

# Seniors Enquiry Line Snippets

2024 Issue 2  
April to June

In the spirit of reconciliation, UnitingCare pays respect to Elders past, present and emerging and the unique role Aboriginal and Torres Strait Islander Peoples play in the communities we serve. We acknowledge our gratitude that we share this land today, our sorrow for the costs of that sharing, and our hope to move to a place of justice and partnership together.

## Seniors Enquiry Line

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

## Helplines

COVID-19 Helpline - 1800 171 866  
National Debt Helpline - 1800 007 007  
Elder Abuse Helpline - 1300 651 192  
Carers Gateway - 1800 422 737  
Quitline - 13 78 48  
My Aged Care - 1800 200 422

## Mental health support & counselling services:

Lifeline - 13 11 14  
13 YARN - 13 92 76  
Beyond Blue - 1300 224 636  
1800RESPECT - 1800 737 732  
Family Drug Support - 1300 368 186  
Head to Health - 1800 595 212

## Contact us



1300 135 500



sel@uccommunity.org.au

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



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**Disclaimer:** The materials and information included in this edition of Snippets newsletter are provided as a service to you and do not necessarily reflect endorsement by the Seniors Enquiry Line Program. The Seniors Enquiry Line Program is not responsible for the accuracy of information provided from outside sources. Groups and workshops detailed in this flyer are for your information and are not coordinated by or connected to Seniors Enquiry Line in any way unless specified.



# Current News & Updates

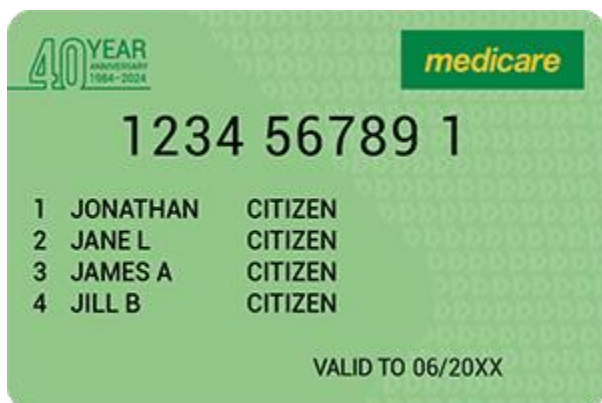
## Year in Review Elder Abuse Statistics in Queensland

The Elder Abuse Prevention Unit produces research and reports related to elder abuse. Their key publication is the annual Year in Review report, which provides a detailed analysis of elder abuse occurring within family relationships throughout Queensland. It includes insights into victims, perpetrators, notifiers, abuse patterns, referral pathways and much more. It has proven to be a strong advocacy tool to demonstrate what elder abuse is, as well as inform prevention and response strategies.

You can read Elder Abuse Prevention Unit's Year in Review for the 2022-2023 financial year at [eapu.com.au/research-elder](http://eapu.com.au/research-elder)

## Medicare Celebrating 40 years of Medicare

1 February 2024 marks the 40<sup>th</sup> anniversary of Medicare - and it's changed a lot. From paper forms and fax machines to today's digital claims, Medicare has evolved over the years and to celebrate, they have made a change to the Medicare card.



If you receive a new Medicare card between 1 February 2024 to 31 December 2024, your Medicare card will have a 40-year anniversary card design. This design will also be updated in the Medicare Online account, Medicare Express Plus mobile app and myGov app.

## Services Australia 3,000 extra staff

In a media release from the Ministers for the Department of Social Services on 14 February 2024, it was announced that Services Australia would be hiring 3,000 new staff across the country to reduce the claims backlog and call wait times. Staff will be recruited in regional areas such as Townsville, Cairns, Toowoomba and Maryborough; and over 500 staff will be recruited within South East Queensland.

