

Autumn 2024

Community Care

Focusing on your good life

04 The Flannel Flower
"Dhaaga"

08 Advanced Planning

18 Men's Health



**We're all for
Accessibility
& Inclusion**



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.



Cr Pierre Esber
Lord Mayor

Welcome to the Autumn edition of City of Parramatta's Community Care Magazine. No matter where you are from or what stage of life you are in, I believe we can all contribute to our community and make a difference in the lives of others. At this time when many people are doing it tough, I encourage you to reach out and check in with your neighbours, colleagues, friends and family.

In this edition, find out more about Men's Health Week, Elder Abuse Awareness Day, and NAIDOC Week. City of Parramatta is a great place to live, work, raise a family and have fun, so make the most of our community and all it has to offer. I hope to see you around our City.

Cr Pierre Esber,
Lord Mayor City of Parramatta



Ania
Service Manager

Welcome valued members of our community to the Autumn edition of the Community Care Magazine. Autumn is here, it's the time of the year when leaves begin to change colour, days get shorter, and weather gets cooler.

Additionally, we feature valuable resources and information and cover several key matters and events. If you require further information or support, please do not hesitate to reach out to our Community Care staff on **02 9806 5121**.

In this edition, you will be introduced to our amazing team of Community Workers who provide services to you. You can find this on page 3.

Happy reading and I hope you continue to enjoy the services and activities that Community Care have to offer.

We also highlight the positive impact of Community Care volunteers, and you can discover top tips for engaging providers.

Introducing our Community Workers

Agnes

Agnes has been with the team since April 2011. Prior to starting her big Australian adventure, Agnes' professional background is in Social Work, and she used to work for Child Protection. Agnes is very passionate about her work and supporting individuals in their communities. Agnes is also very enthusiastic about working closely with our volunteers who she believes are absolute legends! Agnes speaks Polish and in her spare time Agnes loves spending time with her family, going to the beach for a swim and wild mushroom picking.

Cathy

Cathy has worked for Community Care for around ten years, having started as a volunteer and now a permanent member of the team. Cathy has two roles. Firstly, she supports Rosemay, the Volunteer Coordinator to recruit volunteers, and then, as a Community Worker, she also supports people over the phone ringing participants to check how they are going. Cathy loves singing, reading, and going to the gym. Cathy is a participant with the Last Thursday Book Club that meets on the last Thursday of the month.

Gladys

Gladys started working with City of Parramatta in March 2012 as the Over 55's Leisure and Learning Recreational Assistant and in early 2020 she became one of our Community Workers. Gladys is fluent in Spanish. Outside of work hours Gladys loves walking and hiking, exploring nature, listening to books, and spending any time available with her three gorgeous granddaughters.

Hong

Hong has proudly served as a Community Worker at the City of Parramatta Council for nearly five years. Hong finds immense fulfillment in her role, knowing that her efforts are making a positive difference in people's lives, bringing them together and strengthening social bonds in the

community. Beyond work, Hong finds joy in life's simple pleasures, such as watching beautiful sunrises and sunsets, exploring new knowledge for personal growth, and enjoying leisurely bike rides on weekends.

Jinashish

It's been an amazing seven months for Jinashish, since he joined City of Parramatta. Jinashish finds the work extremely interesting and incredibly satisfying working with our people. Prior to joining us, Jinashish had more than seven years' experience working with people with disabilities under NDIS funding. Jinashish reflected that he has experienced extraordinary opportunities to learn about different cultures, lifestyles, languages, and beliefs, which breed into cross-cultural integration and enrichment. Coming from Bangladesh, Jinashish speaks Bengali, Hindi as well as English. In his free time, Jinashish loves holidays, dining at restaurants, walking, going to parties, events and socialising.

Mei

Mei began working at City of Parramatta in July 2007. What Mei loves most about her current role as a Community Worker is connecting with new people, learning about their real-life stories, and discovering ways to support their independence. Originally from Mainland China, Mei is fluent in Mandarin. In her free time, Mei enjoys swimming, playing badminton and listening to audiobooks.

Sanoji

Sanoji is an experienced and passionate support worker with a person-centred nature, with over 20 years of experience. She commenced working for the City of Parramatta in 2005. Her main objective is to continue making a positive impact in the lives of individuals that she supports. She was born in Sri Lanka and speaks Sinhalese as a second language. She has three adult children, loves crafts, and cooking amazing Sri Lankan dishes and desserts.

The Dhaaga Flower (common name Flannel Flower)

As we celebrate the cultural heritage of our nation, we would like to share with you some interesting facts on one beautiful flower found here in NSW – the Flannel Flower or as traditional owners of our land call it the “Dhaaga”.

A beautiful white petalled flower, which thrives in sandy soil around the coastal regions of NSW and Queensland, it is also seen in the lower Blue Mountains of Sydney. The stems and buds are covered in tiny hairs, giving the flower a velvety texture to the touch.

4 Traditionally, the flower held cultural significance to the Aboriginal communities, as a symbol of purity and spiritual connection to the land. It was valued not just for its striking appearance but also for its medicinal properties. Modern herbalists also value the plant for its potential anti-inflammatory and soothing effects.

