



# SNIPPETS

October 2013 Edition 143

**Seniors Enquiry Line**

*Linking Seniors with  
Community Information*

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### Quote for the Month

Holding on to anger is like grasping a hot coal with the intent of throwing it at someone else; you are the one who gets burned.

~ attributed to Buddha

### Contact Details:

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

Seniors Enquiry Line is an information and referral service for Queensland seniors, proudly sponsored by the Queensland Government Department of Communities and operated by UnitingCare Community.

## New website - Plan for Life

A new, "one stop shop" website will help Queenslanders take control of their lives and plan for the future. The Planning for Life portal provides information on wills, enduring powers of attorney and advance health care directives.

The site will also allow people to contact the Public Trustee or the Adult Guardian with questions about decisions relating to health and finances.

The site can be viewed at [www.justice.qld.gov.au](http://www.justice.qld.gov.au) (type 'planning for life' in the Search box). If you don't have access to the internet, phone Seniors Enquiry Line on 1300 135 500 for information on these issues.



## Free Seniors Travel Trial – Gold Coast

From 2 Sept 2013 to 31 March 2014, eligible Gold Coast seniors will be able to travel for free on Gold Coast Surfside buses, 9am to 3.30pm, Mon to Fri. This trial is a Gold Coast City Council initiative. To apply, obtain an application form from a Customer Service Centre, or download one from [www.goldcoast.qld.gov.au](http://www.goldcoast.qld.gov.au) or phone 1300 694 222.

## Celebrate Grandparents Day

**Sunday 27 October 2013**

Grandparents Day is a chance for grandchildren, children and the community to thank grandparents for their love and support, recognising the significant contribution that grandparents make.

Ideas for Grandparents Day events and activities can be found at [www.communities.qld.gov.au](http://www.communities.qld.gov.au) (type 'grandparents' in the Search box), where events can be registered. Free posters and postcards can be ordered on the website or by phone. For information about events or to order resources, phone Seniors Enquiry Line on 1300 135 500.



## Scams

The growing threat of scams is a major problem which requires us to be very careful. There are many variations of scams, coming via phone calls, emails, false websites and (less frequently) door-to-door and the post.

Some examples of things to be wary of:

1. Being asked to provide personal details (e.g. over the phone or computer) - only do so if you have initiated the contact, and are assured of security.
2. Emails and websites which appear to come from highly reputable sources (e.g. government departments such as Centrelink and the Tax Office), but which may ask for personal details, or have links which you are asked to click on. These links may then cause malicious software to be uploaded to your computer.
3. Travel scams about holiday vouchers & accommodation
4. Advanced Fee Fraud: the scammer claims that they are holding money for the victim but a small fee needs to be paid in order to release the money. The person transfers the money via the method specified by the scammer (usually untraceable), then never hears from the scammer again or receives any money.
5. Online auction and shopping scams e.g. the consumer pays, but they do not receive the goods and are unable to contact the seller.
6. Donation scams, perhaps after major disasters, via phone, email, websites, social media or face-to-face – money donated is pocketed by the scammers.
7. Requests for you to do a survey (e.g. a common one looks as if it comes from Woolworths). If you follow the link it leads to misuse of your details, or malicious software.
8. Online scammers pose as the Australian Federal Police (AFP) to try to scare you into handing over money to regain control of your computer.
9. Scammers use fake profiles on genuine internet dating sites and online forums to form a relationship with an unsuspecting victim. Also, scammers blackmail victims by threatening to distribute potentially compromising photos or videos from webcam chats.
10. Emails supposedly sent by a friend or contact from your email list, asking for money (e.g. because of a supposed robbery whilst on holidays overseas).
11. Immigration-related scams which demand an upfront fee, and play on the victim's fear of being deported.
12. Lots more – e.g. scams related to telemarketing, missed-calls, investment, lotteries, inheritance, miracle

cures, credit cards, weight loss, employment, door-to-door home maintenance, SMS competitions and more.

The government website Scamwatch advises: 'The key message for consumers is not to respond to 'out-of-the-blue too-good-to-be-true offers', keep up the protections on your computer, and keep credit cards in sight.'

Seniors Enquiry Line has copies of the Australian Government booklet '**Little Black Book of Scams**' which outlines some common scams and how to protect yourself against them. **Phone 1300 135 500 for a copy.**

For more information go to [www.scamwatch.gov.au](http://www.scamwatch.gov.au) or [www.moneysmart.gov.au/scams](http://www.moneysmart.gov.au/scams) or phone Scamwatch on 1300 795 995.

## 30-year Electricity Strategy

The Queensland government has released a discussion paper about the challenges and opportunities facing the Queensland electricity supply system now and into the future. It provides a chance for the community and the electricity industry to have their say .

The discussion paper and supporting material can be downloaded at [www.dews.qld.gov.au](http://www.dews.qld.gov.au) . You can provide feedback by completing an online survey or by making a written submission in response to the discussion paper. Feedback is due by 6th December 2013.

## What's On

### Brisbane Open House

October 12 – 13th 9am – 8pm

A rare opportunity to explore selected Brisbane buildings which are open to the public over the weekend.

Ph: 0411 482 792 [www.brisbaneopenhouse.com.au](http://www.brisbaneopenhouse.com.au)

### Gympie Gold Rush Festival

13th – 19th October 9:00am – 7:00pm

Celebrate the discovery of gold in Gympie in 1867, with arts, culture, history and live performances.

Phone: 5481 2775 [www.goldrush.org.au](http://www.goldrush.org.au)

**Other events on Seniors Enquiry Line's 'Events' pages include:** Wills, Estates & Power of Attorney – Caloundra, Health and Wellbeing Expo – Mossman, Carer & Family Expo at Wynnum, Shakespeare in the Park Festival – Toowoomba, Sanity Fair at Yeronga, Burnett Heads Lighthouse Festival, Warwick Rodeo.