

# the chatterbox

NEWS FROM CROWLEY CARE

APRIL 2025



## 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
- 08 Last Month at Crowley**  
Get the fresh scoop on the goings on
- 21 Independent Living News**  
What's been happening in the village
- 26 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
- 31 Meet Team Crowley**  
Meet the newest members of the Crowley team
- 34 Focus on Quality**  
News from behind the scenes of Crowley
- 36 Feedback and Comments**  
Compliments and recommendations from you
- 38 Games Corner**  
Try your hand at these mind melting quizzes!

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### Cover photo

Marcia and Pauline enjoying the St Patrick's Day festivities





## A Moment with our CEO

Hello everyone,

In this Chatterbox you'll find an article about our wonderful Men's Shed and their productive activities that support our community in many ways.

The benefits of men's sheds are well documented and many. They improve the health and wellbeing of our men, provide a place to socialise and are a sanctuary for our men to learn through meaningful activities. A wonderful example of re-enabling our menfolk who provide a meaningful contribution to Crowley Care.

From the creation of bespoke items, to woodworking and special projects, our Men's Shed is a hive of activity. Their Crowley Show Day contribution, where they profile and sell their creations, is just one aspect of their output. Every week you'll find our Men's Shed crew working away, quietly achieving. You can support our Men's Shed by visiting them, commissioning and purchasing their items, or simply by dropping by the Shed for a chat.

I'd like to pay tribute to Helen Cooney, who for the past six years was the President of the Crowley Auxiliary, which is known for its generosity, fundraising and incredible support for our residents and community. Helen was a great leader of the Auxiliary, inspiring members with clear goals. Under her leadership, the Auxiliary went from strength to strength. Helen said she became involved in the Auxiliary because she was motivated to give back to Crowley Care. She was grateful for the care her mother received as a resident at Crowley. We thank Helen for her wonderful contribution as Auxiliary President. She continues supporting as an active member of the Auxiliary.

And finally, during the build-up to Cyclone Alfred, our Emergency Management Team swung into action once again, behind the scenes. Their preparation, planning and communication were exemplary.

Luckily, we did not have to use the full extent of the Emergency Plan but it is comforting to know the Team were ready for all eventualities. Following the recent floods and cyclone our Emergency Management Team is well-practised and we received lots of positive feedback from our community relating to their communication about our Emergency Action Plans. A big shout out to our staff too, some of whom went above and beyond during the cyclone period to ensure our residents continued to receive the highest quality care, comfort and support. Truly inspiring!



Very best,

A handwritten signature in black ink, which appears to read "Michael Penhey". The signature is written in a cursive, flowing style.

Michael Penhey

## Catch Up with Kelli

**Kelli Potts**  
Deputy Chief Executive Officer

This month in Chatterbox you will see that we held the Blessing of our Lighthouse wing. Lighthouse is a special part of Crowley Residential Care. It is a secure memory support unit that caters specifically for residents with dementia who are mobile and may have a tendency to wander away from the facility, exposing them to the risk of an unplanned absence from care.

The refurbishment of this area has been designed specifically to cater for these residents and their needs with individually identifiable rooms, two common lounge areas and a large garden area for walking and staying active.

Thoughtful environmental design is good for all of us. We all benefit from living and working in functional, aesthetically pleasing and sustainable environments that incorporate both building and interior design, some specific to the needs of a particular cohort and others just for general use.

Aged care design is very important for all of our residents as each of them will have their own challenges, abilities and interests. As we age our ability to rely on our senses diminishes, this is not necessarily just for older people, science has shown the amount of light we need to see well starts to decline as early as ten years of age. People with dementia are particularly susceptible to the effects of these changes where the physical environment can mean the difference between them continuing to socialise, maintain autonomy and minimise confusion or distress.

I have spoken before about the way we have worked at Crowley to incorporate the new aged care design principles into the refurbishment of Lighthouse. Of course, working with existing buildings is more challenging than a new building that can be designed from scratch. It may mean that not all of the principles and guidelines can be implemented, however, just a few of these improvements can still make a difference.

We feel we have managed to achieve most of the principles in Lighthouse and proud that we were able to showcase the Lighthouse refurbishment project at the International Dementia Conference in 2024.



The four key principles of aged care design for people with dementia, focus on:

**Principle 1 - Enable the Person** To support people living in a place that maintains their health, wellbeing and sense of identity.

**Principle 2 - Cultivate a Home** To create a familiar environment in which people have privacy, control and feel they belong.

**Principle 3 - Access the Outdoors** To support people seeing, accessing and spending time outdoors in contact with nature.

**Principle 4 - Connect with Community** To encourage people to connect with family, friends and community, continuing to participate in meaningful activities.

We thank Father Peter for making the Blessing of Lighthouse a special morning for the residents and their families. Seeing the residents and families connecting and enjoying their home brings the value of quality design to life.

Kelli ☺



## Lighthouse Blessing

The residents, families, and staff of Lighthouse gathered together for the official blessing of the Lighthouse Wing. Conducted by our Parish Priest Father Peter Padsungay.



## Pastoral Care from our Parish

### Fr Peter and Fr Anselm

Pope Francis has designated this year 2025 as a Jubilee Year of Hope! A jubilee year is a rich tradition within the Church that is celebrated every twenty-five years. The theme for this special year is: "Pilgrims of Hope."

In a world that is assaulted with darkness and disillusionment, we, as members of the body of Christ, the Church, are called, in this Jubilee Year, to be bearers of hope, proclaimers of the Good News!

