

# the chatterbox

NEWS FROM CROWLEY CARE

APRIL 2023





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### Cover photo

Polly with our special visitor, the Easter Bunny 2022



## A Moment with our CEO

Hello everyone,

### The importance of Anzac Day

In a world full of “constant change”, commemorating Anzac Day we are proud to say, remains a “constant part” of Crowley life.

Not only do we pay tribute to all the men and women who served, we come together as a community, united in friendship and respect.

In doing so, we honour our veterans who live with us in Residential Care, in our Independent Living Village and our Home Care and Veterans Services clients residing in our community.

What’s particularly heartening, is that younger people across Australia, including from our local schools, have embraced Anzac Day, taking part in ceremonies and services.

It seems we are in safe hands, as future generations will continue the Anzac Day traditions.

### Partnership with our Parish

We are so fortunate at Crowley to have Father Peter and Father Anselm, and our Parish, providing much loved spiritual guidance, services and support for our residents and community.

The importance of our Parish connection to our residents is there to see. Our Independent Living community has embraced its opportunity to attend Mass once again in our Chapel.

Crowley’s spiritual services support our community with a sense of purpose, hope and comfort. And whilst our Catholic traditions and beliefs are central, we actively support other denominations and tailor our services to the needs of others.

Often it’s as simple as chatting with people and pointing them in the right direction. And it’s comforting to know, for many of our residents, there are people trained in our community to listen and provide gentle spiritual guidance.

### Footy tipping

So good to have the NRL footy tipping competition back in full swing at Crowley. Our community, it seems, can’t get enough of it.

This year we have a record number of participants in the comp with some 64 residents and 66 staff taking part. It’s getting serious!

For me, our footy tipping competition is a classic example how Crowley creates connections that resonate across our community. Chatting about the footy is the perfect excuse to check in with each other and how we are doing. Pure Crowley.

Very best,



*Michael Penhey*  
Chief Executive Officer



# Pastoral Care from our Parish

Easter 2023

Fr Peter and Fr Anselm

Dear Friends in Christ,

Easter is here again! Alleluia! Easter is a great season like no other. The Easter Story is one of Hope and God's infinite love for humanity, it resounds the foundation of our Christian faith and the restoration of our broken relationship with God. For as Scripture says: "If Christ has not been raised, our faith is useless (1 Cor. 15:17). We rejoice for Christ is risen and the ransom for our sins has been paid through the Death and Resurrection of Jesus Christ.

The miracle of Easter is that the Resurrection of Jesus means that we don't need to fear. 1 John 4:18 says, "there is no fear in love, but perfect love casts out fear." On their way to the tomb where Jesus was buried, the women were troubled and were asking each other, "Who will roll away the stone for us from the entrance to the tomb?" The anxiety of these women, as they headed to the tomb was understandable. In our life's journey, we face different moments of anxiety that we find ourselves asking the same or similar questions.

"Who will roll away the stone for us?" This question remains relevant for us today. Who will roll away the stone of terror and violence, or the persecution of Christians and wars? Who will roll away the stones of illness and brokenness? Who will roll away the stone of uncertainties and fears? The questions are innumerable. As we live in today's changing world, we are constantly overwhelmed with heartbreaking and devastating news. Who should we turn to in a time like this? When the women who went to anoint the Body of Jesus finally got to the tomb, to their greatest astonishment, the stone had been rolled away. This incident leaves a symbolic message for everyone of us this Easter season. The message is that Jesus our Redeemer, our Friend, and our Saviour has come to make all things new. (Revelation 21:5)



As the world continues to recover from the challenging years of loss, lockdown, and isolation, let us find a renewed sense of hope in Jesus Christ. The resurrection of Jesus from the dead is the source of hope for humanity. Let us therefore, fan the flame of hope that has been given to us through the Resurrection of Jesus Christ, and help everyone, especially those who are facing different challenges to believe that Jesus has rolled away the stone.

Let us rejoice and be glad for Easter is here and the stone has been rolled away forever.

Happy Easter!

Fr Peter and Fr Anselm





Crowley Village Auxiliary

# CAKE STALL

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**SATURDAY  
29 APRIL, 2023**

**9AM - NOON  
BUNNINGS BALLINA**

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We are looking for keen bakers to bake for this worthwhile fundraising event!

All monies raised by the Crowley Auxiliary contribute towards Crowley projects that benefit residents, clients and staff.

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

**Collection Afternoon**

**Friday 28 April @ Crowley Activity Centre**

Not keen on baking but would still like to help the Auxiliary?  
Visit Ballina Bunnings on April 29 and buy up big!

## A Tribute to Pat Wilson

The Crowley family is saddened by the loss of Pat Wilson – a beloved resident and former President of the Crowley Care Auxiliary, wife, mother, grandmother, and extraordinary contributor to the community in which she lived.

Here, we pay tribute to Pat who left an important legacy at Crowley Care and in the community.

Pat passed away peacefully in January aged 85 years of age. Beloved wife of Dave, mother of Cheryl (deceased), Sue (deceased), Kim and Michele, Pat was also Grandma to Mikali, Nathaniel and Benjamin and Great-Grandma to Isla, Esther and Goldie.

### The Auxiliary, her passion

Pat Wilson was the longest serving President of the Crowley Care Auxiliary. She was President for 26 years and won a State award in 2009 for her contribution as an Aged Care Volunteer.

As well as her extensive involvement with Crowley, Pat gave her time to many community groups including St Therese Mothers Club at St Francis Primary School, Meals on Wheels in Ballina, St Vincent de Paul Op Shop, a Church Family Social Group, Ballina Ladies Probus Club, and the Ballina Ladies View Club.

