

Seniors Enquiry Line Snippets



December 2022

Your Newsletter

We would like to ensure that Snippets is discussing topics that are important to you. If there are specific topics or themes you would like added, please contact Seniors Enquiry Line and we will try our best to address them in future issues.

Seniors Enquiry Line

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

Helplines

COVID-19 Helpline - 1800 171 866
National Debt Helpline - 1800 007 007
Superannuation Hotline - 13 10 20
ATO Tax Help Program - 13 28 61
Elder Abuse Helpline - 1800 651 192

Mental Health Support & Counselling Services:

Lifeline - 13 11 14
13 YARN - 13 92 76
Beyond Blue - 1300 224 636
1800RESPECT - 1800 737 732
MensLine Australia - 1300 789 978

Contact us

 **1300 135 500**
 sel@ucommunity.org.au

seniorsenquiryline.com.au

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Merry Christmas from the Seniors Enquiry Line

From all the staff at the Seniors Enquiry Line, we wish you a Merry Christmas and a Happy New Year.

We have had a busy year at the Seniors Enquiry Line. From taking calls, an increase in community education and of course, the re-commencement of InfoChat.

Our helpline will continue to operate over this period excluding public holidays and weekends. If you require immediate support during this time, we encourage you to reach out to Lifeline on 13 11 14.



Disclaimer: The materials and information included in this edition of Snippets newsletter are provided as a service to you and do not necessarily reflect endorsement by the Seniors Enquiry Line Program. The Seniors Enquiry Line Program is not responsible for the accuracy of information provided from outside sources. Groups and workshops detailed in this flyer are for your information and are not coordinated by or connected to Seniors Enquiry Line in any way unless specified.



Chatty Cafe

Cafe meet up with other Seniors

Seniors who are socially connected have a stronger sense of belonging which we've seen translate into better physical, mental, and emotional health.

[Chatty Cafes](#) provide a social inclusion space at selected local cafes, for seniors and carers to have a cuppa, chat and connect with members of the community.

Chatty Cafes meet every 3rd Wednesday of the month in between 10am-11:30am. No cost other than your own beverage and morning tea.

Logan Central

Coolabah Cafe & Carvery at Shop 37A Logan Central Plaza, 38 – 74 Wembley Rd, Logan Central

Beenleigh

Luv a Coffee Beenleigh at Shop 1/11 Main St, Beenleigh

Marsden

Social Sphere Cafe at Marsden on Fifth Shopping Centre, 1/13 Fifth Ave, Marsden

Browns Plains

The Coffee Club Gran Plaza at Shop 11/12 Grand Plaza Dr, Browns Plains

Loganlea

How We Roll Cafe at Shop 1/157 Station Rd, Loganlea

For more information, contact the Logan City Council on 07 3412 3412.

Sit N Chat

Chat about anything that's on your mind

Sit N Chat is a free service facilitated by volunteers which aims to encourage human interaction and raise awareness of loneliness.

It is as easy as walking up to a volunteer and sitting down to have a chat, about anything that's on your mind. You can find a volunteer at community events, waterfronts and parklands.

Check out the Sit N Chat Facebook group to find where volunteers are currently located.

Anyone interested in volunteering or establishing a pop-up location in your area, contact Clair or Craig through the Facebook group.



We would love to learn more about you!

Do you have a recipe, event, story or joke that you would like to share with other readers?

We want to hear from you!

Seniors Enquiry Line might feature these in our future newsletters.

Please forward to:

Seniors Enquiry Line

Turrubul Country

PO Box 2376

Chermside Central QLD 4032

Alternatively, you can email us at

sel@uccommunity.org.au or call us on

1300 135 500

What are Deepfakes?

Unfortunately, you can't trust everything you read and see on the internet. We encourage you to be cautious and consider the risks whenever you surf the web.

What are Deepfakes?

Similar to Photoshopping (a software that allows you to edit images), deepfakes use artificial intelligence software to modify videos, images or sound files. These deepfakes often look extremely realistic. A person's face could be edited onto a video to make it appear that they are saying or doing something.

People create deepfakes for entertainment purposes however it is primarily used to spread misinformation and potentially blackmail with compromising video and images.

How do you spot Deepfakes?

