NOVEMBER 2026

Glenview NEWS

Glenview treasures



At the Windsor residents' meeting, Glenview was honoured to receive a watercolour painting of Glenview House, created in the early 1940s by Jocelyn Burrows, along with a brass planter adorned with elephant motifs that once belonged to Joyce Morrisby (née Jones).

These treasured items were bequeathed by Joyce's daughter, Rosanne McDougall (Morrisby), who lived at Glenview, the family home, during the war years.

Rosanne resided there with her grandparents, Oscar and Rosina Jones, her mother Joyce, her sister Jillian, and her brother Richard while their father, Lock Morrisby, was away serving in the war.





The gifts were presented by Rowena McDougall, Rosanne's daughter, in memory of Joyce and her parents, Oscar and Rosina Jones. Oscar inherited Glenview, along with much of its contents, from his uncle John Jones in the late 1920s.

These meaningful donations help preserve Glenview's rich history and the stories of the families who called it home.

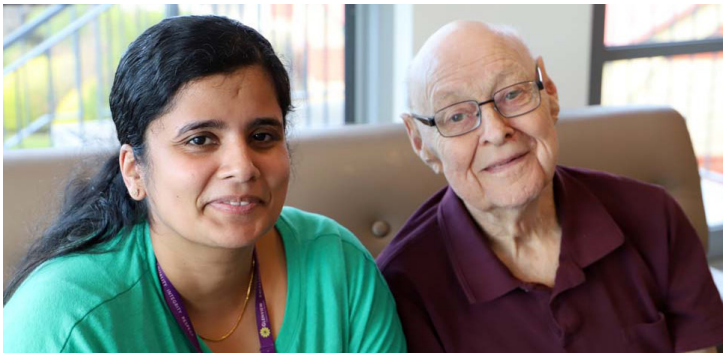


A warm welcome to our new Glenview residents: Janice R and Marion M.











WINDSOR ACTIVITIES IN **NOVEMBER**

Wednesday 11 November	Remembrance Service at 10:45am
Monday 16 November	Johnny Wright Concert at 2pm
Sunday 22 November	Sing Along with Moira at 2pm
Tuesday 1 December	Christmas Gifts Market from 10am-2pm

Missing clothing?

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

In loving memory

Marion Iles lived a full and generous life, dedicating her 90 years to helping family, friends, and those in need.

Born in Wellington, New South Wales, Marion was the eldest of seven children. She became a teacher and, while studying at the Anglican Missionary College in Sydney, met her future husband, Max Iles. Together they travelled to Papua New Guinea, where Marion taught primary school children while Max helped build homes, a hospital and a school for local communities. They married in 1961.

In 1962, Marion and Max resettled in Hobart, Max's hometown, where they raised their two sons surrounded by the extended Iles family. Regular trips to the mainland helped maintain close ties with Marion's family, and she took immense pride in her four grandchildren.

Marion was a dedicated member of the Glenview Auxiliary for ten years and, following Max's passing in 2003, moved into Glenview Close independent living units in 2007. She embraced opportunities to travel, remained active in the community, and enjoyed participating in local activities.



With declining health, Marion moved into St John's in 2021. Around this time, she joyfully welcomed her first great-grandchild.



In 2023, Marion received the prestigious Coaldrake Medal, awarded by the Anglican Board of Mission in recognition of her service as a teacher in Papua New Guinea between 1959 and 1962.

During Marion's funeral service, her son John expressed heartfelt gratitude to the Glenview team:

> "I thank the staff at Glenview for looking after Mum during her time in the home. There is a big team and I hesitate to name anyone because I'll leave someone out. However, a few of the key people were Miranda, Virginia and Belinda, some of whom knew Mum well before she came into the home. As well as the carers, Mei Mei, Chris, Dale and Poojah, there is Lil from the kitchen staff and Diedre from the cleaning crew, and the wonderful nursing staff, including Kate Wykes."

Marion will be remembered for her kindness, quiet dedication to others, adventurous spirit, and the lasting impact she made on the many lives she touched both in Australia and abroad.





Bringing memories to life

Volunteer Zelda has been working with Georgie for quite some time looking through archives for information on Georgie's family tree. She found newspaper articles, wedding and birth registrations, post war land release documents and even traced Georgie's mother back to Tipperary in Ireland!

It's amazing the difference our volunteers can make with their caring work and support. Interested in volunteering? Email **mcausby@glenview.org.au**

Windsor master plan update

Residents and families recently received an update on ongoing and future improvements at Windsor.

Recent works include the $1.2 million refurbishment of Norfolk, incorporating dementia-friendly design principles. Plans for a Maynard 2 bathroom renovation and major kitchen and laundry upgrades were discussed, although these projects are currently on hold.

A front foyer refurbishment has been identified as a priority interim project. Proposed improvements include a café-style seating area, concierge reception and more welcoming spaces for residents, families and visitors including a ceiling high curtain to conceal the catering trolleys.

Other key topics included improving access to outdoor areas, additional parking options, balcony upgrades for Maynard 3 and plans to make more garden spaces available for residents to enjoy.

