

the chatterbox

APRIL 2026

NEWS FROM CROWLEY CARE



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Acknowledgement of Country

We respectfully acknowledge the traditional custodians of the land upon which Crowley Care sits; the people of the Bundjalung Nation who have walked and cared for this land for thousands of years and who celebrate their continuing culture and the living memory of their ancestors.

Cover photo

Our Hotel Services team brought colour to our 'Live Life in Colour' staff fashion parade.





a moment with Michael

Hello everyone,

I want to acknowledge the incredible contributions of the Crowley Care Auxiliary, which plays a vital role in supporting the Crowley family.

Their latest initiative is typical. The provision of 12 large print books so our residents can continue enjoying the simple pleasure of reading. Just one example of their unwavering commitment to our community, driven by a love of giving and a spirit of support.

President Margaret Savage beautifully encapsulates the Auxiliary's mission when she says it brings "residents, families and our community together through friendship, fun and fundraising." I wholeheartedly agree and encourage you to join them by supporting their wonderful work, becoming a member or simply participating in their events, activities, and fundraising efforts. In doing so you'll be part of a community that values connection and camaraderie.

I also want to mention our Support at Home Team, who dedicate their working lives helping our region's seniors live independently in their homes.

Though often unseen on campus, their presence is deeply appreciated by clients and their families. Many team members are long-serving staff who have built strong relationships and a profound understanding of their clients' needs. They truly embody our vision at Crowley to provide "rewarding relationships with a focus on the individual."

In other news, I'm honoured to have been appointed to Catholic Health Australia's Aged Care Committee on behalf of the Diocese of Lismore. As a peak body, and the largest non-government provider of health, community, and aged care services in Australia, Catholic Health Australia represents some 350 aged care facilities nationally.

The Aged Care Committee, composed of leaders and CEOs from large aged care organisations, focuses on policy development and advocacy to enhance the quality of aged care services across the country. I'm proud to represent our Diocese and contribute to the development of our national aged care industry.

Very best,

Michael Penhey
Chief Executive Officer



Catch up with Kelli



Kelli Potts

Deputy Chief Executive Officer

Autumn has arrived, and our Crowley Care community is abuzz with energy and activity.

What I value highly about Crowley is that we are always moving forward. We never stand still - constantly learning, evolving, and discovering new ways to strengthen our community for residents, families, and staff.

This past month, I've had the privilege of connecting with some truly inspiring community groups, including the chance to present to our local VIEW Club.

VIEW members are a remarkable group of women – who dedicate their time to friendship, service and supporting disadvantaged students through The Smith Family. It was a pleasure speaking with them and reflecting on how giving time, care and encouragement creates positive ripple effects throughout a community.

Their spirit perfectly captures the theme behind this year's International Women's Day, Give to Gain – a reminder that when we give, we all benefit.

International Womens Day

That same spirit of connection and empowerment was also on display when Crowley proudly sponsored and attended a dynamic International Women's Day event at the Ballina RSL called "Game On, Girl!" A group of women from our Parish, Board and management joined local businesswomen for a high-energy, interactive celebration focused on women connecting and supporting one another.

This event broke from the traditional luncheon format, instead fostering movement, laughter and connection through lively activities and networking.

The Prawn Tank session was an insight into local women in small business pitching bold ideas that spark creativity and passion. It was inspiring to see women from across the acting on their business ideas while supporting one another and celebrating their achievements.

The event also raised funds for Women Up North and Love Bites, two organisations providing vital education and support services that help build safer, stronger communities.

For me, the experience reinforced what we see every day at Crowley - whether it's our dedicated staff supporting residents, volunteers sharing their time, or community organisations working together, the result is a stronger and more connected community.

Thank you to our residents, families, staff and volunteers who continue to make Crowley such a special place. Your stories, kindness and involvement are what truly bring our community to life.

Kelli





Wishing you a joyful Easter

As we welcome the Easter season, we are reminded of the hope, renewal, and gentle joy that this time of year brings. At Crowley, these themes feel especially meaningful as we reflect on the strength, compassion, and togetherness that define our community.

To our residents, who inspire us daily with their wisdom and resilience; to our dedicated staff, whose kindness and commitment shine through in every act of care; to our families and friends, who surround our home with

love and support; and to our Board Members and CEOs, who guide our mission with vision and heart — we extend our warmest Easter blessings.

May this season fill your days with peace, brighten your spirits, and bring moments of connection and gratitude.

From all of us at St Francis Xavier Parish, we wish you and your loved ones a joyful, hope-filled Easter.

Fr Erick and Fr Peter

Live Life in Colour

Crowley celebrated the **NSW Seniors Festival 2026** with a wonderful range of events and activities, from fashion parades to BBQs and art and craft showing how we truly live up to this year's theme 'Live Life in Colour'.

These activities are more than just entertainment. Social events help everyone stay connected, build friendships and create a strong sense of community.

Our first event was *The Big Sing* concert with Kathryn Jones, whose infectious energy had residents singing along to familiar songs of decades past. With colourful scarves and flags to wave around to the music, there were plenty of smiles all around.

Xavier Catholic College students then teamed up with residents to paint a vibrant mural. The *Our Colourful Life Group Project* brought different generations side by side, sharing stories, laughter and creativity while transforming a blank canvas into a symbol of community and connection.

The *Live Life in Colour Art and Craft* session included colourful cards to decorate and record memories and feelings. Different colours brought many feelings and memories including



dreams, energy, fun, peace, growth, gratitude, kindness and friendship.

