



Agenda

IRT Greenwell Gardens Quarterly Resident/Relative Meeting

Thursday 15th May 2025
10.30am Community Room

No.	Topic/Content	Tabled By
1	PRESENT	
	Care Centre Residents and Relatives, Operations Manager, Care Manager, Lifestyle Team Leader, Hospitality Team Leader, Regional Safety Officer, Minute Taker, Regional Lifestyle Manager, Regional Hospitality Manager	
2	APOLOGIES	
	[Click here and type names]	
Acknowledgement of Country <i>IRT acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples who are with us today.</i>		
3	PREVIOUS MINUTES	CM
3.1	Minutes confirmed and accepted by [enter name]	
4	BUSINESS ARISING	
4.1	Update on action items from previous meeting	OM / CM
5	SAFETY	
5.1	Resident and Relative Safety Update	RSO
6	AGED CARE PORTFOLIO UPDATE	OM
6.1	Organisational/Region Update	
6.2	Policy/Procedure updates related to Residents & Relatives	
6.3	Regulatory Compliance Update Relevant to Residents & Relatives <ul style="list-style-type: none">Strengthen StandardRevised Aged Care Act 2024Accreditation	
7	CARE UPDATE	CM

7.1	Clinical Care and Services insights/trends/actions <ul style="list-style-type: none"> • Nurse Call • Journey of Care • Clinical and NQIP Trends/Insights/Actions • Infection Prevention and Management • Care and Assessment Planning 	
7.2	Workforce Management Update <ul style="list-style-type: none"> • Care Minutes for the quarter • New starters 	
8	HOSPITALITY UPDATE (note food will be discussed at Food Focus Meeting)	RHM / HTL
8.1	Environmental Audit Trends/Insights/Actions	
8.2	Cleaning Audit Trends/Insights/Actions	
9	LIFESTYLE UPDATE	RLM / LTL
9.1	Lifestyle Update	
9.2	Program Evaluation	
9.3	Theme Days/Diversity InFocus Calendar	
9.4	Survey Feedback	
10	NEW BUSINESS	All
11	CLOSE OF MEETING	