



Whispers from The Willows **NEWSLETTER**

Welcome to our newsletter for October.

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 October 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.

from our **HEADOFFICE**



Hello from the Admin Team!

Dear residents, families and team,

Welcome to October! While the spring weather has been a bit unpredictable lately, it has been wonderful to make the most of those lovely sunny days whenever they appear. We are all keeping our fingers crossed for warmer, sunnier weather this month so our residents can spend more time enjoying our gardens and outdoor areas.

Celebrating International Day of Older Persons (01 October)

October 1st marks International Day of Older Persons, a day that holds special significance for our entire community. This year, we are taking the opportunity to celebrate the rich, diverse lives, experiences, and histories of every single resident at The Willows. Each person in our care brings a unique story and wisdom to our home, and we look forward to honouring their individual journeys throughout the day.

Dementia Action Week: "It's Time to Talk About Dementia"

Following National Dementia Action Week in late September, we are continuing to highlight this year's message: "It's Time to Talk about Dementia."

Dementia affects memory, thinking, and daily life, impacting almost half a million Australians and over 1.7 million carers. One of the most powerful steps we can take as a community is to break down stigma by encouraging open, gentle conversations.

At The Willows, our focus remains on providing individualised, person-centred support that preserves dignity, promotes independence, and fosters meaningful connection for residents living with cognitive changes. If you ever have questions or would like to learn more about how we support residents and families through their dementia journey, please feel free to reach out to our care team.

Urgent Action Required: Variation of Resident Agreement

A gentle but firm reminder for families who have not yet signed and returned the Variation to the Resident Agreement following the recent Aged Care Act updates:

The deadline for returning these signed agreements is approaching rapidly. Please review, sign, and return your completed documents to our administration office as soon as possible. If you need a replacement copy emailed to you or have any questions about the paperwork, please contact me on 0400 690 969 or maryanninbari@thewillowsprivatenursinghome.com.au.

Thank you all for your continued trust, partnership, and vibrant spirit. Let's hope for plenty of clear, warm days ahead!

Warm Regards,
Maryann Inbari - CEO



from our **LIFESTYLE DESK**

Hello Residents, Families and Friends!

As we welcome a new month, we warmly welcome everyone and thank you for being a valued part of our community. October brings the beauty of spring and a wonderful opportunity to enjoy new experiences, reconnect, and create special memories together.

This month, we are embracing a "Spring into October" theme, filled with colour, music, laughter, creativity and fun.

We look forward to celebrating International Day of Older Persons on 1st October, recognising the wonderful experiences and contributions of our residents. We will also acknowledge World Animal Day, World Mental Health Day, and World Food Day through a range of enjoyable and meaningful activities.

Throughout the month, we will enjoy gardening, music, games, afternoon teas, crafts and outdoor activities. We will finish October with a fun Halloween celebration, bringing plenty of smiles, treats, and festive spirit.

We encourage everyone to join in, share ideas, and enjoy a wonderful October filled with friendship, laughter, and memorable moments together.

Warm Regards

Chiara - Lifestyle Manager



MOHANA 04

ROSARIA 04

KATHLEEN 14

MARIANNA 21

KAY 25



Hello October

One of the best things you
Can do for yourself is
Taking time to learn and grow.
Once you give yourself patience, you
Become your best friend. And the
Empathy, self-kindness and
Resilience are what you need to grow



October 2026

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUST 3 MONTHS
UNTIL
Christmas!



Understanding an Alzheimer's Diagnosis

What is Alzheimer's?

Alzheimer's disease is a progressive brain disorder that impacts memory, thinking and language skills, and the ability to carry out the simplest tasks. It is the most common form of dementia. Other types include vascular dementia, Lewy body dementia and frontotemporal dementia. Dementia itself is not a disease, but a term used to describe symptoms such as loss of memory, loss of judgment and other intellectual functions. More than 7.4 million Americans live with Alzheimer's disease. This number is projected to nearly double to over 13 million by 2050.

Alzheimer's stages

The Alzheimer's Foundation of America uses the National Institute on Aging's framework, which describes Alzheimer's disease in three stages: early (mild), middle (moderate), and late (severe).

Early (mild)

In this stage, people may still be working and even driving, but may begin to have more trouble making sense of the world around them. Alzheimer's is often diagnosed in this stage. Problems can include:

- Memory loss that disrupts daily life
- Difficulty finding the right word or names
- Misplacing objects, particularly in odd places
- Forgetting something they just read
- Asking the same question repeatedly
- Trouble making plans or organizing, such as handling money or paying bills
- Confusion about time and place
- Getting lost or wandering
- Mood, personality and personal hygiene changes

Middle (moderate)

In this stage, an individual can still participate in some daily activities, with assistance, but will increasingly need more support. Symptoms may include:

- Increased confusion and memory loss
- Problems recognizing family and friends
- Problems with reading, writing and working numbers
- Repeating stories, favorite wants or motions
- Requiring assistance in choosing proper clothing
- Changes in sleep patterns, such as sleeping more during the day and being awake at night
- Withdrawal from social activities
- Restlessness, agitation, anxiety, tearfulness, especially in late afternoon or evening (sundowning)
- Hallucinations, delusions and paranoia

