

the chatterbox

JULY 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

Tom and Cecilie celebrating National Fish and Chip Day in the sunshine.





A moment with Michael

Hello everyone,

It was such a privilege to recently attend a **Diocesan Aged Care Leaders Retreat**, organised by Bishop Greg and held at Mary Mackillop Place in North Sydney.

We had 16 leaders from our five aged care organisations across the Diocese attend and it was a wonderful reminder of our inner purpose and the Catholic traditions and values that guide us as Catholic leaders in aged care.

Our time in Sydney included a special visit to the Little Sisters of the Poor in Randwick, who have a beautiful tradition providing end-of-life support with dignity and peace. It was an extraordinary experience that deeply moved me and my colleagues.

As many Chatterbox readers will know, Mary Mackillop became Australia's first saint. Her life was a testament to faith, courage and hope, leaving a legacy that continues to inspire us today. During our visit, we were privileged to make a pilgrimage to her resting place at the Mary Mackillop Memorial Chapel.

Independent Living Budget Meeting

A huge thank you to our Independent Living community here at Crowley. Our recent Annual Independent Living Budget meeting was well attended and held in such a positive atmosphere. It's a great opportunity each year where Crowley management and IL residents spend quality time together.

Welcome to our new Board Member

Congratulations to Josh Bull who joins our Parish Aged Care Board, following his appointment by Father Peter. Josh comes from Somerville, Laundry, Lomax Solicitors and is a highly experienced lawyer and a great asset to our Board.

Besides his legal skills, Josh is very community-minded and is actively involved in community organisations across our region. Chatterbox readers will hear more about Josh, and what drives him, in a future edition.

Very best,

Michael Penhey

Chief Executive Officer



Catch up with Kelli



Kelli Potts

Deputy Chief Executive Officer

This month as I write I reflect on not only the breadth of working in aged care, but also of the vibrancy and passion of people who work in this industry. As a part of the Ballina Parish and broader Lismore Diocese, Crowley is able to work closely with other aged care entities and parishes across our Diocese and beyond.

Meeting people and hearing stories of their experiences keeps us all focused on why we are here and how we do this daily underpinned by our Catholic mission.

We also get the opportunity to represent Crowley in the broader community and I'm pleased to share a number of updates that reflect our ongoing commitment to high-quality care, connection and community engagement.



2026 Seniors Expo

It was wonderful to be present in the local community at this event.

Our team recently attended the Seniors Expo at the Ballina Jockey Club, where they had the opportunity to meet with community members, share information about our services, showcase the new Assisi Apartments, and connect with other organisations supporting older Australians.

Thanks to all who who stopped by and said hello to Pauline and Sarah at the Crowley Care stall on the day.

Events like these are a valuable way for Crowley to stay engaged and ensure the community is aware of the range of services we offer here at Crowley.

And the feedback from many people who know of, or already have experience of Crowley is always a highlight. We are so proud that Crowley has such a wonderful reputation in our local community.

Community engagement

Crowley is fortunate to be able to support our local community organisations in many ways. Sometimes this is through donations of equipment or goods, access to meeting facilities, contribution of staff expertise to various boards and advisory boards and occasionally sponsorship of community events that demonstrate broad community connection and socialisation opportunities directly into our community.

Examples of this support include our continued work for Dementia Inclusive Ballina through staff expertise and meeting support. The important work we do together to raise awareness and build a more inclusive community is invaluable

for those living with dementia and their carers. We encourage local people and carers affected by dementia to register for their 5th Annual Symposium, to be held at the Ballina RSL Club on 18 September. It is always an informative and supportive event for all involved. For more information visit www.dementiainclusiveballina.org.au

The recent Love Lennox Festival in June celebrates community spirit, creativity and connection. It is an accessible event for the whole community bringing people together in such a vibrant and meaningful way. We hope many of you, along with your families and friends, had the opportunity to enjoy the festivities.

Thank you for being part of our Crowley community. Your ongoing support, involvement and connection are at the heart of everything we do, and we look forward to continuing to share these moments with you.

Kelli



Dementia Inclusive Ballina

5th Annual Symposium

18 September 2026

You are invited to register to attend this educational event presented by Dementia Inclusive Ballina at the Ballina RSL Club.

Presenters include

- Professor Yun-Hee Jeon, Sydney Uni
- A/Professor Samantha Loi, Melbourne Uni
- Christine Sender, Ivanov CNC iREADI program
- Anne Livingstone, SMART HOMES
- Kelly Roberts, Nurse Practitioner
- Dr Peter Silberberg, GP
- Dr Rachel Jones, Geriatrician
- Dr Sabrina Plt & YOD UK

Further information

Phone: 0429 449 591

Email: admin@dementiainclusiveballina.org.au

www.dementiainclusiveballina.org.au



<https://events.humanitix.com/dementia-inclusive-ballina-annual-symposium-2026>



A message from our Parish



Fr Peter Padsungay and
Fr Erick Quinteros

Join us on the journey towards Eucharist28

We warmly invite you to join our parish and the wider Australian Catholic community on a spiritual journey toward the International Eucharistic Congress in Sydney in 2028.

In 2026, we begin with a call to prayer – renewing our personal relationship with the Lord present in the Eucharist.

In 2027, we move to a call to worship – deepening our participation in the Mass and our love for Christ in the Blessed Sacrament.

And in 2028, we embrace a call to mission – going forth to share the hope and unity we receive through the Eucharist with others.

This journey is an opportunity for each of us to grow in faith and to witness together to the presence of the Christ among us. We encourage you all to take part with open hearts.

With prayers and blessings,

Fr Peter and Fr Erick



THIS IS
my body
GIVEN
for you.



What is Eucharist28?

The International Eucharistic Congress in Sydney in 2028 will be a global gathering of the Church centred on the Eucharist, the source and summit of our Christian lives, culminating in a Papal Mass with Pope Leo XIV.

The theme for the congress is "This is my Body, Given for you". It will be a festival of faith, rich with worship, prayer, testimonies, art, music – a truly 'once in a lifetime' experience and a transformative moment for our nation.

Pilgrims will have the opportunity to enter into moving Eucharistic celebrations and moments of communal prayer, inspiring catechesis and keynote sessions, and exhibitions and opportunities for encounter.

Eucharist28 is for the whole church. There will be youth and family activities, as well as cultural performances and artistic expressions of faith, ensuring the event is a moving pilgrimage experience for all who join this journey.

