

Glenview NEWS



Dementia awareness at Bisdee

In recognition of Dementia Awareness Week, clients and staff, along with guest speaker Alderman Stuart Slade from Glenorchy City Council, enjoyed a presentation about the experiences of families living with dementia, followed by a delightful high tea.

Dementia touches the lives of those diagnosed, as well as the loved ones who support and care for them.

This event provided an important opportunity to raise awareness, share understanding, and strengthen community connections.



A warm welcome to our new Glenview residents: Judith K, Donna S and Anthony R.



BISDEE ACTIVITIES IN OCTOBER

Tuesday 21 October Round the world cooking - Nepalese meat dumplings

Friday 24 October 🚚 Lunch at Longley Hotel + dessert from Bush Bakery

Monday 27 October Card stamping and dye craft

Thursday 30 October 🚚 Shiploads for shopping + lunch at Red Square café

Evening movies and games

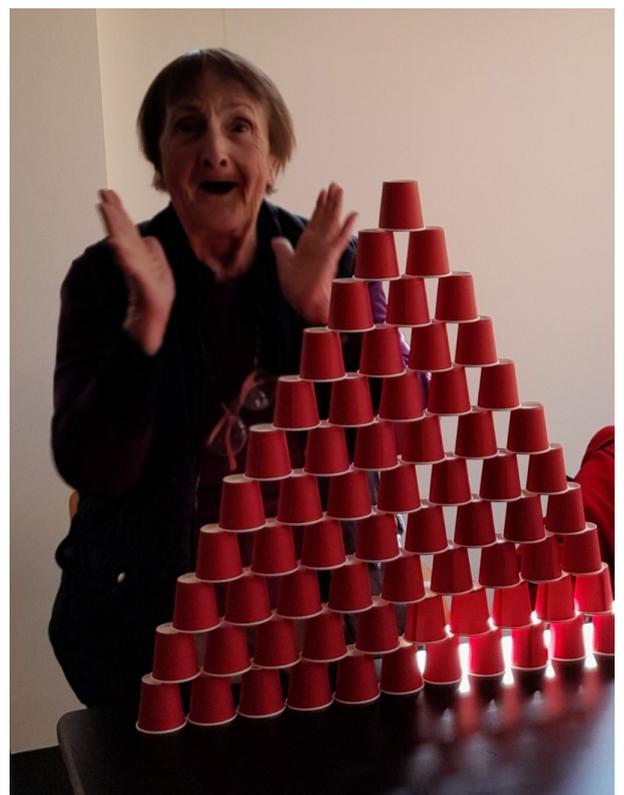
Hotel Bisdee has introduced a successful program of games and movie screenings each evening.

Our clients now enjoy a friendly game with staff and watch a movie every night with others, if they like.

How high can we go?

Clients at Bisdee Day Centre recently enjoyed a light-hearted competition to test just how high they could go in a tower-building activity.

The smiles on their faces were priceless!



Clinical Governance update

Dear residents and representatives,

The Aged Care Quality and Safety Commission (ACQSC) visited Korongee and Windsor in September as part of our return to compliance and our Voluntary Enforceable Undertaking.

Thank you to all residents and representatives who provided feedback to the ACQSC assessors. Working with the feedback from the commission, our clinical and care teams are:

- strengthening our monitoring practice
- improving our understanding of restrictive practice
- using behaviour support plans to guide care
- monitoring the use of medications to support people living with diabetes, falls management and pain management.

Members of our clinical teams have begun formal care planning consultations with

residents and their representative. If you would like to request a care planning meeting, please email Windsor admin@glenview.org.au or Korongee kadmin@glenview.org.au

Access Aged Care Service doctors and allied health practitioners are now supporting a number of residents at Windsor and at Korongee.

Call bells: we are working with our clinical and care teams to improve our response to call bells. We aim to be able to answer all call bells within 10 minutes.

If you or your loved one think your call bell is not being answered in a timely way, please let our Facility Manager or member of the clinical team know and we can follow up directly.

Kind regards

Alison Natera
Executive Manager
Clinical Governance

Whistleblower disclosure

A whistleblower is someone with inside knowledge of an organisation who reports misconduct or dishonest or illegal activity that may have occurred within that organisation.

Whistleblower protections are provided to whistleblowers to enable them to come forward to report misconduct without fear of retribution or personal detriment.

Glenview will assess a whistleblower disclosure for appropriate action, including

- starting an investigation
- protecting your identity
- protecting you from disadvantage or damage
- considering referral to an external whistleblower service.

This form of disclosure is available if you are staff, volunteer, a consumer, or a consumer's family member/carer and you have a connection to Glenview Community Services Inc.

