



# South Eastern Community Connect Newsletter

# 42

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## Kate's Shopping Trolley

They say "what a difference a day makes" but in this instance, it's a couple of months as I now find myself having to retract words from my previous article where I cited a reprieve in terms of any future move. We have since been informed that with the redevelopment of the Gardeners Road site next year that we will be required to relocate our office to the row of buildings on level one in early 2016. As you can imagine this has come as a shock to all of us as it has been over 10 years since we located here and began building our strong presence within the wider community.

On a more positive note, our new logo has been finalised, it's a lot bolder than our previous one and is reflective of the diverse services we provide and our connection with the community. New signage, showcasing the logo will be visible to all following our move. A big thank you to Anne So for the logo design brief and her guidance throughout this often frustrating process.

*Continued on page 3*

## SOUTH EASTERN COMMUNITY CONNECT

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**Centre Coordinator:** Julie Gray  
**CHSP Support Worker:** Viviana Berasain  
**Community Worker:** Ashrafur Rahman  
**Executive Officer:** Kate Melhopt  
**Family & Multicultural Manager:** Vida Tebyani  
**Family Support Workers:** Bronwynn Jursik, Stacey Bahram, Maryam Farjood, Lina Teran  
**Family Worker:** Ruming Yang  
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**Receptionist:** Amber Jones  
**SMOOSH Coordinator:** Rekkha Moda

**SMOOSH Workers:** Kohinoor Chowdury, Mariko Nader, Mia Apostolatos, Sabina Rashid, Sebastiana Woolridge, Hollie Bathis, Emma Brackenbury, Kristin Gray and Zaeedul Huq  
**Social Support Coordinator:** Irene Trovato  
**Social Support Workers:** Debra McDermott, Raelene Bathis  
**The Cottage Day Centre:** Amy Drewe, Carmelo Castorina, Yarsmin Formert  
**Transport & Food Services Workers:** Mark Hawkins, Karen Phillips  
**Transport & Food Services:** Lili He  
**Transport Workers:** Duc Cuong, Francis Hemming, Julie Faleta, Volodmyer Perederiy  
**Toy Librarian:** Annie Tomlinson  
**Volunteer Coordinator:** Sue Ohanian



## Editor's Letter

I am writing this editorial after reflecting on another busy year at SECC, which was covered off at our AGM in October. I have also been thinking about the centre and what it was like 10 years ago when I attended my first AGM. The centre has grown so much, and is doing so much more, my hat goes off to the staff and volunteers who are able to do such a wonderful job, all throughout the year. It's important to reflect on things, as we have seen on the 13 November in Paris, things can change in an instant. It's important to take stock and have a moment to think and appreciate whatever we do have in our lives.

As editor, I also want to thank Priscilla Bonham Carter for her consistently fantastic work in her assistance with our newsletter and her tireless efforts over the years on the SECC board. A warm and very gracious lady, she has never faltered in her commitment to the centre and its work.

In signing off for the year, my thanks go to every reader as well for your support of SECC and the work that it does.

See you in 2016!

**Catherine**

**Editor**

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### DISCLAIMER

All possible care has been taken in the preparation and compilation of the report, statistics and the collection and the collection on information in this publication. However, the South Eastern Community Connect expressly disclaims any liabilities for the accuracy and sufficiency of the information and under no circumstances shall be liable in negligence or otherwise in or arising out of the preparation or supply of any information aforesaid.

Newsletter Credit- newsletter graphic design by Erica Huang



*Continued from page 1* Further exciting news is that we will be extending our SMOOSH programme in 2016 as we are taking over the Out of Hours School Care service at Eastlakes Primary School from Term One. We are committed to the expansion of this much needed programme and look forward to further developing our partnership with the school and building positive relationships with the families.

As previously discussed an expression of interest for an Intergenerational Playgroup was sent out to existing aged and children and families service users during Term three, significant interest was shown by both groups and as a result we will be commencing a pilot programme in early 2016.

After 4.5 years of working as a Community Worker, Ashraf Rahman is leaving for new pastures. We would like to take this opportunity to thank Ashraf for all he has achieved during his time with the Centre and wish him all the best in his future endeavours.

Thank you to everyone who has attended our programmes throughout the year, your participation and support makes all our work so worthwhile. To our staff your super hero status remains unchallenged as thank you never seems enough.

Lastly on behalf of all us, I would like to wish everyone a happy and safe festive season and look forward to seeing you all in 2016.



## 2015 South Eastern Community Connect Annual General Meeting

South Eastern Community Connect held its inaugural Annual General Meeting Wednesday 14th October at Eastlakes Community Centre with around 60 members, partner organisations and volunteers attending. We would like to thank all who attended on the day.

As in previous years and with a name change to South Eastern Community Connect we continue to grow from strength to strength in terms of programme diversity and with numbers accessing our services. Our annual report gives a comprehensive breakdown of all our services and highlights the dedication and commitment shown by staff in maintaining our high standards of service delivery. You can view a copy of our annual report on our website [www.secc.sydney](http://www.secc.sydney)

I would also like to take this opportunity to thank the South Eastern Community Connect Board for their ongoing commitment to the centre over the last



Retiring board member Priscilla Bonham-Carter

year. We have unfortunately had to say farewell to Priscilla Bonham-Carter and Anne So whose contributions will be long

remembered at South Eastern Community Connect.

Each year at our Annual General Meeting The Maisie Foster Memorial Award is presented to a volunteer in recognition of their contribution to the Centre and the local community. This year the award was presented to husband and wife Tai Chi teaching team Yun Fang Lu and Min San Song, who have been teaching at South Eastern Community Connect for a number of years now.



Min San Song & Yun Fang Lu 2015 Maisie Forster Award recipients

Due to time constraints we had to re-format the day starting with entertainment from the ever engaging Frankie Valentyn who managed to get a number of members up on the dance floor for a boogie, followed by the meeting and a high tea styled light lunch.