Whilst a vast majority of native Australian blooms have a strong, hardy, masculine look to them, the Dhaaga flower in contrast, has a very delicate almost whimsical beauty to it, with soft woolly petals.

Fun Facts:

The flower's petals are actually bracts, not true petals.

It is native to Eastern Australia, particularly in the states of New South Wales and Queensland.

The leaves and stems of the flannel flower are covered in fine hairs, giving them their distinctive flannel-like texture.

Where to see them: Spring and summer in and around the coastal regions and Blue Mountains. In the meantime, there is so much beauty to be found in the Australian bush, you can start locally and visit Parramatta Park and the lake this weekend!



Source: Flannel Flower: Nature's Delicate Beauty | Bloom College



Burraramatta NAIDOC Day

Explore the rich diversity of First Nations music, food, dance, and tradition at Burraramatta NAIDOC Day on Saturday 13 July. Enjoy live music and dance performances, try your hand at traditional arts and crafts workshops, shop for something special at the market stalls, and listen to the captivating songs and stories.

Burraramatta NAIDOC Day is part of City of Parramatta's Warami festival, bringing together a program of events and activities celebrating traditional and contemporary First Nation's culture in Parramatta. Warami is a Dharug word meaning 'good to see you' and the festival celebrates the Burraramattagal people's connection to the land and community.

National Disability Insurance Scheme

The transition to the National Disability Insurance Scheme (NDIS) introduces a consumer-driven model, where individuals with disabilities (participants), are given the responsibility to plan and make decisions about the support services they require. This shift from a provider-driven to a participant-driven system aims to empower individuals, promote independence, and tailor support services to meet specific needs and goals.

6 Entering the marketplace as a consumer for the first time may be overwhelming, especially for those who have not yet built the skills and confidence to make fully informed purchasing decisions.

Top Tips to Engaging with Providers

1) Be clear about what you expect from the service

Clearly articulate your needs, goals, and expectations. Ensure that the service provider understands your specific requirements and how you want the support to align with your individual plan and aspirations.

2) Check if it's the best service for you – ask around, search online and compare options

Take the time to research and compare different service providers. Ask for recommendations from friends, family, or others in the disability community. Use online reviews and testimonials to gauge the reputation and reliability of the providers you are considering.

3) Find out all the costs and how to cancel the service if you no longer need it

Clearly understand all costs associated with the service. This includes any fees, charges, or additional expenses. Ensure that there are no hidden costs and that you are aware of the billing and invoicing procedures.

4) Get everything in writing

Obtain a written agreement or contract that outlines the terms and conditions of the service. This should include details about the scope of support,

costs, payment arrangements, and any other relevant terms. Having everything in writing helps prevent misunderstandings in the future and provide you with a copy of what was discussed and agreed upon.

7 Remember, the NDIS is designed to empower you to make choices that best suit your needs and goals. Being proactive and informed in your engagement with service providers contributes to a positive and effective support experience.

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 types of calls please register or re-register to ensure they stop. It will take a few weeks before they reduce.

Visit donotcall.gov.au or call 1300 792 958.



Elder Abuse Helpline

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

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



What is advance care planning?

Advance care planning involves shared planning for your future health care needs. It is a voluntary and ongoing process. It enables you to make some decisions now about the health care you would or would not like to receive if you were unable to communicate your preferences or make treatment decisions.

Everyone should consider advance care planning, regardless of their age or health. Advance care planning gives you the chance to:

- Talk to your family, friends and doctors about how you would like to be cared for in the future.
- Write down your own preferences for care and medical treatments.
- Choose who you would like to make medical treatment and care decisions for you.

Benefits for you and the people close to you

Advance care planning:

- Helps to ensure your wishes and preferences about health care are known and respected if you are too unwell to speak for yourself.
- Assists those who are close to you. Families of those who have done advance care planning have less anxiety and stress when asked to make important health care decisions for other people.

Writing your wishes and preferences down allows you to say what you would want. This can give peace of mind to you and comfort to others as wishes and preferences are clear, understood and more readily respected.

What do you need to do?

Be open

- Think about your wishes and preferences for current and future health care.
- Decide who you would like to speak for you if you become very sick and are not able to communicate. Ask them if they are prepared to be your substitute decision-maker.

Think about a trusted person who is:

- available
- over the age of 18 years
- prepared to speak on your behalf and make the decisions you would make when talking to your doctors, other health professionals and family members.

Depending on your state/territory, you may be able to appoint more than one substitute decision-maker.

Be ready

- Talk about your wishes and preferences with your substitute decision-maker and other people involved in your care, such as family, friends, carers and doctors.
- Write your plan.
- Appoint your substitute decision-maker.

See advancecareplanning.org.au/create-your-plan and find the forms for your state or territory. Your GP or other health professional can support you to do advance care planning. You can also contact the National Advance Care Planning Support Service for free advice.

More information is available at
advancecareplanning.org.au

Be heard

A written advance care planning document will make things easier for your substitute decision-maker(s), if the need arises. It will give everyone peace of mind, knowing your wishes and preferences will be heard and respected.

Make copies of any documents and store them with:

- your substitute decision-maker(s) and family members
- your GP/local doctor and specialist(s)
- other care providers such as your aged care home or hospital.

You can also upload a copy of advance care planning documents to My Health Record for free.

