# Seniors Enquiry Line Snippets

#### 2025 Issue 1 January to March

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

#### seniorsenquiryline.com.au



#### **Contents of this issue**

<ul> <li>Current news &amp; updates</li> <li>2025 Qld public holidays &amp; show</li> </ul>	<b>2 - 3</b> 2
<ul> <li>holidays</li> <li>Stay safe during heatwaves</li> <li>The Little Book of Scams</li> <li>New Seniors Enquiry Line community education email address</li> </ul>	2 3 3
Road rules refresher question	3
<ul> <li>Upcoming campaigns</li> <li>Safer Internet Day</li> <li>International Women's Day</li> <li>National Advance Care Planning Week</li> <li>Be Connected: How to search like a pro</li> </ul>	<b>4</b> 4 4 5
Have you heard about these support	6 - 10
<ul> <li>services?</li> <li>VIEW Clubs of Australia</li> <li>Repair Cafes</li> <li>Association of Residents of Queensland Retirement Villages</li> <li>Inspired Outcomes</li> <li>Computers 4 Learning</li> <li>Bloodbikes Australia</li> <li>Ambulance Wish Queensland</li> <li>Housing Older Women's Support Service</li> <li>Energy4Seniors</li> </ul>	6 6 7 7 8 8 9 10
<ul> <li>Emily's scams corner</li> <li>Caller ID and spam protection</li> <li>Practical online safety workshops</li> </ul>	<b>11</b> 11 11
<ul> <li>Community education</li> <li>Free information sessions</li> <li>Directory of Community Education Providers</li> </ul>	<b>12</b> 12 12
<ul> <li>Providers</li> <li>Potential seniors' technology event in Redcliffe</li> </ul>	12

**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**

# **2025 Qld Public Holidays**

As per Queensland Government's website at **qld.gov.au/recreation/travel/holidays/public** 

New Year's Day - Wednesday 1 January 2025

Australia Day - Monday 27 January 2025

Good Friday - Friday 18 April 2025

The day after Good Friday - Saturday 19 April 2025

Easter Sunday - Sunday 20 April 2025

Easter Monday - Monday 21 April 2025

Anzac Day - Friday 25 April 2025

Labour Day - Monday 5 May 2025

King's Birthday - Monday 6 October 2025

**Christmas Eve** - Wednesday 24 December 2025 from 6pm to midnight

Christmas Day - Thursday 25 December 2025

Boxing Day - Friday 26 December 2025

#### 2025 Show Holidays

Show holidays are public holidays appointed in districts throughout Queensland in relation to annual agricultural, horticultural, or industrial shows following a request from the local council.

**Ipswich Annual Show** (*City of Ipswich only*) -Friday 16 May 2025

**Royal Queensland Show** (Moreton Bay, Lockyer Valley, Logan City, Scenic Rim, City of Redland, Shire of Balonne, Somerset, South Burnett, Toowoomba regions only) - Monday 11 August 2025

**Royal Queensland Show** (Brisbane area only) - Wednesday 13 August 2025

For the full list of show holidays, visit **qld.gov.au/recreation/travel/holidays/show.** 

#### **Queensland School Term Dates**

For Queensland school term dates, visit education.qld.gov.au/about-us/calendar

#### Stay safe during heatwaves Queensland Government

A heatwave is when it's hotter than usual for three days or more.

Heatwaves are a danger to everyone, but some people are more at risk of heatrelated illness.

If you have friends, neighbours or family members who are in danger during a heatwave, remind them to:

- drink water (between 6-8 glasses each day)
- avoid heavy exercise during the hottest parts of the day
- find a cool place, use fans, or air conditioning if available
- be sun safe. Wearing a hat and sunglasses, stay out of the sun between 10am and 2pm, wear long sleeves and light clothing and apply sunscreen every two hours

If someone you know starts to feel unwell from the heat, call 13 HEALTH (13 43 25 84) or visit your doctor.

In an emergency, call Triple Zero (000) immediately.

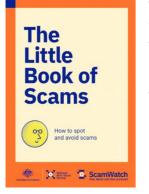
#### For more information

For tips on staying safe in the heat, visit health.qld.gov.au/heatsafe.

For weather updates, visit the Australian Government's Bureau of Meteorology website at **bom.gov.au** 

For advice on how to protect your animals in Summer, visit rspcaqld.org.au/what-we-do/provideanimal-care-advice/pet-tips-forsummer

## 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 been updated. There are also translated versions and an Easy Read version.

