



APRIL 2026

# Glenview NEWS



## Easter joy

Residents and visitors at Korongee spent time at Easter catching up over coffee and cake. Many sprouted fluffy ears, and everyone enjoyed plenty of chocolate.



A warm welcome to our new Glenview residents: Gary A, Mozelle G, Sandra M, Ronald T and Robert W.



## Korongee news

HIGHLIGHTS FROM THE **RESIDENT MEETING** ON 17 MARCH 2026

### **Clinical Care Improvements**

Significant progress continues across clinical care, with updated policies, improved systems and enhanced staff education in areas such as wound care, behaviours and medication management.

A new care planning schedule has been introduced, including six-monthly care plan consultations and regular clinical reviews to support resident wellbeing.

The Resident of the Day program has been reinstated, providing monthly checks to ensure high standards of personal care, clothing and room presentation.

### **Staffing Updates**

A new Clinical Support Nurse will soon join the team, strengthening support across key areas.

### **Falls Prevention**

Early data indicate a reduction in falls, supported by a trial of additional night staff. This initiative will be reviewed to determine its long-term sustainability.

### **Environment**

Automatic sliding doors are to be installed at the community centre, this is expected to take place within the next month.

### **Catering Updates**

A new menu has been introduced, with positive feedback from residents.

An upcoming external food safety audit is driving improvements in signage and food handling practices.

Residents can share feedback on catering at the regular Food Focus Group meetings.

### **Housekeeping**

Two new team members have recently joined. Upcoming training will focus on chemical safety, and the reinstated Resident of the Day program will further support cleanliness and attention to detail.

### **Activities & Engagement**

A vibrant activities program continues under the Wellness Engagement Coordinator.

Highlights include:

- Harmony Week celebrations with cultural activities and food experiences
- St Patrick's Day celebrations
- Upcoming concerts and events
- Development of an herb garden and new indoor garden club

### **Other Updates**

A new representative is being sought for the Consumer Advisory Body. Pauline Gibb was thanked for her valuable contribution while in this role.

### **Next Meeting**

13 May 2026 at 2:00 pm (via Teams)

## KORONGEE ACTIVITIES IN APRIL

Friday 10 April	Korongee singing group at 1:30pm
Saturday 11 April	Happy Hour in the cafe from 3:00pm - 4:00pm
Sunday 12 April	Grocery store is open from 10:00 - 12 noon
Wednesday 15 April	Music therapy with Sally and Te at 10:30am
Tuesday 28 April	Black Cherries concert at 2:00pm

### Footy Tipping Competition

Everyone in the Glenview Community is encouraged to join in the fun! Collect your form from the Korongee Activities or Admin teams.

Thank you to our wonderful staff, Prajita and Sumina, for performing a traditional Nepalese dance for residents and to Binda for telling us about Nepal, their home country, during Harmony Week.



**HARMONY WEEK**  
EVERYONE BELONGS • HARMONY.GOV.AU



## 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](mailto:ldtoit@glenview.org.au)

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

*Thank you* 

# 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 may 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 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

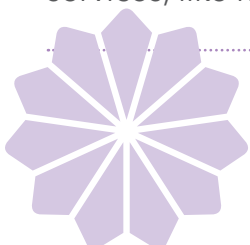
Enjoy these services whenever you need them, without worrying about extra charges

### 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)





Happy St Patrick's Day at Korongee Cafe



**Feedback forms are in the back of the feedback box near reception**

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

Share your feedback with us: [feedback@glenview.org.au](mailto:feedback@glenview.org.au)

"Just wanted to say how I have appreciated the response to previous comments and requests. We really appreciate the toilet for visitors. The staff continue to be friendly and helpful which is so nice and helps as we [sadly] watch our mum decline."

"I am very happy here, I would like to talk to someone about extending my respite care, for another month."

"I worked at Korongee for a month and I have been moved by how amazing the team here are, their effort and care for the residents has inspired me to be a better nurse. One of the best places I have worked in Australia."

"A client described her as a very thorough cleaner and a lovely worker. They wished for this feedback to be passed on to management."

Scan for an online form



"We were so pleased that she was able to get into Korongee. It's the best model of care. Much better than what we could do, or that she could do for herself."

A few examples of the feedback we received in March 2026.

## WINDSOR ACTIVITIES IN APRIL

Friday 10 April	Catholic church service at 10:30am
Saturday 11 April	Music with Liz Derwent Room at 1:30pm
Sunday 12 April	Walking group at 11:00am
Monday 13 April	Knit, sew and chat in St Johns at 1:30pm
Thursday 16 April	Anglican church service at 10:00am
Monday 20 April	April Birthdays Party Derwent Room at 2pm
Tuesday 21 April	Black Cherries Derwent Room at 2pm
Saturday 25 April	ANZAC service in the Chapel at 11am

The front door at Windsor now opens automatically between 9am and 5pm.

