



GLENVIEW
Community Services

Our Services



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The Glenview Story

From humble beginnings in the late 1940s as a home for 16 men and women, run by the Church of England, Glenview has grown and developed over the decades alongside the community of Glenorchy. What started as a 'home for aged persons' has become a modern, award winning not-for-profit organisation providing support to people throughout southern Tasmania.

At Glenview, we recognise the importance of maintaining appropriate levels of care that are tailored to each person's unique needs.

We pride ourselves on being an inclusive and professional aged care provider and aim to deliver holistic quality services to people in need of care and support, enabling them to live life with dignity, independence and wellbeing.



Help at Home

*Living in your own home with the
helping hand you need*

We are active in our community and provide care and outreach for those who need our help.

We work with you to create a care package that gives you the freedom to continue living in your own home, with peace of mind that you are receiving the care and assistance required.

We listen to you and build an ongoing partnership alongside you. Part of this partnership involves setting goals for you to achieve.

This can range from the desire to get out to the shops on a weekly basis or even, as one of our clients described as a dream come true for him, for one of our staff to accompany him to travel to WA to attend his grandson's wedding.

Choose from our huge range of home care services:



Help at mealtimes



Nutrition and dietary plans



Personal hygiene, bathing and showering



Organising medication



Grocery shopping



Assistance with attending family reunions, concerts and more



Gardening



Organising aromatherapy, massage and other therapies



Minor house maintenance



Transport to doctor's appointments, to do banking or to attend exercise classes.



Mobility and assistive technology

The home care support you receive can be partly or fully funded by the government through the Commonwealth Home Support Program (CHSP) or a Home Care Package (HCP).

Because we're an approved provider for both, we can provide the services you need at every stage along the way, including the option to pay privately for our home care services.



Disability Support Services (NDIS)

We help you to live the life you want

We are passionate about working with you so you can design the support services you need.

You are in charge of your care and we work with you to cater to your needs.

This can include drop-in services that promote social outings, to 24/7 support for people with complex needs.

As a NDIS registered provider of support, we have extensive experience in supporting people living with disability. It's our mission to help you to have the choice and control you need to live life the way you want.

We offer a wide range of support including:



Household tasks to help you live as independently as possible



Access to our community centre – join in on a huge offering of activities and excursions around the Greater Hobart region from our active community centre based at Glenview



Community nursing care



Assistance with travel and transport



Community access



Short term accommodation options available



Personal care



What is the National Disability Insurance Scheme (NDIS)?

The NDIS is the National Disability Insurance Scheme, which provides funding from the Australian government for services to people living with disability. The National Disability Insurance Agency (NDIA) makes decisions about whether you're eligible to become a NDIS participant, and how much funding you'll receive if you are deemed eligible.



Bisdee Community Centre

A place to enjoy the social side of life

Our community centre is a hub of activity and a place for people to come and socialise in a creative, fun and supportive environment.

Come and immerse yourself in a full range of activities and outings, according to an ever changing calendar of monthly events.

Where possible, transport to and from the community centre is included in your bundle of care, and after morning tea, one of our buses will whisk you and your friends to any number of locales including cafes, parks, museums and unique shops in the Greater Hobart region.

Our programs are diverse and enjoyable

When you join our community centre, you can choose to partake in a wide variety of social and fun activities. We have centre-based activities such as:



Arts and crafts



Fun and fitness classes

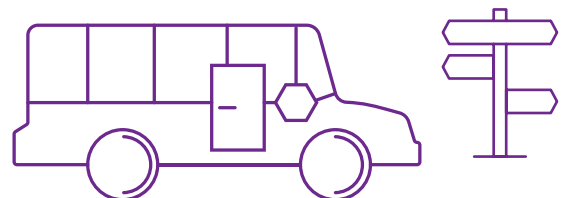


Guest speakers



Musical entertainment

Plus you can go on a range of outings which will see you travelling almost anywhere in the Greater Hobart region including to:



The Salmon Ponds in the Derwent Valley



Willie Smith's Apple Shed near Huonville



The New Norfolk Country Music Jamboree and much more!



