

the chatterbox

NEWS FROM CROWLEY CARE

AUGUST 2018





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Robin Reid enjoying an afternoon with students from Xavier Catholic College.



A Moment with Our CEO

Hello everyone,

You Are Invited - Blessing and Opening

The 8th of August promises to be a great day at Crowley as our Stage One Redevelopment, including our new Chapel, is blessed and opened by Bishop Greg. The ceremony is the culmination of more than two years construction and it is a great way to thank everyone who did so much creating these stunning buildings.

Residents, clients and families are extremely welcome to join with us for this milestone event. The ceremony starts at 10 for 10:30 am in the plaza, weather permitting. We've chosen the 8th of August because it is the feast day of St Mary of the Cross MacKillop after whom the Chapel is named.

To reach this point we've received incredible support from the extended Crowley family and the event is an opportunity to thank you all. As you know it took some time to create these special spaces.

And in case you've missed it, the details of our redevelopment feature: our stunning new 42 room residential care facility - which is filling fast; our two-storey education centre with library and conference rooms - completed a little while ago; a larger entertainment area for our residential care residents - completed first; a new main entrance and administration; a new Chapel right at the heart of the new development; Barney's our new Hollywood inspired cafe; a wonderful new salon and all the improved landscaping and way-finding. Phew - that deserves a little celebration! We really look forward to welcoming you to this milestone event which is for the entire Crowley family.

A Life of Service

This edition of Chatterbox features an article about Crowley Home Care client, Sister Aileen Larkin. Sister Aileen entered the Convent in 1945 - the year



the second World War ended. She became a Sister of Mercy and teacher and her life was dedicated to others, including helping the most vulnerable through her street ministry in Sydney. So uplifting to read these accounts of a life well-lived. So many of our clients and residents have interesting life stories too if you are able to spend some time with them.

The Life Force of Our Students

At Crowley you'll often see young smiling faces around the place. They may be health students, including trainee physiotherapists, speech pathologists and nurses. Their presence really adds to the fabric of Crowley.

The students' energy, enthusiasm and youthful exuberance connects so well with many of our residents. You could say they add to the culture of Crowley. One of our current students Claire - see article in this Chatterbox - is a social work student from Western Sydney University and she is helping the team support new residents as they transition into residential care.

Our student program is very successful at Crowley and we are proud to support students in practical ways where we can.

A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive, written on a white background.

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts
Executive Manager Operations and Finance

Introducing Coco's Hair and Beauty

Coco's Hair and Beauty is open and ready for business and brings a little extra luxury to life here at Crowley.

The past month has seen a steady flow of old and new clients into the new salon. The new space can be accessed internally through Riverview from reception or externally via the undercover walkway and new external door. Whilst we have kept the original doors from the old salon and reused some of the original cabinets overall the inside is very different from the previous salon. The hairdressing and beauty services having their own spaces opens up more possibilities for extra services.

The refurbished salon has been designed and created through extensive consultations and conversations over a number of years with staff, residents, families and more recently our architects and interior designers and of course a topic of many chats with our own hairdresser and beauty therapist as well!

Our maintenance team took on the challenge of bringing the design to life and we can't thank them enough for their patience and commitment to making this another wonderful service for you all.

Coco's is open 5 days a week for either hair or beauty treatments and I am sure its new location right by Barney's Café will see it continue to grow in popularity with our residents.

Finishing Touches

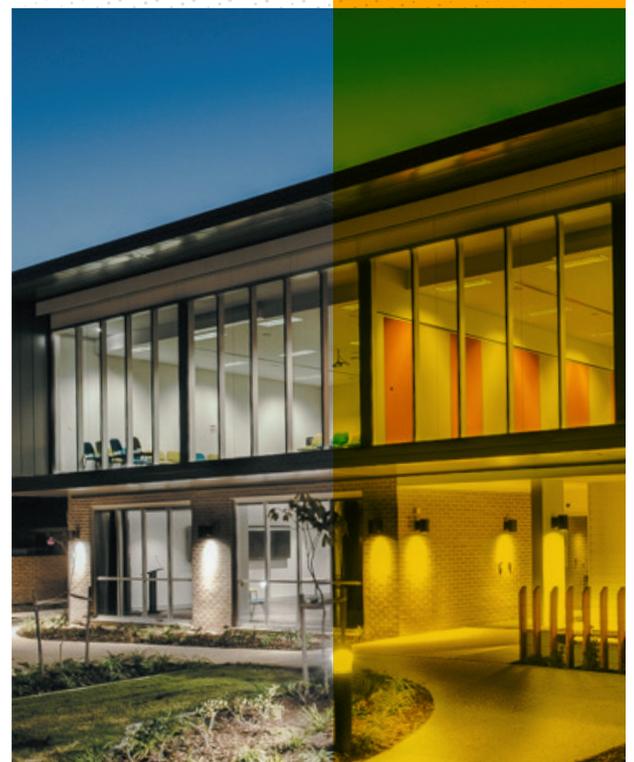
Whilst the builders have now completed their major construction works there are still odd jobs and touch ups underway, as there always is with any new building. Once we have full "ownership" of the areas we can proceed with putting the finishing touches on all of the new areas. These finishing touches will include furniture, pictures, décor, signage and many other little bits and pieces to bring them all to life.

Dear residents, clients and families, Crowley Care invites you to the Blessing and Opening of our Redevelopment and Saint Mary of the Cross MacKillop Chapel

To be blessed by the
Most Reverend Gregory Homeming OCD
Bishop of Lismore

Wednesday 8 August 2018
10:00am for 10:30am start
Crowley Care

Please RSVP your attendance to
smcmahon@crowley.org.au or
Crowley Reception by
Monday 6 August 2018





Stories That Built Our Chapel

The wait is finally over and the doors to Crowley's new Chapel will officially open this month. Bishop Gregory Homering OCD will bless the Chapel at the much-anticipated Blessing and Opening held on Wednesday 8 August 2018, ready for our Parish Priest Fr Michael Nilon to hold the first Mass on Friday 10 August.

Crowley Chapel holds many fond memories with our Crowley residents, staff and the wider community, and it was important to restore parts of our previous Chapel and repurpose them in the new Chapel located within the heart of Crowley's residential care building. In addition to repurposing items from the previous chapel, we have added new touches that we believe make our Chapel truly special.

Stained Glass Windows

Crowley enlisted the services of Nick Finnigan, a Leadlight Glazier from Chillingham in Northern NSW, to assist in the process of restoring one of the windows for the Chapel. Unfortunately, during the building works at Crowley, the second window was broken, so Nick had a big task ahead for him to restore two large windows.

When Crowley asked Nick to restore the glass from our Chapel, it was not known that this particular type of glass named German Antique has not been made for over 20 years. Nick searched far and wide over Australia to find glass to use and finally found the German Antique glass covered in cobwebs from a supplier in Brisbane.

Most commonly referred to as stained glass, many people are not aware that all coloured glass is not Stained Glass. The glass that has been used in our Chapel is referred to as Leadlight. The major difference between the two is that Stained Glass is painted onto the glass and fired in a kiln before assembly, and Leadlight is coloured pieces of glass, soldered together with lead.

A task that took over a month, Nick was able to restore both windows by breaking into the middle of the glass to repair the damage using the leadlight method. A piece of advice passed on by Nick "Do not break the glass, as I think I found the last bit of German Antique left in Australia!"



Recycled Timber

North Coast Cabinets were enlisted to repurpose timber that had previously been the heart of Crowley's Chapel. After the demolition of Crowley's Chapel, the team at North Coast Cabinets selected pieces of timber that were previously the exposed beams in the chapel.

The Altar, Ambo, Tabernacle Shelf and Crucifix have been created from the Tasmanian Oak beams. For each piece, the timber went through a weeklong process of ripping and dressing the timber to make it suitable to construct the new timber items. The finishing touches of ensuring the stain matched the Chapel doors, and timber throughout the administration building has assisted in creating a seamless flow throughout the beautiful new buildings at Crowley.

Mary MacKillop Statue

Adam Sullivan, a parishioner of St Francis Xavier Parish and teacher at Holy Family Primary School, was contacted and asked to create a life-sized statue of Mary MacKillop to be placed in the new Saint Mary of the Cross MacKillop Chapel.

Adam spent some time prior to sourcing and carving the statue researching images, both historical photographs and artistic interpretations of the likeness of Mary MacKillop, as well as symbolic elements that would distinguish her life story.

Located in a timber yard at Wardell, Adam sourced a large length of Southern Silver Ash which had been sitting on the property for over a year and had the required curing age and dimensions, both in length and in width.