For more information visit
www.eucharist28.org

2026 Parish events

Eucharistic Adoration

Every Friday 11am

Come and spend quiet time with the Lord in Eucharistic Adoration at St Francis Xavier Church in Ballina.

Parish Pilgrimage to Marian Valley

Saturday 5 September 2026

Join the Eucharistic Procession to the Grotto of Our Lady of Fatima. Catch the parish bus or drive yourself to explore the beautiful grounds, peaceful grottos and life-size Stations of the Cross at Marian Valley.

Eucharist and Mission Reflection with Br Bill Sullivan

coming in October 2026

Br Bill will lead us in sessions on the Eucharist and on Mission at the Marist House of Light Retreat Centre in Lismore.

EUCCHARIST28 *Prayer*

Lord Jesus Christ, we thank you for the gift of your real presence in the Sacrament of the Holy Eucharist.

Grant us the grace to receive you reverently, worship you truly and serve you with hearts renewed.

By the power of the Holy Spirit strengthen us, so that as you gave yourself to the Father and to us, we too may offer our lives to God and to others.

Inspire and help us to serve you in those who are in need, especially the defenceless and homeless, the lonely and lost.

Unite us with your sacrifice of the Mass, so that we may truly become what we have received, the Body of Christ.

Amen.



Models of Care



Kelly Roberts
Nurse Practitioner

Not so different after all

I've been fortunate over recent months to observe and visit different models of care delivery for older people requiring support and full time care.

My journey began in November last year when I visited St Agnes Catholic Parish Residential Care facility, Emmaus Village in Port Macquarie.

Emmaus Village has been built in the 'household' model for people living with dementia, each small purpose built 'cottage' houses eight to ten residents. Care is provided by companions who support the residents with daily activities such as meal preparation, shopping, laundry and gardening. Residents can meander through the gardens, complete with chickens, and can pop in to visit the café, cinema, music room or 'corner store'.

Emmaus Village
Port Macquarie



After leaving Port Macquarie I visited several aged care homes in Scotland, UK throughout November and December. These were not too different from those in Australia although the grounds were a little smaller, and of course, outdoor options were limited by the weather in winter.

All homes had activity staff, Registered Nurses and care workers. Meals were prepared onsite and residents and families I spoke with during visits, spoke warmly about the staff and the care they were receiving. Most homes were privately owned and run.

In June, I was able to visit a very unique care home in Sydney, as part of the retreat organised by Bishop Gregory Homeming, Bishop of the Diocese of Lismore.

Mt St Joseph's Home in Randwick, Sydney is run and managed by the 'Little Sisters of the Poor'. The order was founded by Saint Jeanne Jugan in 1839 in Paris, who welcomed the elderly into her own home.

In 1886, seven 'Little Sisters' - five French, one English, one Irish and one American, landed at Port Jackson. Their first residence was in Leichardt and they welcomed their first resident the night they arrived - a 74 year old woman who had fallen into poverty and sought the Sisters' care. She took the only bed whilst the Sisters slept on the floor. The local community soon rallied with food, furniture and hands on help.

The history of Mt St Josephs Home is also long, dating back to 1887 when the Little Sisters initially acquired the six acre property in Randwick to provide shelter, love and care for elderly people, the poor and homeless.



Whilst the history surrounding the site and of the Sisters humble beginnings was interesting to learn about, my greatest memory from the visit is their care for the dying. The Sisters pledge to ensure no person is alone when they die and to serve older people with love and respect until death.

One sister relayed to us their philosophy so beautifully in two memorable sentences - "We help people live until they die. When a person is dying, the room of the dying person becomes the centre of the home for the duration, with other residents, staff and families coming and going to be with the person at the end and to say their goodbyes".

They consider themselves the 'accompanists' for the journey of the older person and this resonated with me and our life with our older people at Crowley. Their philosophy is simple, based in love and respect and not dissimilar to Crowley.

I was particularly fortunate during the three days to spend time with another participant, Sister Ninfa Timbal, who works as a Carmelite Missionary Sister in Lismore, providing Pastoral care across the Parish. Sister Ninfa and I spoke at length about our approach to Palliative care and support

and she shared with me her experience of pastoral visits and her approach in caring for elderly people.

In our conversations Sister Ninfa encouraged me to consider another way of viewing the work we all do each day - using phrases such as 'Eldering' rather than 'Ageing', as ageing has a focus on physical health rather than spiritual and emotional health, which is important as we move through our lives and particularly, at the end of our journeys.

Eldering works to support older people to shift their attitudes away from self-limitation, isolation and fear, towards expansiveness, compassion and being able to look back on their lives without regret or sadness.

It's a remarkable privilege to grow older and spend time supporting people through their dying process in my role as Nurse Practitioner.

I frequently witness small acts of kindness between staff and residents - coming in to say goodbye to residents, staying back after their shift to be with a person who may be dying or unwell whilst waiting for family to arrive, or simply maintaining connections with residents built over many years of caring.

Despite the small differences in the places I've visited, kindness and care are constants, with laughter and joy just as important as ways to connect with those at the centre of our homes. We are indeed fortunate.



Support at Home

What to expect and why there can be delays

The Support at Home program is designed to help people stay safe and independent at home.

However, right now, many people are **waiting longer than expected** for both funding and reassessments.

If you are waiting, you are not alone. Support is coming, but it may take time. Staying informed and asking for help along the way can make a big difference.

Here, we help explain the process to receive Support at Home and current timeframes:

Why are there delays?

There are a few main reasons:

- More older Australians needing support
- Not enough funding available straight away
- Shortage of assessors and staff
- High demand across the whole system.

Because of these delays, some people may wait months before getting full support, may receive less help than they need at first, may rely more on family or friends or experience changes in health while waiting.

While you are waiting, it may help to:

- Speak regularly with your provider or case worker
- Ask about interim services or other supports
- Stay in contact with My Aged Care
- Request a reassessment if things change.

If you have questions about your individual situation, we encourage you to speak with our team, we're here to help you understand your options and support you every step of the way.



Our new guide to Support at Home

We've recently released a new guide to Support at Home, designed to help clients and families better understand how the system works and how Crowley can help you navigate the process with confidence.

If you haven't received a copy yet, please ask our team, we'd be happy to share it with you.

Ask for an Assessment

You (or your family, GP, or provider) contact **My Aged Care** for an assessment on 1800 200 422 or visit myagedcare.org.au

An assessor will visit you in person (usually at home) and talk about your health and wellbeing, what support you need and your daily activities.

How long does it take to be assessed?

