

Spring 2024

# Community Care

*Focusing on your good life*

**03** Tai Chi Winners

**04** Meals on Wheels Day

**22** High Risk Weather  
– Be Ready



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



**PARRAMATTA**



## Gail Connolly PSM

### Chief Executive Officer

Welcome to the Spring edition of City of Parramatta's Community Care Magazine.

Here at Council, we're preparing to hit go on our new FOGO (Food Organics and Garden Organics) waste collection service which begins in November.

We've worked hard to shape a service that meets the needs of our community and delivers on the NSW Government's mandate for all councils to implement FOGO services by 2030.

Residents will have started receiving new bins to support this service including a

240-litre green lid FOGO bin for food scraps and garden waste that will be collected weekly from 11 November 2024.

Residents will also receive a starter pack to help them make the change including a 7-litre kitchen caddy with compostable liners to collect scraps which can then be emptied into their large FOGO bin.

By separating out food waste, we believe we can divert the waste we send to landfill by 85% by 2038. Red lid garbage bins for general waste will continue to be collected weekly. Yellow lid recycling bins will be collected fortnightly.

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## Gabby Summerhays

### Service Manager

**Spring has certainly sprung, and the flowers are in full bloom!**

This Spring edition takes you back to the basics of Community Care, and each service is re-introduced to you so that you can get to know us better and learn about what services we have on offer to you. Please share this with those you interact with who may benefit from our services – we are here to help.

We also feature celebrations in recognition of National Meals on Wheels Day, including interviews with some volunteers and what they enjoy about their roles, as well as photos of our celebratory morning teas. I'd like to take this moment again

to thank those of you who choose Meals on Wheels™ through Parramatta Food Services, and thank you to the volunteers who are the heart of this service delivery.

I would also like to confirm that our biennial Community Care Participant Satisfaction surveys have been sent out, please check your emails for this. I would be extremely grateful for your time in completing these surveys so that we can better understand what is working well, and what we can review to better suit your needs when possible. I appreciate in advance any feedback that you have.

As always, take care of yourselves.

# Congratulations - Over 55s Leisure and Learning International Tai Chi Winners!

**Congratulations to Cyril Loa, Instructor, and to four of his students in the Tai Chi class, namely, Bernice Caroll, Cherry He, Ivy Lee; and Katrina Lam, all of the Over 55s Leisure and Learning Service, for their resounding success at the 5th Tokyo International Wushu Festival on 30 June 2024.**

The festival entailed an international Tai Chi competition which was represented by 8 countries and regions, including, Australia, China, Hong Kong, Taiwan, Japan, and US, with over 2,500 participants taking part in both individual and in group competition. The Australian team was comprised of 6 members, including 5 from the Over 55s Leisure and Learning Service.

Against international best Tai Chi practitioners, Cyril won 2 gold medals, Cherry, 1 gold medal, and Katrina in the top 8 of two individuals routine. Bernice Caroll, one of the Over 55s Leisure and Learning group, participated and won a special award in the age category of between 85 and 96, with about half of the 11 participants over 90 years' young.

What an inspiration to witness Tai Chi, a combination of physical and meditative exercises, contributing to health span, happiness and longevity. Additionally, the group won a trophy for ranking 3rd in the group competition routine.

The whole experience is described by the team as: Awesome, Wonderful, Friendships, Culture, Harmony and Enhanced Learning.



*Instructor and Instructor for the Parramatta Over 55s Leisure and Learning, Cyril Loa, receiving the trophy for the team event.*



# National Meals on Wheels Day Celebration

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**On Wednesday 28th August, we celebrated National Meals on Wheels Day. A series of morning teas were held at Parramatta Food Services to thank our 30 volunteers for their dedication in delivering Meals on Wheels™ to around 125 people who receive meals.**

We were also delighted to collaborate with Meals on Wheels NSW to kickstart these celebrations, and they joined two volunteers in a meal run route to observe the great work that we do through this delivery, as well as conduct some interviews to highlight this service and the need for more volunteers.

We have included some photos of this celebration, as well as some interviews conducted with four of our volunteer who have shared with us what brought them to volunteering, and what they get out of it.

If you, or someone you know, may be interested in volunteering for Parramatta Food Services, Over 55's Leisure and Learning Services or Social Inclusion (group or individual support), you can find out more information on our website at [www.cityofparramatta.nsw.gov.au/community/building-your-community/volunteering](http://www.cityofparramatta.nsw.gov.au/community/building-your-community/volunteering).

