

Healthy Communication

Having an argument can be a normal part of life. Arguments can take place in even the healthiest of relationships simply because people and their opinions can differ.

A common factor shared between arguments that take place within healthy relationships though, is that they each involve healthy communication.

Arguments can be about many things, from borrowing something without asking to telling a lie. Healthy communication is vital to resolving arguments, a form of conflict, because communication helps to ensure that everyone involved feels heard, understood, and respected. While some conflicts can be resolved quickly and easily, there are also many conflicts that take considerable time and consistent effort to resolve.

If you are working through conflict resolution to settle an argument, and you begin to feel your anger stirring or the desire to raise your voice, **try to incorporate some healthy communication strategies instead, to better express how you feel.**

Using I-Statements:

I-Statements are a simple and effective way to phrase your side of the conversation or argument.

Unlike you-statements, I-statements allow you to take ownership of your own thoughts, feelings, wants, and experiences.

The formula for crafting I-statements is:

I feel {name the feeling} **because** {describe the issue without blame}. **What I want is** {specify your wants/needs}.

Verbal communication strategies:

- ✓ Take turns talking
- ✓ Ask open-ended questions
- ✗ Don't jump to conclusions
- ✓ Verbalise and own your feelings
- ✓ Use I-statements
- ✓ Focus on finding a solution to the problem
- ✓ Stay on the present topic

Non-verbal communication strategies:

- ✓ Listen without judgement
- ✓ Stay in control of your feelings
- ✓ Talk face-to-face
- ✓ Control your tone, gestures, and body language
- ✓ Find the right time to talk
- ✓ Talk when you are both calm
- ✓ Know when to take a timeout or a break

Need some help?.. *It's good to talk!*

CatholicCare offers a wide range of mediation, counselling and family relationship support services to individuals, couples and families.

For more details
Visit: catholiccarecq.com
or Call **1300 523985**

Client Advice... Invoices & Statements

As a CatholicCare client you will have been accustomed to receiving regular invoices and statements from us, and you will likely have noticed that you have not received either since November 2022.

We apologise for any concern that this issue may have caused and would like to reassure you that we are working to resolve the problem as quickly as we can.

In mid-November 2022 CatholicCare Central Queensland experienced a systems outage affecting many of our digital information systems. The systems affected included those used for our community care service scheduling, internal purchasing, and generating client invoices and statements. Initial investigations suggested that this systems outage was the result of a cyber incident, and unfortunately following further thorough investigations, it was confirmed that we had been the victim of a data breach.

We have shared information and updates about this cyber incident and data breach since the incident first occurred, through our website, this newsletter, and the news media.

We have shared this information while thorough investigations by forensic IT experts were ongoing, and we remain always committed to providing you with accurate, timely information as it becomes available.

A small number of clients whose information has been directly affected by this data breach incident, have been individually notified in February.

While grand efforts have been made by our team in recent months to ensure that our digital systems are restored as quickly as possible, there unfortunately remain a few unavoidable delays.

We continue to be unable to generate your invoices or statements for at least the next few months.

Charges for each of the services that you have received since November, as well as charges for the services that you continue to receive into this year, have continued to accrue during this system restoration period.

Did you know?

You are still able to continue making payment contributions toward your account should you wish.

Depending upon the number of services that you receive, continuing to make small regular payments towards your account now may help to lessen the impact of receiving one large bill once our invoicing and statement system is restored. Any payments you make to us will be securely recorded and we are able to provide you with a manual confirmation of payment upon request.

You can rest assured that any payments made towards your account during this time will still be recorded accurately and will be applied to your account in full. We are simply unable to do this using our normal processes.

Regretfully, this outage also means that our team are currently unable to provide you with billing or account related information. This includes responding to account queries made over the phone.

Should you wish to discuss how this might affect you or what your options are going forward, please do not hesitate to contact us on **1300 523 985**.

We wholeheartedly apologise for the inconvenience and frustration that the impacts of this cyber incident may be continuing to cause you. We are working diligently to restore our systems and services to our pre-incident standards as a priority.

