

the chatterbox

SEPTEMBER 2026

NEWS FROM CROWLEY CARE



Contents

Catch up with Kelli Discover more about Crowley's operations	04
Clinical News Blood Tests at Crowley	06
Staff News Celebrating Aged Care Employee Day	10
Risk Update Security Reminder	17
Board Member Profile Meet our newest board member	13
From the IL Desk Getting around with Community Transport	22
Father's Day Feature Celebrating our Crowley Dads	24
Hotel Services News A taste of what's new	26
Maintenance Update Looking after your hot water system	31
Crowley Care Auxiliary Cake and craft stall success	36
Craft Corner Create your own painted parrot	40
Focus on Quality Food Focus Group update	42



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 little puppy love goes a long way! Charles enjoying a special visit from Northern Rivers Animal Services.



A moment with Michael

Hello everyone,

A big thank you to our amazing staff for the care and patience they showed in helping our residents complete the 2026 Census. For many of our residents, sitting down to fill out the Census can be a bit daunting, but with our team by their side, it became a moment of connection rather than a chore.

I believe it's these small, everyday acts of kindness that really capture what Crowley Care is all about, and we couldn't be prouder of our staff for going the extra mile to make sure every resident felt supported and heard.

2025 Annual Report

I'm very pleased to share the release of Crowley Care's 2025 Annual Report, *In Your Words*. Alongside our achievements and financial performance, we've placed the voices of our residents, families, volunteers and staff at the heart of the story. Their words and experiences are a wonderful reminder that while achievements and milestones matter, it's the people and connections behind them that make Crowley Care such a special community..

Of course, a strong and sustainable organisation is essential to being able to continue delivering that care into the future. I'm pleased that Crowley's financial position remains robust, with recent financial audits confirming that our systems, processes and internal controls are sound and solid, with everything tracking well across the organisation.

Our experienced finance team plays an important role in maintaining this stability, bringing a deep understanding of the intricacies and complexities of the aged care industry.

Financial sustainability also remains a key focus of our Board, which maintains careful oversight of Crowley's financial position as part of its governance responsibilities.

And when it comes to resident funds, families can be reassured that these are managed prudently and in full accordance with government regulations.

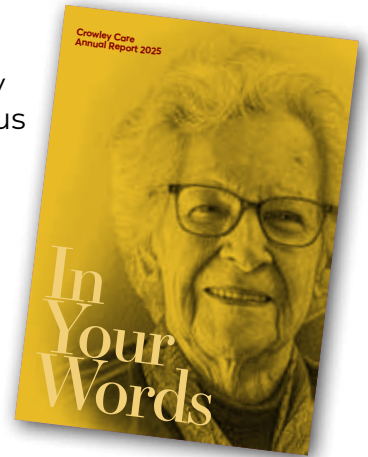
Spring has sprung

There's something about spring that's hard not to love. The temperature finally feels just right, mornings are getting that little bit lighter, and the afternoons are stretching out again. After the shorter days of winter, it's impossible not to feel a lift in spirits as everything brightens up.

There's something fitting about Father's Day landing right alongside the arrival of spring; it fills me with the same sense of optimism and hope. I find myself reflecting on what it means to be a Dad, and as both a father and a grandfather, it's one of the most special relationships in my life. I'm endlessly grateful to have had a wonderful dad myself, and being a father has, without question, been one of the greatest blessings of my life.

As we welcome the new season, I hope all our families get the chance to celebrate the dads, grandads, and father figures in their lives this Father's Day, and to enjoy a little of that spring optimism together.

Michael Penhey
Chief Executive Officer



Catch up with Kelli



Kelli Potts

Deputy Chief Executive Officer

As we head into spring, it's a good time to reflect on the wonderful people and community that make Crowley Care what it is.

Aged Care Employee Day

In August, we celebrated **Aged Care Employee Day** - a lovely opportunity to acknowledge and thank our team for everything they do.

We marked the occasion by treating our staff to a complimentary meal and a thankyou bag of goodies - a small gesture of our appreciation for the big difference they make every day.

From our nurses and personal care workers to our lifestyle, catering and laundry teams, our cleaners and our maintenance and administration staff - every person has a role to play in making our residents and clients feel valued, supported and at home.

I'm incredibly grateful for the kindness, dedication and professionalism our team brings to their work each day.

The difference they make to the lives of our residents, clients and families is enormous.

Ongoing Compliance Reviews

We're continuing our proactive focus on quality, compliance and preparing for the future.

In August we engaged **Provider Assist** to conduct an independent review of our systems and processes as we prepare for registration with the Aged Care Quality and Safety Commission.

Having an independent set of eyes across our organisation is valuable to identify where we can strengthen what we do and keep improving.

Thanks to everyone who participated in our recent **Independent Living Stakeholder Survey**. The feedback has been really constructive and helps us consider future updates and ideas for our village.

EXHIBITION
coming soon
to Crowley
Activity Centre
dates to be
advised



DIOCESAN ARTPRIZE 2026

THE FACE OF COMPASSION

EXHIBITION COMING SOON
lismorediocese/artprize



We truly do value hearing what matters most to our residents.

Thank you to our Crowley Auxiliary

And finally, a big thanks to our wonderful Crowley Auxiliary. Their tireless fundraising makes such a difference.

Recent purchases include Twin-O-Vac suctioning equipment for our clinical team and a Buddy Sofa Chair, allowing family members to stay overnight with a loved one in their room when nearing the end of life.

These are incredibly thoughtful contributions, and a reminder of what can be achieved when our Crowley community comes together.



Thank you to everyone who continues to make Crowley such a caring and welcoming place.

Kelli

Clinical Update



Kelly Roberts
Nurse Practitioner

Pathology and Blood Tests

What does pathology actually mean?

