



Seniors Enquiry Line

Everything you need to know about our
community education

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Importance of community education

By Emily, Community Resource Officer with Seniors Enquiry Line

The Seniors Enquiry Line was created to provide seniors with a one-stop-shop for information. Our goal is to support seniors to access the information and link in with appropriate supports. We provide this service through a telephone helpline and through community education.

What is community education?

Community education refers to information supports provided to community members.

In this document, community education primarily refers to face-to-face information sessions however it could also be interaction discussions, morning teas and community events. This may also be newsletter articles, resources, one-on-one information and referral support.

Why is community education important?

Information sessions provide a way to connect with others and share information.

A couple of years ago, a senior visited the Seniors Enquiry Line stall at a community seniors expo and said something that shifted how I approach community education.

“Seniors just stumble across information”

This comment has stuck with me since hearing it and has encouraged me to continuously improve the way I facilitate community education and how I share information.

I often hear, ‘I wish I knew about this sooner’ or ‘I wish I knew about this when I was caring for my parents’. I hope that through our community education, we can provide opportunities to share information before it’s too late.

Seniors Enquiry Line’s community education

The Seniors Enquiry Line is funded to provide information and referral support through community education. We are able to facilitate face-to-face information sessions to retirement villages and seniors’ groups throughout South East Queensland.

One topic we focus on is scams and fraud. Unfortunately, Australians reported losing \$3.1 billion to scams in 2022. By supporting the community to remain up to date with current scams and how they work, we hope to reduce this number.

Purpose of this resource

This document aims to answer any and all questions you may have about booking Seniors Enquiry Line to facilitate community education.

We are fortunate to be flexible in the way we facilitate community education and can tailor our supports to meet your needs.

This resource will outline how we provide community education, what we speak on, what information is required to tailor an event to your needs, ongoing supports and booking process.

Eligibility for community education

Who is our target audience and who is able to access our services?

Target audience

The Seniors Enquiry Line is able to provide community education and facilitate information sessions to:

- community clubs
- senior's social groups
- Men's Sheds
- support groups
- community centres
- retirement villages
- day respites
- University of the Third Age
- service providers, aged care staff and volunteers.

We are able to attend and participate in:

- community events
- expos
- tech help sessions
- coffee 'happy hours'
- team meetings
- and more.

Attendance numbers

There is no minimum attendance requirement. We are happy to provide community education to larger groups and to smaller groups.

Cost

Our community education is free and there is no travel fee. We cannot accept gifts however we can receive thank you cards.

Availability

Community education can take place Monday-Friday between 9am-5pm though will depend on staff availability and travel.

Catchment

Our service is state-wide however face-to-face presentations are limited to South East Queensland.

Face-to-face information sessions

In person information sessions can take place throughout South East Queensland, up to two hours' drive each direction from our office in Chermside.

If you are unsure whether you fall into the travel catchment, please contact us or submit an expression of interest form.

Virtual information sessions

Information sessions via Microsoft Teams are available Queensland wide.

Other state-wide supports

If you are unable to organise an information session, we are able to:

- provide resources or factsheets created by Seniors Enquiry Line
- provide articles or blurb to be included in newsletters or websites 'other supports' sections
- provide Seniors Enquiry Line brochures and/or magnets for display in common areas such as reception
- provide resources or Seniors Enquiry Line materials to include in client welcome packs or information goodie bags at community events
- telephone information and referral support.

Topics covered

What topics can the Seniors Enquiry Line speak on?

Fortunately, we provide community education on many topics. If you have a topic or issue in mind, please feel free to reach out to discuss.

Our main topics include:

Overview of UnitingCare's Older Persons Programs

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

Seniors Enquiry Line and concessions and supports available to seniors

This presentation is an information overload of all the supports and concessions Queensland seniors may be eligible for.

- provides an overview of the Seniors Enquiry Line
- eligibility and how to apply for a Queensland Seniors Card
- concessions entitled to holders of Queensland Seniors Card
 - car registration
 - energy and gas rebates
- concessions available through Commonwealth Seniors Health Care Card
- Companion Card
- other supports available to seniors
 - financial
 - home help
 - legal
 - transport

Digital legacy

We often plan what will happen to our physical assets once we pass away but, have you ever considered what happens to your digital assets and online identity?

Staff and volunteer information sessions

We are able to attend team meetings or organise information sharing meeting to provide an overview of UnitingCare's Older Persons Programs and explore areas for collaboration.

We are also able to facilitate an information session with staff and volunteers.

Scams awareness for aged care staff and volunteers

Staff education sessions aim to provide aged care or community workers and volunteers with the confidence to understand scams and support their clients with information and referral support.

