

Seniors Enquiry Line Snippets



2024 Issue 3 July to September

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 great 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.



Current news & updates

Latest scams statistics Targeting Scams Report 2023

The Australian Competition and Consumer Commission (ACCC) has released its Targeting Scams Report for 2023.

In early 2023, it was anticipated Australians would report losing significantly more than the \$3.15 billion reported in 2022 however the combined losses reported in 2023 were \$2.74 billion (a 13% decrease in losses).

In 2023, Australians made over 601,000 scam reports compared to the 507,000 in 2022 (an 18.5% increase in reports). It is encouraging to see the amount of financial loss decreased despite the increase in scam reports.

The full report can be found on the Scamwatch website at scamwatch.gov.au/research-and-resources/targeting-scams-report

Cost of Living Rebate Queensland Government

Queensland households will get \$1,000 off their electricity bills in 2024-25.

\$1,000 will be automatically credited to eligible residential customer bills from 1 July 2024 - there is no need to apply. Exact timing will depend on individual billing cycles.

To be eligible, residential customers must have an electricity account with their electricity retailer or embedded network provider on 1 July 2024 and be separately metered and charged for their own electricity consumption.

This rebate is on top of the \$372 Queensland Electricity rebate which is available to eligible seniors and concession card holders.

Queensland Savers

Not all Queenslanders are getting the support they're entitled to. Explore the range of Queensland Government funded savings and support services at queenslandsavers.qld.gov.au

50c public transport Translink



From Monday 5 August, the Queensland Government will be reducing public transport fares to a 50-cent flat rate across all zones and modes on the Translink network across Queensland, for six months.

This includes all regional buses, and bus, train (excluding Airtrain), ferry, tram and on demand services in South East Queensland.

For this six-month trial, the 50c fare is the flat rate and therefore other discounts such as 50% concession fares or current frequency-based discounts such as '8 journeys and half price' and 'One, Two, Free' won't apply.

If you are a Senior Concession Card holder, then you will be able to continue to travel free on Brisbane City Council buses and in the Gold Coast City Council areas during off-peak travel times.

For more information, contact Translink on 13 12 30 or visit translink.com.au/tickets-and-fares/50-cent-fares

National Bowel Cancer Screening Program Age eligibility lowered

From 1 July 2024, the minimum eligible screening age for the National Bowel Cancer Screening Program will be lowered from 50 to 45 years of age.

Eligible people aged 45 to 49 will be able to join the Program by requesting their first bowel screening kit by calling the National Cancer Screening Register Contact Centre on 1800 627 701 or ncsr.gov.au/boweltest.

You can also talk to your doctor about getting a kit through the Program's alternative access to kits model.

**NATIONAL
BOWELCANCER**
SCREENING PROGRAM

Upcoming campaigns

NAIDOC Week 7 - 14 July 2024

Held across the country from 7-14 July 2024, NAIDOC Week will celebrate and recognise the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

This year's theme chosen by the National NAIDOC Committee, is 'Keep the Fire Burning! Blak, Loud & Proud'.

The theme honours the enduring strength and vitality of First Nations culture - fire is a symbol of connection to Country, to each other, and to the rich tapestry of traditions that define Aboriginal and Torres Strait Islander peoples.

For more information and to find NAIDOC events near you visit naidoc.org.au

Dying to Know Day 8 August 2024

Dying to Know Day is about changing the conversation around death and dying in Australia, taking it out of the shadows and into the light.

Now in its twelfth significant year, it is a transformational campaign born out of significant, strategic work focusing on ensuring that people have access to a dignified death, and that their wishes are at the forefront for others. The goal has always been to ensure that those who face the end of their lives, have their own wishes and experiences honoured by those who care, including the community within which they live.

Throughout August, you are encouraged to host a Dying to Know Day event which could be anything from a film night to a dinner party, an information stall or a panel discussion. Face to face or online - if it sparks a conversation, it counts as an event!

