



Glenview NEWS



Armchair travel to China

To celebrate the Lunar New Year, Darren our Hotel Services Manager gave a presentation about his recent trip to China that he took with his son. He shared their entertaining anecdotes and photos. The armchair travel experience was complete with Yum Cha served by the Glenview kitchen team.



Sew sew gently

The staff at Calvary Hospital shared this photo to thank our sewing group for bringing kindness and comfort to patients and their families.

Monday is bowls day

Please join us for carpet bowls every Monday morning. The school kids from Cosgrove High, our favourite opponents, will be back next week for a challenge.



A warm welcome to our new Glenview residents: Dana B, Helen D, Colleen M, and Peter P.

WINDSOR ACTIVITIES IN MARCH - HARMONY WEEK

Monday 16 March	Let's Make Irish Fifteens in the Derwent Room at 1:30pm
Tuesday 17 March	<i>Where are you Really From?</i> SBS documentary at 3pm
Wednesday 18 March	Travel with Music featuring Sally and Te in St Johns at 1:30pm
Thursday 19 March	Italian concert with Vittorio in St Johns at 2pm
Saturday 21 March	Filipino Dance performance in the Derwent Room at 2pm



HARMONY WEEK
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Windsor news

HIGHLIGHTS FROM THE RESIDENT MEETING ON 25 FEBRUARY 2026.

Windsor now has a **full roster of registered nurses**, reducing the need for agency staff and improving consistency for residents.

House Companions are care staff at Glenview who support residents but are not registered nurses.

Allied health services, including physiotherapy, speech therapy, and Dementia Australia support, were discussed, with ongoing efforts to expand these services.

Cleanliness and housekeeping have improved, with management reminding staff to complete all tasks in residents' rooms before moving on. Registered nurses are monitoring this, and residents are encouraged to report issues. Maintenance work recently caused some mess, but cleaners addressed it, and residents should report any remaining concerns.

Concerns were raised about longer **wait times for assistance**, especially in the afternoons when two staff are needed for some residents. Management is working to improve time management, and accurate documentation is being encouraged through new computers and tablets. This helps ensure proper staffing and funding.

Positive feedback was given for carers from Nepal and staff supporting residents with disabilities.



Noise from the Merton refurbishment may cause **some activities to be relocated**. Residents are advised to check the activities calendar for updates and expect occasional changes.

Advocacy Tasmania provided information on its free, confidential services for issues such as elder abuse and family conflict. Reception have brochures that explain the service.

New residents and the **new Care Manager, Louise**, were welcomed. Louise has extensive nursing experience, including psychiatry, critical care, primary health and public health. She has worked in aged care for the past eight years.

The next Resident and Representative meeting is scheduled for 25 March 2026.

Come along from 1pm and have a coffee from the Derwent Café before the meeting starts at 2pm.

Would you like to speak up for our **Korongee residents** or **Home Care clients**?

Please contact us about joining the Glenview Consumer Advisory Body (CAB).

We need two new consumer representatives for the CAB, one with an interest in Home Care, the other connected to Korongee Dementia Village. The CAB group works to improve care and services for residents and community clients.

CAB representatives communicate residents', clients', and families' ideas and concerns to the Glenview board.

These advisory roles help the board make decisions and set strategic direction, supporting dignity, independence, and well-being.

Call or email Lynette Du Toit
03 6277 8800 or ldtoit@glenview.org.au

Learn more about the Consumer Advisory Body on the FAQ page of our website.



Korongee news

HIGHLIGHTS FROM THE **RESIDENT MEETING ON 11 FEBRUARY 2026.**

The first meeting of 2026 welcomed residents and explained that meetings occur every two months to gather feedback on what is working well and what is not.

Residents shared their **views on care**, with most satisfied and reminded they could approach the Facility Manager with concerns.

One resident **praised the living environment**, activities, and room quality, noting that chores like bed linen changes are done for the residents.

Outdoor spaces and **gardening** were discussed, with some residents actively involved and supported as needed.

Food and drink options received positive feedback, though one resident felt there were too many choices but did not want

it changed. Vegetarians' needs were met, and wine or beer after lunch was discussed, with mixed preferences.

Coffee Club and Happy Hour continue to offer beverages, which residents supported.

