

C-Salt

ISSUE 29 SPRING EDITION

CATER CARE MAGAZINE

*Croque
Monsieur*

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**COVID-19
AND
BEYOND**

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*Taste of
Spring*

**CONGRATULATIONS TO
OUR APRIL-JUNE 2020
AWARD WINNERS!**

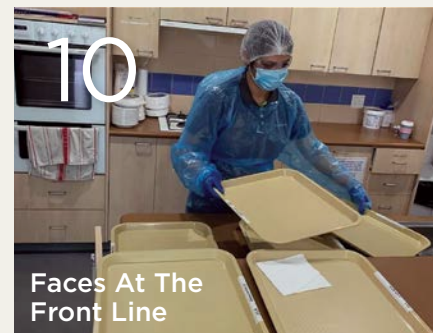
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 **CATER CARE**

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**In this edition, we focus on
teamwork and cooperation in
the face of new (temporary)
challenging ways of living
and working.**

Congratulations to all our
fourth quarter SDE Awards
winners and our service
milestone recipient. Find out
how sites are getting into
the groove with themes and
taking pride in continuing
service excellence.

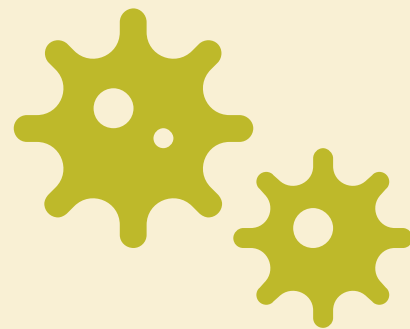
In particular, our thoughts are
with our Victorian colleagues,
clients and customers who are
experiencing specific hardship
in this ongoing crisis.

Spring heralds the promise
of good things to come, and
that is our hope to all of you
this season.

*Dawn and your
editorial team*

Have a suggestion for the magazine?
Call the marketing team or send it to
marketing@catercare.com.au

COVID-19 & BEYOND



As we all come to grips with COVID-19 and what for now is the 'new norm' we use the current situation to reflect on what we do in our business, how we support our clients, consumers and staff, and the importance of maintaining the highest service standards in spite of the challenges we are all facing.

What has resonated the most during this period is the engagement and teamwork that is required to make sure everything we do is safe, practical, sustainable, and fulfils our commitments to our customers.

Communication throughout the pandemic has been pivotal as we navigate through the numerous state and federal directives plus the layers of advice being provided by multiple state agencies and industry bodies. The information being provided in some instances is contradictory but first and foremost is the message to our clients, consumers and staff that we have the necessary resources and a dedicated workforce to manage any situation that is thrust upon us.

Over the past three months to address the challenges of COVID-19, we have set up contingency kitchens, produced a holding stock of frozen meals, isolated staff members at risk, worn full surgical scrubs, face masks, maintained staff isolation registers, increased temperature monitoring, social distancing, working from home and

even celebrated 15 year service awards via Hangout (or Zoom) meetings within the same office.

With this all in mind we maintained our core values of Care, Pride and Community, and worked closely with our sites. We recognised those that were not as fortunate as us, and praised the frontline staff of doctors, nurses, caregivers, and of course our own catering and resource staff who maintain what we do - 'Caring for You.'

Bryce

**WHAT HAS RESONATED
THE MOST DURING THIS
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AND TEAMWORK THAT
IS REQUIRED TO MAKE
SURE EVERYTHING WE
DO IS SAFE, PRACTICAL,
SUSTAINABLE, AND FULFILLS
OUR COMMITMENTS TO
OUR CUSTOMERS.**



BRYCE WILLIAMS
Chief Operating Officer - Urban



WATCH THIS...

For a person who is deaf, securing work on a remote mine site might seem to present some challenges; however, understanding the access requirements of a person with a disability can be an opportunity for everyone involved to learn and possibly have their own ideas of 'disability' challenged.

In June this year, Marijana Turcinov who uses Auslan (Australian Sign Language) started at CCS Beverley Minesite in SA. Initially, there were heightened safety and social concerns but by making some adjustments and putting in place a solid plan, they were addressed.

Before Marijana could join our site team, there were risk assessments to be updated, sourcing of Auslan/English interpreters, arranging Deaf Awareness Training by Deaf Can:Do, installing visual alarms and adjustments to the way we operate within the kitchen and dining room.

The team at Beverley implemented a 'Buddy System' to support Marijana in learning the tasks and build awareness within the team. Staff who attended the Deaf Awareness Training were surprised how quickly they were able to learn basic Auslan and finger spelling, so the team can now communicate much more effectively.

Thanks to a team effort and a willingness to learn – it's been a huge success. Marijana's career with Cater Care is looking bright, and she is now very much a part of our Beverley team.



LtoR: Chef Hamish McLean and Marijana Turcinov

TOGETHER WE CAN ACHIEVE A POWERFUL SAFETY RESULT

Earlier this year, the entire Ernest Henry Mining (EHM) site achieved the significant safety milestone of 1,000 days lost time injury (LTI) free.

This is an outstanding success which can only be accomplished when all people on site have a common goal – a commitment to safety at all times.

Aaron Harrison, Glencore's Ernest Henry Mining General Manager said, "This achievement shows that EHM's commitment to safety and efficient production can go hand in hand. I'd like to acknowledge everyone across the entire site for their contribution to maintaining a safe workplace every single day."



Cater Care's General Manager – Operations (East), Arno van der Burgt said, "Congratulations to the Cater Care team members at EHM, and the Cater Care Safety team. This result is a testimony to the continued journey we are on to shape safety positive behaviours and our collective commitment to safety."

Remain vigilant and continue to live our values – Care, Pride and Community.

NOTHING STOPS THIS TEAM FROM DELIVERING

Led by Managers Mark Manning and Jason Large, the team at one of our CCS WA sites – Nova Camp, has risen to a challenge and more than met it!

The many changes to our ways of working have had a significant impact on us all, especially our site teams.

Due to the necessary social distancing requirements, the team at Nova needed to secure an alternative dining space to hold a much-needed event, but it didn't stop there. They had to reconfigure the area to ensure safety standards were met, tackle fickle weather, transport equipment for service and deliver a delicious meal – easy, we've got this!