Though it can be challenging to spot a deepfake when they are expertly made, it was identified that deepfakes rarely blink. Poorly made deepfakes can be easier to spot - lip-syncing not lining up and finer details such as skin tone, jewellery, hair or teeth may not appear correctly.

Social media organisations such as Facebook remove deepfakes when they are identified however we should still remain alert when on social media and internet.



Joke from Graham

Thank you to Graham for sharing this joke with the Seniors Enquiry Line

I was walking down the street the other day and saw an old friend of mine. He was holding a penguin under his arm. "What are you doing with the penguin?" I asked him. "I thought I'd take him to the zoo" he replied.

The next day I was out walking and bumped into my friend again. He was still holding the penguin, so I said to him "I thought you were taking him to the zoo?"

My friend looked at me and replied, "I did, and he had so much fun, that today I thought I'd take him to Dreamworld!"

Scam Safety Tip

Voicemails

A lot of people are good at declining calls from "Fraud Likely" and "Potential Scam" or not answering calls from unknown numbers. This is a great way to protect yourself from being in contact with scammers.

Something you may want to consider is what information scammers could potentially gain from listening to your voicemail message. We never know what information scammers are documenting such as our full names or additional contact details.

We encourage you to listen to your voicemail message and review whether you are sharing any unnecessary personal information. You may choose to record a new message that removes your name and just asks that the caller leaves a message.

Emily from the Seniors Enquiry Line's Scams Awareness Project is happy to discuss your concerns and explore how you can protect yourself from scams. Feel free to contact Emily at 1300 135 500 or sel@ucommunity.org.au

Mrs Smith's Scam Story

"Hi Mum" Scam

Mrs Smith shared her recent scam experience with the Seniors Enquiry Line.

Mrs Smith was at a social event when she received a text message from an unknown number. The message claimed to be sent from one of her children and that they were contacting her on their new number. This message asked that Mrs Smith call them urgently as they needed help.

Mrs Smith was immediately upset at the thought that one of her children needed urgent help and became very flustered. Fortunately, as Mrs Smith was at a social event, she was able to show someone the message she had received and they encouraged her to contact her children directly.

Upon contacting her children on their phone numbers, she confirmed that they were safe, they did not require help and that they had not changed their numbers.

"Hi Mum" scams have been on the rise over the past few months, convincing many people that their children need urgent bank transfers.

When receiving out-of-the-blue communication, we encourage you to contact the person, business, Government department or bank directly on the number you know you will connect you to an official representative.

If you would like support to find the correct details, contact the Seniors Enquiry Line on 1300 135 500.



Did you know?



Scamwatch Statistics

People over the age of 65 have made more reports to Scamwatch than any other age group.

Investment Scams remain the number one scam that impacts people over the age of 65. Followed by dating and romance scam.

Paul's Scam Story

Unauthorised Transaction Scam

Paul contacted the Seniors Enquiry Line when he found a \$500 charge on his credit card which he did not make.

Paul had not shared his credit card details with anyone or used it online. It was realised that Paul was a victim of a Scammer's computer randomly inputting numbers and it happening to match up with his credit card details.

There was nothing that Paul did to cause this and nothing he could have done to prevent it. Fortunately, Paul's bank has removed the \$500 charge from his card.

We encourage you to review your bank transactions frequently for unauthorised charges.

If you are concerned you have been impacted by a scam or would like to explore how you can protect yourself from scams, contact the Seniors Enquiry Line on 1300 135 500.

Importance of Nutrients

Our topic for [InfoChat](#) in September was healthy eating and nutrition.

Getting older might mean we need less calories than when we were younger, but it's still important to make sure you're getting the right amount of nutrients.

In fact, sometimes we may need more! For example, as we age our calcium requirements increase, so we may need extra serves of low-fat milk, yogurt and cheese. Calcium plays an important role in blood clotting, muscle contraction and regulating normal heart rhythms.

For optimum health, it is ideal to eat a variety of nutritious foods from these five food groups every day:

- Vegetables
- Fruit
- Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties
- Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans
- Milk, yoghurt, cheese and/or alternatives, mostly reduced fat

Limit your intake of foods and drinks containing fat, added salt, added sugars and alcohol. Exercise is also beneficial, but please be sure to speak with your doctor before you begin any new diet, eating or exercise program. If you would like any further information, please contact Seniors Enquiry Line on 1300 135 500.

