

SUMMER 2020

Community Care

Focusing on your good life

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We're all for
Accessibility
& Inclusion



**CITY OF
PARRAMATTA**

Community Care is funded by the Commonwealth Government and supported by the City of Parramatta Council. Approved provider for National Disability Insurance Scheme and Home Care

Welcome

A Message from the City of Parramatta Lord Mayor

Welcome to 2020 and what will be another fantastic year for the City of Parramatta.

As Lord Mayor, I am very grateful to the many wonderful volunteers that year in and year out work passionately to support our City. In my role, it is very fulfilling working with Council's staff, Volunteers and Councillors, serving the people of Parramatta.

In 2020, Parramatta has some fantastic and exciting Community events lined up, including Council's New Year's Eve festivities and Australia Day in Parramatta



Lord Mayor

Park. Bankwest Stadium is now complete and hosting so many wonderful events this coming year, including the HSBC Sydney 7s and Elton John's Farewell Yellow Brick Road Tour.

Council's Community Care team are a fantastic group of people who love being able to work with you all and are excited for the year ahead. We are so proud of all they do, providing the services required in our community. I encourage you to speak with the team and try something new, as being active in the community keeps both the mind and body fit.

As we venture into 2020, I wish you and your loved ones a Happy and Prosperous New Year.

Lord Mayor
Councillor Bob Dwyer

Welcome

A Message from the Manager of Community Care

Welcome to the summer edition of the Community Care magazine. You will find important information about our team changes and be introduced to new team members from page 4. We are excited to also include some of your stories about how you are making services work for you so you can reach your goals and have the good things of life. Let us know if you would like to share your story for a future magazine.

In the last magazine we talked about how to stay cool during hot days as heat kills more



Julie Williams

Australians than any natural disaster.

It's also important to know when heat is affecting your health and what to do. Symptoms of heat related illness may include:

Hot and dry skin, paleness, rapid heart rate, muscle cramps, nausea and vomiting, disorientation and confusion, delirium, fainting or coma, worsening of pre-existing medical conditions.

If you, family or friends seems to be suffering from heat stress, cool them down promptly. Use whatever means is on hand, for example, sponge and fan the person or get them into a cool shower. If caught outdoors a garden hose or tap will do. Seek immediate medical help.

Celebrating a Life

Saying goodbye to Jane Mackey

To say it was a shock is an understatement; it was the call that shook our team to its core. Although we knew Jane had left our team to start a new chapter in her life, none of us could have considered, for a second, that her last words to us were her final words to us.

We want to remember and celebrate the woman who impacted all our lives. Jane was a character. She was a highly intelligent person who saw exactly how the world was playing out before her. She had a sixth sense about people and understood life. Her husband summed her up beautifully, she was genuine, the same at home as she was at work or out on the dancefloor at a concert.

In reflecting, we love that Jane was not waiting for a set date to start her life, she lived it to the fullest each and every day, attending concerts, live music and trivia nights – of which she was the Queen! There is a lesson to be learned here; we should all live each day to its fullest.

Here are some thoughts shared about Jane;

- Her husband reflected – “Jane would say, we’ll go for just bread and milk and three hours later she was still chatting to everyone and still shopping!”
- Jane was always hunting for a BARGAIN.
- Jane was always taking on the care of people who were going through a tough time.

- Jane was always popping in to visit people in the hospital.
- Jane would pick up the phone to make a call to check you were okay.
- Just when you were about to leave, she’d stop you for a talk (said laughing).
- She had a beautiful heart.
- Selfless Jane
- She always believed in people and wanted them to reach their potential. She challenged people to take risks and push past their own boundaries.
- Jane offered good advice in family matters.
- Jane loved going out, and I remember being at the Blacktown Workers for The Bushwackers – we had so much fun and she met my whole family.
- She was a people person who helped not only you but was thinking of your whole family and therefore the community.



Jane Mackey

**Jane Mackey –
never gone from our hearts!
11 July, 1962 – 30 October, 2019**



Community Care team changes

Saying goodbye and thank you

Over the last 5 years the Commonwealth Government has made big changes to how funding and services are delivered across Australia for older adults, people with disability and carers. This means that Community Care has had to change as well. For the last year our team has been deciding on a new structure so we can continue to run services through the Commonwealth Home Support Program (CHSP) and the National Disability Insurance Scheme (NDIS). This includes some new positions and changes to existing positions. One of our goals has been to have extra staff working directly with people so we can expand the service. Some positions have changed and the staff affected have had the choice to look at the new roles in the team, to try a different role in council, or to take a redundancy. You

will find current staff photos are still on the back page of the magazine.

We want to say farewell to those who have chosen to move on and thank them for all their support and hard work over the years. Council has been very fortunate to have members of the team staying with us for up to sixteen years and we wish them all the best.

Staff who are considering another role in council outside of Community Care: Asha Nichinnamettlu Antonio Bifulco and Maria Maguire

Staff who are leaving Council: Rozanne Bullock, Sandra Bonar, Cathy Tate, Malcolm Kitchner, Anne-Elizabeth Stephenson, Susan Johnson

Lastly and very sadly, Jane Mackey passed away in November after leaving her position in Council (see Page 3).