Crowley CEO, Michael Penhey said “Pat was an incredibly positive force at Crowley and, as President of the Crowley Auxiliary for many years, she made a huge contribution to Crowley life in so many ways.”

Current Auxiliary President, Helen Cooney said “Pat was a dedicated, energetic President who organised many fundraising events and equipment donations and worked for many years with a team who contributed to the operations of Crowley Care. We remember Pat for her magnificent contribution to our Auxiliary and keep Dave and her family in our prayers and thoughts.”

Although Pat retired as Auxiliary President in 2010 and was made a Life Member in 2012, she remained an active member, devoting endless hours to fundraising activities supporting Crowley Care.





### A beautiful eulogy

At Pat's funeral, her husband Dave gave a beautiful eulogy, starting by recounting Pat's early life and their time together.

Dave is incredibly proud of what Pat achieved in her life – a life devoted to serving the needs of others.

Born in Sydney in 1937, Pat was eldest daughter of Clare and Cyril McCarroll. She had four siblings, Beverley, Robert, Leslie and Cheralyn.

Pat and Dave met when he played rugby league for Earlwood. Pat and several friends supported Dave's team and the romance began and soon blossomed. Dave said, "I suppose it might have been a bit difficult for Pat to resist a young footballer with red hair and a broken nose." They married four years later at the Kingsgrove Catholic Church.

In 1959 Pat and Dave moved to Walgett for four years, relishing the experience. Their first two daughters were born, Cheryl in 1960 and Sue in 1961. Then in 1963 Dave got a job at Ballina Municipal Council, later to become Ballina Shire Council. With this move two more daughters followed - Kim in 1963 and Michele in 1964. The family was complete.

All four daughters went to St Francis Primary School in Ballina and completed their secondary schooling at St Mary's in Lismore now known as Trinity College.

But tragedy was to strike. In 1983 when Sue was just 22 years of age, she and her boyfriend, Brad, died in a car accident south of Grafton. It was an incredibly sad time for Pat, Dave and family. And if that wasn't enough to bear, just five years later, their daughter Cheryl, at just 28 years of age, died from a brain haemorrhage. Cheryl's husband, Richard, was left with a five-month-old baby, Pat and Dave's grandson, Benjamin.

Despite these significant setbacks Pat threw herself into serving the needs of others in so many ways. As an active and contributing member of local social clubs and charities, Pat enjoyed the company of the many people she met along the way.





## A Tribute to Pat Wilson

Dave recounts "Pat was very social and particularly loved singing, especially in choirs." She sang in the St Francis Church Choir every Saturday night mass right up until Covid interrupted and sang in the choir known as The Sylvia Smith Singers.

At the St Therese Mothers Club at St Francis Primary School, at which Pat was a member for 13 years and President for several years, Pat helped raise much needed funds for the school.

And she was a foundation member of the Ballina Meals on Wheels, more than 50 years ago, becoming a life member. Pat also worked as a volunteer at the St Vincent de Paul Op Shop every Friday for years, making lifelong friends. She loved volunteering at Vinnies.

Pat joined the Crowley Auxiliary when Father Tom Chapman started Crowley Aged Care Development in 1979 on North Creek, at the northern end of Cherry Street. At that time the Auxiliary raised funds to support the development of the nursing home.

And if all that wasn't enough Pat was also an active member of the Church Family Social Group for more than 30 years. And as a member of the Ballina Ladies Probus Club and Ballina Ladies View Clubs, she served as President of both clubs.

Assistant Parish Priest Father Anselm paid tribute to Pat. "We greatly appreciate Pat's works and contributions to the growth of St. Francis Xavier Parish, Ballina. Pat may have gone from our midst, but she hasn't gone from our hearts. She lives on! A great and devout woman whose deeds in faith and love will continually be a tremendous inspiration to many of our parishioners."

"Pat led many people to love the LORD, to follow His will with reverence and Godly fear. She planted trees of love, care, and support among the people of God. Through her involvement in our Parish life, especially her singing, and her availability whenever she was called up, Pat was able to touch people's lives with her gifts and talents."

"There is a great sense of joy that Pat has finished her race and is now in the presence of God Whom she served faithfully for so many decades. We love you Pat, but God loves you the most."





