

# the chatterbox

NEWS FROM CROWLEY CARE

APRIL 2021



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**Cover photo - Anzac Day 2020**  
Joan waved her flag high in support of Australia and our soldiers; past, present and future.



# A Moment with our CEO

Hello everyone,

**We are over the moon we are in a position to be able to re-open Crowley Care in a safe and staged manner following Government advice.**

## Vaccine program supports re-opening

By the time this edition of Chatterbox is published our Banksia, Lillipilli and Prospect residents who elected to receive the vaccine will have been vaccinated. And by early May our resident vaccination program will have been completed. That's really great news because we know it is the best way to keep our residents safe. So we are on-track after a slightly bumpy start with the vaccination program.

## Safely opening Residential Care

At the same time it is great news in-line with the revised New South Wales Public Health Order relating to aged care facilities and COVID-19, we have re-opened our facility following recommended best practice. This is tremendous for our entire community and particularly for our residents, families and visitors, who collectively have been so patient and supportive throughout this difficult past year. It means it is no longer required to book visits when visiting Crowley, with visiting hours back to seven days per week and visits able to take place anywhere in the facility. In addition visitors no longer have to be escorted through the facility and we have a more relaxed excursions policy.

You will have no doubt seen our beloved Barney's Cafe has re-opened to compliment Barney's In The Plaza. As the social hub of Crowley, that is music to all our ears. And our Hair and Beauty salon is back and booming. And whilst we are almost at pre-COVID type restrictions, just to be safe, upon arrival at the facility, we will continue with screening for visitors.

## Staged Relaxation-Independent Living

Meanwhile our Independent Living residents are also experiencing a staged "opening-up" process. Our IL lifestyle and socialisation activities, that have been restricted for the past 12 months, are now being eased in a staged way. We are thrilled to be in a

position to be able to do this and so too are our residents and staff.

## Thank you!

I would like to sincerely thank our residents and families for working with us during these trying times. Most have been so understanding and I believe we are very fortunate that residents and families have partnered with us as we continue to keep everyone as safe as we can. For our entire community it hasn't been easy. We will of course continue to monitor our environment closely and respond to the best medical advice and Public Health Orders.



## Redevelopment of Florence Price Place

We recently met with residents of Florence Price Place Villas in our Independent Living Village, to share the news of our plans to redevelop their Villas. It is part of our Masterplan for our site following the 2019 successful construction of our Education Centre, Barney's Café, the Residential Care Entertainment Room and a 42 bed extension to our Residential Care Facility. The existing villas will be replaced by a quality two storey 26 apartment complex designed to better complement our waterfront site. It will help us meet the growing demand for our unique Independent Living village with construction expected to commence at the earliest in November. The new apartment complex will take around 12 months to complete if all goes well. I will keep you informed of progress. Most importantly I thank the residents involved for their understanding and support as we continue to build for a better future at Crowley. A display of the Florence Price Place re-development will shortly be in the Education Centre if you care to have a look.

A handwritten signature in black ink, appearing to read 'Michael Penhey', written in a cursive style.

*Michael Penhey*  
Chief Executive Officer

## Pastoral Care from our Parish

### Fr Peter and Fr Anselm

Dear brothers and sisters in Christ,

Greetings in the name of the Risen Lord Jesus Christ! We are so delighted to be celebrating this year's Easter with family and friends able to visit and celebrate with us again. Unlike last year when we couldn't gather as a community to celebrate the solemnity of all solemnities due to lockdown. The Good News is that darkness has no power over us for Christ is risen! Alleluia! The Prophet Isaiah said "The people who walk in darkness will see a great light. For those who live in a land of deep darkness, a light will shine" (Isaiah 9:2). This prophecy has been fulfilled in the Resurrection of Christ.

Jesus is the light of the world and His light breaks the darkness of our weakness. When he rose from the dead on that first Easter morning, the risen Christ brought the light of hope into the darkness of despair. His rising from the dead changed our mourning into dancing. As Christians who believe in the Resurrection, Easter gives us a fundamental right that can never be taken away from us: the right to hope. Hope is a weapon that protects us in the struggle for salvation and it affords us joy even under trial. If ever there was a time in our history as a people and as a community when we needed a word of encouragement, love, and hope, it is now. Without hope, there is no authentic Christianity. Easter, therefore, gives us the hope to believe that weeping may endure for a night but joy comes in the morning. (Psalm 30:5)



The most important news ever, on earth, was that Jesus had been raised from the dead and it is too big a story to be a secret. Mary Magdalen and the other disciples shared this news with joy and excitement. Therefore, let us share this Good News with the people around us. St. Augustine once said, "We are an Easter people, and Alleluia is our song." As Easter people, we are challenged to bring hope to the hopeless, love to the unloved, freedom to the captive. As people of light, let us lighten up the lives of people who have lost their way in life. As people of joy, let us share the joy of the risen Christ with those who are sad and lonely. If Jesus Christ conquered sin and death, he can conquer the hardship and despair of our lives and can ultimately bring us lasting hope and joy. Let us rejoice for our victory is assured through the Resurrection of Christ.

Wishing you all and your loved ones Easter blessings of good health, new hope, and great joy.

*Fr Peter and Fr Anselm*



# Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, music groups and quiet strolls, there's something going on that's perfect for everyone. And our residents have been busy during the last month! Here are some highlights:



*Hole in one! In Riverview we saw Ken teeing off for a very adoring crowd.*



*Our pool noodle bats were in the air for a friendly game of balloon tennis. Keep it up everyone!*



*Champer and Pamper afternoon in Missingham. How lovely to spoil our residents.*



*Who doesn't love a spa day!? Joan enjoyed being pampered with a bubbly foot bath.*



*We got our hands dirty to create cacti and succulent teacup pots. What a creative way to use old china.*



*Margaret and Karen getting creative with beading. Margaret made a lovely necklace full of colour and style.*



*A very happy birthday to our beautiful Gloria who celebrated her special day with her sons.*



*Last month was full of birthdays with Ray celebrating another year. Happy birthday Ray!*



*Dave celebrated his birthday with a scrumptious slice of cake topped with fresh strawberries. Happy birthday!*

## Last Month at Crowley

Crowley has always been a hub of activity and interaction, and this last month has been no exception. Residents, families and staff have been making the most of each day, filling it with activities to keep us connected during these times. We think the smiles on our residents faces say it all. Here are some of our favourite snaps from the past month!





# International Women’s Day

**Sarah McMahon**  
**Marketing and Events Coordinator**

## Celebrating Women 2021 style

Crowley were proud to partner with the Ballina Chamber of Commerce for their annual International Women’s Day luncheon event on 4 March.

We invited a wonderful group of ladies to attend with the Crowley team. The guest speaker was Kate McQuillen, the creator of the hugely popular children’s program ‘Dirt Girl’.