Goodbye from Sandra



Dear Community Care gang...thank you for sharing the last 12 years together...I have seen you all grow.

I will miss you all and this is no secret, as I have formed some very strong connections with you all. I want to thank you, the people I visit. Thank you for opening your heart and your home,

and for sharing your life stories, for being honest with me and for sharing your wisdom.

I will certainly miss all the parties ... Melbourne Cup, Christmas, Coffee and Lunch and the birthday singing. I know that you will continue to celebrate and grow with the new team.

I want to thank the volunteers too! You are always so willing to give and share. I also want to thank all the team for working tirelessly behind the scenes for ensuring that all reports, plans, newsletters, paperwork, audits, are on track...I am pleased and relieved that we passed audits with flying colours so far.

All the best in the future and with the new team. I am sure that you will make them feel welcome and loved. Wishing you and your family a joyous 2020.

Sandra

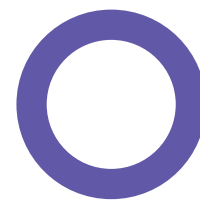
Goodbye from Maria



As you may already know, I'm leaving my position as Senior Social Inclusion Coordinator here at Community Care after six and half years. While I'm excited about the new opportunity, there's also a big part of me that's sad to be saying goodbye. It has been a true pleasure getting to know you and I have had great joy in being part of the team supporting you to actively participate in your community.

Maria

Welcome our new team members



Please meet and welcome the new members of the Community Care Operations Team. This team has been designed to support all the systems required to assist the rest of the Community Care Delivery Team to do what they do so well – support you!

The new team is being led by Maree Burke, Business Coordinator and brings together the administration duties, information technology, data, marketing, event planning plus the systems and processes required to support the programs that the Community Care team deliver.

Let's meet the new team ...



Yasmine Chin – Engagement Officer

This new role was created to improve the customer experience when first making an enquiry. Yasmine will meet with key people in the community to improve the knowledge about our services

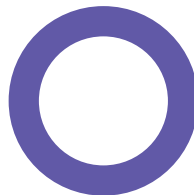
"Hi everyone, my name is Yasmine and I enjoy travelling, watching K-dramas and catching up with family and friends. Like all the mothers out there, my two kids constantly keep me on my toes! I am very much looking forward to working with the Community Care team in this new role and hope my Cantonese may be of assistance to the community."



Evanessa Deguara – Activity Planner

This new role was created to take over the investigation, booking and planning of all activities across Community Care. So everything from an end of year event, to finding a new Let's Dine Out partner to Peer Support. Evanessa will throughout the year make contact and ask you what you like about the current services and what else you might like to see provided in the future.

"Hello, my name is Evanessa. I am the proud mum of two children and a fur baby (pet) who enjoys shopping, fitness kickboxing and dancing. I am an avid Canterbury Bulldogs supporter and donuts are my weakness. Professionally, I come from an Events background and was in the industry for over fourteen years prior to taking a break to spend time with my children. In 2016 I re-joined the work force and worked at the PARKROYAL Parramatta as the Administration Coordinator. Most recently, prior to joining the council, I was working as a Village Administrator in a retirement home. I believe that life should be lived to the fullest and you should appreciate what you have. I am very much looking forward to what promises to be a very challenging and busy role with the Community Care team."



Steve Harrison – Administration Distribution Officer

This new position is a merger of the old Administration position and the Meals on Wheels kitchen packing role. We have three staff in this position, please welcome them when you call us.

Some of you may recognise the name Steve Harrison from our Community Assist Lawn Mowing program. Steve has been a contractor with us for the past three years and successfully applied to join our team in a more direct and permanent role; he'll no longer be mowing lawns.



"Hi, I'm Steve and I enjoy playing guitar, cricket and science fiction. I have a real passion for helping people in our community and am really looking forward to working as part of the Community Care team."



**Gary Dwyer –
Administration Distribution Officer**

This new position is a merger of the old Administration position and the Meals on Wheels kitchen packing role. We have three staff in this position, please welcome them when you call us.

"A bit about myself, I have just reached the golden age of 50, I have lived in the Parramatta area for 28 years now, and have worked in the area on and off now for 10 years. I have two gorgeous kids a daughter who has just finished her HSC and a son who just turned 16. Been married to the same very lucky Italian girl for a quarter of a century. Am an avid Mountain biker, as well as a Wanderers season pass holder. I am very excited to be given this chance to work with the Community Care team, as I am passionate about the community and giving back to it."

**Julia Lai –
Administration Distribution Officer**

This new position is a merger of the old Administration position and the Meals on Wheels kitchen packing role. We have three staff in this position, please welcome them when you call us.

