

# the chatterbox

JUNE 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

Lenore and Tracey paying their respects at our ANZAC Day ceremony.



# A moment with Michael

Hello everyone,

It's so wonderful to now be offering guided tours of our new Assisi Apartments each week.

If the reactions are anything to go by, I feel confident that living at Assisi will be a beautiful experience for those who choose to call it home and want to live independently, while connected to our community and care.

The 26 independent living apartments are spacious, well-appointed, and within a complex with several layouts, floor plans and aspects to choose from, depending on your personal preferences.

Assisi also features a common room area purposefully designed for community gatherings, a vital element of life at Crowley. If you are interested in a guided tour, please book in with the team at Reception.

## New staff videos

You may have seen our latest recruitment campaign popping up in your social media feeds featuring our wonderful staff chatting about what it's like to work at Crowley.

I'm so proud of the team for stepping in front of the camera with such ease and sharing their candid, unscripted thoughts and feelings of working at Crowley.

Featuring three themes, our staff talked to camera about how working at Crowley is more than a job – more like family, about the care and support they receive, and the rewards they experience working with our residents and clients. I encourage you to head over to our careers website to experience these heartfelt videos at [www.careers.crowley.org.au](http://www.careers.crowley.org.au)

## Iconic events

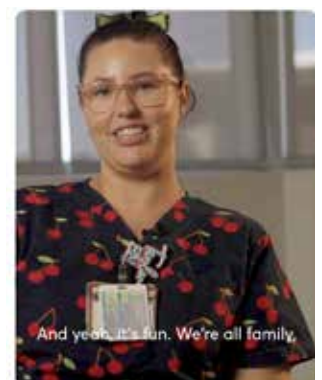
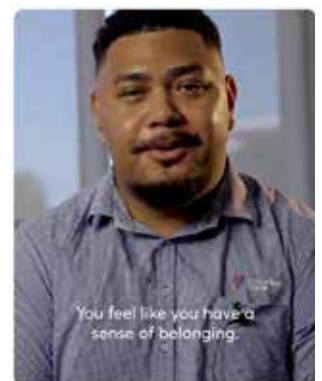
Meanwhile, our iconic event schedule at Crowley features an upcoming highlight, **National Fish and Chip Day** – a favourite get together with this great comfort food. We will also proudly host Australia's Biggest Morning Tea events to raise money as a community for Cancer Council and their life-changing research.

Both are signature Crowley events that strengthen our bond, where residents, families and staff come together as one, creating a deep sense of community, that always feels so special.

Very best,

**Michael Penhey**

Chief Executive Officer



# Catch up with Kelli



**Kelli Potts**

Deputy Chief Executive Officer

Last month saw several meaningful opportunities for our community to reflect, celebrate and connect.

Our ANZAC Day commemorations were a moving reminder of the courage and sacrifice of those who served. It was heartening to see residents, families, local school students and staff come together in respect and gratitude.

Mothers Day is always a special day at Crowley and the beautiful annual Mothers Day luncheon organised by our Auxiliary and pop-up restaurant in Barney's saw many of our Mums making the most of visits from precious family.

Whilst International Nurses Day saw us recognise the extraordinary contribution of our nursing team. The care, professionalism and compassion they bring each day defines the experience of life at Crowley. I encourage you to take a moment to read James' nurse profile in this Chatterbox - a

wonderful window and insight into the people behind that care.

We also marked Volunteers Week, acknowledging the generosity of spirit of our volunteers with an afternoon tea in their honour. The time and kindness they donate enriches the lives of our residents in countless ways.

## Diocesan Art Prize 2026

The Diocese of Lismore is currently inviting artists to submit entries for this year's Diocesan Art Prize, centred on the theme 'The Face of Compassion'. We encourage you to share this opportunity among your creative community, with a range of individual age categories as well as a group category available.

Later in the year Crowley will proudly host one of the exhibition showings, where you will be invited to view the artworks and cast your vote for the People's Choice Award.



## Diocesan Art Prize



This year's theme is *The Face of Compassion*.

Compassion lies at the heart of the Gospel and the mission of the Church. It is seen in Christ's encounters with the vulnerable, outcast, and broken, and it continues to be lived out in the Church today.

Categories: 0-7 years, 8-12 years, 13-17 years, 18+ years, and group. People's choice awards will be also be given at each exhibition.



Scan to learn more  
[lismorediocese.org/artprize](https://lismorediocese.org/artprize)



Beyond these celebrations, I've continued engaging with our broader community and industry colleagues. I recently attended a Diocesan Women's Lunch at Invercauld House, where an interactive format encouraged small group discussions and the sharing of real workplace challenges throughout our Diocese - a valuable reminder of the power of collaboration and the fresh perspectives that emerge when people come together with openness and curiosity.

I'm honoured to be attending the Northern Regions 2026 Excellence in Building Awards this month hosted by the Master Builders Association. I am especially proud to share that our Assisi Apartments, completed by Total Construction, have been

nominated in these awards - recognition of the thoughtful design and quality that underpin this important addition to our community.

Events like this highlight the innovation and dedication in the building and construction industry, closely aligning with Crowley's vision to create inspirational living experiences for our residents.

Together, these experiences reinforce the importance of connection, reflection and continuous improvement in all that we do.

