

“...we’ve *always* got someone to rely on.

Dawn – Home Care Client

CatholicCare
chat MONTHLY

September 2023 | Southern Region

Quality Care at your Doorstep

CatholicCare Home Care Packages & Case Management

Photo: [From the left] Kay, Jim, Dawn & CatholicCare Case Manager Bobbie

A home care package can be a lifeline for older Australians wanting to keep living in their own home, just ask CatholicCare home care package clients Jim, Dawn, and Jim’s daughter Kay.

In Dawn’s words, anyone unsure if a home care package is right for them “*shouldn’t hesitate to get help.*”

94-year-old Jim and 89-year-old Dawn are a brother and sister duo enjoying each other’s company from the quaint home they share.

Jim and Dawn have been residing together for the past four years and both continue to live active lives, getting out and about within the local community whenever they can.

But their active lifestyles don’t come without help.

Jim and Dawn each have a home care package with CatholicCare Central Queensland and as part of those packages, they have a dedicated case manager to help manage their care and maximise their package funds.

“At the moment, I’m pretty mobile, but in time to come, I probably won’t be,” Jim said.

Through his home care package and with the help of his case manager, Bobbie, Jim has been able to have a range of mobility and safety aids fitted to his home.

Jim said that CatholicCare’s Occupational Therapist, Callum, is even working toward having a home access ramp installed for them.

Occupational Therapist fees and all of Jim’s mobility aids are fully funded by his home care package.

“We get the cleaning done too,” Dawn added, giving another example of the other CatholicCare services that they receive.

Jim’s daughter, Kay, is also a big advocate for the home care package program and the benefits associated with having a CatholicCare case manager.

“I would encourage someone [to access the help] without hesitation,” Kay said.

Quite often, seniors and their families don’t know what services and supports, like home care packages, are available to them.

“We’re very happy too! When Kay goes away Bobbie always makes sure that she organises someone to come and check on us.

You
matter

Continued over>

Quality Care at your Doorstep...



Cover Story Continued...

"We didn't know either until Dad was put into hospital a few times in one year," Kay said.

"One beautiful geriatric nurse said to us one day when my brothers and I were there: 'I think you should go down this road and try this...'

"You don't necessarily look for it until you know you need it."

Dawn explained that her and Jim's home care packages have also helped Kay by giving her the peace of mind that her father and aunt are receiving the quality care that they deserve.

"If she goes away, she hasn't got a concern because she knows her father is being well looked after," Dawn said.

Jim, Dawn and Kay all recognise that a big part of the quality care they receive is because of their dedicated CatholicCare case manager, Bobbie.



If you, a loved one, or someone you know could benefit from a home care package with CatholicCare visit www.catholiccarecq.com/hcp or call our friendly team on 1300 523 985 to learn more.

Dawn put it simply by saying that Bobbie "is excellent".

"We think Bobbie is the right person at the right job. She's made a big difference," Kay added.

"Her manner, well, it's second to none really. She speaks clearly, is loud and easily understood. She's got a heart for people who are older than she is, much older.

"She passes that on in the way she treats others.

"She is very passionate about what she does."

Kay said that having Bobbie in their lives has taken a lot of weight from her own shoulders, with Bobbie understanding that older people need face-to-face connection and personable one-on-one support.

"We're very happy too" Dawn said, "When Kay goes away Bobbie always makes sure that she organises someone to come and check on us.

"If I'm out or Kay is away, we've always got someone to rely on.

"[Bobbie] has been a tower of strength."

Staff in focus...

Sarah

Client Contact Officer



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?

I provide customer care. My role is filled with many little tasks to keep me busy, but mainly, my job is to answer the phones. I love that each day my role somewhat changes, one day I will encounter an abundance of transport and counselling bookings, and the next day I will be taking calls about bookings for our yard & home Maintenance teams in Bundaberg.

Q. How long have you been working at CatholicCare?

I have been here over 18 months – I was lucky enough to come on board after my honeymoon and have loved every moment since. I feel as though after my wedding, I was ready for a change. I have always found fascination in aged care and disability services, so this felt like something I could thrive in. Not to mention, my role involves talking all day... I am certain my mother told me one too many times that I could talk under wet cement, so the role fits me well.

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

This job stood out to me because of the opportunity to engage with clients; being able to speak to clients from all walks of life is what I find interest in. I feel incredibly lucky to hear a lot of stories about what people have experienced in their life, and being able to take the time to listen to the wonderful memories some of our clients choose to share is always very fulfilling.

