



Whispers from The Willows NEWSLETTER

Welcome to our newsletter for September.
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 September 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
September



Spring is here!

from our **HEADOFFICE**



Hello from the Admin Team!

Dear residents, families and team,

Welcome to September! As the weather begins to warm up and we transition into spring, we have some wonderful events to look forward to, alongside our ongoing commitment to keeping our home safe, healthy, and connected.

Upcoming September Events: Join Us!

We have two very special gatherings planned this month, and we would love for families, friends, and loved ones to come along and celebrate with us:

- **Father's Day BBQ – Thursday, 3 September:** Join us as we fire up the grill to honour and celebrate all the wonderful fathers, grandfathers, and father figures in our community.
- **RU OK? Day Celebration – Thursday, 10 September:** Mental health and meaningful connection are vital to our well-being. We'll be hosting a special lunch to encourage open conversations, check in on one another, and foster strong bonds across our community.

NSW Respiratory Surveillance Update

NSW Health's latest surveillance data shows mixed activity across common respiratory viruses in the broader community:

- **Influenza:** Activity is currently sitting at a high level across NSW.
- **Respiratory Syncytial Virus (RSV):** Activity remains at a moderate level.
- **COVID-19:** Activity continues to track at a low level.

Infection Control & Protecting Our Home

Given the elevated levels of flu circulating in the community, maintaining strong infection control practices remains essential for protecting our residents and staff:

- **Stay Home If Unwell:** If you have a sore throat, cough, fever, or any cold or flu-like symptoms, please defer your visit until you are completely symptom-free.
- **Hand Hygiene:** Please wash or sanitize your hands frequently, especially upon entering the facility and before entering resident areas.
- **Vaccination Reminder:** Annual flu vaccinations remain strongly recommended, and RSV vaccines are available for eligible older adults. Please reach out if you would like assistance organizing a vaccination.

Partners in Care

We deeply value the essential role that family members and loved ones play in our residents' daily lives. Through our **Partners in Care** program, designated family members can be actively involved in supporting daily routines, dining, and social connection—even during periods of heightened infection control or local outbreaks.

If you would like to join the **Partners in Care** initiative or update your registration details, please reach out to our care management team. Thank you for your ongoing partnership, care, and support. We look forward to seeing many of you at our Father's Day BBQ and RU OK? Day events!

Warm Regards,
Maryann Inbari - CEO



from our **LIFESTYLE DESK**

Hello Residents, Families and Friends!

As we welcome September, we warmly welcome everyone to a new month of friendship, connection, and enjoyable experiences. With spring arriving, we look forward to celebrating with colour, flowers, music, and fun.

This month we will celebrate Father's Day on 3 September, R U OK? Day on 10 September, and Dementia Action Week from 21-27 September, with activities focused on connection, memories, wellbeing, and community.

Throughout September, we will enjoy a variety of spring-inspired activities, including gardening, flower arranging, arts and crafts, music and reminiscence, gentle exercise, games, cooking, social gatherings, and opportunities to enjoy the warmer weather.

We encourage residents, families, friends, and staff to share their ideas and participate in activities that bring enjoyment and meaning to everyday life.

Warm Regards

Chiara - Lifestyle Manager



GARRY 20

FRED 23

Improve Your Health with Creativity



Traveling usually evokes a sense of excitement and anticipation. However, the actual act of traveling, when it comes to art, the possibilities are endless. Sadly, though, it seems the older we get, the less our creativity shines. But it's actually in our health's best interest to be creative.

In addition to improving your imagination and artistic side, creativity is good for your physical and mental health.

Cognitive – Creative activities help keep our brains agile and active. Creative ventures force us to use both sides of our brains, which ultimately strengthens our neural pathways.

Emotional – Studies have found that creative activities can reduce stress, anxiety, and depression. For example, when you listen to music or even create music using an instrument, it helps to calm brain activity. This creates a sense of emotional harmony.

Physical – According to a study, older adults who participated in creative arts programs had fewer visits to the doctor and experienced fewer falls. The study also found that participants took fewer medications. Channeling your artistic side helps to motivate you and get you up and moving.

Don't think you're creative? Try again. Creativity is subjective, and everyone is creative in their own way. Here are a few different “non-art” activities you can take part in:

- **Exercising** – Research continues to find a relationship between physical activity and the mental processes that lead to creativity, i.e. dance and yoga.
- **Cooking** – Cooking is a process in which you can express yourself, your culture, and your passion. From how you prepare the food to how you serve the food, the entire process is art.
- **Gardening** – From the design of the garden to the placement of the plants, when you are in your garden, you are expressing your creativity.
- **Reading** – Literature forces your creativity by making you conjure up images and snippets of the story you're reading.



