



Seniors Enquiry Line

Everything you need to know
about community education

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Seniors Enquiry Line

An overview

What is the Seniors Enquiry Line?

The Seniors Enquiry Line is operated by UnitingCare and is funded by Queensland Government Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships 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.

Queensland seniors, their friends, family members, carers, neighbours and service providers can contact us when 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.

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.

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. Snippets can be posted or emailed. If you would like to sign up to receive the newsletter, please email sel@ucommunity.org.au

Scams awareness project

The Seniors Enquiry Line is funded to provide community education around scams and fraud. Unfortunately, Australians reported losing \$3.1 billion to scams in 2022. By remaining up to date with current scams and how they work, we hope to reduce this number.

Community Education

Facilitation

Who is community education for?

Target audience

The Seniors Enquiry Line is able to provide community education to:

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

Catchment

Face-to-face information sessions can take place throughout South East Queensland. Virtual information sessions are available throughout Queensland.

Cost

There is no cost for community education. We cannot accept gifts either.

Availability

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

Meet our speaker

Emily Gould

Community Resource Officer with the Seniors Enquiry Line



Emily has been providing community education on behalf of the Seniors Enquiry Line since 2020. She has become highly knowledgeable about scams and how we can protect ourselves. 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 works part time and travels up to two hours' drive each direction from Caboolture.

Best availability is Wednesday, Thursday and Fridays.

Best way to contact Emily is by emailing emily.gould@ucommunity.org.au

Community Education

Facilitation continued

Tailoring community education

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.

You may choose a more structured information session with a PowerPoint or an interactive discussion such as a “Coffee and Chat”.

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.

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.

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.

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

sel@uccommunity.org.au



Community Education

Topics

What topics can the Seniors Enquiry Line speak on?

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

- 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
- concessions available through Commonwealth cards
- other supports available to seniors
 - financial
 - home help
 - legal
 - transport

Scams awareness

- provides an overview of scams and the strategies scammers use to convince us
- safety tips
- how to investigate whether it is a scam or not

Deep dives into specific scams or specific risks

- ie. Identity theft, unauthorised transaction scams, investment scams or phishing scams

Social media and online safety

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

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 education

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.

Marketing of Event

How we can help

We are happy to provide resources needed to advertise the event.

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.



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.

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.

The Event

What you need to know weeks out and day of the event

One week out

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

Details to confirm

- location of talk ie specific room and address & 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?
- 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, screen or projector
- how information session is to be facilitated ie. formal information session or informal 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**”.

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 sel@ucommunity.org.au

After the 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.

Ongoing Support

Support after your community education session

Further information

Lots of questions arise in information sessions so we will ensure that we are able to provide information and follow up support to.

Resources

Seniors Enquiry Line resources can be provided.

- 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.

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.

Other guest speakers

Do you need suggestions for other topics or services to speak with your group? We network with speakers and community education providers across Queensland. We would be happy to link you in with other speakers.

Seniors Enquiry Line's Contact Details

Seniors Enquiry Line can be contacted Monday-Friday between 9am-5pm (excluding public holidays).

Phone: 1300 135 500
(07) 3867 2500

Address: Turrbal Country
Level 1, 766 Gympie Road,
Chermside Central QLD
4032

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

Email: sel@uccommunity.org.au

Website: seniorsenquiryline.com.au

UnitingCare's Older Persons Programs

Learn about our other 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 public holidays*).

Phone: 1300 651 192
(07) 3867 2525

Postal Turrbal Country, PO Box
Address: 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.

Phone: 1300 135 500
(07) 3867 2500

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

Email: grandparentsinfo@ucommunity.org.au

Website: grandparentsqld.com.au

Community education expression of interest form

Name of Organisation or Group		
Organiser's name		
Email address		
Phone number		
Number of members or staff <i>(estimated attendance)</i>		
Location of meeting <i>(address and meeting room if applicable)</i>		
Requested dates or day/time preferred <i>ie. Social club meets first Wednesday of the month</i>		
Meeting time		
Requested arrival time/ set up		
Requested start time		
Length of presentation		
Community education topics	<input type="checkbox"/> concessions available and supports available to seniors	<input type="checkbox"/> scams awareness
	<input type="checkbox"/> deep dive into specific scam	<input type="checkbox"/> social media and online safety
	<input type="checkbox"/> digital legacy	<input type="checkbox"/> other:
Facilitation style	<input type="checkbox"/> information session with PowerPoint	<input type="checkbox"/> informal discussion ie. coffee and chat
	<input type="checkbox"/> information session for staff or volunteers	<input type="checkbox"/> more than one guest speaker
Supports provided by organiser	<input type="checkbox"/> screen	<input type="checkbox"/> table for resources
	<input type="checkbox"/> microphone	<input type="checkbox"/> other:
Any other information/requests		





sign me up for the Seniors Enquiry Line's Snippets quarterly newsletter



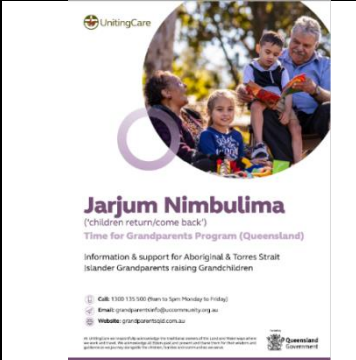
Please email this completed form to sel@uccommunity.org.au or call us on 1300 135 500.

OPP Marketing Materials

If you would like to order some marketing materials, email us at sel@ucommunity.org.au with a list of what resources you would like, how many and postal address details.

Brochures	
Seniors Enquiry Line here	Elder Abuse Prevention Unit Korean
Elder Abuse Prevention Unit English	Elder Abuse Prevention Unit Spanish
Elder Abuse Prevention Unit Arabic	Elder Abuse Prevention Unit Tagalog
Elder Abuse Prevention Unit Traditional Chinese	Elder Abuse Prevention Unit Vietnamese
Elder Abuse Prevention Unit Chinese Simplified	Time for Grandparents here
Elder Abuse Prevention Unit Hindi	Time for Grandparents Jarjum Nimbulima here
Elder Abuse Prevention Unit Italian	QLD Government Elder Abuse resources here

OPP Marketing Materials			
SEL Magnets		SEL RFID Blocking Sleeves (limited stock)	
SEL & EAPU Laptop/Monitor Stickers		TFG Laptop/Monitor Stickers	

A3 posters		
		

			
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