

NEWS

October 2011 Issue No 87

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EMPLOYEE AWARDS

This quarter we would like to acknowledge our two Senior Support Workers

Joan Carn

and

Teresita Juskov

For their reliability and the feedback they provide to us regarding our clients

FROM THE DIRECTOR'S DESK

Veterans' Homecare Services

We have recently participated in a new tender round with the Department of Veterans' Affairs and I am pleased to advise that we have been selected to provide services for another three years.

This means that we are in a position to continue to provide you with home help, home and gardening maintenance services, respite care and personal care as we have over the past ten years.

Computer Savvy

I have decided to focus my Newsletter this quarter on the use of computers. I know that this will be relevant for those of you who are adept at using keyboards, desktops, iPads, iPhones and direct debit banking facilities etc or at least enable you to converse with your children or grandchildren about any of the following information. Much of the following has been going the rounds for some time but it is worth a re-visit.

Scam Alert!

Phishing (pronounced fishing) is an e-mail fraud method in which a disreputable person sends out a legitimate-looking email in an attempt to gather personal and financial information from you. Typically, the messages appear

to come from well known and trustworthy companies. What they are trying to do is install some malicious software (called malware) on your computer to get valuable information, or make you go to a site where you have to enter sensitive information.

"You have won the lottery."

The lottery scam is a common phishing scam known as "advanced fee fraud". One of the most common forms of advanced fee fraud is a message that claims that you have won a large sum of money, or that a person will pay you a large sum of money for little or no work on your part.

Someone rings up to say that your computer has a virus on it. What they are trying to do is gain access to your computer to get hold of any information that may be useful for them they may even remove all the data to help cover their tracks.

Current Scams

Below are some of the scams that are prevalent at the moment. These were sourced from SCAMwatch which is a website run by the Australian Competition and Consumer Commission (ACCC). SCAMwatch provides information to consumers and small businesses about how to recognise and avoid scams (<http://www.scamwatch.gov.au>).

- Beware of scam solar offers. SCAMwatch is warning Australians to continue to be wary of scammers who offer bogus government rebates for the installation of solar panels.
- Beware of scam websites making fake claims of government affiliation. SCAMwatch is warning small businesses and consumers to be on the look out for scam websites that either falsely claim to be affiliated with government.
- New round of scam scratchie cards in the mail. SCAMwatch and Carnival Australia are warning Australians to beware of a new spate of scam scratchie cards and travel brochures sent in the mail. Every package contains a 'winning' ticket
- Computer remote access scammers now masquerading as Telstra - new twist. SCAMwatch has received reports of a new twist on the computer remote access scam with callers now claiming to be from (or affiliated with) Telstra or BigPond.
- Beware of scam calls offering carbon tax compensation payments. SCAMwatch is warning Australians to be alert to scam calls offering to pay carbon tax compensation into your bank account or asking survey questions about the carbon tax.



- aster that has been in the news.
- bad grammar and misspellings.
- the email may seem to come from your bank or financial institution, or a company that you regularly do business with (i.e., banks, ATO, eBay)
- the email may include official-looking logos and other identifying information taken directly from legitimate websites, and they might even include some personal information about you.
- they might include links to fake websites where you are asked to enter personal information.
- the email requires you to enter personal or account details due to a fault with the company's computer system.

PATRICIA TASSELL
Director

In the new world of texting the kids have all their little SMS codes...like BFF (best friends forever), GTG (got to go), LOL (laugh out loud) etc so here are some codes for **seniors** you may want to use:

- ATD** - At the Doctor's
- BFF** - Best Friends Funeral
- BTW** - Bring the Wheelchair
- CBM** - Covered by Medicare
- CUATSC** - See You at the Senior Centre
- DWI** - Driving While Incontinent
- FWBB** - Friend with Beta Blockers
- FWIW** - Forgot Where I Was
- FYI** - Found Your Insulin
- GGPBL** - Gotta Go, Pacemaker Battery Low
- GHA** - Got Heartburn Again
- HGBM** - Had Good Bowel Movement
- IMHO** - Is My Hearing-Aid On?

Scam email can contain the following:

- alarmist messages and threats of account closures.
- promises of money for little or no effort.
- deals that sound too good to be true.
- requests to donate to a charitable organization after a dis-

- LMDO** - Laughing My Dentures Out
- OMMR** - On My Massage Recliner
- OMSG** - Oh My! Sorry, Gas-
- ROFL...CGU** - Rolling on the Floor Laughing...Can't get Up!
- TTYL** - Talk to You Louder
- WAITT** - Who Am I Talking To?
- WTFA** - Wet the Furniture Again
- WTP** - Where's the Prunes
- WWNO** - Walker Wheels Need Oil
- GGLKI** - Gotta Go, Laxative Kickin in!



SENIORS TRANSPORT SERVICE

Our Transport Service is operating well and the costs for the service can be reclaimed by Gold Card holders from the Department of Veterans' Affairs.

If you would like more information about how you can access this service please call Linda Grey on 9408 1100.