Night Owls

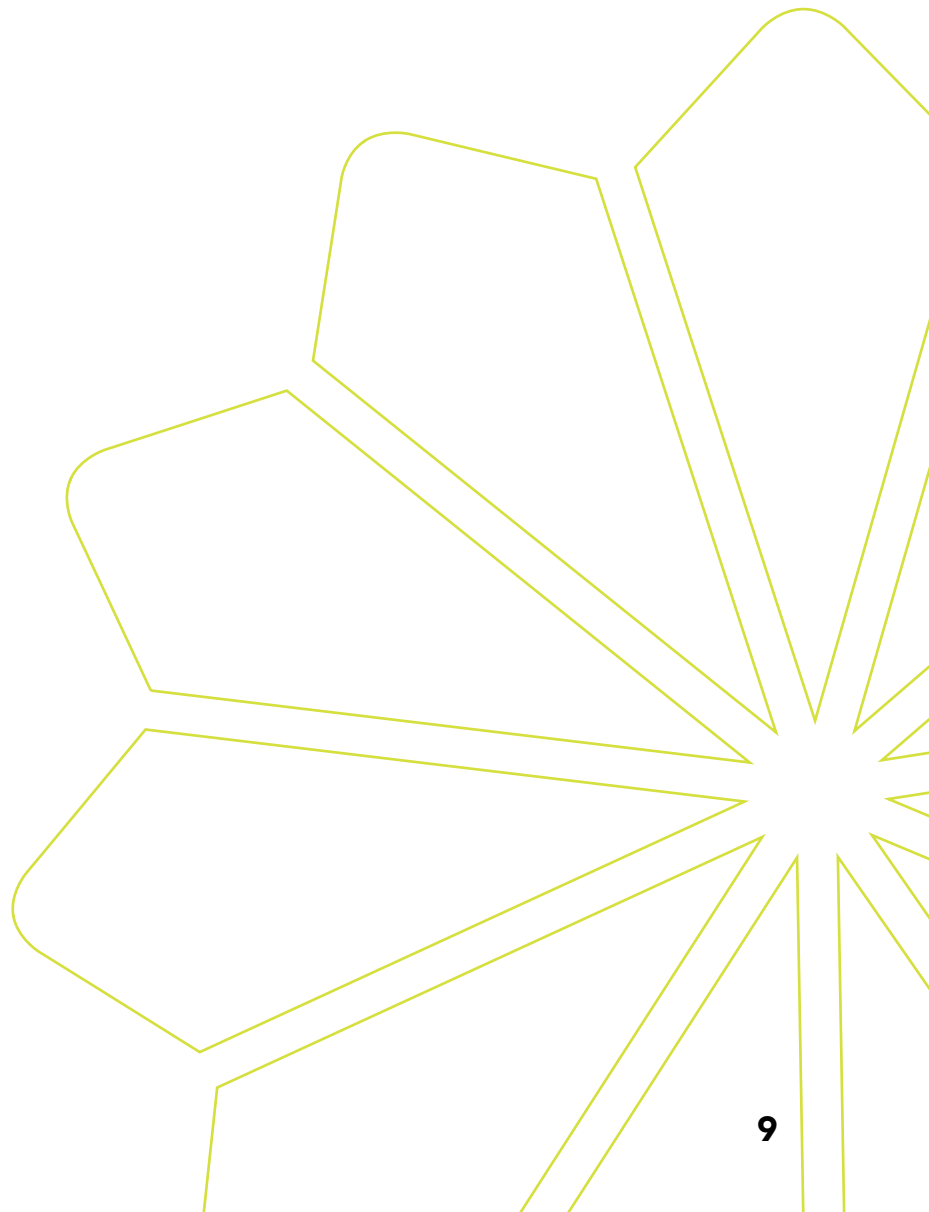
Outings and adventures after dark



Night Owls is our popular weekly evening outing for those of you who love the idea of going out and being social at night-time.

This could mean going out for a meal at one of Hobart's many incredible dining establishments, attending a concert or getting together for a BBQ.

