

# TERM DEPOSIT RATES ON THE MOVE



FOLLOWING the Reserve Bank's July decision to raise the cash rate to 1.35 per cent, many financial institutions have increased their term deposit rates.

Using an annual term deposit as our example:

If you can, give the Big Four, Commonwealth, NAB, Westpac and ANZ a miss. The Big Four still abuse customer loyalty and continue to pay below-par rates. NAB, ANZ and Westpac pay 2.5 per cent. The Commonwealth continues to offer 1.25 per cent. It's more than they used to, but it falls well short of the rates you can get elsewhere.

You can get 3.05 per cent from My State Bank, 2.95 per cent from Judo Bank, 2.9 per cent from AMP, Great Southern Bank and Abal Banking and 2.75 per cent from the Bank of Queensland, Move Bank and

Challenger.

Some of these names may be unfamiliar, but these are all licensed financial institutions, and the \$250,000 Government guarantee in case of default applies to all of them.

You should do your own research before making a decision about which bank you will deposit your money with. You can find many comprehensive comparison tools online.

It's clear that many banks are now passing on the Reserve Bank rate hike to their term deposit customers in full or close to it. This is unusual and goes to show that competition among banks for deposits has increased since the day when the big four banks ruled the roost.

The big four are still taking advantage of reluctance on the part of mainly older customers to get

their term deposits online.

Term deposits are very straightforward financial products. The highest rate is what you should take.

It is also important to realise that there are probably quite a few more rate rises in the pipeline. These too will cause term deposit rates to rise. It is therefore very important to not tie up your savings in a term deposit for too long.

It might be an idea to also look at 3-month term deposits. The interest rate will be lower, but there's also a likelihood that after three months term deposit rates have gone up significantly.

Finally, we're a long way off from term deposit rates topping the inflation rate. If you sign up for a term deposit, even at a top rate, you're still signing up to lose money.



# Letters

## CPSA Executive

**Grace Brinckley OAM**  
CPSA President

**Bob Jay OAM**  
CPSA Secretary

**Brian Buckett**  
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**Victor Borg**

**Margaret Cuddihy**

**Peter Knox**

**Barbara Wright**

**Megan Lee**  
CPSA Manager

## THE VOICE

OF PENSIONERS AND SUPERANNUANTS

**Phone:** 1800 451 488

**Fax:** (02) 8836 2101

**Email:** voice@cpsa.org.au

**Giggle Page:** Pam Townsend

**Design:** Antoine Mangion

**Printer:** Spotpress

24/26 Lilian Fowler Place,  
Marrickville NSW 2204

All content is prepared by the  
CPSA VOICE editorial and  
production team.

THE VOICE

CPSA

Level 3

17-21 Macquarie Street  
Parramatta NSW 2150

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## Refusing cash

WE got our first cash refusal at a city coffee shop a few weeks back. We can see why – no problems of cash theft and no trips to deposit the cash.

We think the cash economy will survive, especially for small money amounts.

It may well be legal for businesses to refuse cash for services or goods when it is so easy to “tap” your card. Not so easy when the internet or power supply goes down.

*Bob & Norma Meadley*

## Land tax dead, stamp duty lives

THE concept of Land Tax is poorly thought out.

Let's assume a young family wants to purchase a property valued at \$1.0m (and, as we know, that won't buy you much in the Greater Sydney region).

What the NSW Government is saying is that the family cannot afford to pay Stamp Duty of \$43,087, but that they can afford to pay annual Land Tax, in after-income-tax dollars, of \$3,400 (alongside health insurance, increasing cost-of-living pressures, school costs, and so forth). The whole concept is fraught.

And then if we consider the plight of

the pensioner, it becomes even worse as the pensioner has even greater financial pressure placed on them (particularly in terms of health whilst on a minimal income).

*Steve Schwarz*

## Home doctor service

LAST year the Department of Health reduced the Medicare rebate for the after-hours Home Doctor Service. This service costs \$128 but if you go to the emergency department at the hospital the cost is \$368 plus ambulance expenses.

*Victor Borg*

## Hidden bank fees

I RECENTLY received my bank statement and found that I was being charged \$6 per month for account keeping fees. I was told this is the fee if you do not deposit \$2,000 per month.

My husband passed away last year so I am now a single pensioner, and my income is about \$65 short. I closed my account because I feel I am being penalised for being single.

Since the Reserve Bank has lifted interest rates, the news on TV said some financial institutions are going to offer increased interest on savings accounts



## Donations, Bequests, Membership and THE VOICE subscriptions

### Membership is open to all who support the aims and objectives of CPSA

- I'd like to **renew** my membership or join CPSA as a Member and enclose my individual Membership fee of **\$15** (Includes a free annual subscription to THE VOICE, valued at \$32). I agree to be bound by the CPSA Constitution and uphold the Objectives and Policies of CPSA. 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—\$32.00 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.
- Yes, I agree to CPSA using my mobile number to send me information and other Member communication.
- Yes, I agree to CPSA using my email address to send me information and other Member communication.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Payment details (for credit card):

Name on card: \_\_\_\_\_ Card Number: \_\_\_\_\_

Expiry: \_\_\_\_\_ Amount: \_\_\_\_\_ Signature: \_\_\_\_\_

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

# Letters

that have a deposit of \$2,000 per month. Does this mean that no single pensioner will receive any interest? Or do they have to draw out about \$65 from the bank and then deposit it again to make it to \$2,000?

I feel there will be a lot of pensioners out there who, like me, feel this is unfair. It was not my choice to be single.