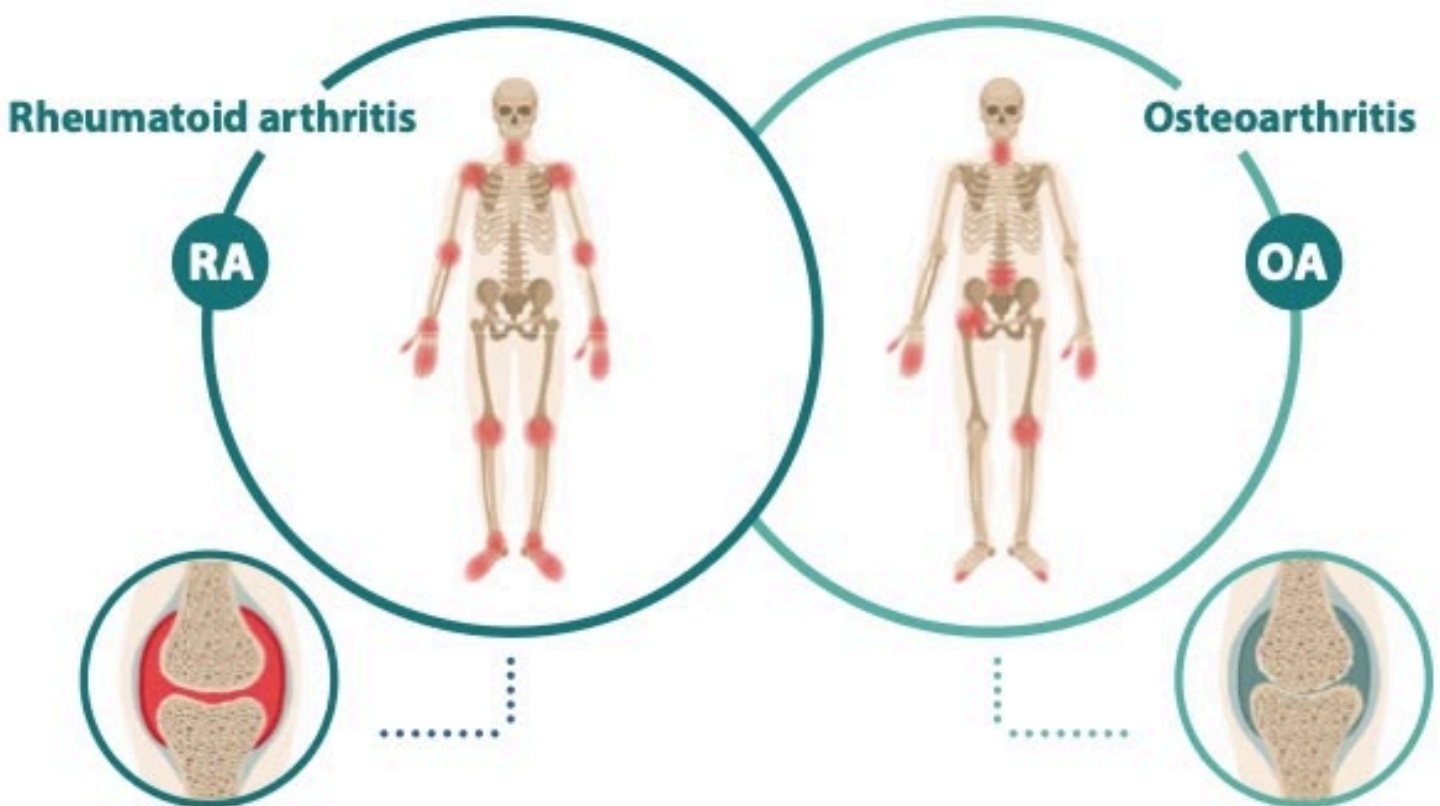
CARE

Managing arthritis through gentle exercise



Arthritis is a disease that affects more than 50 million people across the United States. It causes pain, stiffness and swelling in the joints. Staying active can be challenging with arthritis. However, regular exercise is important for managing symptoms and maintaining overall health.

Arthritis can be divided into two types:



Rheumatoid arthritis happens when the body's immune system wrongly attacks its own tissues.

It includes:

- **Rheumatoid arthritis (RA):** A long-term inflammation that affects many joints, often found in hands and feet.
- **Psoriatic arthritis:** A type of arthritis linked to psoriasis that causes joint pain, stiffness and swelling.

Osteoarthritis is the most common type of arthritis. It happens when a joint's cartilage (the smooth coating on the end of bones) breaks down. Over time, the cartilage can slowly deteriorate and cause bone grinding. This causes pain and limited movement.

It includes:

- **Osteoarthritis (OA):** The most common form of arthritis, often affecting the knees, hips and hands.
- **Post-traumatic arthritis:** This type can sometimes develop after an injury to the joint — such as a car accident or fall.



Essential exercises for managing arthritis

Staying active is essential for managing arthritis, but it's important to choose exercises that are good for your body and your particular type of arthritis. Here are some options:



Stretching

Regular stretching helps maintain flexibility and range of motion. Focus on gentle stretches for all major muscle groups, holding each stretch for 15-30 seconds.



Walking

This low-impact exercise can be easily adjusted to any fitness level. Walking helps improve blood circulation and joint mobility.



Swimming

Being in water relieves stress on the joints while providing natural resistance to build strength. Swimming and water aerobics are great for cardiovascular health and those with arthritis.



Pilates

Pilates focuses on core strength, flexibility and overall body awareness. It involves controlled movements that can be modified to suit different fitness levels while being gentle on the joints.



Yoga

Yoga combines gentle stretching with strength-building poses. It can help improve flexibility, balance and overall well-being. Look for classes specifically designed for people with arthritis.