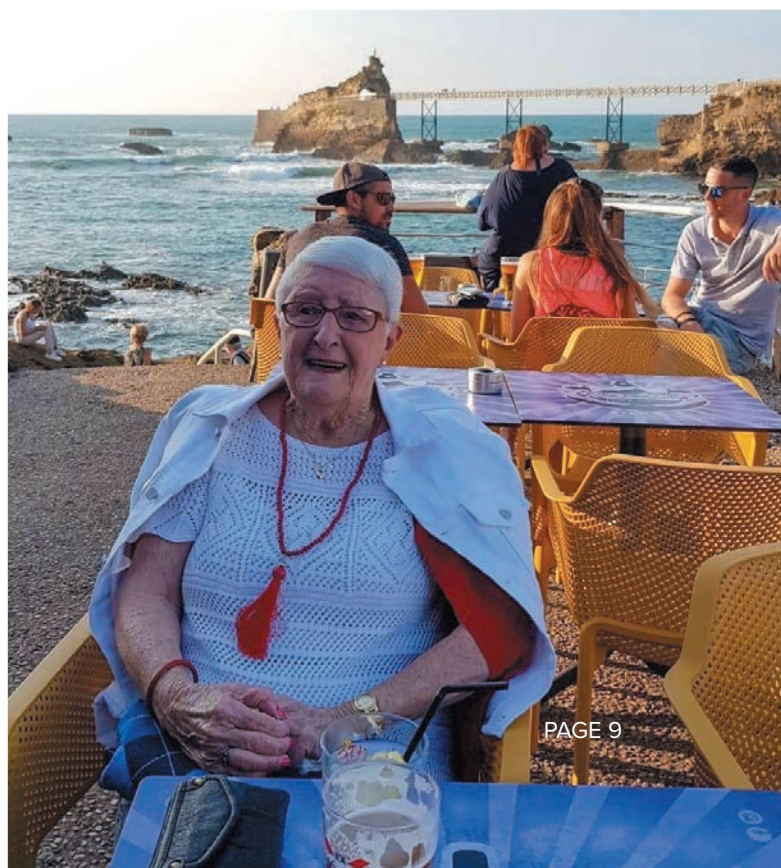


Pat leaves one granddaughter - Mikali, two grandsons, Nathaniel and Benjamin, and three great-granddaughters, Isla, Esther and Goldie. She loved them all very much.

Recently Pat's dementia would not let her remember her great granddaughters' names. But that didn't stop her because she loved cuddling them. Sometimes Pat would say, "How old am I?" And Dave would reply, "You are 85." Pat would look at him sternly and say, "I'm not 85!" And Dave would say "Well, how old do you think you are?" And Pat would reply "I don't know, but I'm not 85!"

Pat was cared for by her loving husband, Dave, her two daughters, Kim and Michele, and the team at Crowley. Dave thanked Crowley "for their good work in looking after Pat so well for the last 15 months of her life".

Pat devoted much of her life to the service of others. She leaves a remarkable legacy and will be missed by all who knew her.





## Last Month at Crowley

### International Women's Day

For International Women's Day we celebrate the social, economic, cultural, and political achievements of women.

It's a time to reflect on the gains made toward gender equality and recognise that change is still required.

At Crowley we celebrated with our residents by reminiscing and sharing stories of strong inspirational women in their lives. We talked about the women who have changed the world and also invented marvellous things that have made life easier. All while enjoying some champagne and strawberries!

#### Ennia

I was born in France and when I was seven my mother passed away. We moved to Italy to live with my grandmother. When I went to school in Italy it was very hard because I only spoke French.

I had a wonderful teacher who took me under her wing and taught me Italian. I think as a woman it's good to be in control of yourself.

**My advice to young women today would be stand on your own two feet and be yourself.**



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#### Beryl

I think the best part of being a woman is being able to wear nice clothes, jewellery, and makeup.

**My advice to young women today would be keep out of trouble and be involved in sport.**



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#### Betty

I think the hardest thing about being a woman is having babies. I also think the best thing about being a woman is having babies.

**My advice to young women today is to get married and have kids.**







### Naida

I grew up on a property with a lot of extended family. It was a great upbringing with two brothers and lots of cousins. I always felt respected by the boys.

At 15 I went to boarding school in Sydney which was a big eye opener for a country girl, but it was nice to meet lots of women after growing up with mainly boys.

I've looked up to my mother and three aunts who were all widowed at a young age but still took care of everyone. There was always someone there to look after me.

**My advice to young women today would be to be honest with yourself.**

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### Marjorie

I came from a large family of seven boys and seven girls and I was in the middle so it was hard to feel the love everyone deserves.

When I had my family I always tried to make sure my children felt my love. The best part about being a woman is being loved by her family.

Being capable of caring for a family no matter what makes a woman strong.

**My advice to young women today would be to be careful with their children and make sure they are safe and healthy.**

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### Lyn

I grew up in England and went to school when I was five, then boarding school when I was 11. I always looked up to our school leaders and one particular teacher who taught me to read.

After school I studied Nursing and had four years of training including one year as a staff nurse at Middlesex voluntary hospital London. I then became a midwife.

I enjoyed going to Florence Nightingale's birthday celebrations at Westminster Abbey. She was the founder of modern nursing. I've always appreciated being a woman. I think you become strong when you have to be.

**My advice to young women today would be to get a good education.**

# Eating Well to Maintain Life and Health

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

Eating food with adequate energy and protein is important to maintain muscle mass and muscle strength.

When older people don't consume enough food or water, they begin to lose muscle mass and strength, becoming unsteady on their feet and can feel weak or dizzy, which then increases the risk they might fall.

Older people who are undernourished or have unintentionally lost weight, are more likely to:

- Be admitted to hospital
- Have increased incidence of falls
- Fracture their hips
- Experience poor wound healing
- Develop osteoporosis

It is better to carry a little extra weight as we age, without becoming obese. This can be useful when unwell, as we can then use our energy stores. Just one to two days of reduced food intake can lead to rapid muscle loss.

Many Crowley residents ask why they need to be weighed each month.

This is to allow our nursing staff to monitor weight for all our residents and pick up any changes that may occur early enough to intervene.

If you are not eating or the food being offered is not to your liking, simply speak to one of the nursing or kitchen staff, who will be able to sit and discuss with you the foods that you may prefer eating. This can help you maintain your weight and health over time.

Special diets for conditions such as high blood pressure, high cholesterol or diabetes are often not appropriate for older people.

As we age, we require the same quantity, or often more nutrients than younger people. Older people on special diets are at risk of muscle wasting and consequently, falling. Some quick flags to recognise weight loss are:

- Loose clothing, belts, jewellery or dentures
- Meals not being eaten
- Confusion-impaired thinking
- Difficulty chewing or swallowing
- Less energy and feeling weak or more tired than usual

Early identification and treatment of those at risk prevents loss of mobility, increases independence and quality of life.

Even though staff aim to weigh each resident every month, some residents decline this option and remain unconcerned regarding their weight. This is perfectly acceptable as with any medical monitoring, it remains the right of the individual to refuse monitoring that may be offered.