Late (severe)

In this stage, individuals with Alzheimer's cannot communicate and are completely dependent on others for their care. Near the end of life, the person may be in bed most or all of the time as their body shuts down. Symptoms include:

- Inability to communicate
- Weight loss with little interest in eating or drinking
- Difficulty swallowing
- Increased sleeping
- General physical decline, including dental, skin and foot problems.
- Loss of bowel and bladder control
- Seizures



GOOD MOOD:

7 moves to boost your mood

1

Exercise in nature



2

Build up slowly -
set & review
goals



3

Find
something
you enjoy



4



Exercise with friends

5



Variety is the
spice of life

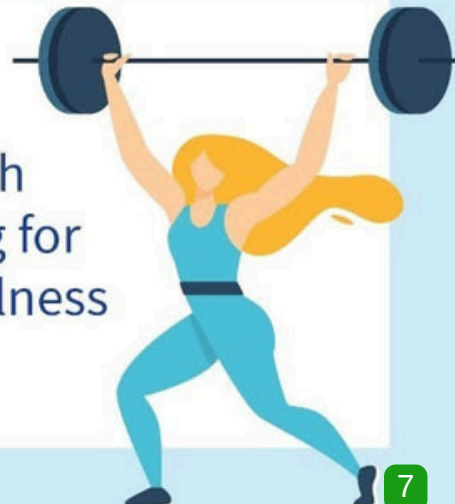
6

Weekend
boogie!



7

Strength
training for
mindfulness





AED

(Automated External Defibrillator)

An AED is a portable electronic device that checks a person's heart rhythm and delivers an electric shock to restart a normal rhythm during sudden cardiac arrest.



An important piece of modern equipment
in our lives today!



Key Facts About AEDs in Australia

- **No training needed:** AEDs give clear spoken and visual instructions, meaning anyone can use them safely in an emergency.
- **Safe operation:** The device checks the heart rhythm first and will only deliver a shock if the person actually needs it. You cannot accidentally shock someone.
- **Where to find them:** Public AEDs are common in Australian shopping centres, airports, community hubs, and sports clubs. You can locate nearby units via emergency tools like the GoodSAM app.
- **Emergency steps:** If someone collapses and is not breathing normally, always call Triple Zero (000) immediately, start CPR, and use an AED as soon as one is available.

For further details and safety guidelines, check the official guidance at Healthdirect Australia.

<https://www.healthdirect.gov.au/defibrillators>.

**One kind of many AED's available*



What's on in *October*





**HAPPY
Vegetarian
Day**

01

05

**HAPPY
LABOUR DAY**



OCT



OVARIAN
CANCER
RESEARCH
FOUNDATION
frocktober

11 – 17 OCTOBER 2026

NATIONAL CARERS WEEK



CARE FOR A CARER: MAKING CARERS VISIBLE

Celebrate the **3 million** Australians
providing unpaid care and support to
their family members or friends.



