

at home with
WILLOUGHBY



CLIENT NEWSLETTER

WELCOME TO THE 2024 WINTER EDITION

Winter is Coming!

The days are getting cooler and the nights are getting longer. As we head into winter, this is the perfect time of year to make sure that your home is safe.

Heaters and electric blankets can both pose a fire risk – remember to stay a metre from the heater, avoid placing drying clothes on or close to the heater, and turn electric blankets off before going to sleep.

Avoid using heaters or electric blankets if there are signs of damage, and we encourage you have an electrician give your equipment the ‘once over’ before use to stay safe this winter.

Remember to check your fire alarms – if you need assistance with this then please contact Willoughby Fire Station on 9958 4016.

Make sure that any power leads are tucked away so they don't pose a trip hazard.

As nights get longer, check that lightbulbs are working and make sure you have a torch handy in case a lightbulb fails.



Annual Client Survey

We will shortly be sending out the 2024 At Home with Willoughby client survey. We greatly value your feedback and suggestions for improvements to our services, so please complete the survey to let us know what you think!

We welcome feedback throughout the year, and you can reach us by calling 9777 7824, emailing AHWW@willoughby.nsw.gov.au, or speaking to staff at the Dougherty Community Centre.

SOCIAL BUS OUTINGS



Join us for an outing around Sydney


At Home with Willoughby's Social Outing Program aims to provide you with interesting experiences as well as opportunities for social engagement and education. Come along and meet new friends, travel to interesting locations, and enjoy an inclusive and supportive environment.

What you need to know

The basic cost for each bus trip is \$18.50, which is invoiced at the end of the month. At cafés and restaurants, clients order and pay from the menu at the venue.

Trips operate on the first, third and fourth Wednesdays of the month. The trip on the fourth Wednesday of the month is shorter and is suitable for clients with mobility difficulties or who may be unable to spend longer periods of time on the bus.

Please note that clients on the Commonwealth Home Support Program have priority on our Outing Bus.

June 5 th 2024	Lunch at Waterside Café, Bobbin Head National Park.
June 19 th 2024	Lunch at Audley Dance Hall, Royal National Park Sutherland Shire.
June 26 th 2024	SHORT TRIP – Lunch at Randwick Golf Club.
July 3 rd 2024	Iris Lodge Alpaca Farm & morning tea, meet and greet with the Alpacas \$37.50pp, picnic lunch provided for \$7.70pp
July 17 th 2024 	Christmas in July at The Fiddler Hotel Welcome drink, 2 course lunch with tea/coffee and a Show. \$60pp.
July 24 th 2024	SHORT TRIP - My Little Cupcake "Mini High Tea" finger sandwiches, mini quiches, scones cream & jam, tea and coffee. \$28pp
August 7 th 2024	Light rail ride from Circular Quay to Souths Juniors Leagues Club.
August 21 st 2024	Ferry from Circular Quay to Watsons Bay Hotel for lunch.
August 28 th 2024	SHORT TRIP - Scenic coastal drive and lunch at Harbord Hotel.

Please call Jackie on 9777 7826 for further information about Social Outings

SOCIAL ACTIVITIES GROUP



Wednesday Social Activities Group (WSAG)

We have been doing a lot of fulfilled activities this quarter, including **arts and crafts, nature painting, paper toys, playing board games, bingo** & lots more.

We have also been making artwork as a group where clients create individual pieces and collectively put it together to display during special events. The 'Green Paper Clover Wreath' in the photo below made individually by clients and used as part of decoration during "St. Patricks Day" celebrations. Clients have loved spending their time creatively making a succulent terrarium, paper cups, tissue paper roses & much more.



Sample Timetable for June 2024. Subject to change; morning tea and lunch provided every week

5 June	Seated Yoga	Nature collage craft	Shuffle board
12 June	Gentle Exercise	King's crown craft	Bingo
19 June	Gentle Stretches	Egg tray penguin craft	Bingo
26 June	Seated Yoga	DIY name tags making craft	Shuffle board

Our Wednesday Social Activities Group (WSAG) meets every week on Wednesday 10am - 3pm for social activities and friendship. WSAG is open to people who are over 65 from all backgrounds (over 50 for Aboriginal and Torres Strait Islanders) and who are registered, or willing to register, with My Aged Care: 1800 200 422 or www.myagedcare.gov.au. For more information about how to join this program, please call 9777 7526, or email gauri.borkar@willoughby.nsw.gov.au

SOCIAL CIRCLE



Social Circle (including Monthly High Tea at the Dougherty Centre)

Social Circle is a weekly get-together on Thursday afternoons from 1.00 pm to 3.00 pm at the Dougherty Community Centre. Light refreshments will be served on all dates except the High Tea events where, of course, high tea will be served. Payments for High Tea to be paid on the day, by card only. All other events are free of charge. No bookings required for movies or documentaries.

