

AUTUMN 2021

# 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

Congratulations to the Community Care Australia Day Awards volunteer finalists!

I was delighted to present the Australia Day Awards at a special ceremony at Rosehill Gardens in January. These Awards recognise and celebrate our local unsung heroes for the contributions they have made to our City and community. It was wonderful to honour those who have gone above and beyond in what was a difficult year for many.

I would like to make particular mention here of the finalists who volunteer with us through the Community Care team. Robin Deaves, Janice Baker and Souad Ennab were among the finalists in the Senior Citizen Category while the women from the Loving Care Group, Mavis Chang, Julie Yip and Joanne Szeto Chan were finalists in the Community Service category. Together these Australia Day finalists' have served as volunteers in their various roles for 67 years.

On behalf of our community, I would like to congratulate and thank all of our nominees and winners – we are all grateful for your hard work.

Lord Mayor



# Welcome

## A Message from the Manager of Community Care

Welcome to the Autumn Edition of the Community Care Magazine. You said you liked the articles by staff and volunteers in the recent survey, so we have more of these for you. The team has a wide range of backgrounds, religions, cultures and languages and we hope this helps you feel more understood and confident in your services. In this edition, Christine who uses National Disability Insurance Scheme services, shares her story. She is one of the faces of the City of Parramatta International Women's Day Campaign 2021. We would love to share your story so please let us know if you are interested.

Julie Williams



Walking groups and face-to-face art classes have been held safely since January. We are excited to work with you to restart all face-to-face activities now that there is very low community transmission of COVID-19. Your services will be a bit different, as we make sure they are done in a safe way. We will continue talking to you about keeping safe and any changes to your service. Have a peaceful and loving Easter, in whatever way you celebrate and we look forward to seeing you in person soon.

# Participant Feedback Survey

**Thank you to the 278 people who did the Community Care survey last November. This means 37% of you responded. We do the survey every two years to find out what the service is like for you and how it can be better. The overall results are:**

- satisfaction is 93% across the services
- 81% of participants felt supported by staff and/or volunteers during COVID-19
- 96% of participants agreed that Community Care protects their rights
- 93% of participants are very likely are likely to tell friends and family to use the service
- 80% of participants read the Quarterly Magazine

## **You told us:**

- the services make you feel happier, your body feels better and helps you with something you can't do by yourself

- "I hope COVID passes quickly as I need to go out again"
- Having no internet while you had to stay at home was very difficult
- "The regular phone calls and always remembering things going on in my life, it feels so personal"
- "Regular phone calls from NDIS worker. Zoom made him feel connected to the world and community"
- "Staff have been so warm and helpful I don't feel at all embarrassed accepting help"
- "They were helpful, friendly and genuinely concerned about our welfare. They provided much better care than our other aged care provider who didn't seem at all interested in our wellbeing."
- For the magazine – "Loved having photos of staff to put names to with who I have spoken with or met. More personal stories please from clients, staff and volunteers."

## **National Disability Insurance Scheme results:**

- 69% responded (31 out of 45 participants) compared to 27% in 2018. The survey was made easier to understand, telephone surveys were available for those who need them, and there was more use of the telephone interpreting service.
- 96% of participants agreed the services protect their rights.
- Many participants were helped to sorted out difficult situations in their life and become more stable.

### **We will:**

- Have more easy to read surveys and telephone surveys when they are needed
- Focus on your goals, building friendships and community connections that suit you

## **Social Inclusion results:**

- Satisfaction is 100%
- 100% of participants agreed that Social Inclusion protects their rights

### **We will:**

- Keep finding out what you are interested in and what works for you for new group activities eg. in your language

## **Over 55's Leisure and Learning results:**

- 93% of participants are very likely are likely to tell friends and family to use the service
- 74% of participants felt supported by staff and/or volunteers during COVID-19
- You want the return of face-to-face

activities but also to continue online

### **We will:**

- Restart face-to-face activities with COVID-19 safety measures
- Continue online activities and asking what you are interested in for the future

