THE COMET

Journal of the Australian Pensioners' and Superannuants' League, Qld. Inc.

OPINION: AGED CARE COMMISSION RECOMMENDATIONS

Tackling the contents of the Aged Care Commission report would be a challenge for a "Bush Lawyer", which I am not.

After I scanned through the first twenty recommendations late one night, I gave up thinking to myself I can see a huge bureaucracy coming into being here.
Funding for Aged Care?

I know that there is a need for a more "organised governance approach" to looking after seniors in facilities but I wonder how much it will cost to set up and run the "governing" body.

From the report: Just one recommendation.

Recommendation 19:

Urgent review of the Aged Care Quality Standards

1. By 15 July 2021, the responsible Minister should refer to the Australian Commission on Safety and Quality in Health and Aged Care the following matters for urgent review and, if the Commission considers appropriate, amendment of the Aged Care Quality Standards:

requiring best practice oral care, medication management, pressure injury prevention, wound management, continence care, falls prevention and mobility, and infection control, and providing sufficient detail on what these requirements involve and how they are to be achieved

- b. imposing appropriate requirements to meet resident nutritional needs and ensure meals are desirable to eat, having regard to a person's preferences and religious and cultural considerations
- c. sufficiently reflecting the needs of people living with dementia and providing high quality dementia care
- d. provider governance, and

- e. high quality palliative care in residential aged care, including staff capacity (number, skill and type), processes and clinical governance for recognising deterioration and dying.
- 2. The Australian Commission on Safety and Quality in Health and Aged Care should complete its review by 31 December 2022.

APSL advocates a training scheme be introduced for all Aged Care workers as our organisation has seen a lack of suitably skilled workers in aged care facilities.

APSL believes that an increase in Nurse/Carer-Aged Residents ratio is vital and has been the subject of testimony in the Commission's hearings.

We are all aware of calls for assistance from families of residents for better attention for their loved ones, but the answer always seems to be the same. 'We don't have the staff'.

APSL would like to see Immediate attention to staffing problems and patients being left in shocking circumstances.

APSL is also concerned that there are thousands of senior Australians on a waiting list for Home Care packages. A fair percentage of these will never see their wish to live in their homes with the help of Government In-home packages, as they will most probably be unable to out-wait it happening.

Two members of our APSL Management Committee attended a hearing when it took place in Brisbane and came away visibly shaken because of what they sat through.

APSL urges that this report be put into practice as soon as is possible for the sake of looking after our precious seniors, thus honouring their existence. (Editor)

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Immigrant Women's Support Service	07 3846 3490 07 3255 1420
Qld Aged & Disability Advocacy Seniors & Go Card	1800 818 338 13 74 68
Senior Shopper Sexual Assault Help Line	1300 360 265 1800 811 811
South Brisbane Immigration & Community Legal Service	07 3846 3189
The Incapacitated Servicemen & Women's Assoc. of Aust Women's legal Service National Welfare Rights Network	07 3356 9022 07 3392 0670 1800 358 511

Department of Health Service Directory

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Department of Health	1343 2584
Health Services Info Line	07 3837 5986
Medical Aids Subsidy Scheme	1300 443 570
My Aged Care	1800 200 422



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Contact APSL State Office to enquire about membership and a branch near you. You can still contact Head Office on the usual number and Anneliese will an-

<u>APSL — MAKING A</u> DIFFERENCE!

A MEMBER OF THE EVERY-AGE COUNTS COALITION OF ORGANISATIONS



DISCLAIMER

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QUEENSLAND A JULIAN PENSON ANNUANTS

EDITORIAL

By

Cherith Weis



Dear Friends,

We are living in amazing; sometimes turbulent times. We are also witnessing some shocking things. We are subjected to daily news some of which, quite frankly needs questioning.

Reporters who have sunk to an all-time low and shout over each other to gain a story. To me, they come over as belligerent; ignorant; rude and completely out of line and need to have a good look at themselves.

Question time in Parliament. Excessively repetitive questions which could obviously be used for more constructive purposes.

I have become disillusioned with the way in which people have got to be involved in "one-upmanship" in various fields. That ends my rant. What do you think?

