

Seniors Enquiry Line Snippets



2024 Issue 1 January to March

In the spirit of reconciliation, UnitingCare pays respect to Elders past, present and emerging and the unique role Aboriginal and Torres Strait Islander Peoples play in the communities we serve.

We acknowledge our gratitude that we share this land today, our sorrow for the costs of that sharing, and our hope to move to a place of justice and partnership together.

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

Elder Abuse Helpline - 1300 651 192

Carers Gateway - 1800 422 737

Quitline - 13 78 48

My Aged Care - 1800 200 422

Mental health support & counselling services:

Lifeline - 13 11 14

13 YARN - 13 92 76

Beyond Blue - 1300 224 636


1800RESPECT - 1800 737 732

Family Drug Support - 1300 368 186

Head to Health - 1800 595 212

Contact us

 **1300 135 500**

 sel@uccommunity.org.au

seniorsenquiryline.com.au

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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.

Who is the Seniors Enquiry Line?

UnitingCare's Seniors Enquiry Line provides support to Queensland seniors and their support network such as carers, friends and families and service providers.



Helpline

The Seniors Enquiry Line is a free, state-wide helpline which provides information and referral support to Queensland seniors and their support networks. The helpline can be a useful first point of call whenever you have an issue and/or new goal but don't know where to start. Our friendly staff will provide you with the information you need to know and link you in with supports that may be able to help. *No question is too big or too small.*

Topics of interest may include: home help, finances, social connection or even inquiring what concessions and discounts you may be eligible for. Please note that there is no age eligibility to contact the Seniors Enquiry Line, calls are not recorded so callers can remain anonymous and a real person answers the call, there is no "dial one for..." steps.

InfoChat

InfoChat aims to contact Queensland seniors directly to provide information and updates on support available to them. By subscribing to this service, you will receive a monthly call from one of our friendly helpline staff to check in and have a discussion around the topic of the month. These calls are a great way to remain up to date on issues which impact Queensland seniors.

Snippets newsletter

This free quarterly Snippets newsletter is developed by Seniors Enquiry Line. This newsletter aims to raise awareness of the services available to Queensland seniors and what's happening around the state. You can also find previous issues of the Snippets newsletter on our website at seniorsenquiryline.com.au/news-and-events/newsletters

Community education

The Seniors Enquiry Line provides free, face-to-face information sessions to senior's groups, support groups, service providers and retirement communities around South East Queensland. Virtual information sessions are available for groups and services across Queensland. Topics covered can include:

- scams awareness and how scammers convince us
- social media and online safety
- deep-dives into specific scams (ie. identity theft or unauthorised transaction scams)
- concessions and supports available for Queensland seniors
- digital legacy
- overview of the Older Persons Programs (Elder Abuse Prevention Unit, Seniors Enquiry Line and Time for Grandparents).

Everything you need to know about Seniors Enquiry Line community education resource and expression of interest form can be found on our website at seniorsenquiryline.com.au/about

Contact us

You can contact the Seniors Enquiry Line on 1300 135 500 Monday to Friday, 9am-5pm AEST (except for public holidays) or email sel@uccommunity.org.au. For more information, head to our website at seniorsenquiryline.com.au

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 them in future newsletters.

Call us on 1300 135 500 or send to:

Seniors Enquiry Line, Turrbal Country, PO Box 2376, Chermside Central QLD 4032

Current News & Updates

3G Network Service Closure

Since the 3G network was introduced in 2003, technology has significantly improved and we now have access to 4G and 5G. As this network is outdated, Vodafone, Telstra and Optus have announced that they will be ceasing their 3G services.

Vodafone's 3G service ended in December 2023. Telstra 3G services will cease by 30 June 2024 and Optus's 3G services will no longer be available from September 2024.

For most people, this change will not affect them. However, some older model mobile phones, medical-alerts, EFTPOS machines and farming equipment still use the 3G network, it is important to review whether your devices will be impacted and if they need to be replaced.

If you are unsure whether this network closure will affect you, please feel free to contact the Seniors Enquiry Line on 1300 135 500 or contact your telecommunication provider directly.