## **Parramatta Food Services results:**

- 100% of participants agreed that the service protects their rights
- 93% of participants are very likely are likely to tell friends and family to use the service

### **We will:**

- Give you more information about how the food is prepared and how fresh it is
- Give more information about the choice of meals and putting the service on hold when needed
- Restart Let's Dine Out and Social Lunch activities

## **Community Assist Lawn Mowing results:**

- Satisfaction is 94%
- 98% of participants are very likely are likely to tell friends and family to use the service
- 100% of participants agreed that the service protects their rights

### **We will:**

- Remind participants that gardening is included
- Ask contractors to have online payment options in the future

# Christine's Story

Hi, I am Christine and I am 38 years old. I live with my mum. I am working four days a week at McDonald's as a cleaner. I like my job. I travel to work by myself on the bus. **Pre Covid-19 I used to be a part of Dance Group and we even made it to the Special Olympics. I like travel a lot and I usually travel with my mum.** We have been to China, Japan, Thailand, England, Germany, and Italy.

I have been with City of Parramatta Council - Community Care for 20 years. I am a member of the Peer Support Group. I made good friends with other group members. We are doing fun things together like going to the movies, tenpin bowling and karaoke. My favourite is fine dining and karaoke because I love music and singing, especially Backstreet Boys songs. My favourite Australian female singer is Tina Arena.

Making the right decision in my life can be a challenge but I do not give up. I mostly make decisions for my day-to-day activities independently. I believe in my abilities I ask for help and remind people when I need support. I take control of my needs and ask people who are there to help me, so I know I am doing the right thing.

The technology has been quite a challenge for me recently as I had to learn how to use my iPad to be connected virtually with the Peer Support group for our online sessions. With my mum's help and technical support of community workers, I participated in many joyful Peer Support online catch-ups.



**My advice to my teenage self would be: don't give up!**



# Every older person and adult with disability has the right to



Control and access their own money



Choose to see family and friends when they want to



Attend appointments without another person



Have easy access to clean clothes, food and their own medication

If you or someone you know is not free to make their own choices, contact the Ageing and Disability Abuse Helpline.

[www.ageingdisabilitycommission.nsw.gov.au](http://www.ageingdisabilitycommission.nsw.gov.au)

Everyone has the right to feel safe and be treated with dignity and respect in their own home and community. **This list may help understand types of abuse, neglect or exploitation towards older people and adults with disability.**

## What is abuse?

There are many types of abuse experienced by

**Financial abuse** is threatening to take someone's money or assets, using another person's money without permission, or stealing and abusing power for financial gain.

**Psychological abuse** is threatening, pressuring or intimidating someone verbally, or emotionally blackmailing them. This also includes threatening to isolate

someone from friends and family.

**Physical abuse** is intentionally pushing, shoving, kicking or injuring someone else. This includes physically restraining or locking someone up in their home.

**Sexual abuse** is having nonconsensual contact with someone. This could be

enforcing nudity, or inappropriate washing or handling.

**It is not OK to abuse anyone, especially someone like an older person or an adult with disability.**

## What is neglect?

Neglect is a type of abuse that means a person's basic needs are not being met.

This could be not providing adequate food, clothing or shelter, not keeping someone safe, or refusing to meet a person's healthcare needs.

Neglect is also deliberately denying a person help, which leaves them exposed to physical, mental and emotional harm. This is known as wilful neglect.

**It is not OK to neglect anyone, especially someone like an older person or an adult with disability.**

## What is exploitation?

The most common type of exploitation is financial. This means someone takes money, assets or allowances from a vulnerable person for their own use and without permission.

Exploitation can also be someone who sells, transfers or changes property titles without the property owner knowing.

