

Glenview NEWS



Bold, ambitious Korongee begins 5th year in operation

Korongee Dementia Village is a small-house model and is perhaps the first of its kind in Australia.

To celebrate the 5-year milestone, Korongee residents, families, and Glenview staff gathered for special screenings of the documentary, *It Takes a Village*, filmed onsite in 2022.

Emotions were high, with many viewers reaching for tissues as they were reminded of loved ones and staff who had moved on from Korongee.

Before the screenings, staff member Leanne spoke about her 5 years working at the Village and how its unique model attracted her to seek a position there.

CEO, Damien Jacobs highlighted that significant lessons were learned during the five-year adventure.

"It is difficult to quantify the success of Korongee, as there is very limited

contemporary research to evaluate and measure the positive outcomes for those with dementia in small-house models in Australia.

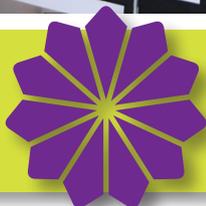
However, in a recent national survey, a question was asked: "How likely are you to recommend this home to someone?"

"The national average was 83% likely, while the response from Korongee residents was 94% likely, that's nearly 10% over the average."

"We are quietly pleased that our residents are happy and comfortable in their village, and how the small-house model is meaningful and beneficial to them and their loved ones."



A warm welcome to our new Glenview residents: Teresa P and Moira W





Save the Date

AGM
Monday
29 September
6.45pm



KORONGEE ACTIVITIES IN AUGUST

Wednesday 13 August	The piano show with Geoff Healey at 2pm
Thursday 14 August	Music Therapy with Sally and Te at 10:30am
Monday 18 August	Intergenerational playgroup at 1:30pm
Tuesday 26 August	Catholic Church at 10:30am

Please advise
reception of
any upcoming
appointments

Coffee Club every Tuesday 1-3pm Singing Group every Friday 1.30pm



Korongee news

RESIDENT AND REPS MEETING 12 August

- Linda Baker from the Specialist Palliative Care Team discussed how they support residents, families and the facility.
 - Recruitment for the Clinical Care Manager is ongoing.
 - Nathan Costelloe has commenced as Asset Service Manager and is very experienced in aged care. Any outstanding maintenance matters will be resolved in the next weeks.
 - The annual mealtime and menu quality assessment received positive feedback. The nutrition provided to residents is of really good quality and no concerns were raised.
 - The dining experience now includes table settings, with house companions educated on how to set the tables. This ensures residents have a dining experience similar to what they grew up with.
 - Lauren Smith has been appointed as the Wellbeing and Engagement Coordinator for Korongee from Monday to Friday full-time. There are plans for a wellness menu with hand massages, nail painting, etc.
 - The Garden club will start again in the next calendar, and everybody is invited. They are looking at seasonal vegetables for the garden beds. Lauren has a plan on how to support the residents with gardening.
 - Winter Fest will be held from 25 August for 4 days and celebrate the end of winter. The team is also considering restarting Lunch with Friends weekly, instead of fortnightly.
 - Alison explained the need for a Quality Consumer Advisory Board at Korongee. Resident representatives were asked if they would like to participate.
 - We now have a full roster of Clinical Support Nurses.
 - Anglican service with Rev Clifton is on the first Thursday of the month.
 - Catholic service is on the fourth Tuesday of the month.
- NEXT KORONGEE
RESIDENT AND REPS MEETING
2pm Tuesday 9 September 2025**

Clinical Governance update

Dear residents and representatives,

We are near the end of our Voluntary Enforceable Undertaking and are working with the ACQSC to have this signed off.

Over the past year there has been a huge amount of work that has occurred across Glenview and we are proud of what we have achieved. Some of the changes include:

- Improved continence care, education and understanding of continence with a focus on supporting residents living with dementia and experiencing continence.
- Improved incident management – both clinical incidents as well as improved reporting for non-consumer incidents.
- A new Korongee nursing structure that has supported the village and improved staffing with additional House Companion Team Leaders and HC's.
- Probation review and performance appraisals now occur consistently across the organisation.
- The use of daily huddles, high risk resident meetings, case study investigations, and team meetings have all been strengthened over the past year.
- We have had an increase in education and training and will continue to offer more face-to-face training in the coming months in readiness for the New Aged Care Act.
- We have also had a focus on developing improved understanding, management of residents with changing behaviours, and the development of Behaviour Support plans.
- There has also been a large focus on understanding and minimising the use of restraint across both sites for our residents living with dementia.

