

# Seniors Enquiry Line Snippets



**2025 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.

## Other useful helplines

Elder Abuse Helpline - 1300 651 192  
National Debt Helpline - 1800 007 007  
Carers Gateway - 1800 422 737  
Quitline - 13 78 48  
My Aged Care - 1800 200 422  
13 HEALTH - 13 43 25 84

## 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](mailto: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 and updates

### New Aged Care Act From 1 July 2025

The Australian Government has developed a new Aged Care Act to strengthen Australia's aged care system. This Act will start from 1 July 2025.

This Act responds to 58 recommendations as outlined in the Royal Commission into Aged Care Quality and Safety which released its final report in March 2021.

As of 1 July 2025, the Support at Home program will replace Home Care Packages and the Short-Term Restorative Care Programme with the Commonwealth Home Support Programme (CHSP) due to transition no earlier than 1 July 2027.

The Aged Care Act 2024 has a Statement of Rights. This explains what rights older people have when accessing aged care services funded by the Australian Government. The Statement of Rights will replace the current Charter of Aged Care Rights on 1 July 2025.

The Department of Health and Aged Care has created some factsheets:

- about the Aged Care Act 2024 [health.gov.au/sites/default/files/2025-01/about-the-aged-care-act-2024-plain-language-fact-sheet.pdf](https://health.gov.au/sites/default/files/2025-01/about-the-aged-care-act-2024-plain-language-fact-sheet.pdf)
- to better explain the new Act and Statement of Rights [health.gov.au/sites/default/files/2025-02/a-new-aged-care-act-for-the-rights-of-older-people\\_1.pdf](https://health.gov.au/sites/default/files/2025-02/a-new-aged-care-act-for-the-rights-of-older-people_1.pdf)

For more information about Aged Care Act 2024, visit [health.gov.au/our-work/aged-care-act](https://health.gov.au/our-work/aged-care-act)

If you would like to learn more about the new Act, call the Seniors Enquiry Line on 1300 135 500. If you currently receive aged care services, you can contact your provider to discuss if the new Act will affect you.

### Service Providers Toolkit Elder Abuse Prevention Unit

From 2023 - 2024, UnitingCare's Older Persons Programs ran a project titled Keeping Seniors Safe in Community. This project was developed in response to elder abuse occurring across regional and remote townships and First Nations communities with limited or no available elder abuse services.

On completion of the project, the team released a resource for service providers encountering elder abuse, to assist them in responding to abuse and neglect in older people in regional and remote communities. The toolkit is a quick reference to assist service providers to recognise, respond and refer when older people are mistreated and neglected. With a focus on communicating more effectively with First Nations clients. Find the toolkit at [eapu.com.au/for-workers](https://eapu.com.au/for-workers)

### Virtual Emergency Care Service

The Queensland Virtual Hospital's Virtual Emergency Care Service provides Queensland residents and visitors who live, are visiting, or receive treatment in Queensland with access to specialist emergency care services, by telephone or video conferencing. It is easy to access through a smartphone, computer or telephone.

If someone has a non-life-threatening condition, and would like to access the Virtual Emergency Care Service, they can call 13 43 25 84 or follow the prompts on [qvh-virtual-emergency-care-service.health.qld.gov.au](https://qvh-virtual-emergency-care-service.health.qld.gov.au). This service operates 7am to 12am (midnight) Tuesday to Friday and 8am to 10pm on Saturday to Monday.

Please note that patients are seen based on urgency of the condition, rather than in order of arrival. In times of high demand, wait times may be longer than expected.

## Current news and updates

### New name for Home Instead Dovida

For more than 20 years, Home Instead has proudly delivered high-quality care to ageing adults. As of 5 March, that mission continues under a new name.

Inspired by the Latin words Domus (home) and Vida (life), their new name, Dovida, reflects their commitment to empowering individuals to live confidently and independently at home.

If you are receiving services from Home Instead, there will be no changes to the services provided, how care is delivered or existing care agreements. Caregivers and local office team remain unchanged. Email addresses have been updated however the phone number (07) 3720 8400 remains the same.



Visit the website at [dovida.com.au](https://dovida.com.au). **Dovida**

### LiveUp has a new and improved website

LiveUp is excited to share their brand-new website, complete with new and improved features to promote healthy ageing and support your efforts helping older Australians age well.

The refresh will see even more personalisation options for users, meaning the content and resources they discover will be relevant to their needs.