And judging by the great feedback from residents and clients, they did.

Congratulations to Managers Mark and Jason, and Sam Mallin – Chef, Tamara Perkins – Dining supervisor/Admin, and to Utilities – Steven Whitmore, Kasandra Thornley, Tyna Kinita, and Andrew Yorg for outstanding teamwork!

KEY RELATIONSHIPS & LINKS

Arno van der Burgt



Cater Care Services is poised for growth as we continue to develop capacity and capability.

Business growth is stimulated by customer loyalty, and loyalty is a direct result of increased customer satisfaction. Satisfaction is influenced by the value of services provided to customers. Satisfied, loyal and productive employees

create exceptional value. Employee satisfaction is a result of high-quality support services, systems and policies that empower employees to serve customers well – also known as an internal management philosophy.

Growth is a simple measure of success. A high degree of customer loyalty is essential to driving growth in the service business. Simply put, having a devoted supporter club is crucial to any team's success, and the bigger supporter base, the greater the following and potential to outperform competitors.

High levels of customer satisfaction drive loyalty. The world is full of examples of companies that got lost along the way and forgot that it is not about what the company believes it is delivering, but about what the consumer feels he or she is getting.

Employee productivity and loyalty is essential for successful growth. Retaining great service people and developing skill sets over time has a direct effect on a business' ability to deliver value; employee engagement is critical in driving employee satisfaction.

To maximise the level of satisfaction over time, we need to look at the environment and job tasks, including equipment and processes.

WE ARE ON A JOURNEY OF CONTINUOUS IMPROVEMENT AS WE ROLL OUT NEW AND UPGRADED SYSTEMS, WORK METHODOLOGIES AND PROCESSES THAT WILL RESULT IN MANY EFFICIENCIES AND INCREASED PRODUCTIVITY.

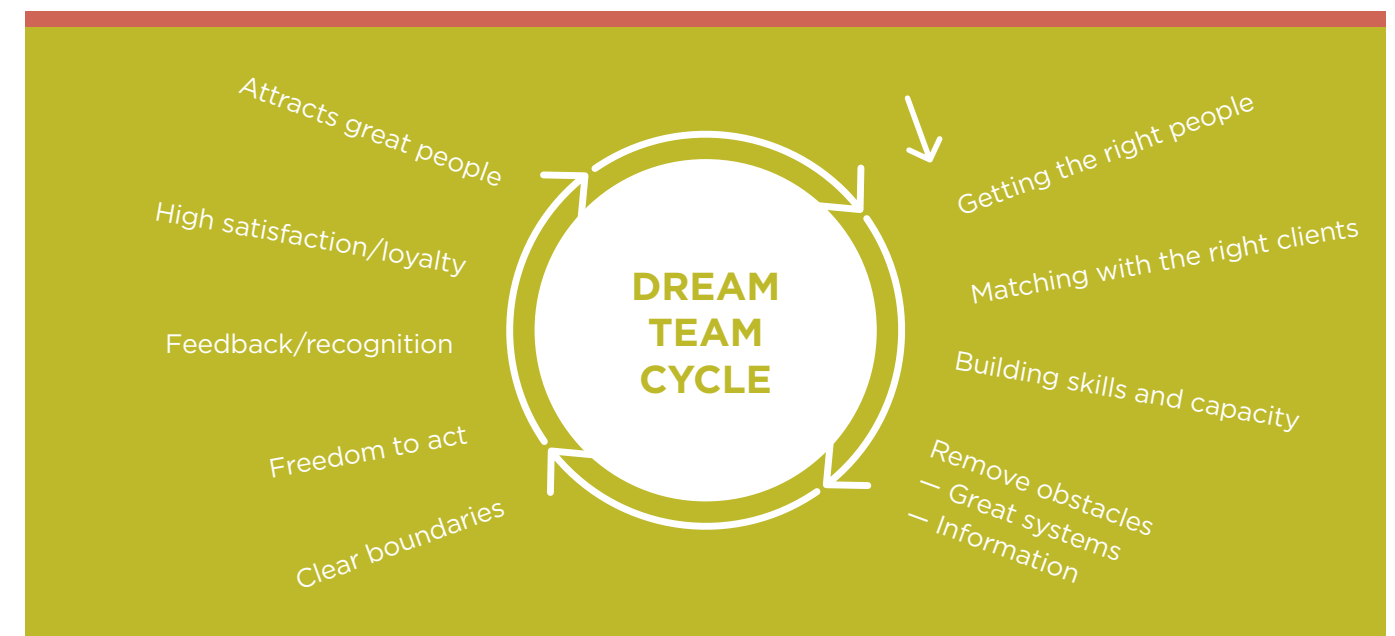
A self-reinforcing process that propels our service delivery capacity to higher and higher levels was developed and known as the dream team cycle.

Influencing growth starts with a well defined management philosophy that drives internal quality, and Cater Care Services is focussed on doing just that.

We are on a journey of continuous improvement as we roll out new and upgraded systems, work methodologies and processes that will result in many efficiencies and increased productivity.

We are leading the way to greater quality customer services, employee performance and satisfaction while staying true to our guiding values of Care, Pride and Community.

ARNO VAN DER BURGT
General Manager – Operations





Congratulations to our April - June 2020 Award Winners!



Culinary Excellence Award - Joint Winners

Winners: Matthew Reus, Chef/Manager and Graham Lynch, Chef - CCA James Milson Village

Together, Chef Manager Matthew and Chef Graham, continuously deliver freshly prepared meal options of the highest quality.

Working closely with the team and the client, they ensure that the residents at the Village have a daily dining experience that supports service excellence. They are both innovators, challenging each other to create new and better ways of delivering outstanding meal choices every time. Matthew and Graham set high-end dining standards that support our values of Care, Pride and Community.



