



## 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 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](mailto:sel@ucommunity.org.au)

## Telephone helpline

The Seniors Enquiry Line operates a free, state-wide, telephone helpline that provides information and referral support. 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

The Seniors Enquiry Line has a quarterly newsletter which aims to inform seniors to services and supports available. 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](mailto: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

An overview

## 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
- service providers
- University of the Third Age

### 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.

### Availability

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

### AV/ Media

Please let us know whether a screen and microphone will be available.

## Facilitation

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".

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.

# 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 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](mailto:sel@ucommunity.org.au)

## Event flyer

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

## 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.

## 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](mailto: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

Little Black Book of Scams can be ordered by emailing ACCC's Publishing Unit at [Publications.Unit@acc.gov.au](mailto:Publications.Unit@acc.gov.au)

## 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.

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## 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@ucommunity.org.au](mailto:sel@ucommunity.org.au)

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

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# 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.

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## 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](mailto:eapu@ucommunity.org.au)

Website: [eapu.com.au](http://eapu.com.au)

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## 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

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## 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](mailto:grandparentsinfo@ucommunity.org.au)

Website: [grandparentsqld.com.au](http://grandparentsqld.com.au)

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