



OCTOBER 2026

Glenview NEWS



Spring is the season

Korongee residents enthusiastically joined a flower arranging activity organised by the Wellbeing and Engagement team. As well as connecting with nature, the group provided some fresh decorations for the houses throughout the Village.



Korongee garden club



Many green thumbs are getting involved with our spring planting. We're looking forward to watching everything grow and bloom over the coming months.



A warm welcome to our new Glenview residents: Simon C, Kathleen D, Annette M, Barry L and Han L.



TAFE student Lauralee treats a resident to some salon pampering while gaining valuable experience.

KORONGEE ACTIVITIES IN OCTOBER

Tuesday 13 October Black Cherries choir at 2pm
 Wednesday 14 October Piano performance by Min and Fei at 1:30pm
 Friday 16 October Dashain celebrations at 2pm
 Wednesday 21 October Korongee Fun Fair at 1pm
 Saturday 31 October Halloween Lunch with Friends at 12pm

Activities times may change if there is a flu or gastro outbreak in the Village.
 Please wash your hands and check the noticeboards.
 Thank you, Glenview.

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

INTERGENERATIONAL PLAYGROUP
 every second Friday at 10am

'You make me feel like dancing...'



'Football, meat pies, kangaroos and Holden cars...'

The villagers enjoyed watching the AFL Grand Final, complete with plenty of footy food favourites: pies, sausage rolls and chips, and a fun handball competition at half time.

It was a great way to celebrate an exciting year of footy tipping, with a big congratulations to Nick, who took out Tipper of the Year!



Korongee news

REPRESENTATIVES MEETING

9 SEPTEMBER 2026

Positive Compliance Outcome: Glenview has received notification from the Aged Care Quality and Safety Commission that it is now “all clear”, following a significant program of improvement work over the past two years. Clinical teams will continue to focus on care planning, behaviour support, falls prevention and wound care.

Improved Continuity of Care: Korongee’s updated care roster is now in place, with care staff being allocated more consistently to particular houses. The aim is to provide residents with more familiar staff who know their individual routines, needs and preferences.

Food Focus Group Meetings: The Food Focus Group meetings continue to provide residents with an opportunity to give feedback on meals, menu choices and snack options. Korongee also has a new Chef Manager, who is recruiting additional members for the catering team.

HELF Transition: Residents and representatives are being supported through the transition from Additional Services to the Higher Everyday Living Fee (HELF). Feedback and suggestions are welcomed, particularly ideas for services and activities that may be beneficial for people living with dementia.

Email Lauren at lsmith@glenview.org.au

Activities and Wellbeing: Activity calendars are displayed throughout Korongee. The gym continues to be utilised with physiotherapy support available, and the hair salon continues to operate. Residents and representatives were encouraged to provide feedback or suggestions for activities they would like to see offered. The Wellbeing & Engagement Coordinator is now conveniently located near the hair salon, opposite the café.

Clinical Nurse Educator: Kaye McDonald has commenced as Glenview’s permanent

part-time Clinical Nurse Educator. Kaye is working alongside care staff in the houses, providing education, role modelling and practical support.

Consumer Advisory Body

Korongee Representative Wanted: Korongee is seeking a resident or representative to join Glenview’s Consumer Advisory Body, which meets three times each year.

Anyone interested in participating, or who knows someone who may be interested, is encouraged to get in touch.

Email Lynette at ldtoit@glenview.org.au

Voting Support: Residents who are eligible to vote in the upcoming local council elections will be provided with the opportunity and appropriate support to participate.

Annual General Meeting: Residents and representatives were invited to attend Glenview’s AGM at Windsor on Monday, 28 September 2026 at 6:45 pm, either in person or via Teams.

New Aged Care Act

Resident Agreements: The CEO joined the meeting to discuss the correspondence sent to residents and representatives affected by changes to existing resident agreements under the new Aged Care Act.

For most residents, the changes are not expected to significantly affect day-to-day services or fees. The correspondence explains the changes, including the “no worse off” principle and the new Statement of Rights.

This applies to residents admitted before 1 November 2025, as residents admitted from that date have already entered into the new agreement arrangements.

Residents and representatives are encouraged to review the information and contact Glenview if they have any questions or require further clarification.

Next Meeting for residents is
Thursday 15 October 2026 at 1.30pm

The Additional Services fees at Korongee ends on 31 October 2026.

Korongee completes the move from the additional services model to the **Higher Everyday Living Fee (HELFF) arrangement**, on 1 November 2026.

