



May you find peace & hope in Christ this Christmas

Dear people of CentacareCQ Ministries,

At the Christmas Masses, we listen as it is proclaimed: ***"Today is born our Saviour, Christ the Lord"***

Christ came into the world – a world of hurt, pain and uncertainty.

But also, a world of love and bringing with him the greatest hope and message of peace.

I pray this year that you and your families find peace and hope in Christ at Christmas time and know the love of the Father and those dear to us that we can all share.

We do face some unknown times. I urge you all to stay safe and do your utmost to be protected.

To all the staff and clients of CentacareCQ and all of those you love and serve in our human family, **may Christ's richest blessings come upon you during this time of Christmas.**



+ Michael McCarthy

Most Rev Michael McCarthy
Bishop of Rockhampton



Stay safe this festive season



As we come to the end of 2021, I'd like to personally thank each and every one of you for being a part of our CentacareCQ community.

Without your continued support, we would not be able to provide the services or celebrate the milestones that we have achieved this year.

In this issue of Chat, we reflect on the year that was. Our social groups continued to explore the region celebrating special occasions together and enjoying each other's company. We introduced you to one of our dedicated volunteers Cristeen, and we provided thousands of services throughout the region.

Recently, we have received an increase in questions about how the COVID-19 vaccination restrictions, put in place by the Queensland Government, will impact you and your services. Our priority is to keep you and our staff safe so that we can continue to support you with the best in quality care. We've provided answers to some of the most commonly asked questions that we've recently received.

Finally, I would like to wish you and your family a Merry Christmas. I hope you enjoy the festive season.

Robert Sims
Director
CentacareCQ

Looking back on 2021

It's time to reflect on the memories and milestones that this year has brought to us. We've taken a trip down memory lane to remember and celebrate some of our biggest achievements throughout 2021.

From the team here at CentacareCQ, we thank you for spending the year with us and we look forward to seeing you again for an even bigger and brighter 2022!



Scan the QR code below to view our December calendar



<https://bit.ly/3CPSTk4>

471,194 km travelled



22,470 hours of domestic assistance services



420 Social Group Activities



1160 hours of family support

A Christmas Carol Wonderword

P A N C H R I S T M A S P R E S E N T D
E S U O H G N I T N U O C S M O A S T N
T O L D F E Z Z I W I G I E N Y T I O E
E H W E M O T I H C T A R C S R M D M O
R A O G B N E P H E W R B S E M N O F T
E B N U B E R J V C Y I S E R O C F S E
C D S B O G N O A C I N N S L O I O C C
I N D M B T B E H C I T F T T C H L H I
R W Y U C E S R Z A O E S T E G Y K A T
A O R H R N I A T E Z B E U S R D N R N
V G G S A S O R P Z R Y M Y A S E O L E
A G N U T S U I I S S S E A S C E C E R
T N A M C C P W T A A L C S R B R K S P
U I A E H V I I M P R M N R E L G E D P
R S E R I G N T R A M I T L O Y E R I A
K S O N T Y S E M I A E L S D O G Y C C
E E O D T I B L E H T E D E I S G S K L
Y R U I R F O G C S E S B E V R E E E E
R D M H N I G H T C A P M A R T H A N R
Y H C T U R C O A D N I L E B N E C S K

ANGRY
APPRENTICE
AVARICE
BAH
BED
BELINDA
BELLE
BOB CRATCHIT
CAUSTIC
CHAINS
CHARLES DICKENS
CHRISTMAS PAST
CHRISTMAS PRESENT
CHRISTMAS YET TO COME
CLERK
COUNTING HOUSE
CRUTCH
CURTAINS
DRESSING GOWN
EBENEZER SCROOGE
FOG

GREEDY
HUMBUG
JACOB MARLEY
KNOCKER
LONDON
MARLEYS GHOST
MARTHA
MERRY CHRISTMAS
MRS CRATCHIT
MRS FEZZIWIG
NEPHEW
NIGHTCAP
OFFICE
OLDFEZZIWIG
PETER
REDEMPTION
SNOW
SPIRITS
TINY TIM
TURKEY
WINTER



1872 hours of counselling



Is your home fire safe?

Our team is available to test and install smoke alarms that are compliant with the new State Government legislation.

To book an appointment, phone our friendly team on 1300 523 985 between 7am to 5pm, Monday to Friday.



Your COVID questions answered

With the **Queensland Government's** recent announcement on updated **vaccination requirements**, we have had many of you asking how you and your services may be impacted. We asked our Director, **Robert Sims**, to answer some of your most **commonly asked questions**.

Q: How does the vaccination mandate for in-home care staff affect me?

A: The vaccination mandate will have little impact on most of the services that you receive from us.

As of the 15th of December, all CentacareCQ staff will be required to either be fully vaccinated or have an approved exemption in place.

The vaccination of all staff will mean that they are less likely to spread the virus, giving you added protection when receiving your services.

Your services will not be impacted unless they are provided at an external venue that requires vaccination for entry.

Q: Can I still receive my services if I'm not vaccinated?

A: Yes - as long as the virus is not active in our communities. If cases do start to appear in our communities, our COVID response plan may be enacted and will require some restrictions for the health and safety of both you and our staff.

We will provide information if this is required.

Q: Can I request for vaccinated staff only to provide my services?

A: As of the 15th of December, all CentacareCQ staff will be compliant with the Queensland Government's vaccination mandate.

Q: Can I still attend Social Group Activities if I'm not vaccinated?

A: To comply with Government regulations, clients who are not vaccinated will not be able to attend group activities that are held at external venues which require vaccination for entry.

Our future Social Group calendars will clearly identify which activities will require vaccination to attend.

Q: What precautions have been put in place to keep me safe from infection?

A: CentacareCQ has robust infection control procedures in place to help minimise the risk presented by both COVID-19 and other threats of infection.

The health and safety of our clients and staff are our top priority.

For more information - www.health.qld.gov.au/covid19

Running short on time?

Did you know that when you call our team, you can **leave us a message** and the message will 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.**