

Seniors Enquiry Line Snippets

2026 Issue 3
July to September

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 numbers

13 HEALTH - 13 43 25 84

13 YARN - 13 92 76

1800RESPECT - 1800 737 732

Family Drug Support - 1300 368 186

Beyond Blue - 1300 224 636

Carers Gateway - 1800 422 737

Continence Helpline - 1800 330 066

Elder Abuse Helpline - 1300 651 192

Lifeline - 13 11 14

Medicare Mental Health - 1800 595 212

My Aged Care - 1800 200 422


National Debt Helpline - 1800 007 007

National Dementia Helpline - 1800 100 500

Quitline - 13 78 48

Contact us

 **1300 135 500**

 sel@uccommunity.org.au

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.

From the Seniors Enquiry Line team

Our website

Putting information at the fingertips of Queensland seniors

Where our newsletter provides snippets of information about services and things happening in Queensland, our website can explore issues in more detail.

Visit seniorsenquiryline.com.au to read recent articles on:

- Light up for WEAAD
- Seniors Enquiry Line events

Translated brochures

Seniors Enquiry Line has brochures in six languages:

- English
- Spanish
- Hindi
- Tagalog
- Simplified Chinese
- Vietnamese

Visit seniorsenquiryline.com.au/our-brochures for electronic copies.

Contact the Seniors Enquiry Line on 1300 135 500 or sel@ucommunity.org.au if you would like to request physical copies of our brochures.

Looking for a guest speaker?

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 our website at seniorsenquiryline.com.au/directory-of-community-education-providers

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

Want to book a free information session?

The Seniors Enquiry Line provides free information sessions to seniors groups and retirement communities across South-East Queensland.

Topics include:

- Scams awareness
- Social media
- Online safety
- Deep dives into specific scams
- Digital legacy
- Elder abuse awareness
- Seniors discounts and rebates

For more information or to book a session:

 opp.communityed@ucommunity.org.au

 seniorsenquiryline.com.au/community-education



Time for Grandparents

Free support for grandparents raising grandchildren.

 1300 135 500 9 am to 5pm Mon - Fri
 grandparentsqld.com.au

Current news and updates

AusAlert Test

2pm AEST Monday 27 July 2026

AusAlert is a new national emergency warning system that sends urgent messages to compatible mobile phones and other mobile devices in a specified area.

At 2pm AEST on Monday 27 July 2026, compatible devices across Australia will receive a test alert.

AusAlert will allow emergency services organisations and some Australian Government agencies to send targeted warning messages. The system will be more reliable, accurate and efficient than current systems. This means authorities can reach people quickly when it matters most, keeping Australians informed and helping to save lives and property. In the future, AusAlert will also send automated voice messages to landline phones.

AusAlert may be used for a range of situations, including:

- Natural hazards, such as bushfires, floods, cyclones and tsunamis
- Public safety and security threats, such as serious public safety incidents or terrorism
- Biosecurity incidents, such as animal or plant disease and biohazard outbreaks
- Health emergencies, such as pandemics or other national public health events.

An AusAlert message will tell you:

- what the emergency is
- where it is happening
- how serious it is
- what you should do
- who the message is from
- where to find more information.

AusAlert will align with the Australian Warning System to support a nationally consistent approach to emergency warnings. Messages will initially be sent in English only.

For more information, visit nema.gov.au/our-work/risk-reduction/ausalert.

2026 Census

Tuesday 11 August 2026

Every five years, the Australian Bureau of Statistics counts every person and household in Australia. This is called the Census of Population and Housing. The next Census night will be held on Tuesday 11 August 2026.

Most households will receive a letter with instructions to complete the Census online. Some will receive a paper form instead.

The Census is a snapshot of Australia and tells the story of how we're changing. It's used to estimate Australia's population, distribute government funds, and plan services for individuals, families and communities.

The Census asks questions about your age, country of birth, cultural background, living situation, work and education.

