

Computer Pals for Seniors Epping Inc

Newsletter– February 2020

Open Windows @ Epping



Visit our Website www.cpepping.net.au

Club email: cps.epping@gmail.com

P.O. Box 1558 MACQUARIE CENTRE N.S.W.2113

Welcome back for Term 1



Club News

After being offered another grant of \$2500 from Be Connected, there has been much needed new equipment purchased over the break for the club.

I would like to take this opportunity to thank all the volunteers for their help through the year.

A tidy up in the storeroom, computer room and tea room cupboard went well, thank you to all the members that came along to help.

The center has also had the carpets professionally cleaned.

Helen Gardner is well, and back as our club welfare officer, so thank you

Barb Ramsay for helping out while Helen got back on her feet.

CONTACT LIST

Elected Management Committee

Dahle Mallyon
Maureen McDonald
Brenda Horne
Joan Tumminello
Dianne Lucas
Barbara Ramsay
Gloria Evans

President
Vice President
Secretary
Treasurer
Newsletter

Standing Committee

Colin Maskill
Barry McLeod.
Arnold Burling

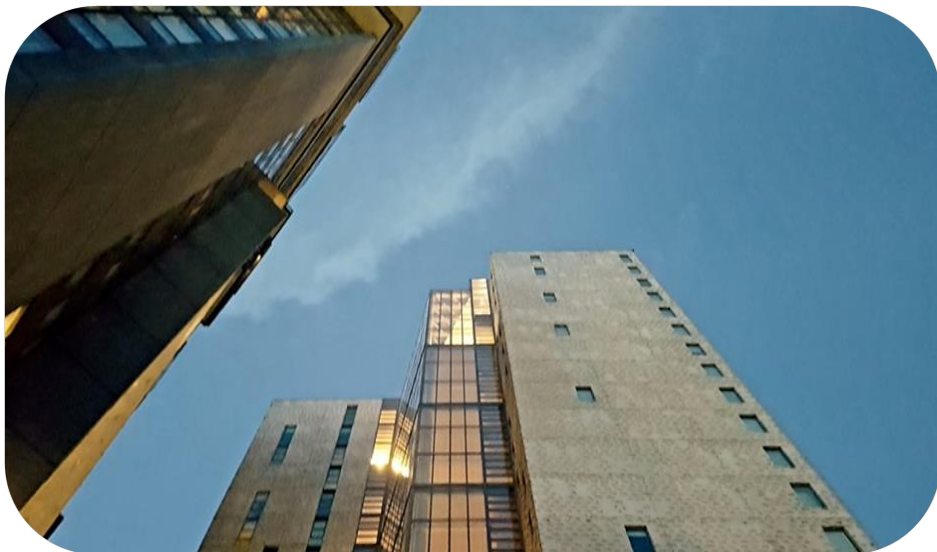
Webmaster
Supplies
Equipment

Special Interest Groups

Creative Writing	Joan Craymer
Digital Photography	Patricia Beal
Contact for Welfare	Helen Gardner

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Digital Photo of the Month

Topic : "Manmade" The image by Pamela Knights

Titled "Skyscrapers Southbank" in Melbourne

Creative Writing

“Nobody Cares!” Unexpectedly this topic which could well have turned into a series of emotional rants of frustration, became mainly a platform to express satisfaction about the generosity of people in difficult times. So here are two different points of view for our members to think about.

“We have all been truly wakened up that on big issues EVERYBODY cares. It has been very gratifying to see just how much everybody cares when the country is burning; from international sports stars who have donated prize money - to local efforts where time and labour count just as much. There will be pictures and stories told and published for some time to come. Yes the love and care, from a lady removing her blouse to rescue a burnt koala - to the round the clock attendance of the fire commissioner Shane. These were just two examples of the over and above the call of duty of people who cared. And tonight the musicians of the classical world come together for their contribution of a memorable night of music - more than two top orchestras, choirs, soloists; beginning with a Peter Sculthorpe piece for didgeridoo and ending with a part of a Beethoven major work.” *Catherine Bartho*

“I have come to believe the problem of “nobody cares” is all in the training of people who are tasked with dealing with members of the public for enquiries, help or the resolution of problems. It has become so bad that we are now used to the fact that it takes many hours on the telephone before there can be any expectation of being addressed in the English language, in a way that allows for meaningful conversation beyond the reading of a script on the computer screen. These ploys seem to be designed to “handle” the customer and get him/her off the line as quickly as possible. From our now vast experience, we have discovered that, if the customer persists and asks for a more detailed explanation it is quite acceptable for the customer service person to just hang up in their ear.

Face to face encounters can be equally soul-destroying. In the case of banks and government departments like Service NSW and others, you must first accept the person who stops you inside the doorway and asks “*What do you want today?*” We find this “fashion” intimidating and a huge breach of privacy with a queue of already accosted customers standing around waiting for actual service and able to listen to every word that you say. This is nothing but a ploy to make it look like they care - but they don’t – they really just want to give the impression they do!” Joan Craymer

The next meeting will be on **Monday 2nd March** in the Foyer Room at 10.00am.

We would be happy to welcome YOU - when the topic will be; **“Finding a way”**.

Dates to Note in 2020.....add to your Diary now

Term 1	Start Monday 3rd February	Finish Friday 3rd April	9 Weeks
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Come along -these Interest Groups are open to all members

Foyer Room

Creative Writers Interest Group

Monday March 2nd at 10-00am

Topic: Finding a Way

All welcome bring a story or come along and just listen.

Contact Joan Craymer

Training Room

Digital Photography Interest Group

Monday March 2nd at 1-30pm

Topic: Clouds

Bring your photos on a flash drive

Contact Patricia Beal

Next Meeting—Wednesday, 18th March 2020 at 10am

Guest Speaker: Lynton Bradford

“Are You Paying Too Much For Your NBN or Mobile Service”

Our Club Welfare

Helen Gardner is our Club Welfare Officer
Please let her know of any member who would welcome come a card or friendly phone call.



Precis of Committee Meeting 6th February 2020

Systems and Equipment:	Computers all OK updated during term break.
General Meeting:	March Speaker arranged
Training:	Approx 60 members enrolled
Website:	Website being updated by Col
Supplies/ Replacements:	All up to date
Membership:	Maureen reported currently 128

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This Month’s Newsletter Compiled and printed by Dianne Lucas & Dahle Mallyon