This depends on local demand, but typically:

- Urgent cases wait around 1 - 4 weeks
- Non-urgent cases can wait 4 - 12+ weeks

After your assessment, My Aged Care will issue you a support plan and a decision about what type of care you are approved for.

Please note: Being approved means you are eligible for support – it does *NOT* mean services will start immediately.

Waiting for Funding

After approval, your funding allocation is prioritised as Urgent, High, Medium or Standard.

How long does it take for funding to come through?

This is where the biggest delays are happening right now. Typical wait times are:

- Urgent priority: often a few weeks
- High priority: around 3 - 6 months
- Medium priority: around 6 - 12+ months
- Standard priority: can be 12 months or longer

Once funding is allocated, services can then be arranged with a provider (such as Crowley Care).

What happens while you wait?

Some people receive **interim funding** (about 60% of what they are approved for). This means you can start getting *some* help, but not everything you need yet, with services often limited to basic care and essential support only.



Reassessment (if your needs change)

If your situation changes and you need more help, a reassessment can be requested. This is called a **Support Plan Review**.

How long does reassessment take?

Currently, it may take around 4 - 12 weeks for a review, sometimes longer, depending on demand.

During this time, you may still be receiving the same level of support, even if your needs have increased.

Stay Safe this Winter



Rene Lange
Risk Manager

Staying safe, healthy and connected

As winter settles in and the days grow shorter, many of us find ourselves spending more time indoors. While the colder months can be a wonderful opportunity to enjoy cosy comforts, reconnect with hobbies and spend time with family and friends, winter also brings a few unique challenges worth keeping in mind.

This month, we're taking a look at some simple ways to stay safe, healthy and connected throughout the season.

Watch Your Step

Did you know that falls are one of the most common causes of injury among older Australians? Winter can increase the risk, particularly when pathways become wet, slippery or covered with fallen leaves.

A few simple precautions can make a significant difference:

- Wear sturdy, non-slip footwear both indoors and outdoors.
- Ensure walkways and entrances are well lit.
- Remove loose rugs and household clutter.
- Take extra care when using steps or walking on wet surfaces.

A quick home safety check at the start of winter can help prevent accidents before they happen.



Keeping Warm Without the Risk

As temperatures drop, heaters, electric blankets and fireplaces become welcome companions. However, it's important to use them safely.

Remember to:

- Check electric blankets for signs of wear or damage.
- Keep heaters at least one metre away from curtains, bedding and furniture.
- Ensure smoke alarms are working and have fresh batteries.
- Never leave portable heaters unattended.

A warm home is important, but a safe home is even better.

The Winter Health Check

Winter often brings an increase in colds, flu and other respiratory illnesses. Maintaining good health habits can help reduce the likelihood of becoming unwell.



Consider:

- Staying up to date with recommended vaccinations.
- Washing hands regularly.
- Eating nutritious meals and staying hydrated.
- Continuing regular physical activity, even if it's a short indoor exercise session.

Many local community centres and senior groups also offer gentle exercise programs designed specifically for older adults during the winter months.

Beware of Seasonal Scams

Unfortunately, scammers don't take a winter holiday. In fact, many take advantage of increased online activity during colder months.

Be cautious if you receive:

- Unexpected phone calls requesting personal information.
- Emails claiming to be from banks, government agencies or delivery services.
- Investment opportunities that promise unusually high returns.
- Requests for immediate payment or urgent action.

When in doubt, pause and verify the source independently before responding.

Staying Connected Matters

Winter can sometimes feel isolating, particularly for those living alone. A simple phone call, coffee catch-up or activity with friends can make a world of difference.

Research consistently shows that social connection contributes to both physical and mental wellbeing. Whether it's joining a local club, attending a community event or simply checking in with neighbours, small connections can have a lasting impact.

Embracing the Season

Winter doesn't have to be a season of limitations. It can be a time to enjoy good books, warm meals, favourite hobbies and meaningful conversations.

By taking a few sensible precautions and staying connected with those around us, we can all make the most of the season ahead.

So put the kettle on, wrap up warmly and enjoy all that winter has to offer.

Stay safe, stay warm and have a wonderful July.

Staff Update

Rotating staff between wings

Within our residential aged care home, you may have noticed some new faces in your area following recent transitions and rotations of care staff to different wings.

This positive initiative takes place every 6-12 months and is designed to strengthen our team by ensuring a strong mix of skills across all areas, while supporting continuity of care. It also creates opportunities for residents to build connections with a broader group of staff, while continuing to receive the same level of care, respect and kindness you know and trust.

Importantly, this approach has also been shaped by feedback from our residents. Many have shared that they enjoy connecting with different staff and appreciate a change to daily routines. New faces can bring fresh conversations, new approaches to care, and a renewed sense of engagement in each day, something that can be both uplifting and meaningful.

Our team has been closely involved in this process, and their feedback has helped guide these new arrangements. We are already seeing positive signs, with new relationships forming and staff bringing

thoughtful, attentive approaches as they get to know residents in different areas.

As with any change, there is a natural period of adjustment. Our staff have shown great professionalism, flexibility and teamwork in supporting one another, particularly when working in new areas or responding to the day-to-day needs of residents. Their focus remains on providing safe, attentive and compassionate care at all times.

We continue to place a strong emphasis on truly knowing each resident - understanding their preferences, supporting their independence, and ensuring they feel comfortable and supported.

We are confident these arrangements will continue to enhance the care experience for everyone, allowing us to respond smoothly to residents needs while maintaining a consistent, high standard of care throughout the home.

Thank you for your ongoing trust and support.



State of Origin dress up
... some friendly rivalry!



Federal Budget



Graham Smith
Chief Financial Officer

What it means for Support at Home and older Australians

The Australian Government's 2026–27 Federal Budget includes \$3.7 billion for aged care, with a focus on more aged care beds, faster access to Support at Home, and better care for older Australians.

For older Australians wanting to remain at home, the key measures relate to additional Support at Home places, personal care contributions, hardship support and end-of-life care.

From 1 October 2026, approved personal care services, including showering, dressing and continence support, are expected to be fully funded under Support at Home and included in a person's support plan when funding is available.

However, timely access remains the central concern. The Government's Wait Times Report found a national median elapsed

time of 294 days from application to service commencement, with ongoing Support at Home recording a median elapsed time of 347 days.

This means individuals and families should not wait until care is urgent. Applying early through My Aged Care, completing an assessment, understanding approved supports and identifying preferred providers can help reduce the risk of crisis decisions, carer stress, hospital admission or premature residential aged care entry.