"Hello! My name is Julia. My father is Vietnamese and my mother is Thai. I am the eldest of three children. I will eat chili with absolutely everything and I collect books about ancient history, science and spirituality. I enjoy being outdoors and I recently went on a trip to Japan with my younger siblings and was overwhelmed by its Zen and beauty. My upcoming trip this Christmas holiday is to Egypt & Turkey and I can't wait to see what natural wonders awaits me there. What's even more exciting to me than my upcoming overseas adventure is the thrilling opportunity to work with my new team and manager Maree, within the Community Care team."



Opera Australia, Sydney Festival and Riverside

BRAN NUE DAE

16 January – 1 February

The iconic Aboriginal musical returns to the stage for its 30th Birthday with a stellar cast including Ernie Dingo.

Packed to the tin roof with humour and hope, and fuelled by the soul-reggae-country sounds of cult band Kuckles, come on exuberant ride through 1960s Western Australia with this coming-of-age, feel-good show celebrating family, forgiveness and reconciliation.

Riverside Theatres,
Cnr Church & Market Sts,
Parramatta

Book Now
8839 3399 or
riversideparramatta.com.au



COMING UP
Les Misérables
14 – 29 February

RIVERSIDE

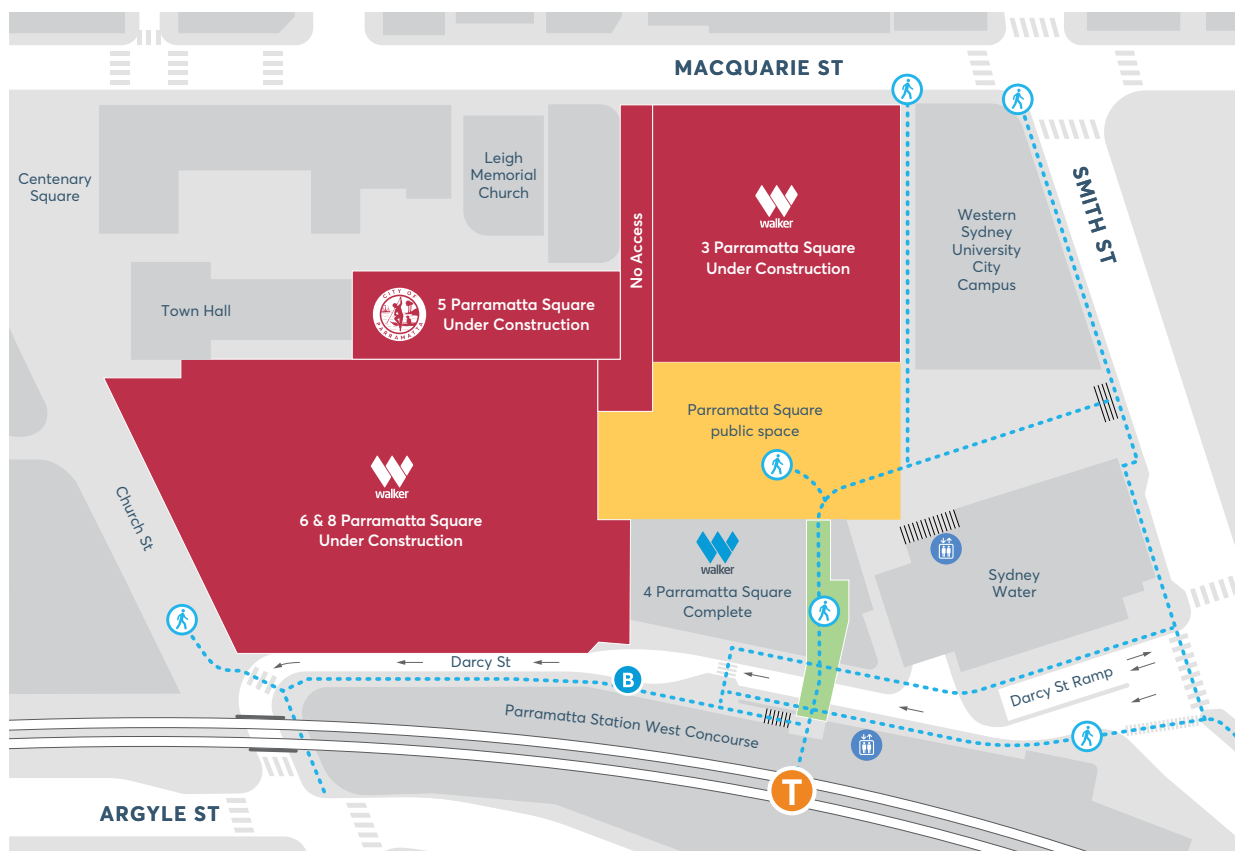
Darcy Street update

Parramatta Square is quickly taking shape as we progress towards delivering a world-class precinct in the heart of Parramatta.