Frankie Valentyn and Partner, Francis.

## NSW Volunteer of the Year Award ceremony for the City/ East Region



On Friday 11 September 2015, the award ceremony for the NSW Volunteer of the Year Award in the City/ East region was held at the Randwick Club.

We nominated the Medical Companion team and Ricardo Aponte, Frances Heming and John Langdon represented the team. Lili He and I also attended the ceremony.

The Sailors with disABILITIES (SWD) Winds of Joy and Winds of Change Team volunteer team won the team award. Whilst we didn't win, it was great to nominate the team and publicly acknowledge the

work that they do (along with all our other volunteers). It was also significant to have an organisation such as ours, which delivers a "grass roots" service, represented at the awards.

The other winners were:

Award Category Winner Overall Winner  
Volunteer of the Year Juliana Goncalves  
from Sydney CBD Taronga Conservation  
Society Australia - Taronga Zoo

Student Volunteer of the Year Hongmin  
Lu of Alexandria Good360 Australia  
Limited

Adult Volunteer of the Year (25 – 64  
years) Juliana Goncalves from Sydney  
CBD Taronga Conservation Society  
Australia - Taronga Zoo

Senior Volunteer of the Year (65+ years)  
Larisa Boiko from Redfern the Salvation  
Army Street level Mission.

All regional winners will be in the running for the overall NSW Volunteer of the Year Awards, which are announced at a gala event on Friday 4 December 2015 to coincide with International Volunteer Day.

**Sue Ohanian  
Volunteer Coordinator**



## Betty Valius receives the Vi Robbins Award



We are very proud to announce that SECC's own Betty Valius was this year's recipient of the Vi Robbins Volunteer Award. The award is presented each year to the community's most outstanding volunteer and is made in honour of the late Vi Robbins who volunteered at the Prince of Wales Hospital until she was 110 years old.

Matt Thistlethwaite MP presented the award at a ceremony on 19 November 2015 at the Alf Kay Eastlakes Community Centre at Eastlakes. Mila Acevedo, SECC's Multi-cultural worker, attended the ceremony with Betty.

Betty has volunteered with SECC or its predecessors for more than 30 years. Betty

has worked tirelessly, conscientiously and generously across a wide range of activities such as the management committee, home visits, medical companion, facilitator for Spanish group activities, assisting with SECC events and outings such as Harmony Day, Mental Health month.

We are very happy that Betty has received the recognition that she deserves.

Another SECC employee, Julie Gray, who is the Centre's Coordinator, also received an award for her volunteer services at JJ Cahill High School. Well done Julie!

We also send our congratulations to all the other recipients of awards and certificates.



## Community High Tea

On Thursday August 13th we held a special high tea at Beaconsfield. A group of 25 service users from the Community Home Support Program came along to the event.

We had the room transformed into an old fashion gem and put the platters and tea sets out. Service users enjoyed a selection of sweet and savoury food. Tea and coffee were served by our dedicated staff at the table. Thank you to everyone who assisted on the day.

We would love to have this kind of event as a regular component of our programs so that other service users who missed out on the lovely high tea last would have a chance to have a taste of it as well. We are collecting feedback for the day. Please let us know if you have any thoughts.

**Lili He**  
**Community Transport Coordinator**





## Cultural Sharing And Learning Trip To Kamay Botany Bay National Park



It was a beautiful morning on 30th September 2015, when we took 28 local participants to Kamay Botany Bay National Park for a cultural learning and sharing tour. One of the Aboriginal workers from the National Park, John, gave us a talk about Aboriginal culture. He took us for a Bush Tucker talk and walked us to some parts of the Park to show some traditional Aboriginal practices. A few participants from the Bangladeshi community were surprised to find out the similarity between some of the Aboriginal culture and the Bangladeshi rural culture especially fishing, planting, observing nature, family and societal position for elders and younger. He also demonstrated how to throw Boomerangs and other hunting tools. For most of the participants, this was the first time that they got to actually experience this. After the tour, participants joined together to share their lunch, along with the Aboriginal worker. Later, they all roamed around to explore the place especially where the Captain Cook's monument stood. On the way back, everyone expressed their gratitude to the SECC for organising such a worthwhile bus trip. They mentioned that they had enjoyed it a lot and learned a lot about the Aboriginal Culture.

**Ashrafur Rahman**



## Human Energy

These days people talk more and more about our human energy (aura) and its effect on the physical body. Some argue that it is a healing power which can help with many physical and mental problems. According to Hunt, (UCLA, 1998) the body can be "viewed from a quantum concept of energy stemming from the atomic cellular nature of the functioning body, which cut across all tissues and system)

On Friday 4th of September 2015 a group of people attended a session which is part of our ongoing information sessions run by South Eastern Community Connect family support. There were our regular participants and new people joined the group for the first time. Dr Arezoo Assareh who is a RIEKI master talked to the group about energy therapy and spiritual healing; she also talked about the major chakras and their relation with physical body. Dr Arezoo Assareh also mentioned her own experience and the effect of the energy therapy on her personal and professional life.



The session was very interactive, a lot of questions were asked and some practical techniques were shown. The participants had so many questions that they asked for a follow up session, which was held on Friday 6th of November 2015. The group started with a short meditation guided by the co - presenter Emma, and some of the participants who had attended the previous session and who had been practicing these techniques at home, shared their experiences with the group. This was followed by a discussion about meditation and participants shared their experiences of meditating. Both sessions started at 5.30pm and concluded at 7.30pm - participants stayed back to mingle, have a cuppa and a snack and exchange their thoughts on the information provided.

**Maryam Farjood**  
**Family Support**



## The Cottage



The past few months have been very busy at 'The Cottage' at Rushcutters Bay. Our mail out to health care professionals, community centres and advertising programmes have been very successful.