Kelli



## ANZAC Day at Crowley

Crowley residents, staff and families gathered for a special ANZAC Day service, taking time to reflect, share stories and pay our respects to those who have given so much for our freedom.

We thank the students who attended from Holy Family Catholic Primary School, St Francis Xavier Primary School and Xavier Catholic College. They shared readings and prayers and respectfully laid wreaths with us.

Many of our residents have lived through times of war or have family connections to those who served, making this day especially meaningful within our community.

We remember their service, their sacrifice and the enduring spirit of the ANZACs.

*Lest we forget.*







# Dementia Inclusive Ballina 5th Annual Symposium 2026



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

Crowley Care proudly supports the initiatives of Dementia Inclusive Ballina and our very own Kelly Roberts will be making a special presentation at this year's Symposium.

### 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 Pit & YOD UK

### Further information

Phone: 0429 449 591

Email: [admin@dementiainclusiveballina.org.au](mailto:admin@dementiainclusiveballina.org.au)

[www.dementiainclusiveballina.org.au](http://www.dementiainclusiveballina.org.au)

**Register Now**



Date  
**18 September, 2026**



Time  
**8:00am - 17:00pm**



Location  
**Ballina RSL Club  
1 Grant St Ballina NSW 2478**



### Registration Fees

**Includes Morning Tea and Lunch**  
Early bird by 19 July: Carer \$100: then \$120  
Professional \$190: then \$200.00



More Info: 0429 449 591



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



**Kelly Roberts**  
Nurse Practitioner

# Clinical Care

## Our latest care initiatives

At Crowley, our focus remains on creating a warm, supportive environment where every resident feels valued, connected and cared for.

Recently we've introduced and strengthened several initiatives that reflect this commitment.

### Buddy System

One of these is our new Buddy System for residents transitioning into care. Moving into residential living can be a significant life change, and having a friendly, familiar face can make all the difference.

Through the Buddy System program, each new resident is paired with an existing resident who offers companionship, guidance and reassurance during those early days. It's been wonderful to see the genuine friendships forming and the sense of belonging this creates.

### Armchair Travel

In our Lighthouse community, residents living with dementia continue to enjoy our popular Armchair Travel experiences. To make these sessions even more meaningful, each resident now has their own "passport," which is stamped as they "visit" different countries.

This simple addition has brought an extra layer of joy and engagement, sparking memories, encouraging conversation, and creating shared experiences that support wellbeing in a fun and imaginative way.

### Clinical Meetings

Behind the scenes, we are also strengthening how we work together as a care team.

Our monthly clinical meetings with Personal Care Workers provide a valuable forum for open communication, where staff share insights, raise concerns and contribute ideas. These conversations help our team members feel supported and heard, allowing us to respond quickly to the evolving needs of our residents.

Together, these initiatives highlight our ongoing commitment to person-centred care - supporting not just physical health, but also connection, dignity and quality of life for everyone in our community.



# Honouring our Nurses

Following on from last month's celebration of International Nurses Day, we recognise the incredible impact of our nursing team every day at Crowley through the skill, compassion and genuine connections they bring to their work.

In this edition, we shine a light on one of our valued nurses, James, offering a glimpse into his experience, what inspires him, and the difference he makes in the lives of our residents.



## **James, what inspired you to become a nurse?**

I've been in nursing since 2010 and was initially inspired to become a nurse by my brother, who is also in the profession. At that time, my goal was to help my family and give them a better life. As the years went by, I realised that every time I care for a patient and see how grateful they are, it reminds me that I have made a difference in their life through compassion, care and simply being present during the challenges they are facing.

I also worked as a carer in aged care before becoming an RN (Registered Nurse), and I am very grateful for the opportunity to now work in this field as a nurse. Caring for elderly residents is especially meaningful to me, as it makes me feel like I am looking after my own grandparents- something I did not experience growing up.



**What's the most rewarding part of your role at Crowley?**

As a nurse, knowing our residents are well cared for, safe, and comfortable and seeing their daily gratitude for our care-even in small ways. It's rewarding to work as part of a team that supports each other to provide the best possible care.

**What's one thing people might be surprised to learn about nursing?**

That nursing is a team effort. Nurses work closely with carers, doctors, allied health staff and families to observe changes in patients and communicate these with the team to provide quality care. It's not something we do alone.

**If your team described you in three words, what would they say?**

I'm not entirely sure how my team sees me, as I haven't asked them directly, but I do value and respect their opinions, especially when providing care for our residents. I think they would describe me as caring, respectful and supportive.

**What's something you've learnt from our residents?**

I have learned to be more patient and understanding. Each resident is unique, with different preferences and needs, and I understand how important it is to respect those differences and provide care that meets their needs.

**What's one thing you can't get through a shift without?**

Taking a moment to visit the chapel before and after my shift. It helps me start my day with guidance and end it with gratitude, both for myself and for all staff at Crowley as we provide care to our residents.

# Grandfathering provisions



**Graham Smith**  
Chief Financial Officer

## Understanding your options

Grandfathering provisions are in place to protect individuals from being disadvantaged by the new residential aged care fee arrangements introduced on 1 November 2025.

In simple terms, anyone who entered permanent residential aged care *before 1 November 2025* will generally remain on their existing fee structure in line with the 'no worse off' principle.

This means their current means-tested care fee arrangements continue to apply, rather than transitioning to the new means-tested 'hotelling' and non-clinical care contribution framework introduced under the new reforms.

