

Seniors Enquiry Line Snippets

2026 Issue 4
October to December

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 useful numbers

13 HEALTH - 13 43 25 84

13 YARN - 13 92 76

1800RESPECT - 1800 737 732

Family Drug Support - 1300 368 186

Beyond Blue - 1300 224 636

Carers Gateway - 1800 422 737

Continence Helpline - 1800 330 066

Elder Abuse Helpline - 1300 651 192

Lifeline - 13 11 14

Medicare Mental Health - 1800 595 212

My Aged Care - 1800 200 422

National Debt Helpline - 1800 007 007

National Dementia Helpline - 1800 100 500

Quitline - 13 78 48

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.

From the Seniors Enquiry Line team

Happy Holidays!

Wishing you a Merry Christmas and Happy New Years

Even though this newsletter is distributed early October, it being the last newsletter of 2026, we wanted to include a special message to our callers.

The Seniors Enquiry Line team wish you and your loved ones a Merry Christmas and Happy New Year.

If you are interested in supports or events for during the holiday period, please contact the Seniors Enquiry Line on 1300 135 500.

2026 has been a big, memorable year and we can't wait to see what 2027 has in store for us.

Christmas and New Years operating hours

UnitingCare's Older Persons Programs

UnitingCare's Older Persons Programs consists of three, state-wide services:

- Seniors Enquiry Line
- Time for Grandparents
- Elder Abuse Prevention Unit.

The helplines will remain available over the Christmas and New Years period however the programs do not operate on Queensland and Brisbane public holidays or weekends.

Please note that the helplines will have reduced staffing during this period so response time may be slower.

If your enquiry is not urgent, please feel free to email the program and staff will respond when able.

If you require urgent support, contact Lifeline on 13 11 14.

Our website

Putting information at the fingertips of Queensland seniors

Where our newsletter provides snippets of information about services and things happening in Queensland, our website can explore issues more thoroughly.

Visit our website seniorsenquiryline.com.au to read our recent articles.

Book now for 2027!

Free information sessions through Seniors Enquiry Line

Seniors Enquiry Line provides free, information sessions in South-East Queensland and virtual available across Queensland.

Topics include scams awareness, online safety, concessions, digital legacy and more.

We are now taking bookings for 2027. For more information, or to book, email opp.communityed@ucommunity.org.au.

We want to learn more about you!

Do you have a poem, recipe, event, advice, or joke that you would like to share with other readers? Have you published a book? Have you built or created something that you want to show off? Do you have a story from your life that you want to share?

We want to hear from you!
Seniors Enquiry Line might feature them in future newsletters.

Call us on 1300 135 500, email sel@ucommunity.org.au or post to:

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

Current news and updates

Smoke Alarm Legislation 1 January 2027

New smoke alarm laws are coming.

All existing private homes, townhouses, units and manufactured homes require interconnected photoelectric smoke alarms by 1 January 2027.

Interconnected compliant smoke alarms means when one goes off, they all go off.

All registered caravans and motorhomes must also be fitted with a photoelectric smoke alarm.

Legislation introduced on 1 January 2017 requires all smoke alarms to comply with Australian Standard 3786-2014 and requires pre-existing smoke alarms to be replaced with interconnected smoke alarms if the smoke alarm has expired; does not work anymore and/or converting the home into a rental property.

You don't need to tell the Queensland Fire Department about your smoke alarm compliance.

When selling a home, you may need to provide proof that you have complied with the legislation.

For more information, visit fire.qld.gov.au/prepare/fire/smoke-alarms.

MYTH About Older Australians



Myth: Older people are more likely to be victims of criminal assault and robbery.

Reality: People aged 65 and over are less likely to be victims of crime than other adults.

New phone number Caxton Community Legal Centre's Seniors Legal and Support Service (SLASS)

Caxton Community Legal Centre has a new seniors line for their Seniors Legal and Support Service (SLASS).

SLASS provides legal assistance and social support for older people at risk of or experiencing elder abuse, mistreatment or neglect.



Call Caxton Community Legal Centre on (07) 3187 7187 to speak with the SLASS team.

Changes to Pension Supplement Services Australia

Centrelink has made changes to the Pension Supplement.

