

the chatter box.

NEWS FROM CROWLEY CARE SERVICES



A moment with our CEO

Hi everyone,

Sometimes when you read *Chatterbox* you might be forgiven for thinking we are constantly telling you about changes at Crowley.

Whilst we recently implemented changes to our Leisure and Lifestyle program, Hotel Services, Administration and Home Care – all these improvements are underpinned by our goal to go from being a good to a great organisation.

In fact these days working in Aged Care is regarded as a dynamic and exciting place to be. And if Crowley is to succeed we need people with boundless energy who constantly strive for better outcomes for our residents and clients.



Members of our energetic Lifestyle & Leisure Team. Left to right: Karen O'Donnell, Del McCallister, Cheryl Fergus and Juanita Mohammed.

So you might like to know that when we recruit new staff, which we have successfully done recently in a number of areas, we look beyond a person's technical skills and experience.

We test their attitude and examine their potential to have what we call "the Crowley fit". In other words will this new recruit have the energy, passion and commitment to give the best possible care and service to our residents, clients and families?

Because without great customer service, organisations will be left behind. At Crowley we are determined for that not to happen.



Michael Penhey
CEO
Manager Parish
Aged Care Services

Michael Penhey
CEO

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What happened last month at Crowley

Out and About

BY THE LEISURE AND LIFESTYLE TEAM

Clear winter blue skies proved the perfect backdrop for an old Byron Bay Road and Coopers Shoot drive. Simultaneous hinterland and coastal views made it hard to figure which way to look. The crew then followed the coast to Lennox Head before heading home.

An outing to Evans Head RSL to support the Evans Head Ladies Auxiliary saw perfect weather for residents who each won a prize on the day. A scrumptious homemade lunch by the Auxiliary Members topped off a perfect bus outing.

A U3A Rhythmic Tap Dancing Team visit brought our Banjo's Cafe to life when twelve ladies from 45 to 87 years of age tapped their hearts out.

The hills were alive with a *Sound of Music* sing-a-long for 25 residents. Del, from Leisure and

Lifestyle brought in two copies of *The Sound of Music* Scrap Book with replicas of momentos from the movie. Whilst staff member Bernie came in on his day off to help and a great time was had by all.

Tactile Twiddle Muffs (yes you read correctly!) for residents were kindly donated by the Anglican Ladies Craft Group. Great for busy hands and fun to hold. We also have tactile aprons and pillowcases which our residents love in Prospect wing.

Picnic at Victoria Park

What a wonderful day for a picnic it was at Victoria Park with a scenic drive to boot. Picnic food, native flora, birds and families all enjoying the same. A perfect spot for residents.