We have lots of new clients who have been making friends and engaging with others, some, for the first time in several years.

The Cottage has been lucky enough to receive a piano from a very generous member of the community, and we have all been entertained by several clients who can still play piano, and even more who enjoy singing along.

The clients all come with different strengths and weaknesses - like all of us - but here are some guidelines to keep in mind if you have a family member, friend or neighbour who is living with dementia.

### ~ **Stick to daily routines.**

This makes things predictable and therefore less confusing for the person.

### ~ **Create a safe environment.**

Remove clutter, use locks, create visual and written reminders and prevent falls.

### ~ **Get organised.**

Use smart phone alarms, label cupboards and appliances, have a clean up of clothes and the home.

### ~ **Reduce frustrations.**

Break down tasks, remind the person of past interests and involve the person in activities that reduce boredom and loneliness.

### ~ **Be patient and flexible.**

Allow extra time and reduce distractions.

### ~ **Focus on individual care when possible.**

**Most importantly - remember the person, NOT the disease.**



When communicating with people living with dementia, firstly take a moment to calm yourself. Get the person's full attention by making sure they can see you and preferably make eye contact. Whilst engaging your loved one or friend, minimise noise such as TVs, radios or other loud conversations or sounds.

Don't talk about people with dementia as if they are not there. Show respect and patience. Humour can help to bring you closer together and may relieve the pressure. Trying to laugh together about misunderstandings and mistakes can help.

Living with dementia is very frightening and isolating. Including people in your life who are living in this confusing world can be enriching for both of you, and can have a huge impact on the life of the person you reach out to - however closely they are related to you or if they are an acquaintance.

At The Cottage, I try to focus on the idea that even if the daily experience is forgotten - sometimes within minutes; sometimes not at all - that the 'moment' is enjoyed. Whilst we follow a repetitive plan of activities to provide stability to the structure of the day and most importantly familiarity; we also discover 'hidden talents' within our clients regularly. This is by listening with patience to not only their loved ones, but most essentially to them.

If you may be interested in volunteering at The Cottage or providing donations of magazines/books, puzzles and games or gardening materials or plants - we are always happy to see a warm face and to welcome new friends to our little team down by the water.

**Amy Drewe**  
**Coordinator**  
**The Cottage**  
**8971 9012**



## Lina Teran Family Support

This year has been filled with lots of fun and learning for the South Eastern Community Connect Family Support Team. We have learnt the whole alphabet using Key Word Signing at our Playgroups. We are very proud of the children and their great achievement. We practice every week and there's no shortage of volunteers when it comes to showing off their skills!



We are very proud of the children and their great achievement. We practice every week and there's no shortage of volunteers when it comes to showing off their skills!

In collaboration with The Sydney Children's Hospital ( Tumbatin Clinic), The Benevolent Society, The Deli Women and Children's Centre and Botany Family and Children we have continued throughout the whole year to offer the PEDS (Parents Evaluation of Developmental Status) assessment to all our parents and have booked them in to the clinic that paediatrician Debbie Perkins and her assessment team bring to our centre; this is so you can further discuss your child's health, regardless of whether you have serious concerns or not.

If you would like any of the Playgroup Staff to do an assessment with you or you have more questions regarding this free service that we offer please do not hesitate to contact us.

If you do not have or have lost your blue book, please see our Family Support Team. We would be more than happy to assist you in acquiring one.

In the coming year, thanks to feedback and support from our parents and guardians we will also introduce to our Monday Playgroup a once a month Intergenerational Playgroup. This will create opportunities for social and learning interactions across generations from the very young to our elderly citizens. We hope



it will also benefit and increase the understanding of the ageing process, help children develop new relationships outside of the family and help them learn soft social skills, and in our older citizens it can enhance their awareness and appreciation of cultural heritage and traditions and it could increase emotional support. We are very excited about the implementation of this innovative new program and look forward to new experiences next year!

Lifestyle Jumpstart is a program that we are collaborating with Multicultural Health, Botany Family & Children's Centre, Junction Neighbourhood Centre and The Deli Women & Children's Centre, this entails updating Active Play at Playgroup and Healthy Eating at Playgroup resources for CALD families.

The RSPCA visited our Mothers English Class at The Deli Women and Children's Centre and a great time was had by all, we had a representative come in with two soft toys, a dog called Rusty and a white cat called Snowy, she talked and demonstrated details on what pet ownership entails including vet visits, grooming, exercise, food and picking up after our pets! We hope they can teach us more about pets when they visit our playgroups next year 😊

In the coming year we also be offering a Tour of the Children's Hospital, where parents/ guardians and children can be shown around the hospital in a calming and welcoming way, so that should families need to attend it in the future, there is no anxiety about this new foreign environment. We get to go behind the scenes and see the Fairy garden, Starlight room and even a great morning tea is provided! We recommend all our clients to attend, so keep an eye out for more information.

We will have our Christmas Party on Thursday 3rd of December at MFO. It is open to all of our clients that attend our Family Support services. We will have amazing art and craft activities as well as games such as a Pass the Parcel and a special jolly guest!

This year has been a great learning experience and we hope next year brings new adventure and fun. Enjoy the holidays and be safe! Merry Christmas!



## Mental Health Month



**South Eastern Community Connect in conjunction with Neami, Ability Links and Carers NSW celebrated Mental Health awareness day on 22nd of October 2015 at Eastlakes Shopping Centre**

The theme for this year's mental Health Month celebrations was "Value your Mind" and accordingly we named our celebration, "Beautiful You, Beautiful Me, Beautiful Mind". The purpose of the event was to encourage awareness around the importance of Mental Health in relation to one's overall health and wellbeing and to educate the community about different strategies that people from different cultures can implement within their daily life to keep their mind and body healthy and active.