Safety Champion Award

Winner: Nikki Calcutt, Site Manager - CCS FMG Bonnie Doon

Following an incident on site relating to truck day delivery, Nikki developed a plan to ensure the team could perform the duties associated with the task without incident or injury. Nikki identified key contributors for success; develop thoughtful and respectful communication and sound planning. Incorporate good spotter and driver communications with proper distancing between the spotter/telehandler and truck, and encourage good teamwork and no rushing, promote an inclusive atmosphere and good humour.

Work together for cohesive team learning, and you work together for success.



Customer Care Award

Winner: Kevin Duignan, Site Manager - CCS Edna May

Recently, Kevin was the first responder to an incident on site, which resulted in a significant trauma injury to a client contractor.

Kevin maintained his composure, raised the alarm, kept the injured contractor stable, and controlled the situation until paramedics arrived, and continued to assist the paramedics. Both the client and paramedics praised Kevin for his efforts.

Kevin found himself in a challenging situation which he managed with care and compassion.



Teamwork Excellence Award

Winner: Blair Logan, National IT Manager - CCG Sydney Office

Blair consistently demonstrates a commitment to creating a sense of belonging at Cater Care. He goes 'over and above' to demonstrate genuine care for the operations and site-based teams. Blair's team reflects his approach to helping anyone with a problem. Although dealing with many questions, and often impatient non-technical operators, Blair always meets every challenge with a smile, assistance and a solution - to the end.

It's obvious to all that teamwork and job satisfaction go hand in hand for Blair.



Community Excellence Award

Winner: Susan Nielsen, Site Manager - CCA Union College

Susan, a valued member of the College community, noticed that many students who had remained on campus during COVID-19 lockdown struggled with being isolated from family and friends, with online learning, restricted access to the dining room and social distancing.

So Susan planned a program of activities and introduced pop up meals, unique desserts, and 'think outside the square' games for the students, which became so popular that students were asking for them! Thank you Susan, for your care, creativity and commitment to the site community.



Excellence in Leadership Award

Winner: Peta McDonnell, General Manager, Human Resources - CCG Sydney Office

Peta has demonstrated incredible leadership brought on by the impacts to our business as a result of COVID-19. The magnitude and volume of HR related changes, including legislative changes, combined with the uncertainty affecting people's livelihoods has meant a busy and stressful time. Furthermore, she led the business (and her team) in ensuring our 3,000+ workforce were kept informed, all while providing outstanding support to the management team(s) regarding any people and HR related matters. Through all of this, Peta remained responsive and accessible.



Runners Up

CULINARY EXCELLENCE AWARD

Marlene Linares, Chef - CCA Mullauna

Hamish McLean, Chef - CCS Beverley Mine

CUSTOMER CARE AWARD

Susan Dunn, Catering Assistant - CCA Braemar House

Greg Wall, Chef - CCS Lake Vermont

COMMUNITY EXCELLENCE AWARD

Jordan Conti, Group Safety & Wellbeing Manager - CCG Perth Office

Runners Up

SAFETY CHAMPION AWARD

Derrington Usher, Catering Assistant - CCA Wesley Heights

Dee-Anne Hayes, Utility - CCS Ensham

TEAMWORK EXCELLENCE AWARD

Linda Putarakkit, Site Manager - CCS Ensham

Margaret Biddiscombe, Utility - CCS Ernest Henry

EXCELLENCE IN LEADERSHIP AWARD

Carol Gardner, Site Manager - CCS Higginsville

Andrew Unsworth, Site Manager - CCA Cook Medical

CELEBRATING SDE AWARD WINNERS TOGETHER

On July 1, 2019, we proudly announced Cater Care's Service Delivery Excellence (SDE) Awards Program – the most significant initiative launched to Cater Care team members in recent times.

Over the past 12 months, we have had an overwhelming response and received some fantastic nominations, celebrating the outstanding work we do while always demonstrating our core values and the Cater Care Way.

Employees at all levels of our business make a substantial contribution to the organisation through their work.

Our SDE Awards Program provides a platform to recognise and celebrate the individual efforts of our team as well as fostering a culture where our values are recognised.

EMPLOYEES AT ALL LEVELS OF OUR BUSINESS MAKE A SUBSTANTIAL CONTRIBUTION TO THE ORGANISATION THROUGH THEIR WORK.

Each quarter, individuals and teams were nominated for an award across six categories, including:

- Culinary Excellence Award
- Customer Care Award
- Community Excellence Award
- Safety Champion Award
- Teamwork Excellence Award
- Excellence in Leadership Award



2019-2020 SERVICE DELIVERY Excellence Awards

Annual Award and the CEO's Care Pride Community Award

Each of the quarterly winners is in the running for the annual award for their category. The four nominees in each category and their partners will attend an annual Awards dinner where the winners are announced. The event also celebrates the annual CEO's Care Pride Community Award winner.

After careful consideration, and prioritising the health and safety of our colleagues, we have made the tough decision to postpone the inaugural Service Delivery Excellence Awards Program presentation dinner to early in 2021 – when it is safe for all parties to attend.

We remain committed to finding a suitable time and place and will share the details early next year when all nominees can celebrate their achievements together.

Keep up the great work we are all doing, which makes Cater Care the wonderful place it is to work each day!

HARD WORK REWARDED

For newly qualified Samir

With spring in sight, we have our own blossoming taking place within Cater Care as another of our apprentice chefs attain their qualifications to join our growing qualified ranks.

Samir Dangol from our NSW Urban St Catherine's Aged Care site has recently completed his TAFE course (which due to the current situation was done remotely) that provided him with his Commercial Cookery qualifications.

It was a great team effort; we are fortunate to have a talented team of employees at St Catherine's (and right across Cater Care) assisting our apprentices. At the same time, they continue to provide our clients with service that goes above and beyond – thank you.

Samir worked hard to complete the final subjects that included, Participate In Environmentally Sustainable Work Practices, and Work Effectively With Others. This apprenticeship was a little different to the normal process as Samir had completed many of the required TAFE subjects previously. Hence, he only needed to have these recognised and then complete a final few topics.

The Cater Care Training Team assisted Samir with some Recognition of Prior Learning (RPL) support, but Samir did the 'hard yards'. He completed all the remaining subjects required to enter our Cater Care Chef ranks in June this year, and we could all not be more proud of his success.