Above: Tap dancing at Banjo's
Below: Graham and Mary Dowling

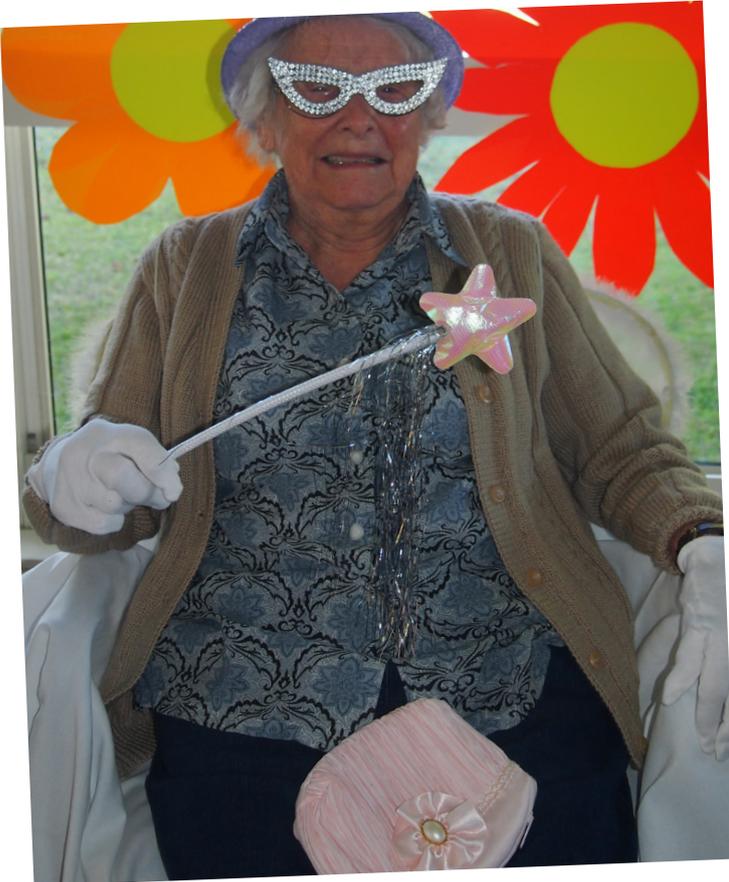


Below: Gerta Peham

What happened last month at Crowley

Photo Booth

Imaginations ran wild when Riverview residents had a photo booth session, dressing up in and out of character. Too many giggles.



Clockwise from above: Photobooth action. Father Kelly with Xavier Catholic College students. Ballina's Emmanuel College School Choir and Fay Donnelly and Monica Wells with St Francis Xavier Primary School visitors.

Leisure & Lifestyle

Smiles all round and much toe tapping was happening when Ballina's Emmanuel Anglican College School Choir treated us with an August visit. More than 150 students across two choirs showcased an incredible range of talent and enthusiasm.

Not be outdone, a chat and a cuppa with Xavier Catholic College visiting students saw many residents and students swap life stories and interests.

In fact Crowley has been invited to visit Xavier Catholic College next term for a grand school tour and High Tea prepared by hospitality students. Bring it on!

Meanwhile St Francis Xavier Primary School, our regular little visitors, shared new and familiar table games with residents.



Regional connections make for a stronger industry

BY KELLI POTTS, EXECUTIVE MANAGER OPERATIONS AND FINANCE

Recently Crowley CEO Michael Penhey and I went to Tamworth; not for the music festival but to speak at the New England Aged & Community Care Forum.

We spoke about how Crowley has managed the many changes thrust upon the aged care industry in recent years and what we have learnt.

And there was lots of collaboration with forum participants discussing how we can improve the future success of regional and remote providers.

As someone who proudly works in aged care it was wonderful to see the same pride and passion coming through from others.

And despite our vastly disparate locations, structures and sizes, it quickly became apparent we all face many of the same challenges and opportunities.

It was refreshing to see the attending Board Members, CEO's and staff unanimously expressing a determination to provide the best possible care and services to their local communities.

Attending conferences and forums like this is always energising.

However speaking at a conference is a very different and new experience for me, with the easy bit talking about Crowley and our many wonderful people. Lucky there was a time limit!

On the day we were made to feel very welcome and received great feedback from the participants, many promising to visit Ballina in the near future.

From the Parish Priest

FATHER MICHAEL NILON

Congratulations to Father Gabriel Ezenwa who became an Australian citizen at the citizenship ceremony recently. We are all delighted to welcome Father Gabriel as one of the newest citizens of this great southern nation.

~ ~ ~

*“For those who’ve come across the seas
We’ve boundless plains to share
With courage let us all combine
To advance Australia fair”.*

~ ~ ~

Myalgic Encephalomyelitis

BY KETRA WOODING AND CHRISTINE LAWTON, ASSISTANT MANAGER RESIDENTIAL CARE SERVICES

Ketra is our youngest resident at 30 years of age. She has agreed to tell her story.

Hi, my name is Ketra and I've got Myalgic Encephalomyelitis (ME/CFS (SEID)).

I recently turned 30 and this is my third year living in a nursing home.

Just five years ago I was working on an 80ft sailing yacht watching the sunrise as we approached Brisbane. I had sailed the Mediterranean, the Black Sea, Caribbean, USA, South Pacific, New Zealand and finally back home to Australia. I was looking forward to catching up with my family and friends.

But then I got sick, profoundly and seriously ill.

The boat crew and I were camping in a National Park having fun in the surf and sun when I got a very severe case of the flu. This was no ordinary flu as it was ME/CFS (SEID), a disease so weird and controversial that the very name of it is still disputed.