Throughout the Jubilee Year, we are called to imitate Jesus. By participating in the Liturgy, praying, reflecting on the Word of God, and our willingness to serve the poor and marginalised, we will discover ourselves growing in holiness and imitating the Lord in this Jubilee Year. As we are sent forth as pilgrims filled with hope – we are reminded that it is a hope that is to be cherished and shared!

Today, with the celebration of Easter, we usher in the Jubilee Year of Hope. Easter brings hope, symbolising the triumph of good over evil, inner light over spiritual darkness, and love over fear. On Easter, not only did Jesus die for our sins, but rose again, defeating sin and death for all time.

This brings us much hope because, though our lives are full of sorrow and pain, sickness and unwanted diagnoses, death and betrayal, Jesus' death brings us hope in the midst of the messiness of life. Because of the death and resurrection of Jesus, we can boldly proclaim the truth that Paul proclaims in Romans: "For I consider that the sufferings of this present time are not worth comparing with the glory that is going to be revealed to us" (8:18). We have a hope awaiting us in heaven that infinitely outshines the suffering and pain that we might experience here. The resurrection of Jesus confirms hope for us. This is what sustains us in times of suffering and doubt.



Throughout this season of Easter and this Jubilee Year of Hope, let us reach out to those who have lost hope: their hope in God, in the Church, and the hope they have lost within their hearts! Let us truly be: Pilgrims of Hope! Happy Easter!

"The great gift of Easter is hope." - Basil C. Hume

*Fr Peter Padsungay and Fr Anselm Okeke*



# Easter Dress Up

Residents and staff are invited to dress in Easter shirts and headwear.

Thursday 17 to  
Monday 21 April

**Please note:** Appropriate Easter clothing, name tags, and regulation shoes must be worn by ALL staff.





## St Patrick's Day Celebrations

Embracing the luck of the Irish... Overflowing with greenery, smiles, and joy!













# Senior's Festival

## Time to Shine!

This year the theme of Senior's Festival was 'Time to Shine'. Activities focused on seeing our resident's 'shine'. There were shining moments throughout the facility, gratitude walls, the most amazing photo booth, laughter yoga, craft, storytelling circles and classic movies.













# Senior's Festival

Shining memories of gratitude, accomplishments, and proud moments

## John

I graduated from University as a GP and soon joined the Royal Flying Doctors, based in South Australia, covering a lot of outback areas. I saw a lot of different ailments ranging from assisting with childbirth to farm accidents. My career has been varied and satisfying. Early in my GP years, I even identified a different strain of meningitis.

## Jeanette

I was married at 21 and we set up home in Tamworth NSW. We were lucky to be blessed with a daughter and a son who both now live in the local area. I'm very lucky to have four beautiful grandkids.

## Elaine

I was very involved in ballroom dancing in my youth including entering into competitions. I even went to London to compete. During the war, fabric for dresses was extremely hard to come by. After the war, I gave up dancing to start a family. We were blessed with three daughters and now have 10 grandchildren.

## Margaret

I am 97 this year, 2025. I was born in Bangalow, a beautiful town, in 1928. I went to school at Saint Kevin's school and church. I was married there. Had four children, all married there also. I have 13 grandchildren and 29 great-grandchildren. They all come and see me and take me out and also ring me. I am so blessed and thankful for such a good life God has given me.

## Viv

I began scuba diving when I was 16 and went on to be recognised as the first and youngest female scuba diver in Australia. Back then it was a very male dominated sport. Through my association with different sports, I was selected to be a torch bearer for the 2000 Sydney Olympics. A very proud moment in my life.

## Larelle

I am grateful for life and sharing it with others. I am proud of the work I have done with the Sisters of Mercy. It has helped me through.

## Grace

I am grateful for a religious life. That is what has kept me going. I am proud of how my work with the Sisters of Mercy has touched and helped the lives of others.

## Marcia

I was born in QLD but moved to Maclean when Mum and Dad decided that's where we would next live. I have one brother and one sister. I lived my whole life in Maclean when I met and married a local boy. We raised three girls and one boy. I only moved from Maclean when I came to Crowley six months ago.

## Bev

I have lived here for 12 years and appreciate all that has been done for me. In the past, I have done a lot of craft work and really enjoyed it.

### **Diana**

I was born and raised in Sydney and moved to this area with my three kids. I've lived at Crowley for a few months now and am enjoying the company of other residents. I love spending time with my kids and grandkids who live in the local area.

### **June**

I appreciate what has been done for me. Everyone has been very good helping me to be more mobile.

### **Kevin and Betty**

We have been here for two years. Our greatest achievement was having a family and going on our overseas trip to Ireland where Kevin originated from. Kevin's greatest achievement is meeting and marrying Betty. We are happy with everything that has been done for us.

### **Brian**

Gratitude: chances to do what we've done (caravan park, bus business, valuer).  
Proud moment: getting married to a good sort.  
Accomplishment: rapid promotion during career.

### **Mavis**

My greatest accomplishment is raising four children to be caring, responsible, and loving people. I have also been a part of my 13 grandchildren's lives. I also volunteered with many charitable organisations with my husband, Basil. I am grateful for having my family visit and for being healthy at 95 years of age!

### **Terry**

Very happy and appreciative of all that has been done for us.

### **Angelina**

Gratitude: for my family (three children), and my son-in-law who has always been there to help me.

