

A quick start guide to today's *gadgets & gizmos*

In a world that is rapidly transforming, technology has become an integral part of our daily lives.

Internet technology in particular has opened up so many possibilities. Talking to people in far away places, sharing photos, paying our bills, booking our appointments, playing games...

There isn't much that you can't do on the internet these days. You may even be reading this issue of Chat on the internet!

Computers, mobile phones, and tablet devices all provide fantastic ways to access and use the internet, but it can be a little overwhelming if you don't know where to start.

Whether you are an absolute beginner or consider yourself a little more advanced, we've put together a short guide to help you know what's what and where to get started when it comes to technology and the internet.

📱 **The Mobile Phone – Your Pocket Pal**

Mobile phones are tiny telephones that you can carry anywhere, but they are *MUCH* more than just devices to make phone calls. Mobile phones are great for sending text messages, taking photos, and video chatting with family and friends.

If you have a mobile phone, try sending a text message to a trusted friend, or if you're feeling more adventurous, use the camera to take a photo and share it with your loved ones.

📺 **The Tablet – Your Window to the World**

Whether it's an Apple iPad, a Google Pixel, or a lesser known generic tech brand, tablets are like a bigger version of the mobile phone. Given their bigger screen, tablets are great for reading newspapers, playing games or browsing the internet for things you might find interesting. Tablets are also great for video calling. There's nothing quite like having a face-to-face conversation with someone, even if it does happen to be through a digital screen!

💻 **The Computer – Your Powerful Companion**

From desktops to laptops, computers offer the power to perform complex tasks. They are the workhorses of technology, helping us with everything from personal hobbies to entertainment. If you're new to computers, you might like to start out by learning how to use a word processor, like Microsoft Word or Google Docs. You can use these word processors to write letters or maybe even a book if you fancy!

While technology may seem a little intimidating at first, remember – you have control over how and when you use these tools. By embracing tech devices where you can, you may open up an entirely new world of convenience, connection, and creativity.



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.



Dedication Shines

Welcome to the July issue of Chat Monthly.

This month I am delighted to begin introducing you to our **client contact team** - the wonderful people behind the friendly voices who answer your 1300 calls every day!

Kayla's story is a testament to the **commitment** and **compassion** that lie at the heart of our teams. She describes the joy that can be found in creating **meaningful connections** with people, which is a sentiment shared by all of us here at CatholicCare.

I hope that you enjoy reading Kayla's story.

We are also happy to share some simple information to help you get started with **technology**, especially for any of you who may feel a little bit anxious about the variety of gadgets and gizmos available.

Technology can play a great part in **making our lives more enjoyable**, keeping us connected to our loved ones, our passions, and the wider world.

And finally, I invite you all to tap into your creative side by having a go at this month's craft activity. This activity is a great way to enjoy nature and take a mindful moment for yourself!

Until next time,

Shari Jackson

General Manager Health & Wellbeing Services
CatholicCare Southern Region



Continued >



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

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

Now's your turn to SHINE!

TOPAZ
EMERALD
KUNZITE
AQUAMARINE
ONYX
AZURITE

CITRINE
SAPPHIRE
AMETHYST
JASPER
DIAMOND
PEARL

RUBY
GARNET
TANZANITE
PERIDOT
JADE
OPAL

Source: thewordsearch.com

L	I	P	E	A	R	L	A	E	I	A	I	T	D
A	I	E	A	K	P	E	R	I	D	O	T	D	D
R	Q	D	A	R	U	A	Z	U	R	I	T	E	I
U	I	U	L	T	A	N	J	K	A	A	U	S	A
I	Z	N	A	A	A	R	Z	A	G	R	R	A	M
C	R	O	Z	M	R	N	R	I	D	A	T	P	O
I	T	I	T	D	A	E	Z	E	T	E	R	P	N
T	P	O	O	L	Y	R	M	A	I	E	A	H	D
R	R	R	P	D	A	G	I	E	N	J	P	I	Z
I	P	M	P	A	M	A	D	N	K	I	I	R	T
N	L	R	L	L	Z	R	I	E	E	R	T	E	A
E	O	N	Y	X	R	N	E	E	I	O	U	E	E
U	L	A	P	O	R	E	P	S	A	J	L	B	N
A	L	T	S	Y	H	T	E	M	A	X	D	I	Y



Need a hint or looking for the solution? Scan the QR code or visit: www.catholiccarecq.com/wonderword