And still the Domestic/Family Violence continues....
Women have died since the last Comet was printed and reading the court news today in Rockhampton, a young woman lived in a violent relationship. He has landed a short jail term. However, she has to change her life and must be wondering what the future holds after his jail term ends

The incidents of Youth Crime continue with reports of young offenders stealing cars. Replies have been received from the Premier and the Minister for Police which I will print in the next edition of The Comet.

Branches have been sent Membership forms to be returned with updates of their membership details. This

has to be done as it is required by the Office of Fair trading and which is also in the APSL Constitution.

Should you have any ideas of what should be changed in the Constitution let us know. The process is ongoing and a meeting will be held in Central Queensland in mid May. The Constitution Committee commenced their meetings in January last year but COVID19 intervened thus causing a delay in action.

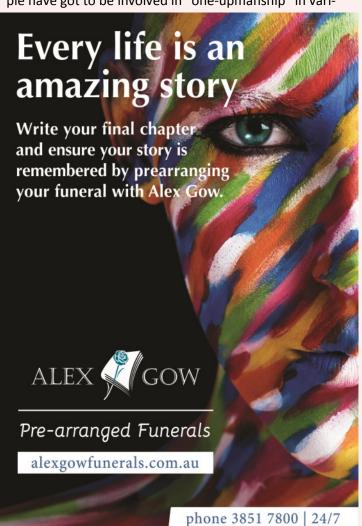
At the moment, we are leaving the State Conference on the books to be held in Gympie in September. Organising an event in the times of COVID can be done, but would all branches attend? Your comments would be appreciated. I believe it's time to "give it a go".

Capitation fees are on hold but towards the holding of the conference, branches may be asked to pay the \$1 per head Conference Levy which goes to the organising Branch.

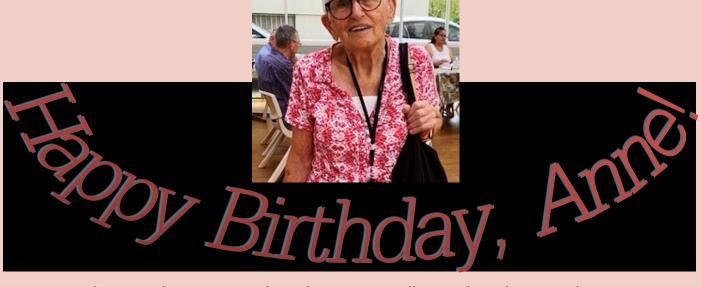
A tribute has been paid on Page 4 to our Kurilpa Branch Treasurer, Anne Collins. I have read parts of her book "Tradewind Annie" which is beautifully written. Should anyone like a copy to read, I will approach Anne for you.

Cherith Dein

Stay safe: stay well.



NEWSTEAD I BROWNS PLAINS I REDLANDS I DECEPTION BAY



On Monday, March 1, West End resident Anne Collins and Kurilpa Branch Treasurer celebrated her 97th birthday. Anne was born on the Channel Island of Guernsey in 1924.

As well as being involved with APSL and attending Kurilpa Hall regularly, Anne is a member of U3A, a photography group and is a highly recognized Artist in her own right. She is also energetically involved in community work.

Anne has lead an interesting life - and obviously stills does - which is highlighted in a book "Tradewind Annie" - {Under sail from the Channel Islands to Australia 1937-1939} depicting the preparation and the adventurous trip to a new land and a new life.

It took four years for Anne to compile which is an absolute credit to her

Departed Channel Islands in 1937— 1938 May 10 Departed Falmouth - November 16

Arrived Barbados 1939 - January 24 Panama Canal - May 3 Total eclipse moon
May 17 Arrived Tahiti -- Sept 22 Ship taken over by force and sailing for Samoa - Sept

29 Arrived Samoa two mutineers taken to goal - December 14 Midnight sight lights of

Sydney, Australia.

I have "lifted" off the route in Anne's book *Tradewind Annie* which depicts an epic adventure from the Channel Islands to Australia of around 18 months in a 50 foot sail boat (a former French Fishing trawler). I can't possibly do justice in a few lines which took Anne four years to complete.

