



Whispers from The Willows NEWSLETTER

Welcome to our newsletter for July.

We hope that you enjoyed our previous newsletters.

We will continue to bring you as much news, important facts and fun things in our upcoming newsletters and continue here with our July issue.

OUR PHILOSOPHY

At The Willows, we believe that aged care is not just about meeting physical needs - it's about nurturing the whole person with warmth, dignity, and respect. We see each resident as a unique individual, with their own story, preferences, and purpose. We honour their choices, celebrate their independence, and walk alongside them with compassion, love, and encouragement. This is more than a place to live—it's a place to feel at home, stay connected, and continue living life meaningfully, on your own terms.

We treat our residents like family. Because to us, they are.

HALFWAY THROUGH THE YEAR

WELCOME

July

Reminders for Winter

Give yourself permission to **slow down**

Schedule **breaks** from the holiday
hustle and bustle

Appreciate **your limits** and delegate

Stop **comparing** yourself to
Internet strangers

Find peace and calmness **in nature**

Spend time with yourself and recharge 🌟

from our **HEADOFFICE**



Hello from the Admin Team!

Welcome to July! We have officially entered the start of the new financial year, which always brings a sense of fresh beginnings and an opportunity to reflect on our plans for the months ahead.

Welcoming Chiara, Our New Lifestyle Manager

I am absolutely delighted to welcome Chiara to our leadership team as our new Lifestyle Manager! Many of you may already know Chiara, as she brings three years of invaluable, hands-on clinical experience to this role as a Personal Care Worker and Medicator, alongside her Certificate IV in Aged Care.

Chiara's deep understanding of our residents' daily needs uniquely positions her to design lifestyle programs that bring genuine joy, meaningful connection, and cognitive engagement to everyone at The Willows. She is incredibly passionate about enriching the daily lives of our community and would be happy to meet with you to discuss any specific lifestyle needs, ideas, or preferences you or your loved ones might have. Please join me in giving her a warm welcome when you see her around the facility!

A Gentle Reminder: Resident Agreement Variations

Thank you to everyone who has already signed and returned the variations to the Resident Agreement following the recent updates. If you haven't had a chance to return yours yet, this is a gentle reminder to please review, sign, and return the documents to our administration office as soon as possible. These variations ensure our agreements remain fully aligned with the legislative changes under the Aged Care Act. If you need a fresh copy or have any questions, our team is here to help.

Winter Health & Infection Control

As we navigate the coldest stretch of winter, our focus on robust infection control remains as sharp as ever. While our resident vaccination programs are complete, viral infections are still circulating widely in the broader community.

We ask for your continued vigilance: please utilise the hand sanitising stations upon entry, and most importantly, kindly postpone your visit if you are feeling under the weather or showing any respiratory symptoms. Your cooperation is what keeps our close-knit community safe and healthy.

Thank you for your ongoing support, and please stay warm out there!

Warm Regards,
Maryann Inbari - CEO



from our LIFESTYLE DESK

Hello Residents, Families and Friends!

I am incredibly excited to be joining the team here at The Willows, and I am so looking forward to meeting each and every one of you as I settle into my new role as Lifestyle Manager.

Before we look ahead, I want to acknowledge that we fondly farewelled David in June. David was an integral part of our team over the last five years, and his warmth and dedication will be deeply missed by all of us. We wish him the absolute best in his next chapter.

Looking forward into July, we have a wonderful lineup of activities planned to keep everyone warm, connected, and engaged. A major highlight this month will be celebrating **International Day of Friendship**, where we will be hosting some special moments to honour the wonderful bonds and community spirit shared here at The Willows.

Alongside our special celebrations, we will be continuing with our favourite daily activities, including:

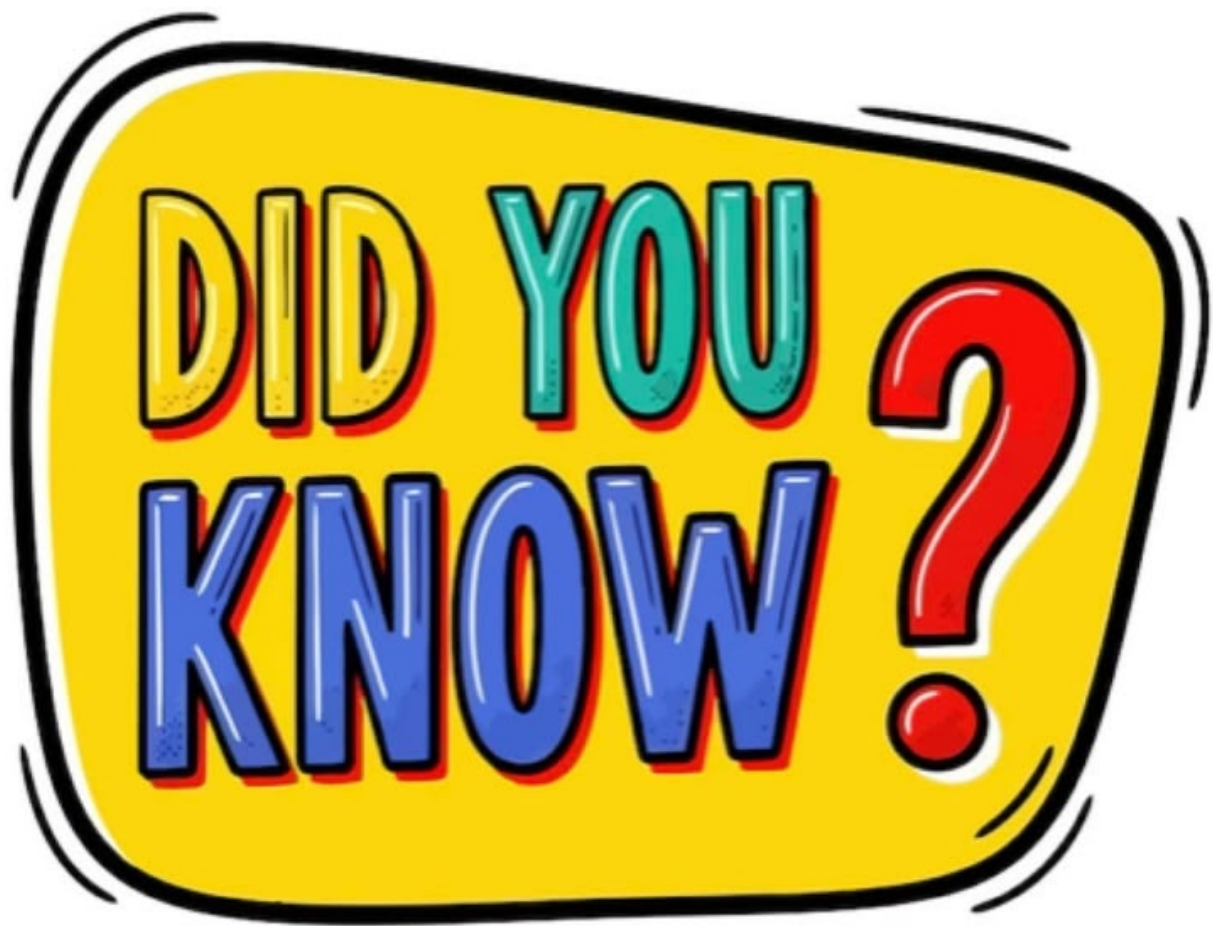
- **Bingo** (always a crowd favourite!)
- **Daily exercise sessions** to keep us moving and feeling our best
- **Bus trips** to enjoy some fresh scenery
- **Cognitive games and social gatherings**

My door is always open, so please feel free to stop by for a chat, introduce yourself, or share any ideas you have for future lifestyle programs. I can't wait to get to know you all better!

Warm Regards
Chiara - Lifestyle Manager



CHARLES 12 DUSANKA 21 MARY 23 FRED S 26 NOAL 28



that



and

**MAHJONG, CARD GAMES, PARLOR
GAMES, ART THERAPY, KARAOKE,
FLOOR GAMES, GENTLE EXERCISE,
BIRTHDAY PARTIES, HOLY
COMMUNION, NAIL PAINTING,
KNITTING, HAPPY HOUR, SINGING,
BUS TRIPS, BAKING, SANDWICH
MAKING, MUSIC, CUTTING OUT,
COLOURING IN, FLOWER
ARRANGING, BOARD GAMES,
PAINTING, BALLOON PADDLING, AIR
HOCKEY, ANIMAL CUDDLING, PIZZA
MAKING, BEADING, ANIMAL FARMING,
EATING, DOMINOES, FRUIT & VEG
GAMES, SNAKES & LADDERS,
IDENTIFY THOSE LOGOS, HOOP
THROWING, BLOCK BUILDING, CARD
GAMES, CROCHETING, EATING,
PUZZLES, ARTS & CRAFTS,
MANICURES, PUTT PUTT, 10 PIN
BOWLING, CHILLING, KFC, MACCAS &
SO MUCH MORE...**

...are some of
the favourite
things our
residents like
to do being
part of



STICK IT TO THE FLU



We kindly ask all families, friends, and visitors to check in with how they are feeling before coming to The Willows. If you are feeling even slightly unwell, have a scratchy throat, or are displaying any cold or flu symptoms, please postpone your visit until you are fully recovered. Keeping our community safe is a team effort, and we appreciate your cooperation in protecting our residents.



STICK IT TO THE FLU

Protect yourself with a **flu shot**

2026 INFLUENZA VACCINES AVAILABLE



The INFLUENZA vaccine is recommended for people aged 6 months and over and is **FREE** to those most at risk from influenza and its complications.

Ask about the flu vaccine today.

health.gov.au/flu



National Immunisation Program

A joint Australian, State and Territory Government initiative



STICK IT TO THE FLU

If you're 65+ protect yourself with a **FREE flu shot**



INFLUENZA can cause serious complications in older adults.

Ask about the flu vaccine today.

health.gov.au/flu



National Immunisation Program

A joint Australian, State and Territory Government initiative



STICK IT TO THE FLU

Protect your kids with a **FREE flu shot** for children aged 6 months to under 5 years



Flu can make babies and little kids very sick, even healthy ones. The INFLUENZA vaccine is **FREE**, safe, and recommended for children aged 6 months to under 5 years.