You can read the full media release at [ministers.dss.gov.au/media-releases/13831](https://ministers.dss.gov.au/media-releases/13831)

## Lady Musgrave Trust The Handy Guide of Women's Support Services 2024-2026

The Lady Musgrave Trust provide free copies of The Handy Guide of Women's Support Services to individuals and organisations. There is the Handy Guide Brisbane, Ipswich, Logan & Redlands Coast; and The Handy Guide Regional Queensland.

These guides aim to assist women in need with a physical resource for identifying information and support services, such as:

- accommodation options
- food and welfare services, including food vans, kitchens, laundries, showers
- support centres, including drop-in centres, community centres
- general information enabling referral to appropriate health services
- legal assistance for domestic and family violence, tenancy/housing problems, and victims of crime
- community and specialist services for domestic violence, family assistance, and immigration and migrant support
- facilities such as public libraries, free transport (exclusively in the Brisbane and surrounds edition) and toilets

Learn more about the Handy Guide and to access the guide online or order a physical copy at [thehandyguide.com.au](http://thehandyguide.com.au)

# Upcoming Events

## Seniors Expos Queensland Government's Seniors Event Calendar

Seniors expos are a great way to meet face-to-face with government representatives and local organisations to find out about the services and supports for older people in your community.

### Rockhampton Seniors Expo

When: 9am - 12pm Tuesday 23 April 2024

Venue: Callaghan Park - Rockhampton Jockey Club, Reaney Street, Rockhampton

Limited spots available so register via [eventbrite.com.au/e/rockhampton-seniors-expo-tickets-855661806497?aff=oddtcreator](https://eventbrite.com.au/e/rockhampton-seniors-expo-tickets-855661806497?aff=oddtcreator)

### Bundaberg Seniors Expo

When: Thursday 16 May 2024

*Details to be confirmed*

### Bribie Island Seniors Expo

When: Thursday 30 May 2024

*Details to be confirmed*

For the most up-to-date information about expos, visit:

[qld.gov.au/seniors/legal-finance-concessions/seniors-expos/seniors-event-calendar](https://qld.gov.au/seniors/legal-finance-concessions/seniors-expos/seniors-event-calendar)

## Other seniors' events

Studio Village Community Centre is hosting a free Community Links Expo on Thursday 4 April between 9:30am-12pm at Studio Park 87 Village Way, Oxenford. Visit

[studiovillage.com.au](https://studiovillage.com.au) for more information

St David's Neighbourhood Centre in Cooper's Plains will be hosting their Autumn Festival on Saturday 11 May 2024. For more information, [facebook.com/stdavidsnc](https://facebook.com/stdavidsnc)

Regional Disability Expo with Bonus Seniors Expo will be held at Townsville Stadium on 17 May 2024

Bundaberg Neighbourhood Centre are hosting a Seniors Lifestyle & Care Expo at Recreational Precinct Main Pavilion on Friday 7 June 2024 9am to 12:30pm. For more information, head to their website at [bundabergneighbourhoodcentre.org.au](https://bundabergneighbourhoodcentre.org.au)

## Parkinson's Awareness Month April 2024



Parkinson's Queensland exists to assist people living with and impacted by Parkinson's Disease. They provide peer support, information, education and referral to other support services. Parkinson's Queensland aims to improve the quality of life of the Parkinson's community in Queensland.

As there are over 18,000 Queenslanders living with Parkinson's, Parkinson's Queensland are constantly striving to develop and deliver new services and programs that will make a real difference. They also advocate for improvements to the understanding, reporting and funding of this condition.

April is Parkinson's Awareness Month. World Parkinson's Day is 11 April 2024.

Throughout the month, individuals and groups will host events to raise awareness about Parkinson's disease.

You can find events organised by Parkinson's Queensland on their website at [parkinsonsqld.org.au/whatson](https://parkinsonsqld.org.au/whatson) or [parkinsonsqld.org.au/support-us/communityevents](https://parkinsonsqld.org.au/support-us/communityevents)

## Anzac Day 25 April 2024

As the sun rose on the 25th April 1915, Australian and New Zealand soldiers faced their first major battle of World War I. They fought with endurance, courage, ingenuity, good humour, and mateship – values we've come to know as the ANZAC spirit, and values that live on in us.

