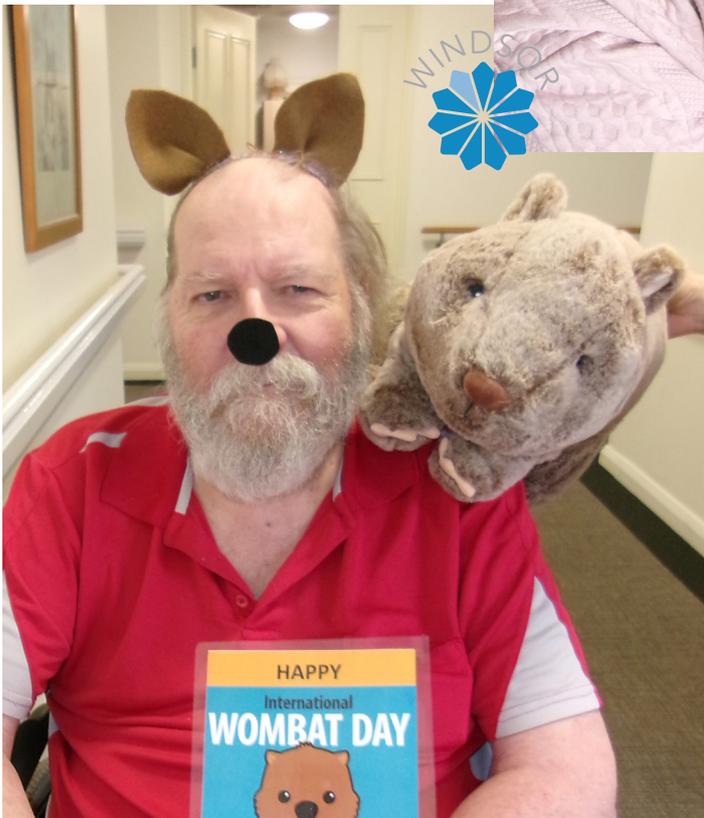
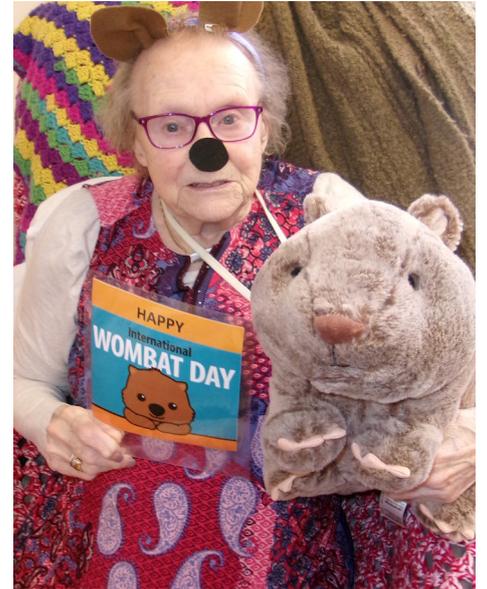


Glenview NEWS



Wombats at Windsor!

We had fun honouring and raising awareness about the popular marsupials on International Wombat Day, 22 October.

As well as having adorable faces, wombats are known for their robust bodies and unique cube-shaped droppings.

Sadly the southern hairy-nosed wombat is now listed as near threatened, and the northern hairy-nosed wombat is critically endangered.

With the work of conservation organisations, wombats may still have a hopeful future. Public awareness, disease research and protected areas are slowly helping them to recover.

It was cuteness overload - and that's just the Windsor residents!

WINDSOR ACTIVITIES IN NOVEMBER

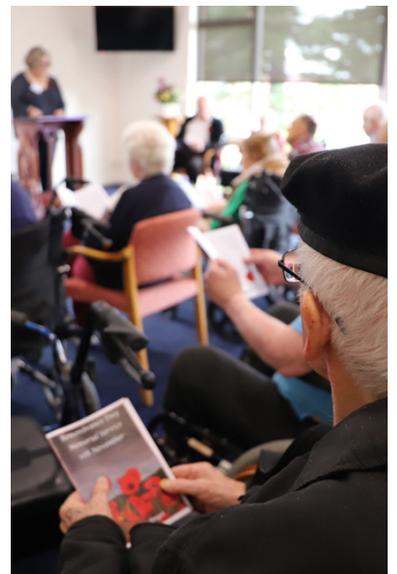
- Thursday 13 November COTA Tech Together in Hudspeth at 2pm
- Wednesday 19 November Johnny Wright in concert
- Monday 24 November Afternoon tea with friends from Corumbene at 1:30pm
- Wednesday 26 November Fiddle and Squeeze Duo in the Derwent Room at 1:30pm

Windsor
Christmas
Market
Tue 2 Dec
10am-2pm

Remembering

A large group gathered in the chapel to commemorate those who had fallen in the Great War, and those who had passed on from Windsor over the last year.

