



Christmas in July



It was wonderful to share a festive meal with many of the other villagers.

We had a full lunch with all the trimmings and a hilarious visit from the man in red. Thanks to the friends and family members who were able to join us midweek.



A warm welcome to our new Glenview residents:
Susan C, Mary D, Richard H, Wendy J, Allan P,
David P, Sylvia P and Pauline S.

KORONGEE ACTIVITIES IN AUGUST

Wednesday 12 August Resident meeting at 1:30pm

Thursday 13 August Veterans Brass Band at 2pm

Friday 14 August Silvertones concert at 2pm

Thursday 20 August Anglican Church Service at 10:45am

Gus the dog will visit at 4pm

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



The auto options on our phones will change on **10 August.**

Please listen carefully for the new prompts when calling Glenview.



Understanding Activities, Additional Services and HELF at Korongee

Korongee is currently transitioning from the Additional Services (AS) model to the Higher Everyday Living Fee (HELF) arrangement.

This may be confusing because residents participate in a mix of:

- Our standard activities program, available to all residents
- Our Additional Services (AS) program, which continues under existing agreements
- 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 shows which activities are funded through the standard program, Additional Services, or HELF during the transition.

We have met with residents and their representatives to discuss the new arrangements, answer questions, and provide

information about available options. These conversations ensure residents have the information to make informed decisions about the services available.

Please be assured your existing Additional Services agreement remains in place until you sign a HELF agreement. After that, you will receive the services you elected to purchase. Which replaces your access to Additional Services.

We will continue to engage with you through this transition until 31 October 2026.

More information is available at Reception. If you have questions, please contact Lauren, Wellbeing & Engagement Coordinator, at lsmith@glenview.org.au

You are also welcome to attend our Resident and Representative Meetings. These are an open forum to hear updates, ask questions, and discuss any concerns with the Korongee team.

Korongee news

REPRESENTATIVES MEETING 8 JULY 2026

Continuity of care. The roster review will be implemented in the coming weeks. The new rosters will improve care by considering resident preferences, family feedback and staff work areas.

Staff education has been strengthened. Recent dementia-specific training focused on recognising changes in behaviour, pain management and early intervention. Onsite manual handling training is now being delivered by the physiotherapists. A permanent Clinical Nurse Educator and Learning and Development Advisor have joined the Glenview team and will be working across the organisation to support ongoing learning and development.

A new Chef Manager has been appointed following the retirement of the previous manager. The new Pure Foods texture-modified meals continue to receive positive feedback for their improved presentation and flavour.

Housekeeping feedback was received regarding room and bathroom cleaning.

Management will review current bathroom and spot-cleaning practices.

The HELF transition continues. Management confirmed the package is optional, welcomed feedback, and advised that all residents transfer by 31 October 2026. Contact the **Wellbeing and Engagement Coordinator** if you have any questions about the transition to HELF.

The activities program received positive feedback on the Barn Dance and Winter Feast. Planning is underway for expanded men's activities, additional outdoor activities and continued resident outings.

Support for new residents was discussed. Individualised care planning, meaningful activities and engagement strategies are considered important.

Communication issues were addressed. Reps discussed challenges for some residents when interacting with staff from diverse cultural backgrounds. Management acknowledged the challenges, advised that cultural diversity workshops are being delivered, and noted a suggestion to expand the use of visual communication aids.

Next Meeting for residents is **Wednesday 12 August 2026 at 1.30pm**

Battery points

Glenview is dedicated to supporting a cleaner, greener world and we now have a simple way to collect batteries for recycling.

All around the organisation we've provided white collection buckets with an easy to open lid. Our maintenance team will collect the full buckets and take the batteries for recycling.

These small steps do make a difference. Please put your used batteries in the collection buckets. Thank you.



Overflow parking for visitors

It's always great to see family and friends at Windsor to visit residents. But, occasionally we run out of carparks!

The lovely neighbours at Glenview Close have agreed that visitors can borrow some of their spaces as overflow carparks when necessary.

See the parking areas circled in red on the map.

Turn into the driveway off Windsor Street by the 'Glenview Close' sign. Park in either of those areas and please remove your car before 6pm when the gates close and lock.

Congratulations to staff who have achieved significant years of service at Glenview



Staff photographed above:

Manish Ghimire
Catering 5 years
Sandeep Poudel
Catering 5 years
Virginia Byers
Windsor Administration
20 years

Ngair-Arna Nicoll
Waratah SDCP
5 years
Chandani Upreti
Korongee Care
5 years
Ruku Baral
Korongee Care
5 years

Gareth Jones
Korongee Cafe 5 years
Alison Windmill
Corporate 5 years
Other staff with 5 years
of service:
Subheksya Sharma
Korongee RN &
Management

Sheela Maharjan
Korongee Care
Gemma Bosch
Windsor Care
Meena Bashyal Khanal
Korongee Care
Pratibha Gurung
Korongee Care

WINDSOR ACTIVITIES IN AUGUST

Tuesday 11 August

Black Cherries

Wednesday 12 August

Polish Mass in the chapel at 11am

Tuesday 25 August

Brass Band in the Derwent Room at 2pm

Friday 28 August

Bus outing to St Anne's for a musical performance



The auto options on our phones will change on **10 August.**

Please listen carefully for the new prompts when calling Glenview.



