

INCOME SUPPORT PAYMENTS, PENSIONS & COMMONWEALTH RENT ASSISTANCE TO INCREASE FROM SEPTEMBER 20



THE Department of Social Services (DSS) applies indexation to several pensions and payments in March and September each year, based on changes to the Consumer Price Index (CPI) or the Pensioner and Beneficiary Living Cost Index (PBLCI). In the past six months, CPI has increased by 2% and the PBLCI has gone up by 2.6%.

As a result, the maximum basic rate for the Age Pension, Carer Payment and Disability Support Pension (DSP) will go up by 2.6% and the pension supplement will increase by 2%.

Single/couple separated due to ill health: The current maximum payment is \$1,116.30 each fortnight. From September 20 this will go up

to \$1,144.40, which is an increase of \$28.10.

Couples combined rate: The current maximum fortnightly combined payment is \$1,682.80. From September 20 this will go up to \$1,725.20. This is an increase of \$42.40 each fortnight, or \$21.20 each.

Please note that these figures are an estimate as the final indexation amounts had not yet been announced when *THE VOICE* went to print - however, our estimates for the last indexation were accurate within 10 cents.

The maximum rate of JobSeeker Payment will also increase by 2%.

Single, no children: The current maximum payment is \$762.70, which will be boosted to \$778 a fortnight.

This is an increase of \$15.30.

Single, 55 or older, after 9 continuous months on an income support payment: The current maximum payment is \$816.90. This will go up to \$833.20, an increase of \$16.30.

Partnered: The maximum payment is currently \$698.30, which will go up to \$712.30. This is an increase of \$14 per fortnight.

These increases are slightly higher than the 1.8% we saw in March, though unfortunately this reflects a higher rate of inflation.

Recent predictions from the Reserve Bank of Australia suggest that inflation won't drop to the target

Continued page 3

CPSA Letters

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THE VOICE

OF PENSIONERS AND SUPERANNUANTS

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Centrelink 'customer service' in crisis

I AM a 75-year-old pensioner, retired after spending all my working life on the tools. I have no wife or children and am 100% computer illiterate and technophobic.

Recently I phoned the Centrelink 'Older Australians' number (132 300) expecting to speak to a real person but was shocked to hear a load of technical and literal jargon and instructions, none of which made any sense to me. Rather than go through another case of atrial fibrillation I hung up and called CPSA for help.

To me this experience is just another example of ageism, and the cause of sadness, stress and anxiety. There are nearly 1.4 million Australians who are also computer illiterate and are not tech savvy. Of the 1.4 million, most of them would be 'older Australians', the forgotten souls who need to speak to a real person the moment we ring and not be subjected to this torture. We need to be respected for our contribution and not be put in the 'waiting for them to die' box.

'Fed Up'; Name supplied

Not fair and not fine

RATHER than imposing uniform fines on all offenders, including pensioners,

polymakers should consider alternative approaches to address traffic offences.

One possible solution is to implement sliding scales for fines based on income or financial circumstances. This approach would ensure that penalties are fair and proportionate, taking into account the individual's ability to pay.

Additionally, offering educational programs or community service as alternatives to fines can help promote safe driving practices while avoiding undue financial burden on vulnerable populations like pensioners.

Pensioners should not be fined the same penalty as wealthy individuals for traffic offences due to the disparities in financial resources, the contributions they have made to society, and the challenges they may face in their later years.

By recognizing the unique circumstances of pensioners and implementing fair and compassionate approaches to addressing traffic infractions, we can uphold the principles of justice and equity in our society. It is essential to consider the needs and vulnerabilities of all individuals, including pensioners, in our efforts to promote road safety and responsible driving behaviour.

Dr Jason M. Spencer



COMBINED PENSIONERS &
SUPERANNUANTS ASSOCIATION

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 I 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

Fees, fees, and more fees

THE electronic process termed “digitalisation” effectively inserts an “agent” between every buyer and seller which inflates costs to the consumer and enhances profits. Surcharges levied by banks and credit card companies fit this description. Surcharges are not a flat fee, they escalate with price so there is an incentive to keep hiking prices. Again, the lowly consumer is the cash cow.

Helen Ducker

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 2023/24 Annual Report to be posted to you. Alternatively, copies can be obtained online at

www.cpsa.org.au/about-combined-pensioners-and-superannuants-association/

From page 1

rate of 2-3% until late 2026 at the earliest, but things remain uncertain.

This uncertainty would be less impactful if pensions and payments were indexed more regularly. As things are, those who rely on income support payments are forever playing catch-up with inflation as indexation only occurs once every 6 months, based on price increases that have already happened.