**It is not OK to use or sell another**

**person's assets without their consent, especially someone like an older person or an adult with disability.**

**You can raise concerns of your own wellbeing, or of an older person or an adult with disability you suspect is being abused or mistreated by someone they know in their home, or in the community.**

1. Get information on what services are available to help.
2. Speak with a trained professional about your concerns.
3. Be supported to make an anonymous report, and be heard without judgement.

**Ageing and  
Disability Abuse  
Helpline**

**1800 628 221  
(M-F, 9-5)**

# Trauma support is now available online for the aged care sector

Phoenix Australia, one of the organisations delivering trauma support to older people, families and carers, has created an aged care specific resource website, to help with grief, loss, dementia and other traumas.

It offers information and tools to support those who have had traumatic experiences and trauma recovery resources for carers and aged care providers.

<https://www.phoenixaustralia.org/aged-care>



# The Older Persons COVID-19 Support Line

Senior Australians, their families and carers can call the Older Person COVID-19 Support Line if they:

- would like to talk with someone about COVID-19 restrictions and the impact on them
- are feeling lonely or are worried about a loved one
- are caring for someone and need some information or listening ear
- need help or advice about changing the aged care services they are currently receiving
- need help to access new care services or essential supplies such as shopping
- are concerned about a friend or family member living with dementia

The Older Persons COVID-19 Support Line contact number is 1800 171 886 and is available from Monday to Friday, except public holidays, from 8:30am-6:00pm.



# City of Parramatta Australia Day Awards - 21 January 2021



This photo was taken at the end of ceremony. Robin Deaves, Souad Ennab and Julie Yip could not be present. Left to right: Janice Baker, Mei Gao, Rosemay Cangy, Mavis Chan, Andy Chin (Loving Care Coordinator) and Joanne Chang

The City of Parramatta Australia Day Awards recognise the outstanding achievement and excellence of local community members and highlight the importance of service to the Australian nation. Three of our volunteers, Robin Deaves, Janice Baker and Souad Ennab were among the finalists in the Senior Citizen Category, while the ladies from the Loving Care Group, namely Mavis Chang, Julie Yip and Joanne Szeto Chan were finalists in the Community Service category. We all cheered loudly as the MC called out Robin Deaves' name to receive a well-deserved Highly Commended Certificate which Mei Gao was pleased to accept from the Lord Mayor in Robin's absence.

Our congratulations and applause go to each finalist in recognition of their committed, loyal and long years of service. Special mention and congratulations for Robin's outstanding recognition of her leadership role with the social support group. We thank them for their generosity of heart in making contact, providing support and encouragement and bringing a smile to make someone's day a bit more bearable because they have taken the time to care and to listen.

**Together our Australia Day finalists' volunteers have served in their various roles for 67 years!**

# National Sorry Day- 26 May 2021

On our pathway towards reconciliation, Sorry Day is an important moment to remember the past policies of forced child removal of the Stolen Generations and their families who are continuing the journey of healing.

National Sorry Day is a significant day for all Australians, especially Aboriginal and Torres Strait Islander people and communities across the nation. It marks the anniversary of the tabling in Federal Parliament of the Bringing

Them Home Report of the National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families, on 26 May 1997.

On National Sorry Day, we recognise the grief, suffering and loss suffered by the Stolen Generations and the mistreatment of the country's Indigenous peoples. During the 20th century, Australian government policies caused children to be separated from their families, resulting in what is known as the 'Stolen Generations', with the effects of these traumatic removals being felt by succeeding generations even today.

Parramatta played a significant role in the establishment of first settlement Sydney. City of Parramatta recognises National Sorry Day and the injustices experienced by First Australians.

Help acknowledge Sorry Day by reading online stories from past and present Stolen Generations, access online educational resources, and find out ways that you can support survivors, families and communities of the Stolen Generations.



**Source:** <https://www.discoverparramatta.com/sorry-day>

# Celebrating 60 Years of Love by Sanoji

60 years ago, on 4th of March 1961, a beautiful love story began; Perla and Miguel have been inseparable ever since.