Then on Monday 8 March we celebrated with our residents and acknowledged the achievements of women around the world.

At Crowley we know women are diverse and unique. Crowley celebrates the varied contribution of women of all ages in every role across our community.

Did you know?

- Women make up more than 80% of our workforce and 63% of the people we care for
- Women hold leadership roles at all levels, from the Board and Management through to volunteers and carers at every level
- Women help women succeed with mentoring and support







# Silly Socks and Silly Hats

**Sarah McMahon**  
Marketing and Events Coordinator

We all know how much the Crowley crew love a dress-up day, and this day was no different. Lots of fun was had in our silly hats and socks and many laughs together.



# The Good Egg From the Clinical Desk

**Kelly Roberts,**  
**Clinical Manager (Nurse Practitioner)**

Despite a love for food, many people are at risk of malnutrition as they age. Many factors can contribute to this including medical condition, oral health and a general lack of appetite which may relate to reduced energy and exercise. At Crowley, we monitor the weight of all our residents each month to see if any unintentional weight loss may be occurring.

Did you know there are foods that can improve your wellbeing as you age?

Several studies have identified protein as a key nutrient for older adults. Every cell in your body, relies on protein to function, including:

- Skin
- Hair
- Nails
- Muscle
- Bones
- Internal organs

Older bodies process protein less efficiently and need more of it, to maintain muscle mass, bone health, maintain energy, balance, weight management and cardiovascular function.

Protein is essential for healing, building and repairing cells and body tissues. Although older adults eat less than younger adults, it is still important to consider the total calorie intake when choosing a protein source in your diet. If you prefer not to eat protein derived from animals, but prefer plant-based proteins, you will need more of them to meet your daily allowance. Approximately 10-35% of your calories, should be from protein. One ounce of food high in protein, will usually have seven grams of protein.

## What foods are rich in protein?

Eggs are number one. Each egg contains approximately six grams of protein! The other protein rich foods are seeds, nuts, yoghurt, chick peas, beans and cheeses such as feta. Guava fruit is high in protein, as is chicken breast, milk broccoli and oats. Protein shakes are recommended for those over 60 and another great source of protein.

If you have any health issues relating to your kidneys you will need to check with your GP as in severe renal disease it can be much harder for your body to eliminate the protein waste once you've eaten.

If your kidneys are healthy, order up those eggs and tuck in. If you decide you or your loved one do not need to have their weight monitored each month, please let one of the Clinical Team know or your GP.



# April is Parkinson's Awareness Month

April is Parkinson's Awareness Month with World Parkinson's Day recognised on 11 April each year.

Today in Australia, 37 people will hear the words 'you have Parkinson's' for the very first time. That's more than one person every hour, of every day.

**Parkinson's disease** is a progressive nervous system disorder that affects movement. Symptoms start gradually, sometimes starting with a barely noticeable tremor in just one hand. Tremors are common, but the disorder also commonly causes stiffness or slowing of movement.



The Pause 4 Parkinson's Impact has co-funded 50 research projects across Australian research institutes to the value of \$15 million.

The 11 April 2021 is World Parkinson's Day and we invite you to help us increase awareness for Parkinson's research to support the 100,000 Australian's living with the disease.

There are so many ways to get involved! You can host a fundraising event, challenge yourself for Parkinson's or ask for donations among friends, family and colleagues. Have some fun and help increase community awareness about Parkinson's disease and raise vital funds for research.

Pause 4 Parkinson's 2021 will highlight the IMPACT our donors and fundraisers have made towards a cure for Parkinson's, the innovative research we've funded and the continued IMPACT you can have to make a difference for people living with Parkinson's.

## With your help we can make an **IMPACT!**

<b>I</b> is for Innovation	We fund cutting edge Australian Parkinson's research.
<b>M</b> is for Mission	Our mission is to find better treatments that will prevent, slow and stop the progression of Parkinson's and ultimately lead us to a cure.
<b>P</b> is for Parkinson's	Our vision is a world without Parkinson's.
<b>A</b> is for Awareness	We strive to create awareness about the need for research to help the 100,000 Australian's living with Parkinson's.
<b>C</b> is for Collaboration	Our focus from the outset has been to create a culture of collaboration within the Australian Parkinson's research community and to promote international collaboration through our partnership with The Michael J. Fox Foundation (MJFF).
<b>T</b> is for Treatments	We aim to find better treatments that will prevent, slow and stop the progression of Parkinson's and ultimately lead us to a cure.

## From the IL Desk

### Jenny Kliese Independent Living (IL) Coordinator

Our resident introduction this month is Joan McFarlane who joined the Crowley Independent Living community during COVID in 2020.

While Joan is a private person, she was happy to chat and tell us about her experience coming to Crowley. This is the second time Joan has lived in Ballina, the first being when she worked locally for seven years until the company closed down and she returned to Sydney for work. Joan has two adult daughters who both live in Sydney.

#### Why did you choose Crowley?

I had been to Crowley four years previously to look at retirement villages in the area under duress with my family who, at the time, thought it was time for me to retire (I worked another four years). May I say it was not my finest time as I wasn't ready to retire and it was a scary thought. While I wasn't at my best that day the staff were absolutely lovely and helpful and that hasn't changed in the four years.

So I chose Crowley because it was the nicest I'd seen and the staff were lovely, and I wanted to live closer to my sister and her family.

#### How have you found your move to Crowley?

At first very traumatic as it was in the middle of the pandemic and I self-isolated for the first two weeks. Now that I've settled and am enjoying my unit, I'm ready to "rock and roll". The staff have been lovely and made me feel very welcome and cared for.

#### What are your plans and goals moving forward?

To enjoy my retirement by joining local clubs like Probus, View and Heart Walking where I have met new friends, and travel to Sydney regularly to visit my beautiful daughters.



### Daylight Saving

It's that time of year when daylight saving ends and we turn our clocks back.

When local daylight time is about to reach Sunday, 4 April 2021, 3:00 am clocks are turned backward one hour to Sunday, 4 April 2021, 2:00 am local standard time instead.

Please make sure to change your clocks, watches and microwaves to the correct time - turning them BACK one hour.

## Book Club

This month we read “The Vanishing Half” by Brit Bennett. The unusual storyline yielded fruitful discussion.

Although we all did not “enjoy” the read, we appreciated it was an interesting topic and well-written.

Identical twin sisters grow up in a unique town of a “white” black community in southern USA. They are eager to leave to start new lives but within a few years they separate. One twin secretly “passes” as white with her husband and daughter, while the other returns home and rears a black daughter. The story also explores the lives and subsequent interaction between the daughters.

Marie led the discussion with some thought-provoking questions. Foremost among them was “How do we become who we are?”; making us all reflect on what shaped our lives.

