

# Seniors Enquiry Line Snippets



**2024 Issue 4**  
**October to December**

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 helplines

Elder Abuse Helpline - 1300 651 192  
National Debt Helpline - 1800 007 007  
Carers Gateway - 1800 422 737  
Quitline - 13 78 48  
My Aged Care - 1800 200 422  
13 HEALTH - 13 43 25 84

## Mental health support & counselling services:

Lifeline - 13 11 14  
13 YARN - 13 92 76  
Beyond Blue - 1300 224 636  
1800RESPECT - 1800 737 732  
Family Drug Support - 1300 368 186  
Head to Health - 1800 595 212

## 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.



# Seniors Enquiry Line

## Learn more about our helpline



The Seniors Enquiry Line is a free, state-wide helpline which provides information and referral support to Queensland seniors and their support networks. The helpline can be a useful first point of call whenever you have an issue and/or 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. *No question is too big or too small.*

Topics of interest may include home help, finances, social connection or even inquiring what concessions and discounts you may be eligible for.

There is no age eligibility to contact the Seniors Enquiry Line and there is no need to register with us. When you call, a real person answers the call, there is no "dial one for..." steps. Calls are not recorded so you can remain anonymous.

The Seniors Enquiry Line is an interesting helpline to work on as you never know what the next call is going to be about. Here's some examples of recent calls we have received.

### **I have a Pensioner Concession card; do I need a Queensland Government Seniors Card?**

A lot of the concessions you can apply for list the Pensioner Concession Card as an eligible card so, applying for a Queensland Government Seniors Card may not be a priority for you. The big benefit of a Queensland Government Seniors Card is that it doesn't expire so you shouldn't need to reapply for concessions.

Another positive about the Queensland Government Seniors Card is that it is easily recognised by businesses and retailers who offer discounts to Seniors Card holders.

### **I received a Facebook friend request from someone I am already friends with. What do I do?**

We hear a lot of concerns about social media and are often sharing strategies on how to stay safe online.

If you receive a friend request from someone, you can contact them or one of their close loved ones via another method like call or SMS and ask if the profile is real.

If it turns out to be a fake profile, created by a scammer, utilising your friend's name and image, you can report to Facebook. If you are unsure, don't accept.

## How to contact the Seniors Enquiry Line

### **Phone**

Call us on 1300 135 500 between 9am - 5pm Monday to Friday (*excluding Queensland and Brisbane public holidays*). If you cannot reach us on that number, call us on (07) 3867 2500.

### **Email**

Send emails to [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au)

### **Post**

Have something you would like to post us? Send it to Turrbal Country, PO Box 2376, Chermside Central, QLD 4032

### **Translating and Interpreting Service - TIS National**

If you need a translator, call Translating and Interpreting Service - TIS National on 131 450 then ask for 1300 135 500 or (07) 3867 2500 if you are outside of Queensland.

### **TTY (Hearing Impaired Service)**

If you have a hearing impairment or speech impairment, contact us through the National Relay Service:

- TTY users' phone 133 677 then ask for 1300 135 500 or (07) 3867 2500 if you are outside of Queensland.
- Speak and Learn users' phone 1300 555 727 then ask for 1300 135 500 or (07) 3867 2500 if you are outside of Queensland.
- Internet relay users connect to the NRS at [relayservice.com.au](http://relayservice.com.au) then ask for 1300 135 500 or (07) 3867 2500 if you are outside of Queensland.

## Current news and updates

### ConnectCare For victims of non-violent property crime across Qld

Being impacted by a non-violent property crime can be a really challenging time for the entire household. ConnectCare has been created to support you through that by providing you with initial support, linking you in with a local service to best fit your needs or offering counselling services.

ConnectCare provides individualised, trauma-informed, therapeutic counselling, psychological first-aid, information, advice, and referrals. There are no age limitations on the program. Referrals can be made to the service by self-referral. Victims of non-violent property crime can contact ConnectCare on 1800 574 066 or email [connectcare@ucommunity.org.au](mailto:connectcare@ucommunity.org.au).