Both recognised professionals in their fields, their shared passion for helping their community grew into a loving marriage and the arrival of three beautiful children Gaceiella, Elizabeth and Alex.

To this day, they still love Tango Dancing; to witness them dance is to witness the existence of 'Soul Mates' - a harmonious and inspiring couple.

Perla and Miguel have been with Community Care since 2008. Perla started her journey as a volunteer and then continued with Social Inclusion as a participant since 2010; they have been joining us through our Coffee & Lunch programs for many years. Unfortunately, due to COVID-19 they were unable to celebrate their 60th Wedding Anniversary as planned,

with all their friends and family. Thankfully, Miguel and Perla were able to celebrate with their children, and through the wonders of technology, received love virtually from all their extended family and friends.

All of Community Care, staff, volunteers and fellow participants congratulate both Miguel and Perla on their 60th Wedding Anniversary.



## Council Meetings

Council Meetings will usually be held on the second and fourth Monday of each month at 6:30pm. Changes to the Public Health Order as of 12 February 2021 now allow public attendance at the meeting. However, numbers are restricted to a maximum of 19 people in order to meet the 1 person per 2m<sup>2</sup> requirement. Once this capacity is reached, no additional members of the public will be admitted. Those unable to attend will be able to watch the Council Meeting through the live stream link on Council's website. For more information and to access the live link, **visit: [cityofparramatta.nsw.gov.au/council/council-meetings](https://www.cityofparramatta.nsw.gov.au/council/council-meetings)**.



# Ramadan by Rehana & Gladys

Ramadan was introduced in the Holy Book of Quran and is compulsory for Muslims all around the World from the age of 14 with exception for pregnant, breast feeding mothers and people on medication.

Ramadan falls on the ninth month of the Islamic Lunar calendar, this year 2021, will fall in April. During this Holy month Muslims refrain from eating or drinking from sunrise to sunset and attempt to avoid thoughts and behaviour that are considered impure under the beliefs of Islam. Muslims believe that the spiritual rewards for this good behaviour are increased during Ramadan.

Families wake up early, before the sun rises, and eat a meal called sohour.

After the sun sets, the fast is broken with a meal called iftar. Iftar often begins with eating dates and sweet drinks to give fasting Muslims a quick energy boost, and it is a rich meal.

This isn't just a time for abstract reflection—Ramadan has a real, practical purpose that creates real changes within those who observe it.

Ramadan is all about growing nearer to God. Physically carrying out tasks solely for God, helps Muslims to feel that God is a real and, in their lives, and gives a sense of purpose and direction.

It is also about developing and strengthening powers of self-control so that, throughout the rest of the year, sinful desires and thoughts can be better resisted.

Finally, Ramadan is a great time to learn and practice charity, kindness, and generosity. Deprivation and fasting helps Muslims to remember the plight of those less fortunate, as well as those blessings that may normally be taken for granted.

Above all, those who observe Ramadan find themselves with a chance to truly contemplate their faith and rid themselves of those bad habits they have accumulated over the previous year. It is a time unlike any other in the Islamic calendar, a sort of "reset button" for the soul.



# A Macedonian Easter by Susan

Easter is one of the most important holiday that Macedonian Christians celebrate. This is when in each house you will find delicious dishes and hard-boiled eggs dyed red. Red signifies the blood of Christ and the hard egg shell signifies the sealed Tomb of Christ.

**The Great Lent** - a forty-day period of fasting. No food items that come from an animal source e.g. meat, eggs, milk are consumed. It is believed that Jesus spent 40 days in the desert, fasting and praying. That is why Christian Orthodox devote the fasting period to God.

**Holy Week** – the last seven days of the Great Lent, which represent the last seven days of the life of Jesus. Each day has a different significance, however most significant is Holy Thursday – the day when the last supper occurred. The consumption of meat on this day is avoided.