PETER AND DIANE
Happy 50th
wedding
anniversary



Windsor news

HIGHLIGHTS FROM THE **RESIDENT + SUPPORTERS MEETING ON 15 JULY 2026**

Members of Parliament visit: Sarah Lovell MLC and Bec Thomas MLC attended the meeting, discussed aged care reforms, and encouraged residents and families to contact their offices for assistance with government or community matters.

Clinical Care: Residents shared feedback about call bell response times, continuity of care and communication with staff. Management acknowledged the concerns and confirmed that care needs and staffing levels are regularly reviewed. To support changing care needs, an additional floating shift has been introduced.

Positive Allied Health feedback: No concerns were raised regarding physiotherapy or dietetic services. Residents were reminded of the ongoing support provided through exercise programs, post-fall reviews and regular nutrition monitoring.

Activities update: live entertainment, music therapy, church services, intergenerational visits with childcare and school groups, and community engagement activities were presented. The team will introduce a new group lunch or afternoon tea outing.

Resident experience survey: The Australian Government Resident Experience Survey took place on 16 July 2026; resident participation was voluntary.

Australian Census: Residents were informed that the Activities Team would assist them to participate on 11 August 2026.

Next Meeting

Residents and Representatives

Wednesday 26 August

Derwent Room at 2pm

REMINDER

The **hourly rate** for Glenview to roster a carer to take you, or your loved one, to an appointment is **\$74 per hour.**

Busily bussing about

Wendy, who lives in St John's, took the group for a tour of Richmond where she grew up. We stopped at the church where she was married and the school she attended.



The fare for our **BUS TRIPS** from Windsor must increase from 1 September from \$7.50 to **\$10**



Sadly, this was Ashish's last bus trip with us as he has moved to Melbourne with his family.

He will be greatly missed by residents at Windsor, Korongee and by the Wellness and Engagement teams.



Bec Thomas MLC and Sarah Lovell MLC met with residents and encouraged them to contact their offices for assistance with government or community matters.





Teachers from Holy Rosary School at Claremont joined our residents for a team quiz and afternoon tea.





Youth Group members from Your Church in Moonah were delighted to share their hobbies with residents, read books and play games.



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.

Christmas in July

A hearty lunch and catchup with other residents. We had lots of fun recounting the jokes from the crackers, and plenty of laughs during the visit from cheeky Santa.





Making pom-poms and sharing smiles



There was plenty of laughter as the Bisdee clients learnt the art of making colourful pom-poms.

Crafting is a wonderful way to encourage creativity, build confidence, and enjoy time with friends.



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, visit:

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



Clinical Governance update

ALISON NATERA EXECUTIVE MANAGER CLINICAL GOVERNANCE

Dear Residents and Representatives

Aged Care Quality and Safety Commission Update

Following the recent news that Windsor has now fully passed accreditation after the recent Aged Care Quality and Safety Commission visit, we wait for final advice from the ACQSC regarding Korongee. Once this advice has been received, we will communicate any outcomes or next steps with residents and families as soon as possible.

Acute Respiratory Infection (ARI) activity

Tasmania is currently experiencing a gradual increase in acute respiratory infection (ARI) activity. At present:

- COVID-19 activity remains low.
- Influenza notifications remain at low levels.
- Respiratory Syncytial Virus (RSV) activity is moderate but continuing to increase, particularly affecting young children and older adults.

While overall respiratory disease activity remains below peak winter levels, staff and visitors are reminded to remain vigilant for respiratory symptoms and to continue following the infection prevention and control practices. This includes staying home when unwell, performing good hand hygiene,

and adhering to facility guidance regarding personal protective equipment where required.

We've had a small number of residents experience respiratory infections across our homes over the past month.

Thank you to everyone for supporting our residents by wearing masks and well as residents isolating when needed.

Quality Consumer Advisory Body - Expressions of Interest

We are currently seeking expressions of interest from residents who would like to join our **Quality Consumer Advisory Body**.

This group provides an important opportunity for residents and representatives to contribute to discussions about quality improvement, resident experience, safety, and service development.

We are pleased to have a representative from Windsor express their interest, and we welcome interest from residents across our community to ensure broad representation.

If you would like to become involved or want further information, please speak with our Admin Team and they can pass on my details directly to you.

Take care everyone! Alison



Korongee
Dementia Village DERWENT PARK

To book a tour or check eligibility,
call 03 **6145 6600** or
visit www.glenview.org.au



GOVERNMENT SUBSIDIES AVAILABLE
FOR FULL PENSIONERS

Glenview Close

A vibrant village precinct with independent living and social activities for those over 55.



Maintenance free, landscaped and gated grounds.

\$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
10 Windsor St Glenorchy 7010



STAFF SHOUTOUTS

recognition awards



MICHAEL DU TOIT

MAINTENANCE OFFICER

Glenview in June 2026

"He is a very kind and positive person. Always ready with a good helping hand whenever needed!"