carersweek.com.au

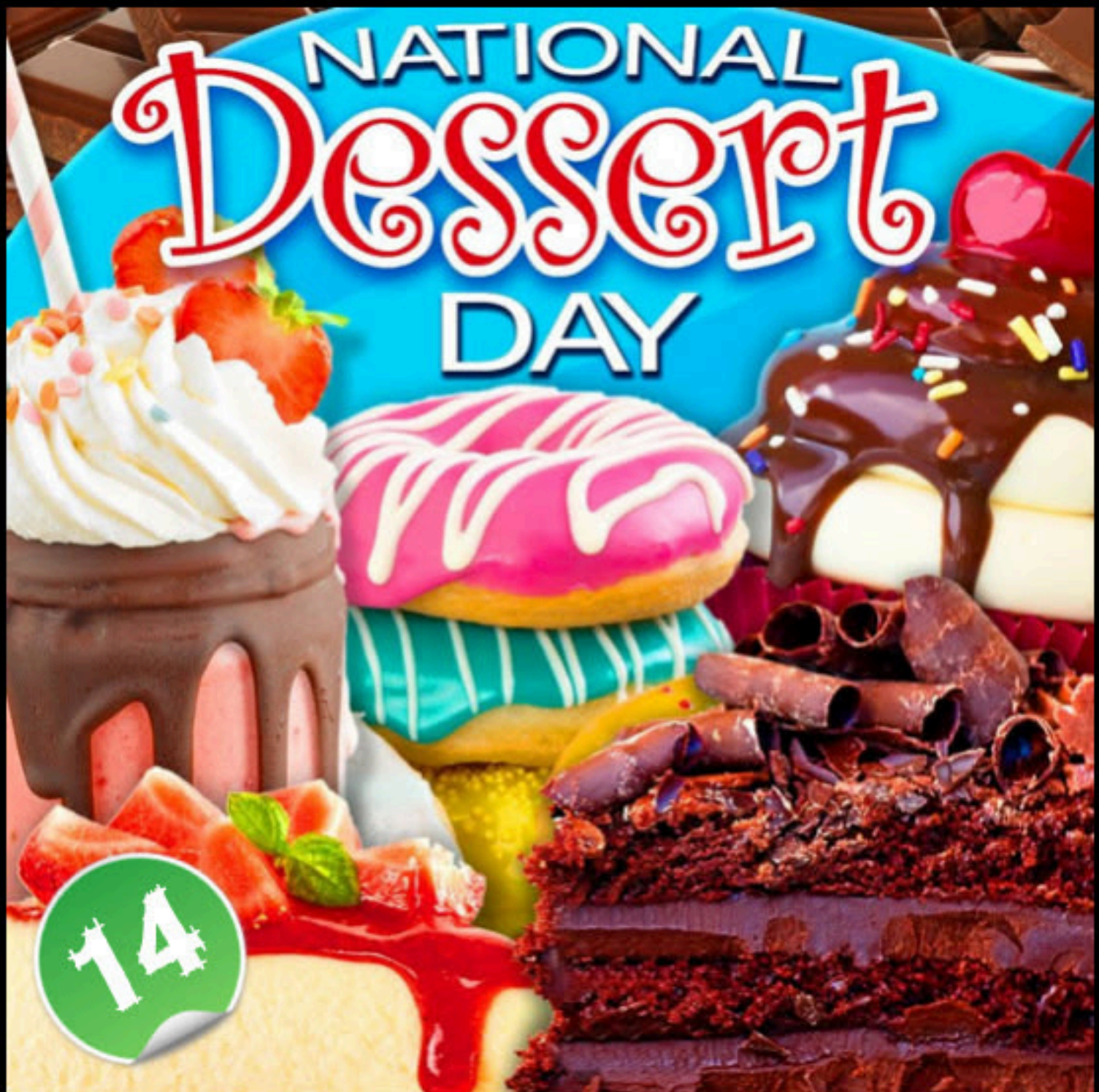
#NationalCarersWeek

#CarersAustralia



National Carers Week 2026 is an initiative of Carers Australia and funded by the Australian Government





*and
so much more!*

A message from The Willows



GET AN **A+** IN SNEEZING



**Feel a sneeze (or cough) coming on?
Here are things you can do to not spread germs.**

- Step 1:** Move away from others when you sneeze or cough
- Step 2:** Cover your nose and mouth with a tissue or your elbow
- Step 3:** After you've sneezed or coughed, wash your hands as soon as possible

Do the right thing!



Take
care
of
yourself

Self-care
is
important.



SMOKE ALARMS:

Your First Line of Defence

- Ensure smoke alarms are installed in every bedroom and living space.
- Have a family member or your carer test your alarms every month.
- Change the batteries annually or upgrade to 10-year lithium battery models to reduce maintenance.



KITCHEN SAFETY

- Never leave the stove unattended while cooking.
- Keep tea towels, paper towel, and oven mitts well away from heat sources.
- If a cooking fire starts, do not throw water on it. Use a fire blanket if safe to do so, or leave the room and close the door behind you.



HOUSEHOLD FIRE SAFETY!

Protecting our homes & lives means taking simple, everyday steps to stay safe.

SAFE HEATING

- Keep portable heaters at least one metre away from curtains, furniture, or drying clothes.
- Always turn heaters off before going to sleep or leaving the house.
- Before winter begins, have a loved one or carer check electric blankets for frayed cords or scorch marks. Never place heavy items on top of an electric blanket.



NIGHT-TIME PREPARATION

- Keep essential items like your glasses, walking aids, a telephone, and house keys on your bedside table while you sleep.
- Keep pathways clear of clutter so you can exit easily in the dark.
- Plan two ways out of every room just in case one exit is blocked.



In an emergency, get out, stay out, and call Triple Zero (000)



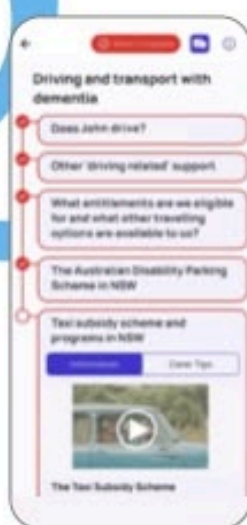
5 DEMENTIA APPS & SITES we love

Explore our top five digital apps and websites designed to bring comfort, safety, and convenience to your dementia care routine.



Whether you are looking for practical coping strategies, interactive educational games, or just a little extra support in your caring role, these accessible resources are designed to help make navigating the dementia journey significantly easier.

2



MY DEMENTIA COMPANION

An easy-to-use digital tool designed to simplify the complex dementia journey, guiding family carers and people living with dementia through practical coping strategies, accessing government funding, and finding local support services at home.

WHY WE LOVE IT:

It feels like having a knowledgeable friend by your side when you need it most. Born from a volunteer passion project that won Dementia Australia's Innovation Award, it breaks down the overwhelming aged care "maze" into bite-sized, personalised steps.

AVAILABLE FROM:

Google Play Store & Apple App Store



REMIPLAY

A free, interactive training app helping carers build confidence and practical skills to support people living with dementia through short, real-life scenario games.

WHY WE LOVE IT:

The app turns complex dementia education into an engaging, bite-sized experience. It gives carers a completely safe, risk-free environment to practise responding to changed behaviours.

