

# Community Care

*Focusing on your good life*

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and Re-openings

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and Learning

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during  
COVID-19

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

The last few months has been a difficult time and something that we have never experienced before. As Lord Mayor of the City of Parramatta Council, I am so proud of our Community Services and our Community Care team who have worked tirelessly throughout.

Due to COVID-19 there had to be a lot of changes and services had to close temporarily to ensure that our community was kept safe. Council's services are slowly re-opening again in line with all Health regulations. Although, it seems hard at times, our first concern is for the well-being of our community and staff.

During the last three months the Community Care team have continued to operate throughout the pandemic, offering one on one support during isolation via phone and computer. It's been fantastic to hear that our team has also been teaching those they support to use technology and enjoy face to face contact.

Lord Mayor



Food Services, delivering Meals on Wheels, has welcomed new business and is packing and delivering over 700 meals a week to our local community. Due to restrictions a majority of Meals on Wheels volunteers were unable to continue helping. Luckily many Council staff and Council Rangers offered their time to help out so that Meals could be delivered. All those that contributed have commented on how much it has meant to them to be able to contribute, and how meaningful it has been to help out during this difficult time.

It's been a pleasure to hear the stories of all those that have pulled together to help out where needed. Congratulations to our wonderful Community Care Team, you do an amazing job.

# Welcome

## A Message from the Manager of Community Care

The last three months have been some of the most challenging times for you, for the service, our team of volunteers and staff, and for our society. It is when life is like this, that we see people's strength and kindness and the wonderful stories from you have kept us going.

So many people have learnt online skills to keep them connected with others. We have seen a new online choir, bingo and trivia nights and exercise and health classes.

**Julie Williams**



Many people have asked for these activities to continue online once we restart face-to-face groups. For some people it is easier to meet new people online first. Call us on 9806 5121 to talk about learning online skills. If you are not online, and are feeling worried or lonely, please call us.

## Subscribe now to ePULSE (Council's online newsletter)

The City of Parramatta have reimagined our monthly e-newsletter and launched ePULSE, your insider access to the latest news and events in Parramatta.

ePULSE will keep you up to date on all areas of life in Parramatta, including: major construction projects, community programs and initiatives, upcoming events and festivals, cultural and recreational programming from our library network and Riverside Theatres, plus more. You can subscribe here: [cityofparramatta.nsw.gov.au/e-pulse](https://cityofparramatta.nsw.gov.au/e-pulse)





# COVID-19 Update and Re-openings

City of Parramatta Council is committed to the safety of its community, staff and visitors. Council is following the advice of NSW Health and the State and Federal governments in relation to the delivery of events and operation of facilities.

## **Libraries**

Our libraries have reopened with limited access. In efforts to minimise physical contact and protect customers and staff, the libraries at Carlingford, Constitution Hill, Dundas, Epping, Ermington, Parramatta and Wentworth Point have introduced a click-and-collect service where customers can pre-order items and pick them up by appointment only. Library members can reserve items online or over the phone 9806 5159.

Opening hours have been reduced to allow for additional cleaning, will be as follows:

- Monday to Friday: 10am-12pm and 2pm-4pm.
- On Wednesdays, Wentworth Point Community Centre and Library will open from 10am-1pm.

Library members are also able to borrow items from the 24-hour accessible book vending machine at Wentworth Point Community Centre and Library. In addition, the libraries range of digital offerings, including online databases, e-books, e-magazines, Story Time Online, movies and many other resources remain available.

## **Customer Contact Centre**

The Council's Customer Contact Centre on Church St, Parramatta, over-the-counter service have reopened its doors to the public from 9am to 3pm weekdays.

A number of health and safety measures are in place including "sneeze guards", hand sanitiser dispensers, as well as limited customer numbers (in line with the 4 square metres per person requirement), however customers are encouraged to continue to use Council's online and phone services (1300 617 058) where possible.

### **Sporting Fields & Outdoor Courts**

Fields and courts have conditionally reopened to allow teams and individuals to return to training, provided they comply with the current Public Health Orders. This includes limiting groups to 10 people and adhering to physical distancing guidelines.

Due to social distancing requirements, participants may need to adapt to a modified version of their sports while training. Guidelines have been developed by each sport's state governing body.

