



JULY 2026

Glenview NEWS



Pre dinner drinks in Barrett. The group enjoy a chat and a wind down at the end of the day.



Art for hearts sake

Relax, work on your own project at Art Therapy and Craft to Classical Music sessions, held each weekend in St John's dining room.



A warm welcome to our new Glenview residents:
Jim A, Winifred (Pat) B, Dorothy P, Pamela R,
Susan S, Garry T, Doris W and Joan W.

WINDSOR ACTIVITIES IN JULY

Wednesday 15 July Resident meeting with special guests
The Honorable Bec Thomas MLC for Elwick and
The Honorable Sarah Lovell MLC for Rumney
in the Derwent Room at 2pm.

Thursday 16 July Jazz Band concert in the Derwent Room at 2pm

Thursday 23 July Morning tea with Your Church Youth Group
in the Derwent Cafe at 10:30am

Monday 27 July Team Quiz Fun and Games with Holy Rosary
teachers in the Derwent Room at 1.30pm

Friday 31 July Silvertones Choir concert
in the Derwent Room at 2pm

VACCINATION CONSENT FORMS

All participating residents are kept up to date with vaccinations for Flu, COVID, Shingles, Pneumococcal and Respiratory Syncytial Virus (RSV).

The RSV was added recently which requires a new consent form from you. Please sign and give it to staff. Thank you.



Norfolk residents were invited to make flower arrangements for the home. The vases of colourful flowers were spread throughout Windsor and brought much joy.



Songs with Liz is a monthly event held on a Saturday. The next visit in August coincides with Liz's birthday and she is looking forward to sharing it with the residents.



In loving memory of Mary Byrne

Recently we said goodbye to a cherished member of the Glenview family, Mary Byrne (nee Bresnehan), who was 94.

Mary spent her childhood at Spring Cottage on a sheep farm in Oatlands. She was homeschooled before starting as a boarder at St Mary's College at the age of nine.

Mary worked as an industrial chemist at Cadbury's for 33 years. She and her husband Maurice shared a long and happy marriage. As Maurice grew older, Mary would thicken his whiskey so he could still enjoy a tippie.

Mary's strong Catholic faith led her to serve as a special minister at St John's Church in Glenorchy. She also volunteered at Glenview, offering pastoral care and communion, and

organising shopping trips and lunches for residents. Mary served Glenview for over 20 years, with her last shift in December 2017.

Mary moved in as a resident in February 2019 and appreciated her lovely room by the fish pond in the Japanese garden.

In our video interview, she said, "It's the best home in Tasmania. I would recommend [Glenview] to anyone at all."

We remember Mary for her sharp mind and true curiosity. Her brother Noel visited often, and Mary would always climb into his ute with her hair freshly done, off out for lunch as regularly as clockwork.

Mary gave so much to the Glenview community, may she now rest in peace.



Windsor news

HIGHLIGHTS FROM THE **RESIDENT + SUPPORTERS MEETING** ON 17 JUNE 2026

Improving Continuity of Care

Management is continuing work to strengthen communication between staff, improve clinical handovers and enhance continuity of care through consistent staffing and clearer clinical processes.

Physiotherapy & Foot Care

Physiotherapy remains available for all residents through nursing referrals, particularly following changes in mobility or falls. Glenview is also working to engage a podiatrist to provide specialised foot care services, however, foot care continues to be provided by the Foot Care Nurse.

Facility Improvements

Planned environmental improvements include upgrades to the Norfolk veranda surrounds and repairs within the Waratah garden area.

Housekeeping

Residents expressed satisfaction with the cleanliness of the facility, with no housekeeping concerns raised.

Resident Surveys

Quarterly resident surveys have been distributed, and the annual Resident Experience Survey will be conducted in July. Feedback from both surveys will help guide future quality improvements.

Resident of the Day Program

Residents received further information about the Resident of the Day program, which includes regular reviews of residents' wellbeing, care needs, room presentation and clinical assessments.

Laundry Improvements

Feedback regarding the return and storage of clean laundry has been acknowledged. Staff processes will be reinforced to improve consistency, and residents and their families are reminded to ensure all clothing is clearly labelled.

Lost Property Review

The current lost property process is being reviewed to improve the management of unclaimed items.

Lighting Review

Resident feedback regarding lighting in bedrooms and the dining room has been received, and options to improve lighting are being investigated.

Fire Safety Reminder

Residents were reminded that, if a fire alarm sounds, they should remain calm and stay in their rooms unless there is immediate danger. Staff will provide assistance and instructions as required.