Cycling

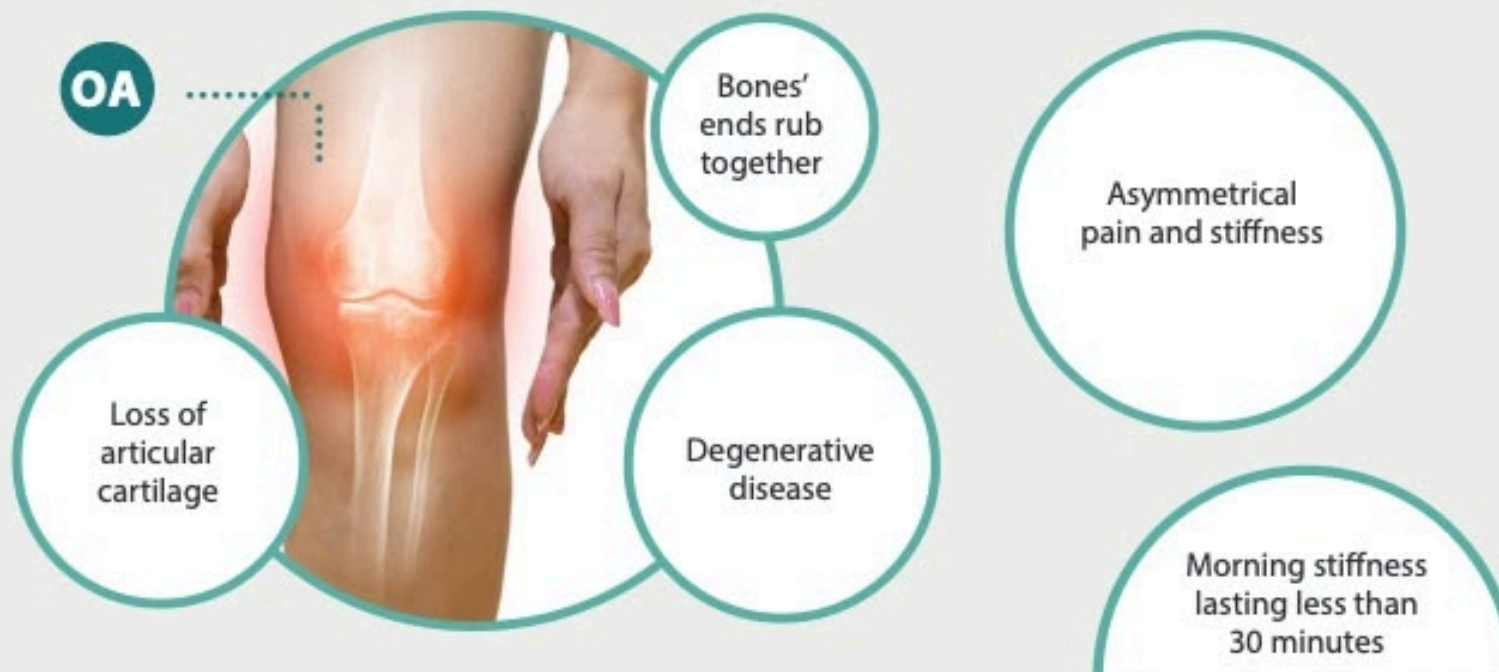
Whether using a stationary or regular bike, cycling is a low-impact way to improve cardiovascular health and leg strength without putting too much strain on the joints.



Tai Chi

This ancient Chinese practice involves slow, flowing movements that improve balance, flexibility and strength. Tai Chi is particularly helpful for reducing stress and improving joint function.

pain:away



When should I talk to a doctor?

Before starting any new exercise plan, talk to a health care provider you trust — especially if you have arthritis. They can help tailor an exercise plan to your specific needs and monitor your progress. Seek medical advice if you experience:

- Increased joint pain or swelling
- Severe fatigue
- New or worsening symptoms
- Limited range of motion

Benefits of getting diagnosed

Early diagnosis and treatment are essential in controlling arthritis, and can significantly improve quality of life. Some benefits include:

- Better management of symptoms
- Slower progression of the disease
- Improved joint function and ability to move
- Improved overall health and well-being



Did you know diet can affect arthritis?

Diet plays an important role in managing arthritis. Certain foods can help reduce inflammation and improve joint health.

Consider incorporating the following into your diet:

- **Omega-3 fatty acids:** Found in fish such as salmon, mackerel and sardines, these can help reduce inflammation.
- **Antioxidants:** Fruits rich in antioxidants, such as blackberries, blueberries and raspberries, can help protect joints.
- **Whole grains:** Foods like brown rice and quinoa can help reduce inflammation.

Living with arthritis can be hard. Daily exercise, eating well and following your health plan can help manage symptoms and improve your overall quality of life. Always consult with a health care provider to ensure your exercise plan is safe and effective for your specific condition.





Sunday 06

HAPPY FATHER'S DAY

**A Father's Love Is
A Guiding Light
That Never Fades**

**Thank You For Your
Strength, Your Wisdom,
And Your Endless Support**

**Today We Celebrate
The Heroes
Who Inspire Us Every Day**

~~Don't~~
~~Quit~~

THE BEST IS YET TO COME



How to Make Your Golden Years the Best Years Yet!

