

# Glenview NEWS

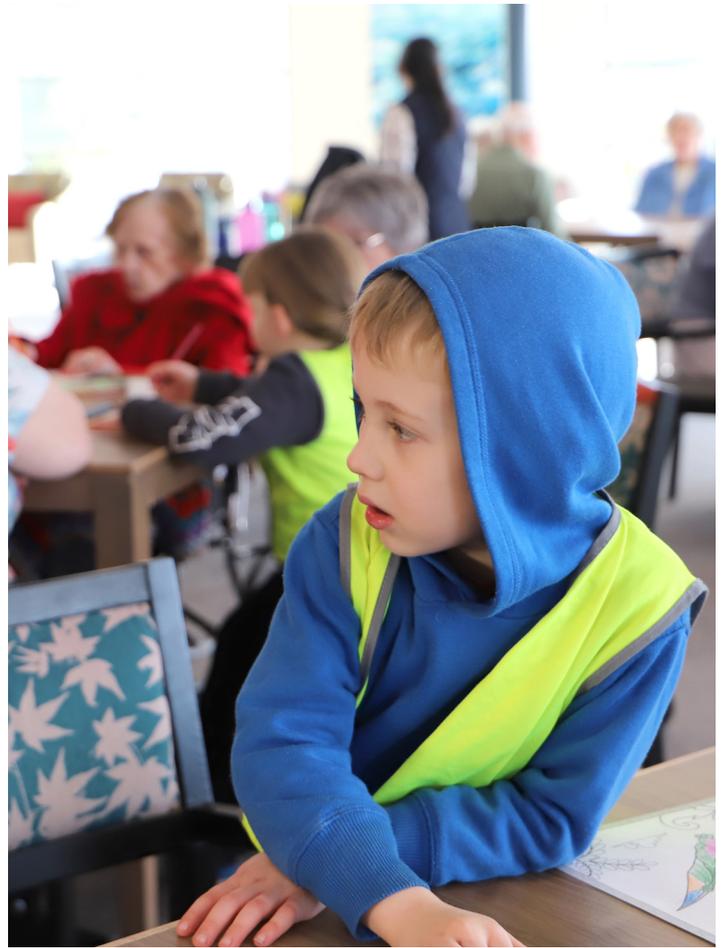


## Mini visitors

Smiles and bubbles galore during a wonderful visit from Illara Childcare.

Thank you, we hope to see you soon!

A warm welcome to our new Glenview residents: Ken B, Robin C, Garry H, Phillip R and Judy F.



## WINDSOR ACTIVITIES IN JULY

Thursday 17 July	Mystery Bus tour for Maynard, Barrett + Hudspeth
Friday 18 July	TSO virtual concert Psycho at 1.30pm
Sunday 20 July	Horsey Horsey with the Brook Brothers 1.30pm
Tuesday 22 July	Cafe Catch Up 1pm - 3.30pm
Wednesday 23 July	Christmas in July luncheon 11.30am - 1pm Bookings essential with the activities team



**SING-ALONG WITH BRIAN** every second Friday at 1:30pm



## Windsor news

### RESIDENT AND REPS MEETINGS

Held at Maynard on 8 July  
and St Johns on 15 July

- A gym is to be set up in a central area at Windsor for all to access. A resident generously offered a \$1,000 donation to purchase the equipment required such as parallel bars, fit balls and stretch bands.
- The news of the new physiotherapy and GP services, and the commencement of a speech therapist has been received positively.
- The environmental noise has decreased, it is a lot quieter.
- A cost collection study begins on Monday 21 July. The data gathered will help to establish if funding needs are being met.
- All present were reminded of the quarterly Food Focus Group meetings which they are welcome to attend and contribute to.
- Residents are looking forward to the activities starting to support dementia prevention.

**NEXT Maynard | Barrett**  
RESIDENT AND REPS MEETING  
**2pm Tuesday 5 August**

**NEXT St Johns | Allwright | Merton**  
RESIDENT AND REPS MEETING  
**2pm Tuesday 19 August 2025**

## Korongee news

### RESIDENT AND REPS MEETING 8 July

- The recruitment process is ongoing for a permanent Clinical Care Manager (CCM). An agency nurse is currently acting in this role.
- Our speech therapist has started and is able to see three residents every time she visits.
- Our Physio Co, who provide physiotherapy services, have been engaged on a full-time basis to provide exercises, assessments and activities for the gym. They will be requested to do a full review of all the residents and will also be involved in the weekly falls meeting.
- A new menu has been out for a month and positive feedback has been received. Residents are welcome to attend the Food Focus Group meetings being held. The

new Hotel Service Manager, Darren Carew, is ensuring that the dining experience is enjoyable for residents with new table linen and clothing protectors being trialled. Darren is also overseeing housekeeping and will implement other positive changes.

