

# Seniors Enquiry Line Snippets



## 2023 Issue 2 June to August

### Your Newsletter

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

### Seniors Enquiry Line

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

### Helplines

COVID-19 Helpline - 1800 171 866

National Debt Helpline - 1800 007 007

Elder Abuse Helpline - 1300 651 192

Carers Gateway - 1800 422 737

### Mental Health Support & Counselling Services:

Lifeline - 13 11 14

13 YARN - 13 92 76

1800RESPECT - 1800 737 732


Beyond Blue - 1300 224 636

Head to Health - 1800 595 212

Family Drug Support - 1300 368 186

### Contact us

 **1300 135 500**

 [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au)

[seniorsenquiryline.com.au](http://seniorsenquiryline.com.au)

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## NAIDOC Week For Our Elders

National NAIDOC Week is held the first full week of July every year with this year's celebrations being held between 2 - 9 July 2023. This year's theme is For Our Elders.

Since 1975, this week-long event has provided an opportunity for all Australians to recognise the history, culture and achievements of Aboriginal and Torres Strait Islander people.

There are a number of events taking place across Australia. Such as breakfasts, information sessions and panels, sporting events, art fairs, trivia nights, BBQs, and community fun days for the entire family.

We encourage you to support and get to know your local Aboriginal and/or Torres Strait Islander communities. Learn about First Nations cultures and histories and celebrate one of the oldest, continuous living cultures on earth.



## FOR OUR ELDERS

2-9 JULY 2023

**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. The Seniors Enquiry Line 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.



# Have you heard of these 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](mailto:sel@uccommunity.org.au) to let us know

## National Continence Helpline

The [National Continence Helpline](#) is staffed by Nurse Continence Specialists who offer free and confidential information, advice and support to people affected by incontinence. They also provide a wide range of continence resources and information on local continence services.

The Helpline is available to anyone living in Australia. Call the National Continence Helpline on 1800 33 00 66 between 8am-8pm (AEST) Monday to Friday excluding public holidays.

## Advance Care Planning

Advance Care Planning (ACP) is the process of thinking about and communicating your preferences for future health care and helps you to have choice and control over your future treatment decisions, even in situations where you are unable to speak for yourself.

The state-wide [Office of Advance Care Planning](#) (OACP), is a free service for all Queenslanders that provides ACP information and forms and can audit then add approved copies of your ACP documents to your Queensland Health electronic hospital record. Queensland ACP forms, tip sheets and other ACP resources are available [here](#).

## TALK ABOUT

[TALK ABOUT](#) is a way for Darling Downs and West Moreton PHN to ask you about your experience with healthcare in your community. From 1 May until 7 June 2023 we want to TALK ABOUT what you think is working well and what you think could be done better to improve your healthcare experiences. Let's TALK ABOUT.... alcohol and other drugs. Did you know 3 in 4 adults discussed their use of alcohol and other drugs with their local GP? Check out this [flyer](#).

## Head to Health

The Head to Health Phone Service offers a free, confidential and friendly referral phone service for people seeking support for their mental and emotional wellbeing.

Whether you're trying to improve your sense of wellbeing, looking for help with something that's bothering you, or helping someone you care about, the Head to Health Phone Service is here for you.

Calls are answered by a range of professionals, including clinicians and those with lived experience of mental health challenges, who provide:

- help to connect with ongoing support
- support to improve your wellbeing
- help to navigate through a crisis
- immediate help to reduce distress
- help to safely cope with thoughts of suicide

Head to Health supports people of all ages who:

- are experiencing distress, feeling overwhelmed or are worried about themselves
- do not need urgent medical attention

### Refer someone you know

If you're unsure what supports are available for someone you care about, contact the Head to Health Phone Service on 1800 595 212 and we can navigate your query together.

The Head to Health Phone Service also accepts referrals from GPs, mental health services, community services, carers, families, and individuals. Individuals can contact the Head to Health phone service on behalf of patients and clients to find the best mental health and wellbeing support for them.

For more information, including making referrals, call Head to Health on 1800 595 212 from 8.30am to 5pm Monday through Friday.

TALK ABOUT

LET'S TALK ABOUT...

ALCOHOL AND OTHER DRUGS

Let's TALK ABOUT what you think is working well and what you think could be done better to improve your healthcare experiences.

