



JULY 2024

Glenview NEWS

CELEBRATING
75
YEARS
GLENVIEW
Community Services

All aboard

Mount Rumney is a favourite destination for many of our Windsor St residents.

Miranda took this lucky group for a sticky-beak on a recent mystery bus tour.



A warm welcome to our new residents at Glenview:
May B,
Christopher B,
Garry C, and
Margot W.



Horsey Horsey

Lindsay gave us all a trip down memory lane by sharing one of his childhood games with the group.

Lindsay and his brother Peter often used to play the game as children.

Horsey Horsey was enjoyed by all and will certainly make another appearance!



WINDSOR ACTIVITIES JULY

Wednesday 17 July	Steve Wicks concert at 2pm
Thursday 18 July	Anglican Church Service at 9:45am
Thursday 18 July	Music Therapy with Sally and Te at 2:30pm
Friday 19 July	Catholic Church Service at 10:30am every Friday
Wednesday 24 July	Cosgrove High School students afternoon tea at 2pm
Thursday 1 August	Music Therapy with Sally and Te at 2:30pm
Thursday 1 August	Horses Birthday
Friday 2 August	Old and Older concert at 2pm
Tuesday 6 August	Resident and representatives meeting at 2pm
Wednesday 7 August	Advocacy Tasmania informal visit from 11:30am

Winter Feast
and Olympic
fun and
games
in July!

Astro, the wonder dog

Astro spread some cheer once again on his recent visit. He really does enjoy coming along and making people smile!



In praise of our baristas

Coffee Club continues to be a popular activity. It's a great time to head to the café for some good company and great coffee!



KORONGEE ACTIVITIES JULY / AUGUST

Tuesday 16 July	Resident meeting at 3pm
Wednesday 17 July	Music Therapy with Sally and Te at 10:30am
Thursday 18 July	Anglican Church Service at 11:15am
Tuesday 23 July	Catholic Church Service at 10:30am
Wednesday 24 July	Steve Wicks concert at 2pm
Wednesday 31 July	Advocacy Tasmania informal visit at 1pm
Wednesday 31 July	Music Therapy with Sally and Te at 10:30am
Thursday 1 August	Horses Birthday
Thursday 1 August	Old and Older concert at 2pm
Tuesday 20 August	Resident meeting at 3pm

Winter Feast
and Olympic
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Fond farewell

We say **thank you and farewell** to **Meagan Lee** our amazing **activities team leader** this month. After 12 years at Glenview, she will continue her brilliant work with Dementia Support Australia. Meagan's contribution to the wellbeing of us all has been very much appreciated!



A very good boy

Astro knows just where to sit to get the best pats!



HEATERS for sale

\$49
new \$118



Discount for three or more \$40 each.

Please let us know if you'd like 10 or more.

Simply pay at reception and collect Mon-Fri 8am - 4pm.

Please **tell us** what you **really** **think**

Our feedback system gathers information and sends it to the relevant team for action.

Simply **scan the QR code**, then complete the form with your **compliment**, **complaint** or **comment**.

Thank you.



Lil's royal tour included the laundry for the King's Birthday in June.



Hotel Bisdee cottage respite accommodation

We offer a clean, comfortable place to stay if you are visiting family, in town for an appointment, in-between houses, or whatever... call us and book your room.

ACCOMMODATION INCLUDES MEALS

Hotel Bisdee is operated by Glenview to assist families and carers to take some time for themselves and recharge. The service is Commonwealth funded and if you are over 65 years, there is **minimal cost** to you.

Call the Bisdee Centre Coordinator (03) 6277 8800



The Glenview promise

JULY 2024

DAMIEN JACOBS, CEO

We've updated our website at www.glenview.org.au

Dear all,

The winter solstice is behind us, yet as the old proverb suggests, **"As the day lengthens, the cold strengthens."**

Why do we often forget the slight seasonal differences from year to year? This year though, the saying has proved correct!

We commenced an exciting project nearly two years ago, which helped us better understand **how our community engages with us.**

Usually, it's a simple enquiry to start with, and as none of us are getting any younger, more help is eventually required.

Exploring this **client journey**, we found significant challenges for anyone making a general enquiry, who then faced difficulties accessing and navigating our complex state and national health system.

We wanted to simplify and break down this process as part of Glenview's 'tagline' *Journeying With You.*

Glenview offers a vast array of services and levels of care, depending on the level of need at the time.

We identified significant challenges within our systems (internally), which meant we were at risk of losing our way and asking clients to repeat details of their journey. It should be our job to simplify this process!

We decided one way to define 'success' was

to ensure that our community didn't (and shouldn't) have to repeat their story, their challenges, needs and goals at each step.

In August and September, we are about to implement a solution from our workshops two years ago - a new way of helping our community navigate this often complex process.

Have you had a chance to explore our **new Glenview website?** It's been meticulously designed to make navigation simpler and more intuitive, particularly for newcomers.

The website even has a dedicated page for anyone exploring volunteering as a path to a career. We hope this new platform will inspire excitement and optimism about the changes ahead.

As we **bid farewell to Meagan**, the activities coordinator with 12 years of dedicated service at Glenview, we acknowledge how deeply grateful we are for her contributions.

She will **return to say farewell** in a couple of weeks to any residents or families who may not have had the opportunity to say goodbye.

We will send out a **general invitation to residents** as soon as possible. In the meantime, Miranda will lead the activities team at Korongee and Windsor Street.

Damien Jacobs

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 6 August 2024.**
Previous copies of Glenview News are here: <https://glenview.org.au/living-with-covid-visitors/>

If you have a photo or story to share on social media or in the newsletter, please email Alison Windmill, Marketing and Communications Coordinator awindmill@glenview.org.au

