



Resident Handbook



Barossa Village
people at our heart



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Our Vision

Leading the way, creating a diverse model of care that provides unparalleled life choices.

Our Mission

To be a socially responsible organisation that exists to promote, protect and enhance the health and wellbeing of the greater Barossa community.

Our Values

Collaboration, Creative Thinking, Courage and Compassion

We Are Here for You

We understand that each day can be different, and our service is delivered with genuine warmth and compassion. We support you with dignity and respect, always with a sincere willingness to help.

Reception is staffed during office hours, and our nursing and care staff are available 24 hours a day, 7 days a week.



About the Residency

The Residency is located on Atze Parade, Nuriootpa, built in 2005, with further development and improvements completed in 2015 and again in 2022.

The Residency is home for 121 beds offering Residents private rooms with independent bathrooms, complemented by warm furnishings and a comfortable, safe living environment.

Residents have access to dining rooms, lounge areas, the clubroom, the café and a bowling green including meandering gardens surrounding the building.

The Residency is a fully accredited Residential Aged Care facility. We provide high-quality care and services and strive to improve the standard of care.

The Residency provides you with your own private room. All rooms have:

- Private en-suite bathroom
- Built-in robe and lockable bedside drawers
- Television capability
- Telephone and Call Bell
- Wi-Fi Internet
- Linen and towels



Preparation

What Should You Bring?

We encourage you to treat your room as your own. You are invited to complement your personal living area with furnishings of choice. Items from home are welcome, and we support this.

We can assist you with fixtures that may be necessary to accommodate your precious belongings. We ask, however, that your room be safely accessible at all times for our staff.

Some items we encourage you to bring:

- Personal items such as photographs and mementos
- Wall hangings, paintings, corkboards for photographs, cards
- Articles of furniture such as recliner chairs, small bookshelf, television (recommended 80cm flat screen)
- Bedspreads and pillows
- Small Plants in pots

We provide a safe, nonintrusive environment; however, we discourage Residents from keeping large amounts of money at the Residence. Money can be locked in the safe at Reception.

For safety reasons, we do not allow the use of Electric Blankets, Wheat Bags, or Heat Packs (ask us about an alternative we can supply).



Facilities and Services

Shared Areas in The Residency

Our living areas are organised into six wings: AB Wing, CD Wing, EF Wing, GH Wing, S Wing, and M Wing.

Each wing features spacious lounge rooms with shared television access and dining rooms where you can enjoy freedom of choice in seating arrangements. These areas can also be arranged for family gatherings or private discussions.

The Clubroom and Chapel area may be available for private functions if it is not in use for daily wellbeing activities, exercise, entertainment, church services, or resident meetings. A fee is charged for private use.

Garden access is available at all times, and you are welcome to adopt and maintain an area of the garden if you wish.

The Clubroom and Chapel area may be available for private functions if it is not in use for daily wellbeing activities, exercise, entertainment, church services, or resident meetings. A fee is charged for private use.

Garden access is available at all times, and you are welcome to adopt and maintain an area of the garden if you wish.

In-House TV Channels

Channel 101 Live Streamed TV

Channel 102 Relaxing Music with Pictures

Channel 103 Photographs of Residents Enjoying Wellbeing Activities

Channel 104 Church Services

To contact Reception: Dial '8'.

For external calls: Dial '0' before entering phone number



Food Service

Our in-house kitchen prepares delicious, nutritionally balanced, and appropriately textured meals for everyone to enjoy. We offer diabetic and vegetarian options, and some of our greens, herbs, and seasonal produce are grown by our residents.

Meal Times

Breakfast 8:15 am to 8:45 am

Morning Tea from 10:00 am

Lunch 12:00 pm to 12:30 pm

Afternoon Tea from 3:00 pm

Dinner 5:00 pm to 5:30 pm

Supper from 7:00 pm

Protected Mealtime

Barossa Village's Protected Mealtime program ensures a focused dining experience for residents and staff from 12-1pm and 5-6pm. During these periods, we kindly request that only visitors dining with the residents be present, and we minimise visits from doctors, allied health staff, as well as procedures from nursing and care staff.

Our Menu

Our 4-week cyclic menu, crafted by a chef in collaboration with residents and a dietitian, follows Aged Care Guidelines. It's updated biannually for seasonal variety with fresh produce. Residents are offered meal alternatives to support choice.