TAKE OUR SHORT SURVEY

phn  
DARLING DOWNS  
AND WEST MORETON  
In health, we connect people

## Council on the Ageing Queensland (COTA Queensland)

[COTA Queensland](#) has been working with and for older people for over 65 years. As a non-government organisation, they have accrued extensive knowledge and understanding of both the barriers and enablers required to support older Queenslanders to live well in our communities.

COTA Queensland are uniquely funded as a 'peak body' to engage older Queenslanders to ensure their views are represented. They do this through creating opportunities to 'have your say' on key topics and support formal consultation processes directly with older people. COTA Queensland does not undertake or provide supports for individual advocacy.

COTA Queensland also has a long history of supporting the care sector to be more responsive to the needs of older people. Two current examples of this are:

- The Home Care Workforce Support Program helps older Australians remain independent at home by growing the home care workforce. COTA Queensland leads a consortium to attract, train, and retain more than 2400 new aged care workers across Queensland.
- The Commonwealth Department of Health sponsored the Sector Support and Development program for community-based home support providers across Queensland in preparation for the transition to the new 'Support at Home' aged care program which will be implemented in 2025.

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## Curbside wheelie bin collection support

Did you know that some councils provide support to people who are physically unable to take their wheelie bins to the curb for collection? Some councils assist by moving the wheelie bin to and from the curb on collection day.

Contact the Seniors Enquiry Line to find out if your local council provides this service and to enquire about eligibility and application process.

## Frailty Care Coordination Service Footprints Community

The Footprints Frailty Care Coordination Service (FCCS) supports seniors living in the Logan and Beaudesert region who are 65 years or older and 50 years or older for First Nations People. FCCS is a free service that can assist you to maintain your independence in the community and at home. FCCS support is provided to clients in their homes, over the telephone and in the community. The support is normally short-term, about 12 weeks, if you need longer, that's ok.

### You might be thinking, 'I'm not frail'

Frailty can present itself in many ways, you may be experiencing symptoms of chronic disease, a new loss of independence in self-care capabilities, have an increased risk of falls, trouble with remembering and concentrating, or be socially isolated to name a few.

### Footprints Frailty Care Coordination Service can support you to:

- recognise early signs and symptoms of frailty
- link you to local health and community services, including social groups
- increase your independence and management of your frailty symptoms
- manage barriers that prevent you from managing your frailty symptoms, such as navigating MyAgedCare, housing services, financial supports, health providers and other supports
- FCCS run a bi-monthly FrailTEA Social Group in Logan and Beaudesert, where they play fun games, do some light exercise, share a light morning tea and have friendly chats with other members of the community. Sometimes, they have guest speakers come in to share important information.

Referrals to FCCS are simple and easy to complete, this can be done by you or even by a family member or friend. Call [Footprints](#) Frailty Care Coordination Service on 1800 FOOTPRINTS (1800 366 877) or email [FCCS@footprintscommunity.org.au](mailto:FCCS@footprintscommunity.org.au)





## Public Trustee's Will Service

Did you know that the [Public Trustee](#) (PT) can help you create a Will for free? PT has many locations across Queensland and can provide virtual meetings. PT can be contacted on 1300 360 044.

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## Relationship Australia Queensland's Senior Relationship Mediation Service

[Relationships Australia](#) has a free service that provides mediation support to families and support networks. People who approach the service get a chance to speak privately to a mediator and talk about the options and what to do. Nothing happens without their consent.

The service provides a forum for family decision-making. It is a voluntary and cooperative process with meetings facilitated by a mediator where family members are assisted to discuss and address the changes and challenges that can occur through the family life cycle.

Elder mediation aims to support people in coming to agreements that recognise the rights of the older person and enhance the wellbeing and quality of life for all participants.

For more information, or to arrange personalised support to discuss your situation, please call the [Senior Relationship Mediation Service](#) on 1300 063 232.

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## What it's like to learn about new tech with STAR Tech?

Cleveland resident Dick Cijffers is continuing to enjoy his passion for travel by use of technology, thanks to a training program which is especially designed for seniors. STAR Tech is an initiative by STAR Community Services to give seniors autonomy in using digital technology. Since its launch in 2019, the program has supported over 550 seniors become confident technology users.