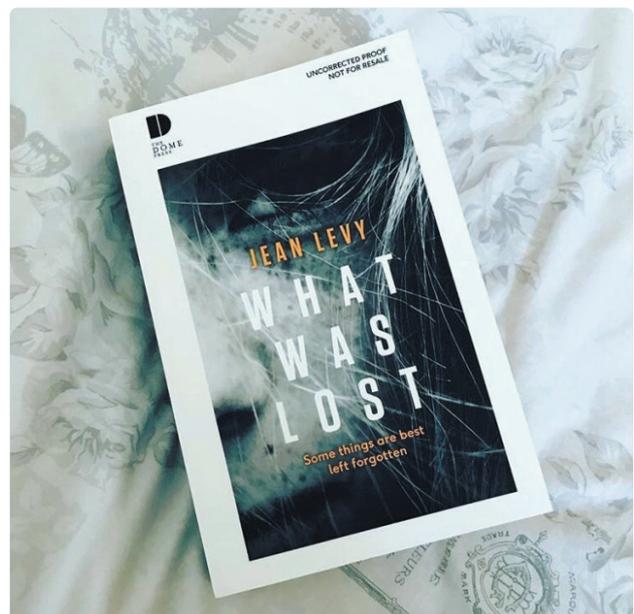
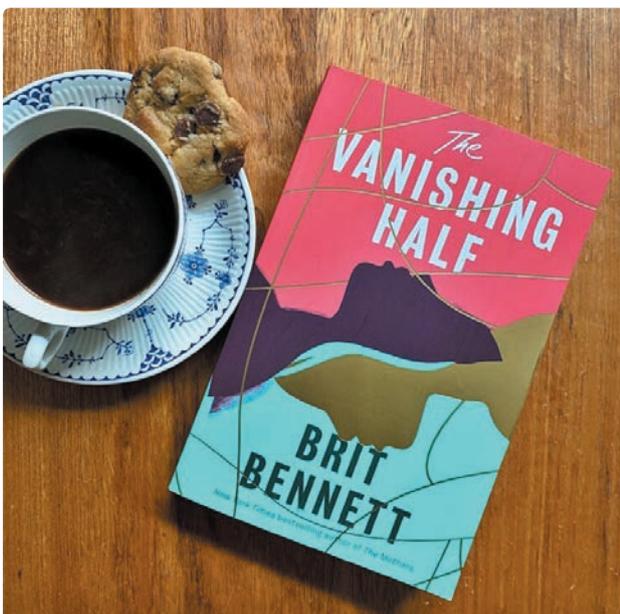
Some thought there were too many coincidences... but it is a novel. Others didn’t appreciate the time changes from chapter to chapter. The inclusion of a transgender person and drag queens was also discussed. All found the concept of “passing” an interesting choice of theme.

The contrast in the lives of the twins was discussed and opinions differed as to whose life was more fulfilling.

The rights to the book becoming a television series have been sold.

Our next meeting is on 15 April when we will discuss “What Was Lost” by Jean Levy – a fairly chunky tome that should keep us busy for the month! It is an unsettling psychological thriller and a compelling mystery.

Happy reading!  
Marion.



# We've Missed You

**David Crosby**  
**Customer Service Manager**

While it has been business as usual for the Crowley Customer Service team, we were delighted to welcome our Independent Living residents, family members and visitors back to Reception.

It's been nice to chat on the phone the past few months, however we have truly missed your smiling faces. With Crowley Reception now your entry and exit point for visiting, we look forward to seeing a lot more of each other.

As we progress towards a return to normal we thought a reminder of how Crowley Reception and the Customer Service team can assist may be helpful.



Some of the tasks Customer Service can assist with are:

- Residential correspondent
- Clothing items that require labelling for Residential Care residents
- Accepting payments (cash, cheque and EFTPOS available)
- Logging maintenance requests
- Accepting feedback
- Assisting with postal services
- Managing Residential Care resident sundries
- Arranging Residential Care internet connections - "SmilesNet"
- Arranging Residential Care – Foxtel connections
- Arranging Residential Care newspaper and magazine orders
- Community and Village meal orders (including CHSP meals)
- Assisting with resident excursions
- Event RSVP's
- General enquires, help, assistance and guidance

Crowley Customer Service team also support the concierge staff with visitor screening requirements. We thank you for your patience during busy periods and also ask you to be mindful of avoiding congestion at the main entrance, understanding residents and visitors will be going out to wander our lovely grounds, go out for excursions or visit Barney's in the Plaza. Again, welcome back!



# An Afternoon at the Movies

## Never Too Late

IL monthly movies will be screening in 2021. Come along to watch the big screen in the Education Centre for a small cost.

A selection of kiosk goodies including lollies, popcorn and chips are available to be purchased prior to the movie starting.

Hand sanitising and social distancing seating will apply. Booking essential at Reception.

The details of this month's screening are as follows:

**Movie:** Never Too Late  
**Genre:** Comedy  
**Rating:** M  
**Released:** 2020  
**Directed By:** Mark Lamprell  
**Written By:** Luke Preston, Grant Carter  
**Starring:** James Cromwell, Dennis Waterman, Roy Billing, Shane Jacobson, Jack Thompson, Jacki Weaver  
**Duration:** 1 hour 38 minutes

An Australian Film released in 2020 about a group of seniors who make plans to break out of their retirement home to achieve their unrealised dreams before it's too late. A good laugh.

### Reviews

*"Beautiful - I loved it. I took my 29 year old daughter. We laughed and we cried. One of the best Australian movies I've seen. Would have liked my husband to see it too. The highlight for me was Max Cullen. Superb performance."*

*"This is really fun. I find it hilarious and it's not too farfetched. It is enjoyable to watch."*



## Crowley Screening

**Movie:** Never Too Late  
**When:** Wednesday 14 April  
**Where:** Crowley Education Centre Room 2 (upstairs)  
**Time:** 1.00pm  
**Cost:** \$2.00  
**RSVP:** To Crowley Reception by Monday 12 April



# IL MEN'S BBQ

**When:** Thursday 22 April

**Time:** 12.00pm

**Where:** Activity Centre BBQ Area

**BYO:** Drinks

**RSVP:** By Monday 19 April to Reception  
*Essential for catering*

## **COVID ETIQUETTE APPLIES**

Hand sanitising, social distancing and the need to remain seated at all times will apply.

Limited 10 people per table. Bookings essential at Reception.

Activity Centre is closed but facilities are available in the Education Centre.

QR Code Check-in

# Community Connections

## Bangalow Heritage House, Museum and Tea Room

Located in the heritage precinct of the Bangalow Parklands and Weir area, Bangalow Heritage House Museum and Cafe under the auspice of the Bangalow Historical Society is run by a mixture of staff and volunteers.

