



Community Care Booklet



**CITY OF
PARRAMATTA**

Welcome to the Community Care team!

Being a part of our services means having a voice. We believe everyone, at every stage of their life has the right to be heard, contribute, and have that contribution valued. Our team have been delivering services in a person-centred model since 2012.

A person-centred model puts you at the centre of your support so that we can work with you to build on your strengths, goals and resilience.

We design our programs to strengthen independence. We are here to teach you new skills, that allow you to keep up in this changing world. It is so important to retain the confidence to do things for yourself.

What do we offer?

- Parramatta Food Services offers delivered meal, Social Lunch and Let's Dine Out
- Over 55s Leisure and Learning activities
- Social Support individual and groups
- Community Assist Lawn Mowing
- National Disability Insurance Scheme Support Coordination

How do we do this?

It may sound simple, but the first step is to get to know you. Dependent on the service type that you are interested in, one of our team may come out and meet with you to see what is possible. You may end up with a plan to do some exercise, join a creative group, have a volunteer come visit, learn a skill, have a meal delivered or receive some help around your yard. Just as everyone is different, so is each tailored approach for everyone. The common goal is for you to remain living independently in your own home for as long as possible and to stay connected and valued.

Social Groups and Exercise – turning up to a new group can be confronting for anyone. If walking into a room full of strangers is stopping you, then we can help. We can arrange for a volunteer to join you, make introductions, or even help translate if we can. Having someone to support you initially can make all the difference. It is always important to remember that others in the group may have had their turn of a first day; our groups are very welcoming and supportive. It is a great environment.

We have over 20 different activities and groups. Our Leisure and Learning activities are bookable online and we can teach you how to do this if needed. All services are provided following NSW Public Health Orders and Commonwealth Government guidelines. This may require services to be modified at short notice.

We are different because we do not think in packages – we think in pieces. It is only when you really look at what an individual wants and needs, can you hope to achieve something special. When all the individual pieces come together, we truly can design a valuable service for that person.

You are an individual – let us treat you like one!

Parramatta Food Services

Meals on Wheels

We are more than just a meal! Unlike a supermarket or other providers, we provide social contact and check in on you (or your loved ones). If the door is not answered we will call nominated contacts until we know you are okay. So, if you are unable to prepare your own meals, or know of someone who can't, we can help. Our Service delivers frozen, nutritionally balanced and culturally diverse meals. The Service is affordable, special diets or required consistencies can be catered for and the meals are delivered straight to your door.

Let's Dine Out

Let's Dine Out tackles isolation and loneliness in our community. It is a Service that provides affordable restaurant quality food offering breakfast, lunch and dinner options including fresh cultural meals. Vouchers cost the same price as a standard meal package and you can enjoy dining out at participating food venues – receiving a meal to the value of \$15. The Service assists people to regain confidence to dine out and socialise back in the community.

Social Lunch

Our Social Lunch program is designed for customers who have dementia and require extra support and social interaction at meal times. This involves individual matching of a volunteer with a customer and the sharing of meals. The program transcends the 'delivery of food' into the 'delivery of experiences', by sharing meals in a social setting. We have helped others stay at home longer – we can help you and your loved ones too.

To access this service you will need to be assessed by My Aged Care (1800 200 422) to receive Commonwealth Home Support Program services. If you are 65 years of age or older (50 years for Aboriginal or Torres Strait Islander) you may be eligible.

Parramatta Food Services – Frequently Asked Questions

Meals on Wheels

Q: What does Meals on Wheels Provide?

A: 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.

Q: What types of meals are on offer?

A: 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;

- A main meal
- A dessert or soup
- A juice
- Mains, and soups can also be purchased individually
- Extra desserts can be purchased when a main or a soup has been ordered together.

Q: I have special dietary needs; can you help?

A: YES. Before receiving your first meal, we discuss your food allergies, meal type needs and preferences.

- **Meal Types** – Options such as 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.

Q: Do you provide menus?

A: YES. We have menus from different providers to select your meal choices from. As we order meals from our suppliers four weeks in advance, we will ask you if you have any food allergies or dislikes. We then pack your meals according to your preferences until we receive your returned menu choices and it can be fulfilled according to our ordering guidelines.

Q: How nutritious are the meals?

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

Q: When and how are food deliveries made?

A: Our meals are delivered by a dedicated team of volunteers, direct to your door, Tuesdays to Fridays 8:30am to 11:30am. We only leave the meals with the person directly, so you must be home to receive the delivery. We do not leave meals on doorsteps or pre-arranged 'spots'. Our volunteers do not enter your home without prior consent if it is needed, otherwise meals are delivered directly to you at your door.

If you are not home at the time of delivery, our first priority is to confirm you are safe and well. The meals will then be taken back and discarded. This charge may be waived in cases of unforeseen emergency that sit within policy.

- Public Holidays – We make arrangements in advance to deliver on a different pre-arranged day, as we do not deliver on Public Holidays.

Q: Can I make changes to my meal order or cancel my meal?

A: YES. Any changes and cancellations must ONLY be done by calling 9806 5121, please refer to the table below.

Q: Can I receive Meals on Wheels through my NDIA Package?

A: NDIA must approve quotes provided by us for the Meal Preparation and Delivery of your meals during any planning meeting or plan review. **It is important that you let us know when you have a review coming up so that we can provide a quote for this every time.** If approved, we can commence this Service. The cost of food is not covered by NDIA, and is a co-contribution by you.

