



Barossa Village
people at our heart

Annual Report 23 Report 24



CONTENTS

- 02 About Barossa Village
- 04 Barossa Village Board
- 08 Our Executive Team
- 10 Finance
- 12 People & Culture
- 14 Service & Infrastructure
- 18 Heritage Park
- 20 Community Care
- 22 Wellbeing
- 24 Community Engagement & Partnerships

Our Story

For over six decades, Barossa Village has been an integral part of the Barossa Community, earning trust and recognition for our dedication to serving our ageing population. As a not-for-profit, community-owned organisation, we offer a comprehensive range of services, including independent retirement living, in-home care, and residential and respite care, while fostering vital connections within the community.

We proactively adapt to changes in the aged care sector, understanding that our mission is to be a socially responsible organisation dedicated to promoting, protecting, and enhancing the health and wellbeing of the greater Barossa community. This commitment is woven into our strategies and policies, shaping our services and guiding our approach to the community and the environment.

At the heart of our vision is the aspiration to pioneer a diverse, integrated, and interconnected model of care that empowers individuals with unparalleled life choices. Our core values—**creative thinking, collaboration, courage, and compassion**—reflect our dedication to providing high-quality services and care to our residents, clients, and their families, creating a positive impact on our community. These values define our daily actions and decisions. By embracing these values, we create opportunities for growth and success.

About Barossa Village





Helen O'Brien
Chairperson



Matt McCulloch



Phil Armstrong



Sally Collings



Trudy Vaughan



John Angas



Barb Storey

Chairperson's Message

Chairperson's Message

Barossa Village Board Chairperson - Helen O'Brien

As Chairperson of the Barossa Village Board, I am pleased to present the Annual Report for 2023-24. We have much to celebrate as a service community. Some years ago, a dedicated group of philanthropic local businessmen joined to establish Barossa Village as an entity within the local community. This year, we celebrate 60 years of service in providing nursing care, diverse residential offerings and in-home care services. Barossa Village is a major provider, employer, partner and influencer in our community. The foresight of those early pioneers continues at every level of the Barossa Village story, including at the Board which has responsibility for governance of the organisation.

During this year, the Board has committed to a range of consultation opportunities that serve the purpose of enabling the membership of the Board to engage in conversations with residents, families and those in-home residents who receive services. The Board visited a range of independent living clusters and was graciously invited into some of those residences. The Board has also attended a range of community advisory meetings where residents have shared thanks, insights, ideas and concerns in relation to services received. We heard many comments about the benefits of being part of the Barossa Village story and some of the challenges and ideas for the future.

continued on page 06

The chairperson's message continued.

This has been of tremendous use to the Board, and significant outcomes for improvement have been the result, with some still in development. The Board thanks those who have participated. Consultation is key to our relationships.

This year, great attention has been given to preparing submissions for Federal funding for a potential new development, the Heritage Park project. Barossa Village hopes to contribute to national and state initiatives in relation to housing designed to accommodate the needs of older Australians. We have had great support from local businesses, council and other partners thus far and look forward to further work in the area over the coming year.

The Board is pleased to report that this year has been another sound year in terms of financial governance. Prudent financial management enables excellent services and offerings to continue. I thank Board member Kevin Renshaw, who provided outstanding financial advice to the Board and has recently finished his tenure.

I am grateful to my Board member colleagues for their wisdom and commitment to the Village ideals established all those years ago. I also thank our CEO, Ben Hall, for his leadership and senior leaders, Sam Mason and Matt Kowald, all of whom provide outstanding services to the Board.

The Barossa Village Board looks to the future with confidence and great enthusiasm.



Chairperson's
Message



Ben Hall
Chief Executive
Officer



Sam Mason
General Manager
Corporate Services



Matt Kowald
General Manager
Integrated Care

CEO's Message

Barossa Village Chief Executive Officer - Ben Hall

At the opening of our inaugural SALA festival, one of our community artists shared with me how proud she felt to see her work on display for others to enjoy. As I reflect on this past year, I share that same sense of pride in representing Barossa Village and celebrating the achievements that have enriched the lives of our residents and clients.

In partnership with Mrs. Helen O'Brien and the Board, we undertook a review of our Rules of Association. In April 2024, our membership supported these updates, ensuring that our governance practices evolve to meet the current and future needs of the organisation. With the Australian Government advancing the new rights-based Aged Care Bill, I am confident that we are well-prepared to maintain strong governance through any changes ahead.

