

the chatterbox

OCTOBER 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

A bear-y special day for Jeanette who enjoyed a visit from Humphrey B. Bear

**Kelli Potts**

Deputy Chief Executive Officer

Catch up with Kelli

Hello everyone,

Welcome to Spring and the magnificent weather that comes with it! It got me thinking... why do we talk about the weather so much, and is there more to it than we realise?

As it turns out, there is. The weather is one of the few things we all experience at the same time, through all our senses, regardless of our circumstances, backgrounds, beliefs, or interests.

Psychologists describe talking about the weather as a form of "small talk" - a way of helping people connect, ease social awkwardness, and signal friendliness before moving into deeper conversation. This safe, neutral topic affects us all, and everyone has something to say about it.

In many ways, talking about the weather isn't really about the weather at all. A simple comment like, "Beautiful day today!" can be a social gesture that says:

- "I'm open to a conversation."
- "We're sharing this moment together."
- "I acknowledge your presence."

Spring gives us even more reason to strike up a conversation - has long been associated with renewal, hope and new beginnings. The days grow longer and warmer, flowers bloom and we spend more time outdoors. The extra daylight can also lift our mood and energy, helping us feel more positive and optimistic.

That may be why when someone says, "Isn't the weather beautiful?" they are expressing more than an observation about the temperature. They are sharing a moment of gratitude, optimism and the simple pleasure of enjoying the season together.

So, the next time someone comments on the weather, remember that it might be about much more than sunshine or rain. Sometimes it's a lovely way of saying, "We're here, we're sharing this moment, and it's good to see you."

This month I'm pleased to be stepping in for Michael while he takes a well-deserved break.

Nepal Floods Appeal

On a sad note, our thoughts are with our fellow Crowley staff members who have family and loved ones in Nepal following the recent terrible natural disaster. For anyone who would like to help, Caritas Australia, the international aid and development agency of the Catholic Church in Australia has launched an appeal. We have included information on page 38 about how you can make a donation to support those impacted.

2026 Diocesan Artprize

We are delighted to welcome the Diocese of Lismore to Crowley for the 2026 Diocesan Artprize. The Crowley Activity Centre will host the final prizegiving ceremony on Saturday 31 October, with the artworks on display throughout the week leading up to the event.

It will be wonderful to share these creative works with our residents, families and visitors, and to welcome members of our broader Catholic community to Crowley for this special occasion.

I look forward to seeing you there and at our annual Crowley Show Day!

Kelli



Celebrating Dave Wilson

A lifetime of service and community

The Crowley community recently celebrated and thanked one of our most treasured village residents, Dave Wilson, who retired from the St Francis Xavier Parish Finance Council after **more than 60 years** of dedicated service.

Father Peter Padsungay acknowledged Dave at Mass, presenting him with an Apostolic Blessing from His Holiness Pope Leo XIV in recognition of more than 60 years of dedicated service to the Parish Finance Council and his contributions to many other Parish ministries.

Michael Penhey, our CEO, then shared a special tribute celebrating Dave's remarkable contribution to the Parish, Crowley and the wider community. The celebration continued with a morning tea, bringing residents, family and friends together to honour Dave and reflect on the many ways he enriches the lives of those around him.

Dave's journey with the Parish began in the 1960s when a nun asked him to organise a working bee to paint the parish school. As Dave tells the story, with his trademark humour, "I couldn't say no to a nun." That simple request marked the beginning of a lifetime of service.

Throughout the years, Dave has always been quick to acknowledge that his achievements were never his alone, crediting the teamwork of priests, parishioners and community members who shared his commitment to making a difference.

Dave's connection with Crowley is equally special. He was involved in the early development of our community and has since become an active and much-loved member of the Crowley village. From attending Mass and supporting community activities to lending a helping hand wherever needed, Dave has never

been one to sit on the sidelines. Many residents will know him best from behind the barbecue, where he has spent countless hours cooking, chatting and bringing people together.

Dave's warmth and wonderful sense of humour make people feel instantly welcome. His daughter Kim describes him as "someone who has always valued personal connections over material things," a sentiment that rings true for everyone who knows him. For Dave, life's greatest riches have always been found in family, friendship and community.

Family has been at the heart of Dave's life. Together with his beloved wife, Pat, he raised a close-knit family. Pat also made an extraordinary contribution to Crowley as President of the Crowley Auxiliary for many years, dedicating countless hours to supporting residents and enriching community life.

Together, Dave and Pat embodied the generosity and community spirit that remains such an important part of Crowley's story.

Dave has continued to carry those values forward through his faith, friendship and willingness to lend a hand.

His greatest legacy may not be found in the projects he helped create or the many hours he volunteered, but in the example he has set: that strong communities are built by people who show up, help others, share a laugh and genuinely care.

Thank you, Dave, for more than 60 years of faithful service, friendship and generosity.

We are grateful for everything you have contributed to our Parish, to Crowley and to the wider community, and we proudly celebrate you!



Clinical Update



Kelly Roberts
Nurse Practitioner

All Ears

There are many inspirational quotes about the value of hearing and truly listening to others.

Helen Keller in 1882, lost her vision and hearing ability due to a childhood illness and went on to describe the profound social isolation that can come with hearing loss "Blindness separates people from things, but deafness separates people from people".

Today, thanks to research into brain health, we understand that hearing loss - even mild or impaired hearing - can affect our brains and how they function.

While it may seem an ordinary part of ageing, untreated hearing loss is now recognised as one of the most significant risk factors for cognitive decline.

Even mild hearing loss in midlife may accelerate brain ageing, impair cognitive ability and significantly increase the risk of developing dementia, as well as problems with walking and falls.



"Blindness separates people from things, but deafness separates people from people".

There is a range of research into why hearing impacts cognition, including reduced brain stimulation and sensory input. When sensory input is reduced, even in the short term, there can be consequences for how the brain functions.

This input provides the signals the brain relies on to understand speech, enjoy music, react to sounds in the environment, and take part in social situations.

When it comes to walking and falls, your ears pick up subtle cues as you move to help with balance. Hearing impairment can reduce these signals, forcing the brain to work much harder to process sound, which, in turn, can interfere with the mental processing required to walk safely.

People also tend to switch off when they can't hear well, which can mean misreading conversations or missing meaning in the dialogue.

Unfortunately, only a small percentage of people with hearing loss are using hearing aids to improve their ability to hear.

Sometimes people with a hearing impairment can wait up to 10 years before getting help for hearing loss. During that time, communication becomes more difficult and isolation and health risks increase.

The good news is that using hearing aids can reduce the risks associated with hearing loss. For those with only slight hearing impairment, wearing hearing aids may be a wise investment for long term brain health.

