

CentacareCQ chat MONTHLY

Home sweet Home Care Packages

CentacareCQ Home Care Packages (HCP) are focused on your life goals and empowering you to remain in the comfort of your own home for as long as possible.

Our services include:

- Social Support
- Domestic Assistance
- Personal Care
- Medication Monitoring

How do I apply?

CentacareCQ can help you navigate through the process of applying for a Home Care Package. As well as helping you register through the MyAgedCare Portal, we will also help by providing information about the benefits of having a HCP and the kind of fees you can expect to pay.

The Benefits

By choosing CentacareCQ as your provider, you will benefit from being allocated a dedicated Case Manager who will handle any requests and changes on your behalf and field any questions you may have.

Why choose CentacareCQ?

With more than 45 years experience in helping the community, we are passionate about making a difference to enhance your life. To find out more and start the application process, speak to our friendly Client Experience Team today by calling **1300 523 985**. For information about our Home Care Packages and to download a brochure, visit centacarecq.com/hcp.



“ We were **very happy**

with the services we received from CentacareCQ.

We felt very spoiled

*and even **sung praises** to our
Support Worker!”*

CentacareCQ Client

A new look and more regular chats

W E L C O M E !

This fresh new publication is designed to keep you up to date with what's happening at CentacareCQ. Chat has transformed from a magazine produced three times a year into a monthly newsletter to provide you more current news of what is happening in your region.

Inside our first issue, find out why having CentacareCQ as your provider offers you a wide range of support and benefits.

For clients on or looking to engage with the NDIS, we have information and advice on achieving your goals on this scheme.

We also know how much you enjoy puzzles, so you will now get more of these each year! Don't forget to check out the latest photos from our social group adventures as well as a special Easter Reflection to enjoy.

Another thing you will notice in this issue is our new QR codes that will allow you to read more on the information published here.

Simply use the QR app on your smart phone and scan the code to find out more!

I would like to thank all of our clients for continuing to choose CentacareCQ as your service provider.

I wish you and your family a festive Easter and I hope you enjoy our fresh new edition of Chat.



Robert Sims,
Director

Achieve your NDIS goals

Goals are an important part of NDIS and CentacareCQ is focused on helping you reach them.



As a National Disability Insurance Scheme (NDIS) provider, we can help you every step of the way to ensure you have the necessary support and assistance to meet your needs and enable you to live as independently as possible.

Our team is passionate about helping our clients get the most out of their plan. With this in mind, CentacareCQ has a range of services available to assist including plan management, support coordination and counselling.

We are also big on offering our clients support to explore the region and build new friendships through our Social Groups program.

CentacareCQ can:

- Help you navigate the NDIS application process
- Prepare you for your NDIS planning meeting
- Support you with your individual plan or with the plan for the person you support
- Give you person-centred help, tailored to meet your individual needs and the supports funded in your NDIS plan.

To find out more about how we can help visit centacarecq.com/ndis or call 1300 523 985.

New office in Mackay officially opened



On Wednesday 3rd February, the Bishop of Rockhampton Michael McCarthy officially opened CentacareCQ's newly refurbished office, located in the heart of the Mackay CBD.

Of the renovation at 58 Sydney Street, CentacareCQ General Manager Health and Wellbeing Flavia Prospero said; "Our new location features many improvements, all tailored to enhance our service delivery capabilities in the areas of counselling and mediation, with the creation of nine private consultation rooms and a large group meeting room."

CentacareCQ has always been committed to assisting the Mackay community.

With the move to the new office we are now easier to find, easier to get to and better equipped to assist those that need our aged care, counselling, NDIS and Family Relationship Centre services.

“Our **new location** features **many improvements**, all tailored to **enhance** our service delivery capabilities.” *Flavia Prospero*

MAIN PIC: CentacareCQ Director Robert Sims and the Bishop of Rockhampton Michael McCarthy officially open the new Mackay Office.
BOTTOM LEFT: CentacareCQ Mackay's newly refurbished reception area.
BOTTOM MIDDLE: CentacareCQ Director Robert Sims and General Manager Health and Wellbeing Services Flavia Prospero.
BOTTOM RIGHT: The new Mackay office is conveniently located in the heart of the city.

You don't need to suffer in silence

When times get tough, our team are here to listen, without judgement, to give you the support you need.

CentacareCQ offers professional counselling to individuals, couples and families to continue to develop and grow.

Sessions can be arranged in person, over the phone or via Zoom video conferencing.

Our counselling can help with many issues including personal development, grief and loss, stress management, conflict resolution, communication or family issues.

Bookings can be made online by visiting **centacarecq.com/counsellor-booking** or you can call our friendly team on **1300 523 985**.

Finding true beauty all around us



Don Butler
Human Resources
Manager

I was recently reminded that there is beauty all around us. Yet we often don't take the time out of our day just to stop and appreciate it.