For more information and to find events, visit proveda.com.au/community-programs/dying-to-know-day

Dementia Action Week 16 - 22 September 2024

Dementia Action Week 2024 is from 16-22 September, which includes World Alzheimer's Day on Saturday 21 September.

Around two-thirds of people with dementia live in the community. A lack of knowledge and understanding of dementia may lead to people living with dementia experiencing stigma and discrimination in the community. This Dementia Action week, we're encouraging everyone to act now to make our communities more dementia-friendly.

For more information and to find events visit dementia.org.au/get-involved/dementia-action-week

Secure Your Home Day 28 - 29 September 2023

National Secure Your Home Day, brought to you by Neighbourhood Watch Australasia, is a powerful way to turn the tide. You do not have to live with the fear and uncertainty of neighbourhood crime.

Harden your security and reduce your risk of being a crime target by registering to receive a National Secure Your Home Day Kit, which includes a home security checklist, evidence-based and proactive security measures, property target hardening techniques and other tips.

The campaign focuses around three key points.

- 1 Assess** - Conduct a security assessment of your home using our Home Security Checklist
- 2 Act** - Introduce simple crime prevention strategies
- 3 Attend** - Join your local Neighbourhood Watch group for ongoing connection and support

For further information and to register for a National Secure Your Home Day Kit visit, secureyourhomeday.com.au



Good news story

Bolton Clarke's Postcard Pals

Aged care residents at Bolton Clarke's Fernhill community exchange postcards with students from Caboolture Primary School as part of a new program called "Postcard Pals".

Once a fortnight, residents write a postcard around a specific theme then receive a postcard response the following week. Themes have previously focused on 'what I took to school for lunch' or 'what my favourite subject at school'. These questions hope to help understand each other's experiences.

This program aims to reduce social isolation and help residents feel more connected to their community. It also assists the primary school students to develop literacy skills as well as connect with seniors as many of the students connected to the program do not have grandparents.

Book you may want to read

80 Years Without Dementia: Diagnosis Doesn't Define Life by Lisa Twigg

It's time to redefine dementia. What if it wasn't all bad, or could teach us valuable lessons about life? As I am sure you know from media reporting over recent years, diagnosis rates for dementia are rising all over the world and so, it would seem, is fear and misunderstanding around the disease.

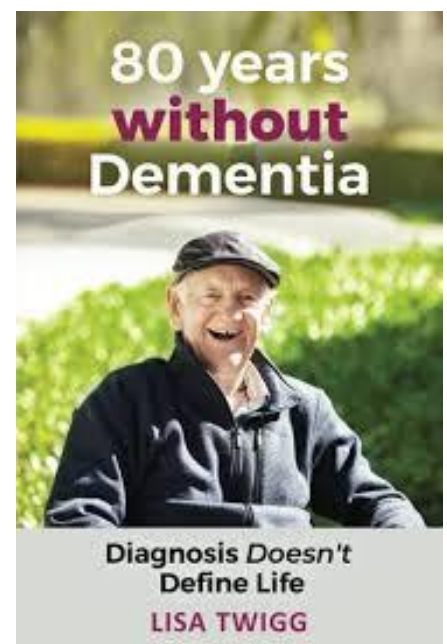
Ask almost anyone about their greatest concerns around ageing and the word dementia is likely to come up. However, should a diagnosis really define an inspiring life previously led? And, what if it wasn't all bad, or could teach us lessons about life?

In this heartfelt book about her family's journey with dementia, Lisa opens our mind to the possibility of reframing a diagnosis (from an 'absolute' negative to a 'potential' positive) as she recounts the life lessons her dad's dementia has taught her, including those about caring for others, courage, guilt, gratitude, living for today, regret, simple pleasures, and a few others.

Her hope is that you will be inspired by the insights she has gained and use them to support you in your own life, whether dementia is part of your family story or not.

Lisa is an independent social worker and has practised in both inpatient and community mental health settings. Her interest in writing this book comes purely from her role as a 'daughter'. That motivation stems from a desire to a) create a legacy for her beloved Dad and b) educate the wider community about the possibility of reframing dementia and reducing fear around diagnosis.

