

Seniors Enquiry Line Snippets



2025 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 numbers

13 HEALTH - 13 43 25 84

13 YARN - 13 92 76

1800RESPECT - 1800 737 732

Family Drug Support - 1300 368 186

Beyond Blue - 1300 224 636

Carers Gateway - 1800 422 737

Continence Helpline - 1800 330 066

Elder Abuse Helpline - 1300 651 192

Lifeline - 13 11 14

Medicare Mental Health - 1800 595 212

My Aged Care - 1800 200 422

National Debt Helpline - 1800 007 007

National Dementia Helpline - 1800 100 500

Quitline - 13 78 48

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.

Meet the Seniors Enquiry Line team

The great thing about our helpline is that when you call, a real person answers but, have you ever wondered who's on the other end of the phone when you call?

Some callers share about their life and allow us to get to know who they are as people, so we thought it might be nice to share a bit about us.

We're more than just voices on the line - we're people who care deeply about the work we do and the people we support. Here's a few members of our team:



Aisha, Information Support Officer

I have been with the Seniors Enquiry Line for over 5 years! My favourite thing about my job is problem solving with callers to achieve the best outcomes.

If you could have one superpower, what would it be and why?
The ability to change every 5-cent coin that I touch, to a \$100 note. Do I really need to explain the reason? HAHA!

Carol, Information Support Officer

I've worked in the aged care sector, in various roles for over 10 years. I've been with Seniors Enquiry Line for three and a half years now. I hope to make a positive difference in the lives of our community members through providing information and services that enrich and enhance opportunities for our people and our communities.

What is one piece of advice that has stuck with you?
"Most people don't listen to understand, they listen to respond". It really got me thinking about taking the time to really pay attention and listen to the person and the message they are trying to convey, both verbally and non-verbally.



Emily, Community Resource Officer

After a personal experience with identity theft, I became obsessed with learning about scams and how to protect myself. I feel incredibly grateful that for the last five years, I've been able to share my knowledge through community education at Seniors Enquiry Line.

If you could do any other job, what would you do and why?
I would want to run a bookstore which hosts book clubs, writing workshops and craft events, that is also a café and bakery, that also sells handmade items, plants and is also a pet rescue.



Current news and updates

Christmas and New Years operating hours UnitingCare's Older Persons Programs

UnitingCare's Older Persons Programs consists of three, state-wide services:

- Seniors Enquiry Line
- Time for Grandparents
- Elder Abuse Prevention Unit.

The helplines will remain available over the Christmas and New Years period however the programs do not operate on Queensland and Brisbane public holidays or weekends.

Please note that the helplines will have reduced staffing during this period so response time may be slower.

If your enquiry is not urgent, please feel free to email the program and staff will respond when able.

If you require urgent support, contact Lifeline on 13 11 14.

We want to learn more about you!

Do you have a poem, recipe, event, advice, 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@uccommunity.org.au** or post to:

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

Support at Home Department of Health

With Support at Home expected to commence on 1 November 2025, more information is being distributed by Department of Health and My Aged Care.

If you want to stay up to date on the changes, we recommend visiting these sources:

- Department of Health's Support at Home page: **health.gov.au/our-work/support-at-home** (you can also sign up to their aged care newsletters and mailing lists).
- My Aged Care's Support at Home page **myagedcare.gov.au/support-home-program**
- The latest Support at Home program guide, which was updated in August 2025, can be found at **myagedcare.gov.au/sites/default/files/2025-07/support-at-home-program-a-guide-for-older-people-families-and-carers.pdf**

If you're already receiving a Home Care Package, you can talk to your provider about moving to Support at Home and what it means for you.

Book now for 2026! Free information sessions through Seniors Enquiry Line

Seniors Enquiry Line provides free, information sessions in South East Queensland (virtual available across Queensland).

Topics include scams awareness, social media and online safety, concessions, digital legacy and more.

We are now taking bookings for 2026. For more information, or to book, email **opp.communityed@uccommunity.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 to let us know.

BreastScreen Queensland Queensland Health



BreastScreen Queensland provides free breast screening to women aged 40 and over who haven't noticed any changes in their breasts. BreastScreen appointments take less than 30 minutes, and a doctor's referral is not required.

Breast screening saves lives by finding breast cancers early when they're more easily treated and is most effective for women aged 50-74. If a woman has not made an appointment with BreastScreen Queensland by the time they turn 50 they will receive a letter inviting them to start screening. Women can also make an appointment if they don't have an invitation.

BreastScreen Queensland does offer free breast screening to women who are 75 and over, but these women will not be sent an invitation or a reminder to screen. Women in this age group just need to contact BreastScreen to make an appointment. Appointments are still free, and they still do not need a doctor's referral. BreastScreen Queensland has 260 locations across Queensland with early and late appointments available at most sites.

There are different risks and benefits of breast screening for women who are 75 and over. If a woman is over 75, they should talk to their doctor to find out if screening is right for them.