SAMIR IS AN EXCELLENT EXAMPLE OF HOW SOMEONE WHO HAS PREVIOUSLY COMPLETED RELEVANT TRAINING AT TAFE OR COLLEGE MAY BE ELIGIBLE FOR RECOGNITION OF PRIOR LEARNING (RPL) AND THEREFORE FINISH A QUALIFICATION SOONER.

When asked how he felt, Samir said. "Trying to complete my subjects this year has been different from what I am used to as I needed to videotape myself and submit these for marking. The support from our client was greatly appreciated as they were right behind my learning. My family is so proud of me, and I am so proud to be working with Cater Care who have supported me all the way. I need to say thanks to all the team at St Catherine's, Ashish, Penny, Brian and our client for their never-ending support."

Samir is an excellent example of how someone who has previously completed relevant training at TAFE or college may be eligible for Recognition of Prior Learning (RPL) and therefore finish a qualification sooner.

Cater Care continues to seek apprentices, so if you would like to develop and grow with our business, contact your Manager and discuss what is involved and the options available.

Like Samir, consider your next step and Build Your Career with Cater Care!

SDE FACEBOOK COMPETITION

This year we hosted a Facebook competition in July to celebrate the first anniversary of our Service Delivery Excellence (SDE) Awards. The SDE Competition featured a full month of competitions, and prizes, including \$200 gift cards, tablets, smartwatches and headphones.

The competitions had our employees inviting coworkers, sharing health tips and even decrypting an emoji code. If you haven't done it already, join our 'Cater Care For You' Facebook page, to get involved in our next big competition at Christmas!



Dipendra Paudel, Senior Accounts Clerk – Sydney Office

A NEW EXPERIENCE

Maurice Zeffert Home provides residential aged care to 90 Jewish residents. Being a total Kosher facility and with food playing an extremely important role in the Jewish faith and tradition, along with being an in house operation for almost 60 years, the decision to partner with Cater Care was carefully thought out by both parties.

Careful planning and communication ensured a smooth transition and reassured residents, and their families that the level of Kosher observance and compliance would be continued.

Earlier this year, Cater Care commenced operation with Catering Manager, Savvas Sidiropoulos taking the reigns, and has now even experienced his first Passover, which can be daunting for the bravest of caterers!

Director of Operations, Yvonne Goldman said, "Our food is excellent, our complaints are virtually non-existent with residents playing a major part in menu planning and providing recipes."

"Savvas is so wonderfully accommodating and works exceptionally hard to deliver what the residents request. We have definitely had a Kosher experience."



Savvas Sidiropoulos

FACES AT THE FRONT LINE

As COVID-19 continues to grip our nation, in Victoria, Cater Care provides services to several facilities in full lockdown, and there are more than one hundred of our dedicated staff continuing to work at these sites to ensure that our clients and residents are receiving service excellence.

So, what does lockdown in aged care mean for our staff?

When an aged care facility is in lockdown, all residents are confined to their rooms for the duration, which means minimal contact with people. By continuing to go to work, our staff provide a sense of normality for many residents.

Isolation is difficult for anyone but perhaps more so when you are aged, or affected by memory loss and don't understand where loved ones are. By maintaining a routine, our staff are providing residents with continuity and familiarity.

As we know, meals are a significant social event for many aged care residents. If a site is in lockdown, the dining room is out of bounds, resulting in all meals being provided to resident



Brittany



Shashank

rooms on trays and in some instances, served on disposable dinnerware. This has also meant significant changes to our ways of working.

There is adherence to social distancing guidelines, cleaning to minimise infection risk, and wearing Personal Protection Equipment (PPE). All staff must wear PPE and in some instances, change their PPE every 30 minutes throughout their shift. Staff are working

in extraordinary circumstances at these sites, and must comply with strict guidelines to help keep themselves and everybody around them safe. Notwithstanding these challenges, our staff continue to work as a team and help each other.

To the many people who make up Team Cater Care - thank you, and a very sincere thank you to our frontline teams.

SNAPSHOT FROM SA

Just like many of our sites across Australia, the impact of COVID-19 in South Australia has had varied and wide-ranging repercussions for how we approach the care and wellbeing of our staff and our customers in our sites.

Our Indigenous boarding was closed for an extended period to protect students who may be affected more acutely from the virus than other mainstream schools and is only now returning to capacity.

Our Independent Schools and Universities are in different stages of returning to some form of normality

but with a significant new emphasis on social distancing, and being vigilant when it comes to handwashing and using hand sanitiser.

Controls in our aged care business are extensive with restrictions on entry and movement at every site. Statutory declarations of good health, temperature-checked visitors and flu vaccinations are now minimum requirements to protect our vulnerable residents.

Retirement living has been challenging for active residents who for many, the dining room serves as a significant social activity. However, at Eureka Elizabeth Vale, we have implemented the 'Cater Roo' delivery service.

Our site team led by Fleur Fitton have developed a daily meal-run, where residents have their meals delivered to their units, a knock at the door lets the

resident know their meal has arrived, and once acknowledged is left in a safe space.

The residents are amazingly resilient and have adopted the new delivery service with good will. At the same time, our staff continue with their positive, can-do attitude, and we're proud to say, our values of Care, Pride and Community are working well in SA!



LtoR: Fleur Fitton and Jason Reid

STAYING COVID-19 SAFE

Like most, the impact of COVID-19 is changing the way we go about our business and how we live. Similarly, Indigenous communities in the remote regions of Australia where Cater Care has operations, have also experienced the impact of COVID-19.

As Aboriginal and Torres Strait Islander Peoples, and people living in remote communities are at a greater risk from COVID-19, many communities have decided to restrict access to non-community members - to protect the health and welfare of the whole community.

Statistically Aboriginal and Torres Strait Islander Peoples:

- often have a higher rate of other health issues in these communities that may be compounded by COVID-19
- can find it harder to access health care, and
- often rely more on outreach services in remote places.

It should be a priority for each of us to protect the health and welfare of all Australians; we should all work together to keep us all safe and stop the spread of the virus.



