

SUMMER 2021

Community Care

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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

Lord Mayor



Happy New Year everyone and welcome to 2021.

I think we can all agree that 2020 was a challenging year for the world. I believe we can also agree that the residents of our great community, you, showed remarkable resilience throughout these trying times. Our city is commencing its journey back to business as usual, and though this may look and feel slightly different, with time we will all reflect back on COVID-19 and know we stood together as a community and came through it.

In December I had the privilege to be able to deliver some of my Christmas Cake with your Community Care team down at Meals on Wheels.

I was proud to see the care and consideration the team continue to display, with the extra safety measures in place to keep everyone they assist safe. During the peak of COVID-19 their numbers increased, though their staff did not, and they continue to smile and get on with every day. They are a wonderful example of how the City of Parramatta council staff continued to deliver the essential services throughout 2020, and will continue to do so no matter what the future brings. Thank you all.

Happy New Year.

*Lord Mayor
Councillor Bob Dwyer*

Welcome

A message from the Manager of Community Care

Julie Williams






Welcome to the Summer Edition of the Community Care magazine. We are excited to restart face-to-face services this year and see you in person. To be safer your services will be a bit different. For example, you might go for a walk with your Volunteer or Community Worker instead of being inside the house. We will plan any changes with you. It is important that we all still:

- Keep a 1.5 metre distance
- Wash our hands regularly
- Let us know if you are sick before the service

There is more information about keeping safe in the magazine.

Thank you to everyone who did the survey about your services last year. The next magazine will include a summary of the results and changes we are making. Lastly, you may be interested in the Sydney Theatre Company's Virtual and free video series. Enjoy this series of short, personal videos made by some of your favourite actors, directors and writers, plus tune in for live play readings: sydneytheatre.com.au.

COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU	ALLERGIES*
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms	May be abrupt or gradual onset of symptoms
Fever 	Common	Rare	Common	No
Cough 	Common	Common	Common	Common (asthma)
Sore Throat 	Sometimes	Common	Sometimes	Sometimes (Itchy throat and palate)
Shortness of Breath 	Sometimes	No	No	Common (asthma)
Fatigue 	Sometimes	Sometimes	Common	Sometimes
Aches & Pains 	Sometimes	No	Common	No
Headaches 	Sometimes	Common	Common	Sometimes
Runny or Stuffy Nose 	Sometimes	Common	Sometimes	Common
Diarrhoea 	Rare	No	Sometimes, especially for children	No
Sneezing 	No	Common	No	Common

Adapted from material produced by WHO, Centers for Disease Control and Prevention and the American Academy of Allergy, Asthma and Immunology. *Respiratory allergies include allergic rhinitis (hay fever), and allergic asthma. Other common symptoms of hay fever include itchy nose and itchy, watery eyes.

It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. If you have any infectious or respiratory symptoms (such as a sore throat, headache, fever, shortness of breath, muscle aches, cough or runny nose) don't go to work. You need to self-isolate and to be assessed by a medical professional. You may need testing for COVID-19. You must not return to work until cleared by a medical professional. You need to ensure that the people you care for are protected and safe. People who have respiratory allergy symptoms such as allergic rhinitis (hay fever) and allergic asthma should stay home and get tested for COVID-19 at the onset of their symptoms and if they experience symptoms that are unexpected, seem different or worse than usual, or do not respond to their usual medication.

For more information about **Coronavirus(COVID-19)** visit **health.gov.au**

My Aged Care 'Client Portal' is now called 'Online Account'

The Client Portal has been renamed as the My Aged Care Online Account. This change aims to help people better understand the online tool for managing their own aged care services. We are progressively updating references to Client Portal to refer to Online Account, with the system change coming into effect next year.

The Online Account contains important information for clients and their representatives about assessments, services, and interactions with My Aged Care.

Guidance on accessing and using the Online Account is available on the My Aged Care website myagedcare.gov.au or you can call **1800 200 422**.



ALERT – My Aged Care Scam

It has come to our attention that a client of an ACAT in WA has received a phone call from someone claiming to be from My Aged Care. The caller asked for \$25 and bank details to register the client for My Aged Care.