When we hear the word pathology, many of us probably think of blood tests. But pathology is much broader than that. It involves the testing and examination of blood, urine, other body fluids and tissue to help detect infections, abnormalities and changes within the body.

The word pathology comes from the Greek *pathos*, meaning suffering, disease or experience, and *logia*, meaning the study of a subject. From the 16th century, it came to describe the scientific study of the nature, causes and progression of disease. Today, pathology plays an important role not only in diagnosing illness, but also in monitoring health and the effects of medications, diet and lifestyle.

Pathology is a cornerstone of modern medicine, providing clinicians with important information to help guide diagnosis and treatment. It plays an essential role in diagnosing and monitoring many conditions, including cancer, diabetes and blood disorders, and is also an important part of genetic research and blood transfusion medicine.

There are several main areas of pathology that we commonly encounter.

Anatomical pathology involves examining tissue and other specimens under a microscope. For example, if a skin lesion, wart or suspicious mole is removed, the tissue may be sent to a pathology laboratory to determine whether it contains cancerous or abnormal cells.

General pathology covers many of the tests we commonly see at Crowley. This includes:

- **Chemical pathology**, which measures substances in blood and other body fluids, such as glucose, cholesterol, electrolytes and certain vitamins.
- **Microbiology**, which looks for bacteria, viruses and fungi that may be causing an infection. Microbiology was particularly important during the COVID-19 pandemic, helping guide public health measures, infection control and research around the world.
- **Haematology**, which focuses on blood and blood-related conditions, including anaemia, clotting disorders and some infections.

Some of us have bloods tests each year and others may have their bloods checked more regularly, particularly in monitoring of certain chronic health conditions such as diabetes. Blood tests can help with monitoring doses of medications to make sure a therapeutic level is being reached. Many people will have blood tests to monitor diet and lifestyle impacts such as nutrition levels and cholesterol.

At Crowley, we also see a lot of **immunopathology**, a specialty that focuses on the immune system. Immunological testing can help identify allergies and investigate conditions in which the immune system is not functioning as it should. Immunology also plays an important role in the management of autoimmune conditions, such as rheumatoid arthritis.

Generally, it is good practice to check your bloods every 6-12 months to ensure you aren't deficient in essential vitamins, such as Vitamin B, C or D, which can occur without symptoms being noticeable.

We are fortunate at Crowley to have visiting pathology professionals who collect blood samples onsite each week. If you are living at home and have difficulty getting to a pathology collection centre, many pathology providers also offer home collection services. It is worth asking about this when booking your test.

Australia also has a Medicare system that covers many pathology tests, although whether a test is bulk-billed or attracts a fee can depend on the test, provider and circumstances.

Finally, it is important to remember that having a blood test is your choice. If you are uncomfortable with having blood taken, or no longer wish to have regular blood tests, talk to your doctor or the nurse caring for you. They can explain why a test has been recommended, whether it is necessary and whether there are alternatives.

For some people, having blood taken can be uncomfortable or distressing. Your healthcare team is there to listen to your concerns and help you make informed decisions about your care.



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?

R U OK? Day

Thursday 10 September

This R U OK? Day,
ALL Residents and Staff
are invited to dress in

YELLOW

Please note:
staff name tags and regulation shoes must be worn

Learn more at ruok.org.au





• CROWLEY FAMILY •

SHOW DAY

THURSDAY 8 OCTOBER 2026

10AM TO 2PM

FUN FOR ALL THE FAMILY



Market Stalls
Face Painting
Animal Farm
Entertainment
Live Music



Staff News



Ruaraidh Donaldson
People & Culture Manager

Every role matters.
Every person makes a difference.

Celebrating Aged Care Employee Day

Each year in August, Aged Care Employee Day encourages us to pause and say thank you to the people who make what we do possible. It is a day to recognise the skill, compassion and commitment our team shows every day, and celebrate the difference their work makes in the lives of so many.

In aged care, the difference is often the small, personal - a reassuring conversation, a safe transfer, medication given with attention, an activity that brings connection, or support that helps someone maintain dignity and independence.

These moments matter deeply, and they are only possible because our dedicated and highly competent team show up with professionalism, patience and heart.

Aged Care Employee Day reminds us that great care is built by many hands, including those whose work is less visible but no less important.

Our Kitchen team nourish people with meals that support health, comfort and routine. Our Cleaning team create safe, welcoming and infection-conscious environments. Our Laundry team help protect dignity providing fresh clothing, linen, and personal items. Our Maintenance team keep our buildings, equipment and grounds working safely and reliably. Our Administration, Lifestyle, Volunteer, and Leadership teams play a vital role in keeping everything connected and running smoothly.



Together, this is the fabric of care at Crowley. It is not one person or one team that creates quality care - it's the combined effort of our people working together to keep residents and clients safe, supported, respected, and connected. On Aged Care Employee Day, we recognise every person who contributes to this work.

To the Crowley Team:

Whether you provide hands-on care, prepare meals, clean rooms, wash linen, repair equipment, support families, coordinate rosters, lead teams, welcome visitors or quietly solve problems before others even see them, your contribution matters.

Thank you for the pride you take in your work, the care you show to others and the difference you make every day. Crowley Care is better and stronger because of you.



Pyjama Day

Our cosy Pyjama Dress Up Day was a wonderful excuse to swap uniforms and everyday attire for pyjamas, dressing gowns and plenty of winter warmth!

Residents and staff embraced the fun, with plenty of smiles, laughs and fabulous sleepwear on display.

It was a lovely day of connection and a reminder that sometimes the simplest things, a bit of dressing up, a few laughs and spending time together, can create some very special moments at Crowley.

And now, can someone please check whether Ruairidh has woken up yet?