NEW DATES ANNOUNCED FOR NAIDOC WEEK 8-15 NOVEMBER

This year's NAIDOC theme **Always Was, Always Will Be** invites all Australians to embrace the history of this country - a history which dates back thousands of generations.

Although it is challenging to hold an event at this time, you can serve the Taste of NAIDOC recipe as part of your routine meal service. Braised Kangaroo, Native Thyme and Ground Pepperberry Flaky Pastry Pot Pie, developed by Cater Care's Executive Food Team, is sure to delight - who doesn't love pie!

Let us all come together and celebrate the First Nations' 65,000+ year history of this country - which is Australia's history.

Speak to your manager or email marketing@catercare.com.au for a copy of the recipe.

OUR RECONCILIATION ACTION PLAN PROJECT 2020-2022

Cater Care's reconciliation journey commenced in 2012 with a Reflect Reconciliation Action Plan (RAP), and an Innovate RAP followed for 2014-2016, and for 2017-2019.

As our Innovate RAP 2017-2019 has just closed, we are planning to continue our reconciliation journey by developing another Innovate RAP for 2020-2022, and preparing to launch during NAIDOC Week - November 8 to 15, 2020.

The new RAP will continue to build on the platform of our Indigenous Participation achievements in the areas of Indigenous employment, partnerships and economic development including procuring from Indigenous suppliers nationally. Importantly, Cater Care will continue to build the cultural competency capacity in its workforce through a range of initiatives over the next two years.

INDIGENOUS EDUCATION PROJECT & EBOOK LAUNCH

Cater Care commenced the Indigenous Education Project in late 2019, with a key objective to create a resource for the Indigenous Boarding sector.

As a result, Cater Care developed an eBook which provides information on how to create an environment to support healthier outcomes for Indigenous students, and also produced a short video.

The video was filmed at Wiltja, Indigenous Boarding facility in South Australia, where we have a dedicated catering team who have created an open, supportive environment for the Indigenous students who are predominantly from the APY Lands.

These students live a life that walks in two cultures, and they do it with courage and dignity.

It is thanks to the generosity of the school community, Anthony Bennett and the staff at Wiltja for their support in helping us create this resource for Indigenous Boarding.



Croque Monsieur

Taste of Spring fact

There are not many dishes that can be served at either breakfast, lunch or dinner, but croque monsieur is definitely one!

This gourmet toasted sandwich is thought to have been created in 1901 at a brasserie on Boulevard Des Capucines in Paris by its owner, Michel Lunarca after he ran out of baguette for his sandwich of the day. Croque monsieur is often confused with croque madame, which is simply a croque monsieur topped with a fried sunny side-up or poached egg, making it a heartier sandwich, but not nearly as easy to eat.



SERVES 4

Welcoming spring with a classic toasted sandwich recipe perfect for any meal time!

INGREDIENTS

180ml Full Cream Milk

1 Bay Leaf

55gm Unsalted Butter – cut into a 2cm dice and warm to room temperature.

15gm Plain Flour

65gm Swiss Cheese – coarsely grate.

55gm Vintage Cheddar – coarsely grate.

To Taste – Finely Grated Nutmeg (optional)

To Taste – Sea Salt and Finely Ground Black Pepper

8 slices Sourdough Bread

40gm Dijon Mustard

4 slices (60gm per slice) Double Smoked Ham

As Required – Extra Virgin Olive Oil Spray

METHOD

1. Over a moderate heat, in a saucepan, add the milk and bay leaf. Bring it up to a gentle simmer, then remove the saucepan from the heat and stand for 10 minutes to allow the bay leaf's flavour to infuse. Remove and discard the bay leaf.
2. Over a moderate heat, in a second saucepan, add and melt the butter. Add the flour and 'cook out' for 2 minutes whilst stirring continuously. Gradually add the milk in small batches, incorporating it into the flour mixture with a wooden spoon. Then add the Swiss cheese and

vintage Cheddar cheese. Mix until the cheeses have combined.

3. Bring the sauce up to the boil, reduce the heat to a very gentle simmer. Cook, stirring continuously for 2 minutes or until the sauce has thickened, and there are no lumps and no flour flavour evident when the sauce is tasted. Season to taste with nutmeg (optional), sea salt and black pepper. Remove the saucepan from the heat, stand and allow the sauce to cool for 10 minutes.
4. On a clean work surface, lay out the 8 slices of sourdough bread. Evenly spread the facing side of each slice with Dijon mustard,

then, on top of the Dijon mustard, evenly spread each slice with the cheese sauce.

5. Using only 4 of the bread slices, top the cheese sauce with a slice of ham (folding it if required).
6. Finally, place the remaining 4 slices of bread on top – cheese sauce side down – to finish making the sandwich. Lightly spray both sides of each sandwich with extra virgin olive oil spray.
7. Heat a sauté pan over a low heat. Once hot, pan fry the croque monsieur (in batches if required) until light golden brown on both sides and the cheese sauce is bubbling. Remove from the heat.

TO SERVE

Carefully cut each croque monsieur sandwich in half (they will be hot!) and arrange them on a plate, board or platter.

NEW TEAM MEMBER WELCOME JESS!

In January we welcomed a new team member to the Care Services Team, Jess Butterworth (Care Services Advisor).

Jess, based in the Perth Office, studied a Bachelor of Science, majoring in Sports Science, and Exercise and Health at the University of Western Australia. Jess said, "I'm enjoying working in this motivating environment with this amazing team. I'm encouraged to keep adding to my skill set – it's great."

Jess has felt very welcomed by everyone and is very excited to be starting a career with Cater Care to build her knowledge and gain experience.



"I'M ENJOYING WORKING IN THIS MOTIVATING ENVIRONMENT WITH THIS AMAZING TEAM. I'M ENCOURAGED TO KEEP ADDING TO MY SKILL SET – IT'S GREAT."

FROM RETAIL TO REMOTE TEMPORARILY!

Breanna Berton joined Cater Care as Supervisor at The Botanist in Mackay Airport shortly before COVID-19. Unfortunately, Breanna didn't get a chance to settle into her new role before travel restrictions came into effect and changed where and how we operate in airport retail.

