



## Giving back to the generation that gave so much

**For as long as Kirsten Filewood can remember, she has always loved helping people.**

From constructing a cubby house for her friends at the mere age of 10, to regularly visiting her grandmother during the school holidays, Kirsten has always been passionate about making sure everyone is cared for.

"I loved spending time with Grandma, I just really connected with her and that generation," Kirsten said.

"I think there's a lot of old-style values missing in the community these days, and it's nice to give back to the generation that gave us all so much."

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**“ Helping clients is *not* a one size fits all type of situation.”**

*~ Kirsten Filewood, Case Manager.*

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Kirsten's passion for caring about others has become a significant part of her life.

Today, she is blessed to be a part of the CentacareCQ team as one of our newest case managers, continuing her passion for helping others.

Kirsten's role entails providing tailored support and services to improve and enhance the wellbeing of her clients.

"I like being a case manager. Helping clients is not a one size fits all type of situation," she said.

"I like to get to know my clients, find out what their needs are, and support them to have a better life."

Prior to her role as a case manager, Kirsten spent more than 20 years working at the Mackay Base Hospital, assisting patients in a variety of roles including providing support to patients struggling with their mental health.

"I love being a case manager, I really enjoy that one-on-one time with people. It's all about providing nurturing support to enhance their life," Kirsten said.

"I like being able to personalise solutions for them, and helping them to improve their overall wellbeing."

# A new year brings new opportunities



Welcome back and Happy New Year to you!

We have so many exciting things in the pipeline and the team and I are gearing up for a great 2022 ahead.

In this issue of Chat Monthly, we introduce you to our new case manager,

**Kirsten Filewood.**

Kirsten joined our team in November last year, and as a proud local resident of the Mackay region, she is excited to now be a part of the CentacareCQ team.

We hope you will join us in wishing Kirsten all the best in her new endeavours, and help us to send a very warm welcome.

In other news, one of our Family Dispute Resolution Practitioners, **Justine Sturgiss**, attended a seminar about making and updating wills recently.

Justine has been kind enough to share some of her knowledge on the topic with us, so if you haven't thought about your will recently, now could be a perfect time to do so.

From all of us here at CentacareCQ, we wish you a wonderful and rewarding year.

## Flavia Prospero

General Manager

Health and Wellbeing Northern Region

# The importance of making & updating your will

For many of us, it's something we've just never gotten around to doing

In fact, according to a recent study by [finder.com.au](https://www.finder.com.au), only 50% of Queenslanders have a will.

There can be many reasons why someone hasn't made or updated their will. It may have simply slipped their minds, or perhaps they feel like they don't have anything of value worth passing on.

CentacareCQ Family Dispute Resolution Practitioner Justine Sturgiss explains that a person's will is the most important document that they will ever make in their life.

"The most important reason to make a will is to make sure that your property is distributed in the way that you would have wished for it to be, after you have passed away," Justine said.

## What is a will?

A will is a legal document that directs what happens to your assets after you pass away. Wills offer great flexibility and allow you the opportunity to have your wishes carried out regarding your estate (*property and assets*), money, children and even pets.

Wills can also provide great peace of mind to your loved ones, and reduce conflict at the time of your death.

## Why should I make a will?

One of the most common reasons many people don't have a will is because they believe they don't have or earn anything valuable, which Justine said simply isn't true.

"You actually do have something of value. It might be in the form of superannuation, a car, furniture, special ornaments, jewellery or priceless family heirlooms," Justine said. "If you pass away without a will, the law determines who gets these assets from your estate."

## How do I get started?

While the prospect of making a will can be a little daunting at first, Justine said help is available.

"Getting started is as simple as making an appointment with your lawyer, solicitor, or speaking to your local Public Trustee," she said.



**“Your will is the most important document you will ever make in your life.”**

~ Justine Sturgiss, Family Dispute Resolution Practitioner.

"These people are experts in the field and can provide you with information and the knowledge you need to compile a valid, legally binding will.

"They can also help you to identify all of your assets and how you would like them to be distributed."

Justine said bringing a trusted friend, or advocate, to your appointment can also help to make you feel more comfortable about discussing your matters.

## Updating your will.

It's important to regularly update your will so that it always correctly reflects your wishes. Your will is a living, breathing document and events that occur in life can easily nullify it.

Justine suggests reviewing your will every 3 to 5 years, or after a particular life event, such as marriage, divorce, the birth of a child or grandchild, or moving homes.

## Additional Information

**About Wills**  
Public Trustee



<https://bit.ly/3295zGo>

**Estate Planning**  
Queensland Gov.



<https://bit.ly/3ss4lRg>

**Making a Will**  
Queensland Gov.



<https://bit.ly/3p9Lpos>

Scan the **QR codes** above to **learn more**

# A year of wholesomeness

Welcome to 2022! This time of the year always lends itself to starting things fresh and new.



**A chance for each and every one of us to open our minds and our hearts to new opportunities.**

Whatever your resolutions might be for the year ahead, I do wish for them to be rich in good memories and for them to help you to grow into a better version of you.

For me personally, if there's one thing the last couple of years has taught me, it's that flexibility is a crucial skill necessary for any form of goal setting, resolution making, and planning.

Not everything we set out to do from the start of the year goes according to plan - circumstances change, things beyond our control happen, and that's just a natural part of life. That is why this year, I'm choosing to add some **'resolutions of wholesomeness'** for myself.

I'm going to spend 2022 nourishing myself physically, mentally and spiritually.

My resolutions include:

- **Getting outside more**
- **Complimenting someone and meaning it**
- **Hand writing a letter, even just to myself to read later**
- **Trying something new each month**
- **Printing and hanging some pictures**

It's important to keep in mind that sometimes it's the little things that can have a big impact on our wellbeing and happiness. Let's start the year right, with a strong dose of wholesomeness.

**Don Butler**

Human Resources General Manager



## Puzzle: Number Search

Find and circle the **6 digit numbers** hidden in this puzzle. They may be hidden in any direction.

106248

532137

154259

546183

162261

563824

225479

564237

236462

605271

479158

653921

489238

662735

494114

751951

496963

908469

496974

1	6	2	2	6	1	2	5	6	2	2	1	7
6	6	5	4	7	6	6	5	8	2	8	7	8
3	6	5	0	7	4	5	6	4	0	9	2	4
4	2	1	3	2	8	4	3	7	4	4	5	2
9	7	4	3	8	4	3	8	9	3	6	0	6
6	3	7	9	7	1	4	2	1	2	8	6	0
9	5	9	9	4	9	6	4	9	1	1	2	1
6	7	1	4	5	1	4	4	5	8	8	9	3
3	5	4	2	7	9	1	9	5	1	4	1	6
8	2	4	5	6	7	1	4	7	7	3	6	8
3	5	7	9	2	5	9	0	8	4	6	9	0
1	9	7	2	7	2	5	2	3	6	4	6	2
9	4	9	7	6	7	3	1	2	3	5	1	9

## Short on time?

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

