

Seniors Enquiry Line Snippets



2026 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.

Other useful numbers

13 HEALTH - 13 43 25 84

13 YARN - 13 92 76

1800RESPECT - 1800 737 732

Family Drug Support - 1300 368 186

Beyond Blue - 1300 224 636

Carers Gateway - 1800 422 737

Continence Helpline - 1800 330 066

Elder Abuse Helpline - 1300 651 192

Lifeline - 13 11 14

Medicare Mental Health - 1800 595 212

My Aged Care - 1800 200 422

National Debt Helpline - 1800 007 007

National Dementia Helpline - 1800 100 500

Quitline - 13 78 48

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.

2026 Queensland Dates

Public Holidays

New Years Day - Thursday 1 January

Australia Day - Monday 26 January

Good Friday - Friday 3 April

The day after Good Friday - Saturday 4 April

Easter Sunday - Sunday 5 April

Easter Monday - Monday 6 April

Anzac Day - Saturday 25 April

Labour Day - Monday 4 May

King's Birthday - Monday 5 October

Christmas Eve - Thursday 24 December (6pm to midnight)

Christmas Day - Friday 25 December

Boxing Day - Saturday 26 December and Monday 28 December

Queensland school term dates

Term 1: Tuesday 27 January to Thursday 2 April

School holidays: Friday 3 April to Sunday 19 April

Term 2: Monday 20 April to Friday 26 June

School holidays: Saturday 27 June to Sunday 12 July

Term 3: Monday 13 July to Friday 18 September

Pupil free day in Term 3: Friday 4 September

School holidays: Saturday 19 September to Monday 5 October

Term 4: Tuesday 6 October to Friday 11 December

School holidays: Saturday 12 December 2026 to Tuesday 26 January 2027

Show holidays

- 30 January - **Stanthorpe Annual Show** (Southern Downs region - the area of the former Stanthorpe Shire and the area of the village of Dalveen)
- 20 March - **Warwick Annual Show** (Southern Downs region - the area of the former Warwick Shire - Divisions 2, 5 and 6, Division 3 and Division 4 excluding the village of Dalveen)
- 27 March - **Toowoomba Royal Agricultural Show** (Toowoomba Regional Council area excluding Yarraman, Upper Yarraman and Cooyar areas)
- 15 May - **Ipswich Annual Show** (City of Ipswich only) & **Gympie Annual Show** (Gympie region only excluding Goomeri Township and Parish of Goomeribong)
- 22 May - **Capella and District Agricultural Show** (Central Highlands region - Capella and Tieri) and **Fraser Coast Agricultural Show** (Fraser Coast region) and **Longreach Agricultural Show** (Longreach region - Longreach, and Ilfracombe & Shire of Barcoo) and **Chinchilla Annual Show** (Western Downs region - Chinchilla and District)
- 28 May - **Bundaberg Annual Show** (Bundaberg region within the post codes of 4660, 4670 and 4673)
- 29 May - **Maleny Annual Show** (Sunshine Coast region - the area of the former Caloundra City Council)
- 11 June - **Rockhampton Agricultural Show**
- 12 June - **Sunshine Coast District Agricultural Show** (Sunshine Coast region - the area of the former Maroochy Shire)
- 18 June - **Mackay Agricultural Show**
- 19 June - **Mount Isa Agricultural Show**
- 17 July - **Cairns Annual Show**
- 10 August - **Royal Queensland Show** (Bundaberg region - within the postcode of 4671, City of Moreton Bay, City of Redland, Gladstone region, Gympie region - Goomeri township and the parish of Goomeribong, Lockyer Valley region, Logan City, Scenic Rim region, Shire of Balonne, Shire of Cherbourg, Somerset region, South Burnett region, Toowoomba Regional Council area comprising Yarraman, Upper Yarraman and Cooyar areas, Western Downs region - Tara and District)
- 12 August - **Royal Queensland Show** (City of Brisbane)
- 14 August - **Cunnamulla and District Show** (Shire of Paroo)
- 28 August - **Gold Coast Show**
- 11 September - **Noosa Show**
- 18 September - **Torres Shire Council Show** (Shire of Torres) and **Torres Strait Islands Show Day** (Torres Strait Island region (whole region except Cairns))

For the full list, visit qld.gov.au/recreation/travel/holidays

Current news and updates

Need a guest speaker? Book Seniors Enquiry Line in your 2026 calendar

The Seniors Enquiry Line team provides free information sessions across a range of topics tailored to seniors:

- Scams awareness
- Social media and online safety
- Concessions for Qld seniors
- Digital legacy

These free in-person information sessions are provided to seniors' groups, support groups, community centres and retirement villages within South-East Queensland (virtual available throughout Queensland).



