

at home with
WILLOUGHBY



CLIENT NEWSLETTER

WELCOME TO THE 2023 SUMMER EDITION

Christmas Closure Dates

As previous years, At Home with Willoughby will be closed over the Christmas and New Year period. We will be **closed** from **22 December 2023** and will reopen on **8 January 2024**. Please ensure that any requests for changes to service delivery are received by us by close of business on 21 December.

Please see below for our final services of the year for each service:

Meals on Wheels - Last service: 22 December. Resumes **TUESDAY** 9 January. Additional meals will be provided to clients to assist them through this shutdown period.

Linen Service – Last service: 12 December (Week A) and 19 December (Week B). Resumes 9 January (Week A) and 16 January (Week B). Additional linen will be provided to clients to assist them through this shutdown period.

Wednesday Social Activity Group – Last group: 13 December. Resumes 17 January.

Outing Bus – Last regular outing is 6 December, but we have a special Christmas Lights outing on 12 December. Resumes 17 January.

Internet Shopping – Last service: 18 December. Resumes 8 January. Additional service provided on Thursday 28 December by request ONLY. Call 9777 7824 by 19 December if you require a shopping service on 28 December.

Companion Shopping – Last service: 21 December. Resumes 8 January.

Shopping Bus – Last service: 19 December. Resumes 9 January.

Senior Citz – Last group: 12 December. Resumes 16 January.

Social Lunches – Last lunch: 13 December (Christmas Lunch). Resumes 14 February.

Out & About – Last service: 22 December. Resumes 9 January.

Social Circle – Last group: 7 December. Resumes 18 January.

The At Home with Willoughby Team would like to wish you all a very happy Christmas and New Year

SOCIAL BUS OUTINGS



Join us for an outing around Sydney

At Home with Willoughby's Social Outing Bus Program aims to provide the community with a range of varied and interesting experiences as well as opportunities for social engagement. Come along and meet new friends, travel to interesting locations around Greater Sydney, and enjoy lunch within 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.

December 6 th 2023	Christmas Party at Mosman Rowers Club - \$60pp. 
Tuesday December 12 th 2023	Night time outing! 6pm – 10pm Supper at Forestway Shops & Christmas Lights Tour in Davidson.
January 17 th 2024	Woolwich Pier Hotel
January 24 th 2024	SHORT TRIP - Berkelo Café Terrey Hills and a scenic drive around McCarrs Creek.
February 7 th 2024	Lunch at Saddles "Bakehouse" Mount White – beautiful outdoor seating area next to the lake, bring a hat!
February 21 st 2024	St Georges Motor Boat Club & scenic drive.
February 28 th 2024	SHORT TRIP - Clifton Gardens Picnic. Picnic provided cost TBA.
March 6 th 2024	Ferry around Pittwater and lunch at Club Palm Beach - \$30pp.
March 20 th 2024	Sydney Tramway Museum \$15pp + Lunch at GyMEA Club NB: Meeting at Dougherty Centre at 9am. We will drop you home.
March 27 th 2024	SHORT TRIP – The Bavarian Manly Wharf.

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 **fun-filled activities** this quarter, including **arts and crafts, nature painting, 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 **monster bats** in the photo below were all made individually by clients and used as part of decoration during Halloween celebration. Clients loved spending their time creatively making paper Halloween bats, paper lanterns, paper poppy flowers & much more.



Sample Timetable for December 2023 - January 2024. Subject to change; morning tea and lunch provided every week

6th December	Seated Yoga	Christmas Ornament making	Bingo	
13th December	Gentle Exercise	Christmas card making	Dice Games	
17th January	Seated Yoga	Mandala Colouring	Board games	
24th January	Gentle Exercise	Abstract Painting	Bingo	
31st January	Chair Exercise	Origami Art	Board Games	

Our Wednesday Social Activities Group 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. For more information about how to join this program, please call 9777 7526, or email gauri.borkar@willoughby.nsw.gov.au. \$27 per day for Commonwealth Home Support Program clients.