Previously, if you travelled outside of Australia temporarily, you could receive the Pension Supplement for up to 6 weeks before the payments stopped.

As of 20 September 2026, those travelling overseas will continue to receive the Pension Supplement for 12 weeks.

This also applies if you're already living overseas on 20 September 2026.

This change only affects the Pension Supplement. If you're eligible, you'll continue to receive your main payment.

Visit servicesaustralia.gov.au/travel-outside-australia-rules-for-pension-supplement to learn more about the Pension Supplement.

Upcoming campaigns and events

Queensland Seniors Month October 2026

From 1-31 October, Seniors Month is celebrating older Queenslanders and their ongoing contribution to the state - whether as volunteers or in the workforce, community leaders or carers, grandparents, or advocates.

Throughout the month community groups and organisations are hosting inclusive events and activities throughout the state.

Seniors Month is all about increasing the social connectedness of older people and their communities because we all want to be:

- Connected to our communities and the important people in our lives.
- Cared for and supported if care and support are needed.
- Celebrated as valued community members.

If you would like help to find events near you, call the Seniors Enquiry Line on 1300 135 500 or visit qldseniorsmonth.org.au.

Grandparents Day Sunday 25 October 2026

Grandparents Day recognises the contribution grandparents make to families, communities, and the economy.

It's a day for Queenslanders to say 'thank you' to their grandparents for their care and support and for sharing their knowledge, experience, and traditions with younger generations.

Libraries and community centres may host events to celebrate. If you would like help to find events near you, call the Seniors Enquiry Line on 1300 135 500.

For more information, visit families.qld.gov.au/our-work/seniors/grandparents-day.

Anti-Poverty Week 12 to 18 October 2025

For more than 20 years, Anti-Poverty Week has operated in Australia around the 17th of October, the UN Day for the Eradication of Poverty. The purpose is to help Australians understand poverty and to take action collectively to end it.

For more information, visit antipovertyweek.org.au.

Anti-Poverty Week Expo

Hosted by: Brisbane City Council

When: Tuesday 13 October 2026

Time: 9am to 12pm

Where: Kedron-Wavell at 21 Kittyhawk Drive, Chermside

National Carers Week 12 to 18 October

National Carers Week is a time to recognise, celebrate and raise awareness about the 3 million Australians who provide care to a family member or friend.

For more information, visit carersweek.com.au

Get Online Week 20 to 26 October 2025

Get Online Week is Good Things' national campaign to close the digital divide. It supports people to feel safer and more confident online, so no one is left behind.

Every year in October hundreds of fun, local digital skills events are held in communities across Australia for Get Online Week.

To find events near you, visit goodthingsaustralia.org/get-online-week.

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.

Spectacle Supply Scheme

Queensland Health

The Spectacles Supply Scheme helps people in Queensland get free spectacles including single vision, bifocals and trifocals.

If you live in Queensland and hold a Centrelink Pensioner Concession Card, Queensland Government Seniors Card or Centrelink Health Care Card, you can get new glasses every two years.

The optometrist will test your eyes and order the glasses for you. You can then choose from a range of free frames available through the scheme.

Participating optometrists are located throughout Queensland.

For more information, visit health.qld.gov.au/mass/prescribe/spectacles.

If you have any questions or would like help to find a participating optometrist near you, call the Seniors Enquiry Line on 1300 135 500.

Kmart Australia Pensioners discount

Did you know that Kmart Australia provide a 5% discount on the first Wednesday of the month? Eligible cards include:

- Pension Concession Card
- Department of Veterans Affairs Gold Card

Eligible card must be sighted by staff member. This offer is available in-store only and is exclusive to Kmart Australia.

Velan Health

Supporting those who served

Velan Health, is proud to support Australia's veterans by providing compassionate, professional nursing care in the comfort of your own home.



If you hold a DVA Gold Card, you may be eligible for fully funded in-home nursing and support services. Even if you don't currently need assistance, registering with Velan Health means they'll stay in touch with regular wellbeing check-ins, so if your health changes or you're discharged from hospital, they can arrange care quickly—without unnecessary delays.