Find the Little Book of Scams on the Scamwatch website at scamwatch.gov.au/research-and-resources/the-little-book-of-scams

# We have a new community education email address! Seniors Enquiry Line

We have created a new email address specifically for community education enquiries.

For more information about community education, for bookings or to discuss scheduled information sessions, email opp.communityed@uccommunity.org.au

The Seniors Enquiry Line general email address, **sel@uccommunity.org.au** is still in use and monitored regularly. This general email address is best used for general inquiries.

Emily, who facilitates community education for Seniors Enquiry Line will continue to monitor her direct email address however please transition to the new email address.

If you are unsure which email to send your query to, call the Seniors Enquiry Line on 1300 135 500.

#### Road rules refresher question Giving way at intersections

In this diagram, which vehicle must give way at this intersection?

Vehicle A (blue) Vehicle B (orange)

ANSWER: Vehicle A (blue) must give way to Vehicle B (orange) because it is turning right across the path of Vehicle B (orange). The stop sign is not more powerful than the give



way sign. Once the vehicles have given way to all other vehicles, they must then give way to each other by applying the give way rules.

For more information on the Queensland road rules, go to tmr.**qld.gov.au** or **streetsmarts.initiatives.qld.gov.au** 

# **Upcoming campaigns**

#### Safer Internet Day 11 February 2025

Safer Internet Day, 11 February 2025, is a global, day of action bringing communities, schools, organisations and families from more than 180 countries together to raise awareness of online safety issues and work toward a safer internet.

The eSafety Commissioner leads the day in Australia and we're calling on all Australians to help make the internet a safer, and more positive place.

Whether you're working, learning, playing or scrolling - the internet is a huge part of life. It opens a world of opportunities, but also comes with risks, especially for young people and other at-risk groups.

# What steps can I take to be safe online?

- have online safety conversations
- learn about online risks
- report harmful content
- practice respect and kindness online
- share online safety resources

Join eSafety in making the internet a safer, more positive place - one conversation, one click, and one day at a time.

For more information, visit the eSafety Commission's website at esafety.gov.au/newsroom/whatson/safer-internet-day

# Be Connected free online safety presentations

Be Connected hosts free online safety presentations which cover a range of topics every month. All presentations are free, live streamed and delivered in an easy-to-understand format. To learn more and see the presentation schedule, visit beconnected.esafety.gov.au/onlinesafety-presentations.

# International Women's Day Saturday 8 March 2025

International Women's Day (IWD) is marked annually on March 8. IWD is a global day celebrating the social, economic, cultural, and political achievements of women with this year's theme being 'Accelerate Action'.

IWD has occurred for well over a century, with the first IWD gathering in 1911 supported by over a million people. Today, IWD belongs to all groups collectively everywhere, and all IWD activity is valid.

For more information and to find International Women's Day events happening near you, visit **internationalwomensday.com**.

#### National Advance Care Planning Week 17 to 23 March 2025

Advance care planning involves planning for your future health care. It enables you to make some decisions now about the health care you would or would not like to receive if you were to become seriously ill and unable to communicate your preferences or make treatment decisions.

Advance care planning gives you the opportunity to think about, discuss and record your preferences for the type of care you would like to receive and the outcomes you would consider acceptable. Advance care planning helps to ensure your loved ones and health providers know what matters most to you and respect your treatment preferences.

During National Advance Care Planning Week, 17 to 23 March 2025, events will take place across the state to raise awareness to the importance of advance care planning and what steps to take. For more information, visit advancecareplanning.org.au/advance-careplanning-week

#### How to search like a pro Be Connected

Thanks to search engines like Google, we have a wealth of information at our fingertips. We search for the weather, news, places to visit, information about our health and more. So, while we generally know how to find information online, do you know how to narrow your search to get the results you're really looking for? Here are tricks you can use to locate more accurate results.

#### Use quotation marks for an exact match

Google generally tries to match the phrase you enter, but when you're searching for something specific try using quotation marks (") around a phrase. This will return results that contain those exact words in the same order. For example, search "Booker Prize winners" to get results that include that exact phrase instead of variations like, 'booker prize' and 'booker prize 2024'.

