

As a 75 year old **non computer owner** I have had this submitted by another person.

I originally sought help from the NSW Seniors Information Service, as listed in the Australian Government Department of Health and Ageing – ‘phone 13 12 44 – “Check the number and try again”.

I had more luck with Combined Pensioners and Superannuants Assoc of NSW Inc. They told me to ring NICRI which seemed quite organised and helpful.

Poor communication particularly for seniors, who may be deaf, blind, lame, confused or sick, is a problem, but they are holders of superannuation. More awareness in Senior’s magazines , newspapers, on radio (2RPH) and TV could ensure that this group does the best that is possible for Australia and themselves.

With communication use consistent terminology and a Glossary of Acronyms.

Good luck.

From a Sympathetic participant. (Barbara Neave)