For the first time, you'll be able to subscribe to access the 2026 Census through myGov. If you subscribe to Census updates through myGov, you'll get a link to the online form sent to your myGov Inbox when it's time to complete the Census.

Census field staff may visit households to deliver forms or provide reminders. They carry official ABS photo ID and a yellow satchel.

The Census includes everyone who stayed in your household on Census night, including visitors and babies.

Translated information about the Census will be [available in a number of languages](#).

Closer to the 2026 Census, a range of translated materials will be available to help everyone participate.

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@ucommunity.org.au to let us know.

SeeWay An initiative of Guide Dogs

People living with a vision condition such as macular degeneration, glaucoma, or diabetic eye disease may be adjusting to changes that affect everyday life. Some changes are practical, others emotional, and many sit outside what is discussed in a clinic appointment.

Everyone's journey with vision loss looks different. Frustration with things that used to feel automatic, a reluctance to make it sound like a bigger deal than it is, and the very human tendency to wait until things are "bad enough" before reaching out for help are some of the reasons many people navigate vision changes alone.

Needing more light to see the newspaper, taking a closer look at that text message on your phone, or quietly stepping back from things that once felt easy and enjoyable are some of the everyday challenges many Australians with vision loss live with.

Here's the part that surprises people: a lot of this is genuinely workable with a few good adjustments and resources, and some of them are the kind of thing you'd never think to try until someone shows you.

SeeWay – an initiative of Guide Dogs is a free support service for any Australian living with some vision loss. If you're already seeing an eyecare professional or doctor about your vision changes, SeeWay complements that care.

SeeWay is free and gives you access to:

- Curated information, real stories from others, and practical useful tips.
- Online skills training to help you use your devices in ways that work for your eyes.
- Access to mental wellbeing support. Having the right support can help ensure vision changes don't quietly lead to disconnection, from activities, confidence, or the people and routines that matter.

Guidance and practical ideas are available at:

Website: seeway.com.au

Phone: 1800 733 929

Email: info@seeway.com.au



Queensland Government's online discount directory

Want to find businesses and outlets that provide discounts to Queensland Seniors Card or Carer Business Discount Card holders? The Queensland Government has an online discount directory at qld.gov.au/seniors/legal-finance-concessions/seniors-card/search-for-discounts.

Don't have a computer or access to the internet or want to speak to a real person about finding discounts? Call the Seniors Enquiry Line on 1300 135 500.

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iLA's NowNext app Your Personal Guide to Living Well

iLA is known for Live Up, a national initiative that assists older people to find free and reliable healthy ageing information online. They have now released an app thoughtfully designed for people over 45+ who want to make small, practical changes to improve their health and wellbeing but struggle to prioritise it due to life's busy demands.

NowNext is free and designed for real people. Based on behavioural science, NowNext helps you build sustainable habits that support your wellbeing over the long term.

Starting with a personalised self-assessment which helps identify the areas of wellbeing most important to you right now, the app will suggest positive new habits tailored to your needs. Choose the habits that resonate with you and the progress tracker will help keep you on track and celebrate your consistency.

Download the app via the Apple App Store or Google Play.

For more information visit, ilaustralia.org.au/nownext.



MYTH About Older Australians



Myth: Memory loss and senility come with age.

Reality: Studies show you can maintain intellect and creativity into old age. While your risk of dementia does increase, it affects only about 5% of older people.

Griefline

The Griefline helpline provides free, compassionate and confidential telephone support to Australians over 18 years, 365 days a year.

We all experience the loss of someone or something important to us at some point in our lives. Grief is a natural human response to this loss, and everyone's experience of it is different. While many associate grief with the death of a loved one, other forms of loss can result in grief, including:

- the loss of a beloved pet
- loss of a home, business or livelihood
- feeling isolated and alone in your loss
- experiencing isolation and loneliness due to the loss of a loved one or connection with your family or community
- experiencing a relationship break-up
- grieving a miscarriage or inability to conceive
- you are supporting a recently bereaved friend or family member
- experiencing a sense of grief after your own or a loved one's health diagnosis
- grieving the loss experienced due to natural disasters
- grieving due to your children moving out of home

Calls are answered by volunteers who are specially trained in supporting grief and loss. During the call you may choose to share your grief story, openly express your emotions, learn coping strategies or get help to find more resources to help support you.