For more information on Vodafone visit: vodafone.com.au/support/network/3g-closure?accordion-id=what-devices-are-affected-by-the-3g-closure%3F

For more information on Telstra visit: telstra.com.au/business-enterprise/support/3g-service-closure

For more information on Optus visit: optus.com.au/support/mobiles-tablets-wearables/important-changes-3g

Brisbane 2032 Olympic and Paralympic Games

Brisbane will host the Olympic Games between 23 July to 8 August 2032 and the Paralympic Games 24 August to 5 September 2032.

For more information, head to: olympics.com/en/olympic-games/brisbane-2032

2024 QLD Public Holidays

As per Queensland Government's website at qld.gov.au/recreation/travel/holidays/public

Monday 1 January - New Year's Day

Friday 26 January - Australia Day

Friday 29 March - Good Friday

Saturday 30 March - the day after Good Friday

Sunday 31 March - Easter Sunday

Monday 1 April - Easter Monday

Thursday 25 April - Anzac Day

Monday 6 May - Labour Day

Wednesday 14 August - Royal Queensland Show (*Brisbane area only*)

Monday 7 October - King's Birthday

Tuesday 24 December - Christmas Eve (*6pm – midnight*)

Wednesday 25 December - Christmas Day

Thursday 26 December - Boxing Day

DO THE BOWEL TEST

IT'S FREE. IT'S EASY. IT COULD SAVE YOUR LIFE.

1800 627 701
HEALTH.GOV.AU/NBCSP

NATIONAL BOWELCANCER SCREENING PROGRAM

BreastScreen Queensland

A breast screen is important for all women over 40

Call 13 20 50 or visit breastscreen.qld.gov.au

Current News & Updates

Queensland Government Cost of Living Rebate for Households

Are you eligible for an electricity rebate through the Queensland Government?

If you hold a Queensland Government Seniors Card, you may be eligible for an Electricity Rebate of \$372.20 per year (GST inclusive).

If you have an account with an electricity retailer, contact them directly. You can apply over the phone or ask your retailer to send you an application form. You will need to provide certain details and have copies of your bills and concession card handy so you can verify your eligibility. Rebates are automatically deducted from your bill.

If you have this concession already applied to your electricity account, you will also receive an additional \$700 Cost of Living Rebate on electricity bills.

For most households, the rebate will be credited to electricity bills on a quarterly basis commencing from 1 July 2023. Exact timing will depend on retailers' system requirements and individual billing cycles.

Women's Health Expo

Queensland Government Metro North Health is hosting a Women's Health Expo for Aboriginal and Torres Strait Islander community members.

Come along to access screening services and learn about supports in the community.

When: Monday 22 January 2024

Time: 10am - 2pm

Where: Brighton Wellness Hub

Address: Corner Nineteenth Avenue and 449 Hornibrook Highway, Brighton QLD

For more information, contact the Seniors Enquiry Line on 1300 135 500.

Safer Internet Day Tuesday 6 February 2024

We use the internet in almost every aspect of our lives, so it's important for everyone to know about online safety.

Safer Internet Day is a global initiative to raise awareness of online safety issues. The eSafety Commissioner leads the initiative in Australia. The aim is to educate people about safety risks, like online abuse, how to be safe online and where to go for help.

The eSafety Commissioner's goal is for everyone to be informed about online safety, understand how to report online abuse and actively contribute to a safer online environment.

This Safer Internet Day, Tuesday 6 February 2024, consider taking three simple actions when approaching online safety: Connect. Reflect. Protect.

- **Connect** safely by keeping apps and devices secure and reviewing your privacy settings regularly.
- **Reflect** on how your actions online may affect others or your safety.
- **Protect** yourself and others by visiting eSafety.gov.au to find out how to stay safe online and report online abuse.

By doing these things and sharing the Connect. Reflect. Protect message, we can work towards making every day a Safer Internet Day.



Australian Cyber Security Centre

How to shop online securely

Online shopping is convenient and the preferred way to shop for a lot of Australians. But it comes with a risk. Cybercriminals often target online shoppers to steal their money or their personal details. They do this through a variety of methods, including setting up fake retailer websites, selling products that don't exist, asking for personal and payment information they don't need, and installing malicious software ("malware") on your device. It is important to be alert and be secure when you are shopping online.

Once a cybercriminal has your financial details and money you are unlikely to get your money back. Not only will you be disappointed your goods never arrived, you will also have lost the money you paid for the goods.