#### Use a minus sign to exclude words

Use a minus sign (-) immediately before a word to exclude it from your search. This will tell the search engine to ignore that word from the overall search. It's handy for times when you're searching for a word or term that has multiple meanings. For example, 'Jaguar -car' will focus its search results on the animal and not the car.

#### Use an asterisk for unknown words

Add an asterisk (\*) as a placeholder to complete a phrase you've forgotten or to see variations of that phrase. The search engine will fill in the word(s) where the asterisk is. For example, '\* animals in the world' returns options such as, 'smartest animals in the world', 'cutest animals in the world' and 'rare animals in the world'.

#### Search within a specific website

Typing 'site:' before a URL will search for a word or phrase on that particular website. For example, 'site:beconnected.esafety.gov.au smart TV' returns all pages on the Be Connected website that contain the term, 'smart TV'.

#### Be aware of fake ads and websites

Scammers can take out ads on search engines and social media that lead you to fake websites designed to steal your personal or financial information. But there are ways you can spot a fake website. Look out for these red flags:

- <u>Prices that are too good to be true.</u> Scammers lure you in by advertising heavily discounted items compared to other retailers.
- <u>A URL that tries to look like the official website but isn't an exact match.</u> For example, a scammer may use a URL such as amazonretail.com.au to make it look as close as possible to the official amazon.com.au site. Always check the URL (or web address) carefully before entering any personal or payment details.
- <u>Unusual forms of payment.</u> Fake websites may encourage you to pay by bank transfer instead of safer methods such as credit cards or PayPal. Look out for requests to pay for things that are different to the norm.
- <u>Poorly worded or missing information</u> Read the About Us, Shipping and Returns, and Contact Us sections on company websites - they should look and sound professional. The website should also include legal information including a privacy policy and terms and conditions, normally found at the bottom of each page.
- <u>Overly glowing reviews.</u> Do an independent search for reviews of the website (enter the exact URL) and look for similar sounding reviews or ones that either provide very little or too much detail. If you're ever in doubt, do a search online to see whether the website in question is a scam. For example, enter 'Is [web address / URL] a scam?' to learn about other people's experience with the site.

Read the full article at **beconnected.esafety.gov.au/topic-library/articles-and-tips/how-to-search-like-a-pro** 

# 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** to let us know.

#### **VIEW Clubs of Australia**

VIEW (Voice, Interests and Education of Women) is a leading women's national volunteer organisation, providing the opportunity for women from all walks of life to meet regularly, establish lasting friendships and help disadvantaged Australian children through supporting the work of children's charity, The Smith Family. It is a nonreligious, non-political organisation.

There are close to 300 VIEW Clubs around Australia open to women of all ages. VIEW offers a friendship network, providing fun and a sense of purpose for members through supporting the education of disadvantaged Australian children. Together, VIEW Clubs sponsor more than 1,780+ disadvantaged students through the *Learning for Life* program.

To find a VIEW club near you, visit thesmithfamily.com.au/view-clubs/find-a-club/qld

#### Repair Cafes Toss it? No way!

Repair Cafés are free meeting places and they're all about repairing things (together). Where a Repair Café is located, you'll find tools and materials to help you make any repairs you need, on clothes, furniture, electrical appliances, bicycles, crockery, appliances, toys, etc. You'll also find expert volunteers, with various repair skills.

Visitors bring their broken items from home. Together with the specialists they start making their repairs in the Repair Café. It's an ongoing learning process. If you have nothing to repair, you can enjoy a cup of tea or coffee. Or you can lend a hand with someone else's repair job. There are 12 Repair Cafes in Queensland, visit **repaircafe.org/en/visit** to find one near you.

# Association of Residents of Queensland Retirement Villages

Association of Residents of Queensland Retirement Villages (ARQRV) is the peak body providing practical assistance and representation of residents' interests specifically tailored to retirement villages. They are a member-based, not-for-profit organisation operating for over 30 years.

ARQRV serve as a voice for all residents by advocating and lobby government and industry for policy changes and reforms that benefit the broader retirement village community.

Retirement villages are designed as a safe and engaging environment for older persons to live independently while also having access to appropriate amenities. The operation of retirement villages in Queensland revolves around a resident contract, a legal agreement outlining the conditions of residency, rights and responsibilities of both the operator and the resident. Contracts also cover other important aspects such as ongoing fees, facilities services provided, dispute resolution, and costs when you leave your village.