• CROWLEY FAMILY •
SHOW DAY
THURSDAY 8 OCTOBER 2026

**FAMOUS
BAKE STALL**

**Calling for donations of delicious homemade
goodies for our famous Bake Stall!**

If you can help, please let us know what you are able
to donate along with a list of ingredients so we can
prepare labels and packaging.

Goodies can be dropped to Crowley
Reception by Wednesday 7 October.

**YOUR
DONATIONS
WANTED**



Hairdresser

Open

Monday, Tuesday, Thursday
from 9am

Bookings Emilia 0410 322 330

Beauty

Open

Monday from 9am

Bookings see Reception



Daffodil Day





Rene Lange
Risk Manager

Security Reminder

We are fortunate to live and work in a welcoming and friendly environment; however, security is everyone's responsibility.

We have recently received reports of increased activity around our village and Residential Care Facility, including a suspicious vehicle seen driving slowly through the village after hours.

Nightly security patrols are in place across both the village and Residential Care Facility to help maintain the safety and security of our community. During recent patrols, security staff have found some garages, doors and entrances left unlocked and, on occasion, have needed to move on people attempting to sleep in their vehicles onsite. There have also been previous incidents of theft from onsite facilities.

While there is no cause for alarm, these observations are a timely reminder for all residents and staff to remain aware of their surroundings and take a few simple steps to help keep our community safe.



Please remember to:

- Lock your doors, windows, garage and vehicle when unattended.
- Ensure common-area doors are securely closed after use.
- Do not allow unknown people into secured areas.
- Report suspicious behaviour, vehicles or other security concerns promptly.
- Keep valuables out of sight where possible.

A strong community is one where we look out for one another.

If you notice something unusual, trust your instincts and report it rather than approaching or confronting anyone yourself. A quick phone call can help prevent problems and contribute to a safer environment for everyone.

Out and About







Book
your tour
today



2026 Winner Master Builders Association NSW | Excellence in Building Award for Aged Care/Lifestyle over 55's

 **crowley
care**
Trusted since 1979



Assisi Apartments are sold unfurnished

ASSISI

APARTMENTS AT CROWLEY

Available now in Ballina.
Independence celebrated.
Unique independent
living apartments,
designed with care,
built with purpose.

DISCOVER MORE:

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



From the IL Desk



Jenny Kliese

Independent Living (IL) Coordinator

Getting around with Community Transport

Getting out and about is an important part of staying connected to our community, and **Tweed Byron and Ballina Community Transport** (TBBCT) is here to help.

TBBCT is a not-for-profit, non-government organisation providing affordable, door-to-door transport for older people, NDIS participants, carers and others who are transport disadvantaged living in the Tweed, Byron and Ballina shires.

Their dedicated team of staff and volunteers work hard to provide a flexible service that is responsive to each person's individual needs.

Individual transport for appointments

TBBCT can provide individual transport to a wide range of appointments, including:

- Medical appointments with your GP, specialist, or allied health service (such as podiatrist, optometrist or community health)
- Hospital appointments and stays
- Visits to the hairdresser, solicitor or other personal appointments
- Visiting family and friends.

Transport can be provided locally and, where necessary, within the region and north to South East Queensland.

Trips are provided by volunteers, using their own vehicles or one of TBBCT's fleet vehicles, with wheelchair-accessible vehicles available to help accommodate different mobility needs.

Transport is generally provided as an individual service. However, you may be



asked to share a trip with another client travelling to a nearby destination at a similar time. This helps TBBCT provide transport to as many people as possible.

Please book early. TBBCT requires **at least two working days notice** to coordinate individual transport and recommends arranging your transport as soon as you make your appointment. While the team will always try to help with last-minute requests, transport cannot be guaranteed when bookings are made at short notice.

Shopping Bus

TBBCT offers regular weekly or fortnightly shopping trips using community transport buses, and sometimes chartered buses.

This door-to-door service collects you from home, takes you to a nearby shopping centre for approximately two hours, and then returns you safely home.

A volunteer assistant travels on the bus to provide support, including helping passengers on and off the bus and carrying shopping to the door or inside the home if requested.

Download the Shopping Bus Schedule at www.communitytransport.net.au or contact the TBBCT Bus Coordinator on 1300 875 895 to register for the service.

Social Outings

TBBCT also offers monthly social outings by community bus. These outings are a wonderful opportunity to enjoy a day out, make new friends and explore interesting places.

Clients are picked up from home and accompanied by an attendant who is there to provide assistance and help everyone enjoy the day. Outings may include visits to interesting local destinations, along with morning tea and lunch.

Download their latest Social Bus Schedule to see what outings are coming up at www.communitytransport.net.au

How do I access Community Transport?

If you are aged 65 or over (or 50 or over if you are Aboriginal or Torres Strait Islander), contact My Aged Care on 1800 200 422 and ask for a referral to Tweed Byron and Ballina Community Transport.

TBBCT aims to keep its services affordable and accessible to older people in our community. Fees vary depending on the distance travelled and the program through which you receive funding. For most people, local trips start from around \$15.

A full fee schedule is available from TBBCT, and costs will also be explained when you register. If you are experiencing financial hardship, you may be eligible to apply for a reduced fee.

Find out more

Tweed Byron and Ballina Community Transport

Kentwell Community Centre,
20 Bangalow Road, Ballina

Phone: **1300 875 895**

Website: www.communitytransport.net.au

Email: admin@communitytransport.net.au



Dates to remember

1 - 30 September

The IL Skip Bin is available behind the Men's Shed. No white goods or chemicals. See page 31 for more information.

Sunday 6 September

Father's Day

Thursday 10 September

R U OK? Day

Friday 25 September

IL Bus Trip to Alstonville visiting Crawford House Museum and Summerland House Farm for morning tea in The Farm Cafe.

Please check your monthly IL Social Calendar.