As part of your paid membership with the Night Owls program, you will be picked up from your home in our Glenview bus around 4.30pm and escorted home again at approximately 10pm.





Cottage Respite

A place for rest and rejuvenation



When respite is needed, whether it be yourself or a carer, it's an important way to relieve stress and have time to recharge.

We offer a range of options that can assist families and carers to have a well-earned break while knowing the person they support is being cared for by our highly skilled staff in our safe and comfortable surrounds.

This includes short-stay accommodation and support in our specialised cottage respite rooms at Glenview.

Whether it's for a few hours, an overnight stay or a few weeks, we are able to work with you to support your unique situation.

What is provided?



Fully accessible self-contained room with 24-hour staff support



Assistance with medications



Catering for all meals



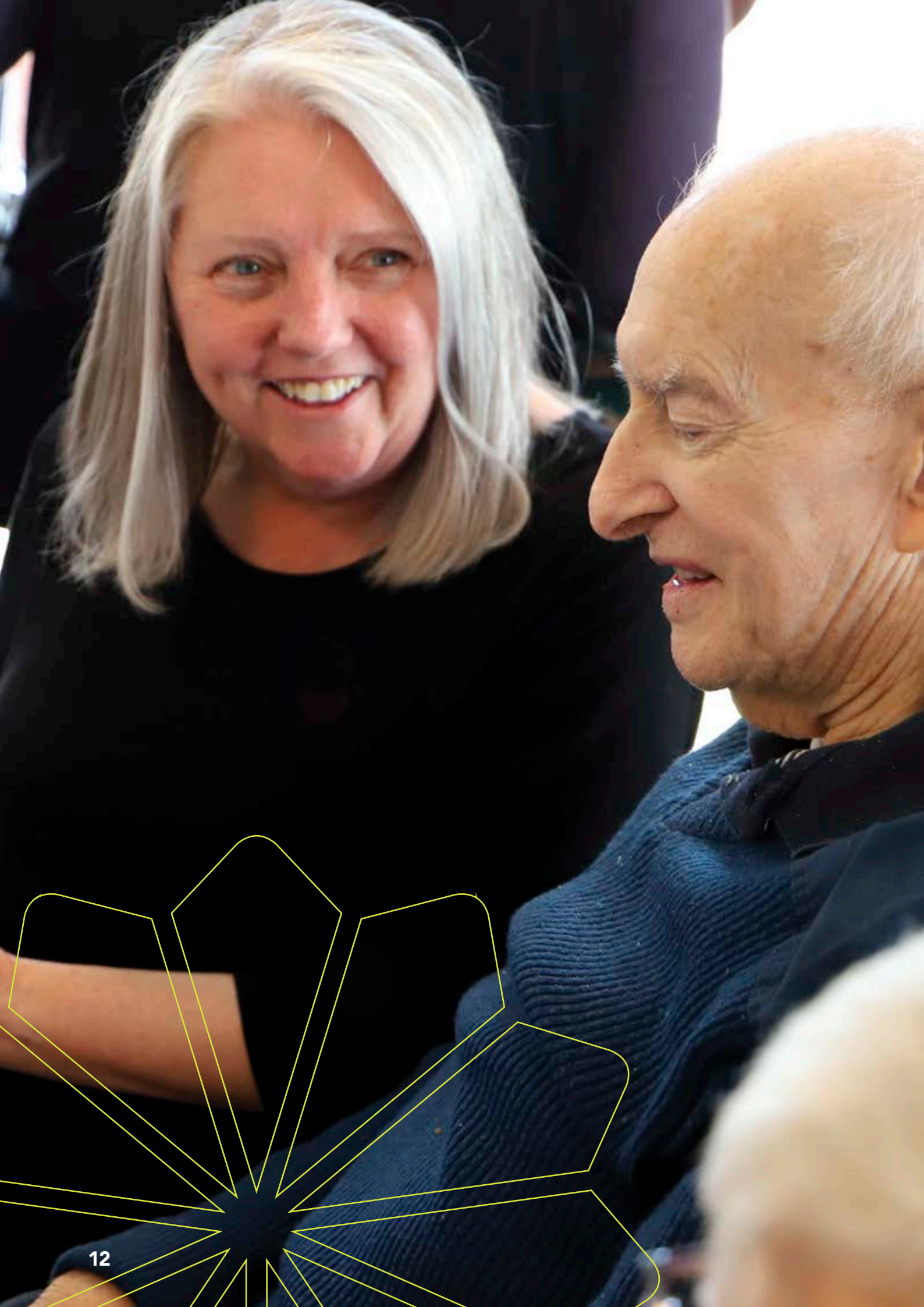
Access to our community centre environment