- June 6** **High Tea (\$17)** - enjoy delicious devonshire tea, cakes, finger sandwiches, fresh fruit, orange juice, tea and coffee, prepared by our chef Jason. A short movie will also be screened. **Booking required call 9777 7824**
- June 13** **Movie Classic The Young Victoria (2009) – Starring Emily Blunt**
- June 20** **Documentary Wild Babies (2022) – Narrated by Helena Bonham Carter**
- June 27** **Movie News of the World (2020) – Starring Tom Hanks**
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- July 4** **High Tea (\$17)** - enjoy delicious devonshire tea, cakes, finger sandwiches, fresh fruit, orange juice, tea and coffee, prepared by our chef Jason. A short movie will also be screened. **Booking required call 9777 7824**
- July 11** **Movie Nyad (2023) – Starring Jodie Foster & Annette Bening**
- July 18** **Movie The Secret Life of Pets 2 (2019) – Voiced by Harrison Ford & Kevin Hart**
- July 25** **Movie Classic How Do You Know (2010) – Starring Reese Witherspoon**
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- August 1** **High Tea (\$17)** - enjoy delicious devonshire tea, cakes, finger sandwiches, fresh fruit, orange juice, tea and coffee, prepared by our chef Jason. A short movie will also be screened. **Booking required call 9777 7824**
- August 8** **Documentary Penguin Town (2021) - Narrated by Patton Oswalt**
- August 15** **Movie The Perfect Pairing (2022) – Starring Nazeen Contractor**
- August 22** **Movie My Old Lady (2014) - Starring Maggie Smith & Kevin Kline**
- August 29** **Movie Here Today (2021) – Starring Tom Hanks**

SOCIAL LUNCH CLUB



Social Lunch Club

Staying socially active and regularly connected with friends is important for keeping healthy and happy, so why not come along to our Social Lunches?

Social Lunches are held on the second and fourth Wednesdays of the month at the Dougherty Community Centre. The lunch on the second Wednesday has a more traditional menu, and is often themed to celebrate cultural events. The Social Lunch on the fourth Wednesday of the month has a multicultural focus, with an Asian themed menu.

Lunches are \$17.50 payable by card on the day, and include two courses, tea / coffee & small glass of wine. Cash is not accepted for payment.

There is limited transport available for residents in the Willoughby local government area to the social lunch on the second Wednesday of the month if required.

Bookings are essential. Please call Minmin Zhu 9777 7830 to book the traditional themed social lunch, and call Rufina Lee 9777 7847 to book your place at the Asian inspired Social Lunch.

Upcoming Social Lunch Dates

12 June 2024 – King's Birthday Lunch

26 June 2024 – Chinese inspired menu

10 July 2024 – Christmas in July Lunch

14 August 2024 – Winter Warmer Lunch

28 August 2024 – Thai inspired menu

Christmas In July Menu

Sliced Leg Ham and Turkey Breast
Roasted pumpkin, potato & carrots
Steamed broccoli, beans and peas

House made trifle, baby Xmas meringue with
mixed berries

Glass of mulled wine

\$22

Please call 9777 7830 to book



MEALS ON WHEELS



Meals on Wheels

We offer a range of hot, frozen or chilled main meals, desserts and sandwiches all delivered to your door by our team of friendly volunteers.

All main meals are made locally using fresh ingredients without preservatives, and provide excellent value for money. Main meals are \$8.20 for Commonwealth Home Support Clients.

We are also offering hearty winter soups, which are a nutritious and warming alternative for winter. Soups are made by the Blend Café Food Services Team and are delivered to you frozen, ready for you to thaw and heat at your convenience.

Our Meals on Wheels menu changes regularly – please call 9777 7830 if you would like to try one of our meals or if you would like further information.

Winter Warmer Soups

Enjoy delicious soups from the Blend Cafe

At Home with Willoughby Meals on Wheels offers a range of hearty winter soups which are delicious, nutritious and warming!

Soups are frozen, ready to eat whenever you would like and delivered to your door by our friendly volunteers.

Two sizes available - 700g (\$9), and 390g (\$5.50).