If you report directly to Glenview, it's your choice to remain anonymous. If you do provide your identity, it will help us to oversee your wellbeing. If you remain anonymous, it may limit our ability to investigate and obtain further information about the wrongdoing you have disclosed. If you choose to report instead to the Aged Care Quality and Safety Commissioner, you will be required to provide your name.

A whistleblower disclosure is legal and may be entitled to special protection under the Aged Care Act 1997 and/or Corporations Act 2001. Your report will be taken seriously, and we will strive to ensure that you are protected and supported.

If you want to report an actual, or reasonably suspected deed or incident at Glenview contact **Belinda Sargent** Executive Manager P+C, Glenview's Whistleblower Protection Officer. You can also report using our **Feedback and Complaints procedure**.

Creating memories

UTAS Wicking Dementia Research and Education Centre conducted a Capturing Memories Photobooth on Tuesday 23 September in the Korongee Café.

The aim was to lift spirits and bring opportunities for people with dementia to experience laughter and memory-making through person-centred arts engagement.

It was a fun activity for everyone and many residents continued to carry their polaroids close to them well after the event.

It is hoped that more research can be conducted in this study, and that we all have another chance to dress up and smile!



KORONGEE ACTIVITIES IN OCTOBER

Wednesday 15 October	Movie matinee: Mary Poppins at 1.30pm
Thursday 16 October	Music therapy with Sally and Te at 10.30am
Friday 17 October	Singing Group at 1.30pm
Thursday 23 October	Lyrebirds concert at 1.30pm
Friday 31 October	Freaky Friday Halloween celebrations

Workplace Wellbeing Expo
in the foyer
Wed 5 Nov
1pm-4pm



Forever Young

Terrapin Puppets visited the village to present individual in-house performances. Residents enjoyed some puppet therapy, bringing joy, laughter, and heartfelt moments.

We're famous in Nepal



Embracing our cultural diversity at Glenview, residents and staff celebrated **Dashain** festival along with our Nepali staff.

Organised by Samir Kharel, House Team Leader and attended by over 50 residents and staff including Sam Craig, Facility Manager and Damien Jacobs, CEO well-wishers were treated to classical music, delicious food, singing and dancing.

The audience received tikka and felt the intimacy and blessings of Dashain. The event was even mentioned in Nepali media!



WINDSOR ACTIVITIES IN OCTOBER

Tuesday 21 October Resident meeting in St Johns dining room at 2pm

Wednesday 22 October Johnny Wright concert in the Derwent Room at 1:30pm

Thursday 30 and Friday 31 October Our hairdresser returns!

Sunday 26 October Singalong with Moira in the Derwent Cafe at 2pm

Workplace Wellbeing Expo
in the foyer
Tue 4 Nov
1pm-4pm

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

Memorial for Adrian Graley

Staff and residents gathered to pay their respects to Adrian in the Chapel. A long term resident who was a passionate advocate for his fellows at Windsor, Adrian will be missed throughout Glenview. His contributions to improving aged care, and his helpful brochure *Glenview at a Glance* continues to inspire us and inform newcomers.





Kindly bear with us

In the next few months we will be renovating the Merton wing at Windsor.

At the same time we will replace the heating and cooling system throughout Windsor.

The comfort and safety of our residents is always our top priority.

There will be some **noise and disruptions** while we convert bathrooms to ensuites, upgrade heating and cooling systems and make improvements as recommended by our architects - the same firm we worked with at Korongee and Waratah.

As **Merton will be a building site**, it will be **unsafe to operate the Waratah lift**. The lift is very important to our residents and our intention is that it will be back in operation early in 2026.

If it becomes unbearable to you, let a carer or reception know and Nathan, our Assets Service Manager, will do his best to find a remedy. Your comfort is our top concern!

Windsor news

MAYNARD RESIDENT AND REPS MEETING

Tuesday 7 October 2025

- The passing of Adrian Graley was acknowledged with great sadness. Miranda arranged a memorial, held on 8 October.
- Alison Natera thanked everyone for participating in the recent survey when the assessors were on site. She advised that feedback from the Commission based on the recent assessment is awaited and that work is ongoing to support residents with care planning requirements.
- Discussed the communication between the separate resident and representative meetings. Genevieve will prepare a summary to share with the other group.
- Mel from COTA gave an overview of the Intergenerational Tech Support Program. High School students will provide residents with one-on-one technology support and foster relationships with them over the course of six weeks. The program starts on 30 October 2025 and residents who need help with tablets or cell phones are encouraged to sign up with Miranda.