- Recruitment for the Wellness and Engagement Coordinator continues.
- The Palliative Care team will be presenting at the August meeting.
- A cost collection study begins on Monday 21 July. The data gathered will help to establish if funding needs are being met.
- Korongee's 5 Year Anniversary celebration took place on Monday, 14 July with two screenings of 'It Takes a Village'. It was well attended and there was not a dry eye in the audience.

**NEXT KORONGEE  
RESIDENT AND REPS MEETING  
2pm Tuesday 12 August 2025**

## Have Your Say: join the Consumer Advisory Body (CAB)

The **Consumer Advisory Body (CAB)** plays a vital role in ensuring that the voices of residents, carers and families are heard at the highest levels of our organisation. CAB provides valuable feedback and assists the Board of Directors in making decisions and determining our strategic direction to contribute to a life that contains dignity, independence and well-being.

### What the CAB does

CAB acts as a **bridge between consumers and decision makers**. It helps:

- Integrate consumer, carer and community perspectives into our care and services.
- Identify key areas where community engagement is needed.
- Advise the Board on aged care needs and priorities from a consumer point of view.

### Celebrating CAB achievements

CAB has been instrumental in driving several positive initiatives this year:

- Refurbishment of the Oriental Garden, creating a beautiful outdoor space for residents and visitors.

- Ongoing efforts to secure community access to Merton Gardens, supporting broader community inclusion.
- Monthly opening of the café in the Derwent Room, offering a welcoming space for connection and social engagement.
- New GP provider: See page 6 for the exciting news about a new service instigated by the CAB.

## Get involved – we're calling for nominations!

We are now seeking new **residential and community members** to join CAB.

If you are passionate about making a difference in aged care and want to help guide positive change, we encourage you to nominate or express your interest. Your voice matters – and CAB is where it can **truly make an impact**.

To **find out more or to submit a nomination**, please speak to your facility manager: Deb at Windsor, Sam at Korongee or Rhianna in Home Care.

# KORONGEE ACTIVITIES IN JULY

Thursday 17 July	Anglican service at 9:45am
Saturday 19 July	Lunch with Friends at 12pm Book with the activities team
Monday 21 July	Intergenerational Playgroup at 1:30pm
Tuesday 22 July	Coffee Club in the cafe at 1pm - 3:30pm Complimentary coffee, beer or wine and snacks
Thursday 24 July	Rachmaninov Rhapsody virtual concert at 1:30pm

Intergenerational  
**PLAYGROUP**  
at 1.30pm  
**Monday  
21 July**

**KORONGEE GROCERY STORE** is open on **Sundays at 1:30pm - 3:30pm**

## Who's been cooking up this deliciousness?

Practical wellbeing and engagement with the Korongee villagers.



# Cost collection, new GP and Physio services and VEU update

## Dear residents and representatives,

Glenview is participating in the **Residential Aged Care Cost Collection (RACCC) 2024-25**.

The Independent Health and Aged Care Pricing Authority (IHACPA) is doing this to **learn about the costs of providing aged care services**.

Our residents and staff are asked to wear special cards or bracelets during each shift, these will be used to record the amount of time that staff spend with individual residents using Bluetooth technology.

This **starts on Monday 21 July** and runs for a 30 day period. The team will be on site to set up on Thursday 17 July.

The identity of residents and staff will remain anonymous as no personally identifiable data will be collected.

Residents may choose not to participate in the study. Just tell admin at Windsor or Korongee.

Your help is important to make sure aged care pricing is fair and meets your needs.

## New doctor services

We will partner with **Access Aged Care GP Services** to commence at Windsor from the 31 July.

Our long standing GP, Dr Elizabeth Monks will continue to provide support to her existing residents and be available for new residents at Korongee.

Having a partnership with Access means we will be able to offer our residents some choice in GP. The Access team will support recently admitted residents at Windsor, as well as any other residents who may choose to change over to them.

The Access GP Service includes:

- One in-person GP assessment per week
- Access to an after-hours GP service
- Access to a Geriatrician via telehealth
- Access to a GP Practice Nurse who will support reviews and assessments

## Improved access to Allied Health Specialists

Over the past six months we have been working hard to improve access to Allied Health Specialists across Glenview. Some improvements include:

- Access to a Dietitian - we now partner with JS Nutrition Services who provide monthly weight analysis and monitoring and individual remote dietitian consultations,
- Speech Therapist, Ellinore Russell recently commenced with us. She will provide in-person assessments for residents who may have experienced changes in their swallow and instigate dietary changes due to that.
- We have re-negotiated an improved Physiotherapy Service and now partner with one single provider Our Physio Co. They have two full-time physiotherapists working across Windsor and Korongee to provide mobility assessments, 1:1 assessment, balance, stretch and walking group classes.