Q: Do you offer different textured meals for my eating requirements?

A: YES. We offer one of the largest variety of texture modified meals such as minced, puree and soft cut up meals compared to other service providers.

Your Delivery Day	Tuesday	Wednesday	Thursday	Friday
To Increase, Decrease, Cancel or Hold Deliveries	Latest by 9am Wednesday the week before	Latest by 9am Monday two days before	Latest by 9am Tuesday two days before	Latest by 9am Wednesday two days before
Changes to Menu Items	*Must provide 4 weeks' notice before any changes can be adopted.			
Emergency Hospitalisation	As soon as possible, please get the hospital nurse to call if you are unable to do so.			

*Orders are placed with our suppliers 4 weeks in advance. This is the reason we limit the changes that can be made as we will not have the correct meals in stock to supply you with.

Q: What happens when meals are cancelled?

A: You will only be charged for the meals that are delivered to you as long as you have given the appropriate notice.

Q: What happens when meals are undeliverable?

A: You will be charged for all the undeliverable meals. We will make attempts to call you first to ensure you are not at home and call your emergency contact person to determine your location before taking the meals back and charging you for undeliverable wastage.

Q: How do I heat the meals?

A: All meals are packaged to be microwavable or heated in the oven. Each meal comes with heating instructions on the label. Please follow all individual heating instructions for your safety.

Q: What is the cost and how do I pay?

A: Based on your circumstances there are three classifications of payment.

- **National Disability Insurance Scheme (NDIS)**

As a participant living with a disability under 65 years you will pay the subsidised standard meal contribution and your NDIS Package will be debited the Meal Preparation and Delivery Fee, if eligible for this funding. You can pay your contribution via direct debit or other payment options which will be on the reverse of each invoice, including BPAY. Please refer to our current Fees and Charges document for prices.

- **Home Care Packages**

If you are over 65 and on a Level 1-4 Home Care Package you will pay the meal price yourself and then your package provider will be invoiced the

Meal Preparation and Delivery Fee; this needs to be set up in advance to make sure your package can budget for your Meal Preparation and Delivery Fee. You can pay your contribution via direct debit or other payment options which will be on the reverse of each invoice, including BPAY. Please refer to our current Fees and Charges document for prices.

- **Commonwealth Home Support Program (CHSP)**

If you are over 65 years of age (50 years if you are Aboriginal or Torres Strait Islander) you can receive a subsidised standard meal and the Commonwealth Government via My Aged Care pay us directly for the Meal Preparation Fee. To get this discount you will need to register with My Aged Care first, request a 'referral code' for "Meals Assistance". Call us with this referral code to get you started on the Service. Please refer to our current Fees and Charges document for prices. You can pay your contribution via direct debit or other payment options which will be on the reverse of each invoice, including BPAY.

Q: How does direct debit work?

A: This is done on a fortnightly basis. This is a secure, easy and efficient method of payment and more information about this system is enclosed in this information package. This involves City of Parramatta being given signed permission by you to directly debit your bank account for the amount owed for meals delivered to you. Please return it as soon as possible so that your meals can start. It is essential that you complete all sections of this form paying particular attention to the BSB and Account Numbers.

Let's Dine Out

Q: How does the program work?

A: Simply buy a Let's Dine Out voucher at the cost of a standard meal package and enjoy a fresh meal to the retail value of \$15 at participating venues listed.

Q: How do I order vouchers?

A: Call 9806 5121 to place your order.

Q: How will I receive the vouchers?

A: Vouchers can be delivered to you by your volunteer who deliver your meals or:

- They can be mailed out to you upon request
- They can also be collected from the City of Parramatta Food Services office between the hours of 10am and 12pm Monday to Friday
- Other arrangements can be made on request

Q: How do I pay for vouchers?

A: Using one of the following methods:

- Direct debit from your account
- Credit card online or over the phone (once you have received your invoice)
- Cash at the City of Parramatta Council, Customer Service Centre located on 126 Church St, Parramatta (once you have received your invoice)

Q: Can you provide some information about public transport to the restaurants?

A: Please call 9806 5121. We will help you plan your trip and send you some information.

Q: Can I get change from my voucher?

A: NO. Vouchers are not redeemable for cash.

Q: Do I need to advise the venue that I have a Voucher prior to ordering?

A: YES. It is best they are advised to ensure a smooth transaction before you place your order.

Q: Can I use the value on the Voucher more than once in separate transactions?

A: NO. The total amount must be redeemed in one transaction.

Q: Can I use the voucher at a venue at any time?

A: Some participating eateries have restrictions. Please read the commentary underneath each venue in the Restaurant Partners booklet to see their trading hours, with days and times vouchers can be used.

Q: Are all Venues Accessible for all?

A: Not all participating venues are accessible for all. Some venues have disability access and toilets. Please let us know if you have any questions or concerns before booking with a venue.

Q: Can Let's Dine Out vouchers be cancelled?

A: If the voucher has been delivered, it cannot be cancelled. Vouchers are not refundable for cash. In some circumstances where you will not be able to use the voucher, the voucher can be replaced for a meal package. Please call your Service Coordinator to discuss.

Q: If I lose my voucher will it be replaced.

A: No replacements will be made for lost vouchers.

Using the Direct Debit Payment Method

How does Direct Debit work?

City of Parramatta Council requires your written authority to debit your nominated bank account for the amount due for most of the Services listed within this booklet. Complete the attached form and return to Community Care by post or via the volunteers in a sealed envelope.