Breanna, like many other Cater Care staff, took the opportunity of redeploying to a site, which for Breanna was CCS site Lake Vermont Mine, QLD – 244km from Mackay Airport!

In many aspects, a remote mine site is quite different from airport retail, but customer service excellence is the same wherever you work.

Breanna said, "The amount of food produced, the size of the team in this style of kitchen, and the clientele is very different.



"I enjoy the diversity of the role, interacting and building rapport with the residents, working in a new team and learning from each other's experiences."

Well done to Breanna and all of our staff who have been, or currently still are, redeployed to other sites in the business. We are very proud of all of you, as you have displayed great adaptability and flexibility during these challenging times.



GETTING TO KNOW... RICKY VANCE-SMITH

MANAGER CRACOW VILLAGE EIDSVOLD

Q. Where do you work, and who do you work with?

I have been part of the Cater Care team for some four and a half years. I've been based at Cracow Village for the past seven months, and previously I was at Labona Village. I work with an extremely supportive team of Cater Care colleagues.

Q. What does your job involve?

The day to day Village operations, which includes managing staff and client satisfaction.

Q. What do you love about the job?

Every day has new adventures and something new to learn. There is never a dull moment in remote resources; every day presents unique challenges. I try to kick as many goals as the previous day!

Q. Who inspires you?

I consider myself fairly lucky. Throughout my career, I have worked with a lot of inspirational people and Cater Care is no different. The operations team within CCS is exceptional.

Q. Name three people you'd invite for dinner?

Gordon Ramsay, Marco Pierre White and Albert Roux. I'd love to see who would be still standing at the end of the night!

Q. What's the best meal you've ever had?

A medium-rare, 500gm OP rib eye fillet on the bone, and topped with English blue stilton, with a Caesar salad on the side.



GETTING TO KNOW... EAMONN LORRAINE

OPERATIONS MANAGER NSW

Q. Where do you work, and who do you work with?

I work with Rob Rutter and my team in Sydney and Newcastle Airports. I work on new retail development and projects, and with Operations Managers in QLD.

Q. What does your job involve?

I support and manage our retail outlets and team in NSW. Build and maintain client relationships, manage and develop our people and work with the franchise partners in our unique environment. Making sure our customers get the best experience possible every time they visit our locations.

Q. What do you love about the job?

No day is ever the same. We can be opening a new store one week, to peak demand during holidays. Our job is to deliver amazing, memorable experiences and great food, and we work in the best location – an Airport is always exciting!

Q. Who inspires you?

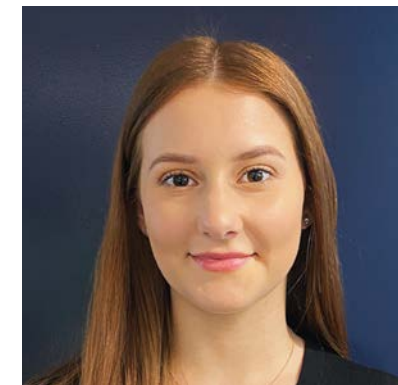
I've had many people in my life, who have inspired and challenged me – so it is tough to choose one person. I like to work with passionate people, who have integrity, purpose and humour.

Q. Name three people you'd invite for dinner?

Jamie Oliver – to cook; Richard Branson – amazing conversationalist; Pink – I'd be in trouble at home if I didn't invite her!

Q. What's the best meal you've ever had?

I'm partial to a good burger, but a stand out is Simmone Logue's Hummingbird Cake, the frosting is to die for!



GETTING TO KNOW... ERICA HILL

ADMINISTRATION ASSISTANT

Q. Where do you work, and who do you work with?

I work in Cater Care's Sydney Head Office with the rest of the administration team and CCA Operations team.

Q. What does your job involve?

I've recently changed roles and am now looking after the seasonal menus for our CCA sites in NSW as well as theme calendars, stocktakes and I provide general assistance to our Operations Team.

Q. What do you love about the job?

I love everything about my job, particularly the people that I work with. Everyone is very friendly, supportive and easy to talk to, which creates a great working environment. I am grateful to be working with a team of such great people.

Q. Who inspires you?

Nargis Naebkhil. Cater Care has been my first full-time job after high school, and I have learnt so much from everybody in the short time I've been here, but Nargis inspires me every day to approach my work with a calm and positive attitude.

Q. Name three people you'd invite for dinner?

Nargis, Nellie and Josh who I work closely with.

Q. What's the best meal you've ever had?

I had a Fish and Vegetable Tagine dish when I travelled to Marrakech, Morocco early this year.

15 YEARS

15 Years is Worth Celebrating!

Madlaine Nachev, Group Finance Manager, is celebrating 15 years service with Cater Care. Colleagues, careful to adhere to social distancing, were on hand to congratulate her on the very special occasion when Colin Redman, CEO presented Madlaine with her award.

Thank you Madlaine for being such a valuable member of our team and we wish you the best for continued success!





CRIB & CO: ENHANCING OUR DINING ROOMS AROUND AUSTRALIA

Crib meals can be plagued with misconceptions about a lack of variety, and uninspiring options for residents. Cater Care's crib offering Crib & Co. quashes these by helping residents 'see' the variety that is on offer.

The concept is also supported by a range of Crib & Co. signature recipes including salads, Grab & Go meals, sandwich fillings and snacks, that aim to bring a sense of change and innovation to the crib offer.

Recently installed at Capricorn Village, the client and residents love the new look in their dining room!



LtoR Back: Sandy and Kerrie. LtoR Front: Charmaine, Carryn, Muhammad, Emily, and Lee

GROOVY 60'S AT BAPTCARE KARINGAL

The 60's had it all – from cover-all caftans to flower power, flares, to mini skirts – nothing was off-limits as long as it was funky and fun!

Embracing the spirit of the theme, the team at Baptcare Karingal in Tasmania took the residents on a magical mystery tour of peace symbols, vinyls and psychedelic colours, and they loved it.

Yeah baby – you rocked the 60's!