I am in absolute awe of the courage of a family who set out to sail to a new country so long ago and how they defeated all odds along the way to establish a new home in Australia.

Happy Birthday Anne from your APSL friends and all who attend Kurilpa Kitchen! You are amazing!

Royal Commission misses chance to end ageism in aged care

The long-awaited Final Report from the Royal Commission into Aged Care Quality and Safety misses the opportunity to make any concrete recommendation to address ageism. This is despite Commissioner Briggs correctly identifying it as a contributor to our nation losing "our moral compass" in the delivery of aged care.

The national coalition-led campaign to end ageism, EveryAge

Counts (www.everyagecounts.org.au) strongly agrees with Commissioner Briggs' statement that "I fear that society as a whole undervalues older people and their contribution. The acceptance of poorer service provision in aged care reflects an undervaluing of the worth of older people, assumptions and stereotypes about older people and their capabilities, and ageism towards them. This must change."

EveryAGE Counts Co-Chair, Robert Tickner states that "Many Australians grabbed the crucial opportunity offered by the Royal Commission to express deep concern about ageism driving many of the problems in aged care. A recent online event organised by EveryAGE Counts around ageism attracted some 700 people determined that things must change."

"Why then, has the Commission largely shied away from offering any recommendations to directly address the problem? Changing ageist mindsets will not just happen. Sustained, well resourced, evidence based strategies are required to bring awareness of ageism to light and to shift ageist practices, behaviours and policies."

"Recommendation 1 of the Report includes a call to promote positive community attitudes to enhance social and economic participation by people receiving aged care. Therefore EveryAGE Counts calls once again for a broad, sustained Commonwealth government-funded public awareness and education campaign on ageism and its impacts, aimed at shifting negative social norms on ageing and being older" Mr Tickner said.

EveryAGE Counts welcomes the Report's recommendations to overhaul the Aged Care Act and the entire system by placing human and consumer rights at the centre. This has the potential to transform aged care in Australia and result in better lives for older people.

Contact:

Lisa Hresc: 0421 761 332

Robert Tickner: 0457 505 207



GOVERNANCE IN AGED CARE: BEYOND THE ROYAL COMMISSION

Hi reader

With the imminent release of the Royal Commission into Quality and Safety in Aged Care, providers are at a critical turning point. Now is the time to carve out a new way forward to better support older Australians and their families, while ensuring a strong and sustainable industry.

Designed in partnership with COTA and ACSA, the Governance in Aged Care: Beyond the Royal Commission conference brings together experts, advocates and leaders from across Australia to unpack the Final Report and tackle the biggest issues for effective governance. The conference is taking place online, on 14th & 15th April 2021.

Don't miss this essential opportunity to ensure your board and executive are informed and equipped to lead your organisation and actively shape the future of aged care.

00000

COTA Message from the Chief Executive

The Australian Government has released the Royal Commission into Aged Care Quality and Safety's Final Report Care, Dignity and Respect. Whilst we are still analysing the almost 3,000 pages and 148 recommendations we can say that we broadly support the findings.

Government must provide aged care that meets the needs of older people. It is not acceptable that people have died waiting for the care and support they need. Whilst we have some of the best aged care in the world we must get rid of those providers who fail older people. We need aged care leaders to ensure that all aged care staff are compassionate, well-trained and appropriately remunerated for their work in caring for people. We must ensure that the rights of people receiving care and support are not over-ridden by providers. And there must be transparency about quality measures so -friendly information that is easy to access.

This year, 2021 has been designated as the International Year of Health and Care Workers (YHCW) in appreciation and gratitude for their dedication in the fight against the COVID-19 pandemic. WHO is launching a year-long campaign, under the theme – Protect. Invest. Together. It highlights the need to invest in health workers for shared dividends in health, jobs, economic opportunity and equity. You can find out more about the WHO campaign

here.