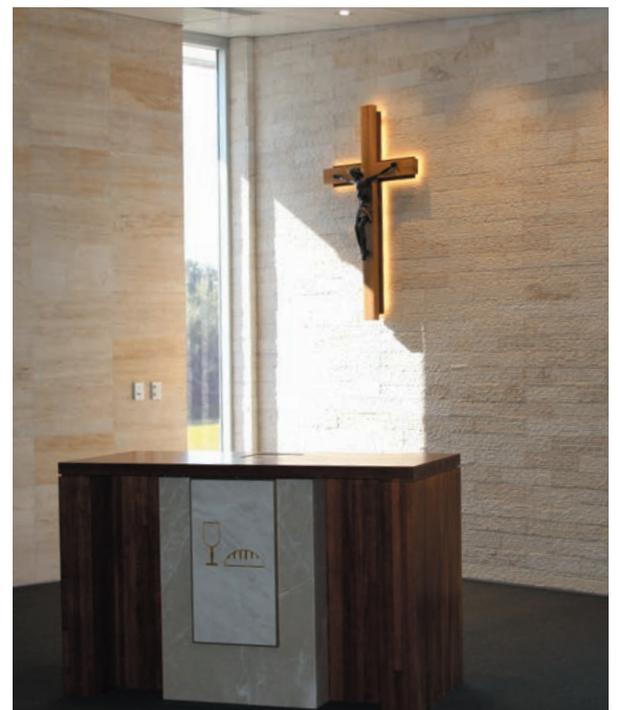
The initial carving was done with the use of a chainsaw to create the basic shape and physical features. An electric angle grinder with saw blade was used to add additional details. Finally, hand and electric chisels and carving drill bits were used to carve in the finer details.

The inclusion of Mary holding the Bible was an important element of the statue. The Bible signified Mary's love of the Gospels as well as the importance of her role in Catholic education in Australia and spreading the message of Christ to those she meets.

Another important element of the design was the addition of Native Australian Flora. The native flora, including the banksia flowers, highlight Mary's connection with the Australian bush. The native flora was carved separately out of the original Southern Silver Ash.

The final stage was the addition of colour into the statue. The predominant brown of the habit skirt was created through natural timber stains and the white neckerchief was painted with a white based enamel paint.

The creation of the statue totalled over 40 hours of workmanship by Adam, who spent his Christmas holidays creating the statue over a period of seven weeks. The research, technique and dedication to creating a realistic statue of Mary MacKillop, will be treasured by the entire Crowley community for years to come.



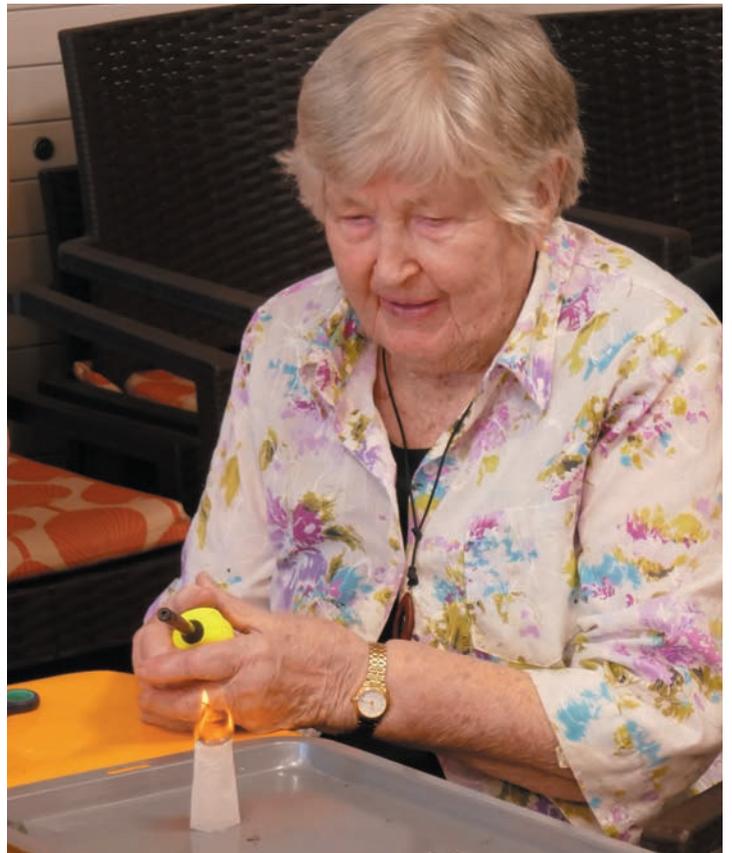


Out & About

Questacon Science Circus

Recently we received a visit from the Questacon Science Circus, which is a major science outreach program, designed for the audience to explore the fun side of science. Science graduates, who are studying for a Masters of Science Communication Outreach degree based in Canberra, bring lively presentations of science to towns across regional Australia, present this program.

Our residents were amazed when the students balanced cups on balloons, balloons were sprayed with liquid nitrogen and shrunk, then self-inflated when the liquid nitrogen wore off. Students used the liquid nitrogen to freeze plants and vaporise air. Our residents had fun with hands-on experience making tea bags fly. No doubt many residents would have had fond memories watching the fun science TV program “Why Is It So”, presented by Dr Julius Sumner Miller, which ran on the ABC from 1963 to 1986.





Sing Along With Les

For some years now, on the last Friday of each month, Les Daley has come to Crowley and played the piano, including all the old favourites that we love to sing along to. If you enjoy listening to piano, come along at the end of the month, bring your crafts, knitting or crocheting and relax.

St Anne's Long Day Centre Visit

Our last visit from St Anne's was so much fun. After singing a few songs together the children joined in one of our exercise programs. We look forward to the children visiting, a chance to reminisce and interact with the younger generation.

Bernie's Melodies

On Friday the 13th of July, a huge crowd turned out again to hear the tunes from Bernie singing favourite songs and including some spooky songs since it was Friday the 13th. Lots of toe tapping and singing was going on and we cannot wait for next month. Thank you Bernie, for giving up your spare time and performing for us.

Fish And Chips By The River

With all the lovely weather we have been having, it was a no brainer to get out and enjoy it while we can. We watched the angler drift down the river. Joan remembered swimming along the river in Ballina each day. Once she had swum along the river, she would wash off and body surf in the ocean. Great view with fabulous memories.



Out & About Last Month at Crowley

Afternoon By The Fire

Residents enjoyed an afternoon by the fire sipping hot chocolate and listening to stories and poetry. Some even brought their blankets. It is a great time of year to get together and story tell. There are many benefits of storytelling, it promotes a feeling of well-being and relaxation. A willingness to communicate thoughts and feelings, increases verbal proficiency, and encourages the use of imagination and creativity.

Volunteers

Crowley residents have been enjoying small group activities with our volunteers Peter, Helen and Brian. Recently Helen stepped up and was the MC for our winter wonderland choir performance. She did a wonderful job. The reminiscing group has brought lots of laughter and conversation and it's always an enjoyable morning in Serpentine Lounge.

The Men's group has been fortunate to have the company of Brian to share all those men's stories while enjoying a beer and nibbles. Our last Men's group was in the Entertainment Room as the Blue Room is getting to be a tight squeeze. Jack came in to play guitar and sing which was a great treat for all.

We thank Peter who has been accompanying us on our scenic bus trips and to morning melodies.

Donations Wanted

The Leisure & Lifestyle team is asking for donations from the public for clean, well-kept toys, mainly soft faced dolls, soft plush toys, shape puzzles/balls in good clean condition, that are not too small (that could be put in mouths) or not too big (for storage purposes). If anyone out there knows someone who has children/grandchildren willing to donate some toys (not the children) we would be very grateful.





Outing To Holy Family School

Well what a bunch of very clever talented children!

Students played guitars in concert for us. Every child had a guitar and their skills amazed our residents. Residents commented that children these days are lucky to have access to musical instruments, playgrounds, games equipment and of course wonderful teachers. Two of our residents were invited to visit the kindergarten class to talk about their favourite toy when young. Of this special visit Bette writes...

“I moved into Crowley aged care about 12 months ago. The bus took us to visit the young students at Holy Family School. The students and teachers helped escort us into the school. A large group of students from various classes were playing their instruments and singing. Their teacher was playing also. He was sitting at the back of the class and the children and the music was so beautiful.

I was then invited to go with another lady to see the classroom where the little children were eating their “little lunch”. Not a noise – so quiet, and the classroom was beautiful too. All too soon we had to leave as the bus was waiting and the teacher and some of the little children came to see us leave. They waited and waved us out till we were out of sight. I will never forget our beautiful day at Holy Family School.”



