



Norfolk's first residents

Thursday 28 April was an exciting day for Glenview as the first residents moved into Norfolk, our newly refurbished residential care wing (formerly Merton) at Windsor.

Norfolk is the result of months of hard work by Felicity, our Operations Manager, and Nathan, our Maintenance Manager, who coordinated the project. We also thank Anita, RN, for sharing some of her photos for wall art. Thank you to all residents and staff for being patient and understanding during the building work.

We hope that St John's residents will visit and enjoy the new lounge rooms, balcony and sitting areas at Norfolk, just like they did on opening day.

Nurse Kate congratulates Robin, the first resident to get settled in Norfolk at Windsor.



A warm welcome to our new Glenview residents: Jim A, Robin F, Brian M, Roxley O, Audrey P, John P, Donna S and Lorraine W.



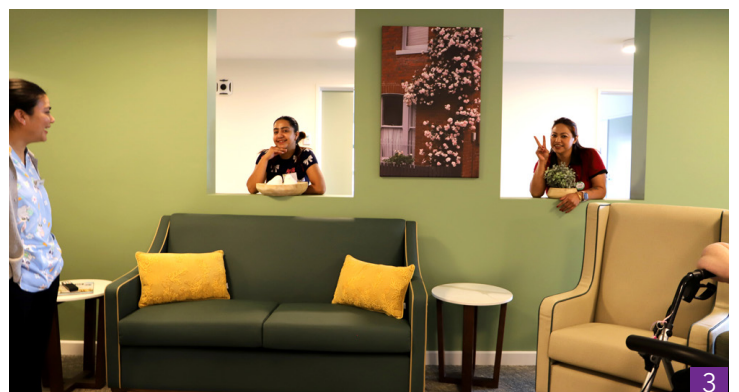
WINDSOR ACTIVITIES IN MAY



Sunday 10 May Mothers Day high tea in the Derwent Room at 2pm.
Everybody is welcome!

Monday 18 May Hobart Veterans Brass Band perform in the Derwent Room at 2pm.

Tuesday 19 May Food Focus Group meeting at 2pm location to be confirmed





ANZAC Day service

Thank you to Moira for leading the service, to Pam Sutton for reading the Prayer for Peace, and to the Bisdee Day Centre clients for joining us on ANZAC Day.



For your reading and puzzling pleasure

On Sunday afternoons, Mary Ann wheels the book trolley around with a good selection of novels, magazines, newspapers and word puzzle books.

Let Mary Ann know your preferences, and she will be happy to find the perfect book, puzzle, or magazine just for you!



Food memories

The Food Focus Group met informally over afternoon tea to share and discuss memories around food. We spoke about favourite meals, family recipes, and food we enjoyed growing up.

The conversation prompted fond memories, and we spoke about meals that we miss and the smells and tastes that remind us of home and family.



The group agreed to share some of their ideas with the kitchen to help inspire the development of a new menu.

Windsor news

HIGHLIGHTS FROM THE **RESIDENT MEETING ON 22 APRIL 2026.**

Communication and Inclusion

We are working to make sure all residents can read and access meeting information. This means we will review minutes before meetings and use more flexible ways to communicate, with help from staff and families when needed.

Care and Clinical Services

Glenview now has a full nursing team and is trying out having two Clinical Support Nurses (CSNs) instead of one. We are collecting feedback to see how this works.

Residents have shared concerns about communication, care coordination, and following up on appointments, especially with outside providers and transport. We are making these issues a priority.

Staffing and Environment

The Merton area is now called Norfolk to help everyone feel included. We are reviewing staff rosters to improve care and better match what residents want. The new Norfolk space will open soon, and all residents will be able to use the shared areas.

Catering

Residents have shared concerns about food quality and delays in meal service. We will follow up with the catering team to address these issues.

Activities and Community

Residents recently enjoyed activities like the Anzac Day Two-up game. Starting in June, there will be a monthly Polish Catholic Mass in addition to our current services. We are also planning a morning tea for International Nurses Day on 12 May 2026 to recognise our staff.

New Initiatives

A St John's resident has started making catheter bag covers to help support dignity and personalisation for other residents. This thoughtful idea was shared at the meeting.

Overall, we are focused on improving communication, strengthening care, and making sure all residents feel informed, supported, and included.

