

the chatterbox

NEWS FROM CROWLEY CARE

JUNE 2018





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COVER PHOTO

Dorothy Dostine enjoying a cuppa at Banjo's after a walk in the Autumn sun.



A Moment with Our CEO

Hello everyone,

Culture, Crowley and How We Compare

Our staff culture training program plays a big part in building a deeper understanding of what makes Crowley unique and different. And whilst we are proud to be Crowley sometimes it's good to see how we track against other aged care providers across Australia and New Zealand.

A recent review of our Resident and Relative satisfaction scores saw us compared to 160 aged care providers. The results confirm we are doing well and continue heading in the right direction.

For our Resident Satisfaction Score Crowley came in at +49.23 (net promoter score) which is better than the industry average of 41.74. Whilst our Relative Satisfaction Score is +82.2 compared to the industry average of just +55.9. This result puts Crowley in the top 8% of the more than 160 facilities surveyed. We are also outperforming many large well known global consumer brands.

I see these results as an affirmation we are doing a lot right at Crowley as we continue on our journey from good to great.

I'm acutely aware it is our staff who are responsible for these strong results. Our training made us all consider how our attitude each day and our culture makes a huge difference to how we are perceived by our residents and relatives. I congratulate our staff on these results.

Our Emerging Leaders

Crowley has established a new Leadership Development Program called #makingcrowleyleadersgreat

This program is about our next generation of leaders, broadening our leadership culture in addition to those with current leadership titles. The program identifies influencers - Crowley staff who best exhibit our positive culture, the Crowley spirit and who set high standards for others to follow and emulate. I am proud to have launched this program because we are focussing on an even better future.



Relay for Life and the Crowley Vibe

At our recent Relay for Life we raised important funds for cancer research. Crowley had the largest team on the weekend walking through the night with our staff working as one selflessly giving their time to support our community. It says so much about our culture when our staff give up their own time to support Team Crowley. On the day I heard many comments about the fun and positive vibe that surrounded our Relay for Life team.

Two come to mind. A journalist from the Northern Star was taken by our contribution as she observed our team, tent and display. She noticed we had residents attending and supporting Team Crowley and she thought that was great.

And as Team Crowley packed up to leave the event, a member from another team with their tent next door to ours said: "Please pass onto your bosses what a great vibe your staff and team at Crowley have". I replied "Consider it passed on!"

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

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts
Executive Manager Operations and Finance

We are very excited to share the news with you all that Stage 1C of the Redevelopment is now complete with the opening of the new plaza. The fencing came down on Friday 11 May 2018, and our local postman was the first person to drive on the new surface.

Since the plaza's opening we have received wonderful comments from our residents, families and staff. A common theme of these comments is how the Poinciana tree looks when lit up at night. The Poinciana tree is believed to have been planted at Crowley over 30 years ago, while our smaller one was "planted" by Michael and I about 8 years ago. In addition, a new jacaranda tree has been added, just near the emergency parking bay, and we look forward to watching this tree add a splash of purple to the plaza in the years ahead.

The design of the plaza was carefully considered in conjunction with our designers and architects with the aim of making this a safe space for both pedestrians and vehicles. By providing a separate pedestrian zone including an undercover walkway direct to the front door of the Library, Activity Centre, Reception and Café, creating a natural and safe flow for both pedestrians and vehicles.

And looking ahead, we are in the final weeks of our redevelopment, however as the works are inside the existing building they will be some of the most challenging in terms of our operations and resident and visitor access.

I will keep you informed over these next weeks about the works and shutdowns to access through the building. If you have any questions in the meantime, please speak to management staff who will be able to assist.





Out & About

Crowley Choir

We are never disappointed when Crowley choir performs for us. We were once again delighted with beautiful songs celebrating Mother's day. It was great to see so many residents participating and attending. The very entertaining Del had every one laughing and we look forward to their next performance in June.

Anzac Day

On the 25th of April, residents proudly participated in the Anzac Day Parade in River Street on the Crowley bus. It was heart-warming to see the crowd turn out given the unpredictable weather and wonderful to see children cheering and participating in the march. After lunch we were obliged to carry on the Aussie tradition of 2Up and Happy Hour. It's fun to watch those who never waver from their heads or tails and those who swap and change throughout the game. A great afternoon had by all.





Relay for Life

Residents enjoyed an outing to the Alstonville Showground to participate in this year's Relay for Life. A fabulous fundraiser for the Cancer Council where our residents and staff were proud to be involved. We were able to soak up the atmosphere of community, and of course the wonderful Crowley community team spirit was evident. We walked, cheered others on and shared experiences of how cancer has touched many of our lives. Tony and Judy from Hotel Services provided the energy fuelling BBQ dinner before we left a very committed staff group to do the 'night shift,' walking through the night and finishing at 8am the next day.

Silversmith Singers

The Silversmith Singers again put on a wonderful concert for our residents, performing songs from the past, that evoked wonderful memories. It was a treat to see everyone singing and clapping to those great tunes.

Out & About Last Month at Crowley

St Anne's "Seabird" Visit

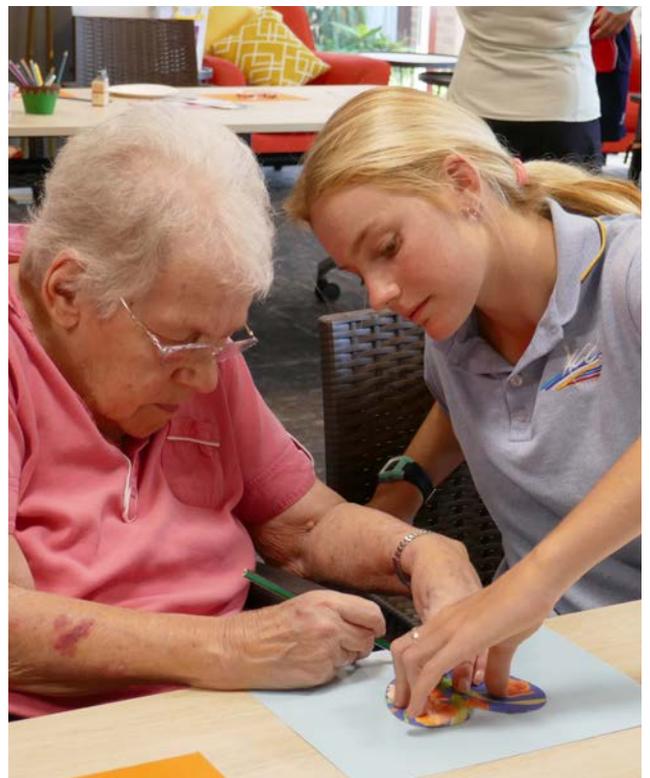
Our residents enjoyed an intergenerational visit from St Anne's Long Day Care Centre, where they were treated to stories, nursery rhymes, singing and drawing. The interaction between the residents and the children is beautiful to watch, as some of our residents do not live near their grandchildren and some of the children may not have grandparents living close to them.

Music, Memories and Laughter

Our recent speech pathology students have introduced a new program in conjunction with Leisure & Lifestyle on a Thursday morning called 'Music, Memories and Laughter'.

