funded by a successful grant through local philanthropic organisation, Foundation Barossa.

We have installed a barbecue, raised garden

office that opened onto our Community Courtyard. Thanks to a bequest from Peter's Estate and the support of local businesses, Barossa Village refurbished the large room into an inviting venue that can be used by our retirement living community and staff.

We look forward to the easing of COVID-19 restrictions, when our newly developed community spaces and the Joy Rice Centre can be used to their full capacity for our clients to enjoy.

The Peter Rosy Bar

Much loved and long standing Board Member, Peter Rosenberg, who passed away in 2020 has been recognised with our newly installed "bar room" dedicated to his memory.

The "Peter Rosy Bar" was previously a vacant

Bequests

This year, Barossa Village was the recipient of two generous bequests. These funds will be used to enhance the lives of our residents and clients by investing in environments where people can

socialise to leave a lasting positive legacy.

The bequest by former Board member, Peter Rosenberg, was typical of his community spirit and passion for all things "Nuri". Given that Peter loved to socialise with his friends, Barossa Village felt it was only appropriate that his bequest contributes to the refurbishment of our bar room, the "Peter Rosy Bar."

The Joy Rice Centre will receive some furniture upgrades thanks to a bequest by a long-term independent living unit client. This client regularly participated in Lifestyle Activities at the Joy Rice Centre and she would be delighted about the fresh new look that her funds will contribute to this venue.

Care Boxes Donated

At the peak of COVID-19 in March, Barossa Village was approached by Calabria Family Winemakers about the donation of Care Boxes to the most needy in our independent living community.

Hand packed by the Calabria family, each box included toilet rolls, dry food goods, pasta, canned goods, tea, coffee, fruit juices, long life milk, dried fruit and biscuits.

Over 50 care boxes were distributed. Recipients were overwhelmed by the Calabria family's generosity and simple gesture of kindness, which was much needed during this challenging period.

Barossa Village was also donated supplies of hand sanitiser by the family.





Jenny Fairey, Quality Coordinator
 Louise Bach, Care Coordinator
 Clare Pietsch, Community Care Team Leader

Community Care

The home care team has once again increased in size with the appointment of an additional care coordinator to meet the growing needs of the team.

Home care packages have continued to increase, although during COVID numbers remained stable. We are now starting to see an increase in numbers again.

At the beginning of March with the coronavirus pandemic looming, it was evident that the way we traditionally provided services would change dramatically. Some clients requested to cease their

service during this time due to the uncertainty and concern about having people entering their home. A shopping service was commenced where staff would shop and leave the groceries at the client's door to avoid contact. This led to an increase in social isolation for these clients and phones and technology became more important than they had ever been to maintain connections with staff and families.

The care coordinators provided most of their services via phone, which at times proved a challenge but clients were well supported during this period.

In home contractors provided services to those clients that were happy to continue. This was a very challenging time for these

workers and they are to be commended for the outstanding job they did, and continue to do, to keep our clients safe and cared for during this very difficult time.

The Commonwealth Home Support Program (CHSP) has again, showed increased growth, indicating that there is a growing need for support services in our community.

Due to COVID, we received some additional funding for this program to support a meal delivery service for clients.

Home Care Packages
123 clients

Commonwealth Home Support Program
360 clients

Volunteering

Through the last 12 months, volunteering has become more important than ever.

Barossa Village provides many opportunities for volunteers. One of the better-known benefits of volunteering is the impact on the community, with unpaid volunteers often the glue that holds a community together.

Our volunteers hold a variety of roles throughout the organisation:

- Volunteer drivers deliver meals to our clients in the community, provide transport to our Community Lifestyle Programs and for our shopping bus.
- Some volunteers have a passion for craft and help clients to maintain their interests and skills.

Others have a gift for providing meaningful companionship to those who can't get out to socialise.

