

KEEP OUR HOSPITALS PUBLIC



EFFORTS to oppose the part-privatisation of Shellharbour Hospital stepped up last month, with Unanderra CPSA front and centre.

Hospital workers joined members of the Shellharbour community and travelled to NSW Parliament House in Sydney to hand over a petition against the plan.

The public galleries were packed with concerned locals as the petition was debated.

Public hospitals belong squarely in public hands.

Members of Unanderra CPSA protesting outside NSW Parliament House in Sydney.

AGED CARE BED SORE SHAME

THE Australian Department of Health has some serious explaining to do, with the consultation document for the proposed Single Quality Framework for aged care estimating that 26 to 42 per cent of all nursing home residents experience bed sores.

Bed sores – also called pressure injuries – are incredibly painful and carry a high risk of infection, which can even lead to death. Bed sores are the result of constant pressure on a person's skin

and can develop quickly when people are confined to a bed or chair, as many nursing home residents are.

Bed sores are almost always preventable, which is why these figures are so shocking. The fact that somewhere between 26 and 42 per cent of nursing home residents have bed sores is nothing short of a national shame. It is a blight on the state of care in Australian nursing homes and should be enough to stir immediate intervention from the Minister for Aged Care.

In Queensland, public hospitals are fined between \$30,000 and \$50,000 if any patient is found to have a serious bed sore. Those fines only apply where the patient acquired the bed sore in that hospital, which is fair. What this means is that all staff, at all levels, in all Queensland public hospitals are doing their absolute darndest to make sure no one gets a bed sore. Which is how it should be.

With a new funding model for residential aged care in the

pipelines, penalties – like a bed sore fine – will be critical to drive improvements in quality of care. After all, the aged care industry has proven time and time again that they only respond to money.

If you or someone you know lives in a nursing home, it's important to check regularly for bed sores as early intervention is best when it comes to healing. Ask to see the nursing homes wound management plan and check to ensure that staff are following the directions.

Letters

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(as at 2 August 2017)

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OF PENSIONERS AND SUPERANNUANTS

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Printer: Rural Press Ltd
PO Box 999

North Richmond NSW 2754

All content is prepared by
the CPSA VOICE editorial
and production team with
reference to stories on
AAP newswire, unless
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Older citizens' driving test

I AM all in favour of some kind of regular testing of people's driving ability – but I do not see that just testing one section of the population is good enough. The older persons' driving test is discriminatory.

NSW is the only state in Australia to have these tests for older citizens and the US state of Illinois is the only other jurisdiction in the world with a similar policy.

There are no statistics that prove that older people cause all the accidents on our roads. One of the arguments given in favour of these tests is that older people may be suffering from dementia. However, for some years now, people over 75 have been required to present a doctor's certificate to the RMS that states whether or not they are fit for driving. No doctor should allow a demented patient to drive.

If the NSW Government

is serious about accidents on the road they would lower speed limits, implement stricter laws for driving under the influence of drugs and alcohol, address the issue of truck driver fatigue and have more policy patrols on our roads.

I recently went for my driving test and passed okay. It was a waste of my time and a waste of the nice official's time that tested me. However, if I had not passed that test, the RMS would have allowed me to keep my license but I would have been restricted to driving within a limited area. How ridiculous! If my driving is so poor, would I not also cause accidents in that limited area?

Older people are careful drivers and their cars are a boost to their independence. Most of them were less careful when they were younger drivers, but experience has taught them to take care.

That is why I think that this

scheme to test older drivers is just another form of age discrimination.

*Shirley Bains
Blaxland, NSW*

Funerals not a show of love

Most people don't realise that there is no necessity to have a funeral. It can cost \$4,000 to \$8,000 for the body to simply go off for cremation, as happened to my mother.

My father's body went for dissection to train medical students where the medical faculty pays for the cremation after a year – although the paper work to donate your body to science is far simpler in England than in Australia.

If you choose either of these options – cremation or donation – the family can choose to organise their own personal noncommercial service in celebration of their loved one's life.

It's not a question of lack of love; my father James Black of Scotland Yard at 91

CPSA



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I support the CPSA Objectives. I have not previously been expelled from CPSA or, if I have been expelled, I have attached a copy of my CPSA Executive exemption.
- ☐ Please send me information about my nearest Branch.
- ☐ I do not wish to join CPSA but would like to subscribe to *THE VOICE* (1 year—\$25.00 incl. GST).
- ☐ I belong to an organisation and would like information about how we can become a Branch or an Affiliate of CPSA. (NB: Branches are covered by CPSA's \$20 million Public Liability Insurance.)
- ☐ Please add a \$5 / other: _____ donation to my membership so I can be a CPSA supporter.
(All donations above \$2 are tax deductible.)
- ☐ Please send me information about making a bequest to CPSA in my will.