Enter easily - no keypad or red button. Visitors continue to sign in on screen and check temperature. If you have cold or flu symptoms, please visit another time.

This precaution will be reinstated if necessary or in the event of an outbreak.

Meanwhile, it ensures easier access for residents and visitors.

## Devotion, a cuppa and cake

You are welcome to join our Anglican service which is conducted twice a month on a Thursday. Enjoy a chat, a cuppa and a piece of cake with us after the service.



## All aboard the Mystery Bus

We wonder if Tracy, our activity support worker, likes to drive us to the top of Mt Rumney to test our fear of heights! This is the view from the top - Richmond to Opossum Bay and beyond.



## Judy out to lunch until June

Jack and our volunteer Judy enjoyed lunch at the Risdon Brook Tavern at one of the regular lunch outings for Windsor residents.

Judy is taking a well deserved holiday overseas for a few weeks, we look forward to hearing her stories when she returns in June.



## Windsor news

HIGHLIGHTS FROM THE **RESIDENT MEETING ON 25 MARCH 2026.**

### Advocacy & Funding

Discussions highlighted the importance of working collaboratively across the aged care sector to advocate for improved government support. Increasing resident funding remains closely linked to accurate documentation and AN-ACC classifications. While improvements in systems and technology are underway, staff continue to balance the demands of documentation with delivering high-quality care.

### Care & Staffing Updates

We are pleased to report a full roster of Registered Nurses, supporting greater continuity of care and reducing reliance on agency staff. Ongoing training will focus on enhancing staff interactions with residents, including respectful overnight practices and clear communication.

### Environment Improvements

Noise levels in the St Johns' corridors remain an area of focus, with staff reminded to be alert to the sound level of conversations and closing doors.

Work is also underway to address glare issues in the Barrett dining room, with solutions currently being explored.

### Activities & Lifestyle

Improving engagement for residents, especially those with limited mobility, is a priority. Plans include:

- Increasing access to fresh air and outdoor time

- Expanding social activities such as group events and themed gatherings
- Encouraging small group outings and walks

We also acknowledge the positive impact of family involvement in activities and thank those who have participated.

### New Developments

**Guest Speakers:** Moving forward, guest speakers will be invited to every second meeting, including representatives from community and advocacy organisations.

### Merton Update:

- The reopening is expected to take place on 21 April 2026 and is transitioning to a more integrated living model (no longer a dedicated dementia wing).
- Residents were invited to provide feedback on a proposed renaming of the area.
- Staff Identification: It was confirmed that all staff are required to wear name badges. Residents were asked whether they would find it helpful to have nurse-on-duty information displayed at nursing stations to easily identify staff.
- Mobility Safety: It was clarified that staff are not permitted to push residents seated on wheelie walkers due to significant safety risks, wheelchairs should be used.
- Thank you: A resident thanked residents and Cosgrove High School students for their valued involvement in activities.

Next Meeting  
**Wednesday 22 April**  
Derwent Room at 2.00pm



## Music, food, colour, documentaries and dance

We discovered during Harmony Week that our residents are from 9 different countries and many more of them had parents who were born overseas.

During the week we shared stories of growing up, travelling abroad and wonderful memories.

The celebration concluded with Glenview staff (and friends) from the Philippines who shared their culture through dance.



The children from Illara Preschool in Glenorchy enjoy their fortnightly visits with residents in the Derwent Room. They were excited to see TJ again, remembering him from their first visit.



Happy 90th birthday to Marion Iles. Her family organised a special party in the Derwent Room for their much-loved mum, grandmother and great grandmother.



## Johnny Wright back in May

We all enjoy Johnny's monthly concerts (including Mary). He'll return Monday 4 May to sing our favourites.

## St Patrick's Day shenanigans

The group made Fifteens, a classic Northern Irish no-bake traybake. Ingredients include digestive biscuits, cherries, marshmallows, condensed milk and coconut.



# Clinical Governance update

## Dear residents and your supporters,

We are pleased to provide an update on our continued commitment to delivering safe, high-quality care in our homes.

In mid-February 2026, Korongee Village underwent an external audit by the Aged Care Quality and Safety Commission. The audit identified many positive outcomes, reflecting significant improvements throughout the village. Assessors commended both Korongee and the quality of care provided to residents.

We have achieved a significant reduction in psychotropic medication use, along with improvements in pain management, diabetes care, and support for residents experiencing behavioral changes related to dementia. The audit also identified areas for further growth, providing valuable opportunities to enhance our practices and build on the progress at Korongee.