Accomplishment: I became the proud owner of 'Angelina's' Fashion Boutique in Lismore. I loved going to work every day and providing beautiful clothes, that I had handpicked in Sydney, to the women of Lismore and surrounds. I had many women who returned often because they knew I could find them a garment for a special occasion.

### **Barry**

Gratitude: good health, good family, great holidays.

Accomplishment: successful butcher shops in Sydney.

Proud moment: golf and bowls awards in Ballina.

### **Eric**

Gratitude: 73 years of marriage, gratitude to Crowley for care of late wife, two daughters, eight grandchildren, and 12 great-grandchildren. 39 years of service in NSW Police, including Chief Investigator National Crime Authority, and Foundation Director of Drug and Law Enforcement Agency.

Achievement: Assistant Commissioner NSW Police. Retired May 1990.

### **Gwenda**

Gratitude: for good health, good facilities.

Accomplishment: financial and achieving my independence.

Proud moment: three lovely children, three grandchildren, managing an intellectual disabilities service.

### **Wes**

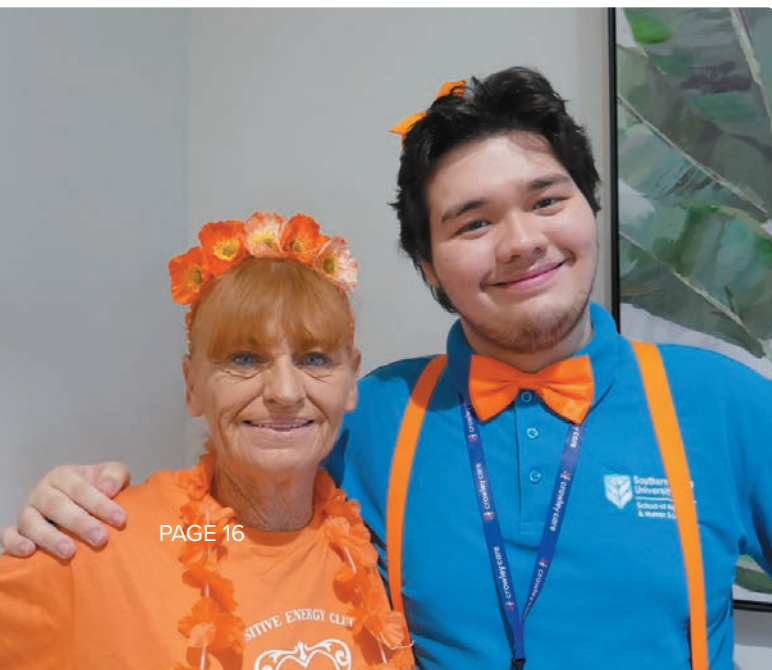
Gratitude: being with family and friends.

Accomplishment: achieved several promotions in AWA.

Proud moment: only ever had one employer.

# Harmony Week

Celebrating Crowley's cultural diversity and inclusivity, all with a touch of orange!









# Crowley Auxiliary

**Margaret Savage**  
**Crowley Auxiliary President**

Hello, my name is Margaret Savage. I am the new President of the Crowley Care Auxiliary taking over from Helen Cooney – WHAT BIG SHOES TO FILL!

The Executive, with the exception of Helen (Helen is staying on as a member of the Auxiliary) and the addition of our new Treasurer, are the same team as we have been for the past seven years. Let me introduce you to your new Executive:

- President:** Margaret Savage
- Vice President:** Maureen Ayton
- Secretary:** Margaret Ellis
- Treasurer:** Pamela Scott-Toms

Our new member and new treasurer, (talk about jumping in at the deep end) Pamela has returned to Ballina after spending the last 30 years in Brisbane. Some of you might remember Doug’s Deli. Pamela and her husband ran the Deli for many years before spreading their wings and heading for a new life in Brisbane. When you see Pamela around, please introduce yourself and maybe reminisce about the good old days when we had a ‘proper’ Deli in town.

- Assistance Secretary:** Joanne (Jo) Paulsen
- Assistance Treasurer:** Nancy O’Reilly

Our Auxiliary members are often selling raffle tickets outside in the Crowley Plaza most Saturdays and Sundays. We would love to meet as many of the Crowley community as we can, so please come and say hello and have a chat.

We had our combined monthly meeting and AGM in February and we are looking forward to planning our functions and raffles for 2025.

At our next meeting on Monday 28 April, we will be finalising our plans for our popular Mother’s Day Luncheon to be held on Thursday 8 May, featuring the “Headliners” as the entertainment.

I would like to invite you to come along to our next meeting on Monday 28 April at 3.00pm in the Education Centre.

The meeting does not usually take too long, and then we sit around having a chat (which usually is longer than the meeting). The best part of the afternoon is, of course, the scrumptious afternoon tea provided by Crowley Hotel Services, Tony and his staff.

Hope to see you on 28 April.





CROWLEY CARE AUXILIARY

# *Annual Mother's Day*

# LUNCHEON

**Thursday 8 May 2025**  
**Crowley Activity Centre**  
**11.30am – 3.00pm**  
**\$55 per person**  
**BYO Drinks**

Please RSVP and pay via cash or card  
at Crowley Reception by Friday 2 May

PLEASE ALSO PROVIDE ANY SPECIAL DIETARY REQUIREMENTS

## **TICKETS INCLUDE:**

Delicious 3 Course Meal  
1 X Entry into The Lucky Door Prize  
Live Entertainment

PARKING IS AVAILABLE IN THE VISITOR CAR PARK ON CROWLEY DRIVE





# What Is Person-Centred Care?

**Meredith Pryke**  
**Executive Manager Care Services**



There are many phrases referred to when we talk about the expectations on the quality of care delivered for residents and clients.