From that date activities and services will be provided in line with the **aged care funded services** list and additional items provided through HELFF.

Services on the list are funded by the Government (including means tested fees) and are provided at no extra cost. Whether you have moved into a residential care home permanently, or are there for respite care.

What does this mean in plain language?

Glenview will provide you with the Government funded services **on this list**. Ask at reception for a printed copy.

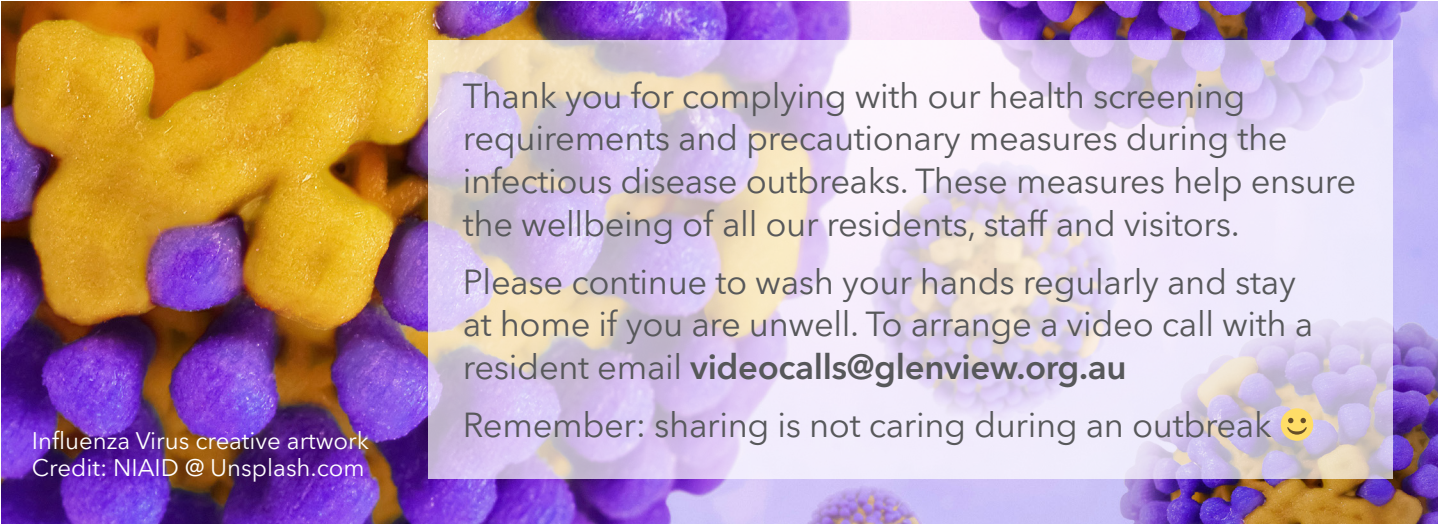
You pay for any unfunded services, known as a Higher Everyday Living Fee (HELFF), from your account.

Our standard activities program is available to all residents. Some activities have a HELFF fee like bus trips, and these are indicated on the activity calendars.

As the additional services activities are removed there will be fewer events in the program and on the calendar.

We have met with residents and supporters to ensure they have the information to make informed decisions about the HELFF services and packages available.

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



Thank you for complying with our health screening requirements and precautionary measures during the infectious disease outbreaks. These measures help ensure the wellbeing of all our residents, staff and visitors.

Please continue to wash your hands regularly and stay at home if you are unwell. To arrange a video call with a resident email videocalls@glenview.org.au

Remember: sharing is not caring during an outbreak 😊

Influenza Virus creative artwork
Credit: NIAID @ Unsplash.com

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.

Resident agreements, acknowledgement and consent forms, and understanding 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.

Please return
BEFORE 31 OCTOBER to
admin@glenview.com.au
or reception,
thanks.

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.

Thank you to those who attended the **information forum** on **17 September** where Damien Jacobs, Glenview CEO led a discussion about the new Act and took 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.

WINDSOR ACTIVITIES IN OCTOBER

Tuesday 6 October	Melody Lane Singers at 2pm.
Thursday 8 October	Your Church Youth Group morning tea at 10.30am.
Thursday 15 October	Celebrate Aging event limited spaces Kingborough Community Hub at 1pm,
Tuesday 20 October	Black Cherries Choir at 2pm.

Missing clothing?