To make a BreastScreen appointment call 13 20 50 or visit breastscreen.qld.gov.au.

Community Transport Services St John Queensland

St John Queensland's Community Transport Services provides safe, reliable, and affordable door-to-door transport across Queensland, helping people stay connected, independent, and mobile.

Operating in North Brisbane, Caboolture, Maryborough, Hervey Bay, and Bundaberg, they provide pre-booked transport to people of all ages and abilities. Whether it's a medical appointment, shopping trip, church service, or social outing, their friendly drivers ensure every journey is comfortable and supportive. Carers also travel free of charge with all clients.

All St John drivers are carefully screened, first aid trained, and equipped to assist passengers with mobility aids such as wheelchairs and walkers. Their vehicles are fully accessible and fitted with first aid kits and defibrillators for added peace of mind.

St John also provides both individual bookings and group social trips, turning everyday errands into opportunities for connection. Eligible clients under 65 may also access subsidised fares or complimentary trips through Queensland Government funding.

Whether for healthcare, social activities, or everyday errands, St John Queensland makes transport easier and more accessible for everyone. Call St John Queensland on 1300 785 646 to enquire today.

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 to let us know.

New internet service option for Older Australians Bolton Clarke

Bolton Clarke's Digital Independence team have added a nbn Internet product, called "Bolton Clarke InTouch Internet Service (IIS)" to their range of services for retirement village residents and to any Australians.

This is an option for new or existing clients to help take away some stress when moving or changing providers.

This nbn service aims to offer great price, excellent service and friendly extended hours local support. There is no installation costs, unlimited data and ability to rent or buy modem.

To set up, contact the Digital Independence team on 1300 306 331 (option 1) or enquiries@internet.boltonclarke.com.au and they will work with you to complete the paperwork and supply the service. For more information, visit boltonclarke.com.au/internet.

Seniors Connect Program World Wellness Group

World Wellness Group's Seniors Connect Program is a seniors' wellbeing program which aims to help combat loneliness and isolation in multicultural seniors.

Seniors Connect Program is an 8-week structured group for multicultural seniors living in Brisbane North who are feeling socially isolated. This group is for multicultural seniors who would like to increase their confidence, learn new skills, create new connections, and reduce feelings of social isolation. The participant must be committed to attend one session per week for eight consecutive weeks. The next group starts in October. Registrations are essential.

In addition to the above groups, they also run monthly multicultural seniors' groups in Indooroopilly and Wavell Heights. There's no need to register, please come along on the day.

For more information, visit worldwellnessgroup.org.au or contact Ketaki on 0492 814 739.

Home Fire Safety - Plan to Survive Queensland Fire Department

One of the most important things you can do to protect your family in a house fire is to have an interconnected smoke alarm. This means that if one smoke alarm goes off, they all go off.

New smoke alarm laws come into effect soon in Queensland. From **1 January 2027**:

- If you live in a house or apartment, it will need to have interconnected, photoelectric smoke alarms.
- If you live in a caravan or motorhome, it will need to have a photoelectric smoke alarm installed.

Another way to keep yourself and your family safe is to practice an escape plan so everyone knows what to do and where to go in case of an emergency. For more information visit fire.qld.gov.au/prepare/fire/smoke-alarms.

Upcoming campaigns and events

Queensland Seniors Month

October 2025

From 1-31 October, Seniors Month is celebrating older Queenslanders and their ongoing contribution to the state - whether as volunteers or in the workforce, community leaders or carers, grandparents, or advocates.

Throughout the month community groups and organisations are hosting inclusive events and activities throughout the state.

Seniors Month is all about increasing the social connectedness of older people and their communities because we all want to be:

- Connected to our communities and the important people in our lives.
- Cared for and supported if care and support are needed.
- Celebrated as valued community members.

If you would like help to find events near you, call the Seniors Enquiry Line on 1300 135 500 or visit qldseniorsmonth.org.au.

Grandparents Day

Sunday 26 October 2025

Grandparents Day recognises the contribution grandparents make to families, communities, and the economy.

It's a day for Queenslanders to say 'thank you' to their grandparents for their care and support and for sharing their knowledge, experience, and traditions with younger generations.

For more information, visit families.qld.gov.au/our-work/seniors/grandparents-day.

Get Ready Queensland Week

6 to 12 October 2025

Get Ready Queensland Week is an annual statewide call to action, helping communities prepare for extreme weather and disasters.

From Monday 6 to Sunday 12 October, councils and local organisations across Queensland will be rolling out a huge range of activities, from community expos, school workshops and emergency services displays, to local media campaigns, markets and preparedness giveaways.

For more information visit getready.qld.gov.au.

National Carers Week

12 to 18 October

National Carers Week is a time to recognise, celebrate and raise awareness about the 3 million Australians who provide care to a family member or friend.