**Holy Thursday** - Eggs are dyed before sunrise on Holy Thursday as the egg is seen as a symbol of new life. The first red dyed egg is devoted to the life of Jesus. Traditionally, this egg was placed near an icon in the home and kept all year for good health. The second egg is for the head of the family and the third for peace and health. All the delicious dishes are prepared on this day as well.

**Good Friday** - Only fruit, vegetable and nuts are to be consumed.

**Easter Sunday** is a day of celebration, which includes going to church, coming home to play the egg cracking game, have a feast for lunch at home with the family and get ready to welcome visitors. One greets people by saying "Christ is Risen!" to which the other person responds with "Indeed, He is Risen!"

**The Egg Cracking Game** represents the tomb cracking open when Jesus was Resurrected. The ultimate goal of the game is to crack your opponent's egg. You are declared the winner if both ends of your egg are left uncracked and you will enjoy good health for the rest of the year. The eggs are then peeled and eaten.



# A special Maltese Easter tradition by Renea



**Figolla** is a Maltese pastry stuffed with a marzipan-like filling and served as an Easter sweet. These are often shaped like hearts, crosses, stars or fish, but in modern times these can be shaped into anything you like.

In Malta, these are baked during Holy Week and given to children/ close family or friends to be eaten on Easter Sunday. In some Maltese villages, Figolli are blessed by a priest outside the church along with modern chocolate Easter Eggs.

You can purchase figolli from some delicatessen's here in Western Sydney. Below is also a homemade recipe. Enjoy!

## What you will need for the pastry:

- 400g of butter
- 800g of flour
- 200g of sugar
- 3 egg yolks
- ½ tsp of grated lemon rind
- A cupful of water

## What you will need for the filling:

- 400g of sugar
- 400g of ground almonds
- 3 egg whites

1. First, start by sieving the flour into a large bowl. Slowly rub in the butter until the mixture becomes like a firm paste. Add sugar and lemon rind into the mix and keep on stirring. Then add the egg yolks and just enough water to keep it at the consistency of a stiff paste.
2. Thoroughly mix the almonds and sugar together and gradually add the egg whites whilst being sure to keep stirring.
3. Next up, dust your worktop with flour and roll out the pastry. Using biscuit cutters, or your own cardboard design, cut out two identical shapes.
4. Slather on the almond filling to a thickness of about 1cm and be sure to leave a space of 1cm around the edges. Then add the corresponding half of the figolla, and push the edges together.
5. This is when the magic happens. Put them in the oven on a greased tray and bake for an hour at 175°C. Once cooked and cooled, you can add your own icing or fun designs to personalise your figolla.

**Source:** <https://en.wikipedia.org/wiki/Figolla>  
<https://www.airmalta.com/blog/malta/traditional-maltese-figolla-recipe/>



# Bush Care

The City of Parramatta has 459 hectares of remnant bushland and 40 volunteer Bushcare groups across the Local Government Area which have contributed over 17,000 hours of bushland regeneration since 2013. We are always looking for new members to join our Bushcare teams in caring for these vital areas. No experience or commitment necessary! Training, equipment and friendship is provided. Come along for a few hours a month and learn about your local environment whilst making a difference to your community.

For more information or to join a Bushcare group go to <https://tinyurl.com/bwbjv5ek> or contact our team at [bushcare@cityofparramatta.nsw.gov.au](mailto:bushcare@cityofparramatta.nsw.gov.au) or Phone 9806 8280.



# Qing Ming Festival by Hong

In my country China, Qing Ming Festival is a traditional festival and the most important festival of sacrifices. It is the day people pay respect to their ancestors and the Remembrance Day for the deceased family relatives. Tomb sweeping, commonly known as people going to the grave, the activity belongs to Chinese traditional cultural that people appreciate their past parents, elders, ancestors and promotes filial piety as influenced by Confucian thought from the ancient Chinese beliefs.