Although reasonably competent in using his computer for many years, Dick felt he needed support to grasp the "new technology". "I didn't feel confident in using my smart phone and make the best use of all the applications like WhatsApp".

With STAR Tech Trainer Darryl McConochie's support, Dick has been learning how to best use his smart phone and become confident with emails, saving data on Cloud and online banking. "As I am on a wheelchair, I find myself relying a lot on my phone, to stay connected and carry on my daily activities."



Research suggests that older Australians are getting left behind in the increasing technology dependent world. Lack of experience in usage of modern devices and anxiety about technology are key barriers in the acceptance of technology by the elderly in their daily lives.

"STAR Tech is especially designed to assist the elderly learn the basic digital skills. Our trainers are friendly, compassionate and patient. Clients receive one-on-one assistance and get detailed notes and new devices," said Patsy Wilshire, CEO of STAR Community Services. We invite all Redlands seniors to make the most of this unique program available in their local area."

Well known in the local community, Dick has 20 years' experience in radio and is passionate about travelling. "I have travelled over 100 countries! STAR Tech has opened a whole new world to me. With my improved knowledge of digital technology, I am able to continue my work as a travel agent-more efficiently. I can continue to organise trips and help more people travel and experience interesting destinations."

STAR Tech is open to anyone aged 65 and over of 50 and over for Aboriginal and Torres Strait Islander people. Eligibility criteria and terms and conditions apply. Simply call 3821 6699 or email [startech@starct.org.au](mailto:startech@starct.org.au) for more information on how to join STAR Tech.

## What's it like?...

This year we will be bringing you a series featuring stories from seniors and community organisations 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 [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au)



## What it's like to go through mediation? Relationships Australia was kind enough to share this case study with the Seniors Enquiry Line

*Please note that all identifying information has been removed and names have been changed*

Rose had been living independently and happily in her home for many years since her husband died. After a fall and a brief hospitalisation, her son Frank and daughter-in-law Sue came to look after her; the arrangement was for this to be for a short time however they had been living with her for over a year at the time she came for support to our Senior Relationship Mediation Service (SRMS).

Frank and Sue were not providing any care for Rose, apart from transporting her to occasional medical appointments, and they had use of her bank card to do the shopping. They often took her car for hours, which left her isolated at home; she could not visit with friends or attend her regular activities. She was also paying for all the bills. She had become nervous about Sue, who she felt was bossy and intimidating, and she was staying in her room for large amounts of time.

SRMS was contacted by her older son George who was concerned for his mother – Rose had agreed to the contact as she was upset about the living situation and becoming depressed. She was also very scared about what could happen in the future or making things worse.

The mediator met privately with Rose and then Frank and Sue were sent letters of invitation; they responded agreeing to participate in the process. Individual meetings were held with Frank, Sue and George and a follow up session was also held with each to help prepare them for the family mediation.

These sessions were an opportunity to explore the conflict dynamic and patterns in the family, and participants were supported to consider new possibilities for interaction.

Helpful flyers on conflict styles and relationship dynamics were provided to participants beforehand which helped support the development of self-awareness and reflection in the lead up to the meeting.

Key considerations for the mediation meeting were:

- how could the mediators support Rose so she felt safe enough to share her feelings/thoughts? Was there a likelihood of reprisals when they got home?
- What was the power dynamic?

The mediation went for nearly three hours, with one break when Rose became upset and we took time to check in one-on-one with each participant to ensure wellbeing at this time.

It was agreed that Frank and Sue would look for other accommodation and Rose would help them financially with the bond. They agreed to a timeline of four months.

# 15 June 2023 is World Elder Abuse Awareness Day

World Elder Abuse Awareness Day (WEAAD) is an annual initiative launched by the International Network for the Prevention of Elder Abuse and the World Health Organisation.

WEAAD aims to provide an opportunity for communities everywhere to promote a better understanding of the abuse that older people suffer by raising awareness of the cultural, social, economic, and demographic systems affecting them. Elder abuse is one of the least investigated types of violence and is addressed far less meaningfully than other key social issues.

WEAAD is commemorated each year on June 15 to highlight one of the worst manifestations of ageism and inequality in our society - elder abuse.

