

June 2022

## 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.

## Contact Details

Phone: **1300 135 500**

Email: [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au)

Website: [www.seniorenquiryline.com.au](http://www.seniorenquiryline.com.au)

## Useful Numbers

**Older Persons 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 -** 1800 651 192

**Mental Health Support & Counselling Services:**

**Lifeline -** 13 11 14

**Beyond Blue -** 1300 224 636

**1800RESPECT -** 1800 737 732

**MensLine Australia -** 1300 789 978

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## Updated Seniors Enquiry Line Website

Have you visited the Seniors Enquiry Line website?

We post regularly to the Seniors Enquiry Line website about scams and topics that are important to seniors. We also post events that we are participating in around South East Queensland.

If you like the information we share in Snippets, you should check out our website!



Some recent articles include:

- What is Multi-Factor Authorisation?
- What is Home Assist?
- What is the Spectacle Supply Scheme?
- Transport Options for Seniors
- What is Senior Shopper?

Go check out [www.seniorenquiryline.com.au](http://www.seniorenquiryline.com.au)

## Recipe

*A big thank you to Leanne (63) from Albany Creek for sharing this recipe with the Seniors Enquiry Line. Leanne is an active member of the Housing Older Women (HOW) movement working hard to advocate for safe, affordable housing options for Queensland women. You can learn more about the HOW Movement on their Facebook page [@HousingOlderWomenMovement](#)*

### Super Crispy Corn Fritters



Makes 16

#### Ingredients

420g can corn kernels, drained, rinsed  
4g pkt lightly dried chives  
200g haloumi cheese, grated  
200g cheddar cheese, grated  
1 cup plain flour  
1 tsp all-purpose seasoning  
3/4 cup milk  
Rice bran oil, for shallow frying  
Sea salt, to serve  
*Optional - chopped tomato, to serve*  
*Optional - chopped avocado, to serve*

#### Method

1. Combine corn, chives, half the haloumi, half the cheddar, flour and seasoning in a bowl. Add milk and stir to combine. Combine remaining cheese together in a separate bowl.
2. Add enough oil to come 1cm up the side of a large frying pan and place over a medium-high heat. Spoon 1/4 cup batter into the pan and cook for 2 minutes or until golden underneath.
3. Sprinkle a little of the cheese mixture on each fritter, turn and cook for a further 2 minutes or until cooked through and golden. Transfer to a plate and cover to keep warm. Repeat with remaining batter and cheese.
4. Sprinkle fritters with sea salt and serve with tomato and avocado.

Would you like to share your favourite recipe? We want to hear from you. Email us at [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au) or call us on 1300 135 500

## Centrelink's Financial Information Service

At the Seniors Enquiry Line, we receive a lot of calls from Seniors considering retirement or considering their financial futures. Did you know that Centrelink has a Financial Information Service?

This service aims to assist people to understand their financial circumstances and options available to them. They are well versed in an array of financial matters such as reducing debt, investments, salary sacrifice and superannuation.

Financial Advisors through the Financial Information Service are unable to make recommendations, assist with taxation paperwork or make decisions on Centrelink pensions as their role is to provide information so you are able to make informed decisions about your finances.

The Financial Information Service offers information sessions, one-on-one appointments and offer resources, webinars and information on the Services Australia website.

You can find more information about Centrelink's Financial Information Service on the Services Australia website. You can contact the Financial Information Service through the Centrelink Older Persons Line on 132 300.

## How to Create a Password

A good, strong password can be your biggest defence when protecting your information from criminals on the internet. So, how can you create a strong password?

- Use a combination of letters, numbers and characters such as (! , . - ?)
- Do not use names, dates or words that could be easily guessed
- Try to use phrases or random words
- Update your passwords regularly
- When needing to update passwords, fully change the password rather than just changing a couple of characters or numbers
- Create different passwords for different accounts
- Use a Password Manager
- Where possible, utilise Multi Factor Authorisation or Two-Step Authorisation

For more information, you can 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**  
**Po Box 2376**  
**Chermside Central QLD 4032**

Alternatively, you can email us at

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

# SNIPPETS

## Phishing Scams

### What is a phishing scam?

Phishing scams are where a scammer will try to convince someone to disclose their personal information. These attempts can take place over email, phone, text message, social media, the internet or even in person. The information could be contact details, banking details or passwords. These scammers often pretend to be from a reputable company or government department as we are more likely to be convinced by them.

**An example of a phishing scam** - You receive a call out of the blue from someone who claims to be from your Bank. They ask you to provide your banking details in order to confirm your identity. The purpose of this scam is to gain your details in order to access your bank accounts.

*If you aren't 100% certain it is safe, it's not worth the risk!*

### Who is at risk of Phishing Scams?

Scammers make money by tricking us into giving them money or our banking information or, by selling our personal information. As everyone has personal information, we are all at risk so it is important not to be complacent.