In slightly better news, for those who receive Commonwealth Rent Assistance (CRA), the extra 10% boost announced in this year’s Federal Budget will come into play from the next indexation date. This will be added to the usual CPI increase, meaning that the maximum rate of CRA will increase by 12% from September 20. For those receiving the maximum rate of \$188.20, this should mean an extra \$22.60 each fortnight. This follows a 15 per cent increase last September. CRA is indexed annually.

It may seem reasonable to expect to see the full increase in the first payment due after 20 September, but unfortunately that won’t be the case.

Call for letters to the editor: we need you!

If you have comments about an article or any other topic, please consider sending a Letter to the Editor. We have heard from readers that they enjoy comments from other Members and subscribers, but we aren’t Dorothy Dix...we can’t write them ourselves!

It would be helpful if you could let us know whether you would like us to include your letter or comments in a future edition of *THE VOICE*, and whether we have permission to include your name. Contributions are welcome and appreciated, so please do drop us a line if you feel so inclined.

You can get in touch with us via email at voice@cpsa.org.au or by sending a letter to:

CPSA
LEVEL 3
17-21 MACQUARIE STREET
PARRAMATTA NSW 2150



Centrelink payments are generally paid fortnightly, but they are calculated based on a daily rate and paid in arrears. This means that by the time you get paid, the dates you’re being paid for have already passed.

So, the first payment you receive after the indexation date will be at least a few dollars less than expected, because there will have been a few days in the payment period where the old rate applied rather than the new rate.

However, by the time your second payment in October rolls around, you should be receiving the full amount.

Finally, please be aware that **no**

bonus for pensioners has been announced by the Australian Government.

Over the past several months CPSA has received emails and calls asking for information on a Centrelink bonus for pensioners. The amount of money that has been mentioned varies, but is often either \$400, \$750 or \$1,500.

There have been similar payments in the past, but unfortunately there is nothing in the pipeline currently. If any such bonus is announced, please be assured that we will share that news. In the meantime, we urge you to be wary of anything that seems too good to be true.

CENTRELINK INDEXATION ESTIMATES

SEPTEMBER 2024

AGE PENSION, CARER PAYMENT & DISABILITY SUPPORT PENSION (DSP)	Current maximum fortnightly rate	Expected rate from September 2024	Fortnightly increase
<ul style="list-style-type: none"> Single Couple separated due to ill health 	\$1,116.30	\$1,144.40	\$28.10
<ul style="list-style-type: none"> Couple (each) 	\$841.40	\$862.60	\$21.20
<ul style="list-style-type: none"> Couple (combined) 	\$1,682.80	\$1,725.20	\$42.40

CPSA News

CPSA ANNUAL CONFERENCE 2024

CPSA's 2024 Annual Conference will be held in Sydney on Tuesday 29 and Wednesday 30 October. This year you can also attend Annual Conference from your home, on your laptop or desktop computer, tablet or phone.

Conference offers CPSA Members and Affiliates the chance to be involved in policy development, to hear from guest speakers and to meet other Members.

CPSA Members who have not been elected by their Branch or Affiliate to be an Association General Meeting Delegate, including those who do not belong to a CPSA Branch, can register as an Observer. Registration is free. In addition, CPSA will provide free train travel for attendees from the country. Reimbursement for out-of-Sydney Delegates' accommodation is up to \$220 per night for up to three nights. Conference will be held at the same venue as last year's Annual General Meeting: Rydges Sydney Central Hotel, 28 Albion Street, Surry Hills. The venue is close to Central Station. For further information, call CPSA Head Office on 1800 451 488. The closing date for the receipt of agenda items and policy motions is 4:00 pm on Friday 30 August 2024. A formal notice for the 2024 Annual Conference will be circulated to each Association General Meeting Delegate, each Branch and each Affiliate at least 21 days in advance of Conference.

CPSA ANNUAL GENERAL MEETING (AGM)

The Association's 2024 Annual General Meeting will be held at 12.45 pm on Tuesday 29 October 2024 at Rydges Sydney Central Hotel, 28 Albion Street, Surry Hills. Participants can also attend CPSA's Annual General Meeting remotely using a desktop computer, laptop, tablet or phone.

A formal notice for the 2024 Annual General Meeting will be circulated to each Association General Meeting Delegate, each Branch and each Affiliate at least 21 days in advance of the meeting.

The closing date for the receipt of agenda items from Branches, including constitutional amendments, is 4:00 pm on Friday 30 August 2024.

Barbara O'Brien OAM
CPSA Secretary



Nominations for election to the CPSA Executive

Under the CPSA Constitution the terms of six Elected CPSA Executive Members will expire at the end of the 2024 Conference. [As there may be up to 12 Elected CPSA Members there will be 7 vacancies to fill at the election.]