Qing Ming Festival falls on the first Sunday of April each year. According to the old customs, when sweeping tombs, people lay flowers in front of the grave and some people bring wine, food, fruits, paper money and other items to the cemetery. Others offer food to the graves of their loved ones, and incinerate the paper money, as it is means to offer their deceased family members so that they can enjoy the afterlife. People sweep the tombs, remove weeds and add new soil, plant new green branches on the grave. After the ancestral worship, they have the sacrificial food and drink together. Until now, the custom of worshipping ancestors and mourning the deceased relatives is still very popular in society, people said that Qing Ming Festival is a significant day for them and even exceeds the Lunar New Year's celebration.

It is yet another year of Qing Ming festival; I cannot help but miss of my beloved father. I will not be able to go home to see him this year, but I know his love and guidance will always remain with me. Dad, I deeply remember and thank you for walking with me through the past, and your smile, kindness and generosity would be the most precious value in my life. Are you okay in Heaven, dad? I miss you deeply and I am sure that one day we will meet again in Heaven.





# What Easter means to me by Cathy



Christians believe that Jesus died on Good Friday and rose again on Easter Sunday. They believe that Easter represents new life. They believe that Christ died for our sins because he loved us so much that he gave his only son. So that whoever believes in him will not perish but will have eternal life. This is found in **John 3:16** in your bible.

Easter can be a family time. Churches remember the Crucifixion on Good Friday and celebrate the Resurrection on Easter Sunday. They still eat chocolate eggs like other folks. However, the new life meaning may be important to them. When I was at school, we used to sing a song called Easter time is a time for eggs. I hope this gives you an idea of what Easter means to Christians and how I celebrate it.

## Reflections by Maree

Having prepared this magazine, I enjoyed reading all the submissions by our team members. It occurred to me, though beliefs vary, at the core of all the traditions shared here, there is a common theme; Reflection, Gratitude and Sharing, very much woven around loved ones and food.

So as we approach the cooler months, I hope we all can reflect on what we have that gives us hope, joy and purpose in our lives, feel grateful for what we have and the small kindnesses that surround us, and share what we have but also what we know.

Please feel free to email me any stories, traditions or knowledge you would love to share. The next magazine will be our Winter Edition and all submissions would need to be submitted to me before 1 June, 2021 along with an image, preferably at least 1MB in size and in a jpeg or png format (if you are not sure about that, ask any member of our team).

Send your submission to Maree Burke – Business Coordinator at **Email: [communitycareadmin@cityofparramatta.nsw.gov.au](mailto:communitycareadmin@cityofparramatta.nsw.gov.au)** or drop off a copy to the Customer Contact Centre at 126 Church Street Parramatta, or hand it to a volunteer or staff member when you see them.



# Phil Marsh on Volunteering

I grew up in Five Dock, joined Scouting at eight, became a Cub Leader and later a District Cub Leader. On my way through Scouting I learnt to sail and crewed in 12 and 18 Foot Skiffs. I have been involved with Abbotsford 12 Foot Sailing Club since I was fifteen, became Minutes Secretary at eighteen, I'm currently the Honorary Secretary and a Life Member of the Club. I still race in a Laser Dinghy and I also lead my Probus Club's Cycling Group.

I have three children, five grandchildren and a wonderful partner all of whom I delight in spending time with.

Completing my printing industry trade course in 1966 I went on to hold supervision and management roles including production, account and project management, retiring as

the WHS, Quality and Environment Manager for a company with ten sites and approx. 1400 employees in July 2016 after 55 years in the industry.

Inspired by my mother who was Drummoyne Council's Citizen of the Year in 1986 I decided on retiring to see what opportunities there were to volunteer in the Parramatta area. I contacted the Council in March 2017 and became a Driver and occasionally a Helper with Meals on Wheels until COVID-19 caused over 70's volunteers to be stood down for their own safety.

The people we deliver meals to are so appreciative of the Volunteers and with some it is likely that we are the only ones that they have a face to face conversation with during the week (while maintaining social distancing).