Over 70 people attended. The program was full of interactive sessions and presentations covering topics such as flower Essences, Reiki, Art Therapy; Visualization

(Meditation), Animal Tai- Chi, Mindfulness Tea Drinking Ceremony and Foods to Stimulate Brain Power. Also we had four special guest speakers who shared their personal journeys with us which were very powerful and informative.

The day closed with a healthy lunch and lively music by Latin-American guitar player where the audience could not resist not getting up and dancing providing a very joyful end to the day.

I would like to acknowledge the support of the Mental Health Association, all partners, sponsors, presenters and volunteers and the wider community for making this event such a success.

If you would like to be involved with this event next year, please call Mila at South Eastern Community Connect on [8338-8506](tel:8338-8506)



# SMOOSH News

## ACTIVITIES DURING AFTER SCHOOL CARE

SMOOSH continues to endeavour to provide active and fun activities during the After school care session. In Term three, children did Tennis, Soccer and Yoga.

This term we have utilized the professional skill set of Shyamla Eswaran to teach dance on Wednesdays from 4-5pm. On Tuesdays we will be doing Oz tag.

## FUNDRAISING AT SMOOSH

In Term three SMOOSH organized a fundraiser for Brain Cancer Council. We were able to raise \$1000 to donate to the brain cancer foundation with all the support from the parents, school and Community. It was a hugely successful event and we hope to continue dedicating time and organise different ways to help many organisations within the community.

## SPRING VACATION CARE

These holidays were very busy with lots of fun excursions and visiting entertainment coming in. The first week had two new excursions. There was Attractivity where children had free play on Dodgem cars, a 4D theatre, laser frenzy and rope climbing.

The other new excursion was Inflatable world which the children loved. They spent a few hours jumping, sliding, racing and having gladiator matches on various large jumping castles. The children definitely would love to go back!

The first week also included favourites such as bike riding, rock climbing and international food day.

Inflatable World, Attractivity and photo booth were the new activities these holidays



Tarongo Zoo, Electronic day and Kiddie Kartz were some of the activities enjoyed by children.





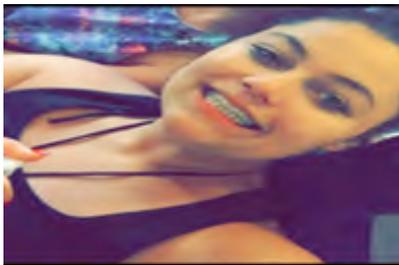
The second week started off with a SMOOSH carnival and Kiddie Kartz. This week also included excursions to the movies, Taronga zoo and the big kitchen. Here they learnt about giving food to those in need and they also made cookies to send out to patients at various hospitals. There was a new incursion where children participated in an amazing race where they had to complete the obstacles in groups before they could move onto the next one. That afternoon children had fun dressing up and using props to take photos in a photo booth. They enjoyed this new experience and were able to take some of their photos home.



We welcomed 4 new staff members this term into the SMOOSH team.

**END OF THE YEAR CHRISTMAS PARTY!!!**

YO HO!!!!



SMOOSH will be organising an end of term Christmas party for families on the 16th of December from 4pm to 6pm. Children will be performing a dance routine that they have learnt in their dance workshop and there will be lots of party games, face painting and other great activities, along with yummy afternoon snacks!!!



**SMOOSH closing & opening Dates**

#Last day of school for 2015 is 16th December. SMOOSH is open from 17th & 18th

December for the two Pupil free days .

#SMOOSH reopens for 2016 on 4th January for Vac Care till Tue 27th Jan (Tuesday 26 closed).

#School reopens on Wednesday 27th January.

#Kindergartens starts school on Tuesday 2nd February.

#All Kindergarten children are able to attend SMOOSH Vacation Care from 4th of January & parents will be covered to receive CCB for their child's attendance.

Emma Brackenbury,  
Kristin Gray,  
Hollie Bathis and  
Zaedul Huq



## Message from Jabeen Sahar

I am Jabeen Sahar, I have been taking the English language lecture every Friday at South Eastern Community Connect for last two years.

It is great support for the mums like me, who have the young kids and they cannot leave them at home or no one at home to look after them when mums go to learn the English language. So it is good for the mums to take their young ones with them as learning centre provides the on campus child care service for the kids while the mums take lectures. I used to take my two Sons (Umer and Ayyan) with me at learning centre.

Lecturers are very helpful and cooperative, explain the lectures in detail, gave the one to one attention. I have improved a lot, after taking the lectures. I have improved my vocabulary and increased my confidence in speaking English.

I really appreciate the English lecturers and staff at South Eastern Community Connect for the help throughout these courses and thankful for the efforts and wonderful opportunity for me to learn the English.

Regards.

Jabeen Sahar

## *Caring for Somebody with Dementia*

A common sense guide to caregiving by Merideth Sindel

Merideth Sindel was born and raised in country New South Wales and now lives in Sydney. When her mother became ill with dementia she took on the role of being her full-time carer.

*Caring for Somebody with Dementia* describes the experiences of life with dementia over three years she cared for her.

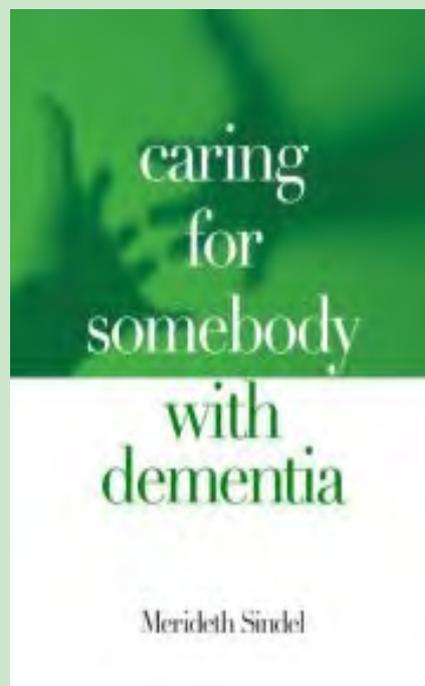
For all that time Dementia sat himself between Merideth and her mother – or at least he tried to. Dementia was a spiteful fellow and had brought with it the more obvious symptoms, delusions, anxiety, depression, and memory loss.