Next Meeting

Residents and Representatives

Wednesday 15 July

Derwent Room at 2pm

Reminder
Please clean
out your
room fridge to
maintain good
hygiene.



A few of our June babies at Windsor sharing a celebration and a cake



What does Resident of the Day mean?

A brief explanation of the regular **health and lifestyle reviews** that we have in place to make sure you have what you need.

There are three types of reviews:

Resident of the Day

once a month review by a House Companion

A monthly meeting with your house companion, which is just like their regular daily visit, but goes a bit deeper to check on your needs.

When it is your turn, the House Companion will come to your room and ensure that everything is clean, tidy, well-stocked, and in good working order for your individual needs.

This includes checking your furniture and equipment, such as your bed, call bell and fridge. Staff will check if the fridge is clean and reach out to families if it needs attention. We can clean it for a small fee. Bathroom supplies are refilled, name tags on clothes and personal items are checked, and missing labels are replaced.

Any personal medical issues will be shared with the clinical staff for follow-up.

Your mobility aids, dental care items, and any hearing aids or glasses will be checked to ensure they are in good condition and repaired if needed.

Our house companion will book any hairdressing appointments for you.

Throughout the visit, we will ask for your feedback and any concerns you may have. It is a good time to ask questions or share your opinions, and we will pass your feedback on to a nurse.

Clinical Review

three-monthly review by a Registered Nurse

Every three months a Glenview nurse will visit you to review your health.

When it is your turn, the nurse will look for changes in your diet, behaviour, pain management, hygiene, skin condition, medications, mobility, continence, communication, and comprehension.

They will take blood pressure and pulse readings and ask whether you have recently participated in any activities.

The nurse will notify your doctor or refer you to another health professional if necessary. They will let you and your nominated supporter know about any changes to your health plan.

Throughout the visit, we will ask for your feedback and any concerns you may have. It is a good time to ask questions or share your opinions, and we will pass your feedback on to a nurse.

Comprehensive Review

six-monthly review by a Registered Nurse

This is a care consultation and care plan evaluation conducted at least every 6 months to reflect changes in our residents' needs, goals, and preferences.

This review includes:

- A pre-assessment of all physical, cognitive, psychological, and social domains.
- A review of multidisciplinary input like GP, physiotherapy, dietitian, occupational therapy, etc.
- An update to care plans after assessment if there are any changes
- A case conference with the resident and their nominated supporter
- An evaluation of the resident's goals and whether strategies remain appropriate
- A review of consent, advance care planning, and nominated supporter input
- A completed case conference assessment and evaluation of care plans

Resident of the Day, three-month clinical review and **six-monthly reviews** are monitored by the Clinical Care Manager and the Quality and Risk Manager. Please ask your Facility Manager if you'd like more information.



Welcome to **Sandeep Poudel** Chef Manager at Glenview

Since joining Glenview in 2021, Sandeep has honed his talent for crafting delicious and nutritious meals. His background as a restaurant chef has shaped his expertise, and he now brings his passion for cooking to aged care.

Sandeep holds a Certificate IV in Commercial Cookery and has continued to build on his skills through further study, including the Food Safety Supervisor course and the Ageing Australia Leadership Accelerator program.

Sandeep also holds a Master of Professional Accounting and a Master of Business Administration, which will support him well as he leads the catering team into the future.

We take great pride in seeing one of our own rise to a leadership role through unwavering dedication, hard work and a true commitment to aged care.

Sandeep embodies Glenview's values of excellence, integrity, equality and respect in all he does. His deep understanding of our catering operations and wealth of experience make him the ideal choice for this leadership position.

Please join us in congratulating Sandeep on his appointment.

Hold the Moment

Award-winning podcast
from **Dementia Australia**

Real stories from people who truly understand dementia: vulnerable and honest, hopeful and deeply moving.

From the very first season, people living with dementia and their loved ones have helped shape the podcast. You hear the conversations that matter, straight from people with lived experience. Each season also features a range of leading experts who offer practical insight and guidance.

Produced in partnership with Deadset Studios and supported by the Australian Government.

Listen to Series 1 - 3 here



Episode: Where to from here?

Hear how people living with dementia handled their diagnosis experience, and how they found a positive way forward, in this first episode of the Hold the Moment podcast.



Episode: Hold on to sleep

Disjointed sleep is one symptom people living with dementia may encounter. Find out what to do about it in this episode of Dementia Australia's Hold the Moment podcast.



Episode: Future planning

Learn how to tackle wills, guardianship, power of attorney and be clear about the legal processes in this episode of the Hold the Moment podcast.