Account Details:

Please check details such as your correct BSB and Account Number with your bank as incorrect information can result in a 'dishonour' by your bank and this will incur a bank charge for you.

How much will Direct Debit cost?

There is no charge to you. However, a dishonour fee will apply if there are insufficient funds in your bank account to cover the cost of most Services you have received from City of Parramatta.

What are the benefits of Direct Debit?

Personal safety for you and our volunteers, as you won't need to keep large amounts of cash in your home and the volunteers are not allowed to collect cash to return to the office.

Is the Direct Debit method of payment secure?

Your instructions are the only ones that can be acted on. You are the only one that can change or cancel your original instructions. You will need to notify the bank and City of Parramatta if you wish to cancel the payment arrangements.

Do I get a receipt?

Your payment will be listed on your bank statement. This is evidence of the receipt of your payment. You will also be posted a statement from City of Parramatta.

What is the Payment Day?

Payment via Direct Debit is deducted fortnightly. A Direct Debit Schedule is enclosed in your Community Care Pack.

What if I disagree with the amount debited?

Contact City of Parramatta and you will be issued with a detailed statement listing the dates and number of Services received in any given period. You have the right to question your account and all disputes will be dealt with promptly.

Rights and Responsibilities

- Meal deliveries occur on Tuesday through to Friday anytime between 8.30am and 11.30am. Meals will not be left if you are not home.
- Juices are to be refrigerated immediately and frozen meals are to be placed in your freezer immediately for food safety.
- If you cannot fit many meals in your freezer, we can organize more than one food delivery per week.
- Please refer to the recommended heating instructions provided. There will be a separate one for each Food Supplier.
- Changes in menu choices must be completed before meal ordering has taken place (28 days in advance).
- If you have not contacted the office to cancel your meal order you will be charged.
- Volunteers are not allowed to enter your home unless prior arrangement has been made through the Service Coordinator; this will be noted on the delivery run sheet after you have signed the consent form.
- All food supplied under Meals on Wheels and the Social Lunch Program was purchased pre-packaged by the City of Parramatta Council from a third party supplier. City of Parramatta Council relies on the food labelling information provided to them by the supplier and gives no guarantee concerning the accuracy or completeness of the information.
- You must advise City of Parramatta Council of any allergies or dietary requirements. It is your responsibility to check the food label before consuming the product. City of Parramatta Council is not responsible for any adverse reactions, injury, loss or damage arising from the food supplied.
- The preferred method of payment is to be made via direct debit. Payment will be debited on a fortnightly basis. This is a secure, easy and efficient method of payment and more information about this system is enclosed in this information package. This involves City of Parramatta being given signed permission by you to directly debit your bank account for the amount owed for meals delivered to you.
- If we are concerned for your welfare or safety, we will endeavor to speak with a family member or the person you have listed as your emergency contact to make sure that you are safe and healthy. For example, if we came to deliver a meal and you are not home we will contact you to make sure you are okay, if you do not respond then we will try other contacts.
- You must adhere to the cancellation policy: Any changes and cancellations must ONLY be done by calling 9806 5121.

Community Assist Lawn Mowing (CALM)

For those eligible, we offer a financial subsidy, towards the full cost of having your yard maintained. Places on this Service are limited. Quotes will vary depending on yard size and complexity. Council has engaged a panel of external contractors for customers to choose from, who have all met police check and other safety requirements.

Lawn Mowing – Frequently Asked Questions

Q: How much does it cost?

A: This varies. You will need to ring at least two contractors and they will quote you a total price. From that you can deduct the \$30 subsidy and that is the amount you will pay them in cash at the time of each service. Make sure you understand what has been quoted i.e. full price OR price PLUS subsidy?

Q: When will the contractor come to mow my lawn?

A: You will need to call your chosen contractor to arrange a mutually suitable day and time (am or pm).

Q: Can I ask just any local contractor to come to mow my lawn?

A: NO. It must be one of Council's preferred contractors on the list provided to you at the commencement of the Service.

Q: Do I have to be home?

A: YES. To sign that you have used a subsidy. This could be using the contractor's job sheet or hand held device. If you are satisfied with the job you need to pay them the difference between the \$30 subsidy and the total price. Payments can be made by cash, direct debit or direct bank transfer.

Q: Can others in the house sign for the job if I'm out shopping, at a doctor's appointment or sick in bed?

A: YES. There may be times when contractors and customers find it impossible to get together and we allow others to sign on your behalf.

Q: Can I get my lawn mown more than 10 times per year?

A: YES. However, Council will only subsidise your cost 10 times per financial year. You must pay the total price for the extra mows.

Q: My grass is overgrown and the contractor wants to charge me more than I can afford at this time. Can I use more than one subsidy to help reduce the financial burden on me?

A: YES. You can use your subsidies how you like, but once they are used up, there are no more until 1st July comes around again. You must sign for each subsidy being used. It is expected that you pay and contribute money towards your cut each time.

Q: How long is overgrown?

A: Any lawn and/or edge that is over 10cm long on part or all of the yard, will incur an overgrown extra fee.

Q: Can my neighbour also use your contractors?

A: YES. However, they must pay FULL price quoted to them by the contractor, unless they make an application to become a CALM Customer like yourself. They will need to contact My Aged Care on 1800 200 422.

Q: Can we choose which contractor we want to come and mow our lawns?