The *Live Life In Colour Dress Up Day* included a popular staff fashion parade. It was a fantastic event that brought a lot of laughter and energy. Residents loved cheering on staff as they strutted their stuff down the runway.

We finished off festivities with the uplifting *Premier's Gala Concert Livestream*, which brought culture, music and a feeling of being there.

Celebrating this year's Seniors Festival at Crowley Care was a vibrant, very colourful experience that honored residents' lives stories and contributions while creating joyful shared moments.









Home Care goes digital



Meredith Pryke
Executive Manager Care Services

Over the past 12 months, the Home Care Team has been quietly working behind the scenes on an exciting project to make their work simpler, smarter and a little kinder to the environment.

With the support of our consultants, ThreeDigital, a company that helps organisations get the most out of their operating systems, the team has been transforming how they work day-to-day.

There have already been some great improvements along the way. Rostering has been refined in the background, incident and feedback reporting is now more streamlined and real-time, and the Crowley team has received support as we navigate the transition to Support at Home.

But the biggest game changer? Saying goodbye to stacks of paperwork!

All of our Home Care documents and assessments are now digital, so our Care Partners can enter information straight on their laptops during visits rather than working through pages of forms.

That means more time with clients, better information security, and even a few trees saved along the way.

Next up for the team is to bring all clinical documents and assessments into the system, to streamline clinical visits even further.



This has been a wonderful team effort, with everyone embracing change and working together to improve the way we deliver care. It's a great example of how small changes behind the scenes can make a big difference for our team and allow our team to focus on the people we support every day.



CROWLEY CARE AUXILIARY

Mother's Day

LUNCHEON

Thursday 7 May 2026

11.30am - 3.00pm

Crowley Activity Centre

\$55 per person

BYO drinks. Tickets include 3 course meal,
Lucky Door Prize entry and live entertainment

RSVP by Friday 1 May
to Crowley Reception with cash or card payment
please provide any special dietary requirements

Transitional Care



Kelly Roberts
Nurse Practitioner

One of the key learnings from my recent placement at the Dementia Services Development Centre at the Stirling University in Scotland, was the importance of transitional care and what these changes mean for the person experiencing them.

What is transitional care?

Transitional care is when a person moves from one care setting to another. This might be moving from home to hospital, being transferred within a hospital from the emergency department onto a ward, or transitioning from hospital or home into a residential care setting.

For people living with dementia, these transitions often happen quickly and sometimes during times of crisis. When poorly coordinated, transitions can be confusing and distressing and may impact a person's quality of life.

However, when transitions are planned carefully and managed gradually - with the person involved able to exercise choice and control - the transition to a new environment can be a positive experience.

To better understand the impact of change, imagine experiencing the following while you were unwell:

- Moving house
- Starting a new job
- Meeting new people
- Having little or no control over what happens next.

For a person living with dementia, these feelings can be magnified. People living with dementia and their families often

need to interact with multiple people throughout their care journey. This can increase vulnerability and risk if communication between services is not well coordinated. Poor information transfer, medication errors, unmet psychological needs, and increased risk to individual safety and care outcomes can all occur when transitions are not well managed.

Best practice for transitional care

Supporting a smooth transition involves thoughtful planning and a person-centred approach.

Best practice includes:

- Involving the person and their support networks in decisions
- Understanding and documenting the person's thoughts and feelings
- Allowing transitions to happen slowly wherever possible
- Ensuring care plans are up to date and reflect the person's physical and psychological needs
- Encouraging staff from both care environments to communicate and plan together
- Giving new caregivers the opportunity to meet and spend time with the person before the transition
- Allowing the person to explore and become familiar with their new environment
- Creating spaces that are welcoming, familiar and dementia-inclusive.



Always remember

A change in a person's behaviour or presentation should not always be attributed to dementia. If someone appears distressed but cannot easily communicate why, it is important to consider other possibilities. They may be experiencing pain, hunger, fatigue, illness or emotional needs such as comfort, reassurance or warmth.

Understanding a person's baseline helps those around them recognise when something has changed and explore the possible causes.

At Crowley, we recognise how important it is to understand each individual and to tailor our care and services to the unique needs, preferences and experiences of every person.

One of the most powerful lessons from my placement in Scotland relates to the rights of people living with dementia:

No one has the authority to make decisions on the persons behalf that they can make for themselves. Every person is presumed to have capacity unless there is clear evidence that they can no longer look after their own interests - even if a family member or medical professional insists otherwise.

Standard 7: The Residential Community
'I contribute to the community I live in.'

Welcoming our newest Board Member

Crowley Care is pleased to welcome Steve Brierley as the newest member of our Parish Aged Care Board, bringing with him a wealth of experience in healthcare leadership, financial management and governance.

A qualified accountant (CPA), Steve moved to Australia from the United Kingdom more than 40 years ago and has since built a distinguished career across health, commerce and industry in a variety of senior financial management roles.

In 2007 he joined St Vincent's Private Hospital as Finance and Administration Manager. The hospital in Lismore also includes St Joseph's, a 130-bed residential aged care facility. In 2014 he was appointed Chief Executive Officer of St Vincent's and St Joseph's, a role he held for almost nine years before retiring.

During his time in these roles, Steve developed a close connection with Crowley Care through its shared commitment to quality care within the Lismore Diocese.

Having worked within Catholic organisations for more than 15 years, Steve says those values have helped shape his approach to leadership and decision-making.

"I was delighted to be invited to join the Board and look forward to supporting the organisation in its important work. As a Board member, I hope to contribute in a collaborative and respectful way, helping support the governance of Crowley with integrity and respect for its mission."