Velan Health's experienced clinical team provides personalised care to help you remain safe, independent and living well at home, including:

- community nursing
- medication management
- wound care
- continence assessments
- dementia & palliative care
- complex nursing services
- overnight care & personal support

Because after a lifetime of service, you deserve care that's there when you need it most.

Scan the QR code or contact Velan Health's friendly team on 1300 585 220 or today to learn how they can support you or a loved one.



Learn more at velanhealth.com.au.

Fibre and GI: what are the benefits and how much should you be having?

Article provided by Logan Healthy Living

Fibre and GI play an important role in managing diabetes, supporting overall good health, digestive system and gut health, appetite regulation and reducing cholesterol.

What is glycemic index (GI)?

The glycemic index (GI) is a measure of how quickly carbohydrates are broken down and absorbed into the bloodstream. The higher the GI, the faster the food will be digested and absorbed, which will lead to a rapid increase in blood sugar levels. Alternatively, the lower the GI, the slower the food will be digested and absorbed, meaning a more gradual increase in blood sugar levels will occur. You can think of GI like lighting a sheet of paper (high GI foods) vs a sheet of bark (low GI foods) on fire. The paper will burn very fast, whereas the sheet of bark will burn slowly over time.

What is fibre?

Fibre is a type of carbohydrate that is more complex for the body to digest, therefore it takes longer to digest and absorb. This means foods that are higher in fibre tend to have a lower GI than foods with low amounts of fibre. Fibre also has many other benefits such as promoting regular bowel movements, reducing cholesterol, improving gut health and assisting in appetite regulation.

Which foods are high in fibre?

Foods that are high in fibre include fruits, vegetables, legumes, nuts, seeds and wholegrains. Legumes are foods such as lentils, chickpeas and beans. Examples of wholegrain foods include brown rice, quinoa and wholemeal breads and pastas. It's important to note that the skin of fruits and vegetables contain a lot of the fibre (and many other nutrients). This is why it's important to use the whole of the fruit or veg as a part of meals or snacks. This also means that majority of fruit are actually classified as low GI, despite the moderate amounts of carbohydrates and sugar. On the other hand, fruit juices are higher in GI as the fibre is removed from the fruit.

How much fibre should I be having per day? The recommended daily intake of fibre per day is Men: 30g/day and Women: 25g/day.

Reading nutrition labels: Aim for 6g of fibre per 100g or more.

The GI of a food will impact how fast it is digested and ultimately the rate at which your blood sugar levels rise. Foods with high fibre tend to have a lower GI than foods with low fibre. By including more high fibre foods in your diet, this will help manage your diabetes and support overall good health. This can be done by adding more fruits, vegetables, wholegrains, nuts, seeds, and legumes to your meals or snacks.

Logan Healthy Living

Logan Healthy Living has bulk-billed programs providing Practical support to prevent and manage diabetes, obesity and chronic diseases. Logan Healthy Living is located at Meadowbrook Medical Centre.

Call the team on (07) 3365 1057 between 8am - 4pm Monday to Friday or visit loganhealthyliving.org.au for more information.



Upcoming seniors expos and events

Queensland Government Seniors Expos

Seniors expos are a great way to meet face-to-face with government representatives and local organisations to find out about the services and supports for older people in your community.

Expos are seated information sessions with presentations from government agencies and generally held from 9am to 12pm, however individual event times are provided closer to the time.

Due to venue capacity restrictions, bookings are essential for seniors expos.

If you require assistance with registration, please call 13 QGOV (13 74 68) or email seniorsengagement@families.qld.gov.au.

Stanthorpe Seniors Expo

When: Thursday 8 October 2026

Where: Stanthorpe Civic Centre

Bribie Island Seniors Expo

When: Thursday 22 October 2026

Where: Bribie Island RSL Club

Carina Seniors Expo

When: Thursday 12 November 2026

Where: Carina Leagues Club

Capalaba Seniors Expo

When: Thursday 26 November 2026

Where: Alexandra Hills Hotel

Kingaroy Seniors Expo

When: Tuesday 8 December 2026

Where: Kingaroy Town Hall

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

Retirement Living & Senior Lifestyle Expos

The Retirement Living & Senior Lifestyle Expo is a series of free events that showcase a selection of quality service providers and businesses that specialise in the retiree and senior sector.