Grandfathering may also apply to people who were approved for, or receiving Home Care as at 12 September 2024 and later move into residential care. However, in these cases, the level of protection varies depending on individual circumstances.

### Should I opt out of grandfathering?

Residents may have the choice to opt out of grandfathering by opting in to the new fee arrangements through *Services Australia*. The new aged care rules could result in a more favourable financial outcome for some.

For example, individuals with higher income but low assets, such as those receiving a defined benefit pension, may benefit under the new system.

On the other hand, residents with higher asset levels may be better off remaining under the grandfathered arrangements.

It's important to note that once a resident opts into the new system, the decision cannot be reversed. The new thresholds, taper rates and contribution calculations will apply going forward.

For this reason, **we strongly recommend seeking independent financial advice** before opting out of grandfathering, as the financial impact can vary significantly from person to person.





# National Fish & Chip Day!

**AHOY THERE!**  
Join us for Fish & Chips



**FRIDAY 5 JUNE**  
**12 noon - 1.30pm**  
Plaza and Barney's Cafe



RSVP Tuesday 2 June  
to Crowley Reception



# Celebrating our Volunteers

In celebration of National Volunteers Week, we hosted a special afternoon tea in honour of our incredible volunteers.

It was a small but heartfelt opportunity to say thank you to some of the individuals who generously give their time, energy and companionship to support life at Crowley.

**Would you like to make 2026 your year to volunteer at Crowley?**

To apply, contact us on 1300 139 099.



National 18-24 MAY 2026  
**Volunteer**  
YOUR YEAR TO VOLUNTEER Week



Anne has been a member of the Crowley Care Auxiliary since it's founding in 1982 - that's an incredible 44 years of volunteering at Crowley!







# From the IL Desk



**Jenny Kliese**  
Independent Living (IL) Coordinator

## IL Biggest Morning Tea

On Friday 3 July our Independent Living community will come together for Australia's Biggest Morning Tea and a fun trivia event in the Activity Centre. Entry is a \$5.00 donation at the door and a gift table with items such as flowers will also be available for purchase.

We invite you to join us – whether with friends, neighbours or on your own. The more the merrier as we share a special morning together. This event is not only a chance to enjoy each other's company, but also an opportunity to support members of our community who are on this tough journey with cancer. We will celebrate with cancer survivors and reflect on those who have lost their battle.

Cancer touches us all in different ways - as patients, survivors, carers, loved ones, friends, neighbours or colleagues - and as you know, it is a difficult journey for everyone involved. Fundraising events like this are driven by love, support, awareness and a shared commitment to improving research and outcomes.

All funds raised will go towards cancer research and support services. Thanks to organisations such as Cancer Council NSW, research has come a long way and "there are some cancers that were terminal but now they are curable".

### Cancer Council NSW

The Cancer Council NSW website gives an insight into what donations go towards. You can also find a lovely story about a special local lady, Jenny Dowell, who was a great advocate for Cancer Council. If you or someone you know needs support,

call Cancer Council on **13 11 20** (Monday to Friday 9am-5pm) or visit **[www.cancercouncil.com.au](http://www.cancercouncil.com.au)** and one of their health professionals will call you back.

### 2025 stats

- **\$18.2 Million** was invested in cancer research
- **9,074** calls and emails to the 13 11 20 information and support line
- **86%** of primary schools participated in the SunSmart Program helping protect students from over exposure to UV radiation.



## Dates to remember

### Friday 5 June

National Fish and Chip Day

### Friday 19 June

IL Biggest Morning Tea & Trivia

### Monday 29 June

IL Social Calendar catch-up  
(to be confirmed)

### Tuesday 30 June

Men's bus trip to Evans Head  
Aviation



# International Day of Yoga

**Thursday 18 June**  
Activity Centre

See your  
What's On flyer  
for further details.



## Crowley's Biggest Morning Tea events



**Thursday 2 July 10.30am**

Residential Care Morning Tea  
Entertainment Room  
Live entertainment



**Friday 3 July 10am**

IL Biggest Morning Tea & Trivia  
Activity Centre  
\$5 entry



**Fundraising stall**

Items available to purchase at  
Reception

All proceeds from these events are  
donated to the Cancer Council NSW.



# Hotel Services news



**Tony Baldwin**  
Hotel Services Manager

## Mothers Day success!

We're delighted to share that Mother's Day celebrations have been a wonderful success with both Barneys and the Auxiliary events receiving extremely positive feedback from residents, families, and guests.