Access changes

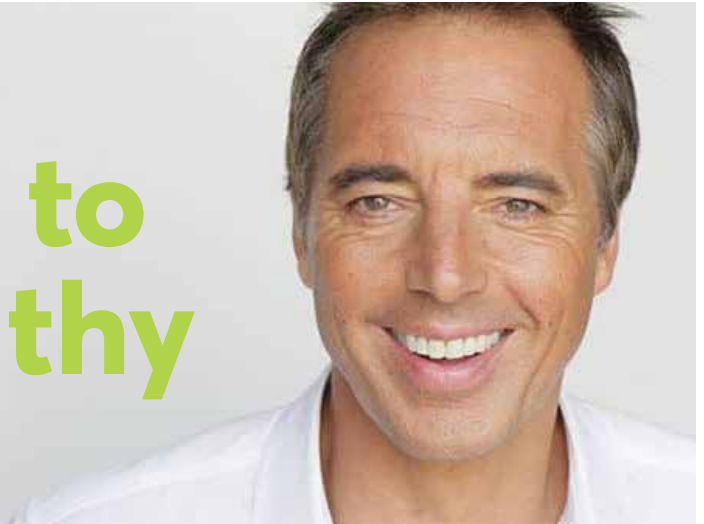
As part of the reopening of Darcy Street, the following key changes will come in to effect:

- Darcy Street will reopen to pedestrians and vehicles. Darcy Street will be one way from East (Smith Street) to West (Church Street).
- Pedestrians can exit Parramatta Station via the Darcy Street exit to access the new 4 Parramatta Square tower.
- The exit from Parramatta Station to the Argyle Street Bus Interchange will reopen in the morning peak.
- Direct pedestrian access via an underground retail link from Parramatta Station to Parramatta Square and the public space will open shortly after.
- Pedestrians travelling to Macquarie Street from the public space will be able to access the walkway between 3 Parramatta Square and Western Sydney University once the retail link is open.
- Direct access to and from Platform 1 from Station Street will be closed permanently from December 2019.



- Public roads open to traffic
- No pedestrian access
- Opening Soon. Underground retail link between Parramatta Station and Parramatta Square
- Opening Soon. Public space
- ▬ Stairs
- ⋯ Pedestrian route
- Lift access
- Buses
- Trains

One Secret to Living Healthy



The longer you live, the healthier you're likely to be during the last chunk of your life. That's one of Dan Buettner's messages in his popular TED talks and books, and it's a compelling one. We might not all want to live to a hundred, but we do all want to stay independent and active while we're still alive. Apparently, we can look to Blue Zones for answers. Blue Zones are areas where people regularly live to over 100.

Among the answers: A tight, supportive community of friends, family and neighbors; a sense of purpose; plenty of physical activity; and diet.

The Blue Zone Diet: In a Nutshell

- Eat a high-carb diet centered on whole grains.

- Largely plant-based diet, with small amounts of meat just four or five times a month.
- Protein is supplied primarily by beans – about one cup a day.
- Eat smaller quantities. Stop eating before you're full.
- Eat the largest meal earlier in the day – your late afternoon or evening meal should be the smallest.
- Alcohol is consumed as part of a social event; never alone.

Source:

https://seniorplanet.org/2019/09/04/want-a-longevity-diet-go-blue/?mc_cid=684919acbb&mc_eid=d1b5836c9d

Let's Dine Out and our Social Lunch Program

If the keys to a healthy lifestyle as we age include a tight, supportive community of friends, family and neighbors; a sense of purpose; plenty of physical activity; and diet, then we have two services that can help you achieve this.

Let's Dine Out and the Social Lunch Program are both available, they are about having a meal shared with company, either out at a restaurant or café, or if preferred, in your own home. Eat well and reduce loneliness! Call us today to find out more about these two services – 02 9806 5121.

To find out more about staying fit see page 18 calendar of events.



Corporate Volunteers

Corporate Volunteering is an avenue for many organisations and their employees to contribute time and skills into the community in ways that benefit all parties. At Meals on Wheels we are fortunate to have two corporate groups who volunteer with us. Namely the Parramatta Commonwealth Bank and the Loving Care Group.

The Commonwealth Bank (CBA) has partnered with Meals on Wheels since 2010. This was a joint project to engage corporate volunteers from CBA to impact the community through our Meals on Wheels service. Since then we have had 58 CBA volunteers who have supported the service through the generous donation of their time and their willingness to make a difference with a total of 740.20 donated hours.

The Loving Care Group is a community group that has partnered with Meals on Wheels since 2011 donating a total of 543.70 hours. The volunteers in

that group have demonstrated their dedication and total commitment to this service and has one member about to receive a 10 year Service Award.

We wanted to find out more about the corporate volunteer's motivation to volunteer with us. Here is what they shared with us.

Commonwealth Bank Volunteers

1. Why do you volunteer?

- As a way to give back to the community, and help some of those members in the community that need it.
- Having worked with Commonwealth Bank for over 40 years, we have an opportunity to give back to the community through various volunteering opportunities. Meals on Wheels is very much part of this opportunity.
- I have had a wonderful and

rewarding time helping our local residents, and trust that the CBA team will continue this work well into the future.

2. Have you learned anything in your volunteer role?

- One of the main things that I have learned is that a small gesture on our part can make a big difference in the day and the lives of those people we help. I have met great people and have had a satisfying experience working with the MOW team
- There are many people in the community that are doing it tough and yet, are always kind and considerate of others. It continues to be a privilege to meet a number of people in the community and assist them in some small way.