*Caring for Somebody with Dementia* details mechanisms for dealing with symptoms and offers advice on personal care, frailty and the practicalities of caring.

It gives advice on the vital issue of how to maintain communication with somebody with dementia.

*Caring for Somebody with Dementia* is written with compassion and love. As well as offering a wealth of practical information to others living or working with people with dementia the book puts a human face on the illness.

It shows that while dealing with delusions, personal care and the other day-to-day challenges it is possible for the carer to maintain a genuine unity with the person they are looking after and that caring can be a rewarding even inspiring experience.



*Caring for Somebody with Dementia*  
Is available from Connor Court Publishing,  
Ph: 03 5332 6205  
Fx: 03 5503 0960  
PO Box 224W, Ballarat VIC 3350 or

[www.connorcourt.com](http://www.connorcourt.com)



# NSW Government Rebates

<p><b>Who is it for?</b></p>	<p>NSW Low Income Household Rebate</p> <hr/> <p>Account holders who have one of these cards: Pensioner Concession Card</p> <p>Gold Card (marked with War Widow or War Widower Pension or Totally and Permanently Incapacitated or Disability Pension)</p> <p>Health Care Card.</p> <p>This includes long term residents of caravan parks and also residents of retirement villages.</p>
<p><b>How will it help?</b></p>	<p>\$225 a year, credited in quarterly amounts on electricity bills. Eligible residents of retirement villages will receive one, annual payment.</p> <p>This will rise to \$235 in 2014- 2015.</p> <p>Customers eligible for both the Family Energy Rebate and the Low Income Household Rebate can receive a total payment of \$250.</p>
<p><b>How to apply?</b></p>	<p>Contact your energy retailer. You'll need to give your concession card number.</p> <p>If you live in a caravan or mobile home park, ask for a form from your park operator, or either Origin Energy or EnergyAustralia.</p> <p>If you live in a retirement village and receive electricity bills from the village operator, forms are available from:</p> <p><a href="http://www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates">www.resourcesandenergy.nsw.gov.au/energy-consumers/financial-assistance/rebates</a></p>



MobileMuster is a proud sponsor of Planet Ark's National Recycling Week which runs from 9-15 November this year. We are also supporting the Salvations Army's Christmas Appeal this festive season by giving \$2 for every kilo of mobile phones and accessories recycled with us during December and January.

Last year we collected more than 13 tonnes of old mobiles and accessories and gave \$2,802 to the Salvation's Army Christmas Appeal. These funds meant the Salvos could give out 446 Christmas hampers to families in need. The Salvation Army Christmas Appeal helps over 300,000 Australians each year.

This year we aim to increase our collections to 16 tonnes and give \$32,000 to the Salvos. We need your help in encouraging your staff to round up and hand in their old mobiles and accessories for recycling.

## HOW TO GET INVOLVED?

Simply encourage your staff to recycle their old mobiles and accessories as part of National Recycling Week and throughout the Festive season to help raise funds for the Salvation Army's Christmas Appeal.

We can provide you with some great resources to help you promote and collect old mobiles & accessories for recycling during this time. all for free and details available on [our website](#). They include:

- Email template to send to staff and customers encouraging them to recycle their mobiles and accessories with you
- Posters to display around your workplace and collection unit
- Images and social media tiles to use on social media to tell everyone why, what and how to recycle their old mobiles and accessories
- Collection boxes for staff and customers to drop off their old mobiles & accessories in
- We can also draft media releases for you to distribute to local press, radio or TV stations



Plus at the end of the campaign we can send you a recycling certificate showing the total amount of mobiles & accessories collected, funds raised for the Salvation Army's Christmas Appeal and environmental benefits generated.

If you would like to get involved or have any questions please email [mobilemuster@amta.org.au](mailto:mobilemuster@amta.org.au) or call us on [1800 249 113](tel:1800249113) (Option 2) and we can tailor the materials to meet your needs. Thank you for your ongoing participation in the only not-for-profit, government accredited, mobile recycling program in Australia, funded solely by the mobile phone industry.

SECC has joined the MobileMuster and we encourage you to join our pledge to keep old mobiles and DID YOU KNOW?

- Over 93% of the materials used in mobiles are recyclable
- These materials can be used to make everything from plastic fence posts to stainless steel products
- Australians love to hang onto their old mobiles with 57% keeping them even if they don't work
- Mobiles should never be thrown out. They're not biodegradable, and may contain some potentially environmentally hazardous material

- Recycling 50,000 handsets can replace the need to mine 110 tonnes of gold ore, 123 tonnes of silver bearing ore or 11 tonnes of copper sulphide ore.
- All data left on a mobile will be destroyed by MobileMuster during the recycling process so there are no data concerns. Please make sure to remove any data that you or your staff want to keep before recycling

Since the telecommunications industry introduced its recycling service in 1999, MobileMuster has collected 1014 tonnes of mobile waste including over 7.79 million mobile phones and batteries which have been kept out of landfill.

MobileMuster is the Australian mobile phone industry's official product stewardship program funded voluntarily by most handset manufacturers and all network carriers. This free recycling service enables everyone to play their part in keeping old mobiles out of landfill ensuring they are recycled in a safe, secure and ethical way. None of the items collected are re-sold for re-use.

