

# the chatterbox

NEWS FROM CROWLEY CARE

APRIL 2022



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## Cover photo

Jill and Zelma enjoying a cuppa at Barney's in The Plaza



## A Moment with our CEO

Hello everyone,

### Crowley spirit shines

The beautiful thing about challenging times is that the human spirit often shines. And we've been lucky to have recently experienced this here at Crowley.

Whilst flooding and severe weather devastated our beautiful region on the back of COVID, as a vibrant community, when things got tough, we found ways to support each other.

We were so proud how our residents and staff handled the middle of the night evacuation of our Independent Living Village recently due to the potential threat of flooding.

The responses from our residents, who felt safe and secure, on how we managed the whole thing, was touching.

A big shout-out to our Parish schools, Xavier Catholic College and Holy Family Catholic Primary. And to the volunteers who looked after us so beautifully at these designated evacuation centres. There were many stories of selflessness and kindness as we came together to support each other at this unsettling time.

Unfortunately, as many of you know, some staff had their homes damaged by flood waters. Extremely upsetting for them, their loved ones, and our Crowley family. And even through their homes were damaged, staff still managed to come to work to look after our residents. True testament to the Crowley spirit right there.

And at the height of the flood there were staff staying over to provide comfort, support and assistance to our Residential Care residents. They were ready and prepared to move our residents to higher ground within the facility should it be needed. And we thank them for their devotion.

After the floods receded, we contacted all our staff to check in on them. And we were able to get our maintenance team to help with some of the clean up. We will do all we can to help them through at this difficult time. We also checked in on all our Home Care clients to see how they fared in the floods. And all reported they were well and OK. That was a big relief.

So a huge thank you to all who supported each other during this recent event. The Crowley spirit shines.

### COVID systems working

Recently we reported a Residential Care resident tested positive to COVID-19.

That triggered our well-rehearsed COVID-19 response system which included cohorting residents into smaller areas to reduce transmission, the use of PPE, and implementing a raft of heightened infection control systems.

And as Chatterbox goes to print, I'm pleased to report that this system has worked well. This resident remains in isolation, is asymptomatic, and is being cared for by our staff in accordance with their COVID-19 training.

The good news is that all our subsequent testing of other residents and staff returned negative COVID-19 results, which has meant we can return to the pre-existing systems we have in place to keep everyone as safe as can. As we are mindful of the increasing community case numbers and the wellbeing of all residents, all visits to our Residential Care facility will continue to be held outdoors as recommended by health authorities. We thank you again for your support and understanding.

Very best,



Michael Penhey  
Chief Executive Officer



# Catch Up with Kelli

## Resilience and Rebuilding

**Kelli Potts**

**Executive Manager Operations and Finance**

What is resilience?

Resilience broadly means the capacity to quickly recover from difficulties, to 'spring back into shape' after significant adverse life events.

It's something we all hear about, are encouraged to have and build. And yet resilience is deeply personal and individual.

Resilience is not about demonstrating a 'stiff upper lip' and never being stressed or emotional. Rather it's about working through your emotions and tapping into your inner strength with the support of others when life gets a bit tough.

As we write this piece it's difficult to fathom the multiple challenges our community has faced over these past months. Two floods, one still in play and the continuing presence of COVID have and continue to test us all.

It has been a difficult time for many including our Crowley Home Care clients and staff directly affected in Lismore, Woodburn, Coraki, Broadwater and Ballina. Particularly those who required evacuation and relocation and the property damage they've endured.

As a resilient community we now face the challenges of recovering from the emotional effects of the disaster and rebuilding. As Michael acknowledges in his article, the strength of the human spirit and the kindness of others is what we can all draw on in times like these.

It's also important we are mindful of and take steps to accept and recognise the varying degrees of impact these events have on others.

Some may feel distress, shock, fear, anxiety, grief, loss and depression. Whilst for others they feel guilt they survived because they were not as badly affected as others.

Resilience is something we can all work on together.

Often, it is the simple things that make coping easier. These include; taking one thing at a time, eating well, drinking sensibly, getting enough rest and sleep, exercising, maintaining a normal routine, limiting demanding responsibilities, avoiding overuse of social media, and removing the temptation to look at images or footage of the disaster.

Most importantly, staying connected to others and asking or accepting help is key. Spending time with your support people can ease the burden. Accept support when it is offered and if you are able, help others.

It is incredible how our problems can fade when we reach out and find someone less fortunate to help. It's the connection between people that gives us strength.

Self-care is essential as a coping strategy. Positive thinking, being hopeful, determined, and resourceful are all recovery characteristics.

In fact, common survivors' reactions after a natural disaster may be that they have a greater appreciation of life and gratitude for what they have and their life now has new meaning. Remember there is no right or wrong way to feel, so if you need professional help contact your GP or Lifeline 24/7 on 13 11 14.

Stay safe

Kelli and Sherrie ☺



## Pastoral Care from our Parish

### Fr Peter and Fr Anselm

Beloved Sisters and Brothers in Christ,

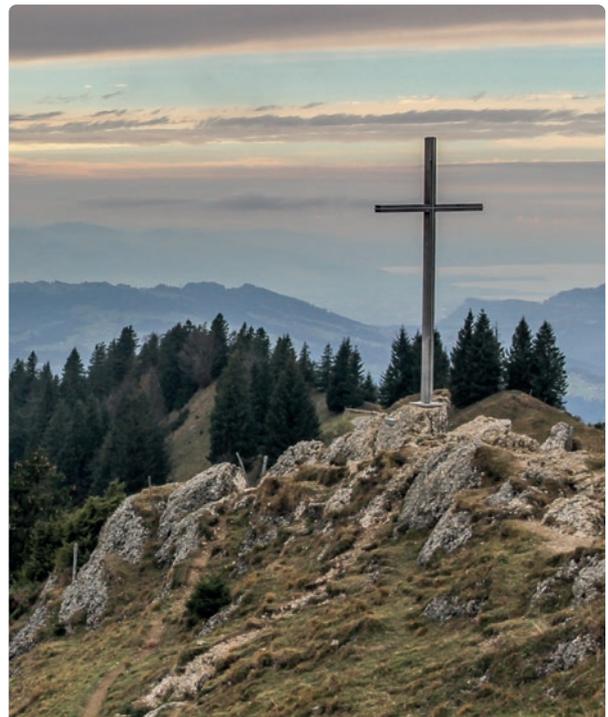
Easter is here again! Alleluia! Easter is a season like no other; it is a season of joy, hope, and happiness. The Easter message of joy echoes through the whole world proclaiming Christ's ultimate victory of light over darkness, grace over sin, and life over death. For the past two years, we have been experiencing a lot of darkest nights. The whole of humanity's hope has been eclipsed by the darkness of despair, fear, and crisis emanating from the ongoing pandemic, natural disasters, and wars. We live in a challenging time, however, the victory of Christ over death is our hope.

