

April 2026

**Pause.
Check.
Protect.**



Top tips to avoid Online Scams

Scams are getting smarter, slicker and a lot harder to spot. Emails, text messages and websites can look the part, which is exactly how scammers catch people out.

The good news is there are *still some common warning signs to watch for!*



Looks close, but not quite

A sender's details might look almost right, but not quite. An email address could include a spelling mistake, extra letter or odd ending. Website links can be just as sneaky, designed to look real at a quick glance.



Too generic to trust

Generic greetings are another clue. Messages that open with "Dear customer" or "Sir/Madam" instead of using your name should always raise an eyebrow.



Sloppy says something

Spelling mistakes, awkward wording and poor presentation can also be tell-tale signs. While some scams look polished, many still give themselves away through sloppy details.

Good Practice...



Don't be too quick to click

Red flags include unexpected links and attachments. If you were not expecting a message, invoice, delivery alert or file, do not rush to open it.

The best defence is to slow down.

Pause before you click, check the details carefully, and do not let urgent language push you into acting too fast. If something feels off, contact the organisation directly using official contact details from their website.



Remember the golden rule

Most importantly, never share passwords, PINs or personal information.

When it comes to staying safe online, a second look can make all the difference.

Article informed by advice from: cyber.gov.au



Our People in
FOCUS
Jason Family Dispute
 Resolution Practitioner

Q. Tell us about your job at CatholicCare.

As a Family Dispute Resolution Practitioner (FDRP), the main part of my role is facilitating mediations so that family members of children can come to an agreement. Usually, this is separated parents trying to make a parenting plan for their children. I also facilitate property mediations, where we help people reach an agreement to assist in their property settlement.

I have been with CatholicCare since October 2017.

Q. What aspects of your job bring you the most fulfillment? Do you have a particular achievement or story that stands out to you?

The main aspect of my work I find fulfilling is guiding people through mediation, helping them avoid going through the long, drawn-out Family Court process. I also really value opportunities to learn new mediation techniques.

Q. Outside of work, what hobbies, activities or interests do you have?

I have two young kids, so recreational time is quite limited! I enjoy spending time with my family, and in the past I used to play the guitar. When I can, I'll watch sports, any sports really. I'll even watch a replay if I can. It's good when international cricket is on, as it's on tv when I'm awake in the middle of the night.

Q. Are there any special places you like to visit or travel to? If so, what makes them special to you?

My family enjoy travelling to Brisbane to get a bit of the 'city life'. Southbank's quite nice, and we always make a stop at the Pancake Manor. Personally, I've always liked going to Sydney as I was born there, and I have family who live down there.

Q. What are some interesting facts about you or your life?

When I was in Grade 12, I co-hosted a community radio show on Friday nights from the PCYC in Airlie Beach. It was called the M & J show. My friend Matt and I loved Hamish and Andy, so we wanted to be like them. We didn't talk too much – we'd play some songs, introduce the songs, and share a bit of news. If we could get the tracks, we'd play songs from the ARIA top ten chart of that week. I think the station's signal had enough power to get to about three homes, but it was fun.

Q. Are you currently reading, watching, or listening to anything that you would recommend?

I just watched the movie *Wicked*, which was great. Federal parliament recently returned, so a new season of Question Time has just started, which is always good. It's my MAFS!

Q. Can you share an example of a time when you witnessed the positive influence of CatholicCare services and/or staff on someone's life?

I think School Savvy is the biggest example in terms of helping people, because it's the program where I've personally seen the most impact. I've been a part of School Savvy for three years, since it first started in Mackay. We see people crying with joy because they can't believe how affordable the school supplies are. That means they can put the money they save toward other things their family or the kids need. While we do recognise some people returning each year, there are always plenty of new faces. I think once people hear about School Savvy, they want to come back and use it each year for back-to-school supplies.

