

 OUR TEAM

It's more than a job, it's who I am!

In a town with a small population, it's hard for people not to know your name.

For more than three decades, Catherine has worked in the aged care and disability industry

Especially when you have made a positive impact on their wellbeing and independence.

For Catherine Berry, walking the streets of Emerald (or anywhere in the Central Highlands for that matter) means always seeing a familiar face.

In fact, since joining the CentacareCQ team as a support worker nine months ago, Catherine has built a strong reputation, among her clients, for being caring, trusting and supportive of their needs.

"It's more than just a job, it's my life. It's who I am," she said.

"I see a lot of my clients outside of work and they're always excited to see me.

"It's lovely to see how they are going. I always enjoy catching up for a chat, tea or coffee."

For as long as she can remember, Catherine has dedicated her life to caring for others.

For more than three decades, she has worked in the aged care and disability industry as a support worker.

But in recent times, she has taken on a different role as Central Highlands newest case manager.

"I'm overwhelmed by the opportunity and am looking forward to helping my clients on a deeper level," she said.

"I'm really enjoying the change. I love the fact that I can provide the support workers valuable

client knowledge from my own personal experience in the field," Catherine said.

"It really is quite humbling to be able to pass the torch and share my experience with other support workers, so that they, and the client, can get the best possible outcome.

"I've always wanted to take on case management. I feel ecstatic!"

Although her new role has meant less one-on-one time with her clients, Catherine said she wished to let them know that she was "still there for them."

"I miss seeing them that's for sure," she said.

"But I'm still here for them and they can call me if they need someone to answer any questions they may have.

"I go above and beyond the point of call, but that's because I care."

Let us help you...

Our team can take the stress out of your day-to-day life with services including:

- Domestic Assistance
- Personal Care
- Medication Monitoring
- Case Management
- Counselling
- Family Support

To find out more, call **1300 523 985** or **message us on Facebook.**



Community Spirit

Welcome to the March edition of Chat.

I'd like to take this moment to say what a wonderful community we have here at CentacareCQ.

We have been receiving a lot of kind feedback from you, and I've got to say, it's very heart-warming to hear.

I truly believe we are blessed to have a wonderful team of individuals who are passionate about **making a difference in our community** – one of whom you will get to know a little more in this issue, along with other great reads, recipes and reflections.

Until next time...

Monica Laws
General Manager Health & Wellbeing
Central Region

Our Offices are now

OPEN

Welcome

In early February we briefly closed our offices for two weeks to reduce the potential spread of infection from COVID-19.

We are pleased to announce that our offices are **now open** for visitors and clients and those attending **face-to-face appointments**.

ONLINE SAFETY

With great POWER comes great CYBER SECURITY...

The internet has become a great tool for keeping in touch with our loved ones, learning new things and even playing games.

From laptops and iPads, to smart phones and even watches, today's technology has also made it convenient to pay our bills, do our shopping and bank online without the need to leave the comfort of our homes.

But like all powerful tools, the internet does come with some risks.

As CentacareCQ's Technology Coordinator Michael Harding explains:



"Cyber security is something everyone should prioritise."

"While it's important to keep in touch with our friends and family, it's vitally important to take steps to be cybersafe."

Michael said some of the common cyber threats included:

- **Malware:** Software designed to damage computers, steal data or financially exploit you
- **Data breaches:** Personal information being released to the general public
- **Scams:** Deceiving emails, text messages and websites that invite you to give away your personal information
- **Identity theft:** Using your personal information without permission.

Michael says there are a number of steps you can take to help protect yourself when it comes to being safe online....



username

OK



Update your device

Just like getting your car serviced, regular updates improve your device's performance and makes it more secure.

Best of all, there are ways to set up automatic updates, so you don't have to manually do it every time and update is required.

Updating your device will also add new features and make your device run faster.



Turn on your multi-factor authentication

A **multi-factor authentication** (otherwise known as an MFA) is when you need more than one piece of information to gain access to your account.

For example: To access your email account, you may need to enter a password and receive a text code first.

Having multiple layers of authentication makes it harder for cybercriminals to hack into your account, making your personal information safer.

If you need help with getting a multi-factor authentication activated on your account, you can scan the QR code in this story or ask a loved one to help you.



Back up your device

If something were to go wrong with your device, what happens to your information?

Backing up your computer, phone or tablet means that your files are saved somewhere separate to your device – just like photocopying your precious photos you wish to keep in case you lose the originals.