Execellent feedback was received from representatives and residents who attended including improved alignment for room and bathroom renovations to the National Aged Care Design principles, ensuring ambulant access from the main entrance including lighting.

Thank you to everyone who attended and shared valuable feedback and ideas to help shape Glenview's future improvements.


NORFOLK LOUNGE AND NURSES STATION

Windsor news

MEETING HIGHLIGHTS FROM 21 OCTOBER

Access Aged Care: The Access Aged Care nurse joined the meeting to explain how residents can access medical care. GP appointments are available in person or via telehealth, with after-hours medical support also available. The Access Aged Care nurse is usually at Windsor around three days a week and is happy to answer questions. Residents can also speak with Glenview nursing staff if they need medical assistance.

Nursing and Continuity of Care: We are pleased to share that recruitment is underway for additional casual nurses, helping us reduce our reliance on agency staff. We are also working towards having familiar nurses regularly caring for residents in the same areas. While the recent influenza outbreak caused some disruptions, we hope residents will soon notice greater consistency in their nursing team.

Physiotherapy and Allied Health: Residents may have noticed a new face around Windsor, with a student physiotherapist joining our physiotherapy team. Extra support and exercises are being provided to help residents regain their strength and mobility following the recent influenza outbreak. If you feel your mobility or care needs have increased, please speak with nursing staff about reviewing your care plan.

Our Beautiful Gardens: It was lovely to hear positive feedback about Windsor's gardens, particularly the colourful spring blossoms, azaleas, rhododendrons and roses. Residents are encouraged to enjoy the gardens while taking care around fallen leaves and petals, especially after rain.

Catering: Feedback regarding meal services and kitchen arrangements was discussed, with management continuing to work with staff to support improvements where needed. A request was also made to move the Food Focus Group meeting scheduled for Melbourne Cup Day so residents can enjoy the celebrations.

Housekeeping and Laundry: The recent influenza outbreak created additional challenges for our housekeeping and care teams, and we thank everyone for their patience and understanding.

Activities and Christmas Celebrations: Our lost property trolley will become a regular activity, giving residents more opportunities to find and identify missing belongings. Christmas planning is also underway, with festive celebrations to look forward to!

Resident & Representative Meetings: The current combined meeting format will be evaluated in November, with residents and representatives invited to provide feedback on meeting arrangements, participation and the possibility of introducing an independent Chair.

Your Feedback Matters: Residents and representatives are encouraged to raise concerns promptly with staff or management. Positive feedback and recognition of the care and support provided by staff are equally valued.

Next meeting
Wednesday 18 November
Derwent Room at 2pm



Resident agreements
and understanding the new Aged Care Act.

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.

Even though 01 November has passed, you are welcome to sign the new **Act Acknowledgement and Consent** form.

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.

DEMOCRACY

by Priscilla Berkery © 2019

Whatever's the matter with democracy?
I've tried so hard to compete,
With the voices of complacency,
And the rules underlying conceit.

All those mostly white men,
Who grace the halls of power,
Holding rocks of coal and a black pen,
And then demand we bend and cower.

Democracy we're told are the people,
With the voice that drives our land,
Canberra provides the steeple.
That unfortunately is made of sand.

There is much talk about equality,
Of justice, growth and truth,
They speak of merit and efficiency,
But fail and become uncouth.

Did someone mention ethics?
What's that? I hear you ask,
Something that's with the mystics,
So, no one will front the task!

Politics has become distasteful,
Of that there is no doubt,
Love and care are thought wasteful,
With so many left without.

Do we now consider freedom,
A ship that's pushed offshore,
To deny those who aspire for Oz Kingdom,
Has become a running sore.

Let's hope that we come to our senses,
And share our wealth with care,
Wealth's not just money and fences,
But health and wellbeing to share.

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.



Heartfelt handover at Korongee

We said a fond farewell to lovely Sam Craig, Facility Manager at a splendid afternoon tea in the cafe.

The Senior Leadership team are pleased to advise that Sue Sharma has stepped into the role of Facility Manager for the next three months.

Alison Cook will take on the role of Clinical Care Manager during this period.

A planned handover took place before Sam's final day to ensure a smooth transition and continuity of leadership, care and support for our residents, families and team members.

Both Sue and Alison can be contacted by email: **kadmin@glenview.org.au**

KORONGEE GLENVIEW

Korongee

Dementia Village DERWENT PARK



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

GOVERNMENT SUBSIDIES AVAILABLE FOR FULL PENSIONERS

KORONGEE ACTIVITIES IN **NOVEMBER**

Thursday 12 November	Movie Matinee at 12pm
	Visits by Gus the dog from 3.45pm
Friday 13 November	Singing Group at 1.30pm
	Garden Club at 3.30pm
Sunday 15 November	Open House Community Centre 1pm - 3.30pm
Wednesday 25 November	Representatives meeting rescheduled from 11 Nov.

A **research study** of Korongee will be conducted by the University of Canberra in **November.** Thank you to residents, staff, families and friends who have chosen to be involved in this important study of the small household model.