A: YES. Our main aim is your satisfaction. We encourage you to choose the contractor that suits you the best from our list of pre-selected contractors.

Q: Can I get my shrubs and trees pruned using a subsidy?

A: YES. Basic gardening is covered using a subsidy. The use of chainsaws, ladders or pesticides is not.

Q: I just received a new application form for Re-Assessment. Do I have to complete it?

A: YES. Every year the CALM Service needs to re-assess every person. Unless you have obtained a Home Care Package you will most likely be offered a placement back on the Service. Our team will post you a letter or call you if they require any clarification. We can arrange for an Interpreter Service if required.

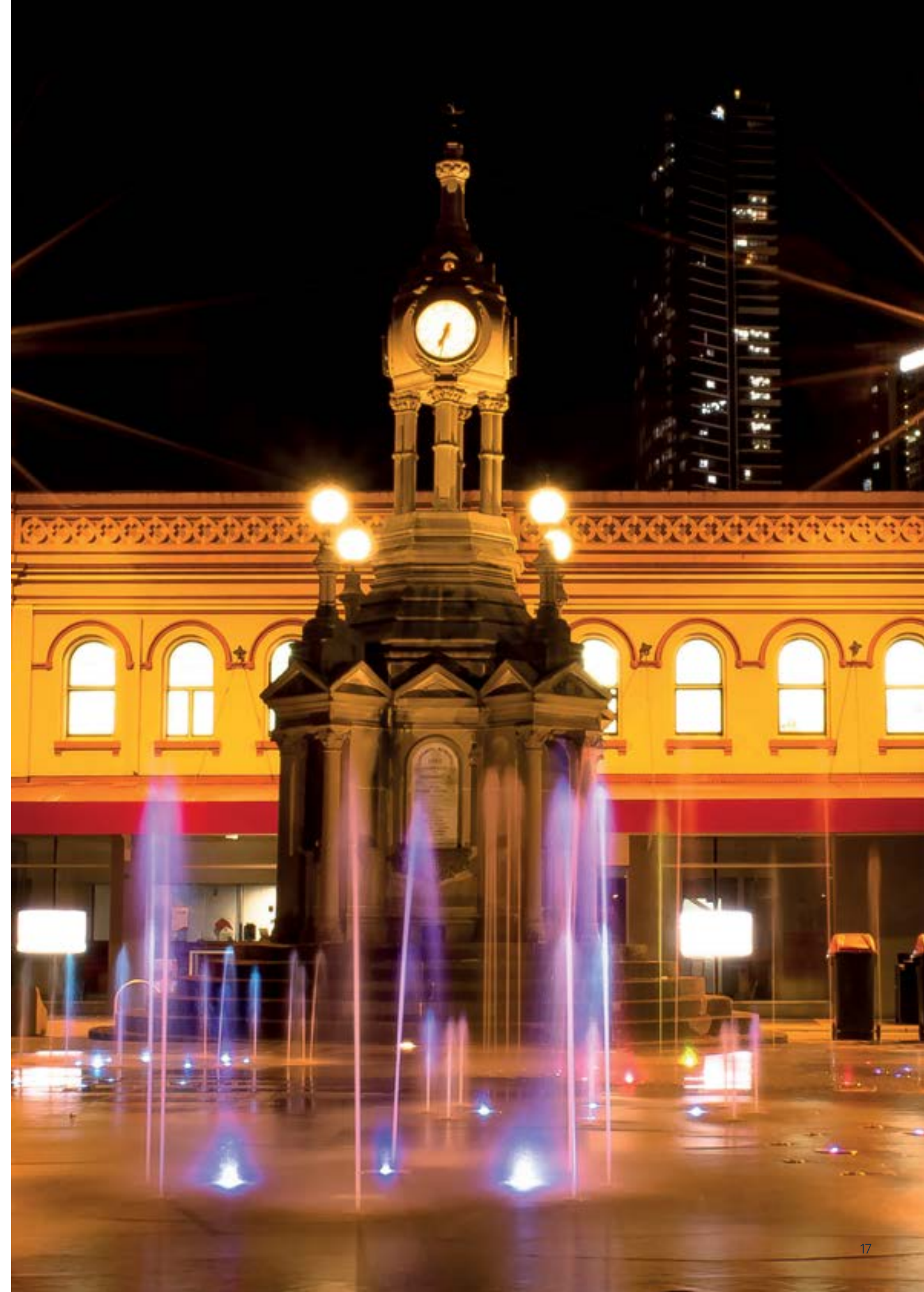
Q: Is the CALM Service available to NDIS or Home Care Package customers?

A: NO. As we would have to charge an administration fee, it is cheaper to go direct to a contractor.

To access this service you will need to be assessed by My Aged Care (1800 200 422) to receive Commonwealth Home Support Program services. If you are 65 years of age or older (50 years for Aboriginal or Torres Strait Islander) you may be eligible.

Rights and Responsibilities

- This is a 'cut and mulch' Service unless you arrange with the Contractor in advance and have it quoted on. This means the catcher is NOT used.
- Council will provide up to ten (10) subsidies each financial year and each to the value of \$30.00
- The position on this Service is Non-Transferable.
- Subsidies expire on the 30th June each year and do not accumulate.
- You agree to pay the difference between the subsidy amount of \$30.00 and the total amount agreed on between you and the Contractor at the time of Service for each lawn mowing job.
- You must be home at the time of your mow.
- You must sign the run sheet for each subsidy used on the day.
- If your grass/edges are overgrown, extra fees will apply. Please speak with your Contractor through the seasonal growth periods of the year to ensure you book in more frequently. You may use extra subsidies however it is expected that you pay something towards your cut each time.
- City of Parramatta Council will only pay a subsidy to our approved Contractors for lawn mowing.