We continue to work through our improvements and would appreciate any feedback you may have. Please contact us via feedback@glenview.org.au

Thank you to all residents who have been wearing their cards over the past 4 week period as we participated in the Residential Aged Care Costing Collection Study. This

study will end on 20 August and we look forward to seeing the impact on the 2026 funding that is allocated to aged care based on different needs of residents.

Medication administration changes at Windsor

Over the past 6 months we have been monitoring closely our rate of medication incidents across Windsor and Korongee.

We have had a number of medication incidents in relation to the incorrect medication being administered to the incorrect resident.

I have undertaken a review of our current practice and our policy and have made some changes which include increased medication education for nursing and medication endorsed care staff, partnering with an external provider to support annual medication refresher assessments for care staff.

We have reviewed the administration practice for both sites. At Windsor, the majority of the medication is now administered by the Registered Nurse and Enrolled Nurse Team.

This change occurred in late June and we are pleased to report we have not had any further incidents of the incorrect resident being administered the incorrect medication since.

We will continue to monitor this through our incident management reporting, and our monthly clinical reporting. Please be assured if you or your family member is involved in a medication incident the clinical team will inform you.

New facility manager

We have been successful in recruiting a permanent Facility Manager for Windsor, Registered Nurse **Genevieve Baker** will commence on 20 August. She brings a wealth of experience in nursing, quality and risk, aged care and facility management.

Genevieve is moving to Tasmania from New South Wales and will live in Hobart with her family.



Would you like to learn to play the **ukulele**?

Please express your interest to Miranda, Lauren or one of the **Wellbeing and Engagement team**.

If there is enough interest we will begin group sessions, once a fortnight for an hour and a half.

Open to Windsor and Korongee residents, Bisdee clients and Glenview Close residents. Family and friends are also welcome.

Contact **Miranda, Lauren**, leave a message with **reception** or call **6277 8800**.

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While we welcome Genevieve, I extend my heartfelt thanks to **Deb Lynn** for her leadership, kindness, positive attitude, and her commitment to Glenview. Deb worked with us as Facility Manager during a time of change and our return to compliance journey with the VEU.

I also thank **KimKim** for her support, work, and commitment in the role of Clinical Care Manager at Windsor.

Both Deb and KimKim have worked as a great team providing leadership and support over the past 5 months at Windsor.

On 25 August, Deb will move into the Clinical Care Manager role at Windsor to provide ongoing support to the clinical team. She will also support the transition for Genevieve.

Kind regards

Alison Natera
Executive Manager
Clinical Governance



BISDEE ACTIVITIES IN AUGUST

Monday 18 August

Card making with volunteers



Lenah Valley falls + lunch at The Black Buffalo

Tuesday 19 August

Bake a French Onion quiche

Wednesday 20 August

Café Catchup in the Derwent Room

Thursday 21 August



Waterfront walk at Dru Point + lunch at Margate Tavern

Friday 22 August

8 Ball or Diamond Art

Friday 29 August

Scrabble afternoon

Give staff a
shoutout
on our
new wall!

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



Bisdee have created a new display wall of photos (with names) of staff members. There are slips provided for you to nominate Bisdee staff for a Shoutout award. Nominations are welcome from friends and family too!

Glenview Close

A vibrant village precinct with independent living and social activities for those over 55.



\$490,000

two-bedroom units with sundeck and undercover parking offered with a lifetime tenancy arrangement.

The units are also available to rent.

Call **03 6277 8800** to inspect

2-10 Windsor St Glenorchy 7010

Maintenance free, landscaped and gated grounds.

Access Aged Care - a new medical care provider

Access Aged Care is a new service that can provide medical care to residents at Windsor.

This additional support gives residents and their families another option to receive high-quality clinical care.



Dr Bailey Dunn

FRACGP, MBBS,
M.Sci, B.Sci

has been appointed as Windsor's new in-person GP.

Originally from Canada, Dr Dunn has worked as a General Practitioner in Tasmania for the

past 10 years. She is passionate about geriatric care and committed to delivering person-centred, compassionate services to older Australians.

Katie Dick is the nurse dedicated to support Dr Dunn, and residents in telehealth sessions with their geriatrician or specialist.

These partnerships are already seeing the benefits of a co-managed care approach, with improved clinical coordination, reduced hospital admissions and emergency transfers, and enhanced continuity of care.