The program has attracted a wonderful crowd and we have had lots of fun with songs from the 50's, 60's and 70's that sweep us back to the good old days. Like wearing a polka dot bikini and remembering famous songwriters such as Frank Sinatra and Julie Andrews. Residents reminisce with the year of the song, how it made them feel, and where they were in their life when they first heard the song.

It incorporates some wonderful music that transports and triggers memories from the past. This in turn stimulates some wonderful reminiscence conversations and some interesting facts. There is growing evidence about music therapy and its positive effect on cognitive stimulation. The importance of warming up the vocal chords and breathing properly whilst singing and having a laugh along the way are also an integral part of the group. A BIG thank you to our students, Mikaela and Kirstie.





Quilting Group

From fabric to scissors, our residents alongside some Independent Living residents are looking forward to creating beautiful projects requiring new and old skills.

A long time ago, quilts were made for a very practical reason – to keep the family warm especially during the cold winter months.

Today, quilt makers do their craft for many reasons. Quilting activates our parasympathetic nervous system. Doing something that results in meaningful work makes people happy. Friendships and community are essential for keeping us connected and healthy. Being surrounded by bright colours and a strong group of friends, especially during the bleak winter months, can elevate our moods. The countless quilting bees that brought frontier women together created strong bonds of friendship and a shared sense of reliance and responsibility.

If you are interested in getting started with quilting, we have some beautiful quilting resources and would love you to come along, even if it is just for a social chat. At this stage Tuesday's at 1:30 will be the day we meet, however dates will always be advertised in our activity calendar. This activity will be held twice a month, or depending on the project and progress.

Mindful Colouring

Colouring books are no longer just for kids. In fact, adult colouring is all the rage right now; colouring is a form of self-expression; there is no right or wrong way to colour.

Recently a small group of residents attended a colouring session in the Lilac Lounge. The mood was set with relaxing music, pictures and some flower arrangements to give us inspiration. In no time, a contemplative mood set over the group and there was complete concentration, which brought about total silence...

Colouring relieves stress, improves mood and dexterity, and gives a sense of accomplishment. Bring a little colour into your world. Colouring sessions are great fun, so be sure to come along to our next session. Revisiting this much-loved childhood pastime, it is well worth the effort.

National Volunteers Week

Give a Little, Change a Lot

Gail Norton **Human Resource Manager**

Volunteers offer their time and energy selflessly and without expectation of being recognised or rewarded. We appreciate the dedication of our volunteers and want to make sure they know how much they are valued.

The respect and kindness our volunteers show to our residents, no matter what the situation, is worth recognising.

While at times volunteering can be stressful, their kind words and actions go a long way toward assisting our residents to keep their dignity.

Last month we celebrated the spirit and work of our volunteers with a morning tea during National Volunteers Week and it was lovely to see all our volunteers together in one space.

Guests were happy to socialise and enjoyed meeting with other volunteers including our Auxiliary.

Speaking of our Auxiliary, over the past couple of years they have gained a couple of 'spots' on the Bunnings Sausage Sizzle calendar. Our staff at Crowley have been happy to join the volunteer ranks and spend some of their day to assist and join in the fun. To quote a well-known saying "many hands make light work" and this proved true on these days.

Words cannot express adequately the gratitude that the Board and staff of Crowley wish to convey to all our volunteers past and present.

You matter. You make a difference.





GIVE A LITTLE. CHANGE A LOT.

NATIONAL VOLUNTEER WEEK 21-27 May 2018

Volunteering: **Get the Facts**

The State of Volunteering in Australia report found that 93% of people saw positive changes as a result of their volunteering efforts.

Volunteers are inspired to be involved in volunteering as it allows them to give something back to the community.

Volunteers are driven to volunteer to make a difference.

Volunteers are motivated to volunteer by a personal belief in a cause or issue.

#NVW2018

volunteeringaustralia.org/nvw





Welcome to Serpentine

Christine Lawton Residential Care Facility Manager

Our first resident was admitted to Serpentine Wing on 1 May - very exciting! Since then we have welcomed another 11 residents.

The response we have had is one of excitement.

These are some of the comments we have had from residents and their families

1. The transition went smoothly - I am happy
2. I have such a lovely outlook and I love the food
3. It's my room and there is lovely company around me
4. Everything is starting to feel homely
5. Comfortable room and the bathroom is so big
6. The staff are very helpful and friendly
7. I enjoy the afternoon sun I get in my room

I show many prospective residents around and the general feeling is how modern, beautifully decorated and inviting the area is.



Stay Healthy This Winter

All Things Flu Related

Kelly Roberts
Clinical Manager

It's pleasing many residents and families are enquiring about the flu vaccination. We are fortunate to have offered flu vaccines to staff and residents since 2003.

This year the Department of Health released vaccines for specific age groups accounting for differing immunity levels as we age.

Those over 65 years are offered the trivalent (3 strains) vaccine as it's strong enough to boost older immunity levels. For those under 65 years, they will be offered the quadrivalent (4 strains) vaccine.

All Crowley stakeholders - staff, clients, residents, and families, are encouraged to vaccinate to protect themselves and those around them.

We remind everyone not to visit loved ones if you are ill or suspect you have flu-like symptoms developing. Handwashing pre and post visiting is encouraged for all our community.

Remember - the Influenza Vaccine does not make you sick- virus and bacterial germs do!

FLU SEASON IS HERE.

MINIMISE YOUR RISK OF CATCHING THE FLU.



RECEIVE YOUR ANNUAL FLU VACCINE.



WASH YOUR HANDS OFTEN WITH SOAP & WARM WATER.



COVER YOUR NOSE & MOUTH WHEN YOU COUGH OR SNEEZE.



AVOID TOUCHING YOUR EYES, NOSE, OR MOUTH.



WASH YOUR HANDS BEFORE EATING.



DO NOT SHARE YOUR FOOD, DRINK, OR UTENSILS WITH OTHERS.



AVOID CLOSE CONTACT WITH SICK PEOPLE.

DO YOUR PART.



Elder Abuse Awareness Day

Laura Ellis-Harry **Quality Officer**

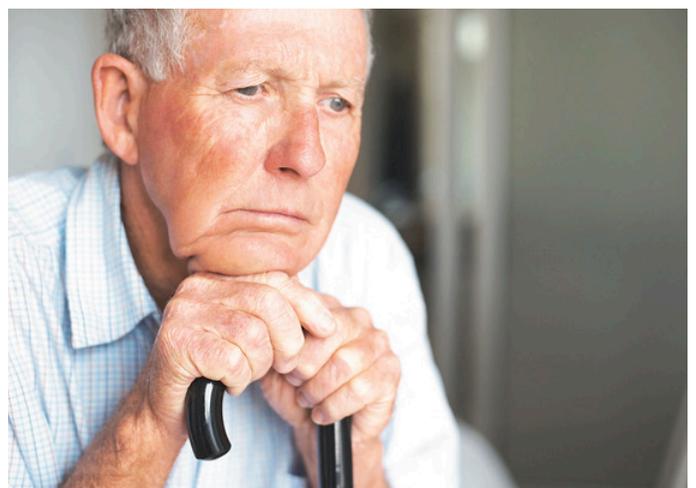
June 15 marks the annual, internationally recognised World Elder Abuse Awareness Day (WEAAD). WEAAD encourages community participation on a broad scale to draw attention to Elder Abuse.