Name: _____

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Please send to: CPSA, Level 3, 17-21 Macquarie St, Parramatta NSW 2150

Letters

did not want to look out of his window each day and see the grave of his wife.

*Dr Edward Black
Church Point, NSW*

Pensioners left behind as digital divide grows

I AM so angry and frustrated that no one appears to be taking interest in issues affecting pensioners, particularly our elected representatives. I have experienced many problems and disadvantage because I do not possess a computer, nor am I tech savvy.

There seems to be an expectation today that pensioners and other vulnerable people should use the internet for everything. But what isn't considered is the cost associated with owning and running this technology. Not to mention the complicated contracts and fees from providers.

Most recently, I switched my telco provider and was assured by my new provider that pensioners were not charged extra fees for paper bills, but since then, I have received two fee increases that were not disclosed in the contract.

Now I have to pay three separate fees on top of my phone bill, one for receiving a paper bill, one for not using direct debit payments, and the other is a bill payment fee at the post office. This totals

more than the cost of the calls I make.

I experience so many penalties for not being online, even from public services. I was previously able to get a Medicare cash rebate directly after my consultation.

This changed to a postal rebate with a seven day turn around. Now it is six to eight weeks, just because I don't do it online.

The alternatives to online methods are not much better either, particularly when it comes to Centrelink.

I gave up trying to request a statement of income from Centrelink for taxation purposes because it takes up to 1 hour of waiting on the phone and visiting my local office is not much easier.

There are far too many buttons, passwords, pin numbers, voice recognition etc. it becomes tedious and complicated. Even when you do get to talk to someone many are unable to answer a simple inquiry due to lack of experience.

Accessing public transport and track work information is difficult too. I do not want a PDF document on my mobile phone as it is difficult to locate and read. Transport for NSW should have a poster size planner/timetable made available to the public for the year that shows all planned track work.

If the Government and

companies want us to do everything online then they should provide us with financial and educational support – similar to the set top boxes when TV went from analogue to digital.

I did not choose to be a deserted wife suffering health issues and the struggles mentioned above only add to my distress and discomfort. Some days are just so bad I cry.

I think it is vital that all levels of Government take action for the welfare and care of pensioners and other struggling people.

*Wendy Jayne
Wollstonecraft, NSW*

Affordable housing the way to go

I doubt that writing to politicians will have much effect. I'm not a cynic just a truth bearer.

I am an Affordable Housing tenant and pay 30% of my pension and have good accommodation with underground parking and electronic entry, elevator, storage cage, all for reasonable rent.

So I believe that affordable housing is the way to go, but it's important to have the right mix of tenants.

Unruly tenants are not acceptable when you desire a quiet and peaceful residence.

*Richard Merrell
Penrith, NSW*

Unforeseen costs of downsizing

MY husband and I recently lost our pension because we down-sized from a house to a home unit. Although we were able to retain our Health Care Card, we lost our Pension Concession Card (PCC).

We went to Centrelink to ask if we were able to get our PCC back, and were told that only people who lost their pension on 1 July 2017 would get their pension back.

Why is there a cut-off point? If some are entitled to a PCC, then why not others who are in the same situation?

With the rising cost of living, we rely heavily on the rebates from electricity, water rates, etc. and are finding it increasingly hard to make ends meet.

If the Government wants pensioners to down-size and get off the pension, why are they penalising us by taking away our concession cards?

*Name withheld
Ramsgate Beach, NSW*

Send a letter to THE VOICE



THE VOICE, CPSA
Level 3, 17-21 Macquarie
Street, Parramatta NSW
2150

voice@cpsa.org.au

You must include your name and suburb/town for the letter to be published, though these may be omitted in publication if the letter contains personal information.

Letters may be edited for length and clarity.



CPSA News

Living longer, paying more: aged care at home

The Australian Department of Health is reviewing the progress of the aged care reforms, with a focus on the roll-out of consumer directed home care.

Since February 2017 funding for home care packages has followed the client, rather than being allocated directly to one home care provider.

This was supposed to encourage clients to switch providers if they are unhappy with the care and services they are receiving, but the introduction of exit fees have deterred many from switching.

As part of the review, the Department is considering

how to improve access to home care packages, how to better support clients and how to ensure care is delivered in a client-centred fashion. Yet the review will not consider “client contributions” – fees – because they reckon this has already been considered as part of the Aged Care Legislated Review.

When it comes to care at home, fees are the single biggest issue that CPSA receives calls about. How can you talk about access and support for clients without considering the financials? If you can’t afford the fees, you’re in a spot of bother.

