

Seniors Enquiry Line Snippets



2023 Issue 1 March to May

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
Superannuation Hotline - 13 10 20
ATO Tax Help Program - 13 28 61
Elder Abuse Helpline - 1300 651 192

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

Contact us

 **1300 135 500**
 sel@ucommunity.org.au

seniorsenquiryline.com.au

In this issue

Do you need a guest speaker?	1
Seniors Shopper	2
Housing Older Women Support Service	2
2023 QLD public holidays	3
Spectacle Supply Scheme	3
National Public Toilet Map and MLAK	3
What's it like...?	4
Family Drug Support	5
Companion Card	5
Scam safety tip: document destruction	6
Remote access scams	6
Modem tips from nbnco	7
RSL QLD's ANZAC biscuit recipe	8
ANZAC day events	8

Do you need a Guest Speaker?

The Seniors Enquiry Line is a free, state-wide telephone helpline which provides information and referral support to seniors, friends and family, carers and service providers. People can contact us about anything and everything.

As well as the helpline, the Seniors Enquiry Line provides community education to senior's groups, community centres and retirement village's 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

If you would like to organise an information session, contact Emily at emily.gould@ucommunity.org.au

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.

Have you heard of these services?

SENIOR SHOPPER

What is Senior Shopper?

[Senior Shopper](#) is a free phone-shopping service that helps Seniors across Australia get the best price on a range of goods and services such as electrical goods, travel, motor vehicles, computers, mowers, power tools, furniture, white goods, lawn bowls gear, fishing tackle, pools, cameras and more.

You can [register](#) with Seniors Shopper on their website to gain access to a range of discounts and offers.

Eligibility

To be eligible for Senior Shopper, you must hold a Queensland Government Seniors Card or Seniors Business Discount Card.

For information about eligibility for Seniors Cards or assistance to apply, contact the Seniors Enquiry Line on 1300 135 500.

How to use Senior Shopper

Shop around, decide which item you want to buy, and then contact Senior Shopper with the make, model and the best price you have found. (For travel, an itinerary and budget is required). Have your Seniors Card ready.

A Senior Shopper consultant will call you back, usually within 24 hours, to advise you of the best price available at the time.

If you choose to buy the goods or services on offer, simply place your order with Senior Shopper. The preferred supplier will contact you to organise payment (by credit card, cash or cheque) and delivery.

If you know what you want to buy, visit [Senior Shopper](#) or call them on 1300 366 265.

If you would like more information about Senior Shopper or would like help to apply for a Seniors Card, please contact the Seniors Enquiry Line on 1300 135 500.

Footprints Housing Older Women Support Service

Footprints Community is a well-regarded not-for-profit provider of community-based services, working in the community for over 30 years. They specialise in working with older people, those that experience disability, mental illness, as well as those who are at risk of homelessness.

Footprints' newly funded Housing Older Women Support Service (HOWSS) is a flexible and responsive service that offers free and confidential advice and support to women (50 years and over, and 45 years and over for First Nations women) that is inclusive of all older women experiencing housing stress or homelessness.

HOWSS offers a Queensland-wide telephone information and advice line, 1800 FOOTPRINTS (1800 366 877) that operates Monday - Friday 8:30am-4:30pm (excluding public holidays) as well as a Brisbane based hub that operates Monday - Friday 9am-3pm, that is designed to be a warm, welcoming and dignified space where women can walk in and be supported by experienced and friendly staff.

HOWSS provides a place where older women can receive:

- help to find housing and support assistance
- information and linkages to other human service support agencies
- face-to-face contact with skilled staff
- outreach services
- engagement and education sessions for older women, and the sector
- volunteer peer support from people with lived experience
- state-wide collaborative regional responses

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

2023 QLD Public Holidays

As per [Queensland Government](#) website

Friday 7 April - Good Friday

Saturday 8 April - the day after Good Friday

Sunday 9 April - Easter Sunday

Monday 10 April - Easter Monday

Tuesday 25 April - ANZAC Day

Monday 1 May - Labour Day

Wednesday 16 August - Royal Queensland Show
"EKKA Wednesday" for Brisbane residents only

Monday 2 October - King's Birthday

Sunday 24 December from 6pm - Christmas Eve

Monday 25 December - Christmas Day

Tuesday 26 December - Boxing Day

Spectacle Supply Scheme

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

Eligibility

To apply for assistance under the Medical Aids Subsidy Scheme (MASS), you must:

- be a permanent resident of Queensland
- have held a pensioner concession card, health care card or Queensland Government Seniors Card for at least 6 months.