Rewarding relationships are at the core of what we do here at Crowley and on this day we will celebrate our older people and raise awareness of WEAAD by turning Crowley Purple, joining for a morning tea and raising awareness about the causes and types of Elder Abuse.

June 15 reminds us that every older person has a wealth of lived experience to share and they should be active participants in their community. In turn, we can show our shared respect, value and love for our older family and friends.

On the day, celebrate positive ageing and discuss ways to keep older family, friends and members of your community safe and connected.

We hope you can join us by wearing Purple on the day and raising awareness of Elder Abuse.





JUNE 15 **WORLD ELDER ABUSE** **AWARENESS DAY**

Elder abuse is any act which harms an older person and is carried out by someone they trust such as an adult child, family member, partner, carer or friend.

Celebrating positive ageing...
World Elder Abuse
Awareness Day

Join us for Morning Tea
Crowley Entertainment Room
10.00am - Friday 15 June

A stylized graphic of a tree with a white trunk and branches, set against a background of purple, yellow, and teal shapes. The tree is positioned on the left side of the lower section.

WEAAD 15 June
World Elder Abuse Awareness Day

Mother's Day Luncheon

Crowley Auxiliary

The Crowley Auxiliary held its annual Mother's Day Luncheon at the Crowley Activity Centre on Wednesday 9 May.

Over 100 people attended the special luncheon where The Headliners entertained. The event included a beautiful lunch and delightful company.

The Crowley Auxiliary has operated since 1982 and over the years has contributed greatly to the lives of Crowley's residents and our community. Not only through their various fundraising activities, but also through their volunteering activities.

One service provided by the Auxiliary is "The Lolly Trolley". It's loved by residents and has operated for many years. Residents look forward to the arrival of the vibrant trolley and to the chats with the Trolley Volunteers.

Anyone interested in volunteering at Crowley or becoming part of the Crowley Auxiliary please contact Crowley Customer Service on 1300 139 099.



Crowley Auxiliary Cake Stall

Ballina
Bunnings

Saturday
9 June

9am

**Collection
Afternoon:**

Friday 8 June
Crowley
Activity Centre

We are looking for some keen bakers to fill the Auxiliary
Cake Stall with some yummy treats!

Please drop your contributions in a clearly marked container
with a list of ingredients for packaging and labelling.

Not keen on baking but would still like to help the Auxiliary?
Visit Ballina Bunnings on June 9th and buy up big!



AUSTRALIA'S

Biggest Morning Tea

Thursday 14 June

Where: Crowley
Entertainment Room

When: 10.00am

Cost: Gold coin donation

Theme: Winter Wonderland

RSVP: Wednesday 13 June
to Crowley Reception

Crowley Board Profile

Glenn Joynson

Father Michael recently created a new position on the Parish Aged Care Board appointing Glenn Joynson as the first Deputy Chair. Glenn has served on the Board for the past seven years. Glenn is the Senior Commercial Relationship Manager at Westpac Banking Corporation based in the Northern Rivers and has worked at Westpac, including in a range of senior roles, for more than 30 years. He started with the Bank when he was 17 years of age.

Chatterbox recently caught up with Glenn.

You've taken on the newly created role of Deputy Chair of the Parish Aged Care Board, why was this role created?

The new Deputy Chair position is about making sure our Board has the best structure it can so it can continue to support Crowley to function well at all times. The Deputy Chair role provides additional support to the duties of the Chair when needed. It's part of our plan to continue to improve our governance and compliance here at Crowley. It was a natural thing to create this role as Crowley continues to grow.

Are you local?

Almost! I've been living here for more than 10 years and love it. I grew up in Creswick, a small country town near Ballarat in Victoria. With my family I moved to Orange in 2003 prior to re-locating here in 2007. This region has so much to offer and you'd be right in saying the weather is a little warmer up here.

Why did you join the Board at Crowley?

After my father passed away from dementia about 10 years ago I saw this as an opportunity to give back to the industry that looked after him. It was through that experience that made me realise what an amazing job staff in the aged care industry do every day. It is personal for me and a great way to honour and show my respect and love for him that I wanted to give something back.

What skills do you bring to the Board?

Our Board is made up of talented and respected people with a broad skill base. I find it really refreshing to hear the range of viewpoints when our Board deliberates on Crowley matters. I'd like to think I bring a good overview of commercial management, development and financing to the board. My role at Westpac sees me network a lot within our region so if I can connect Crowley with local expertise and people I think have a good fit for Crowley, then I will make that connection.



Crowley spends a lot of effort on their culture and staff. Do you think that is important?

I do. Getting the culture right is very important. Michael, Kelli and the management team put in a huge amount of support and training to staff around the culture at Crowley. They are doing a fantastic job. There's an old saying: "If you get the behaviours right, the results will come." And I think Crowley is doing an outstanding job on this. I'm a big believer that if you surround yourself with people who act with professionalism and integrity then the future of the organisation will take care of itself.

What is the next step at Crowley that excites you?

Well the current development stage is very exciting and close to completion. It's great to see all this work come to fruition and what it will bring to the community, residents, family and friends here at Crowley. Looking to the future we have a good Master Plan for the whole Ballina site which will keep us busy. There is no doubt with the ageing population in our region that we need to invest both now and for the future.

What do you like about Crowley?

The people and the journey we are all on. Making sure the future is well thought-out and having the right people on-board to make it happen. In planning for the future I'd like to think we continue to engage the community so that we take care of the elderly and the aged in an authentic way.

When you think of Crowley what words comes to mind?

Our "resident and client first" culture. The work the team do at Crowley is amazing. Professionalism. A place that is well run by the management and the great pride of the staff. Our staff do a sensational job including our volunteers. I think because of this Crowley has a special place in our region. I'm proud to be associated with the Crowley community.

Crowley Connections

Juanita Mohammad

Juanita joined the Crowley family in 2010 initially as part of both the Home Care and the Residential Care teams. The hat she wears now as part of the Leisure & Lifestyle team is her favourite! Before she joined Team Crowley she worked at local supermarkets and then Gibbos Tyre and Auto – she loved the contact with the public meeting new faces and catching up with familiar customers. The love of the personal contact and making a difference to the day of a client is what led her to the Aged Care Industry.

Juanita has been married to her “high school sweetheart” Adrian for 17 years and together they have 2 children; Brodie (19) and Victoria (14). As a family they love travelling and camping. Outside of Crowley, her days are action packed with a busy family. Her days start early with school drop off for Victoria at 7.30am before that Juanita has tidied the house so she can return home of an evening and enjoy some family time and help Victoria with her homework. She says, “I remember homework being such a bore and a dreaded task, that is why I help as much as I can to make the job easier on Victoria”

Juanita says, “I enjoy my role at Crowley so much and love helping and interacting with our residents”. She is extremely grateful for the memories and fun she is able to experience every day. While she very much appreciates the Crowley Team, it’s her fellow Leisure & Lifestyle Team members she truly values, “we are so fortunate to work with so many extraordinary residents each and every day, hear so many interesting stories and be privy to some special moments of gold”.

