

at home with
WILLOUGHBY



CLIENT NEWSLETTER

WELCOME TO THE 2023 SPRING EDITION

Beat the Heat

An El Nino event is looking likely, which means that we can expect a very hot spring and summer. It is important that you plan and prepare for extreme heat events.

- Avoid the sun and try to be indoors during the hottest part of the day. Shade your windows to keep heat out.
- Wear loose fitting clothing.
- Drink plenty of water - speak to your doctor about how much water you should be drinking in hot weather, especially if they normally limit your fluids. Avoid hot, alcoholic or sugary drinks as they can make dehydration worse.
- Use air conditioning at home or visit public places with air conditioning (the Dougherty Centre and Chatswood Library are both available for this).
- Speak to your doctor and follow their advice about medication and any pre-existing medical conditions in a heatwave.
- Have a plan of who to call if you need help.
- Prepare an emergency kit in case of power failure (radio, torch, water etc).
- Keep cool packs or spray bottles of water in your fridge to help you cool down.

At Home with Willoughby offer a home-delivery shopping service which you can use to avoid going out to the shops in hot weather. We also offer an 'Out & About' car service which can collect you from home and take you to locations within the Willoughby area. This means you won't need to walk and wait at a bus stop in the heat. Please call **9777 7824** for more information.



SOCIAL BUS OUTINGS



Join us for an outing around Sydney

At Home with Willoughby's Social Outing Program aims to provide the community with a range of varied and interesting experiences as well as opportunities for social engagement and education. 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.

September 6 th 2023	The Boathouse Balmoral Beach
September 20 th 2023	SHORT TRIP – Collaroy Beach Club and walk along beach promenade
September 27 th 2023 	Tulip Time – Bowral – lunch at Mittagong RSL
October 4 th 2023	Ferry from Circular Quay to Cockatoo Island with lunch at Cockatoo Overboard Café
October 18 th 2023	Cronulla RSL Watergrill Restaurant and scenic beach drive
October 25 th 2023	SHORT TRIP - The Fiddler Hotel, Rouse Hill
November 1st 2023	Ferry ride around Scotland Island & lunch at Pasadena's on Pittwater
November 15 th 2023	Lunch Aqua Dining at Dee Why RSL with scenic beach drive
November 22 nd 2023	SHORT TRIP - High Tea at My Little Cupcake
December 6 th 2023	Christmas Party at Mosman Rowers Club - \$59pp

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

SOCIAL ACTIVITIES GROUP



Wednesday Social Activities Group (WSAG)

Come & Join us this quarter to

- Meet new people & spend time socialising.
- Enjoy the company of others over a morning tea & lunch.
- Participate in a range of activities like exercise, bingo, theme based arts & crafts, trivia, singalong & many more.



Sample Timetable for August 2023. Subject to change; morning tea and lunch provided every week

2 August	Seated Yoga	Flower Painting	Bingo
9 August	Gentle Exercise	World Indigenous Day Craft	Dice Games
16 August	Gentle Stretches	Origami Paper Fish Craft	Board Games
23 August	Chair Yoga	Popsicle Stick Girl Craft	Bingo
30 August	Seated Yoga	Paper Banana Craft	Dice 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: 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. \$27 per day for Commonwealth Home Support Program clients.

SOCIAL CIRCLE



Social Circle

Join in with us...

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, documentaries and travel adventures. This is a great social event where you can make new friends and have a chat over a cuppa. Please note **our special event on October 3rd**.

Program September - November 2023

If there is something in particular you would like to see then let Ita know and we will see if we can screen it for you.

- 7 Sept** *Julie & Julia* – starring Meryl Streep released 2009
- 14 Sept** *Puss in Boots: Last Wish* – voiced by Antonio Banderas & Salma Hayek rel. 2022
- 21 Sept** *Seven Pounds* – starring Will Smith released 2008
- 28 Sept** *Sherpa* Australian Documentary tells the story of Himalyan guides released 2014
- 5 Oct** ***SPECIAL EVENT*** *instead of a movie today we will be serving a high team. Join us for delicious home made goodies from our Blend Cafe and some great company. A small cost will be incurred. Details at a later date. Call 9777 7824 to register your interest for this event.*
- 12 Oct** *Elvis* – A Baz Luhtmann movie starring Austin Butler & Tom Hanks released 2022
- 19 Oct** *Our Planet: Behind the Scenes* David Attenborough documentary released 2019
- 26 Oct** *The Client* – starring Susan Sarandon & Tommy Lee Jones released 1994
- 2 Nov** *The Curious Case of Benjamin Button* – starring Brad Pitt released 2008 (running time 2hrs, 47 mins).
- 9 Nov** *The Truman Show* – starring Jim Carey released 1998
- 16 Nov** *Marley & Me* - starring Owen Wilson & Jennifer Aniston released 2008
- 23 Nov** *Paddington 2* – starring Hugh Grant & Hugh Bonneville released 2017
- 30 Nov** *The Trapped 13: How we survived a Thai Cave* released 2022

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 the Social Lunch on the fourth Wednesday of the month has a multicultural focus,.