CROWLEY STAFF RECOGNITION 2018

Nominations NOW OPEN for the:

CROWLEY COMMUNITY CRUSADER AWARD

Have you come across a Crowley Staff Member who has gone above and beyond or who you have seen serving the community in an exceptional way?

We would love to receive your nomination for a staff member who you think deserves a little bit of extra recognition for a job well done.

Email nominations to: lellisharry@crowley.org.au

Alternatively, complete a nomination form available at Reception and pop in the submission box.



Investing in Tomorrow's Talent

Students & Trainees at Crowley

Dave Crosby
Customer Service and
Independent Living Manager

Crowley is one of Ballina's largest employers.

As an employer of choice, we aim to attract the best to join team Crowley. We also have a social responsibility to invest in the talent of tomorrow.

Crowley continues to welcome students and trainees across a diverse selection of healthcare fields. This year we decided to offer a Business Administration Traineeship Program. Our aim was to search for young local school leavers who had limited or no experience in the workforce.

For the trainees, the 12-month program will facilitate great exposure to the organisational operations of Crowley, providing a rare learning experience locally in Ballina. We feel it is important to invest in our people, attract talent and offer development pathways for our local youth.

In April this year we welcomed Rebecca to Crowley in the trainee position. Many of you will have already met Rebecca (pictured below on the far right) as she spends time as part of our Customer Service Team. We are looking forward to seeing Rebecca thrive with this opportunity and develop into a confident young professional.

We can already see the success this program is having, so we have plans to expand to a second trainee position.

We have an excellent Human Resource Manager who leads our recruitment program, Gail Norton. Gail is passionate about investing in tomorrow's talent, witnessing the success of our staff, and ultimately their contribution to Crowley's ongoing journey from Good to Great!





Holidays & Appointments

Christine Lawton **Residential Care Facility Manager**

I am frequently asked when someone is enquiring about coming into permanent care – “Can I go and stay with my family or go on a holiday after I have been admitted?”

The answer is YES. Anyone who is in Residential Care is entitled to 52 social leave days per year.

We have had residents go for a night or two regularly to family. There are residents who have gone overseas or on cruises with or without family.

All we ask is that we have sufficient notice to organise to have your medication packed for the length of time you are away. You also may have to talk to your Doctor re requiring a letter to take with you or for insurance purposes. Being a traveller, I hope the desire to travel never leaves us.

Another question regularly asked is about external appointments that residents may have. This is managed in the following ways:

1. Staff need to be advised in advance if there is an external appointment and they will put it in the diary
2. If there are family or friends able to take you to an appointment, then we encourage that
3. If there are no family or friends available, then we put in a request for external transport and a staff member from either Home Care or Residential Care is allocated. Depending on the mobility of the resident a Crowley car or wheelchair taxi is booked. This is at a cost to the resident. Costings can be supplied on enquiry
4. We always send a confidential file to these appointments. In this will be a copy of the resident’s medications, blank medical progress notes for communication back to us and a referral if required. We ask that this be given to whoever the appointment is with and then returned to us. This keeps the communication open and enables us to follow any instructions

From the Clinical Desk

Educational Experiences

Kelly Roberts **Clinical Manager**

We are very fortunate to have a variety of students spending time with our residents, staff and families.

Our latest arrival is Claire Baker, a 4th year social work student from Sydney. She will be with us for several months and I know everyone will make her feel welcome.

Claire has prepared an introduction to her role here as a social work student and I hope you will have the opportunity to sit and chat with Claire whilst she is here.



My name is Claire. I'm a student social worker from Western Sydney University.

I normally live in outer western Sydney. I decided to move to Ballina for a few months to work at Crowley because I want to learn about health care and wellbeing outside the city. Of course, there's the added bonus of living and working in this beautiful part of the State!

Social workers are committed to maximising psychological and social wellbeing. The core principles of social work are social justice, human rights, collective responsibility and respect for diversity.

Social work in aged care can involve:

- Assisting residents and their families with decision-making
- Counselling
- Conducting psychosocial, risk and needs assessments
- Supporting people experiencing elder abuse
- Coordinating support networks
- Providing information about residents' rights
- Assisting residents and their families to advocate for themselves and advocating on their behalf

My work at Crowley will focus on the psychological and social wellbeing of residents in the first few weeks of the transition into residential care.

I am grateful for the opportunity to work at Crowley and I look forward to getting to know you!

CROWLEY FAMILY SHOW DAY 2018!



When: Thursday 4
October 2018

Where: Crowley
Care Ballina

Time: 10am - 2pm



FEATURING:

CROWLEY'S FAMOUS CAKE STALL

PHOTO BOOTH

BABY ANIMAL FARM

ARTS & CRAFTS



CROWLEY COMMUNITY COOKBOOK 2018

ON SALE AT
CROWLEY FAMILY SHOW DAY
4 OCTOBER 2018

CALL FOR RECIPES
DUE BY: FRIDAY 14 SEPTEMBER 2018

Drop to: Crowley Reception or
Email to: lellisharry@crowley.org.au





Meetings & Events at Crowley

Laura Ellis-Harry **Quality Officer**

Did you know at Crowley we have some amazing purpose built event and meeting facilities? Over the past few years, we have hosted special functions for our residents, their families and local community groups.

It includes anniversary celebrations, Vow renewals, birthday parties, Christmas parties, concerts, fundraisers and even a multi session conference for 120 people. We can do it all here at Crowley!

Our Activity Centre is a fantastic multi-purpose space that can be configured to suit most functions. It has a full catering kitchen and inbuilt technology to ensure everything you need is nearby. Attached to the Activity Centre is the BBQ area that can be booked for resident functions throughout the year.

The Education Centre is a purpose built event facility with inbuilt technology to ensure all events run smoothly. With flexible spaces and breakout areas on each floor, the Education Centre is becoming increasingly popular with the wider

Ballina community as a meeting space set in a lovely environment and close to town. On a lovely day, we can set up lunches outside for attendees to enjoy our beautiful outdoor spaces.

With our full Hotel Services team we can capably cater to your every event requirement be it a morning tea, luncheon or special dinner. Special holiday seasons are catered for and each year we are delighted to welcome a large number of community groups for their Christmas parties.

Whether you are interested in a morning tea, luncheon, exercise class, conference or a meeting our Hotel Services and Events Teams at Crowley can look after your needs.

If you are interested in using Crowley for a function, we encourage you to call us on 1300 139 099 to discuss your requirement and make a booking!

Crowley Board Profile

Paul Snellgrove

Paul Snellgrove joined the Crowley Care Board in 2013. Paul is the Principal responsible for Town Planning at Ardill Payne and Partners, one of the region's leading firms of consulting engineers, town planners and surveyors, where he has worked for 14 years. Prior to joining Ardill Payne, Paul was a Town Planner with the Ballina Shire Council, also for a period of 14 years. Chatterbox recently caught up with Paul.



What brought you to Ballina?

"I was working as a town planner for Lake Macquarie City Council for two years and applied for a job with Ballina Council and got it. It was Steve Barnier, our past Board Chair, who interviewed me as he worked at the Council. It was Steve who eventually introduced me to Crowley. I had the good fortune to work with Steve who was both my mentor and boss at the Council. We worked closely together for many years and I personally owe him a lot."

You must have seen some changes to Ballina?

"Absolutely. Ballina has grown from a small town to a thriving centre. It's because it's such a desirable place to live. Ballina is increasingly popular because people want to escape our cities and head north to a sub-tropical climate and great lifestyle. We are witnessing a massive immigration into Northern New South Wales and Ballina is certainly at the centre of this.

The challenge for Ballina is to balance that growth whilst maintaining the aesthetic beauty of the town - the key reason why people want to come here."

What do you like about working as a Board member?

"It's very fulfilling and interesting. Our Board is doing really good things. We have a strong, cohesive and structured Board fully focused on planning for the future.

The master planning the Board is doing will keep Crowley both modern and an attractive place to live. We are trying to get as many beds as we can for the future when the real wave of baby boomers hits. In fact, if you talk to demographers, they say as a nation, we are underprepared for the wave of baby boomers who

will soon seek retirement options. Our Board is doing what we can for our community through careful planning.

What do you bring to the Board?

"With my work I think I've got a detailed knowledge of the needs of Council and town planning experience of course. I'd like to think I have a bit of common sense and a lateral thinking ability, which I've developed through my strategic town planning experience. Planning for the future and doing it well is what excites me."

So, as a town planner, what do you think about Crowley's location?

"It is certainly located on a prime bit of real estate. And part of our master planning is to maximise the beauty of the site and the natural access to North Creek and the vistas beyond."

When you think of Crowley what comes immediately to mind?