Many people with hearing aids just need a little help to set them up correctly, fit them properly into their ears and to keep them clean.

Fine motor tasks like adjusting a small hearing aid can be difficult for many older people, which is where carers can really make a difference - ensuring aids are clean and correctly fitted.

Many hearing aids these days have a Bluetooth function and work through your mobile device. They sit on chargers overnight, so the need for insertion of small batteries is reduced.

It is essential to charge hearing aids when they are not being worn. If you find wearing them you are picking up extra noise or they don't seem to work, make an appointment with your audiologist to assess your ears and the aids to ensure everything is working as it should.

Reach out for help if you find that fitting them every day is a challenge as it can make all the difference to both your own health and your ability to connect with others.

ON EXHIBITION
at Crowley
Activity Centre
27 - 31 October
2026



DIOCESAN ARTPRIZE 2026

THE FACE OF COMPASSION

PRIZE-GIVING CEREMONY
SATURDAY 31 OCTOBER

lismorediocese/artprize

Staff News



Ruairaidh Donaldson
People & Culture Manager

Celebrating our people

2026 Staff Recognition Awards

At Crowley, we know that our people are at the heart of everything we do. Our 2026 Staff Recognition Awards night was a wonderful opportunity to celebrate the dedication, achievements and contributions of our staff and acknowledge the many ways they make a difference to the lives of those in our care.

Congratulations to all of our Education Achievement, Years of Service, Staff Recognition and Team Award recipients. Your commitment, compassion and hard work are truly valued and appreciated.

A very special congratulations to Judy, who recently celebrated an incredible 40 years of service with Crowley. Four decades of dedication is an extraordinary milestone and a wonderful reflection of the lasting contribution Judy has made to our Crowley community.

R U OK? Day

Our Crowley team got into the spirit of R U OK? Day with plenty of yellow, and some special goodie bags to brighten their day.

R U OK? Day is a wonderful reminder that a simple conversation can make a real difference. Taking the time to check in, listen and let someone know you care can mean more than we realise.

Let's all make the time to ask R U OK? any day! Here are the four steps of an R U OK? conversation:

- 1. Ask R U OK?** "How are you travelling?"
- 2. Listen.** "I'm here to listen if you want to talk more."
- 3. Encourage action.** "Have you spoken to your doctor about this?"
- 4. Check in.** "Just wanted to check in and see how you're doing."

Welcome to Team Crowley

We say welcome to our newest staff members.



Sarah
Residential Care



Nadia
Quality Admin Trainee

Make time
to ask
RU OK?



2026 Staff Recognition Awards

Take a look at some of the highlights from our celebrations and meet this year's well-deserving award winners.



Education Achievements

Mollie Cert III in Individual Support (Ageing)

Thomas Cert III in Individual Support (Ageing)

Nini Cert III in Individual Support (Ageing)

Jordan Cert III in Individual Support (Ageing)

Drew Cert III in Individual Support (Ageing)

Roxanne Diploma of Nursing, 348 National Immunisation for Health Practitioners

John 347 National Immunisation for Health Practitioners

Taylor Bachelor of Nursing



Years of Service

40 years | **Judy**

35 years | **Karen**

25 years | **Michael**

20 years | Albie
Marlene
Essie

15 years | Adele
Karen
Hayley
Julie-Anne

10 years | Shelley
Damaris
Peni
Gail
Melissa

5 years | Musnia
Steven
Jodie
Cherie
Rene
Taylor
May
Amrita
Jeanine
Bradley
Janelle
Dearne
Cadie
Lee
Tracey
Jayanti
Alvin
Yathidu
Kathleen



Staff Recognition Award winners

Carole
Michelle
Lauren
Dean
Luke
Jaunita
Lorraine
Amelia
Albie
Keith
Chelcie
Santosh
Susan
Blake
Puja
Sharyon
Yath
Jayanti
Tom
James
Alvin
Ebeny
Laura
Esther
Joe



Meet our new Home Care Manager

Lorraine Connon
Home Care Manager



Congratulations Lorraine on your new position! Can you tell us a little about your journey at Crowley and what you are most excited about in your new role?

I started my journey with Crowley in December 2025 as a Care Partner in Home Care. Prior to joining Crowley, I spent many years working in Aged Care and Community Services in a range of leadership and management roles. This included serving as General Manager of a residential aged care facility near Brisbane and managing an in-home nursing and support agency that operated across Queensland.

Throughout my career, I have been passionate about supporting older people to maintain their independence and quality of life, while also building strong, supportive teams that deliver exceptional care.

I am excited about my new role as Home Care Manager because it provides an opportunity to combine my experience with my passion for person-centered care. I look forward to working closely with our clients, families, and team members by continuing to provide great services and ensuring our clients can live well and safely in their own homes.

I'm also excited to contribute to Crowley's ongoing growth and be part of an organisation that is so committed to supporting our community.

Your team has been growing and there is currently a waitlist for services. What do you think is behind the strong demand for Crowley's Home Care services?

I believe the strong demand for Crowley's Home Care services comes down to the quality of care and the reputation Crowley has built within the community over many years. People are looking for providers they can trust, and Crowley is known for delivering compassionate, person-centered care that genuinely focuses on the individual needs of each client.

Being local and having a strong community presence also makes a big difference. Clients and their families value having a team that understands the local area, takes the time to build relationships, and provides continuity of care.

The demand for high-quality home care services is huge with more people choosing to remain in their own homes for longer. Crowley is well positioned to meet that need through its experienced staff,

commitment to individualised care, and focus on helping people maintain their independence, wellbeing, and quality of life.

What is one thing you wish more people knew about Home Care and the support that is available?

I think the earlier people explore the support available, the more opportunities they have to put services in place that can enhance their wellbeing and quality of life. Support can range from help with cleaning, shopping, and transport through to personal care, nursing, Allied Health services and social support.

I hear on a daily basis how overwhelming the thought of navigating the aged care system is. I think it's important for people to know that they don't have to navigate the system alone.

My Aged Care is a great place to start. Once clients have been awarded a Support at Home package, our team at Crowley, can help guide clients and their families through the process and help them access the supports that best meet their individual needs.

Can you share a memorable moment or story from your time working with a client that has stayed with you?

There have been many memorable moments that have stayed with me. One of the most memorable was supporting a client who wanted nothing more than to stay in her own home she had built with her husband.

She had suffered a serious medical episode and her family were concerned that she wouldn't be able to manage safely at home on her own. They lived a few hours away and were understandably anxious and worried about her.

By putting the right supports in place and working closely with the client and her family, we were able to help them achieve her goal.

Seeing her confidence grow, her health improve and knowing she could continue living safely in the place she loved was incredibly rewarding. It reinforced for me that home care is not just about providing services; it's about helping people maintain their independence, dignity, and quality of life.