### 3G network closure

Telstra and Optus are switching off their 3G networks in October.

If you or someone you love relies on a personal medical alarm or alert or an older mobile phone – it might be affected by the 3G network being switched off.

If you receive notice from your service provider to upgrade your device, don't put off taking action. Check if your phone will be affected when the 3G network is switched off. Text '3' to 3498 for free and your service provider will send you a message about your phone's status.

If you are concerned about the affordability of a new 4G-compatible device, contact your service provider to discuss what options are available to ensure you stay connected.

You can find out more and check at [3gclosure.com.au](http://3gclosure.com.au).

### 20% off registration Transport and Main Roads

From 16 September 2024, registration fees for light vehicles, including trailers, will be decreased by 20% for 1 year to ease cost-of-living pressures for Queenslanders. The reduced amounts will start appearing on vehicle registration notices from 5 August 2024.

The reduction applies to new registrations and renewals for eligible vehicles that expire in the 12-month period between 16 September 2024 and 15 September 2025. Every payment you make during the 12-month period will be eligible for the reduction - it doesn't matter whether your registration term is 1, 3, 6 or 12 months.

The reduction will apply to the registration fee and the traffic improvement fee (TIF) and will apply in addition to existing registration concessions. The fee decrease will not apply to Compulsory Third-Party (CTP) insurance premiums as they are managed by the Motor Accident Insurance Commission.

Don't worry if you have just paid your registration, the discount will be in place for 12 months. Your discount will apply to your next renewal payment from 16 September. For more information, see the Transport and Main Roads website [qld.gov.au/transport/registration/fees/cost/registration-fee-reduction?content=qgov-costs-rego-reduction](http://qld.gov.au/transport/registration/fees/cost/registration-fee-reduction?content=qgov-costs-rego-reduction)

### Book an appointment Centrelink

Did you know you can now book a Centrelink appointment using your Centrelink online account through myGov?

You can book a 15-minute phone appointment or a 30-minute face to face appointment at your chosen service centre location through:

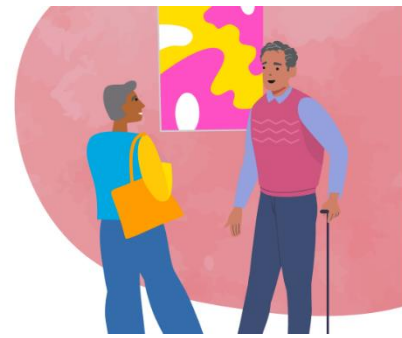
- your Centrelink online account through myGov by clicking the [Manage appointments](#) service.
- the Express Plus Centrelink mobile app by using the [Appointments](#) service.

Find more information at [servicesaustralia.gov.au/book-appointment](http://servicesaustralia.gov.au/book-appointment)



## Queensland Seniors Month 2024

Love getting older in  
Queensland



Show your love this Queensland Seniors Month, **1-31 October 2024**, by celebrating how seniors Love Getting Older in Queensland.

The month-long celebration, will promote positive community attitudes towards older people and ageing, provide opportunities for community participation to enhance community connections, and celebrate older Queenslanders and their ongoing contribution to the state - whether as volunteers or in the workforce, community leaders or carers, grandparents, or advocates.

If you would like help to find events near you, call the Seniors Enquiry Line on 1300 135 500 or visit [qldseniorsmonth.org.au](http://qldseniorsmonth.org.au).

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## Queensland Government's Seniors Event Calendar

At time of publication, Queensland Government do not have any senior's expos planned for the October to December 2024 period. They do however have several Seniors Savings Pop-Up events planned across the state.