Steve Brierley
Parish Aged Care Board Member

"I have long admired all that Crowley has achieved in delivering such high-quality services."

Since retiring, Steve and his wife Wendy have enjoyed exploring Australia in their caravan and travelling overseas, including spending time in the United Kingdom visiting their eldest daughter. He also values time with family and friends and enjoys keeping active - including working on improving his golf handicap.

When asked to describe Crowley Care in just three words, his answer was simple but meaningful: "Compassionate Quality Care."

We warmly welcome Steve to Crowley and the Board and thank him for sharing his experience and insight to help guide the future of our organisation.



From the IL Desk



Jenny Kliese
Independent Living (IL) Coordinator

Thank you to all the residents who supported and enjoyed our March activities and celebrations.

We had a delightful Seniors Festival afternoon enjoying cheese and wine. We enjoyed a St Patrick's Day Trivia morning tea filled with laughter and fun. And we concluded the month with an Easter Shopping Trip to Tweed City Shopping Centre where we found some bargains.

We'd love to hear from you if you have any ideas or suggestions for an activity or event, please share them with the IL team. Your input is always appreciated and could make our next gathering truly special!

Wishing you a very holy and happy Easter!



Reminder

**Daylight savings finishes Sunday
5 April 2026 at 3.00am (AEDT).**

Don't forget to turn your clock back one hour, giving you more daylight in the morning.



Parkinson's Awareness Month

Parkinson's Disease, a complex neurological condition affects more than 70,000 people in NSW.

April is Parkinson's Awareness Month, raising awareness and highlighting the importance of early diagnosis, advocacy, fundraising for research, and the crucial role of exercise in managing Parkinson's.

Additionally, Saturday 11 April is **World Parkinson's Day**, dedicated to educating the public, reducing stigma, and supporting over 200,000 Australians and millions worldwide living with Parkinson's.

Frequently asked questions about the condition include:

What is Parkinson's Disease?

Parkinson's is a movement and mood disorder typically presenting with symptoms such as slowness of movement, muscle rigidity instability, tremor, depression and anxiety.

What are the symptoms?

Parkinson's is more than the shakes. Common symptoms include tremor, slowness, stiffness, changes in balance, voice and writing. Loss of smell and small handwriting may be early signs of Parkinson's.

How is Parkinson's diagnosed?

A diagnosis is clinical, usually by a neurologist based on symptoms and history. Diagnosis can occur at any age with the most common age being 65.

What causes Parkinson's Disease?

There is no single known cause, however, it is likely a mix of genetics and environmental factors.

April is Parkinson's Awareness Month

parkinson's
NSW



Are there Parkinson's support groups?

Yes, Parkinson's NSW coordinates over 87 support groups, including dedicated carers' groups, offering peer support, education, and social connection. Our local area has good support and resources available:

- **Northern Rivers Parkinson's Support Group** meets at Summerland Farm, Alstonville on the 2nd Friday each month at 10am. Contact: Henry Pitt 0434 186 486 Email: northernriversparkinsonsg@gmail.com or hanne.pit@gmail.com
- **Lismore Parkinson's Support Group** meets at South Lismore Bowling Club on the 3rd Friday each month at 10am. Contact Marie Dudgen 0448 871 290 Email: lismoreparkinsonssg@gmail.com
- **Evans Head Parkinson's Support Group** meets at Thyme Lifestyle Resort Club House on the 3rd Thursday each month at 1pm. Contact: Di Lymbury 0423 941 119
- **Parkinson's Disease Nursing Service** Ballina District Hospital Phone: 02 6620 6361 Email: NNSWLHD-ParkinsonsNursingService@health.nsw.gov.au
- **Parkinson's NSW InfoLine** Phone: 1800 644 189 Web: www.parkinsonsnsw.org.au Email: pnswn@parkinsonsnsw.org.au





St Patrick's Day





Hotel Services news



Tony Baldwin
Hotel Services Manager

Successful BBQ events

Our residents' BBQs have been a real treat, bringing everyone together in a cosy, welcoming setting and helping friendships blossom across Crowley.

The BBQ is known for its great food, especially the freshly grilled bacon and sausages served hot off the grill. Residents enjoy this alongside buttered bread, creating a simple, satisfying meal with options for everyone.

Naturally, a BBQ isn't complete without something cool to drink. Sharing a glass of wine or a chilled beer is a highlight as they relax and catch up with their neighbours.

Our BBQ gatherings are eagerly awaited by many residents. They offer fun and entertainment and foster a sense of community, making Crowley an even more welcoming and closely knit place to call home..

A big thank you to our staff from all areas for your dedication and teamwork in making these events so special. It's wonderful to see everyone working together to create a caring environment at Crowley.

Your kindness truly makes a difference to our residents. Thank you for your ongoing care and positivity.

Mother's Day pop-up Restaurant

Mother's Day is nearly here, and we're thrilled to announce our first pop-up restaurant of the year at Barney's. More details coming soon, so stay tuned.



Hospitality Workers in Healthcare Day

We celebrated Hospitality Workers in Healthcare Day on Friday 6 March with a big thank you to the entire Hotel Services team, who enjoyed well-deserved Dominos pizzas.