### **Epping Aquatic Centre**

City of Parramatta plans to reopen Epping Aquatic Centre and the Macarthur Girls High School Pool at 5.30am on Monday 25 May for lap

swimming only. There will be a limit of 10 customers in each facility at any one time. To book call 9806 5633 or visit City of Parramatta's COVID-19 webpage for the latest information

### **Community Centres and Halls**

At this stage these facilities are still closed. It has been proposed that bookings for private events may open soon. Over 55s Leisure and Learning is looking at how to return to face-to-face activities safely and will remain closed for the time being.

Council will continue to provide updates through social media and its website as the COVID-19 situation evolves.



# Community Assist Lawn Mowing Update

We are pleased to announce that we have a NEW contractor - Gardens Plus operated by Gregory Fisher. Also, Danny Ruhe has started back up again as of the 1st June 2020; this brings us back up to four contractors.

A new contractor listing was sent out to active customers with the details recently; please keep an eye open for that to arrive.

It is important to remember to continue to follow social distancing rules for everybody's safety. Please continue to print and sign your name on the envelope with the exact amount of money that is to be left out for the contractor once the job is complete.

All contractors have other payment methods through this time, if you are unable to go out to withdraw cash. Direct debit or a direct transfer can be organised. Please speak with your contractor to organise this.

Council and the Commonwealth Department of Health fund this service. Everyone must apply through the My Aged Care (MAC) site, call: 1800 200 422. Enquires direct to Council can no longer be accepted. Presently, we have around ten vacancies. We will be accepting referrals via the My Aged Care portal; once you have a referral code, you can call us on 9806 5121. If we have a spot free, we will accept your referral code and you can start. We do not maintain a wait list but rather go directly through the MAC portal when there are vacancies.

Placement on the service provides you with ten \$30 subsidies each financial year, towards the full cost of mowing, edging your lawn and minor gardening. You gain quotes from the four contractors we have on our books and select the one you prefer. You make the bookings direct with contractors when you wish to have your lawns mowed. You pay the difference between the quoted price and the subsidy to the contractor when the work is done.



# Social Inclusion Update

The Social Inclusion Team hope that you and your family have stayed safe, well and connected during the COVID-19 pandemic. While abiding by the social distancing rules, we have really missed being together. Although all face to face services, home visiting and your favourite group activities were suspended, we have been making every effort to check in with you through our staff members and volunteers, by phone or via Webchat.

The good news is that the face-to-face restrictions have started to ease, slowly. However we do not yet have the green light to recommence our face to face social support or groups. As soon as we get further guidance on this matter, we will let you know. In the meantime, when you feel a little lonely or worried, we are only a phone call away - just call us and talk to one of our friendly Community Workers. Every cloud has a silver lining. What has been your silver lining of this COVID-19 cloud? Have you felt more connected with family? Have you learned to use some new gadget – a smart phone or an iPad? Maybe you have become a bit more



digital? What about using Facetime to see your grandchildren or be part of a Birthday party on ZOOM? Our team's silver lining has been seeing so many of you get online for the first time and really enjoy it.

When restrictions are completely lifted, if you ever want to learn something new or refresh what your kids have taught you during this time, you may benefit from our Digital Inclusion Program. We provide one on one support, in the comfort of your home or a local library, with a trained volunteer to show you how to use your device better. You can learn how to reply to an SMS on your mobile and saving photos you are sent, setting up speed-dial to quickly access a favourite contact, to connecting with your family and friends on Facebook or online shopping and more.



# Over 55s Leisure and Learning



In response to the social distancing in place due to COVID-19 and to help keep you active in the comfort of your own home, City of Parramatta's Over 55s Leisure and Learning Service in partnership with Active Parramatta are running some free online activities via Zoom; these commenced during Term 2. These classes are funded by Sports Australia through the Better Ageing Grant.

Due to the current success of the online classes, which include Choir, Tai Chi for Arthritis, Pilates, Gentle Exercise and Strength and Balance, we are currently looking at continuing these digital programs in Term 3. We

would like to take the opportunity to thank the tutors for their commitment to the health and well-being of the participants during this time.

Their willingness to be adaptable in using and supporting people with technology is very much appreciated.