Scan this QR code to see how you can book a free information session or visit seniorsenquiryline.com.au/community-education

Qld Government Seniors' Expos

At the time of this newsletter's publication, dates for 2026 had not been released. Keep a look out at qld.gov.au/seniors/legal-finance-concessions/seniors-expos.

Retirement Living & Senior Lifestyle Expos

The Retirement Living & Senior Lifestyle Expo is a series of free events that showcase a selection of quality service providers and businesses that specialise in the retiree and senior sector.

At the time of this newsletter's publication, dates for 2026 Queensland events have not been released. To find events near you, visit seniorexposaustralia.com.

Statement of Rights The new Aged Care Act

The new Aged Care Act includes a Statement of Rights, outlining the rights that older people have when accessing aged care services.

The rights outlined in the Act help to ensure that older people and their needs are at the centre of the new aged care system.

Most providers have always considered the rights of older people in providing care, but it is now a legislative requirement to understand and deliver services in line with the Statement of Rights.

The Statement of Rights include the right for every individual to have:

- independence, autonomy, empowerment and freedom of choice
- equitable access
- quality and safe funded aged care services
- respect for privacy and information
- person-centred communication and the ability to raise issues without reprisal
- advocates, significant persons and social connections.

Providers have to ensure that their actions are consistent with the Statement of Rights. This includes ensuring that their aged care services are delivered by aged care workers who have appropriate qualifications, skills and experience.



Older Persons Advocacy Network (OPAN) has created this poster which is an easy-to-understand summary of your rights when seeking or receiving aged care services opan.org.au/toolkit/charter-of-aged-care-rights

Visit health.gov.au/our-work/aged-care-act to learn more on the new Aged Care Act.

Current news and updates

Social media minimum age obligation eSafety Commission

On 10 December 2025, many social media platforms won't be allowed to let Australians under 16 create or keep an account.

The change aims to protect under-16s from pressures and risks they can be exposed to while logged in to social media accounts. These come from design features in the platforms that:

- encourage them to spend too much time on screens - for example, by prompting them with streams of notifications and alerts, and pressuring them to view disappearing content
- increase the likelihood of exposure to negative, upsetting or manipulative content served up in their feeds by algorithms.

These features have been linked to harms to health and wellbeing - including increased stress levels, and reduced sleep and concentration.

It's not a ban, it's a delay to having accounts

This means there will be no penalties for under-16s who access an age-restricted social media platform, or for their parents or carers. However, age-restricted social media platforms may face penalties if they don't take reasonable steps to prevent under-16s from having accounts.

For a list of platforms which will be impacted, visit esafety.gov.au/about-us/industry-regulation/social-media-age-restrictions/which-platforms-are-age-restricted.

For the most up-to-date information, visit the eSafety Commission website esafety.gov.au/about-us/industry-regulation/social-media-age-restrictions-hub.

Food safety in extremely hot weather Queensland Health

Keep food safe in hot weather

- Put food back in the fridge after using it
- Put leftovers in the fridge quickly once the food has cooled
- Don't eat food that has been left out of the fridge for 2+ hours
- Eat leftovers within 2-3 days
- Eat food as soon as it's cooked
- Keep fridge temperature below 5°C
- Don't fill the fridge too much
- Thaw and marinate meat in the fridge, not on the bench
- Shop with a cooler bag and picnic with an esky.

Food safety when the electricity goes down

Food in the fridge - throw out food in the fridge if it:

- Has an unusual smell, colour or texture
- Fridge has been off for 4+ hours
- Inside of the fridge is warm or you don't know if it is safe

Food in the freezer:

- Frozen food that has started to thaw should be eaten quickly or thrown out. Don't refreeze.
- Limit the number of times you open the fridge or freezer.

If in doubt **THROW IT OUT!** For further information visit health.qld.gov.au/foodsafety

Updated website My Aged Care

My Aged Care has updated their website to support the start of the new Aged Care Act. The website features a clearer and more intuitive navigation, a redesigned 'Find a Provider' tool, enhanced Fee Estimators, 'My Guide to Aged Care' and 'Help Explorer' tools.

Visit myagedcare.gov.au to see the updated website.

Upcoming campaigns

Safer Internet Day 10 February 2026

Safer Internet Day, Tuesday 10 February 2026, is a global, day of action bringing communities, schools, organisations and families from more than 180 countries together to raise awareness of online safety issues and work toward a safer internet.

The eSafety Commissioner leads the day in Australia and we're calling on all Australians to help make the internet a safer, and more positive place.

