

at home with
WILLOUGHBY



CLIENT NEWSLETTER

WELCOME TO THE 2024 SPRING EDITION

My Aged Care – Accessing Aged Care Services

My Aged Care is the 'one stop shop' for everything related to aged care.

My Aged Care can assist you in finding local aged care services, in determining eligibility for different services, and can provide advice around the types of services available to support you. They can also provide information around the payment structure of Home Care Packages.

You can reach My Aged Care on 1800 200 422, or by visiting www.myagedcare.gov.au.

At Home With Willoughby Survey

Thank you for your feedback about At Home With Willoughby services in our recent client survey. We do appreciate your input and use your responses to make changes to our services so that we can better meet your needs and preferences.

We welcome feedback throughout the year, so please feel free to reach out to us using the form at the end of this newsletter, or you can contact us via phone on 9777 7824, email AHWW@willoughby.nsw.gov.au or by sending a letter to *At Home With Willoughby, Dougherty Community Centre, 7 Victor Street, Chatswood 2067.*



Useful Contact Numbers

At Home with Willoughby 9777 7824

National Dementia Helpline 1800 100 500

Griefline 1300 845 745

Australian Centre for Grief and Bereavement 1800 642 066

Men's Helpline 1300 78 99 78

Elder Abuse Helpline 1800 353 374



SOCIAL BUS OUTINGS



Join us for an outing around Sydney

At Home with Willoughby's Social Outing Program aims to provide the community with 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 \$19.50, 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 4 th 2024	Ferry ride around Scotland Island and lunch at Waterfront Store Café Church Point
September 18 th 2024	Tulip Time Bowral, Mittagong RSL
September 25 th 2024	SHORT TRIP – Eden Gardens Macquarie Park
October 2 nd 2024	Ferry from Circular Quay to Manly, Ivanhoe Hotel and gelato on The Corso
October 16 th 2024	Water Vista Café - Berowra
October 23 rd 2024	SHORT TRIP – Balmoral Beach Boathouse
November 6 th 2024	Scenic drive to Stanwell Tops, lunch at Scarborough Hotel Meeting at the Dougherty Community Centre @ 9am
November 20 th 2024	Ferry from Circular Quay to Abbotsford Sailing Club
November 27 th 2024	SHORT TRIP - My Little Cupcake - High Tea
December 4 th 2024	CHRISTMAS PARTY - TBA

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 funfilled activities this quarter, including theme based arts and craft, scrap collage, paper toys, playing board games, bingo & lots more.

We have also been making craftwork as a group where everyone creates theme based individual pieces and collectively put it together to display at Social Lunch events. The Paper Crown in the picture below was made individually by clients and used as part of decoration during “King’s Birthday” Social Lunch. Clients loved spending their time creatively making birthday greeting cards, paper name tags, origami craft and the variety of activities each week.



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

4 September	Seated Yoga	Spring themed craft	Bingo
11 September	Gentle Exercise	Japanese ‘Respect for the Aged D’ themed craft	Dice Games
18 September	Gentle Stretches	International Peace Day craft	Board Games
25 September	Chair Yoga	DIY paper fan craft	Bingo

Our Wednesday Social Activities Group meets every week on Wednesday 10am - 3pm for social activities and friendship. It 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.

- September 5** 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**
- September 12** Finding your Feet (2017) – Starring Joanna Lumley.
- September 19** Documentary - Mountain Queen (2024) - The amazing story of a young Nepalese women and the summit of Mt. Everest.
- September 26** The Long Game (2023) – Starring Dennis Quaid.
- October 3** 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**
- October 10** Judy (2019) -- The Judy Garland story, starring Renee Zellweger & Jessie Buckley. A brilliant portrayal by Renee Zellweger.
- October 17** Documentary - Rising (2024) (Part 1 and 2) - Simone Biles tells her amazing story of adversity and triumph.
- October 23** The Scoop (2024) – The story of the interviewer and the bombshell Prince Andrew interview surrounding Epstein allegations, starring Gillian Anderson.
- October 31** Green Book (2018) – an inspiring true story set in the 1960's. It won the Oscar for best picture in 2018, starring Viggo Mortensen and Mahershala Ali.
- November 7** 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**
- November 14** Spencer (2021) - A fictional drama portraying Diana, set over the Christmas holidays at Sandringham in 1991, during the tumultuous days of Prince Andrew and Diana's marriage, starring Kristen Stewart.
- November 21** The Hours (2002) - Nicole Kidman, Meryl Streep and Julianne Moore.
- November 28** Whale Rider (2002) – A beautiful story of Pai, a 12 year old Maori girl, based on a 1987 novel of the same name, starring Keisha Castle-Hughes.

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 \$18.50 payable by card on the day, and include two courses, tea / coffee & a small glass of wine. Cash is not accepted for payment.

There is limited transport available for residents of the Willoughby Local Government Area to the social lunch on the second Wednesday of the month if required. Please enquire when booking.

Booking is essential. Please call Minmin Zhu on 9777 7830 to book the traditional themed social lunch, and call Rufina Lee on 9777 7847 to book your place at the Asian Inspired Lunch.