The Aged Care Quality and Safety Commission’s guidance to all care providers is to ensure that the care delivered is based around the Person-Centred Care principles.

Person-Centred Care is widely recognised as a foundation to safe high-quality health care. Providers are to ensure the care older people receive is tailored to their individual needs, goals, and preferences by placing them at the centre of all services and decisions made by the older person.

planning as part of the partner in care model.

- Clients and residents are given choice in the services provided such as menu or service times
- Client and resident feedback is welcomed, acknowledged and responded to
- Clients and residents are supported when making decisions around their care when there are risks involved, referred to as Dignity of Risk

**Some examples of Crowley Care’s Person-Centred Care:**

- Clients and residents’ individual beliefs, values, needs and choices are respected
- Each client and resident, along with their families, are involved in their ongoing care

Care planning is an evolving and continuous conversation and the staff at Crowley are committed to continuing to work with all of you.

## Strengthened Aged Care Quality Standards





## From the IL Desk

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

A huge thank you for your cooperation during our recent weather event, "Cyclone Alfred".

We were very fortunate to come out the other end with no major issues. During these events it can be very unsettling for all and thanks again for your trust in our Emergency Plan.

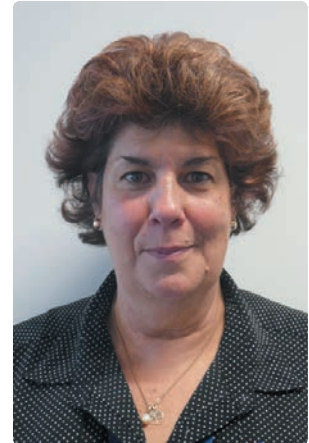
We will be following up during the next month on updating our contact details to ensure your family and friends are kept up to date with our communications during these events.

One of our learnings is that residents should store their Emergency / Hospital Bag in a handy spot (linen or bedroom cupboard) if required in the future.

During March we celebrated Seniors Festival, our theme was 'Time to Shine'. One of the activities we held was an afternoon session of Laughter Yoga, which was a lot of fun.

The residents who attended shared their experience as "enlightening to their mood" as well as enjoying each other's company with a cuppa and a piece of cake!

Laughter Yoga is beneficial to your physical, mental, and emotional health.



# DAYLIGHT SAVING ENDS



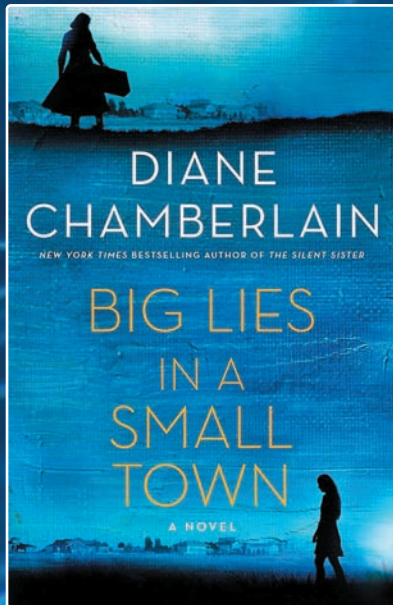
Remember daylight saving ends on  
**Sunday 6 April 2025** at 2am and  
we turn our clocks back.

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



## Book Club

### Big Lies in a Small Town by Diane Chamberlain



Our latest read was “Big Lies in a Small Town” by Diane Chamberlain.

Morgan’s life is derailed when she begins a three-year sentence for a crime she did not commit.

Her dream of a career in the arts is put on hold until a visitor makes her an offer that will see her released immediately.

Her assignment – to restore an old mural. What she finds under the layers of grime is a painting that tells the story of madness, violence and a conspiracy of small-town secrets.

In a parallel story, Anna wins a contest to paint a mural. She doesn’t expect to find herself immersed in a town where prejudices run deep and people hide secrets.

The story is told in two different timelines with alternating chapters, revealing secret after secret and lie after lie, until they ultimately merge in a most heart-warming way.

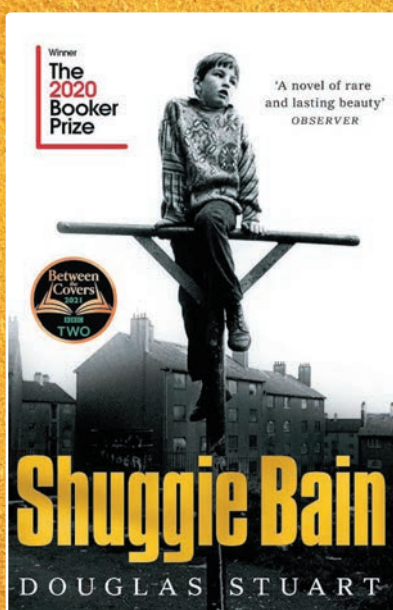
Most enjoyed the story. The dual storyline did not deter from the enjoyment as it had in other reads. The story had it all – drama, racism, mystery, crime, history, absorbing characters, and plenty of shock value. Apart from Morgan and Anna, there were other characters with their own stories. However, for some, the links between the characters were just too cute.

Our next read is “Shuggie Bain” by Douglas Stuart. It is an epic portrayal of a working-class family in 1980’s Glasgow. It lays bare the ruthlessness of poverty, the limits of love and the hollowness of pride.