80 Years Without Dementia can be found at many bookstores and is also available as an audiobook and ebook. For more information, head to Lisa Twigg's website lisatwigg.com. Or follow [@eightyyearswithoutdementia](https://www.facebook.com/eightyyearswithoutdementia) on Facebook.



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

Caxton Community Legal Free legal and social work services

Caxton Community Legal Centre represents the interests of people who are disadvantaged or on a low income when they come into contact with the law. Caxton Community Legal Centre provide many services and supports. Some include:

Seniors Legal and Support Service (SLASS) which provides free social support, practical assistance and legal services for older persons at risk of or experiencing elder abuse, mistreatment, neglect or financial exploitation. SLASS can assist older people within the community, and patients at Metro South and Metro North Hospitals through a Health Justice Partnership. Please contact SLASS at (07) 3187 7187.

Queensland Retirement Village and Park Advice Service which aims to help residents:

- understand their rights and responsibilities under the Retirement Villages Act 1999 (Qld) and the Manufactured Homes (Residential Parks) Act 2003 (Qld)
- obtain the knowledge and skills to present their interests to village and park operators and resolve disputes
- have increased access to appropriate legal information and advice.

Seniors Financial Protections Service provide free general information and referrals on future financial planning including wills and future decision making, retirement, co-living, aged care and assets. Please contact SFPS (07) 3187 7187 to book an appointment or a free community information presentation.

Caxton also have factsheets on many common issues or topics at queenslandlawhandbook.org.au/factsheets-and-self-help-kits

Call (07) 3214 6333 between 9am to 5pm Monday to Friday to make an appointment.

Caring Cuisine Providing neighbourly nourishment for 50 years

In March 2023, Caring Cuisine expanded its operations launching Brisbane wide delivery. With a reputation built around tasty fresh cooked meals prepared by professional chefs, and a choice of main courses available each day, Caring Cuisine has reached over 1,000 clients in the past 12 months. The menu changes every fortnight, so clients are always spoilt for choice.

In a world of streamlined drop-and-go meal subscriptions Caring Cuisine is about more, not less. With 300 genuinely caring volunteers there is always time to stop for a chat and check in on clients. Volunteers deliver meals Mondays through to Fridays. There are no minimum orders and no lock in contracts.

Caring Cuisine welcome new clients with a free trial meal and can deliver to you anywhere in Brisbane and selected suburbs in Redlands.

Call Caring Cuisine on (07) 3354 3919 or email services@caringcuisine.org.au to set up a meal delivery service.

Animal registration concessions For concession card holders

Through your local council, you may be eligible to receive a concession on your animal registration if you meet one or more of the following criteria:

- you hold a current Centrelink Pensioner concession card
- you hold a Veterans' Affairs Repatriation Health card - for all conditions (Gold Card)

Contact your local council directly to discuss eligibility and application process.

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

Footprints Social Health Connect (SHC)

Social Health Connect is for people who are 18+, living in the Caboolture and Kilcoy regions, and experiencing social isolation and/or loneliness.

Social Health Connect strives to build meaningful relationships and build community. Supporting social health can positively impact your physical, mental and emotional health and wellbeing.

- develop person centred goal plans to address loneliness and social isolation
- explore local groups and social activities/opportunities people might be interested in
- build capacity and address barriers that prevent social inclusion.

For more information, head to footprintscommunity.org.au/services/shc

Footprints can be contacted by calling 1800 FOOTPRINTS (1800 366 877) or emailing admin@footprintscommunity.org.au

SafeCars Search for the safest car

Did you know that Department of Transport and Main Road's Street Smarts website has a tool to help people find safe cars?

Don't compromise on safety when it comes to buying a car. SafeCars uses safety rating systems based on crash testing and real-world crash data, and can quickly show you the safest cars available in your price range.

