

A moment with our CEO

Hello everyone,

Lots to mention on many exciting fronts,

Time to celebrate

We reported in our last Chatterbox that we received Council approval for our major redevelopment. So I'm pleased to invite all our residents and their families to attend a special event celebrating the development approval.

To remind you, we are building a new Administration, Library and Education Centre, Chapel, Café and 42 bed Residential Care facility with construction beginning this year. When complete it will feature buildings that maximise our waterfront, with more living spaces, community areas and a better working environment for staff. If you can attend, that would be tremendous. The short event will be held in the Activity Centre on Tuesday 16th February at 10 am. I hope to see you there.

Board hard at work

Our Board is having an important two-day planning workshop on Feb 5th and 6th.

The Board is hard at work developing Crowley's new three year 2016 – 2019 Strategic Plan, which comes into effect from July this year. We will publish details of the new Strategic Plan when available for us all to see and share.

Overwhelming kindness

Recently, through the kindness of an anonymous donation, we were able to purchase our third Welch Allyn Observation Monitor. We now have one in each wing. It's a vital bit of mobile equipment that our staff love because it accurately monitors and measures blood pressure, heart rate and the amount of oxygen circulating in blood. It follows the wonderful fundraising work the Crowley Auxiliary undertook providing equipment that enhances our residents' well being. We thank our anonymous donator on this occasion – it shows miracles do happen!

Thanks Judy

This addition of Chatterbox also features a big farewell and thank you to a star volunteer Judy Conson.

Judy selflessly gave up her time as a volunteer for more than ten years. Retiring a couple of months ago Judy was a valuable contributor to our pastoral care program. A reminder to us all of the important and vital role our volunteers play each day at Crowley.

Crowley Auxiliary

The Crowley Auxiliary, for more than 30 years, has been doing fabulous fundraising work for Crowley. And there is a great opportunity for some new members to join.

The Auxiliary puts on some great events, making sure they have some fun along the way. Their annual general meeting will be held on February 22nd at 3pm in the Activity Centre. And all are very welcome to attend. It's a great opportunity for people to get involved if you have some spare time to give to others and to work with community minded people. I encourage you to do so if you feel able.

Annual Report Copies

And a reminder, if you would like a copy of Crowley's 2014/15 Annual Report, pop into reception to pick one up, or give us a call and we'll send a copy to you. Alternatively, you can view it on our website at www.crowley.org.au.

It's a great summary of the year and beautifully features some personal stories of Crowley residents and clients.



Michael Penhey
CEO

Manager Parish
Aged Care Services

Michael Penhey
CEO

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Out and About

BY THE LEISURE AND LIFESTYLE TEAM

Flying High...

One wonderful thing about Crowley are those special unplanned moments that just seem to happen. Recently we decided to have an impromptu kite flying event. It began as an experiment to see if the kite would take off. What followed was an hour of shenanigans, hilarity and a few awkward 'MIA Kite' moments.

To cheers and "wows" from residents, our kite soared high into the sky and as far as the string would go. Who would have thought that a cheap kite on a windy day could bring so many smiles, giggles and happiness! Don't worry if you missed out – we'll do it again sometime soon!

Cool Crowley Cruisers

The amazing Ulysses Motorcycle Club rode down Crowley Drive for their annual Christmas visit, bringing with them a bounty of merry cheer, laughter and huge smiles.

Residents flocked to join them for morning tea under the front portico, enjoying the gifted chocolates from the Club.

The residents enjoyed a cheeky chat while reminiscing and comparing bikes and stories. The group from Ulysses made us laugh with their jokes and banter, and even spoilt us with the opportunity to experience a ride on the back of one of their trikes. For some it was a first, for others it's been a long time between rides and for some it was something to cross off their bucket list!



What happened last month at Crowley

Chiming Carols with Crowley Choir

The Crowley Choir's debut performance was met with an overwhelming response. Residents, families and staff were impressed with the Christmas concert by the choir.

There was much appreciation for involving the audience and many thanks for a superb concert. The choir is already practicing for Valentine's Day, and are looking forward to many more performances this year.

Aloha to the New Year

New Year at Crowley dawned with the decorating of the Entertainment Room transforming it into an exotic Hawaiian Island.

A large crowd gathered to enjoy afternoon tea Hawaiian-style. With the Beach Boys playing in the background, we drank, ate, played games, and were even entertained by a staff member who did an impromptu hula hoop demonstration for us!

The highlight was getting dressed up and having glamorous photos taken. If you were there and had your photo taken, you may contact reception for your own colour photo for a small cost of \$1 each.

Christmas Wrap

It's the most wonderful time of the year. We were spoilt for entertainment with school choir performances by Holy Family School and St Francis Xavier Primary School as well as performances by U3A Tappers, Ballina Christian Choir, Paddy's Band and our own Crowley Choir.