# Interviews with Parramatta Food Services Volunteers

## Meet Helen

### Why do you volunteer?

I volunteer because I believe, as a Christian, and Spiritual person, it is importance to 'give back' and 'pay it forward' in life. I wanted to set an example to my children too, and teach them that life is about looking after one another, and kindness, and about making others feel valued- especially the less fortunate and lonely in our community.

### What do you enjoy about volunteering?

I enjoy seeing the smiles on people's faces when you deliver the meals, and have a chat to check-in with them. I love the stories you hear from these members of our community including their experiences in life, and their own struggles and triumphs. I also very much enjoy the interaction & friendships formed between fellow volunteers. My 'sidekick' Maggie has become a soul sister to me, and it's lovely experiencing the joy of volunteering with her.

### What value does it bring you?

The value volunteering brings is infinite to me- it gives me such warm and fuzzy feelings of joy when you know you've helped these lovely people - even with a smile and a kind chat, let alone helping them access food.

The welfare check is also vital. It makes me feel good knowing that someone else's family member is being looked after & has access to lovely meals. It takes the stress off them too. Some don't have family or friends and it's lovely to make them feel valued by showing them kindness.



### How many years have you been volunteering for? And have you received any awards?

I've been volunteering since February 2009 (15 years). I'm blessed with a job that allows me to get the day rosters off and supports my volunteering role.

Awards include Volunteer of the Year (local winner) award in 2020. Also a Parramatta Council Award (People First, Community First) in 2023 after helping a client to survive a stroke. Awards are very humbling and not the reason volunteers do what we do. It is much appreciated. The connections we make volunteering are the best rewards / awards we can ever have. Helping others feel valued makes you feel great too.

# Interviews with Parramatta Food Services Volunteers

## Meet Beverly

### Why do you volunteer?

I love volunteering my time to a cause I can make a difference to people's lives, and it is deeply rewarding on a personal level - providing a sense of purpose and satisfaction from helping others.

Volunteering offers me an opportunity to connect with others, build relationships and feel a part of community.

### What do you enjoy about volunteering?

The sense of enjoyment makes the experience even more fulfilling. It is also meaningful when making connections with other volunteers and the people I deliver meals to.

There is a deep sense of satisfaction that comes from knowing your efforts are contributing to a cause or making a difference in someone's life.



It can be fulfilling to have a clear sense of purpose and direction, knowing that your time and energy are being used meaningfully.

### What value does it bring you?

Volunteering offers a deep sense of satisfaction and personal fulfilment. Contributing to a cause greater than yourself can create a strong sense of purpose and contentment.

It strengthens my ties with the community, making me feel valued. The relationships built through volunteering often leads to a strong support network.

### How many years have you been volunteering for? And have you received any awards?

I have been volunteering for 23.5 years at Parramatta Meals on Wheels.

I have received Senior Citizen of the Year Award in 2022 and a nomination for City of Parramatta Citizen of the Year award in 2024.

## Meet Sandra

### Why do you volunteer?

After I retired in 2016, I thought I would like to be a driver for Meals on Wheels. I wanted to give back to my community after living in Parramatta since 1981. I wanted to meet other volunteers and I wanted to provide a service to the people who received the meals.

### What do you enjoy about volunteering?

Over the years I have been volunteering I have met many people. During Covid I was a volunteer and helper and met many of the people I delivered meals to. It was nice to chat to some and hear about what they had done during the week, receive fashion tips and recipes, and be a contact if they needed anything.

### What value does it bring you?

Volunteering keeps me in touch with others. As a driver I maintain my driving skills, get to socialise with other Meals on Wheels volunteers before delivering and try to deliver meals to participants at about the same time each day so that they can get on with their day.

### How many years have you been volunteering for? And have you received any awards?

I have been volunteering since 2016 and am in my 9th year. After 1 year service I received a pen from City of Parramatta in acknowledgement of my 1 year of service. I was nominated in the City of Parramatta category for Volunteer of the Year Awards in 2020 and I received an engraved key ring as an acknowledgement after 5 years' service at the End of Year Event.