This is what the volunteer from the Loving Care Group shared with us about their volunteer experiences.

- I can see the value of Meals on Wheels Service. I also wish to keep healthy and will continue to do this service as long as I can.
- I always deliver food to a lady who has a very happy and pleasant

nature. Every time she saw me, she will speak some Chinese to me. Her happy and optimistic personality really makes me feel it is worth to be a volunteer. Thank you to Parramatta Council to give me the chance to be a volunteer.

We really appreciate the corporate volunteers on our team and all they do to help people in the community through the Meals on Wheels Service.



Yvonne – feedback on participating in Community Care activities

"I went to see my GP for my usual check-up. All my results came up quite good and my GP said: Gee, what are you doing to keep you in such a good shape? I said that I am going out with Parramatta Council. My doctor googled then City of Parramatta website and services for seniors and she said: "If it works for you it will work for others. Clearly I need to prescribe it to all my patients then".

(Yvonne is 84 years old and she participates in Let's Dine Out Program, she is a part of Walking Group and Coffee and Lunch Club, Book club, Knitting and also is attending Social Inclusion Outings).

Train and Coach Trips for Term 1 2020

A variety of outings are offered in group settings. This could be via train, foot, ferry or bus, allowing choice for customers. Please note the bus departure times and pick up locations for each trip, as they vary.

Bus fees: Payable from 10am at Branch Libraries, no Cash payment at Branch Libraries, and Business Hours from CoP Customer Service, 126 Church St Parramatta

Entry fees: Payable on the day unless specified otherwise

*Note: You must be registered with Over 55's to attend. For those needing some extra support such as making a booking, transport from your home, or making a payment for the bus; please call **9806 5121**.*

Train Outing – to Manly by Train and Ferry

When: Friday 14th February 2020

Bookings from:

Monday 20th January 2020,
by phoning 9806 5121

We will be travelling by Train to Circular Quay then catch the Ferry to Manly, where will explore the Manly Corso and have an excellent collection of restaurants, pubs, cafes and eateries for you to choose for an early lunch.

Before we return to Parramatta, we will visit the Manly Art Gallery and Museum, only 5 minutes' walk from the Wharf

Train Cost:

Use your personal Opal Card

Meet at Parramatta station outside Woolworths Metro at 9.25am to catch the 9.38am train to the City

Entry Fee: Free

Lunch: Bring your own or buy lunch at one of many venues nearby (at your own expense)



Coach Trip – Nan Tien Temple Tour

When: Friday 13th March 2020

Bookings from:

Friday 14th February 2020

The guided tour of the "Nan Tien Temple" near Wollongong will give you an overview of the Architectural layouts of each shrine, explanations on Buddhist symbols and statues situated around the temple grounds and an inspection on the precious artworks located on their museum, Buddhist philosophy and how Buddhism can be practiced in daily life

Coach Cost: \$25 includes Morning tea

Entry Fee: \$5 (to be paid on the day of the trip) for a 1 ½ hour guided tour

Lunch: at City Diggers Wollongong
Lunch (at your own expense)

Pick Up: 8.30am Parramatta,
Fitzwilliam Street
(opposite to the Library)



Train Outing – Reserve Bank of Australia Museum Tour

When: Monday 6th April 2020

Bookings from:

Monday 9th March 2020,
by phoning 9806 5121

We will be travelling by Train to Martin Place Station then walk for 5 minutes to the Reserve Bank of Australia Museum. Museum Educators will provide a 30 minutes Guided Tour through the Museum displays, explaining how the story of Australia's banknotes has unfolded against the backdrop of the country's broader history

Train Cost: Use your personal Opal Card
Meet at Parramatta station outside Woolworths Metro at 9.05am to catch the 9.16am train to the City

Entry Fee: Free

Lunch: Bring your own or buy your own at one of many venues to choose on the day



National Disability Insurance Scheme in the Spotlight

Belinda's Story



The City of Parramatta Council's Community Care team provide National Disability Insurance Scheme (NDIS) funded Support Coordination to Belinda.

We had a chat with Belinda and her mum Diane to find out how she is going:

How does Community Care's Support Coordination help Belinda with implementing her NDIS plan?

Since receiving Support Coordination delivered by Community Care, we have worked together as a team. Our Support Coordinator Sam backs us up and supports us throughout the entire process.

Sam has encouraged Belinda to use her voice and be heard, and always looks after Belinda's needs.

What are Belinda's highlights since having NDIS funding?

Belinda has successfully been working at a coffee cart for the past 12 months.

She loves this because she is a social person and everyone knows her and says hello. It is her favourite thing to do, and she would like to increase her shifts there.

She loves attending Gig Buddies and being able to participate in social activities.

However, what she is most excited about is her goal of moving out of home. She looks forward to having her own space, and says moving out of home will be fun.

Diane feels both joy and sadness that Belinda will be moving out, but excited for the next part in Belinda's life.

Diane is happy that Community Care are implementing Belinda's Support Coordination. While Belinda is social, this is only possible through the Support Coordinator linking her to relevant supports.