We also had a visit from the dogs dressed in their Christmas bling. Other highlights included a Christmas candle making workshop, a Christmas lights tour, Residents and Relative Christmas Party, Christmas shopping trip, Christmas decorating activities, craft and cooking.

Lucky we have 11 months before we do it all again! A BIG THANKYOU to all our volunteers who brought a lot of joy with their visits.

A Royal Celebration

On Friday 8th January we gathered in the Entertainment Room to celebrate Elvis' 81st birthday with a sing along with our very own Elvis impersonator (AKA Bernie).



What happened last month at Crowley

Calling all Crafters

Over the Christmas holidays the Crowley Craft Cupboard was depleted. We are in need of more items for our craft sales, which are held at 1.30pm on the first Tuesday of every month.

We ask residents, family members, IL residents, staff and anyone who is crafty to please donate their items.

Things that sell well are: baby booties, rugs, fancy covered coat hangers, tea towels, hand towels and face washers with crochet edging, and much more. Please leave your items at reception. If you need a supply of handtowels, face washers and cottons for this task, please contact L&L staff.

Australia Day at Crowley

We had a lovely Australia Day.

Morning tea comprised good old Aussie foods, trivia and a sing along. Residents strung out a tune or two singing Home Among The Gum Trees and loads more favourites. We reminisced about Australian animals, trivia, talked about making an Aussie billy can and how we have celebrated this day in the past.

Staff and residents dressed up for the traditional day wearing their best 'fair dinkum' clothes.



The Great Australian Dunny

*This ole Aussie icon was one of the best;
You had your own privacy when you sat down to rest.*

It stood crooked and unsteady, in the yard down the back

Not even a footpath, just only a worn track.

The door would swing open and there was the throne

And you'd fight off the blowies who called it their home

*At night in the Dunny, good heavens it was black
But you had your 'ole torch, to get back up that worn track.*

*No toilet paper, tissues or sprays galore
Just newspaper instead, spread all over the floor.
You could read all the gossip in your local town
And know whose leaving who! From playing around.
I reckon the outside "Aussie Dunny" deserves a thought on Australia Day.*

At least you had your privacy, not like today....

Written By Kerry Towler



Farewell and Thanks Judy Conson

For more than 12 years volunteer, Judy Conson, was a fixture in the Crowley family.

Sadly, at the end of 2015 we farewelled Judy, our long-time friend and super volunteer.

Helping in many ways, 'Judy's Group' – as it became known, was a regular activity with residents enjoying morning tea and a chat in an intimate setting.

Judy went out of her way to spend personal time with residents who were feeling lonely or needed some pastoral care.

Thanks Judy for all your selfless support across the years.



VALENTINES DAY *celebration*

♥ Crowley Choir Performance

(with special guests)

♥ Morning Tea

♥ Lovers Quiz

♥ Visit from Cupid

♥ Sweetheart Photo Booth

Sunday, 14 February

10:30am

Entertainment Room

Care Plans and Case Conferences

BY CHRISTINE LAWTON, RESIDENTIAL CARE SERVICES ASSISTANT MANAGER (DDON)

When the decision is made to leave your home and become a resident in an aged care facility, you experience a kaleidoscope of emotions and may be overwhelmed with questions.

- Will I be able to do things for myself?
- What can I bring from home?
- Will there be likeminded people to talk and socialise with?
- What will the food be like?

Here at Crowley, when you enter into permanent care, the staff work with you and your family to ensure the transition into your new home is a positive, collaborative and inclusive experience.

So that we can tailor your care to your specific needs, we need to get to know your likes and dislikes, life experiences, interests, expectations

and any particulars that are of concern. We involve you in a number of assessments to ensure all your requirements and expectations are met.

A case conference, with you and your family invited, is scheduled within the first six to eight weeks after your admission. Here we again talk about your needs, if they have changed, and your experience since coming into Crowley. This information leads to the development of your Personal Care Plan.

Case conferences can be held at any time as required or requested but occur at least annually.

Throughout your stay at Crowley your care plan will change to reflect your needs. Crowley care staff are always accessible to discuss any concerns or changes you require. Please let us know if we can be of assistance to you.



Roster Review

BY WHENUA ONER, RESIDENTIAL CARE SERVICES MANAGER (DON)

Last year I spoke of a new nursing roster that will enable our staff to deliver even greater care. This is part of a large scale review, that has been ongoing for over a decade.

The new roster provides better consistency allowing deeper relationships and understanding to grow between nurses, residents and families.

A big thanks to residents and relatives who provided insight into the already strong relationships that exist between our staff and residents. I feel we are on the right track in bringing that experience to all our residents, relatives and staff.

I thank all staff for their feedback in developing this roster and their patience as we prepare for the new roster rollout.