The Budget direction is positive, but its success will depend on whether funding translates into faster access to practical support when older Australians need it most.



Crowley by the Sea

If you travel down the Richmond, there's a place called Crowley Care,
And all the folk who lived there have come from everywhere.
They come from cities and the bush, and everything in between,
And talk about the lives they've lived, and all the things they've seen.

They sometimes manage to forget, a face, or p'haps a name
But with a wave or happy smile they greet you just the same.

Some need walkers, some a cane, or possibly a chair,
But the only thing that matters is, will it get you there?

There is no need for cooking, it is all done for you,
And it's the same with the laundry, they take care of that too.

There's also entertainment, where all can have some fun
And a comfy bed to sleep in when the time for rest has come.

And the staff, they always treat you with dignity and respect

Their care is always loving, quite above what you'd expect,
And the smiles on all their faces, light up everywhere they go
You would see it if you visit, if you really want to know.

So, if you ever travel to Ballina, in New South Wales
There's a happy group of elders who can share with you some tales.

But if this opportunity is not your cup of tea,
The coffee here is special, down at Crowley by the sea.

Poem contributed by John Edwards



From the IL Desk



Jenny Kliese
Independent Living (IL) Coordinator

What's new in our community?

Ballina Shire Council is encouraging our community to get involved with the **Plastic Free July**.

On 1 July everyone is invited to take part in the Plastic Free Pledge. Together with other communities from around the globe the aim is for a world record with the most people refusing single-use plastic in one day.

Like a lot of communities around the globe our locals are concerned about plastics filling up landfill and polluting our oceans and waterways.

Taking the Plastic Free pledge for the month of the July is a simple way to get involved and start the awareness.

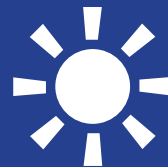
How can you start the Plastic Free Pledge?

1. Choose to refuse plastic wrap
2. Choose reusable drink bottles
3. BYO shopping bags
4. Reduce plastic in the bathroom
5. Choose plastic free package
6. Ditch disposable coffee cups
7. Eat in "stay and enjoy"
8. Bring reusable container for takeaway
9. Use what you have.

By taking the pledge you are:

- Taking practical steps to reduce waste.
- Building habits that can last beyond July.
- Joining millions of people in Australia and around the world in a shared moment of action.

For more information, activities or to **Take the Plastic Free Pledge**, visit www.ballina.nsw.gov.au/plasticfreejuly



Reminder

Have you changed your air conditioner to warm mode?

If you need assistance contact the IL team through Customer Service.



Dates to remember

Friday 3 July

IL Biggest Morning Tea & Trivia
10am Activity Centre

Friday 31 July

IL Bus Trip to Cardiff Alpaca Farm
8.30am - 3pm

July, August, September

SCU Health Promotion Project

As mentioned at a recent residents meeting, Southern Cross University students are returning to Crowley in 2026 to run their SCU Health Promotion Project with activities for Independent Living residents.

The students will be in be here in July, August and September – so please make them welcome and keep an eye out for flyers advising on the activities the students will be running. Your participation is greatly appreciated as these students are our future.



Hotel Services news



Tony Baldwin
Hotel Services Manager

International Fish & Chip Day

Crowley proudly celebrated International Fish and Chip Day and it was a wonderful success.

We were delighted to serve 307 portions of fish and chips to our residents, and enjoyed live entertainment from Helen Jarvis, creating a memorable occasion filled with fun on this beautiful day.

I extend my sincere gratitude to Superior Food for coordinating and organizing the generous donation from our valued suppliers. Your support helped make this special event possible and ensured our residents could enjoy a traditional meal that brought smiles to so many faces.

A heartfelt thank you also goes to all the suppliers who contributed to this initiative. Your generosity and commitment to supporting our community are truly appreciated.

Events like these demonstrate the positive impact that can be achieved when businesses and organisations work together for a common purpose.



The celebration was warmly received by everyone who attended, and it provided a fantastic opportunity to bring people together.



Laundry procedures

During a recent laundry audit, we found several bags of unlabelled clothing in residents' rooms, which is common during seasonal changes.

To help prevent items from going missing, please ensure all new clothing and personal items are taken to Reception for labelling before being placed in residents rooms.

Following this laundry process allows items to be clearly labelled and returned if misplaced. Thank you for your support in helping us provide the best possible laundry service for our residents.

















Quiche Lorraine Cob Loaf

Prep 15 minutes | **Cook** 50 minutes | **Serves** 8

Ingredients

- 1 tbsp olive oil
- 1 brown onion, finely chopped
- 200g short cut bacon, chopped
- 450g cob loaf
- 4 eggs
- 3/4 cup grated tasty cheese
- 80ml (1/3 cup) thickened cream
- 1/4 cup self-raising flour
- 1 tbsp finely chopped fresh chives (optional)

Instructions

Preheat oven to 180°C/160°C fan forced. Line a large baking tray with baking paper.

Heat oil in a large frying pan over medium-high heat. Brown onion and bacon for 5 minutes. Cool.

Cut 1/3 of the bread from the top of the cob loaf and discard. Leaving a 2cm-thick edge, remove soft bread from the centre of the cob.

Whisk eggs, 1/2 cup cheese, cream and flour in a bowl. Stir in 3/4 of the bacon mixture. Season.

Pour egg mixture into cob and sprinkle with remaining bacon mixture and remaining cheese.

Place cob on the prepared tray and bake for 45 minutes or until the egg mixture has set.

Stand for 10 minutes. Sprinkle with chives, if using, cut into wedges and serve.

Recipe from [taste.com.au](https://www.taste.com.au)





Recipe from [taste.com.au](https://www.taste.com.au)

Choc Coconut Slice

Prep 15 minutes | **Cook** 40 minutes | **Makes** 15 pieces

Ingredients

- 150g unsalted butter, melted, cooled
- 1 cup firmly packed brown sugar
- 1 egg, lightly beaten
- 1 tsp vanilla extract
- 1/2 cup plain flour
- 1/3 cup self-raising flour
- 1/4 cup cocoa powder
- 3/4 cup desiccated coconut

Chocolate icing

- 1 1/2 cups icing sugar
- 1/4 cup cocoa powder
- 20g salted butter, finely chopped
- 2 tbsp boiling water

Instructions

Preheat oven to 180°C/160°C fan-forced.

Grease and line a 20 x 30cm lamington pan.

Place butter, brown sugar, egg and vanilla in a large bowl. Stir until well combined.

