



# SNIPPETS

April 2014 Edition 148

**Seniors Enquiry Line**  
*Linking Seniors with  
Community Information*

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### Joke for the Month

I grew up with six brothers. That's how I learned to dance - waiting for the bathroom.

~ Bob Hope

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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.

## New Australia Post Concessions

While postal charges increased from 31 March, with the basic postage rate increasing from 60 to 70 cents, Australia Post has announced a concession rate of 60 cents for eligible customers who sign up for the MyPost Concession Account at their local Australia Post outlet.

To be eligible, customers need to hold one of the following: Pensioner Concession Card, Health Care Card, Commonwealth Seniors Health Care Card, Department of Veteran's Affairs Card, Veteran's Repatriation Health Card.

You need to complete and print out an application form and take it to your post office, along with your concession card. Within 14 days, you will be mailed a free booklet of 5 stamps and your MyPost concession card. Your MyPost card will then give you the option to purchase a maximum of 50 concession stamps per year, for the next 3 years.

The application form is available at [www.auspost.com.au/mypost](http://www.auspost.com.au/mypost) or phone Seniors Enquiry Line on 1300 135 500.

There are also concession rates for other qualifying Australia Post services. See your Post Office for more details or call 13 13 18.

## New Car/Bicycle Laws

In a two-year trial to encourage better sharing of the road between motorists and cyclists, motorists will need to give a minimum of one metre when passing cyclists, and a minimum of a metre-and-a-half where the speed limit is over 60kph.

The new rules, starting on April 7, will allow motorists to cross centre lines and painted traffic islands to pass cyclists when safe to do so.

At the same time, fines for cyclists doing the wrong thing will be increased to the same level as those for motorists. For example, the fine for entering a level crossing with a train approaching will increase from \$110 to \$330, the same as for motorists.



## What's On

### Lifeline Bookfest - Broadbeach

April 11th – 13th

8:30am – 5:00pm

Huge numbers of books of all genres. Proceeds to Lifeline's Crisis Support Line and other support services.

**Venue:** Gold Coast Convention & Entertainment Centre, 2684 – 2690 Gold Coast Highway, Broadbeach

**Phone:** 07 5579 6000

**Web:** [www.lifelinebookfest.com](http://www.lifelinebookfest.com)

### Logan Finance Fair

30th April 11 am - 7.00 pm

Obtain information and help in day to day financial decision making.

**Venue:** 9 Jacaranda St, Logan Central

**Phone:** 07 3884 9135

### Dementia Info Course for Family Carers – Cairns

16th April

9:30am – 2:30pm

Learn practical strategies and obtain information about caring for a dementia sufferer. Free, bookings essential.

**Venue:** TBA – Phone for more information

**Phone:** 1800 100 500

**Other events on Seniors Enquiry Line's 'Events' pages include:** *Hervey Bay Vision Assessment & Management Service, Red Cross Wills Days – Redland Bay, Pirates to Pinafore – Noosa & Tweed Heads, Writing & Photography Workshop – Townsville, Living with Memory Loss – Brisbane, Save Your Sight – Buddina*

## Energy & Water Ombudsman

The Energy and Water Ombudsman Queensland (EWOQ) is a free, fair and independent dispute resolution service if you are unable to resolve a complaint with your electricity, gas or water supplier.

If you have a problem with your energy or water supplier, you need to try to resolve the problem with them first, and give them a reasonable opportunity to resolve your complaint before contacting EWOQ.



EWOQ's service is for residential and small business energy customers across Queensland, and water customers in SE Qld.

For more information, phone 1800 662 837 or go to [www.ewoq.com.au](http://www.ewoq.com.au). If you call from a mobile, let them know and they will call you back.

## Money musts before you die

The Australian government website, MoneySmart, has excellent information on what to do to avoid leaving behind a financial mess.



If something were to happen to you, would your loved ones be taken care of? Does your family know what assets and insurance policies you have, or how to access your superannuation or life insurance?

Some of the steps to protect your family include: sort out your assets and bank accounts, check your life insurance, update the beneficiaries on your super and life insurance, involve your partner, write or update your will, and keep your important documents safe.

For details of these steps, and for a list of key documents to keep, go to [www.moneysmart.gov.au](http://www.moneysmart.gov.au), click on 'Life events and you' in the top menu, then scroll down to 'Money musts before you die'. If you don't have access to the internet, phone Seniors Enquiry Line on 1300 135 500 for details.

## Dementia

Does someone you know or care for have dementia? Or perhaps you are concerned that they – or you – might have dementia? Or do you want to know what you can do to keep your brain healthy?

There is a lot of information available both on the web and via the phone:

- The website [www.yourbrainmatters.org.au](http://www.yourbrainmatters.org.au) shows the close links between what's good for your physical health and what's good for your brain.
- Alzheimer's Association Queensland Helpline can help with information, support groups, counselling, respite and more. Phone 1800 639 331, 24 hours. [www.alzheimeronline.org](http://www.alzheimeronline.org)
- National Dementia Helpline (Alzheimer's Australia) provides information, referrals and support groups. They also have many information sessions throughout Queensland - phone 1800 100 500 for details. [www.fightdementia.org.au](http://www.fightdementia.org.au)
- Dementia Behaviour Management Advisory Service, phone 1800 699 799. This 24 hour support line can help if you are caring for a person whose behaviours are causing concern.
- Seniors Enquiry Line has information and booklets which can be posted to you: phone 1300 135 500.