Elder abuse is any act which causes harm to an older person and is carried out by someone they know and trust such as a family member or friend. The abuse may be physical, social, financial, psychological or sexual and can include mistreatment and neglect.



## Did you know?

Australian Bureau of Statistics



It is estimated that by 2057 older people will account for 22% of the Australian population which translates to 8.8 million people.



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it's all about

# Respect

WEAAD 2023

**You are invited to a special event to celebrate and recognise older people Thursday 15 June 2023**

**When we respect elders, abuse does not happen**

STAR Community Services is proud to present WEAAD 2023 It's all about Respect

Come along for morning tea, alphabet bingo and join the conversation about how to stop elder abuse. Please wear purple to show your support.

10:00am - 1:00pm Thursday June 15 2023  
Brothers Leagues Club Ipswich at 20 Wildey Street, Raceview

RSVP to Jessy Byrnes at STAR Community  
0455 316 207 or [jbyrnes@starct.org.au](mailto:jbyrnes@starct.org.au)

## Regional and Remote Community Engagement Project UnitingCare's Older Persons Programs

UnitingCare's Older Persons Program recently received additional funding from the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships to appoint two Regional and Remote Community Engagement Project Officers.

These project officers will provide expert advice, education and awareness raising activities on elder abuse to health professionals, community members and other service providers in regional and remote areas of Queensland, including to First Nations communities.

The project will investigate and develop resources to raise awareness of elder abuse in regional and remote areas and in Aboriginal and Torres Strait Islander communities and aims to establish strong and sustainable relationships with regional and remote service providers and key stakeholders.

Elder Abuse Prevention Unit's helpline operates 9am-5pm Monday-Friday. You can contact the Elder Abuse Helpline on 1300 651 192.



# Make a Date to Check Your Prostate

## By Ruth at It's a Bloke Thing Foundation

Hey blokes...Is it time you made an appointment to discuss your prostate health with your doctor? You might already have your Personal Prostate Plan organised but maybe it's time for a follow up test?

### Early detection saves lives

The It's a Bloke Thing Foundation wants to reduce the number of men dying from this disease. Did you know that more men died last year from Prostate Cancer than women from Breast Cancer? In fact, 10 men each day lost their lives to Prostate Cancer in 2022. It is now the most diagnosed cancer in Australia apart from skin cancer.

Prostate cancer is an insidious disease that often doesn't show symptoms in the early stages yet is very treatable when detected early. The It's a Bloke Thing Foundation encourages all men to "make a date to check your prostate". It's important to know your family history of prostate cancer as this will influence your decision-making process - start this conversation with your family now. If you have had prostate cancer, please talk about this with your family.

### Prostate Specific Antigen

The Prostate Specific Antigen (PSA) test is the simple blood test recommended. It is important to know that the PSA test is not specific for prostate cancer and the level may be raised due to other reasons including an infection or a benign enlargement of the prostate. You might be relieved to hear that the Digital Rectal Examination is no longer routinely performed by GPs. Some doctors are reluctant to encourage PSA testing due to a fear of men being over diagnosed and treated unnecessarily as has happened in the past. New medical techniques which are readily available, such as MRI, and advances in knowledge of the disease have reduced this risk.

The current guidelines recommend that someone with a family history of prostate cancer should commence testing at age 40 and those without a family history from age 50 years. Testing is currently recommended to be done every two years but Medicare pays for an annual test. If you don't know your family history start testing at age 40. The current guidelines suggest that men over 75 years no longer require testing but if this is you, discuss your preference with your doctor.

It is important to know your PSA number, so that you know what is 'normal' for you. You can then check if your number is changing over time. It is also important to have regular, ongoing testing as a sudden change in the PSA number indicates a need for further investigation.

The It's a Bloke Thing Foundation encourages you to visit your doctor now and organise your Personal Prostate Plan. Make time to look after your health by having an annual check-up with your GP and share this information with your mates. It could save their life!