Change is a challenge for everyone particularly when it impacts on people's lives in a manner bigger than just asking you to work a bit differently. So I'm pleased to report the groundwork is done and we are on track to start the new model roster from the 3rd of February.

I look forward to hearing from you all about your experience with the new model. At the core of the new model are our nursing work teams and I will be working with each of them as we make this positive transition.



A Matter of Thanks

BY WHENUA ONER, RESIDENTIAL CARE SERVICES MANAGER (DON)

A big thank you to the Lillipilli team who over recent months provided truly inspirational care to a resident.

Whilst all our residents have unique needs, sometimes we find ourselves in confronting and clinically challenging situations. I appreciate the effort and have spoken to many staff who provided the primary care for this resident. So it was heart warming to receive a beautiful, thoughtful card from the family thanking the nurses for their outstanding efforts in caring for their mother during her time at Crowley.

In a similar view, you might recall last year we introduced you to one of our younger residents,

Ketra. Ketra needed a safe place to stay, that would meet her special care needs, whilst her primary facility was being renovated. Ketra has specific requirements which needed the whole Crowley team – administration, hotel services, maintenance and nurses – to think outside the box fairly regularly.

Ketra headed home at the end of January and prior to leaving both she and her family thanked the Crowley staff for the lovely care they received and the 'can do attitude'.

Similarly, Crowley staff will miss Ketra's lovely feedback and appreciation of their efforts and wish her all the best on her road to recovery.

thank
you!



Crowley Auxiliary Annual General Meeting

**Come along and get involved!
All welcome to attend.**

Date: Monday, 22 February
Time: 3pm
Location: Activity Centre

15 minutes with Dot Egan

1. What is your Name?

Dorothea Egan, but I prefer to be known as Dot.

2. Where were you born?

In my family home which was located near Crown St Women's hospital in Sydney.

3. Where did you live as a child?

Mostly Ashfield, in Sydney.

4. Did you have any brothers and sisters?

Yes, one brother and one sister.

5. What did you do when you left school?

I got a job in the taxation office.

6. What was your occupation?

Warrant writer, then I married my boss, and the Government did not employ married women, so I became a housewife.

7. Tell us about your family.

I married my boss, Freddy, and we had 2

children, David and

Elizabeth. Freddy passed away in 1980.

8. Tell

us about your interests/hobbies or passions.

When I was living in North Ryde I was involved with the War Widow's Club, and with the RSL. I painted (some of Dot's masterpieces hang on the walls of her home), and studied Greek and Italian languages. I visited Greece, where I had the opportunity to use my multilingual skills. I babysat my grandchildren until my 80th birthday, and then, against my children's wishes, travelled all over Australia.

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

My wedding day.



Community Awareness - The Memory Van

Fueled by a passion for the past, The Memory Van is a mobile information service **coming to Ballina on February 21st.**

Packed with resources, The Memory Van addresses memory concerns, dementia and with information outlining simple steps you can take to maintain good brain health. It may interest our residents and families.

This service is also great for those wanting information and advice about dementia or if you are interested in learning about Alzheimer's Australia NSW Support and Education.

For further information, you can phone (02) 8875 4609, or e-mail nsw.education@alzheimers.org.au

Location	Date	Time
Casino Library	18 February	10am – 1.30pm
Corner Magellan and Molesworth Street	18 February	2.30 – 4.30pm
(Lismore location to be confirmed)		
Banora Point Community Centre	19 February	9.30 – 11.30am
Tweed South – HACC Meeting Room	19 February	1pm – 3.30pm
Ballina Markets	21 February	9am – 11.30am
Alstonville Plaza	22 February	12.30 – 2.30pm



Service Choice Proving Popular

BY DEBBIE WILSON, HOME CARE SERVICES CO-ORDINATOR

Hello Home Care clients,

We are now seven months into our new CDC model of care. CDC gives you the benefit of your own individual budget, more choice of services and a say in how services are delivered to you.

For example, some clients have taken up swimming lessons to maintain their fitness, wellbeing and pain. Others have gone for gardening services, giving them great pleasure when they look out on a neat and tidy garden.