Next Meeting

Residents and Representatives
Wednesday 20 May
Derwent Room at 2.00pm



KORONGEE ACTIVITIES IN MAY

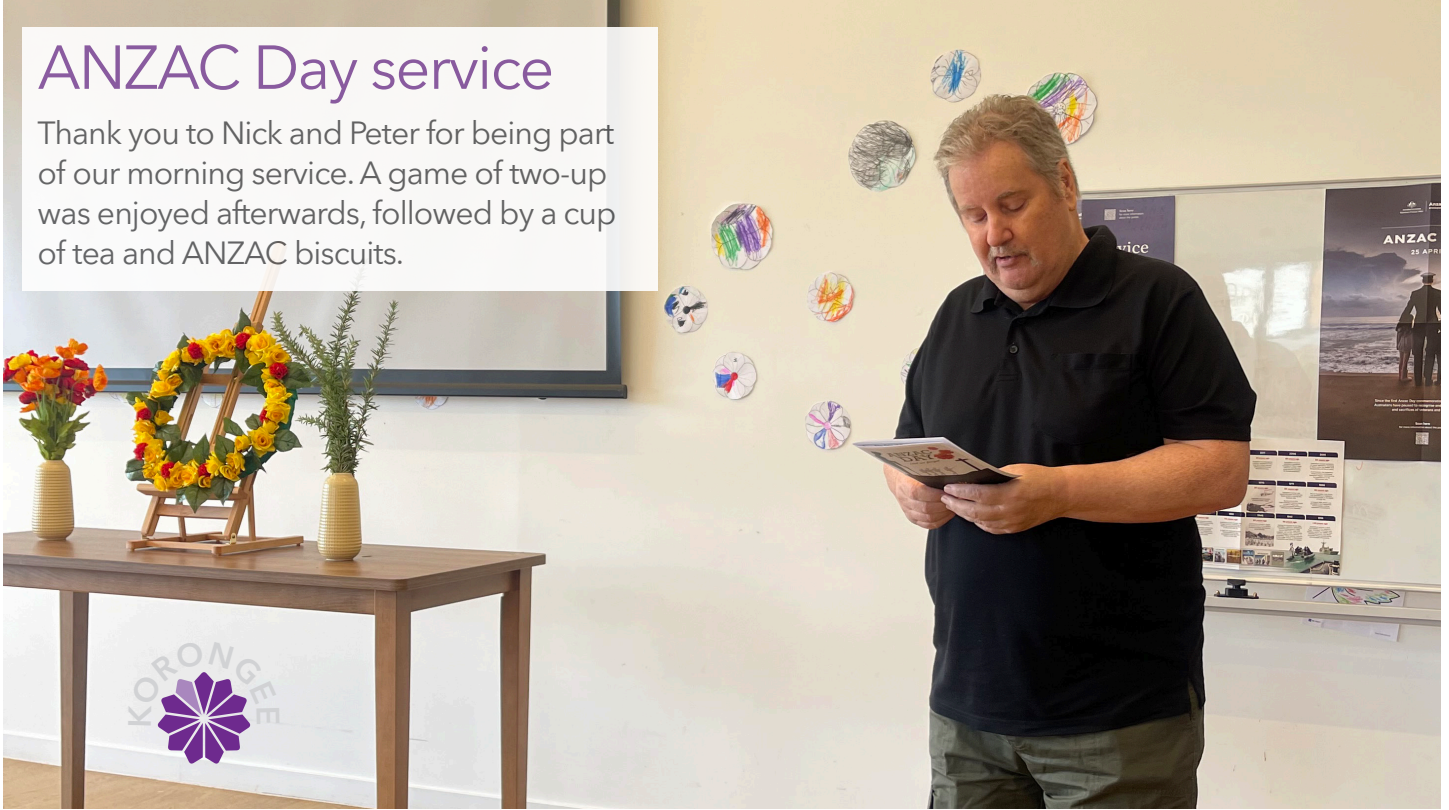
- Sunday 10 May Mother's Day high tea at 1.30pm
- Monday 11 May Village Sausage Sizzle with music from Tammy at 2pm
- Thursday 14 May Movie matinee: Oklahoma!
- Sunday 17 May Grocery Store open 10am - 12 noon

Music with Sally every second Wednesday at 10:30am
Intergenerational Playgroup every second Friday at 10am

SAVE THE DATE
All welcome to the
BARN DANCE
5.30pm on
Thursday 21 May

ANZAC Day service

Thank you to Nick and Peter for being part of our morning service. A game of two-up was enjoyed afterwards, followed by a cup of tea and ANZAC biscuits.





Music with Sally

Every second Wednesday, Sally performs live music on various instruments at the Korongee Community Centre.

See the activities calendar for dates.

Korongee news

HIGHLIGHTS FROM THE **RESIDENT MEETING ON 8 APRIL 2026**

Clinical Care

Residents reported high satisfaction with the care provided. A small number of concerns were raised, including delays in speaking with nursing staff and preferences regarding early-morning wake-up times.

Catering

The new menu has been very well received, with residents describing meals as "very nice" and expressing strong overall satisfaction.

Housekeeping and Environment

Some housekeeping concerns were raised around cleaning consistency, deep cleaning frequency and noise levels affecting

sleep. These are being reviewed to ensure standards are maintained.