H A P P Y Father's Day

Father's Day is a beautiful opportunity to celebrate the dads, grandfathers, great-grandfathers and father figures who are part of our Crowley community.

This Father's Day, we invited some of our Crowley fathers to share a few words about fatherhood, family and the special memories they hold close to their hearts. Here are some of their reflections:



Brian

I have good children, my wife was the glue that held our family together, she was wonderful. I liked being responsible for a human life. I coached Murray's football team through grand finals. Seeing my children being caring people like their mum made me happy. I tried to teach them honesty and not to be lazy or greedy. I love my kids.

Advice to new fathers

**You get what you put in,
be there for your kids.**



George

I enjoyed having a child to look after and love. I remember reading nursery rhymes to my first daughter and she couldn't pronounce teddy bear she'd say "da a da", every time I hear the words teddy bear I smile remembering that. I'm most grateful that my children grew up without illness and were healthy.

Advice to new fathers:

**Enjoy them while they are
young.**

*You were the anchor in the storm,
The hand that kept me safe and warm.
You built the foundation of who I am,
With quiet faith and a steady hand.*

*Through every triumph and every fall,
You answered whenever I would call.
No words can measure the debt I owe,
For the endless love you always show.*

*You gave me roots to hold my ground,
And wings to chase the dreams I found.
More than a father, a lifelong guide,
I walk with pride right by your side.*



Ken

Seeing my first daughter born was an amazing experience. It was hard work changing nappies and boiling them up in the copper. We'd love to take my children surfing at Lennox Head beach. I tried to teach them courtesy and kindness to people and to be worthwhile and respectful people. I'm grateful for having happy, healthy, successful children.

Advice to new fathers:

**Be patient, loving, caring,
and encourage them in sport.**



George

I liked being a dad and looking after my children. Watching them grow was special. I'm grateful that my children still like me and they always help me.

Advice to new fathers

**Be kind to your kids and
they will be kind to you.**

Hotel Services news



Tony Baldwin
Hotel Services Manager

A Taste of What's New

There's plenty happening in Hotel Services, and we're looking forward to sharing some exciting food experiences with our Crowley community.

Father's Day Pop-Up Restaurant

We're kicking off September with a special Father's Day Pop-Up Restaurant at Barney's Café on **Sunday 6 September**.

Our team has put together a delicious special menu to celebrate all the wonderful Dads and father figures in our community.

These pop-up lunches are always very popular, so we encourage you to get in early and secure your table. Bookings can be made directly with the friendly Barney's Café staff.

Residential Care Menus

We've also recently updated the seasonal menu for our Residential Care residents.

Developed with feedback and ideas from our Food Focus Group, the new menu brings a fresh selection of dishes and flavours for residents to enjoy.

We're grateful to everyone who contributes to these conversations and helps us continue to improve the dining experience at Crowley.

You'll find the new menus proudly displayed in each residential dining area. We hope residents enjoy discovering some new favourites!





BBQ Lamb Pizza

Prep 5 minutes | **Cook** 20 minutes | **Serves** 4

Ingredients

- 2 large thin & crispy pizza bases
- 1/3 cup (80ml) tomato pizza sauce
- 1 cup (100g) shredded pizza cheese
- 400g lamb rump steaks
- 120g baby spinach & rocket
- 200g perino tomatoes, halved
- 1 small red onion, thinly sliced
- 1/4 cup (20g) shaved parmesan
- 1 tbsp pine nuts, toasted
- 1/4 cup (60ml) caesar salad dressing

Instructions

Preheat oven to 230°C. Line 2 baking trays with baking paper. Place pizza bases on the lined trays. Spread evenly with pizza sauce and sprinkle with pizza cheese. Bake, swapping trays halfway through cooking, for 12 mins or until cheese melts and bases are crisp.

Meanwhile, heat a chargill on medium-high. Cook lamb for 3 mins each side for medium or until cooked to your liking. Transfer to a plate and cover with foil. Rest for 5 mins. Slice.

Combine the spinach and rocket, tomato, onion, parmesan and half the pine nuts in a large bowl.

Place pizzas on a serving platter. Top with the lamb and a little of the salad. Drizzle with half the dressing. Season. Serve with the remaining salad, pine nuts and dressing.



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



Cheesy Mexican Vegetarian Rice Bake

Prep 5 minutes | **Cook** 15 minutes | **Serves** 4

Ingredients

- 1 tbsp vegetable oil
- 185g (1 1/2 cups) frozen vegetable mix
- 510g jar tomato pasta sauce
- 2 x 420g cans four bean mix, rinsed, drained
- 2 x 250g pkt microwave medium-grain rice
- 125g cheddar cheese, grated
- Fresh coriander sprigs, to serve (optional)

Instructions

Preheat oven grill to high.

Heat oil in frying pan over medium-high heat.

Add vegetable mix and cook, stirring occasionally for 5 minutes or until just thawed.

Stir in pasta sauce and beans, then bring to a simmer.

Add rice to the pan and stir to combine.

Sprinkle evenly with cheese and grill for 3-4 minutes or until the cheese is golden and bubbling.

Serve sprinkled with coriander, if using.





Albie Viel
Maintenance Manager

Update from Maintenance

Looking after your Hot Water System

Your hot water system plays an important role in keeping your daily routine comfortable. Like any household appliance, however, it can occasionally experience issues.

Common faults include sudden drops in water temperature, low water pressure, unusual rumbling noises from sediment build-up, or water leaking around the unit.

For your safety and to prevent burns, tempering valves are installed to mix cold water with the hot supply, capping the temperature at your taps to a safe level, typically 50°C. This allows the water stored in the tank to remain hot enough to prevent bacterial growth while ensuring safe, comfortable temperatures at the tap.