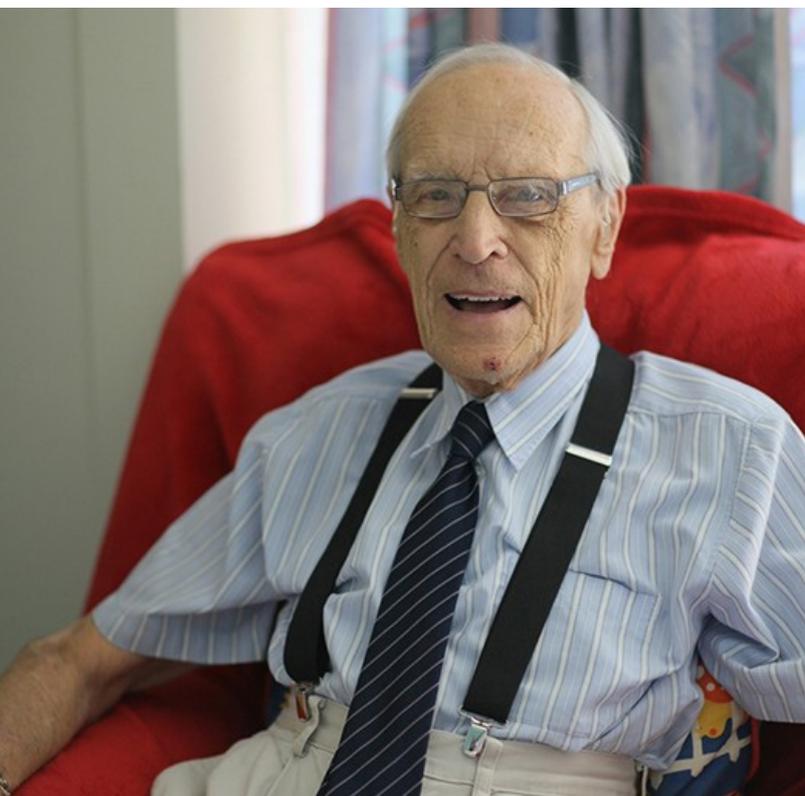
Clients have also purchased white goods to assist them at home, to assist with food preparation and storage.

CDC delivery is founded in good relationships. We can only find out what's important to you through discussion. So have a think 'outside the box' and talk to your significant others or Case Manager about your specific needs. (Your Case Manager is also known as Client Service Officer (CSO)).

Your Case Manager, (CSO), can follow up on your inquiries, resource products, or refer you to other support. Alternatively you can make enquiries and let you know relevant costs for your budget.

Our friendly CSO are – Diane McDermott, Meryl Turnbull, Jackie Hart, Lisa Thomas and Brunhilda Venter, working under the supervision of Sherrie Viney - Community Nursing Co-ordinator and myself.

As your Home Care Co-ordinator I enjoy meeting with you all and getting to know you. It's a privilege to be able to assist and help you with your choices along with our CSO's.



Respite Care and Carer Support

BY SHERRIE VINEY, COMMUNITY NURSING CO-ORDINATOR

*You can't pour from an empty cup...
You have to look after yourself first in order to have something to offer others.*

Although immensely rewarding, a carers role can be challenging for many reasons.

Statistics show that the very nature of your caring role means that you are more at risk of feeling isolated, depressed or of experiencing injury or chronic illness yourself. This is usually because the needs of the person you care for are prioritised and consequently your own needs may take a back seat.

It is vitally important for carers to prioritise their own health and wellbeing. Not only does this make your life more enjoyable, but it will also help the person you care for in the long run. It's important to look after yourself, which includes taking time out

from time to time...to reset and rejuvenate.

As a care provider, Crowley can assist with a range of short term care options (this is called respite care) for both yourself or someone you care for.

Crowley respite services include Residential respite care, Veterans in-home respite care or short term emergency respite care.

A free ACAT (Aged Care Assessment Team) Assessment can start the process for you.

Once you have an ACAT Assessment, a booking is made with the Respite Carelink Centre on 1800 052 222 for the period of time that suits you.



For DVA gold card holders, call Veterans Home Care for in-home respite on 1300 550 450.

DVA covers this cost each financial year for 28 days or 196 hours.

Private Residential Respite care or Private Respite care in the home can be arranged by contacting Crowley directly on 1300 139 099.

Forward planning is essential, so, if in doubt just give us a call at Crowley and we will assist you.



Part of our Culture

BY GAIL NORTON, STAKEHOLDER LIAISON CO-ORDINATOR

Each week 190 staff, 119 residents, myriads of visitors, contractors, volunteers, and families are on-site at Crowley.

Along with people power comes vehicles, including buses, trucks, caravans, cars, buggies, motorcycles and cyclists. There is no shortage of activity on any given day.

Crowley's WHS team has the responsibility of managing this risk, taking into consideration a range of operational issues including the age and vulnerability of our residents and some of our visitors.

Each year all staff receive work health and safety training and

it is also an agenda item for all internal meetings. We encourage staff and residents to report any safety or health aspects they see or discern that could potentially be an issue.

Working in an industry that is often seen as 'time poor' the extra time and effort it takes to perform a task safely is well worth it.

For example, going down the corridor to find a lifter to assist a resident while the family is waiting can sometimes be difficult. However staff always appreciate the patience of our residents and their family as they perform their duties in accordance with our WHS policies and procedures.

Remember staying safe is everyone's business!