For the most up-to-date information about these events visit: [qld.gov.au/seniors/legal-finance-concessions/seniors-expos/seniors-event-calendar](http://qld.gov.au/seniors/legal-finance-concessions/seniors-expos/seniors-event-calendar)

## Community senior's events and expos

**Forde Seniors Expo** 10am to 2pm on Friday 27 September at Canterbury College Events Centre in Waterford. RSVP via (07) 3807 6340 or [bert.vanmanen.mp@aph.gov.au](mailto:bert.vanmanen.mp@aph.gov.au)

**IAgeWell's Sunshine Coast Over 60's Expo** 9am to 1pm on Tuesday 1 October at Maroochydore RSL. Visit [iagewell.com.au](http://iagewell.com.au) for more information

**Scenic Rim Council's Seniors Expo** 9:30am to 1pm on Wednesday 2 October at The Shed, McAuley College

**Bonner Seniors Expo** 9am to 12pm on Thursday 3 October at Waterloo Bay Leisure Centre. RSVP via (07) 3893 3488 or [ross.vasta.mp@aph.gov.au](mailto:ross.vasta.mp@aph.gov.au)

**Fraser Coast Regional Council's Over 50's Lifestyle Expo** 9am to 2pm on Friday 4 October at Hervey Bay Baptist Church, Nikenbah

**Centenary QPS Volunteers in Policing's Over 50's Seniors Expo** 9am to 1:30pm on Wednesday 9 October at RiverLife Baptist Church in Seventeen Mile Rocks

**Southside I Love Seniors Celebration** on Thursday 10 October 9:30am to 1pm at Inala Community House's Acacia Ridge 50 and Better Community Centre

**Logan City Council's Logan Seniors Big Day Out** on Friday 11 October at Logan Entertainment Centre

**Lockyer Valley Council's Seniors Expo** 9:30am to 1pm on Friday 11 October at Gatton Shire Hall

**STAR Community's Seniors Tech Expo** on Tuesday 15 October at Ipswich. Call (07) 3821 6699 for more information.

**Mackay Seniors Expo** 9am to 12pm on Tuesday 15 October at The Big Shed, Mackay Showgrounds

**Ipswich City Council's Seniors Expo** 9:30am to 1pm on Wednesday 23 October at Ipswich Showgrounds

**Somerset Regional Seniors Event** 8:45am to 2pm on Friday 25 October at Somerset Civic Centre in Esk. Tickets available from 1 October via Customer Service (07) 5424 4000.

**Disclaimer:** Please note that Seniors Enquiry Line are not the organisers for these events and details are subject to change. For the most up to date information, we encourage you to contact the organisers directly or contact Seniors Enquiry Line on 1300 135 500 or [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au).

# Get Online Week

14 - 20 October 2024

Everyone in Australia deserves the opportunity to safely participate in our digital world and no one should be left behind. We all have the right to affordable access of digital technology and the skills and confidence to use it. To help close the digital divide, the Good Things Foundation organised a campaign called Get Online Week which takes place between 14 to 20 October 2024.

## What is digital inclusion?

Digital inclusion means ensuring people can use the internet and technology to improve their daily lives. This is not just a tech issue. Digital inclusion is about enabling access to everything the digital world has to offer to ensure no one is left behind.

1 in 4 people  
in Australia  
are digitally  
excluded

## Increase your digital literacy

There are a lot of great services and resources available to help increase your digital literacy. From in-person information sessions to online resources.

- developed by the eSafety commission, Be Connected offers free webinars and online resources around a range of topics from internet safety to social media and mobile phones. They partner with local services to provide hands on support. For more information about Be Connected, visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au)
- computer clubs provide opportunities to learn new skills. Many computer clubs are registered with the Australian Seniors Computer Club Association (ASCCA) and have their locations listed on [ascca.org.au](https://ascca.org.au) website.
- the University of the Third Age (U3A) provides a variety of educational courses to seniors including computer skills and online safety. They have branches across Queensland and operate virtually as well. For more information, visit [u3aqlld.au](https://u3aqlld.au).
- libraries not only have books on computers but often host basic computer workshops. Library staff are usually happy to assist with computer related queries in quiet periods.
- tech help times are often hosted at local neighbourhood/community centres.
- Australian Cyber Security Centre has lots of resources on cyber security and online safety.
- attend a free, scams awareness information session through the Seniors Enquiry. For more information, visit [seniorsenquiryline.com.au/community-education](https://seniorsenquiryline.com.au/community-education).
- another great way to remain updated is to lean on your community and talk to the people in your life. Ask for advice and share your knowledge.