Whether you're working, learning, playing or scrolling - the internet is a huge part of life. It opens a world of opportunities, but also comes with risks, especially for young people and other at-risk groups.

What steps can I take to be safe online?

- have online safety conversations
- learn about online risks
- report harmful content
- practice respect and kindness online
- share online safety resources

Join eSafety in making the internet a safer, more positive place - one conversation, one click, and one day at a time.

Visit esafety.gov.au/newsroom/whatson/safer-internet-day for more information.

Helpful services around online safety

- **Be Connected** is an Australian government initiative committed to building the confidence, digital skills and online safety of older Australians. Whether you want to pick up new skills or dive into a new topic, you can access our free learning resources online.
- **Australian Cyber Security Centre** operates a Cyber Security Hotline (1300 292 371) for any queries around online safety or cyber threats. Their website has great resources for seniors on passwords, online shopping and personal cyber security.

National Advance Care Planning Week 16 to 22 March 2026

Advance care planning involves planning for your future health care. It enables you to make some decisions now about the health care you would or would not like to receive if you were to become seriously ill and unable to communicate your preferences or make treatment decisions.

Advance care planning gives you the opportunity to think about, discuss and record your preferences for the type of care you would like to receive and the outcomes you would consider acceptable. Advance care planning helps to ensure your loved ones and health providers know what matters most to you and respect your treatment preferences.

During National Advance Care Planning Week, 16 to 22 March 2026, events will take place across the state to raise awareness to the importance of advance care planning and what steps to take. For more information, visit advancecareplanning.org.au/advance-care-planning-week

Helpful services around advance care planning

- **Statewide Office of Advance Care Planning** supports patients, families, carers and health professionals with information and resources about advance care planning. Contact the Statewide Office of Advance Care Planning on 1300 007 227 between 8am-4pm AEST Monday to Friday.
- **Queensland Public Trustee** offers a free Will-making service, and services related to powers of attorney and deceased estates. Call the Public Trustee on 1300 360 044.
- For information about **digital legacy**, check out this article from Be Connected at beconnected.esafety.gov.au/topic-library/articles-and-tips/how-to-prepare-your-digital-legacy-plan

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.

Velan Health

Velan Health is an approved in-home care provider for veterans, NDIS and aged care on the Gold Coast, Brisbane, Bribie Island, Sunshine Coast and Gympie.

They believe that true care begins with connection - hand in hand, heart to heart. Every day, they walk alongside clients and their families, providing not only care but also compassion, understanding, and support.

Velan Health's in-home nursing services provide professional healthcare in the comfort of your own home, helping individuals manage chronic conditions, recover from illness, or maintain general health.

For more information, call 1300 585 220 or visit their website velanhealth.com.au.

Driving Miss Daisy Companion driving service

Whether it's to an appointment, a visit to the shops or simply to catch up with friends, with Driving Miss Daisy you have a trusted friend who will arrive on time and get you there and back.

Drivers are police checked and have Working with Children Certificates, comprehensive first-aid training and Friend of Dementia Certificates.

If you qualify for NDIS or Aged Care assistance, they will complete the work and invoice your provider. Their costs are based on time and distance and the requirements of each individual journey.

To learn more, visit the Driving Miss Daisy website at drivingmissdaisy.com.au or call 1800 324 791.

Nourish

BlueCare's dietitian led program

Nourish is a dietitian led program supporting seniors to enjoy nutritious and delicious fresh cooked meals in the comfort of their own homes. Everyone has the right to good food and good nutrition that can be tailored to their individual health needs.

Under Nourish, you will receive Dietetic assessment and monitoring to support either you, your family, your friends or our personal care staff to prepare a variety of meals that can be enjoyed by all.

With Dietitian support you will receive recipes that meet your health needs and taste preferences. The program can provide short-term assistance with meals following a period of illness or longer term supports allowing you to enjoy home cooked meals into the future.

Here's what some of their current customers had to say:

"Sure, frozen meal services give variety, and it doesn't cost much but it all tastes and looks the same, there is nothing like a home cooked meal and good company."

"Apart from the obvious, better nutrition, excellent variety, social aspects and my peace of mind knowing Mum is eating well...Nourish is making Mum truly happy, and I haven't seen that in a long time. I am thrilled."

To access the program simply call BlueCare on 1300 258 322 and ask for support to see a Dietitian regarding 'Nourish'. Their team of friendly staff may also assist you to liaise with My Aged Care should you require support to access government funding for this service.

For more information about BlueCare and the services they provided, visit bluecare.org.au.

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.

IDCARE

Concerned about identity theft, scams and cybercrime?