Eating and dining should be enjoyable and an occasion to socialise with fellow residents, rather than focusing on the actual nutrients being served. Crowley provides an amazing array of foods that staff, residents, and visitors can enjoy. If you don't see something you like or would like to try something different, please fill out one of our feedback forms outlining what it is you would like to try and we will do our best to cater for your needs.











# 2023 COVID-19 Booster

**René Lange**  
Risk Manager

Recently the Australian Technical Advisory Group on Immunisation (ATAGI) updated their recommendation on COVID-19 vaccinations.

ATAGI recommends a 2023 COVID-19 booster dose for adults 65 years and over.

The 2023 COVID-19 booster is anticipated to address waning protection against severe COVID-19 prior to winter and can be administered with other vaccines including the influenza vaccine.

## Who is eligible

You are eligible for the 2023 booster dose when it has been six months or more since your last COVID-19 dose or confirmed infection of COVID-19. Importantly, the COVID-19 booster is available regardless of the number of prior doses you may have received.

## The vaccines

You may have heard about the new bivalent COVID-19 vaccines. These include vaccines manufactured by Pfizer and Moderna and provide protection against two strains of COVID-19. All currently available COVID-19 vaccines provide benefit as a booster dose however bivalent vaccines are preferred.

## Where to get boosted

COVID-19 vaccinations continue to be free under Medicare and are readily available through GP's and pharmacies. Many GP's have already commenced vaccination clinics for the 2023 COVID-19 booster.

Age	At risk**	No risk factors
<5 years	Not recommended	No recommended
5 – 17 years	Consider	No recommended
18 – 64 years	Recommended	Consider
65 years and older	Recommended	Recommended

*\*\* Includes those with a medical condition that increases the risk of severe COVID-19 illness or with significant or complex health needs or multiple comorbidities which increase the risk of poor outcomes from COVID-19.*

## 2023 Influenza Vaccine

Annual influenza vaccination is the most important measure to prevent influenza and its complications and is recommended for all people aged six months and over.

The timing of the influenza vaccination should aim to achieve the highest level of protection during the peak of the influenza season.

The Department of Health recommends vaccination from mid-April onwards to result in peak immunity during the influenza season, usually from June to September in most parts of Australia. However, influenza can spread at any time of the year so it's never too late to vaccinate.

## From the IL Desk

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

Recently an informative “Estate Planning Information” session was held for our Independent Living residents.

It was delivered by the NSW Government – NSW Trustee and Guardian. Attendees heard about the importance of having your affairs in order because your decisions and wishes are documented.

The session covered Power of Attorney, Enduring Guardianship, Wills and Document storage.

### Power of Attorney (POA)

The person or people or organisation you appoint as your POA, to make financial and legal decisions for you.

### Enduring Guardianship

The person or people you want to appoint as your enduring guardian to make health and lifestyle decisions for you.

### Will

A legal document with instructions for who you want to inherit your estate, care for your children, and be the executor of your estate when you pass away.

The key message from the session was choosing the right person or people to make decisions for you while you’re living and when you pass.

Contacts to get started or to refresh or update your affairs:

- Contact your Solicitor or
- NSW Trustee and Guardian by telephone 1300 102030 or online [www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)



## Daylight Saving

Remember daylight saving ends on Sunday 2 April 2023 at 2am and we turn our clocks back.

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

**Synopsis:** Daylight saving time, also referred to as daylight savings time or daylight time, or summer time, is the practice of advancing clocks during warmer months so that darkness falls at a later clock time.

**Significance:** The practice of advancing clocks during warmer months so that darkness falls at a later clock time.

**Date:** Sunday, 2 October 2022 to Sunday, 2 April 2023

**Observed for:** 114 years



# NRL Season Launch

Hottest ever!

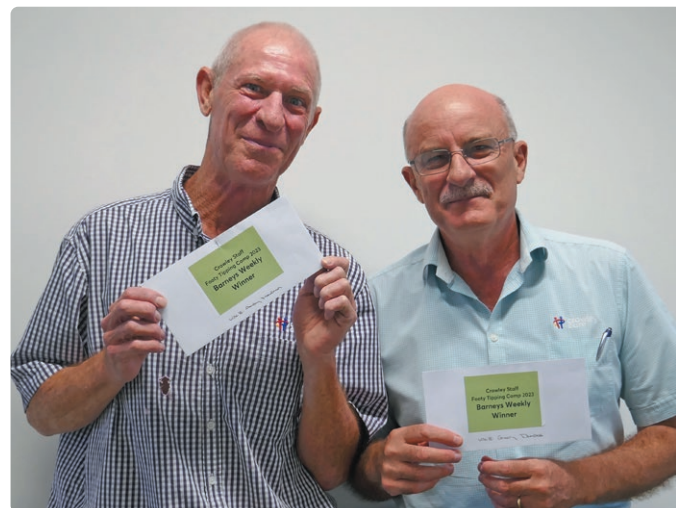
Once again this year Crowley is holding their annual NRL Footy Tipping Competition for Residential Care and Independent Living residents and staff.

This year sees a record number of participants – 64 residents and 66 staff. And the competition runs fierce (don't count the tips incorrectly because you'll hear about it).

For staff we launched the season with a sausage sizzle – the banter was on fire (not the sausages). Staff were able to wear their team jersey or colours.

Each week we give away two mystery prizes for the residents.

State of Origin time certainly sees which side of the fence people sit on – you're either true blue or maroon.





## Book Club

### The Girl Who Fell From The Sky by Emma Carey



Our latest read, 'The Girl Who Fell From The Sky', a memoir by Emma Carey, received mixed reviews.