Healthier honey chicken stir-fry

Prep 15 minutes | **Cook** 15 minutes | **Serves** 4

Ingredients

- 270g pkt buckwheat noodles
- 60ml (1/4 cup) honey
- 2 tbsp salt-reduced soy sauce
- 4 garlic cloves, crushed
- 3 tsp cornflour
- 1 tbsp extra virgin olive oil
- 500g chicken tenderloins
- 300g broccoli, cut into small florets
- 1 zucchini, thinly sliced
- 150g snow peas, halved diagonally
- 80g (1/2 cup) roasted unsalted cashews, coarsely chopped
- 2 green shallots, thinly sliced diagonally
- 1 tsp sesame seeds, toasted

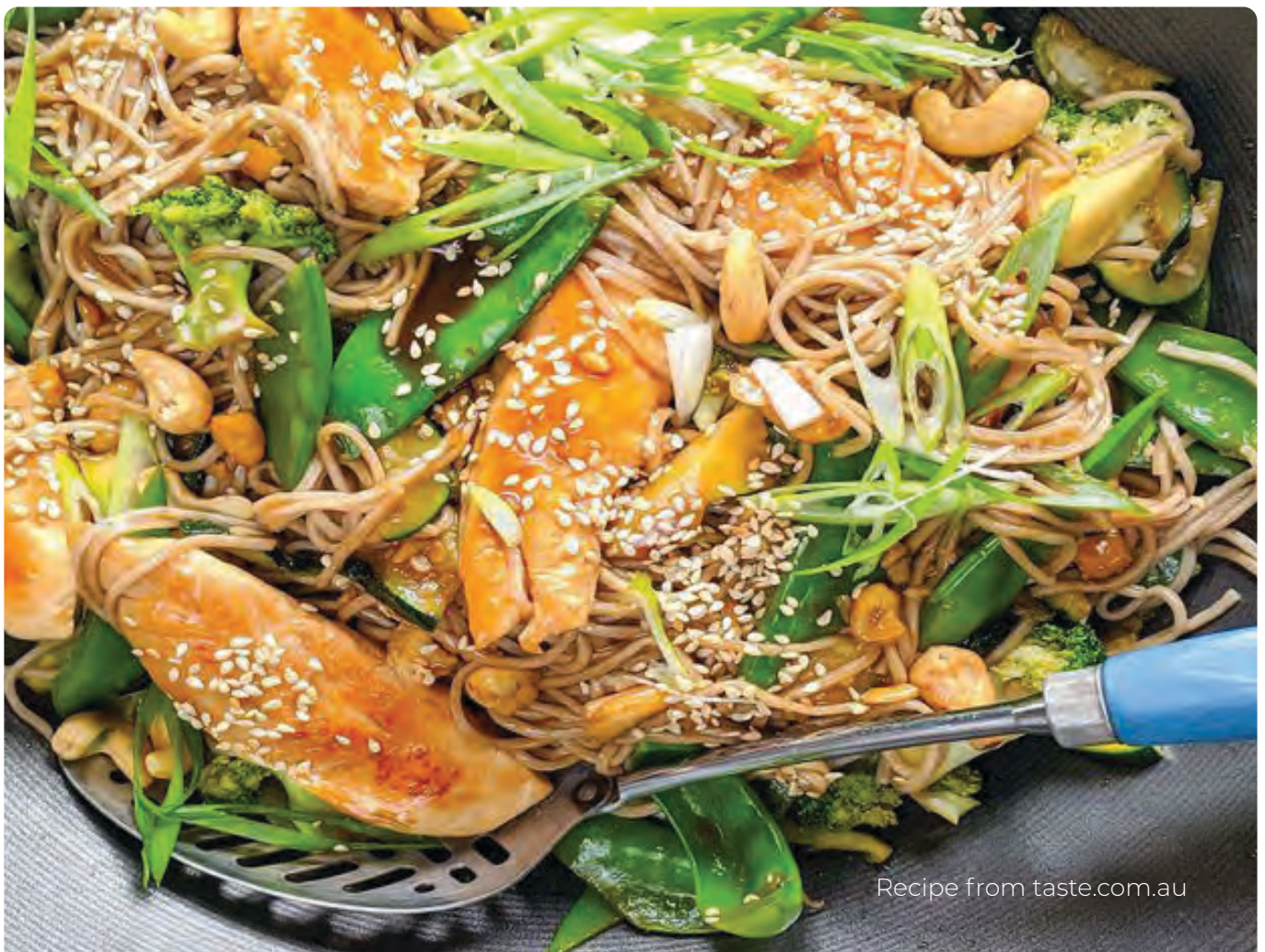
Instructions

Cook noodles following packet directions. Drain. Rinse under cold running water. Drain.

Combine honey, soy, garlic and 60ml (1/4 cup) water in a small bowl. Add cornflour and stir until dissolved.

Heat half the oil in a large, deep frying pan or wok over medium heat. Add the chicken and stir-fry for 3-4 minutes each side or until golden and cooked through. Transfer to a plate.

Heat remaining oil in the wok over medium-high heat. Add broccoli and zucchini and stir-fry for 5 minutes or until tender crisp (add a little water if needed). Add noodles, chicken, snow peas, sauce and cashews and stir-fry for 2 minutes or until snow peas are tender crisp and sauce has thickened. Sprinkle with shallot and sesame seeds to serve.





