



## April 2018 Newsletter

Providing a supportive and informative environment for people with a variety of lung conditions and their carers.

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**Next Meeting:** Thursday 12 April 2018  
10:15 am - 12 noon  
Weston Creek Labor Club  
Teesdale Close  
Stirling ACT 2611

**Guest Speaker:** Amanda Burgess will be talking about Mediwatch

### Dates for your diary

Thursday 29 March 2018	9.30am - 11.30 am University of Canberra Physiotherapy students
Wednesday 4 April 2018	1.30 pm-3.30 pm University of Canberra Physiotherapy students
Tuesday 10 April 2018	LFA's Education Day at Southern Cross Club
Thursday 12 April 2018	CLLSG Meeting
Month of May	Lung Awareness Month
Wednesday 14 November	World COPD Day

### March Lung Life Meeting

Over 20 people talked about the following items:

- Pam Harris is organising the next visits to the Physio students at UC to be held on Thursday 29 March from 9.30-11am and on Wednesday 4 April from 1.30 – 3.30pm. These visits help the students with their training as they get to see real people with a lung condition and how it affects them.
- Seniors Expo is on Thursday 15 March at Epic. Esther, Pam and Barry have organised a Lung Life Stand there. See how it went later in the newsletter
- We need someone to take photos at any of our events so we have a lovely record of these events and the people involved. Some of these photos are used in the newsletter; some go into our photo archive. Please let us know if you are willing to do this.
- Education Day is on Tuesday 10 April. Details are further on in this newsletter. We need photos taken there.

- Helen Reynolds has been editing the newsletter for many years but will soon have to stop as she is having eyesight problems. She is away travelling this month so Helen Cotter is editing this edition but we would like someone to take over from Helen Reynolds in the near future. Please let Lyn know on [lung.life1@hotmail.com](mailto:lung.life1@hotmail.com) or phone 6291 0626.
- If you want to join the Lung Foundation Australia's membership group, called Love Your Lungs, we have some application forms or you can join through their website or phone: 1800 654 301; [www.lungfoundation.com.au](http://www.lungfoundation.com.au) . You will then receive their newsletter, LungNet News, sundry other items plus reduced costs for events - and be supporting an organisation dealing with lung conditions on a nationwide basis.
- Kaye let us know that the digital health record system will be up and running for all by the end of the year. It's called **My Health Record** and will keep your health records all in one place so they can be accessed from anywhere in Australia. We will have a speaker giving us more details later in the year. For further information: [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

Then it was over to our speakers, Ben and Tamara, from Fair Trading

## **Fair Trade – Consumer rights**

Fair Trade is a section in the Government accessed through Access Canberra (ph: 13 22 81), a one stop shop for ACT Government customers and regulatory services. You will be transferred to Fair Trade from Access Canberra.

Fair Trade assists consumers to get a fair deal when they have problems with goods or services. The Australian Consumer Law (ACL) provides protection through ACCC (Australia Competition and Consumer Commission) when you buy goods or services that don't work or that break too easily. It is administered by Fair Trading agencies in each state or territory.

It is difficult to be too specific in this topic as there are so many different goods and services. So many different issues can arise that ACL mainly deals in general principles.

### **What does it cover?**

It covers unfair contracts, consumer rights, product safety, unsolicited salesmen, lay-by agreements.

For instance, goods have to be of acceptable quality, fit for a particular purpose, match the description and match the demonstration model.

If a manufacturer makes any special promises such as performance, condition, spare parts and repair facilities – these must be available for a reasonable time. Services are also covered. Tradespeople for example have to have acceptable care, skill and training. Their work must be fit for purpose and finished in a reasonable time.

### **If there's a problem?**

You can take it back and ask for a replacement, refund or repair. If, for example, it is scratched down the side but otherwise works well, you are entitled to compensation for loss – perhaps keep it but at reduced cost.

### **Q: If the goods have a lifetime guarantee but the company folds?**

**A:** There is no recourse. But it is also debatable whether 'lifetime' means lasting forever or for a reasonable time that you would expect the goods to last. If there are no spare parts – that is a more questionable area.

### **Q: If you've been given the run around, as this person had with Harvey Norman, what can you do?**

**A:** Get help from Fair Trade. But also be aware that each section in Harvey Norman is a franchise – ie it is its own business - so first step is to deal with that business, then move on to Harvey Norman, then Fair Trade.