AVAILABLE FROM:

Google Play Store & Apple App Store



1



3

BRAINTRACK APP

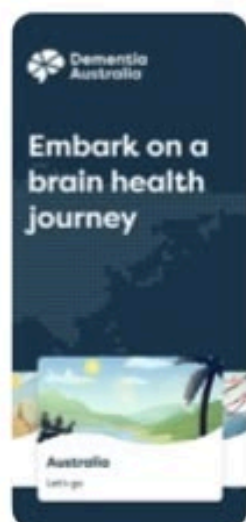


A free, interactive app by Dementia Australia

that uses travel-themed games to help adults privately monitor changes in their memory and thinking over time, generating a report to share with their GP.

WHY WE LOVE IT: It removes the intimidation factor from cognitive monitoring. Instead of stressful clinical tests, it uses fun, travel-themed games to track memory and thinking skills.

AVAILABLE FROM:
Google Play Store & Apple App Store



ASK ANNIE

Ask Annie is a free, mobile micro-learning app by Dementia Australia that guides family carers and home support workers through short, practical, scenario-based modules to strengthen their skills in providing person-centred dementia care.



WHY WE LOVE IT:

It acts like a supportive dementia coach right in your pocket. It is specifically designed for people with busy daily routines, breaking down complex topics, like communication strategies and understanding changing behaviours, into easily digestible 1- to 2-minute modules.

AVAILABLE FROM:
Google Play Store & Apple App Store

5



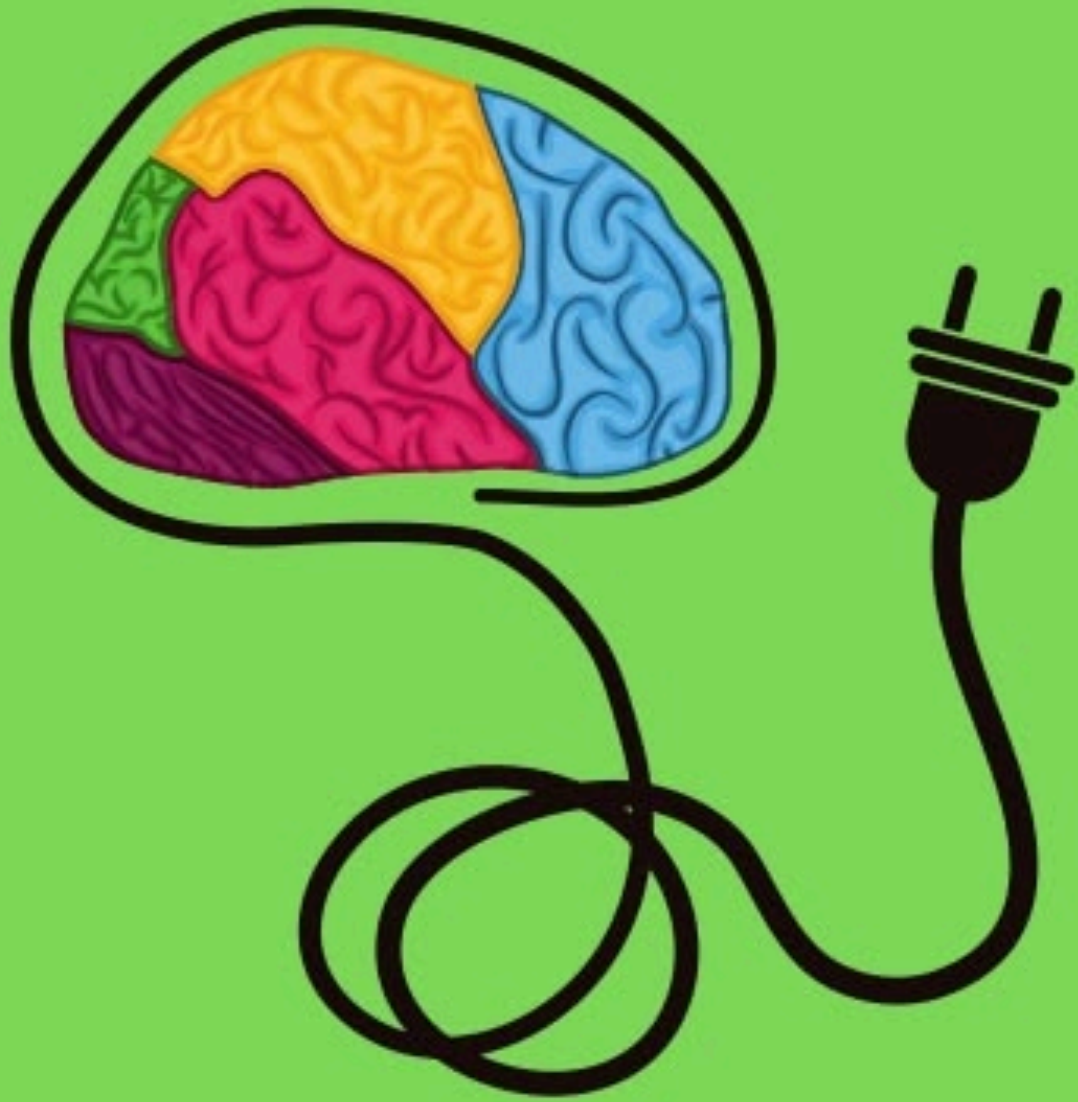
MINDCARE DIGITAL

An online program developed by La Trobe University and other researchers to empower individuals from culturally and linguistically diverse (CALD) backgrounds to take early action in reducing their dementia risk.