My specialist, one of the world's foremost researchers into this disease, says it is caused by genetic problems in my immune system. Each day I wake up with a "hangover", weird and painful immune responses to stimulus and intense neurological pain. My symptoms are made worse by minimal physical or mental exertion, noise, light and chemicals. I rely on my carer's to keep me safe and to give me the best chance of improving.

I haven't been out of bed for 4 years. But in the last few years I've made a lot of progress. I can now talk for short periods of time, think clearly (though slowly and not for long) endure some light, minimal noise and do gentle stretches and leg movements.

There was a long time when I couldn't do any of these things.

I'm grateful to be where I am now.

The Crowley staff are very welcoming and take good care of me.

And I'm thankful for health improvements.



65th Wedding Anniversary

Residential Care residents, Graham and Mary Dowling recently celebrated their 65th Wedding Anniversary when they were joined by family, staff and residents for a lovely morning tea and cake.

Graham and Mary married in 1950 and had three children. They moved into Crowley in January and are both very happy here.



Leisure and Lifestyle Program

BY WHENUA ONER, RESIDENTIAL CARE SERVICES MANAGER (DON)



Michael Penhey and Father Michael Nilon

Regular readers will be aware Crowley has committed to a massive overhaul of our Leisure and Lifestyle program over the past two years.

Some changes are obvious, such as our two new staff members Del and Cheryl; others less so such as our new resource manual.

Traditionally Leisure and Lifestyle is thought of as providing social support to residents however one area where they make a key

contribution is in the area of Pastoral Care. Del has a range of skills and experience in the area of emotional and spiritual support and will be a valuable asset to the teams ability to enhance existing pastoral activities.

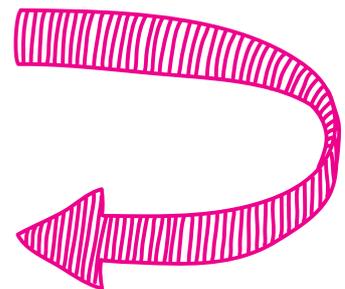
Naturally as a Catholic organisation under the guidance of our Parish Priest, Father Michael Nilon, Crowley attends to the pastoral needs of many of our residents through a variety of ways,

including weekly Mass held on site and access to clergy and support staff from our Parish. In addition to this Crowley welcomes and supports clergy members and pastoral volunteers of various denominations to visit and use our facilities here for the benefit of our residents.

We look forward to developing and enhancing our program with Father Michael and our pastoral stakeholders to create a truly special program

TRACEY THE HAIRDRESSER IS GOING ON HOLIDAYS

Please note Tracey's last day at work will be Friday 4th september and her first day back will be on Thursday 24 september.





Movie: The Book Thief
When: Wednesday 16 September
Where: Education Centre, Room 2
Time: 1.00pm to 3.00pm,
followed by afternoon tea
Cost: Gold Coin donation
RSVP: Monday 14 September

While subjected to the horrors of World War II Germany, young Liesel finds solace by stealing books and sharing them with others. In the basement of her home, a Jewish refugee is being sheltered by her adoptive parents.
Director: Brian Percival

QUOTE OF THE DAY

*its a beautiful day
dont let it
get away*



September Birth Flower: The September Birth Flower is the Aster. The meaning of the Aster is love, faith, wisdom and symbolizes valor.

September Birthstone: The Sapphire

Sign of the Zodiac: Virgo

Dates: 24 August – 23 September

Characteristics of Virgo: Orderly, Modest, Diligent, Analytical & Self-sufficient.



JOKE OF THE DAY

MY MEMORY IS GONE MILDRED,
SO I CHANGED MY PASSWORD TO "INCORRECT."
THAT WAY WHEN I LOG IN WITH THE WRONG
PASSWORD, THE COMPUTER WILL TELL ME...
"YOUR PASSWORD IS INCORRECT."

Home Care Improvements

BY DEBBIE WILSON, HOME CARE COORDINATOR

Here at Crowley we always look to improve the delivery of our services and take on board feedback from clients about their equipment and product preferences. To make this easier, we have developed a Domestic Service Guide. The guide identifies the clients preferred cleaning products, equipment and storage areas, cleaning method preferences and any safety issues or concerns.