The Art of Friendship

As small children making friends was easy; we were curious and had no judgement. The fear of rejection had not yet formed. How often did we come home from school or the neighbourhood with a new friend?

As we hit primary school, our network was somewhat formed and making new friends required us to pay attention, outside of the people we were comfortable with. By the time we were teenagers, to allow a new friend into your click or group required negotiation, as you needed acceptance from everyone. It may have been different as a guy, but here in Australia, as a girl, the 'click' was strong.

Even as adults, bringing home a potential partner to meet the parents and brothers and sisters was nerve racking. As a closed unit, would the new comer fit? As we get older, we fall into a routine of family and work, and finding the time and opportunities to invest in making real friends is often just not there. So upon retirement or slowing down, when either you or your children decide that you need to go out and make new friends, it is no wonder that the prospect might be scary.

We would love you to meet two wonderful ladies, Pat and Dr Mei. Whilst attending our Social Inclusion end of year event on the 27 November, 2019, they were seated at the same table and struck up a conversation. To their surprise, they discovered that their birthdays were close and they both turning 90 soon. As they continued to chat, they discovered they had a great deal in common.

Dr Mei used to be a volunteer for Neighbour Aid for over 12 years. She is currently a Chinese TLC participant and she is volunteering for U3A as a Mandarin teacher. Pat is a Bus Trip participant and she is actively involved in her family's life and travels on public transport every week to visit her son.

Two very independent woman, still living in their own homes, both still use public transport to get out and about, both have minimum services or support at home ... and most importantly both are happy. They left the event, not just having had a good time but having made a new friend. They travelled home on public transport together and the photo says it all – friendship is important and it doesn't have to take a long time. Just like it was when we were young, we all just want to be accepted for who we are and be allowed to be included.

So next time, smile, say hello, look for common interests and the rest will follow.



WaterFix® Residential

We all need to do our bit to save water during the drought. You can save thousands of litres of water each year by fixing leaks and installing water efficient devices. For almost 20 years, WaterFix helped Sydney Water customers save over 300 million litres of water and reduce their water bills.

How does WaterFix® work?

Once you book an appointment, a licensed plumber will:

1. Check your home for leaks and opportunities to save water.
2. Tell you about any repair work needed and suggest water efficient devices.
3. Do any repair work you agree to.

To book an appointment, call 1800 807 475. Qualified plumbers are available between:

- 7 am and 6 pm on weekdays
- 8 am and 4 pm on Saturdays

Who is eligible for WaterFix®?

If you own any residential property connected to a Sydney Water water main, you're eligible for WaterFix®! This includes strata units, villas and townhouses.

How do you pay for WaterFix®?

The NSW Government is proudly funding our current WaterFix® promotion. This means there may be no cost to you and the water savings are immediate. If you need a product or service that isn't free, you'll pay nothing up front. We'll add all charges to your Sydney Water bill.

We offer instalment plans for items over \$200 (plus an administration fee), so you can spread your payment equally across four consecutive bills. All prices include GST. Read our Terms and conditions for details.

To read Terms and conditions and find more information please go to:

<http://www.sydneywater.com.au/sw/your-home/helping-you-save-water/waterfix-residential/index.htm>



The Cost of Living

Do you know all the rebates you are entitled too? The following is the link for the rebates and other assistances offered by the NSW Government; there are over 70 listings to help you save.

<https://www.service.nsw.gov.au/campaign/cost-living>

Use the Savings Finder to find savings relevant for you.

1. Just click through 6 simple questions.
2. They'll give you a personalised list of savings.
3. Apply – they'll show you how.

If you would prefer to phone:

- Call on 13 77 88 from Monday to Friday between 7am and 7pm (Sydney time).
- For translation and interpreter services, please call 13 14 50 and ask the interpreter to phone 13 77 88.
- For Speak and Listen (Speech to Speech Relay), please call 1300 555 727.
- If you can't call 1300 numbers, please call +61 2 8894 1555.



Service
NSW



Drought support

Help for drought-affected communities.



Energy Switch

Compare electricity and gas plans to help you save.



Creative Kids

\$100 voucher for children's creative and cultural activities.



Active Kids

\$100 vouchers for children's sport, fitness and recreation.



Do Not Call Register

Want to stop those unwanted telemarketing calls?

This register can be very useful however it does need to be updated every couple of years, so if you are experiencing these type of calls please register or re-register to ensure they stop. It will take a few weeks before they reduce. visit donotcall.gov.au or call **1300 792 958**.



Elder Abuse Helpline

This is a free confidential service for information, advice and referrals. If you experience, witness or suspect elder abuse happening, call **1800 628 221**.

NSW Elder Abuse can be Financial, Physical, Verbal, Sexual, Psychological and Neglect.



Keeping you in the loop – update for carers

Exciting news – carers support will continue. Funding for carers support service has been approved and new Integrated Carers Support Service (ICSS) will commence in May 2020.

This is a great news for carers and we look forward to updating you as soon as more information is available.