Our service offering continues to grow. This year, we broke ground on the \$2.4 million, 5-unit Buna Kokoda development, scheduled for completion around Christmas 2024. Remarkably, all units were fully licensed well before the project's completion. Additionally, our involvement with Talunga Village in Mt Pleasant progressed as Barossa Council transferred full ownership to Barossa Village—further testament to the quality of our services. Next on the horizon is the exciting Heritage Park development.

Community engagement has been at the heart of many initiatives this year. With over 90 volunteers, we've seen extraordinary contributions that support our residents. Our consumer advisory bodies have helped shape the quality of our services, and projects like the "That's My Jam!" recipe book have brought together like-minded individuals in a shared sense of community. Our participation in the Barossa Arts and SALA festivals added vibrancy and colour to our Lodge facility, further activating spaces that benefit residents and the wider community.

Our people remain the cornerstone of our sustainability. The aged care sector continues to face workforce challenges, yet we've grown our team by 10% and remain one of the largest employers in the region. We've also secured a Designated Area Migration Agreement to support migrating Registered Nurses—strengthening our workforce to better serve the community.

Financially, Barossa Village has delivered a solid performance this year, with improved operational results and steady equity growth. These achievements reflect our team's strength, commitment, and ongoing focus on sustainability.

Looking ahead, we acknowledge the uncertainties of reform, but the same team that delivered these results will continue to navigate and adapt to changes. Our focus remains on leading the way in providing aged care services, ensuring Barossa Village remains a trusted and forward-thinking community leader.

Financial Highlights

In the financial year 2023-24, Barossa Village achieved remarkable milestones, reflecting our strong financial performance.

- **Revenue Growth:** Total revenue soared to \$28 million, representing an impressive 30% increase from the previous year. This growth was primarily driven by higher AN-ACC payments at the Residency, which effectively offset wage increases resulting from the Fair Work Value decision for aged care workers.
- **Expenses:** Total expenses increased by 23% to \$26.3 million, reflecting our commitment to delivering quality services and compliance with industry standards.
- **Operational Surplus:** We are proud to report an operational surplus of \$1.65 million, including \$1.2 million from the transfer of Talunga Village, Mt Pleasant land from the Barossa Council. This marks a significant improvement from last year's surplus of \$92.5k.

30% Increase in Revenue

Operational Surplus of \$1.65 Million

Facility Occupancy Rates Exceeding 90%

Milestones & Achievements

To ensure financial prudence, our governing Board implemented a new investment and treasury management policy focused on capital preservation while facilitating growth. This initiative has yielded an immediate 225% increase in interest earned, totalling \$362k.

Our Independent Living Units have returned to pre-2023 levels, with 11 units licensed or rented and maintaining occupancy rates of over 90%. With the ownership of Talunga Village and the construction of new independent living units at Buna/Kokoda, we anticipate further growth in occupancy for 2024-25.

Our Residential Care occupancy rate has consistently remained above 95%, significantly outperforming the industry average of under 90%. Timely repairs and renovations will be critical to sustaining this level of performance.

These achievements are a testament to the hard work and dedication of our operational leaders at Barossa Village. Their expertise and commitment are instrumental in driving our ongoing journey towards financial sustainability.

Finances

Celebrating Success

Barossa Village is proud to be one of the largest employers in the region, continuing this trend in 2023-24 with a 6% increase in our workforce. Our dedicated team now consists of 319 individuals who provide essential care, support, and services daily. This year, we welcomed 58 new team members, further strengthening our workforce.

Our Board has adopted a Care Minute Framework, an innovative guide for resourcing regulated care needs that will inform our workforce and recruitment strategies. Acknowledging the shortage of aged care workers, Barossa Village has successfully secured a Designated Area Migration Agreement (DAMA), allowing us to sponsor Registered Nurses up to the age of 55. We are proud to be one of the first aged care providers in South Australia to achieve this, significantly expanding our recruitment opportunities.

Over the past year, we have prioritised the mental health, safety, and wellbeing of our team. We partnered with organisations to enhance our Early Intervention, Return to Work, and Employee Assistance Programs while fostering a sense of fun in the workplace. Many employees proudly wear TradeMutt 'FunkyShirts' to raise awareness and spark conversations about mental health.

We also celebrated significant achievements, including 17 employees marking milestone years of service. Notably, Mrs Christine Ihms celebrated an impressive 40 years with Barossa Village in 2024. Among our team, 41 members have provided care and support for over 10 years.