"A number of things. Pride. As a brand Crowley has a great reputation in our region. It is known for high quality care. It has a family feel about it and there is a strong respect for everyone's opinion. That's important. It is also professionally run by Michael, Kelli and the management team.

I'm pleased too that Crowley has an aging-in-place capacity, which is a beautiful thing for our residents and clients to experience in their more vulnerable years. It means there is less stress on everyone and Crowley does that so well."

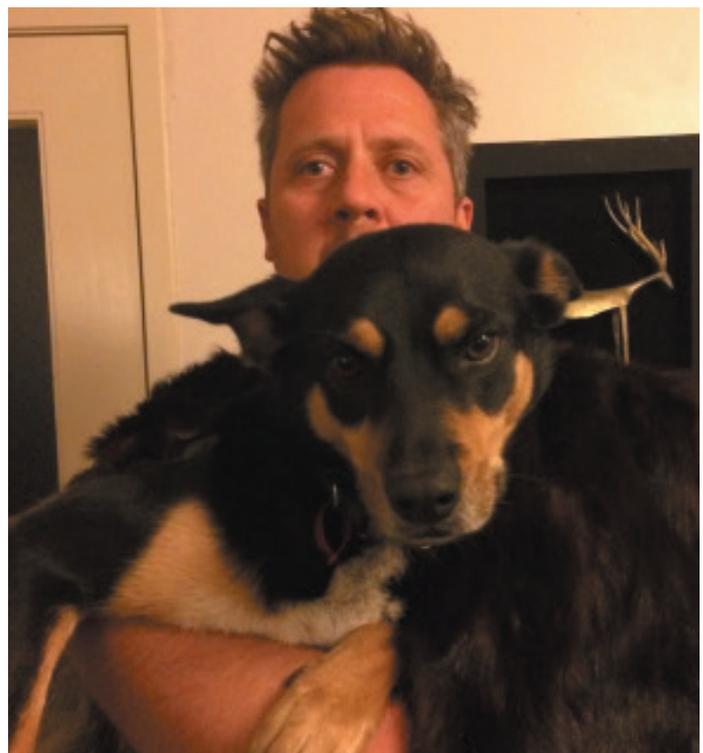
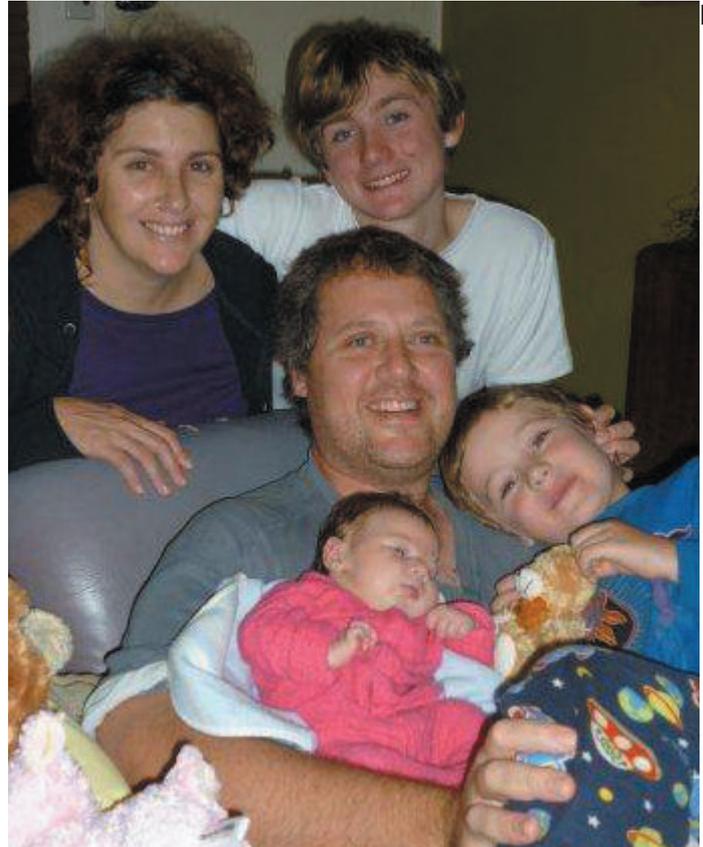
Crowley Connections

Ben Hansen

Ben became the Diocesan Information and Communications Technology (ICT) Manager for the Catholic Diocese of Lismore in 2016. Ben and the IT team support Crowley, St Vincent's Private Hospital and the Chancery. For the past 18 months, Ben's focus at Crowley has been upgrading and implementing the ICT infrastructure and technology for the redevelopment.

The new café is the latest project and probably the most fun. An area of the café is dedicated to be a Kids space, and the ICT team had the opportunity to propose what would work best in this space. Gaming equipment has been purchased and comprehensively tested by the team. "I'm sure this will be the place to be once everything is up and running" said Ben.

Before working at Crowley, Ben worked for 10 years at a power generation company in Brisbane. During this period, a decision was made with his partner Elly that they needed a place to retreat and purchased a 100 acre property in Larnook north west of Lismore. "We would often go bush camping to balance out our busy life in the city" said Ben.





2015 Ben and Elly decided to make a break from the city altogether and Ben was fortunate to get the ICT Manager position for the Diocese of Lismore. “Instead of moving to the property we told our kids Kavan 24, Riva 14 and Violet Peaches 8, we would move to the beach... woohoo... and here we are in Ballina” he said.

The family love living at the beach especially our dogs. For those who are up early you can find Elly and Ben walking the dogs at the spit in Ballina. “It’s generally dark and cold this time of year but the sunrises are spectacular. Violet and I love swimming in the surf as much as we can. We are swimming through winter. The water has been like swimming in champagne but when we get out the wind is like daggers. We’re not entirely sure how long it will last and we keep egging each other on. Let’s see if we can do it through to next summer.”



From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

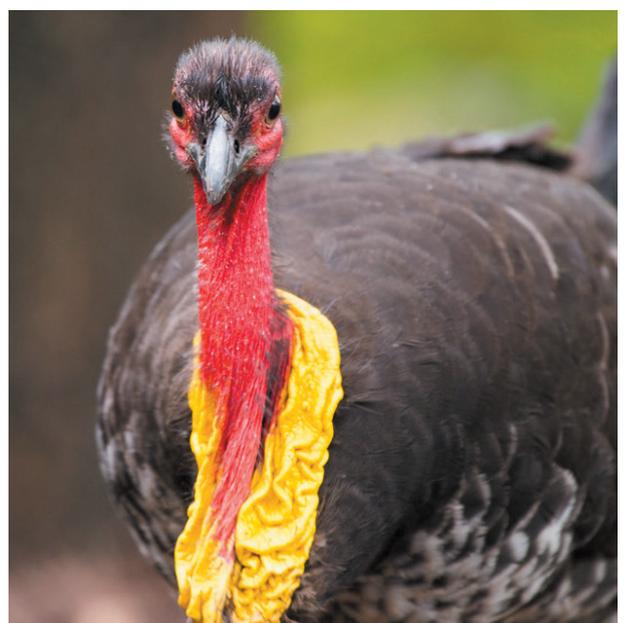
While some of us have been trying to keep warm at night others have been enjoying the sun during the day. We have had reports of increased wildlife in and around Independent Living. This includes the bush turkeys, crows, plovers and miner birds just to name a few. It has been brought to our attention that some of the wildlife have become quite destructive in the gardens looking for food.

With Spring not far away it's a timely reminder that we strongly discourage the feeding of the wildlife, especially the birds, who come into and around our gardens. While we think we are being kind by giving them fruit, bread, meat and seed, we are actually causing them harm.

Birds are built to hunt and gather their own food. We also make the birds rogue when the food supply stops through circumstance beyond their control. This compromises our beautiful environment with aggressive birds and wildlife. There is plenty for them to eat without the extra.

So, when you think a little bit of bread or something won't hurt you are instead forming a bad habit.

Let's work together to enjoy our wildlife and respect each other's beautiful environment.