Sift over the plain flour, self-raising flour and cocoa powder. Add 1/2 cup coconut. Stir to combine.

Spread mixture into prepared pan. Bake for 25 to 30 minutes or until firm to touch.

Make Chocolate icing:

Sift icing sugar and cocoa powder into a medium heatproof bowl.

Add butter and boiling water. Stir until smooth.

Spread hot slice with icing. Sprinkle with remaining 1/4 cup coconut.

Set aside to cool completely in pan. Cut into pieces. Serve.



Resident Profile

From “Madcap” to the Stage

My name is Beatrice or “Bea” for short! I was born in England in August 1935 in a town called Bolton about 20 kilometres from Manchester.

As a small girl, I was a bit of a “madcap”, at least that is what my Mum used to say! I grew up playing mostly with the boys as they were the only neighbors around. Cricket was a favourite pastime. I never quite made it to batting, but the boys used to let ‘little old me’ or should I say ‘little young me’ chalk the stumps on the walls.

At around five or six years old, my Mum decided to make a young lady out of me, and enrolled me in a dancing school called *Dorrie Hornes Dinky Dots*. I began in the “Dots” section for five to seven year olds, and from the very beginning, I loved it - the music, the movement and performing.

As I progressed, I took part in many rehearsals and performances in school auditoriums and everywhere else large enough to host us. I loved dance more and more.

Eventually I advanced to the “Dinky Dots” group for those aged 11 years and up. Now came pointe work, bandages, liniment and hard blocks for our shoes, but to dance was unreal. At Christmas time the local Grand Theatre (the biggest theatre

in Bolton) hosted small versions of ballet and pantomime. My Dinky Dots group performed as the “Corp De Ballet” and wow it was magical. I loved the atmosphere. My favorite performance was *The Nutcracker*. We all shared a deep love of dance and worked hard, very hard on each performance.

At 13, I sat an exam to leave Whitecroft School and was happy to be accepted into Bolton Technical College. However, this meant cutting my hours for dancing. Around the same time, my family moved house to Lindisfarne Place on the outer suburbs of Bolton and I faced a difficult decision - to continue with dancing or explore sport.

I joined Tonge Moor Youth Club which offered many games including hockey, drama, table tennis, ballroom dance, badminton, cycling. It opened up a whole new world of opportunities for me.

But that’s a story for another time ... along with the tale of all the sports that became part of my life - and of meeting my future husband Eric.

Until then, happy days to you all, and keep smiling!

Bea

ASSISI

APARTMENTS AT CROWLEY

**Book a tour today.
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 book a guided tour.



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.



Letters from Lighthouse





Albie Viel
Maintenance Manager

Update from Maintenance

Smart ways to save on your winter power bill

Winter in the Northern Rivers may be mild compared to the south, but those crisp mornings and chilly evenings can still send electricity bills soaring.

Fortunately, staying warm doesn't have to cost a fortune. With a few simple adjustments, you can keep your home cosy while keeping your power usage in check.

1. Master your heating

If you use a reverse-cycle air conditioner, setting the temperature between 22° C and 24° C is ideal.

Every degree higher can add roughly 10% to your heating costs!

2. Keep it cosy

Keep the warmth exactly where you need it. Close the doors to unused rooms, such as bedrooms or bathrooms, and draw your curtains before the sun goes down to trap the day's natural heat inside.

Don't underestimate the power of a classic draft stopper (or 'door snake') to block chilly breezes from sneaking under doors.

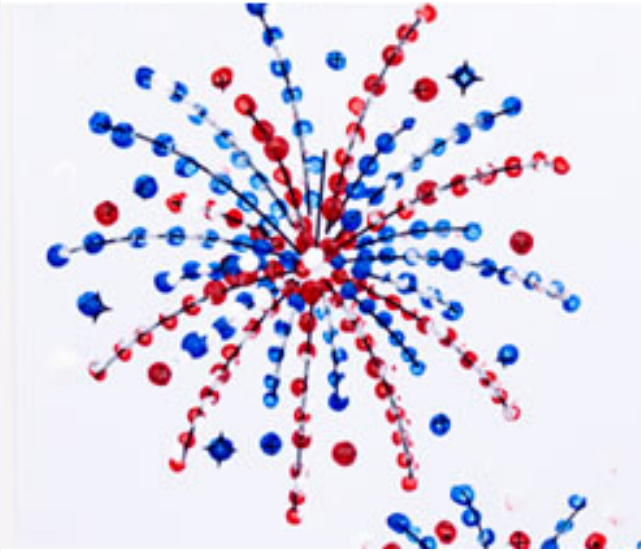
3. Embrace the winter sunshine

Open your blinds during the day to let the sun naturally warm your living spaces for free.

Combined with a favourite throw blanket and a warm cuppa, you'll stay perfectly comfortable all season long.



Craft Corner



Fireworks Painting

Use a dot-painting technique to create colorful fireworks with cotton tips and paint for a bright, festive effect.

Use different colours for a unique burst of celebration.

Try drawing your own freehand fireworks on black cardstock for a beautiful effect.

What you need

- Fireworks template
- Coloured paint
- Painting tray
- Cotton tips / Q-tips



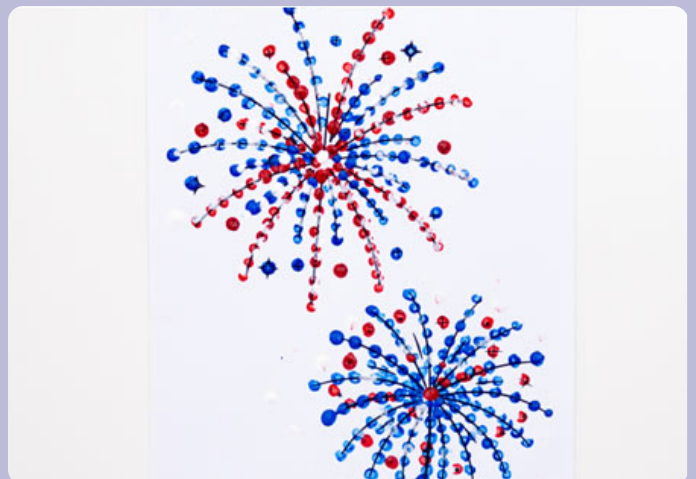
Step 1.

Cut out or copy the fireworks template and prepare small amounts of coloured paint in painting tray.



Step 2.

Dip cotton tips into paint and gently stamp dots along the firework lines. Use a single colour or mix several colours to create your own design.