Over 55s Leisure & Learning

All group activities are designed for beginners and intermediate level. It is a casual, inviting and relaxed environment – we welcome everyone from all backgrounds and levels of experience. If you have a skill you would like to share or learn, talk to us today.

Online activities are available and can be found on the City of Parramatta Council's website at: cityofparramatta.nsw.gov.au/living-community/term-based-activities

Art Classes

Express yourself through art, using acrylic paint and drawing techniques to create something wonderful.

Chair Yoga

Is a restorative and recovery program designed to aid the body and mind using Yoga & Pilates Foundations. Learn simple breathing techniques, gaining flexibility, strengthening the mind and body, improving range of motion with guided relaxation.

Choir

Singing in harmony with others in a choir is a fun way to relax, reduce stress and make friends. It provides a calming effect and the endorphins released leave you uplifted and energised.

Gentle Exercise

A positive way to improve your heart, build strength in your muscles and reduce blood pressure and other diseases. It keeps you healthy and active.

Knitting

Enjoy each other's company and have a hearty laugh while knitting for community projects and learning from others to knit or crochet.

Latino Dance Class

Latin-based dance movements with low impact, easy steps to follow, using your coordination and stimulating the brain whilst enjoying some Latin-American music.



Line Dancing

A fun way to stimulate the brain and improve coordination as you learn new dance routines. It is a great social activity – no dance partners required!

Paper Tole

Learn to paper tole (also known as three dimensional decoupage) and create your own 3D pictures using a number of prints of the same image. Skills used in this art medium includes cutting, edging, shaping and then gluing various pieces to give a realistic 3D picture. Paper tole is a free activity, and members of the group are happy to share their knowledge and always welcome newcomers into the art of Paper Tole.

Pilates

Pilates is gentle enough to be right for any age, it helps to improve balance, strength, posture, flexibility, focus and your breathing, which are all areas you may notice have changed with age.

Stepping On

This is a seven-week interactive, friendly and Free Fall Prevention Program for seniors. Through a series of guest speakers, exercises and learning from each other, you will build on knowledge, strength and confidence to remain independent at home.

Strength and Balance

Building strength and balance through exercise is the best way to keep yourself independent and active.

Table Tennis

This activity improves reflexes and co-ordination, is easy on the joints and a lot of fun when played in pairs.

Tai Chi

Connecting the mind and body through gentle movements. It is proven to be a great way to build your balance, flexibility and promote serenity and/or reduce stress. Tai Chi is also known as "Meditation in Motion".

Tai Chi for Arthritis

Modified for those with Arthritis, to improve movement and flexibility.

Walking Groups

We offer a range of one hour walks with the Heart Foundation Partnership Program OR a 5–7 kilometres all day walk travelling to various locations throughout Sydney.

Bus/Train Trips

Trips offer a variety of destinations, such as gardens, historic houses, beaches and mountains, and great opportunities to make new friends and socialise over lunch with others. Please read information for each trip to see if it is suitable for you.



Over 55s Leisure & Learning – Frequently Asked Questions

Q: Do I need to register with City of Parramatta Council's Over 55s Leisure and Learning Service?

A: YES. You can register using one of the following methods:

- Online at <https://www.cityofparramatta.nsw.gov.au/living-community/term-based-activities>
- Call us on 9806 5121
- In person at Customer Contact Centre located at 126 Church St, Parramatta NSW 2150

Q: Are there ID requirements or an age limit to enter the activity?

A: YES. Participants must be 55 years or older to join, you will be asked to fill in a pre-activity assessment form by your tutor. Sometimes a Carer may be required to accompany you to class. Concession card reference numbers must be stated at the time of booking to obtain a discounted rate and we may also ask for a copy of the concession card.

Q: What should I bring to the activity?

A: Please wear appropriate non-restrictive clothing, comfortable and/or enclosed shoes, water bottle and a towel.

Q: How can I contact the organiser with any questions?

A: Please call 9806 5121 between Monday to Friday during business hours or you can email us at CommunityCareAdmin@cityofparramatta.nsw.gov.au

Q: Can I update my registration information?

A: YES. You can update your information with our administration team at anytime or for first time participants via a Community Care Application form and the presentation of your concession card.

Q: Do I have to bring my printed receipt to the activity?

A: NO. Your name will appear on the activity role. The facilitator will mark you as attended. (However, you do need to have registered with the Over 55s Leisure and Learning Service by completing a Community Care Application.

Q: The term has already started; can I still join?

A: Most programs are designed in a way that a participant could join at any point throughout the program if the class has vacancies. Enrolments will be kept open for this purpose however full term fees are required to be paid.

Q: Can I pay as I go? Casual sessions?

A: Council does not provide this option; attendance must be purchased as a term based package.

Q: Can I pay at the door?

A: NO. Council will not be providing this service. All payments are to be made via City of Parramatta Council website at [cityofparramatta.nsw.gov.au/living-community/term-based-activities](https://www.cityofparramatta.nsw.gov.au/living-community/term-based-activities)

Q: Is my registration fee transferable to other classes?