# Volunteer Services

**The Community Care Volunteer Team is an essential component of the services provided to older people and people living with disability in the City of Parramatta local government area. Volunteers engage in diverse roles to partner with and facilitate opportunities for each participant they support to promote their independence and improve their quality of life.**

Volunteers who join the team have a passion to impact the lives of people by minimising their social isolation, providing support and companionship and delivering nutritious meals to their doors. One of the greatest rewards of volunteering is knowing that your efforts are making a meaningful contribution in the lives of the person you support. Every hour donated will add to the team's positive impact helping to create a better, more compassionate community.

## **Meals on Wheels Driver and Helper roles**

A team venture. Volunteer drivers' primary role is to drive their car to a nominated route on their rostered day, while the volunteer helper's role is to deliver the meal to the door followed by a quick catch up with the participant.

## **Let's Dine Out**

Our volunteers support and facilitate a meaningful social activity for participants which allow them to dine out in diverse restaurants where a freshly cooked is provided.

## **Social Inclusion Service**

Volunteers can be of support to staff and participants in a social environment or can provide individual social support in home visits.

Community Care services would not have the capacity to support participants without the valued, committed volunteers within our team. Their motivation and ongoing dedication are recognised during events hosted by the Lord Mayor and other events that are held within Community Care services. Some of the volunteers have served in their roles for more than 20 years and others are new in their roles. Experienced volunteers do take on the role of mentors for new volunteers and this helps to strengthen and connect the volunteers as a team.

If you have a couple of hours weekly to donate to others in a volunteer capacity, follow the link below and complete our online registration form. Or if you know a friend who has a heart for helping others, share the link below.

[www.cityofparramatta.nsw.gov.au/  
community/building-your-community/  
volunteering](http://www.cityofparramatta.nsw.gov.au/community/building-your-community/volunteering)





# Introducing Community Care

In this edition we are introducing the different services Community Care offer. Some of these services do require eligible participants to be registered with an external funding supplier. The exception to this is our Over 55s Leisure and Learning Program which is open to everyone over 55 years of age at a term fee. For Over 55s programs please refer to our website [www.cityofparramatta.nsw.gov.au/community-care/over-55s-leisure-and-learning](http://www.cityofparramatta.nsw.gov.au/community-care/over-55s-leisure-and-learning).

## Commonwealth Home Support Program (CHSP)

This is the entry level support funding, and usually covers one to two services. Services Community Care deliver via CHSP funding are:

- Meal on Wheels
- Let's Dine Out
- Social Lunch Program
- Community Assist Lawn Mowing
- Social Support – Individual

A person does require to be registered with My Aged Care (**1800 200 422**) and have a unique referral code for the service they are wanting to receive.

Once you have obtained this referral code, you can call us on **9806 5121** and speak with our Engagement Officer. They will have our current vacancies and be able to guide you through the necessary paperwork to get you started. My Aged Care will give you an AC number, this is your identification code when calling My Aged Care. The referral code number is in addition to this number and usually starts with a 1- 000 000 000 or a 2-000 000 000; it is a long code. You will receive a referral code for each service you are interested in, so please write them down alongside of each service.

## Home Care Package (HCP)

Home Care Packages are designed for people who require more support to stay in their homes independently. This is broken down into four packages, listed as Home Care Package Level 1, Level 2, Level 3, or Level 4. These packages are allocated by My Aged Care after an assessment. Once you have been approved for a package, you need to find and chose a provider to assist you to manage your Home Care Package.

The services Community Care deliver under this funding type are:

- Meal on Wheels
- Social Support – Individual
- Social Support - Group

Have your Home Care Package Provider contact us to arrange a quotation and provide these services for you.

## National Disability Insurance Scheme (NDIS)

The NDIS provides funding to eligible people living with disability to have greater independence and access in their daily lives by addressing their barriers through funded individual goals.

The services Community Care deliver under this funding type are:

- Meals on Wheels
- Access Community Social and Recreational Activities (both group and individual support)
- Support Coordination

We provide support to people aged 18-64 years. Contact Community Care team to discuss further on **9806 5121**.

# Community Assist Lawn Mowing Program (CALM)

To help you with your lawn maintenance, City of Parramatta provides subsidised lawn services for residents through the Commonwealth Home Support Program funding, accessible via the My Aged Care website or by calling **1800 200 422**.

Eligibility is for residents over the age of 65 in the Local Government Area (LGA) or Over 50 for Aboriginal and or Torres Strait Islander peoples. A My Aged Care referral code required is – Home Maintenance.

Under the CALM program, basic lawn mowing and gardening can be requested through a registered contractor and partly paid for using the subsidy. Subsidies are for \$30 per job and customers pay the difference between the agreed price and the subsidised amount. Eligible customers are entitled to 12 subsidies per financial year to help support you with your home maintenance needs.