One time as the Helper I went to the front door of a house to make a delivery, pressed the buzzer and it played Happy Birthday, when the lady came to the door I asked if it was her birthday to which she replied "no, that was Saturday, my family took me to the Club and we had a lovely meal".

I presumed to ask how old she was to which she replied "one hundred". I have been inspired by that conversation ever since!

I also volunteer with Peer Group Support on Thursday evenings where until February 2020 myself and other



volunteers would pick up one or two participants from their homes, take them to a local club for dinner, to the Movies or Ten Pin Bowling, engage in conversation with their Peers, have an enjoyable night together and then take them home. They also are very appreciative of the Volunteers and Council Staff that make it possible.

Since COVID-19 came along we have been meeting online via Microsoft Teams where we catch up on what everyone has been doing, play Bingo, Trivia, Name the Tune, Snakes and Ladders and much more. Unfortunately, not all of the Group can join in so I'm

looking forward to being able to return to the normal format in the not too distant future.

I have also been participating in the online meetings for Volunteers during the pandemic, bike riding on fire trails with my son in the Blue Mountains plus doing walks and rides with my Probus Club.

Happily, I resumed activity with Meals on Wheels at the end of February 2021.

Volunteering is a wonderfully rewarding activity and I highly recommend it to all.

**Phil Marsh**

## Fire + Rescue NSW Fire Safety visits program

Fire + Rescue NSW is currently running a program offering free home Safety Visits to help people understand fire safety and prevention around the home. The visit would include a local fire station crew attending your home and offering tailored fire safety information to you. Free smoke alarms will also be installed if required.

The Safety Visits will help you better understand how you can be prepared

for the unexpected and what you should be doing to help prevent fires from occurring in your home.

More information can be found by calling your local fire station. Parramatta Fire Station 98954620, Rydalmere Fire Station 96387905, Wentworthville Fire Station 96310908, Silverwater Fire Station 96471246 or Merrylands Fire Station 96371211.

<https://www.fire.nsw.gov.au/page.php?id=9316>



# Seniors Festival 2021

## Get your free tickets to the City of Parramatta Seniors Festival Concerts

City of Parramatta Lord Mayor Councillor Bob Dwyer invites you to the City of Parramatta Seniors Festival Concerts.

Join us for a special "Salute To The ANZACs" performance, showcasing the hit songs, stories, and indeed laughter that came from experiences during World War I, World War II, and the Vietnam War.

This is a wonderful opportunity for our local senior community to get together and celebrate NSW Seniors Week.

All residents and ratepayers 55 years and over within the Parramatta LGA are invited to book a free ticket.

## Tickets are limited so make sure you get in quick!

- **Venue:** Riverside Theatres, Corner of Church and Market Streets, Parramatta
- **Date:** Monday, 12 April
- **Time:** Two shows - 11am or 2pm
- **Tickets:** Free of charge. Book your ticket now from the Riverside Box Office by calling 8839 3399. For more information, visit [riversideparramatta.com.au/show/seniorsconcert](https://www.riversideparramatta.com.au/show/seniorsconcert).



## Active Parramatta Van

The Active Parramatta Van is running a number of exciting activities including Aqua Fit, Walking Basketball, Pickleball and Life Essentials!

The Seniors Festival takes place 14 - 23 April 2021. Keep an eye out for these events on the Seniors Festival page!

<https://www.cityofparramatta.nsw.gov.au/seniors-festival>





## Community Care

In addition to the above activities, Community Care will be running an "Understanding My Aged Care" session with guest speaker, Mary Bills from Council on the Ageing on Thursday, 15 April. Once details have been finalised, this will be communicated to you by the Community Care team via email and text and information will also be added to the seniors festival link above.

## Premier's Gala Concerts

The star-studded Premier's Gala Concerts are one of the highlight events of the NSW Seniors Festival.