A: NO. Classes fill up quick so any transfers will ONLY be done through the Service Coordinator before term starts and where a class has a vacancy. If Community Care needs to cancel or transfer the activity you will be entitled to a refund.

Q: What is the cancellation and refund policy?

A: Community Care cannot accept responsibility for changes to attendees' personal circumstances that prevent attendance. Fees are non-refundable and there are no transfers or refunds if you miss a class. Subject to approval, refunds may be provided for medical reasons or instances of severe hardship and unforeseen circumstance.

Q: What happens if the activity is cancelled by Council?

A: Community Care will make every effort to ensure advertised activities operate according to schedule. However, we reserve the right to alter the program either before or during the activity and to cancel any program due to unforeseen circumstances; such as hall maintenance and repairs of a venue and if insufficient enrolments are received. If Community Care cancels an activity, you will be informed and a refund or alternative solution will be provided.

Q: I am recovering from an injury can I still participate?

A: It is suggested that you seek medical clearance from your health care professional. Participation is done so at your own risk.

Q: Can I claim against my health insurance?

A: Programs are delivered by industry qualified professionals; however, the individual terms and conditions of your health insurance provider apply. Please contact your provider for information on what you are covered for and how to claim.

Q: What are my transport/parking options for getting to and from the activity?

A: Parking is available near some sites in the suburbs. Public transport is available from Parramatta railway station and buses run to most venues. If you are attending activities at Parramatta, paid street parking is available and Westfield shopping centre offer 2-hours free parking.

Q: Will activities change?

A: Over 55s Leisure and Learning programs and activities are subject to change term to term. Tutors may vary as well.

Rights and Responsibilities

- Consult with your doctor prior to undertaking exercise organised by the Service.
- Responsibility to book and pay prior to each term commencement and accept that classes are enrolled on first come, first served basis and have capacity limits which will not be extended.
- When participating in activities (especially those that involve physical activity) participants will complete a health assessment form provided by the tutor.
- Arrive 5 minutes before commencement. Late arrivals for active activities will not be permitted to join as this is a Work, Health and Safety risk when you miss the warm up.
- Taking full responsibility for your belongings and personal safety while participating in activities.
- Please bring your own towel, water bottle or yoga mat.
- Please bring your own art supplies.
- Physical exercise classes require supported footwear, like walking/dancing shoes with a gripped, non-slip sole.
- Informing the Service Coordinator of any incidents, risks or hazards.
- Treating the facilities and equipment with due care.
- Taking part in evacuation exercises as they happen.
- Pre/Post measure tool to be utilised, twice a year.



Social Inclusion

Our Social Inclusion Program provides support for older people and people living with a disability. The program aims to help you feel more included, connected and valued in our community and builds on your existing skills, strengths, interest and networks.

Working with you individually, our trained staff and volunteers take the time to help you identify a goal and assist you in developing a plan to achieve your goal. We can support you with:

- Reconnecting with family and friends;
- Engaging in social activities;
- Staying fit and healthy;
- Joining a club or group;
- Finding and participating in training or education options;
- Linking a volunteer based on common interests and
- Navigating the My Aged Care system and finding suitable services for you.

To access these services, you need to be receiving a NDIS Package (and have core support funding), Home Care Package or have been assessed by My Aged Care under Commonwealth Home Support Program (CHSP). You can contact NDIA on 1800 800 110 or My Aged Care on 1800 200 422.



Social Support Groups

We offer a range of recreational and social activities to make friends, maintain independence and enhance social life and well-being. Some examples are Morning Melodies (live concert with morning tea), Coffee and Lunch, Book Club, Chinese Talk, Listen, and Connect (TLC) for story sharing, Multinational Senior's Group, Spanish Group, Day Lighters Group, Peer Support Group (movie, karaoke, ten pin bowling and dinners) and so on. It can help you feel more included, connected and valued in our community. Currently only Peer Support Group, Melbourne Cup and End of Year Celebration are open to NDIS participants.

Social Support Individual

Provides one on one flexible support to assist people in meeting their social needs to reduce isolation. This can include matching you with a trained volunteer based on common interests, skill development or accompanying you to an activity of your choice in the community. We listen, get to know you and build a plan together.

Assisted Shopping*

One on one support to go grocery or social shopping within the local government area, including pick up and return to your home. Excludes major removalists/delivery tasks. *This is subject to availability.

Digital Inclusion

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. From learning to reply using SMS, set up speed-dial to a favourite contact, connecting with your family and friends on Facebook or online shopping.

Book Club

Join a passionate group of readers who like to discuss and share their views on literature and authors.

Social Inclusion – Frequently Asked Questions

Q: What services do you offer?

A: We offer social and recreational activities – individually or in a group – that help you to reconnect with people. We work with you to develop or regain skills. We help you to find new or reconnect with social networks. We advocate and make referral to other services you may need.

Q: Do you do shopping for me?

A: We can support you to do shopping for yourself by either accompanying you to the shops or teaching you to shop online safely. We are not allowed to handle cash/money, therefore we are unable to do the shopping for you. *This is subject to availability.

Q: How much will the Service cost?

A: There ARE some third-party costs which occur when you participate in activities and use transport. For example, when you participate in Coffee and Lunch, you will pay for your own lunch to the restaurant and pay for transport to Community Wheels/Transport.

Q: What if I don't feel compatible with the volunteer you introduced to me?