Remarkably, Emma survived after a skydiving incident in Switzerland. She and her instructor became paraplegics after the parachute failed to open. The memoir documents the huge challenges Emma faced in recovery. She managed to learn to walk again even though she has no feeling from the waist down.

The memoir is bittersweet. Emma tries to come across as happy and content with her "new" life, but sadness permeates some chapters. Some loved it, being well written and covering much detail about rehabilitation and legal procedures. However, others found it boring and tedious. Regardless, it does shine a light on disability.

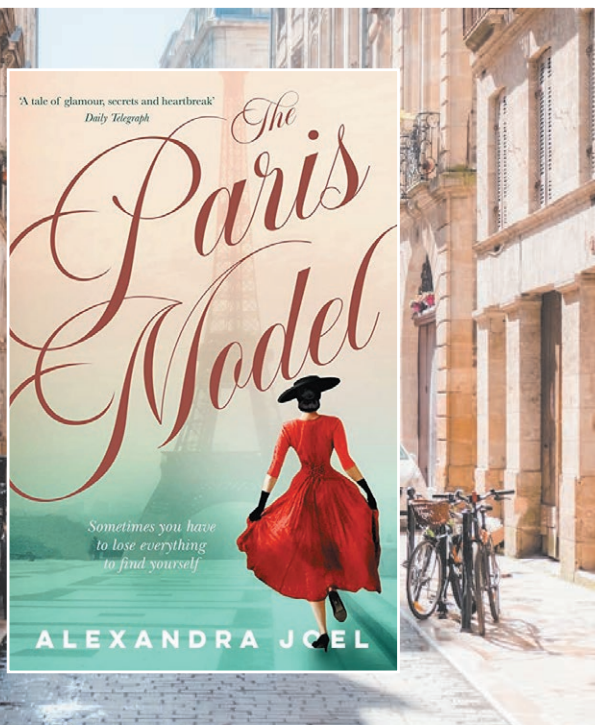
Our next read, 'The Paris Model' by Alexandra Joel, is inspired by a true story. Billed as a tale of glamour, secrets, and heartbreak, it explores the life of an Australian sheep farmer who moves to post-war Paris to find her true identity. What she discovers is a world of international espionage and that her life is in danger.

Our next meeting is Thursday 18 May.

Until then...

Happy reading!

Marion





## Crowley Auxiliary

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

On Monday 27 February we began our year with the first Crowley Village Auxiliary meeting. It was great to welcome three new members and renew our friendships with each other and to catch up on all the holiday news.

We remembered Pat Wilson in our prayer and thanked God for her years of service as President of the Auxiliary. It was sad news that we heard of her passing.

We were able to brainstorm ideas for our activities and discuss ways forward to fundraise for the year ahead.

All members were enthusiastic and happy to support a wide variety of activities. The idea of selling raffle tickets on a weekend in the Crowley Plaza was voted a good idea. It provides an opportunity for Auxiliary members to meet Crowley visitors and share a little about what we do. The Plaza is such a pleasant location and people enjoy a yarn with friendly faces.

Our Easter raffle is displayed at the front entrance and I am certain anyone would be happy to win this lovely arrangement of goodies.

The Auxiliary Annual General Meeting will be held Monday 27 March, and the election of positions will take place. Everyone is welcome to join the Auxiliary and contribute to our planned activities.

Regards,  
Helen Cooney

## Crowley Family

Welcome to the Crowley family!

Raj's family has grown with the birth of her daughter, Japji, born 21 March 2021, and son, Mehtab, born 14 June 2014.





# Easter

## DRESS UP



ALL RESIDENTS AND STAFF ARE INVITED  
TO DRESS IN EASTER SHIRTS AND  
HEADWEAR BETWEEN  
THURSDAY 6 APRIL and FRIDAY 14 APRIL



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



# Craft Corner

## DIY Easter baskets

### What you need

- Paper coffee cups or small cylindrical shaped container
- Popsicle sticks
- Glue
- Paint
- Decorations
- Pipe cleaners
- Easter eggs

### Instructions

1. Measure the circumference of the coffee cup or cylindrical container to estimate the number of popsicle sticks required to cover the surface.
2. Select an assortment of coloured paints and paint each popsicle stick. Allow them to dry.
3. Coating one side of the popsicle stick with glue, fix the popsicle stick vertically to the surface of the paper cup or container. Continue to glue popsicle sticks in a row until they cover the entire surface of the cup / container.
4. Using the decorations (and your creativity), glue them around the basket as desired.
5. Bend a pipe cleaner into a U shape that resembles a handle, and glue the ends to the internal surface of opposing sides of the basket.
6. Fill the basket with Easter eggs and enjoy!



# Home Care Client Profile

## Albert Hall

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

This month we feature our Veteran Home Care client Albert Hall, and in doing so, we also pay respect to our Veteran community as we commemorate Anzac Day.

Albert's story begins in Greenwich London where he was born in 1934 to parents Joanne and Albert Hall.

Albert had two sisters who have since passed and two brothers, one residing in Brisbane, who worked as an engineer in the Australian Army, and his other brother who lives in the UK and worked as a Marine Commander.

At age five Albert moved to Kent with his family and lived there during the Second World War. Their home was near the Royal Airforce base and the area was affected by bombing. During this time Albert went to school, his mother worked in an ammunitions factory, and his father was a Prisoner of War.

When Albert turned 14, he left school and got a job as an apprentice moulder.

Albert was 19-years-old when he joined the British Army in 1952. He served for three years in the army, and for two of those years, in Germany.

Albert and his soon to be wife Elizabeth met in Kent.