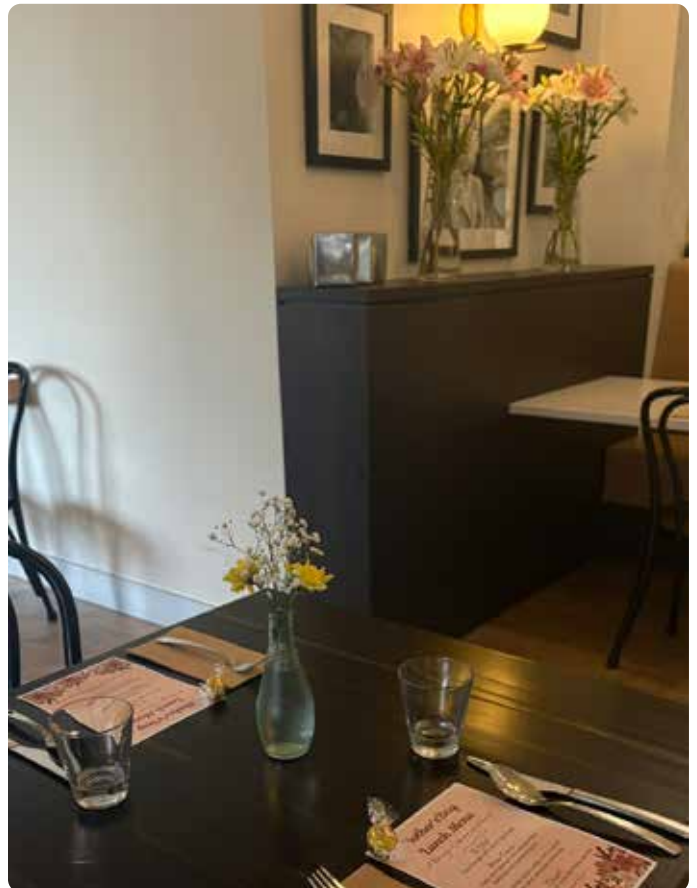
The special Mother's Day lunch at the café proved popular, with the venue fully booked for our pop-up restaurant experience at Barneys.

Guests enjoyed a warm and welcoming atmosphere, delicious meals, spending quality time together celebrating important women in their lives. So wonderful to see many smiling faces and hear lovely comments about the food, service, and experience.

We were proud to cater for the annual Mother's Day Luncheon for our wonderful Auxiliary, which welcomed more than 85 attendees.

The atmosphere throughout was uplifting, vibrant and filled with conversation, laughter and a strong sense of community.

Events such as these highlight the importance of connection and shared experiences at Crowley, and we thank everyone who helped make both occasions so memorable.



### Are your winter clothes labelled?

As the cooler winter months approach, we kindly remind families and loved ones to ensure all winter clothing brought in for residential care residents is clearly labelled.

To assist with this, please bring new clothing through reception first so staff can record and label them **before** they are delivered to residents.

It really helps us keep belongings organised and ensures items can be easily returned if misplaced.



# Lentil Soup

**Prep** 20 minutes | **Cook** 15 minutes | **Serves** 4

## Ingredients

- 1 tbsp olive oil
- 1 brown onion, finely chopped
- 1 carrot, finely chopped
- 1 celery stick, finely chopped
- 2 x 400g cans brown lentils, rinsed, drained
- 400g can diced tomatoes
- 500ml (2 cups) vegetable stock
- 2 dried bay leaves
- 2 tsp dried oregano leaves
- 1/4 cup chopped parsley
- Olive oil (optional), to drizzle
- 25g (1/3 cup) grated parmesan

## Instructions

Heat the oil in a large saucepan over medium heat.

Cook onion, carrot and celery, stirring occasionally, for 5 minutes or until soft.

Stir in lentils, tomato, stock, bay leaves and oregano.

Reduce heat to low. Simmer for 10 minutes or until mixture reduces slightly.

Set aside for 5 minutes to cool. Remove and discard the bay leaves.

Process half the soup in a food processor until smooth.

Return to the pan. Cook, stirring, over medium heat until heated through. Stir in the parsley.

Divide among serving bowls. Drizzle over oil, if desired. Top with parmesan.





# Garlic-herb Chicken and Cauliflower bake

**Prep** 15 minutes | **Cook** 1 hour | **Serves** 4

## Ingredients

- 1kg herb & garlic boneless whole chicken
- 1 1/2 tbsp plain flour
- 450g cauliflower, cut into florets
- 2 middle bacon rashers, rindless, cut into 2.5cm pieces
- 375ml (1 1/2 cups) thickened cream
- 2 tsp fresh thyme leaves
- 1 tbsp Dijon mustard
- 1 tsp chicken stock powder
- 40g baby spinach
- 100g (1 cup) shredded cheese

## Instructions

Preheat oven to 200C/180C fan forced.

Place chicken skin-side up in a large roasting pan. Cover the pan with foil. Roast for 25 minutes.

Transfer the chicken to a chopping board. Drain any excess liquid from the pan and sprinkle the base of the pan with flour.

Cut the chicken into about 10 even portions and return to pan. Arrange cauliflower and bacon around the chicken.

Bake for 20 minutes or until chicken is golden.

Meanwhile, combine cream, thyme, mustard and stock powder in a jug.

Arrange spinach leaves among the chicken mixture.

Drizzle with the cream mixture and sprinkle with cheese.

Bake for 15 minutes or until golden. Serve.



*Pictured L- R: Sisters Grace, Mary, Denise, Margaret and Larelle*

## A lifetime of care, still shared today

At Crowley, we are privileged to witness the enduring bonds of friendship and service that continue to shape the lives of our residents - and few stories capture this more beautifully than the **Sisters of Mercy**.

These much-loved faces are regulars at Barney's Café where this group of pastoral care friends gather during their visits. They bring companionship, comfort and spiritual support, filling each catch-up with laughter, reflection and the sharing of stories gathered over decades of service to others.

Among those they visit are Grace and Larelle, our resident sisters (biological sisters as well as Catholic Sisters) whose lives have been dedicated to education and care across the region. Both women have left a lasting impact on generations of students and families in communities Grafton, Dorrigo, Armidale, Casino, Wardell and beyond.