Having your electric hot water system located inside your apartment offers significant advantages over outdoor models. Indoor units are protected from harsh weather, reducing external wear and tear. They also experience minimal heat loss, making them more energy-efficient and ensuring hot water reaches your taps faster.



If you ever notice your hot water is running out earlier than usual, your electrical heating charge cycle might be the cause. Many systems are programmed to heat during off-peak hours to help keep electricity costs down. Depending on your electricity plan, your system may only heat once a day. Increased usage can sometimes mean one heating cycle isn't enough to meet your needs.

If you experience leakages or sudden loss of hot water please contact maintenance through Crowley Reception.

If you think your heating cycle needs to be adjusted, please contact your electricity service provider.

Skip Bin Reminder

Available from 1 - 30 September behind the Men's Shed for IL Residents to dispose of items too large for wheelie bins.

E-waste such as televisions and other electrical items may be placed beside the skip for disposal.

Do not place cardboard, chemicals, oils, fridges, tyres, paint or batteries in skip bin.

Thank you for your cooperation in keeping our village safe and tidy.



Crowley Care Auxiliary Christmas In July Luncheon









Crowley Care Auxiliary



Margaret Savage
Crowley Auxiliary President

Hello Spring!

Spring brings with it a sense of renewed energy and optimism, and our Auxiliary ladies have certainly embraced that spirit!

There's always something happening within our Auxiliary, and August was certainly a very busy month.

Our wonderful ladies put their creativity, generosity and energy into two very successful stalls – and what a fabulous effort it was!

Cake and Craft Stalls

We had an impressive Craft Stall on Thursday 20 August, followed by an equally impressive Cake and Craft Stall on Saturday 22 August at Ballina Fair.

A huge thank you to our incredibly talented Auxiliary ladies, whose creativity was on full display. Our craft stall offered something for everyone, including handmade jewellery, beanies, crocheted tea towels, purses, tote bags, aprons, coat hangers, microwave bowl holders, casserole carriers, cushions, handmade gift cards featuring the most delightful poetic verses, gift boxes, and so much more!



The ladies then turned their talents to the kitchen, preparing a delicious selection of homemade cakes, biscuits, slices, jams and preserves. A special thank you to Tony and his team who also contributed some delicious goodies to our Cake Stall.

What was truly humbling, was the incredible generosity shown by our Crowley community, families, friends and supporters. So many people gave their time, donated beautiful handmade items, baked delicious treats, or simply came along to support our stalls.

Every contribution was greatly appreciated and helped make both events such a wonderful success.

Our Auxiliary ladies worked tirelessly at both stalls, welcoming customers with their usual smiles and enthusiasm. Not once did





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

they look weary – although I'm sure there were a few tired feet by the end of the day!

We'd also like to thank the management and staff at Ballina Fair for inviting us to hold the stalls. They were so impressed by the Auxiliary's ability to draw a crowd that we've already been invited back!

So, ladies, don't put away those knitting needles, crochet hooks, sewing machines or baking trays just yet - we now have a reputation to uphold!

Melbourne Cup Raffle

Our Melbourne Cup Raffle is now up and running. When purchasing your tickets from Crowley Reception, be sure to take a look at the beautiful amethyst necklace, handmade and donated by one of our generous members. On weekends, you will find the Auxiliary selling tickets in the Plaza, as well as in River Street and at Ballina Fair.

And on the horizon is our popular Melbourne Cup Luncheon on Tuesday 3 November. We are looking forward to another wonderful day of fun, friendship, fabulous fashion and, of course, fundraising for Crowley Care.

Next Meeting

3pm Monday 28 September

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

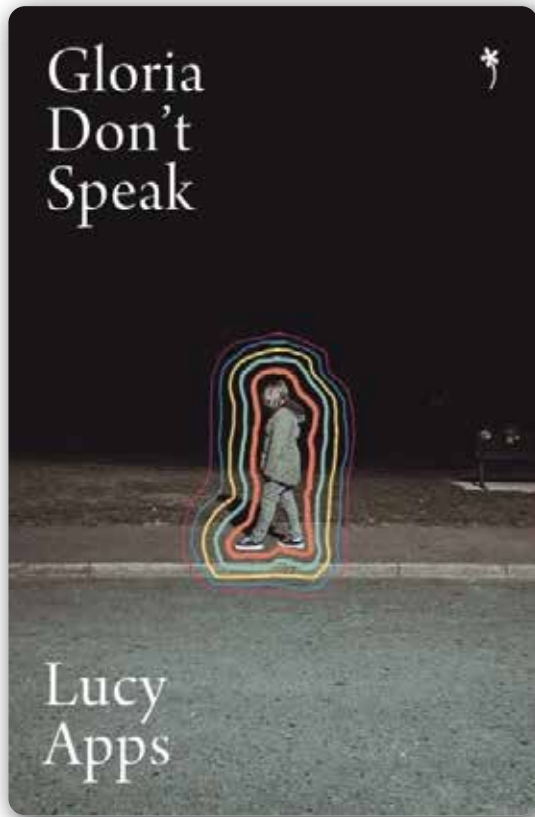
3-Course Lunch, Champagne on arrival,
Lucky Door Prize entry, Live Entertainment,
BYO drinks

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



 **crowley
care**

Book Club



Gloria Don't Speak by Lucy Apps

Our latest read was **"Gloria Don't Speak"** by Lucy Apps. It was longlisted for the 2026 Women's Prize for Fiction.

Gloria has a learning disability and lives with her mother. She is nineteen and there is nothing to do while her mother goes to work except wander the local parks, look for a friend and keep out of trouble. She teams up with Jack who is unpredictable and angry at the world. Their friendship ends due to an act of violence. Gloria's whole world is turned upside down when she hears Jack is out of prison. It is a deeply empathetic portrait of a woman dealing with vulnerability, violence and the desire for connection.