The CPSA Returning Officer hereby calls for nominations of candidates for election as Elected CPSA Executive Members. Official nomination forms duly completed and signed by the nominator, seconder and candidate plus the candidate's CV (which must also set out the names and contact details of two referees) must be received by the CPSA Returning Officer, no later than 5:00pm (Sydney time) on Monday 16 September 2024. Nomination forms are being distributed to Branch Secretaries. Additional copies are available from Head Office. Call 1800 451 488.

John Hollis
CPSA Returning Officer

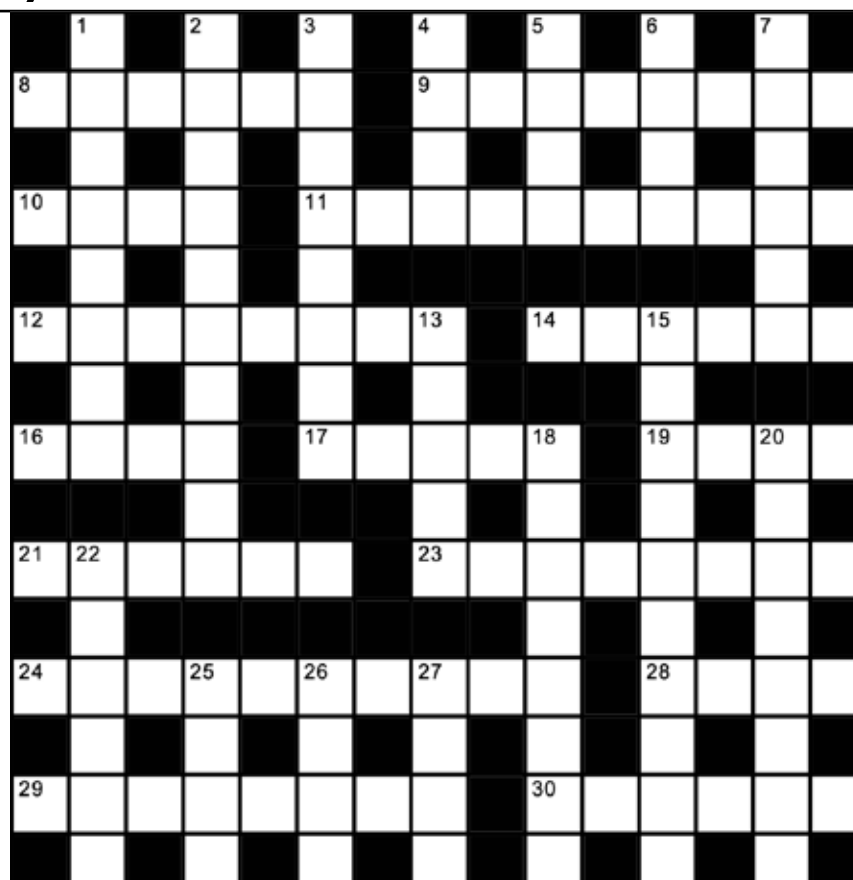
Crossword by Luke Koller

Across

- 8 List of items to be discussed
- 9 Ancient jars with two handles
- 10 Metric weight measurement
- 11 Large meeting
- 12 Reference to a source
- 14 Hard-shelled insect
- 16 Opposed to
- 17 Small notches
- 19 Solemn promise
- 21 An organisation providing a service
- 23 A particular time of year
- 24 Hundredth anniversary
- 28 Not actively occupied
- 29 Unwilling to change one's mind
- 30 Steps between floors

Down

- 1 Initiating combustion
- 2 A comment on a document
- 3 Give permission
- 4 First light of day
- 5 Vaulted recess on a building
- 6 Express choice in an election
- 7 Call off
- 13 The tapered part of bottles
- 15 Thrifty
- 18 Uninterrupted
- 20 Towed behind vehicles
- 22 Visitors
- 25 Vessels for holding liquids
- 26 Midday
- 27 Guesthouses



Solution on back page

CPSA News



CONFERENCE & AGM 2024



ALL CPSA MEMBERS ARE WELCOME TO ATTEND

Tuesday 29 & Wednesday 30 October
Rydges Sydney Central Hotel, 28 Albion Street, Surry Hills



**HELP SHAPE
CPSA's
FUTURE**

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CAN ATTEND FROM
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PER NIGHT
(up to 3 nights)
for out-of-Sydney
Branch & Affiliate
Delegates**

**MEET OTHER
MEMBERS OVER
MORNING TEA
AND LUNCH
+ AFTERNOON
TEA TUESDAY**



Rydges Sydney Central

**Just a 350m walk from
Central Station and on
the doorstep of the CBD.
Listen to great guest speakers
and in your free time, enjoy
the sights and sounds of
the city with fellow
Members and friends.**

For more information contact CPSA Head Office: 1800 451 488 or cpsa@cpsa.org.au

In line with CPSA's constitution, Branches should appoint their Association General Meeting Delegates at a Branch meeting and give notice of the persons so appointed to CPSA Head Office prior to the Conference and AGM. Members who are not appointed as Delegates are welcome to attend as Observers. Delegates are entitled to vote and speak at Conference and the 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 27 September.