Council is currently reviewing what the options are for face to face activities in their community halls. Although nothing is confirmed, one of the requirements is for participant numbers to be reduced to allow for the 4 square metres of space per person; this will significantly reduce class numbers and will prevent some rooms from being



used at all, requiring some activities to be cancelled and some to be run at alternative, more appropriate venues – possibly even outside. Days and times may also be subject to change if we were to recommence at a point in time during Term 3. At this stage nothing has been approved to recommence face to face activities in Term 3. Once details have been finalised to restart for term 3 (from 20 July),

this will be communicated to you by the Community Care Team via email and SMS. We will also be keeping our webpage up to date and posting on council's Facebook Page.



## Active Parramatta

The City of Parramatta Council is committed to providing healthy and active opportunities for residents, workers and visitors to improve their health and wellbeing, and encourage active participation.

To view the latest edition visit

[createsend.com/t/d-E14F068BE9F9F6A92540EF23F30FEDED](https://createsend.com/t/d-E14F068BE9F9F6A92540EF23F30FEDED)



# Easier Booking and Payment Process for Invoices and Over 55s Leisure and Learning

As you may be aware, in the past there have been some issues with people missing out on activities due to over booking. This was because the library system was manual and their applications do not directly link to the rest of council; it wasn't working. The library option was originally introduced years ago to assist those living outside of Parramatta city, but now we have new technology.

We have heard the concerns that have been raised and have worked with the Customer Contact Centre to centralise the booking process and reduce error.

The Customer Contact Centre will start taking telephone bookings and payments (including other Service invoices), this will be a replacement option for those who used to use the libraries. The over the counter service at Church Street Customer Contact Centre will remain in place for face to face payments. The libraries will NO LONGER be taking bookings and payments.

We encourage booking and paying directly using Eventbrite for this service is available at any time, day and night. Alternatively, one has the option of either booking and paying during business hours over the phone, or by dropping into the central Parramatta Customer Contact Centre. These options will centralise the booking process and prevent double bookings.

Should you have any further questions, call 9806 5121.





# National Disability Insurance Scheme in the Spotlight



The Community Care Team acknowledge the impact social isolation has had on the people we support under National Disability Insurance Scheme (NDIS) funding.

We have become very creative in changing the way we provide support to everyone in responding to the NSW Health restrictions. Our priority remains that no one experiences social isolation or a decrease in supports.

Our NDIS Support Coordinators have made regular phone and video calls with all participants and service providers and made sure that services continue to respond to their goals. They have found real benefits in supporting participants through meaningful conversations. Despite the changing landscape, it has been

important to make sure that people's supports remain active in various ways of delivery.

Our Social Inclusion team have also introduced video calls to some participants including virtual afternoon tea! Our Peer Support has also gone online with a range of activities and games such as bingo. The team have loved seeing the joy this brings to people's faces, and the re-introduction of contact between each other.

We miss the face to face contact with many of the people we support, and look forward to the day we can resume this. For now, we are so pleased to be able to find creative ways with each of the participants to maintain contact in a meaningful way that continues to address individual goals.





**RIVERSIDE**  
THEATRES DIGITAL

## Experience the Buzz of Riverside Theatres at Home!

*"We hope to delight you in your home,  
until we can welcome you back again to  
ours" – Robert Love, Director,  
Riverside Theatres*

Whilst our physical doors are shut, the Riverside team has been hard at work on digital program for you.

Riverside Theatres Digital launches with a series of concerts, digital film screenings and more.

For more information visit  
**[riversideparramatta.com.au/category/whats-on/riversidedigital/](https://riversideparramatta.com.au/category/whats-on/riversidedigital/)**

### 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](https://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.

# Volunteering during COVID-19

Volunteering Australia, the national peak body for volunteering, recently commissioned the Australian National University (ANU) Centre for Social Research and Methods to analyse the experience of volunteers across Australia during COVID-19, based on a regular survey of approximately 3000 Australians. The full research paper and results are available for viewing at [csrcm.cass.anu.edu.au/research/publications/experience-volunteers-during-early-stages-covid-19-pandemic](https://csrcm.cass.anu.edu.au/research/publications/experience-volunteers-during-early-stages-covid-19-pandemic)

## Here are a few of the Key findings on the impact on volunteering during COVID-19

- 65.9% of volunteers are estimated to have stopped volunteering between February and April 2020
- The researchers estimate that this reduction in volunteering is equivalent to 12.2 million hours per week
- Volunteers over the age of 65 were more likely to have stopped volunteering.
- Female volunteers were more likely to have stopped volunteering.

