



Barn Dance

Korongee residents, friends, and family gathered for a hoedown on 21 May. Toes were tappin', boots were ascootin', and the large audience had a great time enjoying favourites like *Achy Breaky Heart*, which caused a rush to the dancefloor. Thank you to Lauren, Leanne, Binda, Tash and Korongee residents for a darn good time!



A warm welcome to our new Glenview residents: Hans B, Michael B, Margaret C, Gail G and Clifford R.

KORONGEE ACTIVITIES IN JUNE

- Wednesday 3 June Carpet Bowls at 10am
- Wednesday 10 June Welcome to New Residents at 1:30pm
- Thursday 11 June Tasmanian Symphony Orchestra virtual concert at 1:30pm
- Tuesday 16 June Catholic church service with Father Guy at 10:30am
- Tuesday 23 June Winter Feast at 12pm

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

All food taken into Korongee for a resident must first be recorded in the **FOOD REGISTRY** AT RECEPTION Thank You





Korongee news

HIGHLIGHTS FROM THE **REPRESENTATIVE/SUPPORTERS** MEETING ON 13 MAY 2026

Clinical Care: We are pleased to announce our permanent Clinical Support Nurse (CSN) team is now fully established. Along with the Clinical Care Manager, they are the primary contacts for clinical matters.

Recent clinical outcomes include the lowest number of falls since the current Facility Manager began, fewer wounds, reduced behavioural incidents, and a significant decrease in PRN psychotropic medication use without increased behavioural concerns.

The annual **resident flu vaccination** clinic is scheduled for **10 June 2026**.

Environment & Maintenance: We are pleased to welcome Daniel Ryder to our maintenance team. Work is underway to replace the Community Centre doors with sliding doors. Some activities have been moved to the café area. Thank you for your patience.

Catering: Resident feedback has been positive with the Pure Foods range.

Housekeeping: Staffing remains stable, and we have welcomed several team members.

Laundry Reminders: To help prevent clothing issues, families are asked to bring new clothing to reception for labelling.

Changes to Additional Services - HELF Transition: Under the new Act, the current Additional Services Fee will be replaced by the Higher Everyday Living Fee (HELF).

- HELF will be an opt-in or opt-out system.
- Residents may choose a package of services or select individual services on a

user-pays basis before 1 Nov 2026.

- Information sessions and support materials will be provided.
- Updated Residential Agreements must be reviewed and signed.

Activities: Our program continues to expand. Two House Companions recently joined to provide additional support. Two staff members will begin bus driver training, allowing more frequent resident outings.

Compliance & Accreditation: Korongee hosted an unannounced visit from the Aged Care Commission in February. They provided positive feedback and acknowledged significant improvements across the facility.

Supporting Families who are on the Dementia Journey: We are exploring opportunities to offer education on dementia care and support to:

- Learn more about dementia and its progression.
- Develop behaviour management strategies.
- Understand sleep disturbances and behavioural changes.
- Support residents experiencing conflict or aggression.
- Strengthen family coping skills and support networks.

In the meantime, supporters may find Dementia Australia's **Hold the Moment podcast** a valuable resource.

Listen at www.dementia.org.au/living-dementia/hold-moment-podcast

Next Meeting for residents

is Thursday 18 June 2026 at 1.30pm





Representatives and supporters are welcome to our next meeting via Teams on **8 July at 2pm.**
Email ldtoit@glenview.org.au to join.





Did someone say sausage sizzle?

Residents enjoyed a BBQ lunch in the Community Centre and Tammy sang some classic hits.





Korongee

Dementia Village

AS CLOSE
TO HOME
AS POSSIBLE



**GOVERNMENT SUBSIDIES
ARE AVAILABLE
FOR ELIGIBLE PEOPLE**

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



Let's play Five Crowns

If you enjoy card games come and learn this one with us fortnightly **Fridays at 1.30pm in St John's.**

Five Crowns is a fast-paced, Rummy-style card game played over exactly 11 rounds. The objective is to have the lowest total score at the end of the game. The game features a unique 5-suited deck and an ever-changing wild card.



Windsor news

HIGHLIGHTS FROM THE **RESIDENT + SUPPORTERS MEETING ON 20 MAY 2026**

Care and Nursing: We are pleased to share a positive outcome from a recent follow-up visit by the Aged Care Quality and Safety Commission. The Commission confirmed that the care provided meets the required standards.

Staff are also increasingly using Glenview-issued work phones to document care in real time, supporting accurate record-keeping and communication while ensuring that their personal phones are not used during care delivery.

Environment: Plans are underway to improve the outdoor area near Norfolk with additional plants.

Catering: Residents provided positive feedback about meal quality, particularly breakfast options and variety. One suggestion raised was that evening meal portions can sometimes be too small.

Reminder to supporters: All food brought into the facility for a resident must first be recorded in the Food Register at Reception.

Housekeeping & Laundry: Residents are

encouraged to check the Lost & Found table for any unlabelled clothing items returned from the laundry. Enquire at reception about labelling clothing to help prevent items from being misplaced.