Getting to know Juanita is getting to know a very busy woman. She is a social butterfly when not at work, she loves crafts and sewing, being creative, spending time with family and friends and cooking. “I have a massive love of cooking and very much enjoy delving deeper into my Italian heritage and learning to cook some family favourites but also introducing my family and friends to new dishes”.





Her new great love is overseas travel; recently she took her daughter Victoria on their first overseas trip to America and Canada. Juanita's brother lives in Pemberton, Canada so off they flew; first stop was Las Vegas where they met her brother for a few days of fun but "eye opening" experiences. From there they flew to Vancouver and stayed with her brother and his family for 3 weeks of fun family time, full of firsts – seeing snow, making snow angels, skiing and snowball fights - "...which I clearly lost because I was the one always ending up with a wet back!"

For their last 9 days in British Columbia they bundled up into a beautiful brand new RV for a road trip through the Rocky Mountains including; Lake Louise, Banff, Kamloops, Jasper and Harrison. "You name it we did it, from celebrating in Vegas to roasting "hot dogs" in the freezing Rockies!" They have already started planning their new trip but not before, they tick a few more places off the "Aussie Bucket List" with Perth and Katherine next!



Community Connections

Ballina Fine Food & Wine Festival

Sunday 1st July is Ballina Food and Wine Festival at the Ballina Jockey Club. The event showcases the best produce, products, and restaurants from our region along with premium wines, craft beer, cider and spirits.

More than 70 exhibitors will be on show, with demonstrations and quality entertainment.

The festival runs from 11.00am – 5.00pm and costs \$25 per ticket.

The event now in its 9th year, is run by the Rotary Club of Ballina-on-Richmond. ALL proceeds are donated to worthy causes. This year, the major beneficiary will be the Ballina Shire Rural Fire Services.



BOOK CLUB

with Judy Riley

Recently Book Club members read the novel “The Night Watch” by David Dyer. It is a fictional story of the failure of the ship California to heed distress signals from the Titanic. It was the Carpathian that went to the aid of the stricken Titanic.

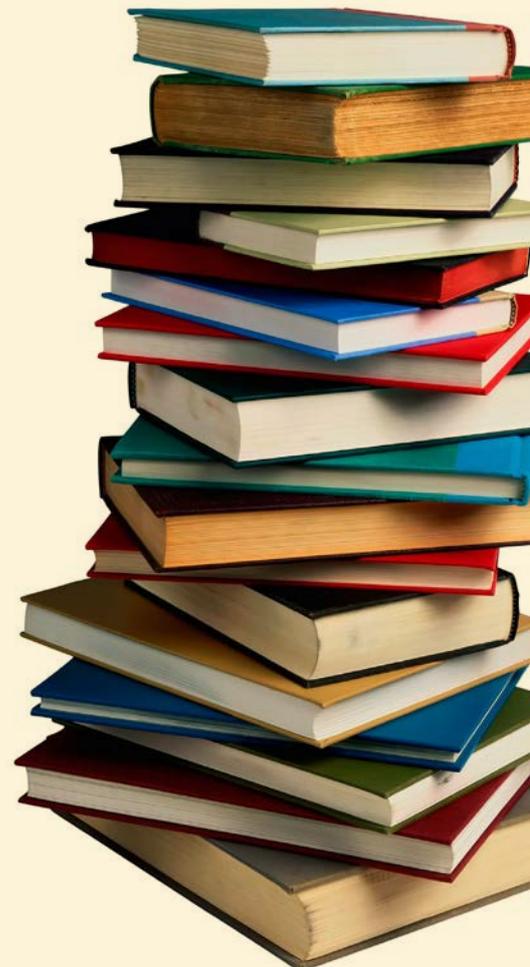
The setting of the ship, the voyage, the passengers and the crew were all very interesting. The story was the work of a journalist who followed the threads of information to make sense of the procedures, loyalties and the subsequent court cases. The lifestyles, working conditions and places were well portrayed in the story and gave us wonderful insights into that

time in history. Overall, we enjoyed the novel and would recommend it as a good read.

The next novel we will read as a group is the story of an 83-year old man living in a retirement village. The story will tell of the fun and games that happen and is called “The Secret Diary of Hendrick Groen”. It is translated from Dutch by Hester Velmans and it promises to be an entertaining read.

Our next meeting will be on Thursday 28 June in the Crowley Library – all welcome!

Happy reading!





Crowley Short Story Competition 2018

We would like to invite Crowley Residents and Clients to submit their Short Stories for the Second Annual Crowley Short Story Competition

ENTRIES CLOSE 7 JUNE 2018

1000 Words or less

any style, any genre

Submit to Reception or via email to:

lellisharry@crowley.org.au

LET'S CELEBRATE

Join Us for a Wine and Cheese Afternoon

Thursday 21 June

Crowley Library

3.30PM





From the IL Corner

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

On the evening of Saturday 19 May, a group of Crowley residents attended “The Royal Wedding of Harry and Meghan” what a wonderful, fun filled evening it was.

We were driven in the Crowley Limousine to the wedding venue by Les our very obliging volunteer chauffeur. On our arrival we were warmly welcomed into the beautifully decorated area which was very British. With the help of the large TV screen and our imagination, we felt we were really at Windsor. The atmosphere was set for a lovely evening.

A delicious two course meal was served and there were raffles galore and games with lots of prizes most of which were won by the Crowley guests (everyone from Crowley won a prize or prizes) we nearly needed a second bus to carry all the “goodies”.

Among our group we were honoured by the presence of “Queen Victoria and Princess Margaret”.

Our thanks to the talented people who organised this happy event, a night we will always remember.



Phones to be tested in June

6-9 Redford Place

16-38 St Marks Close

55-56 St Francis Place

39-54 St Johns Close

Men's Shed

Favourable Votes

Crowley Residents Have Their Say

David Crosby
Customer Service and
Independent Living Manager

On 15 May Crowley Independent Living residents met to discuss and ultimately vote on two important items. The first is the proposed variation to the Recurrent Charge (an annual event), and the Independent Living Budget for the financial year ending 30 June 2019.

Our residents voted in favour of both matters. The Crowley Finance Team together with Management invest considerable time in delivering an accurate and mindful budget, as we understand the effect it has on residents. Crowley is very grateful our residents trust and support us with this responsibility.

A question asked at the meeting and asked commonly by visitors planning to live at Crowley is “why is there a deficit, how is that good business?”

Crowley operates our budget not as a balanced budget, but rather a budget that is “fair and reasonable”.

A balanced budget totals all the foreseen expenses for the village and divides that cost between the residents per week. If Crowley was to operate a “balanced budget” our residents could expect an increase to the weekly recurrent charge to meet the planned expenses. Crowley however operates a “fair and reasonable” budget. Crowley attempts to generally align any increase in the recurrent charge with increases in the age pension. This provides a great guide as to what is considered “fair and reasonable” across all our residents.

How can Crowley afford the deficit each year? Legislation is very strict around what can and cannot be included in the budget. Crowley is an organisation with several income streams within Independent Living that help offset the deficit in the budget.