It is essential that prospective residents seek specialised legal advice before they sign on the dotted line. Navigating these arrangements and dealing with any issues that arise can be daunting for residents, and their residents' committees, when considering the complexity of village matters, and the potential power imbalance. ARQRV can refer to solicitors who are retirement living specialists; and empower residents through the provision of authoritative information and education, thus ensuring their voices are heard by their village operator.

For more information, contact ARQRV on 0429 098 417 or visit **arqrv.org.au**.

#### Inspired Outcomes Seniors relocation service

The process of downsizing is often a significant life change for people. It's a time filled with mixed emotions - letting go of a home filled with memories, deciding which belongings to keep, and moving to a new, smaller space.



However, this transition doesn't have to be overwhelming. With the support of Inspired Outcomes, the downsizing journey can be manageable and even positive. Inspired Outcomes offers a personalised approach to help navigate this complex process with care and efficiency.

During an initial consultation, Inspired Outcomes will take the time to listen and understand the unique needs and preferences of each client. Their personalised approach ensures that the downsizing plan aligns with what is most important to the senior, from preserving cherished memories to ensuring comfort in their new living space.

#### **Decluttering**

For many, this can be one of the most challenging aspects of downsizing. Deciding what to keep, what to give to family, and what to donate can be emotionally taxing. Inspired Outcomes provides guidance and support throughout, helping to make these decisions a little easier. Their compassionate team understands the sentimental value attached to certain items and works to ensure that these are honoured.

#### Packing and moving then unpacking

Packing and moving are also handled with the utmost professionalism. Inspired Outcomes carefully packs belongings, ensuring that everything is labelled and organised for the move. They can coordinate with removalists, so there's no need to worry about logistics. This attention to detail helps reduce the stress that often accompanies moving day.

On the day of the move, Inspired Outcomes can take charge of every detail. They don't just move boxes - they create a home. By the time the client walks into their new space, everything is in place, making the new home feel instantly welcoming.

#### **Downsizing**

The downsizing journey, which might initially feel overwhelming, becomes an opportunity for renewal with the right support. Inspired Outcomes provides the expertise, care, and understanding needed to make this life change as smooth and positive as possible.

With Inspired Outcomes, the next chapter can begin with confidence and peace of mind. For more information, visit **inspiredoutcomes.com.au** or contact Inspired Outcomes on 0448 201 884 or **info@inspiredoutcomes.net.au**.

#### **Computers 4 Learning** Bridging the digital divide

Computers 4 Learning sell affordable, refurbished computers and devices for adults and students. All donated devices are wiped before distribution using industry standard erasure procedures. Where data cannot be completely erased, the drive is destroyed, and a new one is installed. They provide discounts to card holders of valid and current Health Care Card, Pension, Veteran or Seniors Card, or State School, university or TAFE student IDs.

To learn more, visit their website at **computers4learning.org.au** or email **requests@computers4learning.org.au**.

#### Bloodbikes Australia A helping hand when it's needed the most

Australia now has a group of volunteer motorcyclists with the express purpose of offering last resort for the transport of blood and medical supplies when all other options are exhausted, free of charge, thereby freeing up more money for the delivery of healthcare.

Inspired by the Bloodbikes movement in the UK and Ireland, founder Peter Davis started it here in Australia 5 years ago. Peter says, *"I had a mate volunteering for Bloodbikes Scotland and thought, what a great idea, a chance to do what I love, riding motorcycles, and doing some good".* 

Peter started the process with Mater Pathology in Brisbane, first transporting blood then with a further nine volunteers in the Brisbane region transporting all manner of Pathology, medicines and equipment. Through word of mouth, Bloodbikes Australia now has more than 355 volunteers in all states and territories of Australia.

Peter emphasises, "Bloodbikes Australia Volunteers are not 'wannabe' police or ambulance, we are NOT emergency vehicles, and we abide by all road rules. Every volunteer, volunteers their time, fuel, tolls and motorcycles and all have a Nationally recognised Certificate in Blood Transport."

For more information, visit **bloodbikesaustralia.com.au** or follow the Facebook page **facebook.com/bloodbikesaustralia** 

# Ambulance Wish Queensland Fulfilling last wishes and creating memories forever

Ambulance Wish Queensland (AWQ) is Palliative Care Queensland's (PCQ) Signature Program, providing Queenslanders living with a life-limiting illness access to specialist transport and clinical care required to fulfill their last wish and create memories forever.