But it’s not just that, home care fees are largely unregulated, which means providers can essentially

charge whatever they like.

There are no limits to the administration and coordination fees home care providers can charge. The higher these administration and coordination fees are, the less clients have left over to spend on the care and services they actually need.

CPSA spoke with one person who was being charged almost 50% of their package in admin, advice and support fees. This included over \$3,000 in charges for “ongoing advice and support” and more than \$2,000 for “service support”.

While of course it is reasonable to expect some charges for administration and coordination, it is hard to see how more than \$5,000 – over a 10 month period no less – could be justified.

Excessive admin and coordination fees mean that clients do not have enough left in their package to purchase the care and services they need. If these clients cannot get the support that they need to keep living at home, they often have no choice but to move into a nursing home.

By far the vast majority

of older Australians want to live at home and it is much cheaper for the Government to provide care at home than it is to provide care in a nursing home.

The Australian Government must put an end to the excessive administration and coordination fees being charged by home care providers so that clients can actually receive the care and support they need.

These excessive fees threaten to undermine the very idea of the aged care reforms, which was to give people choices about how and where they receive the care and support they need. A nursing home is the only choice when you can’t get the care and support you need to live at home.

You can call on the Minister for Aged Care to regulate home care fees by contacting his parliamentary office on (02) 6277 7720 or by writing to him:

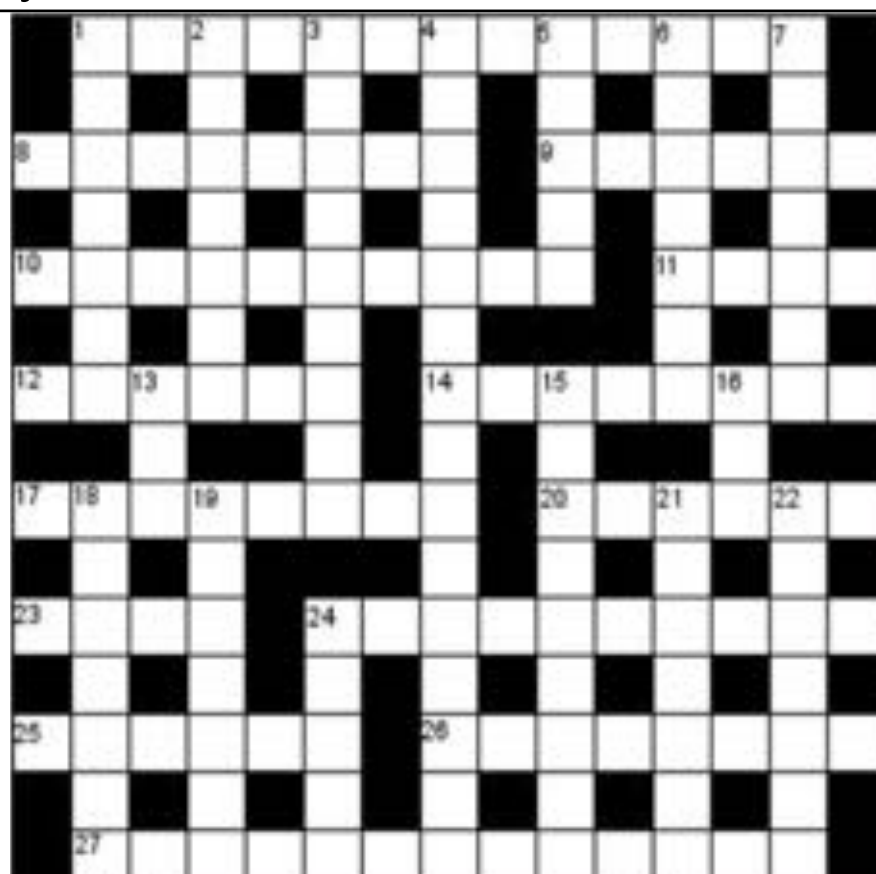
The Hon. Ken Wyatt AM, MP
Minister for Aged Care
PO Box 6022,
House of Representatives,
Parliament House,
Canberra ACT 2600



Crossword by Hilda Thorburn

Across:	Down:
1. Dissolute	1. Result
8. Non-believers	2. Ugly thing
9. Non-metallic element	3. Demanding
10. Unromantic, realistic	4. Extrication
11. Ova	5. Money (slang)
12. Strict	6. Serious
14. Cut off a limb	7. Idea
17. Refrain (4'1, 3)	13. Vehicle
20. Persons made rich in the East	15. Senior citizen
23. Aloe ..., healing plant	16. Fuss
24. Meritorious	18. Cricket term
25. Madman	19. Icy
26. Famous physicist	21. Unpleasant, brutal
27. ... building high-rise (5-8)	22. Hectored, harassed
	24. Succulent plants

Solution on back page.