Our next meeting is on Thursday 17 April.

Until then, happy reading!

Marion





## Craft Corner

### How to make recycled roll bunny treat holders

#### What you need

- 2 recycled paper rolls per person (toilet paper rolls or cut kitchen paper rolls)
- Paints and brushes
- Pencil or marker
- Scissors
- Cotton balls
- Glue
- Small Easter eggs

#### Instructions

1. Each participant paints their toilet paper rolls, choosing a single color or a multicolored design.
2. Once dry, flatten one roll and draw a simple bunny outline using a reference photo.
3. Keeping the roll flattened, carefully cut along the outline without cutting all the way through - this keeps the roll intact.
4. From the second roll, cut out bunny ears and, if desired, a carrot or egg shape.
5. Glue the ears onto the bunny shape and attach a cotton ball for the tail.
6. Add painted details such as eyes, whiskers, and paws.
7. Fill the bunny with small Easter eggs for a festive surprise!





**CROWLEY CARE**

# ANZAC DAY SERVICE

*Lest We Forget*



THURSDAY  
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



## News from The Men's Shed

Greetings to all from the happy band at the Crowley Men's Shed.

Nice to see the sun again after an exciting wet and windy week. It appears we have weathered the storm without major damage.

The team of willing workers at the Men's Shed has been completing repairs to items of furniture etc as requested by residents and friends. We are also continuing to work on various projects of interest and for sale.

The herbs and plants survived the wild weather and are available for purchase when the shed is manned or by the honesty box at the front of the shed at other times.

As always, we are grateful for the donation of items suitable for repair and refurbishment prior to sale. We remain grateful for donations of wood – solid, laminated or ply preferred.

A reminder that the shed is open Tuesday and Thursday from 9 am to 12 noon and we welcome all (who wish) to come and buy or offer ideas for items for us to construct.





# Update from Maintenance

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

## Air conditioning systems

Our air conditioning contractors completed the six-monthly service throughout the Residential Care buildings. Carrying out the service every six months ensures the systems' electrical terminals are not loose, gas pressures are correct, drainage lines are not blocked, and filters are cleaned, with indoor wall units identified and deep cleaned. Outdoor condenser units that power the indoor units are cleaned to prevent the build-up of dirt and leaf debris.

We also monitor the condition of the systems to be proactive in determining the time for replacement.

Serpentine and Missingham wings air conditioning systems are ducted with metal ductwork passing from one fire compartment into another. At this point, there are dampers which are tested annually to ensure the fire dampers shut down and to prevent the spread of fire. The results are documented and the Fire Annual Statement which is submitted to the Local Council.

## What's Albie J doing?

There are over two hundred different types of mobile equipment items throughout our Residential Care building. Mobile equipment is serviced every six months to ensure ease of operation. Below, Albie is working on a kitchen trolley, which are inspected by the food authority for cleanliness and maintenance.





## Hotel Services News

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

Easter Sunday at Barneys Café, the special on that day will be a Southern Fried Chicken Burger served with Fries.

On Mother's Day, we will hold our first pop-up restaurant of the year in Barney's Café – more details to come.

On Thursday 13 March, we celebrated Hospitality Workers in Healthcare Day. I would like to thank all of the Hotel Services team for the fantastic effort they all put in each day.





# Healthy Fish Cakes

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## Ingredients

- 300g broccoli, cut into florets
- 400g skinless firm white fish fillets, chopped
- 400g can butter beans, rinsed, drained
- 1 tbsp wholegrain mustard
- 2 tbsp chopped fresh dill
- 2 tbsp chopped fresh continental parsley leaves
- 2 tsp finely grated lemon rind
- 90g (1 cup) rolled oats
- 1 tbsp extra virgin olive oil
- 120g mixed salad leaves
- ½ avocado, chopped
- Lemon wedges, to serve

## Instructions

Steam, boil or microwave the broccoli until tender. Drain.

Transfer the broccoli to a food processor. Add fish, beans, mustard, dill and parsley. Process until well combined, keeping some texture. Season. Use damp hands to shape mixture into 8 fish cakes. Place oats on a plate and press fish cakes into oats to lightly coat.

Heat oil in a large non-stick frying pan over medium heat. Cook fish cakes, in 2 batches if necessary, for 3-4 minutes each side or until golden and cooked through. Serve with the salad leaves, avocado and lemon wedges.

Serves 4







Serves 6

## Beef Goulash Pot Roast

### Ingredients

- 1 tbsp extra virgin olive oil
- 1.5kg beef blade roast
- 1 brown onion, chopped
- 2 celery stalks, chopped
- 2 dried bay leaves
- 2 red capsicums, chopped
- 2 garlic cloves, crushed
- 3 tsp smoked paprika
- 1 tsp caraway seeds
- 1 tbsp plain flour
- 2 tbsp tomato paste
- 400g can crushed tomatoes
- 1½ cups Massel beef style liquid stock
- 700g white baby potatoes (see notes)
- 2 tbsp chopped fresh chives
- ¾ cup sour cream
- Crusty bread, to serve (optional)

### Instructions

Heat oil in a large heavy-based saucepan over medium-high heat. Add beef. Cook, turning, for 10 minutes or until browned all over. Transfer to a plate.