Upcoming activities include Harmony Week and possible events like Sip & Paint or a Scottish-themed day. Suggestions included a monthly afternoon tea for new residents.

Improvement is needed in **new resident orientation**, with clearer introductions and the use of name tags encouraged.

Communication was a concern for some due to limited English, but improvements are expected.

Residents wanted staff **name badges** to clearly show roles and distinguish agency staff, with larger print suggested.

The next meeting is scheduled for 8 April 2026.

KORONGEE Higher Everyday Living Fee

This fee has been introduced to enable Glenview to offer you better quality or more frequent amenities/services over and above the standard care required by law. We believe that every day should be filled with joy, engagement, and fulfilment.



The **Higher Everyday Living Fee (HELFF)** is an optional fee introduced by the Australian Government on 1 November 2025, allowing residential aged care residents to pay for higher-standard, extra services like premium food and beverages, entertainment and enhanced amenities.

HELFF replaces the old 'additional service' fees, and aims for transparency, ensuring residents only pay for services they choose.

Optionality: It is entirely voluntary. It cannot be a condition of entry to an aged care home.

Purpose: To offer better quality or more frequent amenities/services over and above the standard care required by law.

Examples: Enhanced beverage options (wine/beer), cooked breakfasts, premium television packages, or higher-quality toiletries.

Consumer Protection: Residents cannot be charged for services they cannot use. There is a 28-day cooling-off period to change or cancel agreements.

Agreements: Providers must have a clear agreement specifying costs, services, and frequency, which is separate from the main accommodation contract.

Types: Standing agreements (ongoing services) or ad-hoc agreements (one-off services, like hairdressing).

HELFF applies only to Korongee residents at this time. We will eventually develop a HELFF service for Windsor.

We plan to transition all existing Korongee residents to HELFF services in stages, to ensure a smooth process for residents and staff.

In April 2026, we will start to contact the first group of Korongee residents to discuss the new arrangements and confirm decisions regarding services.

You will have until 31 October 2026 to change your choice of additional services.

Glenview offer you the convenience of a package for a **single discounted fee**. It gives you access to a range of services that support independence, autonomy, and the empowerment that comes with freedom of choice.

Services may also be purchased individually.

Option A: Packaged Services

DAILY HELFF PACKAGE

Cost: \$31.00

Value: \$96.00

Option B: Individual services

Items in the package that are also available for an individual, or on-request purchase.

Why choose the package?

Exceptional Value

Save money compared to purchasing the items individually

Fixed Cost

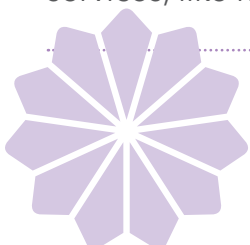
Enjoy these services whenever you need them, without worrying about extra charges

Convenience

One payment covers all your needs - no need to track multiple costs or book services

Flexibility

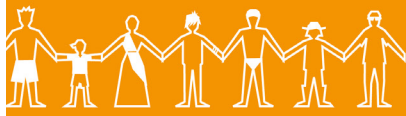
Opt-out any time if you're not fully satisfied (conditions apply)



KORONGEE ACTIVITIES IN MARCH

Friday 13 March
Saturday 14 March
Monday 16 March
Tuesday 17 March
Thursday 19 March
Sunday 22 March

Korongee Singing Group at 1:30pm
Lunch With Friends at 12pm
Armchair Travel to Nepal at 1:30pm
St Patrick's Day Coffee Club at 1:00 - 3:00pm
Cook and Share Dutch food at 3pm
Make Sushi Rolls at 1pm



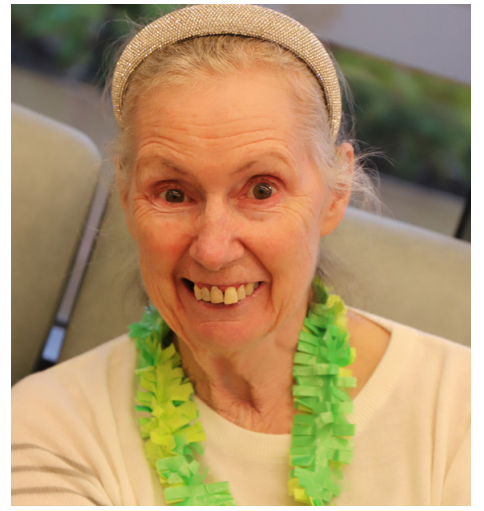
HARMONY WEEK
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Summer Dance

Delicious mocktails were served, and the villagers dressed up and enjoyed the Summer Dance. Thank you to all who attended and made the event extra special.