## Find a Get Online Week event near you

Throughout October, numerous free digital skills events are taking place across Australia to help thousands of people to get online safely, confidently and affordably. Search for events near you by typing your suburb into [aus.getonlineweek.com/map](https://aus.getonlineweek.com/map) or call the Seniors Enquiry Line on 1300 135 500. Together we can close the digital divide for all, for good.

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# National Carers Week

13 - 19 October 2024

National Carers Week will run from Sunday 13 to Saturday 19 October 2024. It is a time to recognise, celebrate and raise awareness about the 2.65 million Australians who provide care and support to a family member or friend.

Carers are people who provide unpaid care and support to family members and friends who have a disability, mental health condition, chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged. Anyone can become a carer, at any time. For more information, head to [carersweek.com.au](https://carersweek.com.au).

## 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](mailto:sel@uccommunity.org.au) to let us know.

### Rainbow Care Over 65 Home Care Packages

Rainbow Care is an openly LGBTIQ+ owned and operated business that specialises in meeting the needs of the LGBTIQ+ community. They provide supports through My Aged Care Home Care Package in Sunshine Coast, Moreton Bay, Wider Brisbane area, Logan, and Gold Coast.

Get in touch with Rainbow Care Home Services on (07) 3110 1633 or by emailing [info@rainbowcarehomeservices.com.au](mailto:info@rainbowcarehomeservices.com.au). For more information, visit their website [rainbowcarehomeservices.com.au](http://rainbowcarehomeservices.com.au).

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### Retirement Care Solutions

Retirement Care Solutions offers a comprehensive yet clear approach to your journey towards retirement and aged care living.

The transition to retirement is a significant milestone, and the choices made during this phase can profoundly impact the quality of life in the later years. Whether you're navigating these decisions for yourself or an elderly loved one, their expertise spans a vast array of services. From downsizing guidance to placements in reputable aged care homes or arranging home care packages, they've got you covered.

Understanding the intricacies of aged care funding, eligibility criteria, or the ACAT assessment process can be daunting. They can simplify this for you. If your needs are more geared towards decluttering, preparing your home for sale, or even seeking financial planning insights for retirement, they are equipped to assist.

In essence, Retirement Care Solutions is your holistic hub for all matters related to retirement and aged care. For more information, contact Retirement Care Solutions on 1300 245 502 or [info@retirementcaresolutions.com.au](mailto:info@retirementcaresolutions.com.au).

### St John Ambulance Community support services

St John Ambulance Queensland has a proud history of providing community support services since 1997. Today, their community services operate Queensland-wide.

Approaching 87 years of age, Doreen has been engaging with St John's Community Transport service for over 10 years.

"I first signed on because I needed transport to get to and from medical appointments while I was undergoing radiation treatment. The drivers looked after me so well and their kindness has meant a lot. The social trips allow me to get out more and are something that I really look forward to."

As part of their goal to empower all clients to keep their independence and maintain social connection St John Ambulance (Qld) provides a range of community support services to eligible Queenslanders aged over 65 including community transport (available in North Brisbane and Wide Bay), the Aged Care Volunteer Visitors Scheme and social support.

For more information contact St John Ambulance Queensland on 1300 785 646, email [intake@stjohnqld.com.au](mailto:intake@stjohnqld.com.au) or visit [stjohnqld.com.au](http://stjohnqld.com.au).