When you're not at work, what are your favourite ways to relax and recharge?

I love listening to music. My husband is an amazing guitar player, and I love listening to him play live with a band - I'm his number one groupie!

I also enjoy spending time with our family. We catch up as often as we can, whether it's going out for dinner, to an event or seeing a movie. There's nothing more refreshing for the soul than good music and spending time with the people you love!

What do you hope the future holds for Crowley Home Care?

I hope the future for Crowley Home Care is one of continued growth, innovation, and positive impact within our community. I would love to see Crowley continue expanding its services while maintaining the personalised, compassionate, approach that makes it so special.

I hope Crowley remains a trusted provider that empowers older people to live independently, stay connected to their communities, and enjoy the best possible quality of life.

It is exciting to be part of a service that is making such a meaningful difference, and I look forward to contributing to that future.

• CROWLEY FAMILY •

SHOW DAY

THURSDAY 8 OCTOBER 2026

10AM TO 2PM

FUN FOR ALL THE FAMILY

Featuring

Market Stalls
Face Painting
Animal Farm
Entertainment
Live Music

 crowley
care





Rene Lange
Risk Manager

Finding your way

New signage thanks to your feedback

If you've visited the village recently, you may have noticed some new signage

We've given the entrances to Florence Price Place and St Paul's Close Apartments a fresh new look with wayfinding updates made in response to feedback from our residents.

Each apartment building now has its own new building logo, making it a little easier to identify at a glance. We've also added new stickers to the glass entry doors, along with additional directional signage internally and externally.

It's a simple change, but an important one – helping residents, families, visitors and guests find their way around our village with greater ease.

A big thank you to our residents for sharing your ideas in our recent 2026 Independent Living Resident Survey. Your feedback helps guide our improvement program and supports us in keeping Crowley welcoming, accessible and easy to navigate.



A special visit from Humphrey B. Bear







ASSISI

APARTMENTS AT CROWLEY



Trusted since 1979

Independence celebrated.

Safe, secure & central.

Unique independent living apartments,
designed with care, built with purpose
and available now.



Discover more:

Scan the QR code to visit
www.living.crowley.org.au
or call us on **1300 139 099**
Enquire today!

2026 Winner

Master Builders Association NSW
Excellence in Building Award for
Aged Care/Lifestyle over 55's
Assisi Apartments are sold unfurnished

From the IL Desk



Jenny Kliese

Independent Living (IL) Coordinator

Keep hydrated and stay cool

The warmer months are here already. Keeping hydrated and staying cool during this time is important as hot weather can cause serious health issues, especially for older people and those with existing medical conditions.

To stay hydrated:

- Drink water regularly even if you aren't thirsty (If you are on fluid intake ask your GP how much water you can drink during the hot weather).
- Do not replace your water intake with alcoholic or sugary drinks.
- Carrying water with you is a great habit to have.

To keep cool:

- Use your air conditioning, if available, or electric fan to maintain a comfortable temperature indoors.
- Wear light, loose fitting clothes.
- Close curtains and blinds to block out the sun.
- Find the coolest area in your home.
- Avoid going outdoors and physical activities during the hottest part of the day (3pm - 5pm).
- Protect yourself from the sun with sunscreen and sun protective clothing, sunglasses and a wide brim hat.
- Exercise early morning or late in the afternoon.
- Limit using your stove and oven as this heats up your home.
- Take regular showers.

- Wet your skin with cool water using a spray bottle or damp sponge or cloth.
- Use ice packs wrapped in wet towels.
- Where possible plan appointments and shopping for the early part of the day to avoid the heat and crowds.

Enjoy our beautiful environment with care, keep cool and hydrated with water and protective clothing.



Dates to remember

Thursday 8 October

Crowley Family Show Day
10am - 2pm

Friday 23 October

IL Annual Management Meeting
2pm

Tuesday 27 October

- Saturday 31 October

Diocesan Artprize Exhibition
Crowley Activity Centre

For a complete list, please check your monthly IL Social Calendar.



Meet 'Francis'

There's a new face - or should we say new wheels - getting around Crowley village.

Named in honour of *St Francis of Assisi*, Francis is rocking and rolling around the village, transporting prospective residents on private tours of Assisi Apartments and helping us get from A to B in style.

With Assisi Apartments as one of his favourite stops, it seems he's found his perfect home at Crowley!

News from the Men's Shed

Greetings to all Crowley staff and residents from the Men's Shed! It has been a few months since our last entry in Chatterbox, so we thought it was time to share an update on what's been happening at the Shed.

We continue to enjoy the opportunity of a cuppa, a chat and good companionship along with a little "work" thrown in.

While winter slows things down a little, activities at the shed certainly didn't stop. We've completed many repairs and restoration projects for members of the Crowley community, while also making a range of items for the upcoming Crowley Family Show Day.

We've been very grateful for the many donations of plants, pots, furniture and other items. Where possible, these have been restored, recycled or kept for future projects.

There have also been some changes among our Shed team. Most significantly, Renzo, a long term and much-valued member, and his wife Colleen, have moved into aged care in Lismore. Renzo's presence in the shed is certainly missed, but we keep in touch and visit him when in Lismore. Renzo kindly donated a fridge and some tools to the shed, so his influence continues to be felt.

Thanks to funds raised by the Shed along with the support of Crowley Care, we've been able to replace and update some of our ageing tools and equipment for the continued viability of the Shed. We thank Crowley for their continued support.

A reminder that the Men's Shed is open Tuesday and Thursday mornings and our plants are available to purchase at any time from the front of the shed. Simply place your payment in the honesty box.

We're looking forward to seeing many friends at the October Crowley Family Show Day, where we'll have lots of interesting, useful and collectable items available for purchase.



Men's Shed Open

Tuesday and Thursday mornings each week from 8.30am to 12 noon.

Lest We Forget

REMEMBRANCE DAY SERVICE

Wednesday 11 November 2026

10.30am - 11.00am

Crowley Activity Centre

Residents and staff are invited to join us as we commemorate and honour those who have lost their lives or suffered as a result of war and armed conflict.



*At the going down of the
sun and in the morning,
we will remember them*



Show Day memories

As we look forward to our annual Crowley Family Show day this month, we invited our residents to look back and share some of their favourite memories of attending their local Show.

From showbags and rides to animals, competitions and catching up with friends, these special memories remind us of the simple joys and traditions that have been part of our communities for generations.



MARCIA

We loved the show holiday, we would get the day off. I would go with friends from school. We would get new clothes to wear and always got a show bag. It was lots of fun when we were young.