Last week marked the beginning of the rollout of the COVID-19 vaccine. It is concerning that two Queenslanders received a higher than recommended dose of the COVID-19 Pfizer vaccine by a doctor who had not completed the required vaccination training. At the time of writing the two aged care residents are being monitored and are not showing any adverse effects. This was discussed in detail by the Queensland Health COVID-19 Residential Aged Care Working Group last week. On Monday I attended a Queensland Health COVID-19 Vaccine Rollout Forum. Information about the safety of the COVID-19 vaccine is available on www.health.gov.au.

Last week I participated in the West Moreton Older Persons Care Collaborative - Establishment Workshop to share what is currently working well, current challenges, future risks and to be part of creating a sustainthat people can make informed decisions based on user able, integrated, outcomes-focused, value-based health service as the population of older people in West Moreton increases. It is forecast that by 2026 the 65-74 population will increase by 67.2% and the 75+ by 103.5%. By 2031 there will be approximately 46,000 more people aged 65+ living in the West Moreton region. I am seeking Expressions of Interest from people who would like to represent COTA on this Collaborative.

> **Best Wishes** Mark Tucker-Evans, COTA Chief Executive



"PENSIONERS MEMBERS CALL OUT" Pictured above -Bernie Moore, Thelma Moore, president Michael Holland, June Munro, and Gloria Ellis of the Warwick Pensioners' League.

Printed by **WARWICK***Today*

Story By Jess Baker

February 25, 2021

Queensland's oldest Pensioners' League is looking for new members and welcomes all Warwick-based government pension recipients interested in connecting with others.

The club holds monthly meetings, often with guest speakers, and facilitates group trips and activities.

Gloria Ellis, the group's oldest member, said the League provides a wonderful opportunity to make new friends and she recommends it to everyone eligible.

"It's all about the general fellowship," she said. I just wish I could have joined sooner."

Gloria said her father was a member of the Warwick Pensioners' League some time ago and his experience and glowing recommendation persuaded her to join in August 1990 at age 57.

She said the only thing that prevented her from joining earlier in life was her duties as a single mother of 10.

We really hope to keep this going," said Gloria.

Club president Michael Holland has been a member of the Warwick Branch for eight years now and said he has loved every minute. I've learned a lot being a part of the Pensioners' League," he said.

"I was dubious about it at first but I really enjoy it and I've gotten to meet some great people."

The Warwick Pensioners' League began in September 1937, when unemployment was sky-high, poverty was rife, and people were desperate for connection.

A resident of the town and father of 13, Arthur Pacey, recognised there was a need for an organisation that would bring together and build camaraderie among people residing in Warwick, and more specifically, among pensioners.

He proposed the idea to 50 pensioners at a meeting in the Warwick Town Hall and it was unanimously decided to form a branch of the Pensioners' League of Australia. The branch would be the first of its kind in Queensland.

Today, 83 years since its creation, the club remains much-loved by its members. That said, the club needs more members to keep it running successfully and at its full potential.

If you are in receipt of government assistance and you would like more information, contact the Warwick Pensioners' League president Michael Holland on 0408 982 157 or secretary Madeleine Cristina-Holland on 0427 324 380.

Thank you WarwickToday for allowing us to share this story. (Ed.)

Vaccine not mandatory in aged care, but staff who refuse it may have hours slashed

By Caroline Egan

Journalist - HelloCare

"Refusing to take a vaccine is like refusing to wear a mask. If you don't like it, then work somewhere else," says an epidemiologist advisor to the WHO with a strong message for aged care workers.

So far in Australia, 909 people have died, of which 685 were residents of aged care homes.

While the government has declared that the COVID -19 vaccine will not be mandatory for aged care workers, some staff are worried that refusing the vaccine will mean their rostered hours will be slashed.

Mary-Louise McLaws, Professor of Epidemiology at the University of New South Wales and advisor to the WHO, told HelloCare she is "horrified" the government isn't making the COVID-19 mandatory for care staff and any staff "from the front yard to the back yard" in residential aged care homes should be vaccinated.

"There is no room for complacency," she said. "I'll be very unpopular, but that's the way it is."

It's not a matter of rostering staff on for fewer hours if they don't get vaccinated, McLaws said, staff who refuse to be vaccinated should not work in aged care at all.

"To reduce the hours is not reducing the risk.