Museum displays include war records of local families and an extensive collection of memorabilia relating to the history of Bangalow and the early families. This is complemented by a gorgeous cafe offering homemade local and delicious sweet treats baked by local people including scones, jam and cream and offers a traditional homemade menu.

The Bangalow Historical Society is a vital part of the village of Bangalow and its surrounding district providing a focus for issues of heritage and history.

The wrap-around veranda accommodates visitors who take time for tea and scones or lunch. Inside, the central rooms house the museum's diverse displays, constantly changing thanks to the imaginative outlook of the tireless team of volunteers running the tearooms and the museum.

Located centrally within walking distance from the town of Bangalow; offering easy off-street parking, the Bangalow Heritage House Museum can host up to 50 people.

Address: Corner of Deacon and Ashton Street, Bangalow.





# CROWLEY CARE

## SENIORS FESTIVAL 2021

Tuesday 13 April – Saturday 24 April

### IN OUR NATURE

DATE	TIME	EVENT
Tuesday 13 April	10:45am	Bird Watching
Wednesday 14 April	10:45am	Gardening
Thursday 15 April	10:45am	Australian Bush Cooking and Soap Making
Friday 16 April	2:30pm	Walking Nature Hunt
Monday 19 April	10:45am	Nature Craft
Tuesday 20 April	2:30pm	Games on the Green
Wednesday 21 April	10:45am	Picnic in the Plaza
Thursday 22 April	10:45am	Walking Nature Hunt
Friday 23 April	2:30pm	Flower Pressing

# COVID-19 Vaccine National Rollout in the Community

**Sherrie Viney**  
**Home Care Manager**

You will have heard the exciting announcement in recent weeks about the commencement of Phase 1B of the government national rollout strategy for COVID-19 Vaccinations.

The good news is this means most of our Home Care clients and our Home Care team will now be eligible to receive the COVID-19 vaccine under Phase 1B of the rollout.

This is an exciting development for Home Care clients and the broader community. Medical advice says it is one of the best ways to keep our community safe, with those who have received the COVID-19 vaccination having a much lower chance of getting sick from COVID-19.

Those eligible under Phase 1B include:

- Adults aged 70 and over
- Aboriginal and Torres Strait Islanders over 55 years of age
- Adults with a disability
- Adults with underlying medical conditions
- Health care workers (e.g. those not vaccinated in Phase 1A)
- Critical and high-risk workers including police, fire, emergency services



## **How do you get the vaccination?**

Receiving the vaccine is a relatively straight forward process. Most individuals eligible in Phase 1B will make an appointment through a local GP and attend the clinic to be vaccinated. This may not be your normal GP as not all have signed up to deliver the vaccine. However, you won't need a referral.

## **When will you receive the vaccination?**

You may have heard on the news stories of limited stocks of vaccines and difficulty in securing an appointment. While this is likely to be true in the early days of the rollout as more clinics and general practices get set up and receive their vaccines, this will improve. More appointments will become available as more clinics come onboard and more vaccines are distributed.

Please don't panic and fear that you will miss out. Clinics will likely experience a high volume of calls in the first few weeks of the rollout but this will improve over time.

If you can, use the online appointment tool which you can find on the government's vaccine website:

[www.covid-vaccine.healthdirect.gov.au/eligibility](http://www.covid-vaccine.healthdirect.gov.au/eligibility)

The appointment tool will step you through the process, checking your eligibility and providing you with a list of locations where the vaccine is available.

### How much will the vaccine cost?

COVID-19 vaccines are free for everyone living in Australia and you will not need a prescription from a GP to get vaccinated.

### Which vaccine will I receive?

The AstraZeneca vaccine will be available at GP respiratory clinics, General Practices that meet specific requirements, Aboriginal Controlled Community Health Services, and state-run vaccination clinics.

### Is the vaccine safe?

All vaccines are thoroughly tested for safety before they are approved for use in Australia. We strongly encourage all of our Home Care clients to speak directly with your GP or health care provider about the vaccines if you have any questions.

Information about COVID-19 Vaccines can also be found on the Department of Health website and you can contact the National COVID Vaccine Helpline on 1800 020 080.

### NSW Health

[www.health.nsw.gov.au/Infectious/covid-19/vaccine/Pages/community.aspx](http://www.health.nsw.gov.au/Infectious/covid-19/vaccine/Pages/community.aspx)

### Department of Health

[www.health.gov.au/covid-19-vaccines](http://www.health.gov.au/covid-19-vaccines)



# The History of The Last Post

**Sherrie Viney**  
**Home Care Manager**

On Anzac Day The Last Post will be played at Crowley as it is played in commemorative services across the country.

Every year we honour those men and women who have lost their lives serving for our nation and in particular our Crowley Veterans.

Despite not having any experiences with War, many of us recognise the emotional tones of The Last Post.

Over time, the use and meaning of The Last Post has changed.

Dating back to the late 1700's, The Last Post, a simple tune played on the Bugle, was played by the British Army to help our soldiers keep track of time and to let them know it was the end of the day, with the camp posts inspected and secure.

As the face of war changed in the mid 1800's, wars were not only fought on land but also at sea and the civilian bugle callers did not always accompany the soldiers into the battlefields.

In the early 20th century The Last Post was played at soldier's funerals as a song of mourning and remembrance, symbolising the end of a soldier's life and service to country.

The Anzac ceremonies traditional order of service includes the sounding of The Last Post followed by one-minute silence and this tradition continues today.

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





Residential Care and  
Independent Living  
residents are invited to the

# **Crowley Care Anzac Day Service**

**When:** Friday 23 April  
10.30am

**Where:** Crowley Activity Centre

The Service will be followed  
by morning tea

# Home Care Client Profile

## Robert “Bob” Kirkwood

Bob was born in Burwood Sydney NSW in 1923. He had one brother who was ten-and-a-half years younger than him.

When Bob first left school he got a job in a newsprint warehouse. After 12 months, he then got a job in the Sydney head office of the Rural Bank and stayed in the role until he was 60 years of age, which back then was the age of compulsory retirement.

Bob worked as a senior supervisor in the Chief Accountancy Department, managing 126 staff members. The Rural Bank went on to become the State Bank of NSW and is now known as Westpac.

One of the best decisions Bob has made in his life was to marry Nancy, the girl he met when he was 17. He married at age 22 and is still married at age 97!

Bob has been married for 75 years and had two sons. Bob’s eldest son Brian was a keen surfer, is a retired school teacher who resides in Lennox Head. Sadly, Bob’s younger son passed away seven years ago. Bob now has three grandsons and three great grandchildren, a boy and two girls, with another on the way!

Bob was enlisted in the Army, starting out as a telephonist until it was identified that he had attended Sydney Boys high school and excelled at logarithms, so he was promoted to an officer assistant role, attending to calculations and plotting for artillery.