CPSA News

ARE YOU INTERESTED IN ATTENDING ALL OR PART OF THE 2024 CONFERENCE & AGM, BUT CAN'T GET THERE IN PERSON?

IF YOU (OR YOUR BRANCH) HAVE ACCESS TO A COMPUTER WITH AN INTERNET CONNECTION YOU CAN JOIN IN ONLINE! BRANCHES WILL ALSO NEED TO HAVE A LARGE SCREEN OR A WHITE WALL AND A DATA PROJECTOR.



CALL LUKE AT HEAD OFFICE ON 1800 451 488 OR EMAIL CPSA@CPSA.ORG.AU FOR MORE INFO

New research shows promise for joint health

CARTILAGE plays an essential role in the function of our joints and in long term joint health. Within our joints, cartilage covers and protects the ends of bones, providing a cushioning surface to protect against impacts, and to prevent bones from rubbing against each other.

But while much of our body is able to repair itself after an injury, cartilage has very little regenerative capacity. This means that it is much less capable of healing itself

compared to our bones, muscles or skin.

New research may one day change that.

Researchers from Northwestern University in the United States have recently developed a goo-like material that could help repair joint cartilage. As part of their experiment, the researchers applied the material to sheep with damaged cartilage.

Sheep, like humans, have cartilage that cannot easily repair itself. They also experience similar weight and impact on their joints, relative to their size. This makes them more

useful for research involving joint health compared to a lot of other animals, because the findings can more accurately predict how different treatments may work in humans.

Within just six months, the sheep's joints had begun to repair themselves and showed evidence of newly grown, high-quality cartilage.

Current treatments to repair cartilage in knee joints often involve 'microfracture surgery'. During this process, tiny fractures are made in the bone below a layer of cartilage.

As the bone heals from these tiny

Find-A-Word by Luke Koller

D O R V A L E D U L L E S V T		
G F H K N C X N Z R C Z N E A		
F O O A Y U O C J X O E C D C		
S R O D M D K G A T W I C K O		
P T S G M B M O D N N Z S N M		
E S E L M X U L V E D A I S A		
K T E G E L I R V O R P I L Y		
E J L Q B W M B G Y M K G O Z		
F O R N E B U K K A Y A L D V		
Y H N L I N A R I T A S M U A		
E N D O J T E C N E O T A I L		
A I J G I K Y R R Y A R P C E		
D X F A N T U A Y S M U L I T		
O K K N G H H N A D I P I Y T		
N O R T H O L T D U M O N T A		
	AIRPORTS	
Beijing	Kai Tak	Tacoma
Ciampino	Kastrup	Tegel
Dorval	Kerkyra	Valetta
Dulles	Lod	Venice
Dumont	Logan	Vnukovo
Dyce	Maplin	Yeadon
Elmdon	Nadi	
Ezeiza	Narita	
Fornebu	Northolt	
Fort St. John	O'Hare	
Gatwick	Orly	
Hamburg	Oslo	
Hurn	Rhoose	
Idlewild	Roissy	
JFK	Speke	

Solution on back page

fractures, it also produces cells that build additional cartilage and repair damage in the joint.

However, the cartilage regenerated through this process can often be a different type of cartilage than that found in our joints naturally, which can be less flexible and durable than our original joint tissue.

By repairing and regenerating the same type of cartilage that normally exists in our joints, the new material developed by the Researchers at Northwestern could provide a better alternative to the current approach.

Joint health can be a major concern for older people, as cartilage in joints can become thinner with age or lack of use. Serious injuries can also cause damage to cartilage, and because cartilage cannot easily

repair itself, many joint injuries can permanently weaken the joint or require surgery or intervention.

Osteoarthritis, a condition that degrades the cushioning layer of cartilage between joints and causes bones to rub together and become inflamed, is also more common

among older people, especially post-menopausal women.

If we are able to help cartilage repair itself, then this could significantly improve the long-term wellbeing of people who suffer from joint pain and conditions that affect joints.



3G shutdown delayed again

IN response to pressure from the Australian Government and consumer advocates, Telstra and Optus have agreed to push back the shutdown of their 3G networks until October 28.

The telcos have been planning to end 3G coverage for some time now, but there has been a lot of concern that the shutdown of the network will leave many people without the ability to contact emergency services, while many mobile connected medical devices such as fall alerts and pacemakers may also lose connectivity.

