

Planning your future health care

CentacareCQ is passionate about providing a wide-range of services and supports to help you maintain your independence, choice and control throughout every stage of your life.

But did you know that we can also assist you with planning your health care for the future, otherwise known as Advanced Care Planning?

CentacareCQ case manager Leonie Humphris said Advanced Care Planning, provided choice and control about your health care for the future - often relating to the care you receive at the end of your life.

“It’s about ensuring **you** receive the **care you actually want**, and it’s **legally** binding.”



CentacareCQ Case Manager Leonie Humphris

“It relates to the health care services and procedures you would, or would not want to, receive if you were to become seriously ill or were injured and unable to communicate your preferences and decisions,” she said.

“It might feel uncomfortable to talk about at first, but it doesn’t have to be. It’s about ensuring you receive the care you actually want, and it’s legally binding.”

How do I get started?

Our case managers can help you get started and support you when discussing your plans with your doctor, family and Enduring Power of Attorney so that everyone understands the health care you wish to receive.

For Home Care Package clients, Leonie said clients were asked during the initial stage of choosing CentacareCQ as their provider.

“Not everyone has a plan to begin with, but it’s never too early to take action. Having these conversations will help you start thinking about what’s important to you, especially at the end of your life,” she said.

“For clients who have an existing advanced care plan in place, we can ensure that it is legally binding, so that your wishes are followed through.”

If you would like to discuss your Advanced Care Planning options or learn more about the services we offer, call our friendly team today on 1300 523 985 anytime from 7am to 5pm Monday to Friday.

What are the benefits?

Advanced care planning benefits everyone

- It improves ongoing and end-of-life care, along with personal and family satisfaction
- Families have less anxiety, depression, stress and are more satisfied with care
- For healthcare professionals, it reduces unnecessary transfers to acute care units or the risk of providing potentially unwanted treatment
- It is free with documents provided by a Justice of the Peace and Advanced Care Planning Australia advancedcareplanning.org.au

Spring brings new faces and new opportunities



In this edition of Chat Monthly, we're happy to ring in the welcoming change of season with some Friends Group adventures for clients who would like to take advantage of the warmer weather and get out and about.

Our Friends Group were fortunate enough to enjoy a beautiful sunny day at the Mackay Harbour recently and our Groups Coordinator Marjanca is doing a wonderful job planning activities that cater to everyone's interests.

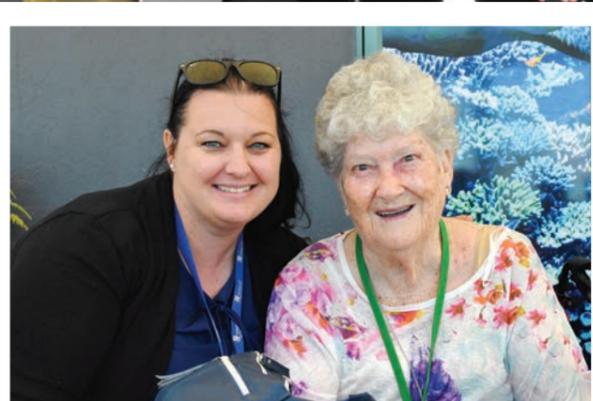
If you would like to attend one of our fantastic outings, our team would be more than happy to have you come along. Please don't hesitate to reach out to us.

In other news, we are pleased to welcome a few new faces to the CentacareCQ team here in Mackay.

Our new Community Care Coordinator, **Tegan Ferris**, our new Family Relationship Counsellor, **Prabha Srinivasan** and our new NDIS Support Coordinator **Ashley Raines** now expand our dedicated team and we are looking forward to sharing their work with you in the coming months.

For more information about any of the services that CentacareCQ offers, please don't hesitate to contact our friendly team by phone, through email, or by Facebook messenger.

Flavia Prospero
General Manager
Health and Wellbeing Northern Region.



Stepping out with Mackay's new Friends GROUP

CentacareCQ clients now have an added reason to get friendly, with the newly established Mackay friends groups quickly growing in popularity.

Coordinator Marjanca Soke has only been running the Mackay Friends Group since June, but says that the weekly social outings have already made a huge impact on the clients who attend.

"When we started our first social group here in Mackay, I got together with some of our clients to see what kinds of things we could do," Marjanca said.

"We talked about what their interests were, and they expressed 'oh we want to do this, we love doing that.', so I just wrote everything down, took what they said on board, and now I try to make the most of it for them.

"I was so excited because I could see how much our clients needed that, how much they needed the ability to socialise again, and to get out and enjoy company with other people."

