

Glenview NEWS



Korongee Christmas market

It was a wonderful day to explore different stalls and enjoy a BBQ lunch. Thanks to our stallholders, many of whom put care into making handmade treats and goods for everyone.



Christmas craft

Getting into the festive spirit! We've been busy making ornaments and tasty treats.



A warm welcome to our new Glenview residents: Lois B, Noel B, Lorraine J, Judith K and Raymond U.

KORONGEE ACTIVITIES IN DECEMBER

Tuesday 16 December Catholic service at 10:30am
Thursday 18 December Ecumenical service at 11:15am
Friday 19 December Sally and Te Christmas concert at 10:30am
Monday 22 December Roving Carols start at 2pm

**Roving
Carols**
MON 22 DEC
from 2pm

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

'Tis the season

Korongee welcomed friends and family to a Christmas feast to begin festivities.



Korongee news

Korongee Resident and Korongee Representative meetings have moved from Tuesdays to **Wednesdays**.

At the **representatives** meeting in November 2025, it was requested to hold the meetings every second month, on the **second Wednesday** of the relevant month.

The next **representatives** meeting will take place on **Wednesday, 14 January 2026**.

If any representatives would like to join the meeting online via Teams, email Lynette at ldtoit@glenview.org.au

Korongee **resident** meetings will be held every second month on the **first Wednesday** of the relevant month, from 2:00 pm to 3:00 pm.

The next **resident** meeting will take place on **Wednesday, 4 February 2026**.





New research exploring small-scale residential care in Australia

Researchers from the Centre for Ageing Research and Translation at the **University of Canberra** are starting a new project to explore small-scale care settings in Australia.

They invite **four residents, four families/friends** and **four care staff** from Korongee dementia village to be involved in interviews on:

Monday 12 and Tuesday 13 January 2026

The interviews are to help the researchers understand the experience of living and working in small-scale care, like Korongee. Inclusion in this study shows the innovative nature of the services delivered in the village.

Interviews will take around 45 minutes, and your participation may help to improve knowledge about small-scale care in Australia, as well as opportunities for people living with dementia.

You are welcome to bring a support person if you wish. Refreshments will be provided for study participants.

If you would like to participate in this study, please add your name to the **sign-up sheet at Korongee reception**.

More information is on the Participant Information Sheet.

If you have questions, please contact lead researcher, **Robyn Lewis** by email at robyn.lewis@canberra.edu.au or phone 0432 778 271.

You may also contact **Samantha Craig** Korongee facility manager by email kadmin@glenview.org.au or phone 03 **6145 6600**.



CENTRE FOR AGEING RESEARCH AND TRANSLATION





Please share your
feedback
 help us improve
 our services for you!

*Truly you have made a huge impact on Dad because of the care and respect you have all shown him.**

*I'M REALLY HAPPY HERE, THE FOOD IS EXCELLENT.**

* Feedback received by Glenview in 2025.

Paper forms are in the back of the feedback box near reception

Scan or tap below for an online form



BISDEE ACTIVITIES IN DECEMBER

- Monday 22 December Make Christmas door hangers and prepare Christmas non-rum balls
- Monday 22 December 🚗 Old Chapel Shop + lunch at the Riverfront Motel
- Thursday 25 December Make a chocolate ripple Christmas wreath
Watch Christmas movies + drink milkshakes
- Tuesday 30 December Scavenger hunt and games, What's the Plate? drawing challenge
🚗 Kangaroo Bluff lookout + lunch at Risdon Brook Hotel



Clinical Governance update

Dear residents, representatives and families,
As we come to the end of the year, we reflect on the many improvements across Glenview. There have been significant changes for our Residential Aged Care homes including strengthening clinical care practices, increasing clinical nursing numbers, and updating our nursing structure at Korongee. We now have a Clinical Nurse Educator working with our clinical and care teams to better support all residents, with a focus on those living with dementia.

