

March 2022

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.seniorsenquiryline.com.au

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



CURRENT NEWS

Government Disaster Recovery Payment

A lump sum payment to help you following the South East Queensland floods in February 2022.

The Australian Government Disaster Recovery Payment can help if you've been significantly affected by a disaster. It's a lump sum payment to help you if you're in a Local Government Area that's been declared for a disaster.

It's not for minor damage or inconvenience. You can choose to get this payment in 2 instalments.

How much you can get

The Australian Government Disaster Recovery Payment is a lump sum payment.

If you're eligible you'll get:

- \$1,000 per adult
- \$400 for each child younger than 16.

For more information, you can contact the Seniors Enquiry Line on 1300 135 500 Monday to Friday, 9am-5pm (except for public holidays) or email sel@ucommunity.org.au

Recipes

Zucchini and sweet corn soup



4 servings
8 serves of veg
10m preparation
10m cooking

Ingredients

- 2 medium zucchinis, chopped
- 4 cups vegetable or chicken stock*
- 310g can creamed corn
- ½ cup low-fat evaporated milk

Method

1. Place zucchini and stock in a large pot and bring to the boil.
2. Simmer over gentle heat for 10 minutes or until zucchini is tender.
3. Remove from heat, puree in a blender until smooth.
4. Stir through creamed corn and milk

Berry Parfait



4 servings
2 serves fruit
10m preparation

Ingredients

- 1 ½ cup frozen berries, thawed
- 1½ cup untoasted muesli
- 1½ cup reduced-fat yoghurt
- 1 tablespoon flaked almonds
- 1 tablespoon honey

Method

Scams

Centrelink Aged Care Specialist Officers

Did you know that Centrelink have Aged Care Specialist Officers?

If you live in Bundaberg, Hervey Bay, Maroochydore, Nerang, South Brisbane, Townsville or Woodridge you may be able to meet with these officers face-to-face to receive information, access and referrals in relation to My Aged Care.

So, what can they do? Centrelink's Aged Care Specialist Officers can:

- providing in-depth information on the different types of aged care services
- checking if you're eligible for government-funded services and making a referral for an aged care assessment
- helping you appoint a representative for My Aged Care
- providing financial information about aged care services
- connecting you to local support services (this information is taken directly from the Services Australia website)

For more information, you can contact the Service Australia's Aged Care Line on 1800 227 475 or Centrelink's Older Australians Line on 132 300.

Alternatively, you can contact the Seniors Enquiry Line on 1300 135 500 between 9am-5pm Monday to Friday.

What is False Billing?

We know that scammers regularly pretend to represent well-known businesses and Government departments but sometimes they claim we have outstanding invoices or bills to be paid, these are referred to as False Billing Scams.

If you receive an unexpected bill or invoice, it's always best to verify it before providing any personal or banking information.

It is not recommended to use the contact details listed on the bill or invoice as, if it is a scam, you would be contacting the scammer directly. We recommend that you find the correct contact details online and call to verify the bill or invoice.

Some scammers may email you claiming to that the banking information for bills set up for direct debit have been changed. If you receive an email like this, it is best to contact the business directly to confirm the changes.

If you would like help to investigate whether something is a scam or find contact information, please contact the Seniors Enquiry Line on 1300 135 500 for information and referral support. Alternatively, you can email us at sel@ucommunity.org.au

SNIPPETS

Who is Older Persons Program?

UnitingCare's Older Persons Programs provides support to Queensland Seniors, their Carers and their friends and families. Our team consists of the Elder Abuse Prevention Unit, Seniors Enquiry Line and Time for Grandparents.

Elder Abuse Prevention Unit

The Elder Abuse Prevention Unit talks with older people, families, workers and anyone else with concerns about elder abuse. Whether you are in a metro area, the outback, far north Queensland or anywhere else, you can call the Elder Abuse Helpline to talk confidentially about a situation – you can remain anonymous if you like. Elder abuse can take many different forms and it can be difficult to know what to do or where to seek help. The Elder Abuse Helpline can help you talk things through, provide information about the rights of older people and refer you to services that are in your area and appropriate to the situation.

Most commonly elder abuse is financial, psychological or emotional abuse. Financial abuse might be the misuse of a person's bank card, using a Power of Attorney for personal gain or coercing someone to give you money. Psychological abuse could be shouting at, intimidating, pressuring or degrading an older person. In other situations, elder abuse can take the form of physical, social or sexual abuse, as well as neglect.

In addition to the Helpline, the Elder Abuse Prevention Unit also:

- Connects with community groups and workplaces to raise awareness of how to recognise and respond to elder abuse
- Publishes comprehensive elder abuse statistics in its Year in Review available via the website <https://www.eapu.com.au/eapu-data-reports>.

If you are interested in anything the Elder Abuse Prevention Unit does, anyone can call the Elder Abuse Helpline on 1300 651 192 or from interstate on (07) 3867 2525.

Seniors Enquiry Line

Seniors Enquiry Line operates a free, state-wide helpline which provides information and referral support to Seniors and their support networks. This helpline can be a useful first point of call whenever you have an issue and new goal but don't know where to start. Our friendly staff will provide you with the information you need to know and link you in with supports that may be able to help. Topics of interest may include: home help, finances, social connection or even inquiring what concessions and discounts you may be eligible for.

Remember - no question is too big or too small.

If you would like to receive Seniors Enquiry Line's newsletter, please contact us on 1300 135 500 or alternatively you can email us at sel@uccommunity.org.au.

SNIPPETS

Time for Grandparents

The Time for Grandparents program supports Grandparents across Queensland who informally care for their grandchildren. Operating for many years, the program provides:

- Telephone-based information and referral service
- provide brokerage for grandchildren to participate in sports or recreational activities or assist payment of school camps
- facilitate an online peer support group for grandparents
- provide Grandfamily camps over the school holidays. These camps are a great opportunity for grandparents and grandchildren to make memories and be around other families who understand what they go through as Grandparent carers. Grandchildren are supported by qualified Outdoor Education Instructors to participate in adventure-based activities whilst Grandparents have some well-earned 'time-out' to read a book, go for a bush walk, catch-up on lost sleep or watching the children participate on their venturous activities - it's your choice.

For more information, call us on 1300 135 500 and ask about the great opportunities we offer Grandparents who have informal care of their grandchildren.

We would love to hear from you!

Do you have a recipe that you would like to share with other readers?

Seniors Enquiry Line will feature these recipes, in our next newsletter.

Please forward to:

**Seniors Enquiry Line
Po Box 2376
Chermside Central Q 4032**

Alternatively, you can email us at sel@uccommunity.org.au