I thank Leap Health Physio and Your Path to Health for the support they have shown us over the past few years. Both teams will be finishing in mid-August.

## Voluntary Enforceable Undertaking (VEU)

We are excited to have reached the final stage of the VEU and have now completed and submitted all evidence to the Aged Care Quality and Safety Commission in June 2025. We had the ACQSC assessors and compliance officer visit both Korongee and Windsor in early June, and the feedback from that visit was very positive. We are now waiting on final feedback from the ACQSC and are confident that we have met our required milestones across both homes which includes:

- Improved care for people living with dementia who experience incontinence.
- Improvements in our overall staff satisfaction across Korongee, Windsor and Home Care. The most significant was in communication between Glenview and our staff. An increase by 44% at Korongee compared to the 2024 survey, and an increase by 30.2% at Windsor since the 2024 survey. We are proud to see that staff members believe in the purpose, vision and values of Glenview with an overall score of 98.4%.
- Our consumer experience at Korongee has increased to 86.1% in a survey conducted between April and June 2025. This is a huge increase compared to the same time in 2024, when it was 45%. At Windsor the consumer experience increased to 95.2% which is also an improvement from the same time in 2024, when it was 86.7%.

Continued on page 7

# BISDEE ACTIVITIES IN JULY

Monday 21 July	Make cheesy baked Ziti and salad
Wednesday 23 July	Name that theme song with prizes
Thursday 24 July	Chair yoga
Friday 25 July	Decorate a tote bag
Monday 28 July	Paint and Sip
Tuesday 29 July	High Tea
Thursday 31 July	Make jacket potatoes



**Hotel Bisdee** is open 24/7 for respite stays. Call 03 6277 8800 (option 2) 8am - 4pm

## Cherries on top at Bisdee day centre

Bisdee was warmed by the vibrant energy of the Black Cherries in June. With 14 talented performers and a lively keyboard accompaniment, our hallways came alive with the sound of music. Songs both old and new filled the space, bringing smiles and tapping feet all around.

We hosted an afternoon tea after the concert where guests, residents, and performers mingled, shared stories, and laughter.

The event was a heartwarming reminder of how music and community can brighten even the greyest of days.



Continued from page 6

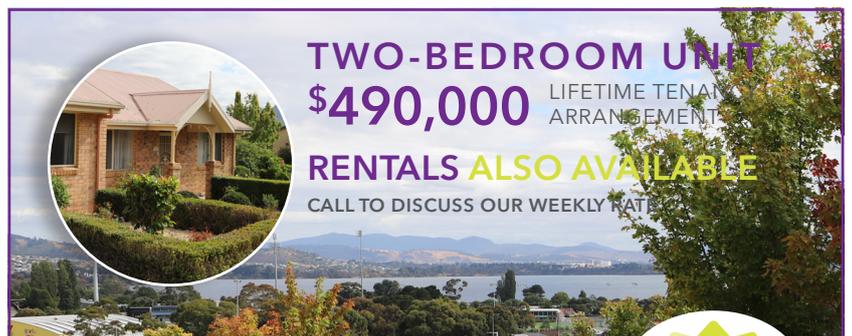
- Our teams manage clinical incidents, and engage in daily clinical huddles and a weekly high risk resident meeting to ensure our residents are being appropriately monitored and supported.

This has seen improvements in:

- Falls management
- Wound management
- Supporting residents with changing behaviours.

Kind regards

**Alison Natera**  
Executive Manager  
Clinical Governance



**TWO-BEDROOM UNIT**  
**\$490,000** LIFETIME TENANCY ARRANGEMENT

**RENTALS ALSO AVAILABLE**  
CALL TO DISCUSS OUR WEEKLY RATES

### Glenview Close **independent living**

**Vibrant, social community. Secure environment.**  
Manicured gardens. River views.

**Two-bedroom unit** with a sundeck and undercover parking. Ideal for one or two people over 55, at least one of whom is retired.

Live with as much or as little support as you like.

**Maintenance-free, secure lifestyle.**

Call **03 6227 8800** to inspect.



**GLENVIEW**  
Community Services

2-10 Windsor St  
Glenorchy 7010

**03 6227 8800**

More details at:  
glenview.org.au/  
services/independent  
-living-units



# STAFF SHOUTOUTS

# recognition awards

**Nicole Long**  
ADMIN

Korongee  
June 2025

Nicole was nominated for "tidying up reception. It made an good impression for visitors".