Add onion, celery and bay leaves to pan. Cook, stirring, for 5 minutes or until onion softens. Add capsicum, garlic, paprika and seeds. Cook, stirring, for 30 seconds or until fragrant. Add flour. Stir to coat. Add tomato paste. Stir to combine. Add crushed tomato and stock. Bring to a simmer. Season.

Return beef to pan. Cover. Reduce heat to medium-low. Simmer for 1 hour 30 minutes. Turn beef. Arrange potatoes around beef (see notes). Cover. Cook for 1 hour or until beef and potatoes are tender. Sprinkle with chives. Serve with sour cream and bread, if using.



# Cyclone Alfred

## A look at our village risk management

**René Lange**  
Risk Manager

The safety and well-being of our residents are always our top priority.

When Tropical Cyclone Alfred approached, we were fortunate our village did not sustain significant damage or flooding. It served as a reminder of the importance of our emergency preparedness systems.

Our Emergency Management Committee came together and, with the amazing help of our staff, acted swiftly and efficiently, ensuring our village was prepared for any eventuality.

We made the decision to prepare for potential evacuation well in advance, taking the necessary steps to communicate with residents and ensure they knew the procedures should the need arise.

Thankfully, the worst of the storm passed without incident. These experiences provide opportunities to review our ongoing risk management strategy.

### Annual safety inspections and evacuation exercises

As part of the regulatory requirements for retirement villages, we conduct an annual safety inspection to assess and address potential risks across the village. This inspection is a crucial part of our commitment to maintaining a safe and secure environment for all residents. It ensures we are proactively identifying and addressing safety hazards or issues that may arise.

In addition, we are required to conduct an evacuation exercise each year. This exercise is designed to test our emergency response procedures and ensure everyone in the village is familiar with what to do in the event of an actual emergency. We strongly encourage residents to participate in these exercises, as it helps them become more comfortable with the evacuation process and the location of their emergency assembly area.

### Communication and preparedness: key to safety

Effective communication is a cornerstone of any emergency response. In the lead-up to the cyclone, we ensured all residents were informed about the potential risks, the actions being taken, and what they could expect. We also encouraged residents to prepare to evacuate by packing their emergency bags with

clothing, medications, and other essentials. It was very pleasing to see so many take this advice. The level of preparedness of our residents was wonderful.

### Importance of up-to-date contact information

One crucial lesson from the cyclone experience is the importance of having up-to-date contact information for both residents and their emergency contacts. In the event of an emergency it is essential we can quickly reach out to both residents and their families to provide updates and instructions. This is especially important when faced with a situation that makes it unsafe for our staff to doorknock. We encourage all residents to review and update their contact details regularly, including emergency contacts, so we can ensure swift communication when it matters most.

### Ongoing commitment to safety

The event underscores the importance of continuous preparedness. Our team will continue to review and update our emergency procedures to ensure we are ready for any future events.

We also encourage residents and their families to discuss their own individual emergency plans. Many residents chose to go home to family or friends for example. Evacuation centres offer an important refuge during emergencies but do not cater for the specific needs of older residents.

In times of uncertainty, the peace of mind that comes from knowing that safety measures are in place cannot be overstated. We remain committed to providing a secure and supportive environment for all our residents.

As an Independent Living resident, if you have any questions or need assistance updating your contact information, please don't hesitate to reach out to Jenny or Radania.





# Welcome to Team Crowley

Say hello to the newest members of Team Crowley



**Cecily-Anne (Zan)**  
Residential Care



**Reena**  
Residential Care



**Pawan**  
Residential Care



**Dionne**  
Residential Care



**Kathy**  
Home Care



**Shannon**  
Home Care



**Justin**  
Maintenance



**Tim**  
ICT



## Our Diverse Workforce

### Nattihep (Teppy) Kerdkanchanapoka

**Shannon Wilson**  
**Human Resource Manager**

This month, we're excited to introduce Nattihep (Teppy) Kerdkanchanapoka. You might notice Teppy in the hallways of Crowley – he's always donning a big smile.

If you see Teppy in the hallways, please say hello!

#### **What's your role at Crowley?**

Cleaner for Crowley.

#### **When did you start with us?**

In 2022.

#### **Where were you born? And what brought you to Australia? When did you move here?**

I was born in Thailand and moved to Australia from Bangkok in 2018 to be with my sister. She lives in this area. I arrived first in Byron Bay and lived there for three months. I then moved to Mullumbimby and lived there for about a year before moving to Ballina. Before Crowley, I worked at a farm and then in a Thai restaurant. I studied English for the first year.



#### **What did you do for work in Thailand before you moved to Australia?**

In Thailand I made jewellery – earrings, necklaces, everything and we used diamonds and precious stones. It was a good job; I worked there for 25 years.

#### **What's been the hardest adjustment you've experienced so far?**

English has been the hardest adjustment for me. Not speaking English made it hard to do anything when I first arrived.

#### **What's been a big change culturally for you?**

I had to change everything when I moved to Australia – my work, my language. I worked with Aussies and had to learn everything from them – what to do and how to do it. The style is very different here.



**What have you noticed is different culturally between Australia and Thailand?**

Daily life is very different here; it's easier here. In Thailand, everyone is very competitive. There's a lot of people and not a lot of space.

**What tips do you have for someone that's just moved to Australia to help them integrate and enjoy their move?**

I would help teach them about daily life in Australia, help them find a job, and help them with the language – it's so difficult, especially from Thailand. I would also help them connect with others in the community.

**How do you like working at Crowley?**

I love my job, I love Crowley. I like to work and here I get to do many jobs. Everyone is so friendly here, I love everyone.