We have asked that this incident be reported to the Australian Competition and Consumer Commission.

Please advise your clients of this event and to be aware that this is not how My Aged

Care operates – there is no cost to register. You should also encourage your clients to report any suspicious activity to you so you can notify the department My Aged Care Notifications my.aged.care.notifications@notify.gov.au.

Information on scams and the process to report them is available at 'Scamwatch'.



Watch Council Meetings **Online**

Council Meetings will usually be held on the second and fourth Monday of each month at 6:30pm. Due to impacts of COVID-19 members of the public are not able to attend Council Meetings in person at present, but

can watch the meetings through the live stream video link on Council's website. For more information and to access the live link, visit: cityofparramatta.nsw.gov.au/council/council-meetings.

National Counselling and Referral Service



The National Counselling and Referral Service is available for people with a disability.

A counsellor can support you to talk about your feelings and emotions in a safe space to work out a problem or issue you may be facing; they can also support to engage with the Disability Royal Commission.

You can contact the National Counselling and Referral Service by calling 1800 421 468 or 02 6146 1468. The service is available 9am to 6pm weekdays (AEDT), and 9am to 5pm weekends and public holidays (AEDT).

More information including Auslan and Easy Read resources can be found on the Department of Social Services website.

Is Using Public Wi-Fi Safe: The Do's and Don'ts of Free Public Wi-Fi

What's public Wi-Fi?

Wi-Fi is a technology enabling computers and other devices to connect to the internet wirelessly.

There are two kinds of public Wi-Fi networks: secured and unsecured.

1. Unsecured network can be connected without any type of security feature like a password or login.
2. Secured network requires a user to agree to legal terms, register an account, or type in a password before connecting to the network.

Wi-Fi Security Risks: The Don'ts of Public Wi-Fi

Do NOT access bank information

- All public Wi-Fi networks can be hacked. These hacks could be simple spyware, which would allow hackers to see what you're doing on your computer, or something more malicious like ransomware. Accessing your bank information can give them an easy entry into all of your finances. With a hack like this, the user would often be completely unaware that it's taking place.

Do NOT access sensitive/ personal information

- Even with secured public Wi-Fi networks your sensitive information, like work emails or information about your children, can be accessed by hackers. Be very cautious of what you access or view while using free public Wi-Fi.
- If you would not stand up and shout out the information for everyone to hear, then do not engage with it on free Public Wi-Fi.

Do NOT shop online

- Entering in credit card information or your address can leave that information vulnerable to hackers. Even when you have your card information stored on your phone and it auto inserts into the site with all of the safe looking icons, skilled hackers can still access this information.

Do NOT leave your device in the open

- Do not leave your laptop, tablet, or phone out in the open. Anyone can steal your device or quickly look through it to obtain personal information without your knowledge.

Never assume you're safe

- Assuming that you're safe on these networks is the biggest mistake you can make. Always act under the assumption that using public Wi-Fi is risky and your information could become compromised. This mindset will help you establish good habits of internet safety and keep you safe from cyber-attacks.

How To Stay Safe On Public WiFi: Tips To Follow

The following steps should be followed to stay safe when using public Wi-Fi.

Step 1: Utilize Secure Browsing on Public Wi-Fi Networks

Even if it requires a few extra steps, the added safety of a secure network is definitely worth it.

Step 2: Turn Off Automatic Connectivity

Most phones, tablets, and laptops will have an automatic connect option. These will automatically connect to Wi-Fi networks,



and some of those will be unsecured Wi-Fi networks, as you're going about your business. That will instantly expose you and your information without you being aware. Especially make sure it's off when you're traveling or going to unfamiliar places. You will find this feature under Settings – Wi-Fi.

Step 3: Turn Off Bluetooth

Bluetooth is the ability that devices have to communicate with each other. Leaving your Bluetooth feature always on can leave you vulnerable to hackers. Hackers can lock into open Bluetooth signals and can communicate with your device to gain access to your information. Therefore, it's helpful to get into the habit of turning it off when you are out of the house and office. You will find this feature under Settings – Bluetooth.

