



Whispers from The Willows NEWSLETTER

Welcome to our newsletter for August.
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 August 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.

HELLO August



from our HEADOFFICE



Hello from the Admin Team!

Welcome to August! As you can see from our fantastic Lifestyle update, we have a vibrant month ahead filled with colour, laughter, and music from our energetic Carnival theme and Elvis Presley Day to supporting a wonderful cause on Daffodil Day.

In addition to all the festivities, I wanted to share two important highlights for this month:

***Celebrating Our Team: Aged Care Employee Day (7 August)**

7 August is Aged Care Employee Day, a special opportunity across Australia to honour the incredible people who make our facility feel like home. From our registered nurses, care team, and allied health staff, to our lifestyle coordinators, chefs, laundry, and maintenance staff, every team member brings immense heart, professionalism, and dedication to our residents each day.

If you happen to see our staff around the home on August 7th (or any day), please join me in offering a warm word of thanks for their hard work.

***Information Update: The New Aged Care Act & Statement of Rights**

As part of our commitment to keeping our community informed, you may have heard about Australia's new, rights-based Aged care Act. At the heart of this legislative framework is the Statement of Rights, designed to ensure older Australians remain at the absolute centre of their care.

Key Principles of the Statement of Rights include:

- 1. Independence & Choice:** The explicit right to make your own decisions regarding your daily life, routine, care preferences, and financial/personal affairs.
- 2. Dignity & Respect:** Receiving safe, high-quality care delivered by skilled staff who respect your unique identity, culture, and personal background.
- 3. Connection & Community:** Maintaining strong connections with your family, loved ones, and community.
- 4. Open Voice & Feedback:** Feeling safe, heard, and supported to communicate wishes or raise feedback without fear.

Here at The Willows, upholding these rights, choices, and dignity has always been at the core of our values. The new standards further reinforce our commitment to providing individualised, compassionate care every single day.

Wishing everyone a joyful, memorable, and fun-filled August ahead

Warm Regards,
Maryann Inbari - CEO



from our **LIFESTYLE DESK**

Hello Residents, Families and Friends!

As we begin a new month, we warmly welcome everyone and thank you for being a valued part of our community.

August is a wonderful opportunity to reconnect, celebrate achievements, and enjoy new experiences together.

We look forward to a variety of activities and opportunities for everyone to get involved, including Elvis Presley Day on 16 August, where we will celebrate the King of Rock 'n' Roll with music, memories, and fun. We will also recognise Daffodil Day on 20 August 2026, showing our support for people affected by cancer through awareness, kindness, and community spirit.

Thank you to everyone who participated in events such as Australia's Biggest Morning Tea, helping to strengthen connections and make a positive difference. We encourage everyone to join in, share ideas, and support one another as we create a joyful, colourful, and memorable August filled with friendship, celebration, and wonderful moments together.

Warm Regards

Chiara - Lifestyle Manager



CON COLOVEROS 17

The image features the text 'EASY PEASY LEMON SQUEEZY' in a playful, bubbly font. 'EASY', 'PEASY', and 'SQUEEZY' are in green, while 'LEMON' is in yellow. The text is surrounded by illustrations of lemons and lemon slices, some whole and some cut open to show the segments. There are also blue and yellow splashes scattered around the text, giving it a fresh, energetic feel. The background is a solid light green.

**EASY
PEASY
LEMON
SQUEEZY**

Cleaning Power

1

Clean bathroom items made out of chrome.



Cut a lemon in half, and scrub it directly on to remove hard water stains.¹

2

Get rid of ants.



Spray lemon juice to disrupt ants' scent trails, stopping them from following each other.²

3

Make an all purpose, environmentally friendly cleaner.



Combine vinegar with lemon peel and spray on anything you need to clean.³

4

Clean chopping boards.



Cut a lemon in half and rub it with salt on chopping boards to clean and disinfect them.⁴

5

Get copper shining.



Rub sea salt and lemon juice on copper. Let it sit before scrubbing and rinsing.⁵

6

Remove rust stains from clothing.



Rub lemon juice and salt directly on the stain. Let it sit for a few hours and then wash.⁶

7

Get rid of weeds.



Douse unwanted plants with lemon juice, vinegar and boiling water.⁷

8

Brighten whites.



Add $\frac{1}{4}$ cup of lemon juice along with your regular laundry detergent.⁸

9

Deter cats from your garden.



Squeeze a lemon into a litre of water, add 2 dozen drops of eucalyptus oil, shake and spray.⁹

Kitchen Hacks

10

Keep avocados fresh.



Rubbing lemon juice on your avocado will keep it from browning.¹⁰

11

Stop cut apples going brown.



Mix a little water and lemon juice and soak your cut apples.¹¹

12

Keep your fridge smelling fresh.



Dab lemon juice on a cotton ball and put it in the fridge for a few hours.¹²

13

Balance out salty dishes with lemon juice.



Add one or two drops to any dish you've accidentally over-seasoned.¹³

14

Make lemon ice cubes.