Every year since, Australians have gathered to remember their legacy and that of all who have followed in their footsteps.

To find dawn services, ceremonies and marches in your area head to RSL Queensland's website at [rslqld.org/whatson/anzac-day](https://rslqld.org/whatson/anzac-day)

# Upcoming Events

## National Volunteer Week 20 - 26 May 2024



This year's National Volunteer Week will be held on 20-26 May 2024. Established in 1989, National Volunteer Week provides an opportunity to highlight the important role of volunteers in our community and invites people not currently volunteering to give it a go.

The theme for this year's celebrations is "Something for Everyone" and will recognise the diverse passions and talents everyone brings to the act of volunteering. It's an invitation to explore the myriad of opportunities available, emphasising that there's a place for everyone in the world of volunteering. Whether you're drawn to environmental causes, community outreach, education, or beyond, there's a place where your unique skills and interests can flourish.

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## International Men's Health Week 10 - 16 June 2024

International Men's Health Week is an opportunity to highlight the importance of men's health, and to promote and support the health and wellbeing of men and boys in our communities.

Men's Health Week focuses on not just physical health, but also men's mental health and emotional wellbeing. This week aims to highlight the health challenges faced by men in Australia and worldwide.

Through a series of promotions, events and publicity around the country, Men's Health Week is designed to provoke thought and discussion about what needs to be done to improve male health.

Contact your local council or community service to find events near you.

## World Elder Abuse Awareness Day 15 June 2024



World Elder Abuse Awareness Day (WEAAD) is a day to voice opposition to the abuse of older people. It is an annual initiative launched by the International Network for the Prevention of Elder Abuse and the World Health Organisation.

WEAAD is commemorated each year on June 15 to highlight one of the worst manifestations of ageism and inequality in our society - elder abuse.

### What is elder abuse?

Elder abuse is a single or repeated act - or lack of appropriate action - occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.

The five abuse subtypes are commonly recognised as financial abuse, physical abuse, sexual abuse, psychological abuse (otherwise known as emotional abuse), and neglect.

### How to get involved

To show support, you may choose to wear the official colour of WEAAD, **purple** on 15 June. Purple was chosen as it represents wisdom, dignity, independence and creativity.

During the week of 15 June, individuals and communities throughout Queensland will come together and show their support by hosting and attending a wide range of activities where people will have the opportunity to learn about elder abuse, its impacts and older people's human rights.

You can find details of WEAAD events happening around the state by the Events page on the Seniors Enquiry Line website [seniorsenquiryline.com.au/news-and-events/events](https://seniorsenquiryline.com.au/news-and-events/events)

If you suspect elder abuse is happening, don't wait for proof. Call the Elder Abuse Helpline on 1300 651 192 for free, confidential advice and referral.

# Have you heard of these support services?

Do you know of a service or support that more seniors should know about?  
Call us on 1300 135 500 or email us at [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au) to let us know

## Australian Government Medical Costs Finder

The Australian Government has created a tool to find and understand the costs for medical specialist services across Australia.

The Medical Costs Finder website aims to help people planning and preparing for a private health procedure to understand potential costs.

Using the website, you can explore the costs of many typical procedures or service costs around Australia.

Learn how to plan for your medical procedures by visiting [medicalcostsfinder.health.gov.au](http://medicalcostsfinder.health.gov.au)

*Please note that information found through the Medical Costs Finder website is a guide only and should not be used as a quote or medical diagnosis.*

## Be Connected Free online safety presentations

eSafety Commission's Be Connected offers free online presentations to provide older Australians with the knowledge and skills to use technology with confidence and keep safer online.

These live streamed presentations, hosted by a knowledgeable and friendly presenter, step you through the essentials in an easy to understand format.

Be Connected presentations cover a range of topics every month.

Upcoming topics include: helpful apps, smart home technology, selling online, technology for health, government websites, iPhone basics and can you spot a scam?