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and take the opportunity to speak
on behalf of CPSA Members.**

**If you are not a delegate, you can represent
a branch that doesn't have a delegate.**

CALL CPSA HEAD OFFICE 1800 451 488 FOR MORE INFORMATION

Attendees should be registered to attend by Monday 11 September (late applications will be considered). Branch, Area Council and Affiliate Delegates: send registration forms through respective Branch, Area Council or Affiliate. Members who wish to attend as an Observer, or to enquire about being a delegate, should contact Head Office.

Ministerial correspondence

EARLIER in the year CPSA wrote to the Minister for Social Housing about IPART's proposal to increase rent paid by public housing pensioner tenants by \$640 per annum for couples and \$424 per annum for singles.

We have received a letter back informing us that *'The NSW Government will listen carefully to the community and understand the full impact of the final IPART recommendations before responding to the report.'*

CPSA will be ensuring that the NSW Government understands that asking public housing pensioner tenants to pay more rent is not on.

ACDs rock!

AN ADVANCE Care Directive (ACD) gives you a chance to say what healthcare treatments you want and do not want if you are unable to say so when you are ill or injured.

NSW Health has just published a new standard ACD form. It's important to realise that this is not a compulsory form. You can record your own ACD. In one famous case, somebody had an ACD tattooed on their chest.

However, this new standard form was developed after listening to concerns, questions and experiences of many people. So it's a case of two (or more) heads being wiser than one.

The new standard ACD includes a list of circumstances you could find yourself in and asks you how you would want doctors and family to respond to these circumstances if you yourself couldn't.

There's a section on what medical care you do and don't want if you are not

expected to recover. There's also a section on organ and tissue donation.

Nothing is compulsory. You can take the standard ACD as the basis of an ACD of your own making or just take bits from it and write one from scratch.

NSW Health does not suggest there's a one-size fits all, but urges people to think about what they want and don't want from the health system.

The information package *Making an Advance Care Directive* is available online at www.health.nsw.gov.au/patients/acp, and also from the Office of the Chief Health Officer on (02) 9391 9188.

Ambulance 'superstations' under question

IN THE 2016-17 Budget the NSW Government committed \$150 million to roll out a new strategy for delivering ambulance services to patients across Sydney.

The model is designed like the 'hubs and spokes' of a wheel – with regional 'superstations' at the heart of between two and six smaller stations.

This restructure

concentrates paramedics and their vehicles in 'superstations' at the start and end of their shifts, while smaller suburban ambulance stations have been downgraded to 'stand by points' for use between emergencies.

According to data obtained by 9NEWS, this has caused delayed ambulance response times, as paramedics have to travel further along congested Sydney roads to get to patients in the suburbs.

These figures are worrying given that the NSW Government plans to open new superstations in Kogarah, Blacktown, Liverpool, Penrith and Northmead by the end of the year.

It seems that it would be wise to hold off opening any more until the performance of the Bankstown ambulance superstation can be reviewed. After all, patient safety is certainly the priority.

If you have recently experienced waiting too long for an ambulance or you're worried about ambulance response times, please call CPSA Head Office on 1800 451 488.

NSW group homes and big business

IN NSW, group homes have replaced residential institutions to house and support people with disabilities. These homes are managed by the Department of Ageing, Disability and Home Care (ADHC) but this is changing.

The National Disability Insurance Scheme (NDIS) is a national scheme to fund disability services across Australia. As part of this scheme, NSW group homes are going to be operated exclusively by private businesses and other non-government organisations.

The size of the disability sector in NSW is set to double with all the additional money from the NDIS. Disability care is becoming big business. The concern is that NSW will end up with disability businesses, not group homes.

The danger is that care providers will cherry-pick residents, with those with challenging behaviours not being all that popular with care providers.

The NDIS is unquestionably a good thing, but it is also a big undertaking confronting a lot of unknowns, with insecurity and anxiety among particularly group home residents with challenging behaviours and their family as the result, especially elderly parents with older children in care. In reality, there is no reason why the NSW Government could not continue as a group home operator and care provider. It would mean the continuation of something that works well on the whole.

There is one positive. The NSW Government is not granting leases on group home real estate to service



providers, but to separate housing providers, which may be community housing organisations. This gives people living in the homes more security if there are problems with the care provider.

But to provide further security, the NSW Government should maintain its capacity to provide the services in group homes until it is clearly shown that the non-government sector is meeting the needs of all residents with complex needs.

Labor backs dental

LABOR is ramping up the pressure on the Australian Government to reverse cuts to dental funding. The Government provides funding to the states under the National Partnership Agreement for adult public dental services.