There's a secret about getting older that no one tells you: this can be the best time of your life, if you let it.

Sure, youth has its energy, and middle age keeps you busy, but reaching 60, 70, or even 80 brings a new kind of freedom. The career pressures have eased, the expectations of others no longer weigh so heavily, and the days ahead are yours to shape. Now, you get to decide how you want to spend your time, and that kind of freedom is a gift.

So how do you make the most of this chapter? One of the best ways is to stay curious and open to new experiences. You don't have to climb a mountain or jump out of an airplane, unless you want to, but saying yes to new things keeps

life exciting. Maybe you've always wanted to try painting but never picked up a brush. Or perhaps you've been curious about yoga, but the thought of a class felt intimidating. Now is the perfect time to explore those interests. Adventure doesn't have to mean traveling across the world; it can be as simple as trying a new restaurant, learning a new skill, or striking up a conversation with someone new. The more you embrace curiosity, the younger you'll feel.

Staying active is another key to making the most of your golden years. You don't need to run marathons or spend hours at the gym to keep moving. Walking, swimming, gardening, or even dancing in your living room can keep you feeling strong and capable. Studies show that regular movement helps prevent aches

and stiffness, sharpens the mind, and improves mood. The key is to find something you enjoy and make it part of your routine. Your body will thank you for it.

Aging isn't about the number of candles on your birthday cake, it's about how you feel. Happiness isn't always found in big, grand moments, but in the little things: the smell of fresh coffee in the morning, a good laugh with a friend, or a quiet afternoon on the porch listening to the birds. The more you take time to appreciate these everyday joys, the richer life becomes. And perhaps the most important thing to remember is that it's never too late to dream. Some of history's most inspiring success stories began later in life. Laura Ingalls Wilder didn't publish *Little House on the Prairie* until

she was in her 60s. Colonel Sanders didn't sell his first KFC franchise until he was 65. Dorothy Steel, an 88-year-old woman who had never acted before, landed a role in *Black Panther*. The idea that dreams have an expiration date simply isn't true. If there's something you've always wanted to do, now is the perfect time to start.

Your best years aren't behind you, they are happening right now. Laugh often. Try new things. Keep moving. Focus on what brings you joy. Most of all, trust that life still has plenty of surprises in store for you.

Because the best? It's yet to come.



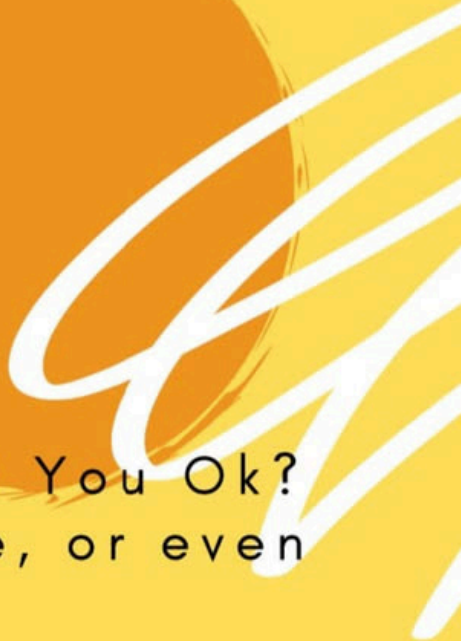
ask someone



RU OK **DAY**



SEPTEMBER 10TH



There's more to say after Are You Ok?
A conversation could change, or even
save, their life.

Thursday 10th

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





Is it ever okay to LIE to someone living with Dementia?

Communicating effectively with a person who has dementia can become an increasing challenge if the person progressively loses their memory and their ability to organise and express their thoughts. For many, the loss of recent memory means that the past begins to merge with the present which can result in difficulties for families and carers of the person living with dementia.

It is important to always communicate respectfully with someone who lives with dementia and experiences things differently to you. There are many different strategies and ways you can respond in a caring way.

Crucially, what works for one person may not work for another so please call the National Dementia Helpline on 1800 100 500 if you'd like to talk to one of our expert team about how to best care for your loved one. Dementia Australia services include information and education, peer support, psychological support, respite, social support and more.

Below are some options to consider when communicating, using two scenarios.

Scenario One

What if the person living with dementia insisted their car was missing when it was sold decades before and they can no longer drive?

Acknowledge the concern, sometimes it is the feelings behind the questions that are more important to focus on, than the question itself. The loss of a car may mean the loss of control over their life as they can't come and go as they please. Sometimes enabling a person to increase their sense of control can overcome these issues. This can be achieved by hanging a set of 'car keys' on the key rack or enabling the person to have keys in their pocket.

Suggest an alternative option such as "I'm not sure where your car is at the moment but was there somewhere you wanted to go?" Or take your loved one out for a drive to 'find their missing car' and during the ride

change the conversation topic. You could also stop off for a coffee or take them to do their favourite activity.

Provide reassurance by saying something like, "sounds like this car is really special for you, I would love to know the story about where you bought it, how fast did it go, and the adventures you had."

Steer the conversation into a different avenue, possibly the younger days of the person living with dementia. If possible, it can be helpful to get some photos of the person in their youth. The conversation may then flow in another direction, which can distract the person living with dementia from their concern or distress.