Access to nursing care



Inclusion in all activities at Glenview





Residential Care

Feel at home at Glenview

Choose Glenview and you're choosing to live in a caring, welcoming space, where you can be as active and involved as you wish to be.

You can spend quality time with family and friends, join in on our leisure and wellness programs and continue to live a life that is meaningful to you.

We offer living options to suit you, in our residential care environment and in our independent living lifestyle in Glenview Close, which consists of 10 independent living units co-located with the main Glenview residential centre.

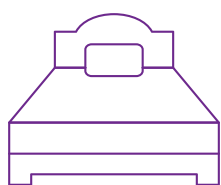
We make sure everyone feels welcome and has access to all the benefits of being part of the Glenview family.

Our person-centred model of care gives you the choice to plan your day, your way. This approach respects your individuality wherever possible.

By taking the time to get to know you – your likes, dislikes and what's important to you – we respect your right to make your own decisions about the support you receive and how you'd like to be a part of life at Glenview.

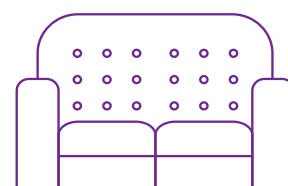
We recognise that independence is an important part of any stage of life and we provide all the help and support you need to achieve it.

Your home at Glenview



We offer a range of **private single rooms**, almost all of which have ensuite facilities and some also include a kitchenette.

You'll have **access to communal lounges and our dining rooms, as well as our function centre and café** located in The Derwent Room. This welcoming environment offers space for relaxing and sharing a cuppa and cake with family and friends.



While each room is furnished, **it's your private space** and you can bring in special memorabilia and make it your own.

A variety of **small and large gardens surround Glenview**, which present a marvellous opportunity for a stroll with family or for socialising with other residents.



You are **free to decide where and when you would like to eat** – perhaps some days you may prefer breakfast in bed or a cup of tea in one of our many garden areas.



You will enjoy **access to all services including 24 hour nursing care, meals, laundry**, a comprehensive range of therapies, as well as cultural and spiritual support.

Merton House

Welcome to our specialised dementia care area, where residents who are living with dementia are cared for in a secure and supportive environment.

All of our staff receive dementia training delivered by our very own dementia consultant from Dementia Tas, and we see family and friends as our partners in care.



In Merton, we embrace the beneficial powers of music therapy and music is regularly used as one of the many ways in which we work to connect residents living with dementia to memories of their past and to help encourage a familiar, calm and engaging environment.

A popular feature at Merton House is the Betty Mathers Sensory Garden. Opened in 2013, after a generous bequest from a former resident of Glenview, the garden is designed to stimulate all five senses so that all residents, including those living with dementia, can enjoy nature in a safe, beautiful, and tactile environment.



Health and happiness is at the core of Glenview

Your health and happiness is our prime concern and we know that being active and social can improve mood and overall wellbeing.

To acknowledge the huge diversity of cultures and backgrounds of people living at Glenview, we host a smorgasbord of events throughout the year, as well as the all-time favourites like bingo, card playing and shuffleboard.

This includes Harmony Day, Polish Day, Easter celebrations and Seniors Week, to name just a few.

Trips around Hobart on our designated bus give our residents a chance to get out and about and feel connected to the wider community.

Local school children and pre-schoolers are regular visitors to Glenview, and they enjoy spending time with our residents, laughing together and learning from each other.