Windsor residents were joined by Bisdee Day Centre clients for the moving service conducted by Moira, a volunteer and family member, and our activities team.



Clinical Governance update

Dear residents and representatives,

We continue to see a few cases of COVID in the community and in our homes. Recently, we had a small number of residents with COVID-19 in Windsor - all residents have now recovered. A big thank you to the Windsor team for your care and support of our residents during this time. Currently, we continue to conduct RAT tests every third day for both staff and visitors. If you have cold or flu-like symptoms, please avoid visiting and instead call or use video calling. To organise a video call with a resident, email videocalls@glenview.org.au.

A COVID-19 vaccination clinic was recently held at Korongee, and another clinic will be held at Windsor at the end of November. Please speak to the nursing staff if you would like to have a new COVID-19 vaccination.

Our return to compliance journey continues, and we have strengthened our clinical monitoring of incidents, including how we care for people living with diabetes, wound care, and the use of medications, with a focus on reducing the use of psychotropic drugs.

We welcome Anita Rafferty, a Clinical Nurse Educator, who will be with us for the next six months to establish an education and training program for our team across Glenview. Our clinical team continue to prioritise formal care planning meetings - if you would like to request one, please email Windsor admin@glenview.org.au or Korongee kadmin@glenview.org.au

I am also pleased to report that our response to call bells has improved across both sites, as indicated by our recent monthly data and reporting. If you or a loved one believes your call bell is not answered promptly, please notify our Facility Manager or a member of the clinical team, and they will follow up with you directly.

Our speech therapist, Ellinore, has been seeing some of our residents and assessing their swallow, and type of diet and texture that may be required. If you are experiencing any issues with swallowing or eating, please notify one of our nursing staff members, and we will ensure Ellinore sees you.

Kind regards

Alison Natera
Executive Manager
Clinical Governance



Christmas Markets

Come and shop for presents, enjoy a BBQ lunch, coffee, icecream and more.

Fabulous items from beloved stall holders including Australia Post and Priceline.

Family, friends and the public may be required to have a RATest before entry. Tests available at the front door with a result in 10 minutes.

Windsor 10am - 2pm
Tuesday 2 December

Korongee 10am - 2pm
Wednesday 3 December

Bathroom Rules

must be adhered to!

A plea from yesteryear by Christine Robertson.

Please remember, don't forget
Never leave the bathroom wet!
Nor, leave the soap still in the water,
That's a thing we never 'oughter'
Nor leave the towels upon the floor,
Nor keep the bath an hour or more,
With other folks awaiting one.
Please don't forget, it isn't done!



Thanks to Lindsay for this storyline that today many will remember - when homes had but one toilet and one bathroom, and many children.

The big gallop

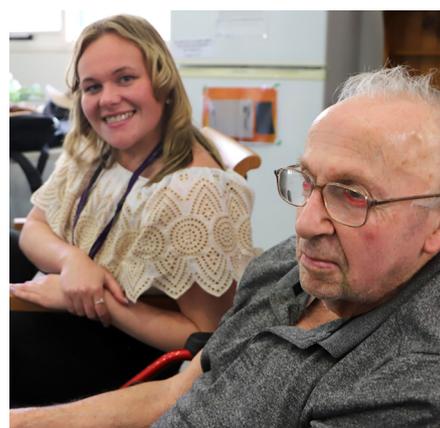
Windsor residents celebrated with high tea on the hoof when *Half Yours* won the 2025 Melbourne Cup. The horse was ridden by Jamie Melham who became the second female jockey to win the race.

Half Yours won by two-and-three-quarter lengths from *Goodie Two Shoes*.



Music therapy

St John's becomes alive with music and song when Sally and Te come to visit every second Thursday at 10.30am .



KORONGEE ACTIVITIES IN NOVEMBER

Wednesday 12 November George Mann in concert at 10.30am

Wednesday 19 November High Tea in the Community Centre at 2pm

Thursday 20 November Anglican Church Service in the Chapel at 11:15am

Korongee
Christmas
Market
Wed 3 Dec
10am-2pm

Sally and Te every second Thursday at 10.30am Singing Group every Friday 1.30pm

Spring Fling

Korongee Village was abuzz during the annual Spring Fling. Family, friends and staff joined residents and danced to ABBA and many popular tunes.

The Applejacks performed swing dance routines and then danced the evening away with the villagers!

Wonderful to see ex-staffer Spiwe, who came to dance and say hello.