For more information, head to [beconnected.esafety.gov.au/online-safety-presentations](http://beconnected.esafety.gov.au/online-safety-presentations)

## Able Australia Intergen program

Able Australia is running an intergenerational program called Intergen where seniors visit children at kindergartens.

Intergen is a weekly activity currently running across five kindergartens in West Moreton, with two more about to start and five more sites waiting to come on board. It simply involves seniors going into a kindergarten for two hours a week and doing whatever the children do. This could be reading books, playing games or just talking and swapping stories about each other's lives.

One senior with the Intergen program had disclosed that she had difficulty getting out of bed most mornings as she has nothing to do but, the morning of her first Intergen visits, she could not wait to get out of bed and get to the kindergarten. Since this first visit, she has looked forward to being a part of Intergen each week. Other seniors have stated:

*"You hope that you are making a difference because they are our future".*

*"You hope that when they go out into the big bad world that they will remember the values they are being taught".*

*"This is my second year doing Intergen, and I am now seeing the brothers and sisters of children from last year and there is one who waits at the gate for me each time".*

Able Australia are always looking for more seniors to be involved in Intergen. If you are interested, please call Rachelle Williams on 0427 211 816 or you can email Able Australia at [alps@ableaustralia.org.au](mailto:alps@ableaustralia.org.au)



# Have you heard of these support services?

Do you know of a service or support that more seniors should know about?  
Call us on 1300 135 500 or email us at [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au) to let us know

## LiveUp

### Welcome to the upside of ageing

There are many myths and stereotypes when it comes to getting older, but it's proven that how we age is mostly determined by the lifestyle choices we make each day.

LiveUp is a free healthy ageing guide funded by the Australian Department of Health and Aged Care, designed to help you stay independent and socially connected as you get older.

The LiveUp website is packed with impartial information and resources, helpful product suggestions, and local activities and groups to help you take control of how you're ageing.

Hilary O'Connell is LiveUp's Principal Healthy Ageing Advisor. She says it's never too late or too early to start shaping how we age. "One of the best things you can do is just keep having a go at things. Staying engaged with life, socialising, and learning new skills all help to maintain your wellbeing" says Ms O'Connell.

If you prefer to speak to someone over the phone, LiveUp offers a free personalised Navigation service to help you understand and explore your healthy ageing options.

Whether you need a little guidance, want to talk to someone about your next steps, or need a healthy ageing map to follow, LiveUp's friendly Navigation team can help. This service is free and confidential. Contact a Navigator on 1800 951 971 or email [support@liveup.org.au](mailto:support@liveup.org.au).

If you're ready to throw out tired stereotypes about ageing, try new interests, or take up some old ones, LiveUp can help you get started. Learn what you can do when you LiveUp at [liveup.org.au](http://liveup.org.au)



## Mob Link

### Connecting Mob with Services and Care

Mob Link is an initiative of the Institute for Urban Indigenous Health to support Aboriginal and Torres Strait Islander people living in South East Queensland by providing access to same day care; and support to connect to a variety of health and social services.

We all know navigating the health system can be difficult, particularly if you've got multiple appointments or need help getting access to services. Mob Link can support you to connect with a wide range of services across their network of clinics and within the hospital system.

Mob Link is available on 1800 254 354, 365 days a year from 7am to 7pm, and is staffed by a deadly team of Intake Officers, Nurse, Doctors and Social Workers from across the region. When you call, an Intake Officer will yarn with you to work out what you need.

Whether you can't get in to see your regular GP and need a telehealth appointment, are discharging from hospital and need help with medication or transport, or you've got Mob in hospital and need advocacy support our team are there for you.

