

# the chatterbox

NEWS FROM CROWLEY CARE

APRIL 2024





# Contents

- 03 A Moment with our CEO**  
Catch up with Michael Penhey on life at Crowley
- 04 Catch Up with Kelli**  
Discover more about Crowley's operations
- 06 Last Month at Crowley**  
Get the fresh scoop on the goings on
- 14 Residential Care News**  
The latest clinical updates and advice
- 18 Independent Living News**  
What's been happening in the village
- 20 Home Care News**  
Tips to embrace and improve daily living
- 24 Maintenance News**  
An update from the team
- 27 Hotel Services News**  
What the team has been up to
- 28 Recipes from the Chef**  
Delicious and fresh treats to enjoy
- 34 Focus on Quality**  
News from behind the scenes of Crowley
- 35 Feedback and Comments**  
Compliments and recommendations from you
- 38 Games Corner**  
Try your hand at these mind melting quizzes!

---

## Cover photo

Charlie enjoying the sun in the plaza.



# A Moment with our CEO

Hello everyone,

We are indeed blessed to have such a great team at Crowley.

## Shannon's Galore

It was not intentional nor some grand recruitment plan, but somehow in January we managed to recruit two senior staff named Shannon. A huge welcome to our new Human Resources Manager Shannon Wilson and Finance Manager Shannon Allen.

The reason they're part of team Crowley is twofold. Both bring the right technical skills to their respective fields of human resources and finance. And just as importantly, both are an excellent fit for our organisation. And that's what makes a difference when we recruit new staff, I believe. We go deeper than just the right technical abilities - we want our staff to exude a commitment and spirit that reflects Crowley's vibrant and caring community.

## Our Leadership Team

And that brings me to our excellent and stable Leadership Team.

Part of our success at Crowley is that a number of our Leadership Team have been with us for more than 20 years, whilst others have served for between 10 and 20 years. That continuity enables deep knowledge, expertise and organisational stability.

Our Leadership Team is critical in taking ownership, responsibility and setting the tone and direction for their respective teams. And they are instrumental in influencing our culture - something we are very deliberate about and pay great attention to in terms of making Crowley a great place to live and work.

In a nutshell, the Leadership Team is responsible for the execution of Crowley Care's Strategic Plan - which has its direction set by our Board.

The Team comes together regularly to discuss how we will activate the Plan across our operational areas: Residential Care, Home Care, Independent Living, Hotel Services, Maintenance, Quality, Risk, Finance, Human Resources and IT.

For the Leadership Team it is about having that sense of individual responsibility coupled with a knowing feeling of "togetherness" that defines who we are and where we are going as an organisation.



## Aged Care Staff Recognised

Our staff are at the heart of everything we do. They support our residents and clients with the things that make a difference to their day. Going about their work with kindness, compassion and care.

We value them immensely and so are pleased they have been recognised in the Fair Work Commission for a wage increase. It is a wonderful reward for them.

Very best,

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

Michael Penhey



## Catch Up with Kelli

**Kelli Potts**  
**Executive Manager Operations and Finance**

In February I was fortunate to be invited by our consultant architects, Bickerton Masters, to attend a 'Caroma Live Well – Age Lab Workshop' in Brisbane.

I have a passion for design in aged care and how the environment we create impacts the way people work and live so any opportunity to experience design in action is worthwhile.

This particular workshop aims to address the growing significance of the ageing population by providing attendees with an interactive 3.5-hour experience where they will have the opportunity to personally encounter various complications related to ageing such as arthritis, stroke, Parkinson's and visual impairments through the utilisation of an age simulation suit which makes you feel 40 years older. The workshop consisted of three station activities which allowed us to gain firsthand insights.

The workshop concluded with a reflection on the experience which has increased our sense of empathy for older people and a better understanding of how the effects of ageing can affect all aspects of daily life.

The Caroma Team have observed that this workshop has a profound effect on attendees, positively shaping their mental perceptions and enhancing dialogue surrounding these important issues.

Caroma has designed the 'Livewell' range of bathroom products suited to elderly and less mobile populations, which the attendees will get to explore as well.

The workshop focused specifically on the senses of hearing and sight. I was able to try the 'ageing suit' as well as a variety of other equipment that mimic multiple areas of ageing such as vision and hearing loss, pain and mobility, strength and Parkinson's disease. The experience was excellent and invaluable as well as being a real opportunity to literally 'walk in someone else's shoes'.



Kelli 😊





CROWLEY CARE

# ANZAC DAY SERVICE

*Lest We Forget*



TUESDAY  
APRIL  
23

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



## Out and About

### Pet Therapy

Those of us who have had a pet in our life know how much joy, happiness, love, and fun they can bring.

They can be great companions and have the ability to boost general wellbeing and health.