In 1944 Bob landed in New Guinea and was stationed in a place called Dumpu near Shaggy Ridge in the Ramu Valley. He was then transferred to Bougainville. Bob’s unit was the first Australian unit to land there in 1944 to relieve the Americans who were on their way to the Philippines.



Bob’s interests include most sports. After the war Bob was involved with the Manly District Rugby Union Rugby Club in various roles. He is now the oldest and longest serving life member of the club.

Bob was always passionate and heavily involved in his work, often working after hours.

Bob’s favourite foods include prawns and oysters.

# Crowley Auxiliary

**Helen Cooney**  
**Crowley Care Auxiliary President**

Hello to all our members!

Our last meeting was held on 24 February 2020 and here we are into April 2021!

I managed to keep in touch with a little correspondence on several occasions throughout 2020. I have continued to stay in contact with the Executive at Crowley.

As you realise the team at Crowley Care have done a marvellous job keeping our facility safe. I would like to congratulate the entire team on the fabulous work throughout 2020. Everyone has been so obliging in their support of the residents and the Independent Living Sector in this time of COVID-19.

If the situation continues on a positive note it is expected that we will be able to hold our first meeting the afternoon of Monday 24 May with a welcome back celebration. Please put this date on your calendar and I will be in touch with the details.

There is an Easter Raffle organised and you are most welcome to purchase tickets through Crowley Care Reception.

As the report from the Royal Commission into Aged Care Quality and Safety has been published there have been many things to consider from the detailed responses to many issues.

I believe it is important to thank our wonderful staff for the innovative ways that they have managed to maintain a real sense of community in this stressful time. I would like to offer our congratulations to the Board members for their diligent support, to Michael and his Management Team and to every staff member for the positive outlook and great systems that have been in place to keep the community safe.

Wishing you all the best as we move into a positive future for a happy year of healthy, safe living in our world here in Ballina as we continue to pray that the global pandemic will be managed across the world with vaccines that keep us all safe.

Best wishes

*President Helen Cooney*  
*Crowley Care Auxiliary*



# Keeping our Smoke Alarms Working

## Albie Viel Maintenance Manager

Daylight Saving concludes on 4 April and it's the time for all of us to check our smoke alarms.

We need to replace the 9-volt battery if the smoke alarm does not have an internal rechargeable battery. In our Independent Living village Crowley use photoelectric rechargeable smoke alarms.

Some of the features of these type of alarms are fixed rechargeable 10-year lithium battery backup:

- Low power consumption 10mA
- Bug screen over sensor chamber
- Low battery hush feature
- Increased resilience to electrical interferences
- Tested and approved to Australian Standards

The green LED light indicates the power is on and red LED light indicates a stand by condition which will flash once approximately every five minutes to indicate unit is functioning properly.

These smoke detectors are triggered by smoke particles scattering the light cell triggering the alarm.



## Hints to maintain the smoke alarm

For those who are able, or can ask a friend or family member, test your smoke alarm monthly by pressing the TEST button with the end of a broom handle until the alarm sounds. Then press the HUSH button.

Smoke alarms operate by monitoring the air and the environment around it. Small particles in the air such as dust fumes or small insects may cause the smoke alarm to activate. It is recommended the smoke alarm be regularly cleaned at least once a month using a soft brush vacuum cleaner to ensure dust and debris do not accumulate around the smoke alarm.

If the smoke alarm rings and there is no sign of flame or smoke, a gentle push with a broom handle in the middle of the alarm will cease the alarm. If the smoke detector regularly beeps it is a sign the battery needs replacing or the smoke detector has failed.

Remember when the smoke alarm goes into alarm for no reason, a soft press of the HUSH button with a broom handle should stop the alarm.

Terry from Crowley's Maintenance Team will be testing the smoke alarms throughout the village from 5 April.



# Chefmax Masters in Training

**Tony Baldwin**  
**Hotel Services Manager**

This week we were again working on Chefmax, our new ordering system for Residential Care foodservice. Chefmax is a state of the art food services management solution.

Sam from Softlogic (who own the Chefmax software system) recently made the trip up from Melbourne to Crowley to put staff from Residential Care and Hotel Services through some user training.

Since receiving the training the Hotel Services ward staff have been using the new ordering system using electronic devices to take residents orders and enter them into the system.

It's been a great experience taking orders this way as we all learn how to use the system. We anticipate the implementation of Chefmax should be fully operational by the first week of April 2021.

The new system saves lots of paper and provides access to nutritional reports and data with many advantages for residents, care and kitchen.



# Baked Fish with Sticky Sauce

This fish with Asian inspired flavours will transport your tastebuds on a culinary journey.

## Ingredients

- 1 large (about 1 1/2kg) whole fish (such as snapper or ocean trout)
- 80ml (1/3 cup) vegetable oil
- 2 tablespoons sesame seeds
- 2 garlic cloves, sliced
- 1 small piece fresh ginger, peeled, cut into thin strips
- 2 long red chillies, seeded, thinly sliced
- 3/4 cup grated palm sugar
- 120ml (6 tablespoons) fish sauce
- 4 tablespoons tamarind concentrate
- 100ml (5 tablespoons) lime juice
- 1 cup Thai basil leaves
- 2 tablespoons fried Asian shallots
- Fresh coriander leaves, to garnish

## Instructions

Preheat the oven to 190°C.

Make 3 deep slashes in one side of the fish, brush with oil and sprinkle with sesame seeds. Place in a greased baking dish and bake for 25 minutes.

Heat 1 tablespoon of the oil in a wok over high heat. Add garlic and cook until golden (don't burn or it will taste bitter). Transfer to paper towel to drain.

Add ginger and chilli to wok and stir-fry for 1 minute, then add sugar, fish sauce, tamarind and lime juice. Cook for 1-2 minutes until syrupy. Transfer to a jug and set aside.

Clean and dry wok. Add remaining oil over high heat. When hot, add Thai basil (ensure basil is completely dry) and fry for 1-2 minutes until crisp.

To serve, place fish on a platter, pour sauce over and garnish with garlic, basil, shallots and coriander.





## Soft-Centred Chocolate Easter Egg Puddings

**These caramel-centred chocolate puddings guarantee a very happy Easter.**

### Ingredients

- 125g dark chocolate, chopped
- 150g butter, chopped
- 3 eggs
- 1/2 cup firmly packed brown sugar
- 1/3 cup plain flour
- 1/3 cup self-raising flour
- 1 tablespoon cocoa powder
- 6 small caramel-filled Easter eggs
- Pouring cream, to serve

### Instructions

Preheat oven to 200°C/180°C fan-forced. Grease six 125ml (1/2 cup-capacity) ovenproof dishes or pudding moulds.

Place chocolate and butter in a saucepan over low heat. Cook, stirring, for 2 to 3 minutes or until smooth. Cool for 10 minutes.

