



SNIPPETS

July 2016 Edition 173

Seniors Enquiry Line

*Linking Seniors with
Community Information*

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Quote for the Month

It does not matter
how slowly you go
so long as you do
not stop.
Confucius

Contact Details:

Phone: 1300 135 500

TTY: (07) 3867 2591

Email: sel@uccommunity.org.au

Web:

www.seniorsenquiryline.com.au

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.

Financial Information Service

Centrelink has a free Financial Information Service (FIS) which can help you (even if you don't have a Centrelink customer number) with making financial decisions and understanding the consequences of these decisions.

FIS Officers can help with:

- understanding your financial affairs
- informing you of your options
- planning effectively for your retirement
- knowing how you can maximise your overall retirement income—and more



However, FIS Officers are not financial planners and don't give advice or tell you how to invest your money. They also do not make decisions about your pension, although they may be able to estimate what your payments may be.

To contact FIS, phone 13 23 00 and ask to speak to a FIS Officer. If possible, the FIS Officer will answer your questions over the phone, however if the issues are complex, they may need to arrange an appointment.

The Financial Information Service also runs seminars throughout Queensland around a range of topics such as; superannuation, age pension, estate planning, accommodation options in retirement and much more. A list of upcoming seminars is available at: <https://www.humanservices.gov.au/customer/enablers/upcoming-fis-seminars-queensland> or phone Seniors Enquiry Line on 1300 135 500 for help finding seminars in your area.

Water Rebate Changes – Brisbane

The Brisbane City Council's 2016 Budget included some changes to the water rebate that come into effect from July 1, 2016 and may affect pensioners:

- Pensioners currently receiving the rebate will continue to receive \$300 (full pension) or \$150 (part pension) annually
- Pensioners currently receiving the rebate will lose the rebate if they move house
- New pensioners will not be eligible for a water rebate.



What's On

Gold Coast Seniors Health and Life Style Expo – Tweed Heads

28th July 9am – 1pm

Obtain information about: retirement living options, in-home care, travel, insurance, financial planners, investment advice, free hearing and eyesight checks, mobility aids, Centrelink and much more.

Venue: Twin Towns Services Club
Phone: 0409 277 430
Email: warren.elwell@bigpond.com
Web: <http://gcseniorsexpos.com.au>

Jumpers and Jazz in July Festival - Warwick

21st – 31st July

Enjoy a celebration of yarn bombing, live jazz, tastes of country cuisine and a program of over one hundred events.

Venue: Various locations around Warwick
Phone: 4661 3122 or 4661 0434
Web: <http://www.jumpersandjazz.com/>



Other events on Seniors Enquiry Line's 'Events' pages include: Noosa Long Weekend Festival; Viva Surfers Paradise; Rockhampton River Festival; Taste of Burdekin - Ayr and many more.

Senior and Safer

The Queensland Fire and Emergency Services have produced a great booklet called Senior and Safer which covers topics such as; fire safety, preventing falls, balancing security against safety and what to do when there is a natural disaster or someone is injured. If you would like a copy of this booklet, phone Seniors Enquiry Line on 1300 135 500.

Proposed Public Transport Changes

The Queensland State Budget has proposed some changes to public transport in South East Queensland that are due to come into effect early in 2017:

- The number of travel zones will reduce from 23 to 8
- Fares for all zones of travel will be reduced



In addition to these changes, seniors will still be able to travel for free for the rest of the day after making 2 paid journeys on their go card in one day.

Complaints – Ombudsmen

If you have a complaint that has not been resolved by a government department or a business; an ombudsman or tribunal may be able to help to resolve the issue.

- Commonwealth Ombudsman – complaints about Commonwealth Government departments.
- Queensland Ombudsman – complaints about State Government departments and local councils.
- Energy and Water Ombudsman Queensland (EWOQ) – complaints relating to electricity, gas or water suppliers.
- Telecommunications Industry Ombudsman (TIO) – complaints about telephone or internet services.
- Financial Ombudsman Service (FOS) - complaints about banks, credit unions and building societies, investment and financial planning services, insurance providers and more.
- Superannuation Complaints Tribunal – complaints about superannuation in the areas of regulated superannuation funds, annuities/deferred annuities and retirement savings accounts.
- Private Health Insurance Ombudsman - complaints about private health insurance.

If you would like further information or phone numbers for these services, please contact Seniors Enquiry Line on 1300 135 500.

Find a Grandparent

Do you want to be part of a young family with children? Find a Grandparent is a web-based, not-for-profit service that connects surrogate grandparents with young families and brings the generations together.

Many seniors don't have grandchildren or live away from their families. Similarly, many families in Australia live without the support of their relatives and are therefore looking for a voluntary grandparent to assist them. Being a surrogate grandparent can bring joy and happiness to your life and the lives of the surrogate grandchildren.

Although there are no fees for grandparents, all surrogate grandparents that register on the website must provide a National Police Check. More details are available at: <http://www.findagrandparent.org.au/> or by emailing: info@findagrandparent.org.au

Copying Snippets Articles

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