The Government has cut millions from the National Partnership Agreement, leading to blow-outs in public dental waiting lists.

While it is clear that Labor wants the Government to reverse the cuts, what is less clear is whether Labor is committed to reversing the cuts should they win the next federal election.

Either way, there is an urgent need to increase funding for public dental

services so that the 73,000 residents of NSW currently on the waiting list can access the treatment they clearly need.

There is no time to wait. Untreated dental conditions are one of the highest causes of potentially avoidable hospital admissions. If people don't receive timely dental treatment, then they will end up needing more serious treatment down the track, at a much greater cost to both that person and the health system.

A reminder that if you are on the NSW Public Dental Waiting List and your condition has gotten worse, you need to contact your local Oral Health Call Centre and have your priority code upgraded. If you believe you need to be seen urgently but can't get in, you can contact CPSA to discuss your condition, as we may be able to escalate the issue directly with NSW Health.

Energy rebates for people with medical conditions

ENERGY prices are on the up and there are no signs that this will be slowing down anytime soon. For people with medical conditions, this is particularly bad news. But help may be at hand, with the NSW Government offering both a Life Support Rebate and a Medical Energy Rebate



to assist people with serious medical conditions to pay their bills.

The Life Support Energy Rebate is available to people who need to use energy-intensive medical equipment at home. There is a list of approved medical equipment, which includes oxygen machines, Continuous Positive Airways Pressure (CPAP) devices, feeding pumps, electric wheelchairs, home dialysis, ventilators, heart pumps and phototherapy equipment.

The total amount paid is based on the individual pieces of medical equipment required and there are different rebate amounts for different machines. The Life Support Rebate is worked out on a per person basis, so if you have two people living in the same household who both need oxygen 24 hours a day, then the rebate will be paid twice – one rebate for each oxygen machine.

Recipients of the Life Support Rebate must bear in mind that an application only lasts for two years, after which a new form must

be submitted to the NSW Department of Planning and Environment. If you have previously applied for the Life Support Rebate, double check your latest energy bill to make sure you're still receiving it.

While the NSW Government claims that making recipients reapply for the Life Support Rebate every two years is necessary to ensure it only goes to those who are eligible, CPSA thinks this is a bit harsh given how much these people already have on their plate.

In addition to the Life Support Rebate, there is the Medical Energy Rebate, available to concession card holders who have a medical condition that means they cannot regulate their body temperature when exposed to extreme hot or cold. The Medical Energy Rebate is set at a fixed rate of \$235 per year.

To apply for the Life Support Rebate and/or the Medical Energy Rebate, you will need to fill out an application form and have it signed off by your regular



doctor. Contact CPSA Head Office on 1800 451 488 to have a copy of the application forms mailed out to you.

Newstart to become Oldstart?

IF PASSED, the *Social Services Legislation Amendment (Welfare Reform) Bill 2017* would create a new Jobseeker Payment to replace a number of working age social security payments including Newstart.

The Australian Government claims this would “simplify the income support system and treat people in similar circumstances consistently”.

At the same time, the Government hopes to achieve savings of \$368.7 million, so it is not hard to see what impact this “simplification” would have on people on social security.

It would be harder to get or keep a social security payment. And that’s where savings will be achieved.

But there is a nasty change for older Australians who can’t find a job.

Currently Newstart Allowance recipients aged over 55 can satisfy the activity test by volunteering for 30 hours per fortnight. This arrangement only applies if the Department considers there are no real prospects of a person finding work.

If passed, the activity test would change to 30 hours per fortnight, in a combination of 15 hours of volunteering and 15 hours of paid work.

The Australian Bureau of Statistics has shown that older workers (45 and over) are not overrepresented compared with younger workers. In fact, data for May 2017 for over-55s shows an unemployment rate of 3.6 per cent compared with an overall rate of 5.6 per cent. Unemployment among those aged 45 to 54 is also



significantly lower than the overall unemployment rate.

It is therefore not fair to increase the activity test requirements for older people on Newstart, given that older workers are not overrepresented in unemployment and underemployment figures and tend to outperform younger people in terms of workforce participation.

The economic circumstances of long-term-unemployed people on Newstart aged 50 to 59, of whom approximately 80 per cent are single, can only be described as dire and deserving of financial relief rather than of increased pressure to find a job that is not there.

The single Newstart Allowance stands at \$535.60 per fortnight, just under \$14,000 a year or \$38 per day. Forcing long-term-

unemployed Newstart recipients aged 50 to 59 to look for a job without real support does not achieve anything other than making life a lot harder for those people who are already doing it incredibly tough.

Also as part of the *Social Services Legislation Amendment (Welfare Reform) Bill 2017*, the Wife Pension (closed to new entrants in 1995) would be merged into the new Jobseeker Payment. Payment rates would not be reduced but would no longer be indexed.