Despite the darkness which we experience in our life, the celebration of Easter reassures us that darkness has no power over us for Christ Our Lord has risen! 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 is today being fulfilled in our lives. As we celebrate this feast of Light, God says to us "Do not be afraid" (Matt 28:5), "I am with you always" (Matt 28: 20). Let us therefore rejoice and be glad for Easter is here and darkness shall vanish forever.

This Easter may the Lord help us to rediscover the symbol and power of our faith as a light that can dispel the darkness that we currently experience. Like Mary and the other women who first witnessed and proclaimed the Good message of the Resurrection, let us proclaim the Resurrected Christ knowing that He has brought forth life from death, light from darkness, and hope from despair. We are the Easter people and Alleluia is our song. May the Light of the Risen Christ shine in our hearts, homes, and the world.

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

*Fr Peter and Fr Anselm*



## Last Month at Crowley

### Let's Play a Game

Games are beneficial for all age groups. They are a means to relieve our stress by providing a fun and exciting challenge. Some games can help improve cognitive abilities such as judgement, decision making and memory.

Games are always linked to positive feelings such as entertainment and laughter. Laughter produces endorphins, which are responsible for the feeling of happiness. This chemical reduces muscle tension and enables blood to circulate better in the veins, leading to lower blood pressure.

At Crowley we offer a wide range of games suitable for all levels of ability.

Among our physical games are mini golf, carpet bowls, darts, and balloon volleyball. Since these games need a bit of physical activity, they can increase the heart rate and maintain physical health.

Aside from physical games, we also play games that can strengthen cognitive ability and keep minds active. Whiteboard games, jeopardy, hangman, bingo, hoi and uno are some favourites.

Our residents are really supportive and encouraging to each other and there is always plenty of laughter.



*Weekly Hoi is lots of fun.*



*Joan playing 'Bobs' game.*



*Moyna aiming for the bullseye.*

## Rise and Shine, it's 29! Let's Play Bingo!

One of our favourite non-physical games is bingo.

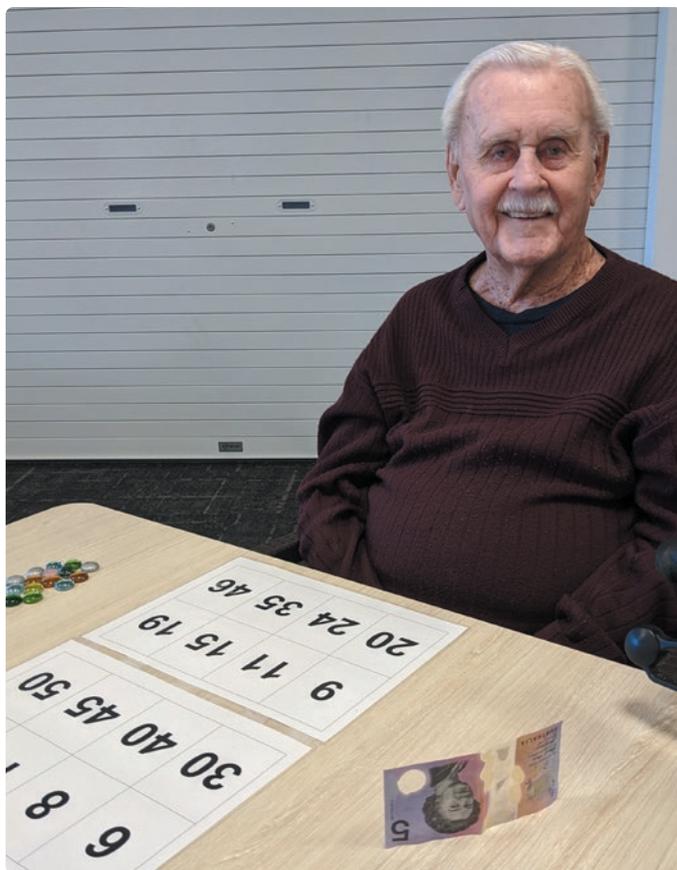
Playing bingo increases social engagement for our residents and allows for reflection and memory recall. Bingo can improve memory and give better hand-eye coordination.

We adapt our bingo for different residents needs such as using larger print for visually impaired players.

There is a friendly level of competitiveness and there's always a thrill when you win.



*Polly ready to win.*



*Ray loves his bingo.*



*Jean enjoying bingo.*



Gloria and Miep share a laugh.



*Marj ready to score some points.*



*Shirley trying for a 50.*



*Larry showing us how it's done.*

**A Mighty Swing... And it's a Hole in One! What a Shot! Best of Three?**

### **It's Mini Golf at Crowley**

Games can make physical activity fun and enjoyable.

Our residents love our weekly game of mini golf. There's always plenty of good natured banter.

Mini golf encourages socialisation and improves concentration and quality of life.

Mini golf also improves standing ability, balance, strength, and cognitive processing.

## Celebrating Birthdays

Hip, Hip, Hooray!

Birthdays are an exciting event at Crowley. We love the opportunity to celebrate our residents and to take the chance to make them feel especially valued and loved (and a little spoiled) on their special day.

No matter how big or small, from gift giving to cake eating to a sharing a simple smile and birthday wish, an act of kindness goes a million miles in making the day important for the individual.

Team Crowley recently united to sing happy birthday to a few lucky residents. Here are some of our favourite photos from last month's celebrations.





# Crowley Plaza Visits

A Hub of Activity, The Plaza is The Place to Be!