JAN

Catching the train to the Sydney Royal Show was exciting. It was very crowded. I loved looking around, I had never been to one as big as the Sydney show before. We had money to spend which made a difference. I remember buying a shirt and a show bag. We saw lots of people we knew.

GEORGE

When I was young, the night before the Alstonville Show, a few friends and I were exploring near the showground. The workers had just set up the horse merry go round and they offered us a free ride to see how it went.... Boy all we could do was hang on tight, they certainly tested it out! When I was older we would go to the North Coast National Show in Lismore. I would walk through the pavilion to look at all the different things - the animals, cows and chooks, cooking, fancy work.



DAVID

I used to go to the show in Brisbane 'The Ecce'. I had to judge the mineral exhibit. My expertise was in minerality. It would be judged on the shape and colour. As a geochemist from Tassie, I made a habit of dating rocks. The west coast was renowned for their minerals. People would spend their weekends collecting them.

ROSALIE

We would catch the train from Byron Bay to the Lismore Show - 'The North Coast National'. I remember the dollies on a stick. We would try and win some things at sideshow alley. The fruit and vegies would be set up and all the animals would be on show for judging.

KEN

I used to go to the Sydney Royal Easter Show at the old showgrounds at Randwick. In 1963 I won a prize for boy rider under 13 years. I learnt to ride when I was 3 years old. I would eat fairy floss and toffee apples. I used to love the rides. Later when I was older I would sit up in the members bar and watch the events and have drinks with friends. I used to love looking at the animal pavilions. My father used to breed Charolaise cattle, which originated in France.

RONDA

The highlight of going to the Melbourne Show was going on the bus all the way to Melbourne, 90 miles away. We would walk around everywhere to decide exactly what to buy and what rides we could get for the least amount of money. We would check out all the show bags before we bought one. If we wanted anything we would pool all our money together to get the best value. We would always get a new dress and always wore a hat.

Creative hands





Byron Bay Wildlife Sanctuary visit





MELBOURNE CUP

Dress Up Day

Tuesday 3 November

Residents and staff are invited dress up in **FANCY HATS** and **RACE WEAR** to celebrate Melbourne Cup



Prizes awarded to Residents for:

- Best Dressed Male
- Best Dressed Female
- Best Fancy Hat



Hotel Services news



Tony Baldwin
Hotel Services Manager

Father's Day at Barney's

What a wonderful time we had celebrating Father's Day at Barney's Café!

A crowd of residents along with their family and friends joined us for our special three-course Father's Day luncheon, filling the café with plenty of laughter, conversation and, of course, delicious food.

It was lovely to see so many families come together to celebrate the special dads and father figures in our Crowley community and enjoy a relaxed afternoon around the table.

A big thank you to our Hotel Services team for preparing and serving such a wonderful meal, and to everyone who joined us and helped make the day such a memorable occasion.

More delicious events ahead

We look forward to sharing more delicious food, good company and special moments with our Crowley community.

Be sure to book ahead for the fancy three-course Melbourne Cup luncheon, proudly hosted by the Crowley Auxiliary in November.

And with Christmas fast approaching, family members are also warmly invited to RSVP and reserve a seat at the superb buffet lunches being served at our Residential Care Christmas parties in December.

For dates, times and booking details, check out the event flyers in this edition.



RESIDENTIAL CARE

CHRISTMAS PARTIES

Crowley Residential Care Residents are invited to celebrate the holiday season with a three course luncheon

**Monday 7 December**

11.30am - 1.30pm

Lighthouse

LIGHTHOUSE**Tuesday 8 December**

11.30am - 1.30pm

Entertainment Room

**SERPENTINE
MISSINGHAM
RIVERVIEW
ROSEBANK****Wednesday 9 December**

11.30am - 1.30pm

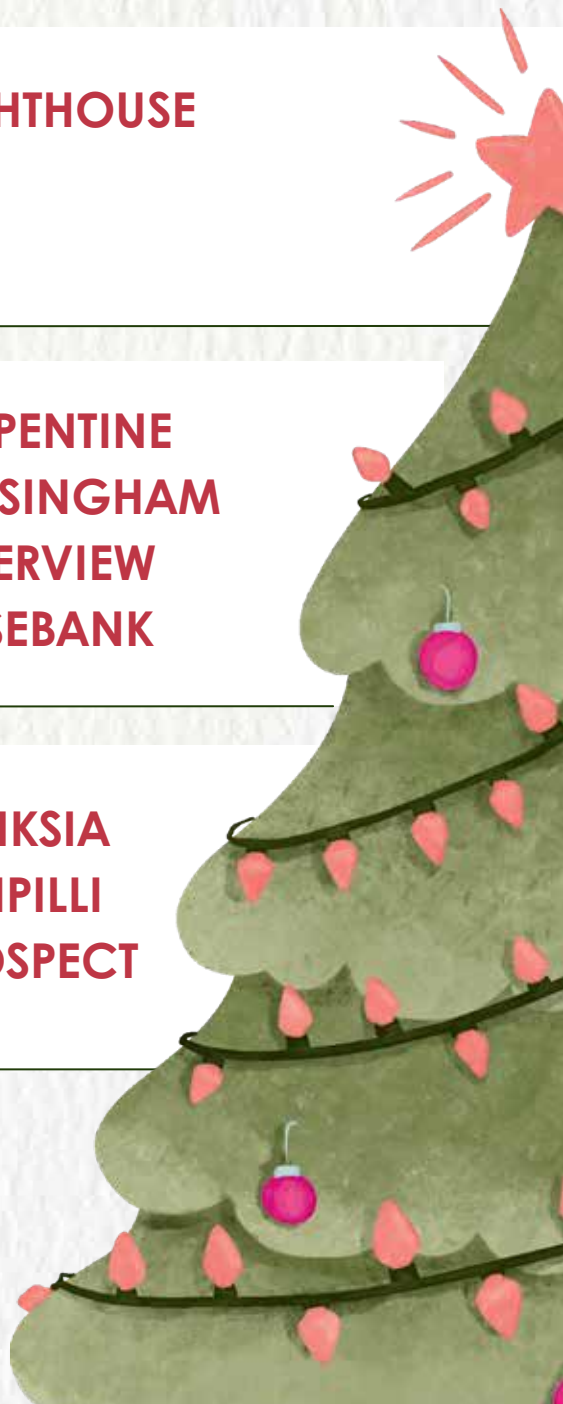
Entertainment Room

**BANKSIA
LILLIPILLI
PROSPECT**

Family members are welcome to join us for lunch.

Cost is \$30 pp. RSVP and pay at Reception by Thursday 3 December.

Please advise dietary requirements at time of booking.