A nasty change in the Wife Pension would be that some 200 overseas recipients would simply lose it and would also lose their eligibility for the Age Pension, unless they return to Australia to live. Talk about moving the goal posts after the game has started.

Finally, when applying for

a payment, it would no longer be enough to notify Centrelink of an intention to apply and for that date to be the start date for the payment. Under the changes, an application would be required to include all relevant information. If anything is missing, you wouldn’t have a fortnight to find it and supply it.

SMSF Supervisory Levy skyrockets

IF YOU have a self-managed superannuation fund (SMSF), you pay a Supervisory Levy to the Australian Tax Office each financial year.

The Levy for the 2016-2017 financial year will be \$259.

That’s cheap compared with what it will be for 2017-2018, when the Levy will be \$590.

That’s right. An increase of 228 per cent!

The deepening digital divide

THE INTERNET is often thought to level the playing field. But the latest research reveals this may not be the case.

An ever increasing number of Australians are spending more time online. But, there are still over 3 million people who don’t use the internet and the gap between those who are online and those who are not is widening.

People living on fixed low incomes along with older Australians, people with disabilities, remote Indigenous communities and people in regional areas are more likely to be offline.

The issue for many, unsurprisingly, is affordability. While internet services may cost less than they have in the past, the price of being connected is out of reach for many.

But is this barrier

CPSA News

recognised by Governments and private sector service providers?

Not likely. More and more we see service providers demanding fees for paper bills and statements.

In an era hell-bent on protecting freedom this denial of choice flies in the face of some of the most disadvantaged Australians.

Charging for paper bills and statements will not encourage people unable to use or afford the internet to go out and buy a device so they can receive them electronically.

Making people pay for paper bills is a pointless penalty.

Surely society has taken a couple of steps back if what was once the norm is now considered a privilege.

Inflation and your pension

A LONG time ago and in a galaxy far, far away, wages and salaries used to go up from one quarter to the next. This meant that the pension

went up as wages went up.

In the absence of wage growth, the pension is indexed according to the higher of the Consumer Price Index (CPI) and the Pensioner and Beneficiary Living Cost Index (PBLCI).

On 2 August, the Australian Bureau of Statistics published its Living Cost Indexes covering the March and June quarters.

The good news is that the PBLCI did not go up at all, which means that the pensioner cost of living did not increase for six months.

However, the CPI did go up a little, 0.2 per cent to be exact.

These are the statistics that will be used to calculate the next pension indexation increase in September this year.

The good news is that by September the increase in the price of power will also be included in the calculation of the PBLCI, the CPI and pensions.

HEALTH PROMOTION SERVICE FOR OLDER PEOPLE

FREE HEALTH TALKS

CPSA offers free health education sessions promoting healthy, active ageing to groups of older people. The sessions are delivered by trained volunteers and can be delivered in English and a number of community languages.

Sessions are available across metropolitan Sydney, the lower Blue Mountains, Central Coast, the lower Hunter, Illawarra and Shoalhaven areas.

To book a free talk on:

- Diabetes Awareness
- Falls Injury Prevention
- Healthy Brain Ageing (Your Brain Matters)
- Medicine Management
- Oral Health Care
- Osteoporosis Awareness

call Habib, HPSOP Coordinator on 1800 451 488 or email health@cpsa.org.au



Seniors Rights Service

Your rights. Your voice. Phone 1800 424 079

Legal Q&A with the Seniors Rights Service

*Dear Seniors Rights Solicitors,
My strata building is being sold for redevelopment and I'm worried I won't be paid the full value of my unit. What can I do?*

Concerned Lot Owner

Dear Concerned Lot Owner,
The new laws about strata redevelopment and collective sale set out methods of calculating the minimum compensation for lot owners when they are forced to sell (because 75% or more of the lot owners agree to the sale or redevelopment of the entire building).

You can get advice from our specialist solicitors in the Strata Collective Sales

and Advocacy Service at Seniors Rights Service on (02) 9281 3600 or 1800 424 079, or from Marrickville Legal Centre on (02) 9559 2899.

Seniors Rights Service

*Dear Seniors Rights Solicitors,
My daughter is struggling financially and I want to take out a loan in my name to help her. She can pay me back later. Is there anything I need to know?*
Concerned Mother

Dear Concerned Mother,
Sometimes an older person may want to help a family member by borrowing money in their name and giving the proceeds to their child on the understanding that they will pay it back. Sometimes an older person will be asked by their child to guarantee a loan. If the child does not pay due to

various circumstances, the older person is liable for the full amount of the loan. The older person could lose their house and their Age Pension could also be affected.