Scenario Two

When a loved one with dementia can't recall painful events from the past, such as the death of a parent or spouse, reminding them may result in significant distress. Instead, consider using these tactics to respond.

Acknowledge the concern, with a comment like "Your mum can't be here right now, and it seems like you are missing her." It can also be good to empathise with the person by acknowledging you miss your family members as well when they aren't with you.

Suggest an alternative option, such as saying their mother is unable to visit rather than informing the person living with dementia their mum passed away years ago.

Provide reassurance, for example when asked why the person isn't there, reassure your loved one that their mother is doing well or by saying "I know it's disappointing for you that your mum isn't here right now, but I am here because I care about you. There are lots of people who care about you." Then redirect to looking at family photos (if easily seen) and asking about who the special people are in the photos and redirecting them that way.



Redirection to shift focus. For instance, you can distract your loved one by engaging them in an activity or changing the conversation to another subject, preferably to an activity or hobby the person with dementia enjoys. For example, let's go outside and have a cup of tea.

It is important to keep track of what works and what does not, to help yourself and others care for the person living with dementia. It can be useful to foster a sense of curiosity when dealing with dementia, being reflective and adaptive, fine tuning constantly, keeping a journal to document what things are effective and what exacerbates situations.

Dementia Australia can support you with timely, reliable and expert information, advice and a wide range of programs to live well with dementia. Call us on 1800 100 500, 24 hours a day, seven days a week, 365 days a year or visit dementia.org.au.

**National
Dementia
Helpline**

1800 100 500





from our kitchen
to yours

MAGGIE'S GRILLED ZUCCHINI SALAD

"You might think of zucchini as an afterthought but I find them invaluable. They are so easy to grow and embarrassingly abundant but do pick them when they're small to get them at their very best. They are grilled here (and have a great flavour because of it), but if you slice freshly picked zucchini very thinly you can serve it raw with exactly the same vinaigrette."

Preparation 5 minutes **Cooking** 2 minutes **Makes** 4 serves as a side dish **Cost** Low **Season** Summer
Ability Easy **Can** Best fresh **Equipment** Mandolin or sharp knife, bbq or grill plate

INGREDIENTS

4 small zucchini (about 200 g in total)
2 tablespoons extra virgin olive oil
1 tablespoon
Finely grated lemon zest
Sea salt flakes
Freshly ground black pepper
1 tablespoon verjuice or lemon juice
Mint leaves, to serve

METHOD

1. Preheat a barbecue grill to high.
2. Using a large sharp knife or mandolin, cut the zucchini lengthways into 3 mm thick slices.
3. Place in a bowl with the olive oil and lemon zest, then season with salt and pepper and toss to coat well. Grill for 1 minute each side, then place on a serving plate.
4. Drizzle with verjuice, scatter with mint leaves and serve.



why

MUSCLE

mass matters more after 60



Staying strong isn't about looks: it's about staying capable, independent and protected. Most people associate muscle with gym culture or elite athletes. But after the age of 60, muscle mass becomes one of the most important factors in your quality of life – not for how you look, but for how you live.

What happens to muscle as we age?

From around age 35, we naturally begin losing muscle mass: a process called sarcopenia. By the time we reach our 60s and 70s, sarcopenia can accelerate noticeably. Without intervention, we can lose 3-5 per cent of our muscle mass per decade – often more. This doesn't just affect strength. It affects balance, energy, bone density, metabolism and even the ability to recover from illness. Muscle isn't just for lifting things. It acts as a metabolic engine, helping to regulate blood sugar and keeping your weight stable. It supports your joints, reducing the load on knees, hips and your lower back. It powers every functional movement you rely on: getting up from a chair, climbing stairs, carrying groceries or simply walking confidently.

Muscle is also your body's first line of protection in a fall. Strong legs and trunk can mean the difference between catching yourself and hitting the ground. The good news: you can build it at any age. One of the most empowering facts in exercise science is that muscle responds to training well into your 80s and 90s. You don't need to become a weightlifter. What you need is regular, progressive resistance exercise: movements that gradually challenge your muscles so they adapt and grow stronger. This can include resistance bands, body weight exercises, light weights or supervised exercise with an exercise physiologist who understands how to tailor training to your needs and any conditions you may have.

Two to three sessions per week of strength-focused movement is enough to make a meaningful difference. Combine that with adequate protein in your diet and you have a powerful formula for staying strong, capable and independent. It's never too late to start. In fact, the later you leave it, the more important it becomes.



jeans.

***The
Story
of
Denim
Jeans***



The history of denim jeans & more

The word “jean” started out in the 1800s, in reference to a twill cotton cloth used for trousers. But the textile soon became conflated with the garment it was commonly used for. Blue jeans, now called “denim”, were originally made from this fabric and manufactured in the French town of Nîmes (bleu de Nîmes). There is still debate over whether the word “denim” is an anglicised version of the French textile or whether the French name was given to an already existing English product to give it prestige. By the 20th century, “jean” was the term for a wide range of cotton or denim informal trousers. The most recognisable, classic jeans as we’ve come to know them – made from indigo-dyed denim with pockets and sturdy riveting suitable for workwear – were patented in 1873 by Jacob Davis, a tailor, and Levi Strauss, owner of a wholesale fabric house in San Francisco. The copper rivets used to reinforce the pockets were appreciated by miners and other labourers, who complained about frequent pocket rips.