Michael shows **INTEGRITY** and **EQUALITY** with his actions.



CHERYL HYLAND

HOME CARE SUPPORT WORKER

Bisdee and Home Care in August 2026

Cheryl has a wonderful ability to engage with clients and build genuine connections, whether supporting clients in the community or at Bisdee.

Cheryl demonstrates the Glenview values of **EQUALITY AND RESPECT.**



ARCHANA PANDEY BARTAULA

HOUSE COMPANION

at Korongee in June 2026

"Archana is always helpful and respectful towards our residents and demonstrates all four Glenview values."

Archana 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

AUGUST 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear Residents and Families,

Why Bisdee matters and why we want you to know about it.

As many of you are aware, Glenview has given more than 75 years of continuous service to this community. We began humbly, in the years after the Second World War, when housing was in critically short supply and residential care for older Tasmanians was very limited.

In typical Glenview style, we were the first home in Southern Tasmania to take both male and female residents, and we set out to help people keep their independence while receiving care including couples, who at the time could not be accommodated together anywhere else.

That instinct, to look at what our community needs and then go and build it, has never left us.

Recent examples include Australia's first dementia-specific small house village at Korongee, and Waratah, Tasmania's first Specialist Dementia Care Program, which supports people living with very severe behavioural and psychological symptoms of dementia who so often fall through the gaps between our health and aged care systems.

Innovating inside one of Australia's most heavily regulated industries is not without its risks. But it is woven into the fabric of Glenview, and it is how a comparatively small not-for-profit continues to punch above its weight.

A journey, not a single service - our tagline is more than a line on a brochure. Many of

the residents we care for today first came to know us somewhere else along the way. Maybe supported in their own home, then coming to Bisdee Community Centre for the day, or staying at Hotel Bisdee for a break. Same organisation, familiar faces, one continuing relationship.

So what is Bisdee?

Bisdee Community Centre in Glenorchy exists for a simple reason: to help families and carers take some time for themselves and recharge – for a day, or for much longer. It offers:

- **Weekday day programs:** social outings by bus to places like New Norfolk, Richmond, the Huon Valley and Mt Field, or an in-house program of gentle exercise, craft, gardening, games and cooking, with lunch and refreshments provided.
- **Saturday Socials:** weekend bus trips to op shops, markets, scenic drives and good spots for lunch.
- **Hotel Bisdee:** cottage respite accommodation with a range of rooms, access to the garden, culturally diverse meals from our hospitality team, laundry, and staff who can assist with medication and personal care 24/7 if needed.

Bisdee is open 24 hours a day, 7 days a week. There is no minimum and no maximum booking. You can book months in advance, or in an emergency.

Why this service is different

Respite simply means a planned break from caring – a chance for a carer to rest, attend to

their own health or travel, knowing the person they care for is safe and well looked after.

In residential aged care, respite is often limited by minimum stays, can be difficult to access, and is close to impossible to arrange at short notice.

When a carer falls ill, or simply reaches the end of their reserves, "we can fit you in next month" is not an answer. This is where Hotel Bisdee makes a real difference, and why it remains a genuinely unique service in Southern Tasmania.

We welcome low to moderate needs clients, including people receiving government-subsidised support, those with NDIS funding, and those paying privately. We will work with you to help it work financially.

The letter that reminded us why...

A carer wrote to us recently and with her permission and names removed, we share it here:

"I am writing to express my deepest gratitude for the exceptional care you provide at Bisdee respite centre. Every time I bring my husband into your care, he instantly feels welcomed, safe and truly special. Walking into a room that is always spotless, perfectly equipped and ready just for him brings us both so much comfort.

The genuine warmth, friendliness and dedication of your care staff turn what could be a difficult transition into a stay that feels like a holiday for him.

As a primary carer, the peace of mind you give me is an absolute gift. Knowing he is safe and happy allows me to rest and recharge. I deeply appreciate the incredible work that you and your staff do every single day – and night. Thank you for looking after both of us so well."

It is a clear reminder of our purpose, and of the difference this team makes every day.

Looking ahead: a word about funding

We also want to be open about something we are watching closely. Bisdee is mainly supported through the Commonwealth Home Support Programme, or CHSP – the Australian Government's entry-level aged care program, which funds services such as social support, transport and respite for carers.

The new Aged Care Act commenced on 1 November 2025 and CHSP funding has been extended to 30 June 2027. Beyond that, CHSP is expected to transition into the new Support at Home program no earlier than 1 July 2027.

Exactly how centre-based programs and cottage respite like Bisdee will be funded after that point is yet to be determined, and that is our concern.

We remain quietly confident that there will be positive news from the Department of Health in Canberra. In the meantime, we will hold forums and share further information so that clients and families understand what any changes might mean.

Together we can make the case to our local members for this important service to continue for the long term.

To find out more about Bisdee Community Centre or Hotel Bisdee, or to arrange a tour, call our team on (03) 6277 8800 or email admin@glenview.org.au

Warm regards,

Damien Jacobs

Chief Executive Officer