For more information, visit carersweek.com.au

Get Online Week

20 to 26 October 2025

Get Online Week is Good Things' national campaign to close the digital divide. It supports people to feel safer and more confident online, so no one is left behind.

Every year in October hundreds of fun, local digital skills events are held in communities across Australia for Get Online Week.

To find events near you, visit goodthingsaustralia.org/get-online-week.

Emily's scams prevention corner

Be Safe Online Day

Held at Redcliffe Library on Wednesday 23 July 2025

In July 2025, the Seniors Enquiry Line helped facilitate Be Safe Online Day at Redcliffe Library. If you've received our Snippets newsletters over the past year, you would be aware that this event was over a year in the making.

When Tim, chaplain at the Redcliffe Community Hub, started hearing more stories of seniors in his congregation falling victim to scams, he reached out to Emily with the Seniors Enquiry Line team to brainstorm solutions. That conversation grew into Be Safe Online Day at Redcliffe Library - a community event where people could hear from trusted voices including IDCARE, National Anti-Scams Centre, Australian Taxation Office, Westpac, ANZ, Queensland Police Service and many more.

IDCARE presented on cyber safety and National Anti-Scams Centre shared information about what they do, including Scamwatch. Attendees received one-on-one information and referral support and were able to take home practical tools to stay safe online.

The key message was clear: Stop. Check. Protect.

- **Stop** and pause before responding.
- **Check** if the message or caller could be fake and verify through an independent source.
- **Protect** yourself by acting quickly if something's wrong - contact your bank.



This event is a reminder of the power of listening and responding to the challenges our communities are facing. By connecting and working alongside local partners, we can create a greater impact for the community. We hope to host another event like this in the future.

Need support? We're here to help. The Seniors Enquiry Line is a free, state-wide helpline supporting Queenslanders aged 60+ with information, referrals and advice - including help with scam awareness and digital confidence. Learn more at seniorsenquiryline.com.au/community-education

Cyber Security Awareness Month October 2025

October is Cyber Security Awareness Month and an annual reminder for all Australians to stay secure online.

For more information about Cyber Security Awareness Month visit cyber.gov.au/learn-basics/view-resources/cyber-security-awareness-month

Safety tip Have I Been Pwned? (HIBP)

Have I Been Pwned (HIBP) is a useful website that allows you to check whether your email address has been exposed in a data breach.

How does it work? Visit haveibeenpwned.com to search your email address. If you have been impacted by a data breach, HIBP will state what information may have been compromised and may provide recommended actions.

Upcoming seniors' expos and events

Qld Government Seniors' Expos

Warwick Seniors Expo

9am-12pm Thursday 23 October at Warwick Turf Club

Maroochydore Seniors Expo

9am-12pm Thursday 13 November at Maroochydore RSL

Chermside Seniors Expo

9am-12pm Thursday 27 November at Kedron-Wavell Services Club

For more information, see the seniors expos page on the Queensland Government's website at qld.gov.au/seniors/legal-finance-concessions/seniors-expos

Retirement Living & Senior Lifestyle Expos

Seniors Lifestyle Expo will be held in North Lakes on 19 November 2025.

Jingle bells: Christmas themed Seniors Lifestyle Expos will be located at:

- Redcliffe on 1 December
- Southport on 3 December
- Logan on 5 December
- Hervey Bay on 8 December
- Toowoomba on 10 December
- Caboolture on 11 December

To find events near you, visit seniorexposaustralia.com.

Other seniors' events

Longman Seniors Expo Caboolture Tuesday 23 September at St Columban's College

Longman Seniors Expo Bribie Island Thursday 25 September at Banksia Beach State School

Forde Seniors Expo 10am-2pm Thursday 25 September at Canterbury College Events Centre

Southside Seniors Expo 9am-2pm Wednesday 1 October at Calamvale Community College Hall

Sunshine Coast Seniors Festival 9am-2pm Wednesday 1 October at Maroochy RSL

Ipswich Seniors Expo 9:30am-1pm Wednesday 1 October at The Event Centre, Ipswich Showgrounds

Over 50's Seniors Expo Friday 3 October at Hervey Bay Baptist Church Hall

Logan Seniors Expo Friday 3 October at Logan Entertainment Centre

Seniors Wellbeing Day 9am-2pm Thursday 9 October at Redcliffe Library

Mackay Seniors Expo 9am-12pm Tuesday 14 October at Mackay Showgrounds

Holland Park Seniors Expo 16 October 2025 at Wellers Hill Bowls Club

Childers Seniors Expo Wednesday 22 October at Isis Cultural Centre

Logan Aged Care Community Expo 10am-1pm Wednesday 22 October at Diggers Services Club

Beaudesert Seniors Expo 9:30am-1pm Wednesday 22 October at The Centre Beaudesert

Gold Coast Seniors Health & Lifestyle Expo Tuesday 23 October at Broadbeach Cultural

For more events and expos, visit seniorsenquiryline.com.au/news-and-events/events