Visit the Street Smarts website to search for safer vehicles by price range or by make and model at streetsmarts.initiatives.qld.gov.au/app/car-safety-ratings

Magic Tables Moreton Bay Libraries

Experience the wonder of Magic Tables. Games, puzzles, and creative experiences are projected in an interactive space for all ages and abilities to explore and enjoy.



Magic Tables use specialised projection technology that was co-designed with seniors and caregivers in the Netherlands. Tovertafel is Dutch for "Magic Table". Sensors detect even the smallest of hand and arm movements and the games respond instantly.

Engaging with Magic Tables has social, sensory, cognitive, and physical benefits, especially for people living with dementia, learning difficulties, and neurodiversity.

You can play as a group, with a carer or by yourself. Friendly library staff can show you the tables' features and different levels of fun.

Libraries with Magic Tables include:

- Caboolture Library
- North Lakes Library
- Redcliffe Library
- Strathpine Library.

All the Magic Tables are free to use but availability may vary during library opening hours across the four locations.

To discuss best times to play or arrange a group booking, contact the library or email libraries@moretonbay.qld.gov.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

NFP House Volunteer Portal

In April 2023, NFP House launched a free online NFP House Volunteer Portal as a way to link people wanting to volunteer to community organisations seeking volunteers. The Volunteer Portal is focused on activating people to volunteer through short-term, one-off or long-term tasks and activities, to share their skills and energy across multiple community organisations in the region and to link people based on their interests and passions in the community.

The Volunteer Portal offers free online advertising for not-for-profit community groups in need of volunteers via an online public notice and also gives potential volunteers the ability to search through volunteer opportunities and tasks and express their interest in them.

Community organisations and volunteers are invited to register on the NFP House Volunteer Portal online at portal.nfphouse.org.au or set up an appointment at their Gladstone office. For more information, call NFP House on 0460 792 812 or email volunteer@nfphouse.org.au.

Time Made Personal concierge

Time Made was established to provide personal concierge services to help people take charge of 'the loose ends' in life.

Operating in Toowoomba and Bribie Island, Time Made provides support with:

- decluttering
- estate clearances
- downsizing
- organising
- relocation assistance
- and more.

Contact Carolyn by email at carolyn@timemade.com.au or call 0408 191 286. For more information, visit timemade.com.au

A natural disaster can affect your health months or even years after the event. Remember, you're not alone.

Since the 2022 Floods have you:

- Had nightmares about it or thought about it when you did not want to?
- Tried hard not to think about it or gone out of your way to avoid situations that remind you of it?
- Been constantly on guard, watchful or easily startled?
- Felt numb or detached from others, activities or your surroundings?

If you ticked more than two boxes, please email us at: MMHS-Disaster.RecoveryTeam@health.qld.gov.au (business hours Mon-Fri only)

If you or someone you care about is distressed or in crisis contact **1300 MH CALL (1300 64 22 55)**



Australian Government

Proudly funded by the Commonwealth and Queensland Governments through the Disaster Recovery Funding Arrangement (DRFA)



Queensland Government

Look for the warning signs



Anger



Sadness



Relationship problems



Drinking too much



Sleep problems

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



What it's like to receive support through Care Finder Thank you to Darling Downs and West Moreton PHN for providing this case study

June is 79 and lives alone in a small rural town. She is estranged from her family who live interstate and her days mainly consists of caring for her little dog Barry and watching TV. Her doctor referred her to Meals on Wheels as June has been losing weight and doesn't have much money to buy herself food after her bills and feeding Barry nice meat from the butcher.

Unfortunately, her relationship with her neighbours is not good as they have complained to the real estate agent that there are smells from her home and that June's yard is unkept and is encouraging rats and mice.

Helen from Meals on Wheels is aware that June doesn't have supports from friends or family and that she has difficulty reading and understanding information so she asks June if she could introduce her to someone who could support her to get her lawn mowed and help around the house. June has come to trust Helen so she agrees.

At the next visit, Helen brought along Amy who is a Care Finder in the area. Over a cuppa, they get to know each other and they make plans to meet again the following week. After a few visits, Amy provides information about My Aged Care and the supports they can provide. June agrees to Amy's offer to support her to apply.