### Get in touch:

Call us on **9806 5121** or visit [www.cityofparramatta.nsw.gov.au/community/over-55s-activities-ageing-wellness/lawn-mowing-and-basic-gardening-service](http://www.cityofparramatta.nsw.gov.au/community/over-55s-activities-ageing-wellness/lawn-mowing-and-basic-gardening-service), fill out the form and a team member will get back to you.



# Introducing our Social Inclusion Program

Here in Community Care we offer a range of recreational and social activities to make friends and enhance social life and well-being.

## Social Support – Group Activities

- **Coffee and Lunch** - A great opportunity for a social get together to grab a cuppa and have lunch in a local club within local area of Parramatta. This occurs on the first Tuesday of each month.
- **Book Club** - Join a passionate group of readers who discuss and share their views on literature and authors – this occurs the last Thursday of each month.
- **Paper Toile** - Learn to use simple shaping and sculpturing methods to create refined 3-D artworks out of any picture you like!
- **Chinese Talk, Listen (TLC)** – A friendly and welcoming space for Chinese-speaking seniors to meet and connect through interactive story-sharing result in mutual learning and new friendship.
- **Spanish Group** – A great opportunity for seniors of Spanish speaking background to make new friends in a friendly environment to share news and morning tea. They meet every Wednesday.
- **Gardening Talk** – Garden Talks at Bunnings Rydalmere, every 2nd Wednesday of the month, from 10am to 11am, includes free morning tea and lucky door prices. Learn and have fun!
- **Peer Support Group** – Open to NDIS-funded participants for social group outings. The group meets up once a fortnight on a Thursday evening from 5.30pm to 9.30pm.
- **Let's Dine Out** – Open to CHSP-funded participants. For the cost of a standard meal package, you can attend a restaurant to enjoy a meal to the value of \$15. Regain confidence to socialise again.

## Social Support - Individual

To assist in reducing isolation, we provide one on one flexible support. This can include matching you to a volunteer or community worker based on common interests, to development new skills or accompanying you too activities of your choice in the community. The following Social Support Individual can also include the following:

- **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.
- **Digital Inclusion** - provide one on one support either at home or in the comfort of your local library with a trained volunteer or community worker to show you how to use your device better.

## How to Apply

We can offer most of the above services across the three funding types, NDIS, CHSP and HCP. Please refer to page 9 and 10 for how to apply.



# Parramatta Food Services

**City of Parramatta Food Services believe that good nutrition and company is the key to keeping our minds and bodies healthy.**

**The team deliver several options:**

- Meals on Wheels™ service (home delivered meals)
- Innovative Let's Dine Out restaurant option
- Social Lunch Program to reduce social isolation

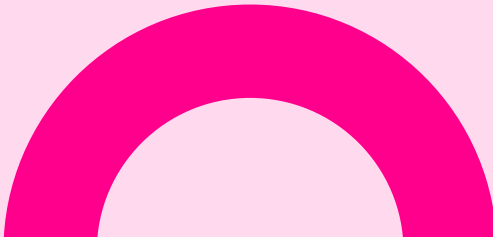
If you are eligible for Let's Dine Out, be assured that the team have engaged local restaurant partners, fully trained volunteers and quality food suppliers to ensure you receive the very best.

Our home delivered meals under Parramatta Food Services Meals on Wheels™ are prepared to meet nutritional guidelines and our restaurant partners under Let's Dine Out have to meet accessibility and health standards.

We currently deliver across the Local Government Area to those who are unable to shop for or prepare their own meals. Day to day operations are carried out by our staff and home delivered meals are serviced by trained volunteers who are committed to our local community.

To access these services, you need to be receiving NDIS (National Disability Insurance Scheme) and be funded for Meal Preparation and Delivery in your plan or have been assessed by My Aged Care for either CHSP (Commonwealth Home Support Program) or HCP (Home Care Package) and have a referral code for Meal Preparation & Delivery. If you have not been assessed by My Aged Care, please contact **1800 200 422** or visit **[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**.

Should you have any further questions or wish to check if you are within our delivery area, please feel free to contact the Community Care team on **(02) 9806 5121**.