Add lemon juice to your ice cube tray and fill with water.¹⁴

15

Use as a substitute for salt.



The citric acid in lemon juice and zest is a flavour booster to rival salt and pepper when cooking.¹⁵

16

Clean your microwave.



Add the juice of one lemon into $\frac{1}{2}$ cup of water, microwave for 3 minutes and wipe down.¹⁶

FRIDAY 07 AUGUST



Ageing
Australia

Aged Care Employee Day

Thanks for caring

The Willows

PRIVATE NURSING HOME

The Willows thanks:
registered nurses
care team
allied health staff
lifestyle coordinators
chefs
laundry
maintenance staff



FAT LOSS

VS

WEIGHT LOSS

What's the difference?



Beyond the scale: Discovering the true difference between fat loss and weight loss.

HAVE YOU EVER WONDERED ABOUT THE DIFFERENCE BETWEEN FAT LOSS AND WEIGHT LOSS?

With rises in diet culture and other quick-fix options, understanding the difference has never been more important. It's easy to think fat loss and weight loss are the same, however, they are two different terms that are used for two distinct purposes.

Let's take a closer look at how to differentiate between fat loss and weight loss and take a look at evidence-based ingredients that can support body fat loss.

BODY COMPOSITION - BODY WEIGHT VS BODY FAT

Body weight refers to everything in the body, including lean mass (muscles, bones, organs), fluids, and fat. Losing body weight simply reflects a reduction in overall mass, which could include muscle loss, fat loss or even water loss.

Losing overall body weight is indicated by a drop on the scale, but it doesn't necessarily mean you're losing fat. On the other hand, body fat refers specifically to the fat tissues stored within the body. Losing body fat means reducing this fat tissue.

CAN YOU LOSE FAT WITHOUT LOSING WEIGHT?

It's possible to lose body fat without necessarily losing body weight through a process known as “recomping” or body recomposition. This involves simultaneously losing fat and gaining lean body mass, such as muscle.

By focusing on strength training and consuming a healthy diet rich in protein, the body can build muscle while burning fat. Since muscle is denser than fat, your overall body weight might not change significantly, but your body composition, that is the ratio of lean muscle to fat tissue, improves.

HOW TO LOSE BODY FAT WHILE MAINTAINING MUSCLE?

To lose body fat while maintaining muscle, focus on a combination of strength training and a balanced diet.

Strength training exercises, like lifting weights, help preserve and build muscle mass.

Pair this with a diet rich in protein to support muscle repair and growth. Incorporate healthy fats and complex carbohydrates for sustained energy to fuel your workouts and help promote fat loss without sacrificing muscle.

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.

STRESS



Stress street

Constant stress is like an alarm we can't turn off. Whether it's triggered by an apparently big deal such as a serious accident, or a small issue like a bad haircut, our reaction determines the degree of damage.

Emotions aroused by a stressful incident may increase our heartbeat, blood pressure, respiration rate, blood-sugar levels and sensory sharpness. Stress can also increase inflammation, which is a risk factor for asthma, bronchitis, cancer, immune dysfunction and infections. Most importantly, worry increases wrinkles! Anxiety also ages us by lowering levels of klotho, a lifespan-regulating hormone.

Psychological effects of stress can be addictions, aggression, anxiety, insomnia, guilt, depression, confusion, poor concentration, memory loss, apathy and panic attacks. Sustained stress can cause adrenal exhaustion, cancer, chronic fatigue, compromised immunity, weight gain, increased blood pressure, inflammation, heightened pain, raised LDL cholesterol, lower libido and ulcers.

As stress raises cortisol it hampers the activity of the hippocampus. It also increases the activity and size of the amygdala, the brain's main centre for emotional responses and motivation. Mainstream media feeds this fear lobe to attract more viewers, ratings and advertisers.

Higher levels of the stress hormone cortisol correlate to a smaller overall brain size. This was shown in a study by Dr. Sudha Seshadri, director of the Glenn Biggs Institute for Alzheimer's & Neurodegenerative Diseases at the University of Texas Health Sciences Centre in San Antonio. "We show that even among young and middle-aged adults at an average age of 48 years, highest cortisol levels in the top 30 per cent were associated with smaller total brain volumes, changes in the brain white matter, and poorer performance on some memory and thinking tasks," Dr. Seshadri said.



Checklist

Suffering from any of the following may be a sign it's time to move off stress street and on to calm crescent.

- | | |
|---|---|
| ☐ Auto-immune disease | ☐ Migraines |
| ☐ Confusion | ☐ Pain |
| ☐ Depression | ☐ Panic attacks |
| ☐ Diabetes | ☐ Premature ageing |
| ☐ Fatigue | ☐ Relationship issues |
| ☐ Heart disease | ☐ Signs of dementia, for example memory loss |
| ☐ Irritable bowel syndrome | ☐ Teeth grinding |
| ☐ Loss of libido | |

Exercise: Methods to mellow out

How do you let go of tension after a tough time? Circle the pictures that depict what helps you to de-stress.