Ask about the flu vaccine today.

health.gov.au/flu



National Immunisation Program

A joint Australian, State and Territory Government initiative



STICK IT TO THE FLU

A **FREE flu shot** helps protect you and your baby



The INFLUENZA vaccine helps protect you and your baby for their first six months.

Ask about the flu vaccine today.

health.gov.au/flu



National Immunisation Program

A joint Australian, State and Territory Government initiative

Go ON.
GIVE IT A Go!

Go
DRY this
JULY®

**SIGN UP
TODAY!**

DRY JULY® | FOR
CANCER
SUPPORT

CHRISTMAS IN JULY

Are you celebrating?

WE'D LOVE TO SAY A BIG

Thank you

TO OUR WONDERFUL

**NURSES AND
PERSONAL
CARE WORKERS
WHO SUPPORT US EVERY DAY.**

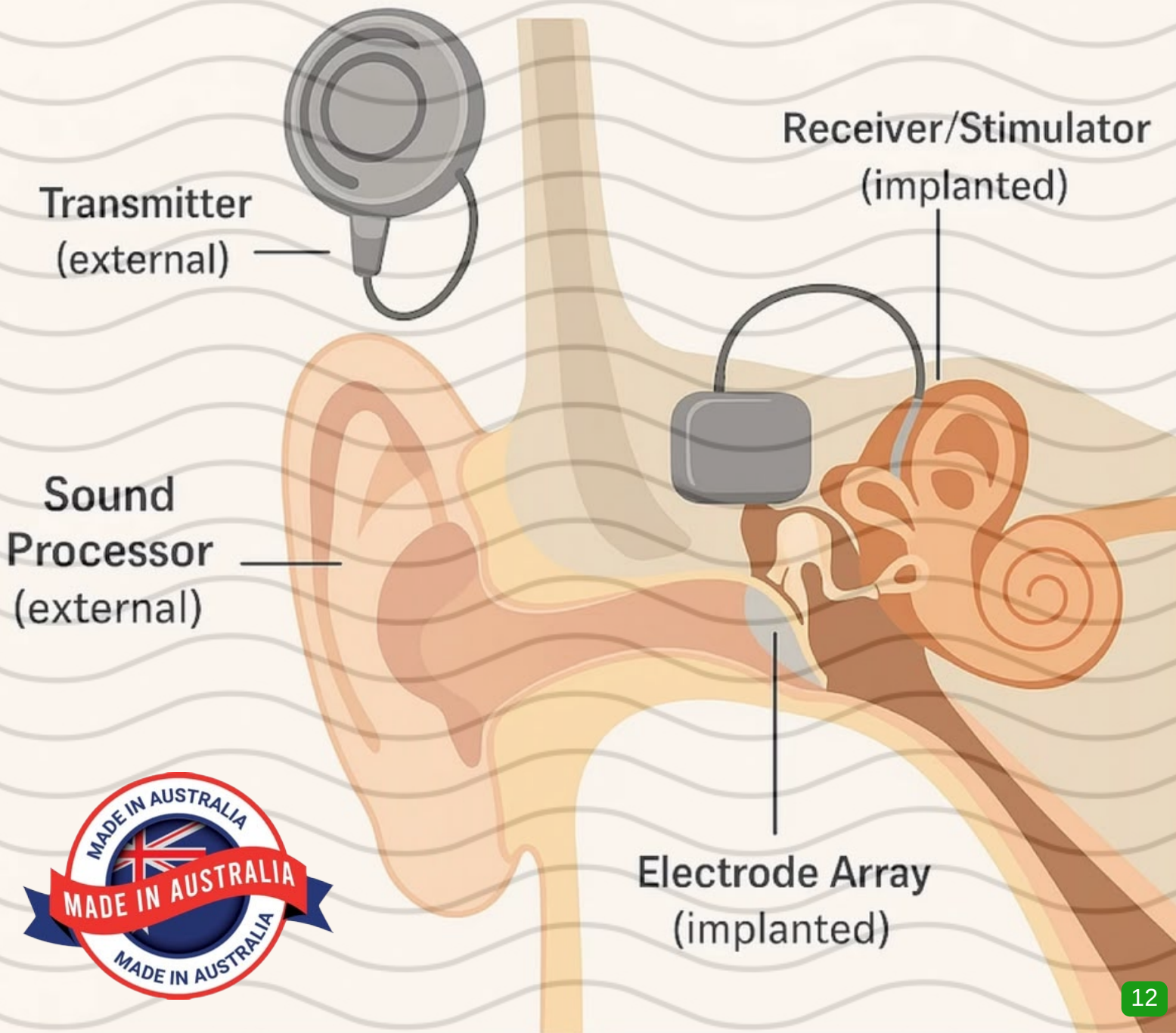
The Willows
PRIVATE NURSING HOME



Cochlear[®]

Hear now. And always

HOW A COCHLEAR IMPLANT WORKS



A cochlear implant bypasses damaged parts of the ear to transmit sound directly to the auditory nerve. It consists of two main sections: an external sound processor worn on the ear and an internal receiver surgically placed under the skin. An imaginary visual "poster" outlining the step-by-step process breaks down into the following parts:

External Components (What You See)

- **Microphones:** The sound processor sits behind the ear and uses tiny microphones to pick up sounds from the environment.
- **Speech Processor:** It converts these captured sounds into coded digital signals.
- **Transmitter Coil:** The digital signal is transferred across the skin to the internal implant using a magnetic transmitter coil.