Review your advance care planning documents regularly—for instance every year, or if there is a change in your health, personal or living circumstances. If you make changes, be sure to share updates with the people mentioned above and upload the new document to My Health Record.

The law and advance care planning

Different states and territories in Australia have different laws on advance care planning. For example, in some states and territories, there are important rules regarding who can witness documents for you. When planning for your own future health care, it will be helpful to understand the law in your own state/territory. See advancecareplanning.org.au for information.

Conversation starters

Speak to your family and others close to you about your wishes and preferences for your health care.

To get started, choose a quiet setting where you won't be interrupted.

Let the conversation happen naturally. There may be laughter and tears, grief and acceptance. You don't need to talk about everything all at once. Remember that advance care planning is an ongoing conversation. The more those close to you understand your wishes and preferences, the easier it will be for them to help guide your medical treatment. Tell them what treatment outcomes you would consider acceptable and which ones you would find unacceptable.

Starting the conversation can be the hardest part, so here are a few ways to begin:

- What I value and enjoy most in my life are
- I was thinking about what happened to and I realised that I
- I would want to make medical decisions on my behalf if I was unable to do so
- If happened to me, I would want because.....

Consider why you have given these answers.

Where can I get more information?

Advance Care Planning Australia™

advancecareplanning.org.au

[National Advance Care Planning Support Service™](https://www.nacps.org.au) :
1300 208 582

Ageism and Elder Abuse is on the rise

What is elder abuse and why does it happen?

Elder abuse can come in many forms, including physical or financial, or through legal exploitation and misuse of powers.

"Sometimes people start off just by taking a bit of money out of mum's account to pay for petrol and things because they're doing, or they think they're doing, more than their brother or sister who lives interstate or who doesn't care as much about their parent," Dr Patterson explains.

"And then it escalates into taking a bit more money ... People sometimes have expectations that, 'Well, I'm going to inherit this money anyway'."

Sometimes a family member may not understand how upsetting their behaviour is for the older person experiencing it.

Age Discrimination Commissioner Kay Patterson says the number of people reporting elder Abuse is on the rise.

"[Elder abuse] can start very small or it can even lead, sadly, to total neglect [or] cases of murder," Dr Patterson tells ABC RN's Life Matters.

She says there are "vital steps" people can take to help put a stop to it.

Australian Institute of family Studies AIFS' elder abuse research

AIFS' research into elder abuse has included developing a usable definition of elder abuse and examining the nature of elder abuse and its prevalence in the Australian population.

Our findings include that 1 in 6 older Australians are experiencing some form of abuse, and that elder abuse can take the form of:

- psychological abuse (11.7%)
- neglect (2.9%)
- financial abuse (2.1%)
- physical abuse (1.8%)
- sexual abuse (1%).

People with poor physical or psychological health and higher levels of social isolation are more likely to experience elder abuse.



Case Study 1:

The abuse that 81-year-old Francene (name changed) experience began with a series of small acts.

One relative would complain about how Francene was dressed, with comments like, "You're not going out like that", or "Dress your age". They'd criticise her choice of hairstyle.

Francene says the behaviour was about control, and it wasn't only emotional.

"I did not have access to any money that I wanted ... I would have to ask for [it]," she says.

Over years, Francene felt she was "surrendering to this other person", while her self-esteem was deteriorating.

She is among one in six older Australians who have experienced elder abuse.

Case Study 2:

Eighty-three-year-old Sarah's (name changed) bank account took a hit, "but it also hurt" emotionally, when she experienced financial elder abuse.

It involved a relative borrowing from her, and failing to repay, sums of money over a period of 30 years.

She felt let down by someone she should have been able to trust.

There are many reasons why somebody may treat an elderly person in a way that's inappropriate, Dr Patterson says.

Ageism — which she describes as "the least understood 'ism'" — is one driving force.

"We just have these strange attitudes to older people ... We have this view that people are near the end of their



'Help is out there'

Francene, who believes emotional abuse is a misunderstood form of elder abuse, has distanced herself from her abusive relative and says it's "the best decision I've ever made in my life".

Support from her strong social network has helped her to "build up my feeling of worth in myself".

Sarah took action against her abuser about a year ago, after she says, "I'd hit rock bottom".

She contacted legal aid and the Elder Abuse Helpline and found that, once she started asking for it, support was easy to access.

"Help's out there. It's absolutely amazing what's available for us," she says.

"I would say [to anyone experiencing elder abuse] please talk to your doctor, your counsellor, the police. Don't leave it too long to take that first step. Because the help is out there."

Francene echoes her point.

"I will actually say that anybody that feels that they are under this sort of [abusive] control, don't be afraid to ask for help ... You will not be considered weak [or considered to be] not telling the truth."

Older people who experience abuse, or anyone who witnesses or suspects that an older person is being abused, can call the confidential Elder Abuse Helpline: **1800 353 374**.

Francene's comments in this article reflect her personal account of events.

Source: Elder abuse reports are rising. Age Discrimination Commissioner says the government must do more - ABC News

life, they don't need as much money, they're less important.

"I just think ageism is rife in our community and is the basis of a whole lot of things like elder abuse and discrimination in the workplace.

"Ageism is something we have to fight."