Also, be aware, that sometimes the store people can give the wrong information about what can be done about your complaint. Know your rights and take it further.

### **Q: There's a problem with the print on receipts fading and becoming unreadable. What can we do about this?**

**A:** A bank statement is proof of purchase but you can also take a photo of the receipt; or, in many cases, get a receipt sent to your email so you can save it.

If it's a minor failure, the seller can choose the solution. If a major failure, you can choose to return the product and ask for a refund, or a replacement, or ask for compensation for drop in value.

### **No remedy?**

You may not be entitled to a remedy if you:

- change your mind;
- use the goods in an unintended manner;
- discover you can buy it more cheaply elsewhere;
- were shown a defect before you bought it;
- were unclear about the service you wanted;
- were unhappy with a service that you insisted was done in a certain way;
- did not rely on – or unreasonably did rely on – the seller's skill or judgement.

### **What can you do about it?**

Keep a record of all receipts and of all the steps you have taken to clear the matter up.

- Step 1: contact the seller – maybe a phone call or a visit
- Step 2: formalise your concern in writing. Access Canberra has a form letter to assist you.
- Step 3: contact Access Canberra for advice and assistance. They can give you information about your consumer rights and suggest courses of action you might take. It can also take action on your behalf when the seller or manufacturer fails to meet their obligations.
- Step 4: lodge a claim with the ACT Civil and Administration Tribunal.

### **Overall**

The Australian Consumer Law overrides Manufacturer's warranty – although if you go with the manufacturer's warranty, it may have terms and conditions that you need to follow. Extended warranties don't give more protection than ACL – and you may have to pay for the extended warranty. ACL also covers you after the manufacturer's warranty ends.

No refund signs are illegal – unless the item is already sold at a discount rate because, for example, of a fault.

For more information, contact:

- Access Canberra: 13 22 81 or [www.complianceandinvestigation@act.gov.au](mailto:www.complianceandinvestigation@act.gov.au)
- Australian Competition and Consumer Commission: 1300 302 502 [www.accc.gov.au](http://www.accc.gov.au)
- You can download a copy of *A guide to consumer guarantees* from: [www.accc.gov.au](http://www.accc.gov.au) or [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

#### **More Questions**

**Q:** If I drop something accidentally under warranty and it breaks, am I covered?

**A:** If the breakage occurs because of the drop, then you are not covered. If the breakage occurs for some other reason, you are covered – even if you have dropped it.

**Q:** I've heard so many stories about problems with infections etc and false fingernails, is it covered?

**A:** Yes – and there are now more inspections of those businesses.

**Q:** What about a big ticket item that you've had some use of but now has problems?

**A:** You may not be entitled to a full refund but may be entitled to some refund towards a new purchase. With a fridge, you may be compensated for spoiled food.

**Q:** There's trouble with an air conditioning unit in a new building – the tradesmen are blaming each other for the problem.

**A:** The builder is technically liable or the person who provided the service.

## Lung Foundation Australia's Education Day

Tuesday 10 April 2018

Southern Cross Club, Woden

9:45am - 2:00 pm

\$20 with lunch included (discounted entry for members of LFA)

Talks on:

Co-morbidities and lung disease – Dr Mark Hurwitz

Breathing and activity – Ms Kate Erwin, Co-ordinator Pulmonary Rehab

Psychological aspects of living with lung disease – Sharon Gavioli, LFA Nurse  
Counsellor

To secure your place, call **Lung Foundation Australia** on  
**1800 654 301.**

Please let them know if you have any dietary requirements.

### Visit to Physio Students

#### Pam Harris

The physiotherapy students from the University of Canberra need us to do our thing. It's a fun day. We get to socialise with members of our support group as well as with the students. And we get fed!  
If you're a morning person - Thursday 29 March 2018 from 9.30 am to 11.30 am or  
an afternoon person - Wednesday 4 April 2018 from 1.30 pm to 3.30 pm.

If you would like to join the group ring Pam on 02 62882053. Everyone most welcome.

### The Seniors Expo

#### Pam Harris

Pam Harris

As in previous years, we set up a stall in the huge Budawang pavilion along with a host of others – community groups; government departments; business and other private organisations – not to mention entertainment groups and food.