We've been lucky to team up with Northern Rivers Animal Services (NRAS) for regular monthly pet visits for residents to enjoy. NRAS is a self-funded, non-profit, volunteer-run charity caring for and re-homing regional cats and dogs.

Residents enjoy monthly visits throughout the facility or in room, to ensure everyone has easy access to quality time with their furry friends.

Pet therapy has been linked to positive health benefits including mental, cognitive, physical, and emotional wellbeing.

Research suggests pets can help ease loneliness, improve mood and interaction with others, reduce levels of boredom, and give you more energy.

Pets are great conversation starters and tend to create opportunities for social interaction. The power of touch shouldn't be overlooked either. A pat or a cuddle can make all the difference to someone's day.

*To support their important work Crowley pays a fee to NRAS.*









# St Patrick's Day

Dressed in green, we embraced the luck of the Irish for St Patrick's Day









# Harmony Day

Inclusiveness, respect, diversity and a sense of belonging for everyone





# Crowley's Buzzing Café

A hive of activity in the Café catching up with loved ones





# Happy Birthday

Hip hip hooray! We shared in celebrating many birthdays last month





## Dympna Celebrates Her 100th Birthday

### When and where were you born?

"I was born in Glen Innes on 30 January 1924. My parents had a sheep property near Emmaville in NSW. I was the youngest of five children."

### Tell me a bit about your parents.

"My parents are of Irish heritage so I come from a very proud Irish background. They were both hard workers and they shared their strong Irish Catholic faith. I remember Dad teaching me to read and Mum tried to teach me how to cook!"

### What was your childhood like?

"I grew up on a sheep station with my parents, three older brothers and one older sister. I was the baby of the family so was rather spoilt. I have fond memories of sitting around the fire at night with my family and sneaking around with my siblings to stay awake past our 8pm bedtime. I also loved riding horses. We had two horses 'Whirlwind' and 'Drift' who my siblings and I rode to school, a four-mile trip."

### What was your working life like?

"I commenced my studies in 1937 at the Armidale Roman Catholic Diocese. I finished at the top of my class and received a Gold Medal Award for completing my exams with my highest marks in history and geography. I left school in 1940 and entered the convent to become a Sister of Mercy. Two years later after taking my final vows I was professed as Sister Mary Gemma. I then went on to teach in many primary schools throughout my working life."

### Did you get married and have children?

"I did get married to my late husband John in July 1979. We did not have any children of our own but I was blessed with four nieces and four nephews – the children of my brother Greg. I am lucky to have two of them here at Crowley and one in Ballina and two at the Gold Coast."

### When did you come to Crowley / Ballina?

"I came to Crowley after my late husband John passed in 1997. I lived in the Crowley Independent Living village until October 2018 when I had a bad fall and had to move into the Residential Care facility."

### What advice would you give to the younger generation?

"Live healthy lives and don't forget to pray to God."

### Were you excited to turn 100?

"Yes, I had a lovely big party."

Dympna celebrated her 100th birthday here in the Crowley Activity Centre with 75 of her closest family, friends and even some of the students she taught in her earlier years.

Dympna received many cards from around the world including cards from the King and Queen, the Governor General and the Prime Minister. She was happy to receive a special Apostolic Blessing from Pope Francis.





## From the Clinical Corner

### Can you hear me? Hearing Awareness Month

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

Maintaining ear health and preserving our hearing is vital for our interactions with others and our health.

First Nations children are particularly at risk of hearing impairment with approximately 49% of Indigenous children found to have an undiagnosed ear disease and 26% undiagnosed hearing loss, hence the focus on Indigenous ear health nationwide.

Hearing loss can occur at any age and many things can play a part in hearing loss, including genetic causes, environmental noise exposure, medications, head injuries and infections.

ringing in the ears, called tinnitus, is another early sign of possible hearing loss. Many people with hearing loss wait a significant time before getting help. During this time, relationships and connections can be reduced and social isolation and health risks increase.

Hearing loss can be frustrating for those who experience it and their loved ones.

Research suggests hearing loss can also create walking and mobility problems and falls. A recent study through Johns Hopkins suggests that even mild hearing loss doubled dementia risk. Those with a severe hearing impairment were five times more likely to develop dementia. We know hearing loss contributes to reduced social interactions and enjoyment in day to day living.

The most common ear issues we see at Crowley are:

- Ear infections
- Impacted ear wax
- Skin cancers, lesions and wounds in and around outer ears

Cerumen (ear wax) lubricates the skin of the outer ear canal. This prevents itching and reduces skin breakdown in the ear which can lead to bacterial infection. Ear infections may occur after a respiratory infection and infections may be due to a bacterial, fungal or viral cause.