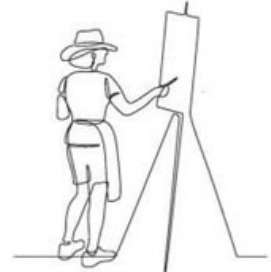
Meditation



Walking



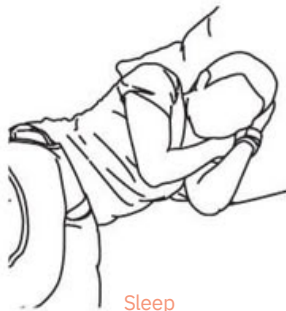
Talking



Art



Dance



Sleep



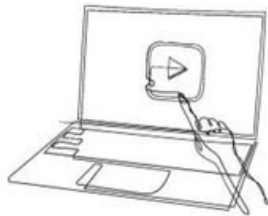
Cuddles



Animals



Music



Movies



Journaling



Reading



Serving others



Massage



Herbs



Tea



Food

Homework

Gather photos of yourself or others doing things that relax you. Compose a vision board or Pinterest chart from those images, then put it somewhere prominent to remind you that happiness is attainable.

Garden Gnomes.

What are they?



Gnomes originate primarily from 16th-century European Renaissance magic and folklore. The concept was first introduced by the Swiss alchemist Paracelsus, who defined them as magical earth "elementals" that guarded underground treasures. Over time, this idea blended with local Northern European legends of helpful house spirits and miners.

The history of gnomes spans several stages, merging mythology, alchemy, and art into the iconic figures we know today:

*** Alchemical Roots (1500s):** Paracelsus first classified gnomes as tiny, magical beings capable of moving through solid earth just like humans move through air.

*** Miners' Folklore:** In Germany, these ideas merged with legends of Bergmännlein—underground spirits that played pranks on miners but could also lead them to rich veins of silver ore.

*** House Guardians:** In Scandinavia, legends featured the nisse or tomte, short, bearded household guardians who protected farms and families.

*** Garden Gnomes (1800s):** The modern garden gnome (Gartenzwerg) was born in Gräfenroda, Germany, in the mid-19th century. Ceramic artists like Philip Griebel and August Heissner mass-produced these clay figurines, which quickly became popular across Europe as symbols of good luck and prosperity for gardens.



STAYING MENTALLY STRONG AFTER 60

SIMPLE HABITS
THAT CAN HELP
KEEP YOUR MIND
ACTIVE, SHARP,
AND ENGAGED



Many people over 60 have experienced the moment: you walk into a room and suddenly forget why you went there. Or you set down your glasses and a few minutes later can't remember where you left them. Perhaps a familiar name slips your mind just when you want to say it.

These experiences can be frustrating, but they are also very common. Occasional forgetfulness is a normal part of aging and doesn't necessarily mean anything is seriously wrong. In fact, many mental abilities remain strong well into later life. Vocabulary, life experience, judgment, and problem-solving skills often improve with age.

The good news is that research over the past several decades has shown that lifestyle habits can play a powerful role in supporting brain health. While

no one can completely control the aging process, there are many everyday choices that can help keep the mind active and engaged after 60.

Understanding the Aging Brain

As we grow older, it's natural for certain mental processes to change. Many people notice it takes a little longer to recall information or learn something new. Multitasking may become more challenging, and occasionally misplacing items can happen more often.

However, these changes are usually mild and manageable. In many ways, the aging brain remains remarkably capable. Older adults often excel at tasks that rely on experience, reasoning, and long-term knowledge.



Scientists have also discovered that the brain continues to adapt throughout life. This ability, often called “neuroplasticity,” means the brain can form new connections and strengthen existing ones even in later years. Staying mentally and physically active helps encourage these connections, which may support memory and thinking skills.

In other words, keeping your brain engaged is one of the best ways to help it stay strong.

Move Your Body, Help Your Brain

One of the most effective ways to support brain health is also one of the simplest: stay physically active.

Regular movement increases blood flow throughout the body, including the brain. This improved circulation helps deliver oxygen and nutrients that brain cells need to function well. Physical activity is also linked to better mood, improved sleep, and reduced stress—all factors that benefit mental health.

You don't have to run marathons or spend hours in a gym to see benefits. Many everyday activities count as healthy exercise. For older adults, good options often include:

- Walking around the neighborhood or in local parks
- Gardening or yard work
- Swimming or water aerobics
- Golfing
- Light strength training
- Yoga or tai chi

Even short periods of movement during the day can make a difference. A daily walk, working in the garden, or taking the stairs instead of the elevator are small steps that support both physical and mental well-being.

The key is consistency. Choosing activities you enjoy makes it much easier to stay active over time.

Keep Your Mind Engaged

Just like muscles, the brain benefits from regular use. Challenging your mind with new information and experiences helps maintain cognitive function.

Many seniors already keep their minds active through hobbies and daily activities. Reading books, solving crossword puzzles, playing card games, and doing jigsaw puzzles all encourage mental engagement.