'You just keep quiet'

Elder abuse often flies under the radar.

"People feel embarrassed, they don't want to get involved in somebody else's business. The next-door neighbour might think, 'That son is being terrible to his mother. I hear him screaming at her all the time [but] I don't want to get involved,'" Dr Patterson says.

It can also pass quietly because of a sense of shame those experiencing the abuse might feel in speaking up.

"My biggest fear was that if I went to somebody for help, they would see me as weak for allowing somebody else to control me in this way," Francene says.

YOUR PET FIRST AID GUIDE

In an emergency, calling your vet is essential – but it's not the only thing you can do for your pet. By keeping this guide handy and recognising certain symptoms, you can take simple steps to help save your pet's life.



5 TIPS TO HELP SAVE YOUR PET IN AN EMERGENCY

- 1 Call the vet ASAP**
If your pet is seriously ill or you're ever in any doubt, call the vet before giving first aid.
- 2 Prevent accidents**
Look for potential hazards in your home and garden, and act to prevent accidents.
- 3 Save this guide onto your device**
Make sure you have it accessible so you can respond in an emergency.
- 4 Stay safe**
Check that you won't be putting yourself or others in danger before giving your pet first aid.
- 5 Don't panic**
Staying calm will help you give your pet the best care in the quickest time.



WHAT SHOULD YOU HAVE IN YOUR PET FIRST AID KIT?

It's important to have a well-kept first aid kit for your pets in your home, with all the medical necessities they may need in case of an emergency.

To help you prepare, we've created a checklist of supplies you should place in your first aid kit to offer emergency first aid to your pet.

Once your kit is ready, store it in a cool, dry place and ensure everyone in your home knows where it's located.





Remember that some supplies have use-by dates and can expire after a certain amount of time, so make sure to replace them when needed.

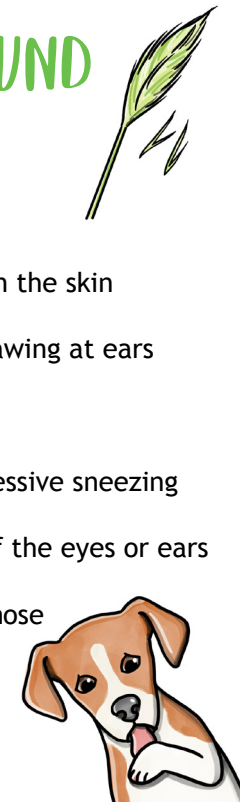
This kit is to be used as a short-term measure, in emergency situations only. Animals with any illness or injury must be taken to a vet. Failure to provide necessary vet treatment is against the law.

-  A secure container to store your first aid supplies
-  Phone number list (nearest vet, emergency animal centre)
-  Tweezers or needle-nose pliers
-  Disposable gloves
-  A soft muzzle
-  Blunt-ended scissors
-  Non-stick sterile wound dressings
-  Gauze roll and stretchy bandages
-  Cotton balls or swabs
-  A bottle of water
-  Saline solution
-  Adhesive tape
-  Clean towels

GRASS SEED WOUND

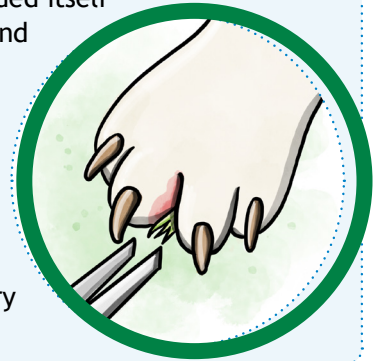
What are the signs?

-  Areas of matted fur
-  Red, sore and tender area on the skin
-  Excessive head shaking or pawing at ears
-  Head tilted at an angle
-  Breathing difficulties or excessive sneezing
-  Redness and inflammation of the eyes or ears
-  Discharge from the eyes or nose
-  Chewing at an area of skin
-  Licking of paws and limping



WHAT SHOULD YOU DO?

- 1** If you can see a grass seed protruding from your pet's skin, carefully try to remove it with tweezers (grabbing it at the base closest to the skin). Once removed, your pet will still need to visit their vet for an assessment of the area to make sure all traces of the grass seed have been removed.
- 2** If you suspect there was a grass seed but can no longer see it, it may have embedded itself deep into your pet's skin and they'll need to see your nearest vet.
- 3** If you believe your pet has a grass seed in their ear, eye or mouth, please visit your nearest vet immediately and do not try to remove it yourself.





























QUICK HEALTH CHECKER

In case of an emergency, you should be able to recognise the important symptoms your pet is showing. Click on the conditions in the left-hand column to learn more.





Here are eight signs you should look out for:



	Paralysis	Convulsions	Vomiting	Gagging	Excessive Salivation	Bleeding	Collapse	Skin Irritation & Excessive Licking
Heat Stroke								
Poisoning								
Venomous Bites								
Choking								
Ticks								
Trauma								
Seizures								
Grass Seed Wound								

POISONING/TOXICITY

What are the signs?