Phones to be tested in August

55-100 St Francis Place
14-28/12 Florence Price
Place Villas



CROWLEY AUXILIARY **FASHION PARADE**

Join us for a Garden Party
and enjoy a showcase of

SPRING FASHIONS BY CORRIES

Saturday 29 September
2.00pm

Crowley Activity Centre

\$15 entry fee
includes afternoon tea
(pay at the door)





St Francis Xavier Catholic Parish Ballina
warmly invites all ladies to

*Breakfast
With
Bishop Greg*

TUESDAY, 25th SEPTEMBER

7:30AM - 9.00AM

\$20.00 Buffet Breakfast

(payable at the door)

Crowley Village Activity Centre
Crowley Care - 154 Cherry St Ballina

Bookings are Essential
RSVP by Monday, 17th September
SFX Ballina Parish Office 6681 1048 or
email admin@sfxballina.org.au

A Published Life

Stories, Secrets & Family Legacy

Dave Crosby

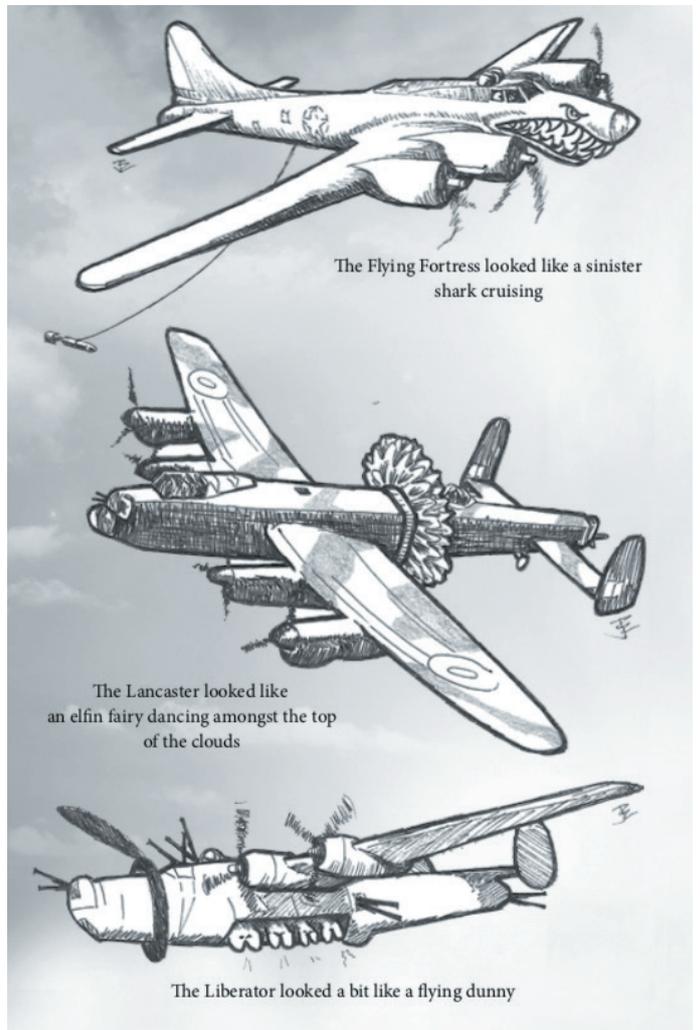
**Customer Service and
Independent Living Manager**

Over ten years ago, Independent Living resident Jim Cooper put pen to paper to capture a few stories; a result of persistent promptings from family to record his memories. This year Jim's book has been published, titled Full Circle Rainbow.

For us the book is an engaging read of campfire stories. For Jim's family a legacy to be shared down the family tree for generations to come. In his book Jim captures first-hand accounts of a different time, untold stories, and secrets. One of 8 children, Jim shares a charmed existence where he had the freedom to be himself with an option of sensibility. Throughout Jim's book his stories connect us to a time where a sense of community held a deeper definition than we witness today.

Jim and his family treasure these irreplaceable stories. Through the fun and hard work of Jim and his family we can also enjoy the stories of a 'bush rat' who was expelled from kindergarten.

Congratulations Jim on an outstanding achievement. Thank you for sharing with us all. For a man of few words, you certainly have a voice through your book.



An Afternoon at the Movies

The Hero

Are you a movie junkie or fancy yourself a fan of Hollywood? Did you know that Crowley hosts a monthly movie screening? Everyone is welcome to come along to watch the big screen in the new Education Centre for the small cost of a gold coin donation. The details of this months screening are as follows:

- Movie:** The Hero
- Genre:** Comedy, drama, romance
- Directed By:** Brett Haley
- Written By:** Brett Haley, Marc Basch
- Starring:** Sam Elliott, Laura Prepon, Nick Offerman, Krysten Ritter, Katharine Ross, Ali Wong

Lee Hayden is a veteran actor of Westerns whose career's best years are behind him after his one really great film, "The Hero". Now scraping by with voice-overs for commercials, Lee learns that he has a terminal prognosis of pancreatic cancer. Unable to bring himself to tell anyone about it, especially his estranged family, Lee can only brood alone as troubling, yet inspiring, dreams haunt him. Things change when he meets Charlotte Dylan, a stand-up comedienne who becomes a lover who inadvertently jump-starts his public profile. Now facing a profound emotional conflict of having a potential career comeback, even as his imminent death is staring him in the face, Lee must finally come to terms with both realities when he finally confesses his situation to the one person he can.

Reviews:

"It's a gift to Sam Elliott - and to us. You will almost assuredly leave The Hero knowing that he is a bona fide national treasure." - Rolling Stone

"In "The Hero," Elliott finally gets to claim center stage, in a role that often slyly invokes his iconic stature and voice." - Washington Post



Crowley Screening

- Movie:** The Hero
- When:** Wednesday 15 August
- Where:** Crowley Education Centre
Room 1 (Upstairs)
- Time:** 1.00pm
followed by Afternoon Tea
- Cost:** Gold Coin donation
- RSVP:** To Crowley Reception
Monday 13 August



IL Ladies Bus Trip Thursday 9 August

8.30am departure from Crowley Education Centre

\$5 bus fare + \$7 for tour and morning tea + lunch

Join the ladies as they head off to Alstonville for a tour of Crawford House Museum, with its August Exhibition of beautiful embroidery. Admission fee includes a cuppa and scone. Following this, we will enjoy a scenic drive through the hinterland and valley toward the Eltham Hotel for lunch.

RSVP to Crowley Reception by Monday 6 August



IL Mens Bus Trip Thursday 13 September

8.30am departure from Crowley Education Centre

\$5 bus fare + \$11 for admission fees (castle and museum) + food and beverages

It will be an interesting day of local hinterland sights, passing through Newrybar and other interesting locations before we head up to the Crystal Castle at Mullumbimby. Lunch is booked at the Mullumbimby RSL Club. After lunch we have a viewing of the Brunswick District Museum which should prove interesting.

RSVP to Crowley Reception by Monday 10 September

Community Connections

Bridge to Breakwall Walk-a-thon

Biala Support Services **Bridge to Breakwall Inaugural Walk-a-thon**

Date: 12 August 2018

Time: 9.00am – 12.00pm

Location: Misingham Park

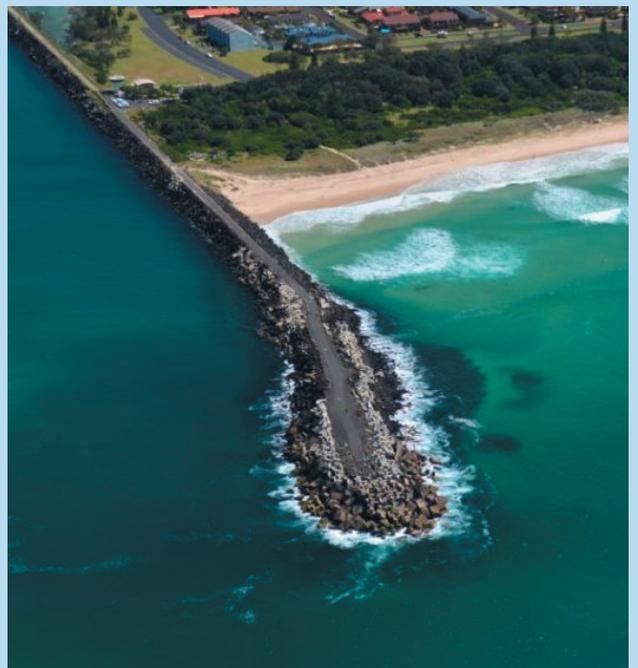
Join Biala Support Services in the Inaugural Bridge to Breakwall Walk-a-thon on Sunday 12th August.

The walk-a-thon is a fun family friendly, wheelchair accessible event over 4km starting at Misingham Amphitheatre walking to the Breakwall and return.

Registration opens at 7:30am and the walk commences at 9am, followed by a BBQ catered by East Ballina Lions Club.

The Fundraiser assists Biala in supporting children, adults and families with disabilities in the Northern Rivers.

Contact: Annalise Puglisi by phoning 02 6686 3395 or emailing school@biala.org.au



Home Care Client Profile

A Life of Service

My name is Sister Aileen Larkin.

I was born in Murwillumbah New South Wales. I was the fourth child in the family with a sister and four brothers. We moved to Mullumbimby when I was an infant.

My Dad was a farmer on the Tweed and then he worked in the Condong Sugar Mill before we moved back to Mullum. From there he worked in the sand mines at New Brighton and rode his pushbike up and back along the beach from Brunswick Heads every day. Later he worked as a Municipal Council employee.