Lights, camera, discussion!

The SBS Insight program filmed at Korongee for a documentary about dementia, late in February.

Residents of Acacia and Conifer and their families were asked if they would like to be involved. The SBS producer said, "As part of our program around dementia, we'd like to show some unique care options that exist but perhaps are not as well known."

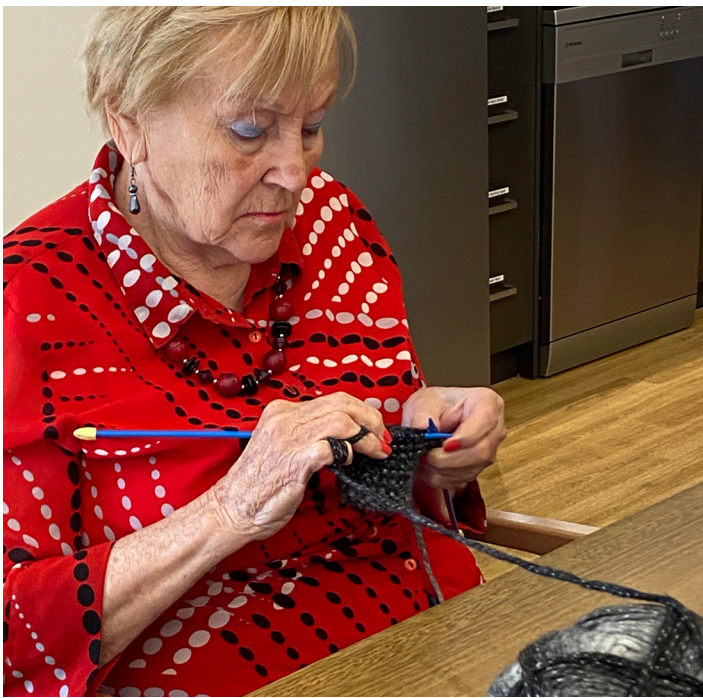
"I know that dementia villages are relatively new in Australia and therefore we'd like to show what one looks like and how it operates."



SBS Insight
on air 8.30pm
12 May
and SBS On
Demand

Thank you to everyone who took part and a huge thank you to Nick who was interviewed and hopefully will feature in the story.

The documentary will broadcast on 12 May at 8:30pm and then will be available at SBS OnDemand.



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

"Lell and all the people at Hotel Bisdee are professional, welcoming, and friendly and this made my husband's stay a happy experience. In fact, he seems to think it is a hotel and he settled in as if he was a regular visitor - something he did in his corporate career when he travelled overseas decades ago." Feedback received by Glenview in March 2026

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

Scan for an online form





Our Bisdee clients embraced the beautiful summer weather, gathering under the sails to enjoy a lively afternoon with the Fiddle and Squeak duo. It was a great time to soak up the sunshine, sing along, and tap their feet together. Alongside these enjoyable gatherings, our Centre is always enriched by the diversity of our community.

Bisdee continues to reflect a rich and diverse community, welcoming clients from many parts of the world, including Ukraine, Canada, Germany, and England. This diversity brings unique stories, cultures, and experiences that enrich our conversations and activities. We value the opportunity to celebrate different backgrounds and appreciate the strong sense of inclusion and belonging within our Centre.

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.

Clinical Governance update

Dear residents, representatives and families,
We have developed a new **Care Planning Procedure** for Glenview. This is an important step in meeting our obligations under the new, strengthened standards and will ensure that all residents living at Windsor (including the Specialist Care Dementia Program) and Korongee Village receive safe, personalised, and clinically appropriate care through timely, accurate, and collaborative care planning.