Residents and Reps are urged to look through the unlabelled, and unclaimed laundry in the front foyer before it is donated.



PUBLICATION UPDATES

The **2025 - 2026 Glenview Annual Report** (44 pages) may be **downloaded here** or from our website.

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

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



Windsor news

MEETING HIGHLIGHTS FROM 23 SEPTEMBER

Continuity of Care: Nursing staff will be more consistently allocated to designated areas.

Access Aged Care GP Visits: More regular face-to-face GP visits are being trialled, with the GP spending a full day at Windsor every second week, and Korongee being visited on the alternate week, to provide more opportunities for face-to-face consultations. Telehealth remains available for urgent matters between visits.

Onsite Services: Optometry services by Martin's Eye Care are being explored and scheduled. Please express your interest.

Garden Access: Improvements are planned to increase access to the Japanese and Sensory gardens.

Accessibility: Concerns about wheelchair access and uneven surfaces between St John's and the main building are being

reviewed. The location of activities like Bingo may change to provide easier access.

Resident Agreements: Residents and representatives received further information about changes to service agreements under the new Aged Care Act. Existing residents remain protected by the Government's "no worse off" principle, and signing the transition agreement is optional. Residents have the opportunity to review their service agreement annually and are encouraged to ask questions if they require clarification.

Food Focus Group: Next meeting is on Tuesday 3 November at 2pm in the Derwent Room.

Budgies: Residents chose the budgies to remain at Windsor. Arrangements for their care and cage cleaning will be reviewed, and residents interested in helping to care for them are encouraged to come forward.

Next meeting
Wednesday 21 October
Derwent Room at 2pm



Bring along your knitting projects or have a chat over a cup of tea. **Knitting group** meets at 1.30pm on Monday in either Barrett 2 or Norfolk.

Art therapy is good for just about everyone. The focused concentration promotes a feeling of calm and contentment. Catch us every second Saturday at 1.30pm.



Come and join the Saturday **sing-along** with Liz in the Derwent Room at 2pm.

Residents at **Glenview Close** Independent Living regularly meet with Glenview leaders to stay informed about updates to their homes and community.





Clinical Governance update

ALISON NATERA EXECUTIVE MANAGER CLINICAL GOVERNANCE

Dear Residents and Supporters

Continuity of Care - Windsor and Korongee

We continue to focus on strengthening continuity of care across both Windsor and Korongee, ensuring residents receive consistent, personalised care from staff who know them well and understand their individual needs, preferences and routines. At Windsor, recent changes to the nursing roster represent an important final step in our improvement efforts, supporting greater consistency in nursing care, stronger relationships with residents, and improved communication across the team. Across both homes, our focus remains on providing familiar faces, building meaningful relationships, and ensuring care is centred on what matters most to each resident.

Recent Influenza and Gastroenteritis Outbreaks

We would like to extend our sincere thanks to residents, families and staff for their patience, understanding and support during the recent influenza outbreak at Windsor and gastroenteritis outbreak at Korongee. Both illnesses have been widespread within the community, and we recognise the challenges that temporary isolation can create, particularly for residents and their loved ones. Your cooperation has been invaluable

in helping us manage these outbreaks and protect the health and wellbeing of everyone in our homes. Thank you for your ongoing support and understanding.

Korongee Model of Care Exciting Research Project

We are pleased to share that Korongee Village is participating in a research study being undertaken by the Centre for Ageing Research and Translation at the University of Canberra. The study will explore the Korongee Model of Care, particularly its unique small-household approach to supporting people living with dementia, and examine how this model can be sustained into the future.

The research has recently received ethics approval, and researchers are planning to conduct interviews with residents and staff to better understand their experiences and perspectives. This is a wonderful opportunity to contribute to research that may help shape the future of dementia care while supporting the ongoing development of the Korongee Model of Care. We look forward to sharing further updates as the project progresses

Kind regards,

Alison Natera

Executive Manager Clinical Governance

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



A heartfelt thank you to Sam Craig

After two incredible years as **Facility Manager at Korongee**, we share the news that Sam has made the decision to resign from her role.

Sam leaves Korongee in a far better place than when she started, and this is a true reflection of her **outstanding leadership, resilience, dedication and genuine care** for both our residents and staff.

The past two years have been an enormous journey, with Sam guiding Korongee through significant challenges, including our **return to compliance**. To lead a team through such a journey and see it through to a successful outcome is an achievement Sam should be incredibly proud of.