Episode: Hold on to exercise

Learn ways to exercise with dementia, including balance tasks, strength training and memory games, in this episode of Dementia Australia's Hold the Moment podcast.



KORONGEE ACTIVITIES IN JULY

Tuesday	7 July	Old and Older concert at 1:30pm
Tuesday	14 July	Coffee Club and Korongee's 6th birthday celebrations at 1pm
Wednesday	15 July	Food Focus group at 2pm
Friday	17 July	Years of Service awards at 10:30am
Tuesday	21 July	Black Cherries concert at 2pm
Wednesday	22 July	Christmas in July lunch at 12pm

To ensure that items can be returned to their owners, please take all new **RESIDENT CLOTHING** to reception **first** for **labelling** (24-hour turnaround).

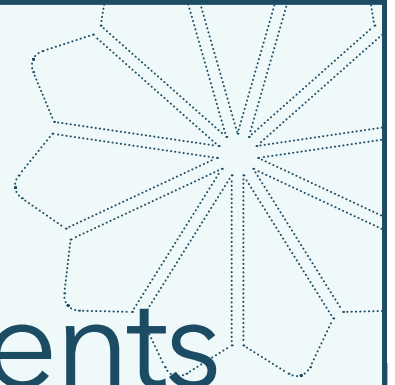
Families are also welcome to label clothing themselves.

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



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.



Thank you everyone for your feedback for the recent Korongee Consumer Experience survey conducted by **HealthGeneration**.

"It's a best place to be." said **George**.

Lois, a resident supporter, stated that staff are "very good" and added, "couldn't be any better."

Susan said (about the staff), "They take notice of me. If I say something, they will do it for me."

Joan complimented Korongee Dementia Village saying, "I think it's beautiful here. Everything is nice and quiet."



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.



Korongee news

HIGHLIGHTS FROM THE **RESIDENT MEETING** ON 18 JUNE 2026

Positive Feedback for Care

Residents expressed their appreciation for the care provided, with one resident describing the care staff in their house as "excellent." Management also confirmed that overnight care routines can be individualised to minimise sleep interruptions where appropriate.

Catering Updates

Residents reported no major concerns with meals. The recently introduced texture-modified (pureed) meals have been well received, and feedback from the Food Focus Group has led to plans for more menu variety, including optional spicier meals. Portion sizes and individual preferences will continue to be accommodated wherever possible.

Resident Experience Survey

The Australian Government Resident Experience Survey will take place on **14 July 2026**. Residents may be invited to

participate in the confidential independent survey, with the results helping to guide future improvements across Glenview.

Upcoming Activities

Residents are looking forward to several exciting events, including the Winter Feast and Christmas in July celebrations. The popular quarterly dances will continue, with residents encouraged to share ideas for future themed entertainment.

Housekeeping

Feedback was received regarding the weekly deep-cleaning program. Housekeeping will review cleaning processes to ensure all scheduled tasks are completed consistently.

Laundry Improvement Suggestion

Residents suggested numbering boxes with room numbers to make it easier to sort and return clothing. Management will investigate the feasibility of implementing this idea.

Next Meeting for residents and representatives is **Thursday 8 July 2026** at 2pm via Teams.



Clinical Governance update

ALISON NATERA EXECUTIVE MANAGER CLINICAL GOVERNANCE

We are delighted that **Glenview Windsor** passed the recent Aged Care Quality and Safety Commission **audit** following the May assessment visit. Thank you to our residents and families for your valuable feedback, which helps us improve.

At **Korongee Village**, we expect to receive an outcome from the Commission later this month after further improvement work by the teams. This work has included measures to prevent falls, **improve nursing support** for wound care, and meet our obligations under the Serious Incident Response Scheme. At Korongee, we continue to see improvements in consumer experience and quality of life. Importantly, we have seen further progress in palliative care and received compliments from families grateful for the dignity afforded

to residents during their final stages of life while living in the Village.

At **Windsor**, we have welcomed many new residents following the opening of the **Norfolk** wing. We hope everyone is settling in well. We encourage you and your families to get involved in the variety of activities throughout the home. Please also participate in the initial **care-planning meeting** with the nursing team.

As we move through winter, our annual **vaccination program** is rolling out across the homes with support from the Priceline team. Thank you to our clinical team for coordinating these visits and to residents and their families for supporting the health and safety of our community.