So why is the network being shut down?

Networks for mobiles use radio waves to transmit signals over long distances. Just like when you tune a radio dial to reach a specific station, mobile devices use specific signals when they connect to the network to make calls.

3G refers to the third generation of mobile network technology. It was followed by 4G and now 5G are subsequent generations that have improved on the technology to provide faster and clearer connections that are less prone to interference.

As these new generations of mobile network technology have

been developed and rolled out, they have taken up more and more of the available radio frequency spectrum. Think of it as new radio stations being added to your dial, each one taking up a different frequency on the radio spectrum.

The problem is, there is a limit on the available signals on the radio spectrum, and there are a lot of different technologies such as weather radar, Wi-Fi and television stations that all have to fit onto the spectrum. In fact, when 5G was first being rolled out in the United States, there was concern from some American meteorologists that the 5G network could crowd out the signals used by weather forecasting equipment, leading to less accurate weather data.

Because of the limited 'real estate' on the radio spectrum, telcos want to repurpose the signals given over to 3G to improve the coverage of their 4G and 5G networks. This means shutting down the 3G network.

There are a lot of devices that may still be reliant on the 3G network for their main function or for emergencies. Mobile phones purchased more than 4 or 5 years ago may be affected, as these can sometimes use 3G signals for emergency calls even if they are 4G enabled for regular phone and internet access. Telstra and Optus customers can SMS the number '3'

to 3498 to check if their mobile will be affected.

Some medical devices may also be affected if they rely on mobile coverage to send updates or make emergency calls. Fall alert devices, pacemakers and other monitoring devices may be affected. The Therapeutic Goods Administration recommends you contact the device provider or place of purchase to check whether it relies on 3G. You can also call the Australian Mobile Telecommunications Association on 02 8920 3555, and they should be able to help.

Finally, some farming equipment may also be affected by the shutdown. The National Farmers Federation runs a website called the Regional Tech Hub that can help farmers manage the 3G shutdown. You can also call the tech hub on 1300 081 029.



Feeling lonely? You're not alone

LAST year, researchers from Ending Loneliness Together found that 1 in 4 people in Australia experience persistent loneliness (experiences of loneliness that last for at least 8 weeks). For people in rural and regional areas, the issue is even more common, with 1 in 3 people experiencing persistent loneliness.

This is a major issue. Loneliness is more than just an unpleasant experience, it can be associated with other physical and mental health problems. In fact, the World Health Organization has identified it as a public health priority, and has begun a three-year long commission investigating it.

Whilst raising awareness and providing resources for people to better understand loneliness is a good step, there is more that can be done to support people in New South Wales who may be struggling with loneliness and social isolation.

In a survey of our members conducted in December 2023, CPSA found that increasing cost-of-living pressures were forcing many people to forego social activities in order to afford groceries and bills. In our recent mail survey of readers of *THE*

VOICE, we found that fuel costs and transportation costs were also a major concern for people.

In regional and rural areas where public transport options may be rare or non-existent, rising fuel costs can keep people from travelling to visit friends and family, or even to volunteer where they may also help others to feel more socially connected. Research shows that mental health challenges can be worsened for people living in rural and regional communities, so helping people stay connected can be essential.

Before last year's NSW budget, the Regional Seniors Travel Card was an easy solution for older people in regional and rural areas. The card provided \$250 towards the cost of travel and could be used for public transport, taxis or even for refuelling your car. This meant that people could more easily maintain their social connections and participate in their communities.

Whilst CPSA has continued to campaign for the Regional Seniors Travel Card to be reinstated, we recently received a letter from the NSW Minister for Regional Transport informing us that there was no plan to bring it back.

However, the NSW Government is currently developing a set of

'Strategic Regional Integrated Transport Plans' to improve transport in regional and rural areas of NSW. The plans will involve community consultation, and CPSA will have the chance to make submissions on each plan as it is developed. We will update our readers on how they can get involved as soon as information becomes available.

Another issue that can intensify social isolation and feelings of loneliness is the loss of face-to-face services in regional and rural areas. Increasingly, face-to-face services are being replaced by online services in a process commonly called 'digitalisation'. Digital technologies such as computers and smartphones can help people in rural and regional areas to stay connected with family or friends over longer distances, but many people may not feel comfortable using these devices, or they may simply prefer not to.

For people who cannot or choose not to use digital technologies as readily, the loss of face-to-face services can also limit their autonomy and their independence. This can also lead to feelings of loneliness and disconnectedness.

The NSW Government is currently developing its 'Digital Inclusion Strategy' which aims



to eliminate barriers that prevent people from using digital technology and accessing online services. CPSA made a submission to the Digital Inclusion Strategy arguing that the Government needs to ensure that people are still able to access face-to-face and phone services, and that no-one should be forced online who does not want to be.