You are encouraged to join our Food Focus Group to influence menu planning. We discuss individual nutrition and hydration needs with residents and their families upon admission and as required.

Laundry Services

All laundering, including personal items, is complimentary on-site. Relatives may choose to launder their family members' personal items. Dry cleaning and mending are the responsibility of residents or their families.

Upon admission, Barossa Village will label all clothing with heat-sealed labels suitable for commercial washing. Hand-sewn labels are also accepted; please inform the Admissions Coordinator to avoid an extra charge. Kindly provide clothing to Reception for labeling.

Wellbeing Programs and Entertainment

A Wellbeing Staff member will visit you shortly after your admission to discuss your interests, hobbies, and preferred activities. Qualified Wellbeing Staff are available to assist you in participating in various leisure activities.

Wellbeing Programs include Arts and Crafts, Church Services, Carpet Bowls and Lawn Bowls, Singing and music groups, Cooking, Gardening, Bingo, and much more.

We encourage participation in cultural and special events such as the Melbourne Cup, Anzac Day, Easter, Christmas, and Remembrance Day.

Special Groups and Activities

- **Sensory Group:** Monthly meetings featuring guest speakers for residents with hearing and sight difficulties.
- **School Collaboration:** We collaborate closely with local schools. Students often visit to assist with recording residents' life stories or perform music.

- **Exercise Programs:** Regular exercise sessions and personal training sessions promote residents' health and fitness.

Program Information Residents receive updates about Wellbeing programs via the Grapevine newsletter and noticeboards in dining areas, including announcements about special events.

Resident Representative Group

Barossa Village recognises the importance of involving people in decisions that affect their lives and acknowledges the importance of consulting with its residents about their needs and satisfaction with services, policies, structures, and programs.

The Residents Representative Group meets to facilitate the exchange of information between Residents and Barossa Village. Members of the group identify and explore issues affecting residents and propose resident centred solutions to contribute to organisational improvement.



Outings

lease notify staff if you will be out for a meal or an outing and, if possible, the expected time of return. Sign out and in at Reception.

Transport

A range of transport services are available for outings and appointments.

These include:

- Barossa Community Transport Scheme (Car or Flash Cab)
 - Dial a Ride
 - Access cabs
 - Bus Service – managed by Barossa Community Transport Scheme (Wednesday Shopping Bus)
 - Cube Car (Barossa Village) with wheelchair access is for hire.
-

Absence from Care and Services / Leave

Residents can be away from the Residency for up to 52 days each year. Normal fees are charged during absences from The Residency.

Ambulance Services

Residents are asked to maintain current Ambulance cover to avoid unnecessary fees if ambulance transport is necessary. Barossa Village fees do not cover ambulance transport costs.

Library

Please enquire with the Barossa Council Library Phone 8563 8440 or Wellbeing Staff can assist you.

There are various collections of reading books in most wings and a DVD library in the EF lounge, Residents are invited to borrow these.

Hearing Books can be a great resource for Residents. If you wish to arrange this option, please discuss it with a friendly member of our team. Please contact Reception to order a local newspaper or magazines.

Church and Religious Services

Church services are held each Wednesday and Sunday. Ministers and other church visitors representing various denominations visit regularly.

The Hairdresser

The hair salon is open at The Residency weekly. The cost for this service is met by the Resident and will be charged accordingly.

If you prefer, you are welcome to invite your own personal hairdresser to visit you at the home, at your own cost.

Postal Services

Stamps and postal services are available from the Reception desk during normal business hours. Please leave your mail to be posted with reception and they will manage it for you.

Banking

Residents are welcome to organise for representatives from their bank to visit The Residency to discuss banking needs.

We encourage Residents to nominate a Power of Attorney to assist with money handling and banking. This is not the responsibility of the staff at The Residency.

Voting

Residents have access to postal voting or a mobile voting booth (arranged by the Electoral Commission). Voting is the individual's responsibility.

Our Staff will assist you in voting when necessary. The family must notify the Electoral Commission of a Resident's change of address.

Smoking

The Residency and surrounding gardens are designated as a smoke-free zone. Please do not smoke within the vicinity of the building. Please discuss your need to smoke or vape with the Registered Nurse.

Pets

Small pets like fish or birds may be accommodated; please discuss this with the Admissions Coordinator.