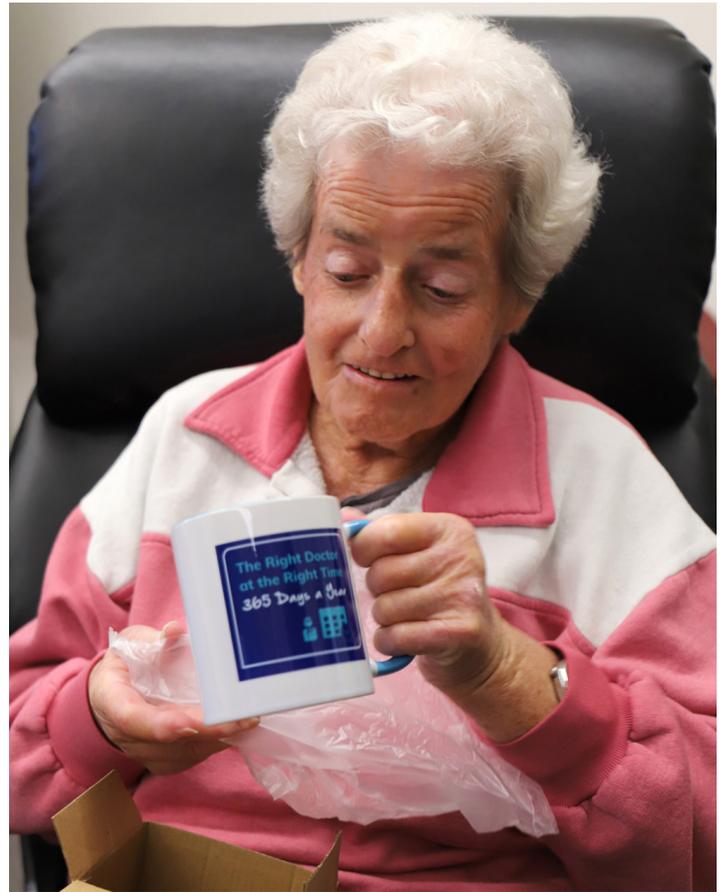
Resident Welcome Packs

Welcome packs are given to all new residents who choose to join the Access Aged Care service. These are designed to ensure residents and families feel informed and supported from day one.

How to join this service?

Complete an onboarding form and Access Aged Care will take care of the rest.

More information can be found in the Access Aged Care brochure available at reception or by asking our Windsor care staff.



Windsor news

RESIDENT AND REPS MEETINGS

Held at Maynard on 5 August 2025

- Alison N advised that a Quality Consumer Advisory Board is to be established, which will consist of a resident/a resident representative, a staff member and herself. The QCAB will look at clinical data. Please let Deborah know if you are interested.
- There are lovely new tablecloths, napkins and flowers that will be rolled out for an improved dining experience.
- The new Asset Manager, Nathan Costelloe is working on resolving any outstanding maintenance issues.
- Music therapy was discussed and Deborah mentioned ukulele lessons can be offered to the residents. Costings are to be explored. A resident's sister is prepared to help form a choir.
- The residents advised that they enjoyed the first Christmas in July and would like to continue with it.
- Miranda noted some upcoming events: Daffodil Day, Father's Day and the Melbourne Cup. Safe dogs are welcome to visit on any day.

- For six years, Rev. Jacob Crane attended on the first and third Thursday of the month but he is taking extended leave, and will not be returning.
- Anglican services: Rev. Clifton will attend on the first Thursday of the month and Moira, a volunteer from the church, has offered to lead a hymn and prayer service on the third Thursday of the month. Morning tea will continue.
- Catholic service is on Fridays at 10.30am followed by morning tea.
- Quotes are awaited for the balance bars so that the gym could be set up in the area where the birds are now, in Maynard 2. The birds will have a new home in Maynard. Kate the physio, and Miranda are working to establish exercise activities and hope to start in a few weeks. A resident suggested foot pedals should be available in the gym.

FEES REMINDER
Fees will increase on **20 September**, in line with an increase in the pension. Please update your direct debits if necessary.
Thanks,
Glenview

NEXT Maynard | Barrett
RESIDENT AND REPS MEETING
2pm Tuesday 2 September 2025

NEXT St Johns | Allwright | Merton
RESIDENT AND REPS MEETING
2pm Tuesday 16 September 2025

1800 98 44 34
A Tasmanian Lifeline

We had a visit from Ben who works with **A Tasmanian Lifeline**. He told us all about the telephone helpline available to all Glenview residents, and to all Tasmanians.

You can speak to them for one-off support or connect with them regularly - whatever feels right for you.

You don't need to be in crisis to call them. Sometimes just having a conversation can help you feel more grounded and less alone.

A Tasmanian Lifeline are someone to talk to when you don't know who to talk to.

The staff are there to listen judgement-free and all calls are confidential.

Freecall **1800 98 44 34** from **8am - 8pm everyday** for anybody needing to talk.