Wendy Harris

## Centrelink pensions

I RECEIVE an Age Pension and also an overseas pension from the Canadian Government. In January I noticed that, according to Centrelink, I suddenly had two Canadian pensions. Unfortunately, I got no additional income as one of the pensions didn't exist.

I wrote to and called Centrelink, which of course was to no avail. So, I contacted the Minister for Services Australia and this non-existent pension was finally removed.

A few months ago, I found my non-existent Canadian pension had returned and Centrelink was using it to cut my Age Pension payment. I didn't bother with the Centrelink bureaucracy but contacted the Minister's office and the non-existent pension has now been taken down and money taken from my Age Pension restored.

As this happened to me twice, this could well be a system problem and if so, there may be others who have been caught up in this.

Tom Troppo

## Increasing the Age Pension

I AM a pensioner, aged 92, who worked until 72 and paid my taxes for 56 years. I have earned my right to a pension.

The pension amount has always been the bare minimum. You do not need to be Einstein to recognise that the CPI increase has never reconciled with the yearly rises in the cost of living.

My pension gives me \$493.80 per week which has to cover food, household bills, medication which is not on the PBS scheme and essential items to maintain my home.

I have waited over eight months for my aged care package which would reduce what I currently pay. I may be forced to sell my home because of the cost of keeping it and move into the already overloaded aged care sector.

Surely increasing the pension so it is proportionate to the increased cost of living is not only just and equitable for old people but is also economic common sense.

Joseph Rigg

## Voluntary assisted dying

THERE is no end-of-life dignity guarantee in relation to VAD unless we present with the three essentials required for its application.

For those who fall outside these criteria other measures come into focus.

As a first step, as *THE VOICE* (No end-of-life dignity guarantee but euthanasia now legal in all six states, July 2022) states: 'the first defence against end-of-life indignity and unnecessary suffering is an advance care directive (ACD).'

Regrettably, most Australians haven't completed an ACD. Not having completed this document complicates life for next of kin and attending medical staff.

August is a good month to get started in this space. Dying to Know Day, an activity of The Groundswell Project, provides us with the chance to improve our death literacy and put our affairs in order. Plus, to encourage others who are near and dear to us to have the essential conversation that can end up being one of the greatest gifts to our families we can ever make.

More information about The Groundswell Project and Dying to Know Day can be found on the Groundswell Project website.

Stuart Carter

(You can find the NSW Health Advance Care Directive form and information booklet on the NSW Health website. If you would like a printed copy posted to you, contact CPSA head office at 1800 451 488 or [cpsa@cpsa.org.au](mailto:cpsa@cpsa.org.au). Ed.)



Medal of the Order of Australia (OAM) in the General Division has been awarded to CPSA Secretary Robert (Bob) Jay for service to aged persons, and to education.

## Send a letter to THE VOICE

THE VOICE, CPSA  
Level 3, 17-21 Macquarie Street,  
Parramatta NSW 2150  
[voice@cpsa.org.au](mailto:voice@cpsa.org.au)

You must include your name for the letter to be published, though this may be omitted in publication if the letter contains personal information. Letters may be edited for length and clarity.

## 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 2020/21 Annual Report to be posted to you. Alternatively, copies can be obtained online at [www.cpsa.org.au/about-combined-pensioners-and-superannuants-association/](http://www.cpsa.org.au/about-combined-pensioners-and-superannuants-association/)

## CPSA Funding

CPSA receives funding support from the NSW Government Department of Communities and Justice and from NSW Health, as well as from the Australian Government Department of Health.



# CPSA News

## Out now: the Retirement Income Covenant!

NO, it's not a new spy thriller by Robert Ludlum. It's a document which requires each super fund to have a strategy that says how they will assist their retired members in using their super savings in retirement.

If you thought funds would have that all worked out already, think again: funds have a year to write their strategy.

The Australian Prudential and Regulatory Authority (APRA) wrote to all super funds back in March to tell them how to write their strategy.

Every day CPSA speaks to retired people who do not know how to handle their super. Most are not aware they have a problem, but from what they say it is obvious they do. Most will say that they take the minimum out of their super each year to make sure that they won't run out of money. Most will eventually die with sizable unspent savings they could have used to make their retirement more enjoyable.

The Retirement Income Covenant can do a lot of good, but it depends on your super fund, and whether they are prepared to act in the spirit of the Covenant.

It is easier for them not to, so that

is what will happen.

What superannuation funds should really be doing is to sit down with each member and decide how they are going to withdraw their savings once they retire. And that should happen before members retire, not after.

In most developed countries, superannuation funds offer pension plans to their members while those members are still working. In that way, members know what they are saving for and how they can use those savings when they retire.

It's why superannuation funds are called pension funds in those countries.

Australia is only slowly getting there, and that's putting it optimistically. APRA writes in its March 2022 letter to funds:

*The covenant does not specifically require [super funds] to develop or offer retirement income products. However, APRA and ASIC expect [super funds] will consider whether to make changes to any existing retirement income product offerings, including whether to offer products external to the [super fund's] own products, in the context of their specific circumstances.*

How helpful are APRA and ASIC?

They specifically write to Australian pension (super) funds to

specifically tell them they don't have to offer pensions to their members, when offering pensions is the most important thing they can do for their members!

Funds, says APRA, must consider making changes to their "existing retirement income offerings".

With one or two exceptions, funds offer "existing retirement income offerings" in the form of so-called 'account-based' pensions.

These operate essentially like cash bank accounts.