## Impact on life satisfaction and psychological stress

- The survey showed that prior to COVID-19, people who volunteered

had a higher life satisfaction than those who did not volunteer.

- Those who managed to continue to volunteer during COVID-19 fared much better than those who did not.
- For those who continued volunteering, levels of psychological distress were significantly and substantially lower than those who stopped volunteering.

## Policy and Practice implications

- The findings reinforce the power of the volunteer workforce and its contribution to the economic and social wellbeing of Australia. This also reinforces other research that has shown the mental health benefits of volunteering.





### **How has COVID-19 impacted our Community Care Volunteer Team?**

While 12 Meals on Wheels volunteers and 21 Social Inclusion volunteers have continued to actively engage through direct volunteering or virtual volunteer roles, 70% of our volunteer force have had to step down due to the temporarily suspension of our services or due to being over 70. I have been working from home since the pandemic and I have taken the time to make contact with some volunteers who I know live alone; they have willingly shared the fact that COVID-19 has disrupted their routines and the loss of their volunteer activities has created a sense of social isolation. They explained that they felt cut off from the social connections that accompany volunteering and this is having a negative impact on their wellbeing.

This social isolation and disconnection have affected all of us, both at a local and global level, in varying

degrees, as evidenced on social media. However new and creative ways of communications have emerged from the lockdown situation. Social media groups such as Zoom, Facebook groups or What's App groups, and the like, have grown exponentially with thousands of people joining virtual choirs, Facebook kindness groups, online neighbourhood awareness groups and other online support networks. The overwhelming message is that physical isolation does not have to result in social isolation; community matters for our wellbeing and whilst physical presence can never be replaced, digital communities have mushroomed as a viable alternative.

### **Lessons learnt**

1. The Volunteer Focus Group had their first online meeting via Skype on the 8th of April and discussed ways in which we could bring together volunteers who felt isolated through an online social platform.



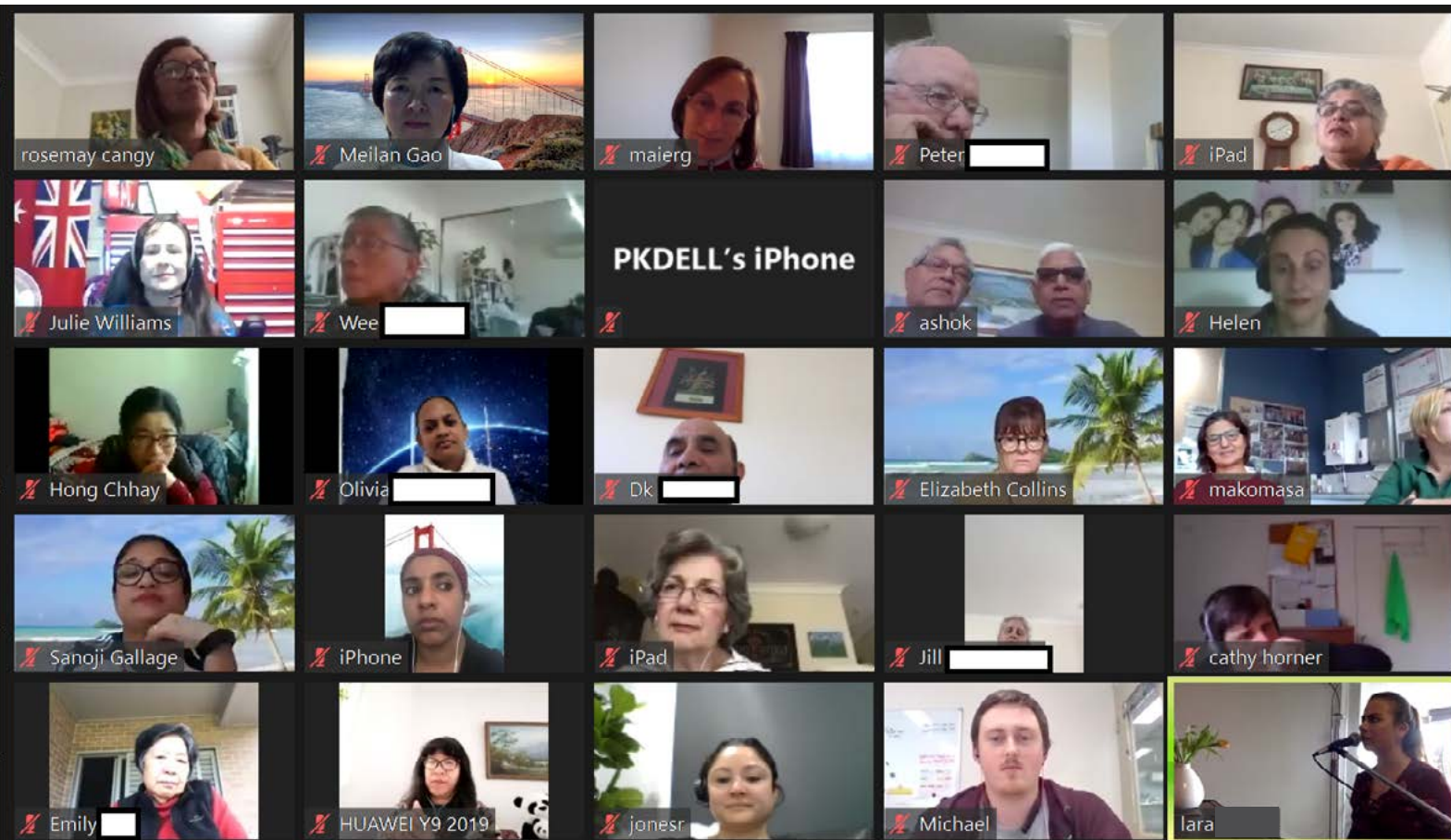
2. 4 volunteers connected through the Google Hangout app and Face time and shared ideas about what kept them busy at home. The volunteers shared that it was great to be able to see each other after a long time. This was a relaxing and fun time for all.
3. A real highlight was our very first Volunteer Zoom meeting with 21 volunteers and 8 staff members to mark the National Volunteer Week on the 20th of May. It was an exciting moment in our Volunteer team's story. The positive comments received from the volunteers have prompted us to set the following goals with the view of building an online community while we