Throughout it all, Sam has remained committed to ensuring our residents are at the heart of everything we do, while supporting and encouraging the wonderful team who care for them each day.

I want to extend a **GINORMOUS THANK YOU** to Sam for everything she has given to Korongee. Her hard work, determination, compassion and leadership have made a lasting difference to our Village and the people who call it home.

Sam, you leave behind a wonderful legacy, and we are so grateful for everything you have achieved. We wish you every happiness and success in your next chapter.

You will be greatly missed! Sam's last day at Korongee will be **Thursday 5 November**.

Thank you, Sam, for everything.

Alison Natera

Executive Manager - Clinical Governance



STAFF SHOUTOUTS

RECOGNITION AWARDS



PREETI KUMANI SAHR

HOUSE COMPANION

Windsor September 2026

Recognised for "providing exceptional support and teamwork during a very busy shift".

Preeti shows integrity and respect with her actions.

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.



You can help Glenview fundraise by donating your Recycle Rewards to our **Close When it Matters Most** campaign.

When **recycling your bottles and cans** with the 10c mark, choose Charities/Glenview on your app or use the barcode below.

The funds will go towards purchasing a sofa bed chair at each site so family and friends can rest comfortably beside their loved one receiving palliative care.

Your donation will help families be together when it matters most. **Thank you.**



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The Glenview promise

OCTOBER 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear Residents, Clients and Families,

It has been a busy and rewarding few months at Glenview, and I'm delighted to share some highlights with you.

First, a big congratulations to our staff who have recently been granted permanent residency!

Back in August 2024, the first of the 15 nurses we sponsored arrived at Glenview. Each of them showed real courage and persistence in uprooting their lives – many with their families in tow – to move to Tasmania and join our team. They came from all over the globe, and it has been an amazing journey watching them grow professionally and settle into life at Glenview and in our local community. Seeing so many of them now achieve permanent residency is extraordinary, and we couldn't be prouder. Keep an eye out over the next few months, as we'll be sharing their stories in the newsletter.

We were also delighted to welcome a very curious and highly credentialed group of 10 Japanese doctors and physicians to Korongee. This is the second group to visit us, and many of them had been here three years ago and were keen to come back and see how the Village has grown. We spent the best part of the morning sharing our journey since opening the Village – and they had plenty of questions! As is customary in Japan, they brought some small gifts – not at all expected but greatly appreciated.

Thank you to all the community members, residents and clients who came along to this year's AGM. AGMs can be formal affairs, but for me the best part is always sharing our challenges and successes from the year, listening to your questions and concerns, and socialising with our Board members. It's just as valuable for our Board to hear directly from you. A great sign of the day: the formal business was wrapped up within the first 40 minutes, but most people stayed on to chat long afterwards.

A highlight was a beautiful poem from Priscilia, who is always such a passionate advocate for the voice of older Australians.

One member asked about our view on artificial intelligence (AI) and how we are managing it.

It's certainly something we need to take seriously, from many angles. Our approach is to lean into using AI where it's appropriate, guided by some firm principles: it must be safe, it must protect privacy and confidentiality, and there will always be a human making the final decision. This is a very fast-moving space, and we'll keep you informed as our journey continues.

Another question was about our environmental initiatives, particularly solar. Thanks to strong interest from families and residents, we've already done a lot of groundwork exploring solar for Windsor, and it's looking very positive. Solar will now be considered as part of our annual building and refurbishment program over the next 12 months.

I was also pleased to report on a project to improve our energy efficiency by upgrading to LED lighting wherever possible. This is still a work in progress, and we're aiming to have it complete by the middle of next year. We've also started a battery recycling program, and we already recycle the cooking oil from our main kitchen.

And as we've reported before, one of our biggest projects – the new reverse-cycle heating and cooling system at Windsor – has delivered real energy savings and a much more comfortable environment for residents. It continues to receive positive feedback from residents, staff and visitors alike.

Finally, some very welcome news. In the August newsletter I mentioned the risk that funding for our Bisdee Community Centre might be stopped. I'm delighted to let you know the Commonwealth Government has announced an extension of funding through to 2029. For our Bisdee clients, this means it's business as usual in the short term. As we get closer to 2029, we will continue to work through what our options are.

Thank you, as always, for being such an important part of the Glenview community.

Warm regards,
Damien
CEO, Glenview

Glenview News is produced monthly. Content for the next issue is due on **Friday 6 November 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