Statement of Rights

From 1 November 2025, under the new Aged Care Act 2024, everyone receiving aged care services has clear rights under the Statement of Rights. These rights ensure you are respected, supported, and remain in control of your own care and choices.

1. Independence, Choice & Control

- You have the right to make your own decisions about your life and care.
- You can ask for support to help you make decisions.
- Your decisions must always be respected.
- You have the right to take reasonable personal risks that help you live the life you choose.

2. Fair and Equal Access

- You have the right to a fair assessment of your care needs.
- Services must respect your culture, background, beliefs, and history.
- Everyone has the same right to quality aged care, no matter who they are.

3. Quality and Safe Services

- You have the right to safe, respectful and high-quality care.
- Staff caring for you must have the right skills and experience.
- Your identity, culture, and values must always be respected.

4. Privacy

- You have the right to privacy and for your personal information to be kept safe.
- Information about you should only be shared when needed and with respect.

5. Communication and Feedback

- You have the right to get information in a way you can understand.
- You can share your thoughts and preferences at any time.
- You can make a complaint or raise a concern without fear or penalty.

6. Support, Advocacy & Staying Connected

- You have the right to stay connected with family, friends, and your community.
- You can access advocacy services for support.
- First Nations residents have the right to stay connected to Country, Island Home, and culture.

Why These Rights Matter

These rights ensure you are at the centre of your aged care. Services must respect your dignity, choices, and individuality. If you ever feel your rights are not being upheld, you can speak to your provider, an advocate, or the Aged Care Quality and Safety Commission.

For more information, visit:

www.myagedcare.gov.au or call My Aged Care on **1800 200 422**.



All Hallows' Eve

The ghouls came out to play at Korongee for Halloween. There was the amazing Count Barista, many wise Witchypoo's and even a Pumpkinhead!

Glenview invites you and your loved ones to

Christmas lunch or dinner

Enjoy a three course meal, entertainment, lucky door prize and more. Invitations have been emailed to family and given to residents.

RSVP by Monday 24 November by return email.

Pay by cash, cheque or credit card at reception or call 6277 8800.

Korongee

Monday 8 December dinner at 5pm to 7.30pm

Tuesday 9 December lunch at 11.30am to 2pm or dinner at 5pm to 7.30pm

Bisdee and Windsor

Thursday 11 December lunch at 11.30am to 2pm or dinner at 5pm to 7.30pm

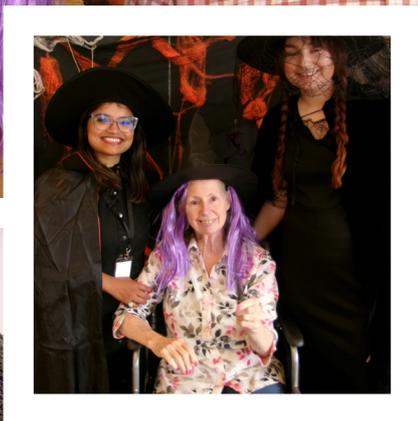
Friday 12 December lunch at 11.30am to 2pm



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HALLOWEEN





Australian Government
Department of Health, Disability and Ageing

Dear resident,

Important update: New Aged Care Act from 1 November 2025

This letter outlines what these changes mean for you as someone currently living in an aged care home.

Firstly, and most importantly, I want to assure you that the care and services you receive will continue as usual, and that support is available if you have any questions about the new Act and what it means for you.

This letter is for your information. There is no immediate action that you need to take.

A new Aged Care Act will come into effect on 1 November 2025, which ensures older people are at the centre of aged care. It will make the system safer, fairer and more respectful.

What is changing

The new Aged Care Act introduces positive changes to how aged care is delivered and funded. These include:

- greater emphasis on residents' rights, choice and control over your care
- improved standards for aged care workers and providers, which means better care for you

What the changes mean for you

For anyone living in permanent residential aged care on or before 31 October 2025, and while you remain in the same aged care home:

- your current fee arrangements will not change (unless you choose to opt into the new system)
- you will not pay more for your care and accommodation as a result of the new Act
- you will continue to receive the same level of care and support.

There are also revised fee structures for new residents entering from 1 November 2025, including means testing. You have the option to switch to the new arrangements, but this is voluntary and you should seek financial advice before making this decision. You can find out more about residential aged care fees under the new Aged Care Act at myagedcare.gov.au/aged-care-funding, or by calling **1800 200 422**.

If you move from one aged care home to another without a break in care of more than 28 days your current fee and accommodation arrangements will continue to apply.



Australian Government
Department of Health, Disability and Ageing

If you permanently leave residential care for more than 28 days after 1 November 2025, you may be subject to the new accommodation arrangements when you return. You may also want to seek financial advice before leaving residential aged care so you understand what this may mean for you.

