



Seniors Enquiry Line

Everything you need to know
about Community Education

Contents

Seniors Enquiry Line	3
What is the Seniors Enquiry Line?	3
Telephone Helpline.....	3
Infochat	3
Snippets.....	3
Scams Awareness Project.....	3
Community Education	4
Who is community education for?	4
Target audience	4
Catchment.....	4
Cost	4
Availability	4
Facilitation.....	4
Time.....	4
What topics can the Seniors Enquiry Line speak on?	5
Seniors Enquiry Line and Concessions and Supports available to Seniors	5
Scams Awareness.....	5
Deep dives into specific scams or specific risks	5
Social media and Online Safety	5
Staff Education	5
Community Education	5
Marketing of Event	6
Blurb for Newsletter	6
Event Flyer.....	6
Using UnitingCare logo.....	6
Seniors Enquiry Line website.....	6
Network Sharing.....	6
The Event	7
One week out	7
Details to confirm	7
Day of Event.....	7
Set up.....	7
Gifts/ Thank you	7
Photography.....	7
After the session.....	7
Ongoing Support.....	8
Further Information	8
Resources	8
Follow up sessions	8
One-on-one support	8
Older Persons Programs.....	9
What is the Elder Abuse Prevention Unit?.....	9
Telephone Helpline.....	9
Community Education.....	9
Contacting the Elder Abuse Prevention Unit.....	9
What is the Time for Grandparents program?.....	9
Contacting the Time for Grandparents	9

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.

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

Queensland Seniors contact our helpline when they have a question or a concern. We provide the information they need and link in with supports available to help.

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@uccommunity.org.au

Scams Awareness Project

The Seniors Enquiry Line is funded to provide community education around scams and fraud. Unfortunately, Australians reported losing \$1.76 billion to scams in 2021. 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:

- Seniors social groups
- Community centres
- Retirement villages
- Day respite
- 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 to those 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.

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 touch base on supports available.

Presentations focusing on scams or concessions can take 30-60 minutes.

Staff education sessions will usually be around 90 minutes.

Community Education

Topics

What topics can the Seniors Enquiry Line speak on?

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 Health Care cards or Pension 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, 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

Staff Education

- Staff education sessions aim to provide aged care or community workers 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, how scammers get our information and what they can do with our information. Staff will be provided with resources and information about 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.

NAME 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

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 off

One week out

The Seniors Enquiry Line staff member scheduled to speak at 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
- Expected arrival time
- Expected start time
- Length of talk
- Expected attendance number to ensure that enough resources are provided on the day.
- Confirmation of community education topic and whether there were any issues you wanted addressed
- 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 more 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

Things to consider for 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.

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.

The Seniors Enquiry Line 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

Little Black Book of Scams can be ordered by emailing ACCC's Publishing Unit at Publications.Unit@acc.gov.au

Follow up sessions

You may like 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.

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 QLD 4032

Postal Address: Turrbal Country
PO Box 2376
Chermside QLD 4032

Email: sel@uccommunity.org.au

Website: seniorsenquiryline.com.au

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, 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 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:

- Brokerage support for grandchildren to participate in extracurricular activities
- Grandfamily camps
- Information, referral and telephone support
- Peer support groups

Contacting the Time for Grandparents

Time for Grandparents can be contacted Monday-Friday between 9am-5pm (excluding public holidays).

Phone: 1300 135 500
(07) 3867 2500

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

Email: grandparentsinfo@ucommunity.org.au

Website: grandparentsqld.com.au