Your involvement with our activities program can be planned or spontaneous, we support you to choose what you feel like doing on any given day.

It's all part of supporting you to live a happy and meaningful life.

Book a tour

Would you like to see more and get a feel for what life is like at Glenview?

We conduct regular tours every Thursday at 1pm.
Ad hoc tours can also be arranged.

A tour can be booked by calling us on **(03) 6277 8800**.



How do I apply to live at Glenview?

Step **Register with My Aged Care**

1

To register your details:

- Call **1800 200 422**
- or visit **myagedcare.gov.au**

Once My Aged Care has registered your details, they'll refer you to your local Aged Care Assessment Team (ACAT) for an assessment.

Step **Your ACAT assessment**

2

Soon after you register with My Aged Care, you'll be contacted by your local ACAT to arrange an assessment.

They will book a time to visit you at your home (or in hospital, if you've been admitted) to assess your health, mobility and aged care needs, and recommend the aged care services that will suit you best.

Step **Receive the outcome of your ACAT assessment**

3

My Aged Care will write to you to let you know the outcome of your assessment.

If your assessment shows you need residential aged care, you'll receive an approval letter and support plan from your ACAT that outlines the care you've been approved to receive. Your support plan will include a unique referral code that you'll need to give to your residential aged care home.

Step **Book a meeting with us**

4

If you haven't already, contact us on **(03) 6277 8800** to discuss your aged care needs and find out how we can help.





Korongee

A village for people living with dementia



Korongee Village has been specially designed to deliver best practice dementia care across 12 houses in a small house village context.

Situated in the northern suburbs of Hobart, life at Korongee mirrors the community surrounding it - with each house placed in one of the four cul-de-sacs which make up the village, looking just like a typical Tasmanian streetscape.

The unique design of Korongee, and the way its residents are cared for, is centred on evidence that suggests connections with recognisable sights as well as natural spaces can have a huge impact on overall happiness, health and wellbeing.

The Korongee village landscape reflects dementia design principles including prominent features for wayfinding such as light, sound and visual cues.

Pathways around the site promote mobility, and this is one of the landscaping's most important features, which will enable residents to easily find their way back to their house.

Our commitment to creating a positive impact for people living with dementia is not only reflected in the landscape but also in the building design and village lay-out.

As within a typical Tasmanian community, Korongee Village hosts multiple services and facilities.



The café forms part of a social hub that also includes a library, which can be used by people living, working and visiting Korongee.

Elsewhere within the community centre, a cinema screening area can be found, as well as a multi-function space that actively encourages people from the surrounding neighbourhood and community groups to become part of the life of the village.

The salon is a place for haircuts and styling to occur while enjoying lively conversations with the friendly hairdresser and barber.

A wellness centre provides freedom of choice for holistic health care and a grocer provides opportunities for independent shopping experiences for residents.

This all adds to the Korongee village experience, which promotes independence and authentic connections both within the village and with the surrounding community.







Dementia Training and Consultancy



We operate our very own specialised dementia training and consultancy business, Dementia Tas, which allows us greater flexibility in meeting the training needs for our staff as well as the broader community.

Dementia is currently the second leading cause of death for Australians, and with an estimated 430,000 Australians currently living with dementia, effective training in this area is more important than ever.*

Dementia Tas offers interactive and informative courses that can assist families and carers to adjust to the progressive nature of dementia and empower them to provide positive experiences for the person they are supporting.

We also deliver on-site consultancy visits to aged care providers and businesses, catered to their unique organisational and residential needs.

This may include training sessions as well as providing advice and assistance to staff to help them when dealing with changed responses of people who are living with dementia.



* Australian Institute of Health & Welfare (AIHW) 2019

The Glenview Promise

The Glenview experience is more than a place or a service – we treasure the joy of a life well lived. The Glenview promise of a good life is for now and into the future.

Remember, we are here to help.

Navigating the aged care and community care systems for the first time can be difficult. We can give you the support and assistance you need to feel confident you are making the best decisions for yourself or someone you love.



GLENVIEW
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