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

I enjoy baking treats, the beach, exploring Byfield (Our closest national park) spending time with my Husband (Daniel) as well as reading and drawing.

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

I enjoy listening to music, going to the gym, walking the beach or playing with my dog, going on adventures with my friends, and reading.

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

My husband and I make multiple trips to Hervey Bay each year. It's like our home away from home. It's a little pocket of serenity that has a slow pace that soothes the soul and as a bonus, it's filled with delicious food and some cool views. We especially love the Planet 72 ice creamery.

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

I am currently reading Atomic Habits by James Clear – I find it incredibly fascinating to learn about new ways I can improve and grow, and be the best version of myself. I have also been listening to a lot of country music lately, specifically Keith Urban, Garth Brookes, Morgan Wallen and Hunter Hayes (fun fact: Hunter Hayes 'Wanted' was my and my husband's first dance song at our wedding).

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

Be someone's sunshine, the world can never have too much warmth.

Q. What are some interesting facts about you?

I have been blessed enough to participate in ceremonies for at least 10 different religions. I love being able to see people bond with what guides their soul; I have been fascinated with religion my entire life and seeing how different people get to show their connection with their beliefs is incredibly beautiful. I also really enjoy writing poems and making art – anything creative really.

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

Being in the client contact team, I encounter so many clients daily. I am very lucky to regularly encounter clients who call to book their weekly transport and voice how much they appreciate the support we give them. Both our Rockhampton and Bundaberg transport teams always receive such praise when it comes to support and community access, for those who can't transport themselves.

Are you enjoying our new staff in focus series?

We'd love to hear your feedback!

Email us at:

communications@catholiccarecq.com

Regional Managers Message...

Welcome to the September issue of Chat Monthly.

As I read through this month's issue, from Jim and Dawn's story on the front cover to the staff in focus feature over the page, I couldn't help but appreciate how important family is. I would like to think that our CatholicCare team acts quite similarly to family for a lot of the people we support; helping to provide the important connection and care that we all very much need.

Just as family members work together to support one another's growth and well-being, our team does much the same for the people we work with; be it through our aged care, NDIS or family

relationship and counselling services.

At our core, CatholicCare is a diverse group of individuals who each come together to support another's growth and well-being: **we are like a family united by a shared connection.**

We hear many compliments about our workers and how well they do in supporting people, and when I hear these compliments I could not be more proud.

So from our family to yours, we hope you enjoy this issue of Chat Monthly!

Until next time....



Shari Jackson

General Manager Health & Wellbeing Services
CatholicCare Southern Region



CRAFTS

Awesome (& easy) custom cushions

You will need...

- Sewing machine
- Needle and thread
- Fabric (any size, any shape, any kind)
- Trim (optional)
- Fluff or stuffing or filling, whatever suits your fancy
- Dressmaker pins (any basic sewing pins)
- Scissors

Source: www.instructables.com

1. Cut two squares of the same size. Any size you would like, just be sure you have enough material to make two pieces.
2. If you want your cushion to be fancy, or funky, or wild, you might want to add some trim. Your trim needs to be at least the same length as all the sides of your cushion design.
3. **Pin the seams.** Decide which side is the back and which side is the front on both pieces. Put the fronts together, front to front, matching up the edges. Lay your fabric out on a flat surface. Pin along the edges. It's recommended to put a pin every 2 inches, but you can use more or less, depending on how comfortable you are at sewing. If you don't have a lot of experience, the more pins, the better. When you pin the last edge, leave about half unpinned. This is so you can stuff your pillow after you sew it.
4. **Sew the edges of your cushion.** Make sure to use a color of thread similar to the color of your fabric. If you use a sewing machine, use a zig zag stitch, but a straight stitch will work just fine too.
5. Stuff your cushion and sew up the open edge.
6. **ENJOY!**



WONDERWORD

Cheese Words

Relax & just take it 'cheesy' with this puzzle

CREAM CHEESE
RICOTTA
GOUDA
CHEDDAR
WENSLEYDALE

AMERICAN
COTTAGE
BLUE CHEESE
EDAM
HAVARTI

MUNSTER
PARMESAN
MOZZERELLA
SWISS



Need a hint or looking for the solution?

Scan the QR code or visit:
www.catholiccarecq.com/wonderword



M	U	N	S	T	E	R	E	T	N	E	E	C	S
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R	H	E	D	S	U	H	A	V	A	R	T	I	G
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Source: thewordsearch.com