The upgraded site features a fresh quiz experience, extensive directory of social activities, product recommendations, a new search function and better navigation features.

Visit the website at [liveup.org.au](https://liveup.org.au).

### Care Companion Toolkit Queensland Health

The Care Companion is a patient decision aid that supports shared decision-making for people with serious health conditions. It was developed in response to calls from patients and carers that they want to be involved in decisions about their treatment and care and need sufficient information to do this.



The Care Companion was co-designed with hundreds of healthcare professionals and consumers in Queensland, to facilitate honest conversations and guide decisions about treatment and care. The Care Companion can be introduced by patients, carers, or healthcare teams, helping all involved to:

- understand the person's health condition and what might happen in the future
- understand the person's values and preferences
- understand the benefits, risks and unknowns of available treatment and care options
- decide on the best option based on what is important to the person.

A suite of resources is available to support use of the Care Companion across different contexts and settings, such as electronic and paper versions and supporting guides, which are free to access, download or print. To order multiple printed copies or to submit an enquiry, email the Healthcare Improvement Unit, Clinical Excellence Queensland at [HIU@health.qld.gov.au](mailto:HIU@health.qld.gov.au). For more information, visit [clinicalexcellence.qld.gov.au/priority-areas/service-improvement/improving-care-end-life-queensland/care-companion](https://clinicalexcellence.qld.gov.au/priority-areas/service-improvement/improving-care-end-life-queensland/care-companion)

## Upcoming campaigns

### Parkinson's Awareness Month April 2025



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 is 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 and World Parkinson's Day is Friday 11 April 2025. 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/support-us/communityevents](https://parkinsonsqld.org.au/support-us/communityevents)

### ANZAC Day 25 April 2025

As the sun rose on the 25 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/whats-on/anzac-day](https://rslqld.org/whats-on/anzac-day)

### Privacy Awareness Week 16 - 22 June 2025

The goal of Privacy Awareness Week is to spread the word about the importance of good privacy practices. The theme for this year's campaign is **Privacy - it's everyone's business**.

For more information, visit [oaic.gov.au/engage-with-us/events/privacy-awareness-week](https://oaic.gov.au/engage-with-us/events/privacy-awareness-week)

### World Continence Week 17 to 23 June 2024

Over 5 million Australians, 1 in 4 people aged 15 years or over, experience incontinence. Incontinence is the involuntary loss of bladder and bowel control. The good news is, incontinence is a common condition that, with the right help, can be better managed, treated, and sometimes even cured.

To find out more and access free resources, including podcasts, videos and online magazine Bridge, please visit [continence.org.au/world-continence-week](https://continence.org.au/world-continence-week)

### National Continence Helpline

The National Continence Helpline (1800 33 00 66) is staffed by Nurse Continence Specialists who offer free and confidential information, advice and support to people affected by incontinence. They also provide a wide range of continence resources and information on local continence services.

The Helpline is available to anyone living in Australia and is funded by the Australian Government Department of Health. Call the helpline on 1800 33 00 66, between 8am-8pm (AEST) Monday to Friday, excluding national public holidays.

For more information about World Continence Week, visit [continence.org.au/world-continence-week](https://continence.org.au/world-continence-week)

# From the Seniors Enquiry Line

## Translated brochures Seniors Enquiry Line

We are happy to announce that the Seniors Enquiry Line has translated our brochure into five languages:

- Hindi
- Simplified Chinese
- Spanish
- Tagalog
- Vietnamese

Electronic copies of the brochure can be found at [seniorsenquiryline.com.au/about](http://seniorsenquiryline.com.au/about).

Contact the Seniors Enquiry Line on 1300 135 500 or [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au) if you would like to request a physical copy of the new brochures.

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## Monitor sticker

Did you know we have free laptop/monitor stickers with our helpline numbers? These can be placed on communal devices in neighbourhood centres or staff computers.



To request stickers, call the Seniors Enquiry Line on 1300 135 500 or email us at [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au)

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## Directory of Community Education Providers

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 at [seniorsenquiryline.com.au/directory-of-community-education-providers](http://seniorsenquiryline.com.au/directory-of-community-education-providers)

## Chia seed pudding recipe Thank you to Carol for sharing

I recently stumbled upon this recipe - thanks to Pinterest. I've made it a few times now as it's been a quick, affordable, nutritious breakfast option.