In 1959 Elizabeth and Albert immigrated to Brisbane Australia where they lived at Kangaroo Point and Albert worked as an electrical engineer.

Albert joined the Australian Army in 1963 and served in Vietnam for two years until he was shot by a sniper in both legs. Due to his injuries, Albert was transferred to Saigon, then Malaya, and finally back to Australia for treatment.



Albert worked at the Queensland University of Technology as the head groundman for 18 years before moving to Cairns at age 60.

Whilst living in Australia, Elizabeth and Albert had one son, who has also served in the Australian Army for 12 years and now lives locally near Albert. Albert has one grandson who is 30 years old and lives in Brisbane.

Fishing and walking Sparkie the dog five kilometres a day are two activities Albert continues to enjoy.

When asked what were two good decisions he made - without hesitation, Albert said marrying his late wife Elizabeth and moving to Australia .



CROWLEY CARE

# ANZAC DAY SERVICE

*Lest We Forget*



MONDAY  
APRIL  
24

Crowley Residential Care and  
Independent Living residents are  
welcome to join us for our Annual  
Anzac Day Service

**Time:** 10:30am

**Location:** Crowley Activity Centre

The service will be followed by Morning Tea

## Update from Maintenance

### Albie Viel Maintenance Manager

Daylight saving concludes on Sunday 2 April, and this is the time for all of us to check the function of the smoke alarms and replace the 9-volt battery if the smoke alarm does not have an internal rechargeable battery.

In our Independent Living village, we use photoelectric rechargeable smoke alarms.

Some of the features are:

- Rechargeable lithium battery with a 10 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 stand-by condition which will flash once approximately every five minutes to indicate the unit is functioning properly.

### A few hints to maintain the smoke alarm

For those who can, or ask a friend or family member, to 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 and small insects can scatter the light cell and can trigger the alarm.

It is recommended the smoke alarm be regularly cleaned at least once a month using a soft brush vacuum cleaner to ensure dust, insects, and debris do not accumulate around the smoke alarm.

If the smoke alarm sounds and there is no sign of flame or smoke, a gentle push on the hush button with a broom handle will cease the alarm.

If the battery is low, the red LED will flash every 40 seconds and sound a chirp. If no power has been lost, the recommend step is to replace the battery.

Terry from Maintenance will commence smoke alarm testing throughout the Independent Living village from Tuesday 4 April.







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Masingham Wing  
Reception  
Chapel  
Toilets

AUSTRALIA

US

THE







## Celebrating at Barneys

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

It was great to celebrate Hospitality Workers Day recently as the day recognises our Hotel Services staff who provide critical services each and every day at Crowley.

Being able to thank the entire Hotel Services team for their contribution with a staff pizza for lunch was magic.

Barneys Café served up new treats on 14 March as Mexican Day Tuesday with delicious Fish Tacos and Beef Nachos.

### Barneys in the Plaza

As we know from many news reports staff shortages are rife in all industries.

Hospitality is one employment area finding it hard to attract staff. And this is impacting on the operations of the Plaza Café over recent months. Our HR department has been very active in trying to source staff from various platforms so hopefully we will find additional staff.

Just a reminder that Barneys in the facility can be used when visiting. As long as a negative RAT test has been undertaken you are allowed to enter the facility and meet for a coffee and cake, or even lunch.

Wednesday and Fridays have always been the busiest days as we have the roast of the day special on a Wednesday and fish and chips on Fridays.

If you know anyone whom may be interested in a position here at Crowley please ask them to contact [hr@crowley.org.au](mailto:hr@crowley.org.au)



# Quick Cajun Fish Tacos

Mexican-style fish tacos with a zesty, spicy kick

## Ingredients

- 600g Australian barramundi fillets
- 1 tbsp Cajun seasoning
- 1 tbsp olive oil
- 350g packet kale slaw mix
- 2 pickled jalapeño chillies
- 220g packet pre-chopped fresh pineapple
- 2 limes
- 8 mini flour tortillas
- Fresh coriander sprigs, to serve

## Instructions

Heat a large deep frying pan over medium-high heat.

While the pan heats up, remove the skin from the fish and cut the flesh into 2-3cm pieces. Transfer to a bowl. Add the Cajun seasoning and oil. Toss until well combined.

Add half the fish to the pan and cook, turning gently, for 2-3 minutes or until just cooked through. Transfer to a bowl. Repeat with the remaining fish.

Meanwhile, make the kale slaw in a large bowl following packet directions. Set aside. Slice the jalapeño and transfer to a small bowl with the pineapple. Cut limes in half and squeeze 1 half over the pineapple mixture. Toss to combine.

Warm the flour tortillas in the microwave. Divide the slaw among the tortillas. Top with the fish and pineapple salsa. Sprinkle with coriander. Serve with the remaining lime halves.

Serves 4







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

Makes 16

## Loaded Caramilk Easter Brownies

Load up chocolate brownies with a pile of Easter eggs

### Ingredients

- 230g Cadbury Caramilk Easter Eggs
- 150g (1 cup) plain flour
- 315g (1 ½ cup) caster sugar
- 100g (½ cup, firmly packed) brown sugar
- 80g (¾ cup) cocoa powder
- 180g unsalted butter, melted, cooled slightly
- 3 eggs, lightly whisked
- 1 tsp vanilla extract
- Cadbury Caramel Eggs, to decorate
- Assorted chocolate eggs, to decorate
- Chocolate rabbits, to decorate

### Instructions

Preheat the oven to 160°C / 140°C fan forced. Grease a 20cm (base measurement) square cake pan and line with baking paper, allowing the paper to slightly overhang the sides. Coarsely chop 100g (about 14) Caramilk eggs.