## **Crowley Care Office Opening Hours Easter & Anzac Day 2022**

Friday 15 April – Closed

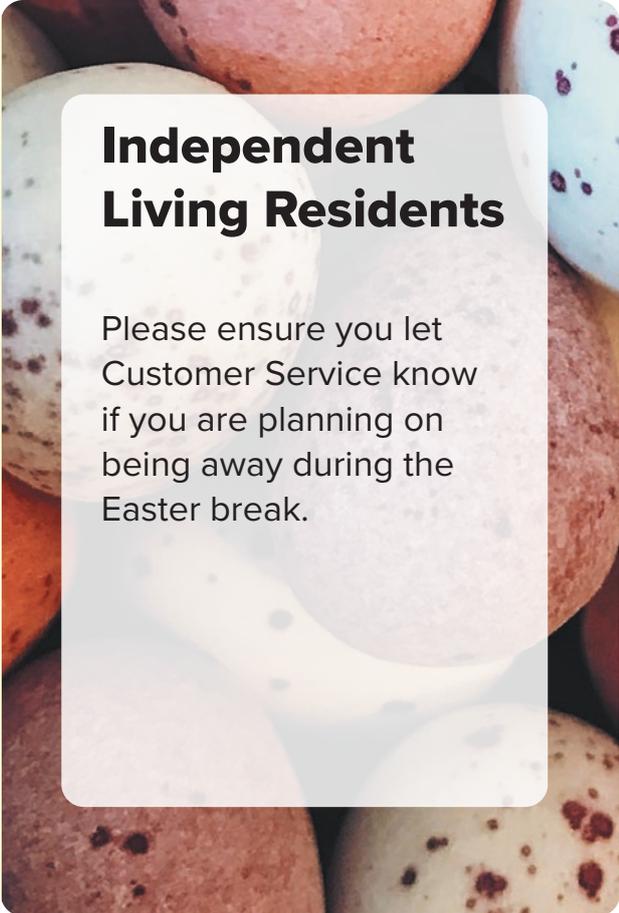
Saturday 16 April - Closed

Sunday 17 April – Closed

Monday 18 April - Closed

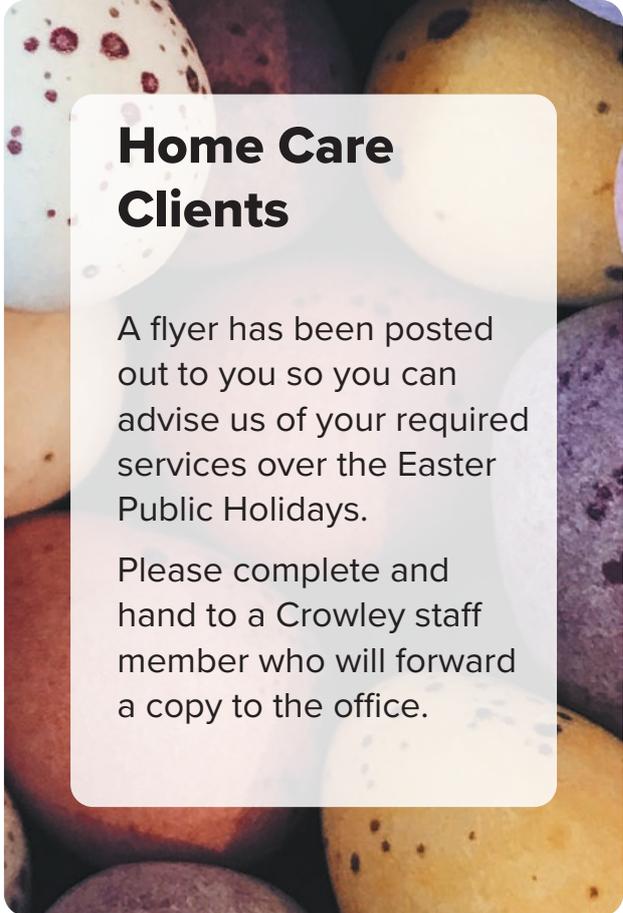
Monday 25 April – Closed

**Public Holiday Visiting Hours Apply  
10am till 2pm**



### **Independent Living Residents**

Please ensure you let Customer Service know if you are planning on being away during the Easter break.



### **Home Care Clients**

A flyer has been posted out to you so you can advise us of your required services over the Easter Public Holidays.

Please complete and hand to a Crowley staff member who will forward a copy to the office.



# EASTER DRESS UP

ALL RESIDENTS AND STAFF ARE INVITED TO DRESS IN  
APPROPRIATE EASTER SHIRTS AND HEADWEAR BETWEEN  
MONDAY 11 - MONDAY 18 APRIL

\*NAME TAGS & WORK  
APPROPRIATE SHOES ARE  
TO BE WORN



## Parkinson's Awareness Month

### World Parkinson's Day 11 April

April is Parkinson's Awareness Month, with World Parkinson's Day recognised on 11 April each year. This time gives Crowley an opportunity to focus on the many challenges for our people who present with Parkinson's disease.

Here at Crowley, we have a number of residents with a diagnosis of Parkinson's disease. In our management of this very complex disease, we have a multidisciplinary approach to care, including care staff, nursing, medicine and allied health.

Frequently in discussion with the treating GP we have the benefit of a consultation with Dr Julia Lisle, our visiting geriatrician, who has a strong interest and valued experience in Parkinson's.

Parkinson's is a movement and mood disorder typically presenting with symptoms such as slowness of movement, muscle rigidity, instability and tremor, which can lead to depression and anxiety. A diagnosis can occur at any age with the most common age of diagnosis being 65.

There is no known cause for the development of Parkinson's, however it is thought that a combination of the following may play a role:

- Ageing
- Infection
- Genetics
- Environmental factors
- Pesticides
- Toxins
- Drugs and medications

If we are to maintain optimal independence and quality of life for our residents, we must constantly monitor our people, and review falls and ask the questions "What may have exacerbated or contributed to falling?" and "How we can intervene?" This may include a review of the immediate environment, obstacles, and medications, and the investigation of acute presentations like infection, constipation or dehydration.

There is no cure for Parkinson's disease, but there are effective treatment and therapy options that can help manage symptoms so people with Parkinson's disease can continue to enjoy many years of independent and live productive lives.

There is still much to learn about what causes Parkinson's disease, but research is ongoing and there is every hope that outcomes for people with Parkinson's disease will continue to improve and that ultimately there will be a cure. In the meantime, organisations like Parkinson's NSW will continue to offer information, education, counselling, advocacy, and support.

More information can be found on the Parkinson's NSW website at [www.parkinsonsnsw.org.au/what-is-parkinsons](http://www.parkinsonsnsw.org.au/what-is-parkinsons)



IN THIS TOGETHER  
**parkinson's**  
**AUSTRALIA**  
support line 1800 644 189



# *ANZAC DAY SERVICE*

Crowley Residential Care and Independent Living Residents are welcome to join us

**When: Friday 22 April  
10.30am**

**Where: Activity Centre**

The Service will be followed by Morning Tea

\*Events will be subject to current COVID-19 restrictions and case numbers



## From the IL Desk

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

Thank you and congratulations to all Independent Living residents and families on your wonderful attitude and resilience during our recent village evacuation order from SES on Wednesday 2 March.

We appreciate it must have been daunting for you to have someone knocking and waking you up and asking you to leave your home so early in the morning, but you did it with trust and compliance.