This year, they are hosting a series of Christmas themed expos at:

Caboolture Christmas Expo

When: Thursday 19 November 2026

Time: 10am to 1pm

Where: Caboolture Memorial Hall

Logan Christmas Expo

When: Friday 20 November 2026

Time: 10am to 1pm

Where: Diggers Services Club in Logan

North Lakes Christmas Expo

When: Wednesday 25 November 2026

Time: 10am to 1pm

Where: North Lakes Community Centre

Robina Christmas Expo

When: Tuesday 1 December 2026

Time: 10am to 1pm

Where: Robina Community Centre Auditorium

Strathpine Christmas Expo

When: Thursday 3 December 2026

Time: 10am to 1pm

Where: Strathpine Community Centre

Toowoomba Christmas Expo

When: Wednesday 9 December 2026

Time: 10am to 1pm

Where: Glenvale Room at Toowoomba Showgrounds

For full details or to reserve your tickets online, visit seniorexposaustralia.com.

For more events and expos, visit
seniorsenquiryline.com.au/news-and-events/events

More free seniors expos and events

Forde Seniors Expo

Organised by: Rowan Holzberger MP

When: Tuesday 22 September 2026

Time: 10am to 2pm

Where: Canterbury College Events Centre, High Road, Waterford

RSVP: call (07) 3807 6340 or online at rowanholzbergermp.com/expo

Longman Seniors Expo Bribie Island

Organised by: Terry Young MP

When: Thursday 24 September 2026

Time: 9:30am to 12pm

Where: Banksia Beach State School at 133 Sunderland Drive, Banksia Beach

RSVP: call (07) 5432 3177

Southside Seniors Expo

Organised by: Leeanne Enoch MP

When: Friday 2 October 2026

Time: 9am to 1pm

Where: Calamvale Community College at 11 Hamish Street, Calamvale

RSVP: call (07) 3737 2110

Redlands Seniors Expo

Organised by: Redlands Seniors Network

When: Friday 2 October 2026

Time: 9am to 2pm

Where: Redland Performing Arts Centre at 2 Middle Street, Cleveland

More information:

facebook.com/events/redland-performing-arts-centre/redlands-seniors-expo/4648758688686412

Seniors Wellbeing Day

Organised by: City of Moreton Bay Libraries

When: Thursday 8 October 2026

Time: 9:30am to 12:30pm

Where: Redcliffe Library at 476 Oxley Avenue, Redcliffe

More information: call (07) 3883 5745 or moretonbay.qld.gov.au/libraries/Events/Seniors-Wellbeing-Day

Lowood Seniors Expo

Organised by: Somerset Regional Council

When: Friday 9 October 2026

Time: 9:30am to 11:30am

Where: Lowood & District Memorial Bowls Club at 157 Main Street, Lowood

More information: somerset.qld.gov.au/Whats-on/Council-Events/Lowood-Seniors-Expo

Encircle Seniors Expo

Organised by: Encircle Community Services

When: Thursday 15 October 2026

Time: 9:30am to 11:30am

Where: Encircle Pine Rivers at 865 Gympie Road, Lawnton

RSVP: online at events.humanitix.com/senior-s-expo or call (07) 3889 0063

Bris North Retirement Village & Resort Expo

Organised by: Retirement Village & Resort Expos

When: Sunday 25 October & Monday 26 October

Time: 9.30am to 2.30pm both days

Where: Kedron-Wavell Services Club at 21 Kittyhawk Drive, Chermside

More information:

retirementexpo.com.au/brisbane-retirement-village-expo-chermside.html

Noosa Seniors Expo

Organised by: Noosa Seniors

When: 10am to 1pm Friday 30 October 2026

Where: 11 Wallace Drive, Noosaville

More information: call Noosa Seniors on (07) 5329 6175 or visit their Facebook page facebook.com/noosaseniors

Sunshine Coast Retirement Village & Resort Expo

Organised by: Retirement Village & Resort Expos

When: 10am to 3pm Sunday 22 November 2026

Where: Maroochy RSL at 105 Memorial Avenue, Maroochydore

More information:

retirementexpo.com.au/sunshine-coast-retirement-village-expo.html

For more events and expos, visit
seniorsenquiryline.com.au/news-and-events/events