- At Pat's Café in the Residency, volunteers provide a valuable service to staff and resident families by running the café.
- We also have a group of volunteers who are specifically trained to support those in palliative care.

Barossa Village places a huge value on volunteering and its volunteers. In the next 12 months we plan to further develop roles for volunteers.

- ♥ Volunteering helps people to connect to their community and make it a better place.
- ♥ Volunteering provides connection, especially if you are new to an area.
- ♥ Volunteering strengthens your ties to the community, broadens your support network, shares your common interests, provides fun and fulfilling activities.



ILU Residents Gayl Sanderson and Barbara Emmell

Unit Refurbishment Program

2018-19 wrapped up nicely with the full occupation of the recently completed new builds on Schilling Street and Hill St East, Angaston, continuing across 2019-20 and through the onset of COVID-19.

Several vacant units across our clusters had refurbishments completed in preparation for sale. Refurbishments typically include flooring and window furnishing upgrades, repainting and other minor works including some electrical fitting replacement, with a

Independent Living

view generally to support ageing in place. Some recent refurbishments have also involved extensions, turning one bedroom units into two. These projects have longer time frames, but deliver a higher value product to the market.

In preparation for 2020-21, we have a number of sites where planning is underway for new unit developments, including the recently acquired 10 Buna Terrace and those sites within the Scholz Avenue precinct that have had older units demolished on Scholz Avenue and Heidrich Court.

Maintenance and Gardening

2019-20 has been a time for change. Building on previous successes, this year has seen the

introduction of a number of new processes improving maintenance and gardening services.

Work task prioritisation has been updated leaving us with a very simple way of determining priority:

An urgent task, where there is a significant risk to person, property, and/or lifestyle which ideally receives a same day response

A general task, which is not urgent and doesn't otherwise form a part of an existing program, where work is then carried out on a 'first come first served' basis, meaning that all tasks will get attended to.

Assigning tasks, that line up with our existing programs: a 'preventative maintenance' category, so that they can be programmed allowing

the team to work more efficiently.

Our gardening maintenance program has been tailored to suit the horticultural needs of a garden, which has already seen more spectacular blooms in flowering plants during early Spring 2020.

Preventative maintenance programming has been established, later than hoped as a result of the impact of COVID-19, but going forward we will be working toward regular and routine visits to perform these tasks, including cleaning filters, checking tapware etc., all to ensure that we are identifying issues before they become problems but most importantly, maintaining safe and comfortable homes for our community.

Lifestyle Programs

Community Lifestyle Programs are facilitated by qualified staff for clients living in the Barossa region. Fees are deducted from their Commonwealth Home Support Package, Home Care Package or paid for privately. The Program Calendar caters for as many interests as possible, from an information session with a local historian, to cheese and wine tastings.

In 2020, we introduced weekly strengthening and balancing exercises. Initially held on Mondays in Angaston, the popularity of these classes led to additional classes being offered and are held in Tanunda on Thursdays.

Our Friday Café continues to be popular and bookings are now required to attend.



ILU Residents. From left to right: Chris Bassham, Shirley Nash and Angie Falconer

Tuesday programs were temporarily placed on hold for this year due to COVID restrictions, however these are now gradually being activated, including our popular outings and lunches at various local hotels.

The Wednesday morning Tinkers Shed is where clients make plant holders, chopping boards, coasters and mobile phone holders for sale at our shop in the Residency.



Resident, Mavis Traeger

Accreditation

Over the last 12 months the Residency has achieved accreditation under the new Aged Care Standards. The unannounced accreditation visit occurred in November 2019. Barossa Village was found to be compliant in six of the eight standards. Considerable work occurred to ensure that the standards were met, confirmed by the Australian Aged Care Quality Standards in March 2020. This is not an uncommon outcome from the first round of accreditation, with most

Assisted Living

providers receiving a similar level of not met standards.

