

# AlayaCare

## Our New Service Scheduling System for Enhanced Care Services!

We are thrilled to announce that on July 1st we officially launched our new service scheduling system, AlayaCare.

After months of hard work by our CatholicCare teams the launch of AlayaCare is certainly a cause for celebration. This system will help us to elevate the standard of care that you receive and help us to serve you even better!

So without further ado, let us tell you a little more about it...

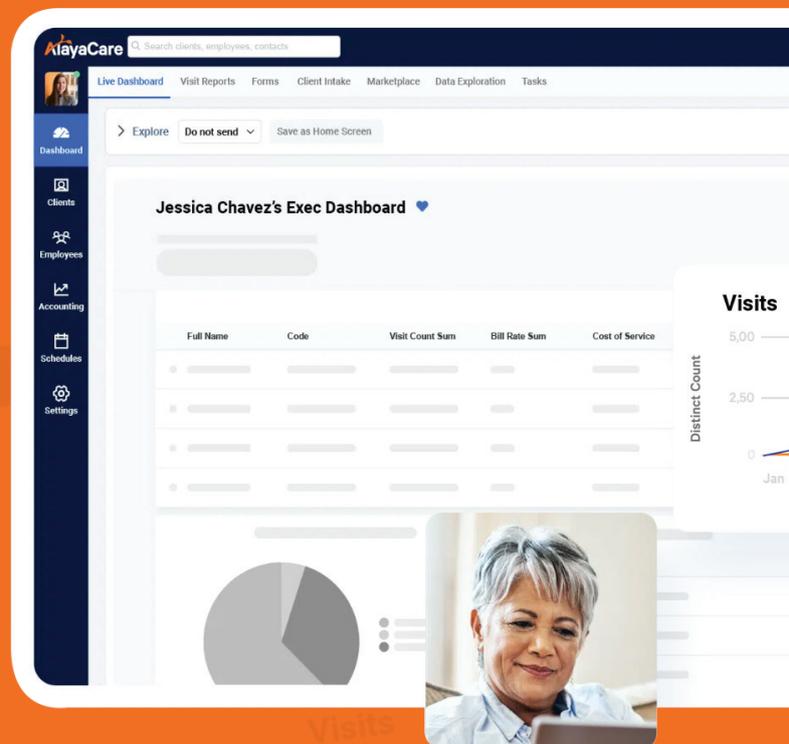
### What is AlayaCare?

AlayaCare is a **cutting-edge**, cloud-based software **designed specifically for home care services**. With its extensive features, AlayaCare ensures an integrated approach to managing various aspects of your care. **The system allows us greater flexibility** to provide you with a customised experience tailored to your individual needs.

### Why Did We Choose AlayaCare?

AlayaCare's end-to-end home care software is designed to offer comprehensive technology-based solutions. As a system that allows us to easily **record and access your preferred care data**, it will help us to more seamlessly deliver your services.

AlayaCare also allows us to **create more personalised care plans**, ensuring that the care you receive is as tailored as possible to your specific needs.



### What Does This New System Mean for You?

Aside from knowing that we have started using a brand new service scheduling system, **this change doesn't mean anything for you right now.**

This system is still relatively new to us, but we are excited about the possibilities it will bring into the future. We cannot wait for you to experience the **wonderful benefits** of our new system, AlayaCare!

**As always, your care and support is our top priority.**

# Staff in focus...

## Kayla Client Contact Team Leader

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 job is to provide operational support to our wonderful client contact team.

I help them to work through challenging phone calls, I provide them with guidance and training, and I look at ways that we can improve our current processes and ways of doing things.

I also educate our wider CatholicCare team about our phone systems and setups, and take plenty of phone calls myself.

### Q. How long have you been working at CatholicCare?

I have worked at CatholicCare for 11 and a half years, having started in January, 2012.

Starting at CatholicCare helped me to find my passion for people – learning their stories, hearing their stories, and really listening to them. I have been a proud CatholicCare team member ever since.

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

I have a passion for finding a connection with people.

I distinctly remember returning from maternity leave and coming back to the client contact team, answering calls

from clients whom I'd spoken to years before. Some of those clients still remembered who I was from a previous role in CatholicCare's home maintenance team!

They would ask about my husband, my babies, how I was... It was something truly special to realise that I had made so many connections with people, just through phone calls

Things like that bring me so much joy and really reinforce the work that we do here. The people we have the pleasure of meeting are truly special.

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

Outside of work, I have a beautiful family that I love spending time with.

Brett, my husband of 5 years and partner of 10; our darling daughter Mackenzie (4) who is a little ray of sunshine (so smart, so cheeky, and so inquisitive!); and our darling son Parker (2) (who is very boisterous and a total mummy's boy!).