Marjanca said that so far, the Mackay Friends Group (a name that the group proudly picked for themselves) has had a picnic at the beach, visited the local art space, ventured out to Queens Park, and most recently, enjoyed a fish and chip lunch at the beautiful Mackay Harbour.

CentacareCQ client and regular Mackay Friends Group attendee Nancy said that she appreciated the effort that Marjanca goes to in planning their weekly trips.

"Marjanca is definitely tops in my books," Nancy said. "I don't have a licence anymore. I haven't been out like this for years." While social isolation has always been a growing concern for many members of the elderly and disabled community, the current COVID-19 pandemic has increased the problem even more so.

"I just love to see people enjoy life, and I love to help them do that if I can"



CentacareCQ Coordinator Marjanca Soke

Marjanca says that this is what makes the Mackay Friends Group even more important now.

"I think it's a big thing when you don't have people around anymore," Marjanca said.

"When you're loved ones get busy, or they live somewhere else, or you simply just don't have them around anymore... that's a very big thing.

"Some people can't see their family members at all at the moment, if they live in different states.

"I can see that some of our clients just miss having a coffee with someone, or going out for morning tea, or just simply enjoying someone else's company and socialising."

For CentacareCQ clients who have thought about joining the Mackay Friends Group but aren't sure if the activities are really for them, Marjanca says that we need to remember to step outside of our comfort zones once in a while.

"Some of our clients started out with worries like 'oh I can't join because I have a walker', or 'Oh I'm not confident in getting around anymore,'" Marjanca said.

"It's so nice because I can then say to them 'well look, you aren't the only one', we have so many people here in similar situations. We just need to enjoy life and make the most of what we have around us every day.

"We are all different in our own ways, and there is really so much out there that we could be doing. I just love to see people enjoy life, and I love to help them do that if I can."

The Mackay Friends Group currently meets every Wednesday for a different activity around the region. If you would like to get involved, please call our friendly team on 1300 523 985.



It's now Spring 2021. Like me, you might be wondering what the next twelve months have in store for us?

Yes, it will be a time when flowers bloom and we start to prepare for the warmer months ahead, but since the arrival of the COVID-19 pandemic, we also need to be mindful of the ongoing emotional, physical, and mental health challenges that this virus continues to cause us. So, let's make Spring 2021 the time to take control of our wellbeing.

Wellbeing isn't just the absence of illness. It's about considering the many aspects of your physical and emotional health, including:

-  **Social connectedness** – Maintaining and developing healthy relationships and caring about other people (both at home and at work).
-  **Physical being** – Caring for your body, inside and out.
-  **Spiritual awareness** – Finding purpose, meaning, and value with or without organised religion.
-  **Intellectual state** – Expanding your knowledge and skills and maintaining your curiosity.

With Spring also being the perfect time to give every nook and cranny in the house a deep clean, perhaps consider a deep clean of your emotional and mental clutter as well.

-  Check your emotions and stresses and determine what needs adjusting.
-  Allow time each week for the things that give you joy, like reading a book, listening to music, or exercising.
-  Maintain and bring harmony to your family and friends.
-  Decrease the number of distractions that you have no control over.

Most of all, let's make Spring 2021 the time to have FUN!

-  Find time to interact with your family and pets
-  Enjoy a weekly games night or dinner party with family and or friends.
-  Give yourself permission to be 'silly.' Laugh a lot!
-  Be spontaneous and let fun happen.

Please, take the time to invest in your own physical and emotional well-being. It's important, and you deserve it!

Don Butler
Human Resources General Manager

Wonderword

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 DESERTS
 DIDGERIDOO
 DINGO
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 KOALA
 KOOKABURRA
 KYLIE MINOGUE
 MARSUPIALS
 MELBOURNE
 MONARCHY
 NEW SOUTH WALES
 NICOLE KIDMAN
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 PARLIAMENT
 PERTH
 PLATYPUS
 PRIME MINISTER
 QUEENSLAND
 RAINFORESTS
 RUSSELL CROWE
 SEAFOOD
 SHRIMP
 SURFING
 SYDNEY
 TASMANIA
 VEGEMITE
 VICTORIA
 WOMBAT

We're sorry! Our September Edition didn't make it out the door on time. We hope you enjoyed our **October edition.**



Short on time?

Did you know that when calling our team, you can leave a message and maintain your place in the queue? We will call you back, leaving you more time to get on with your day.

Call our friendly team on **1300 523 985**
between **7am to 5pm, Monday to Friday.**