are apart.

- Monthly social gatherings through Zoom
- Volunteer Training (3 monthly/quarterly) through Skype

Did you know that we have volunteers who can teach you about how to access the internet, use your smart phone and join online groups?

If you wish to join the training, this is your opportunity to acquire some skills and connect with your volunteer friends online. Please call us on 9806 5121 if you are interested. We would love to hear from you.



# Meals on Wheels – More than just a meal!

Meals on Wheels is more than just a meal; we are an extension of your support network. We care. We deliver in person, we knock and wait and say hello. We will check in on you or your loved one and raise alerts if required and stay until help comes; plus, of course, a nutritious meal is delivered, unlike the frozen supermarket meals.

We are looking forward to restarting our Let's Dine Out groups who eat out at local restaurants together. Let us know if you are interested in joining us.



## **What Types of meals are on offer?**

We supply a combination of nutritionally balanced and culturally diverse pre-packaged frozen meals suitable for most dietary requirements.

We offer a meal package that includes;

- main meal
- dessert or soup
- juice

Mains and soups can also be purchased individually.

## **I have special dietary needs; can you help?**

Yes. Before receiving your first meal, we discuss your food allergies, meal type needs and preferences such as:

**Meal Types** - vegetarian, gluten free, halal, pureed or soft diet (plus others) are all catered for.

**Preferences** – Unlike allergies, you can let us know certain meals or ingredients you would prefer not to have and we will cancel them off your menu.

### How nutritious are the meals?

One of our food suppliers meets the National Meal Guidelines which represents a consistent approach to nutrition, menu planning and meal presentation.

Did you know that as we age our dietary needs change? We require more calcium, protein and Vitamin D. In general, older people shouldn't be on weight loss or restrictive diets unless recommended by a qualified health professional. If you are losing weight it may be a sign you are not eating enough to meet your body's nutrient requirements.

**By following the recommended meal ordering guidelines you are assured that your meal will provide you with half your daily requirements for protein and up to one third of your daily requirements for energy, fibre and most other nutrients.**

**This is just another thing that sets us apart from frozen supermarket meals which often have poor sources of vegetables and fibre and are lower in protein and energy than the National Meal Guidelines suggest.**

Younger people will also benefit from our meals.

## Let's Dine Out

Due to Covid -19 restrictions we are still unable to run group lunches due to social distancing rules.

We are however excited to let you know that we have two new Let's Dine Out Partners in Parramatta! They are open for you to dine in if you would like to call and make a booking; be it with friends or family.