### Ingredients:

- 1/4 cup (36g) chia seeds
- 1 cup (240ml) milk of your choosing
- 1 teaspoon maple syrup or sweetener of choice (optional)
- 1/4 cup fresh raspberries
- 1 banana, sliced

### Directions:

Pour chia seeds in a medium sized bowl. Add milk and soak for at least 4 hours, or preferably overnight. The following morning, add sweetener, raspberries and banana.

I put my chia puddings into small glass jars after I soaked the chia seeds in almond milk for a couple of hours. I also added Greek yoghurt on top with fruit and slivered almonds. Then I left the jars in the fridge to set further. In winter, I plan to try heating the pudding in the microwave as a warm option.

### We want to learn more about you!

Do you have a poem, recipe, event, advice, or joke that you would like to share with other readers? Have you published a book? Have you built or created something that you want to show off? 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, email [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au) or post to:  
Seniors Enquiry Line, Turrbal Country,  
PO Box 2376,  
Chermside Central QLD 4032

# From the Elder Abuse Prevention Unit

## World Elder Abuse Awareness Day 15 June 2025



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

### How to get involved

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

During the week of June 15, 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, visit [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 support.

## What is ageism? By the Elder Abuse Prevention Unit

Ageism refers to stereotyping and discriminating against individuals or groups based on their age. Ageism takes many forms, including prejudicial attitudes, discriminatory practices, and institutional policies and practices that perpetuate stereotypical beliefs.

Ageism is widespread in Australia, with a recent study conducted by the Australian Human Rights Commission finding that 64% of older people reported experiencing ageism in the previous five years.

Ageism is more pervasive than other forms of prejudice, with jokes about age perceived as more socially acceptable than jokes about either race or gender.

Read more about ageism and elder abuse at [eapu.com.au/what-is-elder-abuse](https://eapu.com.au/what-is-elder-abuse)

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## Elder abuse statistics in Queensland Year in Review 2023-24

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.

To find the current Year in Review (and previous reports), visit: [eapu.com.au/research-elder](https://eapu.com.au/research-elder)

# Elder abuse support services

This is a very brief overview of some services who support people who are impacted by elder abuse. Call the Seniors Enquiry Line to be referred to a service near you.

## Seniors Legal and Support Service

The Seniors Legal and Support Service (SLASS) provides free legal and social work support to people who are experiencing elder abuse, mistreatment or financial exploitation as part of a family or informal care relationship.

SLASS can help people who are over the age of 60, and any First Nations person who is over the age of 50.

The service provides:

- legal information and advice
- social work services
- short-term counselling
- advocacy on your behalf
- a referral to other legal, consumer and support services
- representation in court or before tribunals (in certain circumstances).

SLASS services are provided by:

- Caxton Community Legal Centre for Brisbane, Logan, Beaudesert region (07) 3214 6333
- Cairns Community Legal Centre 1800 062 608
- Townsville Community Law (07) 4721 5511
- Wide Bay Burnett Community Legal Service (07) 4124 6863
- TASC National (The Advocacy and Support Centre) for Toowoomba and Ipswich (07) 4616 9700
- ADA Law for Outback Queensland 1800 232 529

## Queensland Elder Abuse Helpline

**1300 651 192**

9am - 5pm AEST Monday to Friday  
(excluding Brisbane and Queensland public holidays)

## Financial Protections Services

If you are facing major life events involving financial decisions, are being confronted with new financial information or need help with your financial situation, the Seniors Financial Protection Service can assist you with:

- independent information and advice
- retirement planning including superannuation, reverse mortgages, credit and loans in retirement
- wills and advance care planning
- aged care services
- assets and income tests for accessing the pension
- debt issues including budgeting
- financial agreements with family or friends
- financial abuse
- other financial issues.

You can access assistance by contacting your nearest Seniors Legal and Support Service.

## Relationships Australia 1300 063 232

In Gladstone, Bundaberg, Sunshine Coast, Gold Coast and Mackay only

**Elder Abuse Prevention and Support Service (EAPSS)** helps people who may be experiencing elder abuse or maltreatment. This service also provides information, advice, and resources for anyone concerned about elder abuse, such as a loved one who they're worried about.

**Senior Relationships Mediation Service (SRMS)** is a free service which provides mediations facilitated by an elder mediator. The mediator can assist you in discussing issues with your family in a safe and supported way and to reach agreements that preserve relationships and help protect against future difficulties.