Many people try to clean and clear their ears using ear buds - these are contraindicated in ear health as using buds or cotton tips may actually push to wax further into your ear canal. Keys, pencils, and any other small pointy objects also need to be kept out of ear canals as can cause significant damage!

The best way to manage problematic ear wax build up is regular monthly use of ear drops to soften wax and help reduce build up within the ear canal. Ear syringing and ear suctioning are available to physically remove troublesome wax, however, these procedures need to be approached with caution as ear syringing particularly carries a high risk for perforating the ear drum.

Several staff within the Residential Care Clinical Team are appropriately trained to assess and treat ear issues as they arise.

Should you experience a change in your usual hearing capacity, experience ear pain, discharge or ongoing issues with your ears that cause you concern, please see your GP or, if in Residential Care, notify the RN who can help support you to find the appropriate treatment.

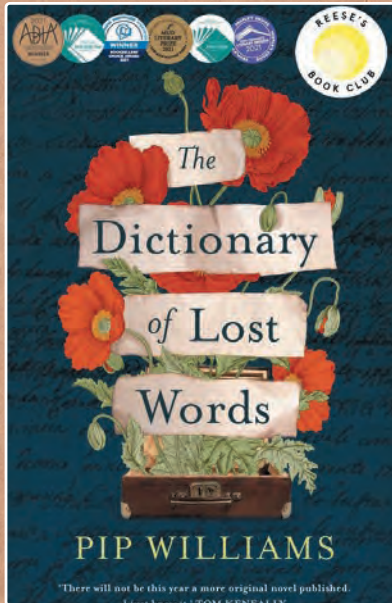
And remember the golden rule: "Nothing smaller than your elbow into your ear."





## Book Club

### The Dictionary of Lost Words by Pip Williams



Our latest read was the popular “The Dictionary of Lost Words” by Pip Williams.

The novel follows the publication of the first Oxford English Dictionary from the perspective of a young woman growing up in the male orbit of the editor and his assistants. Thousands of words were submitted to be considered. Esme soon learned that some words were more important than others, and it took her a long time to understand why. The author cleverly links the dictionary’s development, the women’s suffrage movement, and the Great War through Esme’s experiences. Inspired by actual events, the author has delved into the archives to tell a highly original but believable story.

It was good to share similar thoughts about the book. Some thought it slow to start but then enjoyed it. Others thought it “cosy”, “gentle” and a “lovely read” from beginning to end. It was appreciated that it was based on actual characters and events; the only fictional character being Esme, the main one. The book has won many awards, and deservedly so. The author has written another popular novel titled “The Bookbinder of Jericho”.

Our next read is “Sticks and Stones” by Katherine Firkin. This is billed as a terrifying, twisting debut from an exciting new voice in Australian crime fiction. The author will take us into the mind of a killer like no one else - we shall see.

Our next meeting is on Thursday 18 April.

Until then, happy reading!

Marion





# Crowley Auxiliary

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

The Crowley Care Auxiliary began with a great start to the year with our first raffle underway.

Easter is upon us! A beautiful basket of chocolate and savoury goodies is being raffled. Tickets are available at the front door of Crowley Care each weekend. We thank our lovely volunteers for their time on the weekend supporting our Auxiliary and all the wonderful visitors for their support. We trust you will all have enjoyed a Happy Easter with your families.

At our March meeting we welcomed Kelli Potts to share with us ideas for 2024. It is wonderful to work as a team in preparing for our activities. We will be following up with another raffle to support our Mother's Day Lunch which will be held Thursday 9 May.

The year seems to be moving very quickly. Keep this date free as once again a spectacular lunch and excellent entertainment is guaranteed.

We hope everyone is enjoying this beautiful weather and staying fit and healthy!

We look forward to welcoming everyone on Monday 22 April for our monthly meeting in the Education Centre at the Crowley Care facility.

Best wishes,  
Helen Cooney







Monday 11 March to  
Friday 22 March



Scavenger



Hunt



Seniors  
Festival  
11-13 March 2024



# From the IL Desk

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

Recently the Ballina Shire Council along with other NSW councils changed the rules for Green Organics Bins by “going back to basics”, making it easier for residents to use.

The Green Bins - Food Organics and Garden Organics (FOGO) Bins - should only be used for food scraps and garden waste. This means fibre-based materials are no longer accepted including paper towels, tissues, cardboard compostable packaging, and teabags.

Unfortunately, too many fibre-based products claim to be compostable but contain chemicals and substances that can harm the environment and our health.

By keeping these potentially harmful items out of our Green Organics Bins means we can create high quality commercial compost to support food production and soil health.

Everything that goes into the organics bin is turned into fertiliser and must be able to decompose. The organics bin is a weekly service.