The best chewy ANZAC biscuits

Prep 10 minutes | **Cook** 20 minutes | **Makes** 24

Ingredients

- 1 1/4 cups (110g) rolled oats
- 1 1/4 cups (110g) desiccated coconut
- 1 cup (150g) plain flour
- 150g unsalted butter
- 1/4 cup (90g) golden syrup
- 1 cup (220g) raw sugar
- 1/2 tsp Coles Bicarbonate Soda

Instructions

Preheat oven to 180C. Combine the oats, coconut, flour and a pinch of salt in a bowl. Set aside. Place the butter, golden syrup and sugar in a saucepan over medium heat, stirring until butter melts. Bring to a simmer and cook for a further 1-2 minutes until sugar dissolves. Remove from heat, cool slightly, then add the bicarb soda and 1 tbs water. Stir to combine, then pour over the oat mixture.

Using a wooden spoon, combine butter and oat mixture. Using 1 tbs mixture each, roll into 24 equal-sized balls. Divide between two baking paper-lined baking trays, leaving 3cm between each.

Flatten biscuits slightly, then bake for 10-12 minutes until the top tray is slightly golden. Swap trays and cook for a further 6-8 minutes until all biscuits are golden. Remove from oven and cool completely on a wire rack.

Update from Maintenance



Albie Viel
Maintenance Manager

Smoke alarms: time for a safety check

With daylight saving ending 5 April, it's a good time to test your smoke alarms and replace any 9-volt batteries.

At Crowley Independent Living Units, we use photoelectric, rechargeable smoke alarms with long-life internal batteries. Key features include:

- 10-year rechargeable lithium battery
- Low power consumption
- Bug screen over sensor chamber
- Low-battery hush feature
- Improved resistance to electrical interference
- Tested to Australian Standards.

A green LED light on your smoke alarm indicates the unit has power, while the red LED light flashes approximately once every five minutes to show the alarm is in standby mode and functioning properly.

Maintenance Update

Terry from the Maintenance team will begin routine smoke alarm testing throughout Independent Living from 7 April.

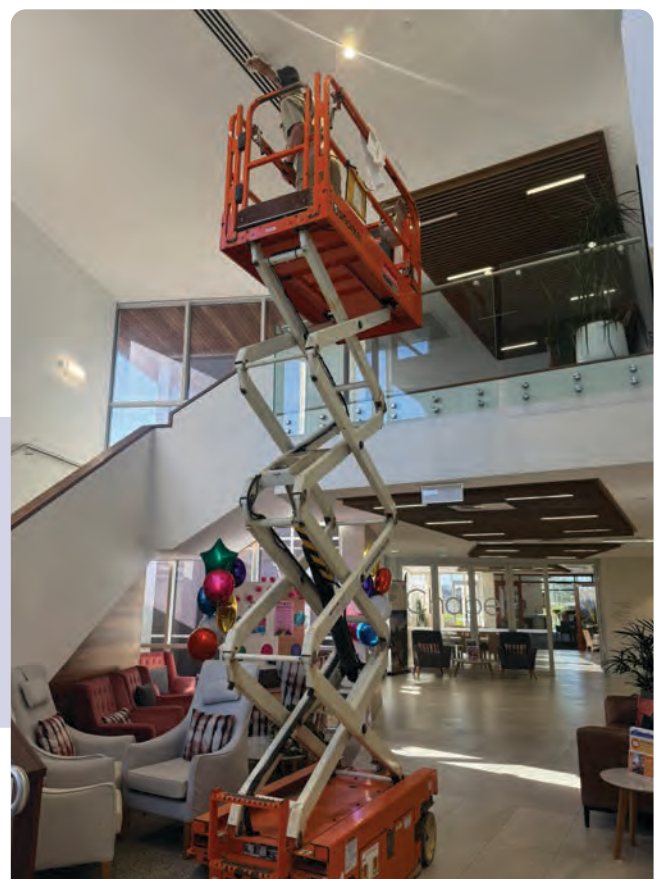
What is Justin doing?

Justin from the Maintenance team is going to great heights to clean the air-conditioner vents at Reception.

Tips to keep your smoke alarm working well

- **Test monthly:** press the test/hush button until it sounds (use a broom handle if needed).
- **Clean monthly:** vacuum with a soft brush to remove dust and insects (helps prevent false alarms).
- **If it sounds with no smoke/fire:** press hush to silence.
- **Low battery warning:** red LED flashes every 40 seconds and the alarm chirps - replace the battery.

If you need help please contact Reception or log a request through INS.



ASSISI

APARTMENTS AT CROWLEY

**Available now.
Independence
celebrated.
26 unique apartments
designed with care,
built with purpose.**

DISCOVER MORE:

Scan the QR code to visit our website www.living.crowley.org.au or call us on **1300 139 099** to learn more about this exciting opportunity.



Nestled along the serene banks of Ballina's North Creek, Crowley Care's latest Independent Living apartments offer an unparalleled blend of luxury, comfort, and community.

Designed for you, the Assisi Apartments provide an inspirational living experience, where every detail is considered for elegance and ease.

AT A GLANCE

26 self-contained apartments:

1 and 2 bedroom configurations with 1 or 2 bathrooms. Secure undercover parking space with remote access.

Accessible Location:

12 Florence Price Place, Ballina NSW 2478

Community Features:

Beautifully maintained landscaped gardens, plus shared activity and entertaining areas to keep you active, engaged and connected.

Safety & Security:

Enjoy peace of mind with our 24/7 emergency call system, nightly security patrols, and a caring community.



Craft Corner



Egg Carton ANZAC Day Wreaths

Bring creativity and remembrance together by creating a beautiful ANZAC Day poppy wreath made from recycled egg cartons!

What you need

- Black cardboard
- 2 - 3 egg cartons
- Black felt or buttons
- Red paint
- Glue
- Scissors

Instructions

Cut a circle wreath shape in black cardboard.