Korongee Dementia Village

*Pensioners,
please apply!*

**SUBSIDIES
ARE AVAILABLE
FOR ELIGIBLE PEOPLE**

To book a tour
or check eligibility,
call **6145 6600**
or visit

www.glenview.org.au

**AS CLOSE
TO HOME
AS POSSIBLE**



A fond farewell as Terry moves on from Waratah

Terry joined our specialised dementia care program at Waratah in August 2024 and spent an extended period in the sub-acute service.

During his stay, he became a valued presence among staff and fellow residents. Known for bringing laughter and humour into the space, Terry often brightened the day with his jokes.

While there were challenging moments along the way, the patience, kindness, and dedication of our team helped him settle and feel part of the Waratah community.

As Terry transitions to a mainstream nursing home in Huonville, we wish him all the very best. He is missed by everyone at Waratah.

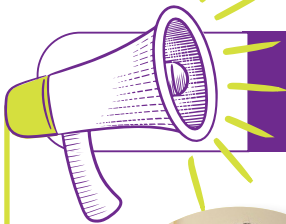


Bisdee's big bakeoff and a balloon battle!



When it comes to a chocolate slice, Clare knows exactly how it's done. Michael was taught the tips and tricks and then they produced a delicious treat.

Jim and Wolfgang took their balloon table tennis match seriously... well, almost. With laughs, quick reflexes, and a balloon that refused to play by the rules, it was a friendly competition at its finest.



STAFF SHOUTOUTS

recognition award



HIMA BABU

REGISTERED NURSE
at Korongee in April 2026
"Hima did an awesome job at identifying the possible cause of a fall and addressed/escalated promptly."

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



VIJAY ARYAL

HOUSE COMPANION
at Windsor in May 2026

Recognised for "Being a great mentor and for his teamwork with the roster changes. Very much appreciated!"

Vijay shows **INTEGRITY** with his actions.



ABBS LAMICHANNE

HOUSE COMPANION
at Korongee in May 2026

"Abbs is always ready to help, especially with residents' appointments."

Abbs demonstrates the Glenview value of **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**.



The Glenview promise

JULY 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear Residents and Families,

I am pleased to share a **positive milestone** for Glenview. Following the Aged Care Quality and Safety Commission's recent **assessment of Windsor**, the Commission has advised that we are fully meeting our obligations. This decision reflects the Commission's assessment that the **improvements** we have made have been effective and are being supported through our day-to-day practices.

This outcome is the result of a **significant commitment** from our staff, residents, families and volunteers over the past 18 months. Together, we have strengthened our systems, listened to feedback, and continued to **improve the quality and safety** of the services we provide. Glenview remains committed to continually improving our services, meeting our obligations under the new Aged Care Act, and ensuring every resident receives safe, high-quality care delivered with dignity, respect and compassion.

Thank you for your ongoing trust, support and partnership as we continue on this journey.

Transition to HELF at Korongee

A reminder for **Korongee** residents who moved in before 1 November 2025, and their families.

Under the new Aged Care Act, we are required to **transition** existing Additional Services (AS) agreements to the **Higher Everyday Living Fee (HELF)** framework by the **end of October 2026**.

While existing AS agreements remain valid until then, we are completing this transition now to ensure everyone has time to discuss the changes and ask questions. We appreciate it may be a little confusing over this period, as we are operating two service programs concurrently in addition to our standard activities calendar.

We are pleased to share that we have now met with almost half of our eligible residents and families. These conversations have been very positive, and we appreciate everyone's time and engagement.

We have added these changes to our **monthly resident and relative meeting agenda**. In addition to this, if you would like to arrange a meeting sooner or have any questions, please contact **Lauren Smith** at lsmith@glenview.org.au, who is happy to assist.

New resident agreements

As mentioned in this newsletter, the new Aged Care Act also requires all registered providers to **update resident agreements where needed** at both **Windsor and Korongee**.

The new legislation introduces updated consumer rights, provider responsibilities and service requirements. Agreements prepared under the previous legislation do not fully reflect these new legal requirements and therefore need to be updated. We will provide either a new service agreement or a simpler agreement summarising these key changes.

Over the coming months, we will continue to contact residents and their representatives to explain the changes, answer any questions, and ensure everyone has the opportunity to formalise these changes and our obligations before the end of October.

I would like to point out, importantly, these changes are a **regulatory requirement**. For most residents, they do not change the services you currently receive – they simply ensure that our agreements reflect the requirements of the new Aged Care Act.

Warm regards,
Damien Jacobs
Chief Executive Officer

Glenview News is produced monthly. Content for the next issue is due on **Monday 3 August 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