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### Try before you buy at retirement villages

Are you considering moving into a retirement village but are unsure whether it's the right option for you? Did you know that some retirement villages and over 50's communities, like Seasons and Aveo, have units which you can rent for a week or two as a trial?

# 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](mailto:sel@ucommunity.org.au) to let us know.

## Your Lifestyle Centre @ Beenleigh Dementia respite between 2pm to 7pm

Your Lifestyle Centre @ Beenleigh have recently launched a unique dementia respite program designed to support carers of dementia patients, specifically during the challenging sundowning period, available weekdays from 2pm to 7pm.

Sundowning, a common symptom of dementia, often leads to increased agitation in patients, which can be particularly taxing for their carers. This program is tailored to address this issue, offering much-needed relief and support during these difficult times.

For more information, call Your Lifestyle Centre @ Beenleigh on (07) 3287 1477 or visit their website [ylc.org.au](http://ylc.org.au).

## Are you ready for bushfire season? Queensland Fire and Emergency Services

Bushfire season will soon be here. If you haven't already, now is the time to start preparing your property and consider:

- ensuring heavy vehicle access to your property, including cattle grids and bridges
- preparing a first aid kit
- accessibility to a water supply, such as a dam, pool, tank or firefighting pump
- clearing vegetation from around the home
- displaying your house number at road access points.

Prepare and protect your property and family now by creating your bushfire survival plan. Learn more at [bushfire-survival-plan.qfes.qld.gov.au](http://bushfire-survival-plan.qfes.qld.gov.au)

## GIVIT Donate your way

GIVIT is a unique online donation platform allowing you to give your way. Whether you'd like to donate money, items, or time; the platform gives you the power to help a family recovering from a bushfire, a mum and her children impacted by domestic and family violence, or a young person living with disability. With GIVIT, the choice is yours.

All donation offers are captured online, removing the need for local organisations to receive, sort, store, and dispose of donations they don't need, and enabling them to focus on their core services of supporting the physical, psychological, and social needs of people experiencing hardship.

GIVIT connects people in need with people who have items to give away on their online platform. Organisations can request what is needed by a client and donors can look online and donate in response. Donors also can pledge items for donations on the virtual warehouse and organisations can see and reserve what is available. Once the organisation receives the items from the donor, it is privately passed on to the recipient.

For more information, visit the GIVIT website at [givit.org.au](http://givit.org.au)



## 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](mailto:sel@uccommunity.org.au) to let us know.

### Aged Care Navigator Program Wellways Carer Gateway

Whether you are a carer or being supported by a carer, it's important to want to be in charge of decisions about how you live your life. Wellways Carer Gateway's Aged Care Navigator Program is a free service providing support for people who need help understanding and navigating the aged care system, services and supports available to them.

*"The process of registering with My Aged Care can often appear complex and indeed overwhelming",* says Jodi Burkitt, an Aged Care Navigator for Wellways Carer Gateway. A carer for her mother, Jodi has a deep understanding of the challenges that older carers and carers supporting their loved one's face.



Jodi says her personal experience as a carer enriches her perspective as an Aged Care Navigator. *"Having navigated the aged care system both personally and professionally, I empathise deeply with other carers and effectively guide them through the array of available services and resources."*

Aged Care Navigators, like Jodi, connect carers to services like My Aged Care and act as a bridge to community services. They help map out the best ways for people to receive support from My Aged Care and other services, they also source social support in the community and equip people with the education and resources they need to overcome a broad range of challenges.

Jodi provides emotional and practical support for carers, listening and understanding to the frustrations they face. She says witnessing people's journeys from the time they felt unsupported and relied solely on family, to the time they felt as though their lives were changing with the support they can access from registering with the Aged Care Navigator Program, is immensely rewarding.