Step 4: Use a VPN

A VPN (virtual public network) is a tool to help protect you when you need to use public Wi-Fi networks. VPN's can encrypt all of the data that you send and receive. This will help to secure your data and protect you from possible cyber-attacks. Many companies

who employees need to work remotely will invest in VPN programs to help secure the company's information. Therefore, if you work remotely and your company doesn't offer VPN services, you should ask to change that.

Step 5: Be Smart

Just be smart and cautious. People are constantly attempting to access your data. Free public Wi-Fi is one way that makes it way too easy for them. So, before you connect to free public Wi-Fi ask yourself if you really need the internet, and if you do, be very cautious of what information you access. Also, be aware that others may be watching what you do.

*Source: executecomm.com/insight/dos-and-donts-of-public-wifi

Currently Digital Workshops at City of Parramatta Library are on hold until further notice. Please visit cityofparramatta.nsw.gov.au/living-community/library.

Should you have any further questions or require some digital assistance, call us on **9806 5121**.

Love Your Feet by Hong Chhay - Community Worker

Ancient Chinese Medicine believes that a person's strength depends on the health of their feet. Research has found that the softer the tendons in the feet, the longer life will be!

There are 136 acupressure reflection points on the soles of the feet, which are closely related to the internal organs and limbs of the human body. The theory is complicated, but to put it simply, frequently kicking your feet together is equivalent to regulating the conditions of the whole body!

How to soften the tendons of the feet?

One option is to find a partner, sit comfortably with your back supported, opposite each other and to tap your bare feet against theirs; you need to use a little force but do not hurt yourself! The other is to rub your hamstrings. Your hamstrings are the tendons in your legs and they can become tight. When rubbing your hamstrings, start softy because they may be sore; you may also need a little bit of cream or oil. You should focus on the ground tendons located on the soles of your feet. Again, if you can find a partner, you can massage each other's feet. Just wash them first!



Toe Time - 10 minutes every day.

Knocking on the toes is a relatively simple exercise. Just straighten your legs, bring your heels together. Now bump your toes together. It takes about two minutes to do it 200 times. See the images below.

- Put your hands behind your back to support your body, straighten your back and waist and sit in a relaxed manner.
- Bring the heels of your feet together and hit the toes.
- The bigger the angle and the faster the speed is the better.
- Starting from the initial 100 times continue to increase the number of times
- After the action is over, pay attention to the feeling on your toes.



The benefits of having softer tendons in your feet are quite remarkable. You may feel your legs become stronger, your knee joints feel more powerful, your bowel movements are normal, and your mind has become clearer. Other benefits could include:

Prevention and treatment of neurasthenia and insomnia;

- Prevent rheumatoid arthritis;
- Prevent numbness of legs and feet;
- Prevention and treatment of diabetes;
- Relieve fatigue and make people feel happy.

Chinese practitioners of these methods believe that if you persist, you may notice your body feeling healthier and stronger. You may notice your complexion in old age will improve and your overall health will improve. Longevity is not a dream! Please consult with your medical practitioner before commencing any new fitness or health program.

Reference: Ten years of longevity with soft tendons! The benefits of slapping feet frequently are unexpected (English translations)! Retrieved from kknews.cc/zh-my/health/jezjk4l.html

Great Places to go this Summer by Hong Chhay -Community Worker



Giants' Site- Celtic Stonehenge

Australia's largest Standing Stonehenge is located in the northern part of the state, deep in the New England Highlands. Here you can feel the unique Celtic culture. The history here can be tracked back to the early 1800s, when a group of border guards from Europe explored here and left their relics. There is no ancient Celtic history here but there is a mysterious standing stone ring; you could almost imagine you are walking in Europe more than 100 years ago.

Address: **Centennial Parklands, Watsons Dr, Glen Innes NSW 2370**

Visit: gleninneshighlands.com/australian-standing-stones.html



Iron Gate Estate

Iron Gate Estate located in the Hunter Valley; it is a Tuscan winery.

Its warm amber walls and terracotta tiles resemble a country tavern passed down from generation to generation. The driveway here is lined with fruit trees, which adds to the Mediterranean style of the place.