The banner features a dark background with a red and blue color scheme. At the top, the letters 'QLD' are in white on a red background, and 'NSW' are in white on a blue background. In the center is the State of Origin logo, which includes a shield with a kangaroo and a wallaby, and the words 'STATE OF ORIGIN' above it. Below the logo, the text 'STATE OF ORIGIN MUFTI DAY' is written in large, bold, white capital letters. In the center of the banner, there is a white rounded rectangle containing the following text:

**CALLING ALL CROWLEY
RESIDENTS AND STAFF!**

Dress up in your team colours to show
your support and get in the spirit of origin!

Game 1 – Wednesday 6 June
Game 2 – Sunday 24 June
Game 3 – Wednesday 11 July

An Afternoon at the Movies

The Greatest Showman

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

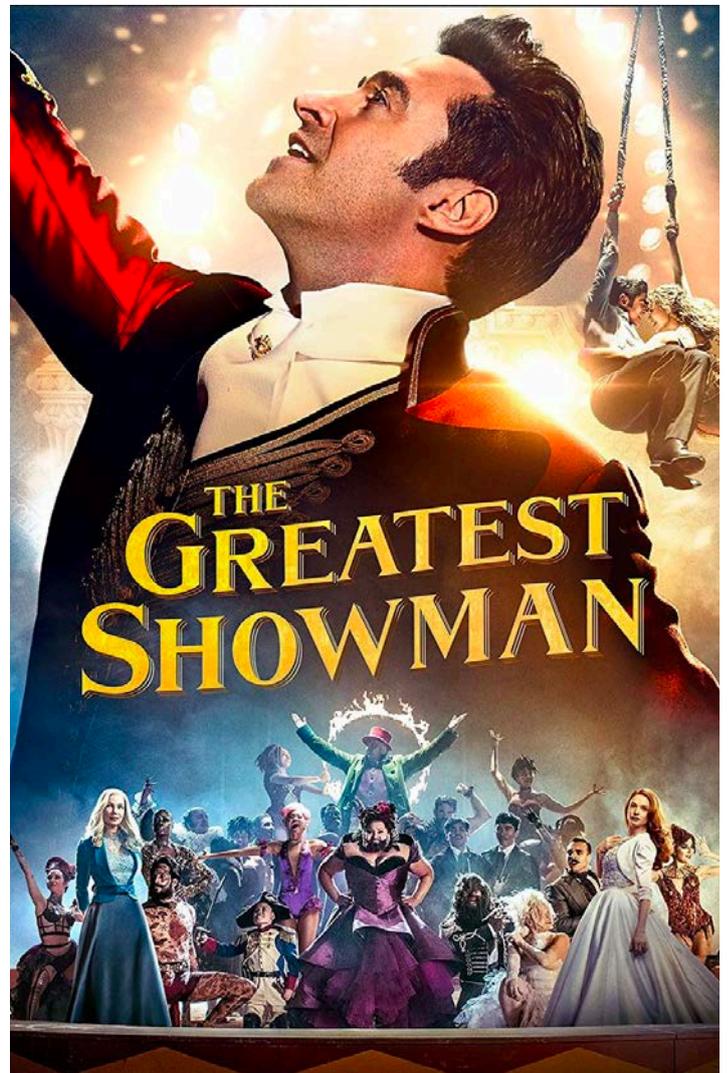
Movie: The Greatest Showman
Genre: Biography, Drama, Musical
Directed By: Michael Gracey
Written By: Jenny Bicks, Bill Condon
Starring: Hugh Jackman, Michelle Williams, Zac Efron, Zendaya, Eric Anderson

Orphaned, penniless but ambitious and with a mind crammed with imagination and fresh ideas, the American Phineas Taylor Barnum will always be remembered as the man with the gift to effortlessly blur the line between reality and fiction. Thirsty for innovation and hungry for success, the son of a tailor will manage to open a wax museum but will soon shift focus to the unique and peculiar, introducing extraordinary, never-seen-before live acts on the circus stage. Some will call Barnum's wide collection of oddities a freak show; however, when the obsessed showman gambles everything on the opera singer Jenny Lind to appeal to a high-brow audience, he will somehow lose sight of the most important aspect of his life: his family. Will Barnum risk it all to be accepted?

Reviews:

"The numbers in The Greatest Showman have a dance-pop fire that keeps you hooked."
- Variety

"The Greatest Showman paints a portrait of the metaphorical tightrope P.T. Barnum walked, and we're drawn into his mesmerizing world."
- Plugged In



Crowley Screening

Movie: The Greatest Showman
When: Wednesday 20 June
Where: Crowley Education Centre
Room 1 (Upstairs)
Time: 1.00pm
followed by Afternoon Tea
Cost: Gold Coin donation
RSVP: To Crowley Reception
Monday 18 June



IL Ladies Bus Trip Thursday 7 June

8.30am departure from Crowley Education Centre
\$5 bus fare + morning tea, lunch and drinks

In June, the ladies are off to the Red Rattlers Gallery in the Tweed Hinterland. Following a look around the Gallery and morning tea, we will head back to the coast for the afternoon. For lunch, we have booked in to the Kingscliff Surf Lifesaving Club situated on the beautiful Cudge Headland. Join a lovely group of Independent Living ladies for a special day out.

RSVP to Crowley Reception by Monday 4 June

IL Mens Bus Trip Thursday 12 July

8.30am departure from Crowley Education Centre
\$5 bus fare, \$6 admission + food and beverages

Our July trip will be a Mystery Tour of some very interesting places in the local district. We will visit some interesting places that we have not visited in some years. There have been a few of us planning this trip and with think these locations will be appropriate and of interest to us all. We have scheduled some great spots for morning tea and lunch.

RSVP to Crowley Reception by Monday 9 July

Money Matters Telephone Banking

Susie Glasson **Business Manager**

Crowley is about assisting residents to make life enjoyable and easier, especially with the routine tasks we all need to undertake.

One task is our everyday banking, where many technology and information changes can be overwhelming.

Many people now undertake their banking on the internet by accessing bank internet sites. However, for those of us that do not have the internet or the internet connection is unstable, telephone banking is available. Telephone banking can be time saving and is 24 hours a day, 7 days a week.

Telephone banking is available to:

1. Obtain a balance on your account
2. Transfer funds between accounts
3. Make credit card payments
4. Pay bills through the BPay logo
5. Ask bank staff to open new accounts, report lost or stolen cards or request statements etc

The first step is to register for telephone banking by contacting your financial institution. Most telephone banking transactions are free but ensure to check with your own financial institution.

Remember to protect yourself when undertaking banking tasks. Ideas on banking and protection were in Money Matters, Chatterbox February edition.



Men's Health Week

David Crosby
Customer Service and
Independent Living Manager

From June 11 – 17 communities and organisations across Australia will celebrate Men's Health Week. The week presents us with an opportunity to make a positive difference in the lives of men and boys.

As I read about Men's Health Week 2018, one single sentence impacted the way I view my own health. "More males die at every stage through the life course, more males have accidents, more males take their own lives and more males suffer from lifestyle-related health conditions than females at the same age". While this is confronting to read, it could also be the wake up call to save your life.

To my fellow men, whether you're a grandson, a son, grandfather or great grandfather, we need to take a greater responsibility for our health.

Depending on our age group, there are simple steps we can all take to get on the front foot. Please have a read at www.menshealthweek.org.au or ask at Crowley Reception for more information.