For me my mum was my whole world. She nearly lost me to whooping cough at three weeks. I was then very seldom separated from mum; if she wasn't home when I came home from school I would go looking for her.

Mum was passionate about helping others, collecting for the annual Convent Ball and other fund raisers and visiting the sick.

Every Saturday night after tea, we went up to the church for confession together but on August 26 1938 things changed. I could not go with her because from the church she was to accompany my sister and her boy friend to the cinema. There she had a stroke and died. She was just three weeks off her 41st birthday.

In mid 1941, the family scattered. I went to live with my Aunt and Uncle in Lismore for nine months and helped look after my cousin Margaret who was a baby. I then went back to Mullum where Dad arranged to have me board with the Sisters of St Joseph. At St John's Mullumbimby I received my Diploma in Commercial Subjects.

In 1944, I became a teacher's aide in Kyogle. Mid-year I moved to Grafton to assist with Commercial Classes at St Mary's College. Later in the year I was moved to assist with a large sixth class in the Primary School. I loved teaching.





On 2 February 1945, I entered the Convent in Grafton and started my training to be a Sister of Mercy and to be a teacher.

One good life decision I made later though was to leave the classroom and take up the street ministry in the City of Sydney. I then was given Overseas Experience before returning to join the Outreach team from St. Margaret's Hospital, Darlinghurst.

The second good decision I made was to take up an opportunity to work in Canberra continuing the work we did at Outreach. This was on the north side.

Towards the end of 1994 when I needed to find new accommodation I was approached by the CEO of the Southern Cross Club in Woden to take up a position there. I moved to a unit in Yarralumla. At the Club I was offered the choice of working with "paper or people". I chose people but ended up with plenty of paper work as well.

The aim of the CEO was to bring the "shut-ins", mostly wives of defence personnel, out and to the Club. This we did by offering "Outings and Crafts". I managed to achieve quite a number of things under this title. We went on bus tours, day time and overnight to encourage and provide socialisation, set up art and sewing classes to (at times) include those living with disabilities and to teach young mothers to sew.

I would have to say that my lifelong interest has been to help others to live life to the full mainly through teaching. I'm still a teacher. If I see someone struggling to do something I know how to do, I have a strong urge to show them how. I am passionate about justice for all people no matter who.

I have an appreciation of nature and cannot live without gardening and music.

My favourite memory would have to be the things I learnt while with Outreach. They gave me a sense of justice and I learnt to speak for others who could not speak for themselves.



Emollients & Moisturisers...

Sherrie Viney **Home Care Manager**

Are you suffering from dry, thin skin? WE CAN HELP!

Daily moisturising is essential for good skin health and protection. As we age our oil producing sebaceous glands diminish resulting in dry skin, which then can be prone to cracking.

When skin is broken or cracked, we are more susceptible to infection.

Did you know? Areas that have been previously affected by skin tears never regain full tensile strength and require moisture to avoid dryness and cracking.

At Crowley, many of our home care clients receive a regular 15-minute service for the application of moisturiser either every day or second day, especially for those hard to reach places such as the middle of your back or lower legs. Our staff can help you too.

For all DVA Gold cardholders this is a free service to you, just give us a call in the office to arrange.

For all HCP and private clients this can be easily arranged from your funds.



A few moisturising tips to remember...

- Shower two to three times a week
- Use mild soaps only and rinse off well
- Apply moisturiser to skin when damp after showering
- Avoid hot showers – warm water only
- If you wear, compression stockings apply your moisturiser after you have removed them at the end of the day

Weigh Yourself

Gently Through the Years



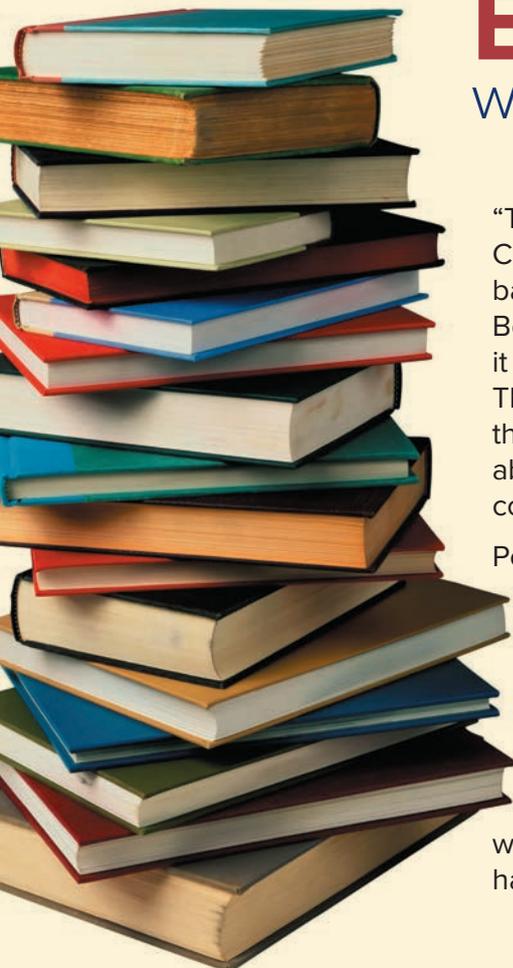
Sherrie Viney
Home Care Manager

Merrily merrily... Merrily merrily...

When checked regularly, weight is a significant health indicator.

It is important that our health service monitors for excessive weight loss or gain, each season at a minimum.

If you do not have scales, we encourage you to give one of our friendly Client Case Officers a call to arrange a purchase from your packaged funds.



BOOK CLUB

with Judy Riley

“The Girl who was Taken” by Charlie Donlea was a mixed bag with the Readers of the Book Club. Some quite liked it but the rest of us didn’t. This book is a psychological thriller about abduction, abuse and their long lasting consequences..

People who live on the fringes of society are the ones who have these crazy ideas about relationships, abductions, and with peculiar ideas about confinement, love and the future. There is one girl who escapes from this happening. The police and

a forensic psychiatrist, all play their part in the development of this story. Whether or not this makes enjoyable reading depends on your taste. It does keep you guessing, reveals clues and eventually comes to conclusion.

Our next venture is to read “The Pearl That Broke its Shell” set in the Middle East. We will meet on the 23 August in the Library at 3pm. There are plenty of chairs, so please join us for an interesting afternoon of discussion and friendship.

A couple of donated books that are now in the Australian section of the Non Fiction shelves. “Horrie” about Australia’s best War Dog by Roland Perry and “Captains” the second most important job in Australia?

Should be happy reading!

Unmarked Clothing From the Laundry

Tony Baldwin
Hotel Services Manager

Unmarked (residents) clothing that has been unclaimed will be on display in the Entertainment Room on Friday 31 August from 4.30 pm.

Clothing will remain in the Entertainment area over the weekend of Saturday 1 and Sunday 2 September. Unclaimed clothing will then be donated to St Vincent de Paul.

If you or your family member are missing any items of clothing please ensure you take a look through the hanging trolleys during this time to reclaim items you may be missing.

If any lost property is located please place it in a plastic bag with the Resident's name for it to be returned to the Laundry and correctly labelled.



Crowley Lost & Found COLLECTION WEEKEND

**Starting Friday 31 August
at 4.30pm**

Clothing will be displayed for the weekend of September 1 and 2, and then donated to St Vincent de Paul.

If anything is located that belongs to a Crowley resident, please place in a bag with the resident's name to be labelled correctly.



Recipe from the Chef

Bacon, Egg & Feta Tart

INGREDIENTS

4 frozen puff pastry sheets, thawed

1 tablespoon olive oil

150g chopped bacon

100g feta, drained, crumbled

4 eggs

2 tablespoons grated parmesan cheese

Wild rocket, to serve

1 Preheat the oven to 200°C and line a tray with baking paper. Using a saucer as a guide, cut circles about 13cm diameter from each pastry sheet. Transfer to the tray, then score a 2cm border around each circle, without cutting right through. Prick area inside border with a fork. Chill for 10 minutes.

2 Heat oil in a frypan over medium heat. Add the bacon and cook, stirring, for 5 minutes or until it starts to crisp. Remove and drain on paper towel.

3 Fill each tart base with feta and top with bacon, staying within the border. Bake for 8 minutes or until the sides have risen. Gently push down the pastry in the centre using the back of a spoon, then break an egg into each. Season, sprinkle with parmesan, then return to the oven for a further 5-7 minutes until the eggs are set and the pastry is golden. Serve with rocket.



Laundry Volunteer

Gail Norton
Human Resource Manager

Each day at Crowley we care for residents' laundry. We are seeking volunteers who can help with returning freshly washed laundry to resident's rooms and with keeping their wardrobes tidy.

