

# THE CONNECTOR

Rembrandt Living's Home Care Newsletter



## Scams and How to Avoid Them

### Why older Australians are at risk



Often older Australians have more money and accumulated wealth than younger people, making them an attractive target for a scammer. Scammers will also scour dating sites and social media for older Australians who have recently divorced or lost a long-term partner. They are trying to take advantage of their inexperience with these sites and their often vulnerable emotional state. Older Australians may also be seen by scammers as generally less internet and computer savvy or familiar with new technology. Scammers often prey on older Australians who are lonely and are housebound.

### Common scams targeting older Australians

#### Dating & romance

Scammers take advantage of people looking for romantic partners, often via dating websites, apps, or social media by pretending to be prospective companions. They play on emotional triggers to get you to provide money, gifts, or personal details.

#### Investment scams

Investment scams involve promises of big payouts, quick money, or guaranteed returns. Always be suspicious of any investment opportunities that promise a high return with little or no risk. If it seems too good to be true, it probably is – and is highly likely to be a scam.

#### Unexpected prize & lottery scams

Unexpected prize and lottery scams work by asking you to pay some sort of fee in order to claim your prize or winnings from a competition or lottery you never entered.

#### Inheritance scams

These scams offer you the false promise of an inheritance to trick you into parting with your money or sharing your bank or credit card details.

# Rembrandt

Rembrandt Living  
21 Greenfields Drive  
Green Fields SA 5107

**Ph. 8198 0392**

[www.rembrandtliving.org.au](http://www.rembrandtliving.org.au)  
[info@rembrandtliving.org.au](mailto:info@rembrandtliving.org.au)

## ALLIED HEALTH CLASSES

Strength & Balance 4 Life  
Green Fields (North)  
Every Tuesday  
2:30pm - 3:30pm

Falls & Balance  
Woodbridge Community Hall  
Every Tuesday  
3 session times available  
1:15pm-2:15pm  
2:30pm-3:30pm  
3:45pm-4:45pm

Cross Fit  
Woodbridge Community Hall  
Every Thursday  
10am-11am

## Rebate scams

Rebate scams try to convince you that you are entitled to a rebate or reimbursement from the government, a bank, or trusted organisation.

## Door-to-door and home maintenance scams

Older Australians may also be more susceptible to door-to-door and home maintenance scams. While many legitimate businesses sell things door-to-door, scammers also use this approach. These types of scams generally involve promoting goods and services that are of poor quality, or not delivered at all. Scammers may try and sell you gardening or roofing services. They then bill you for additional work that you did not agree to. Sometimes they may pretend to conduct a survey to get your personal details and make conversion to gain your trust.

## Tips and hints to stop the scammers

- Don't be pressured into making a decision. Scammers often try to create a sense of urgency through short deadlines, fake emergencies, or threats of legal action.
- Be suspicious of requests for money – even if they sound or look official. Government departments will never contact you asking for money upfront in order to claim a rebate.
- Scammers will often ask you to use an unusual payment method, including preloaded debit cards, gift cards, iTunes cards or virtual currency such as Bitcoin.
- Verify the identity of the contact by calling the relevant organisation directly – find them through an independent source such as a phone book or online search. Do not use the contact details provided in the message sent to you.
- Don't respond to phone calls or emails offering financial advice or opportunities – just hang up or delete the email.
- Always do your own research before you invest money and check the company or scheme is licensed on ASIC's [MoneySmart](https://www.money-smart.gov.au/) website.
- Be wary of people you meet on social media or online dating sites who after just a few contacts profess strong feelings for you and try to move you away from the site and communicate via chat or email.
- Be suspicious of unexpected emails or letters advising you how to claim an inheritance or competition prize. Never give out your personal details and seek advice from an independent professional.
- Be aware of and understand your consumer rights.

*This article was provided by Australian Carers Guide  
<https://australiancarersguide.com.au/>*



## SOCIAL HARMONY CHIT CHAT

Rembrandt Court (South)  
1 Madras Street,  
Oaklands Park SA 5046  
Every Friday

Victor Harbor  
Recreation Centre  
(South Coast)  
5 George Main Road  
Victor Harbor  
Every Friday

## NORTHERN SOCIAL PROGRAMS

Home Care & Health Centre  
(North)  
21 Greenfields Drive,  
Green Fields SA 5107  
Every Tuesday, Wednesday,  
Thursday and Friday

## FEEDBACK

We welcome and appreciate all feedback - whether good, bad or indifferent - at any time.

Call us on 8198 0392

Complete a Feedback Survey form  
or email:  
[feedback@rembrandtliving.org.au](mailto:feedback@rembrandtliving.org.au)

Rembrandt

JULY  
2024

# BOARD MATTERS

The monthly newsletter of the Rembrandt Living Board

Rembrandt Living is a not-for-profit incorporated association owned by Members and governed by a Board of Directors.

The Board is responsible for the overall governance, management and strategic direction of the organisation including performance in line with our goals and objectives.

The operations of the organisation are delegated to the CEO.

The Board meets at least 10 times per year.

## UPCOMING MEETINGS

(dates are correct at time of publication)

MPA&I Committee Meeting  
10th July 2024

Home Care Quality Care  
Advisory Group (HCQCAG)  
26th July 2024

Home Care Consumer  
Advisory Committee Meeting  
(HCCAC)  
1st August 2024

Board Meeting  
7th August 2024

Residential Consumer Advisor  
Committee Meeting (RCAC)  
15th August 2024

The July Board meeting was held on Wednesday, July 3rd, 2024, in the Rembrandt Court Board Room, with a full Board in attendance.