We appreciate your patience & understanding



AGED CARE HOME CARE WE CARE at CatholicCare

Home care packages at CatholicCare are tailored to suit your needs.

They're designed to keep you living your life, *your way!*

Enjoy the benefits of:

- A wide range of services
- A dedicated Case Manager
- Choice and flexibility



Call **1300 523 985**
or visit: www.catholiccarecq.com/hcp



*May the Fourth
be with you!*

Welcome to the May issue of Chat Monthly.

May 4th has come to be known as *Star Wars Day*, because of the similarity between saying “*May the Fourth*” and the synonymous “*May the Force be with you*” from the movies.

The Force is described in the movies as the energy that is created by all life that bonds everything together in the universe.

When you think about it, this is a lot like **faith**, **family** and of course **community**.

We all have our own *little corners of the universe*, be it our homes, our streets, our towns and cities or, for many of us because of the internet, the planet as whole. Our energy shapes these places through the conversations we have, the stories we share, the love we show and attentions we give it. Sometimes we may all dip into the *dark-side*, but there is always some *light* to be found.

So this May, I encourage you to use your Force Powers for good, reach out to others in your universe and maybe make them one of the delicious looking mint slices from the recipe on the back page!

May the Fourth be with you, and also with you.

Until next time,

Flavia Prospero
General Manager Health & Wellbeing Services
CatholicCare Northern Region



RECIPE

Choc-mint Crackle Slices...

You will need...

90g (2 1/2 cups) rice bubbles
45g (1/2 cup) desiccated coconut
75g coha or coconut oil
100g dark chocolate, chopped
2 x 40g Aero peppermint bars, cut into squares

Minty mousse

1 tbsp boiling water
1 1/2 tsp gelatin powder
1 tsp peppermint extract
1 egg, separated
180g white chocolate, melted
300ml thickened cream
Green food colouring, to tint

Ganache topping

300g dark chocolate, chopped
180ml (3/4 cup) thickened cream

Source: taste.com.au

1. Line the base and sides of a 4cm-deep, 23cm square cake pan with baking paper, allowing paper to extend 3cm above sides.
2. Combine the rice bubbles and coconut in a large bowl.
3. Place the coha or coconut oil and chocolate in a heatproof bowl over a saucepan of simmering water (don't let the bowl touch the water). Use a metal spoon to stir occasionally for 2 minutes or until smooth. Stir the chocolate mixture into the rice bubble mixture until well coated. Press rice bubble mixture firmly into the prepared pan to compact. Place in the fridge until required.
4. To make minty mousse layer, place boiling water in a small heatproof bowl. Sprinkle over the gelatin and stir to dissolve. Whisk the gelatin mixture, extract and egg yolk into the melted chocolate. Use electric beaters to beat the cream in a large bowl until soft peaks form. In a separate bowl, use a balloon whisk to whisk the egg white until soft peaks form. Fold the cream and egg white into the chocolate mixture until smooth. Fold in a few drops of food colouring to tint. Pour the mousse over the crackle base and smooth the top. Place in the fridge for 4 hours or until firm.
5. To make ganache topping, place chocolate in a heatproof bowl. Place cream in a small saucepan and bring just to the boil. Pour cream over chocolate. Set aside for 3 minutes. Stir until smooth. Set aside to cool slightly. Pour ganache over minty mousse layer and smooth top. Place in the fridge for 4 hours to set.
6. Use a hot knife to cut into pieces. Serve the slice topped with Aero squares.



WONDERWORD

Animals

From around the world

BADGER	JAGUAR	MORAY	SHREW
BATS	LEMUR	OCELOT	SKUNK
BURROW	LEOPARD	OTTER	SLOTH
FERRET	LION	OWLS	SNAKE
FROGS	LIZARD	QUOLL	TARANTULA
GERBIL	LOBSTER	RATS	TARSIER
GRIZZLY	LYNX	SEAL	TIGER
HYENA	MICE	SHARK	TOAD

Some extra words are hidden... can you find them **all**?

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



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