Most restaurants are still offering takeaway and delivery. Contact the restaurants directly to place an order for pick up or to dine in. Please let them know upfront you have a Let's Dine Out Voucher from City of Parramatta Council.

New Partner

**Thai La Ong** - Thai Cuisine

Phone: 9687 6984



New Partner

**PappaRich** - Malaysian Cuisine

Phone: 9633 3387



Our other operating partners:

**Volcanos** – Phone: 1300 78737

**Ginger** – Phone: 8061 7245

**Dragon 88** – Phone: 9898 1588





# WARAMI

ONLINE

26 MAY – 5 JULY

INDIGENOUS CULTURE + ART + MUSIC + FAMILY ACTIVITIES

For over 60,000 years the Burramattagal people have called Parramatta home. **The WARAMI festival**, a Darug word meaning 'Good to see you', recognises and celebrates their continued connection to the land and community. Parramatta always was and always will be a gathering place.

## NATIONAL SORRY DAY

26 MAY

Read online stories from past and present Stolen Generations; find ways to support survivors, families and communities; and access educational resources.

## NATIONAL RECONCILIATION WEEK

27 MAY – 3 JUNE

Marking the 20th Anniversary of Australia's journey towards a reconciled nation, this year's theme is 'In this together'. From culture, tradition, storytelling and dance, gather together online and participate in a series of activities.

### 27 May

Welcome to Burramatta – Darug Land: Uncle Chris Tobin  
Welcome to the traditional Country of the Burramatta clan of the Darug people. 'Burra' means eel and 'matta' means creek. Featuring a Darug welcome and smoking ceremony.

### 27 May – 5 July

WIN - Through your Maya 'Eye' Photo Competition  
Show your connection to Indigenous culture of land in the City of Parramatta to win great prizes!

### 28 May

Yallamundi 'Storytelling' Session 1  
Stolen Generation, Kinchela Boys Home: Uncle Paul John Whitton #31

### 29 May

Yallamundi 'Storytelling' Session 2  
Stolen Generation, Kinchela Boys Home: Uncle Robert Paul Young #24

### 30 May

Yallamundi 'Storytelling' Session 3  
Stolen Generation, Kinchela Boys Home: Uncle James Michael Widdy Welsh #36

### 1 June

Torres Strait Islander Culture Session 1 - Educational:  
Beatty Clan Crew

### 3 June

Happy Mabo Day!  
Torres Strait Islander Culture Session 2 - Song and Dance:  
Beatty Clan Crew

## BURRAMATTA NAIDOC

4 JUNE – 5 JULY

Celebrate Burramatta NAIDOC with arts, crafts, language, song, music and dance by joining online with family fun activities.

### 5 June

Learn Darug Words at Home (downloaded eSheet)

### 9 June

Learn about Darug Culture and Storytelling - Uncle Lexx

### 11 June

Yallamundi 'Storytelling' Session 4 - Stolen Generation, Kinchela Boys Home:  
Uncle Paul John Whitton #31, Uncle Robert Paul Young #24 and James Michael Widdy Welsh #36

### 15 June

Aboriginal Art and Culture Session 1: Nadeena Dixon

### 17 June

Aboriginal Art and Culture Session 2: Nadeena Dixon

### 20 June

Darug Nangami 'Dreaming' Colouring eBook  
Illustrations and stories by artists Mikaela Cameron, Leeanne Hunter and Dennis Golding

### 23 June

Aboriginal Culture Story and Song - Uncle Lex and Corina

### 25 June

Darug Song and Smoking Ceremony with Corina and Jannawi Dancers  
Darug Art and Culture - Corina

### 29 June

Wiradjuri Wave Kids Session - Weaving and Art - Peta Joy Williams

### 27 June

'Warami Mittigar' Aboriginal Cultural Walk: Uncle Chris Tobin

### 1 July

Aboriginal Dance Session 1: Jannawi Dance Clan

### 3 July

Aboriginal Dance Session 2: Jannawi Dance Clan

## WARAMI LIVE: LIVE MUSIC

5 JULY, 12PM – 2PM

Experience live music direct to your home, with a free online concert featuring the best Indigenous artists and dance groups from Burramatta NAIDOC. Hosted by comedian Sean Choolburra and featuring Bow and Arrow, Maddi Lyn, Barkaa, DJ Naian and more!