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 LGA 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 9777 7847 to book your place at the multicultural Social Lunch.

Upcoming Social Lunch Dates

13 September 2023 – Springtime Chicken Parmigiana, Garden Salad, and Waffle Fries followed by Sticky Chocolate Brownie, Hot Chocolate Sauce and Ice Cream. **Enjoy a special performance by the Beating Time Choir.**

27 September – Thai Cuisine Thai Green Curry, Sticky Rice and Asian Vegetables followed by Pineapple Caramel and Ice Cream

11 October – Halloween Themed Halloween Beef Pies, Spinach Mash, Peas and Red Wine Jus, followed by Chocolate Fondant and Custard

25 October – Mongolian Cuisine Mongolian Beef and Stir Fried Greens on Hokkien Noodles followed by Lemon Mango Custard and Mango Bites

8 November – Remembrance Day Chicken Schnitzel and Chips, Mushroom Sauce, Broccoli followed by Bread and Butter Pudding with Ice Cream

Christmas Social Lunch – 13 December

Save the date for our Christmas Social Lunch! Enjoy a traditional Christmas lunch, good company and Christmas songs! Booking is **essential**. Please call 9777 7830 to book. There is limited transport available to and from the lunch if you live within the Willoughby area.



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 Program 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.

Meals on Wheels National Meal Guidelines

All meals delivered as part of the Meals on Wheels program must meet the Meals on Wheels National Meal Guidelines.

This means that you can be sure that the meals delivered to you contain adequate protein, fibre and carbohydrates to help prevent malnutrition. The meals are varied to ensure that you receive a range of food groups across the week.

If you have any questions about the National Meal Guidelines or want to know more about the nutritional content of your meals, please call the Meals on Wheels office on 9777 7830.

Allergies

Please ensure you advise the Meals on Wheels team of any food allergies that you have. You can contact the office on 9777 7830.



DEMENTIA AWARENESS & SUPPORT



Dementia Australia Events

Dementia Australia is running a series of events for people with dementia, or for those caring for someone with dementia. The full calendar of events can be accessed online at www.dementia.org.au/events or you can call 1800 100 500. Some local events include:

Exploring Respite, online 5 September 2023, 1pm – 3:30pm: Information about types of respite, accessing services as well as planning and preparing for respite.

Grief, Loss & Dementia, online 8 September 2023, 10am – 12:30pm: Overview of the grief, loss and emotional impact of the changes caused by dementia.

Communication and Dementia, online 12 September 2023, 10am – 11:30am: Information about dementia, the way we communicate and how changes in communication can occur as a result of dementia.

Grief, Loss & Dementia, North Ryde 30 October 2023, 10am – 12:30pm: Overview of the grief, loss and emotional impact of the changes caused by dementia.

Dementia and Your Caring Role, North Ryde 1 November 2023, 10am – 2pm: This program provides an understanding of dementia and how to care for someone living with dementia.

Register online at www.dementia.org.au/events or call 1800 100 500.

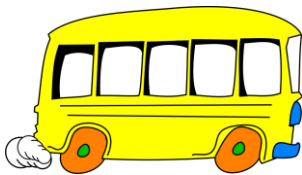


**National Dementia Helpline 1800
100 500**

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



Home Library Service

The Home Library Service is free and available to Willoughby LGA residents who are unable to visit our libraries in-person, including older people and their carers.

Library staff can deliver items to your home, or assist in accessing our Digital Library.

We also have a large range of Library items available in traditional Chinese, simplified Chinese, Japanese and Korean.

To find out more, call the Home Library Service team on 02 9777 7900 or email library@willoughby.nsw.gov.au



WILLOUGHBY CITY
LIBRARY



AHWW Client Survey

Thank you for your feedback about AHWW services in our recent client survey. We do appreciate your input and use your responses to make changes to our services to better meet your needs and preferences.

We welcome all feedback throughout the year, so please feel free to reach out to us using the form overleaf, or you can contact AHWW via phone on 9777 7824, email at AHWW@willoughby.nsw.gov.au or by sending a letter to AHWW, Dougherty Community centre, 7 Victor Street, Chatswood 2067.

Dougherty Centre Art Exhibitions

Spring Blossoms of Cultural Creativity – 8 September – 4 October

An engaging and collaborative art exhibition presented by the MOSAIC Korean Calligraphy Class and Still-life Drawing Class.

Celebrating the beauty of Korean calligraphy and the captivating allure of still-life drawing.



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
(Please circle)

1 2 3 4 5 6 7 8 9 10

Highest

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.