Visits from beloved pets are encouraged but ensure they pose no risk to Residents or Staff. Dogs must be leashed and not visit during meal times.



Visitor Information

Reception Hours

The Reception desk is staffed from 8.30 am to 4.30 pm.

Outside of business hours, the intercom can be used to the left of the front door. The Registered Nurse will respond.

The Café

The Café is located adjacent to the main entrance. Opening times may vary. It is open Tuesday and Thursday from 11.30 am to 3.30 pm and Wednesday from 10 am to 3.30 pm.

Coffee machines are located in the CD wing, EF Wing and outside the main kitchen.

The Gift Shop

The gift shop is open during office hours and offers small items especially chosen as useful gifts for Residents. Please see Reception or the Café if you wish to purchase any items.

Visitors

Visitors are welcome between the hours of 10 am and 12 noon and 1 pm and 5 pm, and at other times by arrangement.

Please sign in & out electronically on the tablet, located at the end of the Reception desk and collect a printed ID label. Please respect our Residents and Staff at all times.

Parking

Parking is available adjacent to the main entrance to The Residency.

Please avoid parking in the 5-minute pick-up area if you are staying for a visit. This area is for emergency vehicles and 5-minute passenger pick-up and must be kept clear for emergency vehicles.

Visitors Scheme

The Community Visitors Scheme is a Commonwealth-funded project. Community visitors are people who visit to provide companionship to Residents who would like a visitor and strengthen links with their local community.

Priority is given to Residents with infrequent visitors or family who are distanced. If you are keen to have a visitor speak to the Wellbeing Manager.

Volunteering

Volunteering has enormous benefits for our organisation, you, your family, and the community. We encourage those living with us to participate in our Volunteer programs.

Giving to others can help strengthen the mind and improve physical health. Giving your time, taking responsibility, and enjoying the reward are therapeutic, healing, and meaningful.

Barossa Village supports a wide variety of activities that volunteers can engage in.



Volunteering at Barossa Village offers the chance to make a meaningful difference. Your time and dedication create joy and impact lives.

Care Planning and Medical Services

Planning Your Care

A 'Care Plan' is developed at admission to identify your needs and plan individualised care and services for you. This plan is developed in consultation with you and/or your representative, the Clinical Nurse, our Allied Health team and our Wellbeing staff.

Residents are welcome to contact the Clinical Services Manager to request a copy of their Care Plan.

Care Plans are managed using a program called Leecare®.

Residents and representatives are encouraged to attend this review to ensure their choices, preferences, goals and needs are identified and respected and care and services are planned in response to this.



Reviewing Your Care

Care Plans are reviewed 12 months or earlier as required to ensure a person's changing needs are met, and concerns raised are addressed and responded to.

- An invitation to attend a care plan review meeting has been initiated. A 'Review Feedback' form is provided to complete.
- An appointment time is booked.
- The Clinical Services Manager and the Clinical Nurse review the care and services currently being provided to discuss them. At this point, Resident Feedback and incidents are considered.
- Open Discussion and Review Feedback are consolidated, and the care plan is amended to reflect the outcome.
- Agreed changes are made in consultation with the multidisciplinary team using assessment tools in LeeCare®.
- The occupational Therapist / Physiotherapist reviews the care needs pertaining to function, mobility, dexterity, pain management strategies, reduced sensation, and minimising injury.
- The Wellbeing Team leader responds to spiritual, cultural, community / Wellbeing and Personal wellbeing indicators.
- The updated Care Plan is communicated to those who provide direct care and services.
- A copy of the Care Plan, including Goals of Care, is agreed upon by the Resident/representative.

Medical Care and Specialised Services

A range of General Practitioners regularly visit The Residency. Residents may request a General Practitioner of choice who is willing to visit The Residency. A clinical nurse will accompany the General Practitioner during visits to ensure Barossa Village is informed of the General Practitioner's directives.

Representatives may attend these visits with the resident's consent. Where major health changes are of concern, a nominated representative will be informed and may be asked to be involved in medical decisions.

Medications prescribed by your GP are managed securely for your use. The cost of medication(s) is billed to the Resident. Residents are encouraged not to self-medicate without the approval of their GP.

Allied Health Professionals

Services such as physiotherapy, speech pathology, podiatry, and dietitian are available in-house to support you by internal appointments. Other service providers, such as dental, occupational therapy, optical, and audiology, are available by external appointment. At times, these service providers may visit the facility.