At the commencement of your package, one of our home care staff will sit with you and help you complete the forms. The completed guide will ultimately go back to your home and be placed in your Home Care File.

We trust this improvement will eliminate the need for clients to explain their cleaning preferences to each new attending staff member.



LOLLY
TROLLEY
NEEDS
YOU

Crowley's 'Lolly Trolley' Ladies need help.

We are looking for ladies or gentlemen who can shop for the lolly trolley.

The trolley provides an invaluable service for Crowley residents who can't always shop for themselves.

A couple of hours are all that is required to top up the trolley with goodies from the supermarket.

If you think you can offer your help weekly, fortnightly, or monthly please call Anne McIntosh on 6686 5373 or Tess Colenso on 6686 2615.

15 minutes WITH John Donohue

BY SHERRIE VINEY, COMMUNITY NURSING COORDINATOR

1. What is your name?

John Donohue.

2. Where were you born?

I was born in Lismore

3. Where did you live as a child?

I lived in South Lismore

4. Did you have any brothers and sisters?

I have survived one brother and three sisters

5. What did you do when you left school?

When I was eighteen I joined the Air Force. I worked for three years in the Air Force and served in Darwin, Borneo and Indonesia.

6. What was your occupation/s?

I was a motor mechanic

7. Tell us about your family?

I have two daughters and five grandchildren.

8. Tell us about your interests/hobbies or passions?

I use to play lawn bowls, but now I watch it on TV. One of my favourite films is 'Anne of Green Gables'. I don't like gardening, but my wife did.

9. What is your one favourite memory of your life so far?

One of my favourite memories is the birth of my three grandsons and two granddaughters.



Bladder/Bowel Problems

BY SHERRIE VINEY, COMMUNITY NURSING COORDINATOR

Does your bladder or bowel problem affect your life or confidence?

Crowley DVA Nurses can help... If you are a DVA Gold and White Card holder with an assessed need, Crowley's registered nursing staff, can assist you with an assessment and a prescription of any continence product you may need to manage this widespread problem. It is estimated that more than four million Australians experience bladder or bowel control problems. Crowley Veteran Home Nursing staff can arrange for ongoing orders of your continence products following a Registered

Nurse assessment, through a DVA contracted supplier. It is advisable you seek more supplies when you have approximately one month of continence products remaining.

"It is normal to go to the toilet 4-6 times a day and no more than twice a night"

Prescriptions are renewed every two years to assess if you need a different product based on any change to your condition. So talk to your Registered Nurse (RN) or any of the Crowley staff visiting you at home.

There is a wide range of products available including

absorbent pads and pants, bed sheets and chair covers, bedside commodes and urinals.



It may be worth your while sampling products first and Crowley staff can arrange sample packs.

Alternatively, if you have a current prescription and you wish to order supplies yourself, you can contact a DVA contracted Supplier directly at:

Independence Health

Ph: 1300 788 855;

or Intouch

Ph: 1800 382 727

Go Well...Sherrie

Ref: <http://www.bladderbowel.gov.au/all/goodhabits.htm>

ONE DAY ONLY

IT'S SHOW DAY

Always popular with residents, family and staff, Crowley's Annual Show Day promises something for everyone.

Lock this into your diary – Crowley's Annual Show Day - 24 September in the Activity Centre - 10.00 am to 3.00 pm.

This year's Show features an arts and craft competition for residents and staff with categories in photography, painting and drawing, creative art and craft.

Be bold and enter your artwork, sculpture, craft piece or photograph. To enter, talk to Alyse Richardson or one of the Lifestyle and Leisure staff.

An agricultural show theme sees regular favourites on show and for sale, including cake stall (cakes to go on sale at 11.00am), produce display, flowers, crafts and preserves.

Entertainment includes Dingo the Bush Balladeer, Old MacDonald's Farm, Phil from Juggle Hut, Audrey & Dylan and Ray Newton.

Anyone wishing to donate, or bring goods for displays, or to offer assistance on the day, please contact Alyse Richardson on 6686 5090.