What did we think?

- Most agreed that it was not a book you could "like" but it was a worthwhile read.
- It made you count your blessings.
- There were clever parts with Gloria's use of language, particularly when Gloria ran words together.
- Harrowing at times and particularly the police interviews.
- It was sad and the author definitely had an understanding of the concept of disability
- Some felt sorry for Gloria's mother; others thought she wasn't caring enough.
- A satisfying end leaving you with hope that Gloria finds purpose in her life.

Our next read

Our next read is somewhat lighter. **The Cake Maker's Wish** by Josephine Moon is billed as an uplifting and heartwarming story about the moments that change your life forever, human kindness and being true to yourself.

Until 17 September, happy reading!

Marion



Craft Corner

Painted Parrots

Create colourful and expressive forest friends.

What you need

- Parrot shape templates printed on watercolour paper
- Several small spray bottles
- Acrylic paints
- Water
- Protective sheeting
- Scissors, sticky googly eyes, glue.

Instructions

Lay out the protective sheeting to protect the work surface.

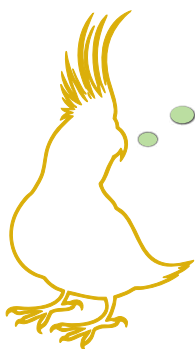
Squeeze acrylic paint into each spray bottle. Add approximately 1 part paint to 3 parts water, secure the lid, and shake well to mix.

Spray the parrot shape with different colours.

Allow to dry completely.

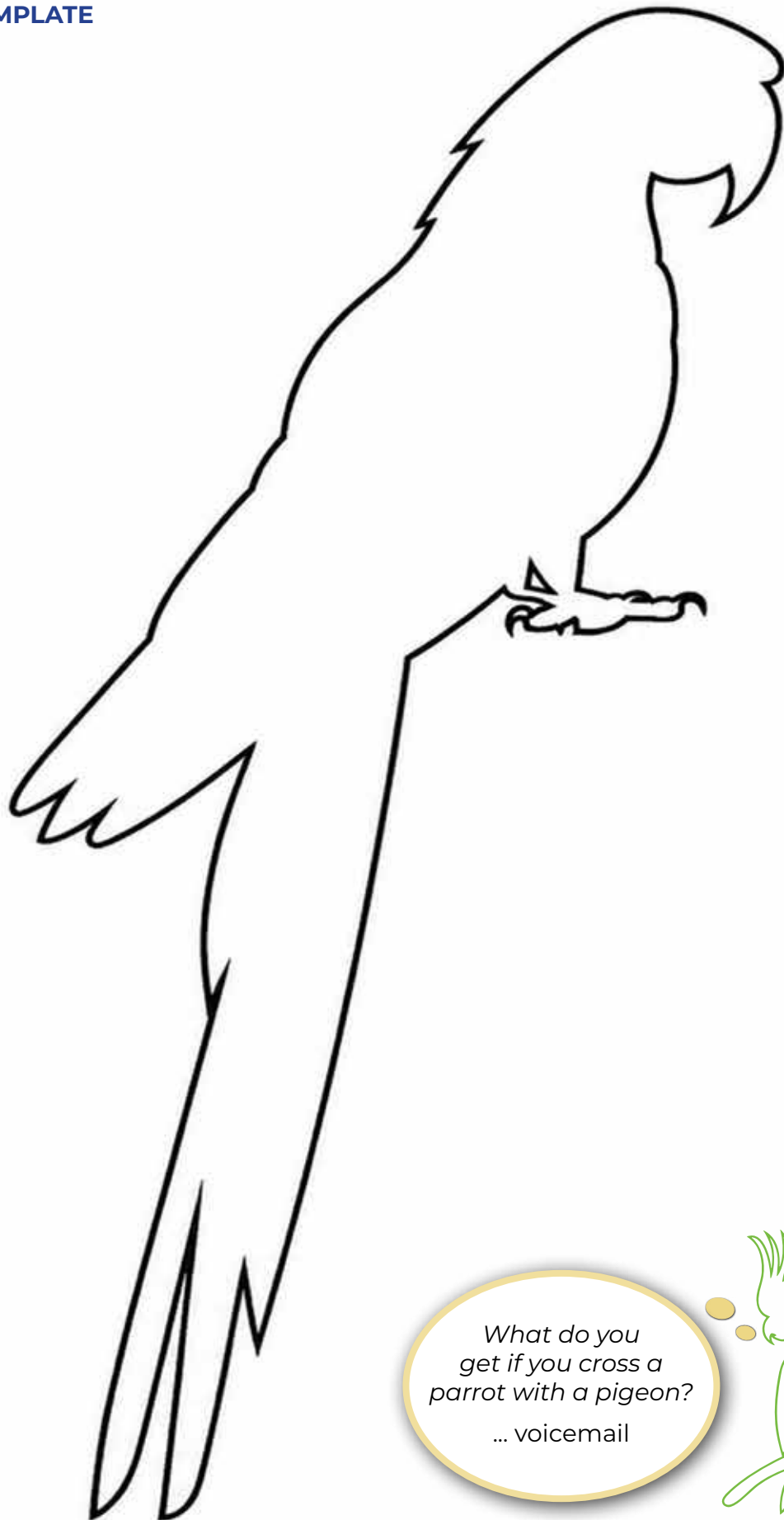
Cut the parrot shapes once dry.

Add a googly eye to each bird.



*What do you
get when you
cross a parrot with
a centipede?
... a walkie talkie*

PARROT TEMPLATE



*What do you
get if you cross a
parrot with a pigeon?
... voicemail*



Focus on Quality



Michelle Golding
Quality Manager

Lifestyle & Activities Program Survey

During the month of August, we surveyed our Residential Care Residents to hear what is important to them and help us plan activities, events and outings that are enjoyable, meaningful and based on what matters most to our residents.