Amy spent time to build rapport and trust with June. When the time was right, Amy provided June with information in a format that she could understand about how she could get help to maintain her independence.

Through their conversations, June identified that she would like someone to mow the lawn, help with cleaning and shopping. She also expressed an interest in joining a social group or participate in community activities.

Amy was able to support June throughout the My Aged Care assessment process and has continued even after she was assigned a level 2 Home Care Package and was registered with appropriate providers in her area. She now has support with house cleaning, shopping and lawn mowing. She has also joined the local CWA and regularly attends their craft group. One of the ladies also has a little dog and now she and June meet up each Monday at the park to give their little mates a run.

Amy keeps in contact with June to see how things are going. Amy has noticed that June is much happier in herself, her unit is clean and tidy, and the neighbours are now friendly with June. Barry is happy as ever and enjoying his weekly park run.

More information

Care Finder is a free service. It exists to support vulnerable people - who have no one else who can support them - to learn about, apply for and set up support services.

For more information about the Care Finder program and to find a Care Finder in your area, visit the My Aged Care website at myagedcare.gov.au/help-care-finder

What is a Death Café?

By Jacqui Williams, an End of Life Doula in South East Qld

With Dying to Know Day being held on 8 August 2024, you may hear a lot about the need for end-of-life planning and having open conversations about your wishes with your loved ones.

One way to engage and become more comfortable in discussions about death and dying is to attend a free Death Café where people - usually strangers - gather in a relaxed, respectful, comfortable setting. Often with a cuppa and light refreshments, there is the sharing of experiences, stories and questions. These are informal events are “organic.” They have no formal agenda. They are purely authentic, open discussions with the view that these events *‘increase awareness of death with a view to helping people make the most of their (finite) lives’*. Whilst Death Cafes are not formal bereavement support or grief counselling sessions, people do share and talk about their lived experiences about grief, loss and bereavement.

Since September 2011, the inception of Death Cafés by Sue Barsky-Reid and her son, the late Jon Underwood has seen over 18,000 Death Cafes run world-wide and over 89 countries have embraced this ‘social franchise’ which you can attend both in-person or online. To find Death Café events across the world go to deathcafe.com/deathcafes .

End of Life Transitions

As part of my End of Life Doula role, I am passionate about being part of building a local *Compassionate Community* so that together we are enhancing our community’s death literacy. I host events in the Redlands area and virtually. For more information and to find events, I encourage you to visit my website endoflifetransitions.com.au

After spending many years as a health professional working in aged and palliative care, I was aware that whilst community and hospital healthcare teams were providing the clinical expertise for end-of-life care, there were significant periods of time where the dying person and their loved ones were having to negotiate, by themselves, the transition of dying. Often feeling quite ‘alone’, somewhat daunted and sometimes ‘scared’. This was whether the person lived at home, or was in hospital or in a residential aged care facility.

Throughout the years, I have directly cared for the dying; supported grieving families and friends; written and presented life stories and ceremonies; and have had the privilege of meeting some remarkable people, all who have been anything but ordinary. It was with this background and passion, that my business End of Life Transitions evolved.

Personally, I have experienced the loss of very close family members and friends - some who had expected deaths and some whose deaths were sudden and unexpected. I have known the extreme pain felt in losing someone who was part of the very fabric of who I am as a person, and acknowledge that the sadness, sense of loss and grief I have felt was a symbol of the love that I felt for the person who has died.

These losses have allowed me time to reflect and to appreciate the uniqueness of each individual person; and my evolution to becoming an End of Life Doula. It also has made me see how very important it is to have a ceremony. It is through ceremony and rituals that we can capture a loved one’s ‘story’ and pay tribute to the life that has been lost.