But one of the best ways to stimulate the brain is by learning something new. When you try a new skill or hobby, the brain has to form fresh connections, which helps strengthen its ability to adapt. Consider exploring activities such as:

- Learning to play a musical instrument
- Taking up painting, photography, or crafts
- Studying genealogy or family history
- Joining a book club
- Taking a community class or workshop
- Learning basic phrases in another language

The goal isn't perfection—it's curiosity. Trying new things keeps the brain active and can bring a sense of excitement and accomplishment.

The Power of Social Connections

Humans are social beings, and staying connected with others is important for both emotional and cognitive health.

Conversations, shared experiences, and laughter all stimulate the brain. Social interaction requires listening, remembering, responding, and interpreting emotions—all complex mental processes that help keep the mind engaged.

For many seniors, maintaining social connections becomes more important after retirement, when work-related interactions may decrease.



There are many ways to stay socially active, including:

- Participating in church groups
- Joining clubs or hobby groups
- Volunteering in the community
- Attending local events or classes
- Meeting friends for coffee or lunch
- Spending time with family and grandchildren

Volunteer work can be especially rewarding. Helping others not only benefits the community but also provides a sense of purpose and fulfillment that supports mental well-being.

Even simple activities, such as regular phone calls with friends or neighbors, can make a meaningful difference.

Sleep and Nutrition Matter

Good sleep and healthy eating habits are also important for brain health.

Sleep plays a vital role in memory and learning. During sleep, the brain processes information from the day and helps store important memories. Many adults find their sleep patterns change with age, but maintaining consistent sleep habits can help improve rest.

Some helpful sleep tips include going to bed and waking up at regular times, limiting caffeine late in the day, and keeping bedrooms quiet and comfortable.

Nutrition also supports brain function. A balanced diet provides the vitamins, minerals, and nutrients that help maintain healthy brain cells. Foods commonly associated with brain health include:

- Fruits and vegetables
- Whole grains
- Fish rich in omega-3 fatty acids
- Nuts and seeds
- Beans and legumes

Staying hydrated is equally important. Drinking enough water throughout the day helps the body—and brain—function properly.

When Memory Changes Should Be Checked

While occasional forgetfulness is normal, certain memory changes may deserve medical attention.

Examples that should be discussed with a healthcare professional include:

- Frequently getting lost in familiar places
- Repeatedly asking the same questions
- Difficulty managing finances or medications
- Trouble following familiar routines
- Significant confusion about time or place

Seeking medical advice doesn't mean something serious is happening. Many conditions affecting memory can be related to treatable issues such as medication side effects, sleep problems, vitamin deficiencies, or stress.

Early evaluation can provide reassurance, guidance, and support when needed.

A Positive Outlook on Brain Health

Growing older doesn't mean losing mental strength or independence. In fact, many people find their later years filled with opportunities to explore new interests, strengthen relationships, and continue learning.

The same activities that make life enjoyable after retirement—staying active, spending time with friends and family, pursuing hobbies, and remaining curious about the world—are also the habits that support brain health.

While no single action guarantees perfect memory, a combination of healthy lifestyle choices can help keep the mind strong and engaged.

Staying mentally strong after 60 isn't about avoiding every forgotten name or misplaced set of keys. It's about continuing to live an active, connected, and fulfilling life—one that keeps both the body and the mind moving forward.

sixty

BONUS

recipe for you



VANILLA BEAN LATTE

Makes 1 Serving

Ingredients:

- 4 approx. 115g espresso
- 1-2 tablespoons vanilla bean syrup, or fresh vanilla bean seeds and vanilla syrup
- 1 cup milk, warm or cold

Instructions:

Prepare your coffee. Heat up your milk if you'd like warm milk. You can heat up the milk in a machine or on the stovetop. You can even microwave the milk if you choose to.

To a glass or mug, add the vanilla bean syrup. Add ice if you'd like to enjoy it cold. If using real vanilla beans, add it alongside your regular vanilla syrup.

Add the ice to the glass for an iced latte.

Pour the milk and coffee into the glass. Stir to combine and enjoy immediately.



Nutrition Information Per Serving:

Calories: 210;
Carbohydrates: 28g;
Protein: 8g; Fat: 8g;
Saturated Fat: 5g;
Polyunsaturated
Fat: 0.4g;
Monounsaturated Fat: 2g;
Cholesterol: 29mg;
Sodium: 120mg;
Potassium: 509mg;
Sugar: 26g;
Vitamin A: 395IU;
Vitamin C: 0.2mg;
Calcium: 305mg;
Iron: 1mg