Strauss and Davis initially made jeans in two types of fabric, brown duck and blue denim, but the creation of the denim 501 style in 1890 helped the latter fabric take off. Over the course of the decade, design improvements were made: Strauss added a double arch of orange stitching for further reinforcement and to identify them as Levi’s; belt loops appeared in 1922; zippers replaced the button fly on some styles in 1954. But when Strauss and Davis’s patent ended in 1890, other manufacturers were free to reproduce the style. OshKosh B’Gosh entered the market in 1895, Blue Bell (later Wrangler) in 1904 and Lee Mercantile in 1911. During the First World War, Lee Union-Alls jeans were standard issue for all war workers.

Hollywood helped romanticise the blue jean in the 1920s and 1930s by putting the trousers on handsome cowboy types played by the likes of John Wayne and Gary Cooper. This glamorous new image spoke to consumers who sought casual leisurewear to wear at the weekends and on holidays. Publicity photos of actresses like Ginger Rogers and Carole Lombard wearing jeans helped convince women that the style was for them too. In the 1930s, Vogue gave their seal of approval, calling jeans “Western chic”. In 1942, the American designer Claire McCardell sold more than 75,000 of her denim “Popover” wrap dress.

Yet, it wasn't until the 1950s that jeans came to be associated with rebellious, anti-establishment youth. Marlon Brando and James Dean popularised the image of the denim-clad teenage idol with huge sex appeal; rock'n'roll stars helped cement the style as cool; hippies and anti-war protestors wore jeans in the 1960s and early 1970s as a way to show support for the working class; while feminists and women's lib organisers chose blue jeans as a way to demonstrate gender equity. By the 1960s, jeans had come to symbolise the counterculture. Some high schools banned the garment, which only served to further enhance its status.

By the late 1970s and early 1980s high fashion began to take an interest too. Fiorucci's Buffalo 70 jeans were skin-tight, dark, expensive and hard to purchase – in other words, the exact opposite of the faded bell-bottoms preferred by the younger crowd. They became a hit among the Studio 54 jet set. In 1976, Calvin Klein showed blue jeans on the runway – the first designer to do so. Gloria Vanderbilt introduced her hit jeans in 1979. These designer jeans were not only a commercial success, but were also marketed with a racier image in mind.

In the 1980s, Brooke Shields's provocative Calvin Klein campaign and Claudia Schiffer's sultry ads for Guess helped give the blue jean a new kind of seductive potential. By the 1990s, fashion houses such as Versace, Dolce & Gabbana and Dior had also entered the jean market.

Over the decades, the types and styles of jeans became stratified among groups and subgroups: hip-hop styles of the early 1990s were characterised by oversized, low-slung baggy jeans; intellectuals and hipsters turned to dark denim as a way to get back to the style's roots; pop stars favoured Diesel's sandblasted and whiskered styles; aficionados paid high prices for vintage Levi's and hand-dyed Japanese indigo.

Today, almost all luxury labels and high-fashion designers have sent jeans down the runway; and they're available at both ends of the price spectrum, in a multitude of styles: wide, skinny, high-waisted, low, light, dark or coloured. "I have often said that I wish I had invented blue jeans," Yves Saint Laurent told New York Magazine in November 1983. "They have expression, modesty, sex appeal, simplicity – all that I hope for in my clothes."

There are many stories online about Denim Jeans and may vary to the above story.

The Anxious Retiree



**SEVEN MONEY MYTHS THAT QUIETLY
STEAL THE GOLDEN YEARS**

AI OVERVIEW

Outdated financial beliefs and common misconceptions can significantly derail your retirement readiness. These pervasive myths—from underestimating healthcare costs to relying solely on the Age Pension—often leave retirees financially vulnerable in their golden years.

Myth 1: "I will need less money to live on in retirement"

While some expenses (like commuting or a mortgage) may disappear, overall living costs often remain the same or increase. Retirees frequently replace work-related expenses with leisure activities, travel, and hobbies.

Myth 2: "My healthcare costs will be fully covered by Medicare"

Medicare is vital, but it doesn't cover everything. Long-term care, dental, vision, and out-of-pocket prescription drug costs can eat through retirement savings quickly. Factoring in private health insurance or a dedicated healthcare fund is essential.

Myth 3: "The Age Pension alone is enough to live on"

Government pensions are designed as a safety net to cover basic living expenses. Relying entirely on them limits your lifestyle choices. Building personal savings and investments is crucial to maintaining your desired standard of living.

Myth 4: "Paying off my mortgage should be my only financial priority"

While being mortgage-free brings peace of mind, sinking all your liquid cash into your home can leave you cash-poor. A balanced approach that continues to build a liquid investment portfolio ensures you have access to cash when needed.

Myth 5: "My investment portfolio should become entirely conservative"

While shifting to safer assets to protect your nest egg is important, avoiding growth assets entirely exposes you to inflation risk. If your conservative investments do not outpace inflation, your purchasing power will decline over your 20- to 30-year retirement.

Myth 6: "Downsizing my home will free up a lot of cash"

Moving to a smaller property can release equity, but transaction costs, stamp duty fees, and the rising price of real estate can eat into your expected profits. It's important to calculate the net financial gain realistically.