Nicole demonstrates the Glenview values of **INTEGRITY AND RESPECT.**



**Roshani Thapa**  
HOUSE COMPANION

Windsor  
May 2025

Roshani was nominated for being "always helpful and for her teamwork in managing everything."

Roshani demonstrates the Glenview values of **EXCELLENCE, EQUALITY, INTEGRITY AND RESPECT.**



**SHOUTOUTS** to staff are enthusiastically encouraged from all residents and visitors. To write a Shoutout, use the forms attached to the noticeboards at Windsor, Korongee and Bisdee or ask at reception.

**Rekha Kumari Jaishi**  
HOUSE COMPANION

Windsor June 2025

Rekha was nominated for being "very nice and always smiling."

Rekha demonstrates the Glenview values of **EXCELLENCE, EQUALITY, INTEGRITY AND RESPECT.**



## Welcome to Lynette Du Toit

Lynette recently commenced at Glenview as **Executive Officer - Corporate**. She joins us with many years of experience in the aged care and disability sector in New Zealand.

Lynette is shadowing Kelly Davis to learn the Glenview way. Her office is in Norah Renney where she supports Damien and the Senior Leadership team.

A part of Lynette's work is to report from our Residents and Representatives meetings.

Perhaps you will meet her at the next one.

Here's Lynette helping out Darren Carew, our Hotel Services Manager and another new recruit at the Korongee 5th anniversary celebrations.



Lil from catering serving smiles for breakfast on the King's birthday holiday.

# Years of Service Awards

Thank you to the wonderful residents and Felicity who presented certificates and a lanyard pin to staff and a resident in commemoration of their continued association with Glenview.



Lauretta for 15 Years of Service



Danielle for 10 Years of Service, and Adrian for 10 Years of Residency along with his deep commitment to the Glenview community.



Belinda for 10 Years of Service



Samantha for 5 Years of Service and her signature beanie.



Tomalika for 5 Years of Service



Nicole for 5 Years of Service



Leanne for 5 Years of Service



David from ICT with 5 Years of Service



# The Glenview promise

JULY 2025

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all

Following the release last month of our 3 year strategy, it is a good time to share a couple of positive outcomes that have eventuated already from our strategic consultation process with families, clients, and residents.

In our workshops, there was a robust discussion around our values of **Respect, Excellence, Equality, and Integrity**. Using the values in isolation can mean many different things, depending on who you ask. The challenge for us is to ensure we clearly explain how these values can positively influence our behaviour.

Sharing examples of what the values look like through the eyes of our community is a useful way of clearly helping everyone understand what our expectations are, what the value looks like in action, and at times, what it doesn't look like.

The value of **respect** was of particular interest, with good conversation and examples to help us better understand what respect looks like in action.

## What respect looks like at Glenview:

**In my home, please talk in a language that I understand, even when you are not talking directly to me.**

**Glenview staff knock on my door and introduce themselves when they enter my room, because this is my home.**

We have begun collaborating with our staff to elevate the value of respect, using examples to support a better understanding of our communities' expectations.

Another item raised in the workshops was that while many families and residents were pleased with their current doctor

arrangements, there was a request to provide **a wider choice of general practice services**. That is: more choice, the ability to book appointments, and visit the doctor just as you did before living at Glenview.

I am glad to report that we will set up a doctors' clinic at Windsor and have been successful in attracting an additional **GP service to commence in August**.

We will **establish a consultation room**, available for all services to book and use. This is an addition to the in-person visits currently offered at Windsor and Korongee. The service will be available to Korongee residents in the next month or two.

**Happy birthday, Korongee!** It was an emotional rollercoaster as we celebrated Korongee Village's birthday on 14 July, our 5th year since opening. As part of the celebration, we replayed the *"It Takes a Village"* documentary, produced by ROAR Film and shown on SBS last year.

Tissues were needed by the boxload as residents and their families' shared their stories and journeys during the event. I think the emotion in the room was undoubtedly a powerful reminder of what we have achieved.

Korongee Village has come a long way and certainly not without its challenges. As the documentary points out, it is **a bold and ambitious experiment, with profound outcomes for residents and their families**.

I thank the families, residents, and staff who attended and supported this special event.

If you would like to watch a trailer for the documentary, click here: **Roar Film**

**Damien Jacobs**

Chief Executive Officer

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 5 August 2025**.

Previous copies of Glenview News are here: <https://glenview.org.au/about-us/publications>

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](mailto:awindmill@glenview.org.au)