Cut egg carton into flower segments.

Paint each egg carton segment with red paint. Allow to dry.

Glue black felt or buttons or similar into the centre of each red segment before attaching to the circle of cardboard.



ANZAC DAY

25 APRIL

Recognising and honouring the service and sacrifices of veterans and families.



ANZAC DAY SERVICE

Lest We Forget

10.30am

Friday 24 April 2026

Crowley Activity Centre

Crowley's Residential Care and Independent Living residents are invited to join us for our annual ANZAC Day Service followed by morning tea.

Book Club



A Great Act of Love by Heather Rose

Our latest read was “A Great Act of Love” by Heather Rose, the author of eight novels and a memoir.

Based on several true stories, it tells the story of a young woman of means who arrives in Hobart in 1839, with a young boy in her care. Acquiring an old cottage next to an abandoned vineyard, Caroline Douglas must navigate an insular colony of exiles and opportunists to create a new life in Van Diemen’s Land.

However, it is more than just her story. It has links to France, the champagne industry, slavery and convicts on Norfolk Island, with lots of associated characters.

Be warned: there are lots of improbable coincidences and heaps of detail!

What did we think?

- Really enjoyable and very well-written
- Enjoyed the history and the poetry references
- Took a while to get used to the back and forth chapters
- Too exaggerated
- Didn’t like the poetry inclusions
- Too descriptive
- The ending was disappointing
- A different way of telling an involved family saga. Overall, it was a worthwhile read.

Our next read

Our next read is **The Homemade God** by Rachel Joyce. With wit, insight and compassion, the author explores memory, identity and sibling bonds – the hairline fractures that appear, what happens when they splinter, and what it might take to bring a family back together.

Until our next meeting on 16 April, happy reading!

Marion





Congratulations Renuka! Our newest Australian citizen

Renuka is all smiles after recently becoming an Australian citizen at the 2026 Ballina Shire Australia Day Ceremony - a proud milestone for both her and her family.

Originally from Nepal, Renuka moved to Australia in 2019 with her husband and siblings, and now happily calls Ballina Shire home, where she raises her two-and-a-half-year-old daughter.

Since joining Crowley in 2021 as a Personal Care Worker, Renuka has become a familiar and friendly face at Crowley. When asked what she enjoys most about her role, she said, "I love my residents and the teamwork - everyone is so nice and supportive here."

Renuka holds fond memories of Nepal, especially the food. She misses her parents, who still live there, along with her favourite

dish – Momo, a traditional Nepali dumpling, served with spicy chutney called Achaar.

Now officially an Aussie, Renuka is excited for what lies ahead. She's looking forward to travelling and discovering more of Australia, while continuing to enjoy life's simple pleasures close to home - time in nature, walks, beach visits, and family BBQs.

To celebrate her citizenship, Renuka shared her favourite food with loved ones before heading out for a special dinner - marking the beginning of an exciting new chapter.

Congratulations Renuka, from all of us at Crowley – we are so proud to celebrate this special milestone with you.

Crowley Care Auxiliary



Margaret Savage
Crowley Auxiliary President

Full steam ahead for 2026!

The Crowley Care Auxiliary ladies are truly up and running for 2026 with plenty of enthusiasm as we work full steam ahead organising our functions and activities for the year.

Mothers Day Luncheon

Our first major function, our Annual Mothers Day Luncheon will be held on Thursday 7 May. Tickets are \$55 per person, which includes a delicious three-course meal, one entry into the lucky door prizes and live entertainment (see page 11 for details).

Be sure to get in early and book a table with friends and family for what promises to be a fun-filled and entertaining afternoon. Please RSVP and pay via cash or card at Crowley Reception by Friday 1 May. When booking, please also advise any special dietary requirements.

Mothers Day Raffle

Following our very successful Easter Raffle, the Auxiliary is currently selling tickets in our Mother's Day Raffle, featuring three special prize hampers that any woman would love to receive and enjoy.

Fundraising achievements

We are excited to share some of the wonderful things made possible through the proceeds of our recent functions and raffles. The Ice Cream Trolley is fully operational and proving a big hit! Residents, family, friends and even staff look like they're having a wonderful time joining in and serving up delicious scoops of ice cream for everyone to enjoy.

The Auxiliary recently donated a dozen large-print books for Residential Care residents, helping make reading more comfortable and enjoyable. The collection includes a wide range of popular genres such as Australian authors, romance, comedy, crime, mystery, thrillers and westerns, ensuring there is something to suit many reading tastes. The books are available in the Entertainment Room bookcase, where residents can easily browse, borrow and enjoy them at their leisure.

Of course, it's not all work and no play for our members! Recently a group of our ladies enjoyed a wonderful social outing to the Ballina RSL Club's Seniors Week Lunch, celebrating the theme 'Live Life in Colour'.

We were treated to a delicious two-course lunch and fabulous entertainment by Dean Doyle – *With Sophistication*, along with the harmonious tones of the *Headliners Chorus*. There were raffles, lucky door prizes and awards for the best dressed and most colourful outfits. It was a fantastic day out thoroughly enjoyed by all and we will certainly be planning more social outings throughout the year.

If you would like to be part of the fun, we would love to welcome you to one of our meetings held on the fourth Monday of each month at 3pm in Crowley's Education Centre.

We are delighted to welcome four new members to the Auxiliary – Sandra, Margaret, Prue and Beverly. Thank you to our wonderful members and supporters for their ongoing enthusiasm, generosity and community spirit.