Grace is fondly remembered for her leadership as a School Principal coordinating the Seasons of Growth program, where she trained teachers and supported students and families navigating

grief and loss. Her compassion and commitment helped create safe spaces for healing during life's most challenging times.

Larelle, also a School Principal whose passion was teaching geography, proudly remembers supporting vulnerable students. Her steady guidance and encouragement made a meaningful difference in the lives of many young people, helping them feel seen, supported and capable.

Their connection with fellow Sisters of Mercy - Mary, Denise, Margaret and Jenny spans more than 70 years, dating back to boarding school days, where Larelle was School Principal at St Mary's College in Grafton. Today, their bonds remain as strong as ever, with regular catch-ups continuing a tradition of friendship, faith and mutual support.

At Crowley, we are proud to care for individuals who have spent their lives nurturing others. It's a privilege to now provide a place where those same values of compassion, connection and community continue to flourish.



# Update from Maintenance



**Albie Viel**  
Maintenance Manager

## Mastering your garage door remote

Your garage door remote is a small device that makes a big difference for Independent Living residents.

Keeping it in top shape ensures you're never left waiting in the driveway.

Here is a quick guide to keeping your garage remote working perfectly.



### Smart storage & care

Treat your remote like a pair of glasses. Avoid leaving it on the dashboard where hot sun can damage the internal electronics. Instead, slip it into your glove box or console compartment.

Keep it dry, and clean it occasionally with a damp microfibre cloth - never submerge it or use harsh chemicals.

Storing your remote in a key wallet along with other keys may place pressure on your remote button and cause your garage door to open unknowingly.

### When batteries need replacing you may notice:

- **Reduced range:** You have to stand increasingly closer (right in front of the door) for the remote to register.
- **Intermittent operation:** The door only opens or closes on the second or third press, or only works some of the time.
- **Dim or dead LED light:** The small indicator light on your remote is faint or doesn't light up when the button is pressed.
- **Wall button works fine:** If the wall-mounted control inside your garage opens the door smoothly but the handheld remote does not, the remote battery is the culprit.

### Other issues that may stop your remote from working

- **Button sticking:** Dirt can trap buttons down. Give it a gentle tap or clean around the edges.
- **Loss of operation:** Remotes can lose their pairing with the motor's logic board following a power outage, system reset, or electrical surge. Please contact Reception if this occurs.
- **Auto-opener is disengaged:** If the auto-opener motor is operational, but the door is not opening or closing, the opener will need to be re-engaged with the garage door. Please contact Reception.



# 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](http://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.



# Out and About









# Craft Corner



## Turtle Shell Weaving

Create these charming turtle figures using a few simple materials.

Weaving helps maintain fine motor skills as it involves repeated, precise hand movements that support dexterity and hand strength.

### What you need

- 3 paddle pop sticks
- Coloured yarn
- Craft glue
- Black and green markers.



**Step 1.**

Glue the centres of each stick together.



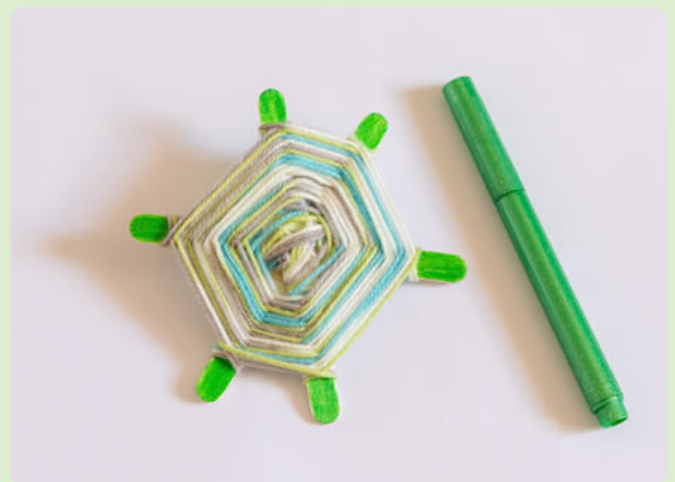
**Step 2.**

Tie wool to the centre of the sticks.



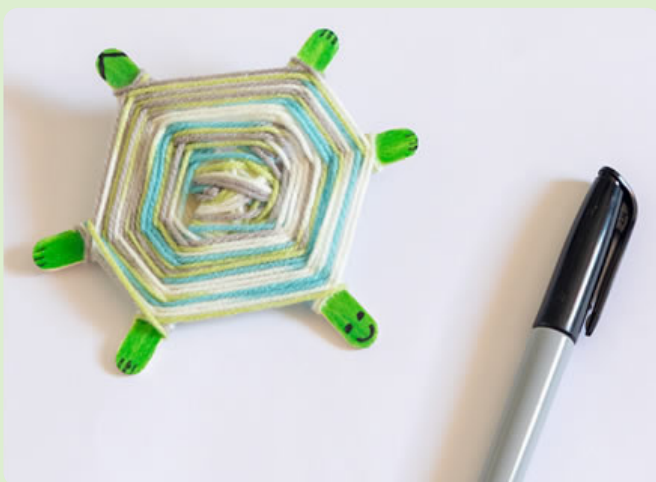
**Step 3.**

Wrap yarn around the centre of the sticks.