Here you can taste wine under the guidance of a sommelier. Just as relaxing as if you were in the heart of the Mediterranean.

Address: **The corner of Ingles Lane and, Oakey Creek Rd, Pokolbin NSW 2320**

Visit: irongateestate.com



Cascade Falls

Cascade fall is located in the Macquarie Pass Park. This beautiful waterfall feels like stepping into the virgin forest of Germany. The moss-covered rocks, rich ferns, and heartwood trees here are completely different from other shrub area in NSW and even densely forested areas such as the Blue Mountains.

Address: **Macquarie Pass NSW 2577**

Visit: **pioneerwalks.com.au/walk/cascades-falls**

Reference: It is more fun for Sydneysiders to travel to these places than to go aboard! Collect it now! (English Translations) from Sydney Life on 22nd Nov 2020. Retrieved from: sohu.com/a/433536111_120509485

Help and advice



Phone: 1800 422 737

Website: carergateway.gov.au

As a carer, you have many things you need to manage every day. You may also be working or studying at the same time as being a carer.

Explore this information to get practical tips and support to help you in your role. The Carer Gateway website is all about meeting your needs as a carer.

We have phone counselling, an online carer forum, and self-guided coaching and skills courses to give you support, skills and information. You can also download and print out a summary of some key carer information.

You may also want to visit other sites to find out about services that might help you. For example, the National Disability Insurance Scheme (NDIS) supports people with disability, and My Aged Care supports elderly people, and the Department of Veterans' Affairs supports veterans. You may also want to visit sites about the person you care for and their condition, because those sites will often have information about how best to care for the person.



Chinese New Year 2021 by Yasmine Chin – Engagement Officer

How to Say Happy New Year in Chinese

新 年 快 乐

Xīn

nián

kuài

lè

Chinese New Year follows the Luna Calendar. In 2021, the actual Day will be Friday, 12 February. The festival goes for 15 days and will end on Friday, 26 February 2021.

- 2020 is the Year of the Rat
- 2021 it will be the Year of the Ox
- 2022 will be the Year of the Tiger

The tradition on Christmas Day is to open presents placed under a Christmas tree. On Chinese New Year's Day, married couples give out "Red Envelopes" with money inside to those who are unmarried within your family when they pay a visit. This is a tradition that started long ago, where the money in the red envelopes were given to children to place on their pillows to ward off evil spirits while they slept in the night. Red envelopes are considered "Lucky Money"

Traditionally in order to receive red envelopes you must visit the home of your family elders and 'Kowtow' which is to kneel and place your hands on the ground before you, bending over and resting your head between your hands. This is the ultimate display of respect. Now in modern times, families are less traditional, and you only need to say a simple phrase to obtain a red envelope:

恭喜发财 · 红包拿来 (gong xǐ fā cái, hóng bāo ná lái) which means "wishing you wealth and prosperity, hand over the red envelope." This is said with a cheeky grin, which melts hearts and opens up wallets.

As part of the tradition, we also wear "new clothes" this is to signify new beginnings for the New Year but can be a reason to spoil yourself as living was harder in the past. Now this part of the tradition is somewhat lost on the younger generations as the standard of living is higher. In saying this though, many people still opt to wear 'red' the traditional colour of choice.



How we celebrate in my family

- We celebrate a family dinner together on Chinese New Year's Eve, where every member will come together at my mother in-law's house. There is a feast which will include some specific dishes.
- On Chinese New Year's Day, the children and unmarried family members will wish the elders a Happy New Year to obtain a red envelope.
- I speak a different dialect of Chinese and in Cantonese the phrase we say is the same but sounds different.
- We will have new clothes organised and visit the Chinese Temple to pay our respects.
- The Chinese Temple will have a Lion Dance, which the children look forward to seeing, and firecrackers will loudly go off during this time as well to ward off evil spirits.
- After a delicious feast on New Year's Eve we go vegetarian on New Year's Day so we will finish with a vegetarian dinner.
- We do not celebrate for the whole 15 days just one, but in other countries, there are businesses that will be closed during this period.