There are many things to think about when using personal devices (eg smartphones, tablets, computers and laptops) for online shopping. Follow our security tips to make your online shopping experience more secure. The best way to protect yourself while shopping online is to know how to look for suspicious websites and sellers while boosting your protective security measures. There are many things to be aware of while you shop and after you make a purchase. To help you prepare, the Australian Cyber Security Centre have put together a checklist of the key advice:

Shop using secure devices

Make sure the devices you use for online shopping have the latest updates installed and are connected to a trusted network. For example, use your home Wi-Fi or (4G/5G) cellular rather than public Wi-Fi.

Protect your payment information and accounts

Be careful saving payment information to an online shopping account. If you do save payment information to an account, you should turn on multi-factor authentication (MFA) to protect it. Where this is not possible, set a long, complex and unique passphrase as the account's password to help keep cybercriminals out. You could also use a password manager to generate and store passwords for you.

Use trusted sellers

Research online shopping websites before you buy and stick to well-known, trusted businesses.

Know the warning signs

Extremely low prices, payments through direct bank deposits, and online stores that are very new or have limited information about delivery, return and privacy policies can all be signs of a scam.

Use secure payment methods

Never pay by direct bank deposits, money transfers or digital currencies such as Bitcoin, because it is rare to recover money sent this way. You should pay by PayPal or with your credit card. You may want to set up a second card with a low credit limit and keep it specifically for online shopping. This will help minimise financial losses if your card details are compromised after shopping online.

Don't engage, and report suspicious contact

Be aware of any strange phone calls, messages or emails you may get about online orders. It could be someone trying to get you to share your personal or financial details. If someone contacts you about an order you don't remember placing, it could be a scam. Stop contact and reach out to the store using the details on their official website to check.

Watch out for fake delivery scams

Don't let your guard down while you're waiting for your goods to arrive. Cybercriminals can send fake parcel delivery notifications with links that could trick you into downloading malware or giving away your personal details. If you receive such a message, do not click on the link. Delete the message immediately. You can contact the seller or the courier company using the details on their official website. Scamwatch has examples of what these fraudulent text messages may look like at [scamwatch.gov.au](https://www.scamwatch.gov.au)

Take additional precautions

It is always a good idea to limit the amount of personal information that you use on websites. Ask yourself if the website really needs this extra information or an account to complete the transaction.

Have you heard of these support services?

Do you know of a service or support that more seniors should know about?
Call us on 1300 135 500 or email us at sel@uccommunity.org.au to let us know

Queensland Government Helping seniors secure their homes

The Queensland Government is helping eligible homeowners aged 60 and over to secure their home by providing financial assistance of up to \$10,000 for the installation of security measures.

The initiative will help subsidise practical home security improvements such as:

- strengthening window locks and shutters
- installing CCTV cameras
- addressing other security weaknesses.

To be eligible you must be:

- a homeowner living in Townsville, Mount Isa, Cairns, Toowoomba, the Tablelands and Mareeba Local Government Areas
- aged 60 years or over; and
- a current Pensioner Concession Card or Veteran Card holder.

Security improvements must be at the applicant's principal place of residence.

Applicants with immediate security requirements will be prioritised.

Eligible home owners can apply by calling 13QGOV (13 74 68).

Queensland Digital License app

The Digital Licence is a handy app that can store your identification easily on your mobile devices. The Digital Licence is optional - you do not have to get the Digital Licence if you do not wish to.

The credentials stored on the app are:

- driver licence
- photo identification card or adult proof-of-age card
- recreational marine licence.

You can share these credentials when you need to verify your identity, such as when entering a pub or club, collecting a parcel, or renting a vehicle or home. More information can be found at qld.gov.au/transport/projects/digital-licence

Spectacle Supply Scheme

Under the Spectacle Supply Scheme, you may be eligible to receive a pair of basic prescription spectacles, once every 2 years.

To be eligible for assistance, you must be a permanent Queensland resident and have held a pensioner concession card, healthcare card or Queensland Government Seniors Card for at least 6 months.

For more information and to find a participating optometrist, call the Seniors Enquiry Line on 1300 135 500.

FREE Nicotine Replacement Therapy to quit smoking and vaping

Are you thinking of quitting?

Nicotine Replacement Therapy can help you. It aims to lower the cravings and withdrawal symptoms you get when you stop smoking or vaping.

Quitline offers a free tailored quit support program. The program includes 12 weeks of free Nicotine Replacement Therapy (patches + gum or lozenges) sent to your home.