-  **Rodenticide:** First signs appear 1-4 days after consumption of poison or poisoned rodent. Symptoms include weakness, gagging, staggering and bleeding.
-  **Snail Bait/Pellets:** Rapid onset, symptoms include twitching, drooling, and becoming very anxious. Progresses to uncontrollable twitching and seizures, which may be fatal.
-  **Toad:** Rapid onset, symptoms include excessive salivation, seizures, pawing at mouth and red gums. In cats only: vomiting, hindquarter weakness and a trance-like stare.
-  **Plant Toxicity:** Lilies are extremely toxic to cats and can cause kidney failure and death. Signs include vomiting and symptoms associated with kidney failure including disinterest in food, lethargy, depression and increased or absent urination.

WHAT SHOULD YOU DO?

- 1** If you believe your pet has ingested poison or toxins, use a damp towel or face cloth to gently wipe out their mouth, if well tolerated.
- 2** With any kind of poisoning, do not give food, water or any other substances to try to make your pet vomit, unless instructed to do so by your vet.
- 3** Collect or record any material consumed, and take your pet to the vet immediately.





The impact of Community Care volunteers as shared by Community Worker, Agnes

16 Agnes is one of our experienced Community Workers and she has gladly shared her perspective, reflections, and observations as a Community Worker who works closely with volunteers.

"I believe that the City of Parramatta Community Care volunteers are a crucial part of the Social Inclusion, Over 55's Leisure and Learning and Meals on Wheels service. The volunteers have a positive impact on vulnerable people in our community by creating informal links of support and very often becoming dear friends.

In my observation, our volunteers are carefully chosen, they are highly self-motivated individuals who believe that giving their time and heart to others can make a positive difference, in the community and in an individual's life. I also believe that our volunteers remain motivated and inspired, thanks to the support and additional

training provided through council, in addition to opportunities to come together at special events to stay connected with each other.

A good example of what started as support and ended up as a beautiful friendship is the story of a long-term volunteer who used to organise and support a group of participants meeting in local clubs. Over a period of several years of these outings, the volunteer and the group became very dear friends who now identify themselves as a 'second family'.

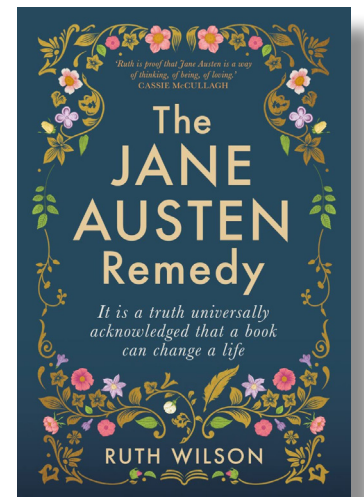
On a personal note, I can say that my absolute favourite Community Care event of the year is the End of the Year Celebration for Volunteers. Meeting up with all the volunteers, celebrating their work and remarkable achievements is the space where I can feel true 'Community Love'. Thank you!"

Book Club

Currently the group are reading *The Jane Austen Remedy* by Ruth Wilson. "An uplifting and delightfully bookish memoir about an 89-year-old woman who reclaims her life by re-reading each of Jane Austen's novels. – Goodreads."

The group meet from 10.30 am until 12.00 pm at the new PHIVE building on the last Thursday of each month. All are welcome. Dates for the next Book Club Meetings are Thursday 2 May, this has been adjusted for ANZAC Day Public Holiday, and Thursday 30 May.

For more info, call Cathy, Gladys or Mei on **9806 5121**.



Friendly reminders for term 2 - 2024.

City of Parramatta's Over 55s Leisure and Learning provides an extensive range of educational, physical, recreational, and social activities throughout the year for people over 55 years of age. From Tai Chi to Pilates and knitting to painting, there's something for everyone to enjoy whilst making new friends in a fun and lively environment.

Registrations open from 9:00am, Monday 15th April 2024 with classes starting from Monday 29th April 2024.

EARLY BIRD fees (excluding online classes) will open from 9:00 am, Monday 15th to Friday 19th April (5 business days only).

Please note: After these dates, the increased fees will apply for registrations, as per 2023/2024 fees and charges.

How to book

Online - Bookable using the link below. A credit/debit card is required.

1. cityofparramatta.nsw.gov.au/community-care/over-55s-leisure-and-learning
2. In person - go to the Customer Service at PHIVE you will be guided to the self-service terminals and payment is by card only.
3. Over the Phone - Call 9806 5050 (select option 2) or in person using the self-serve pods at PHIVE anytime.

A reminder that there are no cash payment options.

Men's Health Week 10-16 June 2024

Internationally, every June the world turns its focus towards Men's Health. Men are encouraged to take a moment to check in with themselves; am I physically fit and mentally healthy? It is a time for everyone to encourage and support them to make positive changes to their lifestyle.

Some statistics state, in general some men are more likely to suffer illness or have a shorter average life expectancy than women. It is vital to heighten awareness of preventable health problems such as anxiety and stress, as these issues contribute to a higher rate of self-harm. Finally, exercise is great for managing general fatigue that comes with age. Everyone is encouraged to find an exercise and support each other to make connections whilst staying fit.

One way to do this is to incorporate a physical and mental routine into their lifestyles weekly and the City of Parramatta has some great programs, including Tai Chi.