VBL



Homemade PIZZA DOUGH



Ingredients



2 1/4 tsp Active Dry Yeast



1 1/2 cups Warm Water



3 1/2 cups All-Purpose Flour



2 Tbsp Olive Oil



1 tsp Sugar



1 1/2 tsp Salt

Instructions

1. In a bowl, dissolve yeast & sugar in warm water. Let sit for 5-10 min.



2. Add flour, olive oil & salt. Mix until combined.

3. Knead the dough on a floured surface for 5-7 minutes.



4. Place dough in an oiled bowl. Cover & let rise for 1-2 hours, until doubled.



5. Punch down the dough, then divide into portions.

6. Ready to shape & bake your pizza!



Let's
Celebrate
August

ELVIS

Daffodil
Day

FUN

CARNIVAL

laugh^{ter}

WHAT'S ON? DURING THE MONTH OF AUGUST



CHURCH SERVICE

Live Church Mass TBA
Mass on TV/Church
Services every Sunday, 10:00am

GENTLE EXERCISES

10:30am, everyday

HAIR DRESSER DAY

9.00am Every Tuesday of the month

MENTAL STIMULATION/ WORD GAMES

11:00am, every Thursday

HOLY COMMUNION

09:00am, every Monday of the month

MUSIC SING-ALONG /MUSIC THERAPY

11:00am, every Monday and Friday

BUS OUTING

10:00am, 12th & 26th Wednesday

HAPPY HOUR / DAFFODIL DAY

1:30pm, 20th Thursday