National Volunteer Week: We thank our volunteers for the valuable contribution they make to our community. Their support plays an important role in enhancing resident experiences and services.

Community News: We warmly welcome the six new residents who joined Glenview this month and look forward to them becoming part of our community.

Celebrating Our Nurses: International Nurses Day was recognised with a morning tea to thank our nursing staff for their dedication and care. We will celebrate all employees on Aged Care Employee Day.

Resident Feedback: Residents are encouraged to share suggestions through the feedback forms. House Companions can assist with completing forms, and all feedback helps guide future improvements and discussions.

Next Meeting

Residents and Representatives

Wednesday 17 June Derwent Room at 2pm

Please share your **feedback.**
Three ways to help us improve
our service to you!

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

Scan for an online form



Email your feedback to: feedback@glenview.org.au



Peter had the kids in fits of laughter with his story telling. The children from Illara Preschool will visit again on 23 June.

All food taken into Windsor for a resident must first be recorded in the **FOOD REGISTRY** AT RECEPTION
Thank You

WINDSOR ACTIVITIES IN JUNE

- | | |
|-------------------|--|
| Tuesday 9 June | Melody Lane Singers at 2pm.
Everybody is welcome! |
| Wednesday 10 June | Polish Catholic Mass at 11am |
| Monday 15 June | Johnny Wright Concert at 1:30pm |
| Saturday 20 June | Singalong with Liz returns |
| Monday 22 June | Winter Solstice Feast |



Free webinars to help understand the new aged care reforms

The Aged Care reforms introduced on 1 November 2025 are significant and complex.

COTA Australia and the Older Persons Advocacy Network (OPAN) are hosting 3 webinar sessions to provide another opportunity to have your questions answered.

We've heard from many older people and their families about the impacts they've experienced since the reforms commenced, and the webinars will address topics including:

- How does the announcement to include showering, dressing and continence management in the fully funded by government clinical care category affect me?
- The aged care Integrated Assessment Tool (IAT) algorithm is leading to poor service allocation outcomes.
- Higher Everyday Living charges in residential aged care for basic services such as in-room TV, choice of meals and Wi-Fi.

WEBINAR: SESSION 1
[Watch here.](#)

WEBINAR: SESSION 2
[Watch here.](#)

WEBINAR: SESSION 3
Tuesday 30 June 2026
2.00pm - 4.00pm AEST [Register here.](#)

You can register to attend the third webinar or watch the previous sessions. As part of your registration, you can submit a question on any aged care reform issue that you'd like answered.

Ask Miranda if you would like help to watch on your iPad or tablet at a time that suits you.

We encourage older Australians, their families and other supporters as well as interested community members to attend.

These sessions are not designed for aged care providers or professionals.

Carer Escort PRICE INCREASE

Glenview provides carer escort services to assist residents to attend appointments where they are not able to be assisted by family members.

Prices for this service have not increased in more than a decade, despite significant increases in staff wages during this time.

Glenview has reviewed the costs and now finds it necessary to increase the amount charged to residents to appropriately recover these costs.

Please note that **from 1 July 2026**, the **hourly rate** for Glenview to roster a carer to take you or your loved one to an appointment will increase to **\$74 per hour.**

WHISTLEBLOWER POLICY AND COMPLAINTS PROCESS

At Glenview, we are committed to maintaining safe, respectful, and transparent services. Residents, Clients and Supporters are reminded to refer to Glenview's website <https://glenview.org.au/about-us/policies> for our **Whistleblower Policy**, or to submit a Complaint by email: feedback@glenview.org.au

This will ensure that concerns are raised confidentially and addressed appropriately.



1 June 2026

Dear Residents and Families,

We would like advise you about a change to the face-to-face GP service at Windsor and Korongee.

After a valued period of service, Dr Bailey Dunn will be returning to Canada. While we are sad to see her leave, we are pleased to welcome Dr Sarah Gelbart as the incoming GP to provide face-to-face services across both sites.

Dr Gelbart brings valuable experience working in general practice and has a strong interest in providing continuity of care and supporting older persons' health needs. She is looking forward to working closely with residents, families and the care teams at Glenview.

Dr Dunn will provide a handover to Dr Gelbart on 4 June.

If you have any questions regarding this transition, please speak with the care team or your Access Aged Care nurse.

Warm regards from your Access Aged Care Team

DR SARAH GELBART

I am a General Practitioner from Hobart. I have worked as a GP In Tasmania, Victoria and the Northern Territory.

I also work part-time in the Emergency Department. Outside of work I enjoy spending time with my family exploring our beautiful island.



Clinical Governance update

ALISON NATERA

EXECUTIVE MANAGER CLINICAL GOVERNANCE

Dear residents and supporters,

I extend a special thank you to Gen and the Windsor clinical teams, as well as to the many residents and families who provided lovely feedback during the Aged Care Commission's visit in May.