**TAKE
THE
EXTRA
STEP
TO
SAFETY**



News from the Men's Shed

BY IAN GREGOR, IL RESIDENT

2015 was a successful year for the Crowley Men's Shed.

We were able to replace several obsolete powered and manual tools.

There was a reorganisation of work spaces between the two former garages bringing increased efficiency in our construction and assembly of finished work.

Notably too, Crowley staff arranged for the rear

veranda of the shed to be partially enclosed with transparent heavy duty plastic blinds.

This enabled Fred to design and install timber racks in this space, together with a small spray painting booth which freed up an old bench for larger scale timber work.

Our end of year sale day in December was most successful and we had a steady stream of residents

and visitors through the shed looking for Christmas gifts, useful things and also Frank's potted herbs.

We resume regular openings on Tuesdays and Thursdays between 9am-12pm beginning on February 9. We welcome existing or new residents who would like to come along at these times either to participate in activities or just see what goes on.

Creative Gardens for Compact Spaces

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER



Small Gardens

Throughout the village, there are gardens of various types and sizes. Smaller gardens allow residents to continue their enjoyment of gardening in a more manageable space – made even more valuable by the physical benefits, bright colours, floral scents and natural foods provided.

One of the most popular gardens utilised around the village is the hanging garden – where pots are suspended from the ceiling, allowing more plants to be displayed in a given area. Although practical and innovative, this style of garden needs to consider the placement of the hanging hooks, to ensure that all plants receive sufficient light and regular water

Potted Plants

Potted plants, either on top of the ground or partially buried within the earth, can allow plants to grow in an area where the local soil may not be suitable. Keeping a growing plant within a pot can also help to contain an invasive root system, preventing future issues.

Backyard Veggie Gardens

Veggie gardens in a small space can work well. Growing and eating your own produce is a satisfying activity. A raised garden bed also makes gardening easier on your back.

Herb Gardens

The Men's Shed has set up a herb stall, giving home to a variety of fresh herbs. Residents are able to purchase these herbs at any time with an honesty box provided.

From Independent Living Corner

BY JENNY KLIESE, INDEPENDENT LIVING SERVICES CO-ORDINATOR

Happy 2016 - an amazing one month down with eleven more to go.

With groups and activities back in full swing, including new additions for 2016, there is plenty to choose from if you are looking for something to do or want a change of activity.

Crowley and community activities include:

- U3A
- Lighthouse
- FSG respite groups;
- Ballina Bridge Club
- Stepping On program
- Crowley's own social calendar

So be adventurous and try something new this New Year! If you need any information or assistance, please contact the IL Team and we will point you in the right direction.



REMINDER

The annual provision of a rubbish skip will be in the usual place this year behind and across from the Men's Shed from 1 March to 31 March 2016. If you have any enquiries, please contact Reception 1300 139 099.

Please remember this is for all IL residents to use for small unwanted items - please don't fill with large items.



Please note the following SmartCaller Phones will be tested in February:

All St Francis Place
and all Florence Price Place Villas
(14/2 - 28/12)



IL Ladies Bus trip

Date: Wednesday 10 February
Time: Departing at 10.45am
Venue: Hotel Brunswick
RSVP: Monday 8 February
Meet: Crowley Reception
Cost: \$5 for bus + lunch



IL Mens Bus trip

Date: Thursday 10 March
Time: Departing at 8.30am
Venue: Tweed Heads + Tweed Endeavour
Cruise to Tumbulgum on the 'Golden Swan'
RSVP: Monday 7 March
Meet: Crowley Reception
Cost: \$5 for bus + \$35 for Cruise + Lunch & Beverages

Welcome to the Village

BY ALYSE RICHARDSON, INDEPENDENT LIVING SALES CO-ORDINATOR

Welcome Nan Crozier to the Crowley IL Family!

Nan was born in Lismore, living a happy and fulfilling life there until making the move to Crowley in December 2015.

Nan is one of 3 children. Once leaving school, Nan became a dental nurse, where she serviced the teeth of the community for a whole decade. It was at this point that she married the love of her life, Harold. Together they had three beautiful children, all of whom have grown up to become independently successful across various fields, including banking, plumbing and paleontology!

Nan's children have blessed Nan and Harold with six gorgeous grandchildren (that they are extremely proud of, and spoil at every given chance!!).

Nan has a love of the creative arts, with particular interest in painting and ceramics. Over the years, this keen interest had led her to take numerous classes, with fond memories of pottery/ceramics lessons.

When I asked Nan what her favourite memory of life was so far was, Nan said there are too many to name just one... but travelling overseas with Harold is up there!

DID YOU KNOW



According to the Retirement Living Council more than 184,000 seniors live in Retirement villages across Australia.

How lucky are we that in 2015 Crowley welcomed 24 new Independent Living Residents to Crowley.