We would like to take this opportunity to thank all our residents who participated in the survey. Your ideas and suggestions will help us enhance our Lifestyle Program and ensure it continues to reflect the interests, preferences and needs of our residents.

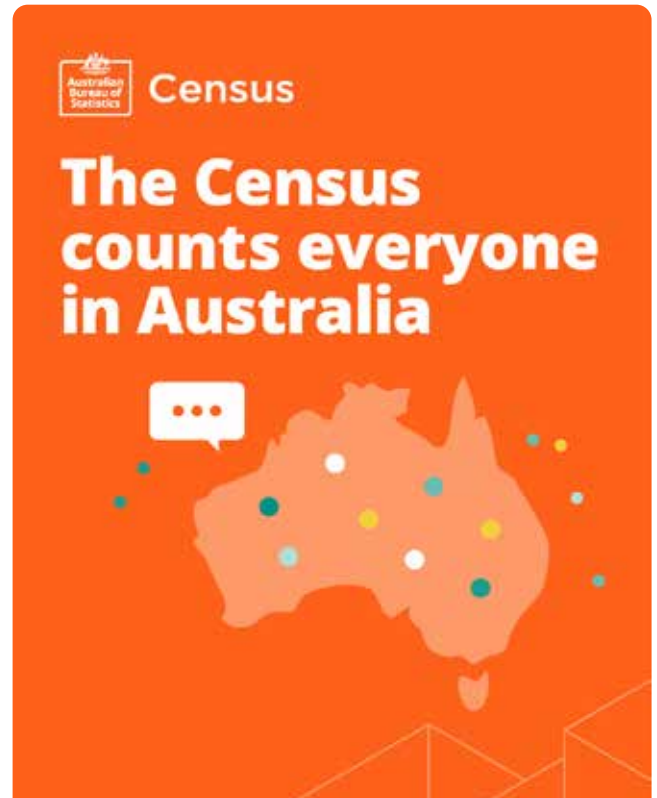
We look forward to sharing the survey results with our residents at our upcoming Activities Meeting, scheduled for Monday 21 September.

IL Resident Survey

Thank you to all our residents who took the time to participate in the Independent Living Satisfaction Survey.

We truly appreciate your feedback and the valuable insights you have shared with us. Your feedback helps us better understand what is important to our residents and identify opportunities to enhance the Independent Living experience.

We look forward to sharing the results of the survey with you soon.



Census 2026 Challenge Completed!

We were set a challenge to complete the census for all our residents over a two-day period - and we did it!

Through a well-planned and coordinated approach, our amazing team worked together to ensure the census was completed for all 138 residents within the timeframe.

Thank you to everyone who contributed, whether by supporting residents to complete the census themselves or by assisting them directly. Your teamwork, commitment and dedication made this achievement possible.

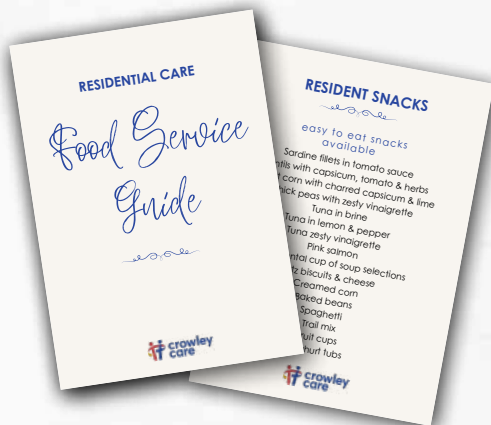
Well done, team!

Food Focus Group update

Thank you to our Residential Care residents who expressed an interest in joining the **Food Focus Group**. The response was fantastic, and we truly appreciate the enthusiasm, support and willingness to contribute.

The group will include representation from each area of the facility, along with staff representatives, ensuring a broad range of perspectives, ideas and experiences are shared.

Our first meeting was held in August, and we are excited about the ideas and discussions that have already begun. We look forward to providing regular updates and keeping everyone informed as the group continues to progress.



New Food Service Guide

This guide provides our Residential Care residents and families clear information about the food services available at Crowley. Inside, you'll find our snack and drinks menu, cereal options, available condiments, bread choices, meal times and other helpful details to make dining enjoyable and easy to navigate.

We hope this guide helps our residents and families explore the range of food and beverage options available and enhances the dining experience.



New Daily Menu Stands

We have also introduced daily menu stands throughout our facility dining areas.

These displays clearly show each day's lunch, dinner and dessert options, making it easier for residents to see what's on the menu and look forward to their meals.

Making Feedback Flow

Michelle Golding
Quality Manager

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

Residential Care family

- I have just returned to Dublin, Ireland after visiting my mother who has been a resident with Crowley for several years now. I try and get home to Australia 2 or 3 times a year for a weekly visit and although a long way to travel for such a short period of time it is a pleasure to see the level of care provided to both my mother and all the other residents is second to none. When I return to Dublin I always show photos of mum and people always say to me "is that where you took your mother on holidays". I can't thank you all enough for keeping mother safe and well and look forward to seeing you all on my next visit.

Residential Care residents

- Just came from evening meal - large grilled chicken breast, very fresh side salad - ABSOLUTELY DELICIOUS!
- Many thanks to the team involved in rescuing a special fine woollen jumper, yellow in colour, which would not have survived conventional laundering. My wife and I are deeply grateful.
- I've just had the best soup ever, 2 days in a row. I had 2 bowls of soup tonight. It was delicious, very tasty. It was full of meat and vegetables. Please don't stop making it that way, we have been advocating for "better soup" for ages.
- I am writing to compliment Tony and his team on the delicious baked lunch served to the residents last Saturday. It was a pork dish that looked like lamb shanks.