Supporting the next generation



Shannon Wilson
Human Resources Manager

Registered Nurse students at Crowley

In March, Crowley welcomed seven first-year Registered Nurse students from Southern Cross University for their first clinical placement of their degree in our Residential Care community.

While a few students had prior experience as support workers, for most this was their first time working in an aged care setting. Over three weeks, they worked alongside our dedicated Personal Care Workers and received support and mentorship from our Registered and Enrolled Nurses.

Supporting the next generation of nurses in this way is a privilege. We hope to spark their interest in aged care, showcasing its rewards and the meaningful relationships our nurses experience.

It's incredibly rewarding to offer student nurses glimpses into our special environment, where strong, authentic relationships exist between staff and residents, with our team often reflecting how fulfilling these connections make their work.

During their placement students gained valuable insights into clinical care for older people and took part in a variety of professional experiences.

They applied their knowledge to managing chronic disease and disability, explored how nurses respond to changing health conditions, performed assessments, and provided safe, high-quality, person-centered care in line with their professional scope.

These activities highlight the students' commitment to excellence and continuous learning as they prepare for rewarding

careers in healthcare.

During the final week of their placement, we were delighted to receive some heartfelt feedback from students nurses Carly and Sarah.

Carly shared that she enjoyed the experience far more than she originally expected and feels she is learning a lot. She spoke highly of the Registered Nurses, describing them as supporting and lovely, generous with their time, always willing to show her things and different techniques. Carly also appreciated the opportunity to work alongside Dr Ryan, where she assisted with preparation for the surgical room and observed lesion removals. A highlight for her was administering her first real muscular injection, bringing recent theory to life after previously practicing only on a dummy. She found this work placement more complex and varied than she had anticipated.



Sarah described her placement as rewarding and highly positive. With a background in the community sector, she valued the opportunity to experience a different side of care. She particularly enjoyed hearing the resident's life stories prior and gaining insight into their journeys prior to entering care. Sarah also appreciated the range of services Crowley has available to our residents, including hair and beauty and was impressed by the way the Registered Nurses plan their day and manage wound care. She highlighted the strong teamwork across staff, noting how well everyone works together as a team to deliver quality care.

We thank Carly, Sarah and all of the students for their enthusiasm and contribution during their time with us.

We look forward to welcoming future student Registered Nurses and supporting the development of the next generation of compassionate, skilled professionals.

Welcome to Team Crowley

We say welcome to our newest staff members.



Joel
Administration



Lisa
Residential Care



Prabin
Residential Care



Villas available
at Crowley

2 bedroom ground floor villas
currently available under \$650,000.

Modern, secure and designed for
comfortable independent living.

Enquire today!

Happy Birthday!



Focus on Quality



Michelle Golding
Quality Manager

Ongoing Education and Training program

At Crowley, we foster a culture that invests in individuals through ongoing personal and professional development, strengthening workforce capability through lifelong learning and continuous improvement.

We continuously assess our Education and Training program to ensure it aligns with the Aged Care Quality Standards, legislative requirements, best practices, and Crowley's Policies and Procedures, maintaining our commitment to safe, respectful, and high-quality care.

This includes an updated Mandatory Training program for 2026 which is regularly reviewed and improved based on staff feedback. The 2025 program achieved a 4.7-star rating.

All staff participate in this program annually, and this year's program includes:

- New Aged Care Act and rights based care
- Open disclosure
- Complaint and feedback management
- Governance and safety culture
- Fire Safety
- Infection prevention and control including PPE donning and doffing and handwashing
- Strengthened Aged Care Quality Standards
- Getting to know Crowley

Online learning

Our online learning platforms Bridge and Altura Course Library are designed by industry experts with industry leading content. Staff can access Bridge on any device where high quality online courses meet compliance requirements that include:

- Statement of Rights
- Code of Conduct
- Cultural safety
- Trauma informed care

Our education model is continually evolving to strengthen our culture, build an engaged workforce, support effective leadership and governance, and drive innovative approaches that position us as an employer of choice for recruitment and retention.





Feedback from attendees

It was fantastic.

Presenters did well.

Always beneficial.

It was amazing.

Done very well thanks.

All well organised and important areas all covered.

Making Feedback Flow

Michelle Golding
Quality Manager

We receive great feedback from residents, clients, families and friends.

Residential Care family

- I am blown away of how discreet it is when someone passes away. The passionate staff for all things big & small. The care is amazing to all - resident, family member or friend. Can't thank all enough for always being available for a chat & care.
- We are sending a heartfelt thank you for all you and your team made possible to give us extra time with Mum over the past years. We are all deeply grateful.
- Thank you that is a lovely photo of mum. The staff in Lighthouse are very caring and have fostered a good relationship with mum and us too. Mum looks so much healthier and happier. We can't thank Crowley enough for being there for mum and her family.
- We appreciate all the organising and work that is done in the Entertainment Area by Karen, Jeanine and Steven. Always great decorations for various occasions, games, puzzles, art, exercises, movies, bingo. The entertainers are well sourced and always see a happy face on everyone.

Staff

- Lillipilli ladies had a lovely time today at lunch. It was nice to hear them socialising and enjoying a good barbeque. Great atmosphere today at the mixed barbeque.

Home Care client

- I would happily have Amelia attend anytime. Amelia is lovely and very good at her job.

Independent Living residents

- Yes! What a wonderful service and care we get from Crowley Care! Special mention to Albie for his gentleness and quick responses to any request. Woke up to a water leak on our carpet this morning, rang the desk and reported it. Albie was there in ten minutes! We had an appointment so we left him checking it out. We returned 2 hours later and found we had a new dishwasher all installed and ready to go! Thank you.
- Thank you, Albie, for jobs done.

