

the chatterbox

NEWS FROM CROWLEY CARE

AUGUST 2021



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Cover photo

Grace and Larelle enjoying Australia's Biggest Morning Tea



A Moment with our CEO

Hello everyone,

Protecting our community

In these seesaw COVID times a huge thank you to everyone as we continue keeping our residents, staff and visitors safe.

I'm sure you're aware Crowley is required to abide by an extensive array of government compliance obligations relating to COVID-19. Each day our staff enact the health directives imposed by the government and the vast majority of our families and visitors fully understand and accept this.

Crowley staff are on the front-line doing an amazing job keeping us all safe within these imposed regulations. They are doing their best to make the process as easy, as transparent and as comfortable as possible. And whilst I know at times these restrictions can be a bit frustrating, please keep in mind the protections are there for good reason and for us all.

Due to the current Sydney outbreak, aged care facilities across the State are back to tighter restrictions at the moment in terms of visitations. And whilst it's challenging, I believe if we support each other and are able to accept these imposed conditions, it will reduce the stress and anxiety our community might be experiencing.

The good news is that we are receiving great feedback on our technology that continues to support our residents and families to connect remotely with their loved ones. I think it's fair to say in this last year we've all become much better at technology enabled social platforms. And whilst they can never replace face-to-face get-togethers, they are serving a purpose in these unusual times.



Vaccination update

It's great news our Residential Care residents who elected to be vaccinated are now fully vaccinated. There are significant benefits to this in terms of better protection levels of our residents against the most serious consequences of COVID-19.



Recently I wrote to families advising that the National Cabinet has made it mandatory for residential care workers to be vaccinated with their first dose by 17 September. We look forward to the government support to enable this to happen and in the meantime, Crowley continues to encourage all our staff to be vaccinated. I know this has rightly been a concern for families.

Aged Care Employee Day

This year, more than any other, I'm sure you will join me in celebrating our forthcoming Aged Care Employee Day with the theme Thanks for Caring. And more than ever Crowley staff deserve to be recognised. And not just on this special day, but every day! Our staff continually turn up to work with a smile on their faces to provide and care for others. That Crowley smile, which goes such a long way, is infectious with the power to make someone's day. It's who we are.

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Kelli Potts
Executive Manager Operations and Finance

Pandemic Fatigue

Pandemic fatigue is real and many Australians are experiencing it. And while we all experience fatigue in different ways, it's possible to counter its effects.

Understandably some of us are feeling stressed, fearful, and more irritable as a result of the pandemic. And many of us may not even be aware it's affecting us.

The National Mental Health Commission has developed resources to help you look out for signs of fatigue, sharing the steps you can take to be kind to yourself and overcome these feelings. There is no doubt every Australian has had to endure a lot as a result of COVID-19.

When we put 2020 behind us many of us envisaged 2021 would be a fresh start. We found the courage to support ourselves, our loved ones and our communities through many hardships last year (including bush fires, floods, restricted travel, isolation from families), but it's a bit different this time as many of us are running close to empty emotionally and mentally.

The National Mental Health Commission and mental health services are united in urging all Australians to take practical steps to maintain their mental wellbeing. It includes reaching out to others, finding ways to keep connected and exercising. All of these things Crowley has fully committed to this past year through a range of activities to support the wellbeing of our residents and community.

So, it's important to be aware of pandemic fatigue in ourselves and in those around us, so we can take proactive opportunities to maintain our wellbeing.

'The values of Kindness, Respect and Understanding cost so little yet have such powerful impacts that last for a very long time.'

If you go to www.mentalhealthcommission.gov.au/pandemicfatigue there are resources and self-care tips to help you manage these difficult pandemic times.

Kelli ☺





Pandemic Fatigue

While we can all experience pandemic fatigue in different ways, it is possible to counter its effects. Look out for some of these signs in yourself and those around you and take practical steps to be kind to yourself, stay connected, check in with each other, and seek professional support when needed.

Some of the feelings and behaviours you, or someone you know may be experiencing include:

- Tiredness
- Frustration
- Low in energy
- Restlessness
- Irritability
- Hopelessness
- Difficulty looking forward to tomorrow
- Dread
- Not wanting to be with others
- Increased use of alcohol or other substances
- Lack of enthusiasm for things you would normally enjoy

Some of the most effective ways to overcome these feelings include:

- Identify and practice self-care strategies that work for you 
- Keep kids communicating  Let children know it is ok to be worried, and talk it out
- Get sweaty  Exercise is great for mental health
- Reach out  To those who may not have connections
- Follow facts  from trusted sources
- Take a break  Do the things you've been putting off for a rainy day

If at any time you feel overwhelmed by any feelings, it is important that you talk to someone you trust. A GP, family member or friend, or make contact with any of the services (available 24/7) below:

Coronavirus Mental Wellbeing Support Services: 1800 512 348

Lifeline: 13 11 14

Kids Helpline: 1800 551 800

www.headtohealth.gov.au

Pastoral Care from our Parish

Fr Peter and Fr Anselm

Eight steps to happiness

Attending a wedding for the first time, a little girl whispered to her mother, "Why is the bride dressed in white?" The mother replied, "Because white is the colour of happiness, and today is the happiest day of her life." The child thought about this for a moment then said, "So why is the groom wearing black?" (Anon).