HERE IS A TASTE OF WHAT'S ON...

- | | |
|----------|---|
| 10.00am | Entertainment by Audrey & Dylan |
| 10.30am | Ray Newton – Bantam Chook display & talk |
| 10.30am | Phil from Juggle Hut |
| 10.30am | Old MacDonald Farm Animals |
| 11.00am | Cakes for sale |
| 11.00am | Dingo the Bush Balladeer |
| 12.00 pm | Lunch followed by ice cream and Afternoon Tea |



CROWLEY SHOW DAY

THURSDAY 24 SEPTEMBER 2015

ACTIVITY CENTRE

10.00 am to 3.00 pm



Come dressed in your flannelette shirt, jeans & cowboy boots



MACDONALDS FARMHOUSE ANIMALS

SPECIAL GUESTS:

Dennis Dingo Dryden – Bush Balladeer
Ray Newton – Chicken Show

ART SHOW

Prizes to be won

CROWLEY SHOW DAY

THURSDAY 24 SEPTEMBER

ART & CRAFT COMPETITION

FOR RESIDENTS & STAFF



Categories:

1. Photography
2. Painting & Drawing
3. Creative Art & Craft (Sculpture/Pottery)



If you are interested in entering



1. Please label each piece
2. Submit your entry to Reception by Friday 18 September
3. All works will be on display on Show Day
4. All works will be returned at the end of the Show



Auxiliary News

BY TESS COLENZO, PRESIDENT CROWLEY AUXILIARY

Willing hearts and helping hands needed

Would you like to be part of a friendly, supportive team, meet new people, build lasting friendships, whilst making a valuable contribution to the lives of people in your community? Then joining Crowley Auxiliary may be what you need.

A willing heart and helping hand is sometimes all it takes. Why not volunteer your time and make a difference?

For more information you can contact Tess Colenso on 6686 2615.

TIPS



Use a bread tab to hold your spot on a roll of tape.

You can also use bread clips to label and organise power cords



No one loves a fairy when she's 40

More than 100 people attended last month's Crowley Auxiliary's 'That's Entertainment' concert in the Activity Centre.

What an enjoyable day and great to see everyone singing along to the songs.

The hit of the day was *No one loves a Fairy when she's 40* which brought the house down.

The last song *I still call Australia Home*, always a favourite, saw everyone wave Australian Flags for a great finale.

After the concert the audience and entertainers joined to enjoy wine, cheese, nibbles and catch up with friends.

The Auxiliary committee thanks all who attended and supported the concert, assisting in raising money for the Crowley Auxiliary.

CROWLEY AUXILIARY GARDEN PARTY FASHION PARADE

by 'Millers'

Saturday 12 September

12.30pm *Light lunch (+scones/tea & coffee)*

1.30 pm *Fashion Parade*

Venue: *Crowley Activity Centre*

Admission: *\$15 per head*



Lucky Door Prizes

Raffle

Tickets available at the door

A fundraising event
by Crowley Auxiliary



Maintenance News

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER

Buggy Mayhem

Recent wet weather and buggy use has made the lawn around Florence Price Villa unsightly, resulting in mud on the driveways.

To prevent buggy mayhem we have constructed a road between the units to allow access for buggies.

Time to kill bindii's

It's time to spray the lawns, kill off the weeds and bindii's.

We use a product best suited for our environment that doesn't contain hydrocarbons with no irritable smell.

Ramps are us

Crowley is a preferred contractor for the Department of Veterans Affairs (DVA) providing services such as installing access ramps, grab rails and electrical lighting improvements.

An Occupational Therapist identifies the Veterans needs, then through the DVA, sends through requests for works to be completed in a time frame.

News from the Men's Shed



The boys from the Men's Shed will be at the Crowley Show Day on Thursday, 24 September with a collection of their creations displayed and for sale in the Activity Centre.

Come along and see what interests you!

Fred has taken onboard comments offered about the planter boxes. He has settled on a design and constructed a great functional planter you can see at the shed.

These planters were made to beautify the shed areas and around the facility.

As a saleable item it could be a bit pricey as the timber to make it is expensive.