7 HEALTH FACTS MEN NEED TO KNOW

Men live **9** years in poor health - mostly preventable by making small lifestyle changes.

Only **30%** of a man's overall health is determined by his genetics.

70% is controllable through lifestyle.



MENTAL HEALTH

Inactive men are **60%** more likely to suffer from depression than those who are active.



DRINKING

Those who consume 4 to 10 drinks a week at most have a **lower risk** of developing type 2 diabetes. Drinking more than 10 drinks a week almost **doubles your risk** of type 2 diabetes.

7-8 HOURS

SLEEP

Men who sleep 7-8 hours a night have about **60%** less risk of fatal heart attack than those who sleep 5 hours or less.



ACTIVITY

Men who climb 50 stairs or walk 5 city blocks a day may lower their risk of heart attack by **25%**.

NUTRITION

How easy is this?! Getting your 5-7 servings of fruit and veggies is as simple as a glass of orange juice, one potato, one big carrot, ½ an avocado, and a pear.



MEN'S HEALTH WEEK

JUNE 11 - JUNE 17



Home Care Client Profile

Name:

Flora Hutley.

Where were you born?

Lismore, 24 December 1923.

Where did you grow up?

I grew up in South Lismore.

Did you have any brothers or sisters?

I have one brother and three sisters.

What did you do when you left school?

I grew up and went to school in South Lismore, with Neil, who later became my husband. I became a dressmaker when I finished school and the woman I worked for made my wedding dress and gave it to me for a wedding present.

Tell us about your family:

My family own Hutley Brothers Butcher in South Lismore. This year is the family's 70th Anniversary of running the business.



Tell us about your interests/hobbies or passions:

I enjoy reading the paper and crosswords.

What are two good decisions you have made?

1. Marrying my husband Neil Lloyd Hutley who sadly passed away.
2. I am looking forward to my 95th Birthday on this Christmas Eve.

What is your favourite memory of your life so far?

Going to Brunswick Heads for picnics and holidays. Relatives of my mother owned the General Store in Brunswick Heads for years.

Stay Safe On Our Roads

Getting Out and About

Sherrie Viney **Acting Home Care Manager**

I'm sure you would agree living in this beautiful area has its benefits.

One reality about living in the country is the limited access to public transport. Having a driver's licence is somewhat essential.

If you are still driving, it is a good idea to make sure you:

- Ensure your car is functioning well and has regular checks; tyres, brakes and wipers are in good order
- Have your vision and hearing checked regularly
- Have medications reviewed, making sure they do not affect your ability to drive or impair your reflexes, cause drowsiness or interact with other medication
- Try and avoid the busy times on the road
- Always leave enough room between yourself and other drivers to give you time to react
- Remember it is best to be late than sorry so take your time

Ageing can affect a person's ability to drive and increase the risk of being involved in accidents. The big picture is that everyone's safety on the roads must be considered, however it must be acknowledged that when someone loses their driver's licence, it can have a major impact, personally and socially.

If you can no longer drive a car, this brings lifestyle changes and the need to find transport in other ways. A mobility scooter purchased from your packaged funds may be an option.

For all Home Care package clients you can access transport through your package in several ways, with or without a personalised escort.



Crowley can help you get to the shops, get some groceries, pay bills, visit a friend, get out for coffee, go to the beach, the movies, an event or concert.

Give the Crowley Home Care Team a call on 1300 139 099 and let them know where you need to go; and we can arrange to get you there! Plenty of notice always helps.

There are a few options:

- We can book community transport who will send the bill to Crowley and we then pay this for you from your funds, or
- You can use taxis, keep the receipt and we reimburse you from your funds, or
- You can book a Crowley staff member to transport you and this service can be paid from your package funds

For our Veteran gold cardholders, you may be eligible for subsidised taxi vouchers. Speak with your GP about applying for vouchers, as conditions apply.

If you need more information about DVA supported transport services and concessions, give DVA a call on 1300 548 828.



Washing Through Winter

Tony Baldwin
Hotel Services Manager

As winter approaches and our summer clothes are packed away we ask residents and families to ensure Crowley's procedure for marking clothes is followed. This helps staff return the correct items to their rightful owner and ensures residents do not lose track of special items.

In the case of a new resident:

1. New resident's clothing is dropped at Reception for documenting and preparation for collection. Laundry staff are informed and they collect the clothes and take them to the laundry where they are labelled with the resident's information.
2. The labelled clothing is returned to the resident's room and the clothes are then put away by the care staff.
3. A place on the laundry trolley is allocated for the new resident appropriate to the area they are living including a named hanging space and a laundry basket.

Existing residents:

When additional clothing is purchased or brought in for an existing resident, the process is the same. The clothes should be taken directly to Reception where they are documented and sent to the laundry for labelling. If reception is closed, clothes are to be given to the Team Leader of the area where the resident lives. They will then hand the clothing on to Reception when the office reopens.

Regular laundry:

The regular laundry service is done daily in each area. The clean laundry is returned to the different areas on trolleys and the care staff then put the clothing away. If any items of clothing for residents are not labelled, these are returned to the laundry and remain recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner.

Recipe from the Chef

Broccoli Pasta

INGREDIENTS

1 small broccoli
1 garlic clove
1 fresh chilli
1 shallot
300g orrecchiette pasta
1 tbsp olive oil
2 tbsp parmesan
1 squeeze lemon juice
salt and pepper

1 Bring a large pot of salted water to a boil and add the pasta. Cut the broccoli into small florets and add them to pot with the pasta after 5 minutes.

2 Meanwhile, finely chop the shallot, garlic clove and fresh chilli and add it to a frying pan with a 1 tbsp of olive oil. Saute everything slowly until the pasta and broccoli are ready (around 3 minutes).

3 Drain the broccoli and pasta then add them to the pan with the shallot, garlic and chilli. Add the parmesan and stir until everything is combined and coated evenly, season with a little salt and pepper and a squeeze of lemon juice, serve.



Join the Crowley Auxiliary
for an afternoon with

Sebastiaan

Thursday 19 July, 2pm
Crowley Activity Centre
\$15 per person

Includes cheese platter and
glass of wine or soft drink per person

Book and pay at Crowley Reception
by: Monday 16 July



Update From Maintenance

Electrical Test and Tag

Albie Viel **Maintenance Manager**

Now that our new Residential Care rooms are available for occupation, one of the Maintenance Team's role is to ensure electrical belongings brought into the facility are safe for the resident and our staff who assist in your care.

As we renovate existing rooms, along with the new building, Crowley is installing televisions and mini bar fridges in these rooms.

The process for tagging electrical equipment involves logging the job in the Maintenance Book when a resident arrives. This ensures there is a record of the job and before installation and use. Resident's equipment is placed on a two year retest and tag cycle. Faulty equipment is tagged with a failed tag. Families are informed and asked to remove and if necessary, replace the item.

Pictures

Requests for paintings and photographs to be hung are carried out by staff in consultation with the resident. In our new and renovated rooms we have had picture rails installed so items can be hung instead of using picture hooks with nails, which significantly damage walls.

Residential Equipment

Mobility equipment is labelled when repairs are required. Equipment is serviced every six months. When repairs or replacement is required families are contacted with instructions to replace or repair.

