



# SNIPPETS

November 2018 | Edition 200

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

"There are hundreds of languages in the world, but a smile speaks them all."

## Contact Details:

Phone: 1300 135 500

Email: [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au)  
[www.seniorsenquiryline.com.au](http://www.seniorsenquiryline.com.au)

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

## 200th Snippets Edition!!

Seniors Enquiry Line has now produced its 200th Snippets edition! This monthly newsletter was first printed in November 2001. We would like to thank all of our dedicated readers over the years!



## Australian Competition & Consumer Commission Home care - know your consumer rights

### Know your rights when choosing home care

They say home is where the heart is and if you or someone you love wishes to stay at home longer, there is now more flexibility available on home care packages. Home care packages funded by the Australian Government are now provided to individual consumers rather than directly to a provider. This funding model is called Consumer Directed Care and allows consumers more flexibility, including the right to choose and change home care providers.

With more choice now available, it's important that you are aware of your rights under the Australian Consumer Law (ACL). When you buy goods or services under the ACL you have automatic rights called consumer guarantees. These rights are the same whether buying home care goods or services directly, or receiving them under a government-funded home care package.

### Under the ACL you have a right to:

- ◆ choose your own home care provider
- ◆ take your time and ask questions to make sure the agreement is right for you
- ◆ not be pressured
- ◆ honest and accurate information
- ◆ have services delivered on time and with care
- ◆ receive goods that are of acceptable quality

You also have rights and responsibilities under the Australian Government's aged care laws. Before signing up for home care, make sure you take the time to do research, ask questions and find the best care for you. Never sign anything on the spot or something you don't understand.

### More information:

The ACCC have printed a booklet on "Home care-know your consumer rights". If you would like a booklet sent out to you, please phone Seniors Enquiry Line on **1300 135 500**. Otherwise, you are able to access a PDF version from this link:

<https://www.accc.gov.au/publications/home-care-know-your-consumer-rights>



## Containers for Change: Container Refund Scheme

### The problem with drink containers:

Drink containers are the second most commonly littered item (after cigarette butts) with approximately 2.4 billion generated in Queensland alone. While nearly all drink containers can be recycled most end up in landfill and are not recycled.

### What the Queensland Government is doing:

As of the 1st November, The Queensland Government is introducing a container refund scheme for Queensland. Under the scheme, empty eligible drink containers with an approved refund mark can be returned to a container refund point for a 10 cent refund. The scheme will be run by the not-for-profit group Container Exchange (COEX).

### What containers are included?

Most drink containers between 150ml and 3 litres will be eligible for a refund under the scheme. Some drink containers will be exempt, such as containers for plain milk, wine and pure juice. This is because the focus of the scheme is on away-from-home drink containers which are the most commonly littered.

### Where are the container refund points?

A network of container refund points will be established across Queensland. While some of the exact locations are still being determined, the container refund points will be conveniently located at a mix of permanent and mobile locations. Some container refund points may also give you the option to donate the 10c refund amount to your preferred charity or organisation.

### More information:

For a list of the current refund points click [here](#) or call Container for Change on **134 242** or visit their website: <https://www.containersforchange.com.au/>



Queensland  
Government

## Brain Teasers

- 1) A man rides into town on Wednesday, stays two days then leaves on Wednesday. How is this possible?
- 2) A bat and ball combined cost \$1.10. The bat costs \$1.00 more than the ball. How much does the ball cost?
- 3) David's father has three sons: Snap, Crackle and \_\_\_\_\_. What is the name of the third son?
- 4) What's full of holes but can still hold water?
- 5) What can travel around the world while staying in a corner?
- 6) A is the father of B. But B is not the son of A. How is that possible?
- 7) Some months have 30 days, some have 31. How many months have 28?

See below for answers

## What's on this November

- ◆ **Christmas Fair, Deception Bay.**  
17th November, contact: 0410 532 743
- ◆ **Mary River Festival, Kandanga.**  
10th November, contact: 0403 289 786
- ◆ **Ignite Chilli Festival, Caloundra.**  
17th November, contact: 07 5491 8870
- ◆ **Seniors Health & Lifestyle Expo, Southport.**  
22nd November, contact: 0409 277 430
- ◆ **The Handmade Expo, Townsville.**  
4th November, contact: 1300 878 001
- ◆ **Gemfair, Bundaberg.**  
3rd-4th November, contact: 07 4155 1500

More events can be accessed on our Events [page](#) or by contacting Seniors Enquiry Line on 1300 135 500 to look up events for you.