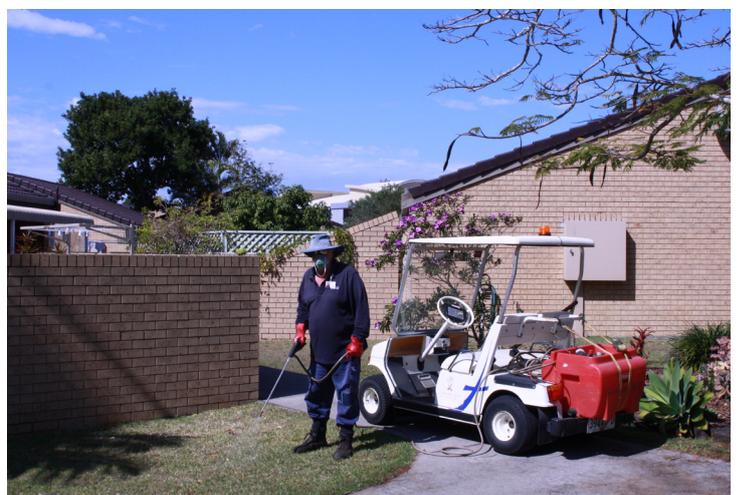
The Men's Shed main sale day will be held at the Men's Shed in early December with the date and times in future Chatterboxes. Everything made by the boys from the Shed will be on sale including Christmas gifts and decorations.



Above: Resident testing a new access ramp



Above: New buggy access road



Above: Weed spraying

From Independent Living Corner

BY JENNY KLIESE, INDEPENDENT LIVING SERVICES COORDINATOR



We often talk about our 'Bucket List' and what is achievable and what is sometimes a dream. Recently, my husband Gary and I visited the Brisbane EKKA (Queensland Royal Show or Brisbane Show). We both have visited this show separately, as a couple, a family and as a couple again (feeling a bit old).

As we walked through the different pavilions the most noticeable thing about the show was how it has evolved into a lifestyle market place for city and country people with Hi tech and the agriculture community meeting.

There certainly was something for everyone from a cow milking demonstration to a TAB! The ring events were thoroughly enjoyable with showjumping, hacking and trotting and trick motorbike displays. We certainly have some very clever young Australian men! We saw the usual show rides higher and faster, a huge sideshow alley, the performing arts with fashion and entertainment, food halls with cooking demonstrations and new products, and finally a dinosaur display any 6 year would love. Even with the commercial influence, my favourite was the Agriculture Pavilion where communities, town groups, schools

and individuals showcased their talents. The Lockyer Valley who were wiped out with a recent natural disaster... had a great display to show they have recovered and what they have to offer. The craft section was very impressive with cake decorating reaching a whole new level. The vegetable displays were impressively done by schools and the flower and plants display was completed by community groups. It was all done with as a 'labour of love'. So don't dream about your bucket list... Start ticking.



Ladies Bus trip

Date: Wednesday 7 October
Time: Departing at 10.45am
Venue: Yamba
RSVP: Tuesday, 6 October
Meet: Crowley Reception

Mens Bus trip

Date: Thursday 17 September
Time: Departing at 9.30am
Venue: Yamba
RSVP: Tuesday 15 September
Meet: Crowley Reception



Hello, can you hear me?

Please note the following phones will be tested in September

- 4 – 9 Redford Place
- All St Marks Close

New staff and time to spring clean

BY TONY BALDWIN, HOTEL SERVICES MANAGER

An exciting time in Hotel Services with a successful recruitment drive for cleaning staff, the kitchen and Banjo's Cafe.

With a roster review of Hotel Services and a new cleaning system for Independent Living Private Cleaning Service, we have some new staff added to our already great team.

A more efficient cleaning roster is in place for all ILU Cleaning Services. So if you need cleaning either permanently or, just as a one off, call Crowley and we will add you on to our roster.

Spring is approaching, so it's a great time to have a 'spring clean' and engage our services.

Lauren Tippett started last week and is fitting in well with our Banjo's team. Come and say hello to Lauren if you get a chance.