Internal Components (What is Implanted)

- **Internal Receiver:** Placed just under the scalp, it receives the signal from the transmitter coil and converts it into electrical impulses.
- **Electrode Array:** These tiny wires are carefully threaded deep into the cochlea (the snail-shaped inner ear).

How Sound Reaches the Brain

1. **Stimulation:** The electrode array directly stimulates the surviving nerve fibres within the cochlea.
2. **Brain Interpretation:** These electrical impulses travel directly along the auditory nerve to the brain, which interprets them as the sensation of sound.

MINDSET

WHAT YOU THINK, YOU BECOME



AWARENESS

Notice your thoughts.



FOCUS

Direct your energy.



GROWTH

Embrace challenges.



RESILIENCE

Keep going, keep growing.



BELIEF

Trust in your potential.



ACTION

Small steps create big change.



CULTIVATE A MIND
that creates a life
YOU LOVE



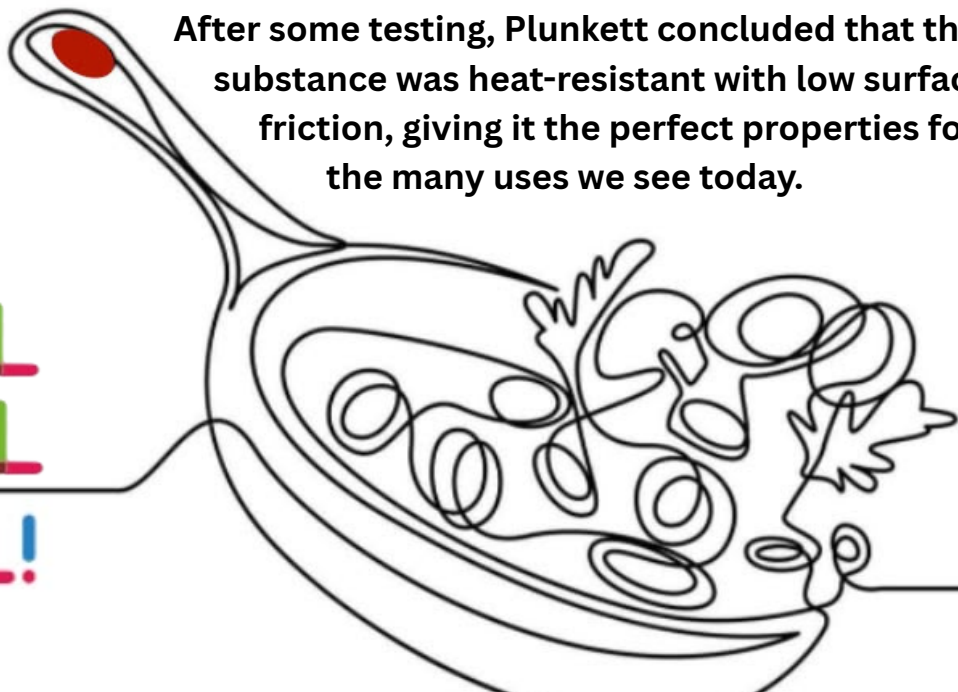
Take a look at this invention that happened by accident.

teflon

You might not recognise it by name, but Teflon is a synthetic polymer used to make everything from non-stick cooking pans to nail polish. And though it's a genius invention that changed the way we cook, clean, and groom ourselves, the man who discovered the product—Roy J. Plunkett—did so completely by accident.

The scientist was working at the DuPont Company's Jackson Laboratory in 1938 researching refrigerants (which help to supply air conditioning and refrigeration) when he noticed that some of his gas had turned into a white power.

After some testing, Plunkett concluded that the substance was heat-resistant with low surface friction, giving it the perfect properties for the many uses we see today.



WELL
WELL
WELL!

Did You Know?

WE HAVE THE FOLLOWING
SERVICES THAT VISIT
THE WILLOWS AND
ARE AVAILABLE TO
ALL RESIDENTS

DENTIST



PODIATRIST



DOG THERAPY



PHYSIO



HAIRDRESSER



ART THERAPY



HOLY COMMUNION



It's almost here. Dust off that TV. Put new batteries in the remote. Stock up on drinks & snacks. Sit back & enjoy!



commonwealth
games
GLASGOW 2026

23 JULY
TO
02 AUGUST

AUSSIE
AUSSIE
AUSSIE
OI OI OI

WHAT YOU NEED TO KNOW ABOUT **CPR**.



Everyone should know
how to perform
CPR (Cardiopulmonary
Resuscitation).

Do you want to save a life?
70 percent of Australians
feel helpless during a
cardiac emergency, and
here's another surprising
statistic - the life you save is
most likely the life of
someone you love because
4 out of 5 cardiac arrests
occur at home.