FIREWORKS TEMPLATE



Welcome to Team Crowley

We say welcome to our newest staff members.



Roxanne (Roxy)
Residential Care



Santosh
Residential Care

Staff and Residents are invited to join our WINTER

PYJAMA DRESS UP DAY

Snuggle up and keep cosy from head to toe in your favourite PJ's all day!

THURSDAY 23 JULY

Regulation footwear must be worn. No shorts or singlets

The poster has a dark blue background with a night sky theme. At the top, there are colorful bunting flags in shades of pink, orange, and blue. The sky is decorated with white clouds, a yellow crescent moon with three stars, and several yellow stars of different sizes. In the center, the text 'PYJAMA DRESS UP DAY' is written in large, bold, yellow capital letters. Below this, the text 'THURSDAY 23 JULY' is written in white capital letters. At the bottom, there are illustrations of various pyjama items: a pink and white polka-dot long-sleeved top and pants set on the left, a red and white striped long-sleeved top and pants set on the right, a pair of green and white striped socks, a pink eye mask, and a pair of brown slippers. The Crowley Care logo is at the bottom center.



CROWLEY CARE AUXILIARY

Christmas
IN JULY
LUNCHEON

THURSDAY

23

JULY 2026

12.30pm - 3.30pm
Crowley Activity Centre
\$45 per person

Tickets include Christmas nibbles, lunch, dessert, lucky door prize entry plus live entertainment, BYO drinks

RSVP to Crowley Reception by Thursday 16 July
please provide any special dietary requirements

Crowley Care Auxiliary



Margaret Savage
Crowley Auxiliary President

A very warm welcome to July

As I write this article, the sun is shining, and it is certainly a very welcome sight indeed. We are now halfway through the year and will soon be counting down to Christmas once again. It all seems to go far too quickly!

The first half of 2026 has been very productive for the Crowley Care Auxiliary. I'm pleased to report the Auxiliary has unanimously agreed to provide funding for the following important items:



Twin-O-Vac Suctioning Equipment

This equipment will replace two existing units that have reached the end of their useful life. The suction equipment forms an essential part of clinical emergency and airway management within the facility, ensuring our residents continue to receive the highest standard of care.

Buddy Sofa Chair

One such chair is already being utilised by families wishing to stay overnight in a resident's room when their loved one is nearing end of life.

Feedback from families and staff has highlighted the benefit of having a second chair available. This will provide greater comfort and support during what can be a very difficult time, allowing residents and their families to spend precious time together.

As you can see, these items form an integral part of the comfort, care and wellbeing of our residents, their families and friends.

Recently, the ladies of the Auxiliary attended a Volunteer Appreciation Afternoon Tea hosted by Crowley Care. As part of the afternoon, we were asked to share why we volunteer.

For us, volunteering is about giving back and making a difference to the lives of Crowley residents. Every raffle ticket sold, function organised and hour generously given by our members, helps provide equipment and amenities that enhance resident care and comfort.



Next Meeting

3pm Monday 27 July

Crowley Education Centre

All welcome.

Afternoon tea provided.



Volunteering also brings friendship, connection and a shared sense of purpose, and we are grateful to our members, Crowley staff, families, friends and the wider community whose support makes our achievements possible.

Thank you in advance for your generous support and donations of handmade craft items and homemade treats for our Annual Cake and Craft Stall to be held on Saturday 22 August at Ballina Fair. Your contributions will help make this event a success and enable the Auxiliary to continue supporting Crowley residents.

On the social side of things, members and friends of the Auxiliary recently enjoyed a delicious High Tea, which was exceptional in every way. A sincere thank you to the Hotel Services staff who not only make our functions memorable but also contribute greatly to the enjoyment and fellowship shared by our members.

We are now looking forward to our annual Christmas in July Luncheon on Thursday,

23 July 2026. Tickets are \$45 per person, with RSVP and payment due at Crowley Reception by 16 July 2026. We hope you can join us for a wonderful day of friendship, fun and festive cheer.

To those members of our Auxiliary and the broader community who are currently unwell, we wish you a speedy recovery. Please know that you remain in our thoughts and prayers.

As always, we warmly welcome new members to the Auxiliary. Why not come along for to our next meeting, enjoy a cuppa and a chat, and learn more about what we do? There is absolutely no obligation to join or participate in fundraising activities. Simply being part of the Crowley Auxiliary community is support enough.

We look forward to seeing many of you at our upcoming events and thank you for your continued support of the Crowley Care Auxiliary.