Over the next three months, we will focus on:

- Falls prevention and management
- Wound care and monitoring
- SIRS (Serious Incident Response Scheme) investigation

Next week, Glenview Windsor will host assessors from the Aged Care Quality and Safety Commission for a routine two-day visit. These visits allow us to review our practices and demonstrate the quality of care we provide.

Under the new Aged Care Act, effective 1 November 2025, the Commission will not issue audit reports at this time due to changes in regulatory practice.

Thank you to our residents and families for your ongoing support and trust. If you have any questions or need further information, please contact a member of our team.

Kind regards

**Alison Natera**

Executive Manager Clinical Governance



Bisdee clients have been practising making flower balloons





# BISDEE ACTIVITIES IN APRIL

## Friday 10 April

Country flag bingo challenge  
Nut Stacking game

🚗 Explore the Conningham area  
+ lunch at Margate Tavern

## Saturday 11 April

🚗 Plants of Tasmania nursery at Ridgeway  
+ lunch at Ferntree Tavern

## Monday 13 April

Roll the ball game  
Design your own trinket bowl  
🚗 Op shopping in Moonah  
+ lunch at Mouth Waters, Goodwood

## Thursday 16 April

The gardening group will plant  
winter vegetables

We are open 7 days a week  
for cottage and carer respite.  
To book or enquire about respite care  
and activities, please call 6277 8852.

Milkshakes and sing-alongs  
to Australian classics

## Tuesday 21 April

Jewellery making and 10-pin bowling  
Make a tote bag

🚗 Discover Neika + lunch at Longley Hotel

## Thursday 23 April

Bake scones with jam and cream  
+ English trivia and Balloon Tennis

## Saturday 25 April

ANZAC DAY service in the chapel at  
Windsor, Glenview

Bisdee BBQ and quoits



## STAFF SHOUTOUTS

## recognition awards



### NATASHA 'TASH' PLAYFORD

ACTIVITIES SUPPORT WORKER

Korongee February 2026

"Tash keeps residents in the loop and escalates situations that may require clinical review."

**Tash** demonstrates the Glenview values of **INTEGRITY** and **RESPECT**.



### LILIBETH VILLON

HOME CARE WORKER

Community March 2026

"Lilibeth is energetic and organised. She appears to enjoy her work and is a great fit with our clients. She's made having support a positive experience."

**Lilibeth** demonstrates the Glenview values of **EXCELLENCE, EQUALITY, INTEGRITY AND RESPECT**.

**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.



# The Glenview promise

APRIL 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all,

This month marks an exciting moment for Glenview as we open Norfolk, our newly refurbished residential care wing at Windsor (previously known as Merton). Thank you for the feedback from residents who recommended the name change.

Norfolk is the result of months of hard work by Felicity Weeding, our Operations Manager, and Nathan Costelloe, our Maintenance Manager, who have helped coordinate this project. It includes brand new furniture, private ensuites, and a range of other amenities.

The name Norfolk has a long association with Glenview: there are, of course, the Norfolk Island Pines growing at Windsor. Many early settlers to Tasmania came from Norfolk Island and brought these trees with them. They are non-native, not true pines but ancient conifers, planted as landmarks near the coast because their height made them easy to spot.

Glenview first planned a Norfolk Cottage in 1950. This is shown on plans held by the Archives Office of Tasmania and published in the book *'Growing gracefully & usefully: Glenview 1948 - 2010'* by Caroline Evans.

Thank you for your patience and understanding during the building work in your home.

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Aged Care is moving into a new regulatory environment with the new Aged Care Act and Strengthened Standards of Care. As a

result, some practices, like audit reporting, have changed. The Aged Care Quality and Safety Commission now operates a risk-based, outcomes-focused supervision model.

- All aged care providers are under continuous risk surveillance.
- Regulatory response is proportionate to risk and intelligence-led.
- Focus is on outcomes for older people, not just technical compliance.
- Providers are expected to identify, manage and resolve risks proactively.

On a similar topic, we are pleased to let our Glenview community know that the Voluntary Enforced Understanding (VEU) between the Aged Care Commission and Glenview is no longer in effect and we are well on track as part of a monitored improvement model with the Commission.

Our progress is reflected in our strong Compliance ratings, with both Windsor Street and Korongee rated 5 stars (excellent). These ratings can coexist with regulatory engagement on specific areas of improvement.

We look forward to the Commission being on-site as part of the risk-based monitoring program at Windsor on Wednesday 15 and Thursday 16 April.

Warm regards,  
**Damien Jacobs**  
Chief Executive Officer

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 5 May 2026**.

Previous copies of Glenview News are here: [glenview.org.au/about-us/publications](https://www.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](mailto:awindmill@glenview.org.au)