### What is accepted in the Green Organics Bins

- Fruit and vegetable scraps
- Meat and bones
- Seafood and shells
- Pasta, bread, rice, and cereal
- Eggs and dairy products
- Loose tea leaves and coffee grinds
- Garden clippings
- Compostable lines that comply with AS47-2006 and paper used to wrap scraps

### What is not accepted in the Green Organics Bins

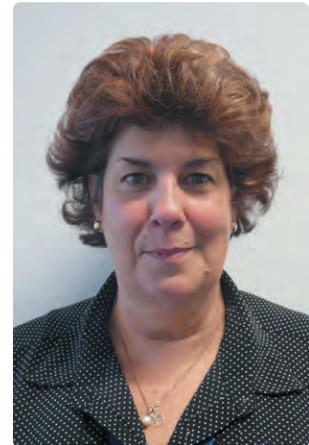
- Fibre based products (bamboo, cardboard, paper towels, serviettes or tissues)
- Tea bags
- Compostable or biodegradable products excluding AS4736
- Pet poo or poo bags
- Treated timber or large amounts of soil
- Vacuum cleaner dust
- Washing machine and dryer lint

### Handy Tips

- Store food waste in your freezer until the night before pick up (Crowley Tuesday evening)
- Wrap food waste in newspaper
- Try layering your food waste then garden waste in your bin

For Further information contact Ballina Shire Council on 1300 864 444 or visit [www.ballina.nsw.gov.au/3-bin-guide](http://www.ballina.nsw.gov.au/3-bin-guide)

The Crowley Green Organics Bins will have new replacement stickers to assist you.



## Daylight Saving

Remember daylight saving ends on Sunday 7 April 2024 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.





# ORGANICS



**fruit & vegetable scraps**



**meat, seafood & egg shells**



**bread, dairy & grains**



**grass & garden clippings**

- NO:**
- ⊘ packaging or containers
  - ⊘ pet poo or poo bags
  - ⊘ plastic bags or wrapping
  - ⊘ tea bags, serviettes or tissues
  - ⊘ treated timber or large amounts of soil



liners not required  
only use paper or  
100% compostable  
liners with this logo



[ballina.nsw.gov.au](http://ballina.nsw.gov.au)

**ballina**  
shire council



## New technology improves Home Care

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

Crowley Home Care has entered the digital age with the implementation of a new client management and rostering software known as 'Sandwai'.

The software helps us roster and keep track of the people we serve; their needs, and the services they receive.

### Why the change?

In a rapidly evolving world it's important to stay up to date with technology that connects our staff with clients via their mobile phones, so we remain effective in delivering services.

The previous software was outdated and the provider, Telstra Heath, retired its software functions as of 1 April 2024.

The new Sandwai software:

- Facilitates communication between Crowley staff, clients and our office team. Staff can quickly update client status, report changes in condition, and communicate with the Case Officers / Clinical Team in real time, allowing them to identify issues or concerns promptly
- Allows staff to access client documentation including support plans, medical history, preferences and medication requirements
- Enables staff to provide care tailored to each client's specific needs and preferences
- Offers robust reporting features which provide insights into our overall service

It's a bit like switching from an old slow car to a newer and more reliable model.

During the transition, the Crowley Home Care team have received training and IT support to help everyone adjust to the new system.

It's important for our clients to be aware that in the new software, the travel allocation between

each client service is now automatically calculated by Google Maps and staff may be arriving 5 - 10 minutes outside the commencement time.

Rest assured, staff remain for the full duration of your service time. Please call us on 1300 139 099 should there be a significant delay with staff arriving.

Moving forward, all client services and staff rosters are 'published' two weeks in advance. We aim to meet urgent requests for changes, such as wound care, yet may not be able to accommodate moving your planned service time or day within the current and future two-week period, with short notice, and you may have to cancel your service at no charge.

We will do our very best to look at requests and if a time frame becomes available, we will certainly let you know.

We understand clients have medical appointments that may impact on your service time and we request as much forewarning as possible.

Everyone has the right to request a change, so please speak with your Case Officer should you require a permanent change so we can plan, coordinate and meet your request and not adversely affect other clients.

Sandwai is an Australian based and owned company, and we are well supported with their team. Sandwai are in the process of developing a client app to allow clients or their carers to keep up to date with service times and staff attending as they occur on a mobile device.

Stay tuned... as our clients you are involved in this transition and we certainly need and request your feedback.









# How Long Since Your Last COVID Vaccination?

**René Lange**  
Risk Manager

Vaccination remains the most effective protection against severe illness, hospitalisation, and death from COVID-19.

The advice from the Australian Technical Advisory Group on Immunisation (ATAGI) recommends people aged 75 or older have a COVID-19 booster vaccination if it has been six months since your last COVID-19 vaccination or confirmed infection.