Using an electric mixer, beat eggs and sugar until light and fluffy. Transfer mixture to a bowl. Fold in sifted flours, cocoa and chocolate mixture.

Spoon mixture into moulds. Press 1 Easter egg into the centre of each pudding. Bake for 10 to 12 minutes or until firm around edges (puddings will be soft in the centre). Invert puddings onto plates. Serve with cream.

# Crowley Connections

## Col Capps, Maintenance Team

### Role at Crowley:

I work as part of the Crowley Maintenance Team. I am responsible for Independent Living village and apartment refurbishments with completion to the highest quality standard.

### When did you commence at Crowley?

October 2019.

### Have you completed any study?

I left school after my Intermediate Certificate aged 14 years and 11 months. My first 12 months of employment was working with Dad on the family farm near our hometown of Cowra. I then took up a carpentry and joinery apprenticeship with a local building firm whilst studying at Cowra Technical College.

I am now in my 57th consecutive year of continuous work in the building industry in both residential and commercial fields. And whilst I don't agree with some of the changes over the years, I must confess to loving what I do over such a long period of time.



I have employed, started and finished 11 apprentices through this time and can proudly say all but one is still employed in the industry, including my son and son-in-law who are both supervisors for a large construction company where I formerly worked.

For the 18 ½ years prior to Crowley I worked as a site manager responsible for projects valued up to \$35 million employing up to 65 workers onsite. However, the most challenging project I've been involved in was the 2011 Toowoomba floods where 23 people drowned.

For 11 months I was recruited as a team member of the Lend Lease Emergency Event Squad in the field in a project management role which was very traumatic and emotional.

In the final week of Toowoomba the floods went through Roma. I was asked to go and this project took nine months to complete.

I also worked in Moree and Narrabri in the capacity of 'trouble shooter' on the Government funded BER Program.

My last project before Crowley was in fact for Crowley being employed by a local builder to refurb the current kitchen. I had the pleasure of working alongside Kelli who offered me a position with Crowley and, as they say, the rest is history.

### How does your day look before your work at Crowley begins?

My day starts at 4:30am out of bed and on the road by 5:30am with a stopover at Chinderah BP for take away coffee and onto Ballina.



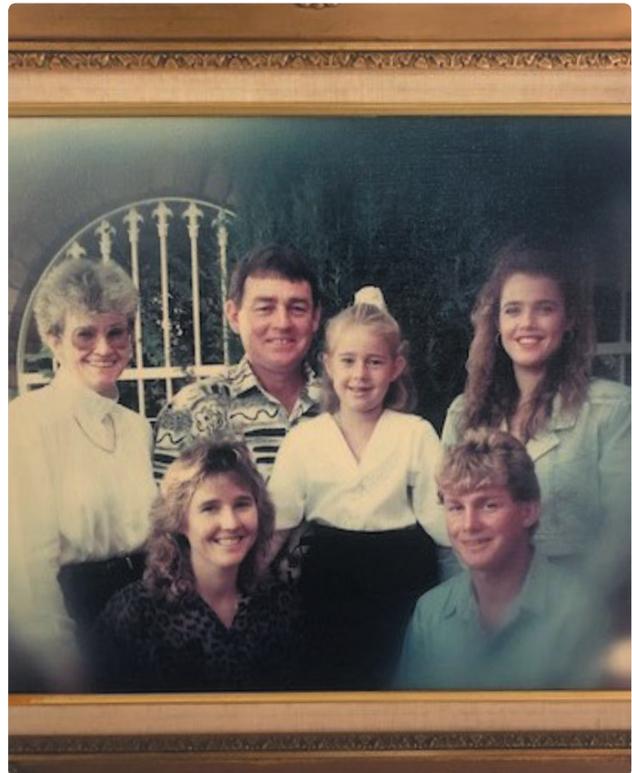
**How does your average day or week at Crowley look?**

My day at Crowley is never boring as there is always plenty to do and more on the horizon. At Crowley you always seem to bump into someone you can share a laugh with.

**Tell us a little about your life outside of Crowley**

My life outside Crowley is always full-on and shared with my beautiful wife of 55 years, Judy. We met when I was 15 ½ years old and married when I was 17 years and a bit. Those of you who know me now must be thinking this woman must be the 8th wonder of the world, she is.

Our wealth is our family being blessed with 2 sons (1 deceased) and 3 daughters who have given us 12 grandchildren and 12 great grandchildren. We all live within 10 minutes of each other. They are our best mates and needless to say get together BBQ's are plentiful and Christmas is a blast.



# Crowley Connections

## Col Capps, Maintenance Team (continued)

### Do you have any hidden talents?

My hobby is my beloved stock horse 'Cactus Jak'. Most Sundays are a 5am start as we go mustering cattle amongst the beautiful hills and valleys of Piggabeen. Usually four to five hours in the saddle, dip the cattle and then sit down for a beer or three. If not a muster a beach ride is the go.

I have been lucky enough to lead a healthy life and always participated in sport playing rugby league and cricket in the bush at representative level in days gone by.

In the seventies I was a skier in a water ski team participating in the NSW series which took us to many points of the State. In 1977 I came second in the one up at the Australian Titles on Lake Barmera in South Australia and later on that year was lucky enough to become NSW Champion of the 150HP division winning on The Tracy Hawkesbury River.

Talent has spread through the grandchildren with water skiing, rugby league, netball and a granddaughter and grandson representing Australia at touch football. Both competed in the recent Australian Titles, both winning Open Men's and Women's in their respective teams.

If I have one regret it is I didn't inherit my father's singing voice. Dad won the Australian Amateur Hour post World War II.

I am an unabashed lover of country music and also like The Eagles, Fleetwood Mac and my all-time favourite song is Unchained Melody by the Righteous Brothers.

### What is something that people may not know about you?

You ask "Is there something people may not know about me?" Well if they don't know by now, I am not going to tell them!



# Welcome to Team Crowley



**Shae**  
Residential Care



**Amanda**  
Residential Care



**Hanelle**  
Residential Care



**Madonna**  
Residential Care



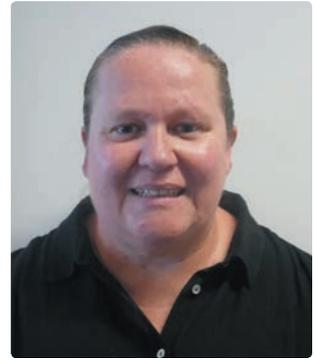
**Leanne**  
Residential Care



**Morgen**  
Home Care



**Kelsey**  
Home Care



**Tammie**  
Leisure & Lifestyle



**Kate**  
Administration



**Michelle**  
Administration



**Margaret**  
Hotel Services

## Focus on Payroll and Finance Team

### **Bridget Challis** **Human Resource Manager**

This month we focus on our Payroll and Finance Team at Crowley. The team are onsite close to the action and can work directly with our staff, residents, families and other stakeholders.