New requirement to report changes in circumstances

If you have had an aged care means assessment, you must report any changes in your personal or financial circumstances to Services Australia or the Department of Veterans' Affairs (DVA). This will help keep your aged care fees correct.

- From 1 November 2025, it will be a legal requirement to report changes to your circumstances within 28 days.
- You need to report changes to both your and your partner's income or assets, including the payment of a refundable deposit.
- To update your details:
 - call Services Australia on **1800 227 475** or DVA on **1800 838 372**
 - visit servicesaustralia.gov.au/update-your-details-if-you-get-help-with-aged-care-cost-care

Next steps

At this stage, no action is required from you. Your care and services will continue as usual.

If you would like to speak to someone, you can discuss this with:

- your aged care provider, or
- the Older Persons Advocacy Network (OPAN) Aged Care Advocacy Line on **1800 700 600** for information about your rights and to request support to talk to your provider or visit [opan.org.au](https://www.opan.org.au) your Elder Care support worker at your local health service or visit <https://www.naccho.org.au/aged-care/>

Yours sincerely,

Sonja Stewart
Deputy Secretary, Ageing and Aged Care
October 2025



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!



Magnificent murals

Jeewan Suwal, a catering assistant at Glenview, is an emerging abstract landscape artist represented by Handmark Galleries. The gallery won the tender to organise art for the two new Spirit of Tasmania ferries.

Jeewan spent three weeks on board the Spirit of Tasmania IV painting a pair of striking - and impossible to miss - murals inspired by the island's natural beauty.

An established artist in his native Nepal, Jeewan moved to Tasmania five years ago. This job is the stuff of dreams: "It's beyond my wildest imagination to have my work showcased on this iconic Tasmanian ship," he said.

Jeewan stepped on board with no preconceived ideas. But the results are stunning. He painted two abstract murals, each spanning almost four metres. The first, *Colour of Tasmania*, is the view outside the ship's windows. "The green of Mount Wellington nestled between the watery blues of the river and sky. Tasmania's landscape is transcendent."

The other mural, *Sense of Arrival* is inspired by the romance of the sea voyage and the first sight to greet visitors as they pull into Devonport. "I wanted to capture the excitement of the journey from land to an island." Two of Jeewan's paintings are also displayed onboard.



From an article first published in Handmark Galleries newsletter October 2025.



The Glenview promise

NOVEMBER 2025

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all

From 1 July 2025, the new Aged Care Act introduced an important change designed to give older Australians more choice and control – the **Registered Supporter** role. This new option allows you to formally choose someone you trust, such as a friend or family member, to help you make and communicate decisions about your care and services.

Your registered supporter can help you understand information, talk things through, and share your wishes with staff or assessors – but they do not make decisions for you. Their role is to support you, so that your preferences and choices remain at the centre of your care.

Having a registered supporter is completely your choice. You can decide whether you'd like one, who that person should be, and how much help you'd like from them. You can have more than one supporter if that suits you, and you can change or cancel the arrangement at any time. This new process makes it easier for residents to have trusted people involved in their care decisions – while keeping your voice, your values, and your independence front and centre. Please reach out to one of our care staff if you would like to know more..

We are pleased to share that both Korongee and Windsor recently underwent a **Quality Commission audit** against standards:

- 2 - assessment and planning,
- 3 - personal and clinical care,
- 7- human resources and 8 - governance.

The Commission acknowledged the excellent progress we've made in several areas, including:

- **Staff performance and culture:** Our staff culture survey results have shown a remarkable improvement, with an overall experience rating of 89.42% in 2025, up from 65.68% in 2024.

- **Care and clinical support:** We've enhanced our continence care and improved access to allied health and primary health practitioners and GP services.

While we are proud of these achievements, we are also committed to ongoing improvement. Over the next three months, we will be focusing on:

- Expanding staff training capacity with the addition of a Clinical Nurse Educator and a Learning and Development Coordinator, both of whom joined us this month.
- Strengthening our incident investigation processes and improving how we monitor staffing levels.
- Enhancing our assessment, care planning and pain management processes including falls prevention strategies.

We are grateful to our dedicated staff for their hard work and to our residents and families for their continued support as we strive to provide the highest quality of care.

On a final note, you may have noticed our renewed efforts to celebrate staff who go above and beyond. We're thrilled to share these moments with team members, families, residents, and clients through our **'Shoutout' boards**, now located near the reception areas and in the main lounge at Bisdee.

These boards are a fresh addition – in the past, they weren't as visible or accessible to everyone. We encourage you to add your own nominations to help us recognise and celebrate great work. Staff Shoutouts also feed into our monthly **Award and Recognition Program**, where we highlight outstanding care and service across our community.

Damien Jacobs
Chief Executive Officer

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