Talking about your grief and allowing your emotions to be expressed can be tiring. Limiting support call bookings to 20 minutes helps to conserve your energy and that of the helpline volunteers. You can call again another time.

Call the helpline on 1300 845 745 between 9am to 6pm on weekdays and 12pm to 6pm on weekends. Visit griefline.org.au for more information.

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.

Chatty Cafes

Chatty Tables (also known as "Have a Chat" tables) are a brilliant community initiative designed to reduce social isolation and loneliness by encouraging people to sit down and strike up a conversation with strangers.

There are many Chatty Cafes across Queensland including Marhaba Café in Brisbane City. Find a Chatty Café near you at chattycafeaustralia.org.au/find-a-chatty-table. Visit chattycafeaustralia.org.au for more information on Chatty Cafes.

Cognitive Stimulation Therapy (CST) Dementia Wellness

Cognitive Stimulation Therapy (CST) is a structured group program designed to support thinking skills, confidence and social connection suitable for people living with mild to moderate dementia and mild cognitive impairment.

Studies indicate that people who participate in CST often show improvements in areas such as memory, communication, confidence and engagement, while benefiting from social connection and enjoyment.

Sessions are designed for participants to attend independently though welcoming and accessible venues are chosen so carers can remain nearby, if they wish. The program is facilitated by trained CST Facilitators and Dementia Doulas, with a shared focus on dignity, connection and person-centred support.

Next program starts July 2026. *Please note there is a cost for this program.*

For more information, email Leah Keating at leah@dementiawellness.com.au, phone 0431 387 537 or visit dementiawellness.com.au.

2025 Targeting Scams Report National Anti-Scams Centre

This report by National Anti-Scams Centre provides insight into scams reported by Australians in 2025.

In 2025, Australians reported losing \$2.18 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 reported the highest overall losses of \$88.8 million, 26.5% of all losses reported to Scamwatch, despite making up only 17.2% of the population”.

page 39, National Anti-Scams Centre’s Targeting Scams Report 2025

Read the full report at scamwatch.gov.au/research-and-resources/targeting-scams-report.



Help protect your friends and family by sharing our advice on how to spot and avoid scams. The Little Book of Scams is a simple guide on how to spot, avoid and protect yourself from scammers.

Translated versions are also available for you to share with your community.

Download the Little Book of Scams at scamwatch.gov.au/little-book-of-scams.

Diabetes and foot health

Article provided by Logan Healthy Living

Diabetes is a chronic condition that affects the way the body processes glucose (sugar) in the blood. It can cause long-term health problems, including foot problems. That's why it's important to take care of your feet if you have diabetes.

Diabetes can cause nerve damage (neuropathy) and poor circulation, which can result in a loss of sensation in the feet. This can make it difficult for you to feel cuts, blisters, or other foot injuries. If left untreated, even small injuries can quickly become infected and lead to more serious problems, such as ulcers or in some cases amputations.

To keep your feet healthy if you have diabetes, it's important to:

- **Inspect your feet daily:** Look for cuts, blisters, redness, swelling, or any other signs of injury or infection. Use a mirror to check the bottoms of your feet if necessary.
- **Keep your feet clean and dry:** Wash your feet every day with warm water and mild soap and make sure they're completely dry before putting on socks or shoes.
- **Wear comfortable, well-fitting shoes:** Choose shoes that provide good support and cushioning and avoid shoes with tight or pointy toes. Avoid going barefoot, even at home.
- **Take care of your skin:** Apply moisturiser to your feet every day to keep your skin soft and supple. Avoid using lotions between your toes, as this can create a moist environment that's conducive to infection.
- **Keep your blood sugar levels under control:** Maintaining good blood sugar control can help prevent nerve damage and other complications associated with diabetes.