SOCIAL CIRCLE



Social Circle is a weekly get-together on Thursday afternoons from 1.00 pm to 3.00 pm at the Dougherty Community Centre. Our friendly group enjoys newly released movies, old favourites and documentaries. We will also host a once a month High Tea, followed by a short movie and from time to time we will invite a guest speaker, followed by question time. Other get-togethers will include creating arts and crafts and an “Ask Google” Session. **Light refreshments will be served on all dates except the High Tea events, where of course, high tea will be served.**

Program December 2023 – February 2024

December 7 **Movie: *The Knight Before Christmas* (2019)** - starring Vanessa Hudgens. **No booking required**

January 11 **High Tea (\$17)** - enjoy a delicious Devonshire tea, with cakes, finger sandwiches fruit, tea and coffee prepared by our chef, Jason. A short movie will also be screened. **Booking required call 9777 7824**

January 18 **Movie: *Ride Like a Girl* (2019)** – starring Sam Neill. **No booking required**

January 25 **“Ask Google”** – come prepared with questions for Google! We’ll be asking Google any questions you may have, or simply to improve your knowledges on a particular subject. The question/answer will be displayed on our large screen to encourage group participation. **No booking required**

February 1 **Arts and Crafts (\$5)** – use your creativity or perhaps try something new. All equipment will be provided. **Booking required call 9777 7824**

February 8 **Movie: *The Remains of the Day* (1993)** - starring Anthony Hopkins and Emma Thompson. **No booking required**

February 15 **High Tea (\$17)** - enjoy a delicious Devonshire tea, with cakes, finger sandwiches fruit, tea and coffee prepared by our chef, Jason. A short movie will also be screened. **Booking required call 9777 7824**

February 22 **Movie: *Red Joan* (2018)** - starring Judi Dench. **No booking required**

February 29 **Arts and Crafts (\$5)** – use your creativity or perhaps try something new. All equipment will be provided. **Booking required call 9777 7824**

For further information about this group, please call Ita Flynn or Debi Rose on 9777 7824.

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 Lunch Club?

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 inspired 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 traditional social lunch on the second Wednesday of the month if required.

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



**At Home with Willoughby
Christmas Social Lunch**

13 December 2023, 12:30PM

Glazed Ham and Turkey Breast with Rosemary
and Red Wine Jus, Pumpkin, Sweet Potatoes
and Seasonal Vegetables.
Christmas Pudding with Brandy Custard

*The meals are freshly cooked in-house
by our talented chef, Jason Sherwill
Booking is ESSENTIAL
Please call 9777 7830 to book. Limited
transport is available. \$20 per person.
We no longer accept cash – please pay
by card on arrival.
Dougherty Community Centre, 7 Victor
Street, Chatswood 2067*

Social Lunch Dates Summer 2024

14 February 2024 - Valentines Day
Themed

28 February 2024 – Asian Inspired menu

13 March 2023 – St Patrick's Day themed

27 March 2023 – Asian Inspired Menu



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 CHSP clients.

All meals meet the Meals on Wheels National Meal Guidelines, so you know you will be receiving healthy meals that meet your nutritional needs. Meals are balanced to ensure adequate protein, fibre and energy to empower you to continue to live independently and maintain (or improve!) your quality of life.

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.

New Salad Options!

We are excited to announce the launch of our new mixed salad boxes.

Clients are able to choose from up to three salads to have in a mixed salad box. All salads are freshly made by the Blend Café team at the Dougherty Community Centre.

We are also continuing with our traditional Ploughman's salad box.

Please call 9777 7830 or email mow@willoughby.nsw.gov.au to place an order.