Combine the flour, caster sugar, brown sugar, cocoa, butter, egg and vanilla in a large bowl until well combined. Add the chopped Caramilk eggs and fold through. Spoon the mixture into the prepared pan. Bake for 55 minutes or until crumbs cling to a skewer inserted into the centre. Set aside in pan to cool completely. Remove brownie from the pan.

Melt 55g (about 7) of the remaining Caramilk eggs in a small heatproof bowl over a saucepan of simmering water (making sure the bowl doesn't touch the water). Drizzle the melted Caramilk over the brownie. Top with the remaining Caramilk eggs and assorted chocolates. Set aside until set then cut into pieces to serve.







# Welcome to Team Crowley

Say hello to the newest members of Team Crowley



**Louise**  
Residential Care



**Ani**  
Residential Care



**Ella**  
Residential Care



**Roxanne**  
Residential Care



**Sue**  
Residential Care

## Focus on Quality

### Promoting a learning culture – investing in each individual

**Michelle Golding**  
Quality Manager

At Crowley we are committed to promoting a culture that is invested in each individual through personal and professional development.

We aim to broaden the scope of capabilities of our workforce and maintain currency of practice through lifelong learning and continuous improvement.

Our Education Committee reviews our Education and Training program annually to align with the Aged Care Quality Standards, various legislative requirements, best practice, and Crowley's Policies and Procedures to ensure we achieve our consistently high standard of safe, respectful and quality care.

This also includes a refreshed Mandatory Training program. Our program is regularly evaluated and is continuously being improved from feedback received from our staff. All staff attend this program annually and this year's program consists of:

- Aged Care Reforms - Code of Conduct for Aged Care
- Infection Control
- Handwashing
- Manual Handling
- Practical demonstrations of equipment
- Aged Care Quality Standards
- Feedback and Complaints
- Incident Management
- Fire Safety

This year Crowley has engaged external training providers Optimum Allied Health and SAFE to facilitate and deliver our Manual Handling and Fire Safety sessions.

Education at Crowley is not only provided face to face but through many different delivery methods and facilitators, including:

- External course / seminars / workshops
- Internal courses / in-services including paid Mandatory Training and visiting consultants
- Self-directed learning packages
- Altura Online learning library
- Traineeships
- Clinical and Allied Health placements
- External study undertaken by staff members
- Senior Clinical staff also deliver in-house training topics and group or 1:1 sessions
- Clinical Governance Meetings / Staff Meetings
- Mentoring and coaching





### Who are Altura Learning?

Altura are a leading training provider for the aged care and disability sector. They are member-led and committed to ensuring that all their learners are trained to a high standard.

All Altura courses are based on actual examples of providing outstanding care and are engaging, informative and inspiring stories that are easy to relate to. The films intentionally feature real people and real care workers (where possible / appropriate), rather than actors giving demonstrations. After staff have viewed the films, they are asked to complete an “Essential Assessment” in the form of a multiple-choice questionnaire.

All Altura courses are checked by national and international experts for accuracy and compliance and are regularly updated to ensure staff are receiving the very best training and education.

Altura courses are delivered on our Bridge Learning Management System.

This is what some of our staff had to say about our first Mandatory Training session for 2023

- Very informative sessions, straight to the point and easy to stay focused / maintain attention.
- Optimum Allied Health was really good and very informative. It will be great if we can have him every year for the Mandatory Training
- Optimum was awesome and we learnt techniques that we didn't learn in Cert III and that are not used in the facility
- Optimum Allied Health shows safe practice slide sheets skills which helps to demonstrate upgrading lifting skills
- The manual handling was engaging and informative
- Manual handling was very informative today. Learnt many different ways using slide sheets etc. Enjoyed the learning today!
- Michelle helpful and knowledgeable thank you
- Catering was well received, loved the fruit platters (thank you Tony)
- Interactive sessions, loved the ACQS bingo game and feedback
- Swapping rooms and moving was also well received













# Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

## Residential Care family

- To each and every member of team Crowley. A huge thank you from our family for your care and support of our dear Dad and ourselves! You have alleayed any fears we had about Dad becoming a resident in an aged care facility. You have exceeded our expectations and we wish to express our gratitude and love to you ALL! Hope you can enjoy a small slice of Dads 94th birthday cake.
- Thank you for the condolences and flowers sent to me and my family in respect to the death of my wife. I wish to inform you that my family and I are very grateful for the loving care given to her while she was a resident in the Rosebank wing of Crowley Care for the last 15 months. We made good use of the outdoor facilities on a daily basis in the beautiful gardens, plus the food van. Please convey our thanks to the caring staff at Rosebank, the kitchen, office staff, ladies at the front door, and food van ladies.
- Thank you for looking after our mother so well.
- Many thanks for all you do in looking after our mother. Love and appreciation.

## Residential Care resident

- I think you know I am a resident of Crowley nursing home now for two months. Everyone here makes you feel very welcome. We have delicious meals we can choose from and there are lots of activities. You may have a medical problem, which will be quickly attended by the resident doctor, a podiatrist or massage. Nothing is any trouble and this makes me feel very happy and blessed.



## Independent Living resident

- I would like to put on record my sincere thanks to Sandra and her helpers who made the sausage sizzle at Crowley such a success. They all did a marvellous job.

## Crowley Auxiliary

- Thank you for your support and working with us during 2022. We have enjoyed the good will and dedication you have shown to us. We look forward to a great year in 2023 with your continued support.

## Contractor

- Crowley is the best nursing home that I have been in. All the windows make such a difference in brightening the place up. Everyone is so nice. Crowley is my preferred nursing home to go to.