If unsure of your last COVID-19 vaccine dose or when you last had a COVID-19 infection, it is safe to get another.

If you think you might be eligible for a booster speak to one of our Registered Nurses or your Doctor about the COVID-19 booster.

For those aged 75 and older living independently, you can access a vaccine via your GP or local pharmacy.

## Your guide to COVID-19 vaccination in 2024

Ensure your ongoing protection against COVID-19 by understanding the latest vaccination guidelines for 2024:

• 75 years and older	Recommended every 6 months.
• 65 - 74 years	Recommended every 12 months. Can consider every 6 months.
• 18 - 64 years	<ul style="list-style-type: none"><li>• With severe immunocompromise: Recommended every 12 months. Can consider every 6 months.</li><li>• Without severe immunocompromise: Consider every 12 months.</li></ul>
• 5 - 17 years	<ul style="list-style-type: none"><li>• With severe immunocompromise: Consider every 12 months.</li><li>• Without severe immunocompromise: Not recommended.</li></ul>
• Under 5 years	Not recommended.

## The continued importance of COVID-19 vaccination

COVID-19 vaccination remains the best way to protect yourself from serious illness or death from COVID-19. Here's why it's still important to get vaccinated:

- Preventing severe illness: Vaccines are your best protection against severe illness, hospitalisation, and death from COVID-19
- Protection for everyone: Vaccinations are particularly important for those aged 75 years and over, or those with severe immunocompromise that increase their risk of severe COVID-19
- Keeping your guard up: Protection from COVID-19 wanes over time. Regular vaccinations, tailored to your age and health needs, ensure ongoing protection

As with all vaccinations, you are encouraged to discuss the vaccine options available with your health practitioner.





## Craft Corner

### How to make an autumn tree

#### What you need

- Leaf outline templates
- Scissors
- Paint and brushes
- Blu-Tack
- Crepe paper or cardboard

*You will require outlines of deciduous tree leaves such as liquid amber, sycamore, oak, maple.*

*Templates can be found on the internet; just do a google search "maple leaf" etc. Enlarge them so that each leaf fits neatly onto an A4 piece of paper. If the tracing is not clear, go on top with a black marker.*

#### Instructions

1. Print outlines of assorted autumn leaves on plain A4 paper.
2. Paint the leaves in autumn colours (reds, oranges, browns, yellows, etc).
3. Let it dry and then cut around with scissors.
4. Place them on a safe place until you have dozens upon dozens of them (50 or 60 leaves).
5. Make a trunk with crepe paper or cardboard in brown or green colour.
6. Find a wall or a door to assemble the tree.
7. Stick the trunk to the wall with Blu-Tack.
8. Once the trunk is in place, start sticking on the leaves (also with blue-tack).
9. Stand back and admire your work!





# Update from Maintenance

## Smoke alarm testing

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

Daylight saving concludes on 7 April and is the time for all of us to check the function of our 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 - 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.

### A few hints to maintain the smoke alarm

For those who can (or ask a friend or family member) 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 environment around it. Small particles in the air, such as dust fumes and small insects, scatter the light cell triggering 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 alarms and there is no sign of flame or smoke, a gentle push with a broom handle of the hush button 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.

For maintenance, please contact Crowley Reception or after hours use your INS pendant.

Crowley conducts routine testing of all Independent Living village smoke alarms on the conclusion and commencement of daylight saving. Terry from Maintenance will commence smoke alarm testing throughout the Village from 9 April.





## News from the Men's Shed

Another month has passed and our herbs are starting to look good, thanks to our new herb expert Ivan.

We've had a lot of plants donated to the Shed and we have a selection of plants and herbs for sale.

Plants and herbs are available for purchase during the Men's Shed Hours - Tuesdays and Thursdays from 9.00am to 12.00pm. Herbs displayed out the front are available every day of the week with payment being placed in the Honesty Box provided.

The Team are starting to work towards new ideas for toys, Christmas goods, and ornaments for our annual October sale. We hope to have photos marking our progress in the May issue of the Chatterbox.

We extend a warm welcome to any gentlemen who are new or old to Crowley to come along and have morning tea, see what we do, and maybe join the Team in the Shed.



## Flower of the Month

Daisies are the flowers for the month of April, symbolising new beginnings and joy.

Daisies are incredibly easy to grow, making them the perfect flower to plant this autumn, whether that be sowing seeds or potting seedlings.









## Hotel Services News

### Pop-up lost property

**Tony Baldwin**  
Hotel Services Manager

On Friday 8 March we held our first unmarked and lost property pop-up shop.

It turned out to be quite a social event and many residents came and claimed items that belonged to them which was fantastic to see.

We will have our next lost property pop-up shop on Friday 12 April – every second Friday of each month.