CITY OF  
PARRAMATTA

HOME  
PARRAMATTA

[discoverparramatta.com/warami](https://discoverparramatta.com/warami)

# Calendar of Events

## JUNE

30 Gentle Exercise online via Zoom

30 Volunteer Social Meeting  
online via Zoom

## JULY

1 Tai Chi for Arthritis online via Zoom

1 Strength & Balance online via Zoom

2 Pilates online via Zoom

24 Choir online via Zoom

28 Volunteer Social Meeting online  
via Zoom

28 Gentle Exercise online via Zoom

29 Tai Chi for Arthritis online via Zoom

29 Strength & Balance online via Zoom

30 Pilates online via Zoom

30 Book Club Virtual Meeting via Zoom or  
Microsoft Teams

31 Choir online via Zoom

## AUGUST

4 Gentle Exercise online via Zoom

5 Tai Chi for Arthritis online via Zoom

5 Strength & Balance online via Zoom

6 Pilates online via Zoom

7 Choir online via Zoom

11 Mandatory Training-Strength  
Based online via Zoom

11 Gentle Exercise online via Zoom

12 Tai Chi for Arthritis online via Zoom

12 Strength & Balance online via Zoom

13 Pilates online via Zoom

14 Choir online via Zoom

18 Gentle Exercise online via Zoom

19 Tai Chi for Arthritis online via Zoom

19 Strength & Balance online via Zoom

20 Pilates online via Zoom

21 Choir online via Zoom

25 Volunteer Social Meeting online  
via Zoom

25 Gentle Exercise online via Zoom

26 Tai Chi for Arthritis online via Zoom

26 Strength & Balance online via Zoom

27 Pilates online via Zoom

27 Book Club Virtual Meeting via Zoom or  
Microsoft Teams

28 Choir online via Zoom

## SEPTEMBER (first half only)

1 Gentle Exercise online via Zoom

2 Tai Chi for Arthritis online via Zoom

2 Strength & Balance online via Zoom

3 Pilates online via Zoom

4 Choir online via Zoom

8 Gentle Exercise online via Zoom

9 Tai Chi for Arthritis online via Zoom

9 Strength & Balance online via Zoom

10 Pilates online via Zoom

11 Choir online via Zoom

15 Gentle Exercise online via Zoom

16 Tai Chi for Arthritis online via Zoom

16 Strength & Balance online via Zoom

17 Pilates online via Zoom

18 Choir online via Zoom

## How to register for our FREE online activities (from 6 July):

1. Open up a search engine to: **cityofparramatta.nsw.gov.au/living-community/term-based-activities**
2. You will then be taken to our page of our listed activities
3. Please select the activity you would like to join and click on 'Register here'
4. You will then be taken to Eventbrite (our preferred booking system)
5. Please select 'Tickets' tab (which is highlighted in green)
6. Follow the prompts and enter all required fields
7. Once completed, you will be sent a confirmation email
8. The tutor will then send you the Zoom link for the class you have registered for

Should you require any assistance with registering online, please call 9806 5121.

# Meet the team!

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



**Julie Williams**  
**Manager**

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



**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.



**Georgette**  
**Finance Officer**

I enjoy reading, walking and cooking for my grandchildren.



**Agnes**

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



**Cathy**

I enjoy reading books and going to the gym.



**Evanessa**

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



**Gabby**

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



**Gary**

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



**Gladys**

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



**Hong**

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



**Julia**

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



**Maree**

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



**Mei**

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



**Michael**

I am an avid cricket fan. I enjoy binge watching Netflix and I love spending time with my family.



**Renea**

I love spending time with family and friends and travelling.



**Rosemay**

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



**Sanoji**

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



**Samantha**

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



**Steve**

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



**Susan**

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



**Yasmine**

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

## CONTACT US

### Community Care Office Hours

8:30am – 4:30pm, Monday to Friday

Phone: 9806 5121 Fax: 9806 5925

Web: [cityofparramatta.nsw.gov.au](http://cityofparramatta.nsw.gov.au)

### City of Parramatta

126 Church Street, Parramatta

### Parramatta Food Services Office

10 Hunter Street, Parramatta

Phone: 9806 5121

### Postal Address

City of Parramatta Council

PO Box 32

Parramatta NSW 2124



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](http://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.



Australian Government  
Department of Health