Year of the Ox



If you were born 1913, 1925, 1937, 1949, 1961, 1973, 1985, 1997, 2009, or are to be born after 12 February 2021 you are an Ox.

It is said that the Ox ranks second among the Chinese zodiacs because it helped the Rat, but was later tricked by it. The myth goes that the Jade Emperor declared that the order of the Zodiac signs would be based on the arrival orders of the animals. Ox could have arrived first but kindly gave the Rat a ride. However as they arrived the Rat jumped ahead of the Ox, and the Ox lost first place.

Link: travelchinaguide.com/intro/social_customs/zodiac/ox.htm



This is the temple my family and I visit on Chinese New Year's Day.

Name: Ming Yue Lay Buddhist Temple

Address: 654 Cabramatta Rd W, Bonnyrigg NSW 2177

Picnic Basket Memories by Sanoji Gallage – Community Worker

When I came to Australia in 1988 with my parents, my sister took us for a picnic in the park with some friends. I had never seen anything like a picnic basket before, how it had plates, cutlery and glasses already in it, it was so amazing to me back then. My sister had packed the basket with snacks, drinks, fruits, different types of cheese crackers and a long French bread stick. Her friends also brought some other things like sausages to cook on a BBQ.

When we arrived at the park, my sister laid this beautiful blanket out and placed all the food out really nicely, with all the cheeses crackers, grapes, olives dip and some variety of hams on a wooden board and the French bread stick on the side.

Being Sri Lankan we are fond of tea, so she made black tea with ginger and sugar in a thermoset for us to drink. This has now become a very precious tradition that we like to enjoy with our family and friends.

Today, whenever we go on day trips, picnics or BBQ's, I prepare similar picnic baskets just like my sister did that first time. Sometimes I include small sandwiches, pastries and Sri Lankan snacks like cutlets, Chinese rolls, patties, Vada, murukku. Other times it is a mixture of vegetables and dips, chips and sometimes proper Sri Lankan meals such as Lump rice, Biryani, rice and curry. Regardless of the menu, I never forget the tea in a thermos!





Songkran by Julia Lai - Administration Distribution Officer

The New Year is such a special time of year. It is truly a time of celebration! A time of letting go of what has past to embrace all the coming achievements and excitement which a new year has to offer. It is no surprise that there are so many cultural traditions celebrating this invigorating event.

My mother is from Thailand and my family and I celebrate Songkran (Thai New Year) which falls on the 13th April every year. After we visit Buddhist temples to submit our prayers and spiritual gratitude, we celebrate by attending the Songkran festival.

For those who have not yet experienced one, the Songkran festivals are crazy fun! It is basically one big water fight. Adults and kids alike throw water at each other using buckets, water guns, bottles, hoses – you name it!

Like in other cultures, the element water holds strong significance in Thai culture. It

represents purity, cleansing and the washing away of misfortunes and sins. My mother told me that the water festival started from a more genteel tradition of sprinkling water on Buddha Statues and on the hands of the elderly to pay respect. These days (especially in Thailand), regardless if one is a stranger or friend, everyone is bound to get wet!

It is also important to note that as water restrictions tighten, the conservation of water is of paramount importance. With that in mind, getting drenched might not be a possibility this year (or in the coming years). Instead, there's many delicious traditional cuisines to indulge in with friends and family. This, along with dance, music, games and traditions of spiritual gratitude and devotion makes Songkran a refreshing and soul nourishing festival that I very much cherish.

Vinnies Community Sleep-out by Steve Harrison – Administration/ Distribution Officer



"You want me to do WHAT????!!!"

This was my initial response to my wife's suggestion that we take part in the Vinnies Community Sleep-out last year. You see my wife and I both lead busy lives and so we had discussed a number of ways that we could spend more time together. I thought this would involve a bush walk here or there, perhaps a dinner or two at a nice restaurant or maybe catching a movie at the local cinema. I remember thinking, "she just read that book, what was it called ... 'Eat Ray and Stuff'... or something like that? I bet it inspired her to want to do something spontaneous and out of the ordinary to help her grow as a person. Don't get me wrong, I have nothing against personal growth, I just like my height the way it is, if you get my drift?