## Home Care client

- Gee the girl that came today was fantastic, such a lovely person.

## Staff member

- I just wanted to say this is the best day ever! Thank you so much for putting roast day back on menu for staff. I am one very happy employee!



# 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!

1. **Fill** in a Feedback Card and place it in the Feedback Boxes located at Reception, Banksia Dining Room and the Front Entry, or
2. **Send** us an email to [info@crowley.org.au](mailto:info@crowley.org.au), or
3. **Call** us on 1300 139 099



## Easter Quiz

Can you guess the answers to these Easter riddles?

**1** Who is always late in Alice in Wonderland?

.....

**2** Judy Garland and Fred Astaire starred in which 1948 Springtime film?

.....

**3** What is the Easter Bilby?

.....

**4** Who owns the factory in Roald Dahl's "Charlie and the Chocolate Factory"?

.....

**5** Famous Andrew Lloyd Webber musical "Jesus Christ ....."

.....

**6** What is the name of the rabbit in Winnie the Pooh?

.....

**7** Who do children think delivers their Easter eggs?

.....

**8** Name the 1979 satirically biblical film by Monty Python?

.....

**9** "He's Alive" was an Easter hit for which country music star?

.....

**10** What dried fruit do you find in hot cross buns?

.....

**11** Easter Island is part of which country?

.....

**12** Finish this famous saying "Don't put all your eggs in one ....."

.....

**13** What is the name of a male rabbit?

.....

**14** From which country did the Easter Bunny originate?

.....

**15** On what street in New York does the City's traditional Easter Parade take place?

.....

**16** Which classical composer wrote St. Matthew's Passion?

.....

**17** What is the equivalent of Shrove Tuesday known as in France?

.....

**18** What item does the rabbit in Lewis Carol's "Alice in Wonderland" always carry with him?

.....

**19** Where is the most popular Easter Parade held each year?

.....

**20** Egg rolling, an Easter game of rolling hard-boiled eggs down a hill, is an annual event at which famous house?

.....



## St. Patrick's Day Anagram Solutions

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

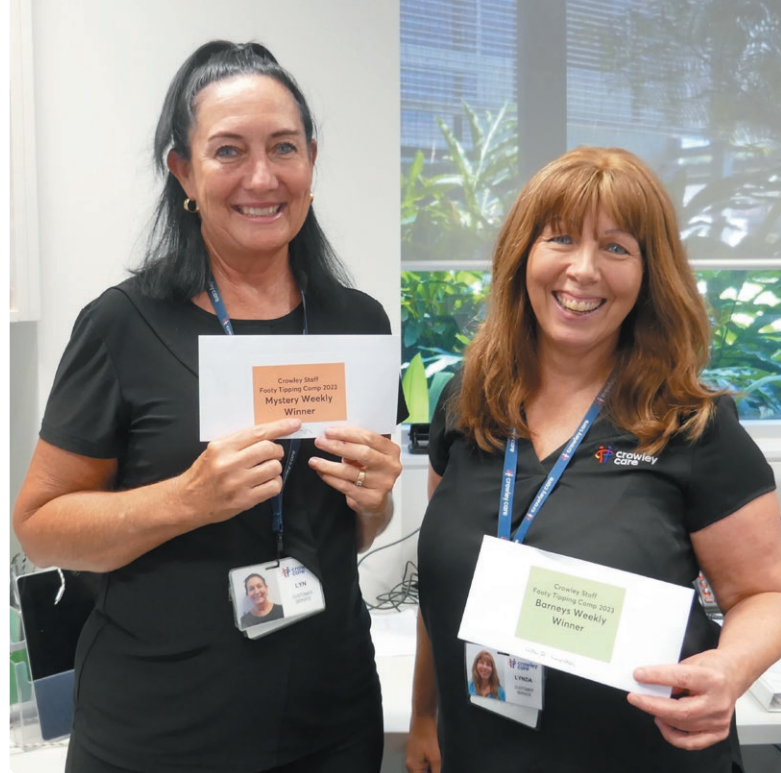
Word	Clue	Answer
KARCHSOM	Clover-like plant	Shamrock
ODLG	What Leprechauns keep in their pot	Gold
REGEN	Colour of envy	Green
ELAPUNCHER	Mischievous elf	Leprechaun
IDLERAN	St. Patrick is from here	Ireland
ELBRYAN	This stone wants a kiss	Blarney
RHAP	National emblem of Ireland	Harp
SEBFLAT	Capital of Northern Island	Belfast
KANESS	Slender Reptiles	Snakes
CHARM	Third month of the year	March
TRACKPI	Patron saint of Ireland	Patrick
SKIWHEY	A popular liquor in Ireland	Whiskey
RICEMILK	Humorous verse	Limerick
OTTSU	Type of dark beer	Stout
BUNDIL	Capital of the Irish Republic	Dublin
GLENDA	St. Patrick was a missionary here	England
SINGESNU	A type of bitter stout	Guinness
RSHII	From Ireland	Irish
TAPE	Fuel from boggy land	Peat
BAWINOR	Colourful arc in the sky	Rainbow

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at the puzzle on page 38, and be sure to come back for next month's Chatterbox to find the solution, like this anagram puzzle from the March edition.



# Round the Traps

Winning footy tipsters



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Business Fax  
6686 6082

Crowley Website  
[www.crowley.org.au](http://www.crowley.org.au)

Crowley Facebook  
[www.facebook.com/CrowleyCare](http://www.facebook.com/CrowleyCare)

Emergency  
(Fire, police, ambulance)  
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Ballina District Hospital  
6620 6400

St Francis Xavier Parish  
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.