WHY WE LOVE IT:

It recognises that dementia prevention is not a one-size-fits-all approach. Co-created directly with South Asian, Middle Eastern, Sub-Saharan African, and Pacific Islander communities, it ensures that guidance on brain health, like diet, exercise, and social connection, is actually culturally relevant and respectful of different traditions. It breaks down language and cultural barriers, providing accessible, community-focused resources to help people take control of their wellbeing.

VISIT: mindcare.org.au/ for more info



DON'T FORGET TO
**FEED YOUR
BRAIN!**

HABITS FOR MENTAL GROWTH

LEARN NEW SKILLS:
READING, PUZZLES, OR NEW HOBBIES BUILD BRAIN RESILIENCE.

EXERCISE DAILY:
READING, PUZZLES, OR NEW HOBBIES BUILD BRAIN RESILIENCE.

SLEEP WELL:
QUALITY REST HELPS CLEAR MENTAL FOG AND CONSOLIDATE MEMORIES.



happy
MIND
happy
LIFE

CULINARY HERITAGE.

Famous dishes named
after iconic historical figures



Pizza Margherita

Named after Queen Margherita
of Savoy



Châteaubriand

Named after writer François-René
de Chateaubriand



Carpaccio

Named after painter
Vittore Carpaccio



Beef Stroganoff

Named after Count Pavel Stroganov



Pavlova

Named after ballerina Anna Pavlova



Oysters Rockefeller

Named after John D. Rockefeller



Béchamel

Named after financier Louis de Béchamel



Mozartkugel

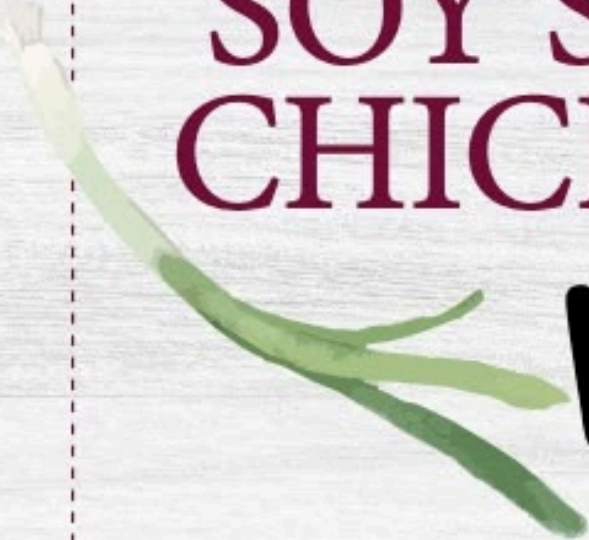
Named after composer W.A. Mozart



Peach Melba

Named after singer Nellie Melba

SOY SAUCE CHICKEN & *Vegetables*



From start to finish this single serve dish takes 20 minutes. It does employ the use of a rice cooker (available for a little as \$15 at major retailers) however you can use a saucepan and colander but a rice cooker will make your rice perfect every time.

INGREDIENTS



- 2 ea Chicken breast tenders (approx. 100-120g)
- 2 stalks Spring onion, white part cut into 3cm pieces, green part reserved separately
- 3 thin slices Fresh ginger, shredded
- 1/2 teaspoon Light Soy Sauce
- 2 teaspoons Sesame oil
- 1 tablespoon Oyster sauce
- 1 head Bok Choy, washed and cut into quarters lengthwise
- 60g Snow peas, trimmed
- 2 cups Jasmine or long grain rice
- 2 1/2 cups Water

METHOD

1. Cut the tenders into 2 or 3 pieces and place in a shallow ceramic bowl with the spring onion whites, ginger, sesame oil and sauces, mix well.
2. Place the quarters of bok choy on one side of the chicken and the snow peas on the other for even cooking.
3. Wash rice in running water until it runs clear, drain well and place in a rice cooker, add measured water, place the steamer basket holding your chicken on top of the rice cooker, cover with the lid and turn on.
4. After approx. 15 minutes the rice cooker will sense the cooking time is complete and switch to a holding status, allow to sit for 5-10 minutes with the lid in place, then remove the lid and basket, fluff up the rice and spoon as much as you need into the bowl containing your perfectly cooked chicken and vegetables.

**NOTE:**

This recipe makes enough cooked rice for 2-3 meals, one serve to be eaten immediately with the chicken and vegetables, the others refrigerated and kept for dishes that need cold cooked rice, like kedgeree or fried rice, this cooked rice can even be frozen for use at a later date!



