

BHP Services

Creating Communities within our Villages and Roxby Downs



Feedback Newsletter April – 2023

Highlights

- **Easter** – Easter was celebrated with a spectacular chocolate display and theme menu. A special Easter share has been attached with this month's newsletter.
- **Anzac Day** – Anzac Day was commemorated this year with the annual Dawn Service held in Richardson Place. Kinetic kindly provided a shuttle to and from the service so that village residents could attend, with 66 passengers using this service either to or from town. ESS put on a Gunfire Breakfast to honour this day.

Opportunities for improvement and actions taken

- **Guesst App Bus Schedule** – looking for the Bus Schedule in Guesst? Head to the Guesst App landing page (or home page) and scroll down to the Bus Schedule banner. Click on Bus Schedules and this will take you to the Olympic Dam Bus Schedule.
- **Village Resident Experience Committee (VREC)** – due to significantly low attendance the VREC has been paused for the remainder of the financial year. This will enable us to refresh the Terms of Reference and onboard the new ESS Community Liaison Officer. In the meantime, if you have any feedback relating to Village Services, please submit it via the Guesst App or for Village improvement initiatives email: vrec@bhp.com.
- **Accommodation Room Cleaning** – in response to customer feedback in relation to the decline in housekeeping service standards, ESS will be conducting a GEMBA campaign over the weekend to ensure that team members have access to the new LG stick vacuum cleaners and floors are being consistently vacuumed across ODV & RDV. A range of new cleaning tools have been ordered to drive cleaning efficiencies including new scrubbing brushes that are designed for a deeper clean particularly inside bathrooms, and additional larger vacuum cleaners. In addition, ESS will be bringing in a Cleaning Manager for a 3-month period to work with both the onsite & offsite teams to address any cleaning gaps and improve the housekeeping processes, procedures and standards.



Coming in May

- **Mental Health Month** – during the month of May, the ODWC will be running a series of events on-site as part of Mental Health Month. Mental Health Month is an annual event aimed at improving awareness and interest in mental health and wellbeing. The purpose is to empower everyone to connect and start conversations on a regular basis to support others. The ODWC is excited to be offering on-site Yoga as part of the Mental Health Month activities which will be held in the ODV Function Room. Keep an eye out for more information from the ODWC on what's happening throughout May.
- **Retail Store Access** – effective Monday 15th May, ESS will be implementing improved access to the ODV Retail Space. Residents will no longer have to exit the dining room to access the retail space during dining room opening hours, with access directly through the dining room. Access will be one way; however a similar range of retail products will still be available in the Tavern for those residents who don't want to enter the dining room.
- **Kitchen Floor Repairs** – work will be commencing on Friday 12th May to repair the kitchen floor in the hot servery area and is expected to take approximately 8 days. During this time meals will be split across the Dining Room and Tavern areas to minimise congestion inside the dining room. More information will be shared via site wide communication leading up to work commencing.
- **Village Events** – keep up to date with upcoming Village events by accessing the Guesst App on your mobile or tablet device. More information about the Guesst App is available from Administration.