



SNIPPETS

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Seniors Enquiry Line

Linking Seniors with
Community Information

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Quote of the Month:

Reality is something you rise
above.

~ Liza Minnelli

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

U3A

U3A (University of the Third Age) promotes healthy ageing by sharing educational, creative and leisure activities. U3A is a worldwide provider of adult education programs for seniors. The courses encompass subjects such as: computing, languages, travel, the arts, history, physical fitness activities and many more. There are currently 33 U3A groups in Queensland, with around 21,000 members.



U3A does not require any qualifications for membership and there are no exams; it's learning for the joy of learning. Courses can be accessed through your local U3A group or courses are available online. U3A courses are available at little or no cost, however a small yearly membership fee is payable. To find your local U3A group and see what courses are available, visit <http://www.u3aqld.org.au/find> or phone Seniors Enquiry Line on **1300 135 500** for assistance to find your nearest group.

Energy and Water Saving Tips

Energy and water affordability is a challenge for everyone, but particularly for those on lower incomes. Reducing the amount of money spent on energy and water can help to take the pressure off the budget and free up money for other things.

The Queensland Council of Social Service has developed some factsheets with tips about how to save money on water and energy costs. If you would like copies of these factsheets, they can be downloaded from: <https://www.qcoss.org.au/water-factsheets> and <https://www.qcoss.org.au/energy-factsheets> or phone Seniors Enquiry Line on **1300 135 500** to have the factsheets posted out.

Door-to-Door Traders

Door-to-door traders often come around offering to sell goods or services. Buying from a door-to-door trader may be convenient but you can often feel pressured into buying goods or services that you don't need or want. Some door-to-door traders use unscrupulous practices to pressure people into buying their products or services and some have no intention of ever providing you with the goods or service after you pay for it.

If you do buy goods or services from an unsolicited door-to-door trader and change your mind, you have a 10 business day cooling-off period during which you can cancel any contract you have signed, without penalty.

If you do not wish for door-to-door traders to visit your house, you can display a "Do Not Knock" sticker at your front gate or front door. If you would like a "Do Not Knock" sticker posted out to you, you can order one from the [Fair Trading website](#) or by phoning Seniors Enquiry Line on **1300 135 500**.

For further information about your rights relating to door-to-door trading or to make a complaint about a trader, contact Fair Trading on **13 74 68**.

No Interest Loans

The No Interest Loan Scheme (NILS) provides access to safe, fair and affordable credit to individuals and families on low incomes. NILS loans may be for amounts between \$300 and \$1200 for essential goods or services such as: household items like whitegoods or furniture, education items (computers, text books), some medical or dental services, or other essential items. The repayments are set at an affordable amount over 12-18 months.

To be eligible for a NILS loan, you must have a Health Care Card/Pension Card or be on a low income (less than \$45,000 a year after tax), have lived at your current address for more than 3 months and show a willingness and capacity to repay the loan. To find your nearest NILS provider, visit <http://nils.com.au/find> or phone **13 64 57**.



Free Fire and Safety Check

The Queensland Fire and Emergency Services has a free Safehome program available to all Queensland residents who are concerned with improving safety in their home. If you request a Safehome check, firefighters will visit to help you to identify potential fire and safety hazards in and around your home. You can book a Safehome visit online at <https://www.qld.gov.au/emergency/safety/safehome-booking.html> or by phoning **13 74 68**.



What's On

Celebrating Resilience Creative Workshop for Women - Wynnum

24 November | 9am-4pm

Explore your creative genius through story, movement, song, poetry or art.

Venue: Wynnum Library, 44-46 Charlotte Street

Phone: 0400 000 968

Bundaberg Woodworkers Guild Wood and Craft Expo

19-20 November

Experience a wide range of mixed craft including: folk art, knitting, embroidery, jewellery, intarsia, and various other arts and crafts. Admission cost is \$4.

Venue: Bundaberg Recreational Precinct, University Drive, Branyan

Phone: 0488 541 770

Web: <http://bundabergregionevents.com.au/events/wood-and-craft-expo-2016>

Senior's Concert and Morning Tea - Brisbane

16 November | 10am-12pm

Enjoy choral and string performances from leading school ensembles, along with morning tea at Parliament House. Tickets cost \$14. Contact your local Member of Parliament's electorate office to purchase a ticket.

Venue: Parliament House, Brisbane

Other events on Seniors Enquiry Line's 'Events' page include: Assets Test Changes Seminars, Mary River Festival, End of the Line Festival, Sherwood Community Festival and many more.