Activities and Events

- The new Footy Tipping activity is proving popular among residents.
- Harmony Week celebrations were a success, though some residents expressed interest in more opportunities to participate.
- An ANZAC Day service was scheduled for 25 April 2026.
- Residents unanimously voted to continue the ice cream trolley year-round, not just in the summer months.

Next Meetings

Reps: Wednesday
13 May (via Teams)

Residents: Wednesday
10 June 2026 at 2pm





Bisdee clients have been enjoying spending time outdoors, working in the garden beds, helping care for the vegetables planted in

April. It has been wonderful to see everyone get involved in watering, tending the plants, and watching the garden continue to grow.

Clients also enjoyed making and decorating pots to take home, giving everyone an opportunity to create something personal, while engaging in social interaction and spending time outdoors.

These activities support wellbeing, connection, and creativity, while encouraging gentle physical activity and meaningful engagement.

New resident agreements

are needed to meet the requirements of the new Aged Care Act



In 2025, many people thought that residential providers would not need to make new agreements with current residents.

However, the Aged Care Transitional Rules say that all resident agreements must meet the new Act's requirements, even for those people who moved in before 1 November 2025.

Changes to agreements were also needed in the Support at Home sector. This process has taken time and has not been easy.

We want to reassure families and residents that we have started moving residents to agreements that meet the new rules.

We are here to help everyone during this process.

This is what it means in practice

Must existing residents be transitioned to the new agreement framework?	Yes by 31 October 2026.
Does this always mean a completely new contract?	Not always. In many cases, it may just mean a change or a replacement agreement. We will explain clearly what this means for each person.
Can we simply leave the old resident agreements in place indefinitely?	No.
Do existing residents lose grandfathered protections?	The no worse off principles still apply.

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



Bridstowe
photo by Anita Rafferty RN,
wall art at Norfolk



Korongee

Dementia Village DERWENT PARK



AS
CLOSE
TO HOME
AS
POSSIBLE

To book a tour or check eligibility,
call **6145 6600** or visit www.glenview.org.au

GOVERNMENT SUBSIDIES ARE AVAILABLE FOR ELIGIBLE PEOPLE

**KORONGEE
BARN DANCE**

THURSDAY
21
MAY

STARTING AT
5:30 PM
in the Community Centre

Everyone Welcome



STAFF SHOUTOUTS

recognition awards



SUKANYA RAJLAL

REGISTERED NURSE

Windsor March 2026

"Leading with excellence, delegating and ensuring that the work in the background is done well."

Sukanya demonstrates the Glenview value of **EXCELLENCE**.



DARREN MORGAN

MAINTENANCE OFFICER

Korongee March 2026

"Darren always makes things happen and ensures that the clinical team has up-to-date equipment and resources."

Darren demonstrates the Glenview values of **INTEGRITY** and **EXCELLENCE**.



MELISSA SULIKOWSKI

HOME CARE SUPPORT WORKER

Community April 2026

"Mel's actions are a strong reflection of integrity; advocating for a vulnerable client, taking responsibility, and ensuring their safety and dignity when it mattered most."

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

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

MAY 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear residents, clients and families,

We recently welcomed representatives from the **Commission to Windsor** as part of a routine audit and review process. We are pleased to share that the visit was a very positive experience, with encouraging feedback received across several areas.

The Commission acknowledged the strong commitment and ongoing efforts of our team, particularly the improvements and work undertaken over the past six months.

It was especially pleasing to hear residents speak positively about the care, support and engagement they experience within our community.

The review also highlighted the confidence and professionalism demonstrated by staff in important areas such as incident reporting, open communication and resident safety processes. Thank you to all those residents, families and friends who were involved in and supported this audit and review process.

Resident and client voice

Under the new Aged Care Act and strengthened Quality Standards, there is an increased focus on ensuring that residents and clients are not only listened to but are actively involved in decisions that affect their care, services and daily lives. This means providers must demonstrate how they seek feedback, respond to concerns and continuously improve based on the experiences and views of those they support.

At Glenview, we are committed to strengthening how we listen, respond and act on your feedback and ideas. This may occur through our resident, client and family meetings, our Consumer Advisory Panel, direct conversations with staff, written feedback, or through the QR code feedback forms available throughout our services.

Over the coming months, we will continue to create opportunities for meaningful engagement at all levels of the organisation, including with our Board members. Your feedback helps us recognise what we are doing well and identify where we can continue to improve, ensuring Windsor remains a community where people feel respected, supported and valued.

Thank you for your ongoing support and involvement in our community.

Warm regards,

Damien Jacobs

Chief Executive Officer



Norfolk admissions desk, lounge and dining areas.

Glenview News is produced monthly. Content for the next issue is due on **Tuesday 2 June 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