**If I ever travel to Thailand, what's something I shouldn't miss out on or make sure that I see?**

Go see the tourist attractions. In the centre of Bangkok is The Temple of the Emerald Buddha (Wat Phra Kaew) [located in the Grand Palace].



**What do you miss most about Thailand?**

I miss my family and my cousins. I got to visit them last year.

**How do you say hello or thank you in Thai?**

In Thai, to say 'hello', if you are a woman, you say 'S̄wạs̄dī Kha', but you say 'S̄wạs̄dī Khrab' if you are a man.

To say, 'thank you', for a woman, you say 'K̄hxbkhun Kha', and for a man, you say 'K̄hxbkhun Khrab'

In Thailand, we say 'hello' and 'thank you' and put our hands together in a prayer position. This is a sign that we respect everyone. Thailand is a Buddhist country.

*Thank you Teppy for your willingness to share a little bit about your culture and experiences in Australia.*





## Focus on Quality

**Michelle Golding**  
Quality Manager

-Crowley recently participated in the Aged Care Quality and Safety Commissions Menu and Mealtime Review Program. This program provided us with a wonderful opportunity to prepare for the introduction of the new Standard 6 Food and Nutrition.

The review was completed by a qualified Dietitian from Plena Healthcare who provided some lovely feedback –

*“Your residents are so well cared for.”*

*“Crowley does this very well.”*

*“Your facility is beautiful.”*

*“I tried the food and thought it tasted very nice.”*

The assessment of the menu and mealtime experience consisted of three sections; assessment against the Aged Care Quality Standards, expert feedback on the nutritional value of the menu, and mealtime experience.

**Below is a summary of our strengths:**

- Malnutrition screening used and conducted regularly
- Positive dining environment, staff were highly attentive to resident’s needs
- Minimal repetition in the menu (variety of different flavours, ingredients, dishes on the menu)
- Great presentation of the meals, including texture-modified meals using moulded shapes
- Portion size of the meals served in line with recommended serving size
- Most food groups met through meals daily
- Texture-modified meals were highly palatable
- Very diverse range of snacks for all diet textures
- Extensive ‘24/7’ menu and options through kitchenettes
- Great range of finger foods



This proactive approach, like all reviews, resulted in the identification of improvements. Crowley is committed to continually enhancing our care, services, processes, and systems, as well as the outcomes for our stakeholders. We will prioritise and address these improvements and look forward to sharing them with you next month.

## Moving Into Aged Care

**Belinda Coombs**  
Finance Manager

Transitioning a loved one into residential aged care is a significant step, and it comes with many considerations – especially when it comes to understanding the financial side of things. Let's face it, aged care finances can feel like balancing the books without a calculator!

From accommodation payments to daily care fees, means assessments, and more, the process can get complicated quickly. While we love a challenge, this is one area where guessing isn't the best strategy.

If you're moving into an aged care home for permanent care, you may need to pay a means-tested care fee and accommodation costs. Your income and assets will need to be assessed by Services Australia to determine whether you need to pay the means-tested care fee, how much it will be, and if the Australian Government will contribute to your accommodation costs.

That's why seeking professional financial advice is incredibly valuable, especially if your loved one is not on a pension.

The details of asset thresholds and income-tested fees can be complex, and it's easy to miss fine print that makes a big

difference. While we're here to guide and support you, please note that Crowley is unable to provide financial advice.

Think of a financial adviser as the GPS for your financial journey, helping you navigate the maze of numbers and regulations without getting lost. To get an initial idea of what fees might apply, you can use the fee estimator tool available at: [www.myagedcare.gov.au/how-much-will-i-pay](http://www.myagedcare.gov.au/how-much-will-i-pay)



With love (and calculator in hand)



# myagedcare



## Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

In our recent Independent Living Survey, residents were asked to provide feedback on various aspects including staff, management, safety and security, living environment, social activities and community life, communication and information, and facilities. The satisfaction rate for 2024 was 91%.

We also asked our residents to share what we have done particularly well at Crowley over the past 12 months. Please see the comments below:

- Keeping the lawns and garden beautiful and tidy.
- Movies and BBQs.
- Everything has been great.
- Attended to our calls for repairs and safety.
- Kept high living – standards and safety.
- Maintained a wonderful standard in aged care.
- Bring me meals.
- Communication (improved).
- As always – maintain regular contact with me to check on my wellbeing.
- Home Care services.
- Christmas party.
- Providing the care and conversation if we really need it.
- Most things.
- Attractive lawns and gardens, Show Day – brilliant, jacaranda festival – best ever.
- I do really appreciate the fact that Crowley invites feedback. I appreciate that Crowley goes to a lot of trouble to involve residents in activities – and to offer a range of choices to suit different personalities and interests.
- Looked after us.
- Communication and activities.
- Carols in the Plaza.
- Kept the grounds in good condition and well maintained. Kept us informed via the social events calendar and the Chatterbox.
- Most things.
- Always clean and maintained well. Staff at reception are very polite and friendly.
- Nothing really changed.
- You do everything well – I love living in Crowley and I talk about it to people outside of Crowley.
- Everything we need.
- We abide order.
- Had all gardens well looked after.
- Answering any questions I have promptly. Bus outings. Care of gardens.
- I enjoy the musical entertainment you organise with the luncheons.
- Show Day, Christmas carols, BBQ days.
- Maintained the gardens and surrounds so well.
- The Christmas lunch was exceptional, you could not experience better anywhere.
- Show Day, shopping bus, bus trips.
- You have a good “finger on the pulse”.
- Organising and running of the village.
- Maintenance personnel – excellent.
- Can’t think of ‘special’ in the last 12 months – all is really well done, ongoing, thank you.
- Everything.