# 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.

## Circle of Men Reducing social isolation for men in Brisbane South and Redlands areas

In recent years, and especially in the post-COVID environment we live in today, loneliness and increasing isolation are an all-too-common problem faced by elderly men in aged care facilities around Australia, many of whom have fewer options for social interactions as time passes by.

Circle of Men are a not-for-profit charity; whereby dedicated male volunteers support elderly men living in selected aged care facilities throughout Brisbane South and the Redlands area. Circle of Men has no religious or political affiliations. Their purpose is to reduce social isolation and loneliness via a weekly companionship and support program.

Each session is led by an experienced Volunteer Facilitator and consists of a “how are you going?” check in, typically dealing with depression, grief, anger, loss, boredom or fear, before having a great time cracking jokes, reminiscing about time passed and often singing familiar songs.

Many men enter an aged care facility as a last resort, after they’ve lost their health, mobility and final network of support, and for 90 minutes each week, Circle of Men volunteers provide friendship, build trusting relationships, and break through that wall of isolation.



Learn more about Circle of Men at their website [circleofmenqld.com](http://circleofmenqld.com) or on their Facebook page [facebook.com/circleofmennfp](https://facebook.com/circleofmennfp).

## Warmline: Suicide prevention helpline 1300 186 176

The Warmline service is a free peer-led suicide prevention phone service for individuals who have attempted suicide, are experiencing suicidal ideation or are at risk of suicide. Callers will be able to request a call back from a peer worker to support them with their distress, concerns, or worries. The phonenumber is also available after hours and on weekends.

Using their lived experience, peer workers will connect with people around their suicidality, in a shared space of understanding, compassion and mutual respect. Peer workers will provide an opportunity for callers to feel heard and validated whilst also assisting to explore coping strategies, safety planning and assist with finding additional local and online resources and information. Participants will be able to request single calls or be able to have up to eight weekly scheduled calls.

Please note that this is not a crisis number but once a referral is received, a suicide prevention peer worker, best suited to the request, will contact you within 48 hours to arrange a mutual time to have a conversation and offer support.

If you need immediate help, please ring Triple Zero (000) or Lifeline on 13 11 14.

### How to access support

For support, please call the Warmline phone number on 1300 186 176.

You can also contact the Head to Health Intake, Assessment and Referral phone service on 1800 595 212. They can also discuss your needs and connect you with the appropriate support services. Better Connect Hubs are in Emerald, Rockhampton, Hervey Bay, and Gympie. For more information, please email [betterconnect@each.com.au](mailto:betterconnect@each.com.au).



## Safe & Found Program Queensland Police Service and Australian MedicAlert Foundation

The Safe & Found Program is a partnership between the Queensland Police Service and not-for-profit organisation Australian MedicAlert Foundation.

### Lost Person Behaviour Profile

If you have a loved one that you are concerned may go wandering or missing, you can create a Lost Person Behaviour Profile.

This resource is proven to reduce time, and in turn the size of the search area, by ensuring Police have immediate access to details such as a recent photo, previous addresses, habits and behaviours and current health status of the missing person.

### Safe & Found ID bracelet

The Safe & Found bracelet is designed to be worn in comfort all day, every day. It has your emergency contact's details engraved on it so they can be contacted as soon as possible.



For more information about Safe and Found or to sign up your family member or loved one, visit [safeandfound.org.au](http://safeandfound.org.au).

## EmPowering Renters Tenants Queensland

Tenants Queensland's newest program EmPowering Renters aims to help Queensland renters with their cost-of-living pressures by finding better energy deals, making their homes more comfortable while reducing energy costs.

EmPowering Renters can help renters with:

- practical energy saving tips for your home
- finding cheaper times to use appliances
- understanding your power bills and the new Smart Meters
- assess eligibility for concessions and rebates
- one-on-one consultations focused on energy use and efficiency
- energy literacy workshops for renters
- home energy assessments
- referral support for energy hardship

Contact EmPowering Renters on (07) 3473 5010 or visit [empoweringrenters.org.au](http://empoweringrenters.org.au)

to find great tips and handy hints on how to reduce your energy bill.



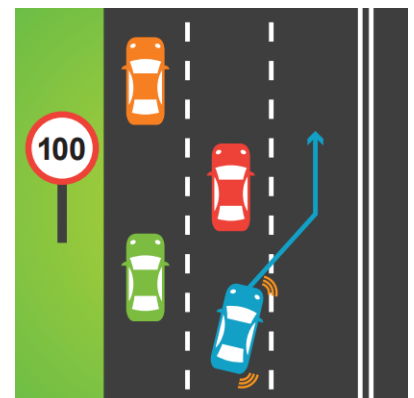
## Road Rules Refresher Question Driving in the right lane

### True or False?

I can always drive in the right-hand lane on a multi-lane road, for example, a freeway, that has a posted speed limit of 100km/h?

