

The Whiddon Group Casino – Residential

Welcome to Whiddon

This compendium contains all you need to know about your new home. It also includes your Client Information Handbook and details about the care, lifestyle and wellbeing services available here at Whiddon Casino.

whiddon.com.au    1300 738 388

Life is a journey

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Useful information

Bus outings

We have a private bus available for client outings and regularly take trips to local areas of interest such as Lismore, local museums, art galleries, shopping centres and parks.

Cleaning

Client rooms are cleaned on a weekly basis, or as needed. Linen is changed once a week or refreshed as needed. The weekly cleaning includes a full service with dusting, vacuuming, mopping and cleaning of the ensuite bathroom where applicable. Common areas around the home are cleaned more frequently.

Communication

Telephone numbers

Our phone number is 02 6661 2300. It is manned during office hours, Monday to Friday. For after hours calls, the line will be transferred to the nurses station.

Personal telephone

If you wish to have a personal telephone connected to your room, please speak to our administration team. Costs associated with the connection and use of personal telephones is passed on to the client.

Public telephone

A coin operated telephone is available for use near the main lounge.

Daily newspapers and magazines

Daily local and national newspapers are delivered for clients to read and are available in the main lounge. Clients may also choose to have their own copies of the paper or magazines delivered at an additional cost, please see reception for more information.

Hairdressing

We have an onsite hairdressing salon and a hairdresser who visits most weeks on a [Monday](#) or by request for perms and colours. For appointments and enquiries, please see the hairdresser or contact one of the administration team.

Laundry

Personal clothing is laundered onsite by our care services team. To arrange ironing and personal laundry, please see our administration team at reception. Dry cleaning can be arranged through our home and is at the clients' expense.

Leisure and lifestyle programs

We offer an extensive range of leisure and lifestyle activities, from bus trips and musical performances, to knitting and craft groups and the Play Up humour therapy program.

Please see the monthly activity calendar for more details or speak to our leisure team.

Library

The Whiddon Group Casino has a small onsite library for clients to borrow from. These books are exchanged for new ones every six weeks, including Talking Books. Please let a staff member know if you have a special request.

Mail

Personal mail can be sent to you at the following address and will be delivered to you daily from Monday to Friday. Outgoing mail can be posted at reception. Assistance with reading and writing mail is available on request.

The Whiddon Group Casino
Gitana Street
Casino NSW 2470

Meals

Please see the meals and refreshments page for details and times.

Newsletter

A service newsletter is produced bi-monthly for clients, family members and employees to stay up to date on our latest news and events. If you would like to submit an article, poem, recipe or similar to the newsletter, or if you have any questions, please speak to our administration team.

Office hours

Our administration office hours are
Monday – Friday 8 am – 4.30 pm.

However we have staff onsite at our home 24 hours a day, 7 days a week, to assist you.

Pastoral care

We are recipients of the Community Visitors Scheme. Pastoral care may be organised by request, please see our administration team for more details.

Pets

We have our own pet therapy dog, Tubby, who visits the home regularly, along with a fish tank and bird aviary. Please speak to management to discuss personal pets in the home.

Pharmacy

South Casino Pharmacy is our contracted pharmacist and delivers client medication orders daily. Personal items can be ordered and delivered through South Casino Pharmacy. Please speak to a Whiddon staff member to arrange an order.

Religious services

The Whiddon Group is a non-secular organisation and encourages religious freedom for our clients. Ministers of all religions are welcome to visit as often as they or the client wishes.

The Whiddon Group Casino has a number of regular visiting services:

Catholic church

Third Thursday of each month at 11 am.

Anglican church

Second Friday of each month at 11 am.

Additional services are available by request. Please speak to our administration team for more information.

Residents committee

Our residents committee meets regularly to discuss any concerns, changes or to provide feedback. We encourage you and/or your family or representative to attend these meetings. Dates and times of the meetings are published on the notice board and in the monthly activities calendar. All suggestions to improve the day to day running of the home are appreciated, and a copy of the meeting minutes is displayed on the notice board.

Television and radio

Large screen televisions, DVD players and sound systems are available in many of our lounge areas for client use. A television is supplied for every client room and you are welcome to use a personal radio in your room. Please be mindful of other residents' privacy and ensure that headphones are used afterhours or where the volume is high.

Please note that any personal electrical equipment brought into the home, such as a radio or hairdryer, must be checked and tagged by an electrician for safety purposes prior to use. We are able to organise this for you for a nominal fee.

Visiting hours

We are open **24 hours a day, 7 days a week** and, like in your own home, we allow visitors at any hour. We do ask that you are mindful of other clients and, if visiting early in the morning or late at night, are respectful of their privacy.

If you are visiting outside of office hours, please ring the doorbell to access the home.



Meals and refreshments

Breakfast	8–9 am
Morning tea	10 am
Lunch	12 pm
Afternoon tea	3 pm
Dinner	5–6 pm
Supper	7 pm

Our meal times are flexible. Please speak to our catering team for more information.

We pride ourselves on providing a fresh, nutritious and seasonal menu, with choices at every meal. Our home has a spacious dining room where you can enjoy meals in a social setting.

A varied menu is offered and we welcome your feedback and contributions towards the menu. Individual preferences and dietary requirements are catered for, and consultation with a dietician can be arranged as required.

Our catering services provide for a wide range of dietary requirements, including: texture modified meals, gluten free, vegetarian or vegan, cultural diets, diabetic diets, and low or high fat diets.

Family and friends are welcome to join you for a meal, a cup of tea and special occasions and celebrations. Please let our administration team know if you would like a family member or friend to join you for a meal, there is a nominal dining charge for visitors.

If you are ill or would prefer to eat breakfast in the privacy of your room, please let a staff member know, we are more than happy to arrange this for you.

Tea, coffee, water, juices and supplement drinks are available throughout the day.

Happy hour

Our home has a regular happy hour every Saturday at 3 pm in the Cedars Lounge.