A: Just let us know and we will try another volunteer until you are both feeling compatible.

Q: Do I pay for volunteer home visit?

A: NO. You don't pay for volunteer home visit.

Q: I am desperate for someone to take me and accompany me to the medical appointment. Can you help me?

A: NO. We do not offer this service. Community Wheels/Transport is funded to provide medical transport and you need to arrange your own companion.

Q: Do I have to have a NDIS Package or a My Aged Care referral to receive Social Inclusion Services?

A: YES.

Q: How do I go about getting a NDIS Package or a referral from My Aged Care?

A: Call NDIA on 1800 800 110 or My Aged Care on 1800 200 422 to register and tell them that you would like to participate in the Social Support programs that are run by Parramatta Social Inclusion Team – individual, group or both, it is up to you.

Q: I have difficulty with phone calls and I don't have family who can help me. Can someone assist me in making the initial phone call to NDIA or to My Aged Care to register?

A: YES. Please call us on 9806 5121 and one of our friendly Community Workers will be able to assist you with that.

National Disability Insurance Scheme

We offer Coordination of Supports for Levels 2 and 3, Peer Support Group Outings, Individual Support and the Preparation and Delivery of Meals for NDIS funded participants aged between 18–65 years old. We explore how best to assist and empower people in meeting their funded goals and needs.

National Disability Insurance Scheme (NDIS) and Community Care

Did you know?

We are a registered NDIS provider, offering the following specialised supports to NDIS funded participants:

- Coordination of Supports for Levels 2 and 3;
- The Preparation and Delivery of Meals (through Parramatta Food Services);
- Individual Support for Social, Community and Recreational Activities and
- Peer Support Group Outings.

Since 1993 we have been supporting people with a disability. Staff have not only witnessed but also been a part of life changing results for NDIS participants.

The key we believe is taking the time to get to know the person and exploring how best to assist and empower them in meeting their goals and needs. We think outside the box to help people to participate in life regardless of their disability.

If you would like to discuss options where we can support you to implement your plan please call us on 9806 5121. You can also contact NDIS on 1800 800 110.

Customer Testimonials

- Eric**

Eric describes his initial meeting with his Support Coordinator as a positive experience, one where he felt a good connection and was understood. Eric felt thankful that she was knowledgeable and helpful, as prior to meeting her he did not know how to navigate the NDIS or engage funded services.
- Russell**

"Before my Support Coordinator was introduced to me, I was not getting anywhere with my NDIS funding. She does a wonderful job and I have a strong level of support."
- Diego**

"Diego's NDIS funding means that he now has more variety of supports on offer and it is a relief for us (his family) to know that Diego's plan is being coordinated by someone who we felt we could trust instantly."
- Nathan**

"We (his family) appreciate support workers taking him to Peer Support. He gets an opportunity to make something of his own outside of his group setting and interact with others."
- Bronwyn**

Bronwyn has been supported by the Community Care team for many years. "Through a range of supports organised by my Support Coordinator, I have more confidence to be independent. They are there when I need them and are knowledgeable – no question is unanswered. My anxiety is reduced and I can continue to discover the good things in life."
- Vicarsh**

"The Community Care staff are very understanding of my situation and give me individual care and service during Peer Support outings. This has given me social awareness and interaction again."



Conflict of Interest Notice

City of Parramatta is aware of the potential for real or perceived conflict of interest in performing any of the roles for any Participant in providing a range of different Community Care supports and services.

This would include conflicts of a financial, business or personal nature, including any financial and/or corporate interest or relationship any external providers may have with other entities, including businesses and organisations.

All staff and volunteers of City of Parramatta will act in the best interest of the Participant and others, ensuring that participants are empowered, informed and able to maximise choice and control. Staff or volunteers of City of Parramatta will not (by act or omission) constrain, influence or direct decision-making by a Participant and/or their family to limit that person's access to information, opportunities, and choice and control.

City of Parramatta will ensure that:

- Advice to a Participant about support options (including those not delivered directly by City of Parramatta) is transparent and promotes choice and control.
- Staff or volunteers of City of Parramatta do not give, ask for, or accept any inducement or gift that impact the way supports or services are provided, including any referral arrangements with other providers.
- Staff or volunteers of City of Parramatta do not have any financial or commercial interest in an organisation or company providing products, services or supports to Participants.

- City of Parramatta will proactively manage any actual or perceived conflicts of interest in service delivery. City of Parramatta will take reasonable steps for documenting any type of conflict of interest and will provide advice to a participant about their support options.
- If a Participant chooses City of Parramatta for any of the approved services, he/ she/they have the right to choose another external provider for other support and services.
- All staff and volunteers of City of Parramatta are required to abide by the City of Parramatta Code of Conduct. To mitigate risks to participants we will report, record and manage any perceived conflicts of interest.
- City of Parramatta supports participants actively with providing information around complaint handling policy and processes.
- If receiving National Disability Insurance Scheme Supports: Where City of Parramatta provides Specialist Support Coordination, Support Coordination and other NDIS supports to the same participant, there will be itemised schedules of supports in place separating these supports.

City of Parramatta has informed and advised the Participant about all support services options available to them and the Participant had the choice and control in selecting the support services.

Privacy Protection Notice

Purpose of collection: As part of Community Care procedures we collect a certain level of personal information from people. This information is collected for the intended purpose of providing an appropriate service.