# Easy Cheesy Tomato Tart

## Ingredients

- 400g fresh ricotta, crumbled
- 150g haloumi, coarsely grated
- 1/4 cup fresh oregano leaves, chopped, plus extra, to sprinkle
- 1 lemon, rind finely grated
- 1 egg, lightly whisked
- 8 sheets filo pastry
- 1 tbsp almond meal
- 250g tomato medley mix, halved
- 1 large truss tomato, thinly sliced
- 1 tbsp extra virgin olive oil
- Salad leaves, to serve

## Instructions

Preheat oven to 200°C / 180°C fan forced. Line a large baking tray with baking paper. Place the ricotta, haloumi, oregano, lemon rind and egg in a large bowl. Season. Stir to combine.

Lay 1 filo sheet on prepared tray. Spray well with olive oil. Top with another sheet and spray with oil. Repeat with remaining filo to create a stack. Sprinkle with almond meal. Top with ricotta mixture, leaving a 4-5cm border. Top with tomatoes. Sprinkle with extra oregano. Fold in the filo border and spray with oil. Drizzle the tomatoes with extra virgin olive oil and season. Bake tart for 25-30 minutes or until golden and crisp. Serve with salad leaves.

Serves 6







## Chicken, Mint and Pea Frittata

### Ingredients

- 1 tbsp extra virgin olive oil
- 4 green onions, thinly sliced
- 2 garlic cloves, crushed
- 1 1/2 cups frozen peas
- 100g baby spinach
- 150g packet Steggles Just Eat It oven-roasted chicken slices
- 1/3 cup fresh mint leaves, roughly chopped, plus extra leaves to serve
- 2 tsp lemon rind, finely grated
- 6 eggs
- 1/2 cup reduced-fat milk
- 60g reduced-fat fetta, crumbled
- Crusty bread, to serve

### Instructions

Heat oil in a 23cm (base) flameproof, ovenproof frying pan over medium-high heat. Add onion and garlic. Cook, stirring occasionally, for 2 minutes or until onion has softened. Add peas and spinach. Cook, covered, for 2 minutes or until spinach begins to wilt. Add chicken, mint and lemon rind. Season with pepper. Cook for 2 minutes or until heated through.

Whisk eggs and milk together. Pour over mixture in pan. Lift and tilt pan to distribute egg mixture evenly. Sprinkle with fetta. Reduce heat to low. Cook for 8 to 10 minutes or until almost set (mixture will wobble slightly in the centre).

Meanwhile, preheat grill on high. Grill frittata for 3 minutes or until top is golden and mixture has set. Stand for 2 minutes. Sprinkle frittata with extra mint leaves and serve with crusty bread.



## How is Aged Care Funded?

**Shannon Allen**  
Finance Manager

There's lots of misinformation about the costs associated with aged care, and it is complex.

To help, we thought we should do a series of information pieces in this and coming editions of the Chatterbox.

This month we start in the area of residential aged care. Crowley is a not-for-profit provider of aged care services including Residential Care. So how do fees in residential aged care work?

### Government

The Australian Government subsidises aged care homes across Australia to provide affordable, accessible care. Residential Care subsidies and supplements are paid directly to your aged care home.

The amount the government contributes is based on an assessment of your ongoing care needs once you have entered care. In addition, if your means assessment shows you have less capacity to pay, the government will contribute more.

### Resident

As a resident what fees might I have to pay?

There are a number of costs associated with permanent care in an aged care home.

### Care costs

- **Basic daily fee:** An amount that everyone pays for the day-to-day services they receive at the aged care home
- **Means-tested care fee:** A contribution that some people pay toward the cost of their care, determined by a means assessment
- **Accommodation costs:** An amount that some people pay to contribute towards or cover the full costs of their room and all things that come with it, depending on their means assessment

The **basic daily fee** paid by everyone is set by the government and based on 85% of the full Age Pension, updated on 20 March and 20 September each year. The current rate is \$61.96\* per day, or \$22,615.40 per year.

The **means-tested care fee** is an extra contribution that some people pay, as determined through a means assessment. It is an ongoing fee towards the cost of your personal and clinical care.

The means-tested care fee is different for everyone, and not everyone will have to pay it. If you do need to pay it, Services Australia will let you and your provider know the amount once you enter care. Your means tested care fee does not remain fixed when you enter an aged care home; it can change over time.

A resident on a part-pension or a self-funded retiree should expect to pay a means-tested fee.

Residents may be exempt from paying a means-tested fee if they have income and assets below relevant thresholds.

The most a resident can be asked to pay as a means-tested care fee is capped at an amount indexed on 20 March and 20 September each year. The current annual cap is \$33,309.29\*.

