



SNIPPETS

December 2015 Edition 167

Seniors Enquiry Line

Linking Seniors with
Community Information

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Joke for the Month

Life's Three Stages

Stage One: You believe in Father Christmas.

Stage Two: You don't believe in Father Christmas.

Stage Three: You **are** Father Christmas.

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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.



Christmas Greetings

Wishing you all of the very best for Christmas and the New Year

from all of us at Seniors Enquiry Line – Julie, Joanne, Dulcie, Sharlene, Barbara, Molly, Peggy and Sarah.

We would like to take this opportunity to let you know that this office will be closed from noon Thursday 24th December and will re-open on Monday 4th January. If you need any urgent assistance during this time, please call Lifeline on 13 11 14.

*Happy
New Year!*

Early Warning Alert Service

Emergency Alert is a federal government system that is used to send out SMS and Landline alerts (via your mobile telephone carrier) in extreme situations such as bushfire emergencies and major flooding.

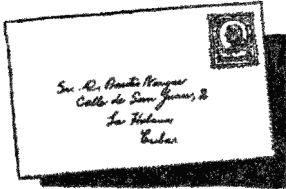
As well as this, there is the Early Warning Network (EWN) which provides severe weather alerts for events such as hail and severe thunderstorms, destructive winds, cyclones, flooding and bushfires.

Alerts are sent by SMS and sometimes by email or by a recorded message to your landline. You only receive warnings if your residential address may be impacted.

The EWN alerts are free for residents of the following councils: Brisbane City, Somerset, Lockyer Valley, Gladstone, Tablelands and Mareeba – contact the council for details. Residents in other areas, can get the alert service for an annual fee of \$9.99 by contacting EWN on 02 6674 2711 or going to www.ewn.com.au/register/register.aspx

Australia Post Changes

- The cost of a postage stamp for sending a letter within Australia will increase from 70 cents to \$1 on 4th January 2016. However, if you are a Federal Government concession card holder, you'll still be able to buy up to 50 stamps per year for the concession rate of 60 cents each (in booklets of 5) using your [MyPost Concession account](#). Christmas cards will stay at 65 cents.
- Also from 4th January 2016, a two-speed letter service will be introduced. There will be a new Priority service which offers delivery within 1 to 4 business days depending on destination, while the Regular service will take up to two business days longer than Priority. To send a letter at the faster Priority speed you will need to purchase a Priority label from a Post Office or the Australia Post online shop and place it next to the stamp. Based on the \$1 letter rate, a Priority label will cost \$0.50 cents. There will still be the Express Post service which is more expensive again, but which guarantees delivery on the next business day.



For more information about MyPost concessions, go to www.auspost.com.au or check with your Post Office or phone Seniors Enquiry Line on 1300 135 500.

What's On

Mon Repos Turtle Encounters - Bundaberg

All of December except 24, 25 and 31st. From: 6.45pm

Witness nesting and hatching Loggerhead turtles with a Queensland Parks and Wildlife Service ranger. Bookings essential. Cost: \$11.60 adult, Child/Con \$6.

Venue: Mon Repos Beach, Bundaberg

Phone: 1300 722 099.

Web: www.bundabergregion.org/discover-the-turtles

Bush Christmas 2015 - Toowoomba

4th to 13th December 9am to 6pm

Purchase unique handmade gifts. Special support for rural and remote artisans. Free entry

Venue: Masonic Centre, 58 Neil Street, Toowoomba

Web: www.bushchristmas.com

Other events on Seniors Enquiry Line's 'Events' pages include: Carols on the Cliffs – Kangaroo Point; Stable on the Strand – Townsville; Woodford Folk Festival; Warwick's Carols in the Park; Christmas under the Stars – Caboolture; New Years Eve Celebrations at Caloundra & Mackay; Christmas Markets – Broadwater; Carols By Candlelight at Rockhampton

Scammers imitating Centrelink officers



The Australian Competition and Consumer Commission is warning consumers to beware of scammers imitating Centrelink officers to trick you into handing over your money or personal details.

The scammer tells you that you are entitled to more money but you must provide some personal details to prove your identity. At this point the scammer attempts to gather as much information as they can about you for identity theft.

The scammer may also ask you to send money directly via a transfer service for a "fee" before you can receive the (fake) rebate. They may claim that your Centrelink payments will be cut off unless you pay the fee.

If you receive a phone call out of the blue from someone claiming to be from a government department and they claim that you are entitled to money, hang up. If you think the caller may be legitimate, you can contact the organisation directly - but don't rely on numbers, email addresses or websites provided by the caller.

Another current scam asks consumers to make upfront payments for loans that are never provided. These are very sophisticated and look legitimate. Be very suspicious of any requests for upfront payment.

Tricks and traps of scammers:

- Make you feel obligated
- Incredible offers of easy money
- Become your friend
- Claim to be professionals
- 'Get in before the offer ends'
- Get you to agree
- Persistent phone calls
- Fake websites



You can report scams to the ACCC via the Scamwatch [report a scam](#) page or by calling 1300 795 995.

13 HEALTH

Queensland Health's phone line **13 HEALTH (13 43 25 84)** provides qualified health advice. Staff give advice on who to talk to and how quickly you should do it. It is not a diagnostic service and should not replace medical consultation; in an emergency always dial 000. You can phone 24 hours a day, 7 days a week for the cost of a local call.

Copying Snippets Articles

Organisations are welcome to copy this whole newsletter at any time. However, If you wish to copy any articles from this newsletter, we would appreciate your including:

This article is from Seniors Enquiry Line: see www.seniorsenquiryline.com.au or phone 1300 135 500.