For more information, contact Mob Link on 1800 254 354 or email [moblink@iuih.org.au](mailto:moblink@iuih.org.au) or visit [iuih.org.au/our-services/mob-link-connecting-with-mob-during-covid](http://iuih.org.au/our-services/mob-link-connecting-with-mob-during-covid)

## ADA Australia Updated website

ADA (Aged and Disability Advocacy) Australia is a not-for-profit, independent, community-based advocacy and education service with 30 years' experience in supporting and improving the wellbeing of older people and people with disability. They have recently updated their website [adaustralia.com.au](http://adaustralia.com.au)

## Who do I go visit?

### Hospital, GP or Medicare Urgent Care Clinic

We are fortunate to have many options when it comes to seeking medical support however it can be confusing when to go seek emergency care, visit a GP or visit a new Medicare Urgent Care Clinic. Hopefully this information can help.

#### When to seek emergency care and call Triple Zero (000) or go to hospital

If you have an injury or illness that is life-threatening, call Triple Zero (000) or go to your nearest emergency department. This could be chest pains, breathing difficulties, uncontrollable bleeding, severe burns, poisoning, numbness or paralysis, unconscious, unresponsive or having seizures etc.

#### When to visit a Medicare Urgent Care Clinic

If you have an injury or illness that cannot wait for a regular GP appointment but is not life-threatening, you can visit a Medicare Urgent Care Clinic. This could be minor infections, minor fractures, sprains or pain, Urinary Tract Infections (UTIs), Sexually transmitted infections (STIs), minor cuts, insect bites or rashes, respiratory illness, Gastroenteritis, minor burns etc.

medicare

**Urgent Care Clinic**

Medicare Urgent Care Clinics are a type of health clinic with doctors and nurses which are open early and shut late. They are bulk-billed and you don't need to book an appointment. Medicare Urgent Care Clinics help reduce pressure on our hospitals and emergency departments, allowing them to focus on higher urgency and life-threatening conditions.

#### When to visit your GP

If you have an injury or illness that can wait for an appointment, it is encouraged to visit your local GP.

For more information and to find your nearest Medicare Urgent Care Clinic, [health.gov.au/find-a-medicare-ucc](https://health.gov.au/find-a-medicare-ucc)

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## What is a Dementia Doula?

### Thank you to Leah, a Dementia Doula for this article

A Dementia Doula is a person who provides non-clinical compassionate care to someone living with dementia and their families, from pre-diagnosis through to end-of-life palliative care. Supporting the person to document their wishes and how they want to spend the end of their life, when the time comes.

A Dementia Doula is adaptive, supportive, and responsive to the changing needs of not just the person living with dementia, they also support the families too. They educate and help families on how to provide comfort focused care. They empower families with strategies on how to communicate with their loved one as they encounter the different stages of dementia, as the brain changes with this disease.

When their end-of-life is approaching, a Dementia Doula supports families to enact the wishes that their loved one had documented and make sure that they have the access they deserve to high quality palliative care.

If you would like to know more, please contact Leah Keating, Dementia Doula, on 0431 387 537 or email her at [leahkeating2019@gmail.com](mailto:leahkeating2019@gmail.com)

## What's it like?...

This series features stories from seniors as they navigate new experiences and services. If you have an experience or story you would like to share, please call us on 1300 135 500 or email us at [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au)



## What it's like to join a women's social club

### Thank you to a member of the Older Women's Network Ipswich Branch for contributing to this article

It can be really challenging for older women to find and make friends in a new town or city, or even in a familiar city after old friends have moved away ... or you've just grown apart! It's even more challenging if your life circumstances have recently changed and you're maybe feeling a bit more vulnerable. Retirement, loss of a partner, house move, kids moved interstate or overseas, health issues ... unexpected life changes can happen to any of us. Even if we are fortunate enough to have family nearby, we can't rely on them for everything. What we miss is companionship!

So, when a promotion popped up on Facebook a while back: "Are you an older woman? Are you lonely? Would you like to make some friends?" - I thought 'YES!' I very bravely, with optimism and trepidation, went along to an information meeting for the Older Women's Network Queensland (OWNQ) in my local area. What a revelation! So many other ladies just like me - from all walks of life, some shy, others outgoing, but all with a common need - to connect with someone.