These sessions provide an overview of scams, how scammers convince us and how-to best support clients affected by scams as well as referral pathways.

Topics covered continued

What topics can the Seniors Enquiry Line speak on?

Scams awareness

- current scam alerts
- current statistics to show how prevalent the issue of scams is in Australia
- provides an overview of scams and the strategies scammers use to convince us and take advantage of us
- safety tips

Is it a scam?

Practical session on red flags to look out for and how to investigate whether something is a scam or not

Deep dives into a specific scam or risk

- identity theft
- investment scams
- phishing scams
- unauthorised transaction scams

Social media and online safety

- provides an overview to the risks of being online
- focuses on how we can use the internet and social media safely
- how to shop online safely

Practical sessions

We may be able to facilitate practical, hands-on sessions with smaller groups on a topic of your choosing. Some examples:

- how to use an application ie Spotify, Facebook, Libby etc
- how to do a reverse image search

DID YOU KNOW? Scamwatch statistics



Follow up scams

Did you know that according to Scamwatch, one in three Australians have been scammed more than once? If scammers have been successful, they will often try to get more money.

Targeting Scams Report 2022

In 2023, Australians reported losing \$2.74 billion to scams.

The scams with the highest amount of losses in Queensland with:

- investment scams
- dating and romance scams
- remote access scams

The Targeting Scams Report can be found on the Scamwatch website at <https://www.scamwatch.gov.au/research-and-resources/targeting-scams-report>

At a Seniors Enquiry Line information session, you can expect to be provided with resources from Australian Cyber Security Centre and Scamwatch such as the Little Black Book of Scams.

Seniors Enquiry Line may also be able to create factsheets and resources tailored to the requested topic.

Attendees will be provided with information on how to protect themselves from scams as well as referral pathways and where to find help.

Meet our speaker

Who provides community education on behalf of Seniors Enquiry Line?

Emily Gould

Community Resource Officer with the Seniors Enquiry Line

In 2020, Emily started providing scams awareness community education for the Seniors Enquiry Line. She has become highly knowledgeable about scams and how we can protect ourselves. She now speaks on a range of topics as outlined in this document.



Emily is always open to answering questions throughout her talks and happy to meet with people one-on-one following sessions to provide tailored information and advice.

Emily is also the co-chair for the Ipswich and West Moreton Seniors Service Providers Network and is an active participant in many interagency networks across the state.

Emily has compiled a list of other guest speakers and community education providers in Queensland. This community resource can be sourced via the Seniors Enquiry Line's website.

Emily works part time and travels up to two hours' drive each direction from Caboolture. Best availability is Wednesday, Thursday and Fridays however she is often available Monday to Friday. Please contact Emily directly to discuss.

Booking process

How to book community education through Seniors Enquiry Line

To book community education, complete the expression of interest form which can be found on our website at <https://seniorsenquiryline.com.au/community-education> or you can email opp.communityed@ucommunity.org.au



Seniors Enquiry Line Expression of Interest Form

We will respond to your expression as soon as we can and correspond via email to confirm and finalise details. If we are unable to fulfil your request, we will explore alternative options in order to provide the education requested.

Alternatively, you can email opp.communityed@ucommunity.org.au book.

Tailoring community education

How we can tailor community education to meet your needs

We want to tailor our community education to your group to ensure that it meets your needs.

AV/ Media

Please let us know whether a screen and microphone will be available. These are useful tools to ensure that the information is heard and people can follow along.

Presentation style

We tailor the facilitation of our community education to the audience. Please let us know how you would like the information facilitated.

Information session

We are able to facilitate a more formal information session with a PowerPoint presentation. These sessions provide more structure for those wanting to learn the information being shared. Questions are still welcome throughout the information session.

Interactive discussions

Some community groups or villages, may prefer a more social event which provides opportunities for attendees to connect. We are able to facilitate an interactive discussion such as a 'Coffee and Chat'. Alternatively, we are happy to attend any regular events ie. 'coffee happy hour' or 'tech hour'.

More than one guest speaker/ topic

Please let us know if you have another guest speaker or organisation booked to attend the same event. We may ask to connect with the other speaker/s to discuss the event and collaborate to ensure a great event for the attendees.

Resources/ handouts

We may be able to provide resources and handouts. Please let us know if this is something you would like to discuss. Facilitator may also request a table to display resources.

Time

Length of session will depend on the topic chosen and how thoroughly you want to explore the chosen topic. Staff can be flexible and responsive to the audience's attention span.

If you only have 15 minutes budgeted for the presentation, we can introduce the Seniors Enquiry Line and briefly explore a specific piece of information.