Call Quitline on **13 78 48** or request a call-back online.

Quitline
137848

www.qld.gov.au/quithq



Have you heard of these support services?

Do you know of a service or support that more seniors should know about?
Call us on 1300 135 500 or email us at sel@uccommunity.org.au to let us know

Animal Welfare League Queensland (AWLQ) Legacy Pets Program

Most of us assume that we will outlive our pets. But what if you're the one who becomes incapacitated, or dies, first?

Animal Welfare League Queensland's Legacy Pets Program ensures that, upon your death, your pet comes into the lifelong care of the AWLQ family. As part of that care, AWLQ will hand-select a new owner and environment that best suits your pet's needs. Most importantly, your pet will receive the love and support like they had with you. When your pet is part of the Legacy Pets Program they will also receive free veterinary check-ups and routine care (conditions apply) for the rest of their life.



Animal Welfare
League Qld
Est. 1959

Joining AWLQ's Legacy Pets Program is free of charge and will provide you with the peace of mind that, if something should happen to you,

there is a secure plan in place for your pet's future.

For more information, visit the Animal Welfare League Queensland's website awlqld.com.au/legacypets or call them on (07) 5509 9099.

Jokes from Graham

Thank you to Graham for sharing these jokes with us

My uncle had two dogs. One was named Timex, and the other was called Rolex. They were his watch dogs.

I had a boxing joke for you, but I forgot the punchline.

Irish Australian Supports Association of QLD

The Irish Australian Supports Association of QLD (IASAQ) is a charity organisation that seeks to support the welfare of Irish Australians. Founded in 2007, IASAQ's mission is to provide appropriate and valued assistance to the Irish Australian community in Queensland, making sure the community feels supported in times of isolation, vulnerability, or crisis. Of equal importance is the continued links and connection to the Irish culture and heritage.

IASAQ, runs fortnightly activities, provides information on various topics, cooking demonstrations, storytelling from oral Irish historians, good mental and physical health topics and outings to various locations - all are welcome.

IASAQ also:

- host the Irish Language and Cultural Group fortnightly
- provide short term assistance in the community through their volunteer program including, social activities, nursing home and hospital visits, befriending, support and transport with appointments. (Please note that this is a limited service and is based on individual circumstances. IASAQ membership is required)
- advocacy support
- host the Irish Cultural Support Group (Mental Health partnership with GROW weekly sessions at IASAQ).
- support and advice with passport applications and other enquiries
- information and support with funeral arrangements and repatriation of deceased persons to Ireland.

IASAQ work closely with the Irish Embassy – Safe Home Ireland and Crosscare Ireland.

Please reach out for information, advice, support or to attend an activity on, 0432 087 328 or 0499 524 643 or info@iasaq.com.au



IRISH AUSTRALIAN SUPPORT ASSOCIATION
of Queensland

Have you heard of these support services?

Do you know of a service or support that more seniors should know about?
Call us on 1300 135 500 or email us at sel@uccommunity.org.au to let us know

StandBy Support After Suicide

StandBy is dedicated to supporting individuals and communities across Australia who are impacted by suicide. UnitingCare is currently running the program across several Queensland Primary Health Networks, including Darling Downs and West Moreton, Northern Queensland, Central Queensland, Wide Bay and Sunshine Coast, Western Queensland and Brisbane North and South.

StandBy Coordination Teams across the regions work together with our casual response teams to support individuals and communities across the above-mentioned areas following a death by suicide.

Anyone who has been bereaved or impacted by suicide can access the service, regardless of when the person died by suicide or whether they knew the person who passed away.

StandBy can:

- arrange face-to-face or telephone support
- help you understand and respond to your needs
- provide information and referrals to other local organisations
- run tailored workshops for professionals or for the community.

StandBy are here to support you at a time and place that best suits you. Access to the service is free, and they accept referrals from anywhere (as long as consent has been provided by the referred person). StandBy is a nationwide service.



1300 727 247

Reach out to our team, and they can tailor their support to respond to, and meet, your needs. You can call 1300 727 247 or visit standbysupport.com.au for more information.

Queensland Fire and Emergency Services Make your Bushfire Survival Plan

Queensland Fire and Emergency Services (QFES) is the primary provider of fire and rescue, emergency management, and disaster mitigation programs and services throughout Queensland.