We promptly started up a local (Ipswich) branch of OWNQ, and it really has changed my life. Two years ago, I would have been hard pressed to name one person apart from family that I felt I could just call and say, 'let's go and have a coffee'.

We have monthly meetings, with interesting and informative guest speakers, as well as lots of talking and laughing! We go to movies, plays and the theatre, we have a walking group and a book club, lunches and morning teas. We go to interesting events, talks and networking events relevant to us.

We can call each other if we're just feeling a bit lonely or blue; we can ask someone to give us a lift home after a medical appointment; we have others our own age who we can just have a chat with. And, best of all, I now have friends! So, I would say, be brave ... take the first step towards more activity, fun and friends in your life. Join an OWNQ branch in your area!

## Older Women's Network Queensland (OWNQ) Promoting the rights, dignity and wellbeing of older women



OWNQ believes in a healthy positive approach to growing older. OWNQ aims to provide the means for women to support each other, explore other cultures and learn new understanding in the pursuit of continuing health and new friendship. OWNQ is a network of branches/groups with members between forty-something and ninety-plus.

Queensland branches are currently located in Bribie Island, Burnie Brae (Chermside), Caboolture, Capalaba, Gympie, Ipswich, Lutwyche, Mackay, Maroochydore, Mitchelton, Morayfield, Mount Gravatt, Woody Point, and Wynnum Manly.

For more information, [ownqld.org.au](http://ownqld.org.au) or call OWNQ head office on (07) 3358 2301.



# What it's like to be an older woman experiencing housing instability

Thank you to Michelle from Footprints Housing Older Women's Support Services (HOWSS) for this article

What is it like to be a woman over 50 in the middle of Australia's housing crisis? Honestly, it's tough, really tough! As both a woman over 50 and someone that works for a service that provides support to women over 50, over 45 for First Nations women, I have both personal and professional experience of this.

With the seemingly endless rent increases and raises in interest rates, it's stressful trying to make ends meet, and even more so if we can't. Homelessness is hard at any age, but when you're older it feels harder, you feel more vulnerable, particularly as an older woman.

I was shocked to realise that women over 50 are experiencing homelessness in greater numbers and at a greater rate than ever before. Women often take time out of the workforce to care for our children and are more likely to be unpaid carers for family members with a disability or health conditions, we often reach our later years with less savings and little or no superannuation.

Domestic and family violence is one of the biggest causes of homelessness for women, many coming of us discovering in the aftermath that we've been left with nowhere to live, no income and little savings. I know of women who are stuck between staying in an abusive relationship or leaving and becoming homeless - the housing crisis often means that if they leave there's nowhere else to go.

Changes in mobility can mean that staying on a friend's couch or sleeping in our car can result in higher pain levels and worsening injuries. Also, it's embarrassing and stressful, feeling like a burden or an intrusion, sometimes relationships are impacted or changed forever.

I have heard from women that living through a Queensland summer in a tent or a caravan can be unbearable, the heat affecting some so much that medical treatment has been required. To escape the heat, many of us try to visit airconditioned public spaces, such as shopping centres or libraries, though this can be embarrassing if we see people that we know.

Due to feelings of shame many of try to hide the fact that we're struggling with our housing situation, thinking by the time we were this age, we'd be secure and settled. We're living in such different times to our parents, and it can be stressful trying to navigate the yawning chasm between what we'd imagine our future looked like and the reality we're facing. This is why I'm so passionate about the support that the HOWSS programme provides women experiencing housing stress and homelessness.

## Housing Older Women's Support Services

Footprints Housing Older Women's Support Services (HOWSS) is a Specialised Housing and Support Hub for Older Women funded by the Department of Housing. This service offers a Brisbane-based Hub, and a Queensland-wide online navigation and support service that is inclusive of all older women experiencing housing distress or homelessness.



For more information, check out the HOWSS website [howss.org.au](http://howss.org.au) or call 1800 FOOTPRINTS (1800 366 877) and ask for the HOWSS team.