"You're going to say no aren't you?" she said after a few moments. "I can hear the cogs turning in your brain from here. You're trying to come up with a reason not to do it."

"No, no, no..." I assured her, "I just want to know a little more about it before I decide." I said pulling off one of the great performances of my life. Truly worthy of an Academy Award.

Excitement erupted from my wife; much like the time I surprised her with an extra special present at Christmas; as she informed me that we would be sleeping outside, on or in a cardboard box (our choice apparently), with nothing but a sleeping bag and a pillow for comfort. Oh and we are provided with a few coupons which we can use to either have a little cup of soup or a little cup of hot chocolate, or swap for an extra cardboard box!

I still don't know exactly what happened. Somehow, I found myself at Western Sydney University Rydalmere Campus one cold, windy Friday evening in August last year, scoping out where I was going to shelter from the wind and possibly the rain for the evening. Having found a suitable doorway, I then accepted my coupons, weighing up whether or not to forgo

the hot chocolate or small cup of soup for a second cardboard box to sleep on. Upon good authority (from an experienced sleep-outee) I chose the second cardboard box option.

As I followed my wife out to our den (I felt like a wild animal), I pinched myself. Nope not sleeping. "Just to be clear. You still want to go through with this?"

"Yes won't it be great!" She was actually over the moon about this! Obviously, my idea of great is a lot different to hers.

Before we settled down for the night, we took part in an information session on homelessness in Australia. This session had a profound effect on me.



Much later in the early hours of the morning, I found myself wide-awake thinking about the information shared in the session and realised that far from being frustrated at my lack of sleep and how uncomfortable I was, I was actually experiencing enormous empathy for those 116,000 plus people throughout Australia who were also sleeping rough tonight. The big difference being, that in a few hours' time, I would be heading home, drawing a nice hot bath, filling my belly with a delicious breakfast and climbing into my comfortable bed to catch up on my sleep.

As we headed home, I thanked my wife for encouraging me to take part in the Community Sleep-out and vowed to do it with her every year from now on.

This year was a different experience due to COVID-19 (participants had to self-isolate) and the weather. There was a heavy thunderstorm this year so instead of sleeping outdoors, my wife, our cat Dobby and I, (like every other person taking part), spent the night in our own home "Couch Surfing".

Just like last year, it was uncomfortable and I didn't get any sleep. However, I am all the more richer for the experience and so far over the last two years, my wife and I have managed to raise over \$4,300 for the homeless.

Summer is here. Are you ready?

Did you know that once temperatures are higher than 27 degrees, our body needs to work much harder to keep us well?

We need water and good rest to recover from heat stress. Having a cool home at night will be key to helping you stay well. Consider booking a service for your air conditioning system now. Cleaning the filters is an important job to do now too.

Heat-related illnesses cause more deaths in Australia than storms, floods and fires.

Here are some simple things you can do to stay well this summer:



Keep Cool

- Try to be indoors during the hottest part of the day. Book your appointments for the first thing in the morning. Do your household chores, including gardening, early in the morning when it is coolest.
- A dark house is a cool house! Close windows and doors early to keep the heat out. Curtains with light-coloured lining can help to reflect heat.
- When the temperatures drop, open up your home! Houses trap heat inside, so it is important to open everything up when it is cooler, but only if it is safe to do so.
- Fans can be effective when the temperatures are starting to rise.
- Use air conditioning if you have it. Try setting your system to 25 degrees. Remember that every degree cooler you set your system can cost you more to run.
- Use damp towels or cool packs on your arms, neck, or put your feet in cool water. Spray bottles are also helpful for keeping cool.
- Take cool showers or baths.
- If you have to leave your home, remember to slip, slop, slap, wrap and shade!
 - Slip on loose fitting, light coloured clothing. This will help your body's air conditioning – sweat – to do its job in keeping you cool.
 - Slop on sunscreen – the higher the SPF the better! Remember to re-apply every few hours.
 - Slap on a hat. A broad brimmed hat that shades your face, nose and neck is the best – the broader the better!
 - Wrap on a pair of sunglasses to protect your eyes
 - Stay in the shade! Keep out of the sun as best you can, using an umbrella will help.
- Plan to exercise early in the morning when the temperatures and your body are cooler. Be sure to drink lots of water if you are exercising.