BINGO

1:30PM, every Tuesday & Thursday

ELVIS PRESLEY DAY

1:30pm, 16th Sunday

ACTIVE GAMES: FLOOR / TABLE

1:30pm, every Wednesday & Friday

HAND MASSAGE PAMPER SESSION

1:30pm, every Sunday

SUN THERAPY

10:30am, Every Tuesday

CLASSIC MOVIE NIGHTS

3:00pm onwards





01 Aug; World Lung Cancer Day

07 Aug: Aged Care Employee Day

07 Aug: International Beer Day

08 Aug: International Cat Day

**09 Aug: International Day of the World's
Indigenous Peoples**

12 Aug: International Youth Day

13 Aug: International Left-Hander's Day

15 Aug: Relaxation Day

16 Aug: Elvis Presley Day

19 Aug: World Photography Day

20 Aug: Daffodil Day

21 Aug: World's Senior Citizen Day

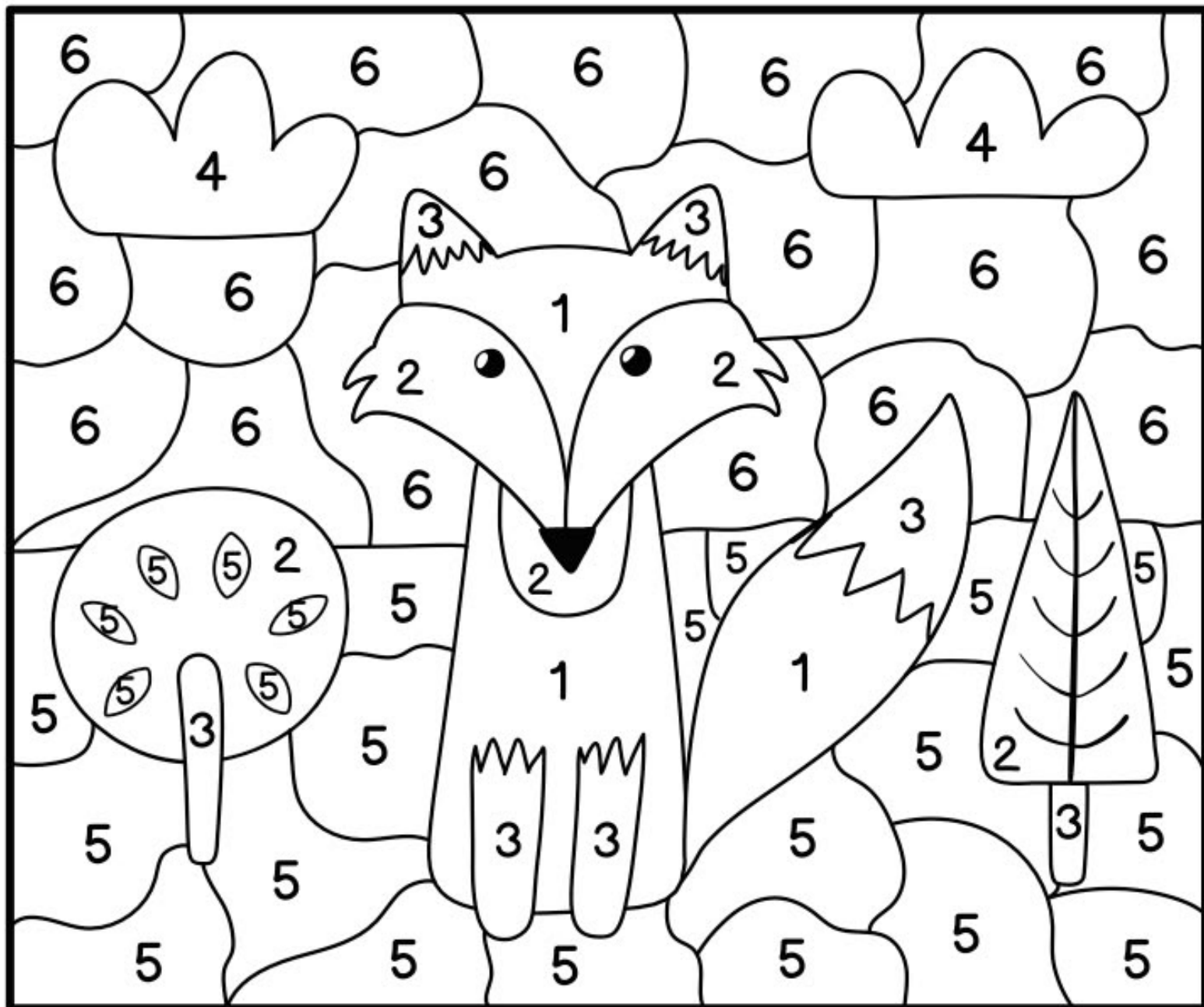
21 Aug: Brain Injury Awareness Day

26 Aug: International Dog Day

31 Aug: Eat Outside Day

The Willows
PRIVATE NURSING HOME

COLOUR BY NUMBERS



1

2

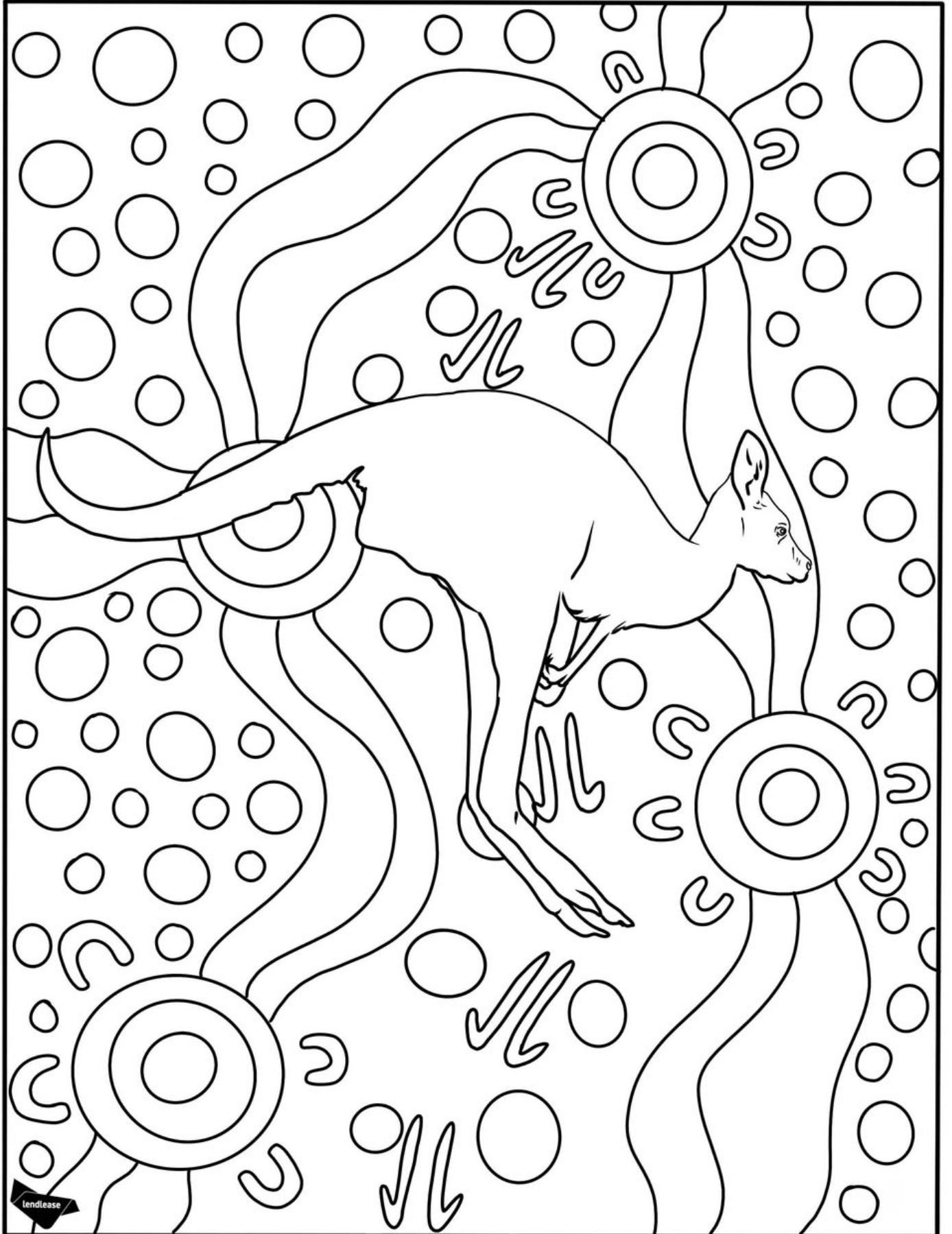
3

4

5

6

BONUS



MUCH
MORE

FOR YOU TO DO IN OUR

80th

EDITION

BRAINPOWER

SUDOKU

		6				5		8
1		2	3	8				4
			2			1	9	
				6	3		4	5
	6	3	4		5	8	7	
5	4		9	2				
	8	7			4			
2				9	8	4		7
4		9				3		

