Transcript

Aged Care Quality and Safety Commission

Queen Victoria Care  
Residential Advisory Committee Experiences

**Presented by:**

Maggie Davison  
President, Residential Advisory Committee, Queen Victoria Care

Jo Aschman  
Member, Residential Advisory Committee, Queen Victoria Care

Jan Beadle  
Member, Residential Advisory Committee, Queen Victoria Care

[*Opening visual of slide with text saying ‘Better Aged Care Together’, ‘Residential Advisory Committee experiences’, ‘Produced with the support of Jacqui Marden, CEO at Queen Victoria Care’*]

[*The visuals during this video are of exterior and interior of residential aged care facility as well as each speaker speaking to camera*]

§(Music Playing)§

**Maggie Davison:**

On management committee I am invited now and again to report back on the residents meetings. And that’s a good thing because a lot of people as I’ve said don’t find it easy to speak to management and it’s most important that they do feel at ease about that.

When the questions get fired to me I always have a secretary with me, then if there’s anything I feel that management should know then that goes straight to management. And that’s very important to know that you can speak to management at any time. Because a lot of people are just too afraid. They think management can’t be approached. And Jackie would never want it that way. Never.

I always open the meeting by saying you must remember we are a family. I don’t want complaints. I just want to hear your observations of what you see going around, whether it be for good or for bad. And also I keep saying remember management doors are always open to hear you. And that breaks up the silence a little bit.

§(Music Playing)§

**Jo Aschman:**

Our minutes go to Jackie, and I know she gets back to us, sometimes through Maggie, sometimes through me, and then if it’s necessary we’ll go back to a meeting and we’ll have a repeat of that. And I think it’s important to let the other members at the meeting know that they are being taken seriously. So that someone says ‘Oh we ask and nothing happens’ we’re able to say ‘Well this happened. We had that, that and that, and that things go in stages’. And I think we’re very lucky here that we feel that we are listened to and that Jackie takes notice, does what she can. But it’s important to see that these things happen in a relatively easy way. And I think we’re lucky here that our thoughts and what we want is accepted as being reasonable.

§(Music Playing)§

**Jan Beadle:**

We’re very fortunate here because we have a number of people who work on the committee type of thing and it works out well for us because we know who’s doing what. I believe you’ve already met with Maggie and she’s our senior eye. And really is working out very nicely. You can say such and such a thing has happened. What do I do now Maggie?

§(Music Playing)§

**Jo Aschman:**

Well if I was the CEO, and heaven forbid that ever happens, I guess I’d want to see that everyone from the lower people through to everyone who is involved in the place has a chance to say at some stage that then in each and every area of the place that people are able to express their feelings. Things that will happen. There are things obviously that happen that you think I wish we’d have done that. But then if we’d ignore it, then it’s going to happen again. So I think it’s important as a person in charge to accept that people are going to have feelings about things that happen and we should accept that we have to do something about it.

§(Music Playing)§

**Maggie Davison:**

This communication is so important and I must admit Jackie and her team do a wonderful job there. But you do have a couple of bumps sometimes but bumps are meant to be overcome and it does happen. We’re all part of this word family and that breaks down the ice pretty well.

**Jan Beadle:**

I think in all fairness you know very well what – because of who you are you know very well what we’ve worked out for you and you would know what would work for the people with you.

**Jo Aschman:**

It’s silly to say that everyone is important but it’s not a silly thing to say that everyone is important.

§(Music Playing)§

**Jan Beadle:**

It’s a case of you must realise you’re free to speak to each other and that’s important.

We’re living in the future now and this is where we have to get along. Even at our age we’re still learning new things. And so to learn it by people who know what to do about it, it’s even better. I certainly wish everybody who does that the best because they’re going to have a wonderful home to be with.

§(Music Playing)§

[*Visual of slide with text saying ‘The Aged Care Quality and Safety Commission would like to thank Maggie Davison, Jo Aschman and Jan Beadle and the residents of QVC for kindly agreeing to share their home and stories with us’, ‘Thank you also to the staff at QVC for hosting our visit’*]

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’*]

[End of Transcript]