Food and Drink

Stay hydrated by drinking water. Water is the best way to keep well in the heat. Have a few containers already filled in your fridge, and refill when they are empty, then you'll have a great supply of cold water all day. You could even freeze a bottle of water or two for when you do have to go outside.

Avoid alcoholic, tea, coffee, soft drinks and cordials. The ingredients in these drinks make your body work harder, and this uses up lots of your stored water; you can become unwell.

Carry a bottle of water with you if you have to go outside.

Eat smaller meals which don't need to be cooked, like salads and cold meats.

Look out for each other

Keep in contact with elderly friends, neighbours and relatives when the temperatures rise in case you or they need any help.

If you have air conditioning, and it is safe to, invite others without air conditioning to your home for the day.

Plan ahead

- Watch the weather forecast.
- Make early bookings if going out
- Know the signs of heat-related illnesses and what to do if you see them in yourself or others.
- Know whom to call if you need help. Have the numbers written down where you can find them.
- See your doctor for advice if you have any have any medical conditions. Some illnesses and conditions make it harder for your body to keep cool. Your doctor will be able to help you plan for how to keep well in the heat.



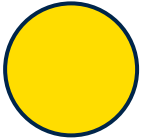
Heat-related illnesses and first aid:

Illness	Symptoms	What to do – first aid
Dehydration Dehydration is when there is not enough water in your body for it to work well. It can make your heart work faster and makes it harder for you to sweat.	Dizziness Tiredness Thirst Loss of appetite Fainting	Drink lots of water Try diluted fruit juice (1 part juice to 4 parts of water) Avoid tea, coffee and alcohol Move somewhere cool, ideally with air conditioning Use a spray bottle with water to cool down If you feel unwell, seek medical help!
Heat cramps Heat cramps usually affect people who sweat a lot during strenuous activity such as sport or gardening in hot weather. The sweating causes the body to lose salt and water. The low salt level in the muscles may be the cause of heat cramps. Heat cramps may also be a symptom of heat exhaustion.	Muscle pains or spasms	Stop all activity and lie down in a cool place with legs raised Drink water or diluted fruit juice (1 part juice to 4 parts of water) Have a cool shower or bath Massage your muscles to relieve the spasms Apply cool packs Rest for a few hours If you don't see an improvement, seek medical help!
Heat exhaustion Heat exhaustion is the body's response to an excessive loss of water and salt contained in sweat. Those most at risk of developing heat exhaustion are elderly people, people with chronic diseases, and people working or exercising in a hot environment. If heat exhaustion is not treated, it can turn into heat stroke	Heavy sweating (cool and moist skin) Pale skin Fast and weak pulse rate Breathing fast and shallow Muscle weakness or cramps Tiredness Dizziness Headache Nausea or vomiting Fainting	Lie down in a cool place, if possible in air-conditioning Remove excess clothing Take small sips of cool fluids Cool shower, bath or sponge bath Put cool packs under armpits, on the groin, or on the back of the neck to reduce body heat If symptoms worsen or if there is no improvement, seek urgent medical advice and call an ambulance if necessary
Heat stroke In a person with heat stroke, the body temperature is not controlled properly. It occurs when the body temperature rises above 40.5°C. Heat stroke is a life-threatening emergency. Immediate first aid is very important and the aim is to lower body temperature as quickly as possible	A sudden rise in body temperature Red, hot and dry skin (sweating has stopped) Dry swollen tongue Rapid pulse Rapid shallow breathing Intense thirst Headache Nausea or vomiting Dizziness Confusion, poor coordination or slurred speech Aggressive or bizarre behaviour Loss of consciousness Seizures or coma	Immediately call 000 and ask for an ambulance Get the person into the shade, lay them down, and keep them as still as possible Give small sips of cool fluids if conscious and able to drink Bring their temperature down using any method available (sponging with cool water, cool shower, spraying with cool water from the garden hose or soaking clothes with cool water) Put cool packs under armpits, on the groin, or on the back of the neck to reduce body heat Do not give aspirin or paracetamol; they do not help and may be harmful If unconscious, lay the person on their side (recovery position) and check they can breathe properly Perform CPR if needed