With residents coming from interstate and all over the state of NSW. Each resident has brought unique life experiences and new life stories about the full lives truly lived before this - their next adventure at Crowley!

Continuous Improvement

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

One recent quality improvement is the development of our Independent Living Social Calendar Handbook.

This is an innovation from our IL staff, Alyse & Jenny, myself (Quality Coordinator) with assistance from Diana Bruce (IL Resident)

The Handbook features planned social activities relevant to IL residents. We have made it for 13 months to include January 2017 to cover the very busy Christmas and New Year period.

We remind residents we can only plan ahead based on information we have at the time and therefore some events will be subject to change throughout the year.

Please keep an eye on your monthly Chatterbox for updated information.

Social Event Calendar 2016



 CROWLEY
CARE SERVICES

Upcoming Events

Keep an eye out for more details on the below events happening during February and March

Seniors Week  EASTER

Valentine's Day  St Patrick's Day

World Happiness Day

Water Day HARMONY DAY

CROWLEY CLEANING SERVICE

Have you been thinking that you might like some assistance with your cleaning? Well we have the answer for you! Crowley have a cleaning service, which is delivered by our friendly and competent staff. If you would like to know more, please contact Crowley reception on 1300 139 099.



Valentine's Day

To celebrate Valentine's Day on Sunday 14 February, residents and staff are encouraged to dress in Red.

Saint Valentine's Day, also known as Valentine's Day or the Feast of Saint Valentine, is a holiday observed on February 14 each year. It is celebrated in many countries around the world.

Shrove Tuesday is on 9 February 2015.

Shrove Tuesday is traditionally the last day of feasting before Lent begins on Ash Wednesday.

The tradition comes from a time where any rich foods were eaten the day before Lent, and fasting begins.

Ash Wednesday is on 10 February 2015.

Ash Wednesday is the first day of Lent and occurs 46 days before Easter.

Ash Wednesday gets its name from the practice of placing ashes on the foreheads of adherents as a sign of mourning and repentance to God.

Other News



February Birth Flower: The Violet symbolises faithfulness, humility, and chastity

February Birthstone: Amethyst

Sign of the Zodiac: Aquarius

Dates: January 21 - February 19

Characteristics of Aquarius: Independent, Creative, Entertaining, Stimulating & Progressive



movie arvo

Movie: The Intern
When: Wednesday 17 February
Where: Education Centre Room 2
Time: 1.00pm to 3.00pm followed by afternoon tea
Cost: Gold Coin donation
RSVP: Monday 15 February

Ben Whittaker (Robert De Niro), a retired widower in his 70s, answers an advertisement seeking senior interns at a Brooklyn startup and soon finds himself in the middle of a hurricane created by young company chief Jules Ostin (Anne Hathaway). Jules is initially skeptical of bringing an old-timer like Ben into the mix. But Ben proves invaluable and wins over Jules with his hard-earned wisdom and compassion, providing Jules with much-needed guidance, as well as a trusty friend, as she navigates life's ups and downs.

Director: Nancy Meyers



CHINESE NEW YEAR

The Chinese New Year 2016 will be the year of the Monkey, said to bring luck and prosperity to people born in a year of the monkey (1920, 1932, 1944, 1956, 1968, 1980, 1992, 2004, 2016).

Chinese New Year falls on Monday February 8, 2016.

JOKE OF THE DAY

Reaching the end of a job interview, the Human Resources Officer asks a young engineer fresh out of University, "And what starting salary are you looking for?"

The engineer replies, "In the region of \$125,000 a year, depending on the benefits package."

The interviewer inquires, "Well, what would you say to a package of five weeks vacation, 14 paid holidays, full medical and dental, company matching retirement fund to 50% of salary, and a company car leased every two years, say, a red Corvette?"

The engineer sits up straight and says, "Wow! Are you kidding?"

The interviewer replies, "Yeah, but you started it."



5 Easy Summer Gardening Tips

Good preparation is critical for your garden to survive the wilting effects of the Aussie summer. For all of us, summer brings common challenges, such as dividing time and effort between keeping our gardens in good shape, and enjoying them during the summer holidays.

1. Help pots to stay cool

Potted plants, especially those in terracotta pots, are vulnerable to overheating. Remember that standing potted plants in saucers of water encourages root rot and mosquito breeding. Instead, stand them in saucers filled with sand, and keep the sand moist.

2. Water early to avert mildew

Water in the cool of the day. The best time is morning but, if you water in the afternoon, allow enough time for foliage to dry out before sunset. This reduces the risk of mildew and other fungi attacking leaves.

3. Add nutrients to the water

If you can only water occasionally, try to water plants deeply and use that opportunity to simultaneously feed and correct mineral deficiencies. Apply a soluble fertiliser with added seaweed. Water in potash around the base of fruit trees, especially citrus, banana and lychee, to improve fruit flavour and juiciness.