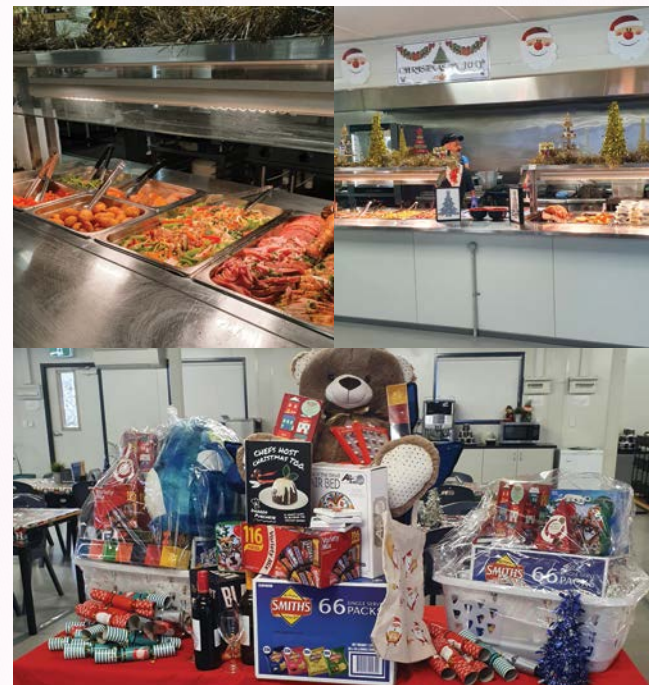
THE CAKE SEALED THE DEAL

Last year RNC Minerals purchased Westgold Resources, which includes Higginsville gold operation in Western Australia. Earlier this year, RNC management announced they would rebrand the company from RNC to KARORA.

All mine site employees were invited to a BBQ lunch for the unveiling of the company's new name, KARORA and to welcome the new Higginsville General Manager – Graeme Sloan.

In honour of the occasion, the catering team decided a cake was needed. Graeme did the honours of cutting the cake, which was cleverly decorated with the new logo.

Well done, guys.



WE ALL NEED A LITTLE CHRISTMAS IN JULY

Well done to the catering team at WA's Cataby Tronox site – the Christmas in July event was a huge success; delicious food and an awesome Christmas raffle that raised a very respectable \$167.50.

Special mention to Site Manager Steve Pople for organising the night, Utility Charmaine Flinn who sold tickets and also took on Elf duties to organise gifts, and Chef Craig Hammond for feeding 149 residents a heartwarming festive meal.

Congratulations to all prize winners – save your pennies for the December raffle!



LtoR: Ben and Dawn

PYJAMAS AT COASTHAVEN

Want to wear your favourite PJ's all day and raise money for a worthy cause? Then National Pyjama Day is perfect for you!

The Pyjama Foundation raises awareness and funds for more than 1000 children in foster care. The money goes toward supporting learning skills, fund educational resources and help provide stable, positive relationships.

So when the client at Baptcare Coasthaven in Victoria asked us to help – Ben Soutter (Operations Manager) and Dawn Tarr (Cook) dressed the part and lit the BBQ. We are proud to have been able to support such a great cause.



LtoR: Catering Assistants – Lisa, Felicity, Melissa, Kathleen, Noine, Tatiana

CHRISTMAS IN JULY... GENIUS!

The staff and residents at Coolibah Caring enjoyed a very festive event that brought a little sunshine in winter. Site Manager Rosalind O'Keefe and her team of Santa's Little Helpers did a great job of serving up a mid-year Christmas celebration.

Coolibah Care Chief Executive Officer, Merinda March, said, "I would like to say a big thank you to everyone for the fantastic Christmas in July event today. The activities were great; the attention to detail was lovely. Special mention to Ros the food was amazing – a big thank you to the Cater Care team!"

And, it is great to hear from the residents – Scott said, "This is just great it's tasty!" Jean said, "The food is delicious, and I can't believe how much trouble everyone has gone to. Thank you so much." And from Ruth, "This is great Christmas food, it is so good!"

High praise and much appreciated... genius idea!

EVERYBODY LOVES SHORTBREAD!

A shout out to the team at Kintyre Lodge in NSW. In honour of International Nurses Day, Chef/Manager Matthew Lindsay and Catering Assistants Ishwor, Amrit, and Shrijana got busy in the kitchen cooking shortbread, using a tried and true recipe – an oldie but a goody!

Being isolated and having their activities curtailed significantly, the residents jumped at the opportunity of taking part in decorating and packaging more than 300 shortbread biscuits to be given to the local hospitals in Dubbo.

Kintyre Lodge's Quality Officer, Becky Homan said, "I would like to thank our wonderful Chef Matt and his team for baking the shortbread biscuits. Our residents had fun putting the final touches on the shortbread, icing and decorating them, ready for delivery."

It was a great effort by the residents and staff involved.

Kintyre Shortbread

Ingredients

700gm Butter – softened
2 cups Icing Sugar
5 to 6 cups of Plain Flour

Method

Beat butter and sugar until creamy, then add ½ of the plain flour.

Once combined, fold in the remaining plain flour gently until it just comes together.

Roll to 1cm thickness.

Bake at 160°C for 15 to 20 minutes.

ERGONOMIC PRINCIPLES

Tilting Man

This lift is applicable when avoiding bending the spine whilst picking up an object from the floor. It is similar to the technique in extracting a golf ball from a hole.

As the torso leans forward with the hand to collect the object, the person balances on one leg, whilst the other leg is kicked out behind them to stabilise their posture. By tilting forward it reduces bending and stooping of the lower back.

Correct Tool

Where applicable it is important to utilise an appropriate ergonomic aid/equipment that reduces the body's exposure to force/load.

Avoid using short handled tools where the resulting posture involves bending of the back with the hands below waist height, or reaching above shoulder height for higher surfaces.





MIDDLE EASTERN RED LENTIL SOUP FINISHED WITH CUMIN, FLAT LEAF PARSLEY AND LEMON JUICE

Considered to be a superfood, lentils contain vast amounts of essential vitamins and minerals that are truly worth including whenever possible in your everyday diet!

