



Celebrating...



Aged Care Employee Day



This August we're joining in on celebrations across Australia to mark Aged Care Employee Day!

While Monday August 7 is the official day of celebration and sharing special 'thanks for caring' messages, we think our amazing team deserves the entire month.

Our incredible staff, many of whom specialise in providing quality aged care services to you week in week out, truly are our quiet achievers. They come to work every day not expecting thanks, but hoping to make a difference in the lives of you and your loved ones.

This month, we're inviting you to join us in recognising our staff and acknowledging the special contributions that they make to your lives. We want to hear your compliments, your stories and your feedback!

Give us a call, send us an email or visit our social media pages – we'd love to share your 'Thanks for Caring' messages with our team!

Compliments you've been sharing...

"My workers **Kurt & Jessie** were *absolutely brilliant* and I am so appreciative!"

"**Rob** came and made an adjustment to my downpipe, *thank you*. It was just in time otherwise I would have been flooded twice over the weekend"

"**Roeshell** is a *wonderful young lady* and I am so happy with her services"

"**Steve** is wonderful. He came out here to do a few things and he was just wonderful. *Nothing's too much trouble for him and he's just lovely*. He is always *so polite* and he's able to help with everything. Tell him thank you so much!"

"**Stephanie** is a *go-getter* and a *real credit* to your CatholicCare team"



Why not jump online and share your 'Thanks for Caring' message at:
www.catholiccarecq.com/aced23



Thanks for caring



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Regional Managers Message...

Welcome to the August issue of Chat Monthly.

Each year when **Aged Care Employee Day** rolls around, I find myself reminded of just how many extraordinary individuals make up our CatholicCare team. Aged Care Employee Day is a day where we celebrate the **more than 360,000 aged care workers across Australia**, including our very own.

As we come **together to share our messages of thanks**, I want to extend my personal admiration and gratitude to each of our incredible staff. It is our staff's tireless efforts, their steadfast commitment, and their compassionate care that are the heart of soul of all that we do at CatholicCare. It is because of our staff that we are able to make a difference in your lives and in the lives of those around you.

If you have the means and the time, I would certainly encourage you to participate in sharing a special message of thanks with our team this month! Not only is it a great way to say 'Thanks for Caring', but a simple compliment and kind word can really make someone's day!

Thanks for caring



Flavia Prospero
General Manager Health
& Wellbeing Services
CatholicCare Northern Region

Staff in focus...

Patrick

Client
Contact Officer

You speak to them every time you call our 1300 number, so we thought it would be nice to put some faces to the names of the people behind our phones...



Q. What does your job at CatholicCare look like?

My role is answering incoming calls for all of our service regions, providing general and service information to our clients, and actioning service referrals. This is in addition to a wide range of other tasks!

Q. How long have you been working at CatholicCare?

July 2023 marked 22 months (*nearly two years*). I was inspired to apply for my role because I have a history of working in customer service roles, largely in health administration and community services. My interest in these roles is because I believe they are hugely important sectors for people in need of assistance.

Q. What aspects of your job bring you the most fulfillment?

I think the most rewarding aspect of my job has to be those moments you are helping someone who is incredibly grateful. Those moments reinforce how much people appreciate what we are doing for them. Knowing that you are a part of truly making a difference to someone's quality of life is a fantastic feeling.

Q. Are there any special places you like to visit or travel to?

I visit Brisbane and the Sunshine Coast more than anywhere else, because that is where most of my close friends live. Having my friends there make those places very special. They are fun filled journeys each time I visit.

Q. Do you have any favourite quotes or sayings that provide you with inspiration and motivation?

"You need to let the little things that would ordinarily bore you, suddenly thrill you." – *Andy Warhol*.

Q. What are some interesting facts about you?

My mum was born in Wales and only moved to Australia just before she turned 10 – I'd like to hopefully travel there and visit one day.

Q. How do you like to spend your time outside of work?

I love fashion, which subsequently results in a lot of shopping! I also enjoy reading, socialising with my friends and family, and watching film & TV.

Q. What are some of your favourite ways to relax and unwind?

Reading a quality book or watching a great movie or show with my partner is my usual. Going out for an amazing dinner helps too!

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

Recently I re-read the entire Harry Potter book series, which was so nostalgic and great. Before that, I finished 'Just Kids' by Patti Smith – a memoir which was both fascinating and really poetic. The last excellent film I watched was 'Women Talking' which was really beautiful and inspiring too.

Q. Describe a time when you witnessed the positive influence of CatholicCare services on someone's life?

I get daily feedback from the huge amount of clients I interact with as part of the Client Contact Team, about the positive influence we and our services are having on their lives. It would be rare that a day went by where I didn't receive at least one client compliment, commending a staff members work or performance!

Are you enjoying our new staff in focus series? We'd love to hear your feedback!

Email us at:
communications@catholiccarecq.com





RECIPE

The ULTIMATE Banana Pancakes

INGREDIENTS

- 1 ¹/₃ cups (200g) self-raising flour, sifted
- 1 tsp baking powder
- ¹/₄ cup (55g) caster sugar, plus 2 tbs extra
- 1 ripe banana, mashed, plus 3 bananas, halved
- 1 tsp vanilla extract
- 1 egg
- 1 cup (250ml) buttermilk
- 50g unsalted butter, melted and cooled, plus extra to brush
- Vanilla ice cream, to serve

BROWN-BUTTER MAPLE SYRUP

- 80g unsalted butter, chopped
- ¹/₄ cup (60g) brown sugar
- ¹/₄ cup (60ml) maple syrup

Source: delicious.com.au

1. In a large bowl place the flour, baking powder and caster sugar, and mix to combine. Make a well in the centre and add the mashed banana, vanilla extract, egg, buttermilk and melted butter and whisk until smooth. Set aside to rest for 20 minutes.
2. Meanwhile, for the brown-butter maple syrup, place the butter in a small saucepan over medium heat and cook for 3-5 minutes until the butter has turned a nutty golden brown. Add sugar and maple syrup and cook, whisking, for 2-3 minutes until smooth and thickened. Set aside.
3. Heat a non-stick frypan over medium-low heat and brush with butter. Add ¹/₂ cup pancake batter and cook for 2-3 minutes on each side until golden and cooked. Keep warm while you continue with the remaining batter.
4. To make the caramelised bananas, scatter extra 2 tbs sugar in a large non-stick frypan and add banana, cut-side down, and cook for 2-3 minutes until caramelised.
5. Arrange the pancakes on a serving plate, top with caramelised banana drizzle with brown butter maple syrup. Serve with ice cream.
6. **ENJOY!**



WONDERWORD

Farm Animals

Find all the animals in this 'udder' nonsense...

- | | | | |
|---------|-------|---------|-------|
| BEES | DUCK | CHICKEN | SHEEP |
| TURKEY | BIRDS | CALF | BISON |
| ANIMALS | DOG | LLAMA | HEN |
| BUFFALO | GOAT | DEER | GEESE |
| HORSE | FISH | GOOSE | LAMB |



Need a hint or looking for the solution?

Scan the QR code or visit:

www.catholiccarecq.com/wonderword

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

Source: thewordsearch.com