# National Disability Insurance Scheme (NDIS)

The City of Parramatta is a registered National Disability Insurance Scheme (NDIS) provider offering supports to NDIS funded participants for:

- Support Coordination
  - The Preparation and Delivery of Meals (Parramatta Food Service)
  - Peer Support Group Activities, and
  - Individual Support for Social, Community and Recreational Activities
- Our Community Care Team provide tailored supports, assisting individuals in meeting their social connection, inclusion and capacity building goals.

## Support Coordination

Our focus is on providing a professional, purposeful, and passionate service. We work with participants to make connections and links to meaningful supports to achieve the good things in life.

We do this by focusing on supports that will help you build skills and confidence to enhance your abilities in areas like employment, social participation and daily living skills.

## Meal Preparation and Delivery

Mealtimes aren't only measured by the food we consume; they also provide an opportunity to increase our social and communicative interactions.

What sets Parramatta Food Services apart from other services?

- We say Hello! – your meals are not left on your doorstep
- We increase communication and social confidence – interaction with our friendly volunteers improve conversation skills

- We provide a balanced diet – meals are planned by a qualified Dietician to meet the National Meal Guidelines
- We tailor meals to your needs – catering for allergies, intolerances and special dietary and cultural needs

## Group Activities

Peer Support offers a unique perspective and understanding that can empower individuals to overcome social challenges, cultivate meaningful relationships, and embrace their strengths. It creates a supportive community where individuals can learn from each other and grow together

Participants are supported in practicing their social skills and navigating social situations. This includes anything from initiating conversations to understanding social skills and norms.

Meaningful connections are fostered through the opportunity for individuals to interact with others who share similar experiences and interests.

## Individual Support for Social, Community and Recreational

Individualised support, also known as person-centred support, is a tailored approach to providing care and assistance that focuses on the unique needs, preferences, and goals of each individual, ensuring that supports are meaningful and effective.





# Over 55's Leisure and Learning Service

**City of Parramatta's Over 55s Leisure and Learning Service provides an extensive range of educational, physical, recreational and social activities throughout the year for people over 55 years of age.**

You can register online via Bookable at [parramatta-events.bookable.net.au](http://parramatta-events.bookable.net.au), accessible through our website, or you can call **(02) 9806 5050** (select option 2) once term bookings open and pay by credit card over the phone.

New participants are required to fill in a registration form so they can attend any of the activities offered at various locations. We welcome you to find YOUR fun!

## Get in touch

Call us on **9806 5121** or visit [www.cityofparramatta.nsw.gov.au/community-care/over-55s-leisure-and-learning](http://www.cityofparramatta.nsw.gov.au/community-care/over-55s-leisure-and-learning) to fill out the form on the website and a team member will get back to you.

**14** Movement is essential to your health. You can choose to join a physical exercise class, or you can choose to join a social class, either way, the steps you take to leave your home and arrive on site all count.

Activities are run on a term-based model (usually 10 weeks per term) with bookings and payments being made prior to the beginning of each term.

A list of activities currently on offer:

- Chair Yoga (Online)
- Gentle Exercise Stretch & Balance (Parramatta)
- Painting for Fun (Parramatta)
- Tai Chi (Parramatta)
- Advanced Art (Parramatta)
- Gentle Exercise (Dundas, Parramatta)
- Tai Chi for Beginners (Parramatta)
- Fun Latino Dance (Online)
- Zumba Gold (Wentworth Point, Parramatta, Winston Hills)
- Chair Strength & Balance (Parramatta)

- Line Dancing-Beginners (Wentworth Point, Epping)
- Line Dancing-Novice (Parramatta)
- Heart Foundation Walking Group
- Knitting (Parramatta)
- Paper Toile (Parramatta)
- Meditation (Parramatta)
- Table Tennis (Newington)
- Tennis (Toongabbie)

**Coming soon in Term 4!** A brand-new Aqua Aerobics class at the Parramatta Aquatic Centre (PAC). Limited spaces.

# PAC SENIORS

## STAY ACTIVE, CONNECTED AND FIT!

Welcome to the PAC Seniors programs. Enjoy a variety of fun and social group exercise classes guided by qualified trainers, who will provide you with modifications ensuring you gradually and safely improve your health and wellbeing.



### Gentle Exercise Classes

Perfect for beginners, enjoy low impact exercises to keep your heart, muscles, and joints healthy. Each session will be a mix of light aerobics, balance, mobility, and strength to provide you with a holistic experience.



### Strength, Stretch and Balance

Suitable for most abilities, strengthen your muscles, improve your joint health and balance with this class dedicated to resistance training.