We are seeking interest from residents, families, and supporters to serve on the **Glenview Quality Care Advisory Board (QCAB)**. This is a dedicated forum designed to amplify residents' voices, where families, supporters and front-line staff come together to provide feedback about our quality indicator data, complaint themes, incidents, and consumer feedback.

Our first meeting will be in late July and if you are keen to participate, please email Lynette at ldtoit@glenview.org.au, or residents can ask to speak with Alison Natera for more information.

As part of our commitment to the new **Aged Care Rights-Based Act**, we are strengthening resident choice and decision-making at Glenview.

When a clinical incident occurs, our nursing team are encouraged to speak directly to the resident, wherever possible, to discuss what has happened and to ask the resident whether they would like their family and/or nominated support person to be informed.

This approach supports residents' rights, dignity, privacy, and autonomy whilst ensuring families remain involved in accordance with the residents' preferences.

If you have any questions or need further information, please contact a member of our team.

Kind regards, Alison Natera.



The Glenview promise

JUNE 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Understanding Activities, Additional Services and HELF at Korongee

As outlined elsewhere in this newsletter, Korongee is currently transitioning from the Additional Services (AS) model to the Higher Everyday Living Fee (HELF) service arrangement.

We appreciate that this can seem confusing, particularly as residents may currently participate in activities and services provided through a combination of:

- Our Standard Activities Program, available to all residents
- Additional Services (AS), which continue under existing agreements; and
- The new Higher Everyday Living Fee (HELF) services being introduced as part of the transition.

To help residents and their representatives understand these arrangements, the Activities calendar will identify which activities and services are funded through the Standard Activities Program, Additional Services, or HELF during the transition.

As part of our staged transition to HELF, we have commenced meeting with residents and their authorised representatives to discuss the new arrangements, answer questions, and provide information about available options. These conversations are intended to ensure residents have the information they need to make informed decisions about services that may be available to them.

Please be assured that existing Additional Services agreements remain in place until you sign a HELF agreement, after which you will be provided with any services that

you have elected to purchase, replacing your access to Additional Services. We will continue to engage with you through this transition period, with no requirement for your current arrangements to cease until 31 October 2026. Further information regarding transition timeframes and individual arrangements will be communicated directly to residents and their representatives.

Additional information about HELF and Additional Services is available at Reception, and staff are happy to assist with any questions.

Frequently Asked Questions

Why are we moving to HELF?

The aged care sector is transitioning from the Additional Services model to the Higher Everyday Living Fee (HELF) arrangement. This change provides a new framework for delivering and purchasing additional activities, hospitality and wellbeing services that are at a standard higher than required under the mandatory residential care service list.

Does HELF replace the Activities Program?

No. Korongee's Standard Activities Program continues to operate for all residents. HELF provides access to services and experiences of a higher quality to those included in standard care and activities offerings.

Will Additional Services continue?

Yes. Existing Additional Services agreements remain in place during the transition period and will continue through to 31 October 2026, unless all residents transfer to the HELF arrangements before this date. Residents and their



STAFF SHOUTOUTS

recognition award



Israr received Shoutouts from **two RNs** for his work in Barrett.

ISRAR CHANNA

HOUSE COMPANION at Windsor in April 2026

"Israr is very sincere with his work and responsibilities to the residents. He's helpful and completes tasks in an ideal way."

"Israr is honest, efficient, diligent. He offers to help and is always in a pleasant mood. Our shifts run smoothly when he is in the team. He's skillful and professional."

Israna demonstrates the Glenview values of **INTEGRITY AND EXCELLENCE**.

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**.

Continued from page 12

representatives will be advised of any future changes and relevant dates.

Why am I being contacted about HELF?

As part of the staged transition process, residents and their authorised representatives are being contacted to receive information, discuss available options, and ask questions about the new arrangements. These conversations are intended to support informed decision-making and ensure everyone understands the services available to them.

How will I know which activities belong to which program?

The activities calendar will identify whether an activity is part of the Standard Activities Program, Additional Services, or HELF, helping residents and their representatives understand what is included under each arrangement.

Do I have to join HELF?

HELF services are provided under a separate agreement. Residents and their

authorised representatives will receive information about available options and can discuss these with staff before making any decisions.

Can I ask questions or discuss my individual circumstances?

Absolutely. Every resident's situation is unique, and we encourage residents and their representatives to speak with us if they would like further information or assistance.

If you have any questions regarding Additional Services, HELF, or the transition process, please contact **Lauren**, Wellbeing & Engagement Coordinator, at lsmith@glenview.org.au

Alternatively, residents and their representatives are welcome to attend our Resident and Representative Meetings. These meetings provide an open forum to hear updates, ask questions, and discuss any concerns with the Korongee team.

Warm regards,
Damien Jacobs
Chief Executive Officer

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



LIFELONG RESPECT

HOBART WALK AGAINST ELDER ABUSE

12 JUNE

10AM ELIZABETH ST. MALL

Free refreshments after the walk



REGISTER

Need help registering?
Call COTA Tasmania:
6231 3265