The new aged care standards are a positive change, and we will continue to work on these into the new year, including ensuring all residents have a care planning meeting every six months.

Over the past year, consumer experience has increased to 78.1% for July to September 2025 compared to 64.1% for the same period 2024/25. Quality of life for residents in Korongee has also improved, reaching 73.7% in 2025/26 compared to 45.5% the previous year. This is due to more direct care, greater oversight by the clinical leadership team, and better support and communication with residents and their families or supporters.

Access Aged Care GP Services now support residents and we have received positive feedback from them and their families about this change. We also continue to have support from our existing GPs and access to the Hospital in the Home service when needed.

At Korongee, over the past month we reviewed the rate of resident falls and made changes to our staffing. We are trialling increased night staffing in the Village and will monitor this over the next three months to further reduce the number of falls.

We have also focused on ensuring residents' call bells are answered within 10 minutes, and this has improved across both homes over the past three months. In November, the average call bell response time was 3.56 minutes in Korongee and 5.5 minutes in Windsor. If you experience any delays with your call bell, please speak to one of our nursing teams or to Sam, the Korongee Facility Manager or Genevieve, the Windsor Facility Manager.

Wishing you all a very merry Christmas and relaxing start to the new year!

Kind regards

Alison Natera

Executive Manager Clinical Governance

Christmas market

A wonderful chance to do some Christmas shopping. Thank you to our lovely stallholders.



Windsor festivities

Family and friends, including those from Bisdee Day Centre, came together to celebrate Christmas early in December.



WINDSOR ACTIVITIES IN DECEMBER

- Thursday 18 December Ecumenical Service in the Chapel at 9.45am
- Thursday 18 December Hobart Veterans Brass Band Christmas performance in the Derwent Room at 2pm
- Friday 19 December Sally and Te Christmas concert in the Derwent Room at 2pm
- Monday 22 December Roving Carol Singers leave St Johns at 5:30pm

**Roving
Carols**
MON 22 DEC
from 5.30pm

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





Windsor news

Windsor Resident & Representative meetings

At both the Maynard and St Johns meetings, residents have requested updates on matters discussed at the other meeting.

As a result, the question was raised about about combining the meetings again.

Consequently, a **General Meeting** for Maynard and St Johns Residents and Representatives will be held to review how the current separate meetings have been working, and to discuss whether they should continue separately, or be combined into a single meeting.

Windsor General Meeting - all welcome!

Date: Wednesday, 21 January 2026

Time: 2:00 pm - 3:00 pm

Location: Derwent Room







Kindly bear with us

We are in the process of 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!

A global kindness community

1000 Hearts exists to make people happier and healthier by sharing kindness in a simple and tangible way. They make and share pocket hearts that people can hold onto as a reminder that someone cares.

Glenview residents, volunteers, staff and family members recently sewed 238 felt hearts. Brian's wife Hennie is a wonderful support and spends many nights on the couch sewing for the Glenview group of Heartists.

She now has requests from her family for hearts and is also making a heart for each person in her granddaughters' dance group!

At Glenview, we continue to sew hearts and send them to the Gibson Unit at Calvary St Johns hospital for patients and family members.

Anybody can help, all you need is some spare time.

Contact Miranda for supplies or come to the Windsor sewing group, fortnightly on Mondays.



Making hearts is kindness in action.

It's a mindful process that brings purpose, healing and a sense of connection, even if you're stitching alone. Hand-made objects carry a little piece of us inside them and hearts are a lovely way to express your love and care.





Annual Staff Recognition Awards

Awarded by the Senior Leadership Team 2025

Subheksya Sharma Clinical - Korongee

Sue has been a Registered Nurse at Korongee Village for four years and has grown in her role as Clinical Support Nurse. She has played a key role in supporting improvements across the Village and has demonstrated leadership and clinical skill, with a focus on improved continence. Sue is a loyal employee who cares about our residents and staff, and is an asset to the organisation.