If someone is unresponsive
and not breathing normally,
call emergency services
(000 in Australia) and grab an
AED if available. Place the
heel of one hand in the
centre of their chest,
interlock your fingers on top,
and push hard and fast
(100–120 compressions per
minute) until help arrives.

**PLEASE NOTE: This article is a basic guide as
CPR varies between infants, children, and
adults. Everyone should try go on a CPR course
or even learn online. You might just save a life
one day!**

mind talk



Dyslexia is a neurodevelopmental condition caused by differences in how the brain processes language. It is not tied to intelligence. The exact wiring in the left hemisphere of the brain makes it difficult to recognize sounds, match them to letters, and decode written words automatically.

Key Characteristics

- **Word Decoding:** Trouble sounding out unfamiliar words and recognizing whole words.
- **Spelling & Writing:** Struggling to spell correctly or mix-ups in letter orientation (e.g., confusing "b" and "d").
- **Fluency & Comprehension:** Reading slowly or having to reread text multiple times to grasp the meaning.
- **Phonological Awareness:** Difficulty recognizing and working with the sounds of spoken language, which is the foundational step for reading.

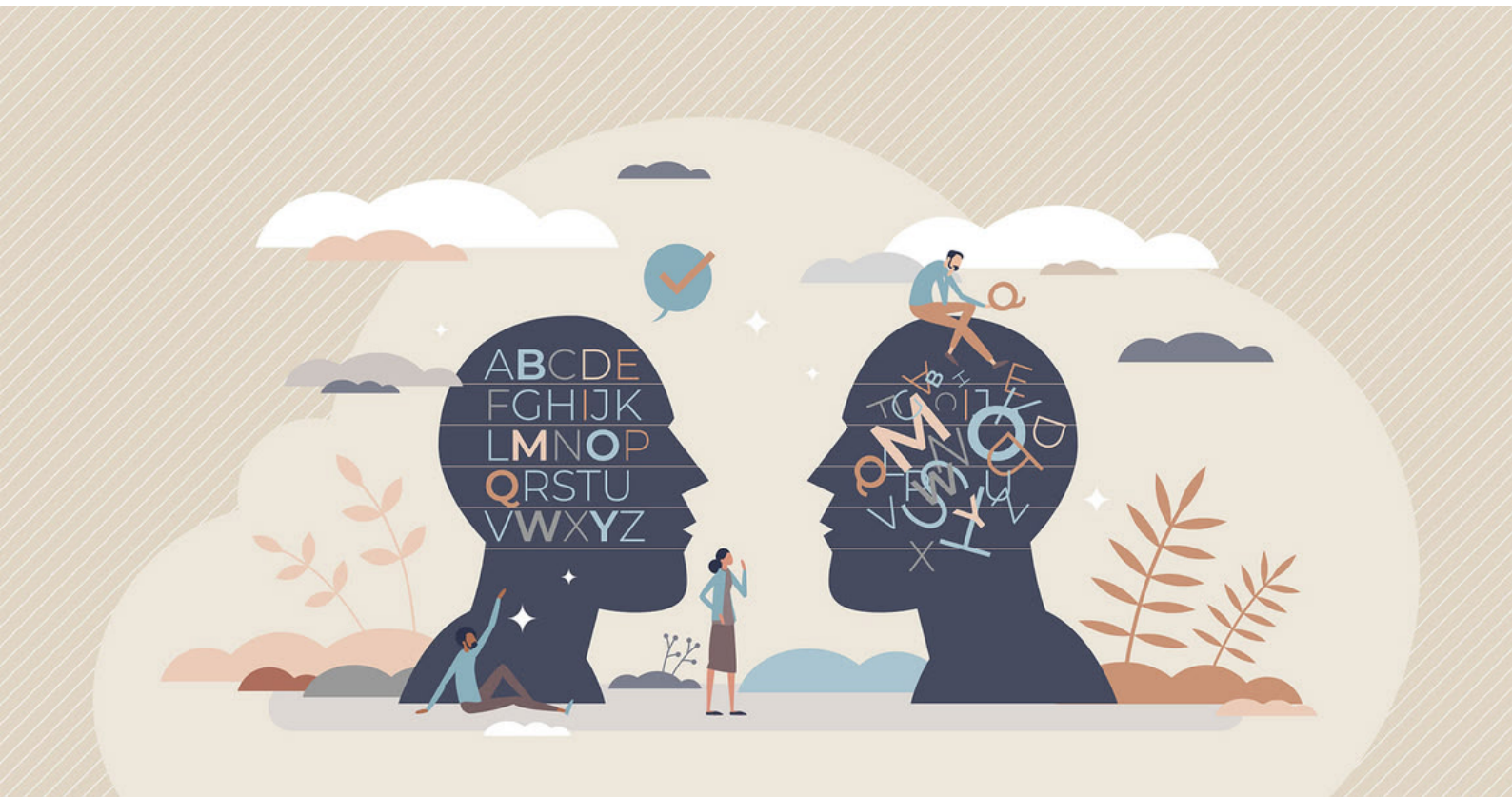
Common Signs Across Ages

- **Pre-schoolers:** Trouble rhyming, confusing words that sound similar, and difficulty learning letters.
- **School-age children:** Persistent difficulty reading simple words, remembering letter shapes, and writing clearly.
- **Teens and adults:** Reading slowly, struggling with word-based math problems, and experiencing anxiety about reading aloud in public.