Upcoming Social Lunch Dates

11 Sept 2024 – Spring Time theme

25 Sept 2024 – Asian menu

9 Oct 2024 – Halloween theme

23 October 2024 – Asian menu

Save the Date – Christmas Celebration

This year our Christmas celebration will take place on Wednesday 11 December, 12:30pm at the Dougherty Community Centre. Come along to enjoy Christmas carols, a two course Christmas lunch, and even a visit from Santa Claus!

Wednesday 11 Sept Menu

Grilled fish papillote, Paris mash, baby spinach leaves, lemon wedge and butter caper sauce

Hot American waffles with caramel sauce and ice cream

Please call 9777 7830 to book

Wednesday 25 Sept Menu

Mild basil chilli beef stir fry, bok choy, broccolini & coriander

Doughnut with chocolate sauce

Please call 9777 7847 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. We can also provide modified meals (cut-up, minced or pureed), vegetarian and gluten free meals for those who require them.

All main meals are made using fresh ingredients, and provide excellent value for money. Main meals are \$8.65 for CHSP clients.

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. Our most popular meals include roast beef, chicken & leek pie, penne bolognese, sausages and gravy, and lamb casserole.

Soups

Our soups have been so popular this year, that we are extending their availability until Friday 4 October.

We are offering large soups (700g) which are perfect for two people to share, and small soups (350g) designed for one person to enjoy.

All soups are made in our Blend Café kitchen and are delivered to your door. Soups are frozen so you can thaw and enjoy at your convenience.

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 13 May 2024 and throughout winter

DEMENTIA AWARENESS & SUPPORT



Post-Diagnostic Support from Dementia Australia

Dementia Australia offers free support for people diagnosed with dementia to assist them in managing their diagnosis and live well.

A Dementia Australia staff member will be your single point of contact, and will work with you to assess your specific situation and provide information and support that is relevant to you.

The course is six sessions long, and this can be completed over six weeks or within 12 months. It can be done face to face, over the phone or via video conferencing online.

Support is also available to family or carers. Call the National Dementia Helpline on 1800 100 500 for more information.

Dementia Australia – Counselling

Dementia Australia offers free counselling to anyone with dementia as well as their family, friends or carers.

Everyone experience dementia differently, and counselling can help you work through any emotional reactions or practical difficulties, develop strategies to cope, and plan for the future.

Counselling is available for individuals, couples and families and can be done face to face, over the phone, or via video call.

Call the National Dementia Helpline on 1800 100 500 for more information.

Dementia Australia Education – Upcoming Events

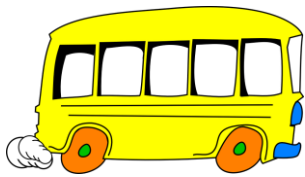
Please visit www.dementia.org.au/get-support/family-carers-education or call 1800 100 500 for more information.

- **Driving and Dementia** - 6 Sept, 9:30 – 11:30am, online
- **Activities at Home** – 10 Sept, 10:00 – 11:30am, online
- **Understanding Dementia** – 12 Sept, 6:00 – 8:00pm, online
- **Living with Dementia** – 18 Sept, 10:00am – 12:30pm, online
- **Considering Residential Care** – 19 Sept, 1 – 2:30 pm, online
- **Understanding Changes in Behaviour** – 23 Sept, 10am – 1pm, North Ryde
- **Grief, Loss and Dementia** – 24 Sept, 10 – 11:30am, online
- **Understanding Dementia** – 26 Sept, 10am – 12pm, St Leonards
- **Communication and Dementia** – 30 Sept, 10 – 11:30am, online

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 \$22.00 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 At Home With Willoughby 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 a medical appointment, to visit the shops or to catch up with friends?

We run a car service, and are happy to pick you up and take you to wherever you need to go within the Willoughby area.

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

Cost: \$7.60 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 \$15 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



Live Up – ‘Discover the Upside of Ageing’

Live Up is a free online healthy ageing guide designed to help you stay independent and socially active.

You can find local social groups, resources, product suggestions and information. Live Up offers users personal ‘Navigators’ who can help you understand your healthy ageing options and provide guidance – call 1800 951 971 or email support@liveup.org.au to speak to a navigator.

Live Up also offer hard copies of a brochure called ‘Making Choices, Finding Solutions’, which offers practical advice and products to empower you to remain living independently at home.

The Live Up website is www.liveup.org.au or they can be reached on 1800 951 971.

Live Up is funded by the Department of Health and Aged Care.



Dementia Journey – A Carer’s Guide to Dementia. Wednesday 18 September, 10:30am – 12pm, Dougherty Community Centre

Author Blanche Antonisen will be visiting the Dougherty Community Centre to discuss the book that she has co-authored with Jennifer Muir - ‘*Dementia Journey – A Carer’s Guide to Dementia*’.

This book explores the experiences of carers and importance of living in the moment, which is often neglected in other dementia literature.

Blanche Antonisen is a NSW Dementia Advocate.

Please book your place by contacting Ellen Miller on 02 9777 7801 or Ellen.Miller@willoughby.nsw.gov.au. Morning tea is included.

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.