



# SNIPPETS

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Seniors Enquiry Line

Linking Seniors with  
Community Information

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## Quote of the Month:

Happiness is not something readymade. It comes from your own actions." - Dalai Lama

## Contact Details:

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

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

## Did You Know?

11% of people are left handed

## Airbag Recall



Over the past year, there has been regular news coverage about Takata Airbags being faulty and causing injury. Experts have identified that two in seven cars are affected, across the nation. The Australian government has made it mandatory for all manufacturers to replace these airbags in affected cars by 2020. Up until now it has been quite difficult

to determine if your car is affected. **Seniors Enquiry Line** has compiled this information into an easy to understand format, so that you can identify if your car is affected, what to do if it is and how to go about it. For more information go to: <https://www.productsafety.gov.au/recalls/compulsory-takata-airbag-recall/faq-for-takata-airbag-recalls>. Alternatively, if you would like a copy, please contact **Seniors Enquiry Line** on **1300 135 500** and we will send you a copy.

## National Scam Awareness Week. 21-25 May 2018

The National Scam Awareness Week 2018 focus is on Threat-based and Impersonation Scams. In Threat-based and Impersonation Scams, the scammer uses intimidating tactics to scare and force the victim to comply with their demands.



Scammers have been known to impersonate Centrelink, Australian Taxation Office, Australian Federal Police and Department of Immigration, just to name a few. In 2016, the ACCC received over 2200 reports of Centrelink scams alone, with more than \$27,000 reported lost\*. To receive a National Scam Awareness Week information pack, or to discuss the possibility of a National Scam Awareness Week information session for your group or organisation, call **Seniors Enquiry Line** on **1300 135 500**.

\*Source: ACCC Targeting Scams Report 2016

## Get The Most Out of Being Online

Discover how being online can enrich your life. Be Connected is a new, free program for older Australians to help them increase their online confidence and skills, and realise the benefits of going online. Older Australians can access the program to learn the basics of how to:

- Use a digital device
- Send emails
- Use Facebook and other social media
- Shop online
- Share holiday photos with family, and much more!

Be Connected is a three-year Australian Government initiative offering older Australians free personalised help and support through the Be Connected Network - a large and growing number of community organisations across Australia such as libraries, neighbourhood centres, community clubs, retirement villages, and services supporting older Australians.

Community organisations that join the Be Connected Network will have the opportunity to apply for small grants from \$1,500 to \$50,000 as part of the \$20 million government funding to help deliver training and support to older Australians.

Along with the personalised help and support, the Be Connected website has a range of information, interactive training tools and resources for older Australians, their families and peers, and local community organisations. Topics covered on the website include learning the basics, avoiding scams, protecting your information online, connecting with friends and family near and far, and learning how to shop online - and that's just the start.

Older Australians can create their own learning plan on the website and progress at their own pace. If you, or someone you know, could benefit from a little digital help, make sure you let them know about the program and all the resources available.

For more information on Be Connected, go to [www.beconnected.esafety.gov.au](http://www.beconnected.esafety.gov.au).

You can ring the Be Connected helpline on 1300 795 897.

## Are you having difficulty paying your Go Via Bill?



If you're going through a time of financial hardship and are having difficulty paying your go via account, there are different options available to help alleviate the stress and worry of payment issues. Depending on your circumstances, a financial hardship arrangement could help you through this time. Go Via can extend your payment due date or even set up a payment plan. For more information call 1300 767 865 between 9am-5pm Monday to Friday (excluding Public Holidays) to discuss your options or complete the online financial hardship registration form. To read Go Via's Hardship policy go to: <https://www.govia.com.au/legal/policies/financial-hardship-policy>

## Famous Birthdays in May

- 1865** Sigmund Freud (Psychiatrist)
- 1892** Baron Von Richthofen (The Red Baron)
- 1907** John Wayne (Actor)
- 1930** Clint Eastwood (Actor and director)
- 1937** Frankie Valli (Singer)
- 1939** Ian McKellan (Actor, Gandolf in Lord of the Rings)
- 1941** Bob Dylan (Singer)
- 1944** Frank Oz (Puppeteer, - Yoda, Muppets)
- 1946** Andre the Giant (Pro wrestler)
- 1952** Mr. T (Actor)

## What's on your Social Calendar?

Now that the Commonwealth Games have finished it may be a great time to check the **Seniors Enquiry Line events page** on the internet at [www.seniorsenquiryline.com.au/events/](http://www.seniorsenquiryline.com.au/events/) for your next adventure. There are some great events on in May, including the Gympie Garden Expo and Highland Month at Wongawallan, to name a couple. If you have an interest in a specific activity, **Seniors Enquiry Line** can assist by searching to see where the closest location for that activity is to you. Call **1300 135 500** for more information.