"It doesn't take many hours or minutes to transmit if you are helping somebody in and out of bed, helping them to the showers. Your face will be in their face," she explained.

"If you don't like the heat in the kitchen, then get out," she said.

"Times have changed. We're talking about a pandemic." "If I were responsible for staffing," McLaws said, "I'd say no vaccine, no work."

Vaccination is for the wider good

Aged care workers must ask themselves why they are resistant to vaccines, McLaws said. Vaccinations are not just for the recipient's own

health, but for the "wider good" – just like wearing a mask.

"You wear a mask to protect yourself, but you're also wearing a mask to protect others because you may not know you are providing a risk to others."

When you are in a workplace where you are providing care to the very vulnerable elderly, the matter is particularly critical.

"Everybody has a responsibility when they work with the elderly," McLaws said. "They have a residents' safety in their hands."

Management has a duty to protect

Elderly residents living in their own homes would have the ability to refuse to employ carers who were not vaccinated. But aged care residents are living in communal homes, and they "don't have that ability to protect themselves, nor do their family have that ability to provide that protection to them," McLaws said.

Therefore, aged care managers have a responsibility to make decisions, for example on staffing, that protect the health and safety of residents.

"Most reasonable people would want to protect themselves"

Though McLaws is "not a great supporter" of mandatory vaccination, she draws the line at healthcare workers, particularly those working in aged care during the pandemic. Their ill health or potential to transmit infection can impact the lives of elderly residents."

However, infectious diseases expert, Professor Robert Booy, told HelloCare there's no need to make the vaccine mandatory because it should "sell itself".

"Making it mandatory could make it worse because people... don't want to be made to do anything."

Professor Robert Booy - infectious diseases expert "I predict that the great majority will say yes," he said.

"It's going to provide aged care workers and the elderly a strong protection against a nasty disease."

Because a large proportion of aged care workers are between the ages of 40 and 60, refusing the vaccine will "place them at risk of catching a disease that is nasty... they could get COVID-19 moderate to severely," Booy said (cont)

Continued from page 8..

Vaccine not mandatory in aged care, but staff who refuse it may have hours slashed

By Caroline Egan

Journalist - HelloCare

"Most reasonable people would want to prevent themselves from getting the disease... and certainly prevent the transmission in nursing homes.

"Once you've got an outbreak in a nursing home it can become very hard to contain. It can be very hard to control."

Booy said there is also "no doubt" that staff can be spreaders of COVID-19 in aged care homes.

"They go from room to room and for all the good care that [aged care staff] show to their clients, they are also a potential spreader of disease.

"We want to avoid that."

"If the outbreaks in NSW and Victoria can teach us anything it's that the risk to residents is through staff," McLaws said.

There's no excuse

"There's no excuse" not to be vaccinated, McLaws told HelloCare.

So far in Australia, 909 people have died, of which 685 were residents of aged care homes.

"We cannot afford to lose one more person."

McLaws put it bluntly. "It's up to the workers to make sure [the residents] don't die."

"Families who knew staff in their loved one's homes were refusing vaccination, would probably take them home – potentially leaving staff without a job anyway," she said.

"It's our best option."

It's our best option

Booy said it's natural there would be "reservations" about a new vaccine, but with more than 100 million vaccines administered already around the world, evidence of its safety is "growing all the time".

The fact that case numbers are dropping rapidly in

the UK and the US suggests vaccination is effective too.

The vaccine does "prevent disease, and we'll have a booster which is commensurate with the mutation within a few months."

"It's the best we've got," he said.

(APSL has printed this article in an effort to "clear the way" for readers to understand more about COVID19 Vaccinations.

Some weeks ago, we all witnessed marches slamming vaccinations and at the base of these demonstrations was the ANTI-VAX movement. Their aim is sow seeds of suspicion and fear and to a worrying extent they have managed to do just that.

An hour-long feature was aired an TV last week which outlined the people behind this "movement" but I believe it should have gone a little harder on the Anti-Vaxxers.

The feature included footage of babies suffering from Whooping Cough and interviews with the Northern NSW self acclaimed leader of this insidious crowd. The feature was nothing short of heart wrenching and for me, of disgust for these far from "Do gooders".