Follow-up directives from these appointments, in consultation with you, may be integrated into the care we plan for you.

Booking and transport for appointments remain the responsibility of you, your family, or your representative unless requested or required.

A family member (preferred) or representative is encouraged to attend appointments with you. Care staff who attend appointments with you outside of the facility are charged a fee. Please discuss this when you consult with us regarding the appointment.

Wheelchairs and Mobility Scooters

Before using an electric wheelchair or scooter, an Occupational Therapist will assess the Resident's ability to use the mobility aid safely within our facility. Electric Wheelchairs and gophers, if approved, are to be purchased by the resident and their family.

End-of-life Care

End-of-life choice is very important, and Residents are given the opportunity to plan their wishes concerning end-of-life care.

We offer a high standard of end-of-life care and can care for residents at The Residency. Technical care and extra medical reviews are provided. Care can be enhanced through specialist advice, pain and symptom interventions and the involvement of Palliative Care Volunteers.

We ask for a copy of your 'Advanced Care Directive', Enduring Power of Guardianship, or Medical Power of Attorney if they have been completed.



If directives are not in place, please consider your options and inform Staff of your choices. Registered Nurses can help you with this.

Information such as personal specifics, spiritual, religious or cultural beliefs, funeral/cremation plans and the person nominated to take responsibility for your affairs is important, and this can be detailed in your Advance Care Directive.

Barossa Village offers the opportunity for a funeral service to be held at The Residency. Please see Reception to discuss this further.

Rights and Responsibilities

The Charter of Aged Care Rights

The Charter of Aged Care Rights states

I have the right to

- Safe and high-quality care and services
- Be treated with dignity and respect
- Have my identity, culture and diversity valued and supported
- Live without abuse and neglect
- Be informed about my care and services in a way I understand
- Access all information about myself, including information about my rights, care and services
- Have control over, and make choices about my care, personal and social life, including where choices involve personal risk
- have control over and make decisions about the personal aspects of my daily life, financial affairs and possessions
- My independence
- Be listened to and understood
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf
- Complain free from reprisal, and have my complaints dealt with fairly and promptly
- Personal privacy and to have my personal information protected
- Exercise my rights without adversely affecting the way I am treated

You will be asked to sign the Charter of Aged Care Rights at Admission.



Australian Government
Aged Care Quality and Safety Commission

Complaints

If you have any concerns, it is important that you let us know so we can resolve the matter.

Please ask our friendly staff for a feedback form to complete.

Your concerns will be addressed fairly, promptly, and confidentially, with protection from repercussion or reprisal. Our staff are thorough and professional and may wish to discuss your concerns further.

When complaints cannot be resolved at Barossa Village, we may refer your matter to an independent external complaint mechanism such as:

Aged Care Quality & Safety Commission
Ph. 1800 951 822 (Toll-free)
www.agedcarequality.gov.au

Aged Rights Advocacy Service Inc. (ARAS)
Ph. 08 8232 5377
Ph. 1800 700 600 (Toll-free)

Advocacy

ARAS, the Aged Rights Advocacy Service, provides information, support, and advice regarding rights and responsibilities. It investigates complaints, encourages supportive action by individual people, groups, or their representatives, promotes community awareness of the rights of older people, and encourages Residents' Committees.

Barossa Village has a Residents' Representative Committee. Talk with the Wellbeing Staff if you are interested in joining.

Privacy and Confidentiality

Barossa Village recognises its obligations to comply with the National Privacy Principles and is committed to meeting those obligations.

We acknowledge our obligations to our Residents, Volunteers, Staff, Contractors and the community. Barossa Village has established and will maintain systems relevant to collecting, using and disclosing personal information.

Resident Safety

We aim to provide a safe environment, enabling Residents to lead happy and fulfilling lifestyles while ensuring Their security and protection.

Residents are free to come and go from The Residency as anyone would be at home, provided there is no potential harm to the Resident in doing so. Please sign out at Reception as you leave and sign in on your return.

The Residency is home to many Residents, some of whom may have a tendency to wander. Please be aware of these Residents, do not assist them with coded access doors and advise Staff if you are concerned about anyone.

Residents who may be at risk by leaving the facility alone may be identified, and concerns will be raised with the Resident and representative. A safety management plan will be applied to ensure their ongoing safety.