The community spirit of friendship and gratitude shown from those who were evacuated and those who stayed has been uplifting to see. A lovely side of what has been a disastrous time for so many. This is why I enjoy my job.

### 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, 3 April 2022, 3:00 am clocks are turned backward one hour to Sunday, 3 April 2022, 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

“The Silent Listener” is Lyn Yeowart’s first novel. It proved a popular read, even though it was a dark, claustrophobic, and harrowing journey across three timelines - the 40’s, 60’s, and 80’s.

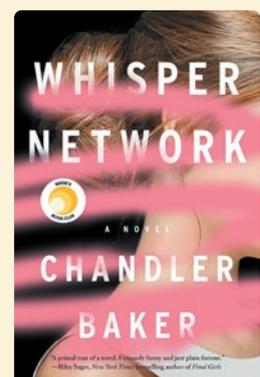
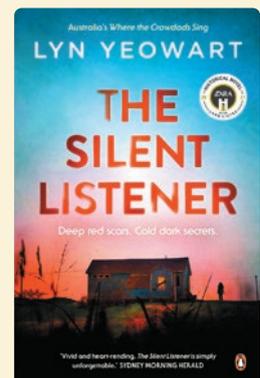
It tells the story of the Henderson family in a small rural community where the father, whilst an outstanding pillar of the community and the church, is a cruel sadistic monster within his family.

We all felt for the wife and two children, especially 11-year-old Joy; with the understanding that abuse such as this unfortunately still occurs today. There are plenty of red herrings, distractions, and twists to keep the pages turning. With

skilful character development, we got to know each family member, their neighbours and friends, their doctors and the police. We all agreed there were no winners in this well-written sad, dark, domestic drama.

Our next read is “Whisper Network” by Chandler Baker. It is part mystery, part social commentary told through the voices of four corporate women. When their CEO suddenly dies, the candidate next in line for the position is somebody nobody wants in the chair. The rumours and whispers of his sexual indiscretions at the firm run rampant with dire consequences.

Until our next meeting on 21 April...  
Happy Reading!  
*Marion*



# Mother's Day

Sunday 8 May 2022

Mother's Day is fast approaching so it is time to start planning that special day for your loved one.

Mother's Day is a celebration honouring the mother of the family or individual, as well as motherhood, maternal bonds, and the influence of mothers in society. It is celebrated on different days in many parts of the world.

Gift vouchers are available for Coco's (beauty salon) or Barney's Café via Customer Service.



# The Significance of Florence Price

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

## Why does Florence Price's name live on in Crowley?

Over the years I've heard and had conversations with many about Florence Price the person and her generosity to the community of Ballina.

Recently Graeme Eggins who lives in our Independent Living shared some research he'd completed on Florence Price the person, and we decided to share it.

## Who was Florence Price?

*A question often asked by people moving into the IL apartments on Florence Price Place.*

Florence was the only child of a prosperous Ballina retailer who, although she left at the age of nine, remained deeply committed to helping the local community throughout her life.

She donated land and cash worth an estimated \$15 million in today's currency direct to community projects and to Ballina council so that all residents would benefit.

Florence, who had no children, inherited her wealth from her father and later her husband Norman.

Her name is commemorated not only in the Crowley community but also in the Florence Price Gardens aged care home.

Wigmore Arcade off River Street is named after Florence's father William Wigmore, Ballina's first mayor.

Wigmore moved to Ballina in the 1870's from Grafton where he had been a successful storekeeper.

In the 1880's he bought a small paddle steamer and began Wigmore's Floating Cash Store service along Duck Creek, Emigrant Creek and the Richmond River.



For much of the time the boat was tied up to the riverbank in what is now the Ballina CBD.

Wigmore willed considerable wealth to Florence when he died in 1908. She was 26 years old.

Florence lived in Ballina as a young child and at first attended school locally. However, her father felt she deserved a full European education so he sent her overseas. She was educated mostly in Geneva, Switzerland.

Florence met her husband, Norman Price, an engineer, while on a cruise.

The couple returned to Australia and settled outside Sydney, living on a 400-acre cattle property near Camden called Emerald Hill. They had no children.

By all accounts Florence was an intelligent and shrewd businesswoman who made wise investments. She was also known as a kind, quiet and generous person.

She made very few return visits to her home town but kept in touch with Ballina events.

After World War II she read of plans to build a home in Ballina for returned servicemen who needed care and rehabilitation.

Florence gave about eight hectares (20 acres) on North Creek for the “North Coast and Tablelands Rest and Convalescence Home.” She also gave a further £850 to kick-start the building fund.

She travelled to Ballina on 3 September 1950 to lay the foundation stone in front of 5,000 locals. She was then 68. (The convalescence home is today the Kokoda Village, otherwise known as the Ballina Ex Services Home.)

Her husband died four years later. In the late 1950s Florence gave a large portion of the family farm to a benevolent property trust. The farm and buildings were later converted to an agricultural college for boys from broken homes.

In her will, Florence gave a bequest of £250,000 to the University of Sydney for two Norman Price memorial engineering scholarships to allow the winning students to study overseas.

Florence died in Sydney in 1964, aged 82.

She bequeathed several properties to Ballina Municipal Council in recognition of the fondness she felt for her ‘home town’. These included the Wigmore building, converted to a shopping arcade in 1929 and then modernised at a cost of \$1.2 million seven years ago.

– Graeme Eggins



Ballina mayor unveils a plaque in the revamped Wigmore Arcade honouring the generosity of the late Florence Price.

# Major Flooding in Our Area and Homes

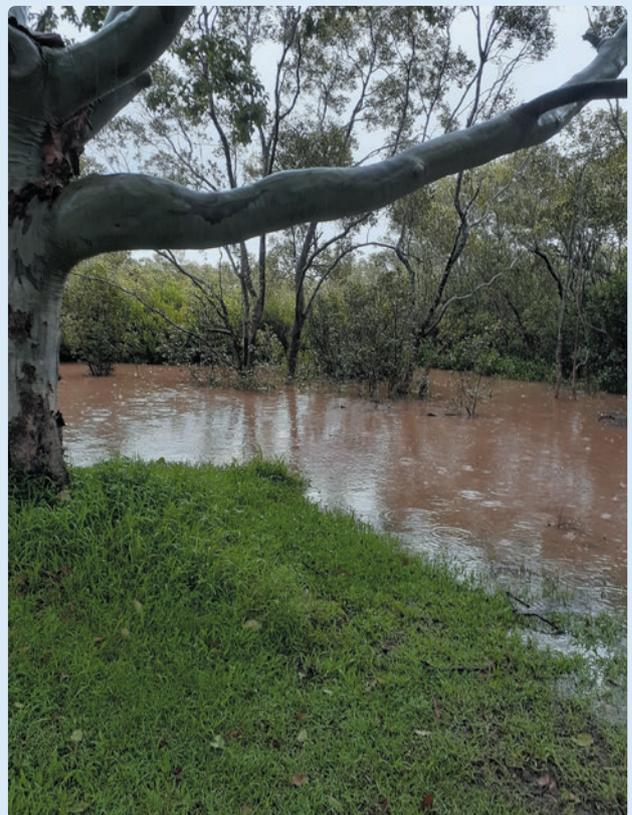
## Heavy Rainfall and Flash Flooding in the Northern Rivers