The Aged Care Funding Instrument

Barossa Village embarked on a review and redevelopment of the Aged Care Funding Instrument (ACFI) processes. ACFI funding levels were identified as considerably less than what should be received for a facility of our size and having the complexity of our resident mix. This review involved working with aged care business analysts, MIRUS Australia, to optimise funding and build processes.

An outcome was investing in an ACFI team, a group of specially trained Enrolled Nurses who ensure correct documentation.

Palliative Care

Palliative care has been a special interest area this year. Barossa Village successfully received a \$20,000 grant from End of Life Direction for Aged Care, administered by the University of Queensland.

Through this grant process we reviewed and developed our palliative care pathways. This included working with Leecare™ for a best practice end of life pathway in care planning software.

We also worked on improving the “Seven Step Pathways” for residents and the provision of education. A presentation was held at Peter Lehmann Winery, for Barossa Village staff and the wider Barossa community.

Nurse Practitioner Juliane Samara, from Calvary Healthcare in Canberra, showcased excellence in palliative care and Dr. Chris Moy, President of the South Australian AMA, spoke on the importance of advanced care directions.

Lifestyle Programs

We constantly evaluate and review our Lifestyle Program offer, with new programs being introduced to align with resident’s interests and needs.

Working with 100 residents, we endeavour to offer each individual the opportunity to pursue or maintain a passion, or dabble in a new hobby.

We introduced a new program, “Companion Therapy”, which proved very successful and beneficial, particularly

with COVID restrictions. In this program, a Lifestyle Staff member can interact one to one with a resident, for a more meaningful experience.

2020 has proven to be both challenging and educational for our Lifestyle staff, having to be creative with COVID restrictions and learning new technology to assist residents maintain family contact.

Very early on, we introduced the visiting window, named the “Conversation Corner”. Here, families could communicate with their loved ones and feel reassured and supported to maintain this ongoing connection.

Other strategies used throughout the lockdown period have remained in place, with more families



Resident, Anna Stanczak attending the Barossa Village Playgroup

using technology to connect, including Face Time, Zoom and Skype.

We’ve received positive feedback about how we have managed this year’s events, which led us to installing a Gratitude Wall, for staff and residents to read these comments.

Using the Meaningful Ageing resource “See Me Know Me”, door signs at the Residency communicate “three things about me”, to open a conversation among staff and between residents, with some people rekindling old friendships and sharing memories.



New Developments and Technology

Projects at The Residency

In the last 18 months, The Residency has been developing plans to replace significant parts of its IT and communications infrastructure.

One Device

Barossa Village recognised the need to consolidate communications systems into one accessible device, when several systems were identified as needing to be replaced.

Improving access to information meant enhancing internal processes, achieved by using one android device

for integrating the call bell system, care plan system, other care apps and telecommunications.

These improvements have also created opportunities for system changes across the whole organisation.

Call Bells

Over the last two years our call bell system has been identified as requiring a significant upgrade. Of the options investigated by Barossa Village, the Real Time Location Service (RTLS) was seen as essential to continue supporting staff and helping residents to maintain an active and independent life within their setting.

RTLS allows residents to move throughout a facility and access a call bell where and when they need staff assistance.

Currently, residents only have call bell access in their rooms.

This system will potentially be a recommendation arising from the Royal Commission.

New Wing

Working with Walter Brooke Architects, planning began in early 2020 for the new 21 bed addition to the Residency. The new wing will be a seven bed respite unit and two smaller Memory Support Units (MSU), creating better spaces for people to live.

The existing MSU will be redesigned to provide a small scale living environment for people living with dementia.

Hydrotherapy Pool

Investment in allied health services aligns with Barossa Village's integrated care philosophy.

This continued in 2019-20 with construction starting on the hydrotherapy pool. Part funding support from the Australian Government's Department of Industry, Innovation and Science through its Building Better Regions Fund, makes this \$1.7m development possible.

With designs prepared by local firm JBG Architects in association with Triaxal Engineering and System Solutions Engineering, the building will be constructed by locally based BGI Building Group in collaboration with Total Water Resources; an expert in pool technology.