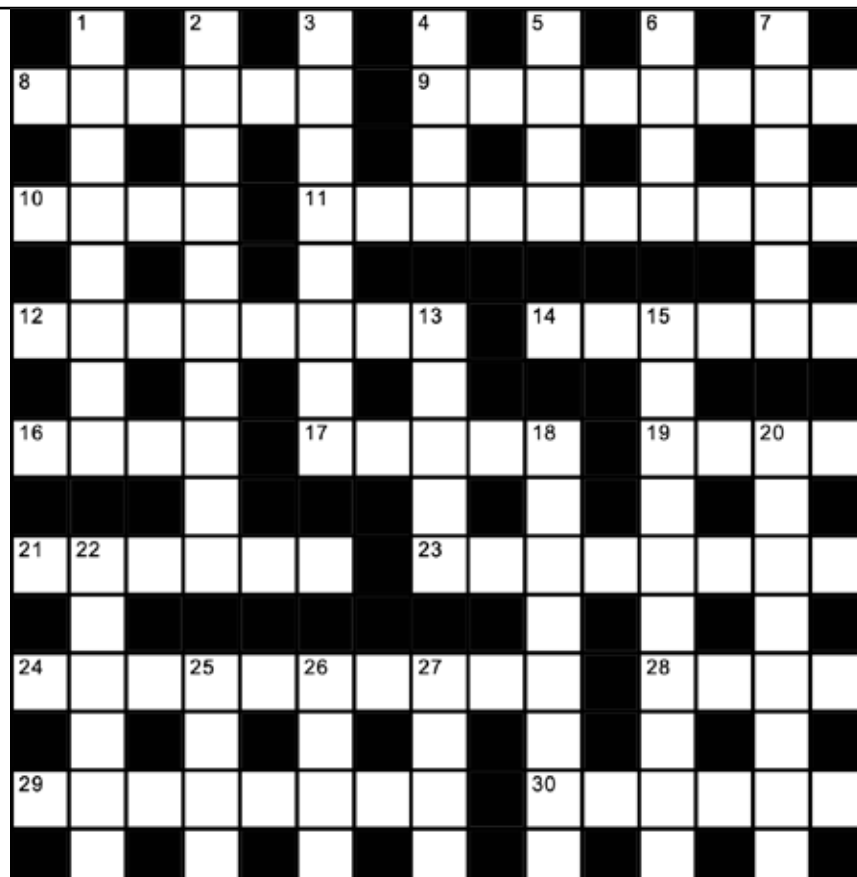
A retiree wanting to make a withdrawal has to cash in 'units'. A unit in a superannuation fund represents the dollar value of what the fund is invested in. So, a fund may own shares, real estate, bonds and cash. Add up the value of all those assets, divide them by the number of units a fund has issued, and you get the value of a single unit. The value of a unit varies from day to day. If the market is up, a unit may be worth \$2.50. If the market is down, a unit may be worth \$2.

If you want to get your groceries on a day the stock market is down, they'll cost you a whole lot more.

It's that crude, and calling an account-based pension a pension is a deception. It's a deception that APRA and ASIC are quite happy with.

## Crossword by Luke Koller

Across	Down
8 Performed by a choir	1 A theatrical performer
9 Etches into metal	2 Bread served with olive oil, tomatoes, herbs
10 Make use of	3 Causing fear
11 Make fresh again	4 Found on a tree
12 Cause to start burning	5 A cruel person
14 Not rough	6 German composer
16 A unit of speed for wind	7 Used to curdle milk
17 Norwegian composer	13 Smiles
19 Found at a birthday or wedding	15 Swing from side to side
21 Austrian composer	18 Male turkeys
23 Finnish composer	20 Joints of fingers
24 Avoiding waste	22 Spectacular tuberous flower
28 Requests	25 Something of no value
29 English composer	26 Food served
30 Wind onto or off a reel	27 Money



**Solution on back page**

## Super performance tests: pick the right super fund and hold on to your hat!

TALK about inflation, recession and market downturns gets a lot of people worried about their super.

Seeing your account balance drop is gut-wrenching, especially if you're close to retiring or already retired.

On the upside, if you are close to retiring or already retired, you will have been a witness to and participant in a few previous market-downturns. You know that markets bounce back and that doing nothing is often the best thing.

In the COVID market-downturn in 2020, Industry Super Australia says that many of its members tried to stem their losses by switching their super from equity investments to cash-only options.

The fact that its members were able to do this points to one of the drawbacks of choice-in-super.

While fund members close to, or in retirement may have learnt their lesson from previous downturns, the effect of any selling-at-the-bottom-of-the-market they have done in the past is still there.

Industry Super Australia commendably warns its members against making that mistake in the current market downturn. It calculated the loss a typical 35-year-old member with \$50,000 invested in a balanced industry fund option would make if that member switched to a cash option.

If that member had switched to a cash option in their super on

23 March 2020 when the market dropped to its lowest point switched back on 31 December 2021, they would have missed the market rebound.

Missing the market rebound would have cost that member \$20,000 then and between \$60,000 to \$70,000 eventually at retirement.

That's why sitting tight even when your savings seem to disappear before your very eyes is generally the best thing to do.

We say 'generally', because being able to sit tight safely does require your super fund to be a capable investor, and not all of them are.

In Australia's super system, there are two options. You can choose your own fund, called a Choice fund. Or you can let your employer pick a (default) MySuper fund.

If you are in a MySuper fund, you are completely dependent on your fund, including when the market plummets. You can't change a thing, and that may be just as well, provided your MySuper fund is good.

Last year for the first time, there was a MySuper Product Performance Test. The Test assessed eighty MySuper funds. Thirteen failed. That's 16 per cent, a frightening number.

According to SuperRatings, a superannuation research, consulting and ratings firm, ten of these failure funds have announced their intentions to either merge or exit the industry.