To book an eye examination with an optometrist registered with Spectacle Supply Scheme see the [list of registered providers \(PDF, 97KB\)](#) and [list of approved spectacles, lenses and frames](#).

Your optometrist will help you to complete the [MASS 30 Spectacle Supply Scheme Application Form \(PDF, 409KB\)](#), attach their clinical assessment, and submit it to the Spectacle Supply Scheme team.

For more information contact the Spectacle Supply Scheme on 1300 443 570 or sss184@health.qld.gov.au



National Public Toilet Map

Have you heard of the National Public Toilet Map? Search for public toilets across Australia at <https://toiletmap.gov.au/>

You can also download the app in the Google Play Store and Apple App store.



MLAK

What is a MLAK key?

[MLAK](#) stands for Master Locksmiths Access Key and it allows key holders to access mobility friendly public toilets 24/7.

Eligibility:

A person with a disability

Cost:

\$20 by credit card payment only

How to apply:

Complete an [application form](#) and provide supporting documentation such as:

- letter from a doctor or disability organisation
- copy of disability parking permit
- copy of disability card

Submit application and supporting documents to national@masterlocksmiths.com.au

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.

What's it like...?

This year we are keen to bring your stories from other seniors who have navigated a new situation or experience, and share how they were able to reach out to relevant community services for support. If you have an experience or story you would like to share, please call us on 1300 135 500.

The following story is from a senior who has a family member struggling with addiction. If you are affected by the content of this story and need support, please call Lifeline Crisis Support on 13 11 14 or Family Drug Support on 1300 368 186.

What's it like to love someone experiencing addiction

A storm of thoughts and emotions. In the centre, you and me. Me, the one that would like to protect you from everything and everyone. Loneliness made of desperation and shame. Alone and lost in a world that goes on like nothing is happening. I hide the tears as long as I can, I smile. When I can no longer contain them, I hide in isolation so they can flow overwhelmingly free. Behind a semblance of normality are the words I cannot say, the blood that curdles when the phone rings. The rage when you answer my calls, slurring words, making up improbable stories. Lies, many, too many lies. The fear when you don't answer, when you don't call, the phone silent for days, for weeks. I don't know where you are. I don't know how you are. Are you still alive?

You come home. You open the door, in front of me an emaciated body, blackened eyes, an arm unnaturally bent. You limp. Your jittery gaze reveals the paranoia that haunts you. Fear in your eyes, angst in your breathing. I hold you tight. We talk till dawn.

It's a rollercoaster of emotions and ache, it is chaos, it is grief, anger, guilt, isolation, pain, so much pain. I am at loss; I don't know what to do or what to say. Our lives are falling apart. I find the courage (or desperation) to reach out. I find Family Drug Support. I walk into my first meeting shaking not knowing what to expect. A quick look around the room and it's readily apparent that I am in the right place. I do not know any of the participants, but I feel welcomed and safe.

There is no magic wand, there is no quick fix but there is my new tribe, there is compassion, understanding, information. There is a space where no one will judge, and everyone will be supportive. There are tears and laughter that very few people, outside this space can understand. There is reality based collective wisdom, there is hope.

It is a tough journey no one chooses to be in. A journey with unknown duration and destination. But I am not alone anymore, I have my tribe, I'm learning how to navigate the best I can, I'm learning to be kind to myself, to look after myself, to cope. I learn to pick my battles, to celebrate every little success. It gives me strengths. It gives me hope. It keeps the communication open with my son, it helps me keep him safer.

I learnt to set boundaries and make the decisions I can live with. I learnt that what works for others may not work for me. I learnt that I don't have to do this journey alone. I have support. I can reach for the phone at any moment to talk to someone that understands. I have my group with me through the high and low of this journey.

There is my son, there is me, each one on their own path, walking side by side. There is a present to live and a future to create one step at the time. There is support. There is hope.

Family Drug Support

By Natasha, a Family Support Worker with FDS

Family Drug Support (FDS) is a non-for-profit, not-for-profit Australia wide service that provides support and education to families and friends of people who use alcohol and/or drugs.

FDS is built around a sound model of governance, with a central set of staff and a wide network of volunteers. Staff and volunteers assist in the development and delivery of evidence-based programs and a range of support information and materials useful to families of people using drugs and/or alcohol.

The FDS model emphasises the normality of what families are experiencing, provides tips and strategies for coping and allows them to make their own decisions on how to proceed or deal with dilemmas.

FDS aim to empower families through promoting self-care, validating their individual experience, offering opportunities to draw on the collective wisdom of other family members and acknowledging family members as the expert in their own lives. FDS is dedicated to acknowledging families on their journey in a non-judgemental, safe and confidential environment that allows families to share their experiences, concerns and questions.