A big thankyou to Elizabeth Smith who leaves us at the end of the month. Her contribution to Banjo's has been commendable and I know many staff and residents will miss Elizabeth and of course her tasty meals and treats!

If you are intending holding a family get-together or special celebration, we offer a range of services through our Hotel Services Catering department to suit your occasion.

'Welcome Lauren'



'Farewell Elizabeth'

Recipe of the month

BY TONY BALDWIN, HOTEL SERVICES MANAGER

Rhubarb & Ginger Syllabub

INGREDIENTS

- 400g rhubarb, cut into small cubes
- thumb-sized piece ginger, peeled and finely chopped
- 75g caster sugar
- 100ml white wine
- 100g light mascarpone
- 300ml double cream
- 50g icing sugar
- 2 pieces crystallised ginger, finely chopped

METHOD

1. Put the rhubarb, root ginger, sugar and white wine in a pan, bring to the boil and simmer on a low heat for 4-5 minutes until the rhubarb has softened. Remove from the heat and set aside to cool.
2. In another bowl, whisk the mascarpone, double cream and icing sugar to soft peaks. Remove 4 tablespoons cooled rhubarb and mash with a fork, then fold into the cream mixture.
3. Divide the rest of the poached rhubarb between 4 glasses, reserving a bit. Spoon over the cream mixture, then top with a few pieces of crystallised ginger and the rest of the rhubarb. Can be chilled for several hours before serving.



FATHER'S DAY

Thank you
Dad!



Men's BBQ Lunch and Games Day

When: Monday 7 September 2015
Time: 12 noon
Where: Crowley Activity Centre
RSVP: Reception by Thursday 3 September 2015

Book Club with Judy Riley

In spite of the July cold weather we enjoyed our monthly Meeting which was themed "Local".

Reading the *History of the Manly Surf Life Saving Club* brings back memories surfing at Manly, crossing the harbour and hoping that the waves would break over the ferry.

The story of Lorna Lancaster, a past resident at Crowley and of her amazing life, achievements and many talents, was a great read.

Lorna was a brilliant musician, an author of note and she compiled her Father's War Diaries. We have a copy of this book in our library. A lady to be admired and a loss to the community.

The history of the local sugar industry both at Broadwater and Condong is interesting. The story of the early days when growers harvested then crushed their own cane and the influence of CSR is well explained.

Another story took us from the First Fleet with Henry Kable to the present day with a Crowley Resident. The story of Ruby Lanford and Yabsley House at Coraki, Real Deadly could be of interest perhaps on another day. Sadly, in the early years of settlement in our area, many awful events happened between the white

settlers and indigenous dwellers.

One such massacre happened at Black Head, Coraki and one also at Goanna Headland at Evans Head. These events have been recorded and published.

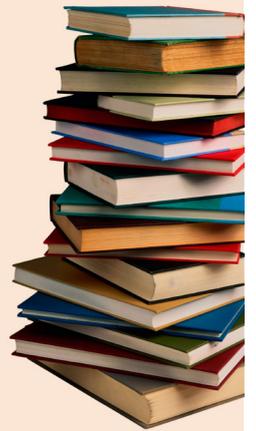
The Spirit of Rose Noele by John Glennie is a local story of a man, girl, cataraman and a planned sea voyage from Broadwater across the Pacific Ocean to South America. The journey was eventually achieved.

Helen Trustrum a noted historian has collated the history of the annual shows in this area which began in Casino in 1876. Most townships hosted these popular events and much livestock and produce have been shown. There are lots of interesting dates, records and many photos to view and enjoy.

In August, our task is to find a book cover that appeals to us and then read the book and share it with the group.

Everyone is welcome to join us for our monthly meetings.

Happy Reading!



Making Feedback Flow

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

Team Admin

At Crowley we manage over 650 IT devices, quality control over 1,000 documents, handle more than 80 calls per day and have some 700 supplier accounts.

An efficient and effective Administration is the backbone of any organisation and at Crowley our Administration area includes all of the General Admin responsibilities as well as Finance, IT, Human Resources and Quality providing services across the organisation.

Recently we have made a few changes in Administration to improve our service and to meet the growing needs of the organisation and changes in our industry.