Independent Living residents

- IL Survey Voucher - Thank you for the prize I received. I thought it was just a coffee voucher so didn't open it until I got home and was then blown away at all the goodies that there were in the envelope. Thank you so much - it made my day.
- Albie, thanks a lot for such a swift response re gardening. Two young people have done a great job - much appreciated. I've bought shrubs to fill the spaces.

Home Care client

- Amelia from Support at Home attended for Domestic Assistance and did an amazing job.



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



1. REHTAF _____

2. DAD _____

3. PAGRAND _____

4. YLIMAF _____

5. UEBRABCE _____

6. HFISGIN _____

7. GPIANCM _____

8. RMAHEM _____

9. XOBLOOT _____

10. TCHAW _____

11. LTWELA _____

12. EIT _____

13. PERSLIPS _____

14. NIRLCEER _____

15. PAPWERSEN _____

16. YROTSMITE _____

17. DRAYKCAB _____

18. WREOMWLAN _____

19. SDSNIKEN _____

20. THUGERAL _____

21. SEOMMIRE _____

22. ROHE _____

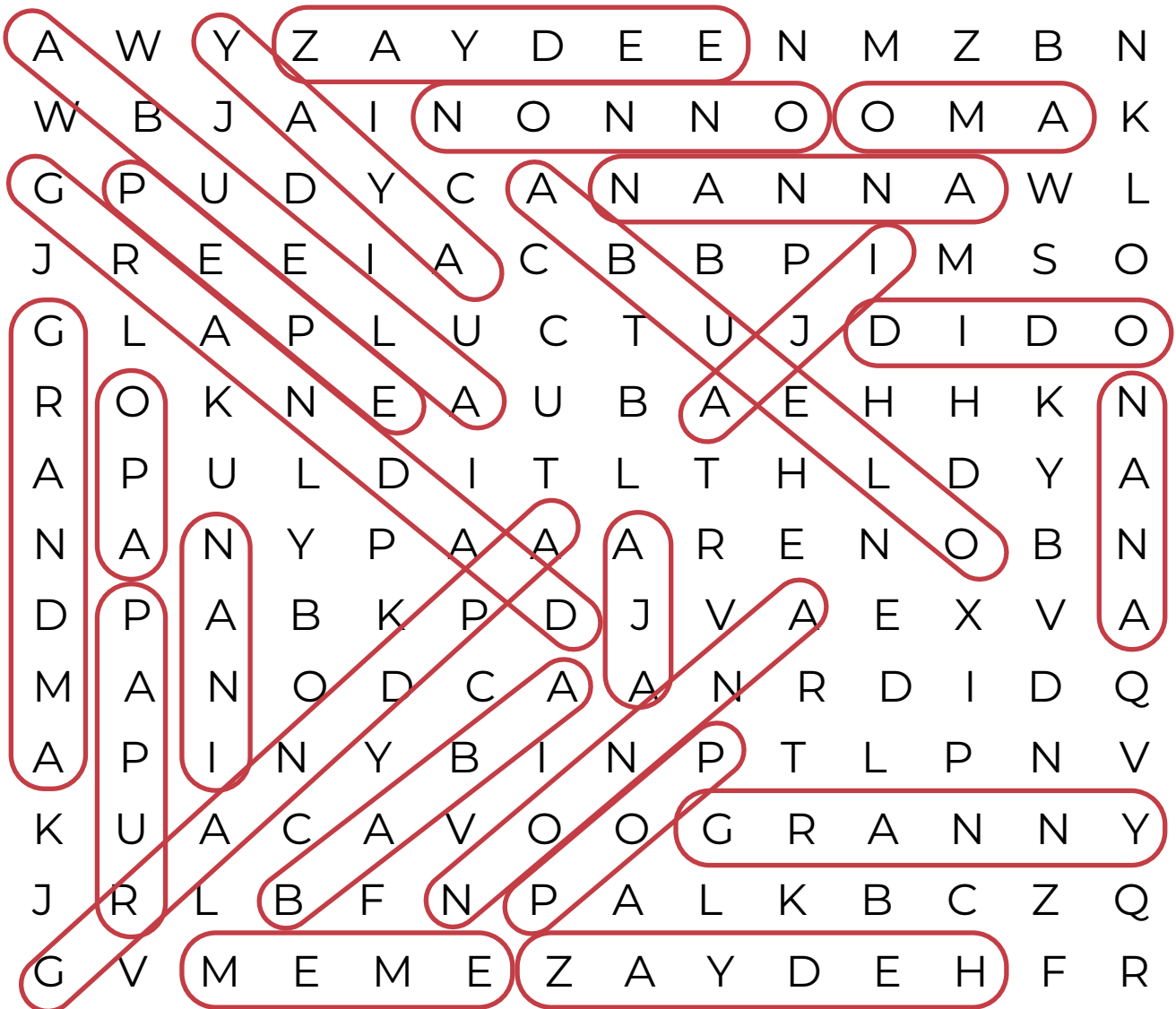
23. SGUH _____

24. VELO _____

Grandparents Day

Word Search Answers

How many different terms for grandparents did you spot in celebration of **World Day for Grandparents and the Elderly** last month?



Abuela

Grandma

Nanna

Meme

Nonno

Aja

Abuelo

Grandpa

Pop

Pepe

Nonna

Aji

Baba

Granny

Oma

Yaya

Nana

Zaydee

Dido

Grandad

Opa

Papu

Nani

Zaydeh

Contacts

Emergency

Fire, police, ambulance
000

Ballina District Hospital

6620 6400

St Francis Xavier Parish

6681 1048

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

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

Enquiries should be directed to Crowley Care Administration.



Crowley Care

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

facebook.com/crowleycare