There is also a lifetime means-tested fee cap (which also includes any income-tested fees paid towards a Home Care Package). This cap is currently \$79,942.44\*.

Based on current thresholds the most a person can be asked to pay per year for their care is \$55,924.69. The maximum basic daily care fee of \$22,615.40 and the means tested care fee of \$33,309.29.

### Accommodation Costs

A more detailed explanation of these costs will be discussed next month's edition of The Chatterbox. Stay tuned.



Reference: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)  
"Schedule of Fees and Charges for Residential and Home Care".







## Human Resources

### Shannon Wilson Human Resource Manager

Dear Crowley residents, family, and staff,  
I'm excited to introduce myself to you all. My name is Shannon Wilson, and I joined Crowley Care as the HR Manager in mid-January.

Although I've worked in HR for more than 10 years, I've previously only worked within the K-12 independent education sector, so aged care is an entirely new adventure I'm thoroughly enjoying.

Despite the differences, I'm finding there are parallels between education and aged care. Providing services to support individuals while they navigate the pivotal and influential time of childhood mirrors the reverential and impactful time experienced in the elder years and I feel honoured to be of service in both journeys.

Often people don't quite know what human resources practitioners are or what they do within the organisation.

It can be quite a broad job, depending on the organisation and the role within it, HR can vary accordingly. Essentially, I support all staff across their employment lifecycle, specifically to do their best work, and I support the business in this aim by assisting in the development, implementation and / or maintenance of the systems of work, policies and procedures, rewards and recognition, and, recruitment and retention strategies that align with the organisation's strategy, values, and mission.

And it's this variation, opportunity for creativity, and the holistic nature of HR that I love. No system within an organisation operates independently and HR gets to see how all the variant pieces weave together across the business.



### A little about me

I'm Canadian by birth, born and raised in Vancouver, British Columbia. I moved to Australia just before COVID in May 2019 with my husband and young son.

Since then, we've added a little girl to our family. Our children, Oren and Isla, are aged nine and two. I love to travel, and my husband Brendan and I hope to instil this love in our children.

Among some shorter travel stints, our largest to date was backpacking across South America with our three-year-old for eight months - visiting Peru, Bolivia, Argentina, Brazil, Uruguay, and Columbia. It was an amazing adventure and I hope to have many more around the world.

I look forward to meeting more residents and staff as I integrate within Crowley. So far, it's been a pleasure and, with how lovely everyone's been so far, I don't expect that to change.





## A Safe Place for All

It's World Day for Safety and Health at Work on 28 April

Crowley's commitment to safety underpins our culture of care and our mission to provide inspirational living experiences for our residents and clients.

And equally important, our commitment to safety extends to our staff.

The most common hazards and risks to workers' health and safety in aged care include:

- Muscular stress and injury
- Slips, trips, and falls
- Work-related stress
- Workplace violence and aggression

Crowley has processes and procedures in place to protect both our workers and our residents and clients.

Our manual handling procedures direct staff to lift and move residents and clients, equipment and furniture in a manner that protects everyone and our staff will enact these as needed to ensure safety.

We have a number of other policies and procedures to support our workers to enjoy a safe and healthy environment in all capacities. As always, residents and clients are welcome and encouraged to provide feedback – whether positive or constructive – at any time, for any reason, in this context, to help support a safe and healthy environment.

Safety is everyone's business, and everyone has the opportunity to create and support a safe and healthy environment for all.



## Focus on Quality

### 2024 Residents' Experience Survey commencement

**Michelle Golding**  
Quality Manager

The Australian Government's 2024 Residents' Experience Survey is conducted annually at all Government funded aged care homes between February and October.

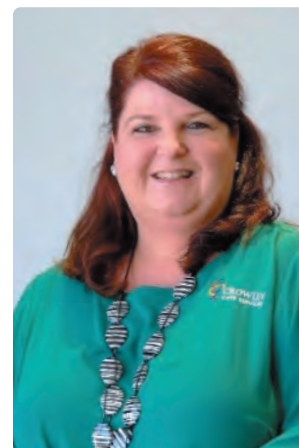
The survey is managed by an independent third-party survey team on behalf of the Government.

The annual survey is an opportunity for residents to share their experiences and views about the care they receive and to inform our quality improvement activities. This survey contributes to Crowley Care's Star Rating on the My Aged Care website.

The survey can take between 10 to 30 minutes to complete and all feedback shared by residents during the survey remains anonymous.

#### Questions include:

1. Do staff treat you with respect?
2. Do you feel safe here?
3. Is the place well run?
4. Do you get the care you need?
5. Do staff know what they are doing?
6. Are you encouraged to do as much as possible for yourself?
7. Do staff explain things to you?
8. Do you like the food here?
9. Do staff follow up when you raise things with them?
10. Are staff kind and caring?
11. Do you have a say in your daily activities?
12. How likely are you to recommend this residential aged care home to someone?
13. What would you say is the best thing about this service?
14. What is one thing you would suggest as an improvement at this service?