Use a passphrase

Passwords are a great way of securing your precious files, **but a passphrase is a stronger** and more secure version of this.

Passphrases use four or more random words as your password, which makes them hard for cybercriminals to guess, but easy for you to remember.

Be sure to make your **passphrase long, unpredictable and unique!**



Recognise & report scams

Have you ever received a **suspicious email** from an address asking you to urgently pay a bill?

Or perhaps a message that reads: **"You've won a prize!"** or that your computer **"Contains a virus?"**

Beware! This could be the work of a crafty cybercriminal on the hunt for your personal information.

It's important to be vigilant and report scammers the moment you recognise them.

Some tell-tale signs of scammer activity include messages, emails and calls that attempt to trick you by:

- **Revealing** bank account details, passwords, credit card numbers
- **Giving remote access** to your computer
- **Opening an attachment**, which may contain a virus
- **Sending money** or gift cards.



SOCIAL GROUPS CALENDAR

Scan the QR code to download this month's social group calendar or visit: www.centacarecq.com/ysg



If you would like to know more about ways to stay safe online, visit: centacarecq.com/cybersafety



FUN & FOOD

St Patrick's Day

Wonderword

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

BEER
 BELFAST
 BISHOP
 CABBAGE
 CELEBRATION
 CELTIC CROSS
 CHRISTIAN
 CLOVER
 CORK
 CORNED BEEF

DANCING
 DUBLIN
 EVENTS
 FEAST DAY
 FESTIVAL
 GREEN
 GUINNESS
 HERITAGE
 HISTORY
 HOLIDAY

HOLY DAY
 IRELAND
 IRISH
 LEPRECHAUN
 LIMERICK
 MARCH
 MISSIONARY
 MUSIC
 PARADE
 PATRON SAINT

POTATOES
 SEVENTEENTH
 SHAMROCK
 SNAKES
 SODA BREAD
 TRADITION
 YEARLY



REFLECTION

Travel with the change of the season

March in Australia signals the start of Autumn – the time of year when the days get shorter and the weather gets a little cooler.

The leaves on some trees begin to change colour from green to red, yellow and brown and then fall to the ground.

In home gardens across the region, avid green thumbs are preparing their garden beds for crops to harvest during the winter months.

It also means we all breathe a little easier knowing that the threat of cyclones is reduced.

Now that our state borders are open again, why not take a trip to other parts of Australia to see what autumn magic is being created there?

Spiced Toffee Apple Cake



Ingredients

200g dates, roughly chopped
 200ml milk, plus a splash
 250g butter, softened, plus extra for greasing
 280g self-raising flour
 200g light soft brown sugar
 ½ tsp baking powder

4 large eggs
 1 tbsp mixed spice
 2 tsp vanilla extract
 3 small red apples
 squeeze lemon juice
 handful of toffees
 a little icing sugar, for dusting

Step 1: Heat oven to 180C/160C fan/gas 4. Grease and line a 20 x 30cm baking tray with baking parchment. Put the dates and milk in a small pan and bring to a simmer. Remove from the heat and set aside for 15 mins to cool.

Step 2: Whizz the date mixture to a smooth purée in a food processor or blender, then scrape into a large mixing bowl. Tip in the butter, flour, brown sugar, baking powder, eggs, mixed spice and vanilla, and set aside while you prepare the apples.

Step 3: Quarter and core the apples, then slice quite thinly, tossing in a little lemon juice as

you go. Quickly beat together the cake ingredients with an electric whisk until smooth, then scrape into the baking tray. Arrange the appleslices, overlapping in rows, on top of the cake – you should be able to get 3 rows lengthways down the tray. Bake for 45-50 mins until a skewer poked into the centre of the cake comes out clean. Cool in the tray.

Step 4: Put the toffees in a small pan with a good splash of milk and gently melt, stirring, until runny. To finish, dust with a little icing sugar, then drizzle sauce all over the cake. Cut into squares or slices to serve.

[Source: bbcgoodfood.com]



Don Butler

General Manager Human Resources



INFORMATION

Know your rights & responsibilities

As a CentacareCQ client, you have the right to be treated well and provided with high quality care and services.

As your local service provider for more than 45 years, we strive to ensure you are receiving the best possible care.

To view a full copy of the Aged Care Consumer Rights and Responsibilities, please scan the QR code, visit centacarecq.com/yourrights or phone 1300 523 985 and request a printed copy.