In other words, all thirteen funds are still doing their remaining members a profound disservice.

Three seem to have no plans to turn that around, while the other ten have said they might do something about it. Note that, tellingly, none have done a mea culpa and said that from now on they are going to give it a red-hot go.

This year the second round of the MySuper Performance Test is likely to again throw up a funds that fail and that will be prevented from accepting new members.

For the first time this year, the regulator, APRA, will also conduct a similar test of Choice super funds, where members have made a conscious decision to become a member of a particular fund.

SuperRatings has stolen a march on the regulator and conducted its own analysis of over 650 options across Trustee Directed Products, including Retail, Industry, Corporate, and Government funds, but excluding MySuper products.

The results from their analysis suggest that approximately one-in-five will fail the test.

That's also a frightening number.

APRA is expected to publish the results of their performance tests later this year.

It is always a good idea to make sure you're in a well-performing fund. The best generally available indicator for fund members of how good or bad their fund is the APRA test.

Pay close attention and take action if your fund turns out to be a bad penny.

Everyone else, stay where you are, sit tight and hold on to your hats.





# CPSA News

## Have hot water tank, can bust power bill!

1 AUGUST is when everyone starts paying through their nose for power.

Usage charges are going up by a quarter or thereabouts.

Even people who meet all their energy needs through solar panels are hit, with the fixed daily supply charge also increasing by around 25 per cent.

It always pays to be on the lookout for a good energy saving tip, but now especially so.

The problem is, if you follow up all the suggestions, you may find it not only overwhelming and confusing, it can seem like the best way to save energy and money is to cook dinner early and spend the rest of the night shivering in the dark.

However, here's a workable tip one CPSA member sent in.

Turn off your water heater and only put it on when you need it.

After waking up in the morning, this member flicks the water heater on while having breakfast, turns it off after about half an hour and has a shower. At night there's enough hot water left for doing the dishes.

In most households a water heater is the biggest energy using appliance, making up for about a third of total energy use.

With electricity bills averaging \$1,645 a year, reducing power usage for hot water can be a very simple and effective way of saving money.

You'll have to check how big the tank is on your hot water system to work out a switching-off routine that works for you.

Assuming you have a shower of 3 minutes maximum, you'll use around 20 litres of hot water. The only two other regular uses of hot water for most people would be to do the dishes and their laundry. The dishes would use about five litres. A front loader washing machine uses about 20 litres of hot water if you use a cold rinse and no hot water at all if you wash in cold water, which is just as effective.

As long as your tank is big enough and insulated properly, after heating it up in the morning your hot water

should last you all day, maybe even two!

Most modern hot water tanks come with good insulation and older models can easily be upgraded with water heater jackets and pipe lagging from a hardware store.

And if you do run out of hot water, all you need to do is flick the heater on for half an hour or so for it to warm up again and you're good for at least another day.

To prevent contamination with the legionella bacterium, which can cause legionnaires' disease, heat your tank at least every second day. If you switch off your water tank for a longer absence from home, heat water for at least half an hour before use. Also, flush all your taps and shower outlets for at least 15 seconds.



### Cancellation of CPSA Annual Conference

CPSA Executive considers that in view of the continuing risks arising from COVID-19, it is not practically possible or safe to hold the Annual Conference this year.

### CPSA Annual General Meeting

The Association's 2022 Annual General Meeting will be held at 11.00 am (Sydney time) on **Wednesday 26 October 2022** at Rydges Sydney Central Hotel, 28 Albion Street, Surry Hills.

A formal notice for the 2022 Annual General Meeting will be circulated to each Association General Meeting Delegate and each Branch, each Area Council and each Affiliate at least 21 days in advance of the meeting.

The closing date for the receipt of agenda items, including constitutional amendments, is 4:00 pm (Sydney time) on **26 August 2022**.

### Nominations to the CPSA Executive

Under the CPSA Constitution the terms of all CPSA Executive Members will expire at the end of the 2022 Annual General Meeting.

In view of the COVID-19 situation the CPSA Executive has resolved that the election of CPSA Executive Members (if required) will be conducted by postal ballot pursuant to the Associations Incorporation Regulations. To ensure that any postal ballot can be conducted efficiently Branches should notify Head Office of the persons appointed as their Delegates no later than 4.00pm (Sydney time) on **Friday 23 September 2022**.

The CPSA Returning Officer hereby calls for nominations of candidates for election to the CPSA Executive.

Official nomination forms duly completed and signed by the nominator, seconder and candidate plus the candidates CV with referees must be received by CPSA's Returning Officer, no later than Midday (Sydney time) on **13 September 2022**.

Nomination forms are being distributed to Branch/Area Council Secretaries. Additional copies are available from Head Office. Call 1800 451 488.

Bob Jay, OAM  
CPSA Secretary



# CPSA News



## ANNUAL GENERAL MEETING 2022



**Wednesday 26 October**

Registration at 10.00 – AGM starts at 11.00

This year you can attend the AGM from your home via your computer, tablet or phone, or you can attend in person at Rydges Sydney Central Hotel, 28 Albion Street, Surry Hills



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CPSA's  
FUTURE**

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(up to 2 nights)  
for each  
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**For more information contact CPSA Head Office: 1800 451 488 or [cpsa@cpsa.org.au](mailto:cpsa@cpsa.org.au)**

In line with CPSA's constitution, Branches, Area Councils and Affiliates should meet and appoint their Association General Meeting Delegates and give notice of the persons so appointed to CPSA Head Office prior to the AGM. Members who are not appointed as Delegates are welcome to attend as Observers. Delegates are entitled to vote and speak at an AGM but Observers are not entitled to vote and speak at an AGM.

