

## Barossa Village Residents' Representative Group

MINUTES of Meeting held on 3<sup>rd</sup> of June at 10.30am in the Club Room

**Chairperson:** Julie Cartwright    **Minute Secretary:** Maggie Hughes  
**Residents:** Valda Brinkley Jeff Virgo, Trevor Reu, Larry Warren, Doris Kubisch, Joyce Gillard, May Carter, Lorraine Lock, Jennie Presser, Bob King,  
**Staff:** Tania, Ben, Matt ,David, Teresa, Sue,  
**Family Members :** Rhonda Smith    **Visitor:** Rachel, Communication Graduate

Business arising from Minutes.	Action:
Hydro Pool and Residency extension,	Ben: Update Hydro Pool now completed. Council Inspection now completed, Ben thanked Residents for viewing the pool. Residency Extension, foundations and retaining walls now underway. Concrete pour for lift well next week.
Call bell system update.	Matt: Problems still exist with system, ongoing investigation to solve problems in some areas.
Royal Commission in to age care results.	Matt: Funding falls short, half the money that will only cover a quarter of the work needed to be done. A very disappointing result with many shortfalls.
1. Residence Community Garden Co-Design Introduction and discussion.  2. Service Promise design – Internal engagement process with residents to discuss service delivery and design at the residential reception desk- introduce the process and desired outcomes.	<p><b>1.</b> Suggestions from residents of what they would like in the gardens were</p> <ul style="list-style-type: none"> <li>• water features,</li> <li>• sensory gardens,</li> <li>• areas for walking,</li> <li>• Japanese feature gardens.</li> <li>• Gathering places, areas for meditation.</li> <li>• Colourful plants, community areas.</li> </ul> <p><b>2.</b> Residents and Family members will be interviewed to discuss how they would like to see service delivered at the front reception desk and desired out comes,</p>
Heat Lamps in bathrooms	Will be installed this week.
General Consumer Feedback	
Parking	Very distressing fines issued by Council for Infringements. Driveway exits and boundary problems. Technically sufficient parking but in reality this depends on visitor peak times etc. Improved signage would be beneficial when exiting on to Atze Parade.
Menu Issues	Steam\Bake ovens alter appearance of roasts, Chicken is usually breast meat. Trevor very impressed with new pork cut.
Cats living at Residency	Many residents appreciate the canine visitors. Feline residents are less welcome.
Answering Call bells in a timely manner	Ongoing monitoring of waiting times. Reviewing staff allocation based on resident demand.
Trevor Reu Interviewing interesting Community etc.	Simon Newbold C.E.O. of Barossa Village Will be here next week.
Staff Training	New staff are receiving extra training on "The Barossa Way" of caring. Education updates for all staff is constantly taking place.
New Clothes Protectors	Circulated for approval, received a good response.
COVID situation in Victoria	Constantly being monitored, preparation for any changes to S.A situation is in place.
Next Meeting Thursday 1 <sup>st</sup> of July 10-30 am in The Club Room	