The position may also involve labelling clothing. The ability to engage with elderly residents and follow workplace health and safety instructions is essential. If you would like some more information, please call Crowley and speak to Gail.



News from the Men's Shed

Ian Gregor
Independent Living Resident

We are well into our usual routine during our regular opening times on Tuesday and Thursday mornings with attendances of six to eight men each day.

This year has been busy with numerous fix-it jobs for residents and several commissions that have presented challenges we successfully overcame.

These activities are in addition to our normal focus on useful and saleable items for the Crowley Family Show Day in early October and the End of Year Sale in December.

In September's article, we will be able to let you know what the Show Day Stall will feature.

We have also been busy rearranging equipment in the shed and had a big clean out. We were able to free up some space for our new acquisition; a timber planer which is connected to a dust extractor situated in the space that was the timber storage but is now kitted out with lighting for the new machine.

We regularly display our larger items for sale outside the shed and this is very successful in

attracting passing customers. It has resulted in some sizeable sales of wind chimes, towel racks, timber planter boxes, restored furniture and a child's rocking horse.

With the cooler weather upon us, Frank's Healthy Herbs are on regular display in front of the shed at great prices. Many regular customers frequent the shed just for Frank's Herbs. Remember we do have the Honesty Box System in place for sales of herbs outside regular shed hours.

Update From Maintenance

Albie Viel
Maintenance Manager

The Maintenance Team has completed the relocation of the Hair and Beauty Salons, continued the significant Residential Care room upgrade in Lillipilli rooms 79 and 80 and completed four Independent Living Unit refurbishments.

With the two latest IL refurbishments, outdoor areas were created to give residents privacy and areas for gardening and the opportunity to be outside. When creating back yards we have used different materials, concrete and pavers to create accessible surfaces. Painted fibre cement lattice sheeting and hedging is used for screening court yards.

When court yards are created residents who wish to continue gardening but find the labour side too difficult can utilize their home care package to complete gardening activities and tidying of court yards. Pots or raised garden beds that you can purchase from our Men's Shed can make gardening accessible.



Join us for a BBQ and drinks in the
Crowley Activity Centre
Thursday 9 August

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 6 August



Making Feedback Flow

Independent Living Resident

So pleased to see pathway joining Riverview to Entertainment Room 10/10

Independent Living Resident

This place is AMAZING. Love every aspect of it - buildings, staff, Banjo's, food.

Staff Member

Shelley H made the most amazing beautiful vegan salad - sweet potato, beetroot, cucumber, kale and pine nuts. It was so delicious, well done.

Respite Resident

To the admin and staff, I would like to thank you all for your support and help during my stay at Crowley. I am grateful for the friendly people I have met and I have enjoyed my stay here. God bless you all.

Physiotherapy Student

Thanks for this great experience - I loved working in Crowley, such a great time, beautiful and caring people. All the best for the future.

Residential Care Family Member

Too often in this world we fail to take the time to stop and acknowledge the small actions and moments which make a difference to others. We are writing to you to say a genuine thank you to all the staff at Crowley who have done many small actions which have made a difference for us and for our loved relative. Recently our relative has needed to move from Independent Living into a higher level of care and we are enormously relieved that she has found a place at Crowley. Her transition has been smooth and worry free involved along the way. We wanted to acknowledge them all and let you know how incredible they all are. We are writing separately to Jenny and Nancy who have been an enormously helpful and supportive presence over the past five years, to thank them individually. But there are others more recently who have impressed us also.

David, Katrina, Alyse, Susie, Tony, Christine and Radania have each made a difference in some way. All of the staff we have encountered have shown kindness, patience, humour, understanding, care and a genuine interest in Mum as an individual. We feel Mum is in the best possible place she can be as she goes through the changes that ageing brings. She is in wonderful hands.

Focus on Quality Accreditation 2018

Michelle Golding Quality Manager

Crowley Care was awarded accreditation for three years in 2015 and this year we apply for re-accreditation with the Quality Agency. It involves submitting a self-assessment. The self-assessment is a review of how Crowley Care meets each expected outcome. There are 44 in total.

Once submitted the Quality Agency's re-accreditation audit will be an unannounced visit any time after 28 July.

There has been a move to unannounced re-accreditation audits that include:

- a strengthened focus on consumer and consumer representative input prior to the site visit
- tighter profiling of homes to identify potential quality and safety risks
- provider self-assessment of performance to be included in application for re-accreditation

The Federal Minister for Aged Care Ken Wyatt said, "These changes will strengthen the oversight of aged care services to provide greater assurance that standards of care are consistently maintained, not just at re-accreditation times."

On the day of audit at Crowley Care family members and representatives will be advised by email the audit has commenced and signage will be placed throughout the facility for residents.

Information will be provided to residents and their family members/representatives as to how to give information to the Quality Agency before and during the audit.



We Love Crowley Care

Employee Satisfaction

Michelle Golding Quality Manager

The results are in and we want to share with you our Employee Satisfaction Ratings.

Last month we brought you a snippet of what most satisfies our staff about working at Crowley and now we can share the full figures with you.

Our Employee Satisfaction Index for 2018 is 85.54%, and whilst a very slight decrease from 2017's result of 85.72% we still exceed the industry average – the 2018 Industry Benchmark for Employee Satisfaction was 81.54%.

Net Promoter Score

The Net Promoter Score (NPS) is a measure of our workforce's overall loyalty and engagement with Crowley. It can range from a low of minus 100 (if everyone is a detractor) to a high of 100 (if everyone is a promoter). Basically, it is a measure of our employee's loyalty to Crowley, which is vital for our word-of-mouth reputation.

Crowley's NPS comes in at 24th out of 123 facilities which we believe to be fantastic and indicates that here at Crowley we have a great team.

Our Net Promoter Score®

+ 53.51

Promoters	65.79%
Passives	21.93%
Detractors	12.8%

Net Promoter, Net Promoter Score and NPS are registered trademarks of Bain & Company, Inc., Satmetrix Systems, Inc., and Fred Reichheld.

One of the questions from the Employee Satisfaction Survey asked:

“How likely is it you would recommend this organisation to family and friends as a great place to work?”

Here are some of our favourite answers:

- Senior management at Crowley go to great lengths to create a positive and caring culture
- Must be a great place if you can arrive happy and leave at the end of day happy
- Because management and most staff live by the Crowley vision and ethics
- I will recommend Crowley to family and friends as a great place to work because of friendly staff and good organisational set-up
- I feel everyone is approachable; atmosphere is welcoming and enjoyable working place
- Crowley is an amazing organisation that really focuses on core values
- I have recommended to a few amazing friends; one has joined the team and 2 more are trying
- Because Crowley does provide wonderful care and support to residents and staff at all levels
- I tell everyone all the time I love coming to work but they don't need to be told cause they can see how happy and proud I am
- The feeling of the Crowley family
- The community feel and support is excellent
- Great environment, very welcoming, cannot fault it
- I love working here

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



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

- Fill in a Feedback Card (located around Crowley) and pop in the Suggestion Box in the Foyer, or
- Send us an email to info@crowley.org.au, or
- Call us on 1300 139 099



SUPPORT THE CROWLEY AUXILIARY

BUNNINGS BALLINA BBQ
SATURDAY 8 SEPTEMBER

Marketing Update

Sarah McMahon
Project Officer

Annual Report Planning

With the year flying by, it is time to turn our minds to the 2018 Annual Report. Over recent years, the themes for the Report have ranged from intergenerational relationships, to personal stories and heirloom tells. With last year's theme connecting with others through a simple smile.

Crowley is always proud of our Annual Report and we are excited to be working on the 2018 edition. We are sure this year's concept will again impress, however I will keep you guessing as you will have to wait until later in the year for all to be revealed.

Radio Ad Refresh

We've been busy in the Paradise FM studio recording Crowley's future radio stars .

You may have heard new ads featuring residents, staff and family members. The new campaign highlights why people love living and working at Crowley, and it is amazing to hear the varied reasons.

Be sure to listen to Paradise FM to hear more reasons why Crowley is such a special place.

Facebook Feed

Notifications from Crowley Care

Did you know that we have joined the Facebook community?

We love to share the wonderful things happening here and the fabulous people we have in our Crowley family, and Facebook gives us another way to tell people just how lucky we are!

Our page is full of exciting news - from birthdays and celebrations to events and updates, we have it all covered! You will never miss a beat with notifications sent straight to you every time we update!

Find us at facebook.com/CrowleyCare, or if you have already found us, be sure to share our page, encouraging your friends and family to join the group.

Here are a few of our latest posts... just in case you missed out!