You can get advice and referrals on issues about older people and the law from our specialist solicitors at Seniors Rights Service on (02) 9281 3600 or 1800 424 079.

Seniors Rights Service

If you have a short legal query you'd like answered by the Seniors Rights Service, you can mail it to CPSA, Level 3, 17-21 Macquarie Street, Parramatta NSW 2150 or send an email to cpsa@cpsa.org.au and we will pass on your query. All queries will be published anonymously.

CPSA Updates

CPSA Head Office has moved

CPSA's Head Office has moved to Parramatta. Our new address is:

CPSA
Level 3,
17-21 Macquarie Street,
Parramatta NSW 2150

Any mail sent to the old address will be forwarded to the new office, but please update your records for future correspondence.

The Queen's Birthday

St Mary's CPSA wrote to the Queen last year to wish her a happy ninetieth birthday and received a lovely letter of appreciation.



Setting up a CPSA Branch

If you are interested in setting up your own CPSA Branch or would like to find out more about the benefits available to CPSA Branches, please call Head Office on 1800 451 488 for more information.

CPSA Constitution and Annual Report

Please ring Head Office on 1800 451 488 if you would like a copy of the CPSA Constitution or CPSA's 2015/16 Annual Report to be posted to you. Alternatively, copies can be obtained online at: <http://www.cpsa.org.au/about-us/annual-reports> and www.cpsa.org.au/about-us/constitution

10 Questions to ask about residential aged care

10 Questions is a series of leaflets written by nurses, doctors and experts with experience in aged care. They are designed to help in the search for residential aged care.

There are 7 leaflets currently available:

Staffing	GP services
Cultural needs	Palliative care
Fees and contracts	Facilities and lifestyle
LGBTI needs	

If you would like any of the leaflets mailed to you, call Head Office on 1800 451 488.

Key dates for the CPSA Annual Conference and Annual General Meeting (AGM) 2017

Conference and AGM Registration

Registration forms for Delegates and Observers need to be received by Head Office by **Monday 11 September 2017** (earlier if possible - late applications may be accepted).

CPSA Executive Nominations (AGM)

Nominations for the CPSA Executive are to be received by the Returning Officer by 5pm on **Tuesday 12 September 2017** (earlier if possible). Forms available from Head Office.

Policy Motions (Conference)

Policy motions are to be submitted to CPSA Head Office by no later than **Wednesday 23 August 2017** (earlier if possible).

Constitutional Motions (AGM)

Proposals from Branches and Area Councils to amend the CPSA Constitution need to be received by CPSA Head Office by no later than **Wednesday 23 August 2017** (earlier if possible).

Life Membership

Nomination forms and registrations must be submitted to CPSA Head Office by no later than **Friday 28 July 2017** (earlier if possible).

All nominations and registrations must be submitted on forms which have been sent out to Branches and are also available from CPSA Head Office. For further information or copies of any of the above forms, call CPSA Head Office on 1800 451 488.

CPSA Annual General Meeting 2017

CPSA's Annual General Meeting will be held on Tuesday 24 October at Rydges Hotel, 28 Albion Street, Surry Hills, as part of the CPSA Annual Conference 2017.

The Annual General Meeting will commence at 12.45pm.

Financial Information Service

13 63 57

Free information about pensions, superannuation and other retirement funding issues.

Head Office News for CPSA Branches

CPSA Head Office News is a publication sent to the President and Secretary of all CPSA Branches.

However, it is possible for CPSA members to receive a personal copy. If you are interested, contact Luke Koller on 1800 451 488 or email cpsa@cpsa.org.au

Centrelink Aged Care Means Testing Unit

1800 227 475

CPSA Executive change

At the August CPSA Executive meeting, Peter Knox was appointed to the CPSA Executive.

Strata Collective Sales Advocacy Service

Marrickville Legal Centre
338 Illawarra Road,
Marrickville 2204

02 9559 2899

Seniors Rights Service
418A Elizabeth St, Surry Hills 2010

1800 424 079

CPSA Information Directory

INCOME SECURITY

Centrelink
Age Pension 13 23 00
DSP/Carer benefits 13 27 17
Family Assistance 13 61 50

Welfare Rights Centre
Info on Government pensions
and other benefits
(02) 9211 5300
1800 226 028

**Financial Ombudsman
Service**
Complaints about banking,
insurance, super, financial
planning
1300 780 808

**Do Not Call
Register**
1300 792 958

Australian Taxation Office
Super/Lost super 13 10 20
Personal tax 13 28 61

**British Pensions in
Australia**
Assistance in claiming the
British Pension
1300 308 353

RIGHTS

**Australian Human Rights
Commission**
Complaints about discrimination
and harassment
1300 369 711

Commonwealth Ombudsman
Complaints about Australian
Government departments and
agencies
1300 362 072