To find out more about our family & relationship services scan the QR code or visit: www.catholiccarecq.com/frc



Speaking up for
**BETTER
 CARE**



CatholicCare's Quality and Compliance Officer, Amanda, is helping make sure the voices of clients and community members are heard where it matters most.

As part of broader advocacy work, Amanda is involved with the **Central Queensland Hospital and Health Service Consumer & Community Engagement Group.**

Amanda helps raise feedback, concerns and service delivery challenges on behalf of clients and the wider community. She speaks up about areas where people may be struggling to access support, where services may not have met expectations, or where improvements could help organisations better meet the standards they work under.

Recently, Amanda took part in a strategy workshop held in Central Queensland. The workshop brought together consumers, community representatives, staff and management to share experiences, identify challenges and discuss what better, more respectful and more person-centred services should look like in practice.

The message from participants was clear:

People want plain language and respectful communication, genuine involvement in decision-making, and better support for engagement across the region, including rural, remote and digital access.

Amanda's involvement in this work reflects an important part of CatholicCare's commitment to advocacy, quality and client-centred care. It is also a reminder that when concerns are raised and voices are shared, positive change becomes possible.

LEST WE FORGET



25
 APRIL



The **CEO's** Corner

It is hard to believe how quickly the year is moving, and with Easter now behind us, April gives us an important opportunity to pause and reflect on something deeply meaningful in the life of our nation: Anzac Day.

Each year on 25 April, Australians come together to honour the courage, sacrifice and service of those who have served our country in times of war, conflict and peacekeeping. It is a day of remembrance, but also one of gratitude. It reminds us that service takes many forms, and that the values of courage, resilience and community continue to shape the kind of society we strive to be.

This message resonates with us strongly. We see every day the importance of caring for those who have given so much, including veterans, older Australians, and the many people in our community whose lives reflect strength, endurance and quiet service to others.

Anzac Day also invites us to think about connection across generations. By taking the time to remember, acknowledge and support one another, we help build a community grounded in respect, compassion and understanding.

As we mark Anzac Day this year, may we do so with gratitude in our hearts and a renewed commitment to caring for those around us.

Until next time,

Robert Sims

CatholicCare Chief Executive Officer





RECIPE

Hummus with Spiced Avocado & Ham

A spiced up savoury classic that's as easy to make as it is tasty... customisable for plain Jane's and Suzie spice heads!

Ingredients...

- 1 ½ cups plain hummus
- 1 tbsp olive oil
- 2 avocados, pits removed, thinly sliced
- Jalapeno rounds, optional
- ½ tsp red pepper flakes
- 5 to 6 slices of honey cured sliced ham
- Fresh parsley, for garnish
- Crackers, for serving
- Grape tomatoes, for serving
- Carrots, for serving
- salt and pepper to taste

Source: thecuriousplate.com

Just three easy steps:

1. Spread the hummus evenly on a plate. Drizzle olive oil over the hummus. Top the hummus with avocado slices, and adjust to your spice preference with the jalapeno rounds, and red pepper flakes.
2. Add the ham slices on top of the avocado slices. Garnish with fresh parsley, salt and pepper. Serve with crackers, grape tomatoes, and carrots.
3. Enjoy with your favourite chilli cooling drink.



WONDERWORD

Feeling Fruity

Keep your eyes peeled and enjoy this zesty word puzzle...

- | | | |
|------------|------------|------------|
| GRAPEFRUIT | PLUM | BLACKBERRY |
| ORANGE | LIME | PEACH |
| GOOSEBERRY | WATERMELON | PEARS |
| KIWI | APPLE | RASPBERRY |
| STRAWBERRY | BANANA | MANGO |
| TANGERINE | LEMON | GRAPES |

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| S | P | G | B | L | A | C | K | B | E | R | R | Y | Y |



Need a hint or looking for the solution?

Scan the QR code or visit:

www.catholiccarecq.com/wonderword

Wonderword Source: thewordsearch.com

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Need to make a disclosure?

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You matter