To ensure adequate notice is given to the caterers as well as NSW Transport for the booking of rail warrants, and to also ensure that attendees receive their meeting papers at least three weeks prior to the AGM, Delegates and Observers are requested to be registered by Friday 23 September.



## Here's how Govt can raise the pension and have plenty of money to spare

TAX breaks are wonderful things if you can get them.

CPSA News is listing a few of the main, most well-known tax breaks, added up how much they are worth a year and then compared the total with the cost of the pension and unemployment benefits, which go to just under a quarter of a million Australians over-55.

Making the family home exempt from Capital Gains Tax costs the Commonwealth \$34.5 billion a year in forfeited revenue.

Incidentally, we note here that in the media, who generally would own the home they live in, there is always a lot more attention given to including the family home in the pension assets test than making people pay Capital Gains Tax when they sell the family home.

The 50 per cent capital gains discount for individual investors and trusts costs the Commonwealth another \$11.8 billion a year, including for investment properties and shares.

Removing the Capital Gains Tax Exemption for the family home combined with the discount on the Capital Gains Tax exemption would yield a total of \$80.8 billion.

We're not saying that these tax breaks should be removed, but as you can see, they cost a lot in forfeited tax revenue. People who benefit generally don't want those breaks removed.

But say those breaks were

removed, the kitty for a pension rise would stand at \$80.8 billion a year!

Superannuation tax breaks cost the budget more than \$45 billion a year, for before-tax earnings (\$22.6 billion), before-tax contributions (\$20.5 billion) and capital gains (\$2.6 billion).

But superannuation can only work with tax breaks, so removing them would disadvantage everyone.

But as the independent federal Parliamentary Budget Office (PBO) calculated, changing the concessional superannuation contribution tax rate from 15 per cent to 32 per cent for people earning more than an eye-watering \$180,000 a year would raise \$4.2 billion a year.

Now, the kitty for a pension rise stands at \$85 billion a year!

In GST, \$30 billion a year is forfeited in tax revenue due to exemptions on fresh food, health, education, water, sewerage and drainage.

GST is very unpopular, but remember, we are calculating how much each tax break costs and trying to find money for a decent pension. So, let's go with extending the GST, and all of a sudden, the kitty for a pension rise stands at \$115 billion a year.

Accelerated depreciation tax breaks for businesses cost \$9.3 billion.

Income tax concessions on the private health insurance rebate add up to \$1.5 billion a year. Great if you afford private health insurance, but of no use at all to those at the mercy of a stingy Medicare system and

medical specialists who can charge what they feel like.

So, removing all those tax breaks would bring the total kitty for a pension rise totals \$116 billion a year!

It's also not counting a whole heap of other tax breaks, but we've got enough in the kitty to make our comparison with the cost of the pension and the JobSeeker Payment.

So, \$116 billion in the kitty, while the combined annual cost of the Age Pension, the Disability Support Pension, the Carer Payment and the JobSeeker Payment is \$111 billion.

Easy-peasy, the Government could double the pension and unemployment benefits and still have \$5 billion in change!

Only kidding!

Hands up everyone who wouldn't lose if the tax breaks discussed here were removed!

But it is clear that with the value of the most common tax-breaks exceeding the spending on pensions and unemployment benefits, something could be done for the most disadvantaged.

The most disadvantaged don't own a family home, an investment property, and they don't have a business and have nothing on which to fast-track depreciation. They don't have private health insurance. Their only tax-break is paying no GST on the essentials which is all they can barely afford.

With 23 per cent of older Australians living in poverty according to the OECD, something *must* be done.





## What will kill you?

INFECTIOUS diseases are no longer among the leading causes of death.

According to the Australian Institute of Health and Welfare (AIHW), there have been six million confirmed cases of COVID-19 infection and 7,000 deaths as at 30 April this year.

This already hints at the explanation as to why infectious diseases are no longer among the leading causes of death. Medical science has become very good at controlling outbreaks and saving people who get a potentially fatal infectious disease.

But if one thing doesn't kill you, another thing will eventually.

The AIHW's report Australia's

health 2022 does say that over the last century, "death rates have continuously declined", but obviously this statement relates to particular diseases and conditions causing death, not the fact that in the end the total death rate is 100 per cent.

Heart disease is the overall leading cause of death among older Australians, but it's being jostled by dementia, which is a leading and growing cause of death among older Australians.

Looking at two years of data (2018 to 2020), there were clear differences in the leading cause of death the older people get.

The leading cause of death in the 65 to 74 age bracket is lung cancer

followed by heart disease.

For 75 to 84-year-olds, heart disease is the main killer.

Anyone older than that has a one-in-five chance of dying from dementia and a one-in-seven chance of dying from heart disease.

The AIHW top 5 lists heart disease as the main killer of men, with dementia running second. For women, it's just the other way around, dementia first, heart disease second.

Third and fourth for men are lung cancer and strokes respectively. Again, toggle the two for women, where strokes kill more than does lung cancer.

Fifth most common cause of death is prostate cancer for men and breast cancer for women.

Meanwhile, the life expectancy of Australians continues to go up, and this is the reason why the AIHW fingers dementia as the most likely killer in years to come.

It does put things in perspective. Clearly, relentlessly pushing up life expectancy just as relentlessly pushes up the chance of people dying from dementia.

Increased life expectancy typically gets celebrated in media stories, while rising rates of dementia are lamented.

But you can't have one without the other.



## How to have heart failure but not a heart attack

HEART failure doesn't mean that your heart has stopped.

Heart failure means that your heart is failing to keep up with your body's demands. It means that the heart is unable to pump enough blood through the body to meet its nutritional needs. This can be because the heart is unable to fill with enough blood, or because its pumping action isn't strong enough. Or both.