The mother interviewed on the program, who had once been an ANTI-VAXXER in her teenage + years had been challenged by her teenage son when he asked why he hadn't had a Diptheria needle. She completely changed her attitude and is now a campaigner against the "movement" she once supported.

Should you wish to travel and if it's only as far as New Zealand, you will have to be vaccinated.)
Editor



Flu Vaccination poster in a Brisbane Shop Window

YOUTH JUSTICE ACTION BY STATE GOVERNMENT - CQToday - 11/02/21

The Pensioners and Superannuants League has welcomed sweeping measures announced by the State Government to combat youth crime.

In a letter to Premier Annastacia Palaszczuk and Police Minister Mark Ryan, State secretary Cherith Weis said the changes, which will be introduced this month to target repeat offenders, were a long time coming.

"The community has been extremely concerned at recent devastating events concerning stolen cars and fatalities as consequences of lawlessness," she said.

Ms Weis, who lives in Rockhampton, said the situation was getting worse year by year.

"Every day you seem to hear something on the news about kids stealing cars and breaking into homes," she said.

"Most of them are stealing SUVS that are keyless entry and the only way they can steal them is with the key they steal from the house."

Ms Weis said a friend at Gracemere's car had been stolen while he was at home watching television.

"That's how cheeky they are. They're lucky they found the car and it was still in one piece." She said many young people today thought they were '10-foot tall and bulletproof'.

"There seems to be a generation now where parenting has been very lax in some cases, with the issues starting in the 80's with lesser drugs like marijuana, leading to the harder drugs today.

"I think it's about time the government got tough, I really do."

The measures announced this week by Premier Annastacia Palaszczuk follow last month's fatal hit and run in Brisbane, where a 17-year-old was charged with murder after allegedly crashing a stolen car, killing expectant mother Katherine Leadbetter and her partner Matthew Field.

Courts will get more powers including the presumption against bail for youth offenders arrested for new offences while on bail and the fitting of electronic monitoring devices for recidivist high risk offenders aged 16 and 17.

The Youth Justice Act will be amended to include a reference to the community being protected from recidivist youth offenders in the Charter of Youth Justice Principles.

Police will be given metal detecting wands to target knife crime on the Gold Coast, anti-hooning laws

will be strengthened to hold the registered owner of a vehicle responsible except where the vehicle is stolen or the owner can identify another driver; and a parliamentary inquiry will examine the implementation of remote engine immobilisers.

Member for Rockhampton Barry O'Rourke welcomed the 'firm steps to further crackdown on juvenile crime'.

I am confident that the measures announced will help Queensland Police Service to manage and curb the impact of youth crime on the community," he said.

Ms Weis said people needed to be more vigilant so they didn't fall victim to crime including being aware of their surroundings and making sure their car is locked and the key not accessible to thieves.

"When I'm at Stockland and I'm heading down to the Kmart end, I'm particularly cautious," she said.

(Stockland is the largest Shopping Centre in Rocky on the north side)

"I also have a habit of driving with my car locked because I was carjacked years ago at Toowoomba, which makes you very aware of your surroundings".

"People are very trusting, they have to be more vigilant, as it's not the same world I remember even 10 years ago," she said.

At last month's Australian Pensioners' and Superannuants management meeting members raised issues of concern regarding youth crime in Queensland including:

Bail conditions for youth

Car stealing by youths in some cases causing horrendous accidents

The inability of some parents to carry out their parental obligations

Breaking and entering homes and stealing valuables and keys which are left in plain sight

The worrying use of illicit drugs by youth causing criminal behaviour

The need for tracking devices..

MATTHEW PEARCE

Journalist.

CQ Today

Published February 11, 2021

THE HEADLINES KEEP COMING - Courier Mail February

Two arrested, more on the run

NILSSON JONES

TWO people are in police custody following an alleged crime spree in Townsville.

Several incidents including a car fire, a break-and-enter, an assault and multiple vehicle thefts occurred across the city in the early hours of yesterday morning.

Police are investigating any potential connections between the events.

