



# SNIPPETS

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Seniors Enquiry Line

Linking Seniors with  
Community Information

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### Quote of the Month:

"Courage is Grace under  
Pressure."

Ernest Hemingway

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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.

## Did You Know?

Most Cling Wraps and Al-foils have tabs at the end of the boxes to push in so the roll does not come out accidentally.

## Electricity Rebate

The Queensland Government is urging all eligible people to use their electricity rebate so that they can start saving on electricity costs. This rebate is worth approximately \$340 per year and is available to people who hold a Seniors card, Health Care card, Pensioner Concession card or a Department of Veterans Affairs (Gold card). Treasurer and Acting Minister for Energy, Curtis Pitt, stated that less than ten percent of eligible people are claiming the rebate. For more information on how to access the rebate, call the **Seniors Enquiry Line** on **1300 135 500**.

## THE CHALLENGE OF INDEPENDENCE



Recently, an elderly couple passed away in their home without anyone knowing for several weeks, with family and friends stating that they were fiercely independent. For many seniors, being independent is at the core of their lives - they have grown up in an era where people looked after themselves with minimal support. However as much as we don't like to admit it, with age, the ability to be fully independent can wane. Family may have moved away, loved ones may have passed and the person's connectedness with community can easily become less involved. So the challenge is how to balance the person's right to live their life in their own way, whilst still ensuring their safety and the peace of mind of others. There are several things that can be done. Speak with your family if there are any concerns for either you or them. Keep active within the community so you do not become socially isolated. This is not to say you need to be doing things every day, but just stay connected in person or via phone. Befriend your neighbours. Don't be afraid to ask for help and use services that are available and may be able to assist. There are numerous forms of alerts available that will let others know if you are in need of help. There are services that can call you daily or weekly to have a chat. These simple things can retain and enhance your independence, increase your safety and thereby give others peace of mind knowing that you are safe and looking after yourself. For more information on any of these services, please call the **Seniors Enquiry Line** on **1300 135 500**.

## Your Consumer Rights

Have you ever tried to return a faulty item only to be told by the retailer that you need to contact the manufacturer? Consumer law in Australia states that this is not true. The retailer can't refuse to help you by sending you to the manufacturer or importer. This is what you can do:

- 1) Contact the business and explain the problem clearly and state how you want them to fix it
- 2) If they refuse, ask for the manager or write a complaint letter
- 3) If they still refuse or do not make communication easy and timely, call the Office of Fair Trading on 13 74 68

For a free brochure on your rights in regards to repairs, refunds and replacements, call the **Seniors Enquiry Line on 1300 135 500.**

## September through History

- 1776** The United States of America is officially named
- 1846** The sewing machine is patented
- 1869** The rickshaw is invented by an American Baptist minister in Yokohama
- 1890** Colonel Sanders (Founder of Kentucky Fried Chicken) is born
- 1892** Queensland ambulance services commence, the first such service in the world
- 1901** The Australian flag is flown for the first time
- 1925** Blues Musician, B.B. King is born
- 1936** The last known Tasmanian Tiger dies
- 1955** Actor James Dean is killed in a road accident
- 1956** The toy Play-Doh is first introduced
- 1956** Australia's first television broadcast is made
- 1969** The first ATM (automatic teller machine) is installed
- 1985** France admits to bombing the Greenpeace ship, 'Rainbow Warrior', in Auckland Harbour
- 1993** The X-Files airs its first episode
- 1997** Mother Teresa dies
- 1998** Google is founded
- 2001** 911 attacks occurred in the US
- 2006** Steve Irwin is killed by a stingray

## STAGES OF GRIEF

At some point in our lives, most of us have known someone who has lost a loved one. We want to make sure that we are there for them in their time of need. Whilst there is no perfect way to go about this, understanding the grieving process may offer some help. These stages of grief are recognised throughout the world. It is not uncommon for people to skip stages or go back to some at different points. There is also no standard timeframe for each of these steps.

The first stage is **DENIAL**, where the person does not believe the situation to be true.

The second stage is **ANGER**, where the person accepts it has occurred but is now frustrated, especially to those immediately around them. "Why me?", "It's not fair", "How could he leave me?"

The third stage is **BARGAINING**. This involves the person trying to make compromises or negotiations to have the deceased person return. "I'd give anything to have him back", "I will be a better person if you return him".

The fourth stage is **DEPRESSION**. The person will often refuse visitors, remain silent. "I miss him, why go on?"

The fifth stage is **ACCEPTANCE**. The person recognises what has happened, has accepted it and can start preparing for the future. "It's going to be okay".

## What's On

- 3 Sep:** Father's Day, **Australia**
- Up until 3 Sep:** Cairns Festival 2017, **Cairns**
- Up until 3 Sep:** Multicultural Week and Festival Day, **Kin Kora**
- Up until 6 Sep:** Sea Link Magnetic Island Race Week, **Magnetic Island**
- 2 Sep:** Landscaping With Herbs , **West End**
- 8 - 10 Sep:** Redfest, **Cleveland**
- 9 Sep:** Over 50s Travel Expo, **Brisbane City**
- 9 Sep:** Peace Day Picnic, **Georgetown**
- 9 Sep:** Jetty Fiesta, **Redcliffe**
- 10 Sep:** Rotary Gourmet in Gundy, **Goondiwindi**
- 8 - 17 Sep:** Swell Sculpture Festival, **Currumbin Valley**
- 15 - 24 Sep:** Carnival of Flowers, **Toowoomba**
- 16 Sep:** Biloela Auto fest, **Biloela**
- 27 Sep:** Australia's Banned Books, **North Lakes**