Myth 7: "I can work forever to make up for any shortfalls"

Health issues, company restructures, or caring for aging family members mean that you may not be able to work as long as you plan to. It is safer to prepare to retire earlier than anticipated rather than relying on an indefinite income stream.

Disclaimer: The information provided here is for informational purposes only and does not constitute financial advice.



WHAT'S ON? DURING THE MONTH OF SEPTEMBER



CHURCH SERVICES

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

9.00am, Every Monday of the month

R U OK? DAY

1.30pm, 10th Thursday

MUSIC SING-ALONG /MUSIC THERAPY

11:00am, Every Monday & Friday

BUS OUTING

10.00am, 9th & 23rd Wednesday

HAPPY HOUR / KARAOKE DAY

1.30pm 24th Thursday

BINGO GAMES

1.30pm, Every Tuesday & Thursday

FATHER'S DAY

1.30pm, 6th Sunday

ACTIVE GAMES: FLOOR / TABLE

1.30pm, Every Wednesday & Friday

HAND MASSAGE PAMPER SESSION

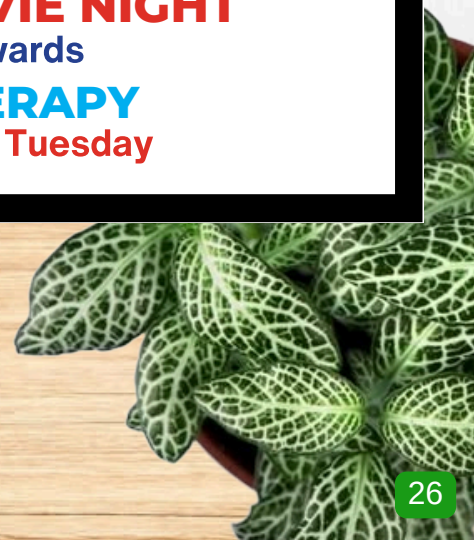
1.30pm, Every Sunday

CLASSIC MOVIE NIGHT

3pm onwards

SUN THERAPY

10am, Every Tuesday





Sept: Welcome Spring Celebration

Sept: Indigenous Literacy Day

Sept: National Wattle Day

Sept: Wildlife Day

Sept: International Day of Charity

Sept: Father's Day

Sept: World Gratitude Day

Sept: Reading & Poetry Day

Sept: World Pharmacist Day

08 Sept: World Physiotherapy Day

10 Sept: R U OK? Day

13 Sept: World Sepsis Day

15 Sept: Dementia Awareness

27 Sept: Music & Memories

30 Sept: Spring art day

The Willows
PRIVATE NURSING HOME



The older you get,
the more you realize:



Alcohol isn't
worth it.



Exercise is
therapy.



Nature is
medicine.



Peace is
priceless.



Health is
wealth.