NSW Ombudsman's Office
Complaints about NSW
Government agencies
1800 451 524

NSW Trustee and Guardian
1300 360 466

SCAM Watch
1300 795 995

Guardianship Tribunal
Financial management orders
for people with decision-making
disabilities
1800 463 928

**Australian Competition and
Consumer Commission
(ACCC)**
1300 302 502

**Energy & Water Ombudsman
(EWON)**
Complaints about all NSW
electricity/gas retailers and
Sydney and Hunter Water
1800 246 545

**Telecommunications
Industry Ombudsman**
Phone and internet complaints
1800 062 058

GOODS & SERVICES

NSW Seniors Card
Discounts on goods and
services
1300 364 758

No Interest Loans Scheme
Loans to purchase essential
household items
1800 509 994

NSW Companion Card
Free event admission for
companions of eligible people
with a disability 1800 893 044

Energy Made Easy
Price comparisons
1300 585 165
energymadeeasy.gov.au

Opal Customer Care
13 67 25

HEALTH & CARE

Medicare
132 011

My Aged Care
1800 200 422
www.myagedcare.gov.au

Office of Hearing Services
Subsidised hearing aids
1800 500 726

Dementia Helpline
1800 100 500

**Private Health Insurance
Ombudsman**
Complaints and information
1800 640 695

VisionCare
Subsidised spectacles
1300 847 466

NSW Elder Abuse Helpline
1800 628 221

**Taxi Transport Subsidy
Scheme**
Subsidised travel for people with
disabilities
transport.nsw.gov.au/tss
1800 623 724

National Continence Helpline
1800 330 066

Rape Crisis Centre
24hours/7days
1800 424 017

**National Domestic Violence
hotline**
Case work, legal advice,
advocacy
1800 200 526

**Health Care Complaints
Commission**
NSW only
(02) 9219 7444
1800 043 159

Carers NSW
Information, support
1800 242 636
Emergency respite
1800 059 059

**Aged Care Complaints
Commissioner**
Complaints about residential and
community aged care
1800 550 552

Lifeline
Mental health support,
suicide prevention
13 11 14

**Australian Men's Shed
Association**
1300 550 009

Public Dental Health Services
Call NSW Health for details
(02) 9391 9000
1800 639 398

People with Disabilities
Advice for people with a disability
(02) 9370 3100
1800 422 016

Cancer Council NSW
Cancer information and support
13 11 20

Dying with Dignity NSW
Law reform for assisted dying
(02) 9212 4782
dwdnsw.org.au

Exit International
Information about euthanasia
1300 103 948

**NSW Death & Bereavement
Service**
13 77 88

HOUSING

Housing NSW
Info and applications for public
and community housing
1300 468 746

Tenants' Union Advice Line
Mondays 10-1pm, 2-5pm
1800 251 101

**Tenancy Advice & Advocacy
Service**
Find your local service
tenants.org.au

Fair Trading
Rental bond and tenancy info
13 32 20

LEGAL

**Seniors Rights Service
(formally The Aged-care
Rights Service or TARS)**
Aged care & retirement village
advocacy, information & legal
advice for older people.
1800 424 079

Law Access
Referrals for legal help
1300 888 529

Insurance Law Service
Legal assistance and advice on
insurance law and disputes
1300 663 464

Community Justice Centres
Dispute resolution services for
minor matters
1800 990 777

Women's Legal Services NSW
Legal information, advice &
referrals for women in NSW with
a focus on family law, domestic
violence, sexual assault &
discrimination
1800 801 501

**Office of the Legal Services
Commissioner**
Complaints about lawyers &
conveyancers
1800 242 958

Giggle Page

What's in a name?

What do you call a woman with one leg shorter than the other?

Eileen

What do you call a girl with one foot on either side of the river?

Bridget

What do you call a person who's a talented painter?

Art

What do you call a man with a spade on his head?

Doug

What do you call a girl who gambles?

Betty

What do you call a camel with no humps?

A horse

What do you call a girl with a frog on her head?

Lily

What do you call a person who's always around when you need them?

Andy

Who was Russia's favourite gardener?

Ivan Hoe

What do you call a man in a pile of leaves?

Russell

Which rock singer has a vegie garden on her head?

Tina Turnip

What do you call a woman in the distance?

Dot

What do you call a lawyer?

Sue

What do you call a man with a number plate on his head?

Reg

What do you call a boy with a rabbit cage on his head?

Warren

What do you call a man with a car on his head?

Jack

What do you call a person who can sing and drink lemonade at the same time?

A pop singer

Signs we're getting dimmer?



Crossword Solutions

Crossword on Page 4