6% Growth in Workforce with 58 New Employees Inducted

319 Team Members Delivering Care and Services

17 Team Members Celebrating Service Milestones

41 Team Members with Over 10 Years of Service

Successful Aged Care DAMA Initiative



Building The Future

Throughout 2023-24, we have made significant strides in expanding and enhancing our service delivery through the development of new infrastructure, leveraging technology, and fostering innovation.

Buna Kokoda redevelopment

We began construction on five new independent living units at Buna Terrace, replacing two older homes that were no longer fit for purpose. This project revitalises previously underutilised, landlocked properties, transforming them into modern, right-sized homes that reflect our vision and commitment to the community. We anticipate welcoming new residents to these homes by Christmas.

Talunga Village, Mt Pleasant

In partnership with the Barossa Council, we have assumed ownership and management of Talunga Village, a 10-unit community in Mt Pleasant. During the year, we welcomed existing residents into our community and began refurbishing vacant units to offer fresh, quality housing options for the broader community.

Business Improvements and Innovations

With the support of Australian Government funding, we have implemented several key enhancements across our operations, focusing on efficiency, client experience, and staff safety:

Office365 Migration: We transitioned to Office365, introducing new communication tools that enhance collaboration and productivity for our staff.

Enhanced Equipment in the Residency: We invested in new lifters and beds to improve the quality of care for residents while also promoting worker safety.

Food Services Upgrades:

- Partnered with the Maggie Beer Foundation through its Trainer Mentor Program to elevate the quality of food service.
- Purchased modern cooking equipment, driving operational efficiencies and improving meal quality.
- Implemented the Simple Ordering system to streamline food safety requirements, enhance efficiency, and enrich the dining experience for residents.

Service & Infrastructure

Key Highlights

1,900 visits to the community hydrotherapy pool
– a valuable wellness resource for the community.

3,250 maintenance tasks completed
– a 10% increase from last year.

New 10-unit village in Mt Pleasant
– expanding our community offerings.

\$2.4 million Buna Kokoda Project –
underway, bringing significant enhancements.

A man and a woman are working on a rose bush. The man, on the right, is wearing a wide-brimmed straw hat, sunglasses, and a high-visibility yellow shirt. The woman, on the left, is wearing a white shirt and a white hat. They are both looking down at the flowers. In the background, there is a sign that says 'The Lodge at Barossa Park' and some trees.

Service & Infrastructure

A Place to Thrive, Grow, Connect, and Belong

To the southwest of the Lodge lies a 3.5-hectare parcel of land known as Heritage Park, owned by Barossa Village. Originally acquired in the early 2000's with plans for a new nursing home, the land has since been used for agistment.