**Step 4.**

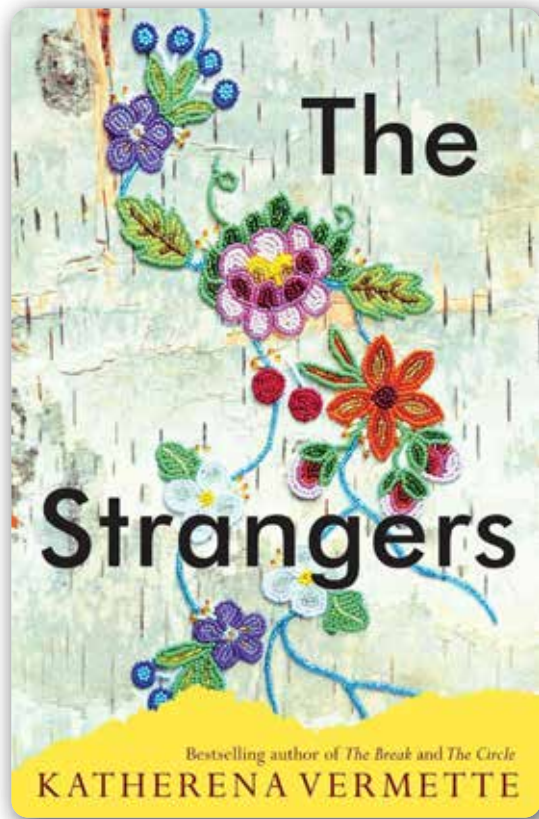
Weave yarn around each stick.  
Colour the legs with green marker.



**Step 5.**

Draw the face and toes on the turtle with black marker.

# Book Club



## **The Strangers by Katherena Vermette**

Our latest read was **The Strangers** by Katherena Vermette.

### **What did we think?**

Most of us found it a worthwhile read, though difficult.

A dysfunctional Metis (a distinct indigenous nation of mixed European and Indian ancestry) family in Canada is caught in a cycle of abuse, violence, addiction and despair. The story follows four women family members over the course of five years. Jail, drugs, foster homes, unwanted pregnancies, COVID were all thrown into the mix with lots of pain and anger and LOTS of “bad” language. However, in most cases we felt for the characters and saw hope for some.

‘The Strangers’ is a sequel to ‘The Break’ that focused on one of the four women. Another book, ‘The Circle’ follows and is why this one ends somewhat abruptly. All have a similar theme!

### **Our next read**

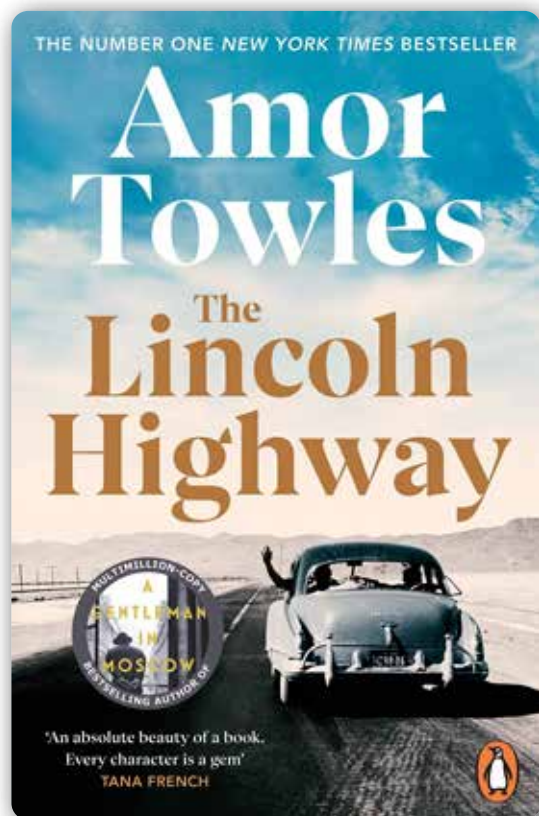
Our next read is **The Lincoln Highway** by Amor Towles, the author of ‘A Gentleman in Moscow’.

It is billed as a story bursting with charm, richly imagined settings and unforgettable characters in a journey across America in the 1950’s.

It is hopefully a more uplifting read.

Until our next meeting on 18 June, happy reading!

Marion



# Welcome to Team Crowley

We say welcome to our newest staff members.