Out and About



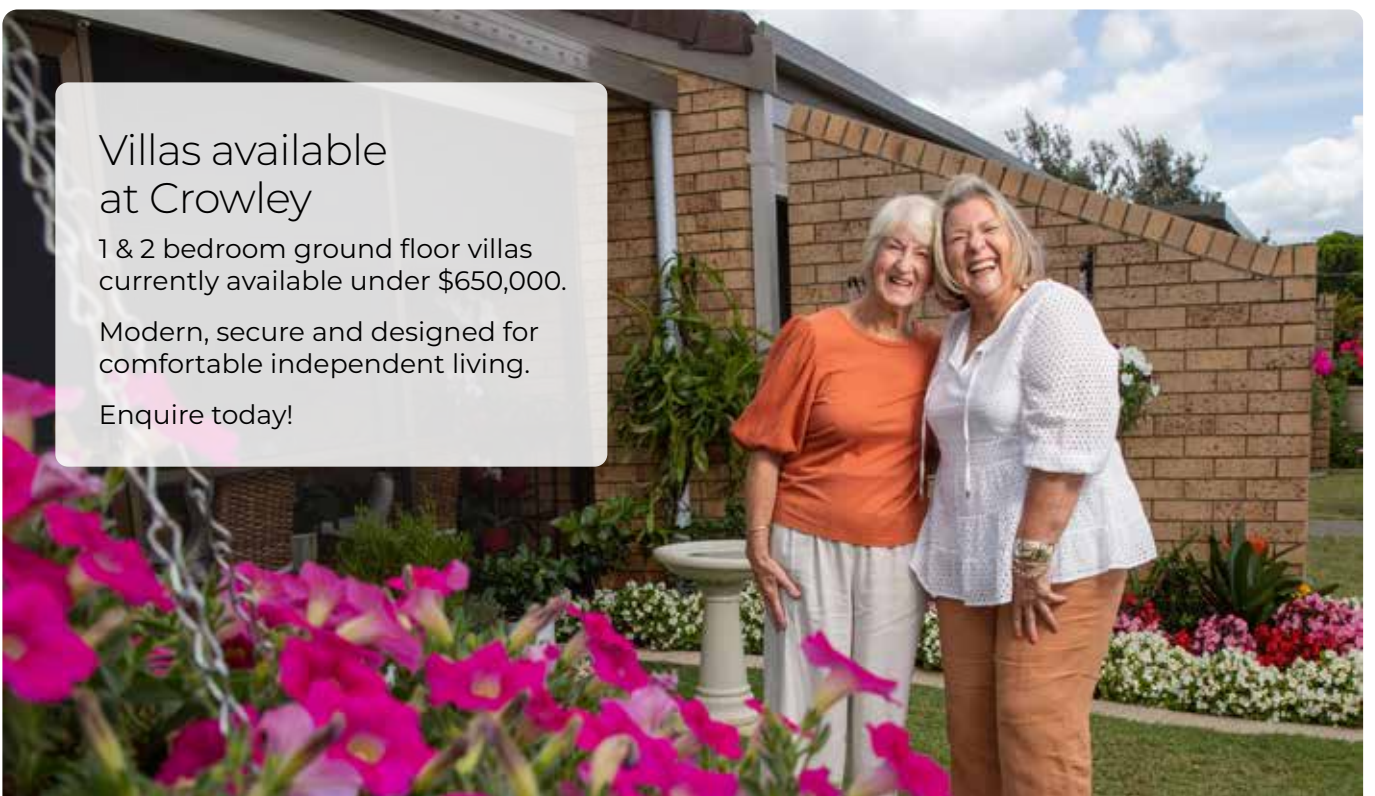


Villas available at Crowley

1 & 2 bedroom ground floor villas
currently available under \$650,000.

Modern, secure and designed for
comfortable independent living.

Enquire today!



Focus on Quality



Michelle Golding
Quality Manager

Quality Care Advisory Committee

Providing high-quality care and supporting the wellbeing of our residents and clients is at the heart of everything we do.

One of the ways we achieve this is through our Quality Care Advisory Committee (QCAC). The QCAC plays an important role helping us maintain and continuously improve our quality of care and services.

The Committee brings together a range of perspectives from management, clinical staff, residents/clients, family representatives, and other stakeholders, to discuss matters that impact resident/client care, safety, and quality of life.

Quarterly QCAC meetings

The Committee meets quarterly to review feedback, monitor quality indicators, discuss opportunities for improvement, and ensure we are meeting our obligations under the Strengthened Aged Care Quality Standards and *Aged Care Act*.

Topics may include resident experiences, clinical care outcomes, lifestyle programs, safety initiatives, infection prevention, staff education, and service improvements.

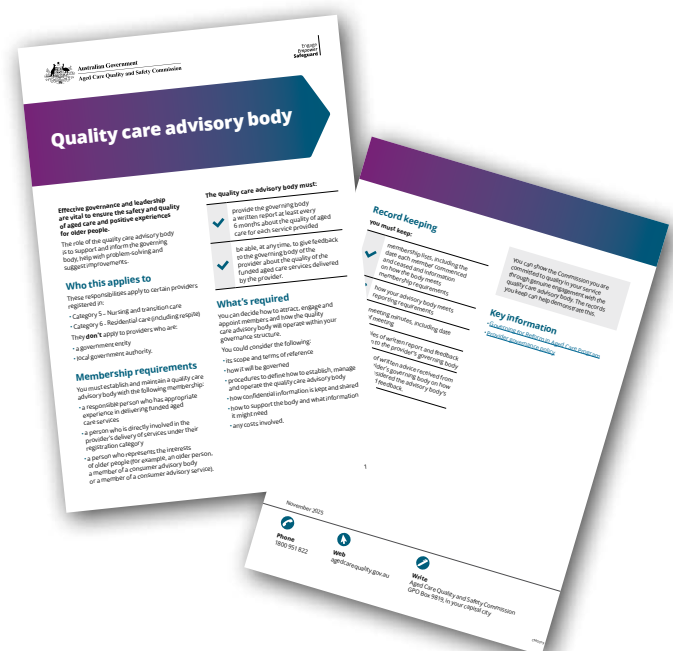
A key strength of the Committee is its focus on listening. Feedback from residents / clients, families, and staff guides discussions and informs decisions about how we can enhance our services. This feedback comes from our regular surveys, incident reports and completed feedback forms. By working together, we can identify what is working well and where improvements can be made.

Your ideas and feedback matter

We encourage residents, family members, and staff to keep on sharing their ideas and feedback (feedback forms are available at Crowley reception and at each nurses station). Your voice is valuable and helps us create a positive environment where everyone feels heard, respected, and supported.

The QCAC reflects our commitment to continuous improvement and excellence in aged care. Together, we can ensure our service remains a place where residents receive the highest standard of care and enjoy a fulfilling quality of life.

For further information about Quality Care Advisory Committees please visit the Aged Care Quality and Safety Commission website at www.agedcarequality.gov.au



DIOCESAN ARTPRIZE 2026

THE FACE OF COMPASSION
ENTER NOW

lismorediocese/artprize



DIOCESE OF
LISMORE

Making Feedback Flow

Michelle Golding
Quality Manager

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

Residential Care family

- To all the staff in Riverview, thank you for the amazing care you provide for Mum. Your smiling faces and friendship make a big difference!!!
- To the Hotel Services Team in Riverview (kitchen, cleaning, laundry). Thank you for your friendly, happy faces we see in Riverview. You do a fantastic job.
- Thank you for your kind thoughts and the flowers I received from you on my husband's passing. We had a wonderful full life, he will be missed by all.
- Having my sister in law move to Crowley 2 weeks ago I'd like to thank all Crowley staff you are amazing. As a family we have no words to express how grateful we are for the care, love, support you have given Shirley. We are truly thankful all I can say is "Don't change anything" Crowley is perfect just as it is. Thank you, a million times, over.
- Thank you all so much for the care and welcoming friendship you have shown my Mum and Dad over the last few years and for welcoming all their friends and extended family.

Volunteer

- Thank you for the lovely afternoon tea for Volunteers, all much appreciated, cause we enjoy what we do to give back to the lovely residents! The cooler bag, cutlery and coffee cup are all very practical, will be well used.

Residential Care residents

- Lots of feedback from Prospect and Banksia residents about how good lunch was today Sunday 17/5/26, lots of empty plates.