Families can call the FDS 24/7 Support Line on 1300 368 186 and speak with highly trained and empathetic volunteers and staff who will provide support and information.

Companion Card

If you have a disability and a lifelong need for 'attendant care support' in order to participate in community activities and attend venues, the [Companion Card](#) can help you with the costs of getting out and about with the support of a companion.

The Companion Card is issued in the name of the person who has a disability, and is valid for 5 years.

Companion Card holders receive a second 'companion' ticket at no charge at [participating venues](#) and on public transport. The 'companion' ticket is also exempt from booking fees.

The Companion Card is not income or asset tested.

To be eligible for the card, you must:

- be a lawful Australian resident, living in Queensland
- have a disability
- because of the impact of the disability, be unable to participate at most community venues or activities without attendant care support
- need, or be likely to need, lifelong attendant care support.

To explore whether you are eligible and gain copies of the Companion Card Handbook or application forms, contact the Seniors Enquiry Line on 1300 135 500.

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 our future newsletters.

Please forward to:
Seniors Enquiry Line
Turrbul Country
PO Box 2376
Chermside Central QLD 4032

Alternatively, you can email us at sel@uccommunity.org.au or call us on **1300 135 500**

Scam Safety Tip

Physical copies of personal information destruction

Scammers want two things - your money and your personal information. As we all have personal information, we are all targeted and we are all at risk of being caught by a scam.

Sometimes, it's not about preventing ourselves from being convinced by scammers; sometimes it's about reducing the amount of information scammers have access to. It is vital that our information is protected as best we can.

One important thing to consider is, what to do with physical copies of personal documentation that we no longer need.

Any paperwork which includes contact information, banking information or account information should be destroyed once no longer needed.

With paper documentation, we encourage you to shred or place in a document destruction bin. If you do not own a shredder, office supply stores such as Officeworks may provide shredding services for a small cost.

Alternatively, you can soak the paper in a bucket of water and bleach overnight. Once the documents are unreadable, press the pulp together and dispose.

Paper documentation that is still needed should be stored in a secure place such as a fire-proof safe.

If you would like support to find documentation destruction services near you, please contact the Seniors Enquiry Line on 1300 135 500.

Did you know?

Scamwatch Statistics



Did you know that Australian's reported losing more money to scams in March than any other month in 2021?



Scams Snapshot

Remote Access Scams

These scams convince you that you need to allow the caller remote access to your computer or device in order to "fix" an IT issue.

Scammers will usually convince you that they are a representative of a well-known telecommunications or computer company such as NBNCo, Telstra or Microsoft or Apple.

They may claim your computer has a virus or has been sending error messages. They may suggest your poor performance of your internet connection or phone line. They may claim your internet connection has been hacked.

These scammers are incredibly good at what they do. They will appear very professional and knowledgeable however may become persistent and verbally abusive.

If you receive a call out of the blue from a service or organisation requesting access to your computer or device, hang up immediately.

If you have been impacted by a remote access scam, you can report this to the Australian Cyber Security Centre at [cyber.gov.au](https://www.cyber.gov.au)

Do you need a guest speaker at your social group, retirement village or community centre? Emily travels around South East Queensland speaking to people about scams and how they can protect themselves.

For more information please free to contact the Seniors Enquiry Line's Scams Awareness Project on 1300 135 500 or sel@uccommunity.org.au

Handy Tips from NBNCo

The Home Modem and Router Placement Checklist

We asked the **nbn**[®] team if they could share some tips on improving the internet or Wi-Fi connection in your home by getting the most out of your modem. Below you will find a checklist of things to consider when choosing where to place your modem.

1. Is your modem in the centre of your home?

Wi-Fi signals degrade as they travel, so the larger the distance between your device and the modem, the more opportunity the signal has to weaken. Placing your modem as central in your home as possible will ensure the shortest distance to all the areas you frequently use your devices.

The closer your modem is to an external wall or window, the more of your signal you are just sending out to the street or yard. Alternatively, if all your devices are on one side of your house, it might be better to place your modem there.

2. Is your modem elevated?

For the best results, your modem should be in a raised position and never on the floor. Aim to have line-of-sight with your modem.

3. Are there objects that can interfere with the Wi-Fi signal between your modem and your devices?

The objects around your modem can absorb and reflect Wi-Fi signals and this varies greatly depending on the type of material. Try to avoid placing your modem behind:

- solid walls made from brick or cement
- televisions, fridges, microwaves, cordless phones and large electrical household appliances
- metal panels, mirrors, cupboards, shelves and water.