### Red Flags

- The first thing to consider is - who initiated contact? Have you received a call or email out of the blue?
- What email address did the email come from?
- Does the email or text message address you by name? A common red flag is "dear valued customer". Are there spelling or grammatical mistakes?
- Does the email or text message direct you to click a hyperlink?
- Are they asking for details that you would not usually provide?
- Are you feeling being pressured to act?

### What to do if you have been contacted by a Scammer?

1. End all communication - hang up the phone, don't respond to the email or continue to talk with the Scammer.
2. Have you provided any banking information? Contact your bank immediately to discuss. You may need to cancel your card or block any pending transactions. Internet banking apps make it easy to lock your card or cancel a card within seconds.
3. *Optional* - Report it to Scamwatch at [scamwatch.gov.au](http://scamwatch.gov.au)
4. Contact the Seniors Enquiry Line on **1300 135 500** to discuss. We may be able to make recommendations and provide referrals.

If you are concerned you have been in contact with a scammer or want further information, call the Seniors Enquiry Line on **1300 135 500**. We can provide you with additional information and resources so you are able to better protect yourself.

# SNIPPETS

## Events and Special Dates

### 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 Organization. It is a day in which the entire world voices its opposition to any form of abuse of the older generations.

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.

World Elder Abuse Awareness Day (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.

This year there are a number of events being held around the State where people can come together to discuss issues and engage with their community. Elder Abuse is a hard conversation starter, so we are focusing on RESPECT as the core theme in 2022.

If you would like more information on upcoming events or hosting an event yourself (big or small) you can contact the Elder Abuse Prevention Unit on **1300 651 192**. You may also like to contact us if you believe someone is experiencing elder abuse and would like to know.

### Caxton Legal WEEAD Event

Caxton Legal is hosting a World Elder Abuse Awareness Day event in Brisbane on Wednesday 15<sup>th</sup> June 2022 in the Queen St Mall (outside Myer Centre).

WEAAD provides an opportunity to connect and learn about Elder Abuse, its impact and older people's right to protection. When respect and honour are positioned in our interactions with Elders, we are all better positioned to combat and mitigate Elder Abuse from occurring.

Join advocates and allies to Elders in an interactive all-day event.

Let's tackle this hard topic by starting from a place of empowerment – celebrating Elders and the enrichment they bring to all aspects of life.

Starting at 9am with Tai Chi - led by Kevin Bee, a 90-year-old instructor.  
10 am – Official Opening  
10:30am - Keynote Speaker: Rebecca Wilson, Starts at 60  
1pm – Public Advocate “Let’s Talk” Q&A session  
11am –3pm: Dancing, singing, circus fun and entertainment.  
All day “Cuppa Tea Chats”

There will be plenty of comfy spots to sit with service providers and chat about Elder rights, needs and legal protection supports available. and empower seniors about Elder Abuse and what they can do to protect their rights.

Have a dance, a laugh and a cuppa while you learn about your rights and Elder Abuse.

Please note that event details may change. Contact Caxton Legal on (07) 3214 6333 or the Facebook event:

<https://www.facebook.com/events/1130897677687579>

Visit [www.seniorsenquiryline.com.au](http://www.seniorsenquiryline.com.au) for Seniors Enquiry Line events

# SNIPPETS

## National NAIDOC Week

National NAIDOC Week is held the first full week of July every year with this year's celebrations being held between 3<sup>rd</sup>-10<sup>th</sup> July 2022. This year's theme is Get Up! Stand Up! Show Up!



**GET UP!  
STAND UP!  
SHOW UP!**

**3-10 JULY 2022**

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 peoples.

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.

*2022 National NAIDOC logo used with permission*

## NAIDOC Week Events

Are you hosting an event? Let us know at [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au)

### Local Community Expo & Twilight Markets

Newtown State School in Toowoomba is hosting a Local Community Expo & Twilight Markets to celebrate NAIDOC Week on the Friday 29th July 2022 from 3:30pm-6:30pm.

With free entry, come visit local businesses and Indigenous Artisans at their stalls, listen to local Indigenous music, buy a few raffle tickets and enjoy a BBQ.

There will be activities for the kids so bring your whole family to support an amazing cause with all profits going to local charity Emerge, who support at risk youth in the community.

### Cairns NAIDOC Breakfast

Come attend an amazing breakfast and hear from guest speakers and local organisation DIYDG (Deadly Inspiring Youth Doing Good).

**When:** 7am-9pm Monday 4th July 2022

**Where:** Pullman International's Grand Ballroom at 17 Abbott Street Cairns 4870

**Contact:** [cairnsnaidoc@gmail.com](mailto:cairnsnaidoc@gmail.com)

Book a table through the Eventbrite website.

Find events near you at:

<https://www.naidoc.org.au/local-events/local-naidoc-week-events>

Please note that event details may change and Seniors Enquiry Line may not be informed. We recommend that you contact the event organisers directly. If you want help to find community events near you, contact the Seniors Enquiry Line on 1300 135 500.