



SEPTEMBER 2026

Glenview NEWS



Dunkin' discovery

Pam and Miranda were chatting at the Derwent Cafe, where it transpired that Pam had never dunked a biscuit in coffee before. So, of course, Miranda made her a cappuccino and found her a biscuit.

Pam's first attempt was a bit quick. She was told to pause just long enough for the biscuit to soften, but not too long, or it would go soggy and fall in.

Then Miranda showed her a scooping action to get the froth off the cappuccino and add to the experience.

Pam agreed she'd been missing out on a treat all these years.



A group of us headed to St Ann's Lifestyle Village in Old Beach. We enjoyed a performance by the village residents before sharing afternoon tea in their clubhouse. It was a special treat to see Moira, Lindsay's sister and a Glenview volunteer, sing a duet with her husband, Peter.



Melissa and Robin about to leap into a taxi and head-off to an appointment.

A warm welcome to our new Glenview residents: Brigitte B, Ian C, Barbara C, Vicki G, Wendy J, Lesley M and Annette M.

WINDSOR ACTIVITIES IN SEPTEMBER

- Thursday 17 September **Information forum** about the new Aged Care Act in the Derwent Room at 1.30pm - 2.15pm
- Tuesday 22 September Johnny Wright in the Derwent Room at 2pm
- Thursday 8 October Your Church Youth Group morning tea in the Derwent Room at 10:30am
- Thursday 15 October Outing to the Celebrate Aging event at Kingborough Community Hub. Limited spaces

Check the activities calendar for Melody Lane, Fiddle and Squeeze, and Black Cherries performances.

Fees will increase on 20 September and on 20 March, in line with an increase in the pension. Please **update your direct debits** if necessary. Thanks, Glenview.



Whipping up a Passionfruit Delight in Barrett. Tracey found a recipe that was lactose and gluten free, so everyone could happily enjoy it.





Residents and supporters Information Forum

Thursday 17 September at 1.30pm - 2.15pm

The Derwent Room at Windsor

Discuss the changes, benefits and requirements of the new Aged Care Act, and how it affects you.

Come along and bring your questions for Damien Jacobs, Glenview CEO.

Meet Benji

Benji Rainford has joined us as part of his TasTAFE study to become an aged care worker. He grew up in Victoria along the Great Ocean Road and has lived for almost 3 years in Hobart. His great grandparents are from Tasmania.

Benji's hobbies include repairing clothes, wood working and reading and his favourite thing about placement has been getting to know all the lovely residents!

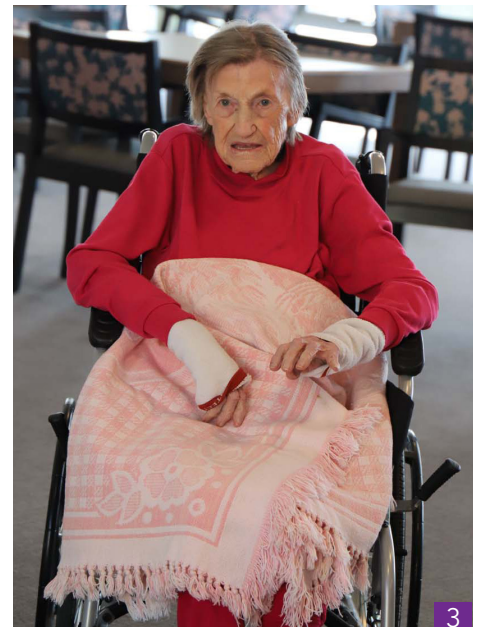
Physio fun

After lunch on Tuesday join us for Group Physiotherapy Strength and Stretching exercises.

The group have fun doing gentle exercises while guided by a physiotherapist.

Here they are passing a ball to each other in a circle, never knowing when it would be their turn to catch.

See you on Tuesday at 1:15pm in the Derwent Room





UPDATES

The **Residents' Handbook** (18 pages) has been updated with food and safety information, and many other points.

The **Windsor at a Glance** leaflet (2 pages) has been updated with tips for new residents.

Ask at reception if you would like a printout or a PDF.



