



The Apostolic Nuncio's

Afternoon at CatholicCare

Recently we were delighted and honoured to welcome the Apostolic Nuncio to Australia, His Excellency **Archbishop Charles Balvo** and **Bishop Michael McCarthy** to our CatholicCare office in Rockhampton.

His Excellency's visit coincided with the ten-year anniversary of Bishop Michael's ordination as Bishop of the Catholic Diocese of Rockhampton.

During a guided tour of our Rockhampton office, led by our **CEO, Robert Sims**, and **General Manager for People and Culture, Anna Morris**, Archbishop Charles and Bishop Michael first met with our Social Services team to learn about our programs, including the new *Care to You* counselling program, which provides in-home counselling services to eligible individuals.

The tour continued with a meeting with **Angel from our Court Support team**. Angel outlined our Court Support Navigator program which assists domestic violence victim survivors who are navigating the criminal justice system. Archbishop Charles showed particular interest in our team's methods and how service users are supported during such a confronting time.

Next, Archbishop Charles and Bishop Michael met **Shayley from our Client Contact team (CCT)**. They discussed the CCT's role in managing phone calls, emails, webchats, and social media messages. Archbishop Charles enquired about the technology used and how the team handles communication in such a busy environment.

The final tour stop was with **Michelle from our Care Management team**, who highlighted the various government- subsidised programs and services available to our clients at low or no cost.

Archbishop Charles' visit concluded with afternoon tea and a meet-and-greet with members of our executive team and council.

It was our honour to welcome Archbishop Charles to CatholicCare and to showcase our mission in action by sharing first-hand the impact our programs and services have on the people we serve.



Scan to see more photos online or visit: www.catholiccarecq.com/nuncio

A LOT *has been happening at...*

CatholicCare



Robert Sims
CatholicCare CEO

Welcome to the July issue of Chat...

A lot has been happening here at CatholicCare over the past month, and I am pleased to update you on a few matters that have progressed since my last Chat message.

Our **transition to incorporation** is now complete, as CatholicCare has been officially registered as an incorporated entity as of July 1, 2024.

The incorporation of CatholicCare has been a very important step in strengthening our organisation's governance and ensuring that we are able to continue delivering the highest quality of service and care to you and the communities we serve.

Incorporation has also led to the **establishment of our new CatholicCare Central Queensland Board of Directors**, to whom I extend a very warm welcome.

We look forward to introducing you to our Board Chair in the near future.

The past month has also seen our team make significant progress towards the establishment of a **CatholicCare aged care consumer advisory body**.

Active CatholicCare aged care consumers will soon receive an invitation by letter to express interest in joining this advisory body. If you do not receive your invitation, **please contact our team for further assistance**.

I encourage you to consider taking this opportunity to get involved with this important advisory initiative.

And finally, I am so pleased to see many wonderful CatholicCare clients featuring in our **new television commercial** that began airing in early June.

If you would like to help spread the CatholicCare service message, please contact our communications team.

Staff in focus...

Carolyn

Support Worker



Q. Tell us about your job at CatholicCare.

I have worked at CatholicCare for seven years. I was inspired to join by the students I was doing my Certificate III with. They were doing placement at CatholicCare and all said it was a good environment, so I applied [for a role].

I support our clients in social outings and assist with personal care.

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

I enjoy helping people so they can stay in their homes longer. I was out having morning tea with a client and I noticed a lady having trouble getting her husband into their car. I asked if they wanted some help, and they said yes. After trying for a while, we decided it was best to call for an ambulance.

The couple later rang CatholicCare and informed them of the support I gave.

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

When I am not working, I enjoy spending time with my three dogs and my family. I enjoy going to the speedway in Gladstone and Maryborough.

Q. What are some of your favourite ways to relax and unwind after a long day?

After a long day of working, I like to read books and garden with my family.

Q. What are some interesting facts about you?

I am from a large family; there are six girls and two boys.

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

I like seeing the happiness of the client's families when they see how well their loved one is doing in their home with our support.

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

"Just keep swimming" – Dory, from Finding Nemo.



Our Staff in Focus series has been so popular and we love hearing your feedback!

To share your thoughts with us, **email us at:**
communications@catholiccarecq.com

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Watch this space and don't change that channel! CatholicCare's newest television commercial is now playing during the breaks between some of your favourite shows.

Our ad features real CatholicCare clients, just like you!

Would you like the opportunity to feature in our next commercial?

Send us an email at communications@catholiccarecq.com



Scan the QR Code to watch our ad on YouTube or visit: www.catholiccarecq.com/tv





Faux Flower Winter Jacket

You will need...

- Faux Flowers (Approx. 150 medium-large blooms plus some smaller fillers)
- Hot Glue Gun
- Jacket (Preferably collarless)
- Scissors / Wire Cutters (depending on what the flower stems are made from)

Source: studiodiy.com

Just four simple steps...

1. Clip a bunch of the medium/large flowers you've purchased with wire cutters (or scissors if the stems aren't wire), about 1cm from the bloom.
2. Start with the back of the coat. Hot glue your largest, favourite blooms sporadically across the back of the coat, saving some for the front. Then go back and continue gluing the additional blooms.
3. Flip the coat over and repeat on the front and finally on the sleeves.
4. Once all your big blooms are on and the majority of the coat is covered, go back and fill in any gaps with small buds and blooms until you're satisfied with how it looks. Sometimes it's helpful to put the coat on during this step, as it looks different on than it does flat!



WONDERWORD

Filled to the gills!

There's something fishy going on with this month's Wonderword! Can you find 'Nemo' and the other fish too?

BETTA FISH
PARROT FISH
PUFFER FISH
GOLD FISH
STAR FISH

SALMON FISH
LADY FISH
NEMO FISH
LUNG FISH

BLOB FISH
JELLY FISH
COD FISH
KOI FISH

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



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

Source: thewordsearch.com