It will be integrated with the existing Allied Health Centre on Atze Parade, and be physically connected with the Residency once the expansion of the new wing is complete mid-2021.

The hydrotherapy pool is expected to be completed in March 2021. This will be available to those in our community with health remediation needs (under the guidance of their physician) to support muscle rebuilding, musculoskeletal rehabilitation and pain management.

Client access needs will be supported by fully equipped 'changing places'; filling a known gap in allied health service provision in the Barossa Valley.





Operations & Infrastructure

The F2019/20 period was a financially successful year for Barossa Village.

With no increases in government funding and rising yearly costs, financial pressure was placed on our bottom line performance. However, Barossa Village managed a \$311,000 operational surplus for the year, after accounting for \$1,455,000 in depreciation charges.

Revenue and expenditure continued to grow and was in line with expectation.

Being the fourth successive operational surplus in a

row, this continues to provide a solid financial platform to allow for the ongoing investment into our services and infrastructure to meet the growing demand by the older people in our community.

We continued to invest strategically and have acquired properties to develop in the future. Eight premium independent living units were constructed in Angaston and another eight units have been earmarked for construction in Nuriootpa over the next 18 months.

Barossa Village has committed to spending \$7.8m during the next 12 months, building our hydrotherapy pool and expanding our residential aged care facility by another 21 beds. Funding

for these projects has been secured through a combination of \$3.4m in government grants and invested cash through ILU licensing.

The licensing of 19 ILUs during the year provided a net cash inflow of \$3.9m that has been earmarked for our approved construction projects. We are forecasting another \$3m in net cash flow from ILU sales and \$1.5m from operations in the F2020/21 financial year.

The next 12 months will be challenging with Residential Care continually being underfunded by the government. The financial sustainability of the organisation will be underpinned by a strong balance sheet, continued operational surpluses, ILUs ready to be licensed and

cash reserves expected to increase by \$4m.

We will continue to grow all areas of our business and invest in services and infrastructure that are strategic and diverse. These will underpin the delivery of high quality services and living environments for older people in our community.

Marketing

Advertising Campaign

Barossa Village entered a new era of marketing, taking our philosophy of "People at Our Heart" to new advertising channels and into the metropolitan Adelaide market.

We identified our strengths as: trust in our brand, established reputation, affordability and security. These strengths, along with

our location in a much desired regional location, were assets that we could strongly build on during times of uncertainty.

An advertising campaign leveraging the "Vine Change" message was launched on radio station 5AA in 2020, with live reads by radio identities, "David and Will" on the Breakfast Show, "Pilko" in the afternoons and "Gardening with Michael Keelan" on weekends. Barossa Village hosted Pilko for a visit prior to the campaign launch.

This campaign is supported by print and digital advertising in the market.

New Website

A major project in 2020 was the development and launch of our new

website. After a tendering process with six website designers, local digital marketing agency Stellar Digital Strategies, won the tender and have delivered Barossa Village a contemporary and engaging website that drives enquiries to Barossa Village about retirement living, home care and residential care.

The development of a corporate video with cameos by our retirement living clients, was a highlight of this project.

COVID Communications

At the beginning of the COVID pandemic, a crisis management response team was formed to meet and communicate weekly updates and alerts from SA Health and the SA Government, to staff and clients.



Tom Falconer and Carmel Devonish,
President and Secretary of the Barossa
Village Residents' Association

Barossa Village Residents' Association

COVID-19 got to us all, thankfully not physically, but we missed a lot of regular contact and activities.

Residents expressed gratitude to Management, especially Tom Herring and Ben Hall, for keeping us informed, supported and encouraged during the lock down and establishing a new "COVID-normal" as activities resumed.

Members wish to thank Tom for the work he does with us, solving

Committees

many anxieties and developing within us a caring community. Likewise ILU residents thank Carol Chipman and Naomi Mattiske for their welcoming presence on the Reception desk.