## **SOUTH EASTERN COMMUNITY CONNECT**

**Shop 68, BKK Shopping Centre, Evans Ave, Eastlakes, NSW 2018**



## New Commuter Bus

We are pleased to announce that a new commuter bus arrived in our Centre in August after three months of waiting!



The new commuter bus has 14 seats and is classified as a mini bus. It has all the latest technology including Bluetooth and GPS navigator. This new addition to our fleet will definitely assist the ever changing needs of our service users.

We are getting automatic steps and handles installed on the bus and will have the new South Eastern Community Connect name and logo labelled. We are excited to have it up and running on its errands soon!

Say hi to us next time you see our buses on the road!

**Lili He**  
**Community Transport Coordinator**

## Food Services Update

We are now funded to provide a Meal Preparation service to eligible service users. That means a well-trained worker/volunteer with food handling knowledge and experience would be available to go in to your own kitchen to help with the meal preparation process, be it menu planning, washing, peeling, or cutting the ingredients, cooking the meals, or storing them in the containers for later consumption. They can either perform the whole task for you, or any part of the task that you find challenging due to a health condition.

We are also looking into running nutrition information sessions and group cooking workshops to increase awareness of healthy eating in the coming year.



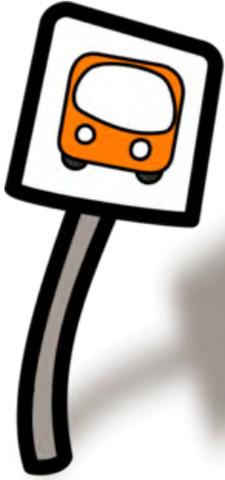
A small fee is charged for the new services.

More information will be available in the New Year and please do not hesitate to contact us for any enquiries.

**Lili He**  
**Food Services Coordinator**



## Transport October 2015



Dear Service Users,

If you are using the transport services provided by South Eastern Community Connect, be it a shopping bus, social outing, Multicultural bus trip, or simply a pick up to your bingo or water exercise class, we would like to you comply

with the following rules for the safety and comfort of you and your fellow passengers:

- Wait for the bus in home, not on the street
- Carry a photo ID with you, such as a driver's licence or photo ID card, to access the clubs
- Prepare the right change for bus fare
- Wear a seat belt at all times during transit
- Wait for the bus to fully stop before getting

out of your seat

- No eating or drinking beverages on bus
- Remove all personal rubbish upon exiting the bus
- Avoid food wastage and do not take food home from buffet as it is deemed as stealing and can result in the Centre being banned from venues.

As the weather heats up, we would also remind you of the need to shower regularly and to wear clothing that breathes so that you don't overheat, carrying a bottle of water should also be considered by all.

We would appreciate it, if you could follow the above rules. Please be reminded again that we have feedback forms and envelopes in all vehicles. All information you provide is private and confidential. Only the program Coordinators and Executive Officer will have access to the completed forms. We welcome feedback of all kinds at all time.

Have a safe ride on the bus.

## No Opal Card, No Cheap Rail Fares

The move to scrap the paper pensioner excursion ticket from next year has angered seniors' advocates who believe it will disadvantage older people on low incomes.

After the January 1 deadline, pensioners and seniors who want to travel at the discounted excursion rate of \$2.50 per day will have to get a Gold Opal card or pay normal prices.

From the end of the year only adult and concession single or return tickets for trains, ferries and light rail, plus singles for buses, can be purchased.

State Transit and private bus services will also be affected by the changes, with pensioner excursion tickets no longer available from retailers or on board.

For further information on getting a Gold Opal Card, Phone [136-725](tel:136725) or [www.opal.com.au](http://www.opal.com.au)



## NSW Seniors Cards

NSW Seniors cards are now only available online [info@service.nsw.gov.au](mailto:info@service.nsw.gov.au) or by phoning 137 788.

No paper application forms accepted.

## Fair Trading

we are all able to apply to the Department of Fair Trading for assistance with problems with the following issues:-

NSW Fair Trading – What they do

- Shopping and consumer guarantees
- Renting, buying, selling a home
- Home building and renovating
- Strata and community living
- Retirement villages
- Co-operative and associations
- Product safety
- Resolving disputes

NSW Fair Trading aims to achieve fairness for everyone in the marketplace by safeguarding your rights, empowering consumers and traders, delivering relevant and timely education campaigns and connecting directly with local communities to raise awareness of fair trading issues.

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

Enquiries 13 32 20

Language assistance 13 14 50

## Xmas closures

South Eastern Community Connect would like to wish you safe traveling and happy holidays to you and your family.

Please note that the office will be closed from midday Thursday 24th December and reopen 9am Monday 4th January 2016

## 2015 Seniors Computer classes- the year in review

SECC has just finished another successful year of beginner computer classes for Seniors.

John Segal, a volunteer, has been running these classes for the last 3 years and John's small class size allows a one-on-one approach and a slower-paced learning environment which is much appreciated by the students.

Many students comment on John's teaching style and his patient and clear manner – the success of the classes are, no doubt, due to this.

The classes are always over-subscribed and we have a waiting list for this purpose. We are usually able to cater for all applicants by the end of the year. Classes will start again at the end of January 2016.

We sincerely thank John for his dedication and his willingness to give up his own time to help the senior students.



## Tips for parents over the Silly Season

Embrace the holidays while keeping routine and structure as much as possible. Have the children involved in preparations and decorating or even making Christmas cards to send – make them feel included and responsible for a task or even helping you shop for Christmas cooking or baking, help make the Christmas pudding or cake, perhaps set the table and depending on their age, they could write a list of things to do or a shopping list. If you don't have a family tradition for the holidays, make one and include the children in the decision making of what it could be (give them a couple of choices that you have already decided upon, these could be what to cook for dinner or how the family is spending their time on Xmas eve or the opening of



*Seasons Greetings*

1 present on Xmas eve). Don't forget to go with their strengths when deciding what they can help with and this will boost their confidence and self-esteem and pride in their accomplishments as well as give everyone a Merry Christmas.