This year, we're excited to announce that Aussie pop icons Human Nature will be headlining. We can't wait to see them light up the stage with their Motown classics, Pop Hits and much more. This will be a performance you won't want to miss!

In 2021 the concerts will be held on Wednesday 21 April and Thursday 22 April at 11:00AM and 2:45PM both days.

The concerts are free but you will need a ticket. Tickets are available from <https://bit.ly/2O9qMcB> from 17 March or via online request [https://help.ticketek.com.au/hc/enus/requests/new?ticket\\_form\\_id=360000134807](https://help.ticketek.com.au/hc/enus/requests/new?ticket_form_id=360000134807)

## NSW Seniors Expo

The NSW Seniors Festival Expo is an annual free and fun event. Featuring over 60 exhibitors, live stage entertainment and plenty of games, giveaways and workshops, the Expo has all the latest information on travel, lifestyle, health, services and more.

For further information, please visit: <https://www.expo.seniorsfestival.nsw.gov.au/home>



# Community Care Face to Face Programs Update

**City of Parramatta continues to be committed to the safety of its community, staff, volunteers and tutors. 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.**

We are pleased to announce that we have received approval for a COVID safe return to face-to-face activities throughout our Community Care programs, including social inclusion, NDIS and activities in Council's Community Halls as well as Digital Programming. This will mean that there will be some changes; occupants in vehicles will be reduced, open-air activities favoured over indoor ones, luncheon numbers and class numbers will also be reduced. In addition, there will be changes to the venues we use, class times and days will also be subject to change. Once details have been finalised the Community Care Team via email and SMS will communicate this to you.

Finally, our Over 55s Leisure and Learning Term 2 programs (online and face-to-face) are scheduled to restart from 19 April, with registrations opening from 6 April, via Eventbrite. Activities include Tai Chi, Pilates, Gentle Exercise, Choir, Chair Yoga, Fun Latino Dance, Strength & Balance and Art classes.

**Keep up to date, by visiting:**

**<https://cityofparramatta.co/term-activities>**



# 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.

<b>24 FEBRUARY</b>	2pm-3pm	Volunteer Meeting
<b>3 MARCH</b>	TBC	Focus Group Meeting
<b>10 MARCH</b>	10am-11am	Social & Learning Circle
<b>5 MAY</b>	2pm-3pm	Focus Group Meeting
<b>17 MAY</b>	TBC	National Volunteer Week
<b>26 MAY</b>	10am-11am	Social & Learning Circle
<b>16 JUNE</b>	10am – 1pm	Volunteer Mandatory Training
<b>30 JUNE</b>	2pm-3pm	Volunteer Meeting
<b>14 JULY</b>	10am-11am	Social & Learning Circle
<b>4 AUGUST</b>	2pm-3pm	Focus Group Meeting
<b>15 SEPTEMBER</b>	10am-11am	Social & Learning Circle
<b>13 OCTOBER</b>	2pm-3pm	Volunteer Meeting
<b>27 OCTOBER</b>	TBC	Mandatory Meeting
<b>3 NOVEMBER</b>	2pm-3pm	Focus Group Meeting
<b>25 NOVEMBER</b>	TBC	End of Year Event
<b>5 DECEMBER</b>	2pm-3pm	International Volunteer Day

## 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](http://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.



# 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.



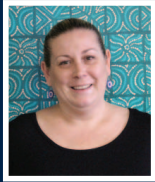
**Beth Collins**  
Team Leader

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



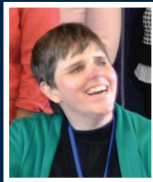
**Gladys**

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



**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.



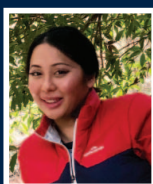
**Maree**

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



**Gabby**

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



**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.



**Hong**

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



**Michael**

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



**Samantha**

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



**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.



**Yasmine**

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



**Rosemay**

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



**Susan**

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



**Steve**

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



**Evanessa**

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

## 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 5005

### 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.