Classified as a low to moderate intensity form of physical exercise with meditation in motion involving slow movements and deep breaths. Tai Chi incorporates breathing and balance control, body coordination, strength, stretching and body alignment. The multi-components aspect of Tai Chi practice has resulted in Tai Chi receiving a 'strong recommendation'



as an exercise for falls prevention¹ in particular. Suitable for people of all ages and fitness levels, Tai Chi could well be an exercise of first choice for Men due to its martial arts aspect.

Tai Chi has been shown to have physical and emotional benefits including decreased anxiety and depression² and improvements in cognition³. It may also help you manage symptoms of some chronic diseases, such as fibromyalgia⁴ or chronic obstructive pulmonary disease (COPD)⁵.

Research has shown that any form of regular exercise improves memory and brain function. Exercise can play a vital role in keeping Australian men healthier, happier and alive for longer, but unfortunately, only one in three

(33.4%) people aged 65 years or over met the physical activity guidelines in 2022.⁶

As winter approaches it's good timing to think about staying active. Find an activity near you and start to break down any barriers to exercise this week and strengthen your social connections.

We highly recommend and encourage you to **register** and become familiar with Council's Bookable system. By booking and paying online your registration is immediate, and you have control of your booking and personal details.

The over-the-phone booking option will still be available by calling **9806 5050** (please ensure you select option 2).

For further information on activities run by Community Care call us on **9806 5121** or online at Over 55s leisure and learning | City of Parramatta (nsw.gov.au)

Sources:

- ¹ https://www.taichiaustralia.com/docs/TCAA_GOALL_Mag_Tai_Qi.pdf
- ² (PDF) Qigong and Tai-Chi for Mood Regulation (researchgate.net)
- ³ Effect of Tai Chi on Cognitive Performance in Older Adults: Systematic Review and Meta-Analysis - Wayne - 2014 - Journal of the American Geriatrics Society - Wiley Online Library
- ⁴ Effect of tai chi versus aerobic exercise for fibromyalgia: comparative effectiveness randomized controlled trial - PMC (nih.gov)
- ⁵ Effects of Tai Chi on exercise capacity and health-related quality of life in patients with chronic obstructive pulmonary disease: a systematic review and meta-analysis - PMC (nih.gov)
- ⁶ Physical activity, 2022 | Australian Bureau of Statistics (abs.gov.au)



Australia's 3G Network closing from 30 June 2024

As Australia's mobile phone 3G network begins closing, emergency calls to 000 made from your mobile may be affected if your device is not upgraded. Devices that can connect to 3G are mobile phones, home phones connected to internet providers like TPG, and older smart televisions.

To ensure you aren't caught out in an emergency, please contact your network provider. An easy way to check if your device is on 3G is to look for 3G, 4G or 5G on the top of your mobile phone screen. If it only says 3G, you will need to speak with your phone provider to update your device to stay connected.

As older 3G devices and some older 4G phones may be impacted, AMTA urges all Australians to prepare by upgrading their affected devices to ensure they have a connection to faster 4G and 5G mobile services.



Frequently Asked questions

If I decide not to upgrade my device, or forget to, can I still make an emergency call after 30th June 2024?

No, Telstra will no longer have 3G mobile coverage from 30th June 2024.

Will the 3G network be closed at one point or will it be a phased approach?

Telstra's 3G closure will commence from 30th June 2024 and will happen relatively quickly – e.g. hours/days.

Are any other Australian telcos closing their 3G networks?

Yes, both Optus and Vodafone/TPG have announced they will be closing their 3G networks. For more information, you'll have to check in with your relevant carrier.

Why are Australia's 3G networks closing?

As more advanced 4G and 5G network services become widespread, mobile carriers around the world are closing their 3G networks.

Depending on what mobile network operator you are with, the following closure dates have been confirmed:

- TPG Telecom/ Vodafone will commence a gradual switch-off of its 3G network from 15 December 2023.
- Telstra will switch-off its 3G network on 30 June 2024.
- Optus will switch-off its 3G network in September 2024.

TPG	Telstra	OPTUS
15-Dec-23	30-Jun-24	Sep-24
Felix mobile iiNet Internode Kogan Mobile Lebara Mobile TPG Vodafone	ALDI Mobile Belong Boost Mobile Exetel Lycamobile MATE More numobile Superloop Tangerine Telecom Woolworths Mobile	amaysim Aussie Broadband Catch Connect CirclesLife Coles Mobile Dodo iPrimus Moose Mobile Southern Phone SpinTel Yomojo



Source: ATMA 3G-closure-fact-sheet-public.pdf (amta.org.au) Source: Telstra Our 3G closure in 2024: your questions answered (telstra.com.au)

Active Parramatta Van Programs – Term 2

The Active Parramatta Van is a FREE service operated by the City of Parramatta.

Our aim is to make Parramatta a more active and connected city, through the delivery of free community health and fitness programs that promote healthy lifestyles across the lifespan. Our Better Ageing

(Over 55's) classes are available online and face to face, with something for everyone.

