



SNIPPETS

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Seniors Enquiry Line

No question is too big or too small

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.

Quote

"I don't see anything so wrong with a wrinkle. It's kind of a badge of courage."

Iris Apfel

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Seniors Enquiry Line is an information and referral service for Queensland seniors, proudly sponsored by the Queensland Government and operated by UnitingCare.

Important Changes to the Charter of Aged Care Rights

From 1 July 2019, the new Charter will apply to all care recipients receiving Commonwealth-subsidised aged care, including residential care, home care packages, flexible care and services provided under the Commonwealth Home Support Program and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program. The charter includes such details as: "I have the right to:- be treated with dignity and respect, be listened to and understood, be informed about my care and services in a way I understood". For a full copy call us on 1300 135 500 or visit the Dept Health website.

LEGAL AID

Legal Aid are an independent statutory authority funded by the state and federal government but independent from the Government. The lawyers have the same qualifications as lawyers working in private firms. They have 600 staff and 14 offices throughout Queensland. Legal Aid will assist people with legal problems who cannot afford to pay. People have to apply for legal representations and the criteria is based on a means test (looks at assets and income), funding guidelines and usually a merits test. Did you know that the Legal Aid website has a lot of free legal information on it that anyone can access? Legal Aid give help via phone, face to face, videoconference, law clinics and they also have duty lawyers (lawyers based at the courts). They also provide mediation and negotiation services. In a typical month Legal Aid help 34,932 people to resolve legal matters. Legal Aid assists in criminal, family and civil law. If you are unsure of the types of matters that are covered do not hesitate to call us or check the Legal Aid website <http://www.legalaid.qld.gov.au/Home>



The phone number for Legal Aid is 1300 651 188. We have many brochures on different services so do not hesitate to call.

June Funny

What did the red traffic light say to the green traffic light?



Don't look I am changing!

Lay-bys — Know Your Rights!

Around this time of year many businesses start to offer lay-bys for Christmas. If you are considering using a lay-by it is important to read the fine print and also to know your rights. According to the Office of Fair Trading Queensland (OFT), if you enter into a lay-by agreement with a business, it must be in writing and should contain:

- what goods you are buying
- how much they cost
- how much deposit you paid
- how long the lay-by will last (maximum)
- what cancellation and refund policies apply.

If you cancel a lay-by agreement, the business:

- must refund your money
- may charge you a termination fee only if it was in the agreement.

A termination fee can only cover the costs of the lay-by.

Further information can be found on the OFT's website <https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/understanding-sales-practices/buying-on-lay-by> or by calling Seniors Enquiry Line on 1300 135 500.

FROGS IN QUEENSLAND

Did you know that we have a Frog Society in Qld? The Queensland Frog Society has a website and you can become a member which will get you such benefits as a free poster, newsletter and mapping tool. You can call us if you do not have internet access for more details and we can download pages for you:- <http://www.qldfrogs.asn.au/>

Here is some information on frogs in the garden from their website which is a great resource on these wonderful creatures. Each frog has its own specific requirements for living and breeding. Frogs need insects and good hiding places. They love vege gardens and



greenhouses. Do not use chemicals as they absorb it through their skin. If you want to set up a pond use anything non metal

(always be cautious of this if you have small children nearby). The pond needs to be 75% in shade. Don't put chlorine or chemicals in the water and nardoo or reeds help provide shelter and keep the water clean. The website has a list of native plants for frog ponds. It is illegal to collect frogs, tadpoles or their eggs from their natural habitat, however you can keep a limited number of least concern adults on your own property.

WHITE PAGES - If you haven't received your White Pages or you would like to get them on paper again, call 1800 810 211 and press 1 or 5. Alternatively you can call us and we shall order online for you.



Riddle of the Month

1. You can drop me from the tallest building and I'll be fine, but if you drop me in water I die. What am I?

2. What has a head and a tail, but no body?

1. Paper 2. A coin

What's on this June

- ◆ Relish Food and Wine Festival, Maryborough, 1st June, contact number: 1800 214 789
- ◆ Gold Coast Seniors Expo, Bundall, 4-5th June 9.00 - 3.00pm, contact 02 9025 9392
- ◆ Positive Ageing Journey, Chermside Brisbane. Hosted by Burnie Brae and the University of Qld. Saturday 29th June 9.30am - 2.30pm \$20.00 includes lunch, contact: 07 3624 2121.
- ◆ Fitness class over 55. Palm Beach, Every Wednesday 10.30am, contact: 5659 2844
- ◆ Ipswich Cup, Ipswich 15 June, 10.00 - 4.00pm Cost \$10.00 for seniors: Call 07 3282 1500.
- ◆ The Best of The Bee Gees, The Ville Grand Ballroom, Townsville 22 June, 8.00pm \$55.00. Contact: 07 4722 2333

Do not hesitate to contact Seniors Enquiry Line 1300 135 500 to look up events for you.