A man and woman are in custody and now assisting police after a group of people stole at least two vehicles, including a Jeep Cherokee from Tern Court, Condon, which was found shortly after on Ridley Drive, Kirwan.

The vehicle was abandoned after police deployed a tyre deflation device on it nearby.

It will be alleged two passengers in the Jeep were then picked up in a stolen Chrysler which later crashed into a fence where the driver and several passengers fled again.

In a separate incident, around 3.30am, emergency services were called to a car fire in Douglas, where they located a stolen Mitsubishi Lancer in flames.

It comes six days after the Queensland government announced a youth crime task-force following a string of crimes involving teenagers.

BCME01Z01MA - V1

IN DETAIL: THE NEW ACTION BEING TAKEN TO TACKLE YOUTH CRIME BY THE STATE GOVERNMENT

Courts will get more powers allowing them to:

Require fitting of electronic monitoring devices (GPS Trackers)

As a condition of bail for recidivist high risk offenders aged 16 and 17

Create a presumption against bail

For youth offenders arrested for committing further serious indictable offences (such as breaking and entering, serious sexual assault and armed robbery) while on bail

Seek assurances from parents and guardians that bail conditions will be complied with before an offender is released

Strengthen existing bail laws to provide further guidance to the courts

The Youth Justice Act will be amended to include a reference to the community being protected from recidivist youth offenders in the Charter of Youth Justice Principles

The government will also enshrine in legislation the existing common law principle that offending whilst on bail is an aggravating circumstance when the court is imposing a sentence.

TO PREVENT CRIME:

Police will be given metal detecting wands to target knife crime on the Gold Coast;

Anti-hooning laws will be strengthened to hold the registered owner of a vehicle responsible except where the vehicle is stolen or the owner can identify another driver; and

A parliamentary inquiry will examine the implementation of remote engine immobilisers

Assistant Police Commissioner Cheryl Scanlon, Queensland's former Security and Counter Terrorism Command will lead a Youth Crime Taskforce to implement the new measures.



About COVID-19 scams

Scamwatch has received over 5170 scam reports mentioning the coronavirus with over \$6,280,000 in reported losses since the outbreak of COVID-19 (coronavirus). Common scams include phishing for personal information, online shopping, and superannuation scams.

If you have been scammed or have seen a scam, you can make a report on the Scamwatch website, and find more information about where to get help.

Scamwatch urges everyone to be cautious and remain alert to coronavirus-related scams. Scammers are hoping that you have let your guard

down. Do not provide your personal, banking or superannuation details to strangers who have approached you.

Scammers may pretend to have a connection with you. So it's important to stop and check, even when you are approached by what you think is a trusted organisation.

Visit the Scamwatch news webpage for general warnings and media releases on COVID-19 scams.

Below are some examples of what to look out for.

These are a few examples, but there are many more. If your experience does not match any of the examples provided, it could still be a scam. If you have any doubts at all, don't proceed.

Common examples of hacking methods

Malware & ransomware - malware tricks you into installing software that allows scammers to access your files and track what you are doing, while ransomware demands payment to 'unlock' your computer or files.

Exploiting security weaknesses — weaknesses can include reused and easily guessed passwords, out of date anti-virus software, and unsecured WiFi and Bluetooth connection.

Payment redirection scams – if you are a business, a scammer posing as one of your regular suppliers will tell you that their banking details have changed. They will provide you with a new bank account number and ask that all future payments are processed accordingly. Once scammers have hacked your computer or mobile device they can access your personal information, change your passwords, and restrict access to your system. They will use the information they obtain to commit fraudulent activities, such as identity theft or they could obtain direct access to your banking and credit card details.

Warning signs

You are unable to log in to your computer or mobile device, or your email, social media and other online accounts.

You notice new icons on your computer screen, or your computer is not as fast as it normally is.

Files on your computer have been moved or deleted. Pop-up boxes start appearing on your computer screen. These may offer to help 'fix' your computer, or a simply have a button that says 'close'.

You have an unexpectedly large phone data or internet bill.

You notice that amounts of money go missing from your bank account without any explanation.