Presentations focusing on scams or concessions can take between 30-60 minutes. Staff education sessions will usually be around 60-90 minutes.

Expos and community events

We are able to attend and participate in seniors' expos and other community events. If you would us to attend an event, please email us at

opp.communityed@ucommunity.org.au



Promoting your event

How the Seniors Enquiry Line can help to promote your event

We are happy to provide support to advertise the event. This could be resources such as a blurb or flyer. We may also be able to help by posting the event details to our website or share with our networks.

Blurb for newsletter

Please feel free to use this example of a blurb for advertisement in your newsletter. We are happy to provide a tailored blurb on request.

Emily from UnitingCare's Seniors Enquiry Line will be attending **LOCATION** on **DATE** at **TIME** to **discuss current scams and how scammers convince us. Come along and learn about how you can protect yourself from scams.**

The Seniors Enquiry Line is a free, state-wide, telephone helpline that provides information and referral support. You can contact us any time you have a concern, a question or you need some support. You can ask us about anything and everything. We will help you by providing the information you need and link you in with the appropriate support services. We are available Monday to Friday 9am-5pm (excluding public holidays) on 1300 135 500 or sel@ucommunity.org.au

Using UnitingCare logo

If you are creating your own event flyer and wish to include the UnitingCare logo, we require you to complete a short form which needs to be provided to UnitingCare's marketing team for approval.

Event flyer

We are able to provide a flyer upon request. These can be A4 or A5. Here are two examples.



Seniors Enquiry Line website

For community events, it may be appropriate for the Seniors Enquiry Line to post the event details to the Seniors Enquiry Line website on our Events page <https://seniorsenquiryline.com.au/news-and-events/events/>

Snippets newsletter

If appropriate, we may be able to include information about the event in our Snippets newsletter which is shared with seniors and services across the state. View our previous issues and sign up for our newsletter at <https://seniorsenquiryline.com.au/news-and-events/newsletters>

Network sharing

For community events, it might be appropriate for the Seniors Enquiry Line to actively participate in marketing the event by sharing flyer and event details with interagency networks or contacts in the region who might be interested in attending.

What to expect on the day

How to prepare for the event and what information we may need

Prior to the event

The Seniors Enquiry Line staff member scheduled to attend your event will make contact a week or two prior to the event to confirm details.

Details we may need

In order to tailor the session to your needs and to ensure we have the correct information required, we may ask:

- location of talk ie specific room and address and any specific parking information)
- will the Seniors Enquiry Line be the only guest speaker? Or do you have other activities/ talks organised?
- is an interpreter required?
- are there any attendees with hearing difficulties?
- expected arrival time
- expected start time
- length of talk
- expected number attendees
- confirmation of community education topic and whether there were any specific details you wanted explored
- what media resources are provided by the site ie. microphone or screen
- how information session is to be facilitated ie. formal information session or informal, interactive discussion
- whether table for resources can be made available or whether you would prefer resources to be prepacked in an envelope to each attendee

Day of event

Set up

Seniors Enquiry Line staff member will require time to set up for the event.

- table for resources
- if PowerPoint presentation is required, a small table to place laptop would be appreciated

Introduction blurb example

“Today, we are joined by **Emily**, the **Community Resource Officer** with UnitingCare’s Older Persons Programs who will be speaking on **topic name**”.

Immediately following the information session

If time allows it, the Seniors Enquiry Line staff member will remain available after the information session in order to speak with people one-on-one and answer any questions

Gifts/ thank you

The Seniors Enquiry Line cannot accept gifts for providing community education. We are able to accept thank you cards.

Photography

If you plan to take photos or videos of the information session and Seniors Enquiry Line staff member, we ask that you let the staff member know before the session commences. We would appreciate if photos or videos could be emailed to opp.communityed@ucommunity.org.au

Ongoing support

How we can provide support following the event

Community education is not a one-off support. We are happy to be contacted whenever information and referral support is required. We are happy to help in any way we can.

Further information

Lots of questions often arise during information sessions and we aim to be able to provide answers or resources during or immediately following the session however we are able to provide more extensive further information.

Resources

Seniors Enquiry Line resources can be provided.

- resources for display in common areas or to distribute to those who were unable to attend the information session
- article for newsletter or website
- Seniors Enquiry Line created factsheets or resources around questions that arose in the talk

Follow up sessions

You may wish to organise a follow up session to deep dive into questions which arose in the initial session or explore another topic.

You may wish to organise for Seniors Enquiry Line to attend your meetings every few months or yearly to provide an update to current scams or issues impacting seniors.

We are also happy to attend any tech hours or regular morning teas/ coffee 'happy hours' in order to be available to speak one-on-one.

