

**Annual Seniors Forum
of National Seniors Australia Ltd
10.00am Thursday 20th November 2025
Via Microsoft Teams**

Questions from Attendees

Question	Action
Sue Haydon – NSA to advise branches in advance when NSA will be visiting. We need six months' notice of this to prepare.	Calendar of Events to be published and distributed.
Desley Cowley – Will the “Keep Cash” campaign be run annually? And could it have more substance?	The National Seniors Australia (NSA) KEEP CASH campaign is an ongoing campaign that aims to keep cash accessible and accepted as we accelerate towards a cashless society. Rather than coordinate an annual event, NSA creates and capitalises on media and community engagement opportunities to draw attention to the issue (decline in the use of cash, bank closures, and ATM withdrawals) for example, the Public Valentine to the Federal Treasurer RE: NSA's cash mandate submission due February 14th. There are many ways NSA members can support the campaign including distributing “We accept cash” stickers to local participating retailers, displaying “KEEP CASH” stickers, engaging with campaign updates on socials, and sharing experiences regarding the use of cash used to inform NSA submissions. Recently, NSA submitted our response to the government's draft exposure regulations – part of the cash mandate process. While NSA acknowledged this is a step forward, given there is currently no obligation on retailers to accept cash, we called on the government to enact a cash mandate that includes a greater number of businesses and government agencies to ensure that conditions for cash availability and we accessibility are strengthened. The mandate is due to be introduced January 2026. NSA will continue to monitor the yet-to-be-implemented mandate and respond as necessary, while maintaining the momentum of our KEEP CASH campaign. We will also continue to raise awareness through ongoing media activity, including targeted radio and TV appearances, to ensure this issue remains front and centre for government and the community.
Desley Cowley – Is “Our Generation” only available online? Some people don't have internet access.	We have implemented the <i>Branching Out</i> print publication for our branch members, ensuring they continue to receive a high-quality printed publication following the transition of <i>Our Generation</i> to a fully online format.

Desley Cowley – How can we run a local campaign to grow the member app? It would benefit members and local businesses.	The promotional flyer has been distributed to the Childers Social Branch for circulation to local businesses. Our Community Engagement Coordinator will also visit the Branch on 25 February to deliver digital skills training and will provide a dedicated presentation on the app for members during the visit.
Desley Cowley – An investigation into how 'tiny homes' could be approved in older people's back yard and safely rolled out. The older person could stay in their home, the tiny home resident could take care of gardens, housework (as examples), but how can we ensure the older person doesn't create a rod for themselves?	It's a good idea; the alternative would be to build the tiny home for the older person and then rent the home to a family that needs it. There are lots of variables to this one. Local and state government planning laws are one of the biggest issues and tied to this the NIMBY issue and complaints from affected neighbours. Also, many older people aren't interested, or their property isn't suitable. The other issue is the impact on Age Pension. It should be an option for those who want to do it; however, it could take some time to get this happening. Ideally, there would need to be a local council / community willing to give it a trial. Unfortunately, it's likely there may be too many barriers. It needs a local "champion" and organisation to push this kind of initiative. Perhaps a tiny house company would be willing to support an organisation like NSA to lead on this but we would need a partner like a university and/or government funding. Even that requires time and resources. For our <i>Better Housing</i> campaign, we will continue to focus on the key reforms we know are most achievable and impactful: a Pension test exemption for downsizers, stamp duty concessions for downsizers, and nationally consistent, stronger Retirement Village legislation.
Desley Cowley – Is there a feedback form for the forum?	Not for this meeting; however, we will include a feedback form for future Annual Seniors Forums.