With Ben as the new General Manager, Service Delivery, contact between Management and Representatives has been greatly enhanced.

Now that the preventative maintenance schedule is committed to paper, we trust that staff will be able to carry out what sounds like a very promising future for our quality of life. Still on the "to do" list is the relocation of the Drop-in Centre and Library.

**Carmel Devonish,
Secretary**

Barossa Village Ladies' Auxiliary

Fundraising activities for the Ladies' Auxiliary have certainly been curtailed since March 2020 by COVID. Major fund raisers, the May Luncheon and Spring Afternoon Tea were both cancelled and at the present time we are unable to plan any events for 2021.

We were able to proceed with the Monster Raffle and this was drawn in August. The Auxiliary sincerely wishes to thank Wohlers for their continued support in providing a reclining chair for first prize in the Raffle. Thank you to all local businesses/ wineries who graciously provided prizes this year.

The Auxiliary has agreed to purchase 20 new

tables (which are wheelchair friendly) at an approximate cost of \$360 per table for the Residency. A Weigh bridge Setup for weighing patients in wheel chairs/ princess chairs will be purchased to assist with weighing less mobile residents.

We are hopeful of resumption to fundraising in the near future.

**Noelene Thompson,
Secretary**

Resident Representative Group

The Resident Representative Group meets monthly to exchange information between Barossa Village staff and management. Barossa Village promotes the principles of a

relationship approach and seeks opportunities for residents to be involved in the provision of their individual lifestyle needs and the wider issues relating to delivery of services.

A staff member from each department attends the monthly meetings for opportunities to develop open communication. This group identifies and explores issues affecting them and proposes resident centred solutions to contribute to organisational improvement.

Recent consultation with this group has been around the new wing development, improving the functionality of rooms, assessing the communal living spaces and the hydrotherapy pool. Input has also been made



The Barossa Village Ladies' Auxiliary
Committee with Matt Kowald, General
Manger, Residential Care Services

into menu selections, new furnishings and the programming of special events.

This group has continued to meet through the COVID 19 restrictions showing their resilience and commitment.

Barossa Village acknowledges the importance of undertaking consultation with its residents about their needs and satisfaction with services, policies, structures and programs.

**Julie Cartwright
Lifestyle Manager**

Board Members



John Angas, Chair

John joined the Board in 2006 and was appointed Chairman in 2008. He has a Diploma in Farm Management and is married to Jan. Together, they run their historic family property, Hutton Vale near Angaston. Their farm business includes wine, lamb, vegetables and artisan products. John is also an elected member of The Barossa Council.



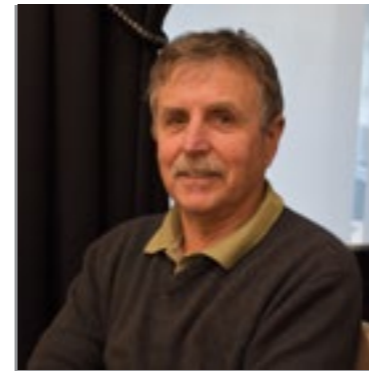
David Quodling

Appointed in 2012, David has extensive experience in community services through the Rotary Club of Australia and as a former Board member of Barossa Enterprises. Now retired and living in Nuriootpa, David's career included middle management in industry and over 20 years as a secondary school teacher. David's wife Sophie was a former Director of Nursing with Barossa Village.