Intended recipients: Information is used only for the purpose of which it was collected. Exceptions to this include: if the person has consented to the information to be used for a different purpose; the Manager believes on reasonable grounds that the release of information is necessary to prevent or lessen a serious and imminent threat to the life or health of the person or others.

Supply: Information supplied to Community Care is voluntary however non supply of information may result in your application not being processed.

Access/Correction: Each person that receives a service or support from Community Care has the right to see information held that relates to them. A person cannot amend or remove information in their records if it is factually incorrect. They can however place an addendum or another document outlining their views on the file. This ensures the integrity of the records and files.

Storage: Information that Community Care collects whether this information is held electronically or as hard copy, will be securely stored.

Access

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.

Compliments & Complaints

Your complaints, compliments and ideas are important to us. Council Complaints and ideas help us to improve our policies, how we work and the quality of the service. You can contact us in many ways:

Call Us:

On 9806 5121 to speak with your Service Coordinator or the Manager.

Face to Face:

Customer Contact Centre located at 126 Church St, Parramatta NSW 2150.

Write to Us:

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

Email Us:

council@cityofparramatta.nsw.gov.au



Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;

2. be treated with dignity and respect;

3. have my identity, culture and diversity valued and supported;

4. live without abuse and neglect;

5. be informed about my care and services in a way I understand;

6. access all information about myself, including information about my rights, care and services;

7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;

9. my independence;

10. be listened to and understood;

11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;

12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;

13. personal privacy and to have my personal information protected;

14. exercise my rights without it adversely affecting the way I am treated.

PLEASE KEEP THIS COPY

Consumer	Provider
..... Consumer (or authorised person)'s signature (if choosing to sign) Signature and full name of provider's staff member
..... Full name of consumer Name of provider
..... Full name of authorised person (if applicable) Date on which the consumer was given a copy of the Charter
 Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

External Advocacy and Complaints Agencies

Service	Contact Details
Seniors Rights Service NSW	Freecall: 1800 424 079 TIS: 131 450 NRS: 133 644 (then ask for 9281 3600) Web: www.seniorsrightsservice.org.au
National Aged Care Advocacy Line (OPAN)	Freecall: 1800 700 600 TIS: 131 450 NRS: 133 677 Web: www.opan.com.au
NDIS Quality & Safeguards Commission	Freecall: 1800 035 544 TTY: 133677 Web: www.ndiscommission.gov.au
Aged Care Complaints Commissioner	Freecall: 1800 951 822 TTY: phone 1800 555 677 then ask for 1800 951 822 Internet relay users: connect to the National Relay Service and enter 1800 951 822 TIS: 131 450 Web: www.agedcarequality.gov.au
Citizen Advocacy Western Sydney	Phone: 9893 8210 Email: support@caws.com.au Web: www.caws.com.au
Family Advocacy	Phone: 9869 0866 Freecall: 1800 620 588 Email: communications@family-advocacy.com Web page: www.family-advocacy.com
Indigenous Disability Advocacy Services (IDAS)	Phone: 4722 3524 Email: idas@idas.org.au Web: www.idas.org.au
Intellectual Disability Rights Service	Phone: 9265 6300 or 1300 665 908 Web: www.idrs.org.au

Service	Contact Details
Law Access NSW	Phone: 1300 888 529 TTY: 1300 555 727 Web: www.lawaccess.nsw.gov.au
Multicultural Disability Advocacy Association (MDAA)	Freecall: 1800 629 072 Email: mdaa@mdaa.org.au Web: www.mdaa.org.au
NSW Ageing and Disability Abuse Helpline (was previous Elder Abuse)	Phone: 1800 628 221 Web: www.ageingdisabilitycommission.nsw.gov.au
NSW Ombudsman's Office	Phone: 9286 1000 TTY: phone 133 677 then ask for 9286 1000 TIS: 131 450 Freecall: 1800 451 524 (outside Sydney Metro) Email: nswombo@ombo.nsw.gov.au Web: www.ombo.nsw.gov.au
Information and Privacy Commission NSW	Phone: 1800 472 679 NRS: 133 677 TIS: 131 450 Freecall: 1800 451 524 (outside Sydney Metro) Email: ipcinfo@ipc.nsw.gov.au Web: www.ipc.nsw.gov.au
People with Disabilities	Phone: 9370 3100 Freecall: 1800 422 015 TTY: 9318 2138 TTY Freecall: 1800 422 016 Web: www.pwd.org.au
Self-Advocacy Sydney Inc.	Phone: 9622 3005 Email: info@sasinc.com.au Web page: www.sasinc.com.au
Side by Side Advocacy	Phone: 9808 5500 or 1300 162 510 Webpage: www.sidebyside.org.au
Contacts for Services	
My Aged Care	Freecall: 1800 200 422 Web: www.myagedcare.gov.au
National Disability Insurance Agency	Freecall: 1800 800 110 Web: www.ndis.gov.au

CONTACT US

Community Care Office Hours

8.30am–4.30pm, Monday to Friday
Phone: 9806 5121 Fax: 9806 5925

CommunityCareAdmin@
cityofparramatta.nsw.gov.au
cityofparramatta.nsw.gov.au

City of Parramatta

126 Church Street, Parramatta

Parramatta Food Services Office

3/10 Hunter Street, Parramatta
Phone: 9806 5121

Postal Address

City of Parramatta Council
PO Box 32
Parramatta NSW 2124



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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.



Registered provider National Disability Insurance Scheme – Provider Number 4050004135.



Australian Government