If you have diabetes, it's important to have regular foot exams by a healthcare provider, as well as any necessary treatments, to keep your feet healthy and prevent serious problems from developing.

Foot Forward

Another great resource is the National Diabetes Services Scheme's Foot Forward website at footforward.org.au. They have factsheets on how to look after your feet, looking after your toenails, what to do about foot problems, visiting a podiatrist and common foot problems. Visit footforward.org.au/keep-your-feet-healthy/resources to find these factsheets.

Logan Healthy Living

Logan Healthy Living has bulk-billed programs providing practical support to prevent and manage diabetes, obesity and chronic diseases.

Their team consists of exercise physiology, health psychology, physiotherapy, dietetics, diabetes education, and social work. All of which are here for you and what you need, at whatever stage of health you are currently at.

Logan Healthy Living is located at Meadowbrook Medical Centre, Level 1/12-16 Logandowns Dr, Meadowbrook QLD 4131.

Contact the team on (07) 3365 1057 between 8am - 4pm Monday to Friday.

Visit loganhealthyliving.org.au for more information.



From Seniors Enquiry Line callers

A Thank You Poem for the Speak Out Group

A poem written by June Shaw in May 2025

You know that I have trouble with my speech
And there's a higher level that I must reach
This is where I give thanks to you all
For picking me up whenever I fall

We usually meet on Tuesday almost every week
And together with Melissa, we learn how to speak
With INTENT, being the most repeated word we hear
I must admit it that sometimes, I do not sound so clear

As everyone who suffers with this cruel disease
will know
That Parkinson's makes everything seem to go
so slow
But whenever we meet there is always some
laughter
It makes me smile and I hope that it goes on
forever after

So, once again I say a great big thank you
For I like to give credit wherever it is due
So, live your life, with whatever makes you
content
As Melissa would say, USE MORE INTENT

To you, and anyone else who reads this rhyme, I
say
I would love to have some feedback on how you
spend your day
Just a few clues and words would be received
with thanks
For sometimes, I can say, that my mind just goes
blank

Handy tip from a clever senior Parking at Westfield shopping centres

At the Seniors Enquiry Line, we learn so much from the people that call us or out in the community at information sessions.

Emily recently visited a Levande retirement community to share information on seniors savings and rebates, only to leave with a handy tip about parking at Westfield Shopping Centres.

Did you know that if you have a Mobility Parking permit, you can access free parking?

If you don't have a Westfield membership account, visit the Concierge desk with your Disability Parking Permit to receive free parking rate each visit.

Visit [westfield.com.au/membership](https://www.westfield.com.au/membership) for more information on Westfield membership.

Another tip he shared, was that if you need a wheelchair or mobility scooter, you contact the shopping centre ahead of time to book and they may be able to meet you at the entrance near the taxi drop off.

If you need additional support to access your local shopping centre, contact them directly to explore how they can support your visit.

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

or post to: Seniors Enquiry Line, Turrbal Country, PO Box 2376, Chermside Central QLD 4032

Upcoming Seniors Enquiry Line events

Seniors Morning Tea & Chat

Brisbane City Council

Older Brisbane residents are invited to connect, enjoy a cuppa, and learn about local services at a free Seniors Morning Tea & Chat session at their local library.

Sessions will be held at Carindale (3 July), Wynnum (15 July), Sunnybank Hills (16 July) and Garden City (17 July) from 9:30am to 12:00pm.

Bookings are essential via Eventbrite. View all sessions and book [here](#) or search for "seniors morning tea" in the Brisbane City Council's "What's on in Brisbane" webpage at brisbane.qld.gov.au/events-arts-and-culture/what-s-on-in-brisbane.

Seniors Enquiry Line and Services Australia will be attending the Pine Rivers Parkinson's Support Group meeting at 10am Tuesday 14 July to provide information about MyGov app, Digital ID and scams awareness. All welcome to attend. Contact Encircle Kallangur Community Centre on (07) 3465 3200 for more information.