Funded by the Department of Health and Aged Care (DHAC) and Department of Social Services (DSS), The Aged Care Navigator Program is a Wellways Carer Gateway model. Wellways Carer Gateway provides vital support for individuals caring for family members or friends with disabilities, medical conditions, mental health issues, or who are frail aged.

If you are a carer and need support, contact Jodi and her team by calling 1800 422 737 or visit [wellways.org/our-services/carers-gateway](https://wellways.org/our-services/carers-gateway)

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### Simplify Technology The technology pain remover

Simplify Technology believes that all seniors can use technology to improve their quality of life. They help seniors of all experience levels understand and navigate the 'digital world'.

Based in the Springwood/ Logan area, Simplify Technology is able to provide face-to-face and virtual or phone support. Simplify Technology provide tailored support in computer training, network/device setup, assistive technology, troubleshooting and malware concerns.

Reach out to Garry Lock on 0421 634 963 or [support@simplifytechnology.com.au](mailto:support@simplifytechnology.com.au) or visit [simplifytechnology.com.au](https://simplifytechnology.com.au). Business hours are Monday to Friday 8:30am - 5:00pm.



## What's it like?...

This series features stories from seniors as they navigate new experiences and services. If you have an experience or story you would like to share, please call us on 1300 135 500 or email us at [sel@uccommunity.org.au](mailto:sel@uccommunity.org.au)



## What it's like to attend a grandfamily camp Thank you to grandparent Deborah for sharing her story

"I wonder who will be there?" says my 10-year-old grandson for the umpteenth time this morning. "I don't know", I say again, as I concentrate hard, trying to keep my anxiety down steering the car up the snaky drive through the rainforest on the steep slopes of Mt Tamborine. I can't wait either, to find out. Soon we are driving into the big complex at WEC. Excited. Big trees, wide green space, and our new 'home' for a few days. Other cars have arrived, some still behind us. We see kids and adults carrying their bags in. My grandson sees some kids he knows and calls out to them. I see two grandparents, "hey!" they say. We hug and make our way into the big family area where there's the morning tea waiting for us, buns and cookies and hot chocolate or tea.

Small groups of grandparents at the tables chatting. We sit with another familiar grandmother, who tells us all about applying for Fair Play vouchers, "quick before tomorrow, they run out fast". (Thankfully I follow her advice and now my grandson can do Urban Climb for six weeks after school. He says at the next grandparent camp, he'll go up the giant swing to the top!). Always there are new grandparents and kids at each camp, unsure of how things work but before long, they realise they belong. We are all grandparents raising our grandkids and are here to have fun, to laugh and relax.

What else ties us together for the next few days of camp? The shared experiences of tiredness, dramas, often despair at parent's drug use, generational issues, tears, sadness, and anger. We've all been caught in systems. Some still involved with court cases. It's been hard and continues to be so. We want so much for our children, but we are older, often don't have the energy to do all we would want to for our children. But at camp at last we can relax, forget about cooking, do what we like, away from home with all its demands. Maybe we go for walks in nature or join the kids to watch them at their activities. Maybe retreat to our room to read, catch up sleep, time for ourselves. Some sit around chatting and sharing stories.

Time for Grandparent grandfamily camps are time to thaw out, relax. They aren't perfect, none of us are. We all have our moments and our children also. We've all been under stress. At times we need to be compassionate and bear with one another. The care and support of the leaders help us enjoy the peaceful environments the camps are held at. I ask my grandson what he loves about the camps. He says, "the activities. The food. The going to bed in your bunks and waking up to see everyone at breakfast in the morning!" He loves them and so do I. We look forward to the next one.

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## Grandparents Day 27 October 2024

In Queensland, Grandparents Day is celebrated every year on the last Sunday in October. This year, Grandparents Day will take place on Sunday 27 October 2024. The relationship a child shares with their grandparents is incredibly special. This day acknowledges this important relationship and recognises the contribution grandparents make to families, the community, and the economy. It's a day for Queenslanders to thank grandparents for their care and support and for sharing their knowledge, experience, and traditions with younger generations.

