

CatholicCare
CHAT

MONTHLY

DECEMBER 2022

MERRY
Christmas

Welcome to the December issue of CHAT, and may I take this opportunity to firstly wish you all a very **MERRY CHRISTMAS**.

Reflecting on the year that was, 2022 has certainly been an extraordinary year for everyone within our CatholicCare family.

Together we have faced *changes, challenges* and *many new opportunities*. We have *adapted, endured* and *embraced* all that 2022 has thrown our way.

From continuing to navigate the pandemic to introducing new service offerings in some areas of our Diocese. From implementing mandatory work changes to redesigning our service scheduling to fit a more localised model. Even the introduction of our new name, as *CatholicCare Central Queensland*, only took place just this year.

It is hard to believe that we have achieved so much together in what feels like such a short space of time.

Our clients and communities are always at the heart of everything we do and every decision that we make. For the continued support and faith that you place in us as your chosen provider, I sincerely thank you all.

I trust that you will join me in welcoming in the new year as we look forward to a bright and prosperous 2023. *Until next time,*

I wish you all the joys of the festive season.



Robert Sims
CatholicCare Director



CatholicCare System Outage & Data Breach

Your questions answered...

Following thorough investigations into a recent system outage experienced across our organisation, we regretfully confirm that CatholicCare Central Queensland has been the victim of a data breach incident.

We take your wellbeing, including the protection of your data and personal information, *very seriously* and we wholeheartedly apologise to you that this has happened.

We'd like to take some time to answer some of your most frequently asked questions about the incident, to help you understand what has taken place.

So, what actually happened?

The forensic IT and cyber experts that we have engaged are still investigating exactly what has occurred. What we do know, is that someone outside of our organisation has accessed our data systems and locked us out of certain computer programs that we use to deliver our aged and disability care services.

What data of mine may have been accessed?

It is possible that details such as your name, your address, your phone number and potentially your Medicare number (if we have that information stored), have been accessed by someone outside of our organisation.

Was my data taken?

At this stage, we do not know if any data has been taken. We only know that our data has been accessed and encrypted, and that we have been locked out of our systems.

If investigations do find that your data has been taken, you will be informed in a letter.

What are you doing to protect my data?

We continue to take your data protection extremely seriously. The moment we were aware that there was an issue with our systems, our IT team shut down our data servers out of an abundance of caution.

We have engaged additional IT experts and a specialist cyber incident team to ensure that we are doing everything possible to mitigate the risks associated with this breach.

Are all CatholicCare services impacted?

No. This incident has affected our aged care and disability services only. There are no issues with domestic and family violence support, counselling, family support or The Family Relationship Centre.

Will this continue to affect the services I receive?

We take your wellbeing extremely seriously and we are **NOT** cancelling, restricting or reducing services because of this incident.

The biggest challenge that we continue to face is that we cannot access large portions of data and information that we would normally use to best schedule your services.

Our teams are working around the clock and continuing to do the very best that they can with the limited resources available.

This does mean, however, that processes may be less efficient for a period of time. We really do appreciate your patience and understanding if unintentional errors are made.

Are you trying to hide that this has happened?

Absolutely not. We are and have been releasing accurate and confirmed information as soon as it has become available to us. We place importance on taking the time to ensure that the information we are providing to you is correct and confirmed, as the last thing that we want to do is cause you any additional stress or concern that is based on speculation or hearsay.

We do not wish to worry anyone unnecessarily or cause confusion.

Is there anything else that I should know?

We are extremely sorry that this has happened. Your wellbeing, safety and security are of course our top priority.

We commit to keeping you informed and supported as necessary.

We really do appreciate your patience & understanding.



Updates

For the latest updates please scan the QR code or visit: www.catholiccarecq.com/systemoutage

POWER Savings.

Did you know that the Queensland Government offers some *helpful electricity rebates*?

With the summer heat already well and truly upon us, your fans and air conditioners will need to be working overtime to keep you cool and comfortable throughout the season. If you find yourself worried about the impact that this may have on your next electricity bill, then we have some good news for you...

Eligible pensioners and seniors can take some of the *shock* out of their electricity bills with a rebate from the Queensland Government.

The savings may spark your interest, with rebates of up to **\$372.20 per year** available.