4. Keep the lawn long and lush

Brown, bare, weed-infested lawns are symptoms of scalping, which means cutting lawns too low. Longer turf wears better, but most important of all, a thick sward suppresses pernicious weeds such as oxalis and bindii.

5. Do hard work when it's cool

It's safer, and you're more likely to do a better job, if you complete energetic work such as mowing in the cool of the day – either before 10am or after 4pm. A good drink of water and a smear of sunblock are prerequisites, because that one five-minute job often leads to another, and another.

Summer Herb, Fruit & Vegies Planting Guide

What will grow in your garden this Summer? Have no idea? In the subtropical zone of South East Queensland and Northern NSW, the following are the best sprouts in Summer:

HERBS

Plant basil, chives, coriander, fennel, gotu kola, heliotrope, lemongrass, mint, parsley, tarragon and winter savoury.

FRUIT & VEGETABLES

Plant artichoke, beans, capsicum, celery, Chinese cabbage, cucumber, eggplant, kohlrabi, leek, lettuce, melons, okra, onion, potato (tubers), rosella, silver beet, spring onion, squash, sweet corn, sweet potato and tomato.



Crowley Functions and Events

BY TONY BALDWIN, HOTEL SERVICES CO-ORDINATOR

Our beautiful Activity Centre hosts many functions throughout the year.

Attached to the Activity Centre is a lovely barbeque area which can be booked for a function.

Whether you are interested in a morning or afternoon tea or a more extravagant high tea, or four course luncheon or dinner, our Hotel Services catering department can capably look after your needs.

Special holiday seasons are catered for and we are happy to see a large number of community organisations return each year to utilise our facility for their events.

If you are planning to use Crowley for a function, we encourage you to call us on 1300 139 099 to make a booking.

An information pack can be sent out to you or if you would like to discuss the details of your function we will be more than happy to make time to sit down and go over the arrangements with you.



Recipe of the Month

BY JUDY ROBSON, HOTEL SERVICES

CHOCOLATE CARAMEL BROWNIE HEARTS

INGREDIENTS

- 150g butter, chopped
- 180g dark chocolate, chopped
- 1/2 cup caster sugar
- 2 eggs, lightly beaten
- 1 1/4 cups plain flour
- 2 tablespoons cocoa powder
- 220g caramello chocolate, frozen, chopped
- Cocoa powder, to decorate

METHOD

- Step 1 - Preheat oven to 180°C/160°C fan-forced. Grease a 18cm x 28cm rectangular slice pan. Line base and sides with baking paper, allowing a 2cm overhang.
- Step 2 - Place butter and dark chocolate in a medium saucepan over medium heat. Cook, stirring for 3 to 5 minutes or until smooth. Remove from heat. Stir in sugar. Set aside for 5 minutes.
- Step 3 - Whisk eggs into chocolate mixture until combined. Add sifted flour and cocoa. Whisk to combine. Fold in caramello chocolate. Spread mixture into prepared pan. Bake for 20 minutes or until top is firm to touch.
- Step 4 - Set aside to cool completely.
- Step 5 - Using a 5cm heart-shaped cutter, cut brownie shapes. Serve dusted with cocoa powder.



Constantly Improving Staff Training

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

Another improvement is the review of our annual Mandatory Training Program for staff across the organisation.

Each year this program undergoes a review to ensure we keep up to date with changes in the industry, areas we have identified for improvement, and through suggestions made from staff.

We review the educational sessions and documentation we provide staff on the day, including the Mandatory Training Handbook.

This years theme going from 'Good to Great' is evidenced throughout the program. It includes a 1 ½ hour interactive session from our CEO -

Michael Penhey and Executive Manager Operations & Finance - Kelli Potts.

We also include education on areas of compliance such as Fire Safety, Manual Handling and Infection Control. Members of our Leadership Group also deliver sessions on:

- Elder Abuse
- Workplace Bullying and Harassment
- Privacy, Dignity & Confidentiality
- Incident Reporting

The 2016 program is currently being developed based on industry reforms, stakeholder feedback and regulations.



Making Feedback Flow

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

Our 2015 Residential Care Resident & Relative Experience Survey results are in and we thank all who participated in this annual survey.

Our Residential Care Resident Experience Rate is 86.9% and Relative Experience Rate is 85.6%.



COMMENTS FROM OUR RELATIVES

What is the thing you like most about this home?