### Aqua Aerobics

Feel the benefits of water based exercise, as "buoyancy" takes the pressure off your body allowing you to move freely without impact. Each class is choreographed to great music to keep you active while having a great time.

### FREE visit, come and try

Present this flyer to one of our friendly PAC staff to receive FREE access to one of our Senior specific classes PLUS full facility access between 9am - 3pm. *\*Pending class capacity on the day. Offer valid for 1 per customer.*

**Valid until: 20 December 2024**

### FREE Tuesdays, Pool access only

Interested in visiting us for a swim? Provide a valid NSW Senior Card or Disability Pensions Card, plus proof of your residential address identifying you as a resident of the City of Parramatta for free Pool access on Tuesdays. *\*Excludes classes, gym, sauna, spa and steam facilities.*

### Visit the PAC today!

7A Park Parade, Parramatta NSW.

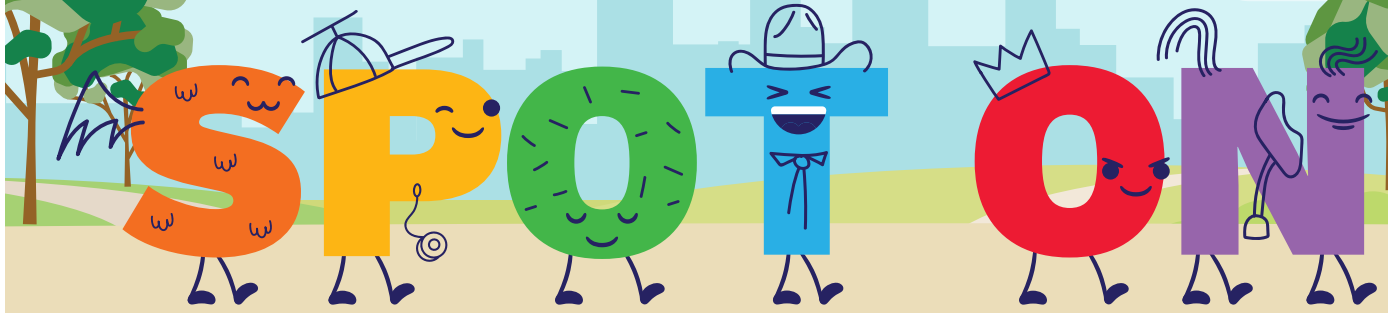
**Website:** [www.cityofparramatta.nsw.gov.au/the-pac](http://www.cityofparramatta.nsw.gov.au/the-pac)

**PARRAMATTA  
AQUATIC CENTRE**

Initiative of



**CITY OF  
PARRAMATTA**



# Children's Festival 2024



**Imagine Live**

28 Sep – 3 Oct



**Paper Planet**

28 Sep - 5 Oct



**The Librarian**

1 – 3 Oct



**Mini Music Makers**

1 – 9 Oct



**The Listies Make Some Noise**

4 – 5 Oct



**Little Bozu & Kon Kon**

4 – 5 Oct



**Dr Hubbles Bubbles**

9 – 11 Oct



**Shrek the Musical**

12 – 20 Oct

JOIN THE FESTIVAL TODAY!  
[RIVERSIDEPARRAMATTA.COM.AU](http://RIVERSIDEPARRAMATTA.COM.AU)

RIVERSIDE

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# Gentle Exercise Routine

## Strength and Balance Training

### Balance Holds

*Muscles working: Legs, calves and feet*

**2 sets x 10-20 sec hold each side**

#### Tandem Hold (1):

- One foot directly in front of the other; left heel touching your right toes, hold for 10-20 seconds, then switch sides

#### Single Leg Hold (2):

- Balance on left leg with right foot off the ground for 10-20 seconds, then switch sides.



### Sit to Stand

*Muscles working: Legs*

*(Glutes, Hamstrings and Quadriceps)*

**2 sets x 5-10 reps**

- Using a sturdy chair start seated with feet shoulder width apart, toes pointing out at a slight angle, knees straight and chest up. (1)
- Stand up out of your chair, pushing hips forward. (2)
- Slowly lower body down into chair, making sure your knees stay straight and don't collapse inwards.