WHAT'S ON? DURING THE MONTH OF OCTOBER



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 & PET THERAPY

9.00am, Every Monday of the month

MUSIC SING-ALONG /MUSIC THERAPY

11:00am, Every Monday & Friday

BUS OUTING

10.00am, 7th & 21st Wednesday

BIRTHDAY PARTY

TBA

GARDENING

1.30pm, 12th

ACTIVE GAMES: FLOOR / TABLE

1.30pm, Every Wednesday & Friday

HAND MASSAGE PAMPER SESSION

1.30pm, Every Sunday

CLASSIC MOVIE NIGHT

3pm onwards

ARTS & CRAFTS THERAPY

1.30pm, 4th & 28th





**01 Oct: International
Day of Older Persons**

01 Oct: International Coffee Day

04 Oct: World Animal Day

**05 Oct: World Teachers' Day
(Australia)**

16 Oct: World Food Day

10 Oct: World Mental Health Day

20 Oct: International Chefs Day

24 Oct: United Nations Day

31 Oct: Halloween

The Willows
PRIVATE NURSING HOME

Before you speak,
act, or decide...

THINK

T

is for **TRUE**

Is it true?

Be honest with yourself
and others.



H

is for **HELPFUL**

Is it helpful?

Will it help you or
someone else?



I

is for **INSPIRING**

Is it inspiring?

Will it encourage and
lift others up?



N

is for **NECESSARY**

Is it necessary?

Is it the right thing
to say or do?



K

is for **KIND**

Is it kind?

Will it be kind and
respectful?



Your
choices
shape
your
future. ☆

Be
thoughtful.
Be kind.
Be you. ♥

Pause.
Think.
Choose
wisely. ♥

Think
Positive
☆ Be
Positive ♥

Small
choices
every day
lead to
big changes. ♥

Dream
Big ☆

Believe in
Yourself

Knowledge
Wisdom
Focus
Growth
Success

Good
Habits
Start
Here ♥

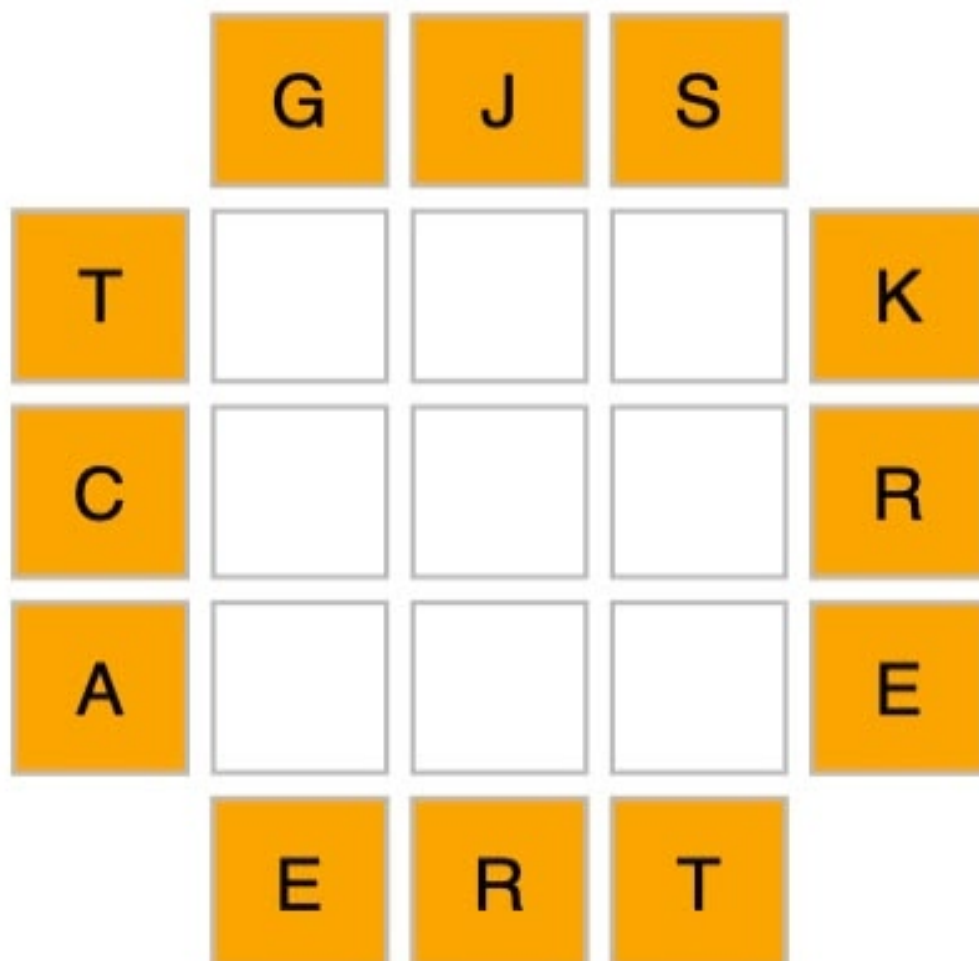
- ☒ Think
- ☒ Learn
- ☒ Improve
- ☒ Repeat