- Parents being treated and looked after very well, overall staff are very caring and helpful
- Staff interaction with my grandfather
- Friendly staff and the good care given to Mum and Dad
- Staff interaction with Dad
- Staff attitude, caring, friendliness, accessibility to senior staff, facilities, cleanliness and grounds – all perfect!
- The friendliness of the staff
- The caring attitude of the staff
- There is always a very happy and relaxed atmosphere on the surface. Underneath this layer, the staff are right on top of the residents' needs and wellbeing
- We are happy overall with the care and services
- Accessibility is good, spacious, can visit anytime, cleanliness is very good
- Knowing that she is well looked after by caring staff
- The staff – residential care staff, nursing staff, laundry and food services staff are particularly kind & thoughtful. The organisation is well managed and the positive leadership can be seen at all levels. We appreciate Whenua's willingness and interest in the relatives' views about care and ways to improve services
- The staff are lovely and genuinely care about the residents

COMMENTS FROM OUR RESIDENTS

What is the thing you like most about this home?

- Friendliness and care
- Free to do what one wants to do
- Most of the staff are friendly and approachable
- Home-like atmosphere, accessibility of staff and concerns are addressed promptly
- Capable, caring, relaxed, funny staff, excellent communication, patient empathetic staff
- Great staff, help is always there and friendly residents
- Clean & tidy
- Cheerful and caring staff who understand
- Plenty of staff who are all very warm and welcoming
- It is safe and secure and the staff are very caring
- The staff are friendly and do their best
- The variety of activities that bring the activities taking place in the community into the home e.g.: Anzac Day, State of Origin, Daffodil Day etc
- The wonderfully caring staff who are also most professional





BY KELLI POTTS, EXECUTIVE MANAGER OPERATIONS & FINANCE

A big welcome to Ben Hansen, our new Diocesan Information Communication Technology (ICT) Manager.

In this newly created senior role Ben will be working closely with Crowley Management to develop and oversee Crowley's technology strategy. Ben's role includes leading a small team to administer and develop ICT services across multiple Diocesan sites.



Ben joins us from CS Energy, where he most recently led the Solutions Delivery Team, managing business applications, systems support and maintenance.

From the Parish Priest

FATHER MICHAEL NILON, PARISH PRIEST

Bishop Geoffrey Jarrett has announced that Deacon Alexander Munyao will be ordained to the Priesthood on Friday 4th March. Because of the frail health of Alexander's father, the Bishop has agreed to travel to his home Diocese in Kenya for the ordination. This is wonderful news for all of us who have taken Alex into our hearts and homes in the time he has spent here in the Parish. Alexander will leave within days to begin preparations for the ordination. Please keep him in your prayers as he makes his preparations.

Bishop Geoffrey Jarrett has appointed Deacon Vitalis Nyongesa to Ballina Parish. He arrived on Friday and is already settling in. Deacon Vitalis comes from Kenya - the same home country from which Deacon Alexander comes. He has already spent some time in Coffs Harbour and a short time in Grafton. Both of these young men have given their future lives to the people of the Lismore Diocese. I know that everyone will offer a warm welcome to Deacon Vitalis as he begins his ministry in our Parish.





Our Choir Needs a Pianist

2015 saw the debut of the Crowley Choir.

Our Leisure and Lifestyle staff enthusiastically promoted the choir idea which saw many residents volunteering to join and they are now relishing the experience.

Our Choir has already entertained staff, residents, and families and are keen to do more this year.

However, they are in need of a competent pianist.

Anyone who can tickle the ivories and has a little time to offer our chorale please contact Gail Norton at Crowley on 1300 139 099.

QUOTE OF THE DAY

FOR BEAUTIFUL EYES
LOOK FOR THE GOOD IN OTHERS
FOR BEAUTIFUL LIPS
SPEAK ONLY WORDS OF KINDNESS
AND FOR POISE
WALK WITH THE KNOWLEDGE THAT
YOU ARE NEVER ALONE

Audrey Hepburn



Easter Luncheon

When: Wednesday 9 March

Time: 12noon



Where: Crowley Activity Centre

RSVP: By 29 February

Cost: \$16.50 per person

BYO Drinks

 Menu

**Gourmet
Quiche with
tossed salad**

**Pavlova &
Berries**



Your Crowley Contacts

Crowley Administration
1300 139 099

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:

DANICA SATTLER - ADMINISTRATION



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

I previously worked in the Aged Care Industry and after a few years away trying other things, I knew it was something I wanted to come back to.

2. WHAT DO YOU THINK YOU BRING TO CROWLEY?

Laughter - I am a happy person who likes to see people smile!

3. WHAT WAS YOUR FIRST JOB?

Working in a discount variety store as a retail assistant.

4. WHAT KEEPS YOU UP AT NIGHT?

A good movie... Other than that my 4 year old daughter, Zoe.

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

Do what makes you happy.

6. NAME SOMEONE YOU ADMIRE?

My Mum.

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

To be more confident in my abilities.

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

Sports - I currently play softball on the weekends.

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

I am a fan of cooking shows, in particular Cake Boss on Foxtel. The cakes they create are amazing!