Our Vision for Heritage Park Precinct

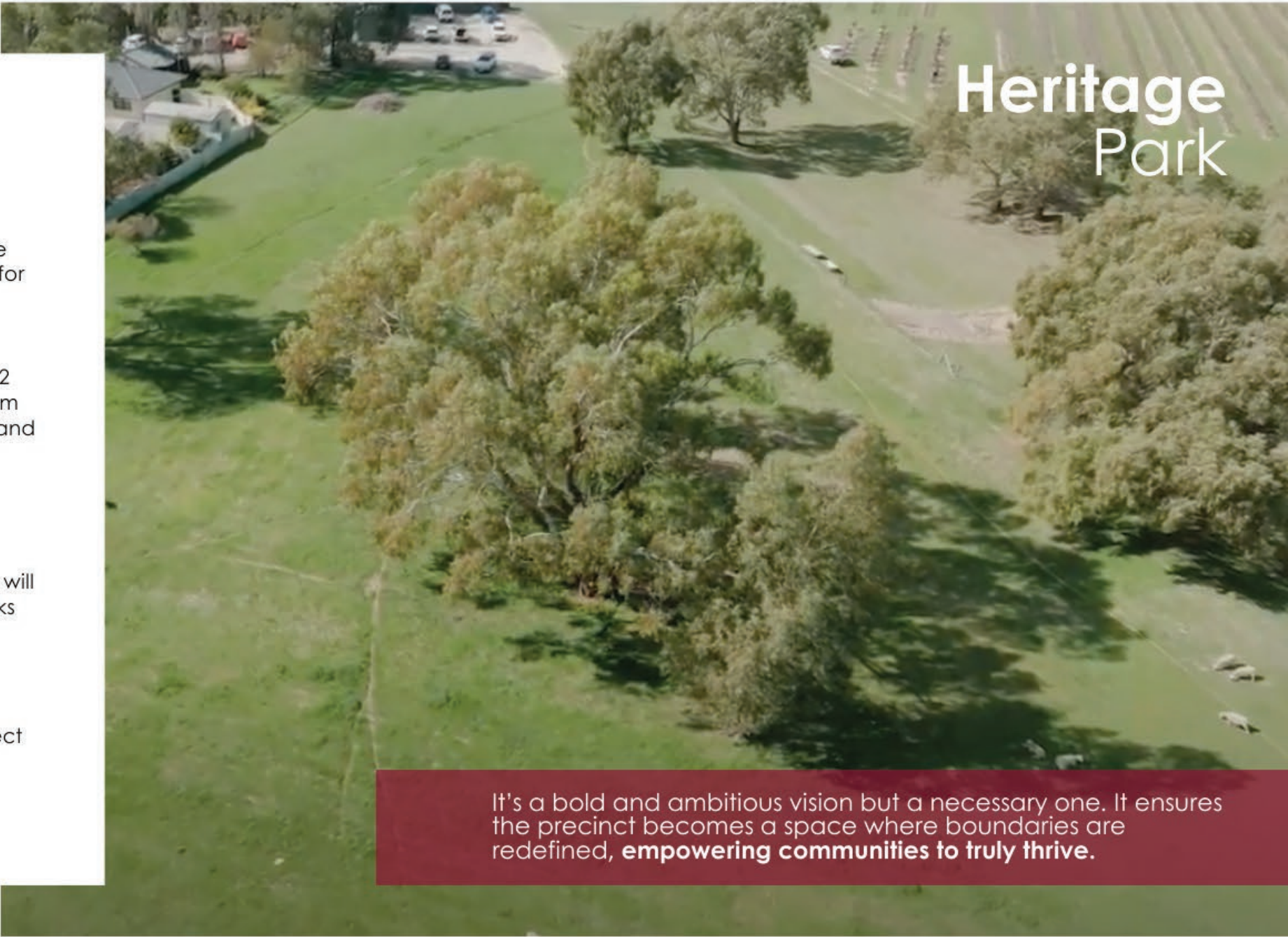
While previous plans for the site lacked innovation and community focus, our 2022 community consultation helped shape a bold new vision for Heritage Park. We aim to create an industry-leading precinct with purpose-built housing, infrastructure, and community facilities. Our consumer-centric approach will extend beyond our traditional client base, placing wellness and community connection at its core.

Partnering to Deliver Outcomes

Our strategic partnerships with Barossa Cooperative, Barossa Council, Regional Development Australia, the Department of Education, and the Dementia Centre will support the creation of a collaborative retail space, an allied health hub, and links with educational institutions. This includes training and employment pathways to build the region's workforce capacity while addressing the housing crisis.

Next Steps

On 29 August, Barossa Village officially submitted the Heritage Park Precinct Project to the Australian Government's Regional Precincts and Partnerships Program – Stream One funding application. While awaiting the outcome, we continue exploring other avenues to move this critical project forward.



Heritage Park

It's a bold and ambitious vision but a necessary one. It ensures the precinct becomes a space where boundaries are redefined, **empowering communities to truly thrive.**

Enhancing Community Care

Over the past 12 months, we have continually demonstrated our commitment to adapting and meeting the evolving needs of our clients. By embracing a holistic approach, we've focused on personalised care planning that directly responds to our client's unique needs.

Through thoughtful collaboration, we've seen a significant increase in the uptake of Allied Health Services and greater participation in our More Good Days programs and initiatives. This extension of care has strengthened our ability to enhance the wellbeing of those we serve.

We've expanded our Integrated Care Assistant team, enhancing our ability to provide flexible, responsive support for both ongoing and ad-hoc needs. By utilising a dedicated team of employees alongside trusted contractors, we ensure the highest quality of service. Our rigorous quality assurance process enables us to continually review, refine, and improve our services, ensuring consistent excellence in care delivery. These efforts were recognised early in the year when we achieved a 100% accreditation result from the Aged Care Quality and Safety Commission—a significant milestone we have continued to build upon.

An exciting development this year was the acquisition of a new 22-seater Toyota Coaster bus, using funds generously donated by a community benefactor. This accessible vehicle will expand our reach, enabling more people to engage in our community programs and fostering even greater connections.