Every year, over 1 million Australians are impacted by scams, cybercrime, and identity theft. If you're affected, don't feel embarrassed - you're not alone.

IDCARE is a free national identity and cyber support service. Their expert Identity and Cyber Security Case Managers offer personalised, free support to help you regain control and recover.

IDCARE can help if you:

- ✓ Discover someone is using your identity
- ✓ Click on the wrong link
- ✓ Visit a fake website
- ✓ Answer the wrong call
- ✓ Provide personal information to a criminal
- ✓ Lose your wallet
- ✓ Have your house broken into
- ✓ Discover your mail has been stolen
- ✓ Become involved in a relationship or investment scam

To contact IDCARE, call 1800 595 160 or submit a Get Help form at idcare.org.

Be Connected

Free online presentations to improve digital skills

Join a free online Be Connected presentation to develop your digital skills and keep safer online. Hosted by the eSafety Commissioner, Be Connected presentations cover a range of topics every month for older Australians, including how to use government websites, how to avoid scams, safer online shopping and banking and staying safe on Facebook.

All presentations are free, live streamed and delivered in an easy-to-understand format with eSafety's knowledgeable and friendly presenter. You can also ask questions during the presentation via live chat. Come along to keep your online skills sharp and increase your confidence using the internet and digital devices to help make the most of going online.

Visit the Be Connected website for upcoming presentation topics and dates, and information about how to register:
beconnected.esafety.gov.au/online-safety-presentations

Snap Send and Solve app

The app helping keep shared spaces safe, clean and great to be in

Unsure who to report to? From potholes and dumped rubbish to power outages and abandoned shopping trolleys, if you see it, you can Snap it! Across Australia and Aotearoa New Zealand, this free app makes it easy to notify the right people about issues that need a little attention and then makes it even easier for them to get right down to solving.

How it works:

1. You spot an issue and send a Snap (a photo of the issue) through the website or app.
2. The app will notify the responsible Solver. This app takes the guesswork out of reporting local issues. They will make sure your Snap ends up with the right people.
3. The Solver network will get to work fixing the issue. With a 90%+ Solve rate, your Snap is well on its way to getting Solved.

For more information and to download the app, visit snapsendsolve.com.

The logo for the Snap Send Solve app, featuring the words "Snap", "Send", and "Solve" stacked vertically in white text on a blue square background.

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.

Register your property access details Queensland Ambulance Service (QAS)

Did you know you can register your property access details with the Queensland Ambulance Service (QAS) to help paramedics enter your property in an emergency where you can't let them in, for example if you've had a fall?

Property access details may include:

- Key safe or lock box code and location
- Building access code
- Maps or building plans
- Building access codes and plans for shared complexes like apartment buildings or residential communities can only be registered by a member of the body corporate or the building manager.

QAS will request the following details: patient name, address and detailed location and code for the key safe or property access. Records are only kept for 12 months so you will need to re-register the code with QAS annually. All details supplied are stored securely in the QAS dispatch system. They will only be accessed in the event of a Triple Zero (000) call to your property.

Visit ambulance.qld.gov.au/our-services/register-property-access to learn more and to register.

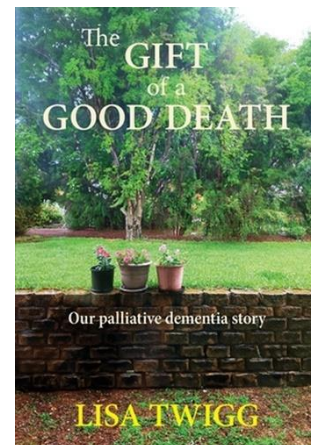
The Gift of a Good Death by Lisa Twigg

After learning that her beloved father Bob's death was rapidly approaching, Lisa Twigg knew what she had to do: give him the best death possible. The family took the unconventional step of taking Bob out of care and, in late 2023, he died from dementia at home. It was one of the most moving things that has happened to Lisa.

It is estimated that 421,000 Australians are currently living with dementia. In her first book *80 Years Without Dementia*, Lisa advocated for greater compassion and awareness about dementia. Part journal and part how-to guide, *The Gift of a Good Death* picks up where the first book left off and describes the process of watching Bob move along in his end-of-life journey and what that meant for the family. And, by explaining the processes that allowed this to happen, Lisa provides a blueprint for all families to start and record conversations about death and dying, rather than shying away from them.

Lisa is a true advocate for the dying and their families. *The Gift of a Good Death* is a must-read for anyone with ageing family members or those living with a chronic illness. Blending emotional resilience with practical planning, it helps families find peace in moments of stress and grief.