Australian Government  
Department of Health and Aged Care

## Residents' Experience Survey

A guide for older people in residential aged care

Further information is available from [www.health.gov.au/our-work/residents-experience-surveys](http://www.health.gov.au/our-work/residents-experience-surveys) or you can find resources at Reception.



# Making Feedback Flow

## Mandatory Training

**Michelle Golding**  
Quality Manager

Crowley's Mandatory Training program is regularly evaluated and is continuously being improved from feedback received from staff.

All staff attend this program annually and this year's program has been refreshed and includes the following sessions:

- Getting to Know Crowley
- Infection Control and Handwashing
- Aged Care Quality Standards
- SIRS Serious Incident Response Scheme
- Fire Safety
- Workplace Bullying and Harassment
- Staying Safe at Work

Our 2023 Mandatory Training program was rated 4.35 stars out of 5 and this is some of the feedback we received:

- Manual handling was absolutely brilliant
- Shorter program is much better
- All well done
- Bingo was a good way to understand the standards
- It was a great training
- Today's training was more enjoyable than I expected
- Well organised
- Exceeded my expectations
- Great interaction with different areas of the business
- Refreshing new information
- Well presented by each spokesperson in their experience of knowledge
- I was very happy with today and it was put together well for new employees
- Well organised and interactive



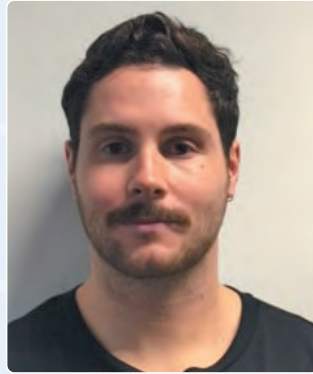


# Welcome to Team Crowley

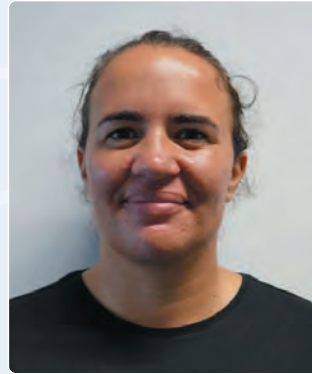
Say hello to the newest members of Team Crowley



**Candice**  
Home Care



**Nick**  
Home Care



**Tanya**  
Home Care



**Caleb**  
Hotel Services



**Kerry**  
Hotel Services



**Mollie**  
Residential Care



# 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 in the Feedback Boxes located in Reception and the Banksia Dining Room
2. **Send** us an email to [info@crowley.org.au](mailto:info@crowley.org.au) or
3. **Call** us on 1300 139 099



# Mother's Day Quiz

Can you guess the answers to these riddles?

**1** Endearment term for Earth

.....

**2** She fetched her poor dog a bone

.....

**3** Who is Carrie Fischer's mother?

.....

**4** A head nun

.....

**5** She fell in love with her employer and raised his seven children

.....

**6** Alcoholic spirit known as "Mother's Ruin"

.....

**7** What cake is traditionally made on Mother's Day?

.....

**8** Which film has a computer called Mother?

.....

**9** In the TV series 'Bewitched', what is the name of Tabitha's mother?

.....

**10** Which animal has the longest gestation period?

.....

**11** Melanie Griffiths' mother featured in Hitchcock's 'The Birds'. What was her name?

.....

**12** Bart Simpson's mother

.....

**13** Name the Beatles song with this phrase: 'Mother Mary comes to me'?

.....

**14** What was the mother's name in the TV series 'The Flintstones'?

.....

**15** Which band recorded the hit song "Sylvia's Mother" in 1972?

.....

**16** Name the musical that is based on the songs of ABBA

.....

**17** What does the term 'mother sauce' mean in the culinary world?

.....

**18** Elvis Presley sings this song in honour of his mother

.....

**19** Finish this song line: "When I was just a little girl, I asked my mother, what will I be?"

.....

**20** Ten words can be made with the letters within the word 'Mother' can you think of some?

.....

.....

.....

.....



# Easter Quiz

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

**1** Who is always late in Alice in Wonderland?  
**The white rabbit**

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

**3** What is the Easter Bilby?  
**Australian bandicoot with rabbit-like ears**

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

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

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

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

**8** Name the 1979 satirically biblical film by Monty Python?  
**The Life of Brian**

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

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

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

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

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

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

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

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

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

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

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

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



# 'Round the Traps'

Easter hat making



## 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)  
000

Ballina District Hospital  
6620 6400

St Francis Xavier Parish  
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.