One
thought
can change
everything ♥



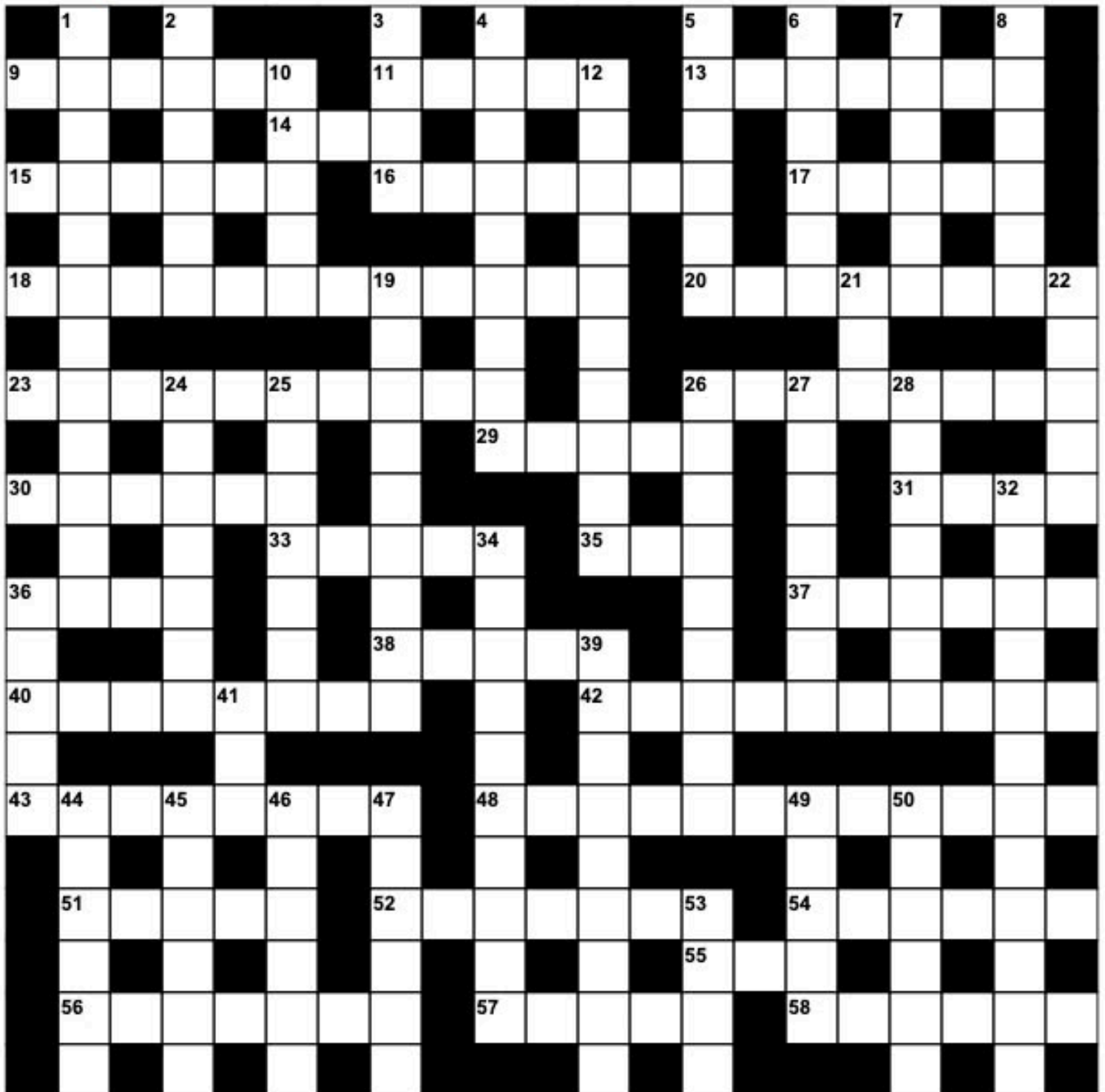
Puzzler

Using the nine letters from the word **RACONTEUR**, can you complete the grid to create five-letter words in the grid, three reading across and three down?



JUMBO

CROSSWORD



ANSWERS ON PAGE 37

ACROSS

- 9** Collections of photos (6)
- 11** Device that splits light (5)
- 13** Removed an obstruction (7)
- 14** 19th Greek letter (3)
- 15** Dual audio (6)
- 16** Japanese massage technique (7)
- 17** Type of coffee (5)
- 18** Female singing voice (5-7)
- 20** Truly (8)
- 23** Magnanimous (10)
- 26** Gives up any hope (8)
- 29** Military blockade (5)
- 30** Irrelevant pieces of information (6)
- 31** Soft drink (US) (4)
- 33** Walked up and down (5)
- 35** Use a chair (3)
- 36** Incline (4)
- 37** Coercion (6)
- 38** Make fun of in a playful manner (5)
- 40** Astutely (8)
- 42** From one's own standpoint (10)
- 43** Magician (8)
- 48** Freedom from control (12)
- 51** Supply with; furnish (5)
- 52** Garden bird (7)
- 54** Slander (6)
- 55** First woman (3)
- 56** Enthusiastic reception (7)
- 57** Amends (5)
- 58** Unit of time (6)