Inspired by two Hervey Bay paramedics who fulfilled a patient's wish to visit her favourite beach, AWQ was the first program of its kind in Australia. Launched by PCQ in July 2019, AWQ is modelled after the Netherlands' charity program, Stichting Ambulance Wens.



The program is supported by the Queensland Government and Queensland Ambulance Service, but it relies significantly on donations, sponsorships, fundraising, and in-kind contributions.

The program utilises decommissioned, bespoke ambulances donated by Queensland Ambulance Service (QAS) to provide palliative and end-of-life patients with specifically curated wishes. These wishes create lasting memories for patients and their loved ones.

Wishes are often simple yet meaningful, such as a trip to the beach or South Bank to enjoy time with family, visiting Australia Zoo to pet a giraffe, or watching a Brisbane Broncos training session. Some patients may request to attend a grandchild's wedding, while others prefer "on-site wishes," which involve bringing family, friends, or pets to the patient, organising a pamper day, or arranging a professional photo or video shoot with loved ones.

For more information, visit ambulancewishqld.org.au.



#### Housing Older Women's Support Service Helping to end the cycle of homelessness for older women

The Housing Older Women's Support Service (HOWSS) supports women aged 50+ (45+ for First Nations women) in Queensland who are experiencing homelessness or housing stress. HOWSS provides women with advice and referrals, access to longer-term support, and small group information workshops.

How HOWSS are supporting older women:

- 80 women supported each month
- 150 housing outcomes since July 2023
- 46 housing workshops and presentations delivered
- 43 events attended

#### Mary's housing success story

Mary (not her real name), aged 59, had been couch-surfing and housesitting for over twelve months. She spent a lot of time and energy working to find her next stay and she always had feelings of uncertainty over where she would live next. Mary wanted secure and stable housing and had been waiting a significant amount of time for a Department of Housing application to be processed.

Mary dropped into the Hub in Brisbane, seeking support. Whilst there, she met with HOWSS intake team and followed up with a regular coffee catch-up. The HOWSS team were able to contact the Department of Housing and advocated on Mary's behalf which resulted in Mary's application being reviewed and approved. The HOWSS team were then able to make a successful transitional accommodation referral for Mary in South Brisbane.

Within two weeks, Mary went from housing uncertainty to having an interview for transitional housing. Mary has since moved into the property and will be supported to find longer-term housing with that service provider.

Mary has shown interest in becoming a peer volunteer with HOWSS and continues to attend fortnightly drop-ins and workshops to connect with and provide support to other women who are in a similar situation.

If you are like Mary and need support with housing, Footprints HOWSS are running a series of On-Line Housing Information workshops in February, March and April 2025. To find out more about these upcoming workshops and to register, visit **howss.org.au/events** or call 1800 FOOTPRINTS (1800 366 877) and ask for the HOWSS team.

#### **Riddle:**

What can you see in the middle of March and April that you can never see in any other month?

Answer: The letter "R"

#### **Energy4Seniors: Volunteer Energy Champions** Council on the Ageing (COTA) Queensland & The Association of Residents of Queensland Retirement Villages

Are you getting all the available benefits and cost savings when it comes to your energy?

We know many older people are experiencing cost of living pressures and energy-related expenses that make up a significant proportion of regular household expenditure. To respond to this, Council on the Ageing (COTA) Queensland in partnership with the Association of Residents of Queensland Retirement Villages (ARQRV) are delivering a statewide program called Energy4Seniors.

Delivered by local people across Queensland, this program utilises local volunteer 'Energy Champions' to engage face-face with older Queenslanders to:

- Increase awareness: available concessions, rebates, and support
- Enhance energy literacy: improve understanding of energy bills and usage
- **Boost confidence:** provide useful information and tools to enable older consumers to make wise energy choices

Did you know an estimated 20% of Queenslanders who are eligible for concessions are not accessing them?

Over the next 12 months, the program will cover four key topics: beginning with Concessions, Rebates, Support, and Energy Efficiency.

Community groups interested in supporting this initiative can express their interest in hosting a Volunteer Energy Champion by requesting a session online at **cotaqld.org.au/energy4seniors**.

Residents of retirement villages, over 55 lifestyle villages, and caravan parks can register their interest in hosting an information session by contacting Jodie Gorrel on 0457 519 481 or by emailing **membership@arqrv.org.au**.