Contacting Jacqui Williams at End of Life Transitions

0402 496 360

jacqui@endoflifetransitions.com.au

Monday to Sunday accessible

Servicing Brisbane, Redlands, Sunshine & Gold Coast areas

Neighbourhood centres: a place for everyone

Thank you to Jess, a Social Work student at St. David's

Neighbourhood Centre in Coopers Plains, for helping with this article

Neighbourhood centres - also known as 'community centres' and 'community hubs' - are organisations that identify community needs and provide free or low cost supports and services to hundreds of thousands of community members every year.

With over a hundred located across Queensland, from urban to regional, rural, and remote areas, you have likely passed a neighbourhood centre at some point during your travels. What makes neighbourhood centres special?

Face-to-face support

As our world shifts away from providing in-person services and moves towards phone calls and online websites or apps, a neighbourhood centre allows for friendly face-to-face communication to receive information, support, and interact with the community. Neighbourhood centres often have printers and can help with filling in forms. Services such as Services Australia, Carers Queensland, health, legal and financial services will often schedule time to visit centres in order to provide support to community members.

Social connection

Neighbourhood centres provide opportunities for social connection through community lunches and other events such as Family Days. They also host social groups with some focusing around activities such as art and craft, gardening, exercise, music, cards and games. They are also a great place to learn something new. Some provide English classes and classes and workshops about a range of topics including self-care and parenting. Community social groups and support groups may utilise rooms or halls connected to neighbourhood centres to facilitate their meetings.

Tailors supports to the community's needs

One big benefit of neighbourhood centres is that they can quickly respond to community needs. When the community is impacted by an issue or event, community centres are often the first place to act by sharing information and resources.

As neighbourhood centres tailor themselves to the needs of their community, supports and services vary, but may include:

- information and referral support around many topics and issues (housing, finances, health, legal assistance, food, welfare, technology support and more)
- counselling services including family and relationship supports
- food hampers, access to free or cheaper fruit and vegetables and other grocery items
- access to toiletries and public toilets and some may provide showers and washing machines
- emergency relief such as grocery and fuel vouchers, as well as assistance with bills
- opportunities to volunteer and give back to the community, sometimes by meeting Services Australia and SPER requirements
- immigration and settlement support to migrants, refugees and asylum seekers
- supports for families and parents including playgroups and clubs for children such as gaming or homework groups
- financial counselling, budgeting supports and access to loans such as No Interest Loan Schemes (NILS) and other government grants
- access to community gardens
- community recovery support such as flood, bushfire and disaster relief.

How to find a neighbourhood centre near you

To find a neighbourhood centre near you, call the Seniors Enquiry Line on 1300 135 500 or search via the Queensland Government's website at qld.gov.au/community/your-home-community/groups-in-your-community/Neighbourhood-centres

Emily's Scams Corner



National Scams Awareness Week

26 - 30 August 2024

National Scams Awareness Week runs from Monday 26 to Friday 30 August 2024. This year's theme is 'Share a story - stop a scam' and it encourages all Australians to speak up, share and report scams. Sharing your story helps others to spot, avoid and report scams, and recover from the harms caused by scammers. Share your scam story using the hashtag **#ShareAScamStory** to help make Australia a harder target for scammers. For more information, visit **scamwatch.gov.au**

Protect yourself from scams

How to stay aware and alerted to current scams

We can protect ourselves from scams by connecting with services that share scams awareness information, alert to us new scams and strategies to protect ourselves. Some great resources include:

IDCare connects the community with 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. Sign up for their newsletter via **idcare.org/contact/newsletter-sign-up-form**. For more information, visit the IDCare website at **idcare.org**. You can also follow them on Facebook, Twitter (X) and YouTube.

Scamwatch is run by the National Anti-Scam Centre to collect reports about scams to help us warn others and to act to stop scams. They also provide up-to-date information to help you spot and avoid scams. Visit **scamwatch.gov.au** to report scams and learn about all different types of scams. Scamwatch is active on many social media websites. Sign up to receive 'scam alerts' at **scamwatch.gov.au/news-alerts/subscribe-to-scam-alert-emails**.

eSafety is Australia's independent regulator for online safety. They educate Australians about online safety risks and help to remove harmful content such as cyberbullying of children, adult cyber abuse and intimate images or videos shared without consent. For more information, visit **esafety.gov.au**.

