



SNIPPETS

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Seniors Enquiry Line

Linking Seniors with
Community Information

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Quote of the Month:

Life is 10% what happens to you
and 90% how you react to it.

George R Swindoll

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Seniors Enquiry Line is an information and referral service for Queensland seniors, proudly sponsored by the Queensland Government and operated by UnitingCare Community.

Seniors and Pets

There are proven benefits to seniors owning a pet. They can improve health and be great companions, to the point of being seen as family members for some. Yet having a pet can also become an ordeal if you have an emergency where you need to leave the home for an extended time such as going to hospital, or even going into an aged care facility. There have been reports where people have refused medical assistance for fear of leaving their pets alone. There are things you can do to stop this being a stressful time and ensure that both the owner and the pet are well looked after.

No.1: Plan in advance. Do you have a family member or friend who can come and check on the pets daily, feed and clean them or take them for a walk? Do they have access to the house?

No.2: How will people know to get in contact with them? It may not always be possible for you to have access to your phone or even speak. So it may be best for you to let others know who your pet helper is and how to contact them. Write their details down and place it in your wallet or purse next to your medical details such as Medicare card, so that it can be found easily.

No.3: If you haven't planned and are able, tell the ambulance officers that you have a pet so that they may be able to make arrangements with others such as family, friends or neighbours. The RSPCA or other animal volunteer agencies may be able to assist in the caring for your pets for the short term. There are also aged care facilities that are happy for residents to bring a pet.

Always my son.

Jokester, helper, best mate... you've always been there for your son and with the support of Blue Care, your relationship doesn't have to change. With expert advice and over 60 years' experience, we're here to ensure you and your family can continue living life your way.

Call 1300 BLUECARE or visit bluecare.org.au/always

BlueCare
Live life your way.

The Power of Music



Scientific research suggests that music can have genuine benefits for people who have been diagnosed with dementia. The music and memory program is used in numerous aged care facilities throughout Australia in conjunction with Arts Health Institute. Personalised playlists that have significance to the individual are developed with the help

of family and friends and played to the individual.

Research has shown that music stimulates parts of the brain that are not affected by dementia. Results of alertness, improved moods and increased communication consistently occur. It can bring back not only the memory of the song, but also associated memories, deepening relationships and socialisation between participants, family and staff. It is important to remember that it is a highly developed program that requires training and that whilst the majority of people receive a benefit, for others it may have a negative impact.

For more information please contact the Arts Health Institute on **02 8354 1953** or email them at: ahi@artshealthinstitute.org.au or call **Seniors Enquiry Line** on **1300 135 500** and we will be happy to assist you in making contact.

The Month of July

- 1829 The typewriter is invented.
- 1908 For the first time in the modern Olympics, women compete.
- 1921 Edith Cowan became the first woman to be elected to an Australian Parliament.
- 1922 Johnny Weissmuller is the first to swim the 100 meters freestyle in under 1 minute.
- 1930 The first FIFA World Cup begins in Uruguay.
- 1940 Bugs Bunny's first appearance in "A Wild Hare".
- 1955 Disneyland opens.
- 1969 Man sets foot on the Moon.
- 1976 Nadia Comaneci scores the first perfect 10 in Olympic gymnastics.
- 1979 SkyLab I, re-entered the earth's atmosphere off the West Australian coast.
- 2005 Death Valley, California records a record high temperature of 53.9C

What's On

- 1 July** Outback Fringe Festival, Eromanga
- 1 July** Scenic Rim Winter Harvest Festival, Aratula
- 1-2 Jul** Open Cockpit Weekend 2017, Caloundra
- 4-6 Jul** 2017 Birdsville Big Red Bash, Bedourie
- 7-9 Jul** Le Festival - Brisbane French Festival 2017, South Brisbane
- 8 Jul** Tiaro Field Day, Tiaro
- 8-9 Jul** Abbey Medieval Festival 2017, Caboolture
- 8-9 Jul** Brisbane BBQ Festival 2017, Bowen Hills
- 20 Jul** Wills and Estate Planning, Deception Bay
- 25 Jul** Aged Care and the Pension Explained, Burleigh Waters
- 27-28 Jul** Isis Central Sugar Mill and Cane Fire Tour 2017, Redridge
- 29 Jul** Suitcase Rummage at Jumpers & Jazz Festival, Warwick
- 29-30 Jul** Caloundra Quilt Show, Caloundra
- 30 Jul** AFCM Concert at Queens Park, Townsville

Buying a Hearing Aid

When you think that the time has come for you to have a hearing check, people would generally assume that going to a hearing centre is a step in the right direction, and generally this is true.

However, did you know that nearly one third of all hearing centres in Australia are owned by hearing aid manufacturers? Did you know that there is no requirement in Australia to be qualified to sell or fit a hearing aid? When some professionals are hired, they can receive commissions or may only be able to sell one brand of product and do not need to tell you about it. Many people have paid for excessively priced hearing aids that have not been required, with reports of up to \$14,000. But there are steps you can take. Ask if they have a degree. Qualified Audiologists need to complete a Master of Clinical Audiology. Ask if they are members of Audiology Australia, the professional peak body in Australia in which members must adhere to a strict code of conduct and membership eligibility requirements, including on-going professional development. All members must disclose any vested or conflicts of interest if asked. They have a wealth of information on their website at www.audiology.asn.au including a register of members and the areas they work in. Or call **03 9877 0645** for further information.

IF IT'S NOT RIGHT, USE YOUR RIGHTS >>>
Repair Replace Refund



Consumer Guarantees

When you buy products and services you are provided with some guarantees under the Australian Consumer Law. Since January 2011, this law has meant that you have the consumer guarantees on most products you buy. You are guaranteed that goods:

- Are of acceptable quality
- Match the descriptions on packaging/labels and advertising
- Are fit for their purpose
- Come with full title and ownership
- Don't have any money owing
- Come with the right for you to own and use them
- Have spare parts and repairs available for a reasonable time after purchase
- Meet any extra promises that businesses make about their quality, condition and performance

If the products you purchase don't meet these guarantees, you have the right to have the problem fixed by the business. This is called 'a remedy' and the business may offer to repair, replace or refund the money for the item. If the issue with the product is minor, the business may have the right to only offer to repair the item. However if the issue is a major failure, you have the right to choose whether you want it repaired, replaced or your money refunded.

There are always a few exceptions!

These consumer rights will only be different in certain circumstances, however in some situations they may not apply at all. For example, consumer guarantees may differ for goods and services bought before 2011. Alternatively, if you purchased something from a fete or a garage sale, then unfortunately these consumer guarantees will likely not apply. If you would like more information about consumer guarantees, visit the Office of Fair Trading Queensland website: www.qld.gov.au.

There's always help!

If you are an internet user, the Australian Competition and Consumer Commission also has a great page that can give you a general idea about whether any goods or services you paid for is covered by the consumer guarantees.

You can find it here: <https://www.accc.gov.au/consumers/complaints-problems/resolve-a-problem>

If you are not an internet user, you may prefer a booklet. You can call the Seniors Enquiry Line and we can post out a great booklet about consumer guarantees and your rights, produced by the Office of Fair Trading. Call: **1300 135 500**.

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