**Answer:** False. If you are on a multi-lane road with a speed limit of 90km/h or more, for example, a freeway, there is no need for a 'keep left unless overtaking' sign. You must keep the right-hand lane free, unless all the other lanes are congested, you are overtaking, avoiding an obstruction, turning right, making a U-turn or using a special purpose lane that you are allowed to be in.

For more information on the Queensland Road Rules, go to [tmr.qld.gov.au](http://tmr.qld.gov.au) or [streetsmarts.initiatives.qld.gov.au](http://streetsmarts.initiatives.qld.gov.au)



# Donating your body to science

By Carol, Information Support Officer with Seniors Enquiry Line

Have you ever considered donating your body to science? If so, you might want to learn more about the different types of body donation programs and how to register your interest. This article aims to give you a brief outline of the processes and what to expect.

You can donate your body either by written consent before your death, or with the permission of your senior next of kin after your death. It is generally preferable to register your consent prior to donating to enable the program to monitor your health before the donation takes place. Each individual body donation program will have its own consent form to fill out. Usually there are no costs incurred to the donor, however specific information relevant to each program can be obtained from the individual program itself. You are also able to withdraw from the program at any stage if you change your mind.

In Queensland, body donation programs are usually organised through a university or medical research facility. You can contact your nearest university, research facility or hospital to enquire about where you might apply, and there is also information available online if you have access to the internet.

If you wanted to specify conditions for how your body is used, (for example, whether you will or will not allow your body or tissues to be used for research) you will need to discuss this with each individual program. It is also important to make sure that your family are informed about your wishes. A memorial service can be held immediately after the death. While your body will not be there, family and friends are still able to gather to pay tribute to your life and share together their sorrow. Programs often hold services or might have a book of remembrance to honour the donors and their families and recognise the generous gift of body donation. Give some thought as to whether donating your body may cause emotional, cultural or religious complications, or that it could feel like a rushed farewell for your family.

If you are registered with a specific body donation program and you die, either your family or a hospital staff member will contact the program to inform them. The program will arrange to collect your body and have it transported to the donation location. Your body might be used for teaching health and medical students, training surgeons in new surgical techniques or for research. Not all bodies are accepted, and there are reasons a program might reject a body such as:

- the body was unsuitable for the purpose in which it would be used, it had been too long since death
- it was not feasible to transport the body to the donation location
- the facility was full at current time or the body was not medically suitable for donation.

Keep in mind that you can be both a body donor and an organ donor at the same time. In fact, most body donor programs encourage people to register as both. Where a person has consented to both body and organ donation, preference is given to organ donation if donated organs offer lifesaving benefits.

And finally, the maximum amount of time a body can be retained for is 8 years, however most bodies are retained for the initial authorisation period of 4 years. With written consent, tissue can sometimes be retained for longer. Upon cessation of the research, (which could be anywhere from 2 weeks to 8 years) your body will be cremated. Where this occurs, it is usually at the discretion of the donation facility. The gift of your body makes a real difference to medical training and innovations that can improve the lives of patients.

I hope this article has answered some of your questions about body donation programs and what you might expect. If you would like further information, or have any questions about body donation, please call the Seniors Enquiry Line on 1300 135 500.

# Emily's scams prevention corner

## Little Book of Scams National Anti-Scam Centre

The best way to protect yourself against scams is through awareness and education.

The Little Book of Scams 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 deceive you
- the warning signs
- how to protect yourself against scams
- where you can find help.

The Little Book of Scams has recently been updated and translated in:

- Arabic
- Croatian
- Dari
- Farsi
- German
- Greek
- Hindi
- Indonesian
- Italian
- Korean
- Macedonian
- Simplified Chinese
- Spanish
- Tagalog/ Filipino
- Traditional Chinese
- Turkish
- Vietnamese

There is now a First Nations Peoples version of the Little Book of Scams.

This version does not include any photos.



Scan to find the Little Book of Scams or head to the Scamwatch website [scamwatch.gov.au/research-and-resources/the-little-book-of-scams](https://scamwatch.gov.au/research-and-resources/the-little-book-of-scams)

Call the Seniors Enquiry Line on 1300 135 500 or email [sel@ucommunitary.org.au](mailto:sel@ucommunitary.org.au) if you would like a physical copy posted to you.

