

Barossa Village Residents' Representative Group

MINUTES of Meeting to be held on 2nd September at 10.30am in the Club Room

Chairperson: Julie Cartwright Minute Secretary: Maggie Hughes Residents: Valda Brinkley. Jeff Virgo. Trevor Reu. Doris Kubisch. Janet Lock. Brenton Raven. May Carter. Staff: Sue. Ben. David. Matt. Family Members: Rhonda. Apologies: Bob King Guest Speaker: Thean & Jane from Quality Connections Project	
Business arising from Minutes.	Action:
Residency extension	Ben update. Many hold ups due to the wet weather. Top slab laid also concrete path. Organize group tour when weather permits.
Service Promise	David update. Creating a welcoming environment at reception. Acknowledge you on entry with a friendly greeting when possible. Attend to you in a professional manner with a willingness to help.
Buddy Training	In progress, designed to help coach new staff in the "Barossa Way "and service delivery expectations.
Menu Issues	Executive Chef Carl Withey was on site as a consultant to address menu issues. Acknowledged the catering staff are excellent and has highlighted issues that need to be addressed to improve presentation, quality, menu design and dietary needs. Food Focus group to be formed.
COVID Updates	Matt update. All vaccinations completed by the 4 th of September. All precautions are in place with singing still banned, watching for possible new restrictions if we have a Delta infection in SA.
Staff shortages	Still very hard to cover for staff who call in sick overnight, and at high times of client demand.
Maintenance requests, what is a reasonable response time?	The nature of the request depends on the response time; urgent jobs take priority with smaller maintenance taking a little longer.
General Consumer Feedback	
Sunday Afternoon Movies	To be commenced.
Catering for individual dietary needs.	Tailored for resident's needs in care plan.
New Business	
Visitors Thean and Jane, Dignity in Care	10 Dignity in Care Principles tabled. Defining Dignity and providing care that supports self- respect and personal choices.
Terms of Reference tabled	No changes required.
Annual Dance	16 th September 6 – 7:30pm
Guest speakers	ARAS 8 th September 2pm Barb Storey (Baron and Board member) 22 nd Sept at 2pm
Next Meeting Thursday 7 th October 10-30 am in	The Club Room