This clearly outlines the processes for:

- Initial care planning on admission
- Resident of the Day (RoD) reviews - monthly (House Companion)
- Three-monthly clinical review (Nurses)
- Six-monthly comprehensive care plan reviews - (includes a case conference)

Updates following changes in clinical condition, including clinical deterioration and hospitalisation. Ongoing consultation with residents, families, and multidisciplinary partners

This procedure applies to all residential aged care staff working across Glenview Community Services, including Registered Nurses (RNs) & Clinical Support Nurses, Enrolled Nurses (ENs), House Companions (HC's), Wellbeing and Engagement Teams (lifestyle), Allied Health, and Managers.

The Clinical Care Managers across both sites will set up a schedule outlining when residents are due their resident of the day and/or care planning review. All residents who experience a transition of care, like a hospital transfer or a change in condition, also need their care plans reviewed and updated.

A big thank you to the Clinical Leadership Team and Linden from Standards Wise for helping develop this important document.

Kind regards

Alison Natera

Executive Manager Clinical Governance

Some of the residents of Glenview Close, independent living units, before their regular meeting with Glenview senior leaders in early March.





Older Voices *for* Change

Your story can change lives.

Have you experienced elder abuse?

One in six older people are abused by someone they know and trust.

You are not alone

Your voice could help protect others

Join Older Voices for Change,

- ▶ Free Training
- ▶ You choose what to share
- ▶ You choose how to share it
- ▶ Safe and supported by COTA Tasmania

If you would like to find out more or receive an Expression of Interest

Julie Andersson on 6231 3265

juliea@cotatas.org.au

www.cotatas.org.au

EOI close on the 27 April 2026

People with diverse backgrounds and identities are warmly encouraged to apply





STAFF SHOUTOUTS

recognition awards

MANOJ RIMAL
HOUSE COMPANION
Waratah at Windsor
February 2026

The Shoutout:

“Manoj is recognised as a hard worker who takes great care of our residents, he is a reliable support for his team.”

Manoj demonstrates the Glenview value of **INTEGRITY**.



Manoj received his Shoutout from **three** of his peers in February.

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.



Welcome to
Louise Andersson

Clinical Care Manager at Windsor

Louise has extensive nursing experience, including psychiatry, critical care, primary health and public health. She has worked in aged care for the past seven years with the District Nurses in Hobart.



Lil from Catering continues to delight us on special occasions. Happy St Patrick's Day!



The Glenview promise

MARCH 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all,

Our workforce is changing, and Glenview's unique strengths continue to grow.

Reflecting on recent changes, it's clear our evolving team helps us better serve our community.

Did you know that:

- **75% of our workforce is female**, which is not surprising, as aged care is a sector predominantly supported by women across Australia.
- Only **14% of our team members were born in Australia**, meaning **86% were born overseas**. This makes Glenview one of the most culturally diverse workplaces in Tasmania.

Celebrating our diversity is central to Glenview's strengths. Through our workforce development plan, we support **intercultural workshops at Windsor and Korongee** that help ensure every team member feels respected, supported and empowered, fostering communication and career growth.

Our staff's response to these workshops has been very positive. With many staff from diverse cultural backgrounds, these sessions help promote understanding and respect across cultures. Through practical activities and real-life conversations, staff explored how to recognise bias, understand cultural differences and communicate respectfully with colleagues, residents and clients.

Our diverse workforce **directly strengthens the quality of care and services** we deliver.

As we mark **Harmony Week from 16 April**, let's celebrate this collective strength together.

Recently, we were excited to be invited to contribute to an **SBS Insight program** on dementia care in Australia. Glenview is well respected in Tasmania and nationally for the work being done at **Korongee**, one of the first dementia-specific villages in Australia.

Despite the clear evidence presented during the Aged Care Royal Commission, significant barriers remain within Australia's aged care and health systems to developing more models like Korongee. Unfortunately, these innovative approaches are still not widely recognised or supported within the broader system. Only a small number of similar homes exist across the country.

I believe greater understanding and funding for innovative models like Korongee are vital for Australia's future in dementia care. Programs such as *Insight* can spotlight our strengths and drive the necessary improvements in the aged care system.

On a lighter note, we are pleased to see the **renovations at Merton** in Windsor progressing. We are hoping to receive the keys to the new wing later in April. I would like to sincerely thank our residents and families for their patience and understanding during construction.

Your support means a great deal, and we look forward to sharing the completed space with you soon.

Warm regards,
Damien Jacobs
Chief Executive Officer

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 7 April 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