As many of us are aware, the weather in Ballina and throughout the Northern Rivers has been unpredictable, dangerous, and overbearing. We have been experiencing torrential rainfall and flooding since February, which is still impacting us today. During this time, some locals and Crowley clients and residents have had to evacuate their homes as a cautionary measure in preparation for the impact of major flooding. The impact of the situation has been huge, not only causing significant damage to people's homes and businesses, but also creating a lot of emotional distress for the community.

Through all of this, spirits remained high at Crowley due to the diligence and quick response of the Crowley Team as they came together in force to assist our residents. Not only did Crowley staff offer their support, but our residents rallied to look out for one another with great kindness, understanding and compassion. The lucky thing about being a part of the Crowley family is knowing help is just a knock or phone call away.

We would like to give our sincere thanks to Crowley residents, clients, staff, volunteers, and families for their support and understanding during this difficult time. We would also like to thank the local emergency SES and police for their services in keeping us updated and safe.

Over the next few pages, we have included some photos from over this period at Crowley.











# Support For Flood Affected Home Care Package Clients and Eligible Veterans

**Sherrie Viney**  
Home Care Manager

## Home Care Package clients

The Department of Health has offered support for Home Care Package clients who have been affected by the flood event.

Clients are advised to ensure costs are firstly not covered by insurance, state government emergency management services and/or funded by the Australian Government Disaster Recovery Payment for major damage.

Clients with sufficient unspent funds are able to charge to your package the following support within a reasonable time frame:

- Post food clean up expenses and cleaning services, including specialist cleaners and the hiring costs of specialised cleaning equipment
- Home maintenance that is reasonably required to maintain the home and garden in a condition of functional safety, for example, the cost of an electrician to restore electricity for personal alarms or medical equipment
- Replacing modifications to the home such as easy access taps, shower hose, or bath rails
- Replacing aids and equipment affected by flood waters
- Short term hire of appliances in relation to your assessed care needs and goals, for example, a fridge to house medication

## Eligible Veteran clients

DVA has the following support and assistance options for eligible Veterans who have been affected by the floods.

Eligible Veterans can:

- Access your My Gov Account to review assistance DVA can offer and or log in to [www.servicesaustralia.gov.au/disaster](http://www.servicesaustralia.gov.au/disaster) for more information.
- Call Safe Zone Support, a free counselling service available on 1800 142 072
- Call Open Arms Counselling service for Veteran's and their Families on 1800 011 046

Please do not hesitate in contacting the Home Care office Team at Crowley for guidance and support and to discuss your individual needs, on 1300 139 099.



# Community Connection

## Byron Bay Walks and Hikes

### Cape Byron Walking Track

Cape Byron Walking Track is a 3.7km loop and has a little bit of everything – best to leave the watch at home and take your time. Work your way slowly through the different sections with access to gorgeous beaches and views of the ocean. On your way to visit the storied Cape Byron Lighthouse you'll walk on cliff tops and through beautiful rainforest. This walking track is for just about every ability level. Tackle small sections at a time with the kids and stop off at a couple of the beaches.

- **Parking:** Paid street parking, limited spaces in car parks
- **Distance:** 3.7km loop
- **Difficulty:** Moderate



### Lennox Head Boardwalk

A short, quiet stroll in a lovely town just 15 minutes south of Byron Bay. The Boardwalk is an excellent short walk, especially for children and those with limited fitness, offering expansive views of the Pacific Ocean paired with a family friendly boardwalk route. Park at the end of Rutherford Street, you'll head south with the ocean on your left until you reach Pat Morton Lookout atop Lennox Point.

- **Parking:** At a car park at the end of Rutherford Street or on other streets near access points along the boardwalk
- **Time:** About 30 minutes one way
- **Difficulty:** Easy



### Victoria Park Boardwalk

A quick walk that is perfect for the whole family. Along the walk there is information about the native bushland and the area's indigenous population. Victoria Park Nature Reserve represents some of the area's pre-colonial rainforest known as the Big Scrub that once covered 45,000 hectares. Located another 35 minutes southwest from Lennox Head. There are BBQs and picnic tables for public use if you want to recharge.

- **Parking:** In a car park at Victoria Park Nature Reserve
- **Distance:** 400m loop
- **Difficulty:** Easy





Cape Byron Walking Track



### Jerusalem Creek Walk

This trail, located about 80 minute drive south of Byron Bay in Bundjalung National Park, takes you through lush bushland ending where the Titular Creek meets the ocean. This is a great option for birdwatching aficionados, with a range of shorebirds calling the area home. You can even have a paddle in the creek or have a swim. This hike is flat and well maintained, so despite the length it's not too difficult. The trail starts at the northern end of the Black Rocks campground.

- **Parking:** At Black Rocks campground and Booroora picnic area, though there are vehicle fees for National Park entry
- **Distance:** 10.3km loop, with opportunities to shorten
- **Difficulty:** Moderate

### Pinnacle Walk

A short epic walk that rewards you with outstanding views of Border Ranges National Park. In 2015 the Bundjalung People asked visitors to respect this sacred native place. The Pinnacle Walk is perfect, allowing you to respect their wishes while still getting a fantastic look of Border Ranges National Park. Just 600m return, the Pinnacle Walk to the Pinnacle Lookout will treat you to amazing views of the aforementioned Wollumbin while you gaze out over dense rainforest and the Tweed Valley. There's a car park at the start of the walk, making access simple.

- **Parking:** At a car park near the trailhead, though there is an \$8 per vehicle per day entry fee
- **Distance:** 600m
- **Difficulty:** Easy

# Update from Maintenance

## Smoke Alarm Safety

**Albie Viel**  
**Maintenance Manager**

Daylight saving concludes on 3 April. And it's a reminder for all of us to check the function of the smoke alarms and replace the 9-volt battery if the alarm does not have an internal rechargeable battery.

In our Independent Living Village we use photoelectric rechargeable smoke alarms.