Country Chicken Pie

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

Ingredients

- 1 tbsp olive oil
- 6 chicken thigh fillets, cut into 2cm pieces
- 1 leek, white part only, sliced
- 1 carrot, peeled, sliced
- 1 celery stick, chopped
- 1 red capsicum, coarsely chopped
- 2 tbsp plain flour
- 1 cup (250ml) chicken stock
- 1/2 cup (70g) frozen corn kernels
- 1/2 cup (80g) frozen peas
- 1/4 cup (60ml) thickened cream
- 1 sheet (25cm) shortcrust pastry
- 1 sheet (25cm) puff pastry
- 1 egg, lightly whisked

Instructions

Heat half the oil in frying pan over high heat. Cook chicken in batches for 2 minutes or until brown. Transfer to a bowl.

Heat remaining oil over medium heat. Add leek, carrot, celery and capsicum and cook for 5 minutes or until leek softens. Add flour and stir for 1 minute.

Add the chicken and stock and bring to the boil. Reduce heat to low and cook for 15 minutes, stirring occasionally, until sauce thickens.

Add the corn, peas and cream and stir to combine. Remove from heat. Season with salt and pepper.

Preheat oven to 220°C. Line the base of a 20cm pie dish with shortcrust pastry. Line with baking paper and fill with rice or dried beans. Bake for 10 minutes. Remove the paper, rice or beans and bake for a further 8 minutes.

Spoon the chicken mixture into the pie shell. Place the puff pastry over the top to enclose the filling. Trim the edge. Lightly brush with egg. Bake for 15 minutes or until pastry is puffed and golden.

3-ingredient Scones

Prep 15 minutes | **Cook** 20 minutes | **Makes** 20

Ingredients

- 500g (3 1/3 cups) self-raising flour
- 250ml (1 cup) chilled lemonade
- 300ml thickened cream

Instructions

Preheat oven to 220°C. Line a large baking tray with baking paper.

Place the flour in a large bowl and make a well in the centre. Pour in the lemonade and 1 cup (250ml) of the cream. Use a flat-bladed knife to stir until a soft, sticky dough forms.

Turn dough onto a lightly floured surface. Knead gently for 30 seconds or until just smooth. Press into a 3cm-thick disc. Use a lightly floured 5cm pastry cutter to cut twenty scones. Place the scones, just touching, on the prepared tray. Lightly brush the tops with cream.

Bake for 16-18 minutes or until scones are risen and golden and sound hollow when tapped on top. Transfer to a wire rack to cool slightly.

Serve scones warm or at room temperature with whipped cream and jam, if desired.



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

Update from Maintenance



Albie Viel
Maintenance Manager



Apartment renovations

The maintenance team spend much of it's time renovating units across Crowley, and in recent months, the apartments have been a particular focus, with four apartments undergoing renovations.

Two apartments have now been completed, with each receiving varying levels of upgrades and improvements.

Inside, the renovations include modern, easy-to-clean white two-pack kitchens, with soft-close drawers providing additional storage and easier access than traditional hinged cupboards.

New appliances have been installed, along with water connections for fridges. The kitchens feature stone benchtops and pantries are fitted with pull-out drawers, making it much easier to access items stored at the back.





Bathrooms have also received various upgrades, including new vanities and fittings.

Fresh, modern paint colours, new fittings and new carpet have helped give the apartments a bright, fresh and more open feel.

Renewing our outdoor spaces

A major part of the recent apartment upgrades has been the transformation of the outdoor areas. Existing plants, mulch, turf and soil have been removed and the gardens renewed with a low maintenance design and a consistent look.

The concrete footpaths around the apartment buildings are also being given a fresh new look. The pathways are cleaned and prepared, before being primed, coloured and finished with a decorative fleck. A protective sealer is then applied to help maintain the colour and finish, with the concrete sealer expected to be renewed approximately every five years.

A special thank you goes to our surrounding residents for their patience and understanding while these upgrades are underway. We appreciate your support as we work to improve and refresh our Apartments and the surrounding spaces.





Hairdresser

Open

Monday, Tuesday, Thursday
from 9am

Bookings Emilia 0410 322 330

Beauty

Open

Monday from 9am

Bookings see Reception



Nepal Floods Appeal

Stand with communities affected by devastating flash floods.

Your donation can help provide emergency shelter, food, safe drinking water, healthcare and protection support.

Donate now

caritas.org.au/nepal | 1800 024 413



**EMERGENCY
ACTION
ALLIANCE**



Thank you for your care and support of our Nepalese staff, their families and the communities affected by this devastating disaster.





Crowley Care Auxiliary



Margaret Savage
Crowley Auxiliary President

The year marches on!

The year certainly marches on, and our Auxiliary is marching on with it - some days we're shuffling more than marching, but we're still moving forward and, most importantly, in a very positive direction!

Our recent Cake and Craft Stalls certainly demonstrated this. They were a wonderful success, thanks to the generosity, hard work and commitment of our Auxiliary ladies, our families and friends and all those who contributed in so many different ways.

The results were certainly rewarding, but just as important was the wonderful spirit of cooperation and friendship that went into making the stalls such a success.

Our Auxiliary is about so much more than fundraising. The friendship, fellowship and enjoyment we share are at the very heart of who we are.

Our recent morning tea at the Corner Cafe was a perfect example. What a lovely morning we had together, filled with friendship, laughter, good conversation and that wonderful warmth that comes from being surrounded by good friends.

I often think of our Auxiliary as a little like being a crew in a boat. We may each have a different role, but when we take up our oars and row together, in the same direction towards the same destination, we can travel so much further than we ever could alone.

Each of us brings something different to the team; our time, talents, ideas, experience, enthusiasm and a willingness to help.



Every contribution matters, and together those contributions make a difference to Crowley Care and to the lives of those who call Crowley home.

Melbourne Cup Luncheon

Our final major event for the year will be our Melbourne Cup Luncheon on Tuesday 3 November. What better way to finish another busy and successful year than with a wonderful day of friendship, fun, laughter and a little flutter!

So, if you haven't already done so, gallop in with your favourite table companions and book your table now. Come along, enjoy a delicious lunch, soak up the atmosphere and, most importantly, enjoy a fabulous day together while supporting Crowley Care.

Whether we are marching, walking or perhaps occasionally shuffling our way forward, let us keep our oars in the water, keep encouraging one another and keep rowing together.