*Thank you to all our residents who participated in this survey. We truly value your feedback.*

# 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



# Multiple Choice Easter Quiz

Circle which answer you think is correct!

- |  |  |
|--|--|
| <b>1</b> What is the bunny a symbol of in many cultures?<br>a. Fertility, b. The countryside                                       | <b>11</b> Which bunny is known for saying: "What's up, Doc?"<br>a. Roger Rabbit, b. Bugs Bunny   |
| <b>2</b> What is a popular tradition for Christian children on Easter?<br>a. Hunting for eggs, b. Going fishing                    | <b>12</b> What food is traditionally eaten on Shrove Tuesday?<br>a. Pancakes, b. Fish and chips  |
| <b>3</b> What is a female rabbit called?<br>a. A bunny, b. A doe   | <b>13</b> What is the name of the traditional Easter bun?<br>a. Plain bun, b. Hot cross bun  |
| <b>4</b> Which movie starring Judy Garland has 'Easter' in its title?<br>a. The Easter Bunny is Coming to Town<br>b. Easter Parade | <b>14</b> Name two sweet foods commonly eaten at Easter.<br>a. Candyfloss and sour plums<br>b. Chocolate and marshmallows                                |
| <b>5</b> What colour does the Christian Church traditionally use during Easter?<br>a. White, b. Yellow                             | <b>15</b> On which day of the week did the 'Last Supper' take place?<br>a. Thursday, b. Tuesday  |
| <b>6</b> Which country started the tradition of the Easter Bunny?<br>a. Germany, b. Brazil   | <b>16</b> What baby animals are popular symbols at Easter?<br>a. Chicks and lambs, b. Salmon and calves  |
| <b>7</b> Lent, the period leading up to Easter, lasts for how many days?<br>a. 40 days, b. 12 days                                 | <b>17</b> In popular folklore, what are you supposed to wear at Easter?<br>a. New clothes, b. New watch  |
| <b>8</b> Carl Faberge is famous for what?<br>a. Creating jewelled eggs<br>b. Being a world-famous chocolatier                      | <b>18</b> What does the term 'Pentecost' refer to?<br>a. The seventh Sunday after Easter<br>b. A British park where kids roll Easter eggs                |
| <b>9</b> What do girls traditionally wear on their heads at Easter?<br>a. Wigs, b. Bonnets   | <b>19</b> In the Bible, who betrayed Jesus just before his crucifixion?<br>a. Judas, b. John   |
| <b>10</b> How long does it take to boil an egg?<br>a. 7 minutes, b. 17 minutes   | <b>20</b> How did Easter Island get its name?<br>a. It was discovered on Easter Sunday, 1772<br>b. They accidentally made Easter eggs that became famous |

## Fill the Blank: Cooking Actions Answers

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

- |           |                               |           |                                |
|-----------|-------------------------------|-----------|--------------------------------|
| <b>1</b>  | Knead the <b>Dough</b>        | <b>19</b> | Brew the <b>Coffee</b>         |
| <b>2</b>  | Sauté the <b>Onions</b>       | <b>20</b> | Chill the <b>Dough</b>         |
| <b>3</b>  | Slice the <b>Tomatoes</b>     | <b>21</b> | Melt the <b>Butter</b>         |
| <b>4</b>  | Carve the <b>Turkey</b>       | <b>22</b> | Toss the <b>Salad</b>          |
| <b>5</b>  | Beat the <b>Egg</b>           | <b>23</b> | Sift the <b>Flour</b>          |
| <b>6</b>  | Spread the <b>Frosting</b>    | <b>24</b> | Chop the <b>Onions</b>         |
| <b>7</b>  | Open the <b>Can</b>           | <b>25</b> | Mix the <b>Batter</b>          |
| <b>8</b>  | Fry the <b>Bacon</b>          | <b>26</b> | Boil the <b>Water</b>          |
| <b>9</b>  | Grill the <b>Steak</b>        | <b>27</b> | Grease the <b>Pan</b>          |
| <b>10</b> | Peel the <b>Potatoes</b>      | <b>28</b> | Bake the <b>Cookies</b>        |
| <b>11</b> | Brown the <b>Meat</b>         | <b>29</b> | Crack the <b>Eggs</b>          |
| <b>12</b> | Fold in the <b>Egg whites</b> | <b>30</b> | Toast the <b>Bread</b>         |
| <b>13</b> | Whip the <b>Cream</b>         | <b>31</b> | Flip the <b>Pancakes</b>       |
| <b>14</b> | Baste the <b>Meat</b>         | <b>32</b> | Frost the <b>Cake</b>          |
| <b>15</b> | Cut the <b>Cake</b>           | <b>33</b> | Dissolve the <b>Sugar</b>      |
| <b>16</b> | Roll the <b>Dough</b>         | <b>34</b> | Scrape the <b>Bowl</b>         |
| <b>17</b> | Pit the <b>Cherries</b>       | <b>35</b> | Measure the <b>Ingredients</b> |
| <b>18</b> | Scramble the <b>Eggs</b>      | <b>36</b> | Grate the <b>Cheese</b>        |



# 'Round the Traps'

Hospitality Workers Day



## 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.