missing LETTERS

DETECTIVE STORIES MISSING LETTERS IN WORDS

Write the missing letters in the boxes to complete the detective stories vocabulary

d_t_ct_v_



th__f



m_rd_r_r

r_bb_r



g_ngst_r



f_ng_rpr_nt



f__tpr_nt

j_dg_



m_gn_f__r



pr_s_n



h_ndc_ffs

p__s_n



r_p_

kn_f_



b_ll_t

g_n



m_sk

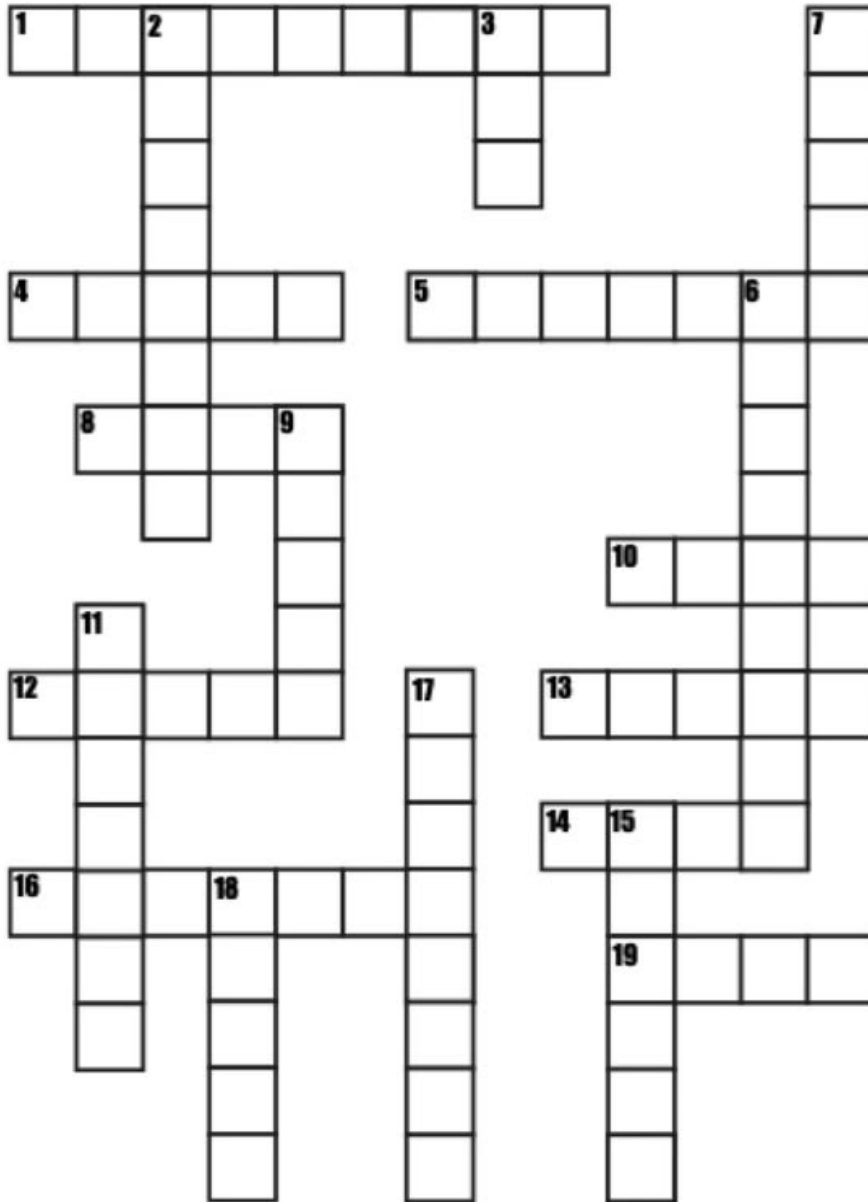
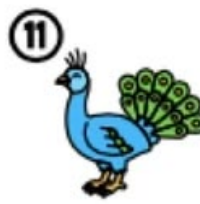
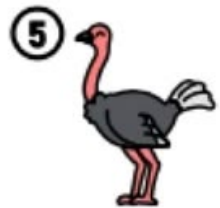
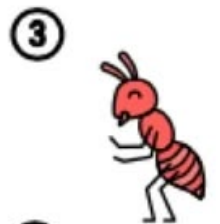
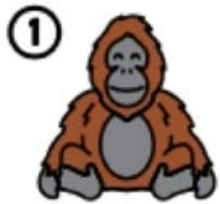
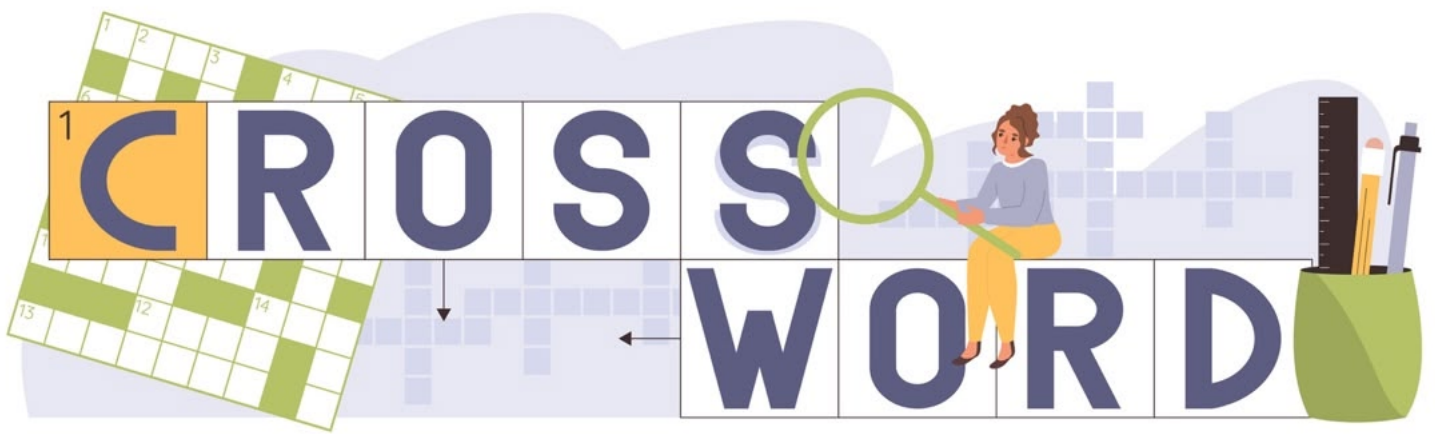
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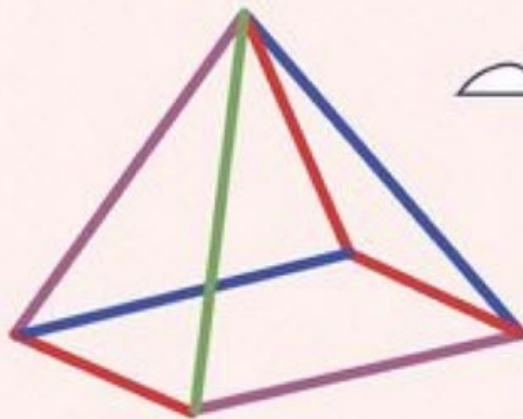
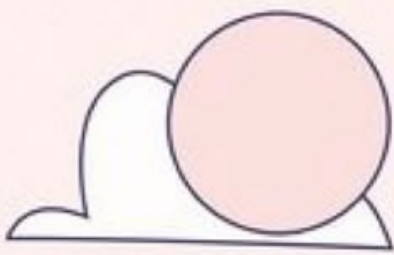
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Can you Solve this?