Many services, including libraries, will be hosting events such as Storytime or fun activities such as arts and crafts. You can contact Seniors Enquiry Line on 1300 135 500 to find events near you. Find resources and activities at [dcssds.qld.gov.au/our-work/seniors/grandparents-day](https://dcssds.qld.gov.au/our-work/seniors/grandparents-day)

## From our callers

Thank you to Sue for sharing this poem with the Seniors Enquiry Line team.

### Spring

#### A poem by Sue Kear

Bounteous Earth, the sea and sky  
Rainbows, daydreams, just you and I.  
Flowering shrubs, the birds and bees,  
New growth blossoming in the trees.  
September's here, the world's anew,  
Buds burst forth in the morning dew.  
Lambs abundant, exquisite birth.  
Awakening to a shimmering Earth.  
Spring is everywhere around,  
Newborn attempt luxurious ground.  
Winter sheds its insidious coat,  
Music shines with brilliant note.  
Waterfalls cascading down,  
Flowing rivers far from tow.  
Mountains stretch up to the sky  
In their splendour, a towering eye.  
Clouds drift gently, in the breeze  
While sun surrenders to its leas  
Passers by step lightly now,  
Lovers yearning for that vow.  
A smile, a touch, a warm embrace,  
The world at last a pleasant place.

### Joke from Graham

Thank you to Graham for sharing this joke with us to include in Snippets. We appreciate your sense of humour and always look forward to your calls.

#### What did the sink say to the toilet?

"You look flushed!"

#### We want to learn more about you!

Do you have a poem, recipe, event, 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](mailto:sel@ucommunity.org.au) or post to:

Seniors Enquiry Line, Turrbal Country, PO Box 2376, Chermide Central QLD 4032

### Good news story

#### WEAAD Morning Tea in a Box

World Elder Abuse Awareness Day (WEAAD), held 15 June annually, is an opportunity to raise awareness of elder abuse and provide a social event for seniors to come together, connect with each other and learn about available support services.

It is difficult and expensive for remote communities to host morning teas as they are often required to drive 5-6 hours to the nearest major town or city to access items. Community stores are up to 3 times more expensive than metro stores and may not stock all items needed. For the past two years, the Elder Abuse Prevention Unit has been able to provide WEAAD morning tea boxes for remote Queensland communities. The box provides everything needed to host a morning tea from decorations and tableware; to tea, coffee and cake mixes; and information and resources. For more information, contact the Elder Abuse Prevention Unit on 1300 651 192.

# Our Words Matter: how to talk safely about suicide

## Thank you to StandBy Support After Suicide and Everymind for contributing this information

When talking about suicide, it's important to understand some of the words and phrases to avoid, and to understand the impact of the language we use. Discussions surrounding suicide can cover a range of behaviours and impacts. This includes thoughts about suicide, suicide attempts, deaths by suicide and impacts experienced by caregivers and those bereaved by suicide. The language we use to communicate about each of these experiences has the potential to isolate people and reinforce stigma or it can engage and empower people to take action.

Everymind developed guidelines around language which can be found at [mindframemedia.imgix.net/assets/src/uploads/Our\\_words\\_matter\\_Guidelines\\_for\\_language\\_use.pdf](http://mindframemedia.imgix.net/assets/src/uploads/Our_words_matter_Guidelines_for_language_use.pdf). This guideline aims to help reduce the stigma and shame that still exists in our community today around suicide, they also provide a guide for the media when reporting on suicide and mental health.