So, you can have heart failure without having a heart attack.

But if you have heart failure, the risk of a heart attack increases.

It's bit like a leaky roof, which you don't notice until it starts raining.

But with early diagnosis,

treatment and lifestyle changes, a person with heart failure can reduce their risk of having a heart attack. Very importantly, they can also improve their quality of life.

Neglected heart failure is the number one cause of hospitalisation in Australians over the age of 65, according to heart health charity hearts4hearts.

One-in-three of patients admitted to hospital with heart failure in Australia are readmitted within two to three months.

So, if you are over-65, this should give you something to think about.

Common heart failure symptoms can often be dismissed as other health issues or even old age.

Recognising symptoms is key to early diagnosis and the best health

outcomes.

Symptoms can include any of the following and should be discussed with your GP:

- Shortness of breath during minimal exercise or exertion
- Needing to use extra pillows when lying down to breathe easier
- Irregular heartbeat or palpitations
- Swelling of legs, feet, or stomach
- Coughing/wheezing
- Weight gain over a short period of time (for example, more than two kilos over two days)
- Extreme tiredness, low energy, or no energy
- Loss of appetite



## Sleeping less and wanting to do something about it?

THE older you get, the less you sleep, is what you often hear, and it's true. Typically, babies and infants sleep 11 to 17 hours a day, whereas people over 65 sleep between 7 to 8 hours. Teenagers sleep between 8 to 11 hours.

Sleeping less as you get older is natural and doesn't necessarily mean you're a problem sleeper.

An estimated twenty per cent of people of all ages do find it difficult to go to sleep from time to time. Half of those have insomnia. Insomnia means not sleeping well three times a week for three months or longer.

A feature of insomnia is that it interferes with activities during the day because of headaches or being irritable, for example.

If you don't sleep much but are fine during the day, you're not an insomniac.

During the first cycle, sleep is very light. It's visible on an electroencephalogram, better known (and more easily pronounceable) as an EEG, which measures electrical activity in the brain using small, metal discs attached to the head.

During the first cycle of light sleep, alpha waves disappear. Alpha waves are an electrical rhythm of the brain with a frequency of approximately 8 to 13 cycles per second associated with a state of wakeful relaxation.

But light sleep is not sufficient for a good night's rest.

Via an intermediary cycle, (recognisable on an EEG through a different category of waves), you reach the deep sleep cycle.

This is followed by the rapid-eye-movement (REM) cycle, or the very-deep sleep cycle, when brain waves indicate a high level of activity in the brain, while your muscles relax.

It takes about ninety minutes to go from light sleep to very-deep sleep, and this pattern repeats itself during the night. At first, the REM or very-deep sleep lasts only a short time, sometimes only a minute. Towards the end of the night, REM sleep can last 15 minutes or longer.

During REM sleep, your dreams are the most intense, with plenty of colour and improbable events.

Deep and very-deep sleep relax both body and mind, improving your ability to concentrate and regulate your emotions once awake.

Incidentally, it's exactly those two important sleep cycles which are not as prominent in people who use sleeping tablets. Taking sleeping tablets results in a surrogate sleep. Sleeping tablets don't make you go to sleep but are just enough to make you not awake.

Insomniacs tend to be at the receiving end of well-intentioned tips, such as not to drink anything with caffeine in it. But suffering from insomnia is just that: you suffer, and

this means that insomniacs as a rule do everything that facilitates sleep.

Being an insomniac or a just a bad sleeper isn't necessarily the result of bad habits or the absence of good ones. Genetics also play a big part.

Plus, scientists simply don't yet know everything about sleep.

Research suggests that insomnia in many cases goes hand in hand with increased vigilance. People who were raised in unsafe environments and had to be wary of threats appear to be more likely to suffer from insomnia in later life.

Those with clear and persistent sleep problems need to go and see their GP for a referral to a sleep clinic or medical specialist.

For those of us who sometimes struggle with sleep, the best thing to do when you can't sleep is to get up and go and do something relaxing away from your bed. To date, it's the most effective and common therapy. Don't stay in bed and get more and more frustrated.

The other thing to do is to maintain your biological clock and have a set time at which you get up, even if you went to bed later than usual.

And don't be tempted to drink alcohol to encourage sleep. The body fights the sleep-inducing property of alcohol, and you'll wake up as soon as the effect has worn off.