## What's it like?...

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### What it's like to seek support for gambling addiction Thank you to Relationships Australia Queensland for sharing this story with us

A 72-year-old man, we'll call Don, contacted the Gambling Helpline seeking support for his wife's gambling. They had been married for 48 years and when they retired they started going to their local club during the day. What started out as fun playing the pokies together became a situation where his wife developed an unhealthy relationship with gambling over the last couple of years. Don reported that he tries to get his wife to leave with him but she refuses and now she has started going there without him.

Don said that he is worried about the money they have set aside for retirement and that it needs to last for another 15, 20 or 25 years. Don reported that they haven't told their adult children what is happening as he feels this would shame his wife too much. Don says he regrets that this has eroded some of the trust in their relationship and caused tensions in the marriage.

Don was referred to the Gambling Help Service where he was able to see someone in person and share with a professional what was happening. Don was given strategies and ideas to help him talk to his wife and how to care for his own wellbeing. Part of the counselling was to discuss how Don can maintain financial security. What it would mean to have only a certain amount of money available to use on gambling. Don was referred to a financial counsellor to help him sort out finances and reduce stress regarding costs of living.

Don spoke to his wife, Margaret, about coming in and talking to a counsellor. Margaret didn't want to do counselling with Don but agreed to see someone by herself. Margaret was able to look at the underlying reasons she was gambling and the impact this was having short term and long term. She was able to come to realise that gambling had become a solution to other life stressors. Margaret liked going to the club as it was a social outing and she got to dress nicely. Margaret had been experiencing stress for some years adjusting to retirement and both her and Don being home together.

In time Margaret and Don were able to come to counselling together and work on a plan they could both agree with that allowed them to go to the club but limited the money that Margaret had to spend on the gaming machines. They were also able to talk about their relationship and develop activities to do together and apart.

### Gambling Help Queensland 1800 858 858

Gambling Help Queensland offers free, confidential gambling support for gamblers and their families. Gambling Help Queensland provides counselling to people experiencing gambling harm, as well as support for those impacted by someone else's gambling.

If gambling is impacting your life or a loved one's life, it's okay to reach out for help. It's free and confidential. The Gambling Helpline is available 24/7 on 1800 858 858. If you prefer to speak with someone face-to-face, find a counsellor near you through [gamblinghelpqld.org.au/locations](http://gamblinghelpqld.org.au/locations)

# Community Education

## Directory of Community Education Providers

New resource created by Emily at the Seniors Enquiry Line

The Seniors Enquiry Line regularly speak at seniors' groups, support groups, retirement villages and community events. We have collated a list of community education providers across Queensland and would like to share it with the community.

You can find the Directory of Community Education Providers on the Seniors Enquiry Line website's About Us page at [seniorsenquiryline.com.au/community-education](http://seniorsenquiryline.com.au/community-education)

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## Spotlight on a guest speaker

### NBN Local

If you are in Regional Queensland and are looking for a guest speaker or information around internet connectivity, scams and online safety, NBN Local may be able to help.

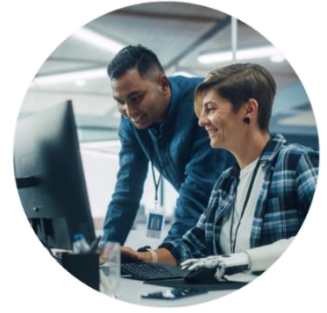
NBN Local has several Community Engagement Specialists and they travel across the state facilitating information sessions, hosting pop-ups, attending seniors/community groups, schools and workplaces.

Liam, the Community Engagement Specialist for Southern Queensland, leads workshops on technology safety such as scam awareness and interactive classes. During his interactive classes, attendees use YouTube to deepen their knowledge of a range of hobbies and topics. His Spotify sessions not only introduce new music but also help attendees rediscover beloved songs, reconnecting them with precious memories.