TIP: If you choose to use headphones for your television the position and type of the receiver should be taken into account as wires may become a trip hazard.





Focus on Quality

Michelle Golding **Quality Manager**

On Wednesday 2 May, we had an unannounced visit from the Quality Agency.

An unannounced visit is an assessment contact or review audit conducted by an assessment team from the Quality Agency without prior notification.

Unannounced assessment contacts are conducted as part of the ongoing role the Agency in monitoring facilities and their performance against the Accreditation Standards. Every home will receive at least one unannounced assessment contact each year.

We are pleased to report that the surveyors advised they would be recommending that all expected outcomes were met.

During their visit they reviewed

- 1.6 Human Resource Management
- 3.2 Regulatory Compliance
- 3.4 Emotional Support
- 4.4 Living Environment



As part of their auditing process, the surveyors reviewed our documentation, talked to staff and residents and looked at continuous improvement methods we have implemented.

Feedback received from the surveyors included all aspects of the care and services we provide were of exceptionally high standard. The surveyors commented on how happy and satisfied residents are. They were impressed by the knowledge of staff commenting that they “know their jobs well”.



Join us for a BBQ and drinks in the

Crowley Activity Centre

Thursday 14 June

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 11 June

Banjo's Banter

With the change in the cooler weather, who doesn't love a nice hearty meal? So we asked our residents "What is your favourite Winter Warmer?"

Eddie Chawner

T-Bone steak with onions and baked dinners would be my favourite winter meals.

Jim Dwyer

I have always loved my vegetables, so my favourite meal would be a plate of vegetables with only a small amount of meat.

Marcia Hobbs

Spaghetti Bolognaise is a favourite of mine. I always made mine with lots of herbs to add delicious flavour.

John Kelly

Meat and vegetables has been a favourite all of my life. Mum always served meat and vegetables so I wouldn't know any different.

Anthony Casey

I enjoy soft meals with a lot of vegetables. I am not a fan of tomatoes, so as long as it doesn't have tomatoes, I enjoy most meals.

Tom Lancaster

I really enjoy all soups, and it has to be served with bread. Crowley serves a lovely soup with meals, and my favourite would be the Chicken Noodle Soup.

Making Feedback Flow

Satisfaction vs Engagement

Michelle Golding
Quality Manager

Have you been asked recently “how likely are you to recommend this company’s product or service to a friend or colleague”? Businesses all over the world use this simple question to measure customer engagement and here in Australia it is no different from financial institutions to insurance companies, fast food outlets and telco’s. It is known as Net Promoter Score and at Crowley we have been measuring this since 2016.

The Net Promoter Score was developed by Fred Reichheld in 2003. It measures how likely it is that a customer would recommend a company to a friend or colleague. It is an index ranging from -100 to 100. The higher the Net Promoter Score, the more likely a customer will recommend the service.

Customers are surveyed on one single question. They are asked to rate on an 11-point scale the likelihood of recommending the company or brand to a friend or colleague. “On a scale of 0 to 10, how likely are you to recommend this companies product or service to a friend or a colleague?” Based on their rating, customers are then classified in 3 categories: detractors, passives and promoters.



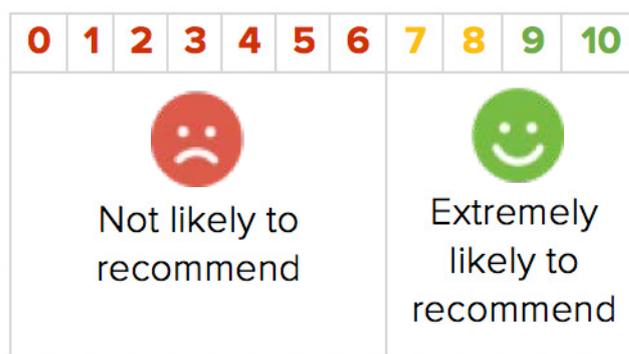
Detractors (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.



Passives (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.



Promoters (score 9-10) are loyal enthusiasts who will keep buying and refer others, fueling growth.



$$\text{NPS} = \text{Promoters \%} - \text{Detractors \%}$$



At Crowley our annual QPS Residential Care Resident and Relative Satisfaction Survey not only measures customer satisfaction but in recent years, QPS have introduced the Net Promoter Score for measuring customer engagement as well.

Customer satisfaction is measured through a series of questions in different areas and is benchmarked against other facilities throughout Australia. Surveys are only one of our formal mechanisms for capturing customer satisfaction, they also identify areas of strength and opportunities for improvement.

So how did Crowley measure up in 2017? How likely are you to recommend Crowley to your friends and colleagues, these are our results... Pretty good really!

For our resident satisfaction score Crowley came in at +49.23 which is much better than the industry average of 41.75.

Whilst our relative satisfaction is +82.2 versus an industry average of +55.9. This result puts Crowley in the top 8% of the more than 160 facilities surveyed across Australia and New Zealand.

Well done Crowley!

Resident

+ 49.23		Promoters	58.46%
		Passives	32.31%
		Detractors	9.23%

Relative

+ 82.22		Promoters	82.22%
		Passives	17.78%
		Detractors	0.00%



Marketing Update

Sarah McMahon
Project Officer

Relay for Life and the awesome Team Crowley

Crowley residents, staff and family members joined together supporting Relay for Life in Alstonville in May. With over 50 registered participants on Team Crowley, plenty of fun was had, with many staff camping out for the overnight event.

Camping provided an amazing opportunity for our staff to get to know one another outside of Crowley. There was lots of chatting on the track, snoring from resting team members, lap counting with beads, crazy country clown outfits and pyjamas and plenty of laughs.

Fundraising efforts in the lead up to Relay for Life and on the day provided Crowley's team with over \$4000 to be donated to the Cancer Council. In total, the Ballina Shire Relay for Life raised \$44,180.61 and the Crowley Care Team was the 4th highest fundraising team out of 37 teams - an awesome effort!

Thank you to everyone who participated, donated and sponsored our team! We cannot wait to do it again next year!



More Branding for Crowley

Just in the nick of time, Crowley's new marquees and banners arrived for Relay for Life. The marquees and banners provide maximum impact at any event, as you can see from our Relay for Life set up.

They made quite the impression with relay participants – many of whom had wonderful compliments or 'stories' to share of their or their family's experience with Crowley. The marquees will be used at other events throughout the year such as Crowley Show Day, open days, conferences and Auxiliary events.

Facebook Feed

Notifications from Crowley Care

Did you know that we have joined the Facebook community?

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

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

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

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

Crowley Care
May 16 at 11:10am · 🌐

It's all about the culture.
Crowley's 2018 Staff Culture Training Program is revisiting customer satisfaction and engagement.
This training is an invaluable opportunity for staff to work together on shared goals and organisational improvements that benefit our residents and clients.



Like Comment Share

Crowley Care
May 23 at 12:56pm · 🌐

Painting Crowley Orange
To support our SES Volunteers, today we have donned our best Orange attire as part of Wear Orange Wednesday.
[#THANKYOUSES](#) [#WOWDAY](#)




Like Comment Share

Crowley Care
1 hr · 🌐

The Next Generation
The Northern Rivers Careers expo provided Crowley an opportunity to speak with over 1000 students about the amazing career paths available at Crowley.
Crowley recognises our future success relies on the quality of our staff, and we saw amazing potential at the expo that would be a great addition to the Crowley Team.