In response to the growing concern of loneliness and social isolation, the NSW Government has announced an inquiry into the 'prevalence, causes and impacts' of loneliness in the state. CPSA will make a submission highlighting the issues discussed in this article, but input from our readers will help us to make a stronger case. Get in touch with us on our website,

'Hostile architecture' is just as bad as it sounds

ARE there fewer places to sit around town than there used to be? Perhaps you've noticed that some of the benches at your local train station have been replaced by angled 'leaning rails'. You may have even seen metal studs or spikes appearing on ledges and low walls in public spaces. These are all examples of a style of urban design known as 'hostile architecture'.

Hostile architecture is an approach to designing public places that aims to deter certain types of activity. Usually, this means making it harder, less comfortable or less safe for homeless people to stay in an area. For this reason, hostile architecture is also known as 'anti-homeless' architecture.

Public spaces are already unwelcoming to homeless people. Whether it's because of over-policing, targeted violence and harassment, a lack of adequate services or simply the cruel reality of not having a home, life for people experiencing homelessness can be incredibly difficult and punishing. Yet the people who design our public spaces often seek to add to this struggle by removing spaces where homeless people can rest, stay safe

10 QUESTIONS to ask about residential aged care

10 QUESTIONS is a series of leaflets about aged care written by nurses, doctors and experts in aged care. Each leaflet focuses on a different aspect of care and highlights a range of questions you might ask about aged care.

The leaflets were written to help people who are considering options for aged care, or who are supporting someone else on this journey.

There are leaflets available for 16 different topics, including:

- Dementia care
- Dental and oral health
- Facilities and lifestyle
- Contracts and fees
- GP services
- Rural and remote residential aged care

All leaflets are available online: www.10questions.org.au

For those who cannot view these online or print yourself, you can contact CPSA on 1800 451 488 or email us at cpsa@cpsa.org.au and we will send out copies of the leaflets that interest you.



send us a letter or give us a call on 1800 451 588 to make sure that your voice is heard. You can find more contact details on page 2.

Need to talk? You can talk to a volunteer crisis supporter if you

call Lifeline on 13 11 14. They are available 24-hours a day, 7 days a week. You can also call Beyond Blue support services on 1300 22 4636 or Red Nose Grief and Loss Support Line on 1300 308 307.

or shelter from the elements.

Hostile architecture can take many forms. As mentioned above, it often involves removing places to sit or lie down, such as benches or ledges. It can also mean making these surfaces inhospitable or less comfortable, such as by making ledges angled, by adding sharp concrete spikes under bridges or other shelters, or by adding metal armrests in the middle of long benches so that they cannot be slept on.

Some councils also play loud music at certain times of the day or night to deter homeless people from sheltering in various locations. Bunbury Council in Western Australia previously played 'The Wiggles' around a local landmark to keep people from sleeping nearby, before the band intervened to request their music not be used for such a cruel purpose.

It would be bad enough if these strategies only impacted people experiencing homelessness, but



CPSA News

hostile architecture makes public spaces less welcoming for the entire community. For older people in particular, these strategies result in the loss of places to comfortably sit and rest or to wait for a train or bus.

They can also create the sense that public spaces are not meant to be experienced and enjoyed but should instead only be used for commerce and thoroughfare. In other words, it can make people feel like they cannot stay in a space, they can only move through it to get somewhere else. This can make older people feel less safe and comfortable in their communities and can increase the impact of social isolation.

If you are struggling to find a seat at your local train station or bus stop, or if you can't sit and enjoy the sights and sounds of your local community, there's a good chance that hostile architecture is to blame.

We are in the midst of a cost-of-living crisis and a housing crisis in which more people are experiencing housing insecurity and becoming at risk of homelessness. Hostile architecture does nothing to solve homelessness, it just forces homeless people away from certain areas. If Councils and State Governments want to actually address the problem, they need to build more high quality and accessible public housing throughout Australia. State Governments should also protect people from unfair evictions and unaffordable rental increases.



The Australian Government can help by increasing funding to the States for public housing, and by raising the rate of all income support payments to reduce the risk of people becoming homeless in the first place, and to assist homeless people in accessing temporary and permanent accommodation.

We can also all play a role in letting decisionmakers know that we will not tolerate hostile architecture in our communities. If you notice the removal of public seating in your neighbourhood, or the installation of spikes on walls, window sills

and ledges, lodge a complaint with your local council to voice your disapproval.

If the seating at your local train station or bus stop has been removed or replaced with a 'leaning rail', you can make a complaint to Transport for NSW.

Public spaces are for everyone. Their designs should reflect that.