To be referred to a Community Engagement Specialist in your area, email NBN Local at [nbnsessions@nbn.com.au](mailto:nbnsessions@nbn.com.au). Alternatively, you can find information about NBN Local in the Directory of Community Education Providers found on the Seniors Enquiry Line website.

## Spotlight on a Guest Speaker

### Marcela with Wellways Carer Gateway



Marcela Moreno Ramirez is the Coordinator Community Engagement with Wellways Carer Gateway. Marcela's role is to spread the word on supports available through the Carer Gateway. She attends community groups, support groups, workplaces and more in South East Queensland.

### What is Carer Gateway?

Carer Gateway is a national support service funded by the Australian Government. It provides free, local services and supports to carers.

Carer Gateway services are designed for carers, by carers to help build skills and reduce strain ensuring they are in the best emotional space for their important caring role.

Wellways provides Carer Gateway services throughout Queensland and the New South Wales regions of South West Sydney and Nepean Blue Mountains.

Services may include:

- in-person and online peer support groups
- tailored support packages
- in-person, online and phone counselling
- in-person and online self-guided coaching
- online skills courses
- access to emergency respite

To book Wellways Carer Gateway to speak at your community group email Marcela at [mmorenoramirez@wellways.org](mailto:mmorenoramirez@wellways.org)

For more information about Wellways Carer Gateway call 1800 422 737 or visit [carergateway.gov.au](http://carergateway.gov.au)

You can find more information about Wellways Carers Gateway community education in the Directory of Community Education Providers.

# Emily's Scam Corner

## Impersonation Scams by Emily at the Seniors Enquiry Line

Scammers regularly impersonate trusted and well-known businesses, Government departments or services, celebrities and even our friends or family members. They often claim to be a person of authority in attempts to steal our money or personal information. So, why do they claim to be from Telstra or the NBN? It's simply because we are more likely to believe who they claim to be.

Scammers can even use technology to make their call appear to come from a legitimate phone number. Their texts may appear in the same conversation thread as genuine messages from an organisation.

What can you do? I encourage everyone to be sceptical about all out-of-the-blue incoming communication as we often don't know who we are really talking to.

When I get an incoming call, text message, email or even a letter in the mail that I am not expecting or I am suspicious about, I follow these rules:

- do not click any hyperlinks or download any attachments
- do not provide any personal or banking information
- do not use any of the contact details provided

Before acting on the communication received, I verify the information. This might mean heading to Google to investigate, reaching out to friends or family to discuss but more than likely, I find the correct phone number for who the correspondence is claiming to be from and call them directly. If they had tried to call or sent correspondence, there should be notes on file.

If you are unsure whether something is a scam or not, you can call the Seniors Enquiry Line on 1300 135 500 or email us at [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au)

Emily can be contacted directly via [emily.gould@ucommunity.org.au](mailto:emily.gould@ucommunity.org.au)

## Little Black Book of Scams

The best way to protect  
yourself is through  
awareness and education

The updated Little Black Book of Scams was released digitally in July 2023 and physical copies are finally available.

The Little Black Book of Scams is a resource created by the Australian Competition and Consumer Commission. It is recognised internationally as an important tool for consumers and small businesses to learn about scams including:

- the most common scams to watch out for
- the different ways scammers can contact you
- the tools scammers use to trick you
- the warning signs
- how to protect yourself, and
- where you can find help.

You can find the Little Black Book of Scams at [acc.gov.au/about-us/publications/the-little-black-book-of-scams](https://acc.gov.au/about-us/publications/the-little-black-book-of-scams). To order a physical copy, email [scamsengagement@acc.gov.au](mailto:scamsengagement@acc.gov.au).

### We want to learn more about you!

Do you have a poem, recipe, event or joke that you would like to share with other readers? Do you have a story from your life that you want to share?

We want to hear from you!

Seniors Enquiry Line might feature them in future newsletters.

Call us on 1300 135 500 or post to:

Seniors Enquiry Line

Turrbal Country

PO Box 2376

Chermside Central QLD 4032