

# Introducing AlayaCare

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

We are thrilled to announce that we have 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...

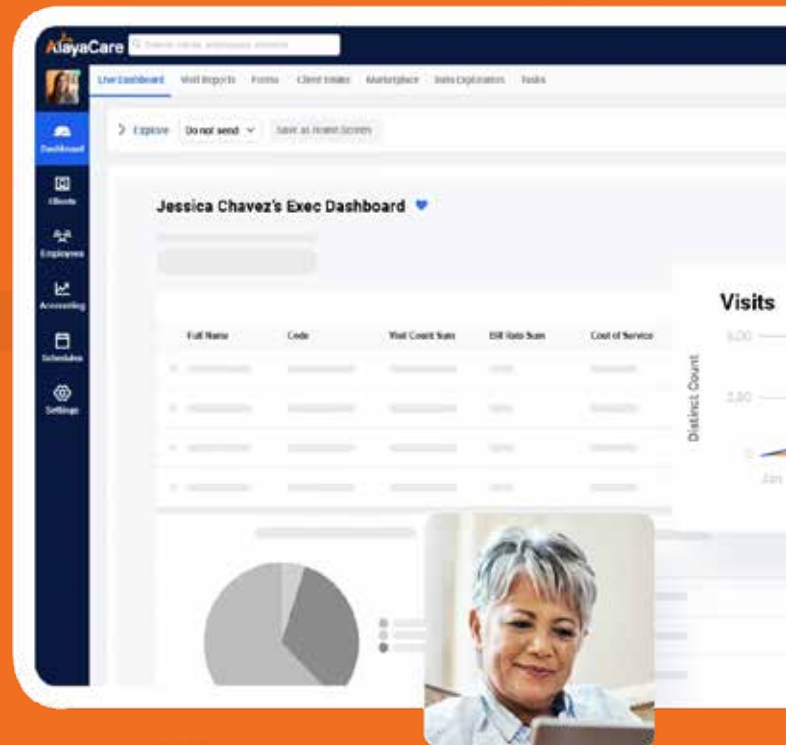
### What is AlayaCare?

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.**

The 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.**

# Regional Managers Message...

## Welcome to the October issue of Chat Monthly.

As we step into another **busy 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 continue our staff in focus series with Di, who has been with CatholicCare for nearly nine years and is our team leader for individual support services.

We hope you are enjoying getting to know the team a little better.

**Until next time...**



**Shari Jackson**  
General Manager Health  
& Wellbeing Services  
CatholicCare Southern Region

## Staff in focus...

# Di

Individual Support Team Leader

**This month we're starting to introduce you to members of our team from different areas of CatholicCare... Some of you may remember Di from her time as a support worker!**

**Q. What does your job at CatholicCare look like?**

I am responsible for the effective delivery of all individual direct support services within the Bundaberg region.

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

I have been with CatholicCare just under nine years.

At the time I started, I was studying for my Certificate three in Individual Support and was fortunate to have been placed with CatholicCare to undertake my 120 hours of work placement.

During my placement I was approached by the then coordinator and asked to submit my resume. I was lucky enough to have been offered a position as a support worker from that.

I really liked the thought of working in the community and enjoyed the experience while completing my placement, there is no better feeling than when you can make a difference in someone's life.

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

I generally get a lot of fulfillment from helping people, lifting spirits, and supporting my team. I like those moments of having a quick chat and a laugh with the support workers before they go out to start their services for the day, and taking time for some banter with the team when things get a little hectic or they are trying to solve a problem.

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

I like to spend time with family, friends and my two fur babies. I enjoy fishing, gardening, music and doing home improvements.

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

I live on acreage just outside of Bundy, so I enjoy sitting on my back patio with my fur babies, taking in the peace and quiet of my surroundings or relaxing in my outdoor spa.

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

I have been to New Zealand and Tasmania and would really love to go back again. There is so much more to see and do. They are both such beautiful places to visit and like the historical aspects of Tasmania.

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

I have just started watching *Yellowstone* with Kevin Costner, so far it has been great and I would highly recommend it.