### Some features are:

- Rechargeable lithium battery with a ten-year life span
- 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 standby condition which will flash once approximately every five minutes to indicate the unit is functioning properly.

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

### Tips to maintain your smoke alarm

For those who can, or are able to ask a friend or family member, you can test your smoke alarm monthly by pressing the test button or hush 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, 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 alarms and there is no sign of flame or smoke, a gentle push with a broom handle on the hush button 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.

Annual smoke alarm testing will commence in Crowley's Independent Living Village from 5 April.



## Staff Hop Aboard the Crowley Bus

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

With all the recent rain and road closures it was fantastic to have Crowley buses to transport staff to work.

Crowley decided if we could find a way to get to work navigating around the road closures, and we did, then why not use our buses to transport staff to and from work.

This was especially helpful for staff unable to access fuel as fuel pumps at some stations were not working and some garages had no fuel at all.

We set out a run from Alstonville via Tintenbar, Newrybar, Bangalow, up Hayters Hill to the Broken Head coast road, to Lennox, and then finally to Crowley.

It helped transport 18 to 20 staff each day so they could be here to continue to ensure our residents were well cared for.

Staff from other areas also carpooled to save on fuel.

It did extend the day for the staff because of the increased travel time and only being able to travel at the arranged pick up and drop off time.

The staff were rewarded with a nice cooked breakfast for the early start!



# Lime and Potato Coconut Curry with Fish

A flavourful curry that's ready in just 40 minutes

## Ingredients

- 450g sweet potato, peeled, cut into 2cm pieces
- 350g kipfler potatoes, peeled, cut into 2cm pieces
- 1 large onion, chopped
- 2 garlic cloves, crushed
- 1 tbsp finely grated fresh ginger
- 3 teaspoons finely grated fresh turmeric
- 275ml salt-reduced vegetable stock
- 250ml light coconut milk
- 2 eggplants, sliced
- 2 zucchini, sliced into rounds
- 600g thick white fish (such as ling), cut into 3cm pieces
- 2 tsp fish sauce
- 1 lime, rind finely grated, juiced, plus extra wedges to serve
- Fresh Thai basil leaves, to serve

## Instructions

Spray a large non-stick frying pan with oil. Place over medium-high heat. Add sweet potato, potato and onion. Cook, stirring, for 1-2 minutes. Add the garlic, ginger and turmeric. Season well and stir to coat.

Add stock and coconut milk. Bring almost to the boil. Reduce heat. Simmer, covered, for 10 minutes. Uncover and simmer for 5 minutes.

Add eggplant and zucchini. Simmer, covered, for 10 minutes or until eggplant is tender. Add fish, fish sauce, lime rind and juice. Simmer, covered, for 5 minutes or until fish is cooked through.

Divide curry among serving bowls. Top with basil. Serve with extra lime.

Serves 4





## Easter Egg Melting Moments

These easy caramel filled biscuits are almost too pretty to eat

### Ingredients

- 250g salted butter, chopped, at room temperature
- 60g icing sugar
- 225g plain flour
- 50g cocoa powder
- 35g custard powder
- 160g white chocolate melts
- Gold sprinkles, to decorate

### Filling

- 60g salted butter, chopped, at room temperature
- 80g Nestlé Top 'n' Fill Caramel
- 60g icing sugar

### Instructions

Preheat the oven to 170C/150C fan forced. Line 2 large baking trays with baking paper. Use electric beaters to beat the butter and icing sugar in a large bowl until pale and creamy.

Sift in the flour, cocoa and custard powder. Use a flat-bladed knife in a cutting motion to mix until a soft dough forms. Use clean hands to bring the dough together. Wrap in plastic wrap and place in the fridge for 20 minutes to chill.

Roll level tablespoonfuls of the mixture into 12 egg-shaped balls. Place on the prepared trays and press down gently, keeping the egg shape, until about 12mm thick. Bake, swapping trays halfway through cooking, for 18 minutes. Set aside on trays for 5 minutes to cool slightly before transferring to a wire rack to cool completely.

Line a baking tray with baking paper. Place the chocolate melts in a heatproof bowl over a saucepan of simmering water (make sure the bowl doesn't touch the water). Use a metal spoon to stir until smooth. Working with half the biscuits, dip the wider end of a biscuit into the chocolate. Place on the prepared tray. Sprinkle the gold sprinkles along the edge of the icing across the middle of the biscuit. Set aside to set.

Meanwhile, to make the filling, use electric beaters to beat butter and caramel in a bowl until combined. Gradually add icing sugar, beating constantly until combined. Transfer to a piping bag fitted with a plain nozzle.

Pipe filling onto remaining plain biscuits. Sandwich each 1 with a decorated biscuit.

# Meet Team Crowley

## Administration Team



### Lauren

**Favourite food:**

Anything I don't have to cook

**Favourite drink:**

Frangelico with a splash of lime on ice

**Favourite way to spend a day off:**

Going for a bike ride with the family and a nice lunch

**What was the last TV show you binged watched:**

Outer Banks

**Best advice you have received:**

Treat others the way you would like to be treated



### Michelle

**Favourite food:**

Thai food or good Italian food

**Favourite drink:**

White wine

**Favourite way to spend a day off:**

Spending time with family

**What was the last TV show you binged watched:**

Ginny and Georgia

**Best advice you have received:**

Nothing is free



### Jenny

**Favourite food:**

Seafood

**Favourite drink:**

Bubbles

**Favourite way to spend a day off:**

Doing nothing while spending time with family

**What was the last TV show you binged watched:**

Cricket, but I'll watch any sports

**Best advice you have received:**

Treat those how you want to be treated yourself, and be kind

# Meet Team Crowley

## Residential Care Team



### Dean

**Favourite food:**

Lasagne

**Favourite drink:**

Peroni

**Favourite way to spend a day off:**

Sing, play the trumpet and a beach walk

**What was the last TV show you binged watched:**

Umbrella Academy

**Best advice you have received:**

Enjoy every day



### Jackie

**Favourite food:**

Fettuccine pasta

**Favourite drink:**

Vodka lime soda

**Favourite way to spend a day off:**

At the beach or gardening

**What was the last TV show you binged watched:**

Peaky Blinders

**Best advice you have received:**

Don't stress



### Tasha

**Favourite food:**

Hot chips

**Favourite drink:**

EBT with milk and sugar

**Favourite way to spend a day off:**

Watching or playing sports

**What was the last TV show you binged watched:**

Anything true crime

**Best advice you have received:**

As Nan used to say "Start as you mean to go on"

# A Funny Thing Happened on the Way to the Interview

**Kate Nobel**  
**HR Manager**

One of the ways we help people to relax at interviews is through humour. Not by telling jokes or delivering witty one liners or alternatively expecting the candidate to do a stand-up routine, but keeping it light if possible.