Oluchi Eucharia Ohajunwa Clinical - Windsor

Oluchi joined Windsor as a Registered Nurse in early 2025 and moved here from overseas. She is keen to be the best RN she can be within the Australian Aged Care system, she is open to feedback and is confident in discussing any concerns. Oluchi's participation in huddles and care discussions always has our residents at the center. The care and respect that she shows to staff and families is noticed.

Denise Catania Home Care

Denise shows exceptional dedication, professionalism, and unwavering commitment to our clients and team. As well as her commitment to clients, Denise contributes significantly to new employees, offering a supportive introduction to Glenview. She generously shares knowledge, models best practice, and helps new staff feel confident and prepared in their roles. Denise is a true role model in our Home Care program.

Elizabeth 'Lil' Holmes Operations - Catering, Hotel Services, Assets Services

Elizabeth (Lil) consistently embodies the Glenview value of Respect. Her kindness, compassion, and unwavering commitment to residents shines through in all she does. Lil approaches each day with a genuine desire to enrich the lives of those around her, and her ability to make residents feel seen, valued, and cared for is truly exceptional. Her creativity and vibrant spirit brings smiles to residents, families, and colleagues alike. Beyond her warmth and good humour, Lil's work ethic and dedication sets a powerful example for others. Lil is a treasured member of the Glenview community.

Kathleen Barrington Corporate - Finance, Admin, P&C

Kat started with Glenview in the new role of Office Manager in September 2024. She took on managing the recently formed Rostering and Admin team, and through dedication shaped them into the highly invested team they are currently. Kat also developed a standardised reference resource for the team. She consistently looks for what can be done better, what challenges need to be solved, and what her team can do to assist the wider business.

RUNNERS UP

Santosh Karki Clinical - Korongee

Padma Shree Thirupathi Clinical - Korongee

Diwash Acharya Clinical - Windsor

Motoko Okeffee Home Care

Jo Parley Operations - Catering, Hotel Services, Assets Services

Katy Fyfe Corporate - Finance, Admin, P&C

Dibes Raj Paudyal Corporate - Finance, Admin, P&C



The Glenview promise

DECEMBER 2025

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all,

Thank you to everyone who joined us at the Glenview Christmas events over the past few weeks.

Glenview has always taken pride in creating opportunities for residents to enjoy meaningful moments with family and friends, and it was wonderful to welcome more than 250 residents, family members, Bisdee clients and friends to our end-of-year celebrations at Korongee and Windsor. It was truly a privilege for our team to help make this a special time of year for residents and clients who celebrate Christmas.

As part of our ongoing commitment to providing high-quality care, I am pleased to share that we have successfully renegotiated our nurse enterprise agreement. Over the past six months, we have worked closely with our nursing team to understand what matters most to them. This supports our ability to attract and retain skilled, professional staff who are dedicated to delivering safe and compassionate care to our residents and clients.

At Glenview, we view feedback from residents, families, visitors, carers, staff, volunteers, and health professionals as a gift. Feedback helps us improve our services, strengthen relationships, and address issues early.

There are many ways to share feedback or raise concerns, including:

- Completing a feedback form at reception and placing it in the confidential suggestion box
- Speaking directly with staff or contacting a manager
- Attending Resident and Representative Meeting or submitting a question to be discussed
- Contacting a Consumer Advisory Board member (details on our [website](#))
- Using our online feedback form via the [website](#) and the QR code on posters.

In addition to these options, Glenview is committed under the new Aged Care Act to maintaining a strong Whistleblower Policy. This policy protects anyone who raises serious concerns – such as unsafe care, neglect, or misconduct – ensuring they can speak up without fear of disadvantage or retribution. These protections support a culture of safety, honesty, and accountability for residents, families, and staff.

Our [Whistleblower Policy](#) was included in the [October newsletter](#) and is also available on our [website](#).

Finally, I wish you and your loved ones a safe, restful, and happy Christmas and New Year.

Damien Jacobs

Chief Executive Officer

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 6 January 2026**.

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