Seniors Enquiry Line Magnets and RFID Blocking Sleeve

We have new magnets. If you would like one, please feel free to call us on 1300 135 500 and we will post one out to you.



We also have RFID blocking sleeves that may prevent readers from collecting data from RFID-equipped credit cards and ID cards. We have a limited number of cards, if you would like one, please contact us on 1300 135 500.



13 YARN is Australia's first - and only - national Indigenous-led crisis hotline. 13 YARN is a 24/7 national telephone helpline which has been co-designed by Aboriginal and Torres Strait Islander people specifically to help Aboriginal and Torres Strait Islander people.

The Aboriginal and Torres Strait Islander crisis support line has been developed in collaboration with Gayaa Dhuwi (Proud Spirit) Australia and is run by Aboriginal and Torres Strait Islander people with the support of Lifeline.

If you, or someone you know are feeling worried or no good, we encourage you to connect with 13 YARN on **13 92 76** and talk with an Aboriginal or Torres Strait Islander 24 hours a day, 7 days a week.

A Look Back at 2022

As 2022 comes to an end, we thought we would look back at a few events and key moments which happened this past year.

January - Ashleigh Barty wins the women's title at the Australian Open.

February - Beijing China hosts the 2022 Winter Olympics making it the first country to host both the Summer and Winter game. Russia invades Ukraine.

March - Unfortunately, eastern Australia experiences an incredibly damaging series of floods between the end of February, all through March and into the beginning of April.

April - Cricketers Rod Marsh and Shane Warne pass away.

May - Australia heads to the polls and Anthony Albanese is sworn in as Australia's 31st prime minister. First case of Monkeypox. Eurovision Song Contest is won by Ukrainian folk-rap group Kalush Orchestra.

June - Queensland wins the State of Origin.

July - London hosts 2022 Commonwealth Games. Australia brings home 178 medals.

August - Brisbane holds the first EKKA Royal Queensland Show in three years. Dame Olivia Newton-John passes away.

September - Queen Elizabeth II passed away at the young age of 96. King Charles III inherits the title of King of the United Kingdom.

October - Queensland celebrates Seniors throughout the month with a series of expos, social events and activities.

November - 2022 FIFA World Cup held in Qatar.

Whatever 2023 brings, the Seniors Enquiry Line will be here to provide information and referral support.

Christmas Events

Christmas events are taking place across the state. Here are just a couple. If you would like to find community events near you, call us on 1300 135 500.

Toowoomba Christmas Wonderland

When: 7pm to 10pm on 3-24 December 2022

Where: Botanic Gardens, Lindsay St Toowoomba

Cost: gold coin donation

This is a family-friendly event. Enjoy the lights display, performers, raffles, BBQ and Christmas entertainment for the whole family.

Redlands Christmas on the Coast

When: 4.30pm-9pm, Wednesday 14 to Sunday 18 December 2022

Where: Raby Bay Harbour Park, Shore Street West, Cleveland

Cost: \$5 per person (children 12 years and under are FREE) and can include free train travel to and from the event. Proceeds of ticket sales will support local causes such as domestic and family violence support services.

There will be Christmas Carols, kid's rides and activities, food trucks, market stalls and the lighting of the city's Christmas tree.

Families can get a free photo with Santa and each of the nights will conclude with a Christmas movie on the big screen.

Mount Morgan Twilight Christmas Concert

When: 6pm-8pm Friday 16 December 2022

Where: Historical Mount Morgan Railway Station

Cost: free

Come along to enjoy music from a variety of artists. Sing along with the Christmas Carols, see Santa, enjoy a sausage sizzle and ice cream and donut vans.

Brisbane Enchanted Garden

When: 6:30-9pm 25 November-21 December 2022

Where: Roma Street Parkland

Cost: \$7 per person. Tickets must be pre-purchased from Ticketek. Free entry for children under two.

Brisbane's annual immersive light and sound spectacular returns to share the Parkland's nocturnal secrets in a dazzling celebration of nature. Enjoy thousands of sparkling lights set out across several stunning installations as you wander through Brisbane's pristine Roma Street Parkland. The Enchanted Garden trail is almost one kilometre. This is an accessible event with no steps. Low sensory sessions available on selected nights.

Don't forget to check out seniorsenquiryline.com.au for events we are participating in