Because when we row together, with friendship in our hearts, generosity in our

CROWLEY CARE AUXILIARY

Melbourne Cup RAFFLE



1st Prize

Handbag/Tote Bag
Autn Hat
Dolcezza Scarf
Blue Scarab Necklace
\$50 Byroness Voucher
Champagne & Glasses



2nd Prize

Addison Road Bag
Dolcezza Scarf
Necklace
\$50 Byroness Voucher
McGuigan Wine &
Glasses



3rd Prize

Felt Handmade Bag
Handmade Amethyst
Necklace
Handmade Scarf
\$50 Elm Voucher
Wine & Glasses

Tickets \$2 each or 3 for \$5

Prizes drawn at Melbourne Cup Luncheon Tuesday 3 November 2026

hands and a little sunshine in our spirits, there is no limit to how far the Crowley Care Auxiliary can go - or to the difference we can make along the way.

Last, but certainly not least, our Auxiliary meets on the 4th Monday of each month, and our next meeting will be Monday 26 October in the Education Centre.

We would love to see you there! Come along for an afternoon of friendship, a good chat, a little laughter and to hear what we have planned for the months ahead.

Whether you are a long-standing member or someone who has thought about joining us, you will always receive a warm Crowley Care Auxiliary welcome.

Come and be part of our wonderful team – there is always room in the boat for another pair of oars!



Next Meeting

3pm Monday 26 October

Crowley Education Centre

All welcome.

Afternoon tea provided.



CROWLEY CARE AUXILIARY

Melbourne Cup LUNCHEON

TUESDAY 3 NOVEMBER 2026

12pm - 3.30pm

CROWLEY ACTIVITY CENTRE

TICKETS \$70 per person

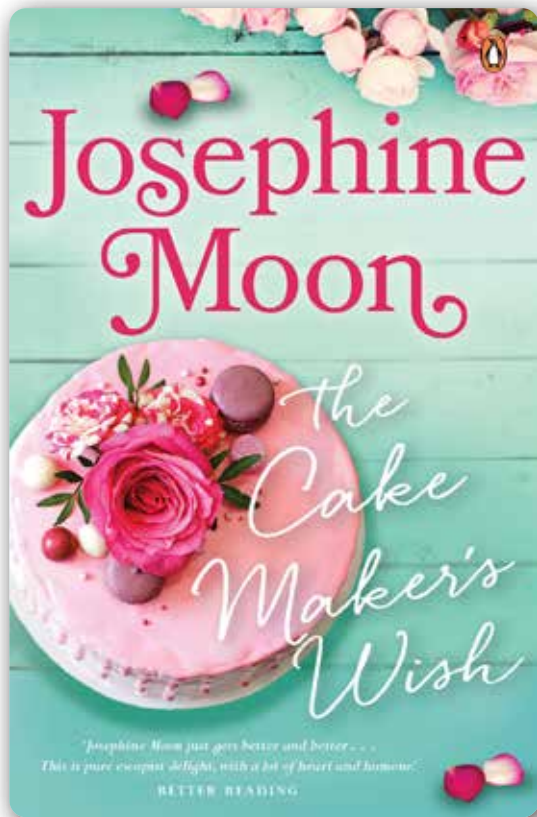
3-Course Lunch, Champagne on arrival,
Lucky Door Prize entry, Live Entertainment,
BYO drinks

RSVP Tuesday 27 October to Crowley Reception
cash or card payments accepted



 **crowley
care**

Book Club



The Cake Maker's Wish by Josephine Moon

Our latest read was **The Cake Maker's Wish** by Josephine Moon, her sixth novel.

When single mother Olivia uproots her son Darcy from Tasmania to a new life in the English Cotswolds, she isn't exactly expecting a bed of roses. And nor is she prepared for the challenges that life in the picturesque village throws her way. It is also a chance for Darcy to meet his Norwegian father and for her to trace the last blurry lines on what remains of her family tree. After seven years alone she has almost given up on romance, until new options arrive.

What did we think?

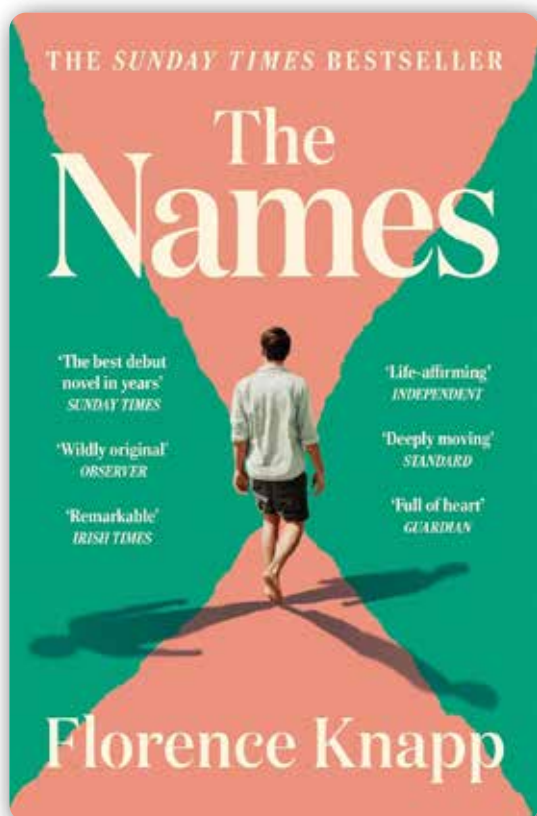
- It was an easy, engaging read; enjoyable.
- A heartwarming story with beautiful imagery of baking and the English countryside.
- Interesting characters with real human flaws.
- Not a strong story line but the initial idea of how to regenerate life in a village was interesting.
- Tedious descriptions; felt terrible because I don't cook cakes.
- The love triangle was never enthralling.
- DNF – 100 pages was enough!

Our next read

Our next read is **The Names** by Florence Knapp. Powerfully moving and full of hope, this is the story of three names, three versions of a life, and the infinite possibilities that a single decision can spark. It is the story of one family and love's endless capacity to endure, no matter what fate has in store.

Until 15 October ... happy reading!

Marion





Craft Corner

Surf's Up

Capture the spirit of the beach with this colourful activity - no sand required.

What you need

- Large cardstock or canvas for base
- Coloured paper in white, yellow and blue
- Surfboard templates printed on cardstock
- Markers, pencils or crayons
- Scissors, craft glue.