**Bronwynn Jursik**  
Family support worker and Positive Parenting facilitator



## Smoke Alarm Subsidy Scheme – The Deaf Society

Can You Hear Your Smoke Alarm?

It can take less than three minutes for a fire to completely engulf a room and the risk of fatality increases as much as 60 per cent without an effective smoke alarm. Additionally, Fire and Rescue NSW research shows that between 2000 and 2014, 56 per cent of fire fatality incidents had no smoke alarm present, with the vast majority of these fatalities occurring between midnight

and 6:00am. For deaf and hard of hearing people who cannot hear a smoke alarm, specialist alarms that include a strobe light and pillow shaker are available at the cost of \$20.

If you live in NSW and experience severe to profound hearing loss or know someone who does, apply to receive a subsidised alarm by contacting the Deaf Society at [www.deafsocietynsw.org.au](http://www.deafsocietynsw.org.au)

You can also contact us on; Via phone on 8833 3600 Via TTY: 8833 3691

Email: [smokealarms@deafsociety.com](mailto:smokealarms@deafsociety.com)



## Pets of Older Persons



The Pets of Older Persons (POOPs) program assists socially isolated elderly people by offering assistance with their pets in times of crisis. The POOPs Program aims to keep pets and their elderly owners happy, healthy and together in their own homes for as long as possible.

POOPs was established by the Aged Care Assessment Team (ACAT) at St Joseph's Hospital Auburn in 2003 to temporarily care for the pets of elderly people who were admitted to hospital. The RSPCA became involved to provide assistance with veterinary care and emergency boarding.

At present, POOPs assists clients residing in the Sydney Metropolitan Area.



## 2015 – a taxing time!

The tax help service offered to clients has just finished for another year. ATO volunteer, Robert Wood has been providing this free service for many years, with appointments taken from July to October.

Tax is a confusing subject for most of us, but Robert demystifies it by taking his clients calmly and efficiently through the process

POOPs services:

- Temporary foster accommodation and/or emergency boarding of the pet should the owner require hospitalisation.
- Assistance with veterinary treatment at the RSPCA Sydney Hospital when required.
- Assistance with dog grooming if required.
- Home visits when required to assist the elderly with basic pet care.

Who is eligible for POOPs?

POOPs is specifically designed to help elderly people over 65 years of age who do not have any relatives or friends that are able to help care for the pet in time of need.

Palliative care patients of any age who are socially isolated may also access POOPs services.

For more information, [email poops@rspcansw.org.au](mailto:poops@rspcansw.org.au) or phone: 02 9770 7555

explaining each step as he goes. South Eastern Community Connect and its clients are lucky to have someone with Robert's knowledge and expertise.

We say a big thank you to Robert for all his help and his dedication to the task and for all the time that he willingly gives as a volunteer.



## New Definition of Volunteering

Following the release of the new National standards for volunteer involvement in May this year, Volunteering Australia has now released a new definition of volunteering.

The new definition has two sections:

- A succinct, easy to read definition
- A set of explanatory notes that provide clarity on what is considered volunteering and what is outside the definition (but is part of the broader civic participation area)

The new definition is:

***Volunteering is time willingly given for the common good and without financial gain***

The following information summarises the main points from the explanatory notes:

Volunteering is part of the wider concept of civic participation. The term “volunteering” covers a wide diversity of activities in Australian society. It includes formal volunteering that takes place within

organisations in a structured way and informal volunteering acts that take place outside the context of a formal organisation. Entities also donate employee time and this is included within the definition of volunteering.

Volunteering should not be exploitative, or be used to replace paid employment.

### Without financial gain:

- ✓ Volunteers can receive reimbursement of out of pocket expenses
- ✓ Can be rewarded and recognised as part of good practice. While this process may introduce an element of financial or material benefit to the volunteer, it does not exclude the activity from being considered volunteering.
- ✓ Volunteers may receive an honorarium, stipend or similar payment as recognition of voluntary services or professional services voluntarily rendered, in accordance with the ATO rulings.

### For the common good:

- ✓ This definition aligns with the United Nations view that volunteering “should be for the common good. It should directly or indirectly benefit people outside the family or household or else benefit a cause, even though the person volunteering normally benefits as well”.



✓ Volunteering is often considered as contributing to community well-being and includes, but is not limited to, the following areas:

- Animal related/animal welfare
- Arts/heritage/culture
- Business/professional/union
- Education and training
- Emergency services
- Environment
- Faith-based
- Health
- International aid/development
- Law/justice/political
- Parenting, children and youth
- Sport and physical recreation
- Welfare/community

- ✓ Activism can be considered volunteering- this is aligned to the UN position on volunteering.
- ✓ Volunteers cannot be exploited for profit
- ✓ Volunteering can include the concept of reciprocity such as participating in groups where a reciprocal exchange of help/services is undertaken for the benefit of others as well as the volunteer.

Concepts outside the definition:

These areas do not meet each of the core requirements of volunteering (“without financial gain”, “willingly given” and “for the common good”):

- ❖ Direct family responsibilities
- ❖ Highly structured programs, with fixed requirements that provide options of volunteering type activities but with limited choice and/or varying types of in-built financial or reward outcomes. For example:
  - Compulsory educational service learning (where students are required to volunteer as part of a course)
  - Mandated court orders
  - Internships
  - Formal work experience
  - Mandatory government programs
  - Limited choice labour market government programs
- ❖ Volunteering requires a donation of time – other types of donating such as giving money or materials and donating blood are not considered volunteering.