Choose from

- Chicken and Vegetable
- Pumpkin
- Cauliflower
- Pea and Ham
- Roast Tomato



To order, please call 9777 7830 or email

MOW@willoughby.nsw.gov.au

Available from 6 May 2024 and throughout winter

More than just a meal!

Meals on Wheels isn't just about receiving delicious meals to your door. They are delivered by friendly volunteers who are happy to chat whilst they deliver your meal. Many Meals on Wheels clients get to know the regular volunteers well, and the volunteers are looking forward to meeting you!

Winter Warmer Soups

To place an order for soups, please call 9777 7830 or email

MOW@willoughby.nsw.gov.au.

Soups are \$9 for a large (700g) or \$5.50 for a small (390g) soup.

DEMENTIA AWARENESS & SUPPORT



Are you supporting someone with dementia?

There is plenty of support available for if you are supporting someone with dementia.

Dementia Support Australia provide 24 hour support to carers on 1800 699 799. This phone line is available 7 days a week (including public holidays), and specialist consultants can provide support to you in navigating the impact of behaviour changes caused by dementia.

Further information can be found at www.dementia.com.au

Carer Gateway is an Australian Government program providing free services and support for carers. Carer Gateway can help all carers, whether you are caring for someone with dementia, someone with a disability, a mental illness or someone who is frail due to age.

They can help with counselling and coaching for carers, skills courses, or assisting with access to emergency respite care if you become ill or injured and are unable to provide care.



Behaviour Changes with Dementia

Changes in behaviour caused by dementia can be distressing for both the person with dementia and their friends or family. Some excellent resources have been developed by **Dementia Support Australia** offering information around changes in behaviour, including how to recognise and support a person with changed behaviour.

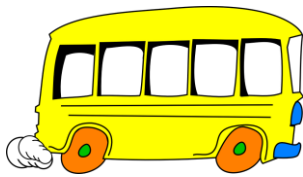
Dementia Support Australia address subjects such as agitation, aggression, anxiety, apathy, disinhibition, hallucinations, distress around personal care, sleep changes, wanting to leave, and walking or pacing.

Resources can be found at www.dementia.com.au, or you can call At Home with Willoughby staff on 9777 7831 if you are having difficulty accessing the internet.

SHOPPING SERVICES



All Aboard! The Tuesday Shopping Bus



The SHOPPING BUS will pick you up from your home and drop you off at the Spring Street entrance of Westfield Shopping Centre at 12 noon. You will have approximately 2 hours for shopping before the bus returns at 2pm to take you home. Cost \$8.30 for the return trip or \$5.70 one-way.

If you require additional assistance with shopping, please contact the At Home With Willoughby Team on 9777 7824.

Companion Shopping

Individually assisted Companion Shopping services can be arranged for residents living in the Willoughby area who have low vision or a mobility issue that prevents them from using public transport or the shopping bus. This service can be utilised fortnightly, monthly or on an ad-hoc basis. Cost is \$21.00 for a 2 hour service.

Home Delivered Groceries

At Home with Willoughby can organise a home delivery of groceries through Coles or Woolworths Online Shopping. You will need to have a debit or credit card.

Our friendly volunteers will contact you by phone on Mondays and take your order. It will be processed through the internet and Coles or Woolworths will deliver your groceries to your door later in the week, generally on a Thursday. There is no cost from At Home with Willoughby for this service but Coles and Woolworths do charge a delivery fee dependant on the timeframe you choose for delivery.

For further information on any of the above shopping services, please phone the office on 9777 7824.

COMPANION SERVICES



Out and About

The **At Home with Willoughby Out and About** is a service to help you get out and about!

Do you need a lift to the hospital, doctor, health professional or to visit the shops?

Bookings available Tuesday to Friday 10.00am - 2.30pm within the Willoughby area

Cost: \$7.25 each way

My Aged Care eligibility required.

For help with My Aged Care call **Debi on 9777 7824**

For bookings call **Karyn on 9777 7802** Monday - Friday.

Companion in the Community

At Home with Willoughby arranges a home visiting service for residents living in the Willoughby local government area. The service introduces you to a friendly volunteer who will visit you once a fortnight. Our volunteers are outgoing, friendly people who enjoy a chat over a cup of tea, play a game of cards or perhaps read articles from magazines. Visits take place between Monday and Friday for approximately one hour. There is no cost for this service. For further enquiries please call **9777 7824**.