Instructions

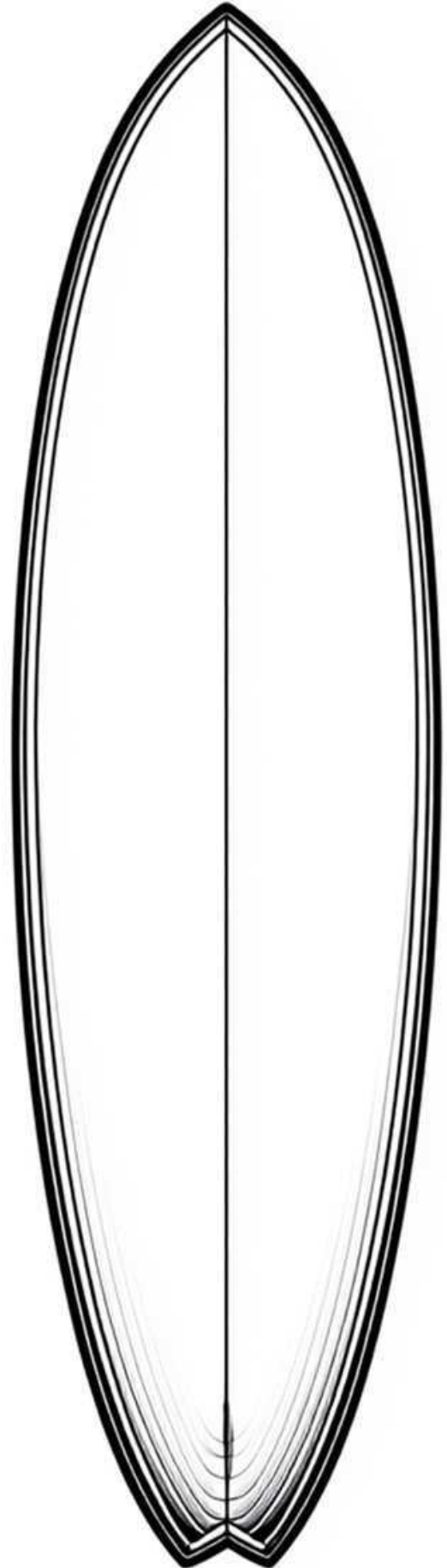
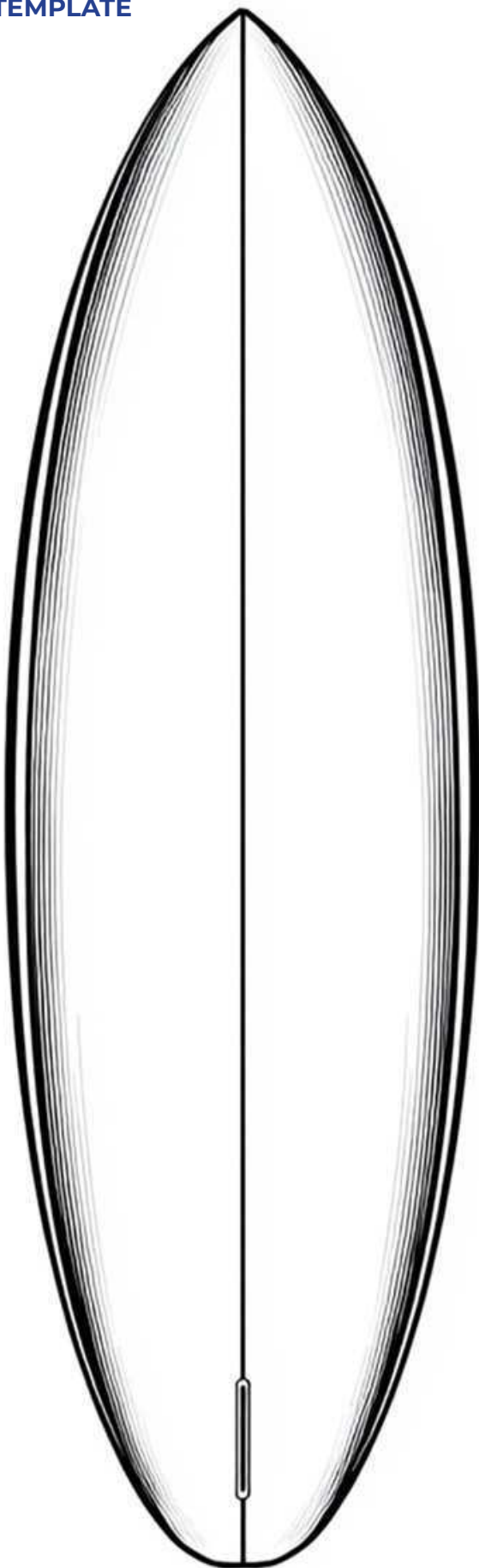
Colour in the surfboard templates with bright, eye-catching designs. Cut them out.

Tear strips of blue paper for waves, yellow paper strips for the sandy beach and white or blue paper for sky and clouds. Layer and glue as desired to complete your beach scene.

Arrange surfboards so they appear to stand in the sand and glue them in place.



TEMPLATE



Focus on Quality



Michelle Golding
Quality Manager

Consumer Advisory Committee

Crowley Care is inviting expressions of interest from residents, clients and families who would like to join our Consumer Advisory Committee.

The Consumer Advisory Committee plays an important role in representing the voices and experiences of Crowley's community. By joining the committee, you will have the opportunity to share your feedback, ideas and lived experiences to help shape the future of our care and services.

Your contribution can make a meaningful difference to the quality and experience of care across our community.

The Consumer Advisory Committee is in addition to Crowley's existing feedback channels and provides another opportunity for consumers and family members to have their voices heard.

A flyer with further information and details on how to register your interest will be distributed shortly.

If you would like to express your interest or find out more, please email:

Michelle Golding
Quality Manager
mgolding@crowley.org.au



Residential Care Resident Lifestyle & Activity Survey

Recently, we conducted our Residential Care Lifestyle & Activities Program Survey for the first time, providing an opportunity for our residents to share their thoughts, ideas and experiences about our Lifestyle & Activities Program.

We would like to sincerely thank our residents who took the time to participate and share their feedback with us.

The purpose of the survey was to better understand what matters most to our residents and to gather their ideas, preferences and feedback about activities, events and outings offered at Crowley.

This valuable feedback will help guide the planning and development of our Lifestyle & Activities program, ensuring it continues to be enjoyable, meaningful, and inclusive, while reflecting the diverse interests, preferences, and needs of our residents.

Of the 106 residents invited to participate, we received 60 responses, representing a 57% response rate. While 31 residents indicated they were not interested in completing the survey, the responses received provide valuable insight into the activities and experiences that are most important to our residents.



We were pleased to see that 66% of residents reported feeling happy or very happy with the Resident Lifestyle & Activities Program.

This survey provides an important foundation for understanding what residents value and where there may be opportunities to further enhance the program.

The results will be used to guide future lifestyle planning and identify opportunities to strengthen participation, engagement and enjoyment across our activities and events.

Thank you once again to everyone who took the time to participate and provide feedback. Your voice matters, and your feedback helps us shape a Lifestyle & Activities Program that reflects the interests, preferences and needs of our residents and creates meaningful opportunities for connection, enjoyment and participation.

Upcoming Events at Crowley

The Quality Team is busily preparing for the last quarter of the year - our busiest and most exciting time for events!