Which one is the TOP VIEW
of this PYRAMID?



A



B



C



D



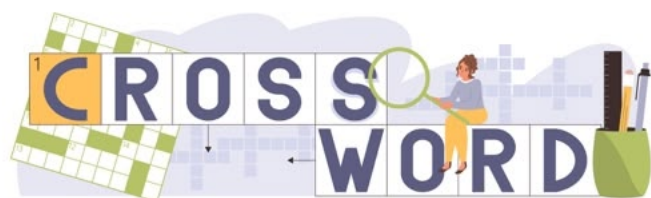


only
I CAN
CHANGE
MY LIFE

ANSWERS PAGE

SUDOKU

3	9	6	7	4	1	5	2	8
1	5	2	3	8	9	7	6	4
8	7	4	2	5	6	1	9	3
7	2	1	8	6	3	9	4	5
9	6	3	4	1	5	8	7	2
5	4	8	9	2	7	6	3	1
6	8	7	1	3	4	2	5	9
2	3	5	6	9	8	4	1	7
4	1	9	5	7	2	3	8	6



ANSWERS:

1 orangutan, 2 anteater, 3 ant,
4 shark, 5 ostrich, 6 chameleon,
7 sloth, 8 seal, 9 llama, 10 deer,
11 peacock, 12 zebra, 13 camel,
14 swan, 15 walrus, 16 lobster,
17 starfish, 18 snail, 19 lion.



ANSWER:

C. Just look at the opposite sides of the triangle. You'll get the answer.

missing LETTERS

DETECTIVE STORIES MISSING LETTERS IN WORDS ANSWER KEY

Write the missing letters in the boxes to complete the detective stories vocabulary

detective



thief



murderer



robber



gangster



fingerprint



footprint



judge



magnifier



prison



handcuffs



poison



rope



knife



bullet



gun



mask



alarm



note



safe



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.



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