It could be smelling the fresh morning air or the salty sea breeze, or watching the water droplets roll down the perfectly formed petals of a flower.

It could be watching a butterfly emerge from its cocoon or a baby chick break free from its egg. It could be observing the waves gently roll in with synchronicity washing peacefully onto the sandy beach.

As you embrace these moments of nature at her very best, take the time to reflect on the beauty within yourself and others around you.

Take the time to reflect on how we could all be kinder to each other, help each other more and do our part to make the world an even more beautiful place.

Even though we are all busy, we can all find a little time to appreciate the beauty that surrounds us.

I'm not talking about looking out the window and observing a 'beautiful day'; but rather going out and touching the plants, smelling the flowers and hearing the birds singing. Take time to immerse yourself in the perfection that has been created for us all to enjoy.

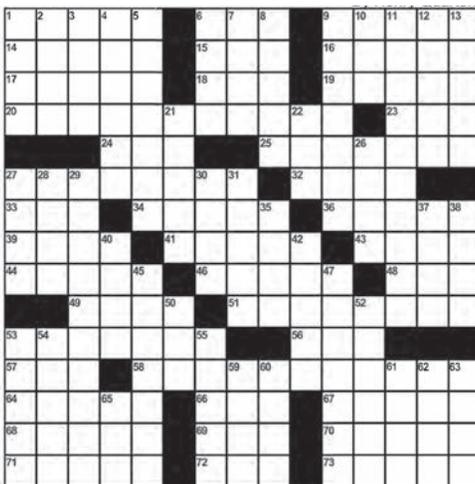
As I sit watching this beauty in my own home garden, I am reminded of that classic song by Louis Armstrong (pictured right) *What a wonderful world.*



Wishing you all a happy reflective Easter.



Crossword



ACROSS

- 1) Archaeological find
- 6) Beaver's work
- 9) Is spellbinding
- 14) Courage or spunk
- 15) Tokyo, formerly
- 16) Divide the deck again
- 17) Lyric poem
- 18) "Have some"
- 19) Animator Tex
- 20) Large sailing ships
- 23) Drone, e.g.
- 24) Boy
- 25) Became gradually smaller
- 27) Ambling
- 32) "... No. 1!"
- 33) Ashes holder
- 34) Oscar category
- 36) TV genre
- 39) Folk singer Redbone
- 41) Great balls of fire
- 43) Make asymmetrical
- 44) Let down
- 46) Trades
- 48) In-flight info, for short
- 49) Cause serious injury to
- 51) Dangerous long-tailed fish

Heavy hydrogen, e.g.

- 56) Affectionate utterance
- 57) Well-used pencil
- 58) Discharge of lightning
- 64) "All My Children" vixen
- 66) Took charge
- 67) Young snakelike fish
- 68) Another archaeological find
- 69) Gay Nineties, for one
- 70) Superman Christopher
- 71) Milk-Bone biscuit, e.g.
- 72) "Rob..." (Sir Walter Scott novel)
- 73) Wander off

DOWN

- 1) Old World duck
- 2) Arizona Indian
- 3) Impulse transmitter
- 4) Enigma
- 5) They play music for parties
- 6) Consider to be
- 7) Sandler of Hollywood
- 8) Bach composition
- 9) Comprehended
- 10) Gun, as an engine
- 11) Arctic ship
- 12) Blender button
- 13) Pinned up the pigs

- 21) "Bye"
- 22) Cold and wet
- 26) Blows it
- 27) Ponder (with "over")
- 28) Popular cookie
- 29) Leisure-time winter vehicle
- 30) Some party treats
- 31) Chews like a chipmunk
- 35) "Dang!"
- 37) Intro to physics?
- 38) "Off with you!"
- 40) Tidy
- 42) Paprika, e.g.
- 45) It's read to a misbehaving child
- 47) Makers of dins at inns
- 50) Dash abbr.
- 52) Fancy drinking glass
- 53) Dead to the world
- 54) More likely
- 55) Calculus pioneer
- 59) Infamous fiddling emperor
- 60) "Saving Private Ryan" re-enactment
- 61) Far from under
- 62) Bulgarian dollars
- 63) Deuce topper
- 65) Cloak-and-dagger U.S. org.

Do you know your Rights & Responsibilities



Every CentacareCQ client has the right to be treated well and provided with high quality care and services.

All service providers have responsibilities and must meet certain standards set out in guidelines. Meeting these guidelines is a necessity and CentacareCQ always strives to exceed these, ensuring our clients can be confident they are receiving the best possible care. To read the full Rights and Responsibilities document, please scan the **QR code**, visit: centacarecq.com/yourrights or call **1300 523 985** to request a printed copy.



For more information about our wide range of services please visit centacarecq.com or call 1300 523 985