We had a successful day with more interest shown than in previous years. We received several offers from organisations such as Goodwin Aged Care Day Club, Advanced Care planning, Bangladesh Seniors Club, some wanting to speak to our group; some wanting us to speak to them.



*Hard at work*

We passed on our information to interested passers-by and sold the benefits of our newsletter if they couldn't get to our meetings.

Our thanks to Barry, Esther, Kaye and Robyn who all helped me on our stand. Peter and Pam, Lynn and John and Sharon Ross dropped by to say hello – lovely to see them.

It's a worthwhile day and good to be part of it.



*Our thanks to Pam and Esther, the main organisers of our stands*



*And to Barry and Kaye for their great support.  
What has Barry just said?*

## The A-Z of Preventative Medicine

**Trans fats** Avoid these if possible. Found in margarine and decorator icing plus many other packaged foods. Search labels for trans fats or partially hydrogenated oils. (Dr Oz)

**Vaccinations** A yearly influenza vaccine is recommended for people who have COPD as the vaccine has been shown to reduce risk of death and hospital admissions.

- Vaccination against pneumonia is recommended every five years as it has also been shown to reduce hospital admissions.
- After two vaccinations (over 10 year period) discuss with your doctor whether further vaccinations should be given.
- Also discuss with your doctor vaccination against shingles and tetanus.
- Consider having a whooping cough booster if you are in contact with young children. (From Better Living with COPD – A Patient Guide)



## USEFUL NUMBERS AND WEBSITES

**ACTION:** Phone 13 17 10 Web site [www.action.act.gov.au](http://www.action.act.gov.au)

**ACCESS CANBERRA:** Staff will be able to answer queries, make a referral or put you through to the right person in the ACT Government. Check the web site [www.canberraconnect.act.gov.au](http://www.canberraconnect.act.gov.au) or ring 13 22 81 (they can also tell you the location of shopfronts).

**MYWAY:** Phone 6207 7711 Web site [http://www.transport.act.gov.au/catch\\_a\\_bus/myway](http://www.transport.act.gov.au/catch_a_bus/myway)

**COTA ACT Seniors Information Line:** Phone 6282 3777 (business hours Monday to Friday).

**Seniors Information Online:** See the website at [www.seniors.act.gov.au](http://www.seniors.act.gov.au)

**Wheelchair accessible taxi centralised booking:** 13WATS (13 92 87).

**ACT TAXI Subsidy Scheme:** 6205 1012

**Seniors Moving Safely:** This is a useful website about road safety for older people, at [www.seniorsmovingsafely.org.au](http://www.seniorsmovingsafely.org.au).

**ACT Engine Immobiliser Scheme:** The scheme aims to reduce motor vehicle theft in the ACT by discounting the fitting of engine immobilisers to seniors' cars. For more information call Access Canberra on 13 22 81.

**Service Stations Providing Driveway Service:** Need someone to fill up your car for you? The Access City Hotline has a list of service stations where staff will (sometimes or always) provide driveway service for people with disabilities (call 6257 3077).

**Information and Support for People with Disabilities:** NICAN provides information about accommodation, travel, recreation and support services for people of all ages with disabilities. You can check their website ([www.nican.com.au](http://www.nican.com.au)) or call them on 6241 1220.

**Lung Foundation Australia** has a variety of useful information:

**IPF Registry** [www.lungfoundation.com.au/IPF](http://www.lungfoundation.com.au/IPF)

webinar for those with lung cancer: [www.lungfoundation.com.au/lung-cancer-connect](http://www.lungfoundation.com.au/lung-cancer-connect)

Membership of LFA: [www.lungfoundation.com.au/lyl](http://www.lungfoundation.com.au/lyl) or 1800 654 301 (called: Love Your Lungs)

[www.altg.com.au](http://www.altg.com.au) This is the website of the Australasian Lung Cancer Trials Group (ALTG), ANZ's lung and thoracic cancer clinical research group. It collaborates with a number of organisations including NHMRC Clinical Trials Centre (CTC) and Peter MacCallum Cancer Centre. Read more about it in the latest LungNet News, February 2018.

[www.australianclinicaltrials.com.au](http://www.australianclinicaltrials.com.au) This website lets you know what clinical trials are being conducted in Australia. You may find a trial that you can volunteer to be part of.