We're getting ready for our annual **Family Show Day**, which takes plenty of preparation behind the scenes to ensure the day is well organised, fun and enjoyable for all our residents, clients, families and staff. Pop the date in your diary - **Thursday 8 October!** We would love to see you there and share a wonderful day together.

Calling all bakers! Our famous **Bake Stall** is back, and we would love your delicious contributions. If you'd like to donate a baked item, please contact us or drop it into Reception on Wednesday 7 October.

And who doesn't love the festive season at Crowley? From **Carols in the Plaza** and visits from Santa and his helpers, to our **Christmas Pop-Up Shop** and **Christmas Parties**, there's plenty to look forward to as we head towards the end of the year.

Keep your eyes peeled for the dates - we can't wait to celebrate the festive season with you all!

Making Feedback Flow

Michelle Golding
Quality Manager

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

Residential Care families

- Thank you for being such wonderful carers. Your love and support makes life so much better for both residents and families
- I would like to express my heartfelt thanks to all of the staff at Crowley care for the care, compassion and professionalism you showed my father during his final days
- Thank you all so much for your kindness, care and support you have given to our friend over the past few years. It is much appreciated.
- Thank you to all the staff at Banksia wing for the caring support, compassion and love you showed my mother over the years she was a resident. It was greatly appreciated. She always did enjoy her chocolate!

Residential Care residents

- A big thank you for the prawn cocktail we had on Tuesday evening. It certainly was given the seal of approval by us.
- Prawn cocktail – crisp lettuce, side salad, crunch bread roll, oodles of prawns on a warm spring evening. Absolutely delicious. Thank you.
- Fantastic prawns and side salad – refreshing and tasty. The “piece de resistance” a crusty bread roll to mop up the juices. Thank you all in the kitchen.
- Today’s meal of hamburgers and fries was very successful and a lovely change. The soup is much thicker than usual, thickened up with vegies and pieces of meat is a great success. It is so nice one night I had two bowls.

Staff

- The staff recognition evening was lovely. Well organized, delicious food, nice raffle prizes and nicely set up. Everyone seemed to have a nice time.

Home Care clients

- We are very happy with services provided by Home care staff and cleaner
- I’ve had such a wonderful morning. Been able to purchase my arts and craft needs, had coffee at favourite place coffee and kitchen. Very pleased with Australian bird napkins purchased. Thankyou, Thankyou, Thankyou. Also socialisation comes out of my package, and saves my daughter.



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



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



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

1

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

2

Email us at info@crowley.org.au or

3

Call us on 1300 139 099



Cowboy Word Search

Saddle up for our country themed Crowley Family Show Day and see if you can round up all the cowboy words hidden in this puzzle.

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

Bandana

Cattle

Gelding

Outlaw

Rodeo

Wrangler

Bedroll

Cowboys

Jerky

Poke

Roundup

Branding

Horse

Lasso

Range

Stampede

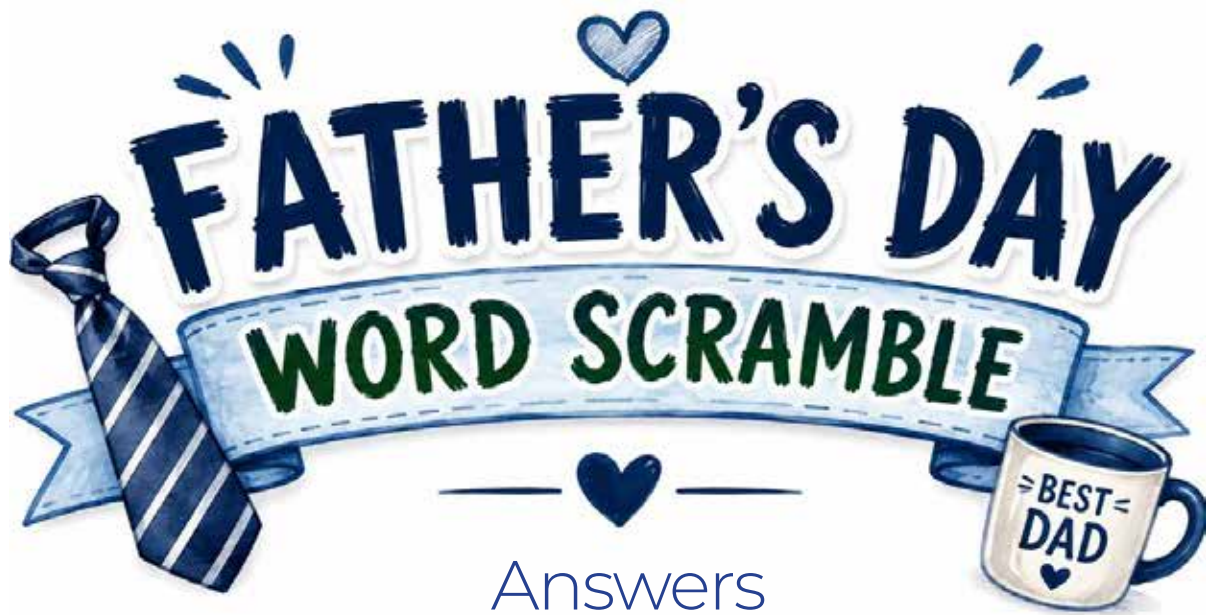
Bronco

Filly

Mustang

Rawhide

Vaquero



1. REHTAF	<u>FATHER</u>	13. PERSLIPS	<u>SLIPPERS</u>
2. DAD	<u>DAD</u>	14. NIRLCEER	<u>RECLINER</u>
3. PAGRAND	<u>GRANDPA</u>	15. PAPWERSEN	<u>NEWSPAPER</u>
4. YLIMAF	<u>FAMILY</u>	16. YROTSMITE	<u>STORYTIME</u>
5. UEBRABCE	<u>BARBECUE</u>	17. DRAYKCAB	<u>BACKYARD</u>
6. HFISGIN	<u>FISHING</u>	18. WREOMWLAN	<u>LAWNMOWER</u>
7. GPIANCM	<u>CAMPING</u>	19. SDSNIKEN	<u>KINDNESS</u>
8. RMAHEM	<u>HAMMER</u>	20. THUGERAL	<u>LAUGHTER</u>
9. XOBLOOT	<u>TOOLBOX</u>	21. SEOMMIRE	<u>MEMORIES</u>
10. TCHAW	<u>WATCH</u>	22. ROHE	<u>HERO</u>
11. LTWELA	<u>WALLET</u>	23. SGUH	<u>HUGS</u>
12. EIT	<u>TIE</u>	24. VELO	<u>LOVE</u>

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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facebook.com/crowleycare

