

Policy Statement

Our residents are the heart of The Sterling, Kaiapoi, and we are committed to providing them with a rewarding and fulfilling experience by placing them at the centre of all our activities. We adhere to the principles outlined in the Village Service Charter and operate in compliance with New Zealand's Retirement Villages Act 2003 and related regulations.

Our Commitments to Residents

- **Respect for Resident Rights:** We uphold the Code of Residents' Rights as mandated by the Retirement Villages Act 2003 and the Retirement Villages Code of Practice 2008.
- **Professionalism and Courtesy:** We provide prompt, courteous, and professional service.
- **Ownership of Resident Enquiries:** We take ownership of residents' enquiries or requests, ensuring follow-up and keeping residents informed until resolution.
- **Realistic Expectations:** We communicate clearly about what services we can provide and the expected times.
- **Accurate and Consistent Information:** We ensure residents receive reliable and consistent information.
- **Respect for Privacy and Confidentiality:** We respect residents' privacy and maintain confidentiality in all dealings, in compliance with the Privacy Act 2020.
- **Continuous Improvement:** We strive to improve our services through regular feedback, resident surveys, and a commitment to continuous improvement.
- **Resident Engagement:** We actively listen to residents, fully discussing their needs and expectations.

Procedure

Our service quality and ability to meet residents' expectations are measured by the feedback we receive. Residents' input guides our ongoing service improvements. We are committed to welcoming and addressing all feedback, positive or negative, in a constructive manner.

Measuring and Improving Service Quality

To ensure excellence in service, we will:

- **Conduct Annual Resident Satisfaction Surveys:** Every year, we will survey residents to gather their views on our services.



- Utilise Feedback Forms: Feedback forms will be made available to residents, and we will log all general feedback and correspondence.
- Implement Staff Training: We will provide quality training and coaching for our staff to continually enhance their customer service skills.
- Use KPIs for Planning: Key performance indicators (KPIs) will be embedded in business planning and staff performance management.
- Effective Internal Systems: We will maintain robust systems for monitoring and reporting on our service delivery.
- Recognise Staff Excellence: Staff who excel in customer service will be recognised and rewarded.
- Suggestion Box: A suggestion box is available in the village clubhouse for residents to share their ideas for improvements.
- Continuous Improvement Program: Feedback and findings from these processes will feed into our Continuous Improvement Program, which seeks to address service gaps and enhance the resident experience.

Resident Consultation

Any significant changes to village services that may affect residents will be discussed with residents in accordance with the Retirement Villages Act 2003. Feedback and concerns from residents will be considered before any major decisions are implemented.

Associated Documents

- Retirement Villages Act 2003
- Retirement Villages Code of Practice 2008
- Privacy Act 2020
- Code of Residents' Rights
- Village Service Charter
- Continuous Improvement Program

This policy supports compliance with the relevant New Zealand legislation and best practices in resident care within retirement villages.