Registrations for Term 2 open Friday, 26 April 2024 9am with classes starting from Monday 6 May 2024. Access term 2 schedule and registration links on our website: bit.ly/ActiveParramattaVan



Active Parramatta Fitness Program

Enjoy an exciting range of affordable health and fitness programs delivered by experienced professionals. Choose from Yoga & Relaxation, Pilates for Beginners, Zumba and much more. Term passes begin from only \$30 per person for online activities and \$60 for onsite offerings. Early bird registrations open Monday, 8 April 2024. View the full range of activities and register: cityofparramatta.co/fitness

Walking Basketball Program

The Active Parramatta Van have teamed up with Reclink Australia to offer the community of Parramatta a new Walking Basketball Program. If you are looking for a relaxed, social and recreational activity to enjoy the outdoors and keep your body moving, this is perfect for you! Walking Basketball is a low impact sport and a fun way to help you get active.

Adults aged 50 years + of all abilities and skill levels are welcome, the only rule is no running. This free 8 week program runs from Wednesday 8th May until Wednesday 26th June, from 10am-11am.

Follow the link to register for FREE today: club.reclink.org/programs/DZQ2ZS



Home Library Service

The Home Library Service is free for residents of the City of Parramatta who are homebound and unable to visit the library. The service provides a range of library material such as large print books, DVDs, talking books, music CDs and magazines to meet our members' needs.

Eligibility

This service is available to people who are:

- Unable to visit the library due to poor health or disability Frail aged
- Resident in a care facility
- Full time carers
- Residents who require temporary service after serious illness or injury

This service also delivers to local nursing homes, retirement villages and aged care facilities.

Please note: Residents/carers require a doctor's certificate stating causes or reasons why they cannot access their library due to medical conditions or illness.

How to apply

To join, there are 2 options

1. Complete the Online Registration Form and our Home Library Service Officer will contact you, as there are certain criteria required to meet the eligibility. <https://form.jotform.com/220316943533048>
3. Alternatively, please contact **9806 5150** to enquire further. Please leave a message if you are unable to talk to Home Library Service officer and our staff will return the call.

What happens after you apply for membership?

We will develop a personal profile to help with selection of materials based on what you like to read, watch, and listen to and library staff will select your items and package them up ready to be delivered to your home.

Your library items will be delivered and exchanged on a regular basis, either fortnightly or monthly.

It's time we all faced up to dementia

Just under a million people live in Western Sydney and around 9-12,000 are living with dementia. However, our 2019 survey showed only 3,032 people in Western Sydney had a dementia diagnosis recorded by their GP. That means around 6,000+ people are missing out on the treatment and support they need.

Dementia is recognised as the most feared condition, and fear stops many people from seeking assessment. However, early diagnosis leads to better treatment options and support for the person with dementia as well as their families.

Timely diagnosis, regardless of age or disease progression allows people and their families time to adjust, plan ahead, make lifestyle changes to slow the progression of dementia, and significantly improves quality of life

Tracey Fernley-Pearson, Blacktown City Council's 2023 International Day of Persons with Disabilities award winner for Most Inspirational Person of the Year, cares for her father who has dementia. Tracey is a passionate advocate and encourages others to have the hard conversations with their ageing parents.



Not talking about dementia meant we were not prepared for the changes dementia brings.

At the time, intervening in my parent's situation didn't seem the right or respectful thing to do.

However, I've realised, if we had the hard conversations earlier, Dad would have been at home for much longer.

Understanding the signs of dementia and seeking a timely diagnosis will get you the support you need to stay at home for longer.

Face Dementia is a Western Sydney based project designed to increase public awareness about dementia and encourage help seeking and timely diagnosis. The project includes community education sessions, printed resources and a website which help you to:

- Recognise the signs of dementia
- Start a conversation about dementia with family or someone you think might have dementia
- Talk with a GP about possible dementia changes
- Improve your brain health.

The website, www.facedementia.au provides online resources including a checklist to help identify signs and

symptoms, as well as 'how to' advice for having conversations with family and/or a GP. There is also information on how to reduce your risk of dementia.

The program was developed by leading researchers from seven Australian universities as well as people living with dementia, families, older people and health professionals.

Sydney-based GP, Dr Dimity Pond, said: "Many people delay visiting a GP because they don't want to acknowledge the changes or know if they have dementia. But a timely diagnosis provides access to treatment to slow progression and support to continue living well."

"If you, or someone you know is experiencing changes in ability, behaviour, personality, thinking or memory, it might be dementia. If you are concerned, ask your GP for an assessment."

"A cognitive screen can be done as part of a comprehensive annual assessment for senior Australians over 75 years. It is a good way to get a baseline, so your GP or practice nurse can monitor changes. They can also help you to improve your brain health and reduce your risk of dementia," she said.

Organisations and community groups in Western Sydney are welcome to book an informative and interactive talk in English, Cantonese or Mandarin about facing dementia. Contact us at info@facedementia.au

Author: Dr Meredith Gresham PhD. Meredith is an Occupational Therapist with 35 years' experience working with people living with dementia and families.

ANZAC Day Biscuits

ANZAC Biscuits are a beloved Australian and New Zealand treat, especially enjoyed on ANZAC Day on April 25. ANZAC stands for Australian and New Zealand Army Corps.

These biscuits have a rich history, dating back to World War I. What made these biscuits so popular and why they're named ANZAC biscuits is that they were sold at fetes, galas, and parades at home here in Australia and New Zealand to raise funds for the war effort. Though at the time, they were referred to as "soldier's biscuits".