Bushfires move fast, can be highly destructive and pose a serious threat to life, property, and the environment. QFES is committed to protecting lives and properties, however in a state as big as Queensland, a fire crew may not be available to assist every home.

It's important you have a plan in place and know exactly what you can do to protect yourself, your family, and your property.

During a bushfire, your safety depends on your preparations and the decisions you make. The first step is to understand your level of risk to help you make informed decisions that are right for you and your family. Then there are different considerations whether you plan to leave early or stay and defend.

You can create your bushfire survival plan on their website bushfire-survival-plan.qfes.qld.gov.au

Australia Post Concession stamps

Are you a concession card holder? Do you hold any of these concession cards?

- Pensioner Concession Card
- Healthcare Card (all types)
- Commonwealth Seniors Health Card
- Department of Veterans' Affairs Card
- Veterans' Repatriation Health Card

You may be eligible for a reduced rate on domestic stamps.

For more information, go to auspost.com.au/sending/stamps/concession-stamps or visit your local Australia Post.

What's it like?...

This series features stories from seniors as they navigate new experiences and services. If you have an experience or story you would like to share, please call us on 1300 135 500 or email us at sel@uccommunity.org.au

The following story is from a senior who has lost a child to suicide. If you are affected by the content of this story and need support, please call Lifeline Crisis Support on 13 11 14 or StandBy on 1300 727 247.



What it's like to lose a loved one to suicide Thank you to StandBy for sharing this transcript with us

The initial shock after I lost my loved one was traumatic. I was in despair, I was in shock, I was sad, I was angry, I was guilty not to mention the rest of my family unit. I had two siblings that don't understand what's going on, they're too young to understand and the pain that it is has caused to my family dynamic is unbearable. We're not facing just the loss but we're facing a whole new life, a whole new way of living.

Going from three children to two, it's quite hard and living your day to day life and seeing so many memories around you sometimes it's hard to swallow and it's OK; it's OK to feel sad about that and just reassure your loved ones, specially your family unit that you're there you love them and it's important to have each other by your side at this terrible time.

Grief is not just mentally but it's physical as well. I literally felt it through my body and it's tough, it's extreme, and that's when you know that you're unable to cope and that's when you need to reach out for help, and by doing that you're able to feel again; you're able to piece back that puzzle and learn about the emotions and move forward with the emotions.

I think that's the best way of moving forward is to acknowledge what you're feeling, how you're feeling it and then try and just move forward with how you're sitting with that. I always thought that asking for help was a sign of weakness however since my loved one's death, I see asking for help as a strength. It's a strength to be able to carry on and to keep turning that page. In those moments of despair, the anger, the anguish, the sudden loss is quite hard to understand and by the support of StandBy I was able to get some sort of understanding, some sort of normalisation.

They visited me in my house and spoke with me and my family. They took the time to really listen to our story, make us feel comfortable and safe. They showed us genuine love and sympathy for our lost loved one, and for me it couldn't have come at a better time to know that there were people out there that wanted to listen to us, and then for them to do all the work and find resources to continue helping you in the future is just amazing. I couldn't have done it myself in those days.

The thing that was most helpful for me as an individual is learning that grief can either be processed internally or externally and generally people don't always grieve the same which I found within my family unit, so I had to find some supports that I was able to engage with to open up my emotions and be strong enough to share them; and once I found a support group that's where I started to open up and share about my feelings and somehow it became normalised in a sense that everyone understood the trauma and the feelings that I was feeling.

From my own experience the support resources are very important as an individual to move forward and I think that grief is like an ocean, it comes in waves and you can never get over your loved ones death but you can build a new life around it and I hope that people listen to this and seek help because there's help out there, there is understanding, there is love and support and you'll forever be guided and loved.

Relationships Australia Queensland

Granny flats - is it a good idea?

Are you wondering if building a granny flat on your children's property is a good idea? It can be very rewarding to be close to your family and it can work well for all concerned. However, there are times when it doesn't work out how everyone had hoped.

Planning a preparation for protecting your investment in this case can help your peace of mind. Some issues to consider in the event the future unfolds in a way you didn't expect:

- if you pay for the granny flat, will your name be on the title eg. as tenants in common?
- what would happen if your child separated from their spouse and the residence, including the granny flat, had to be sold for a property settlement?
- what would happen if you needed to go into a residential nursing facility - would you be able to recoup the money invested in the granny flat?
- what would happen if relationships deteriorated with your family, and you no longer wished to live there?
- when you die, will the granny flat be part of the inheritance for your children? How will your estate be divided given that separating your assets in this case may be difficult?