Emergency and Maintenance

Emergency Procedures

The building complies with all relevant legislation relating to fire and natural disasters. Regular checks are performed to ensure all safety equipment is accessible and functional. Our staff attend regular training and are familiar with emergency procedures.

An activated detector will sound the alarm in an emergency, and the fire doors will automatically close (Residents and visitors may experience this during regular testing). At the same time, the alarm will be registered at the Country Fire Service station. Please ensure the fire doors remain closed until staff advise that they may be opened. Please do not pass through the fire doors unless you are in immediate danger.



In an Emergency

During an emergency, the Registered Nurse acts as the Emergency Coordinator liaises with emergency services, and manages the situation as needed.

In the event of an emergency, please remain where you are. Our staff will provide direction and inform you if any action is required, assisting you accordingly. You are safe.

You are safe, most alarms do not require any action from residents.

Maintenance Services

Maintenance Availability: Monday to Friday (Standard Business Hours)

Our qualified maintenance team is here to help you keep your living area safe and satisfactory.

To book a maintenance service, please contact reception.

Electrical Items

Electrical items must be tested and tagged to ensure their safety. Please advise reception of new equipment. Electric throw rugs and blankets are not permitted at the Residency.



Incident Management & Open Disclosure

An 'Incident' is any event occurring during Barossa Village's operation that has an immediate and adverse effect on the safety, health, and/or wellbeing of Residents, Workers, Contractors, or any other individual associated with Barossa Village.

Incident Management is an organisation wide approach with clear points of accountability for management, reporting and feedback at all organisational levels. This is called Open Disclosure and must be applied when an incident has occurred.

The principles of honesty, transparency, accountability, obligation to act, no-blame culture, and collaboration are applied at each step of the Incident Management process.

Open communication and relevant documentation will occur throughout the entire process. Incident Management will be managed in accordance with relevant legislation, standards and policies.

Standards and Policies

Policies and Procedures

For more information, please ask our friendly staff. Our policies and procedures are readily available for your reference.

Aged Care Quality Standards

The Aged Care Quality Standards clearly define what good aged care should look like. The Standards make it easier to check that our residents are receiving good care. Care is not about 'ticking boxes'. It is about caring for you and your individual needs.

For more information, visit <https://www.agedcarequality.gov.au/consumers/standards/resources>

Additional Information

Frequently Asked Questions

Can my family have a meal with me or can I organise a special event?

Of course! You can invite guests to join you for a meal or use our function spaces to celebrate special occasions. We'll work with you on costs and catering options to make it a memorable time.

Can I have a glass of wine or beer with my meal?

Absolutely! We offer a selection of red and white wine, beer, and soft drinks for you to enjoy with your meal.

Can my family or I bring food?

Yes, you can bring your favourite foods. For safety reasons, please do not share them with other residents.

I need to get to a specialist appointment. Can I get help with that?

Yes, we can help arrange transportation to your specialist appointments, with or without a carer. Specialised transport is also available, if needed, at a reasonable cost.

Do you offer laundry services, or should my family handle it?

Yes, we provide laundry and labelling services. However, if you prefer your family to handle it, that's fine too. The choice is yours!

What if I need something cleaned up?

If you have a spill, please ring the bell to request assistance. Cleaners are available six days a week. Your room will be thoroughly cleaned once a week and spot-cleaned daily.

I want to continue attending community group activities.

We love seeing our residents stay active and engaged, and we can easily help you continue attending your favourite community group activities.