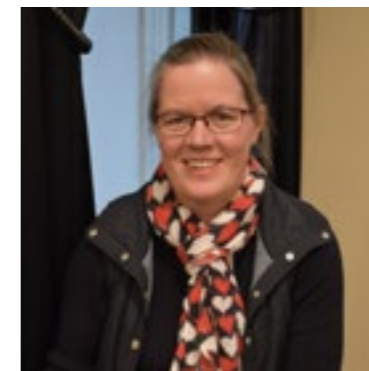
Trudy Vaughan

Trudy joined the Board in 2014. She is employed within Country Health SA and is experienced as a Registered Nurse and managing nursing staff. In 2010 Trudy was recognised with a Nursing Excellence Award for promoting Advanced Care Planning across South Australia's public and private health care sectors, including aged care facilities. She is Chair of the Board's Clinical Governance sub-committee.



Mark George

Mark joined the board of Barossa Village in 2017 having worked as an educator, teaching Mathematics and Information Technology for 38 years. He also worked in the IT industry for 10 years as a Network Engineer and is now retired and living in Nuriootpa. Mark enjoys being a member of numerous sporting committees, including cricket, football and golf in several country regions.



Sally Collings

Sally moved to the Barossa in 1994 as a cadet journalist with The Barossa Herald. Since then, she has worked as an editor for magazines and newspapers and provided communication services to the Ahrens Group, Orlando Wyndham (now Pernod Ricard Wines), BAE Systems Australia, the CMV Group, the Detmold Group and The Barossa Cellar. Sally has researched and written several company histories.



Barbara Storey

Barbara arrived in the Barossa in 1990. She lectured in tourism at TAFE, managed three Barossa Vintage Festivals, worked on various hallmark events, was communications and promotions manager for Barossa Grape & Wine Association and has worked as a marketing and public relations consultant for the past decade. Barbara was appointed to the SA Food & Wine Tourism Advisory.

Board Members



Helen O'Brien

Helen recently retired from the position of Director of Catholic Education SA where she was an educator and senior executive with experience in leadership and governance. Helen recently moved to the Barossa with her husband, enjoying all that the region has to offer. She is excited about the opportunity to make a contribution to Barossa Village.



Matt McCulloch

Matt is CEO of Langmeil Winery. He studied Business Management and Marketing in the UK and France and worked for Coca-Cola, PepsiCo and the UK's largest importer of French wine. Matt was Global Sales & Marketing Manager for Kirihill Wines then General Manager at Chateau Tanunda. He Chaired the Wine Barossa Committee and was a board member of the Barossa Grape and Wine Association.

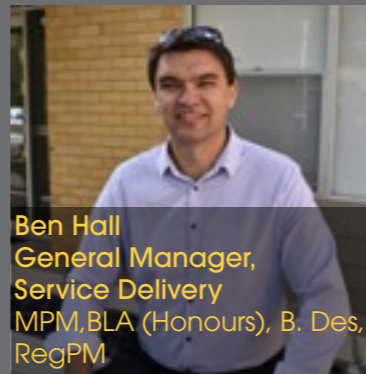
Executive Management



Simon Newbold
Chief Executive Officer
MBA; BAcc; CPA; GAICD



Matt Kowald
General Manager,
Residential Care Services
M CICSci; BNgPrac



Ben Hall
General Manager,
Service Delivery
MPM, BLA (Honours), B. Des,
RegPM

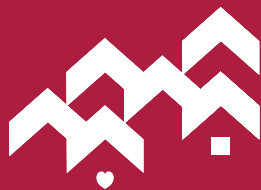
Photo by ILU Resident, John Day

‘ So very, very grateful and happy that we are doing this service. ’

‘ Really thrilled with what Barossa Village is doing, as it makes things so much easier for us and keeps us safe. ’

‘ We greatly appreciated your assistance and we are fortunate to be so well cared for here. ’

‘ I wanted to say thank you for the great service. I had a friend visit who commented what fantastic services she receives from Barossa Village. ’



Barossa Village
people at our heart

Retirement Living, Community Care & Corporate Office

14 Scholz Ave Nuriootpa SA 5355

The Residency

9 Atze Parade Nuriootpa 5355

www.barossavillage.org

08 8562 0300

csreception@barossavillage.org

PO Box 531 Nuriootpa SA 5355