# 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**  
**1800 226 028**

**British Pensions in  
Australia**  
**1300 308 353**

## HOUSING

**Housing NSW**  
Public and community housing  
**1800 422 322**

**Tenants' Union Advice Line**  
**1800 251 101**

**Tenancy Advice & Advocacy  
Service**  
Find your local service  
[tenants.org.au](http://tenants.org.au)

Find the help you need with  
**myagedcare**

**1800 200 422**  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)



## GOODS & SERVICES

**NSW Energy & Water  
Ombudsman (EWON)**  
**1800 246 545**

**Telecommunications  
Industry Ombudsman**  
**1800 062 058**

**NSW Seniors Card**  
**13 77 88**

**No Interest Loans Scheme**  
Loans to purchase essential  
household items  
**13 64 57**

**Energy Made Easy**  
Price comparisons  
**1300 585 165**  
[energymadeeasy.gov.au](http://energymadeeasy.gov.au)

**NSW Ageing and  
Disability Abuse  
Helpline**



**1800 628 221**  
(Mon-Fri 9-5)

**medicare**

**132 011**

24/7  
GENERAL ENQUIRIES  
HELPLINE

**Advance Care  
Planning Australia**

BE OPEN | BE READY | BE HEARD

**1300 208 582**

PLANNING  
FUTURE HEALTHCARE  
PREFERENCES

**ndis**

National Disability  
Insurance Scheme

**1800 800 110**

DISABILITY  
SUPPORT FOR  
PEOPLE UNDER 65



**afca**  
Australian Financial  
Complaints Authority

**1800 931 678**

DISPUTE RESOLUTION  
FOR FINANCIAL  
SERVICES

## HEALTH, WELLBEING & TRANSPORT

**Office of Hearing Services**  
Subsidised hearing aids  
**1800 500 726**

**National Dementia Helpline**  
**1800 100 500**

**VisionCare**  
Subsidised spectacles  
**1300 847 466**

**Taxi Transport Subsidy  
Scheme**  
[transport.nsw.gov.au/ttss](http://transport.nsw.gov.au/ttss)  
**1800 623 724**

**National Continence Helpline**  
**1800 330 066**

**Rape Crisis Centre**  
24hours/7days  
**1800 424 017**

**National Domestic Violence  
Helpline**  