Like Comment Share

GEMINI HOROSCOPE

May 21 - June 20



Expressive and quick-witted, Gemini represents two different personalities in one and you will never be sure which one you will face. They are sociable, communicative and ready for fun, with a tendency to suddenly get serious, thoughtful and restless. They are fascinated with the world itself, extremely curious, with a constant feeling that there is not enough time to experience everything they want to see. This is a versatile, inquisitive, fun loving sign, born with a wish to experience everything there is out there, in the world.

Element: Air

Powerful, creative, adventurous, fun, exciting

Ruling Planet: Mercury

Intelligent, logical, communication, thoughtful

Compatibility: Sagittarius, Aquarius

Gemini Strengths: Gentle, affectionate, curious, adaptable, learns quickly to exchange ideas

Gemini Weaknesses: Nervous, indecisive

Gemini Likes: Music, books, magazines, chats with nearly anyone, short trips around the town

Gemini Dislikes: Being alone, being confined, repetition and routine

Lucky Numbers: 5, 7, 14, 23

Colour: Light-green, yellow

June Birth Flower: Rose, Honeysuckle

June Birthstone: Pearl

Crowley Dress Up Day

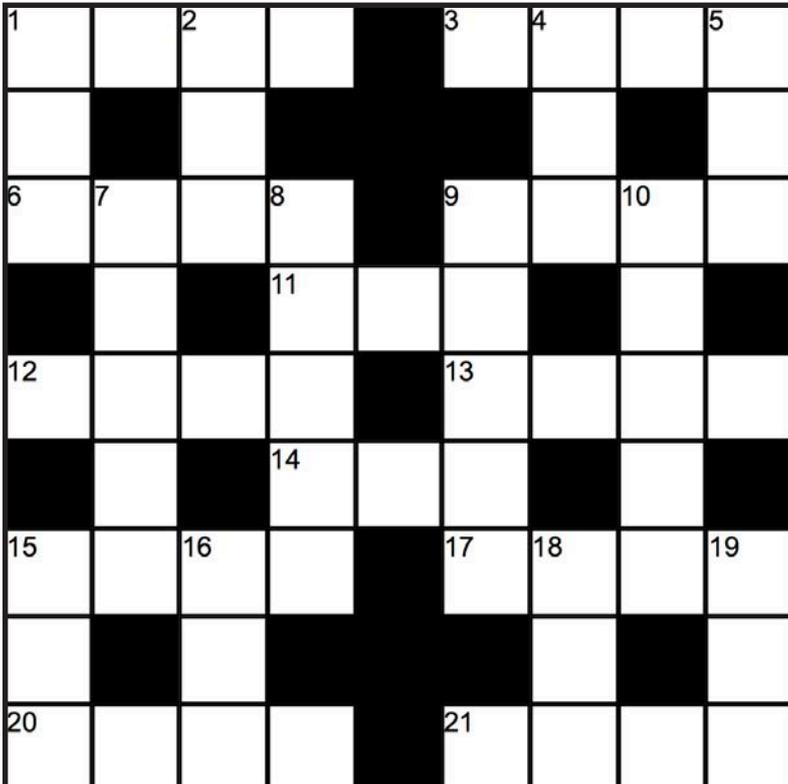
Winter Woolies

Wednesday 25 July

Pop on your beanies, wrap your scarves and pull up your fuzzy socks - we are welcoming winter in style!

GAMES CORNER

CROSS WORD CLUES

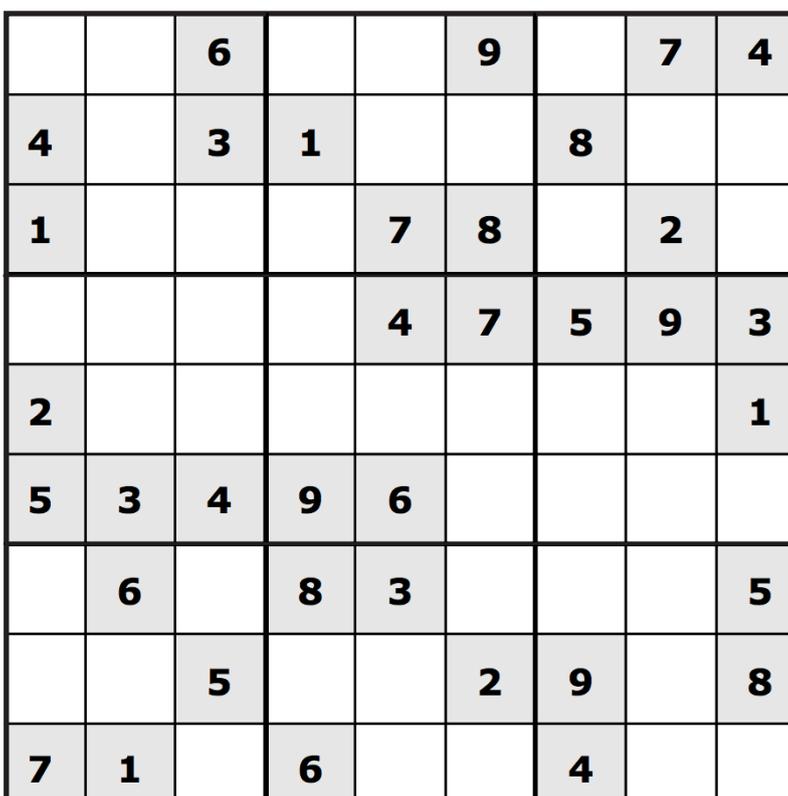


Across

1. Mark left after cut heals
3. Mattress option
6. Look closely
9. Scheme to trick
11. Out of sorts
12. Leaping creature
13. Choir voice
14. Head topper
15. Casual conversation
17. Carve into
20. Coral formation
21. Snake tooth

Down

1. Drips from trees
2. Historical period
4. Co. name ender
5. Dad's partner
7. Farm soil
8. Correct
9. Shade of gray
10. Storage spot
15. Train unit
16. Had eaten
18. Orange pekoe or Earl Grey
19. Greedy one



In the Hardware store, a clerk asked, "Can I help you find anything?"

"How about my misspent youth" joked the man

The clerk shot back, "we keep that in the back, between world peace and winning lottery tickets".



Crowley's Independent Living ladies headed to Lismore's Regional Gallery, followed by lunch at the Summerland House Farm in Alstonville for the IL Ladies Bus Trip.



Ken Gowing and Ray Harvey sang along to the tunes of Crowley Choir.



Jack Bice felt like a star at his interview with ABC North Coast where he discussed his experience with Avro Anson aeroplanes during his time in the RAAF.

The IL Mens BBQ is a great opportunity for the gents to come together to enjoy a snag, a drink and share some stories.



Local contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink
Centre (Free Call)
1800 052 022

We wish to acknowledge the contributions of staff, residents, clients and others to our newsletter.

Unfortunately we cannot always include all material we receive for various reasons.

Enquiries should be directed to the Crowley Administration.