### Seated Leg Extensions

*Muscles working = Legs  
(Quadriceps)*

**2 sets x 5-8 reps each leg**

- Start by sitting tall in your chair. (1)
- Extend your left knee until the left leg is straight or as straight as possible. (2)
- Hold this position for 3-5 seconds; squeeze the muscles.
- Slowly lower your left leg back down until your foot is on the ground again.
- Repeat, then switch to your right leg.



### Lateral Leg Raises

*Muscles working: Glutes and Hips (Abductors)*

**2 sets of 2-8 times each leg**

- Standing up straight either behind a sturdy chair or in front of a wall. (1)
- Keep one leg still while lifting the other leg away from your body. (2)
- Make sure to keep your torso upright and only move through your hip joint.
- Slowly control leg back to centre, then repeat.





# What's On in Our Libraries

## Cha & Chat Chinese Social Gathering

Join our Cha & Chat Chinese social gathering once a month to meet new friends, share your experiences, inspire and encourage each other.

**Location** Parramatta Library  
**Dates** Thursdays 10 October, 14 November  
**Time** 10:30am-12:00pm  
**Visit** [parra.city/chaandchat](http://parra.city/chaandchat)

Bookings not required.

## Carer's Week:

### Carers Information Sessions

Explore the challenges and experiences encountered by caregivers. Find out about the services provided and the process for seeking assistance, while mingling with other caregivers over tea and light snacks. Hosted by Services Australia.

**Dates & Locations** Epping Library, Wednesday 16 October  
Parramatta Library, Friday 18 October  
**Time** 10:30am -11:30am  
**Visit** [parra.city/carersweek2024](http://parra.city/carersweek2024)

Bookings required.

## Retirees Meetup (55+)

Come and be a part of our Retiree Meetup, a friendly event for retirees who wish to engage with similar people, exchange stories, and join in some fun activities. A great way to connect and maybe form some wonderful friendships.

**Location** Parramatta Library  
**Dates** Wednesdays 23 October, 20 November  
**Time** 10am  
**Visit** [parra.city/retireesmeetup](http://parra.city/retireesmeetup)

Bookings required.

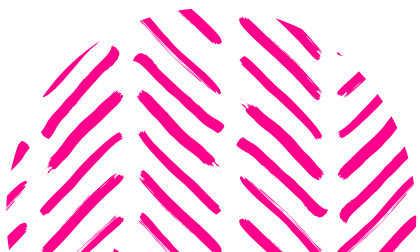
## Conversation Club:

### Rediscovering Human Connection

In a world where screens dominate our interactions, Parramatta Library's Conversation Club invites you to rediscover the joy of genuine conversation. Whether you're an introvert seeking to hone your social skills or an extrovert eager to share stories, this space welcomes everyone.

**Location** Parramatta Library  
**Dates** Thursdays 3 October, 7 November  
**Time** 10am – 11am  
**Visit** [parra.city/conversationclub2024](http://parra.city/conversationclub2024)

Bookings not required.





**FREE  
ENTRY!**

# | Foundation Day

**Discover Parramatta's rich cultural history at this free event with family activities, tours, workshops, live music and more.**

**Date:** Saturday 2 November  
**Time:** 9am-2pm  
**Location:** North Parramatta Precinct

Come along to the historic precinct in North Parramatta for a fun and fascinating day out.

For more information visit:  
[atparramatta.com/foundation-day](http://atparramatta.com/foundation-day)

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# | Parramatta Lanes

**Find that festival feeling as Parramatta's laneways, car parks and gardens are transformed into cool spaces filled with food, music and art.**

From quirky to the sublime, Parramatta Lanes delivers the vibes with 8 music stages, 60+ food stalls, pop-up bars, giant art and amazing light installations.

Look out for the giant inflatable flowers, a colossal colourful cat, and dazzling light installations glowing up the city.

Wander the streets and discover some amazing backdrops for your social content!

This year we will be serving up some delicious food, from KOI's exquisite desserts and Hoy Pinoy's sizzling chicken skewers to Yummy Time Dumplings, plus pop-up bars with boutique beer and fruity cocktails.

[atparramatta.com/lanes](http://atparramatta.com/lanes)



# Active Van Parramatta

Free health and fitness programs will return in Term 4 with the Active Parramatta Van.

With classes running across the Parramatta LGA, as well as plenty of online options if you choose to exercise in the comfort of your own home. Reminder, you do not need to reside in the Parramatta LGA to attend our sessions. So, tell you friends and family that registrations open Friday 11th October at 9am and Term 4 starts Monday 21st October.