Crowley's Accountant is Katrina. Katrina has been at Crowley for nine years and outside work is committed to health and fitness.

Our Payroll Supervisor is Garry. Garry is also in his ninth year at Crowley and is a fourth generation local with a wealth of knowledge on the history of the area.

Our Finance Team are Danica, Tara and Lauren.

Lauren joined Crowley almost three years ago having moved from Canberra. She is the finance supervisor, a role which includes assisting with payroll. Lauren loves to try new things, explore the local area and enjoys camping.

Danica has just celebrated five years at Crowley. Danica enjoys sports including soccer and soft-ball which keep her busy outside of work.

Tara commenced at Crowley in November 2016 and worked in Home Care rosters before moving into the Finance Team. Tara loves the beach and outdoors lifestyle.

Some tasks the team are responsible for include:

- Creditor processing, reconciliations and payments
- Billing for Residential Care, Home Care, Independent Living, Crowley meals, Veterans Home Care, and private nursing
- Residential Care and respite agreements
- Staff uniform orders and processing



# Self-Assessment at Crowley

**Michelle Golding**  
Quality Manager

March and April at Crowley are our Quality Standards self-assessment months!

## What is self-assessment?

Self-assessment is an integral component of quality management at Crowley and an important part of our continuous improvement cycle. It provides an opportunity to evaluate performance against the Quality Standards, to review the results for consumers, to assess the effectiveness of any improvements and to support ongoing quality improvement and risk management.

## Legislative requirements

The Aged Care Quality and Safety Commission may request our self-assessment at any time including:

- During a visit to the premises of the service under section 70 of the Aged Care Quality and Safety Commission Act
- As part of an assessment contact not involving a visit to the premises of the service under section 67 of the Rules

At Crowley the self-assessment document is an ongoing tool reviewed regularly so it continues to develop over time. It provides an excellent opportunity to increase the organisation's understanding of how it delivers care and services to improve outcomes for consumers. Most importantly, self-assessment supports innovation and a culture of continuous improvement in day to day practices, encouraging staff to be alert in their work and actively looking for ways to adopt and improve services to enhance each consumer's experience of care.

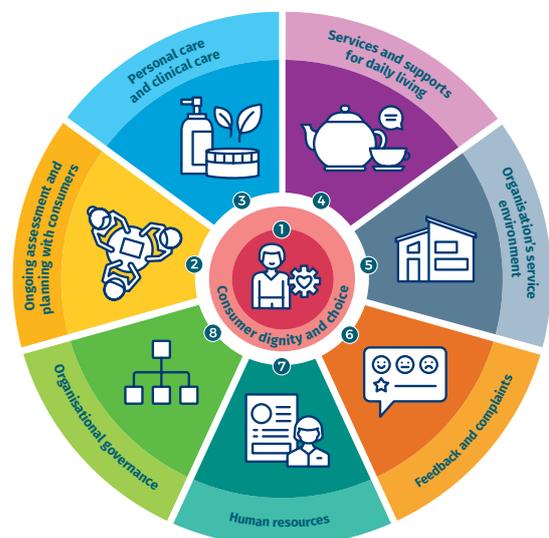
The process involves three stages:

- Staff participation – staff complete a self-assessment toolkit
- Resident / client participation – facilitated through our concierge staff and Home Care field workers by completing self-assessment surveys
- Family participation – facilitated online via email and face to face with our concierge staff

The information collected during the self-assessment will help to identify areas for improvement and clarify the reasons to make changes in those areas.

Self-assessment is a reflective process, looking at what is already in place, what improvements need to be made, and sharing and testing this information with staff, consumers and stakeholders.

We would love to hear from you during this process, so please keep an eye out for our self-assessment and help us to continually improve our care and services.



# Serious Incident Response Scheme (SIRS)

## René Lange Risk Manager

As an aged care consumer, you have the right to safe and quality care and like every other Australian to live free from abuse or neglect.

On 1 April 2021 the Government will introduce the Serious Incident Response Scheme (SIRS), a new Government initiative to help reduce the risk of abuse and neglect of people living in residential aged care.

The scheme, which replaces current compulsory reporting requirements, requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred, in a residential aged care service.

The SIRS require approved providers to manage all incidents, focusing on the safety and well-being of the impacted consumer/s and to use incident data to drive quality improvement.

The SIRS introduce explicit obligations for every aged care provider to report a broader range of serious incidents to the Aged Care Quality and Safety Commission (the Commission) than is currently required under compulsory reporting obligations.

Serious incidents include those where the consumer experiences:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Unexplained absence from care
- Neglect
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion by a staff member
- Inappropriate physical or chemical restraint

At Crowley we have a longstanding policy of capturing all types of incidents to inform our continuous improvement process regardless of any requirement to report to the Commission. The introduction of SIRS for Crowley is formalising and legislating a process we have in place to help protect the wellbeing and safety of residents.

Importantly requiring every aged care provider in Australia to notify the Commission of a broader range of incidents helps ensure systemic issues are identified leading to opportunities for improvement and education across the sector.

More information about the SIRS can be found on the Commission website:

[www.agedcarequality.gov.au/resources/what-sirs-fact-sheet-aged-care-consumers](http://www.agedcarequality.gov.au/resources/what-sirs-fact-sheet-aged-care-consumers)



# What is the SIRS?

## Serious Incident Response Scheme

A fact sheet for aged care consumers

### **As an aged care consumer, you have the right to safe and quality care and to live without abuse or neglect.**

The Serious Incident Response Scheme (SIRS) is a new Government initiative to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home.

The scheme requires aged care providers to identify, record, manage, resolve and report all serious incidents that occur, or are alleged or suspected to have occurred, in a residential aged care service.

Underpinning the SIRS is a requirement for residential aged care providers to have in place an effective incident management system – a documented set of protocols, processes and standard operating procedures – to manage all incidents, respond to incidents, and take steps to make sure they do not happen again. The incident management system covers a broader range of non-reportable incidents and include incidents that involve staff or visitors.

### **Why is the SIRS important?**

The SIRS requires every residential aged care service to adopt a systematic approach to minimising the risk of, and responding to, serious incidents involving residents.

The SIRS underscores the vital importance of an incident management system in helping every residential aged care service to effectively manage risks to their residents.

The SIRS also introduces explicit obligations for providers to report a broader range of serious incidents to the Aged Care Quality and Safety Commission (Commission) than is currently required under compulsory reporting obligations. This includes reports of all incidents that are alleged or suspected to have occurred, or witnessed, between consumers of an aged care service, including where the consumer who commits the incident has a cognitive or mental impairment (such as dementia).