Management and Support

While dyslexia is a lifelong challenge, it is highly manageable. With early diagnosis, evidence-based teaching strategies (such as structured synthetic phonics), and assistive technologies, individuals with dyslexia can vastly improve their literacy skills and succeed in both school and the workplace.

For resources, screening options, or more information, you can visit the Dyslexia Association of Australia or the Mayo Clinic for in-depth medical and educational guidelines.



DISCLAIMER: The information provided here is for informational purposes only and does not constitute medical advice. For a proper diagnosis and treatment plan, it is essential to consult with a qualified healthcare professional.



NEXT-LEVEL **LOADED** CHILLI NACHOS

Whether you're looking for a game-day feast or a weekend treat, at nearly 30g of protein per serve, meet your new go-to Tex Mex dish.

Ingredients:

- 1 tbsp extra virgin olive oil
- 1 red onion, finely chopped
- 2 garlic cloves, crushed
- 2 tsp ground cumin
- 1 tsp ground coriander
- 1 tsp smoked paprika
- 500g beef mince
- 1/3 cup chipotle in adobo sauce
- 400g can black beans, drained, rinsed
- 1 tbsp lime juice, plus lime wedges, to serve
- 2 tbsp chopped fresh coriander, plus extra sprigs, to serve
- 200g packet of round corn chips
- 150g packet of blue corn chips
- 1 1/2 cups grated tasty cheese
- 1 red bullhorn pepper, seeded, sliced into rounds
- 1/2 cup sour cream, to serve
- 1 sliced avocado, to serve
- 1 diced tomato, to serve
- Sliced fresh jalapeño chillies, to serve

How it goes:

PREP: 15 minutes

COOK: 35 minutes

SERVES: 6



Method:

Step 1. Preheat the oven to 200°C/180°C fan-forced.

Step 2. Heat the oil in a large frying pan over a medium-high heat. Add the onion and cook, stirring occasionally, for 5 minutes or until softened. Add the garlic, cumin, ground coriander and paprika. Cook, stirring, for 30 seconds or until fragrant. Add the beef mince and cook, breaking up any lumps with a wooden spoon, for 6 minutes or until the mince is browned and just cooked through.

Step 3. Add the chipotle and black beans. Cook, stirring, for 2 minutes or until combined and the mince is cooked through. Remove from the heat, then stir in the fresh lime juice and chopped coriander. Season to taste with salt and pepper.

Step 4. Arrange half the corn chips in a heat-proof serving dish. Sprinkle with 1/2 cup of grated cheese. Top with remaining corn chips. Spoon the mince mixture over the corn chips and sprinkle over the remaining cheese. Bake for 20 minutes or until the cheese is golden and melted. Top with bullhorn pepper, sour cream, avocado, tomato, jalapeño chilli and coriander sprigs. Serve immediately with lime wedges.





HUMAN BODY



10 QUICK FACTS

Amazing facts about the incredible machine – **YOU!**

1



TOTAL TEETH

32

Adults have 32 permanent teeth.

2



TOTAL BONES IN ADULT

206

An adult human body has 206 bones.

3



FILTER OF BLOOD

Kidney

Kidneys filter waste and excess fluids from the blood.

4



LARGEST EXTERNAL ORGAN

Skin

Skin is the largest organ outside the body.

5



LARGEST INTERNAL ORGAN

Liver

The liver performs over 500 vital functions.

6



LARGEST BONE

**Femur
(Thigh)**

The femur is the longest and strongest bone.

7



SMALLEST BONE

**Stapes
(Ear)**

The stapes is the smallest bone in the body.

8



TOTAL MUSCLES

600+

The human body has more than 600 muscles.

9



STRONGEST MUSCLE

**Masseter
(Jaw)**

The masseter in the jaw is one of the strongest muscles.

10



TOTAL BLOOD IN BODY

**5–6
Litres**

An average adult has 5–6 liters of blood.

WHAT'S
ON?

DURING
THE MONTH OF
JULY

SPIRITUAL SERVICES

LIVE MASS TBA - Mass on TV
Church Services every Sunday 10.00am

HOLY COMMUNION

Every Monday 10.00am

BIRTHDAY PARTY

TBA

LADIES GROUP

Friday 1.00pm TEA & GLEE 3rd

KNITTING GROUP

Friday 1.00pm 10th

MENS CLUB

KARAOKE Friday 1.00pm 17th

FLOOR GAMES

Every Thursday 1.00pm - Tenpin Bowling 9th
Indoor Golf 16th, Quoits 23rd, Balloon Tennis 30th

MENTAL STIMULATION

(QUIZ) Wednesday 11.00am 15th & 29th

BUS OUTING

Wednesday 10.00am 1st & 22nd

GENTLE EXERCISES

10.00am Every day of the month

HAIR DRESSER DAY

9.00am Every Tuesday of the month

MENS CLUB

Friday 1.00pm 19th

ITALIA DAY (COOKING)