**Anais**  
Residential Care



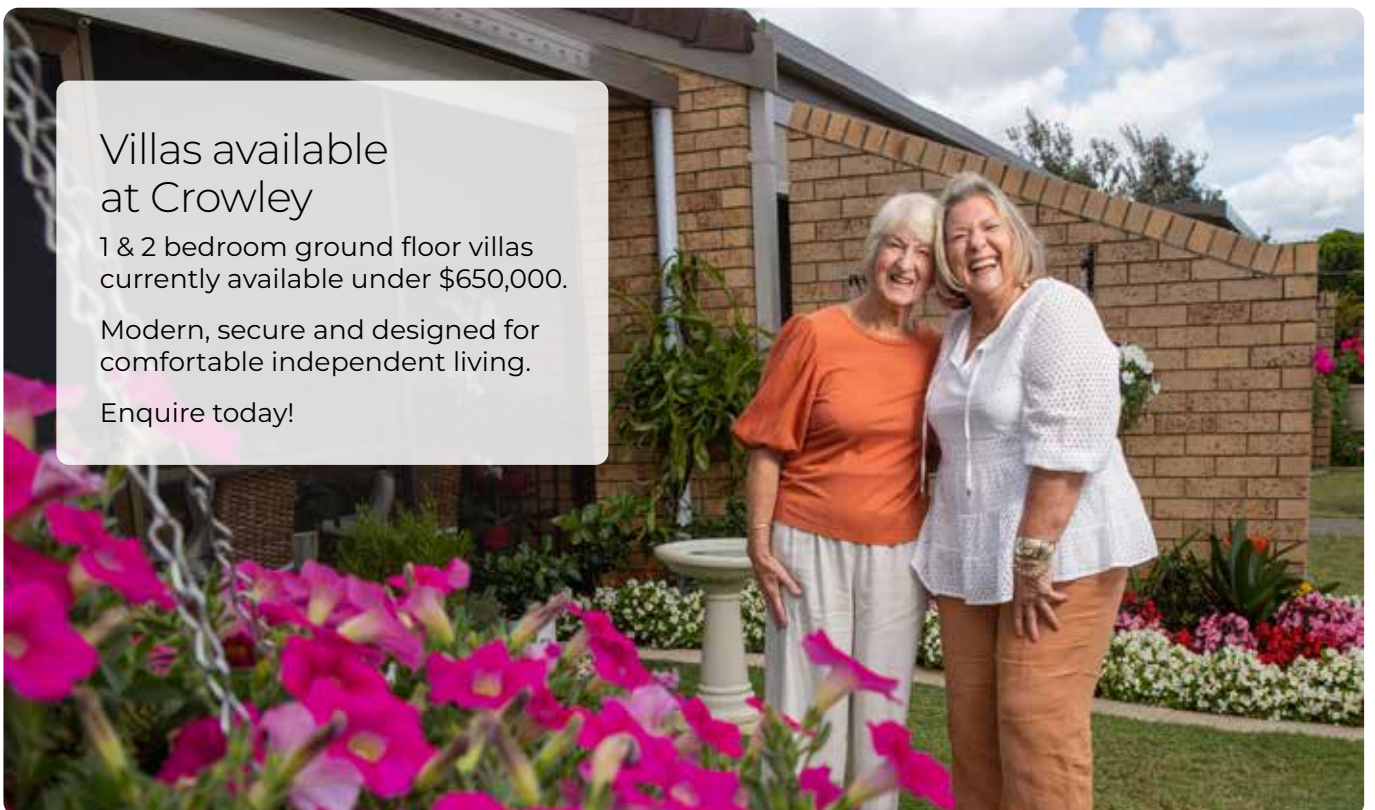
**Mia**  
Residential Care

## 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!



# Crowley Care Auxiliary



**Margaret Savage**  
Crowley Auxiliary President

## A caring community grows stronger through kindness, friendship, and the simple joy of people coming together

The Auxiliary has enjoyed a busy and rewardable month. On the social side, members shared a wonderful day at the Asian Green Restaurant with great food, laughter and a lively trivia quiz organized by Tess.

Another outing is planned for Monday 8 June at the Ballina Jockey Club (weather permitting). These social gatherings are not fundraisers but are a wonderful opportunity for Auxiliary members and friends to connect, have some fun and enjoy each other's company.

Our first major fundraising function for the year, the Annual Mother's Day Luncheon, was a huge success, welcoming 84 guests. The beautifully styled Activity Centre created a real "wow" factor, complimented by a surprise glass of champagne from Tony. Guests enjoyed a delicious three-course meal and lively entertainment from local talent, The Stringbags, who had the room buzzing with toes tapping and hands clapping.

A heartfelt thank you goes to our Hotel Services team for their outstanding work behind the scenes, delivering a warm and professional experience for all. We also thank our dedicated Auxiliary volunteers for welcoming guests, assisting throughout the event, and running the raffle and lucky door prizes. We are very grateful to the Ballina Jockey Club for donating Members Stand tickets as lucky door prizes.

Congratulations to our lucky Mother's Day raffle winners Rhonda, Lorraine, and

Sandra!

Our Christmas in July Raffle is now underway with tickets available at Reception as well as from stalls at Ballina Fair, River Street, and Crowley Plaza on weekends. We thank the Lions Club of Ballina for generously donating the Christmas cakes and puddings included in the raffle along with our "Friends of the Auxiliary" and talented members who donate many beautiful handmade items for inclusion in our raffles. Book a table for our next function, the Christmas in July Luncheon through Customer Service.

New members are always welcome at our monthly meetings, held on the fourth Monday at 3.00pm.

Until next month, stay warm, stay well, and keep smiling!



### **Next Meeting**

**3pm Monday 22 June**

Crowley Education Centre

All welcome.

Afternoon tea provided.



Congratulations Rhonda - our Mothers Day Raffle 1st prize winner!









CROWLEY CARE AUXILIARY

*Christmas*  
**IN JULY**  
**LUNCHEON**

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THURSDAY

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**23**

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JULY 2026

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**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*

# Happy Birthday!

Happy Birthday to all of our residents who recently celebrated.