### **How will you benefit from the SIRS?**

The SIRS will reduce the risk of abuse and neglect for people living in residential aged care homes.

The SIRS and the requirement for providers to have an effective incident management system in place will:

- reduce the chance of you being subject to abuse or neglect in aged care
- help you access support sooner and on an ongoing basis if a serious incident affects you
- reduce the likelihood of the serious incident happening again.

### **When will the SIRS commence?**

From 1 April 2021, residential aged care providers must report all 'Priority 1' incidents within 24 hours.

'Priority 1' incidents include those that cause or could reasonably have caused physical or

For more information, visit [agedcarequality.gov.au](https://agedcarequality.gov.au)

# Vaccine Rollout at Crowley

## René Lange Risk Manager

March saw the start of the Australian Government's National COVID-19 Vaccination rollout and it was a bit of a rocky start.

Aged Care providers were given very little notice of the impending arrival of vaccination teams only to have them not turn up on the day.

However, in positive news it would appear the Government and their contracted vaccination provider Healthcare Australia are starting to iron out the logistical issues.

On Wednesday 3 March the first of Crowley's Residential Care residents received their first dose of the Pfizer COVID-19 vaccination with the second dose received on 24 March.

Then in April and May the remaining residents will receive their two doses. It is an important milestone in our fight back against the pandemic.

Depending on where you are right now you are likely considering when and if you will have the COVID-19 vaccination. For some it's an easy decision. For others, for a variety of reasons, less so.

There is a lot of information and opinion floating around about the vaccines and it's easy to become confused and overwhelmed.

In times like this the very best thing any of us can do is to rely on factual information and consult with knowledgeable, trained health professionals.

The decision to be vaccinated is a very individual and personal one. What is right for one person may not be right for another.

If you have yet to make your decision, and it is your decision, there are many legitimate and reputable sources of information that you can access that will provide you with factual information about the vaccines, their effectiveness and safety. The Department of Health and NSW Health websites below are a great start and of course your GP is always available to assist you in your decision making.

### NSW Health

[www.health.nsw.gov.au/Infectious/covid-19/vaccine/Pages/community.aspx](http://www.health.nsw.gov.au/Infectious/covid-19/vaccine/Pages/community.aspx)

### Department of Health

[www.health.gov.au/covid-19-vaccines](http://www.health.gov.au/covid-19-vaccines)





# Making Feedback Flow

## Mandatory Training Back in Full-Swing

### Michelle Golding Quality Manager

We are excited to be able to re-commence our Mandatory Training program and have already held the February and March sessions.

Mandatory Training is a wonderful opportunity for staff from each service area to come together with one goal - to learn the requirements as an aged care provider. It promotes a learning culture and builds relationships as well as ensuring we meet legislative compliance.

We've captured the feedback below from our first two sessions.

- Good information. Needing a little more physical stimulation through the middle of the day or you could do a 5 minute meditation.
- Great day, good amount of information. Good way to get to know each other. Fire safety was great.
- You are doing a good job.
- Very good day enjoyable change. A few different food options would have been great.
- Team work brings the Crowley spirit together.
- Learnt new things. Great interaction. Timed well each session.
- Enjoyed fire training.
- A great place to work. Clean environment. Great canteen / kitchen meals. A fun day today. Informative. Information presented well.
- Thank you for the great day.
- A fun day – well worth the time. I especially enjoyed the chocolate and playing with fire.
- You guys / girls did a good job today.
- Excellent day today – interesting and informative, day went quick.
- Enjoyed the salad sandwiches.
- Really enjoyed the fire training today. Had more relevant Home Care information.
- Awesome fire training. Well-structured content. Love the Crowley games session.
- Spread out practical more through the day.
- Some slides were a bit fast. Fire training was very informative. Good food.
- The trivia was fun.
- Got lots of new knowledge, enjoyed it!
- Today was engaging and also entertaining.
- I love the food at Barney's.
- Fire training was fun and taught me lots.
- Enjoyed the day, thank you.
- It was fun and very informative.
- Today was amazing, everyone learnt something.
- Fabulous day.
- Good day as we all worked as a team.



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



We value your feedback at Crowley Care  
and we'd love to hear from you.

It's as easy as 1, 2, 3!

- Fill in a Feedback Card and pop in the Suggestion Box in the Foyer, or
- Send us an email to [info@crowley.org.au](mailto:info@crowley.org.au), or
  - Call us on 1300 139 099



# The Month of April

April is the fourth month of the year, the first of four months to have a length of 30 days, and the second of five months to have a length of less than 31 days.

April begins on the same day of the week as July, and also January in leap years. It ends on the same day of the week as December in every year.

April is named for the Greek goddess of love, Aphrodite. The Romans gave this month the Latin name Aprilis but the derivation of this name is uncertain. The traditional etymology is from the verb aperire, "to open", in allusion to its being the season when trees and flowers begin to "open" in the Northern Hemisphere.

- April's birthstone is the diamond. The diamond symbolises everlasting love and was once thought to bring courage.
- The birth flowers of April are the daisy and sweet pea. The daisy holds meanings of innocence, loyal love and purity while the sweet pea represents blissful pleasure with their lovely scent.
- The zodiac signs for the month of April are Aries (21 March – 19 April) and Taurus (starting April 20).



## What a Laugh!



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Several men were in a gym locker room when a cell phone on a bench rang. One of the men answered, put it on speaker and began to talk. Everyone else in the room stopped to listen.

Man: "Hello!"

Woman: "Hi Honey, it's me. Are you at the club?"

Man: "Yes."

Woman: "I'm at the shops now and found this beautiful leather coat. It's only \$2,000. Is it okay if I buy it?"

Man: "Sure, go ahead if you like it that much."

Woman: "I also stopped by the Lexus dealership and saw the new models. I saw one I really liked."

Man: "How much?"

Woman: "\$90,000."

Man: "OK, but for that price I want it with all the options."

Woman: "Great! Oh, and one more thing. I was just talking to Janie and found out the house I wanted last year is back on the market. They're asking \$980,000 for it."

Man: "Well, then go ahead and make an offer of \$900,000. They'll probably take it. If not, we can go the extra eighty-thousand if it's what you really want."

Woman: "OK. I'll see you later! I love you so much!"

Man: "Bye! I love you, too."

The man hung up. The other men in the locker room were staring at him in astonishment.

He turned and asked, "Anyone know whose phone this is?"

# Word Search

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

Celebrate the month of April with an Easter themed word search puzzle!

Basket

Chicks

Family

Resurrection

Bonnet

Chocolate

Food

Risen

Bunny

Church

Holiday

Spring

Candy

Daffodil

Jesus

Sunday

Celebrate

Eggs

Lamb

Traditions

# Round the Traps

## Anzac Day 2020



## 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 Care Administration.