DOWN

- 1** Framework for washed garments (7,5)
- 2** Mineral form of silica (6)
- 3** Musical work (4)
- 4** Makes less severe (9)
- 5** The back of the neck (6)
- 6** Tentacle (6)
- 7** Small cave (6)
- 8** Season of the Church year (6)
- 10** Halts (5)
- 12** Completely still (10)
- 19** Promotion (9)
- 21** Conciliatory gift (3)
- 22** Plantain lily (5)
- 24** Income (7)
- 25** Snared (7)
- 26** Unsafe structure (9)
- 27** Person whose name is not specified (2-3-2)
- 28** European country (7)
- 32** Action of moving a thing from its position (12)
- 34** Make inactive (10)
- 36** Wears well (5)
- 39** Layer of cells covering an organism (9)
- 41** Distress; misery (3)
- 44** State of the USA (6)
- 45** Puma (6)
- 46** Paired (anag.) (6)
- 47** Be aggrieved by (6)
- 49** Network points where lines intersect (5)
- 50** Erase a mark from a surface (6)
- 53** Cardinal point (4)

WHAT'S MISSING

WHAT IS MISSING FROM THE SECOND IMAGE?



.....



ANSWER ON PAGE 36

ANSWERS PAGE

Puzzler



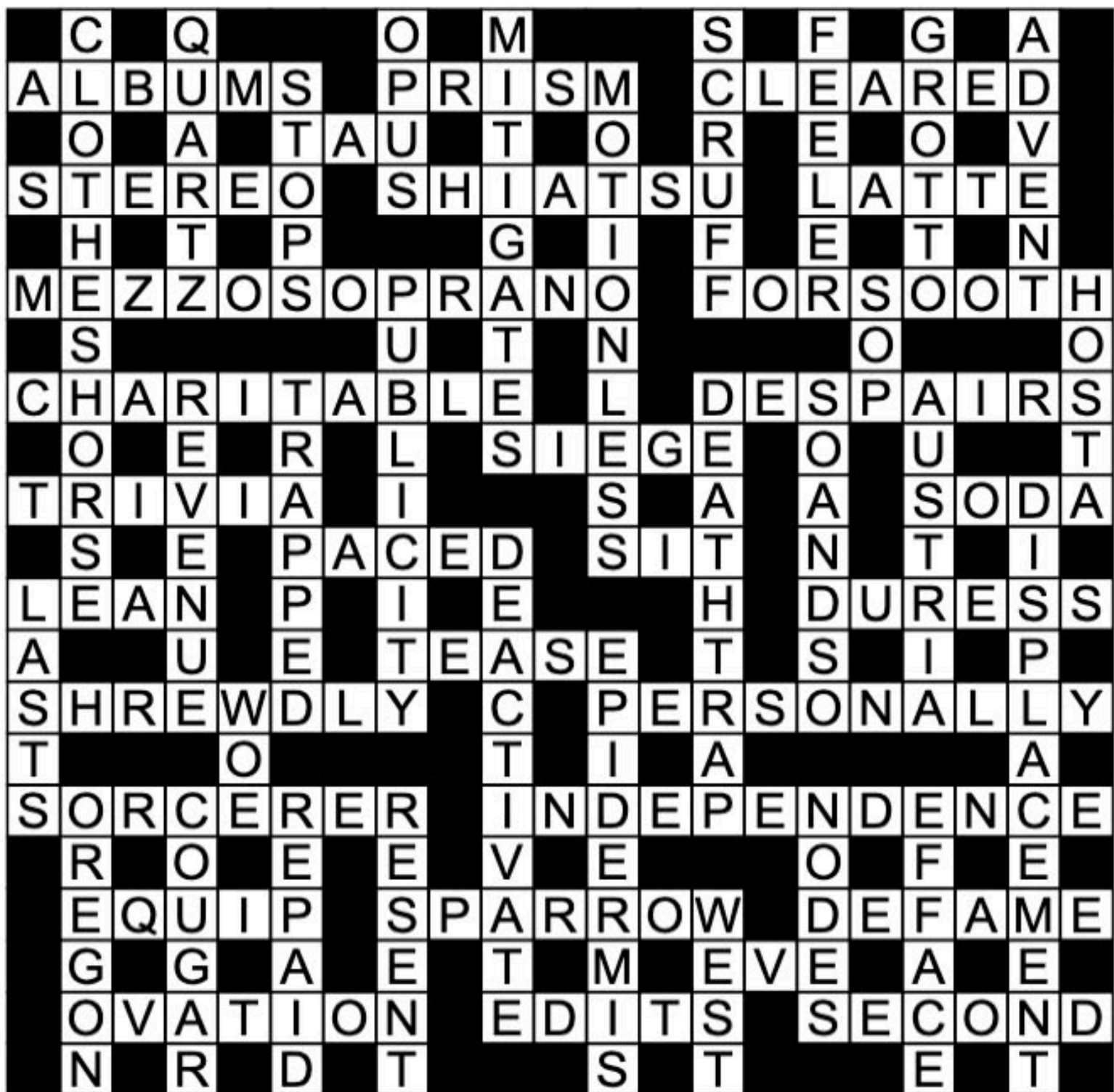
R A C O N T E U R

What's Missing Solution



JUMBO

CROSSWORD



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.



CLICK BELOW TO GO TO
OUR FACEBOOK PAGE



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