Resource links:

- Links: Carer Gateway National Contact Centre ph: **1800 422 737**
www.carergateway.gov.au

- Carers NSW for carer information, support and counselling, phone "Carer Line" – free call **1800 242 636** between 9am and 5pm
Monday to Friday

For carers wanting emergency respite call **1800 052 222**

After hours service call Lifeline **13 11 14**

Facts you might not know: 1 in 9 Australians are carers; there is 2.6 million carers across Australia. Anyone at any time can become a carer.

"CONNECTING CARERS SUPPORT GROUP"

We will continue to meet on the 4th Tuesday of each month starting from 28th of January 2019 at Parramatta RSL Café 10am-12pm.

Come along and catch-up with other carers. Caring, sharing and support is at the heart of these groups.

"Connecting Carers Support Group" in the first term of 2020 will meet on 28th of January 25th of February and 24th of March.

RSVP: 1 week prior to the groups would be appreciated

Connection, friendship, social support and good conversation is nourishing for the soul. You can have all this and more when you join a Connecting Carers group activity. By taking time out and replenishing yourself, you restore balance, health and wellbeing. Self-care is essential. This too will have a positive effect for the person you care for. Remember, you deserve it!

How to give Compliments, Complaints or Ideas?

Your complaints, compliments and ideas are important to Council.

Complaints and ideas help us to improve our policies, how we work and the quality of the service.

Compliments help us to know when we are doing what you need and what is expected from Council and our funders.

You can contact us in many ways:

Write to us:

City of Parramatta Council,
Community Care Manager,
PO Box 32, Parramatta NSW 2124

Email:

council@cityofparramatta.nsw.gov.au

Call us: 9806 5121 and speak with your Coordinator or the Manager

Connecting Carers Calendar of Events

In October, we were celebrating National Carers Week (13th of October – 19th of October). We gathered in a lovely new venue ALEX&Co. in Parramatta to celebrate and recognise cares but also to say goodbye and big thank you to Ann Elizabeth Stephenson – Social Inclusion Coordinator and great carer's supporter of many years.

Your gentle and caring touch and professional expertise will be greatly missed Ann Elizabeth.

On 26th of November, carers gathered again. This time – in Christmas spirit for End of the Year Celebration. We had special guests: Community Care Manager Julie Williams, Team Leader Beth Collins and former Social Inclusion Senior Coordinator Maria Maguire. It was a great opportunity for Julie to break an exciting news about another extension of carers support funding.

Introducing Agnes

My name is Agnes and I will be assisting the Carers Support Service. I am a Social Inclusion Community Worker. Some carers might know me from my previous work with Community Care; some might have already met me during the Carer's Week Event or Christmas Party. I look forward to meeting the rest of our lovely carers. I understand the importance and commitment of the carer role so you might just expect a friendly phone call over the next few weeks.

I would like to take this opportunity to wish you and your loved ones a Merry Christmas and a Very Happy New Year.

Please feel free to contact me if you have any concerns or just want to have a chat on 9806 5121.

Face to Face:

Drop in and have a chat with one of our staff. If you are not happy with how our staff have responded to a complaint you can contact the Internal Ombudsman staff. They are available in person or by telephone to assist with this process or to refer a matter appropriately.
Telephone: (02) 8757 9044.

To escalate a National Disability Insurance Scheme (NDIS) complaint, if you are unhappy with our staff response, you can call the NDIS Commission on 1800 035 544 or the NDIA or Commonwealth Ombudsman on 1800 800 110.

Farewell Carers Anne- Elizabeth



Farewell Dear Carers,

After 17 years with our team, I have made the decision to retire, so it is with sadness, but great affection for you all, that I say farewell. However, I feel deep gratitude that I have had the privilege and honour of walking the journey with and beside each of you over many years. I have witnessed incredible courage and resilience often in the most unpredictable and difficult circumstances. The roller coaster journey of a carer is not for the faint hearted. I know from my own experience. It takes enormous commitment and dedication to care for another.

As you know, I have continually encouraged the need for self-care and mindfulness is a wonderful tool to help you achieve this. By paying attention – mindfulness reminds you that you matter! It nudges you to

be kind and gentle, nonjudgmental and compassionate with yourself. It can help you prioritise, set limits and boundaries and to stay true to yourself and ultimately, feel more at ease during the carer journey. Therefore, my final self-care message to you is a gentle reminder to be always aware of your own needs above all else. Not always easy, but essential for health and wellbeing.

Finally, dear carers – it has been an absolute joy and pleasure knowing and supporting you and, I will always have heartfelt memories of you all.