- Food wastage in relation to meal sizes was discussed again. A resident said that it has improved, and another resident said determining a size is in the eye of the beholder. All efforts are being made to have less wastage.
- Miranda has made a few small changes to the activities calendar, with fewer pictures and clearer English to improve readability.
- A gate has been installed at the Japanese Garden but the electrical wiring is to come.
- Miranda advised the Sewing and Knitting group are well on their way to make 1,000 hearts. Activities coming up are Melbourne Cup and Joe Abbott from Advocacy Tasmania. The hairdresser is taking leave for 2 weeks.
- Genevieve discussed inevitable noise from the upcoming renovations in Merton - please advise carers if the noise becomes too much.
- The Wellness Expo for staff to be held in the foyer on Tuesday 4 November was discussed.

[NEXT Maynard | Barrett | Hudspeth](#)

RESIDENT AND REPS MEETING

2pm Monday 10 November

[NEXT St Johns | Merton](#)

RESIDENT AND REPS MEETING

2pm Tuesday 21 October and 18 November

Learn to play 5 Crowns card game

Every second Friday a group of 'Crowners' gather in St John's.

No, they are not (necessarily) monarchists but devotees of the **5 Crowns card game** taking Windsor by storm.

Come and see what all the brouhaha is about on **Friday 24 October**, St John's dining room at 1.30pm.



Lindsay and his amazing wordgame result from 'physiotherapy'.



Enjoying an iced coffee in the Derwent Cafe.



Robin was presented with a new quilt with love from the sewers and knitters group.



1800 98 44 34
A Tasmanian Lifeline

Windsor residents had a visit from Ben who works with **A Tasmanian Lifeline**. He told us 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.



STAFF SHOUTOUTS

recognition awards

Nishit Kumar Patel
HOUSE COMPANION
Korongee
September 2025



The Shoutout:
"Nishit always puts others wellbeing first. He is hardworking and always asking how he can help."
Nishit demonstrates the Glenview values of **INTEGRITY** and **EXCELLENCE**.

Ngairi Pirere
REGISTERED NURSE
Windsor
September 2025



The Shoutout:
"Ngairi is not here as much as she was - but she is always so involved, and an excellent nurse who sorts everything on shift. She supports all staff, especially care staff. She is a very good nurse we can go to for good advice and plans for the residents."
Ngairi demonstrates the Glenview values of **INTEGRITY** and **EXCELLENCE**.

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, Bisdee and Home Care or ask at reception.

SAVE THE DATE

Christmas functions

KORONGEE

Monday 8 December dinner

Tuesday 9 December lunch or dinner

WINDSOR AND BISDEE

Thursday 11 December lunch or dinner

Friday 12 December lunch



INVITATIONS WILL ARRIVE SOON



The Glenview promise

OCTOBER 2025

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Nepali is the third-most spoken language in Tasmania at 1.3% second is Mandarin at 1.5% and first is English at 86.1%

Dear all

We have been holding an ongoing conversation about the Glenview Values. I discussed the value of respect in Glenview News in July 2025, and reflected on what it means from the perspective of older people in our care.

Unless we take the time to see our values through the eyes of those we support, we risk losing sight of the very reason we lean on these four words as our core values.

This month, I invite you to consider: What does **excellence** mean for you?

At Glenview, we describe excellence through these behaviours and actions:

- Continuously seeking better ways of working
- Taking ownership of developing our skills and knowledge
- Fostering a culture of safe, inclusive, and high-quality care
- Striving for the best outcomes for clients, families, carers, and ourselves

Recently, we received feedback from one of our families that beautifully illustrates what **excellence** looks like in practice:

"I don't know where to begin... Mother was so overwhelmed with your offer for [additional support] and said to us that now she has something better to look forward to, a reason to live a long life. See how much she loves and treasures what you are providing for her at Glenview! Thank you so much for the good work you are all doing! Indeed, you are changing people's lives - we can see this every day while observing our mother."

Simple, yet powerful words. Feedback like this reminds us that **excellence** is not complicated—it is about the meaningful difference we create in people's lives.

Alongside our values, I've also been encouraged by the commencement of our intercultural training program at Korongee. Did you know that around **70% of our staff** come from a background where **English is an additional language**?

The workshops are designed to strengthen our ability to communicate effectively in a multicultural setting by **recognising and respecting cultural differences** in phrases, gestures, practices, policies, and behaviours.

The first workshop received excellent feedback, and I look forward to seeing how this program continues to foster a harmonious working environment – supporting our aim to make Glenview a genuinely great place to work.

On that note, I was very excited to join the **Dashain Festival** celebrations at Korongee. Congratulations to Samir and the team for organising a wonderful event involving staff, families, and of course, our residents.

Damien Jacobs
Chief Executive Officer



Glenview News is produced monthly. Content for the next issue is due on **Fri 7 November 2025**.

Previous copies of Glenview News are here: 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