Meals on Wheels
Fresh Summer Salads

ENJOY A MIXED SALAD BOX OR A
PLOUGHMAN'S SALAD FOR ONLY \$10.25

MIXED SALAD BOX

Choose from up to three of the below salads for your Mixed Salad Box:

- Pasta Salad
- Potato Salad
- Roast Vegetables
- Beetroot, Feta & Cous Cous
- Greek Salad with Pitted Kalamata Olives
- Green Salad

PLOUGHMAN'S SALAD BOX

Cheese, ham, egg, tomatoes, cucumber, celery, green leaves salad dressing and a bread roll

Salads are freshly made by the talented team at the Blend Cafe in the Dougherty Community Centre.

Available five days a week. Call 9777 7830 or email MOW@willoughby.nsw.gov.au to place your order.



DEMENTIA AWARENESS & SUPPORT



Warning Signs of Dementia

The below are taken from Dementia Australia. If you are concerned that you or someone you know have some of the below symptoms then it is important to talk to your doctor as soon as you can – they can discuss treatments and strategies that may assist you.

- Recent memory loss that affects job skills – forgetting things more often and not remembering them later.
- Difficulty performing familiar tasks – eg preparing a meal, but forgetting to serve it.
- Problems with language – forgetting simple words or substituting inappropriate words.
- Disorientation of time and place – becoming lost in a once familiar environment.
- Poor or decreased judgement – possibly becoming a risk to yourself or others when performing complex tasks like driving.
- Problems with abstract thinking.
- Misplacing things - repeatedly putting things in inappropriate places.
- Changes in mood or behaviour – rapid mood swings for no apparent reason.
- Significant changes in personality.
- Loss of initiative and motivation – it is normal to tire of household chores and social obligations but a person with dementia may become very passive and require prompting to become involved.

The National Dementia Helpline is a good place to start if you have questions or are seeking further information about dementia, either before or after a dementia diagnosis.

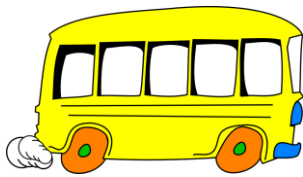
National Dementia Helpline
1800 100 500



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 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. You can choose whether you prefer to receive groceries from Coles or Woolworths.

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? Do you have family or friends in the Willoughby area you want to visit?

Bookings available Tuesday to Friday 10.00am - 2.30pm within the Willoughby Local Government 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 before 2.00pm.

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



Save the Date: Seniors Festival 2024!

Seniors Festival will run 1 – 28 March 2024! We are planning another fantastic celebration with lots of fun events, opportunities to meet new friends and catch up with old ones, information talks, new hobbies and days out!

Save the Date – the annual Seniors Concert will be on Tuesday 19 March at the Zenith Theatre in Chatswood. Information about ticket sales will be released next year, but mark the date in your diary!

Seniors Rights Service

The Seniors Rights Service provides free legal advice, advocacy and information to seniors around issues relating to aged care. They offer advice on legal issues, and their advocates are able to listen to your concerns, assist you to lodge complaints with aged care providers, and help you to understand your rights and responsibilities whilst receiving aged care services.

You do not need to be currently receiving aged care services to contact the Seniors Rights Service. To be eligible you must be 65 or over, or 50 or over for Aboriginal and Torres Strait Islanders.

Seniors Rights Service can be contacted on 02 9281 3600 or 1800 424 079 or at info@SeniorsRightsService.org.au. Their website is www.SeniorsRightsService.org.au.

Dangers of Heat Stroke

The summer of 2024 is forecast to be exceptionally hot, and it is important to adequately prepare to avoid heat stroke or heat exhaustion. Older people are less able to regulate their body temperature, and so are especially vulnerable to high temperatures causing heat related illnesses. Heat stroke or heat exhaustion can be deadly and cause organ failure.

Please discuss a heat plan with your doctor, especially if you normally have restricted fluids. Ensure you avoid sugary, alcoholic or caffeinated drinks, wear loose clothing, shade your home and use air conditioning. The Dougherty Community Centre is air conditioned and open to all seeking a cool space.

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.