Getting legal advice about how the law operates or what steps you can take in these situations can help clarify the options. It's important to be able to have a conversation at an early stage with your family to help plan in advance. This may save a lot of distress at a later time and a mediator may be able to help. Alternatively, you may already be living in a granny flat and have some concerns about your situation.

Relationships Australia Queensland's Elder Mediation Support Service (EMSS) is a free service which provides family meetings facilitated by an elder mediator who can assist you in discussing such issues with your family in a safe and supported way. The mediator can help you to reach agreements that recognise the rights of the older person, build relationships and enhance the quality of life for all participants.

You can speak confidentially to the mediator about your situation before deciding what to do next. If you are a concerned family member or over 65 years old (or over 50 years old Aboriginal and Torres Strait Islander), please call Relationships Australia Queensland on 1300 364 277.

Second relationships - Wills and other matters

Are you in a second or subsequent relationship? Do you have children from a previous relationship? It can be wonderful to share your life with someone, at whatever age and stage of life you are at. However, there may be some matters worth considering when it comes to your second or subsequent relationship:

- what will happen if one of us dies before the other?
- how will we protect our assets if we separate?
- how will we each protect assets for our own children?
- what if one of us needs to go into care? How will this be funded?

Getting legal and/or financial advice about how the law operates and what the financial impacts might be as well as considering what steps you can take in these situations can help to clarify the options.

Importantly, being able to have conversations at an early stage with your partner to help make arrangements in advance may save you distress at a later time - this is where a mediator can help.

Relationships Australia Queensland's Senior Relationships Mediation Service (SRMS) is a free service which provides mediations facilitated by an elder mediator. The mediator can assist you in discussing issues with your family in a safe and supported way and to reach agreements that preserve relationships and help protect against future difficulties.

Relationships Australia Queensland can be contacted on 1300 063 232. You can speak confidentially to the mediator about your circumstances. Your information will be kept private and they will only contact others if and when you are ready.

Emily's Scams Corner

Meet Emily

I am the Community Resource Officer with the Seniors Enquiry Line. My role is to provide community education, meaning she gets to travel around South-East Queensland, speaking with community groups, retirement communities and service providers around scams and fraud. I work part time and travel up to two hours' drive each direction of our office in Chermside.



I have been providing community education on behalf of the Seniors Enquiry Line since 2020 and have become highly knowledgeable about scams and how we can protect ourselves.

Not only do I write this newsletter, I am also the co-chair for the Ipswich and West Moreton Senior Service Providers interagency. I am also the person you will meet at expos and community events.

If you attend an information session with me, you can expect to walk away with a bunch of reading materials and resources to refer back to.

I am always open to answering questions throughout my talks and happy to meet with people one-on-one following sessions to provide tailored information and advice.

For more information about community education, head to seniorsenquiryline.com.au/about

I can be contacted directly on emily.gould@uccommunity.org.au or by calling Seniors Enquiry Line on 1300 135 500.

Common questions I get at community education

I've lost money to a scam, who can help me?

If you have lost money or personal information to a scam, I would recommend you reach out to IDCARE.

IDCARE is Australia and New Zealand's national identity and cyber support service. They are a not-for-profit charity that was formed to address a critical support gap for individuals confronting identity and cyber security concerns.

IDCARE connects the community to expert Identity & Cyber Security Case Managers who listen and provide the best advice on how to respond to data breaches, scams, identity theft, and cyber security concerns.

IDCARE can be contacted on 1800 595 160 between 8am-5pm AEST Monday to Fridays. Alternatively, you can submit an online form providing details of your concerns and request a call back via idcare.org/contact/get-help

Have you been scammed before?

Yes. Unfortunately, I was the victim of identity theft a few years ago. This was the catalyst to learning about scams and how they work which lead me to this role. I like that I am able to use my experience to help others.

DID YOU KNOW?

Follow-up scams



Did you know that according to Scamwatch, one in three Australians have been scammed more than once? If scammers have been successful, they will often try to get more money. Please be cautious and remember, if you aren't 100% certain it's safe or real, it's not worth the risk.