You suspect that your mobile phone number has been ported without your consent, after you notice that your phone is showing 'SOS only' where the reception bars usually appear.

Protect yourself

Always keep your computer security up to date with anti-virus and anti-spyware software, and a good firewall. Only buy a computer and anti-virus software from a reputable source. Use your security software to run a virus check if you think your computer's security has been compromised. If you still have doubts, contact your anti-virus software provider or a computer specialist.

Secure your networks and devices, and avoid using public computers or WiFi hotspots to access or provide personal information.

Choose passwords and PINs that would be difficult for others to guess, and update them regularly. Do not save them on your phone or computer.

Do not open attachments or click on links in emails or social media messages you've received from strangers – just press delete.

Be wary of free downloads and website access, such as music, games, movies and adult sites. They may install harmful programs without you knowing.

Do not use software that auto-completes online forms. **Visit Stay Smart Online** for tips on how to protect your personal and financial information online.

Have you been scammed?

Information is from the ACCC SCAMWATCH SITE

GREAT RESCUE OF DUCKLINGS

Four ducklings down a storm drain in Eastern Heights. {Ipswich area}
Animal Rescue Officer Amy managed to

lure one out using duck noises and a small net but after about an hour it was apparent she would need extra help for the other 3 so in come the B shift firies from the Ripley department. They flushed water through the drain and got 2 out of the 3 ducklings still down there. The fourth duckling couldn't be seen anymore and after we thought all hope was lost the little duckling started making noise. After flushing more water down the drain the fourth duckling finally came out.

The ducklings parents did not stick around so all 4 ducklings are currently under care at the RSPCA wildlife hospital and will be transferred to a wildlife carer until they are old enough to be released.

KITTEN THROWN FROM CAR

RSPCA Qld is calling for information regarding an incident where a kitten was thrown from a car on Floral Drive in Caboolture at **18.55 on Thursday January 28th**.

The Video footage shows the brown tabby kitten being thrown from the passenger window onto the side of the road. The car appears to be a black early model Honda CRV or possibly a Hyundai.

"We're not entirely sure of the make but if anyone has any information we'd urge them to call 1300 ANIMAL," said RSPCA Qld spokesperson Michael Beatty.

The kitten, which is approximately ten weeks old, has been examined by a vet and is now with a foster carer who has called him Zuma. He will receive a further veterinary assessment.

Video footage below and photo is attached.

https://www.dropbox.com/s/xvlb6t6d2dqc50p/SEQ-K9-Rescue-Inc-fbdown.net.mp4?dl=0

Michael Beatty

Media and Community Relations

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RSPCA Cueensland

Together We Change Lives

Message to Branches

This space box is provided to insert your
Branch contact details when you leave The
Comet at Doctors' Surgeries /Libraries and so on





CODE of ETHICS and PERSONAL CONDUCT

The Australian Pensioners' & Superannuants' League (Qld) Inc.

Be patient and courteous in all dealings with fellow members.

Be inclusive - Members to welcome and support people of all backgrounds and identities an discriminate against no one.

Be considerate - Each member should respect fellow pensioners and superannuants. Our decisions and comments will affect our fellow members, therefore we must always take this into consideration.

Be respectful - Each member may not agree all the time, but disagreement is no excuse for disrespectful behaviour. Each member may experience frustration from time to time, but we cannot allow this to become a personal attack. An environment where people feel uncomfortable or threatened is not productive or creative and not in the best interest of The League.

Choose your words carefully - Always conduct yourself professionally. Harassment and exclusionary behaviour is not acceptable in The League. Differences of opinion and disagreement will occur, each member must resolve and disagreements and differing views constructively and respectfully.

Our differences can be our strengths - Members can find strength in diversity. Different people have varying perspectives on issues, and that can be valuable for solving problems or generating new ideas for the betterment of The League.

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APSL Mission Statement

To lobby powerfully with governments at all levels and private sector agencies, and within community sector, to promote all aspects of the security, well being and dignity of pensioners of all ages, superannuants, other self-funded retirees, low income families and other disadvantaged people, including Aboriginal & Torres Strait Islander (ATSI) and Culturally & Linguistically Diverse (CALD) peoples.