Windsor news

HIGHLIGHTS FROM THE **RESIDENT + SUPPORTERS MEETING ON 26 AUGUST 2026**

- The August meeting provided another valuable opportunity for residents and representatives to share feedback and contribute to life at Glenview. Key discussions focused on person-centred care and care planning, with an emphasis on recognising each resident as an individual and continuing to strengthen care practices in line with the new Aged Care Act and Standards.
- Resident feedback continues to inform improvements to care, accessibility and the living environment. Matters discussed included the Cottage Garden and grounds, lighting, pathways and wheelchair accessibility, as well as ways to make Glenview's environment safer and more accessible for residents with different mobility needs.

- Residents also shared feedback about food and dining, particularly the importance of accurately communicating individual meal choices and preferences. These matters will continue to be discussed through the Food Focus Group.
- The meeting welcomed new residents to the Glenview community and respectfully acknowledged those who have recently left us.
- Looking ahead, the September meeting will include a special piece of Glenview history, with a descendant of the family who previously owned Glenview presenting a painting of the property that has been donated to Glenview. Residents also supported continuing to invite guest speakers to future meetings.

Next meeting

Residents and Supporters

Wednesday 23 September

Derwent Room at 2pm



Residential care service list booklet

This booklet provides information on the care and services that residential care homes are required to provide.

Services are funded by the Government

(with some contributions from you) and should be provided at no extra cost. Whether you have moved into a residential care home permanently or are there for respite care.

When you enter a residential care home, you sign a service agreement and an accommodation agreement.

These agreements include information about the care, services and accommodation you will receive, and any payments you need to make.

The service list is set by the Aged Care Act 2024 (the Act) and the Aged Care Rules 2025 (the Rules).

Ask at reception for a printed copy, .
To download the booklet, [click here](#).

Food Health + Safety

This fridge is for **Glenview prepared food only.**

All food must be **covered** and **labelled** with the **preparation date.**

Food from supermarkets, restaurants or the public must be stored in a **resident's own fridge** in their room.

All food from outside must be **covered** and **labelled** with the **preparation date.**



Every day, staff discard out-of-date food.

Daily food safety checks are completed and documented in the Food Safety log book.

Every day staff clean this fridge.

Use opened food and condiments before opening another container.

Thank You!

6: ii: 0926

Food health and safety at Glenview

To ensure food remains fresh and is free from contamination, all **food** that is brought in to Glenview by family and friends **must be labelled** with residents' name, food preparation date and **recorded** in the **register at reception.**

Residents are welcome to enjoy this food but staff must not handle, store, or reheat these items. This food **may only be stored in a resident's room fridge.**

Food that is brought in cannot be stored in the Glenview fridges. These fridges are for Glenview-prepared food exclusively. This is required under our food safety plan to ensure the safety of all residents.

The fridge poster to the left, has been placed around Glenview to remind everyone.

Thank you for your understanding.



GLENVIEW
Community Service



WINDSOR STREET
GLENVIEW



KORONGEE
GLENVIEW



BISDEE
COMMUNITY CENTRE
GLENVIEW



HOME CARE
GLENVIEW



WARATAH
GLENVIEW

Dear Glenview residents, clients and supporters

you are invited to attend the **Annual General Meeting** of the Association of Glenview Community Services Inc.

Ordinary business of the meeting will be to confirm preceding AGM minutes, to receive reports, election of Board members and to appoint our auditor for next year.

Please join us at **6.45pm** for a 7pm start
Monday 28 September 2026

Derwent Room,
2-10 Windsor Street, Glenorchy and afterwards for a light supper.

You are welcome to attend online via Teams, a link will be emailed on confirmation of your attendance.

RSVP BY 5PM ON MONDAY 21 SEPTEMBER 2026
to Lynette Du Toit at ldtoit@glenview.org.au
or telephone 6277 8800

Would you be prepared to speak up for the **Korongee** residents?

Please contact us about joining the Glenview Consumer Advisory Body (CAB).

We are seeking a new representative for the CAB, who is connected to Korongee Dementia Village. The CAB group works to improve care and services for residents and community clients.

CAB representatives communicate residents' and their families' ideas and concerns to the Glenview board.

This advisory role helps the board make decisions and set strategic direction, supporting dignity, independence, and well-being.