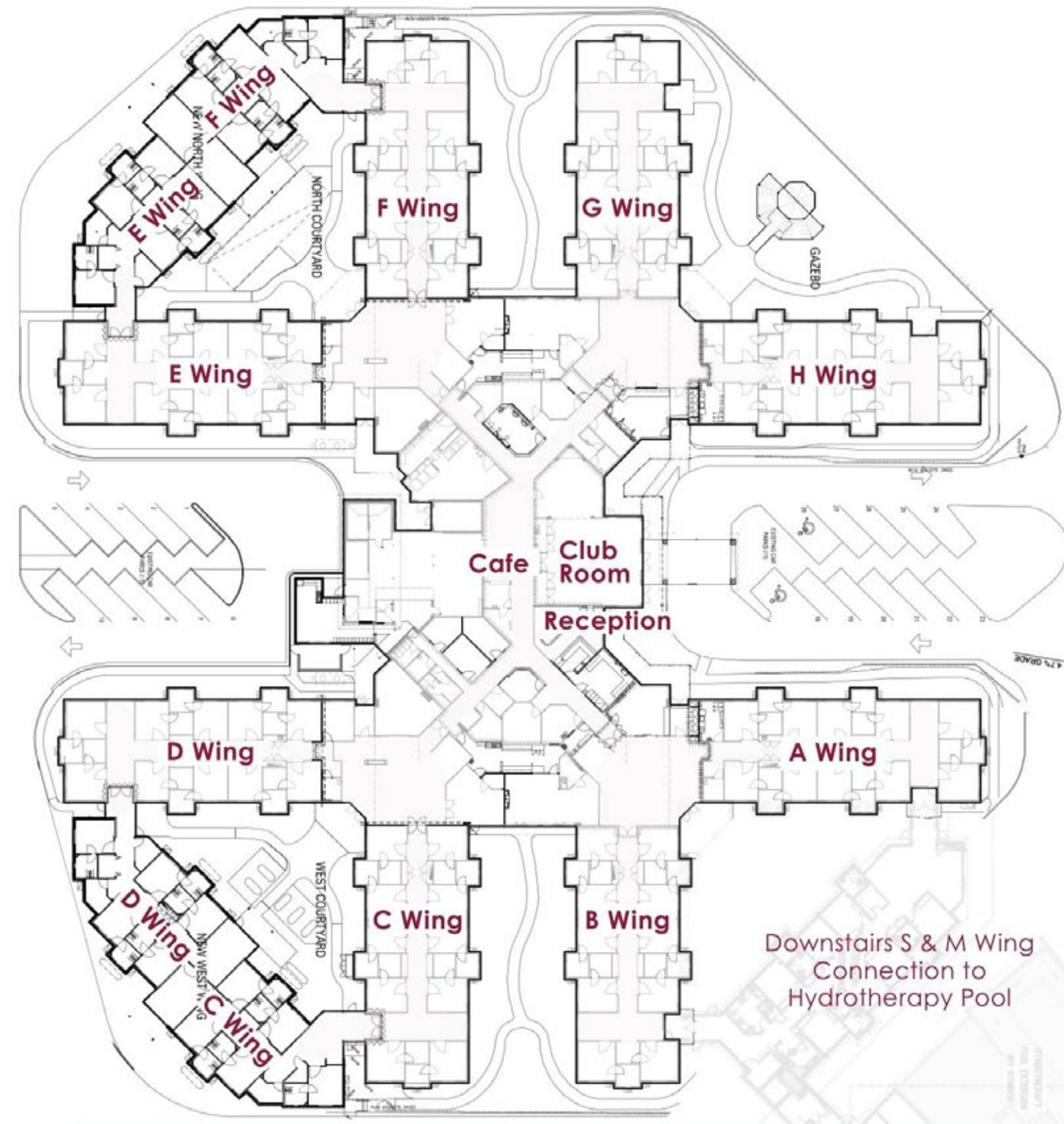
Do I have access to a telephone and Wi-Fi?

Yes, telephone and Wi-Fi are available to keep you connected. We also offer newspaper delivery services (fees apply).

How often can my family visit?

Visiting times are 7 days a week: 10 am till 12 pm and 1 pm till 5.00 pm. Visiting outside of these times can be arranged; we request you ring the Residency Reception (8562 0300 option 1) to arrange this, as there is no Receptionist after hours.

Map of The Residency



Map of The Residency

Downstairs S & M Wing
Internal entrance to Hydrotherapy Pool



Definitions

CEO: Chief Executive Officer

GP: General Practitioner

Leecare®: An integrated software program designed specifically to support aged care services. The hub of resident information and care directives.

Representative: A person or people who have consent to be involved in your care and decision making. A representative may be anyone you nominate.

Key Contacts

CEO of Barossa Village
Mr Ben Hall


General Manager, Integrated
Care Services
Mr Matt Kowald

Clinical Services Manager
Mr Adam Mountford

Chef Manager
Mrs Natasha Harvey

Community/Corporate Services 14 Scholz Avenue, Nuriootpa SA 5355

Residency 9 Atze Parade, Nuriootpa SA 5355

08 8562 0300 (Option 1) 

reception@barossavillage.org 

barossavillage.org 





Get in touch

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 -  8562 0300 (Option 1)
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-