Scams Awareness Week 24 to 28 August 2026

Scams Awareness Week is a national campaign dedicated to helping Australians recognise, avoid and report scams. It is a time to raise our voices against scammers and share our scam stories. The more we talk, the less power scammers have. When you share your scam experiences, you're helping others identify and avoid scams.

This year, Scams Awareness Week will run 24 to 28 August. If you would like to organise a scams awareness information session or would like resources to share with your community, contact Emily on emily.gould@uccommunity.org.au.

Information sessions at Logan Healthy Living

After a successful scams awareness presentation, Emily from the Seniors Enquiry Line is returning to Logan Healthy Living to facilitate two more information sessions.

Session 2: Social media and online safety

We rely on the internet for almost everything in our lives so online safety is more important than ever. Come along to learn about:

- Safety tips for using social media
- How to shop online safely
- Credit reports
- Malware
- Unauthorised transaction scams

Date: Wednesday 22 July 2026

Time: 10am start

Where: Logan Healthy Living

Address: Level 1, 12-16 Logandowns Drive, Meadowbrook

Cost: FREE!

RSVP: call Logan Healthy Living on (07) 3365 1057 to book your seat

Session 3: Seniors discounts and rebates

Do you have a seniors card or commonwealth concession card? Want to know what discounts and concessions you are entitled to? Come along to this information session to learn about

Date: Wednesday 9 September 2026

Time: 10am start

Where: Logan Healthy Living

Address: Level 1, 12-16 Logandowns Drive, Meadowbrook

Cost: FREE!

RSVP: call Logan Healthy Living on (07) 3365 1057 to book your seat

Upcoming seniors expos

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.

Expos are generally held from 9am to 12pm, however individual event times are provided closer to the time.

Due to venue capacity restrictions, bookings are essential for seniors expos. If you require assistance with registration, call 13 QGOV (13 74 68) or seniorsengagement@families.qld.gov.au.

Mackay Seniors Expo

When: Thursday 9 July 2026

Where: Souths Leagues Club

Townsville Seniors Expo

When: Tuesday 4 August 2026

Where: Townsville RSL Club

Mareeba Seniors Expo

When: Friday 28 August 2026

Where: Mareeba Leagues Club

Rockhampton Seniors Expo

When: Thursday 10 September 2026

Where: Rockhampton Leagues Club

Gatton and Laidley Seniors Expo

When: Friday 18 September 2026

Where: Laidley Cultural Centre

For the most up-to-date information about expos, visit

qld.gov.au/seniors/legal-finance-concessions/seniors-expos.

Retirement Living & Senior Lifestyle Expos

The Retirement Living & Senior Lifestyle Expo is a series of free events that showcase a selection of quality service providers and businesses that specialise in the retiree and senior sector.

Upcoming events will be held in:

- Broadbeach
- Strathpine
- Redcliffe
- Caloundra
- Southport
- Toowoomba
- Ipswich
- Bokarina, Sunshine Coast

To learn more and find events near you, visit seniorexposaustralia.com

Other seniors' expos

Bundaberg Seniors Expo

Organised by: Bundaberg Neighbourhood Centre

When: 9am to 1pm Friday 3 July 2026

Where: Bundaberg Recreational Precinct, Kendalls Road, Branyan

RSVP: call BNC on (07) 4153 1614

Gladstone Region Seniors Expo

Organised by: Relationships Australia and Catholic Care Central Queensland

When: 9am to 1pm Monday 13 July 2026

Where: Yaralla Sports Club at 20 O'Connell Street, Gladstone

RSVP: call Gladstone Region Neighbourhood Centre on (07) 4976 6300

Positive Ageing Expo

Organised by: Cairns Regional Council

When: 9am to 4pm Friday 21 August 2026

Where: Cairns Performing Arts Centre

RSVP: ticket details coming soon

For more events and expos, visit seniorsenquiryline.com.au/news-and-events/events