New Post - Crowley Care - July 27

Making Crowley Leaders Great

Crowley's leaders were fortunate to have the opportunity to hear firsthand from the inspirational Kurt Fearnley. The three time Paralympic Gold Medalist shared fascinating stories from his life, underpinned by his message of being "Fierce" and never giving up. This determination has allowed him to achieve great things. What a role model!



Like



Comment



Share



New Post - Crowley Care - July 5

Crowley's Authors are at it again!

Congratulations to all of our entrants in Crowley's Short Story Competition. A wonderful afternoon was enjoyed with Wine, Cheese and readings from our Judges Kerry and Joan. A special Congratulations to our Winner, Joan Fraser and Runner Up Graeme Eggins. We can't wait to see what next year's Short Stories bring.

"You can find magic wherever you look. Sit back and relax, all you need is a book." Dr Seuss



Like



Comment



Share



New Post - Crowley Care - July 20

A Touch of Glamour

With great excitement we opened the doors of our new Hairdressing Salon and Beauty Room. The spacious new design is proving a huge hit with our residents. If you haven't been in to see Tracey or Michelle, pop in and say hi!



Like



Comment



Share

LEO HOROSCOPE

23 July - August 22

People born under the sign of Leo are natural born leaders. They are dramatic, creative, self-confident, dominant and extremely difficult to resist, able to achieve anything they want to in any area of life they commit to. There is a specific strength to a Leo and their “king of the jungle” status. Leo often has many friends for they are generous and loyal. Self-confident and attractive, this is a Sun sign capable of uniting different groups of people and leading them as one towards a shared cause, and their healthy sense of humor makes collaboration with other people even easier.

Element: Fire

Enthusiastic, passionate, interesting, temperamental

Ruling Planet: Sun

Vitality, life, ego, creativity, expression

Compatibility: Aquarius, Gemini

Leo Strengths: Creative, passionate, generous, warm-hearted, cheerful, humorous

Leo Weaknesses: Stubborn, lazy, inflexible

Leo Likes: Theatre, taking holidays, being admired, expensive things, bright colours, fun with friends

Leo Dislikes: Being ignored, facing difficult reality, not being treated like a king or queen

Lucky Numbers: 1, 3, 10, 19

Colour: Gold, yellow, orange

August Birth Flower: Gladiolus, poppy

August Birthstone: Peridot, spinel

daffodil day



Cancer Council



Friday 24 August

Gold Coin Donation Dress Up Day

To the Cancer Council, the daffodil represents hope for a cancer-free future. You too, can help in the fight against cancer by participating in the celebrations or donating to the organisation.

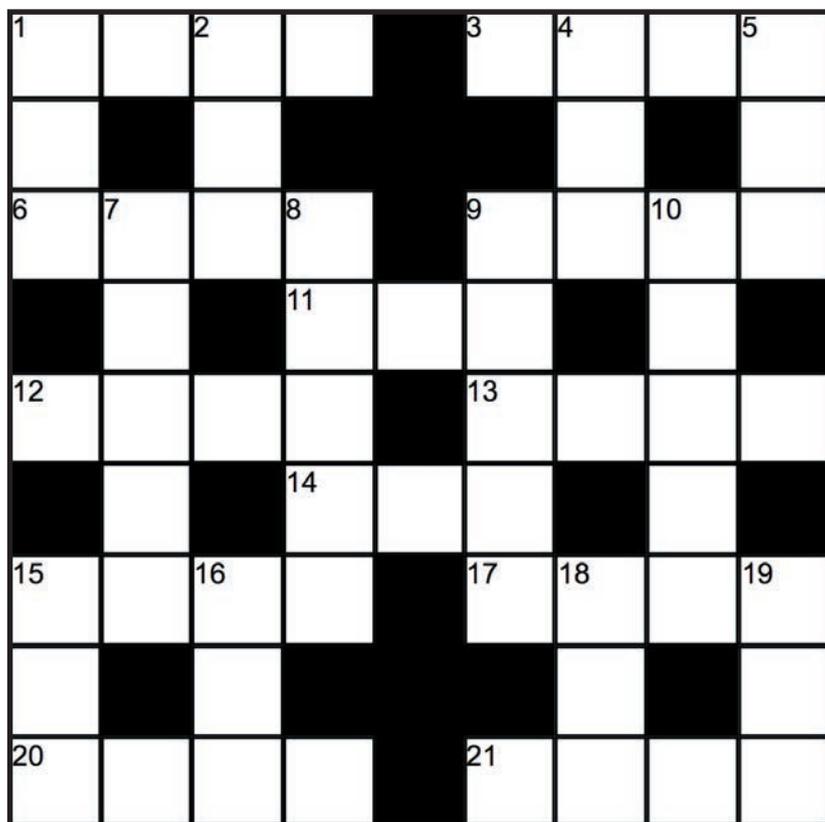
Please join Crowley in celebrating this Daffodil Day by dressing up in YELLOW!

All monies raised on the day will be donated directly to the Cancer Council.

Everyone is invited to get involved, dress up, and have some fun!

GAMES CORNER

CROSS WORD CLUES

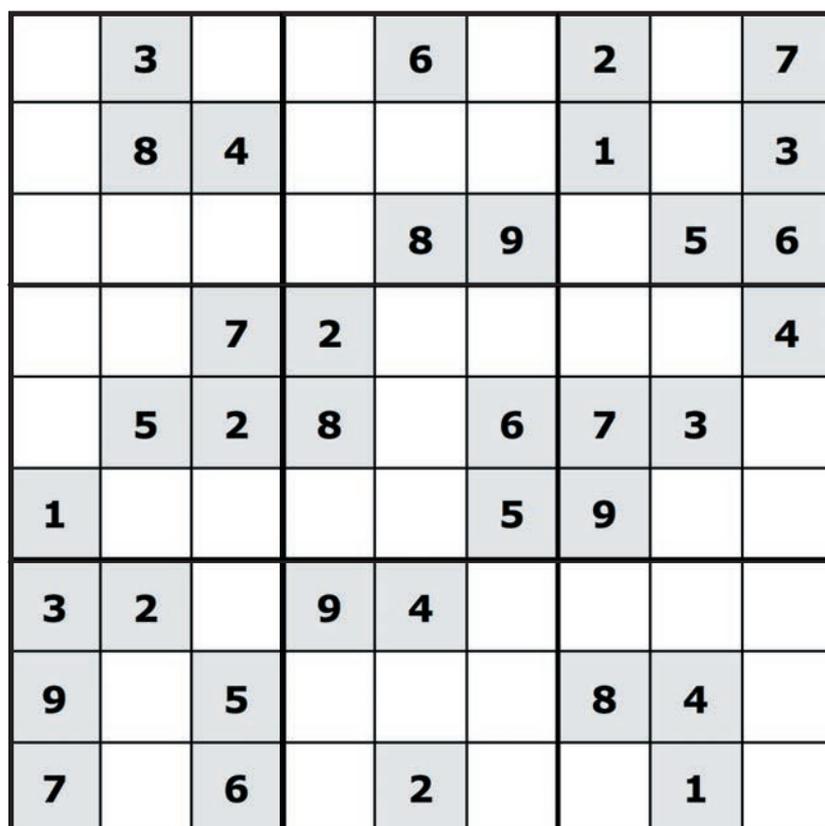


Across

1. Propel yourself through water
3. Kind of tub
6. Get together
9. Store
11. Pen filler
12. Over
13. Come ____ my house
14. ____-pom
15. Wish
17. Monopoly avenue
20. Cracker topper
21. Garbanzo or pinto

Down

1. Tally
2. Wrath
4. Cigar residue
5. Fashionable
7. Go in
8. Unstable
9. Be frugal
10. Web-footed mammal
15. Soda ____
16. Beautiful creation
18. Dazzle
19. Relatives



Last year, I replaced all the windows in my house with those expensive double pane energy efficient kind. But this week, I got a call from the contractor complaining that his work had been completed a whole year and I had yet to pay for them.

Boy, oh boy, did we go around! Just because I'm blonde doesn't mean that I am automatically stupid. So, I proceeded to tell him just what his sales guy had told me last year. He said that in one year, the windows would pay for themselves. There was silence on the other end of the line, so I just hung up, and he hasn't called back. Guess he was embarrassed.



Robyn was first in line to enjoy cake with the Xavier school students at their end of term Farewell.



A very special visit from Monique and baby Laylah brightened our day. We love our Crowley babies!



Dan Thwaite, who works at Crowley in IT, and his lovely partner Sheri visited with their beautiful baby girl Dallas. A picture perfect family!

Congratulations Diana Teague. Winner of the Biggest Morning Tea 100 Club.



Local contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

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.