If you are interested in filling this important voluntary role, please call **Lynette Du Toit 03 6277 8800** or email ldtoit@glenview.org.au

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

Thank you 





Clinical Governance update

ALISON NATERA EXECUTIVE MANAGER CLINICAL GOVERNANCE

Dear Residents and Supporters

Continuity of Care

I am pleased to let you know that due to the Continuity of Care Project at Korongee, we begin a new care roster this week with a greater focus on **consistency** of staff to support residents living in the village. Sam Craig, our Facility Manager, led this work alongside our Roster Manager Kat Barrington.

Feedback from staff, residents and families was taken into consideration before making these changes and that has been wonderful to see.

Moving forward, and where possible, House Companion staff will now work more consistently in one or two houses. We aim to help our team build strong relationships with residents and to better understand individual preferences, routines and care needs. If you have any feedback in relation to these changes please let us know via feedback@glenview.org.au

Restrictive Practices - understanding consent and decision-making

We want to ensure residents and families understand their roles in decisions relating to restrictive practices.

A restrictive practice is an intervention that restricts a person's rights or freedom of movement. Under aged care requirements, restrictive practices **must only be used as a last resort**, after alternative strategies have been considered, and must be the least restrictive option for the shortest period necessary.

Where a resident has capacity to make the decision, their informed consent will be

sought. Where a resident does not have capacity to provide informed consent, consent may need to be obtained from an appropriately authorised Restrictive Practices Substitute Decision-Maker (RPSDM).

Being a family member or representative does not automatically mean that a person has authority to provide this consent; the appropriate decision-maker must be identified in accordance with the relevant legal requirements.

Families and representatives are encouraged to speak with our clinical team if they have questions about restrictive practices, behaviour support planning, consent or their role in supporting a resident's decision-making.

The Australian Government has recently published a helpful fact sheet specifically for older people, families, supporters and care representatives explaining the Role of a Restrictive Practices Substitute Decision-Maker.

Further information:

Download: [Role of a Restrictive Practices Substitute Decision-Maker - Australian Government Department of Health, Disability and Ageing](#)

We will reach out directly to families who we may require to meet with, regarding the decision making for restrictive practice.

Glenview remains committed to working in partnership with residents and families to ensure care is safe, respectful and guided by each resident's rights, preferences and individual needs.

Kind regards,
Alison

KORONGEE ACTIVITIES IN SEPTEMBER

Wednesday 9 September	Food Focus Group at 2pm
Thursday 10 September	Fiddle and Squeeze at 1:30pm
Tuesday 15 September	Melody Lane Singers at 1:30pm
Thursday 17 September	Garden Club at 1:30pm
Saturday 27 September	AFL Grand Final watch party at 1:30pm

Fees will increase 20 September and 20 March, in line with an increase in the pension. Please update your direct debits if necessary. Thanks, Glenview.

GUS THE DOG visits every second Thursday
MUSIC WITH SALLY monthly on Wednesday

INTERGENERATIONAL PLAYGROUP
every second Friday at 10am



Korongee
Dementia Village DERWENT PARK

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



PENSIONER FRIENDLY

GOVERNMENT SUBSIDIES AVAILABLE
FOR FULL PENSIONERS

Happy 25th wedding anniversary to Don and Barbara



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

The next Korongee **Representative** meeting is scheduled for **Wednesday, 9 September 2026** at 2:00 pm via Teams.

Korongee's next **Resident** meeting is scheduled for **Wednesday, 14 October 2026** at 1:30 pm in the Korongee Community Centre.



STAFF SHOUTOUTS

recognition awards



PRATIKSHYA SAPKOTA

ROSTERING COORDINATOR
+ ADMINISTRATION

Windsor August 2026

Recognised for her "over and above effort in cohorting staff and her special attention to residents who need extra assistance".

Pratikshya shows **integrity** and **excellence** with her actions.



SMITA DAHAL

REGISTERED NURSE

Korongee July 2026

Her progress notes are detailed and clinically sound.

Smita demonstrates **excellence** and **respect**.



DENISE MORRISBY

HOUSE COMPANION

Korongee August 2026

Thank you for being excellent and comprehensive towards what you do. We all love your work.

Denise demonstrates **excellence** and **respect**.

SHOUTOUTS to staff are enthusiastically **encouraged** from all residents and visitors. To write a Shoutout, use the forms attached to the noticeboards or ask at reception.

Please share your **feedback**.

Here are **three ways** to help us improve our service to you!