A new Call Centre has been launched to handle and distribute all incoming calls, separating this from our previous model where phone calls were handled at Reception. The new system frees up our Reception staff to ensure the customer service experience at Crowley not only meets your expectations but exceeds them.

Your Admin Team



Sharon Colledge



Avia Robertson



Tracey Vidler



Julie Hull



Talia Visner

A selection of compliments...

To Crowley Board Management, Staff and Residents,

Thank you everyone for the lovely card and good wishes for my birthday. We had a most enjoyable day. Thank you once again.

Regards and best wishes
DALLAS

To the Hostel Staff

Dear all

Thank you for your loving care of our darling Mum. We couldn't have wished for better – you are all wonderful.

With lots of love

THE FAMILY OF KATHLEEN RADIN
PAUL, ROZ, TONI & VAL

Home Care

Thank all the staff for the wonderful job they did, they were like family to them.

DESLIE
MARJ EVERINGHAM'S DAUGHTER



SPRING DINNER

Hot Crusted Bread Roll & Butter

Main

Chicken Thigh in Filo Pastry with Mango Salsa

Or

Snapper Fillet with Fennel, Coriander and Chive Sauce

With Fresh Vegetables

Dessert

Orange Brulee with Chilli Chocolate

Ricotta and Raspberry Trifle

\$23.50 per head

This is an Organisational Event to be held in the Activity Centre

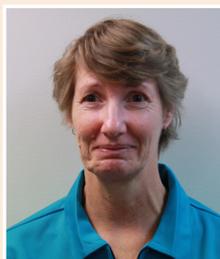
16 September 2015

6.00 pm for 6.30 pm

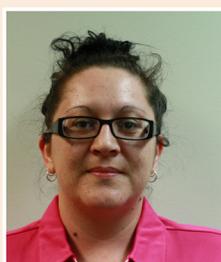
RSVP to Crowley Reception by 9/9/15



New faces at Crowley



Left to right
 Marion Darke
 Home Care
 Melissa Haycock
 Hotel Services
 Judith Jackson
 Hotel Services



April Nastase
 Hotel Services
 Caroline Stebhens
 Home Care
 Lauren Tippet
 Banjo's Cafe
 Gail Venier
 Hotel Services

Your Crowley Contacts

Crowley Administration
6686 5090

Crowley Business Fax
6686 6082

Crowley Home Care Ballina
6686 2287

Crowley Home Care Lismore
6621 8956

Crowley Meal Service
6686 5090

Crowley Hair & Beauty Salon
6620 5664

Crowley Independent Living
6686 5090

St Francis Xavier Parish
6681 1048

Your local emergency contacts

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

**Commonwealth Carelink
Centre**
Free Call 1800 052 022

We wish to acknowledge the contributions of staff, residents, clients and others to our newsletter. Unfortunately we cannot always include all material we receive for various reasons. Enquiries should be directed to the Crowley Administration.



Crowley People: GAIL VENIER – HOTEL SERVICES



1. WHAT MADE YOU WANT TO WORK/VOLUNTEER AT CROWLEY?

I wanted a change of career and to work with the elderly.

2. WHAT DO YOU THINK YOU BRING TO CROWLEY?

I have a great work ethic and I am a caring and happy person

3. WHAT WAS YOUR FIRST JOB?

Kitchen Hand in a Chinese restaurant.

4. WHAT KEEPS YOU UP AT NIGHT?

Listening for my kids to come home safely.

5. WHAT IS THE BEST PIECE OF ADVICE YOU HAVE EVER RECEIVED?

Don't go to bed angry.

6. NAME SOMEONE YOU ADMIRE?

David Attenborough

7. WHAT SKILLS OR QUALITIES DO YOU WISH YOU HAD?

Better at maths and save the animals.

8. DO YOU HAVE ANY HOBBIES OR INTERESTS OR MAYBE A FAVOURITE MOVIE?

Listening to music, walking my dogs, finding a waterfall and travelling.

9. CAN YOU TELL US ONE THING MANY PEOPLE WOULD NOT KNOW ABOUT YOU?

I would like to be a foster mother.