175+ Home Care Clients – Delivering personalised support to over 175 individuals, empowering them to maintain their independence at home.

46,000+ Hours of Home Care Services – Reflecting our commitment to comprehensive care.

195 Independent Living Units – Offering a wide range of living options, fostering a strong sense of community and independence for our residents.

25 Commonwealth Home Support Clients – Supporting their wellbeing and connection within the community.

Community
Care

More Good Days

The "More Good Days" initiative transforms each day into a chance to make a meaningful impact, and our dedicated Wellbeing Team is leading the charge in this mission.

In our Residency, we have embraced a collaborative and creative approach to resident-led activities. From engaging games like Marlene's card group and knitting circles to classical music sessions and intergenerational activities that invite children to share experiences with residents, we are fostering a vibrant community spirit.

"More Good Days" also celebrates the significance of small gestures—a kind word, a shared laugh, or simply being present. These moments foster connections and enhance wellbeing, creating a warm and welcoming atmosphere for both residents and staff.

Our commitment to "More Good Days" extends into our Community Programs, where we organise small group outings that allow community members to engage in activities that matter to them in a supportive environment. Additionally, we have established a dementia support group for clients living with dementia, offering families the opportunity to connect with our facility and providing caregivers with three hours of respite every fortnight.



Wellbeing

Empowering Community

Community Engagement and Partnerships

Collaboration is at the heart of our mission to listen, understand, and learn from our community. It enables us to continuously enhance our services.

Community Feedback and Involvement

We prioritise feedback from our community through various channels. In the 2023-24 financial year, we received and responded to 241 pieces of feedback—whether compliments, suggestions, or complaints—each valued equally as essential drivers for our improvement.

The Barossa Village Incorporated membership has significantly shaped our organisation's future over the past year by reviewing and discussing the Rules of Association. This crucial governance document, which outlines our organisation's management and operational framework, has undergone nearly 20 years of review. It positions us well to navigate the current reforms in aged care.

Celebrating Community Talents

This year, we transformed the Lodge facility into a vibrant art gallery, showcasing the artistic talents of our community during the Barossa Arts and South Australian Living Arts Festival. The infusion of colour and creativity has revitalised the space, encouraging residents, clients, and their families to reconnect with it.

In addition to artistic expression, we celebrated culinary creativity by publishing the "That's My Jam!" recipe book, made possible by a grant from the Peter Lehmann Arts and Education Trust. This book features jam, pickle, and sauce recipes from residents and friends of Barossa Village. These creations are now made by residents and volunteers and included in our regular menu. The success of this initiative has inspired plans for a follow-up book highlighting cake and slice recipes.

Strategic Partnerships

Strategic partnerships are vital to our approach. Projects like Talunga Village and Heritage Park are evolving to meet the needs of our community. Our sponsorships with like-minded organisations will continue to generate mutual benefits, including access to community facilities such as the Nuriootpa Bowl and Barossa Golf Club, and opportunities for intergenerational connections and career pathways across educational levels.

A standout collaboration in 2023-24 was with the Maggie Beer Foundation, aimed at enhancing our catering services. This training program is designed to improve kitchen skills and elevate the quality of meals for our residents. The benefits of our cook-fresh model and enhanced food fortification were showcased during a German-themed day, where Maggie Beer joined our kitchen team to create an exceptional dining experience for residents and staff.

Community Engagement & Partnerships

Key Highlights

241 pieces of feedback received

New Rules of Association endorsed by Members

Over 150 pieces of art on display

Enhanced services



Community Engagement & Partnerships

Volunteering - Ordinary People Doing Extraordinary Things

We are deeply grateful for our volunteers, whose passion and countless hours of service make a remarkable impact across all areas of Barossa Village. From supporting our Op Shop, which plays a vital role in the wider community, to assisting at the Residency and engaging in our Community Programs, their contributions are invaluable.

This year, we took a significant step to formally recognise the dedication of our Independent Living Unit (ILU) volunteers by incorporating Cluster Group Representatives into Barossa Village's broader volunteer efforts. Their hard work and commitment have always been appreciated, and this inclusion reflects our gratitude.

After an incredible 54-year journey, the Barossa Village Ladies Auxiliary concluded its operations, having raised over \$5 million through its fundraising activities. Their tireless dedication has supported the Residency and has led to numerous initiatives that will leave a lasting legacy for generations to come.

90+ volunteers dedicated to various initiatives.

Volunteer-run Op Shop raised **\$54,000** for Barossa Village programs.