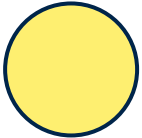
Urine colour chart

This urine colour chart will give you an idea of whether a person is drinking enough or is dehydrated (lost too much water from the body)

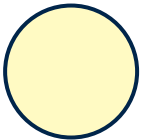
Are you drinking enough?



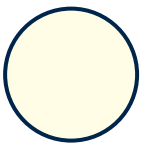
- Very dehydrated
- Drink a large bottle of water immediately



- Dehydrated
- Drink 2-3 glasses of water now



- Somewhat dehydrated
- Drink a large glass of water now



- Hydrated - you are drinking enough
- Keep drinking at the same rate

Be Aware! If you are taking single vitamin supplements or a multivitamin supplement, some of the vitamins in the supplements can change the colour of the urine for a few hours, making it bright yellow or discoloured.



Active Parramatta Van - Better Ageing

The Active Parramatta Van and Better Ageing will be back February 1st with more FREE Over 55s health programs this summer! Join Jade, Susan, Tiyana and Nick on a variety of online fitness classes.

If you haven't done so already, we recommend to sign up to the Better Ageing mailing list by emailing recreation@cityofparramatta.nsw.gov.au to be amongst the first to receive registration details, which will be released after the New Year!



2021 Volunteer Calendar

We look forward to our ongoing commitment to provide quality training and support to all our volunteers in 2021.

Should you have any questions in regards to Volunteering with us at Community Care, please speak with Rosemay Cangy 9806 5121 Monday to Wednesdays.

24 February	2pm-3pm	Volunteer Meeting
10 March	10am-11am	Volunteer Training
28 April	10am-11am	Social & Learning Circle
17 May	TBC	National Volunteer Week
16 June	10am – 1pm	Volunteer Mandatory Training
14 July	2pm-3pm	Volunteer Meeting
25 August	10am-11am	Social & Learning Circle
15 September	2pm-3pm	Volunteer Training
27 October	10am-11am	Social & Learning Circle
25 November	TBC	End of Year Event

Venues and training topics to be confirmed.

Over 55s Leisure and Learning Update



City of Parramatta continues to be committed to the safety of its community, staff, volunteers and visitors. To do this, we are following the advice of NSW Health and the Commonwealth Department of Health in the delivery of our activities and operation of facilities during COVID-19.

Based on the easing of restrictions, we are currently planning for a COVID safe return to face-to-face activities in Council's Community Halls as well as Digital Programming. 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

mean that class numbers will be reduced, venues, times and days are subject to change.

Once details have been finalised to restart for Term 1, 2021 (from 25 January), this will be communicated to you by the Community Care Team via post, email and SMS.

We will also be keeping our webpage up to date and posting on Council's Facebook Page (please see links below).

cityofparramatta.nsw.gov.au/living-community/term-based-activities

facebook.com/cityofparramatta



Save the date 14-24 April 2021.

All 2021 festival events will be COVID safe. There will be some online options to participate.

Stay tuned for more information on the Seniors Festival grants program in the coming months!

Visit: **seniorsfestival.nsw.gov.au**

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.



Agnes

(Speaks Polish)

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.



Georgette

I enjoy reading, walking and cooking for my grandchildren.



Gladys

(Speaks Spanish)
I love walking, exploring new places and spoiling my beautiful grandchild.



Hong

(Speaks Mandarin & Cantonese)

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



Julia

(Speaks Vietnamese)

When travelling I eat chilli with absolutely everything. I collect books about ancient history, science and spirituality.



Maree

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



Mei

(Speaks Mandarin)

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

(Speaks Sinhalese)

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

(Speaks Serbian & Macedonian)

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



Yasmine

(Speaks Cantonese)

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

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 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