



SNIPPETS

December 2016 | Edition 178

Seniors Enquiry Line

Linking Seniors with
Community Information

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Quote of the Month:

In this world nothing can be said to be certain, except death and taxes.

Benjamin Franklin

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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.

Christmas Greetings

All of us at Seniors Enquiry Line – Julie, Joanne, Dayna, Dulcie, Sharlene, Sarah, Christine, Susan and Anna, would like to wish you all the very best for Christmas and the New Year.

We would also like to take this opportunity to let you know that this office will be closed from Saturday, 24 December 2016 and will re-open on Tuesday, 3 January 2017. If you need any urgent assistance during this time, please call Lifeline on **13 11 14**.



Stay Safe when Shopping Online

The amount of money spent by consumers increases at Christmas time. Over recent years, more and more of this shopping has been done online, leading to an increase in online shopping fraud. It is important to be aware of common online shopping scams and how to protect yourself from these scammers.

Scamwatch reports that the common online shopping scams are:

- Classified scams – items are advertised but the fake seller has no intention of ever providing the goods once they are paid for.
- Fake retailer websites – the websites look like other “real” shopping websites and may include stolen logos.
- Online auctions – goods are posted on auction websites but the seller tries to arrange a private deal outside of the auction site.

The Australian Federal Police have an [online shopping factsheet](#) with tips for shopping safely online and the Queensland Police have brochures about [shopping on the net](#) and [e-crime](#). The [Scamwatch website](#) also has information about warning signs to help you spot online shopping scams. These factsheets/brochures can be downloaded from the hyperlinks above, or you can have them sent out in paper form by phoning Seniors Enquiry Line on **1300 135 500**.

Free Shingles Vaccine

Shingles is a virus often characterised by a painful skin rash on one side of the face or body. Shingles can result in nerve pain that lasts for months or even years. One in three people will develop shingles over their lifetime, with the risk increasing as a person gets older.

From November 2016, people 70 years of age may be able to receive the Shingles vaccine Zostavax, free of charge. Until 31 October 2021, 71-79 year olds will also be able to access the free vaccine as part of a catch-up program. The free vaccine can be accessed by visiting your local doctor or vaccination clinic.

The vaccine is free, however your GP may charge a consultation fee. If you would like more information about the free vaccine, contact the Immunise Australia Information Line on **1800 671 811**.

2G Network Shutting Down

Telstra, Optus and Vodafone are shutting down their 2G mobile phone networks over the next year. The dates for shutdown are:

- Telstra – 1 December 2016
- Optus – 1 April 2017
- Vodafone – 30 September 2017



If you will be affected by the shutdown, you should have been contacted by your network provider. You can also check the top of your phone screen for a 2G, GPRS, Edge or E icon. If your phone has any of these symbols, you will need to contact your mobile phone network provider. If your phone shows 3G, H+, 4G, or LTE, you will not be affected by the shutdown.

If your phone is still running on the 2G network, you may need to upgrade your SIM card, upgrade your mobile device or update your device settings before the network shuts down. If you are going to be affected, contact your network provider for more information about what steps you might need to take. If your SIM card needs to be replaced, your network provider may be able to post it out to you. If you do need to purchase a new phone, 3G compatible handsets start at around \$30.

Legal Topics Diary



ADA Australia has produced the *2017 Legal Topics for Older People Diary*. Designed for older people, it is a valuable resource that provides access to vital legal information in a handy diary.

The topics covered in the diary include: Aged care, the NDIS, retirement villages, future planning, funerals and wills, elder abuse, Aboriginal and Torres Strait Islander information, neighbours and housing, carers, mental health, consumer issues and finance. It also provides tips on everything from free mediation services to protecting yourself against elder abuse.

The diary is available from ADA Australia at a cost of \$10 (plus postage). It can be ordered online at <https://adaaustralia.com.au/product/2017-diary/> or by phoning **1800 818 338**.

Puppy Raising Program

Guide Dogs Queensland is searching for seniors interested in becoming puppy raisers. The puppies are cared for from 8 weeks of age, until they begin formal training at 15-18 months. Raising a puppy requires significant time contribution, however the experience can be very satisfying. Studies have shown that having a pet can have additional benefits such as improvements in physical and psychological health, increased social interaction and a greater sense of well-being.



The Puppy Raising Program may be suitable for people who live within 1 hours drive from the Bald Hills facility. If you would like more information or to register for an information session, please phone Guide Dogs Queensland on **3500 9001** or **1800 810 122**. Further information is also available on their [website](#).

What's On

Community Christmas Carols - Home Hill

11 December 6pm-8:30pm

Take part in the lantern parade and enjoy live local entertainment from bands, choirs and dancers.

Venue: Watson's Green, 29 Ninth Street, Home Hill

Phone: 4783 9800

Christmas Carols - Caboolture

18 December 3pm-8pm

Spread out a blanket and immerse yourself in the Christmas spirit with an evening of carolling.

Venue: King Street, Caboolture

Phone: 3897 4903

Other events on Seniors Enquiry Line's [Events](#) page include:

Christmas Block Party - Spring Hill, Assets Test Changes Seminar - Robina, Nambour Community Carols, Coolangatta Christmas Carols, Mooloolaba Christmas Boat Parade, New Year's Eve - Hervey Bay, Gatton Christmas Carnival, Da Vinci Machines - Townsville, Babinda Christmas Wonderland, Let Me Be Myself - The Life Story of Anne Frank - Toowoomba, Carols by Candlelight - Cairns, Carols in the Park - Maryborough, and many more.