Ladies Auxiliary raised **over \$5 million** in **over 50 years** of service.



Community
Engagement & Partnerships

Barossa Village Residents' Association

President's Message - Mr Tom Falconer

Over the past year, the Barossa Village Residents Association (BVRA) has maintained a strong and collaborative partnership with Barossa Village management and staff, working together to enhance the quality of life for all residents. Our regular meetings, attended by CEO Ben Hall and Team Leader Community Tom Herring, have offered a valuable forum for addressing resident concerns, ensuring that questions were answered and issues were resolved promptly.

A significant achievement this year was the successful recruitment of additional gardeners. With a full team now in place, they've been able to make considerable progress in tackling the backlog of maintenance tasks. Given the challenging climate for recruitment across industries, this accomplishment highlights Barossa Village's dedication to maintaining a pleasant and well-kept environment for all residents.

Looking forward, we are optimistic about the exciting developments planned for the upcoming year. Barossa Village leadership will soon share their vision and initiatives, further enhancing our facilities and improving the resident experience.

Community Engagement & Partnerships

I'd like to take this opportunity to express sincere thanks to the BVRA committee members for their ongoing hard work and commitment throughout the year. Special recognition goes to Vice President Robin Henry and Secretary Julie Smith for their significant contributions.

This year marks a transition in BVRA leadership. After several years of serving as Vice President and President, I will conclude my leadership term. In line with our constitution, we have successfully conducted the election for a new President, ensuring the ongoing growth and evolution of our association. I would like to acknowledge Mr John Irlam's election to the role.

We look forward to another year of collaboration, progress, and fostering a vibrant and thriving community for all.

Residents Representative Group

Our Residents' Representative group meets monthly at the Residency to discuss matters of interest and provide constructive feedback to management. They help develop new initiatives and address issues at the facility.

Over the past year, there have been several amazing achievements. Highlights have included organising food focus groups, where residents reviewed the menu and sought responses regarding the maintenance and condition of the gardens. The latter led to appointing a gardener devoted to maintaining the residency grounds and gardens, who has received great enthusiasm and has led to significant improvements in this area.

The Resident Representative group also expressed a desire to increase its profile, leading to the development of wing meetings. These meetings allowed more residents to participate and stay updated on facility developments.

Pam Schultz – "I find the group very interesting. It is a way for me to find out what is going on and help other residents. I am very happy with the care that the residents receive."

Brenton Raven – "I have learnt about what's happening in the Residency. I have learnt about the workings of the organisation and what it takes to run it. I enjoy sharing the information with other residents."

James Maitland – "I have always been a part of representing communities and organisations. I am familiar with the process and like to ensure that it is working for the residents."

John Chilton – "I like being involved with people and have always been interested in the level of care the residents are receiving."

Marlene Kemp – "I love it! I get to know people and I like to know what is going on in the organisation."

Alan Hall – "I am interested in how the organisation operates. I was disappointed about how the Resident Handbook was being used, so I spoke to Quality. After being involved in the new edition, I am glad that more people know about it and use it. It is also more user-friendly."

Community Engagement & Partnerships

Consumer Advisory Bodies

A key highlight of the 2023-24 year has been the introduction of our Consumer Advisory Bodies, which have significantly deepened the connection between our service recipients and members of our governing Board. By providing a platform for open dialogue, this initiative has offered valuable insights into the lived experiences of our clients, ensuring their perspectives directly shape our decision-making and service delivery.

We extend our gratitude to every individual who contributed to our three advisory bodies—whether representing Residential Care, Community Care, or Independent Living services. Their feedback, questions, and active participation have been instrumental in driving positive change.

While aged care providers are required to establish such feedback mechanisms, we've worked diligently to go beyond compliance. Our focus has been on fostering conversations that are meaningful, impactful, and purposeful. This commitment to genuine engagement is evident in the sustained participation and thoughtful contributions to each session.

As Helen O'Brien, Chairperson of our Board, affirms: **"Hearing the voices and ideas from our people has been both affirming and instructive, guiding us in making meaningful progress across all areas."**



10 Consumer Advisory Body meetings held in 2023-24

156 attendees, including Board Members

62 client questions raised and answered

Community Engagement & Partnerships



Community/Corporate Services 14 Scholz Avenue, Nuriootpa SA 5355

Residency 9 Atze Parade, Nuriootpa SA 5355

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barossavillage.org

Connect with us   



Barossa Village
people at our heart