Visit Lisa Twigg's website lisatwigg.com to learn more.



From Seniors Enquiry Line callers

Parkinsons

A poem written by June Shaw in October 2022

Parkinson was the name of famous TV star
His chat show was always the best by far
But just by adding an S to his name
Lives for some are never the same

I think it was with me before I could tell
Because for a long time I had no sense of smell
I sometimes saw stars when I got into bed
So this illness had started inside my head

It must have been in two thousand and seventeen
When I began to wonder what it could mean
My right arm started shaking, my writing got small
Some other things were not right I seem to recall

My doctor knew from the start and sent me for tests
The outcome seemed obvious but I still hoped for the best
The scan showed the problem and this may sound strange
But I did not think that my life would change

For almost three years things went on like they should
And the tablets I took made me feel good
I carried on with life and did what I wanted to do
And people who met me never had a clue

This year has been a bit of a bummer
By this I don't mean the very wet summer
My body has slowed down, my walking gets frozen
This is not the life I would have chosen

There, I have said it so you know how I feel
Sometimes I can't believe it is real
But I look around the world and I can see
There are people who are much worse than me

With the love of my family and friends who care
Help me out I know they will always be there
These people will pick me up should ever I fall
I value the love, help and support from them all

FUN FACT



In 2023, more than 926,000 Queenslanders were 65 or older and the Australian Bureau of Statistics projects that by 2053, more than one in five Queenslanders will be 65 years or older.

New Years Resolution

A few callers have shared their New Year's Resolutions or what they are looking forward to in 2026. Here's a few:

"This year, I'm going to apply for a My Aged Care assessment"

"I'm going on a cruise for four months!"

"I get a Seniors Card this year"

Do you have a New Year's Resolution?

We want to learn more about you!

Do you have a poem, recipe, event, advice, or joke that you would like to share with other readers? Have you published a book? Have you built or created something that you want to show off? Do you have a story from your life that you want to share?

We want to hear from you! Seniors Enquiry Line might feature them in future newsletters.

Call us on 1300 135 500, email sel@uccommunity.org.au or post to:

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

Age isn't the problem. Ageism is.

This is an excerpt from an article by Compass

Everyone gets older: from the moment we are born, we age. It's an inevitable, universal experience. Yet somehow, the everyday process of growing older is seen as a negative experience, thanks to a form of bias known as 'ageism'.

What is ageism?

It's a narrow way of seeing people - especially older people - that stereotypes us based on our age and overlooks our individual characteristics. Ageism views older people as all having the same narrow range of behaviours, capabilities, preferences, limitations and needs. Ageism, like other forms of bias, may be conscious or unconscious, but it's still damaging for older people.

What does ageism look like?

People with ageist attitudes may not realise that what they say, think and do is harmful. You may not even have realised something you experienced was ageist. That's why it's important for us all to start talking about what ageism is and what it looks like. Here are some examples of ageist treatment:

- You're ignored or talked down to in shops, meetings or workplaces.
- When you tell someone about rudeness, abuse or unfair treatment that you've experienced, you're dismissed as 'old', overreacting or 'imagining things'.
- People insist on doing things for you that you're capable of doing yourself.
- People speak loudly or slowly to you without asking whether you need them to.
- Health care and other service providers talk past you to your companion or carer.
- You're denied health services or not taken seriously because your symptoms are 'typical for someone your age'.
- Your opinions and contributions are dismissed as 'outdated'.
- You're somehow made to feel you're too old to continue doing your job or the activities you enjoy.
- People assume you can't understand or use technology.
- People assume you're retired.
- When redundancies loom at work, people think you're keen to get one because you'll be 'counting down to retirement anyway'.
- Your job or promotion applications are rejected, even when you're appropriately qualified for the positions.
- You're the butt of jokes and stereotypical comments about older people, older age, ageing, or looking 'young for your age'

Are you ageist?

You might be surprised! Many forms of bias are unconscious – attitudes that we've absorbed from the society around us. Many Australians see older people homogenously as nice, likeable, polite, respectful and good at listening but also frail, inflexible, forgetful 'onlookers to life' who lack technological skills and vitality. Is that your perception? Take this 2-minute EveryAGE Counts quiz at everyagecounts.org.au/take_the_quiz to find out where you sit on the ageist spectrum.

Who is Compass?

Compass is a national website created to help older Australians navigate the complex issue of elder abuse and to guide action to end the problem. They make resources and information available both for older Australians and for the people who care for and support them. For more information, visit compass.info.



Read the full article at compass.info/featured-topics/ageism/age-is-not-the-problem-ageism-is