Crowley Care Auxiliary

- I was honoured to be nominated for the 2026 Ballina Shire Australia Day Volunteer Award. My contribution to the Crowley Care Auxiliary was an absolute pleasure. I worked with a wonderful team of ladies who contributed to all events with 100% dedication. I believe everything can be achieved with the development of a team, the empowerment of each individual. Sharing the load & skilling the organisation with a positive approach to be pre-active in every event. None of the above can be achieved without the total support of the organisation. Michael & Kelli your support and confidence in the Auxiliary has led to a wonderful dedicated membership of ladies who enjoy giving and who are very proud to be associated with Crowley Care. Thank you from the bottom of my heart for your confidence in my position as President. As I have now retired from Executive positions I will always be dedicated to Crowley Care as I totally believe in the wonderful work the professional team and the pastoral care that is offered to every person associated in any way with Crowley Care. You both inspire me to greatness which you both exhibit every single day. Fond regards, Helen.

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

Word Search

You're likely to find these items at our Biggest Morning Tea events raising funds for the NSW Cancer Council.

Find the words

☐ Teacup

☐ Milk

☐ Spoon

☐ Tea trolley

☐ Fruit platter

☐ Muffin

☐ Espresso

☐ Bake

☐ Flour

☐ Cupcake

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



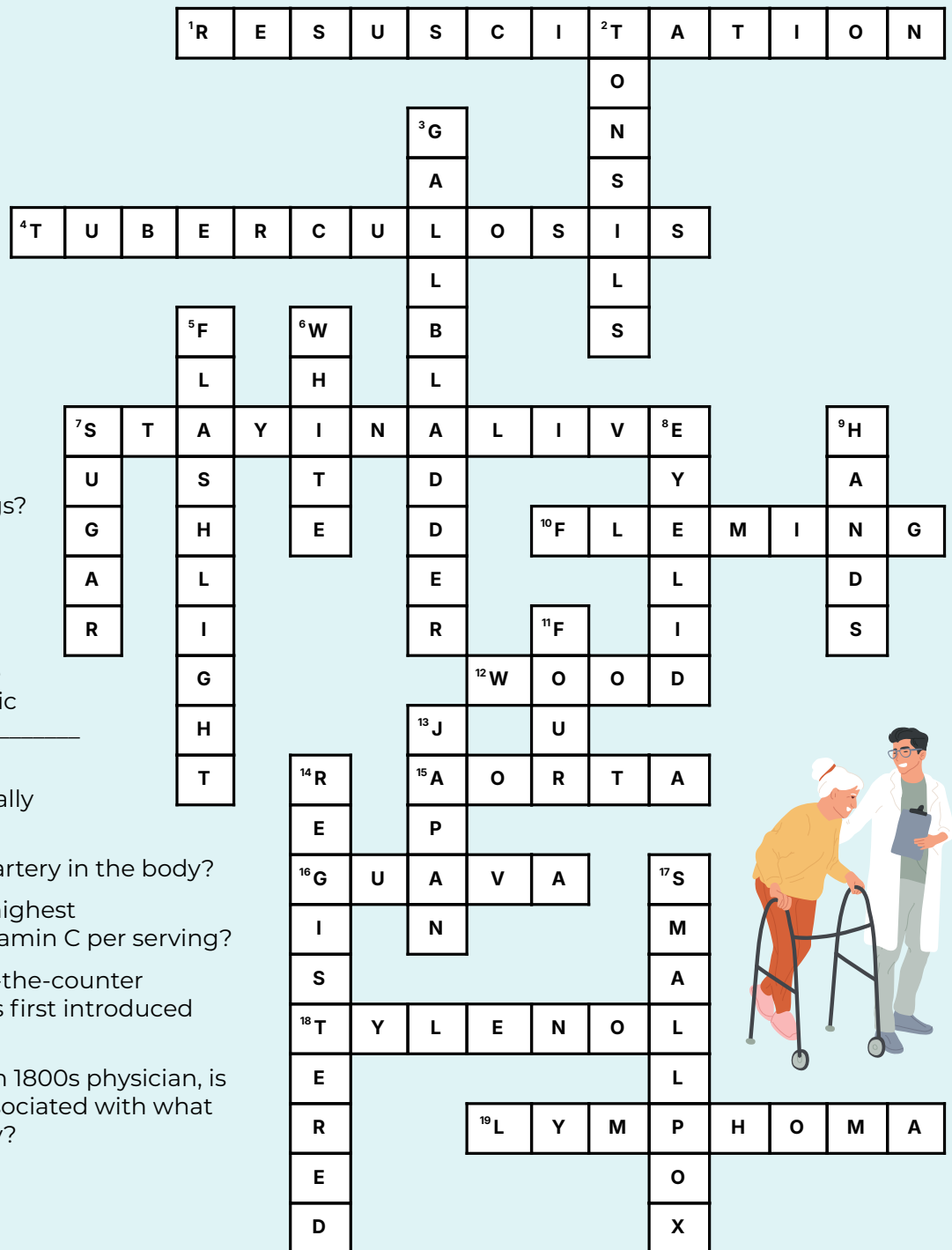
Nurses Day Crossword Answers

Across

1. What does the R stand for in CPR?
4. The most widely used vaccine in the history of medicine is mostly used to treat which infection of the lungs?
7. Which BeeGee's song is used for CPR medical training? (2 words)
10. Who discovered the world's first antibiotic in 1923? Alexander _____
12. What material were stethoscopes originally made out of?
15. What is the largest artery in the body?
16. What fruit has the highest concentration of Vitamin C per serving?
18. What brand of over-the-counter acetaminophen was first introduced in 1955?
19. Thomas Hodgkin, an 1800s physician, is most commonly associated with what type of cancer today?

Down

2. "Earkeckers" is an outdated term for what part of the body?
3. What internal organ stores bile?
5. What tool is used to check the pupil reflex?
6. What type of blood cells fight infections and diseases?
7. Glycogen is the way the body stores glucose, better known by what common name?
8. Where on your body is your skin the thinnest?
9. What body part was first x-rayed in 1895?
11. How many chambers does the heart have?
13. What country has the highest life expectancy in the world?
14. What does the "R" stand for in the abbreviation RN?
17. What disease was deemed eradicated in 1980 after a worldwide vaccination program?



Contacts

Emergency

Fire, police, ambulance
000

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.



Crowley Care

154 Cherry Street
BALLINA NSW 2478
info@crowley.org.au
1300 139 099
www.crowley.org.au

facebook.com/crowleycare