In caring thought,
Anne-Elizabeth

Calendar of Events

JANUARY

7	Day Lighters Group	17	Spanish Group
8	Let's Dine Out – Kaleidoscope Café	17	Knitting Group
14	Rydalmere	18	Morning Melodies (Merrylands RSL)
14	Talk, Listen, Connect (Chinese), Lvl 2, Fitzwilliam St	18	Day Lighters Group
14	Day Lighters Group	19	Morning Tea with Friends – Venue to be advised
21	Day Lighters Group	20	Let's Dine Out – Volcanos Parramatta – Accessible
23	Let's Dine Out – Dragon 88 Dundas	21	Multi-national Senior's Group
28	Sports Club – Accessible	25	Magic Melodies (Merrylands Bowling Club)
28	Day Lighters Group	25	Day Lighters Group
28	Carers Support Group	25	Carers Support Group
30	The Last Thursday Book Club	27	Multi-national Senior's Group

FEBRUARY

3	Spanish Group	16	Knitting Group
3	Knitting Group	17	Morning Melodies (Merrylands RSL)
4	Coffee and Lunch	17	Day Lighters Group
4	Day Lighters Group	18	Morning Tea with Friends – Venue to be advised
5	Let's Dine Out – Hog's Breath	20	Multi-national Senior's Group
5	North Parramatta – Accessible	24	Day Lighters Group
5	Morning Tea with Friends – Venue to be advised	24	Carers Support Group
7	Multi-national Senior's Group	26	Let's Dine Out – Ginger Harris Park
10	Spanish Group	27	Multi-national Senior's Group
11	Talk, Listen, Connect (Chinese), Lvl 2, Fitzwilliam St	30	Knitting Group
11	Day Lighters Group	31	Magic Melodies (Merrylands Bowling Club)
12	Senior's Festival from 12 to 23 February	31	Day Lighters Group
14	Multi-national Senior's Group		
14	Train Ferry Trip to Manly		

MARCH

2	Spanish Group	EVERY MONTH
2	Knitting Group	Mondays Spanish Social Group
3	Coffee and Lunch	9.00 – 12.30pm
3	Day Lighters Group	at Level 2, 1-3 Fitzwilliam St, Parramatta
4	Morning Tea with Friends – Venue to be advised	Tuesdays Day Lighters Group
6	Multi-national Senior's Group	9.30 – 10.30am
9	Spanish Group	Reg Byrne Community Centre, Wentworthville
10	Talk, Listen, Connect (Chinese), Lvl 2, Fitzwilliam St	WALKING GROUPS
10	Day Lighters Group	Wednesday every fortnight (all day outing)
11	Let's Dine Out – Sicilian Parramatta – Accessible	Wisteria Explorers Walking Groups
13	Multi-national Senior's Group	Wednesday & Saturdays
16	Spanish Group	Heart Foundation Walking Groups
		Wednesday
		Newington Walking Group

Meet the team!

*It is all about what you need.
You speak – we listen.*



Agnes

I am a mum of two little boys. I love swimming, baking and mushroom picking.



Gabby

I love family time, home-cooked meals, laughter and creating both little and big new memories every day.



Gladys

I love walking, exploring new places and spoiling my beautiful grandchild.



Maree

I love music, movies, reading and writing. I am the proud mother of two teenagers who are just amazing.



Rosemay

Family times are a priority for me and I get a buzz seeing animals in their natural habitat.



Steve

I enjoy playing guitar, cricket and science fiction. I have a real passion for helping people in our community.



Julie Williams Manager

I enjoy skydiving, reading and spending time with family. My new pursuit is gardening.



Cathy

I enjoy reading books and going to the gym.



Gary

I enjoy sharing time with my family, mountain biking and snow skiing.



Hong

I love bushwalking and I enjoy reading and play music with my family.



Mei

I love meeting new people, cooking simple meals and listening to audible while doing chores.



Sanoji

I love chilli! I love company – my passion is entertaining my family and friends.



Susan

My passion is to travel the world, meet new people and learn about their unique culture, language and way of life.



Beth Collins Team Leader

I love the outdoors and enjoy flyball with my dogs. It is a great sport which I share with my daughter.



Evanessa

I am the proud mum of two children and a fur baby (pet) who enjoys shopping, fitness kickboxing and dancing



Georgette

I enjoy reading, walking and cooking for my grandchildren.



Julia

I will eat chili with absolutely everything and I collect books about ancient history, science and spirituality and love to travel!



Renea

I love spending time with family and friends and travelling.



Samantha

I love spending time with my friends, and enjoying an active lifestyle filled with adventure.



Yasmine

I enjoy travelling, watching K-dramas and catching up with family and friends. My two kids constantly keep me on my toes!

New Community Worker commences January

CONTACT US

Community Care Office Hours

8:30am – 4:30pm, Monday to Friday
Phone: 9806 5121 Fax: 9806 5925
Web: cityofparramatta.nsw.gov.au



If you have a hearing or speech impairment you can contact us through the National Relay Service. You will need to provide our phone number 9806 5121. For more information visit relayservice.gov.au or 133 677 for TTY/voice calls, for Speak and Listen 1300 555 727 and for SMS Relay 0423 677 767.



If you need an interpreter you can contact us through the Translating and Interpreting Service on 131 450. You will need to provide our phone number 9806 5121.

City of Parramatta

126 Church Street, Parramatta
Parramatta Food Services Office
10 Hunter Street, Parramatta
Phone: 9806 5005

Postal Address

City of Parramatta Council
PO Box 32
Parramatta NSW 2124