CPSA Funding

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Donations

THE VOICE publishes donations to CPSA of \$35 and over. All other donations are most welcome and equally appreciated.

Rae Howard-Riley \$50
Barry Blanchard \$35
June Dale \$35
Russell Stacey \$50
Anonymous \$35

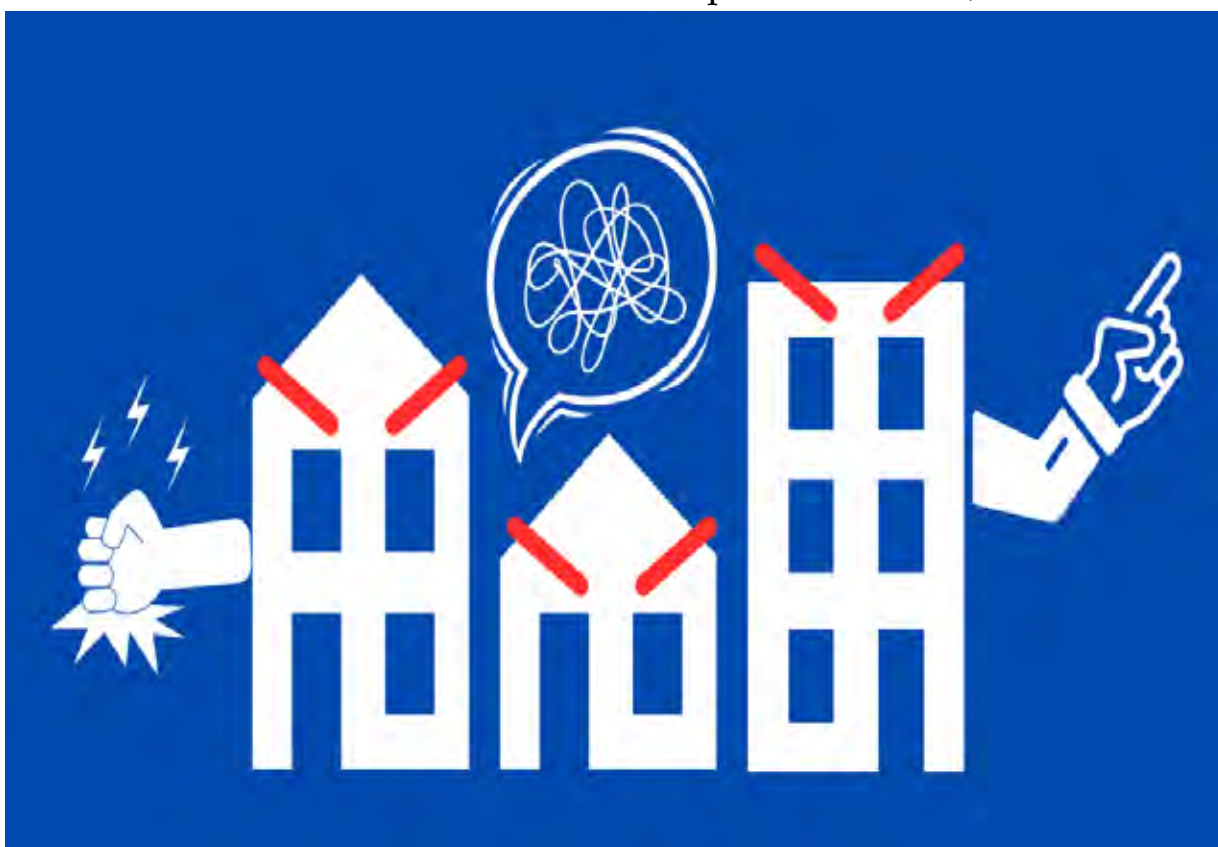


CPSA



Facebook and X (Twitter)

CPSA is very active on social media. Check out our Facebook page at facebook.com/combined.pensioners and our X (formerly Twitter) account [@CPSANSW](https://twitter.com/CPSANSW)



CPSA Information Directory

INCOME SECURITY

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

Welfare Rights Centre
1800 226 028

British Pensions in Australia
1300 308 353

National Debt Helpline
1800 007 007

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

Find the help you need with

myagedcare



myagedcare

1800 200 422

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



Emotional, practical and financial support for carers

1800 422 737

NSW Ageing and Disability Abuse Helpline



1800 628 221
(Mon-Fri 9-4)

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



National Disability Insurance Scheme

1800 800 110

DISABILITY
SUPPORT FOR
PEOPLE UNDER 65



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
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 679 336