We love going to playgrounds, going for walks at the beach, and seeing family and friends.

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

After a long day, my family and I generally have a picnic style dinner in our front yard.

Once the kids are in bed, I love to curl up and read a great book – reading helps me to switch off my mind.

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

I have visited Europe, the United Kingdom, America and China in the last 10 years, which have been the most incredible experiences.

Travelling is soul filling and I would encourage everyone to do something new if possible. New Zealand is next on my family's bucket list.

We are also going on our first cruise in October this year to the South Pacific Islands (we cant wait for the all you can eat desserts and the water slides!)

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

This year my goal is to read one book a month (which is a bit of a stretch goal between working full time and raising two young children) but I have been loving reading Michael Robotham books.

I have also been listening to a podcast called **The Deep** by **Zoe Marshall** – she has deep conversations with very unique people who share their fascinating life stories.

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

I love this quote: "If someone makes you happy, make them happier," I'm just not sure who exactly said that?

### Q. What are some interesting facts about you?

I grew up around the greyhound racing industry, with my family racing greyhounds here in Rockhampton up until recently. Greyhounds make beautiful pets!

I attended a small country school and had a fantastic country upbringing where we rode bikes, swam in the pool and the dam, played tennis on the special tennis court our Pop built for us, and helped out all around our farm by doing chores.

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

A fair few years ago when I was quite new to CatholicCare, we had a client who was worried about spending Christmas Day alone. This client reached out to our call centre for support, and the staff member who answered their call went above and beyond to link them in with our local parish so that they could attend Christmas Day lunch.

I remember my colleague making all of the phone calls, gathering all of the details etc., just so that our client wasn't alone on a day that they really did not want to be.

I remember watching this unfold with absolute admiration for the values that this spoke to. I distinctly remember thinking about how I wanted to help change peoples lives like that too.



Continued >

## Dedication Shines

### Welcome to the July issue of Chat Monthly.

As we step into another beautiful month, I am brimming with pride and gratitude as I reflect on the **dedication, hard work, and resilience** shown by our incredible CatholicCare teams. Their commitment to providing you with the **highest quality of care** possible is second to none and is a testament to their **compassion and kind hearts**.

I have seen first hand the months of **hard work and collaboration** that has gone into the setup of our new service scheduling system, **AlayaCare** and I trust that this hard work has not been in vain. Everything we do at CatholicCare is done with your **supports and care services** at the forefront of our minds, and I know that this new system will bring some extraordinary possibilities as we move forward.

Speaking of hard work and dedication, this month we are starting to introduce you to members of our **client contact team** - the people behind the friendly voices who answer your 1300 calls every day!

I hope you enjoy reading **Kayla's story** as much as I did. A story that is a shining example of **CatholicCare values** and the **CatholicCare spirit**.

Until next time,

**Flavia Prospero**  
General Manager Health & Wellbeing Services  
CatholicCare Northern Region



## CRAFT ACTIVITY



# Ice Cream Cone Bird Feeders



### You will need...

- Ice cream cone (or something similar)
- Pipe cleaner
- Creamy peanut butter
- Assorted bird seed

Source: [www.dereilanatureinn.ca](http://www.dereilanatureinn.ca)

1. Use a pencil to poke a hole in the pointed end of the ice cream cone. Twist a knot in the end of the pipe cleaner and thread the pipe cleaner into the cone and out the hole. The knot should be big enough to hold the pipe cleaner in place.
2. Use a butter knife to smother the peanut butter all over the cone.
3. Smother birdseed all over the cone by pressing it into the peanut butter with your fingers.
4. Place or hang your new cone feeder in a convenient spot where you can watch it and the excitement it creates.
5. Sit back and enjoy the visiting birds.
6. Why not keep a journal of how many birds come visit and the different types you see?



## WONDERWORD

# Gemstones

**Nows your turn to SHINE!**

- |            |          |           |
|------------|----------|-----------|
| TOPAZ      | CITRINE  | RUBY      |
| EMERALD    | SAPPHIRE | GARNET    |
| KUNZITE    | AMETHYST | TANZANITE |
| AQUAMARINE | JASPER   | PERIDOT   |
| ONYX       | DIAMOND  | JADE      |
| AZURITE    | PEARL    | OPAL      |

Source: [thewordsearch.com](http://thewordsearch.com)

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A	I	E	A	K	P	E	R	I	D	O	T	D	D
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Need a hint or looking for the solution? Scan the QR code or visit: [www.catholiccarecq.com/wonderword](http://www.catholiccarecq.com/wonderword)