INTERGENERATIONAL PLAYGROUP every second Friday at 10am



Korongee residents and staff enthusiastically celebrated Dashain and accepted blessings along with our Nepalese workforce, and their children. It truly was a wonderful celebration!





Are you interested in ensuring that our older Australians receive the best care?

We are accepting expressions of interest to join our

Quality of Care Advisory Board QCAB

The QCAB is a formal group that gives older Australians, their families, and carers a direct voice in shaping the care and services they receive from registered aged care providers.

You don't need special qualifications or a medical background to join, just an interest in sharing your perspective or representing older people. Glenview is expected to ensure the group reflects a diverse mix of backgrounds and experiences.

The QCAB is structured to consist of **a resident or resident representative, a staff member, and management** (Alison Natera), with the Glenview board specifically reviewing clinical data.

QCAB operates in an advisory capacity and do not handle individual personal grievances or exercise executive decision-making authority.



The QCAB provide feedback and advice. They share firsthand insights, ideas, and concerns directly with our Leadership Team and Board regarding care quality, safety, and daily living environments.

Contact **Alison Natera,** Executive Manager Clinical Governance at **admin@glenview.org.au** or call **6277 8800** to express your interest. We look forward to hearing from you!

Recycle REWARD$

You can help Glenview 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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Ageing Australia is the national peak body representing providers across the aged care sector, including retirement living, seniors housing, residential care, home care, community care and related services.

They have selected a photo of Jo-anne, from Windsor Housekeeping, to be on the front cover of the summer edition of their magazine.

You are invited to vote in the **People's Choice award** of their **Humans of Aged Care** photo competition until 24 November.

See if you spot a few Glenview photos in the gallery.



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.**



Looking out for the chaps

Gareth's moustache has been impeccably groomed for a reason.

Be sure to ask the dapper barista in the Korongee cafe, about his fundraising initiative.

Glenview Close

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



$490,000

two-bedroom units with sundeck and undercover parking offered with a lifetime tenancy arrangement.

The units are also available to rent.

Maintenance free, landscaped and gated grounds.

Call **03 6277 8800** to inspect

2-10 Windsor St Glenorchy 7010

STAFF SHOUTOUTS

recognition awards



POOJA SHRESTHA

HOUSE COMPANION

Windsor October 2026

The Shoutout: recognised by a resident and staff members for being kind, cheerful, hardworking, reliable and smart.

Pooja shows **INTEGRITY** and **RESPECT** with her actions.



AASHIKA SHRESTHA

HOUSE COMPANION

Korongee September 2026

The Shoutout: even though Aashika works as a float, she always helps and makes the HC duties much easier.

Aashika shows **EQUALITY** and **RESPECT** in her actions.



PRATIKSHYA POKHREL

HOUSE COMPANION

Korongee October 2026

The Shoutout: Pratikshya is very caring and proactive. She listens to resident's concerns and acts promptly.

Pratikshya shows **EXCELLENCE** and **RESPECT** in her actions.

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

NOVEMBER 2026

DAMIEN JACOBS, CHIEF EXECUTIVE OFFICER

Dear all,

We are delighted to share that recent resident experience results remain above the national average across both of our residential care homes. Scores were 91.7% at Korongee Village and 92.3% at Windsor Street, compared with a national average of 86.2%. Quality of life measures also remain above national benchmarks. These results reflect the dedication of our staff and the valuable feedback from residents, clients and families, which continues to guide improvements across our services.

Planning for the future of dementia care

Supporting one of the four pillars of our 2025-2028 Strategic Plan, Specialists in Dementia Care, we have recently evaluated our Specialist Dementia Care Program at Waratah House and are now actively planning for its future. Work is underway to explore future funding opportunities and ensure people living with dementia continue to have access to specialised support, care and expertise. We look forward to building on the strengths of the program and continuing to meet the needs of our community.

Research partnership with the University of Canberra

As you may be aware, Glenview is proud to be taking part in a research partnership with the Centre for Ageing Research and Translation at the University of Canberra. The project is reviewing the Korongee Village small-house model of care, helping us better understand what works well and where we can continue to improve the experience of people living with dementia. The findings will help support high-quality, person-centred care now and into the future. The evaluation has commenced, with university staff onsite from Monday 16 November. I would like to thank in advance those families and residents who have given permission to support this program.

Updated Residential Accommodation Agreements

With the introduction of the new Aged Care Act, Glenview has been working with residents and their representatives to update Residential Accommodation Agreements, so they align with the new legislative requirements. The updated agreement helps ensure that your accommodation arrangements, rights and responsibilities are clearly documented and consistent with the new aged care framework.

Residents and families who have not yet returned their signed agreement are encouraged to do so at their earliest convenience, noting this remains your choice to do so if you wish.

It's not too late. If you have questions, or would like help understanding the changes, our team is here to assist. Please contact Reception or our Administration team, who will be happy to help.

Warm regards,
Damien
CEO, Glenview

Glenview News is produced monthly. Content for the next issue is due on **Monday 7 December 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**