Of course, after Gallipoli, New Zealand and Australian troops adopted the name ANZACs and so did the biscuits made in their honour. The first mention in a cookbook of ANZAC biscuits was in 1921, about three years after the war had finished.

Ingredients

- 110 g (1 cup) rolled oats
- 150 g (1 cup) plain flour
- 120 g (2/3 cup) brown sugar
- 70 g (2/3 cup) desiccated coconut
- 125 grams butter
- 2 tablespoons golden syrup see recipe notes
- 2 tablespoons water
- ½ teaspoon bicarbonate of soda



Instructions

1. Preheat oven to 160 degrees Celsius (fan-forced). Grease and line three flat baking trays with baking paper
2. Combine the rolled oats, flour, brown sugar and coconut in a bowl
3. Place butter, golden syrup and 2 tablespoons cold water into a microwave-safe bowl and heat for 3 minutes, 50% power or until melted
4. Stir through the bicarbonate of soda
5. Pour the butter mixture over the oat mixture and stir to combine
6. Roll level tablespoons of mixture into balls
7. Place on trays, 5cm apart and flatten slightly
8. For chewy ANZACS, bake for 10 to 12 minutes or until light golden. For crunchy ANZACS, increase cooking time to 12-15 minutes
9. Leave on the baking trays for 5 minutes before transferring to a wire rack to cool completely

Other Tips:

For chewy ANZACs - bake in a 160-degree Celsius oven for 10-12 minutes. The biscuits will be soft when you take them out of the oven but will firm on cooling. Allow to cool for 5 minutes on the tray before transferring to a wire rack to cool completely.

To make them crunchy - if you prefer your ANZAC's crunchy, it's so easy to do that without even changing the recipe! Cook for a further 3-5 minutes than the chewy recipe (a total of 12-15 minutes). Again, the biscuits will be soft straight out of the oven but will go crunchy as they cool.

Source: The real history of ANZAC Biscuits you didn't know about (lanternclub.com.au)

Get Healthy Service

About the service

The Get Healthy Service® is completely free and tailored to your needs.

Our university qualified health coaches are ready to support you to:

- eat healthy and get active
- reach and stay at a healthy weight
- improve your wellbeing
- manage your health while living with type 2 diabetes or cancer
- help you reduce the amount of alcohol you drink



"We do a lot more as a family now, especially with the kids."

Wendy



"It was very hard to start but once you do it's so easy and now it's become part of my everyday life."

Parminder

How it works

Get Healthy is designed to fit in with your life, so services are provided via phone, email, text and online – all at a time that suits you.

When you join Get Healthy, you'll get:

- your own university qualified coach
- 6 or more regular phone and video coaching calls
- tools and guides to help you stay on track
- emails and texts to keep you on track
- reminders about appointments
- help to overcome challenges to reaching your goals

Benefits

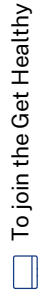
The first step is setting health goals that are important to you. During the program you'll be supported to work toward becoming a healthier you with:

- goals and actions
- tracking progress
- encouragement
- solutions
- information



Follow us on Facebook or Instagram

Healthy Eating Active Living NSW
@healthyeatingactivelivingnsw



To join the Get Healthy Service, call 1300 806 258
Monday to Friday, 8am to 8pm
Saturday 9am to 5pm
or register online at
gethealthynsw.com.au



Ania Moscarelli
Manager

I love travelling, being out in nature and spending time with friends and family.



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.



Abood

I enjoy traveling, hiking, visiting new places & trying new food.



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.



Frances

I love dancing, music, jogging, and cooking. My family & friends are everything; I value "health is wealth."



Gladys

I love walking, exploring new places, and spoiling my three gorgeous granddaughters.



Hong

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



Jane

I enjoy going to concerts and photography. I love going on food adventures with my friends.



Jinashish

I love socializing, dining, cricket, walking, reading, and chatting with seniors. I'm passionate about creativity.



Luis

I am a book lover who also enjoys listening to people's fascinating stories and supporting them to achieve their best.



Luke

I love spending time with my wife and two beautiful daughters. I enjoy going to the gym, sightseeing and the occasional movie.

CONTACT US

Community Care Office Hours
8.30am – 4.30pm, Monday to Friday
Phone: 9806 5121

Email: communitycareadmin@cityofparramatta.nsw.gov.au

City of Parramatta

126 Church St, Parramatta

Parramatta Food Services Office

10 Hunter Street, Parramatta

Phone: 9806 5121

Web: cityofparramatta.nsw.gov.au

Postal Address

**City of Parramatta Council,
PO Box 32, Parramatta NSW 2124**



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Maree

I love music, movies, reading and writing. I am the proud mother of two incredible human beings.



Mei

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



Millnard

I'm a family man and fitness fanatic who loves good food and having fun!



Nicole

I love spending time with my family who inspire me to be the best I can be. Relaxing at home with a good movie and cake is always a favourite.



Rachel

I am easy going and fun loving. I love socialising, PC gaming and occasionally play dungeons and dragons.



Rosemay

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



Ruth

The great loves in my life are my beloved family, precious fur babies, photographing nature and creating cooking delicacies.



Samantha

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



Sanoji

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



Steve

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



Australian Government
Department of Health and Aged Care



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.