Volunteering with At Home with Willoughby

Volunteers are the life blood of the At Home with Willoughby services. Without volunteers, we would not be able to reach as many residents. Volunteering is beneficial for you and for the community. By giving back to your community, you can develop and experience:

- Feelings of fulfilment
- New friendships
- New memories
- New skills
- Mental stimulation
- Feelings of happiness

If you, or someone you know, are interested in volunteering, please call 9777 7826 for further information.

LINEN SERVICE



At Home with Willoughby Linen Service

The Linen Service provides freshly laundered sheets, pillowcases and towels to eligible clients living in the Willoughby local government area.

A team of caring volunteers visits your home each fortnight on a Tuesday morning to deliver the fresh linen and towels and to remake your bed. Used linen is collected and sent out to a commercial laundry for cleaning.

The cost of the service is \$14 per bed. Clients receive an invoice at the end of each month and direct debit can be set up for ease of payment.

For further information please contact Linda on 9777 7828.



At Home with Willoughby services and programs require a My Aged Care Referral Code. If you have not been assessed by My Aged Care you should call and ask for an assessment for service. Phone **1800 200 422**. If you are unsure or need assistance when calling My Aged Care, you can call our office on 9777 7824 and we are happy to support you with this process.

My Aged Care is the central hub for accessing all aged services. It is important that you call and get your Aged Care number early and before you are in need of help at home.

You may be able to access services that will support you to be able to remain living at home independently and with confidence for as long as you wish.

LOCAL NEWS AND EVENTS



Calling Emergency Services using a Text Telephone Device

If you are hard of hearing or have difficulties with speech, then you can use a Text Telephone (TTY) to dial 106 to access a text-based emergency call service, which is provided as part of the National Relay Service.

When you call 106, the operator will connect you with the emergency services that you require.

Most smart phones have a TTY setting. You cannot access 106 by SMS / text message.

Vintage Fitness, Dougherty Community Centre

Vintage Fitness are running weekly classes at the Dougherty Community Centre. They specialise in fitness classes for over 55s, where you can build your fitness, reduce your risk of falling, and build social connections at the same time.

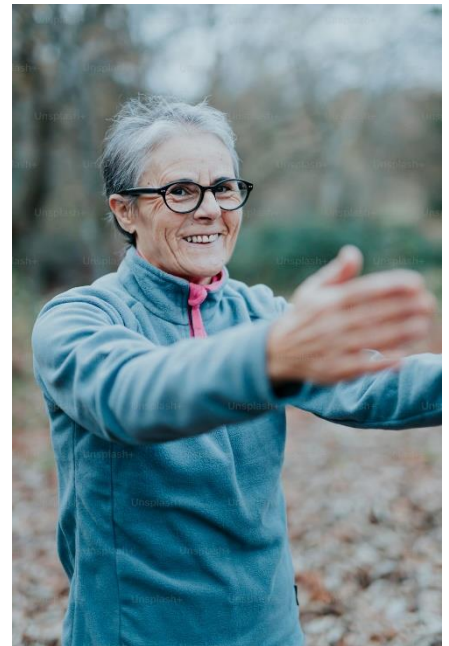
Functional Strength Classes – Monday & Friday 10am – 10:45am.

This class focuses on building strength, improving balance, increasing mobility, and benefits your mental wellbeing. This class is recommended for people who have some experience with exercise and a low falls risk.

Gentle Exercise Classes – Monday & Friday 11am - 11:45am.

This class is for those beginning their exercise journey and focuses on improving strength and balance.

Contact Vintage Fitness on 0403 822 512 or visit www.vintagefitnessandhealth.com for more information. Please consult a doctor prior to commencing any exercise program.



Blend Café Art Exhibitions:

16 May -27 June - Magic Moments in Unpredictable Times

July 2024 – Georgine Evans (Winner of 2023 Connect, Collaborate, Celebrate Competition)

CLIENT FEEDBACK



YOUR SUGGESTIONS AND FEEDBACK ARE IMPORTANT TO US.

You are important to us; we would like to tailor our services to meet your needs. Please take this opportunity to provide us with suggestions and feedback and return it to the At Home with Willoughby Coordinator. Feedback forms may also be posted to: Dougherty Community Centre, 7 Victor Street Chatswood, 2067

Name (optional):

Date:

Feedback:

How would you rate your overall satisfaction with the services you receive?

Lowest

1 2 3 4 5 6 7 8 9 10

Highest

(Please circle)

The information in this newsletter is for the clients of "At Home with Willoughby" as part of The Commonwealth Home Support Program in conjunction with Willoughby City Council. If you are not currently a client and would like to join any of our activities or programs, please phone: At Home with Willoughby on 9777 7824 or 9777 7830.