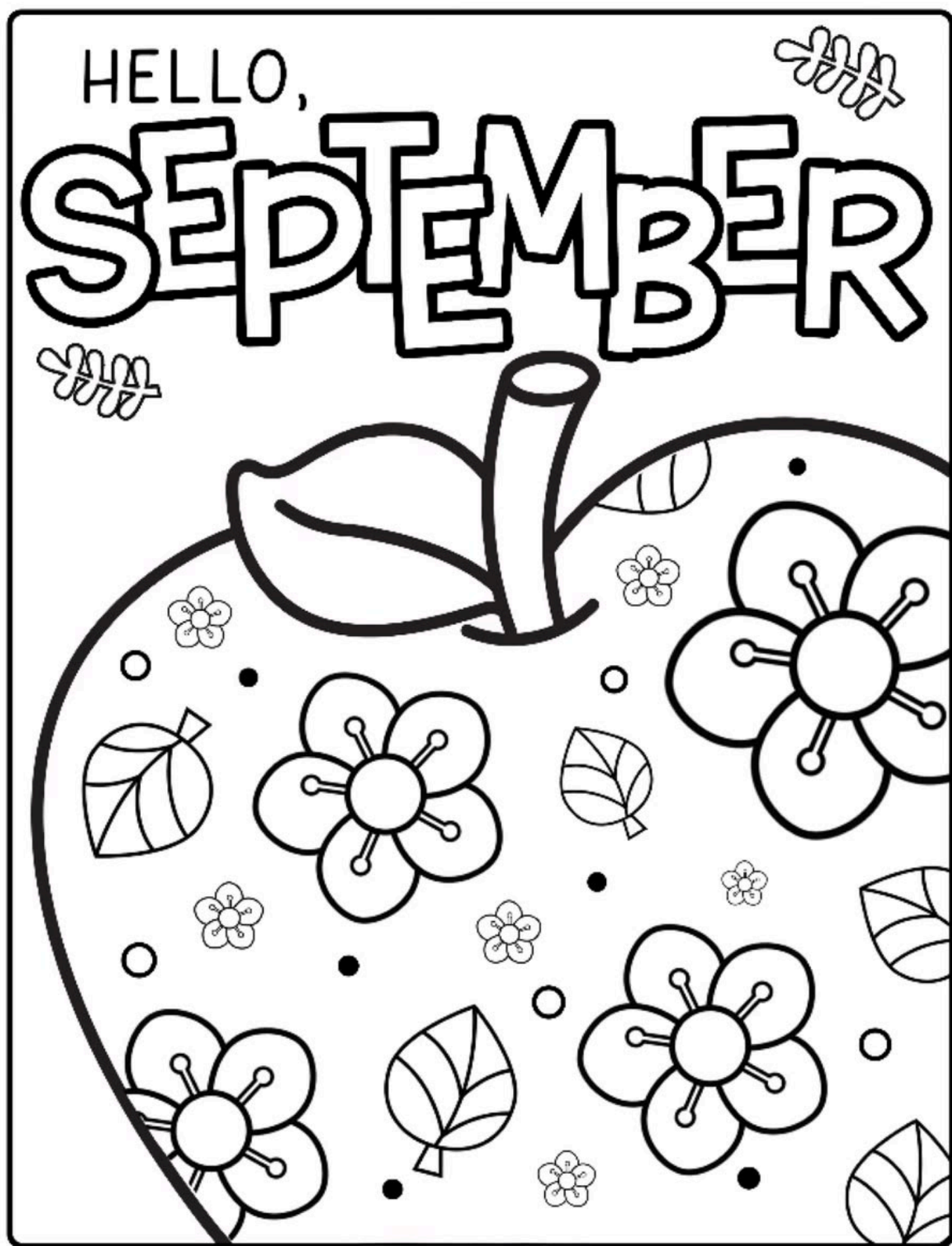


Happiness is
homemade.



HELLO,

SEPTEMBER



FIND 10 DIFFERENCES

FIND 10 DIFFERENCES BETWEEN THE TWO IMAGES





GIVE YOUR BRAIN A SUDOKU WORKOUT!



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4			8					

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HARD

ANSWERS ON PAGE 33

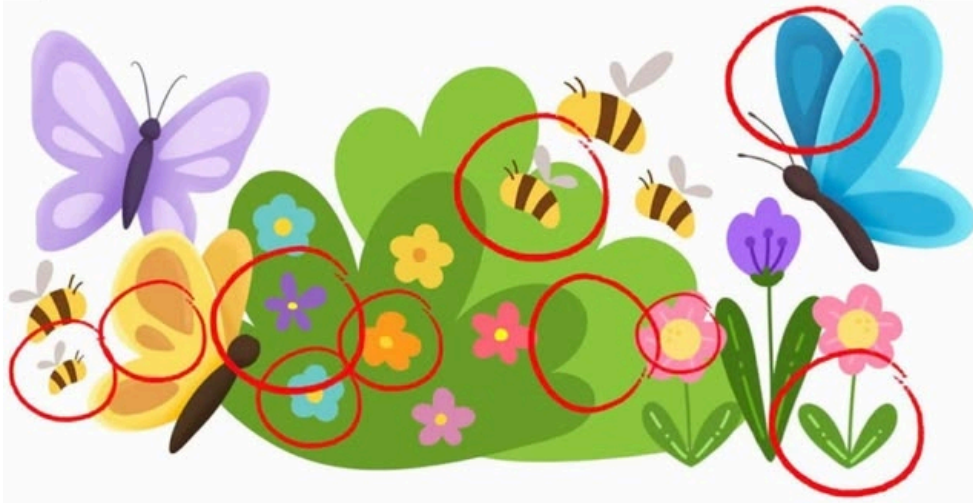
Test yourself

ANSWERS ON PAGE 33

- 1 Chionophobia is the fear of what?
- 2 Who was appointed head coach of NRL team Melbourne Storm in 2003, and still is?
- 3 True or false? Does every human have a unique tongue print?
- 4 Who is Elsa's sister in the 2013 animated Disney film *Frozen*?
- 5 Vatican City, the headquarters of the Roman Catholic Church, is surrounded by which Italian city?
- 6 Which creature has the largest eyes in the animal kingdom?
- 7 What all-girl band released a cover version of Simon & Garfunkel's *A Hazy Shade of Winter* (1966), which peaked at No.2 on the Billboard Hot 100 in 1987 for the girls?
- 8 What is the main function of platelets in the human body?
- 9 In what country is the world's largest ski resort, with 600km of slopes?
- 10 Who was the recipient of the 1921 Nobel Prize in physics?
- 11 What is the capital city of the US state California?
- 12 For which VFL/AFL teams did premiership coach Alastair Clarkson play with from 1987 until 1997?
- 13 Which US president posthumously awarded Elvis Presley the Presidential Medal of Freedom in 2018?
- 14 The International 500 (I-500) in Michigan, US, is the longest single-day race in the world for what vehicles?
- 15 What fruit is the primary/base ingredient in guacamole?

ANSWERS PAGE

10 DIFFERENCES



SUDOKU

Sudoku - EASY

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

Sudoku - MEDIUM

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

Sudoku - HARD

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



ANSWERS: 1 Snow 2 Craig Bellamy 3 True 4 Anna
5 Rome 6 Colossal (giant) squid 7 The Bangles
8 Stop the bleeding by forming a blood clot at the site of
the blood vessel injury 9 France (Les 3 Vallées)
10 Albert Einstein 11 Sacramento 12 North Melbourne
and Melbourne 13 Donald Trump 14 Snowmobiles
15 Avocado.

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



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