Laughing or giggling releases endorphins through the body, relieving tension and stress so that hopefully we can then get the best out of our interviewees during this important part of the recruitment process.

Did you know that we start developing a sense of humour as early as 6 weeks old?

Humour spans cultures and generations and can help to bond people. Here are a few jokes which the HR Team hope you find funny, or at least make you smile:



1. A man walks into a library and asks the librarian for books about paranoia. She whispers, "They're right behind you!"
2. Why do people eat snails? Because they don't like fast food.
3. My teachers told me I'd never amount to much because I procrastinate so much. I told them, "Just you wait!"
4. What did the green grape say to the purple grape? "Breathe, man! Breathe!"
5. A grasshopper sits down at a bar. The bartender says, "We have a drink named after you!" The grasshopper replies, "Really, you named it, Kevin?"
6. Why did the M&M go to school? He wanted to be a Smartie.
7. I have a fear of speed bumps. But I'm slowly getting over it.
8. What do you call a boomerang that doesn't come back? A stick!
9. It's cleaning day so I've already polished off a whole chocolate bar.
10. What time should you go to the dentist? Tooth-hurty!
11. What did one ocean say to the other? Nothing, they just waved.
12. What's the best part of teamwork? Someone else to blame.
13. What did the nearsighted optometrist say when he was sick? I can't see myself coming in today.
14. Did you hear about the guy who stole the calendar and got caught? He got 12 months.
15. Why don't cannibals eat clowns? Because they taste funny.

# Welcome to Team Crowley

Say hello to the newest members of Team Crowley



**Chloe**  
Administration



**Karen**  
Home Care



**Saziso**  
Residential Care



**Lynette**  
Residential Care



**Karen**  
Residential Care



**April**  
Residential Care



**Sue**  
Hotel Services



**Pradip**  
Hotel Services

# Looking For Love in All the Wrong Places

**René Lange**  
**Risk Manager**

In 2021 Australian's looking for companionship and love lost more than \$56 million dollars to dating and romance scams. Who said love is free!

Compared to \$28 million in 2019, this is a significant jump. If we think about what has happened over that time it's probably not that surprising. Due to government stay at home orders many people were forced to find personal connections in non-traditional ways.

## What are dating and romance scams?

Dating and romance scams target people via dating websites, apps, social media and phone, often pretending to be prospective partners or companions.

These scammers will create fake identities that they then use to entice you in and develop a relationship with you. Often, they will choose the identity of someone who under normal circumstances you would trust, like someone in the military, a health care worker or professional.

## So why do they do this? What is the point?

Like most scams the aim is money and crime. The aim is generally to gather personal information about someone and then use that to defraud them of money or commit crimes using their identity.

By building intimate relationships they gain access to the type of information we would ordinarily only share with someone close to us. Often, they will pretend to need money for some sort of personal emergency (for example, a severely ill family member, a run of bad luck financials, or a mugging that has left them injured and without funds).

## Who do they target?

These scammers are equal opportunists targeting men and women equally and people of all ages.

However, whereas, people aged under 55 are more likely to report being the victim of a scam far fewer of those over 55 report this crime to the authorities. And as we know from last months' article older Australian's are an attractive target for scammers due to their relative wealth.

Regardless of age or how you are scammed, you could end up losing a lot of money to dating and romance scams. The money you send to scammers is almost always impossible to recover not to mention the feeling of betrayal at the hands of someone you thought cared for you.

## How do you protect yourself?

- Never send money to someone you haven't met in person
- Be very cautious when sharing information, personal photos or videos with someone you have never met before
- Don't agree to meet with a prospective partner without letting someone know where you are going and think very carefully before you jump on a plane for that romantic rendezvous
- Be a cynic. If someone you haven't met in person requests money assume the worst

If you think or suspect you have been the victim of a dating or romance scam, report it. By doing so you may just help stop them from hurting someone else.





# Focus on Quality

## Charter of Aged Care Rights

**Michelle Golding**  
Quality Manager

The Charter of Aged Care Rights is a single document that sets out the rights of people in aged care services funded by the Australian Government.

The comprehensive, concise Charter provides the same rights to all consumers, regardless of the type of subsidised care and services they receive.

It sets out the 14 rights that protect our residents and clients receiving care and services.



### The 14 Aged Care Rights are:

1. Be safe and high-quality care and services
2. Be treated with dignity and respect
3. Have my identity, culture, and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about my care and services in a way I understand
6. Access all information about myself, including information about my rights, care and services
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. Have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. My independence
10. Be listened to and understood
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. Personal privacy and to have my personal information protected
14. Exercise my rights without it adversely affecting the way I am treated



**Australian Government**

**Aged Care Quality and Safety Commission**

## My responsibilities as an aged care consumer:



### **Respect**

*Treat others with respect*

All people involved in aged care, including consumers, their family, carers and visitors are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.



### **Information**

*Assist Crowley by giving relevant information*

It is important you share information about yourself that will help us deliver you safe and quality care.

This may include:

- Up-to-date information, and
- Any problems you have with the provider's care or services



### **Safe environment**

*Respect the rights of staff to work in a safe environment*

You are expected to maintain a safe environment for staff members and others. For example, if Crowley is delivering services to your home, keep pets away from staff members and do not smoke near staff.



### **Fees**

*Pay agreed fees on time*

You are expected to pay any agreed fees on time. If you are unable to pay your fees speak to your provider to find a solution. These responsibilities describe expectations of you as an aged care consumer.



The Older Persons Advocacy Network (OPAN) has a range of resources to support the sector's understanding of the Charter of Aged Care Rights, including a Charter Information Phone Line (available to phone on 1800 700 600), explainer videos and webinars for consumers. For more information you can visit the OPAN website at [www.opan.org.au](http://www.opan.org.au)

Copies of the Charter of Rights are available from Crowley Reception, online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) or you can email me at [mgolding@crowley.org.au](mailto:mgolding@crowley.org.au) to receive a copy.

# Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

## Independent Living resident

- Morning Michael,

Would you please convey to all the Crowley people responsible congratulations for the efficient evacuation of IL residents as Ballina's flood level became critical.

Crowley staff followed up the SES mobile alerts by knocking on the doors of IL residents, some of whom were still asleep.

All who wanted were evacuated safely despite some confusion among residents and difficulties in reaching the parked bus due to its distance from the apartments.