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

*"To be successful in life-learn to be flexible and adaptable."*  
And, *"It's not what you say or even what you do that people remember, it's how you make them feel."*

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

When I was younger, I always wanted to compete at the Commonwealth or Olympic Games. I was age champion four years running at high school and held a couple of records for shot-put, discus and javelin.

I also owned a promotional business in Mackay for 14 years, screen printing stickers, t-shirts, stubbie coolers belt buckles, and signage. We printed the North Qld Cowboys training gear and did a job for Peter Garrett from Midnight Oil, where we printed t-shirts for an event he attended in Townsville.

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

I witness this every day with the people I work with. From support workers going the extra mile by taking on extra services to service coordinators and scheduling assistants ensuring clients receive their services. Our home and yard maintenance field officers, case managers, counsellors, and intake officers, each and every one are passionate in providing the best quality care and services. They all strive to make such a difference in some way to our client's lives.

**Are you enjoying our new staff in focus series?**

**We'd love to hear your feedback!**

**Email us at:**

**communications@catholiccarecq.com**



## Where to next?



**Make memories & new friends**  
with **CatholicCare**  
**Social Groups**

**Safe, secure transport & fun activities provided by Bundaberg's most experienced team.**

**Available to all** - including those accessing services via the Commonwealth Home Support Program (CHSP)

**1300 523 985**

[www.catholiccarecq.com](http://www.catholiccarecq.com)

## 25 years of volunteering with CatholicCare!

We'd like to extend a huge thank you to Grace for her outstanding volunteer work with CatholicCare.

Grace first began volunteering with us way back in 1998, and says that she enjoys volunteering because she loves helping the community. During her time with us, she has made lots of friends and created many meaningful memories.

This is an amazing achievement and we're incredibly fortunate to have people like Grace as part of our wonderful team.





RECIPE

# Frosted Pumpkin Cakes

## Ingredients...

### For the cake

- 300g self-raising flour
- 300g light muscovado sugar
- 3 tsp mixed spice
- 2 tsp bicarbonate of soda
- 175g sultanas
- ½ tsp salt
- 4 eggs, beaten
- 200g butter, melted
- Zest 1 orange
- 1 tbsp orange juice
- 500g (peeled weight) pumpkin or butternut squash flesh, grated

### For drenching and frosting

- 200g pack soft cheese
- 85g butter, softened
- 100g icing sugar, sifted
- Zest 1 orange and juice of half

Source: [www.bbcgoodfood.com](http://www.bbcgoodfood.com)

## Just four simple steps...

1. Heat oven to 180C/fan 160C/gas 4. Butter and line a 30 x 20cm baking or small roasting tin with baking parchment. Put the flour, sugar, spice, bicarbonate of soda, sultanas and salt into a large bowl and stir to combine.
2. Beat the eggs into the melted butter, stir in the orange zest and juice, then mix with the dry ingredients till combined. Stir in the pumpkin. Pour the batter into the tin and bake for 30 minutes, or until golden and springy to the touch.
3. **To make the frosting**, beat together the cheese, butter, icing sugar, orange zest and 1 tsp of the juice till smooth and creamy, then set aside in the fridge. When the cake is done, cool for 5 mins then turn it onto a cooling rack. Prick it all over with a skewer and drizzle with the rest of the orange juice while still warm. Leave to cool completely.
4. If you like, trim the edges of the cake. Give the frosting a quick beat to loosen, then, using a palette knife, spread over the top of the cake in peaks and swirls. If you're making the cake ahead, keep it in the fridge then take out as many pieces as you want 30 mins or so before serving. Will keep, covered, for up to 3 days in the fridge.

Enjoy!



WONDERWORD

# Skeleton Words

Rest your bones for a while and find all the words

- |         |           |          |         |
|---------|-----------|----------|---------|
| SPINE   | SCAPULA   | CLAVICLE | SKULL   |
| TIBIA   | FEMUR     | HIP      | RIBCAGE |
| ILIUM   | TARSALS   | SKELETON | STERNUM |
| PATELLA | VERTEBRAE | CRANIUM  |         |
| PELVIS  | ULNA      | CARPALS  |         |

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



Need a hint or looking for the solution?

Scan the QR code or visit: [www.catholiccarecq.com/wonderword](http://www.catholiccarecq.com/wonderword)

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