# Do you want to make a difference? Register your interest to become a Volunteer Energy Champion.

As an Energy Champion, you will:

- **Connect with older people**: conduct face-to-face and small group information sessions
- Receive training and support: benefit from comprehensive training and ongoing support
- Access resources: utilise a wide range of information, resources, and ideas to share with your community

Visit **cotaqld.org.au/energy4seniors** and submit an expression of interest. For more information email Lisa Hodgkinson at **lisa.hodgkinson@cotaqld.org.au** or phone 0484 260 576

The Energy4Seniors program received grant funding from the Queensland Government as part of the Enable Grants Program.



Energy 4 Seniors Empowering Queenslanders to make wise energy choices

# **Emily's scams corner**

#### **Scam safety tip** Caller ID and spam protection setting on Android smartphones

12:45	12:45	
< Call settings	< Caller ID and spam protect :	
Block numbers	On 🕥	
Caller ID and spam protection		
Bixby text call		
Recording calls	Spam 012 3455 7890	
Call Background	012 3456 7890	
Call alerts and ringtones		
Answering and ending calls	Use Hiya to identify spam and scam callers as well as other callers who aren't in your contacts.	
Quick decline messages	Block spam and scam calls	
Call display while multitasking	Privacy Notice	
Real time text		
III O <	III O <	

#### **Practical sessions** Hands-on workshops focusing on improving online safety and digital literacy

In late 2024, Seniors Enquiry Line trialled its first practical workshops on scams, social media and online safety at the Irish Australians Association of Queensland in Woolloongabba.

Meeting for an hour (though often staying for two), this small group of four seniors along with their smartphones, tablets and/or laptops, met with the goal of improving their digital literacy.

These sessions provided hands on support to complete software updates on devices, understand technology terms, review social media privacy, how to spot email scams, create stronger passwords and many other topics.

If you would be interested in hosting a series of practical workshops at your retirement village or community centre, email us at **opp.communityed@uccommunity.org.au.**  Have you looked in your phone application settings recently? Some Android phones have a "Caller ID and spam protection" option which automatically blocks phone numbers that have been flagged as a spam or scam number.

Have a look to see if your Android smartphone has this option by going into your phone application. This is the application where you would make calls or see your call log. Open the settings option in this application and look for "Caller ID and spam protection" or "filter scam/ spam calls". Turn on. You may need to accept a privacy notice. Scroll to see if there is an option to "block all spam and scam calls" and turn on.

Please note, not every phone will have this setting and it may look different on your device.

If you are having difficulties finding this setting on your smartphone, please call the Seniors Enquiry Line on 1300 135 500 and our helpful staff will endeavour to talk you through the process.

# Want to talk to someone about scams? Book a call with Emily

Do you have questions about scams or social media and online safety? Have you recently attended a scams information session and want to discuss further? You can now book a phone call with our scams expert, Emily.

To book a phone call with Emily, contact the Seniors Enquiry Line on 1300 135 500 or email us at **sel@uccommunity.org.au**.



Alternatively, you can email Emily at emily.gould@uccommunity.org.au

# **Community education**

# Free information sessions for Queensland seniors Book now for 2025

Australians reported losing \$2.74 billion to scams in 2023<sup>1</sup> and unfortunately, Older Australians are most at risk of being targeted by scammers<sup>2</sup>.

The Seniors Enquiry Line 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:

- 🔇 1300 135 500
- opp.communityed@uccommunity.org.au

seniorsenquiryline.com.au/communityeducation



#### Scan to learn more

 <sup>1</sup> ACCC Targeting Scams Report 2023
 <sup>2</sup> 2023, Australian Carers Guide, Common scams that target the elderly, www.australiancarersguide.com.au/commonscams-that-target-the-elderly

# Looking for a guest speaker?

#### Search the Seniors Enquiry Line's 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-ofcommunity-education-providers

#### Watch this space! Potential Seniors Technology Event in Redcliffe

Seniors Enquiry Line and Redcliffe Uniting Church Community Hub are exploring whether the community would be interested in a technology focused seniors forum and expo in the Redcliffe area. If you would like to register your interest in this potential event or share any suggestions, please email emily.gould@uccommunity.org.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? 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@uccommunity.org.au or post to: Seniors Enquiry Line, Turrbal Country, PO Box 2376, Chermside Central QLD 4032