# Focus on Quality



**Michelle Golding**  
Quality Manager

## Diving deeper into our surveys

In last month's *Chatterbox* we explored the role of surveys in Aged Care. This month, we are diving deeper into the **Resident Experience Survey**, scheduled to take place from 3 - 12 June in Residential Care.

The *Resident Experience Survey* ensures our residents can share their feedback about the care and services they receive, their quality of life, and their experience of living at Crowley.

### Purpose

An important initiative of the Australian Government, the Survey empowers older people, inviting them to share their experiences and views.

The government uses the survey feedback to encourage transparency, connection and a commitment to quality improvement in residential aged care. A summary of the survey responses is shared with providers via a Residents' Experience Report, which is sent directly to each aged care home provider.

The survey presents Crowley with a valuable opportunity to understand how our residents feel about their care and to engage them in our quality improvement planning.

The results are also used to calculate a home's Residents' Experience rating in Star Ratings.

### Background

The *Residents' Experience Survey* was introduced in response to the Final Report of the Royal Commission into Aged Care Quality and Safety, released in 2021. The

survey addresses recommendation 94 of the Final Report – that greater weight should be attached to the experiences of people receiving aged care.

The survey has been conducted annually since 2022 with at least 20 per cent of residents in each aged care home are surveyed in each round.

### Survey team

The Government engages an independent third party HealthConsult, in consortium with Access Care Network Australia (ACNA), with a qualified survey team to deliver the annual survey on behalf of the Government.

The survey team visits each participating residential aged care home and completes the survey in-person with each participating resident, allowing them to reflect on their lived experience at their residential aged care home.

The survey is voluntary, and the survey team seeks informed consent from residents that have been randomly selected on the day. This process ensures participants are comfortable with proceeding with the survey.

## Continuous improvement

### FOOD FOCUS GROUP

We are excited to announce a new initiative to further enhance our meal service at Crowley Care.

Expressions of Interest have been distributed to our Residential Care residents for participation in a new **Food Focus Group**. Residents who express an interest to join the group will have an opportunity to share feedback, discuss meal preferences, suggest new ideas, and contribute to future menu planning.

The Food Focus Group aims to encourage collaboration and ensure that residents' voices continue to shape a positive and enjoyable dining experience for everyone.



Standard 6:  
Food and Nutrition  
*'I enjoy tasty and nutritious food every day.'*



## STATE OF ORIGIN DRESS UP DAYS

### Calling all residents and staff

Get into the spirit of Origin by dressing up in your **TEAM** colours each Origin game!

**Game 1: Wednesday 27 May**

**Game 2: Wednesday 17 June**

**Game 3: Wednesday 8 July**

Please note appropriate clothing, name tags and regulation shoes must be worn by ALL staff

# Making Feedback Flow

**Michelle Golding**  
Quality Manager

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

## Independent Living family

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

## Independent Living resident

- I've had 2 house jobs this month which have been fixed perfectly. Thank you Albie for your hard work. What would we do without you!

## Residential Care family

- To the team at Lillipilly I wish to express our gratitude for the Crowley Care community and the joy I feel at the thought of Mum's care in her weeks of extreme need at Crowley. Words don't express.
- We would like to thank the Management, friends and staff at Crowley Care, especially those of you who attended the funeral in person or watched it via live telecast. Alan thought dearly of all of you as you would of him & his cheeky ways. May he rest in peace.

- I would like to convey my grateful thanks to all staff in Crowley Care for the loving care shown to my wife during the many years she was a resident with you. I would like to offer my special thanks to RN's John, Sonata and Amir for their special attention to Ruth. Also, a special mention to staff member Johnno who took great care and attention to Ruth's very painful neck and shoulder and giving her much needed relief. To all those wonderful people in Crowley, I and my family offer our eternal and grateful thanks, for a job well done.
- Yolanda at reception is such a beautiful welcome for Crowley and she really epitomises that "smiles create smiles." For someone so quiet her smile says it all and she is so helpful and accommodating with the different requests we have. My friend who no longer sees faces just loves her voice. Hard to put into words just how much we appreciate her and miss her when she is not here!
- 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.
- We would like to truly thank you for the beautiful flowers sent to us. Looking at them displayed in our home brings back many memories of a beautiful Mum.

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](mailto:info@crowley.org.au) or

3

**Call** us on 1300 139 099



# Nurses Day Crossword



## 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?



# Mothers Day Word Scramble Answers



How did you go unscrambling each word last month?

FEEMPRU - **PERFUME**

SSORE - **ROSES**

SIKS - **KISS**

TLEFABUIU - **BEAUTIFUL**

TGEATIDUR - **GRATITUDE**

PTSRRENE - **PRESENT**

TDRHUAEG - **DAUGHTER**

NFCFANTIOE - **AFFECTION**

QUUTEBO - **BOUQUET**

DCAR - **CARD**

RJLYEWEEL - **JEWELRY**

YDUNSA - **SUNDAY**

VLOE - **LOVE**

TARHE - **HEART**

UGH - **HUG**

SALBLONO - **BALLOONS**

EELNRICBAOT - **CELEBRATION**

REBKAATSF - **BREAKFAST**

HHIESRC - **CHERISH**

DNEHICRL - **CHILDREN**

NAANCOTIR - **CARNATION**

UOOHNR - **HONOUR**

EHALTCCOO - **CHOCOLATE**

FIGT - **GIFT**

# 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

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