WINDSOR ACTIVITIES IN AUGUST

Please advise reception of any upcoming appointments

Tuesday 19 August	Resident meeting in St Johns dining room 2pm
Wednesday 20 August	Moving in Milestones: recognising residents with the longest length of stay in the Derwent Room 1:30pm
Sunday 24 August	Sing-Along to the classics with Moira in the Derwent Room 2pm
Monday 25 August	Access GP information session in St Johns dining room 1:30pm
Tuesday 26 August	Black Cherries Choir in the Derwent Room 2pm

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



Save the Date

GLENVIEW ANNUAL GENERAL MEETING
29 September
6.45pm



Leanne from the Korongee activities team visited to speak about the 5 year anniversary of Korongee. Then we watched *It Takes a Village*, a documentary made in 2022 about the innovative small house model at Korongee. Possibly the first of its kind in Australia.

Hudspeth balcony makeover

Pam got busy cleaning up the plants on Hudspeth balcony. A gate has been installed across the stairway and residents are invited to visit the balcony to enjoy the warmer weather... which is surely on its way.

The activities team have planted out some big pots with hardy native plants for everybody to enjoy.



Christmas in July

Residents gathered for the first annual Christmas in July celebration. They shared jokes from the bon bons, and enjoyed a roast meal with pudding, and a visit from Santa bearing gifts.



STAFF SHOUTOUTS

recognition awards

Bindiya Shrestha
HOUSE COMPANION

Korongee
July 2025

Bindiya was nominated for "being excellent with palliative care residents and families."

Bindiya demonstrates the Glenview values of **EXCELLENCE AND RESPECT.**



Kamal Upreti
HOUSE COMPANION

Windsor
July 2025

A very deserved winner demonstrating Glenview's values daily through his work as a house companion. Kamal exudes positive energy and is always trying to help others.



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.

Aged Care Employee Day - 7 August



Our staff and volunteers are our greatest asset. We deeply appreciate the care you give every day, and the rich diversity you bring to our community through your backgrounds and nationalities.

To celebrate Aged Care Employee Day, employees were invited to enjoy a free hot drink from the coffee van. We welcomed a steady stream of night shift and morning staff early in the morning at Windsor, and day and evening staff in the afternoon at Korongee. Great to see some residents celebrating with staff too!

You are amazing, thank you for everything you do - and for the care you show every day.





The Glenview promise

AUGUST 2025

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all

We have been working quietly in the background on what the new Aged Care Act means, and where we need to spend more time ensuring that we have embraced what was previously implied, which is now clearly a focus for all service providers.

A couple of key themes that are important for us to embrace as a service provider are the new Statement of Rights and a significant focus (quite rightly) on diversity and inclusion.

We have identified ways that we can better support these principles, including sharing them with you and listening to your feedback. I'm interested in hearing from clients, residents and families on these points or if you would like to provide feedback (good or bad).

The New Statement of Rights - what it means for you

This was created to make sure every older person feels safe, respected and valued. These rights include being treated with kindness, having your voice heard, and being involved in decisions about your care.

At Glenview, these values have always been at the heart of what we do, and the Statement of Rights is another way of showing our commitment to you and your family. We want you to always feel comfortable speaking with us about your care and wellbeing, because your rights matter and we are here to support you.

Our Commitment to Diversity and Inclusion

The new Aged Care Act highlights the importance of creating care environments where everyone feels welcome, respected and supported - no matter their background, culture, beliefs, identity or abilities.

At Glenview, we are proud of the rich diversity

within our community, and we are committed to making sure residents, families and staff feel safe to be themselves.

This means continuing to offer care that respects cultural traditions, providing meals that reflect different tastes and needs, celebrating special events from a variety of backgrounds, and supporting individual choices and identities. It also means listening closely to residents and families so that your voices guide the way we provide care.

Moving forward, our focus will be on learning, adapting and making sure every person feels a true sense of belonging at Glenview. Diversity is what makes our community stronger, and we will continue to celebrate it together.

A quick update on progress around our refurbishment plans at Windsor. Over the next 6-9 months, we will improve the living environment for residents and replace our inefficient heating and cooling systems. We will benefit by using the latest technology and achieve significant improvements in energy efficiency. We will keep you updated on the progress of this project, and you will see contractor activity throughout the home.

Also, we are busy working with our consultants, architects, engineers and builders to review and provide us with a plan to refurbish the Merton area of Windsor. We are using the same team who helped us revitalise Waratah, which has been well received by residents, families and staff. Once again, we will keep you informed as we work on this exciting project.

Damien Jacobs

Chief Executive Officer

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 9 September 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