- Avoid using language that suggests suicide is a positive or desired outcome, or a 'solution' to problems or life stressors
- Avoid using the word suicide out of context
- Avoid using the term 'commit' in communication about suicide as the term's association with crime and/or sin can be stigmatising
- Avoid giving details about the method or location of suicide attempt or death
- Avoid language that broadly relates to methods when discussing suicide or self-harm
- Avoid labelling people who have attempted or died by suicide by the method used



### Consider the language you use

Issue	Problematic	Preferred
Presenting suicide as a desired outcome	✗ 'successful suicide' 'unsuccessful suicide'	✓ 'died by suicide' 'took their own life'
Associating suicide with crime or sin	✗ 'committed suicide' 'commit suicide'	✓ 'took their own life' 'died by suicide'
Sensationalising suicide	✗ 'suicide epidemic'	✓ 'increasing rates' 'higher rates'
Language glamourising a suicide attempt	✗ 'failed suicide' 'suicide bid'	✓ 'suicide attempt' 'non-fatal attempt'
Gratuitous use of the term 'suicide'	✗ 'political suicide' 'suicide mission'	✓ refrain from using the term suicide out of context



### Have you been impacted by suicide?

StandBy Support After Suicide is dedicated to supporting individuals and communities across Australia who are impacted by suicide. Reach out to StandBy Support After Suicide on 1300 727 247 or visit [standbysupport.com.au](http://standbysupport.com.au).



## Emily's Scams Corner

### Free information sessions for Queensland seniors Now taking bookings for 2025!

Australians reported losing \$2.74 billion to scams in 2023<sup>1</sup> and unfortunately, Older Australians are most at risk of being targeted by scammers<sup>2</sup>.

The Seniors Enquiry Line provides free information sessions across a range of topics tailored to seniors:

- Scams awareness
- Social media and online safety
- Deep dives into specific scams
- Concessions and supports available to Queensland seniors
- Digital legacy
- Elder abuse

These free in-person information sessions are provided to seniors' groups, clubs, support groups, community centres, retirement villages, and service providers within South East Queensland (virtual available throughout Queensland).

We hope to help to protect older people by offering easy-to-understand safety information and advice. Attendees are provided with handouts and can receive one-on-one information and referral support if time allows.

#### Don't delay - learn how to protect yourself and loved ones

Contact Emily Gould, Speaker, and Community Resource Officer, to see how you can book a free community education session:

 1300 135 500

 [emily.gould@ucommunity.org.au](mailto:emily.gould@ucommunity.org.au)

 [seniorsenquiryline.com.au/community-education](https://seniorsenquiryline.com.au/community-education)



#### Scan to learn more

<sup>1</sup> ACCC Targeting Scams Report 2023

<sup>2</sup> 2023, Australian Carers Guide, Common scams that target the elderly, [www.australiancarersguide.com.au/common-scams-that-target-the-elderly](http://www.australiancarersguide.com.au/common-scams-that-target-the-elderly)

### Directory of Community Education Providers

The Seniors Enquiry Line regularly speak at seniors' groups, support groups, retirement villages and community events. 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 on the Seniors Enquiry Line website's About Us page at [seniorsenquiryline.com.au/directory-of-community-education-providers](https://seniorsenquiryline.com.au/directory-of-community-education-providers)

### Want to talk to someone about scams?

#### Book a call with Emily

Do you have questions about scams or social media and online safety? Have you recently attended a scams information session and want to discuss further? You can now book a phone call with our scams expert, Emily.

To book a phone call with Emily, contact the Seniors Enquiry Line on 1300 135 500 or email us at [sel@ucommunity.org.au](mailto:sel@ucommunity.org.au). Alternatively, you can email Emily directly at [emily.gould@ucommunity.org.au](mailto:emily.gould@ucommunity.org.au)



### Cyber Security Awareness Month October 2024

October is Cyber Security Awareness Month and an annual reminder for all Australians to stay secure online. Please reach out to Emily if you would like a blurb or article for your newsletter or resources to share.

For more information about Cyber Security Awareness Month visit [cyber.gov.au/learn-basics/view-resources/cyber-security-awareness-month](https://cyber.gov.au/learn-basics/view-resources/cyber-security-awareness-month)