### Community education

If you would like me to visit your community group or workplace to talk further about prostate health, give me a call on 0417 739 166 or send an email to [ruth@itsablokething.com.au](mailto:ruth@itsablokething.com.au)



For more detailed information about prostate cancer go to the Prostate Cancer Foundation of Australia website at [www.prostate.org.au](http://www.prostate.org.au)

# Who to call in an emergency: Triple Zero 000 or Policelink or Crime Stoppers?

by Sergeant Nadine Webster at Ipswich District Crime Prevention Unit

Sergeant Nadine Webster has been the Officer in Charge of the Ipswich District Crime Prevention Unit for the past fifteen years. As part of her role with the Queensland Police Service, she coordinates the Ipswich District Volunteers in Policing program (ViP's). ViP's are members of the community that have been vetted and trained to volunteer their time to provide crime prevention and community safety information, education, and resources throughout the community.

Sergeant Webster has put together this brief overview of the who to call in an emergency and crime reporting pathways available to Queenslanders.



## Triple Zero 000

If you have a threat to your personal safety or a crime is happening NOW, you should ring Triple Zero 000. This is the emergency number of Police and other emergency services. Triple Zero 000 is available 24/7.

When calling Triple Zero 000, stay calm and when asked, clearly state whether you need Police, Fire or Ambulance. You may be asked to state your town and location. The call will then be directed to the service you asked for. When connected to the emergency service, stay on the line, speak clearly and answer the questions and don't hang up until the operator tells you to do so.



If you have a hearing or speech impairment, you can contact emergency services on 106 directly through a TTY (also known as a teletypewriter or textphone). You cannot contact emergency services by text message (SMS) from your mobile phone. All calls to the emergency numbers, whether from fixed, mobile, pay phones or VoIP services are free-of-charge. When you call 106:

- type PPP for police, FFF for the fire brigade or AAA for an ambulance
- the relay officer will contact the correct service and stay on the line to relay your conversation
- because TTY is connected to a land line phone number. emergency services can see the address you are calling from. (You will still need to confirm your address).

## Policelink

If you have had a crime committed against you, for example you wake up and identify that your car has been stolen overnight and there is no immediate threat to your safety, then number you ring is Policelink on 13 14 44. Alternatively, you can submit a report online at <https://www.police.qld.gov.au/Policelink-reporting>. Online reporting services are available 24/7 and even allow you to upload any CCTV camera footage.

If you receive further information about the crime or any other offence you can provide this information to Policelink by using the online [suspicious activity form](#).

## Crime Stoppers Queensland

Entirely independent of the Queensland Police Service is Crime Stoppers Queensland. Crime Stoppers Queensland is a registered charity and community volunteer organisation. Crime Stoppers provides a platform for the community to report information about suspicious activities or information to assist with the solving of crimes anonymously. This can be done 24/7 by calling 1800 333 000 or reporting online at [www.crimestoppersqld.com.au](http://www.crimestoppersqld.com.au)



## Further Information

You can also access direct information from Queensland Police Service on what is occurring across the state at [www.mypolice.qld.gov.au](http://www.mypolice.qld.gov.au). You can also learn more about what is occurring both reactive and proactively in your district through your local sites ie. <https://mypolice.qld.gov.au/ipswich/>



# Rice salad recipe

Thank you to Angela for sharing this recipe with the Seniors Enquiry Line. Angela made this recipe for her family at Christmas and has become a new family favourite.

## Ingredients

### Salad

250g cooked brown rice  
1 capsicum, diced  
1 cucumber, peeled and diced  
2 sticks of celery, sliced  
2 tomatoes, chopped  
3 shallots, chopped  
50g cashews  
50g sultanas  
1 tin water chestnuts, sliced

### Dressing

Juice of 1 lemon  
Juice of 1 orange  
2 tablespoons oil  
1 tablespoon tamari  
1 garlic glove, crushed  
Small piece of ginger, grated  
A drop of sesame oil



## Method

1. Mix all the salad ingredients together in a large bowl
2. Mix all the dressing ingredients together
3. Pour dressing over the salad and toss to combine.