To read the full eligibility criteria and *current* information head over to the Queensland Government website by scanning the QR code or visiting: www.catholiccarecq.com/powersavings

If you have **ANY** of the following it may be worth checking your eligibility:

- Queensland Seniors Card
- Services Australia or Department of Veterans' Affairs Pensioner Concession Card
- Services Australia Health Care Card*
- Department of Veterans' Affairs Gold Card (and receive the War Widow/er Pension or special rate TPI Pension)
- Asylum seeker status—residents will need to provide their ImmiCard details.

* This includes holders of a Low Income Health Care Card and Ex-Carer Allowance (Child) Health Care Card.

Encouraging and strengthen individuals, couples and families to continue to develop and grow.

Your CatholicCare counsellor will always be **respectful, non-judgmental, genuine and confidential.**



www.catholiccarecq.com
Call **1300 523 985**

Professional, Friendly & Local

You matter



Christmas Pavlova Trifle



Ingredients

2 cups (500ml) thickened cream, whipped to soft peaks
 100g Vanilla Meringue Kisses
 100g Flavoured Meringue Kisses

Custard

1½ cups (375ml) full cream milk
 1½ cups (375ml) thickened cream
 5 extra-large Australian Free Range Egg yolks
 ½ cup (110g) caster sugar
 2 tbsp cornflour
 30g unsalted butter, cubed, softened
 1 tsp vanilla bean paste or pure vanilla extract

Macerated fruit

250g cherries, halved, pitted
 1 white peach, pitted, cut into 2cm wedges
 1 yellow peach, pitted, cut into 2cm wedges
 1 white nectarine, pitted, cut into 2cm wedges
 1 yellow nectarine, pitted, cut into 2cm wedges
 ¼ cup (60ml) lemon juice
 ¼ cup (55g) caster sugar
 250g raspberries

6 Simple Steps

Step 1 – To make the custard, place milk and cream in a medium heavy saucepan. Stirring occasionally, bring to a simmer over medium heat.

Step 2 – Meanwhile, in a large heatproof bowl, vigorously whisk egg yolks, sugar and ½ tsp sea salt flakes for 3 mins or until very pale and light. Whisk the cornflour into the egg mixture, then gradually whisk in the hot milk mixture.

Step 3 – Return mixture to a clean saucepan. Cook, whisking constantly, over medium heat for 3 mins or until a few bubbles burst on the surface and custard is thick and glossy. Remove from heat and whisk in the butter and vanilla. Strain the custard through a fine mesh sieve into a shallow container. Quickly cover with plastic wrap, pressing directly onto surface of custard. Chill for 2 hours or until cold and thickened.

Step 4 – To make the macerated fruit, in a bowl, toss the cherries, peaches, nectarines, lemon juice and sugar to coat. Stand at room temperature, tossing occasionally, for 30 mins or until juices form. Gently fold in the raspberries.

Step 5 – Spoon one-third of the cherry mixture into a 12-cup (3L) glass serving dish. Top with one-third of the custard, one-third of the whipped cream and one-quarter of the meringues. Repeat with remaining cherry mixture, custard, whipped cream and two-thirds of the remaining meringues. Chill for 30 mins.

Step 6 – Decorate the trifle with remaining meringues to serve.

Recipe from: taste.com.au

Christmas Words

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|-------------|------------|-------------|
| ANGEL | GREEN | SMALL |
| ARTIFICIAL | LARGE | SPRUCE |
| BRANCHES | LIGHTS | STAND |
| CANDY CANES | NEEDLES | STAR |
| CELEBRATION | ORNAMENTS | TAKING TOWN |
| DECEMBER | PINE | TINSEL |
| DECORATE | PRESENTS | TOPPER |
| DECORATIONS | PURCHASE | TRADITION |
| FESTIVE | REAL | TREE FARM |
| FRESH CUT | SCENT | TREE LOT |
| GARLAND | SETTING UP | WATER |
| GIFTS | SKIRT | YEARLY |

 **Hidden message:** THE TRADITION OF HAVING A CHRISTMAS TREE ORIGINATED IN GERMANY

T S T N E S E R P D N L L A M S G
 T O P P E R P I N E W I H R E D R
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Need a hint or looking for the solution? Scan the QR code or visit: www.catholiccarecq.com/wonderword