I would particularly like to mention that Jenny was her usual tower of strength throughout but other Crowley staff whose names I do not know also contributed.

Holy Family Primary School was a wonderful haven. I have emailed the principal separately to thank him.

Of course, I would be remiss not to also congratulate the Crowley executive team you lead on its obvious excellent pre-planning and active crisis management.

## Home Care client

- A family member of one of our Home Care clients wishes to compliment the services that have been provided by our Home Care support staff. They stated that our staff are amazing, have been very good and really caring for their mother.

## Staff member

- What a lovely message from Kelli and Michael, Crowley is truly a wonderful place to work, and I am so proud to be part of the Crowley Family. Thank you to you both Kelli and Michael for your support.

## Residential Care family members

- Very pleased to hear the easing of restrictions, it is very welcome news to us all.
- A very big thank you to all the staff who continued to get to work through the dreadful floods and worked longer hours due to some staff members who were unable to make it in. They deserve a medal.
- All good! We respect all decisions made by Crowley Care and we are delighted that everyone has done such an awesome job.
- Thanks for the update. Hope you guys are safe and well.
- I love the way you stay in touch with regular comprehensive updates. It gives me a lot of peace of mind being so far away. Thank you.



# 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.

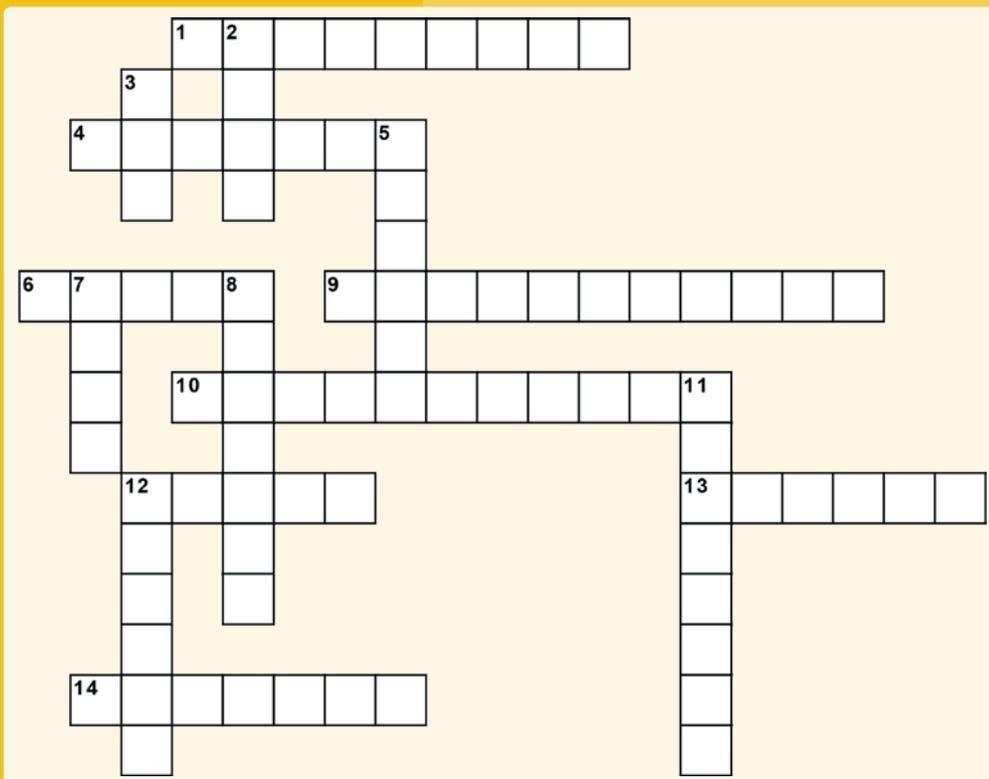
It's as easy as 1, 2, 3!

- **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



# Easter Crossword

Hop into April with this Easter themed crossword



### The Big Reveal

Puzzles pack a punch. Not only are they fun, but they also help to exercise our brains. Try your hand at this amusing puzzles, and be sure to come back for next month's Chatterbox to find the solutions.

#### Across

1. Most popular Easter present (9)
4. Traditional Easter hats usually tied with ribbons (7)
6. In 'Alice in Wonderland' what colour is the rabbit with the pocket watch? (5)
9. In the song 'Easter Parade' what street do they walk down? (11)
10. Female star of the film 'Easter Parade' (11)
12. Another word for 'rabbit' (5)
13. These hatch out of real eggs (5)
14. What do eggs represent at Easter? (3,4)

#### Down

2. The search for Easter eggs: Easter egg \_\_\_\_ (4)
3. A female rabbit (3)
5. What season is Easter associated with? (6)
7. An animal that looks like a rabbit with long ears (4)
8. The date for Easter changes every year because of this (7)
11. Make eggs look pretty (8)
12. Something used to collect Easter eggs (6)

# Answers to Last Month's Quiz

Check your answers for last month's feature quiz! Did you get them all?

**1** The celebration of which saint is linked to the colour green?

**Saint Patrick**

**2** According to folklore, what happens if you don't wear green on St. Patrick's Day?

**You will be pinched as green makes you invisible to leprechauns**

**3** Name a "green" children's book written by Dr. Seuss

**Green Eggs and Ham**

**4** What two primary colours can be mixed together to make the colour green?

**Blue and yellow**

**5** What is the title of the tales of a red-haired orphan written by L.M. Montgomery?

**Anne of Green Gables**

**6** Name an emotion associated with the colour green

**Jealousy or envy**

**7** Name a green gemstone

**Emerald**

**8** What is a popular nickname for someone who works well with plants?

**Green thumb**

**9** Name a popular Asian beverage

**Green tea**

**10** What famous comic book hero's powers were ineffective against the colour yellow?

**The Green Lantern**

**11** What kind of people are referred to as green around the gills?

**People who are sick**

**12** Which country's currency is often referred to using the slang term "greenback"?

**USA**

**13** What does it mean when you say "the grass is always greener on the other side"?

**Somewhere else seems better than one's present situation**

**14** Greenland is considered part of which continent?

**North America**

**15** What is the name of the pigment in green plants that gives them their colour?

**Chlorophyll**

**16** What does it mean "to give the green light"?

**To give approval to proceed**

**17** Which nuts are green inside their shells?

**Pistachios**

**18** Why is green used for military field uniforms?

**For its camouflage properties**

**19** What is a green room in show business?

**A waiting room for performers**

**20** List the names of three green vegetables

**Spinach, kale, cabbage, etc.**

# Round the Traps

## All Hands on Deck



## 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  
6620 6400

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.