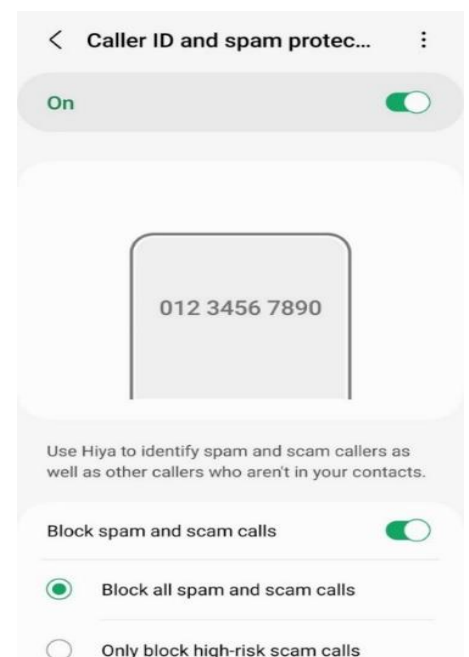
## Scam safety tip

### Caller ID and spam protection setting on Android smartphones

Have you looked in your phone application settings recently? Some Android phones have a “Caller ID and Spam Protection” option which automatically blocks phone numbers that have been flagged as a spam or scam number.

Have a look to see if your Android smartphone has this option by going into your phone application. This is the application where you would make calls or see your call log. Open the settings option in this application and look for “caller ID and spam protection”.

Please note, not every phone will have this setting and it may look different on your device.



### We would love to learn more about you!

Do you have a recipe, event, story or joke that you would like to share with other readers?  
We want to hear from you!  
Seniors Enquiry Line might feature these in future newsletters.

Please forward to:

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

Alternatively, you can email us at [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au) or call us on 1300 135 500

## Upcoming events

Seniors Enquiry Line will be attending Dorrington Men's Shed in Ashgrove on 6 June 2023 to facilitate a scams awareness information session.

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Seniors Enquiry Line will be hosting four sessions at The Community Place in Kalinga and Stafford. RSVP to The Community Place on (07) 3857 1152

Scams Awareness 1pm-2pm on Thursday 18 May 2023 at 20 Clark Street, Kalinga

Concessions and supports available to Queensland Seniors 1pm-2pm on Thursday 1 June 2023 at 20 Clark Street, Kalinga

Scams Awareness 10:45am-11:45am on Tuesday 18 July 2023 at 33 Teevan Street, Stafford

Concessions and supports available to Queensland Seniors 10:45am-11:45am on Tuesday 1 August 2023 at 33 Teevan Street, Stafford

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Seniors Enquiry Line is hosting a scams awareness information session at Laidley Library 11am and Gatton Library at 1pm on Wednesday 21 June 2023

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Seniors Enquiry Line is hosting an information session on concessions and supports available to Queensland seniors at Wynnum 60 and Better at Level 1/ 105 Florence Street, Wynnum 10:30am - 11:30am on Wednesday 12 July 2023. RSVP to Marg at Wynnum 60 and Better on (07) 3348 6306 or [admin@wynnum60andbetter.org.au](mailto:admin@wynnum60andbetter.org.au)

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Seniors Enquiry Line will be providing an information session on concessions and supports available for Queensland seniors at Sandgate Home Assist Secure on Thursday 27 July 2023 at 10:30am

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UnitingCare's Older Persons Programs will be attending Dickson Seniors Expo at South Pine Sports Complex in Brendale on Tuesday 22 August

## Seniors Enquiry Line community education

The [Seniors Enquiry Line](#) is a one-stop shop for information and referral support. As well as the helpline, the Seniors Enquiry Line provides community education to seniors groups, community centres and retirement villages throughout South East Queensland on topics such as:

- Scams awareness (overview of scams and how scammers convince us)
- Social media and online safety
- Deep dives into specific scams (ie identity theft or phishing scams)
- Concessions and supports available to seniors in Queensland
- Overview of UnitingCare's Older Persons Programs.

For more information, you can find the "everything to know about community education through Seniors Enquiry Line" resource and expression of interest form on the Seniors Enquiry Line's [website](#).

## Request for help in creating a new resource: Queensland guest speakers list

After facilitating an information session or guest speaking at a seniors' group, we are often asked for recommendations of topics or other guest speakers.

To help with these enquiries, Emily is putting together a list of guest speakers and community education providers throughout Queensland.

If you guest speaker at seniors' groups and would like to be included in this list, please contact us on 1300 135 500 or email Emily at [emily.gould@uccommunity.org.au](mailto:emily.gould@uccommunity.org.au)

Please note that event details may change after the distribution of this newsletter.

Please check the Seniors Enquiry Line website for most current information or contact the Seniors Enquiry Line on 1300 135 500.