

August 2020 Edition 219

Your Newsletter

We would like to ensure that Snippets is discussing topics that are important to you. If there are specific topics or themes you would like added, please contact Seniors Enquiry Line and we will try our best to address them in future issues.

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.

Contact Details

Phone: 1300 135 500

Email: sel@ucommunity.org.au

Website: www.seniorsenquiryline.com.au

Quote of the month

"Honesty is the first chapter in the book of wisdom."

- Thomas Jefferson

Fun Fact

About Older Australians

By 2050, according to Australian Bureau of Statistics, around one quarter of all Australians will be aged 65 years and over, with the proportion of younger Australians declining. In fact, the number of people aged 65 years and over will overtake the number of children aged 0 to 14 years by around 2025.

Funded by



Queensland Seniors Week

Council on the Ageing (COTA) Queensland coordinates Queensland Seniors Week on behalf of the Queensland Government.

For the first time in its 60-year history, Queensland's annual celebration of seniors is going virtual and is being celebrated from Saturday 15 – Sunday 23 August 2020.

Now more than ever people need something to celebrate, in the safest way possible. That is why this year the usually interactive event will transform into an online affair, with some physical events, if allowed.

As COVID-19 regulations have seen many older people in self-isolation, never has it been more important to ensure people remain connected and don't become segregated.

Queensland Seniors Week provides opportunities to promote positive community attitudes towards older people and ageing, facilitate community participation, and enhance community connections, aligning with the Queensland Government's vision of building age-friendly communities in Queensland.

For more information about Seniors Week, visit the Queensland Seniors Week website: qldseniorsweek.org.au or call Council on the Ageing Queensland on 1300 738 348 (toll free number within Queensland) or (07) 3316 2999.



Energy and Water Assistance

Energy Provider Assistance

All energy providers have existing payment assistance options for people struggling to pay their electricity bills (often known as hardship programs).

If you're experiencing financial difficulty and having trouble paying a bill, call your electricity or gas company first to discuss how they can help.

During the COVID-19 crisis, energy businesses have committed to additional measures to help customers, including:

- offering all households in financial stress a payment plan or hardship arrangement
- not disconnecting customers in financial stress without their agreement before 31 July 2020 and potentially beyond
- not referring any customer to a debt collection agency for recovery actions or credit default listing until at least 31 July 2020.

Water Provider Assistance

Water providers may also be able to assist you with payment plans or extensions. Contact your water provider for more information.

How the Energy and Water Ombudsman Queensland can help

Energy and Water Ombudsman Queensland is a free, fair and independent dispute resolution service for Queenslanders who have a problem they can't sort out with their electricity or gas provider. They can also help fix issues with water providers in South-East Queensland.

Contact your provider first if you will have trouble paying your bill or have any other issue.

If you're unhappy with their response or they can't help you, complaints can be made by the below means:

Website: www.ewoq.com.au

Email: complaints@ewoq.com.au

Phone: 1800 662 837

Queensland's Telehealth Program

Queensland's telehealth program enables patients to receive quality care closer to home via telecommunication technology, improving access to specialist healthcare for people in regional communities and reducing the need to travel for specialist advice. Your doctor or treating health professional will determine if telehealth is an appropriate and available option for you based on your individual circumstances.

Queensland Health has one of the largest managed telehealth networks in Australia with videoconferencing systems currently available in more than 200 hospitals and community facilities across the state. Telehealth services are delivered by Hospital and Health Services and a number of external providers. The Telehealth Support Unit, Clinical Excellence Division, partners with a range of stakeholders to continually improve access to safe, quality healthcare using digital technologies.

To find out whether you can access a telehealth service, ask your GP or specialist when booking or confirming your next appointment or alternatively, contact the Telehealth Support Unit:

telehealth@health.qld.gov.au

Videoconferencing Support:

telehealthservicedesk@health.qld.gov.au

Phone: 1800 066 888

Helplines

- **COVID-19 Helpline** – 1800 020 080
- **National Debt Helpline** – 1800 007 007
- **Access Financial Support** - 3412 8222
- **Superannuation Hotline** – 13 10 20
- **ATO Tax Help Program** – 13 28 61
- **Mental Health Support & Counselling Services:**
 - Lifeline** - 13 11 14
 - Beyond Blue** - 1300 224 636
 - MensLine Australia** - 1300 789 978