## 2024 Targeting Scams Report

### National Anti-Scams Centre

This report by National Anti-Scams Centre provides insight into scams reported by Australians in 2024.

**In 2024, Australians reported losing \$2.03 billion to scams.**

This is total combined losses reported to Scamwatch, ReportCyber, IDCARE, Australian Financial Crimes Exchange (AFCX) and Australian Securities and Investment Commission (ASIC).

***“People aged 65 and over had the highest reported losses of \$99.6 million, 31.3% of all losses reported to Scamwatch, despite making up only 17.2% of the population”***

page 29 of the Targeting Scams Report 2024

[scamwatch.gov.au/research-and-resources/targeting-scams-report](https://scamwatch.gov.au/research-and-resources/targeting-scams-report)

## Scam safety tip Passphrases

Experts now recommend passphrases as the best way to protect online accounts as they are easy to remember and hard for cybercriminals to crack.

A passphrase is a strong type of password that has four or more random words like “crystal onion clay pretzel”.

Passphrases should be:

- Long
- Unpredictable
- Unique (different passphrase for each online account)

The full article can be found at [seniorsenquiryline.com.au/blog/2025/03/13/scams-safety-tip-passwords](https://seniorsenquiryline.com.au/blog/2025/03/13/scams-safety-tip-passwords).

# Community education

## Queensland Government Seniors Expos

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:** Wednesday 16 April 2025

**Where:** Rockhampton Leagues Club

### Runcorn Seniors Expo

**When:** Wednesday 7 May 2025

**Where:** Runcorn Tavern

### Gladstone Seniors Expo

**When:** Wednesday 28 May 2025

**Where:** Oaks Grand Hotel

### Sunshine Coast Seniors Expo

**When:** Thursday 5 June 2025

**Where:** Sunshine Beach Surf Club

For the most up-to-date information about expos, visit [qld.gov.au/seniors/legal-finance-concessions/seniors-expos](https://qld.gov.au/seniors/legal-finance-concessions/seniors-expos)

## Other seniors' events

The Caboolture Retirement Living & Senior Lifestyle Expo on Thursday 10 April 2025 at Caboolture Memorial Hall. Visit [seniorexposaustralia.com/caboolture.html](https://seniorexposaustralia.com/caboolture.html) for more information.

The Logan Retirement Living & Senior Lifestyle Expo on Tuesday 15 April 2025 at Logan Central Community Centre. Visit [seniorexposaustralia.com/logan.html](https://seniorexposaustralia.com/logan.html) for more information.

Bundaberg Seniors Lifestyle and Care Expo on Friday 6 June 2025 at Bundaberg Recreational Precinct. Contact Bundaberg Neighbourhood Centre on (07) 4153 1614.

For more events and expos, visit [seniorsenquiryline.com.au/news-and-events/events](https://seniorsenquiryline.com.au/news-and-events/events)

## Free information sessions for seniors in South East Queensland

Australians reported losing \$2.03 billion to scams in 2024<sup>1</sup> and unfortunately, Older Australians are most at risk of being targeted by scammers<sup>2</sup>.

Our Older Persons Programs team provides free information sessions across a range of topics tailored to seniors:

- Scams awareness
- Social media and online safety
- Deep dives into specific scams
- Concessions and supports available to Queensland seniors
- Digital legacy
- Elder abuse

These free in-person information sessions are provided to seniors' groups, clubs, support groups, community centres, retirement villages, and service providers within South East Queensland (virtual available throughout Queensland).

We hope to help to protect older people by offering easy-to-understand safety information and advice. Attendees are provided with handouts and can receive one-on-one information and referral support if time allows.

### Don't delay - learn how to protect yourself and loved ones

Contact Emily Gould (Speaker, and Community Resource Officer) to see how you can book a free community education session:

 [opp.communityed@uccommunity.org.au](mailto:opp.communityed@uccommunity.org.au)

 [seniorsenquiryline.com.au/community-education](https://seniorsenquiryline.com.au/community-education)

<sup>1</sup> ACCC Targeting Scams Report 2024

<sup>2</sup> 2023, Australian Carers Guide, Common scams that target the elderly, [www.australiancarersguide.com.au/common-scams-that-target-the-elderly](https://www.australiancarersguide.com.au/common-scams-that-target-the-elderly)