**Sue Ohanian**  
**Volunteer Coordinator**



## Seniors Social Group Program February 2016 - June 2016



**Thursday February 18th**

Guest Speaker: NSW Fair Trading- Be Scam Aware



**Thursday March 31st**

Guest Speaker: NSW Cancer Council- Cancer Research and You

**FIGHT ALZHEIMER'S  
SAVE AUSTRALIA**

**Thursday April 14th**

Guest Speaker: Alzheimers Australia



**Thursday May 12th**

Guest Speaker: National Hearing



**Thursday June 9th**

Guest Speaker: Beyond Blue

**For further details please contact Irene at the  
South Eastern Community Connect on 8338 8506.**



# South Eastern Community Connect Service User Rights

## Service Users Rights

- Every Service User has the right to receive a service that encourages and fosters their independence.
- Every Service User and/or (with the Service User's permission) their carer, has access to all information about themselves held by SECC.
- In cases where a Service User has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- Service Users and/or (with the Service User's permission) their carers, will be involved in decisions about their assessment and care plan. They will be made aware of all the options available, and any fees to be charged.
- Service Users will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Service Users, is responsive to the social, cultural and physical needs of the Service Users and the needs of the carer.
- Service Users' access to services will be decided only on the basis of need and the capacity of SECC to meet that need.
- Service Users have the right to refuse a service and refusal will not prejudice their future access to services.
- Service Users have a right to complain about the services they are receiving without fear of retribution.
- Complaints by Service Users will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent his/her interests.
- Service Users' views will be taken into account in the planning and evaluation for SECC.
- Service Users can nominate an Advocate to speak on their behalf.
- Service Users' rights to privacy and confidentiality will be respected.

## Service Users Responsibilities

- Service Users should act in a way which respects the rights of other Service Users and Team Members.
- Service Users need to take responsibility for the results of any decisions they make including the choice not to make a decision.
- A Service User should let the agency know if he/she is not going to be at home when Team Members are due to visit.
- Service User should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.
- Service Users are to play their part in helping our Team Members to provide them with services.
- Service Users should inform SECC of any significant change in their circumstances.
- All effort will be made to ensure that a Service User, family member or Carer does understand their Rights and Responsibilities. Where needed contracts will be developed to ensure a clear understanding. If a Service User continually refuses to abide by their responsibilities they may be exited from SECC services.

## SECC Responsibilities

- Provide clients with information about SECC services and a copy of the Rights and Responsibilities following the assessment
- Deliver efficient and effective services that meet client needs, according to available resources at SECC.
- Discuss privacy and confidentiality issues with clients and possible limits to confidentiality e.g. duty of care, data collection
- Allow clients to have access to any of their personal information held by SECC.
- Assess client needs and have reassessment when the client's needs change.
- Provide an advocate or assist any advocate of a client's choice to act on behalf of a client.
- Assist client in making complaints about SECC.



# Charter of Rights Home Care

*Aged Care Act 1997,*

*Schedule 2 User Rights Principles Rights*

*As a care recipient I have the following rights:*

## 1 GENERAL

- a) to be treated and accepted as an individual, and to have my individual preferences respected
- b) to be treated with dignity, with my privacy respected
- c) to receive care that is respectful of me, my family and home
- d) to receive care without being obliged to feel grateful to those providing my care
- e) to full and effective use of all my human, legal and consumer rights, including the right to freedom of speech regarding my care
- f) to be treated without exploitation, abuse, discrimination, harassment or neglect

## 2 PARTICIPATION

- a) to be involved in identifying the home care most appropriate for my needs
- b) to choose the care and services that best meet my assessed needs, from the home care able to be provided and within the limits of the resources available
- c) to participate in making decisions that affect me
- d) to have my representative participate in decisions relating to my care if I do not have capacity

## 3 CARE AND SERVICES

- a) to receive reliable, coordinated, safe, quality care and services which are appropriate to my assessed needs
- b) to be given before, or within 14 days after I

commence receiving care, a written plan of the care and services that I expect to receive

- c) to receive care and services as described in the plan that take account of my lifestyle, other care arrangements and cultural, linguistic and religious preferences
- d) to ongoing review of the care and services I receive (both periodic and in response to changes in my personal circumstances), and modification of the care and services as required

## 4 PERSONAL INFORMATION

- a) to privacy and confidentiality of my personal information
- b) to access my personal information

## 5 COMMUNICATION

- a) to be helped to understand any information I am given
- b) to be given a copy of the Charter of Rights and Responsibilities for Home Care
- c) to be offered a written agreement that includes all agreed matters
- d) to choose a person to speak on my behalf for any purpose

## 6 COMMENTS AND COMPLAINTS

- a) to be given information on how to make comments and complaints about the care and services I receive
- b) to complain about the care and services I receive, without fear of losing the care or being disadvantaged in any other way
- c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern



## 7 FEES

- a) to have my fees determined in a way that is transparent, accessible and fair
- b) to receive invoices that are clear and in a format that is understandable
- c) to have my fees reviewed periodically and on request when there are changes to my financial circumstances
- d) not to be denied care and services because of my inability to pay a fee for reasons beyond my control

## Responsibilities

*As a care recipient I have the following responsibilities:*

### 1 GENERAL

- a) to respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- b) to treat care workers without exploitation, abuse, discrimination or harassment

### 2 CARE AND SERVICES

- a) to abide by the terms of the written agreement
- b) to acknowledge that my needs may change and

to negotiate modifications of care and service when my care needs do change

- c) to accept responsibility for my own actions and choices even though some actions and choices may involve an element of risk

### 3 COMMUNICATION

- a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- b) to tell the approved provider and their staff about any problems with the care and services

### 4 ACCESS

- a) to allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- b) to provide reasonable notice if I do not require a service

### 5 FEE

- a) to pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- b) to provide enough information for the approved provider to determine an appropriate level of fee