This month's Aged Care Awareness Activity was led by CEO Deb who took the board through a refresher on Incident Management and the importance of this process! The group discussed the best way to describe an incident as **"anything that happens out of the ordinary"**. Incidents must be captured (not only in case notes), even if the event was only 'told' to us, in other words, not witnessed by us. Our incident management systems incorporate the mandatory reporting of Serious Incident Response Scheme (SIRS) and Deb took the board through some examples of these.

The Board approved the 2024-25 Business Plan including an extraordinary budget of \$1M towards a business information and transformation project. This project will see concentrated work this year on room refurbishments, upgrading our IT systems, cybersecurity, and planning work for the 'Doreen Street' piece of land.

The newly documented Employee Retention Framework was also reviewed and approved by the Board. The Board said it is a really good document, meaningful, and should resonate with staff.

The Board complimented Jo Pedler, the Rembrandt Court Cafe Manager, and said the cafe goes way beyond expectations. They acknowledged the importance of the cafe for the residents, their families and our staff. It was noted that staff members come in for lunch on their days off and bring their friends with them because the food and coffee is so good!

Did you know that the Board and committees review our risks at every meeting? Effective risk management attempts to control, as much as possible, future outcomes by acting proactively rather than reactively. Therefore, effective risk management offers the potential to reduce both the possibility of a risk occurring and its potential impact. An important process indeed!

**Thank you Jo!**

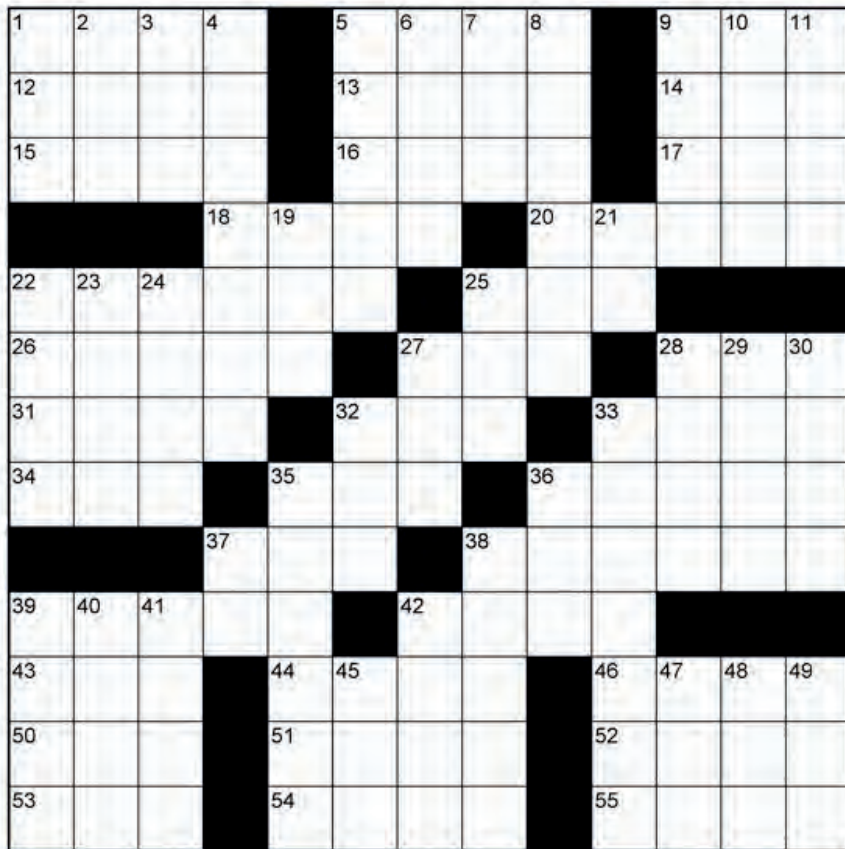


Rembrandt

# OUT AND ABOUT WITH SOCIAL HARMONY DRAG BINGO @ DIVERSE-CITY



## CROSSWORD



### ACROSS

1. Son of Isaac and Rebekah
5. Monetary unit of Angola
9. Monkey
12. Great age
13. Long fish
14. Lock opener
15. Garden tool
16. Entrance
17. Freeze
18. Appends
20. Parts of chain
22. Island in the N Atlantic
25. Black
26. Monetary unit of Lesotho
27. Mothers
28. Tear
31. Every
32. Vat
33. Prong
34. Malt beverage
25. Last letter
36. Cavalry weapon
37. Tibetan gazelle
38. Wild dog
39. Darkness
42. Candle Part

43. Belonging to us
44. Poet
46. Current month
50. Henpeck
51. Angered
52. Goddess of victory
53. Stay rope
54. Sicilian volcano
55. Midge

### DOWN

1. Organ of hearing
2. Ocean
3. Very good (1-2)
4. Dig up
5. Precedes
6. Marries
7. Biblical high priest
8. Agave fibres
9. Relative by blood
10. Brief kiss
11. Sight organs
19. Scottish river
21. Neuter singular pronoun
22. At sea
23. Enthusiasm
24. At one time
25. Poke
27. Mire

28. Skating area
29. Ancient Peruvian
30. Rind
32. An infusion
33. Temporary stitching
35. Automaton
36. Resinous deposit
37. Depart
38. Seaport of Mecca
39. Percussion instrument
40. Hawaiian outdoor feast
41. Wild revelry
42. Small songbird
45. Illustrative craft
47. A fool
48. Jamaican popular music
49. 9th letter of the Hebrew alphabet