Australian Cyber Security Centre can help you respond to cyber threats and take steps to protect yourself from further harm. They have developed easy-to-follow cyber security resources to help you be more cyber secure. To learn more and sign up for alerts, visit **cyber.gov.au**.

Attend an information session

Seniors Enquiry Line provide free, in person, scams awareness information sessions to seniors' groups, community centres and retirement villages within South East Queensland (virtual available across Queensland). For more information, visit **seniorsenquiryline.com.au/community-education**.

Another great way to remain updated is to **lean on your community** and talk to the people you see and speak to. Share the scams you hear about and the strategies you use to protect yourself. Together, we can protect each other.

Not sure where to start? Call the Seniors Enquiry Line

There are a lot of great resources out there for when you have been the victim of a scam but what do you do when you first get a call, text message, email or see something online and you are not sure if it is a scam or not? You can call the Seniors Enquiry Line on 1300 135 500 9am-5pm Monday to Friday (excluding public holidays) to speak with our helpful staff. We can help you to investigate whether it is scam or not and what you need to do.

Community education

Seniors Enquiry Line Directory of Community Education Providers

The Seniors Enquiry Line regularly speak at seniors' groups, support groups, retirement villages and community events. We have collated a list of community education providers across Queensland and would like to share it with the community.

You can find the Directory of Community Education Providers on the Seniors Enquiry Line website's About Us page at seniorsenquiryline.com.au/directory-of-community-education-providers

Free community education information sessions for seniors

Older Australians are most at risk of being targeted by scammers¹. The Seniors Enquiry Line provides free information sessions across a range of online and safety topics:

- Social media and online safety
- Scams awareness
- Digital legacy

These free in-person information sessions are provided to seniors' groups, community centres and retirement villages within South East Queensland (virtual throughout Queensland). We hope to help to protect older people by offering easy-to-understand safety information and advice.

Don't delay - learn how to protect yourself and loved ones

Contact Emily Gould, Speaker and Community Resource Officer, to see how you can book a free community education session:

 emily.gould@uccommunity.org.au

 seniorsenquiryline.com.au/community-education



Scan for more information

¹2023, Australian Carers Guide, Common scams that target the elderly, www.australiancarersguide.com.au/common-scams-that-target-the-elderly

Upcoming seniors' expos Queensland Government's Seniors Event Calendar

For the most up-to-date information about expos, visit: qld.gov.au/seniors/legal-finance-concessions/seniors-expos/seniors-event-calendar

Surfers Paradise Seniors Expo - SOLD OUT

When: 9am-12pm Thursday 4 July 2024

Where: HOTA, Home of the Arts, 135 Bundall Road Surfers Paradise QLD 4217

Townsville Seniors Expo - SOLD OUT

When: 9am-12pm Thursday 11 July 2024

Where: Brothers Leagues Club, 14 Golf Links Drive, Kirwan QLD 4817

Mansfield Seniors Expo

When: 9am-12pm Thursday 18 July 2024

Where: Mansfield Tavern, 181 Wecker Road, Mansfield QLD 4122

Caloundra Seniors Expo

When: 9am-12pm Thursday 8 August 2024

Where: Caloundra Power Boat Club, 2 Lamerough Parade, Golden Beach QLD 4551

Redlands Seniors Expo

When: 9am-12pm Thursday 29 August 2024

Where: Alex Hills Hotel, 332 Finucane Road, Alexandra Hills QLD 4161

Other seniors' events

Dickson Seniors Expo

Tuesday 27 August 2024 at the South Pine Sports Complex in Brendale

Seniors Month October 2024

Show your love this Queensland Seniors Month, 1-31 October 2024, by celebrating how seniors Love Getting Older in Queensland.

To find events near you, visit

qldseniorsmonth.org.au

More information about Seniors Month will be included in our next issue of Snippets.