

May 2020 Edition 216

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@uccommunity.org.au

Website: www.seniorenquiryline.com.au

Quote of the month

"There are only two ways to live your life. One is as though nothing is a miracle. The other is as though everything is a miracle."
Albert Einstein

Fun Fact

You Can Teach an Old Dog New Tricks

There are an increasing number of older Queenslanders pursuing university studies while others attend informal classes through the University of the Third Age. These classes help seniors learn new things and allowing them to take part in activities and leisure interests.



Knowing Your Neighbour

Last year the Australian Institute of Health and Welfare (AIHW) released one of the nation's first comprehensive reviews of social isolation and loneliness in the lives of Australians. It found that most Australians experience loneliness at some point, with one in four reported they were currently experiencing loneliness, and one in two said they felt lonely for at least one day each week.

Factors influencing loneliness included an increasing tendency for people to live alone, disconnection from community, unemployment, complexities around the use of social media and more recently the government's recommendations to practice social distancing.

The definition of social distancing means we reduce the number of close physical and social contacts we have with one another. With that in mind, some strategies for preventing and reducing loneliness while keeping a safe distance include building new and maintaining personal relationships with your neighbours and community.

Some ways to build relationships with your neighbours and people in your community include:

- Reach out, by mailing a letter, to introduce yourself - remember many people value their privacy.
- Instead of inviting your neighbour over, you may wish to swap phone numbers and have a cuppa and a chat over the phone instead.
- Keep an eye on your neighbour's property when they are out of town.
- Consider your neighbours when you play loud music, operate power tools or complete renovations on your property.
- Share information on the weather, local matters, recipes or gardening tips.

These social connections might be one-off moments or regular and lasting interactions that create relationships. To find out more about how to connect and communicate with your neighbours, call the Seniors Enquiry Line on 1300 135 500.

Seniors Card Scam

The Queensland Government Department of Cards & Concessions has advised that there is a third party website that is requesting eligible seniors pay a fee to receive their senior's card. The department stated that this website is not affiliated with the Queensland Government Seniors Card program. They wish to remind seniors that there is no charge for the issuance of a Queensland Seniors Card, Seniors Card+go and/or Seniors Business Discount Card. All Seniors Cards are government issued and are free.

The Government department indicated that they have taken appropriate action and alerted the ACCC and Scamwatch teams.

If you have been scammed you may also wish to contact the ACC, as this organisation now holds all your personal information, credit card details and identification.
ACCC - 1300 302 502

If you think your identity may have been compromised, you should contact IDCARE as soon as possible. IDCARE is Australia's national identity crime victims support service. Phone 1300 432 273.

Additionally, you may wish to contact your financial institution and seek advice around the payment method you used when paying the service fee via this website.

If you require any further information, please contact the Government Office on 07 3022 0802.



Seniors InfoChat

Seniors InfoChat has been informing and empowering seniors throughout Queensland for many years. The phone service is run by the Seniors Enquiry Line. Our friendly staff, contact persons who have registered with the program, once a month, to have a general chat and make conversation and provide information on the topic of the month. Topics range from health matters, personal/home safety concerns, current scams, government and community announcements or events in their area. We are always interested in topic suggestions.

If you or anyone you know is feeling isolated, lonely, lacking social support, lacking social connection, wanting conversation or information they may be interested in registering for the Seniors InfoChat Service. For more information call the Seniors Enquiry Line on 1300 135 500.



Helplines

- **COVID-19 Helpline** – 1800 020 080
- **COVID-19 Community Recovery Hotline** phone number – 1800 173 349
- **National Debt Helpline** – 1800 007 007
- **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
Salvation Army Care Line - 1300 363 622