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

Griefline
Phone support for coping with grief
1300 845 745

Grief Australia
1800 62 066

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

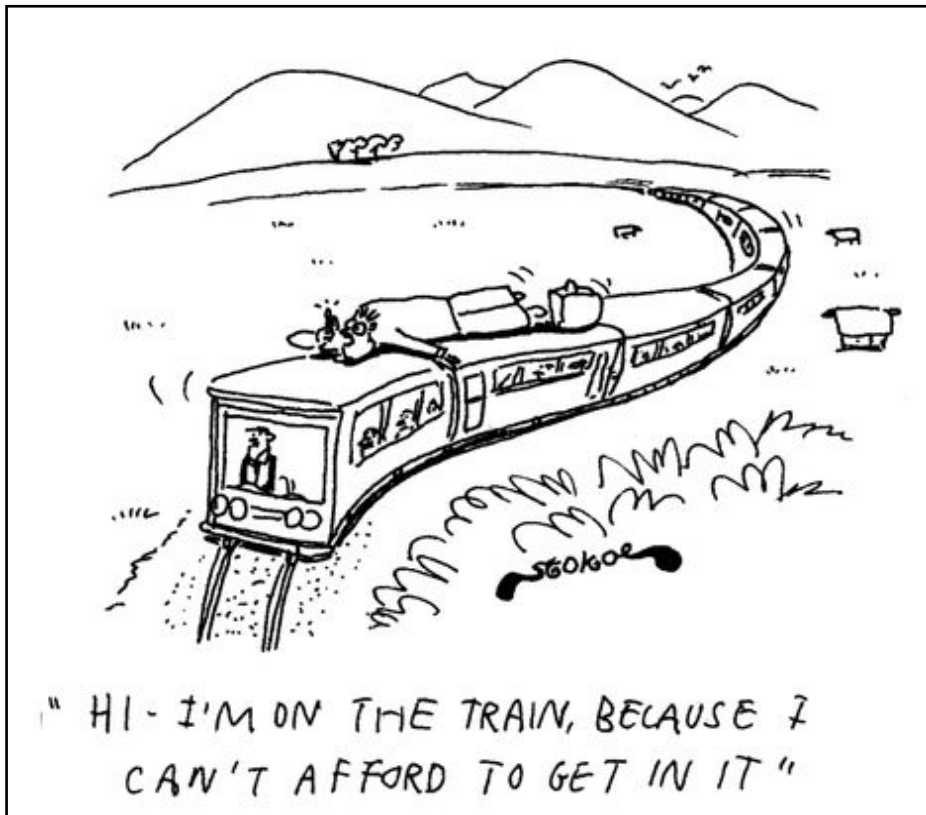
Guardianship Tribunal
1300 006 228

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

Giggle Page



"Are you sure you don't want to go private?"



"HI - I'M ON THE TRAIN, BECAUSE I CAN'T AFFORD TO GET IN IT"



Crossword Solution

Crossword on Page 4

1	I	2	A	3	S	4	D	5	A	6	V	7	C				
8	A	G	E	N	D	A	9	A	M	P	H	O	R	A	E		
	N	N	N	N	W	S	T	N									
10	K	I	L	O	11	C	O	N	F	E	R	E	N	C	E		
	T	T	T														
12	C	I	T	A	T	I	O	N	13	B	E	E	T	L	E		
	O	T	O	E													
16	A	N	T	I	17	N	I	C	K	18	S	19	O	A	T	H	
21	22	A	G	E	N	C	Y	23	S	E	A	S	O	N	A	L	
24	C	E	N	25	T	E	N	26	N	I	A	L	28	I	D	L	E
29	S	T	U	B	B	O	R	N	30	S	T	A	I	R	S		
	S	S	N	S	S	S	L	S									

Find-A-Word Solution

Find-A-Word on Page 6

D	O	R	V	A	L	E	D	U	L	L	E	S	V	T
G	F	H	K	N	C	X	N	Z	R	C	Z	N	E	A
F	O	A	Y	U	O	C	J	X	O	E	C	D	C	
S	R	O	D	M	D	K	G	A	T	W	I	C	K	O
P	T	S	G	M	B	M	O	D	N	N	Z	S	N	M
E	S	E	L	M	X	U	L	V	E	D	A	I	S	A
K	T	E	G	E	L	I	R	V	O	R	P	I	L	Y
E	J	L	Q	B	W	M	B	G	Y	M	K	G	O	Z
F	O	R	N	E	B	U	K	K	A	Y	A	L	D	V
Y	H	N	L	I	N	A	R	I	T	A	S	M	U	A
E	N	D	O	J	T	E	C	N	E	O	T	A	I	L
A	I	J	G	I	K	Y	R	R	Y	A	R	P	C	E
D	X	F	A	N	T	U	A	Y	S	M	U	L	I	T
O	K	K	N	G	H	H	N	A	D	I	P	I	Y	T
N	O	R	T	H	O	L	T	D	U	M	O	N	T	A