For more information visit [www.cityofparramatta.nsw.gov.au/recreation/active-parramatta/active-parramatta-van](http://www.cityofparramatta.nsw.gov.au/recreation/active-parramatta/active-parramatta-van) or email us [apvan@cityofparramatta.nsw.gov.au](mailto:apvan@cityofparramatta.nsw.gov.au).



## Garage Sale Trail

Garage Sale Trail is coming to Parramatta Local Government again with two big weekends of garage sales on 9-10 & 16-17 November.

Anyone can participate as a seller or a buyer. As a seller, you can make some money and give your pre-loved stuff a new lease of life. As a buyer you can find yourself real bargains and some unique pieces.

To register as a seller or plan your shopping trail for this year's Garage Sale Trail event visit their website. [www.garagesaletrail.com.au](http://www.garagesaletrail.com.au)



# 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.

# High Risk Weather - Be Ready

**Extreme Heat, Flooding and Power Outages** are all events that you may need to be prepared for. Emergency Services encourage everyone to be aware of their surroundings and have a plan.

If you needed to leave your home quickly, or if you were unable to leave your home for a few days, what would you need?

## Know your risk

If you are at risk of any of the following, you might consider if you can stay with a family member or friend in advance, to avoid the situation altogether. If you rely on power for life supporting equipment, making plans to be elsewhere is for the best, as power can be lost in any or all these situations.

- **Bushfire/Smoke**

Is your area close to natural bushland? You may be at risk of bushfire. This could be directly, or it could impact the roads around you, cutting off access. Smoke in the air may impact your breathing more.

- **Flooding**

Does your area usually flood? This could impact your home directly or the roads connecting you to others.

- **Extreme Heat / Prolonged Heat**

Do you have air conditioning or fans in at least one room? Closing all doors and blinds and keeping that one room of your home cool, will help you survive extreme heat days. Wearing loose clothing, drinking plenty of water, staying indoors and using a cold face cloth on your face and neck, will all help.

## Have a plan

Are you going to stay in your home, or are you going to move to another area for a short time? It is important that both you and someone close to you know your plan.

## Be Prepared

The SES recommend that you always have a small bag packed by your front door in case you ever need to leave quickly. It should include:

- A change of clothes
  - A second pair of reading glasses
  - Extra Medications or not on this. Note down allergies, Doctor name/number, emergency contact names and numbers.
- Do you have any hearing, speech, language barriers – note these down. Do you care for another person in the house (baby, child, parent, or partner). Any pets? It is important to keep this updated.





In addition, you should have the following if you are caught at home, due to roads being cut off. Often power may also be cut off in these situations and drinking water quality affected.

- Extra Medications
- Basic First Aid Kit
- Extra Bottled Water
- Extra canned/long life food that does not require refrigeration
- Torch with extra batteries
- A radio with extra batteries. Know your local radio station
- A mobile phone and portable battery power pack

**Call 000 in a medical emergency from either a landline or a mobile phone. Speak slowly and clearly. Do not hang up.**

*Sources: nsw-ses-home-emergency-plan-2024.pdf; rediplan-lite-interactive.pdf, (redcross.org.au)*

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## 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](https://donotcall.gov.au) or call **1300 792 958**.



## Elder Abuse Hotline

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.





**Gabby Summerhays**  
*Manager*

I love to cook and share meals with others, spend time with my family and enjoy the outdoors.



**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.



**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.



**Maree**

I love hiking and travelling. Combine the two and I am very happy!

## CONTACT US

**Community Care Office Hours**  
8.30am – 4.30pm, Monday to Friday

**Phone:** 9806 5121

**Email:** [communitycareadmin@cityofparramatta.nsw.gov.au](mailto: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](http://cityofparramatta.nsw.gov.au)

### Postal Address

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



@parracity  
@atparramatta



@cityofparramatta  
@atparramatta



@cityofparramatta  
@atparramatta



**Mei**

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



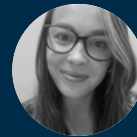
**Millnard**

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.



**Renea**

I love spending time with family and friends and travelling.



**Rosemay**

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



**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.



**Viktor**

I enjoy going to the gym, listening to music and watching films in my spare time.



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](http://relayservice.gov.au) or 133 677 for TTY/voice calls, for Speak and Listen 1300 555 727 and for SMS Relay 0423 677 767. If you need an interpreter you can contact us through the Translating and Interpreting Service on 131 450. You will need to provide our phone number 9806 5121.