A message from Joan's family

I would like to express how proud as a family we are of the services provided for Mum while living in the unit before moving to full care. Mum spent 23 years in the unit and 5 years in full care. Your facilities are one of the best and we would recommend them to anyone. The staff in all areas from Management to the ladies welcoming you at the front door must be congratulated on the services they provide. The care, patience and attention to detail by the nurses and assistants has been greatly appreciated and I know Mum was always thankful for the service provided to both sections of living. Memories of Crowley will always be cherished by our family with gratitude for the wonderful and exceptional services.



Tell us what we did well and what we can do better ...



Standard 2:
The Organisation
'I have confidence
in my service
provider.'



We value your feedback at Crowley Care and we'd love to hear from you. It's as easy as 1, 2, 3!

1

Fill in a feedback card and place in a feedback box at Reception and the Banksia Dining Room or

2

Email us at info@crowley.org.au or

3

Call us on 1300 139 099

Australian Flowers Quiz

Test your knowledge of Australia's unique and vibrant flora!

1. Which Australian flower is known as the national floral emblem?

- a) Kangaroo Paw
- b) Waratah
- c) Golden Wattle
- d) Sturt's Desert Pea

2. The Waratah is the floral emblem of which Australian state?

- a) Victoria
- b) New South Wales
- c) Queensland
- d) Tasmania

3. Which plant is also called the "Silver Princess" in Australia?

- a) Eucalyptus caesia
- b) Acacia dealbata
- c) Grevillea robusta
- d) Hakea laurina

4. What is the botanical name of Kangaroo Paw?

- a) Banksia serrata
- b) Anigozanthos
- c) Callistemon
- d) Grevillea juniperina

5. Which flower is known as a symbol of remembrance and is associated with Anzac Day in Australia?

- a) Poppy
- b) Lily
- c) Marigold
- d) Golden Wattle

6. The Sturt's Desert Pea is the floral emblem of which Australian state or territory?

- a) Northern Territory
- b) South Australia
- c) Western Australia
- d) New South Wales

7. What are the colours of the Royal Bluebell, the floral emblem of the ACT?

- a) Yellow
- b) Blue
- c) Pink
- d) White

8. Which flower is native to Western Australia and is known for its vibrant red and green flowers?

- a) Kangaroo Paw
- b) Wattle
- c) Grevillea
- d) Flannel Flower

9. What is the largest flowering plant in Australia?

- a) Eucalyptus
- b) Melaleuca
- c) Bottlebrush
- d) Banksia

10. What is the scientific name of the Golden Wattle?

- a) Acacia pycnantha
- b) Acacia longifolia
- c) Eucalyptus leucoxylon
- d) Callistemon citrinus

Unscramble word search answers



Did you find all the unscrambled St Patrick's Day words last month?

F	U	W	H	D	D	L	A	R	E	M	E	M	U	P
L	M	F	T	N	I	I	J	H	C	N	I	P	X	O
A	B	D	T	A	J	P	A	R	A	D	E	A	N	G
G	O	O	D	L	U	C	K	C	O	R	M	A	H	S
E	R	I	N	E	F	B	K	C	I	R	T	A	P	A
N	N	E	E	R	U	H	O	L	I	D	A	Y	Y	I
O	L	S	E	I	N	E	Q	C	E	L	T	I	C	N
T	C	I	C	N	W	O	B	N	I	A	R	K	G	T
S	H	L	O	V	Q	H	I	C	B	J	C	C	X	L
Y	K	C	O	F	F	S	H	O	I	S	N	I	O	C
E	K	H	R	V	I	E	D	G	U	S	E	R	E	S
N	K	Y	I	A	E	S	F	E	W	N	U	E	C	M
R	H	Q	J	T	M	R	U	T	T	M	F	M	N	R
A	D	L	O	G	U	O	A	H	S	I	R	I	A	A
L	E	P	R	E	C	H	A	U	N	H	E	L	D	H
B	Y	K	C	U	L	E	T	A	R	B	E	L	E	C

- NFU - **FUN**
- NITAS - **SAINT**
- DERELMA - **EMERALD**
- YBNARLE
- THA - **HAT**
- NIOSC - **COINS**
- HYIDOLA - **HOLIDAY**
- NOTES -
- IJG - **JIG**
- ARCHM - **MARCH**
- ELANRID - **IRELAND**
- BLARNEY
- OPT - **POT**
- ERENG - **GREEN**
- DOGO LUKC - **GOOD LUCK**
- STONE
- OGLD - **GOLD**
- PCINH - **PINCH**
- CIKMILRE - **LIMERICK**
- GFAL - **FLAG**
- LORVEC - **CLOVER**
- CORMHASK - **SHAMROCK**
- KUCLY - **LUCKY**
- RADAPE - **PARADE**
- EBRLATECE - **CELEBRATE**
- SIHIR - **IRISH**
- MARHCS - **CHARMS**
- BNOIOARW - **RAINBOW**
- SESHROEHO - **HORSESHOE**
- USICM - **MUSIC**
- ELTCIC - **CELTIC**
- CEHRPAAENUL - **LEPRECHAUN**
- EDNAC - **DANCE**
- RITCAPK - **PATRICK**

Contacts

Emergency

Fire, police, ambulance
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Ballina District Hospital

6620 6400

St Francis Xavier Parish

6681 1048

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 Crowley Care Administration.



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