Lentils are packed with fibre, protein, B vitamins and minerals like potassium, magnesium and zinc. Lentils also boast one of the lowest GI of any starchy food, meaning they will fill you up and keep you fuller for longer.

Lentils are available all year round, both dry (uncooked) or canned (cooked). Other positives include being an extremely cost effective ingredient and a versatile one. They add texture, plus absorb a dish's flavours and can be used to boost a meal's nutrition profile in soups, braised dishes, salads or as an alternative to a potato or rice side dish.

To boost the nutrition profile of your next meal, try our Middle Eastern Red Lentil Soup recipe.

INGREDIENTS

20ml Olive Oil

180gm Brown Onion – peel, halve and finely dice.

1 Garlic Bulb – prick the bulb 4 times with a fork, roast in a moderately heated oven for 50–60 minutes, or until softened. Remove, allow to cool. Slice off ½ cm from the bulb's base, squeeze out the garlic puree.

3 tsp Ground Cumin

1 tsp Ground Turmeric

250gm Red Lentils – rinse and drain.

1.2Lt Chicken or Vegetable Stock

500ml Water

800gm Crushed Tomato

2½ tsp Caster Sugar

To Taste – Sea Salt and Freshly Ground Black Pepper

½ bunch Flat Leaf Parsley Leaves – rinse, drain and finely chop.

1½ tbsp Lemon Juice

2 tsp Ground Cumin

120gm Natural Yoghurt

As Required – Ground Cumin

12 Flat Leaf Parsley Leaves – rinse, drain and roughly tear.

METHOD

1. Heat a saucepan over a moderate heat, add the olive oil and onion and sauté, stirring regularly until the onion has softened. Add the roasted garlic, first batch of cumin, and turmeric and continue to sauté for a further minute.
2. Add the red lentils, chicken or vegetable stock, water and crushed tomatoes. Mix to combine the ingredients, then bring up to the boil. Reduce the heat and allow the soup to simmer gently for 30 minutes or until the lentils are tender and breaking down. Add the sugar, and stir through. Season to taste, and then remove the saucepan from the heat.
3. Add the first batch of parsley, lemon juice and second batch of cumin to the soup and mix until thoroughly combined.

TO SERVE

Gently reheat the soup, then divide it between four serving bowls. Top each with a dollop of natural yoghurt, and top the yoghurt with a light sprinkle of ground cumin, then torn parsley leaves.



WORLD HEART DAY
29 SEP

USE ♥ TO BEAT ♥
For society, your loved ones and you

#UseHeart #WorldHeartDay
WORLDHEART.ORG

WORLD HEART DAY 29 SEP

DID YOU KNOW

- Coronary heart disease is the leading cause of death in Australia.
- Key risk factors that contribute to heart disease are largely preventable, including high blood pressure and high cholesterol.
- Two in three Australian adults are overweight or obese which is one of the leading risk factors for heart disease.

The World Heart Day takes place on 29 September every year with a focus on creating heart-healthy environments. By ensuring that people are able to make heart-healthy choices wherever they live, work and play, World Heart Day encourages us all to reduce our cardiovascular risk.

Here are some tips from the dietetics team for how you could be making heart healthy choices as recommended by Australian Heart Foundation.

Eat plenty of vegetables and fruits

Eating enough fruits and vegetables can help lower your risk of disease, stroke, type 2 diabetes and some cancers. For good health, you should try to eat at least five serves of vegetables and two serves of fruit every day.

Eat plenty of wholegrains instead of processed grains

The fibre in wholegrain foods can help reduce LDL cholesterol (known as bad cholesterol), and this can lower your risk of heart disease. As a bonus, the fibre in whole grains also helps you feel fuller for longer, which can help with weight management. Examples of wholegrains include – brown rice, oats, quinoa, whole grain bread, popcorn, buckwheat. Aim to include whole grain foods at each meal to reap its benefits.

Include a variety of healthy protein-rich foods

Some protein-rich foods are better choices than others. The best options are plant-based proteins like beans, chickpeas, lentils, nuts and seeds. We are also encouraged to eat more fish due to its omega 3 fatty acids which have been found to be cardio-protective. These foods have been shown to reduce your risk of developing heart disease. Eggs and poultry are also protein-rich foods that can be enjoyed as part of a heart-healthy eating pattern and if you eat red meat, it's best to limit it to 1–3 meals per week as research shows excess intake is associated with an increased risk of heart disease and colorectal cancer.

Cut down on saturated fats and include healthy fats and oils

Different types of fats can impact your health differently where healthy fats can help protect your heart, and unhealthy fats can increase your risk of developing heart disease. Choose foods with high amounts of healthy fats such as avocados, olives, nuts and seeds, and use healthy oils for cooking, for example, olive, canola, sunflower, peanut and soybean oil. These foods can help lower your cholesterol. Other ways to decrease saturated fats include.

- Removing fats from meats.
- Removing skin from chicken.

- Limiting sweet and savoury pastries.
- Limiting sweet biscuits.
- Limiting fried and packaged fried foods.

Exercise

Regular physical activity is one of the best things you can do for your heart health. Increasing your physical activity from as little as 10 minutes a day to the Australian Government's recommended 30 to 45 minutes a day, five or more days of the week can help reduce your risk of heart disease and heart attacks. It can also prevent and manage many conditions and diseases, including some cancers, type 2 diabetes and depression.

Slash the salt

Eating salt increases the level of sodium in your diet. Over time, a high level of sodium in your blood can increase your risk of developing high blood pressure. The danger is when your blood pressure is too high for too long; you could be at major risk for developing heart disease. Processed and packaged foods are responsible for most of the salt in people's diet. The best way to reduce salt is to eat a diet based on fresh foods like fruit and vegetables. Furthermore herbs and spices can be used to flavour foods instead of adding salt.

Here are some ways your workplace could engage in creating a heart healthy environment:

- Offering fruit bowls as opposed to packets of biscuits or cookies.
- Having exercise initiatives set in place e.g. creating a walking/running group which can be incorporated into a 20min lunch break.
- Providing low fat milk to go with teas and coffees.
- Offering tea and coffee only as opposed to having chocolate powders or chai powders as these can be quite high in sugar.