1.00pm Wednesday 15th

HAPPY HOUR

Friday 1.00pm 24th

BINGO GAMES

Every Tuesday 1.00pm

PARLOR GAMES

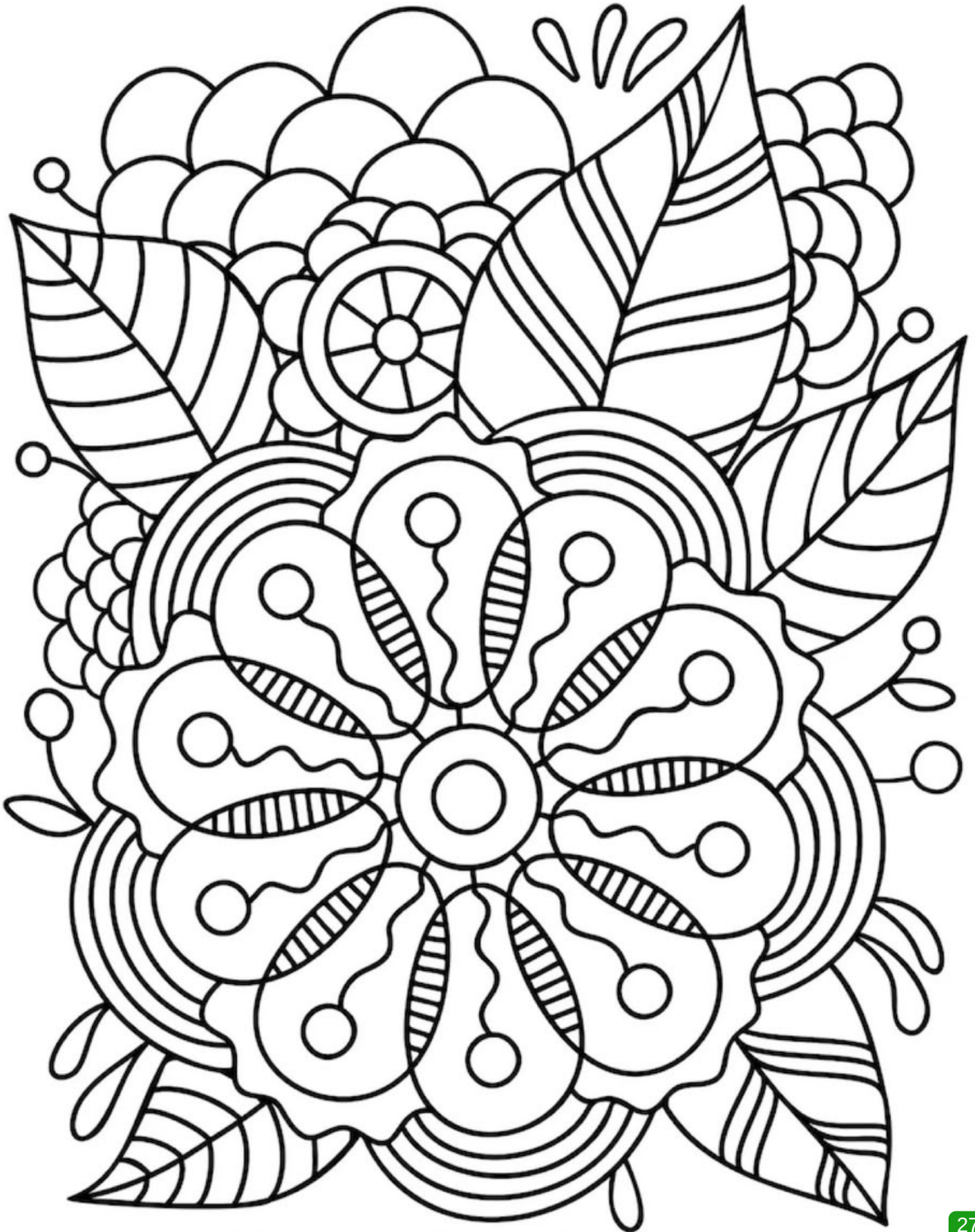
11.00am Every Tuesday

ART GROUP THERAPY

Monday 1.00pm 16th & 20th



COLOUR ME IN





BRAINPOWER

Funny Trick Questions To Ask Anyone

What has four fingers and a thumb, but isn't alive?

Answer: A glove

What has a head, a tail, but no body?

Answer: A coin

What can you break, even if you never pick it up or touch it?

Answer: A promise

I'm light as a feather, yet the strongest person can't hold me for five minutes. What am I?

Answer: Your breath

What has an end but no beginning?

Answer: A stick

What has a bottom at the top?

Answer: A leg

What can fill a room without taking any space?

Answer: Light

The more of this there is, the less you see. What is it?

Answer: Darkness

What has no life but can die?

Answer: A battery

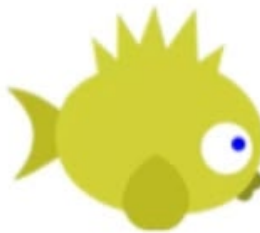
What gets bigger the more you take away?