**1800 200 526**

**NSW Health Care Commission**  
**1800 043 159**

**Carers NSW**  
**1800 242 636**

**Aged Care Complaints  
Commissioner**  
**1800 951 822**

**Lifeline**  
**13 11 14**

**Australian Men's Sheds**  
**1300 550 009**

**NSW Public Dental Health  
Services**  
Call NSW Health for details  
**1800 639 398**

**Cancer Council NSW**  
**13 11 20**

**Exit International**  
Information about euthanasia  
**1300 103 948**

**Mental Health Crisis Team**  
24/7 for mentally ill people in crisis  
**6205 1065**

## LEGAL

**Seniors Rights Service**  
Retirement village advocacy  
**1800 424 079**

**Fair Trading**  
Rental bond and tenancy info  
**13 32 20**

**Law Access**  
Referrals for legal help  
**1300 888 529**

**NSW Dispute Resolution**  
**1800 990 777**

**Women's Legal Services  
NSW**  
Family law, domestic, violence,  
sexual assault & discrimination  
**1800 801 501**

## RIGHTS

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

**Commonwealth  
Ombudsman**  
**1300 362 072**

**NSW Ombudsman's Office**  
**1800 451 524**

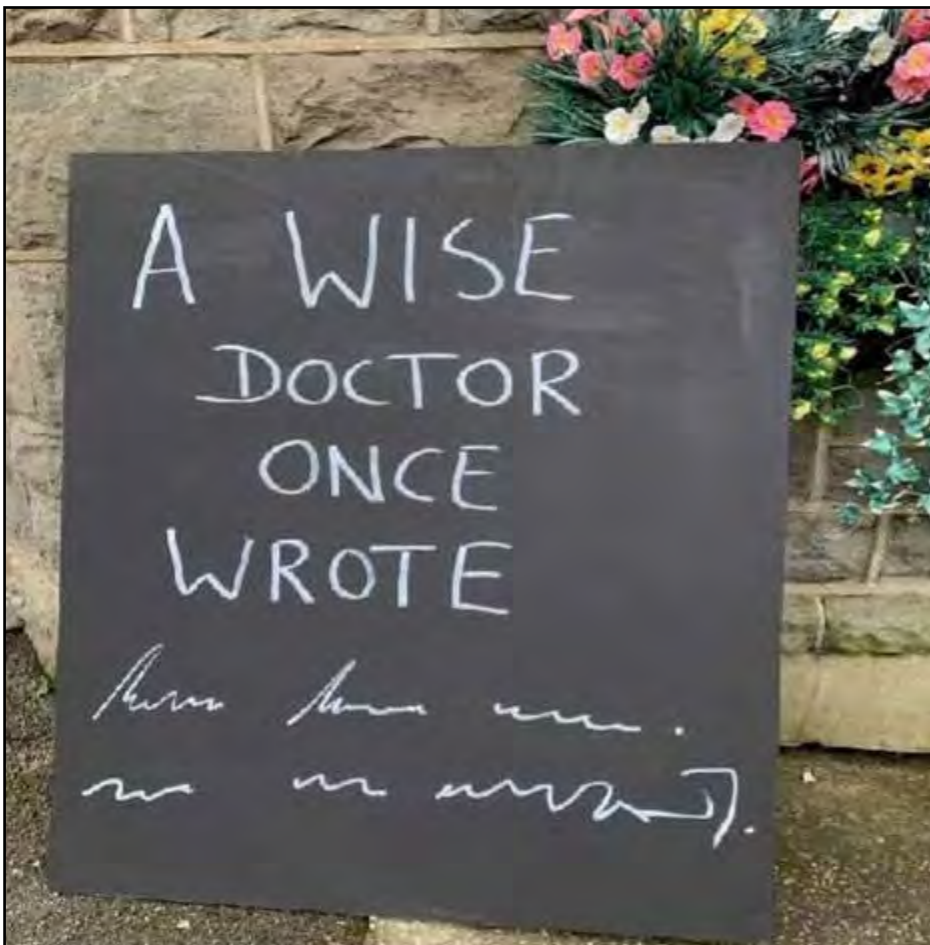
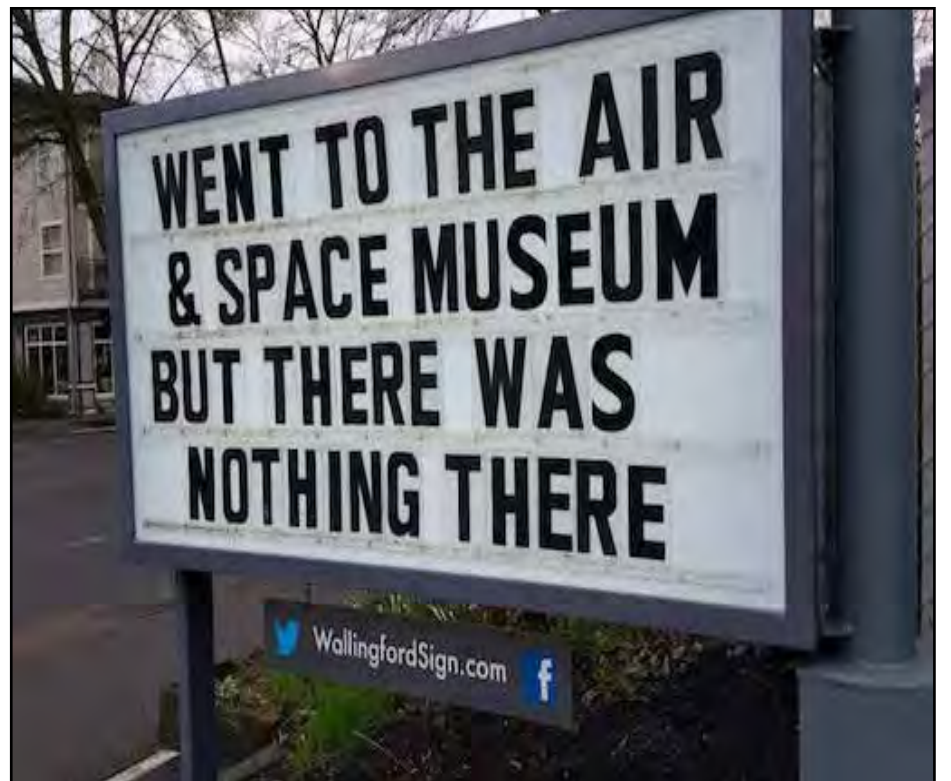
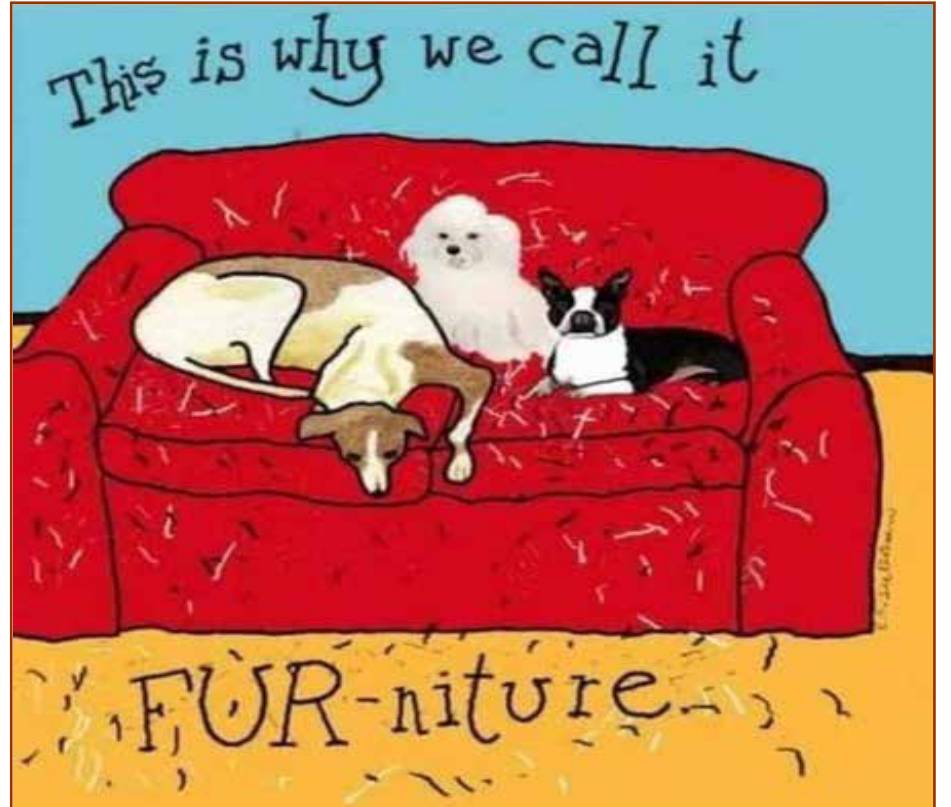
**NSW Trustee and Guardian**  
**1300 360 466**

**Guardianship Tribunal**  
**1300 006 228**

**Older Persons  
Advocacy Network (OPAN)**  
Individual advocacy for aged  
care recipients  
**1800 700 600**



# Giggle Page



### Crossword Solution

Crossword on Page 4

	1	T		2	B		3	A		4	L		5	O		6	B		7	R	
8	C	H	O	R	A	L				9	E	N	G	R	A	V	E	S			
		E		U		A				A		R		C		N					
10	U	S	E	S			11	R	E	F	R	E	S	H	I	N	G				
		P		C		M														E	
12	L	I	G	H	T	I	N	G			13			14	S	M	O	O	T	H	
		A		E		N		R									S				
16	K	N	O	T			17	G	R	I	E	G			18		19	C	A	K	E
				T						N		O			I		N				
21	M	O	Z	A	R	T				23	S	I	B	E	L	I	U	S			
		R										B			L		C				
24	E	C	O	N	O	M	I	C	A	L					28	A	S	K	S		
		H		U		E		A		E		T			L						
29	W	I	L	L	I	A	M	S			30	R	E	E	L	E	D				
		D		L		L		H			S		D		S						