

July 2020 Edition 218

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.seniorenquiryline.com.au

Quote of the month

"Adopt the pace of nature: her secret is patience."

- Ralph Waldo Emerson

Fun Fact

Our Brain as we Age

Studies show we can maintain intellect and creativity into old age. While the risk of developing dementia does increase, it affects only about 5% of older people.

Funded by



Maintaining your Lawn

Best time to mow a lawn

The best time to mow a lawn is when it is cool and dry. Wait for the morning dew to dry off and before the afternoon heat takes hold. Alternatively, late afternoon or early evening following a watering in the morning is also a good time.

Lawn boundaries

A hedge is a much better boundary divider than a fence. It will provide better privacy and keep pets and children in or out. It will attract birds to its shelter, and provide a great backdrop for plants and flowers.

Walkways next to your lawn

Bring the beauty of your garden to you; plant hyacinths near walkways and doors. Their magnificent perfume will swamp the spring air and make your garden really come alive.



Sprucing up your lawn

Add a bird feeder or a water fountain to your garden. Surround these items with flowers planted to take advantage of the earliest to the latest flowerings. You could have white snowdrops, purple and gold crocus, blue hyacinths, and various coloured tulips. You could also surround the posts with rocks to provide added interest.

Weed control

Simple, but effective weed control can be achieved on your lawn by mowing often during spring. This will prevent dandelions spreading by eliminating the yellow blossoms and preventing seed formation. Mow high during late spring and early summer. This will allow grass blades to shade the ground and will help prevent crabgrass from sprouting.

Energy and Water Concessions

The impact of COVID-19 is being felt in a variety of ways. For some, it's leaving them struggling to pay their bills.

While there have always been energy and water rebates and concessions available to seniors and pensioners, there is now some additional support through the COVID-19 Household Relief Package. You don't have to do anything to receive the rebate— if eligible, it'll be credited to your electricity bill automatically.

Electricity and gas rebates

If you hold a Queensland Government Seniors Card, Pensioner Concession Card, Commonwealth Seniors Health Card, you may be eligible for an electricity and/or gas rebate. Your electricity or gas provider will be able to check your eligibility and apply the rebate to energy account on each bill. Once you've been approved, it's worth checking your next bill to make sure the rebate has been applied to your bill. If you find that it hasn't, contact your energy provider straight away.

Medical Cooling and Heating Electricity Concession Scheme

The Medical Cooling and Heating Electricity Concession Scheme (MCHECS) helps with electricity costs for people who have a chronic medical condition which is aggravated by changes in temperature. To apply, fill in the MCHECS form, which is available by emailing concessions@smartservice.qld.gov.au or calling 13 74 68.

Home Energy Emergency Assistance

The Home Energy Emergency Assistance Scheme is a one-off payment to help people experiencing a crisis or unforeseen emergency and cannot pay their electricity bill. To apply, contact your electricity retailer for information on the scheme, including an application form to complete.

Consumer Rights

Repair, Replacement or Refund

If your product or service is faulty, you can ask a business for your preference of a free repair, replacement or refund, but you are not always entitled to one. For example, the consumer guarantees do not apply if you got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or you have no use for it.

If you have a minor problem with a product or service, the business can choose to give you a free repair instead of a replacement or refund. When you have a major problem with a product, you have the right to ask for your choice of a replacement or refund. For a major problem with a service, you can choose to receive compensation for the drop in value below the price paid, or cancel the service for a refund.

The same consumer guarantees apply if you order goods or service online.



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