Complex walls can also impact the quality of your signal, and are typically walls containing water pipes, air-conditioning ducts and insulation.

4. Do you have too many devices connected?

If you have multiple devices connected at the same time, it can impact the speeds you may be able to achieve. That's why homes with a number of devices will need stronger Wi-Fi abilities. Basic modems will start to experience connectivity issues when more than eight devices are connected at once. Connected devices aren't just computers and tablets; they include smart tvs, smart lights, and smart speakers amongst others.

5. Does your modem match your needs?

Over the past two decades the quality of Wi-Fi has improved greatly, so old equipment may not be up to the standards your lifestyle requires or that your newer devices advertise. Consider upgrading devices, such as printers, that were made before 2009 and may struggle to reach higher speeds. If upgrading isn't an option, turn the device off while not in use.

Speak to your service provider or an IT professional about whether your current modem meets your specific needs.

You can also find lots of advice about connectivity on the **nbn** website - nbn.com.au/optimise

Or you can contact our **nbn** Community Hub team to book in a 15-minute session.

Send an email to nbnsessions@nbn.com.au with your first name, preferred day and time for session to take place, and a quick summary of how we can help.

RSL Queensland's ANZAC Biscuits Recipe

ANZAC biscuits are an Aussie staple which originates from World War One. These biscuits were made from a mixture of flour, sugar, salt and milk powder. We are fortunate to be able to share RSL Queensland's recipe with you.

Ingredients

1 cup plain flour
1 cup rolled oats
1 cup desiccated coconut
1 cup brown sugar
125g butter
1 tablespoon golden syrup
1 tablespoon hot water
1 teaspoon bicarb soda

Method

Preheat the oven to 175 degrees Celsius. Combine the flour, oats, coconut and sugar in a large bowl. In a saucepan, melt the butter and then add the golden syrup. Bring it to the boil before removing it from the stove.

Mix the hot water and bicarb soda and add it to the butter and syrup – it should froth up. Pour this into the dry ingredients and stir together. If the mixture is a little dry, add some water.

Taking spoonfuls of the mixture, roll them into balls and put them on a greased baking tray, about 5cm apart. Use a fork to flatten them and then put them in the oven for 15 minutes or until they're golden brown.

Let them cool on the baking tray for about a minute, and then move them to a wire rack to cool properly.

Thank you to [RSL Queensland](#) for sharing this [recipe](#) with the Seniors Enquiry Line.

RSL Queensland's mission is to enable veterans and their families to live with dignity and respect. They've stood shoulder to shoulder with the Defence community since 1916, providing care, commemoration and camaraderie throughout Queensland and beyond. Through their services, events, advocacy and community, they're helping more veteran families than ever get the support, recognition and mateship they deserve.

You can contact the RSL on 134 RSL (134 775) or reception@rslqld.org

ANZAC Day Events 25 April 2023

ANZAC Day is a national day of remembrance in Australia and New Zealand, commemorated by both countries on the 25 April every year to honour the members of the Australian and New Zealand Army Corps (ANZAC) who fought at Gallipoli in the Ottoman Empire during World War I. It now more broadly commemorates all those who served and died in military operations for their countries.

In order to pay tribute to current and former veterans, traditional Dawn Services are taking place across the state ANZAC memorials and cenotaph.

To find an event near you, please contact the Seniors Enquiry Line on 1300 135 500.

Brisbane

[Brisbane ANZAC Day Parade](#) will be held on Adelaide Street, between George Street and Creek Street, from 9:45am to 12:30pm and will feature former and current Australian Defence Force veterans and other groups that contribute to the parade that make it the commemoration worthy of its heritage.

Sunshine Coast

Dawn Service will commence at 4.28am at The Cenotaph at The Esplanade, Cotton Tree. At 8:30am, the marching parade will start, assembles on Memorial Avenue outside Maroochy RSL. A Main Service will commence at 9.00am at the cenotaph at The Esplanade, Cotton Tree.

Cairns

The Cairns RSL Sub Branch Anzac Day Dawn Service will commence at 5:30 am at the Cairns Cenotaph on the Esplanade, followed by the Anzac Day March which will commence at 7:30am. The meeting point is Fogarty Park, from which point the march will proceed down the esplanade and disperse at the RSL Club. The Cairns Regional Council will then hold a commemorative service at the Cairns Cenotaph on the Esplanade at 9am.

Gladstone

Dawn service will commence at 5.30am at the Gladstone cenotaph intersection Tank Street and Goondoon Street, Gladstone QLD 4680.