One-on-one support

We are happy to schedule in time for a one-on-one telephone or virtual conversation with attendees who have any follow up questions.

Feedback

We are constantly reviewing how we deliver community education and explore areas for improvement. Following your information session, we would appreciate your feedback via the below online forms which can be found on our website at <https://seniorsenquiryline.com.au/community-education>

Group feedback form

Convenors or organisers can provide feedback on behalf of their group/ village. Physical copy of the feedback form can be emailed or posted upon request.



**Convenors/ Organisers
Feedback Form**

Individual feedback form

Individuals can also complete feedback via an online form. Physical copy of the feedback form can be emailed or posted upon request.



**Individual
Feedback Form**

Email

You are also welcome to email feedback or comments directly to opp.communityed@ucommunity.org.au

Learn more about our service

Other supports provided by Seniors Enquiry Line

The Seniors Enquiry Line is operated by UnitingCare and is funded by Queensland Government Department of Child Safety, Seniors and Disability Services to provide information and referral support to Queensland seniors.

There are no eligibility requirements to contact the Seniors Enquiry Line. Any Queenslanders can contact the helpline for information and referral support. The helpline is available Monday to Friday 9am-5pm AEST (*excluding public holidays*) by calling 1300 135 500 or emailing sel@ucommunity.org.au

Telephone helpline

The Seniors Enquiry Line operates a free, state-wide, telephone helpline that provides information and referral support. When you call, a person answers, there's no 'dial one for...' prompts and calls are not recorded so you can remain completely anonymous.

Anyone can call Seniors Enquiry Line – you don't have to be a senior. One call can put you in touch with a real person who can provide information and referrals around topics such as:

- concessions and discounts
- consumer issues
- financial services
- government supports
- health
- home help
- housing options
- legal services
- scams
- social and leisure activities
- technology
- transport

Snippets newsletter

The Seniors Enquiry Line has a quarterly newsletter which aims to inform seniors to services and supports available. Current and previous editions of Snippets can be found on the Seniors Enquiry Line website. Contact us at sel@ucommunity.org.au to sign up to receive via post or email.

Infochat

Infochat aims to contact Queensland seniors directly to provide information and updates on supports available to them. By subscribing for this service, you will receive a call monthly from one of our friendly helpline staff to check in and have a discussion around the topic of the month. These calls are a great way to remain up to date on issues which impact Queensland seniors.

Directory of Community Education Providers

We are very passionate about community education and making finding information easily accessible for all. As we regularly connect with other community education providers, we have collated a list of community education providers across Queensland and would like to share it with the community.

The Directory of Community Education Providers is a resource aims to connect those looking for guest speakers or organisations to host information sessions or present to their community groups. It can be accessed via our website at: seniorsenquiryline.com.au/directory-of-community-education-providers

Our other programs

Learn more about other programs provided by UnitingCare's Older Persons Programs

What is the Elder Abuse Prevention Unit?

The Elder Abuse Prevention Unit promotes the right of all older people to live free from abuse.

Telephone helpline

The Elder Abuse Prevention Unit operates a free, state-wide, confidential telephone helpline that provides information and referral support to anyone who is experiencing, witnessing or suspecting the abuse of an older person.

Community education

The Elder Abuse Prevention Unit may be able to provide community awareness around elder abuse.

Contacting the Elder Abuse Prevention Unit

Elder Abuse Helpline can be contacted Monday-Friday between 9am-5pm (*excluding Queensland and Brisbane public holidays*).

Phone: 1300 651 192
(07) 3867 2525

Postal Address: Turrbal Country, PO Box 2376, Chermside Central QLD 4032

Email: eapu@ucommunity.org.au

Website: eapu.com.au

What is the Time for Grandparents program?

Time for Grandparents provides information and referral support to Queensland Grandparents who are the primary carers of their grandchildren. Time for Grandparents provides:

- financial support for grandchildren to participate in extracurricular activities and respite opportunities for grandparents
- Grandfamily camps over school holidays
- telephone-based information, support and referrals to relevant services
- virtual and in-person peer support groups

Contacting the Time for Grandparents

Time for Grandparents can be contacted via the Seniors Enquiry Line, Monday-Friday between 9am-5pm (*excluding Queensland and Brisbane public holidays*).

Phone: 1300 135 500
(07) 3867 2500

Postal Address: Turrbal Country, PO Box 2376, Chermside Central QLD 4032

Email: grandparentsinfo@ucommunity.org.au

Website: grandparentsqld.com.au

Seniors Enquiry Line



1300 135 500



sel@uccommunity.org.au



seniorsenquiryline.com.au

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