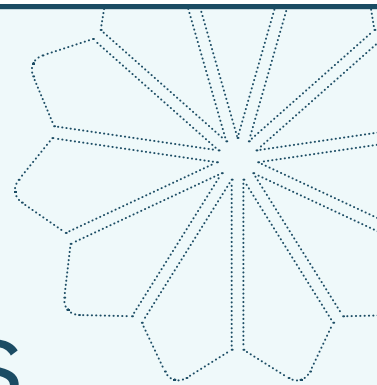
Scan for an online form



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

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

Understanding the requirements, benefits and changes of the new Aged Care Act.



Our residents and their supporters were sent a **letter or email from Glenview** on Friday 4 September about the changes to the Aged Care Act (Australian Government) and how it may affect your agreement with Glenview as your Aged Care provider.

Included was a **Acknowledgement and Consent** form. We recommend you sign it to acknowledge that you understand the key changes and benefits of the new Act. This is primarily for your own peace of mind, we can not require you to sign the form.

We want to reassure residents and their supporters that the new Act and it's benefits are clearly understood, and to ensure your agreement with Glenview meets the new rules.

You are welcome to attend an **information forum** on **Thursday 17 September at 1.30pm - 2.15pm** in the Derwent Room at Windsor. Damien Jacobs, Glenview CEO will lead a discussion about the new Act and take questions.

If you would like to clarify exactly what the requirements mean for you, please contact our Client Liaison Team, Cynthia Nielsen Beck or Brodie Wilson, on **(03) 6145 6600** to arrange an appointment.

We are here to help everyone during this process.

This is what it means	
Do we recommend that you read the information and sign the Acknowledgement and Consent form?	Yes , it is recommended but we do not require it.
Does this mean a completely new contract or agreement with Glenview?	No . The letter sent to you on 4 September describes the requirements of the new Act. You don't need to sign a new contract.
Can we simply leave the old resident agreements in place indefinitely?	Yes .



The Glenview promise

SEPTEMBER 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear Residents and Families,

We continue to feel for those affected by the floods in Nepal. As details of the emergency unfold, we are reminded how fortunate we are and hope your family and friends are safe. To donate to the Nepal appeal, visit emergencyaction.org.au

I've been reading through the Glenview history book, *Growing Gracefully & Usefully: Glenview 1948-2010* by Caroline Evans. A copy is available at reception.

The book reminds me that Glenview has been part of Tasmanian life for more than 75 years – and that the past three to four years have been among the most challenging of all. It helps put things into context for us today. Take our Polish connection, which I broadly understood came from Hydro immigrants in the region. That is true, but it is fascinating to see the details of how the Glenview connection was fostered.

After the Second World War, Polish men came to Tasmania to work on the hydro-electric schemes, and many settled in Hobart's northern suburbs. As they grew older, some lost their short-term memory and their command of English, but they could still speak Polish.

Being surrounded by their own language stopped being a comfort and became a necessity. So in 1994 the Board formed a steering committee with the Polish Association, and the following year Glenview admitted ten Polish residents. We employed Polish staff, served Polish meals, and Father Bohda came in monthly to say Mass in Polish.

Glenview became recognised for its specialised care of the Polish community. In the early days of home care, dedicated Community Aged Care Packages helped Polish clients remain in their own homes in the Glenorchy area.

At the height of this connection with the Polish community, the Hudspeth dining room was decked out in red and white each year on 11 November to celebrate Polish National Independence Day. Everyone enjoyed freshly prepared traditional dishes, including borscht and pierogi, alongside Polish music and festivities.

Also in 1994, the Board produced a new Mission Statement that emphasised Glenview's Christianity, rather than just its Anglican roots. I don't think the timing is a coincidence; as our connection with the Polish community grew, so too did our understanding of faith within our organisation. By broadening how we described our faith and making room for a Catholic Mass in Polish, we demonstrated our commitment to inclusivity. This spirit of openness and respect is still evident today.

Glenview's past continues to shape our current mission and purpose, reminding us that our traditions of inclusivity and person-centred care are deeply rooted. A person's language, food, and the way they have always done things are not mere extras—they can be the last things that still make sense when everything else is changing.

Thirty years on, we continue to respect each individual and provide person-centred service, valuing every tradition and memory that shapes our community.

Glenview News is produced monthly. Content for the next issue is due on **Monday 5 October 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