Answer: A hole

THE ANSWERS ARE RIGHT HERE

logo

NAME
THESE
BELOW!





McDonald's



Instagram



Bic



Wendy's



Motorola



Kodak



Lacoste



Gmail



LG



Chanel



Converse



Mastercard



T-Mobile



Barclays



SEAT



Knorr



Gatorade



Lufthansa



Tide



Bacardi

ANSWERS PAGE 33



WAS THAT
EASY OR
NOT?

THINK

outside the box!

Who is his wife?

A



C



B



ANSWERS PAGE



Shell



Wikipedia



Target



Apple



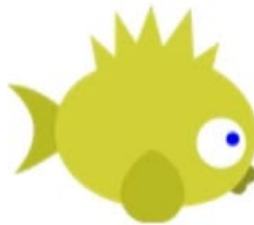
Pringles



Taco Bell



Adidas



JetPunk



Pepsi



Atari



Monster



PlayStation



Pizza Hut



Amazon



BP



Dolby



Firestone



KFC



Xerox



Yamaha



McDonald's



Instagram



Bic



Wendy's



Motorola



Kodak



Lacoste



Gmail



LG



Chanel



Converse



Mastercard



T-Mobile



Barclays



SEAT



Knorr



Gatorade



Lufthansa



Tide



Bacardi

THINK
outside the box!

Answer B. This brain teaser is all about observation and some logic-lateral thinking. Look at pictures carefully, do you see any signs or indications to identify a married woman? Yes, the second woman has a ring on her ring finger.

COMPLIMENTS AND COMPLAINTS

We Want to Hear From You

At The Willows Private Nursing Home, we believe that feedback — whether it's a compliment, suggestion, or complaint — is a valuable way to improve the care and services we provide to your loved ones.

We actively encourage families to share their thoughts with us. If something goes well, we'd love to know so we can celebrate it with our staff. If something doesn't go as expected, please be assured we take all concerns seriously and will act quickly to address them.

How to provide feedback or make a complaint:

- **In person:** Use one of our feedback forms available throughout the facility. Completed forms can be placed in the sealed feedback box at the front entrance.
- **By email:** Send directly to our facility manager - melaniemcfadden@thewillowsprivatenursinghome.com.au.
- **By post:** Mark your letter 'Confidential' and send to:

Melanie McFadden

*The Willows Private Nursing Home,
84 Orpington Road, Ashfield NSW 2131*

What happens next?

- Your complaint will be acknowledged **within 24 hours** (if you have provided your details).
- Management will investigate thoroughly, interviewing relevant parties, and will keep you informed throughout the process in line with our **Open Disclosure** Policy.
- If you are not satisfied with the outcome, you have the right to escalate your concerns to the **Aged Care Quality and Safety Commission on 1800 951 822**.

We are committed to transparency, respect, and continuous improvement. Please talk to us — your feedback helps us provide the very best care for your loved ones.



Have Feedback or a Complaint?

We welcome your feedback — compliments, suggestions, and concerns all help us improve.

Ways to share:

- Fill out a form and place it in the feedback box at the front entrance.
- Email: melaniemcfadden@thewillowsprivatenursinghome.com.au
- Post: The Willows Private Nursing Home, 84 Orpington Rd, Ashfield NSW 2131

Complaints are acknowledged within 24 hours (if contact details are provided).

If you are not satisfied with the outcome, you may contact the Aged Care Quality and Safety Commission on 1800 951 822.



OPEN DISCLOSURE AND RESPECTFUL FEEDBACK

At The Willows Private Nursing Home, we follow the principle of **open disclosure**. This means that whenever an incident occurs — no matter how small — staff will alert management, who will in turn keep families informed. We believe in being transparent and upfront, because your trust matters.

Caring for your loved one is a privilege, and our staff are dedicated to doing the very best they can. We also acknowledge that we are all human beings. Mistakes can happen despite our best intentions. What matters most is that we are honest about them, we learn from them, and we act quickly to ensure the safety, comfort, and dignity of your loved one.

We also understand that in these moments, it is natural to feel worried, upset, or even guilty. These emotions often come from love and concern, and we respect that. At the same time, we ask for understanding: our staff are working with care and compassion, never with the intention of ignoring or neglecting your loved one.

Please help us by:

- Speaking with us respectfully, even in difficult moments.
- Raising concerns directly with management (Clinical Coordinator or Facility Manager) so they can be properly addressed.
- Remembering that staff are your partners in care, and we share the same goal — the wellbeing of your loved one.

Together, by communicating openly and respectfully, we can ensure the very best outcomes for your loved ones.

OPEN DISCLOSURE AND RESPECT

When incidents happen, staff alert management straight away so we can be upfront with you — this is called open disclosure. We know these moments can be emotional and may bring feelings of worry or guilt. Please remember, our staff are human too — always doing their best with care and good intention, never to neglect your loved one. We ask that concerns are raised respectfully with management, so together we can focus on what matters most: the wellbeing of your loved one.

HAPPY NEW Month

CLICK BELOW TO GO TO
OUR FACEBOOK PAGE



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