"Everyone seeks happiness. This is without exception. Whatever different means they employ, they all tend to this end". (Paschal Blaise) Again, one of the ancient philosophers Aristotle observes that everything people do 24 hours a day, 7 days a week, is what they believe will bring them happiness in one form or another. We all want to be happy. However, with the ongoing global pandemic, one might be tempted to ask, is there ultimate happiness? Yes, the happiness we find in Jesus Christ is ultimate and everlasting. In the face of challenges and struggles, let us turn to the Beatitudes (Mt 5:1-12). In the Beatitudes, Jesus gives us a prescription for genuine happiness, a prescription for the blessedness which we will inspire and accompany us in this difficult time. The term beatitude comes from the Latin noun *beatitudo* which means "happiness". Jesus gives us eight steps to happiness in the Beatitudes.

Firstly, Jesus tells us that if we are to be happy we are to be poor in spirit. That doesn't mean going broke but being poor in spirit is admitting that we are absolutely nothing without God and that everything we have comes from God. Humility might be a better word to describe it.

The second step is a bit contradictory, we might conclude that mourning is not a happy experience so how could Jesus say that mourners are blessed. What Jesus meant is "blessed are those who are sorry for their sins and the sins of others".



The third step to happiness, Jesus urges us to be meek and gentle. We live in a world of violence, we daily witness violence on our streets, violence in our homes, and even cyber violence, "Might is Right" is a slogan we often hear. But Jesus teaches us that if we want to be happy, the way forward is by being gentle and meek, not by throwing our weight around, not overcoming violence with violence.

Jesus said in the **fourth step** that we will be happy when we hunger and thirst for what is right. This is not necessary to be a human rights activist but when we treat the other individual with profound respect and dignity. When we uphold human dignity and respect the rights of each individual, we are bringing happiness to ourselves and the world in general.

In the fifth step, Jesus said being merciful is a way to achieve happiness and blessedness. Everyone knows it is difficult to forgive, and the bigger the hurt the more difficult it is to forgive and it may take longer until we can bring ourselves to forgive. Forgiveness brings inner healing and happiness that is why it is a highly recommended step for happiness. Try this step if there is anyone that needs your forgiveness or if you think that you need someone's forgiveness as well.

The sixth step is about holiness, Jesus said the pure in heart are blessed. This doesn't mean just not entertaining impure thoughts rather being pure in heart is living as Christians as prescribed by the Scripture, the love of God and humanity.

In the seventh step, Jesus said we are happy when we work for peace. We all long for peace but Jesus said the peacemakers and not just those who long for peace will be blessed. We need to make peace within our families, between neighbours, the wider community, and among nations for where there is peace, there is love.

Lastly, the eighth step. This century has witnessed more persecution of Christians across the globe. Sometimes people will persecute us because we are followers of Jesus. If we want to be happy, we should never give up on following Jesus.

Put together, these eight steps of happiness are, humility, compassion, meekness, doing what is right, mercy, purity, peacemaking, and courage. Our happiness has no price. It cannot be bought. It is not an app that we can download on our smartphones, Happiness does not come from things we possess or from doing whatever we want rather, true happiness can only be found in the love of Jesus.

Dear brothers and sisters in Christ, in these challenging times, let us turn to Jesus our brother and dear friend to draw strength and happiness. God bless you all and stay safe.

Fr Peter and Fr Anselm



Out and About

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



Having fun with one of the many interactive, projected games on the Tovertafel table



Val with some of her beautiful craft work she has kindly donated for our craft sales.



Dot and Vera enjoying some retail therapy at our Craft Sale. If you are looking for some winter woollies, a gift or just something to spoil yourself with come and check out our bi-monthly craft sale.





Jim celebrating 100 years young! What a milestone Jim ... you're amazing.



Jim and Les, friends for many years



Ivan, Ken and George looking back in time at a fabulous coin collection. Most interesting as we see less and less of these in circulation as the world heads more toward a cashless society.







Artistic Therapy

Art and craft programs are many and varied on the Leisure & Lifestyle Calendar. Designed to incorporate various interests, complement upcoming events or simply to try something new, creative or fun.

Art and craft can help to stimulate the senses, boost mood and trigger positive memories. It can also provide meaning, purpose, focus and improve co-ordination and fine motor skills in a social environment with like-minded people.

It's wonderful to see the looks of satisfaction and accomplishment of those trying something new.





Marketing and Events

Sarah McMahon
Marketing and Events Coordinator

Heal Country

NAIDOC Week is in the first week of July and celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

The week is a great opportunity to participate in activities that support our local Aboriginal and Torres Strait Islander community and at Crowley we did just that. Our residents enjoyed NAIDOC craft, dreamtime stories and learning about the History of Ballina's Aboriginal culture.

NAIDOC Week 2021 calls for all of us to continue to seek greater protections for our lands, our waters, our sacred sites and our cultural heritage from exploitation, desecration, and destruction.



Vote Now - Recognise our staff

Voting for Crowley Staff recognition closes Friday 6 August.

Have you come across a Crowley Staff Member who has gone above and beyond or who you have seen supporting our Crowley community in an exceptional way?

We would love to receive your nomination for a staff member who you think deserves a little bit of extra recognition for a job well done.

Email nominations to smcmahon@crowley.org.au

Alternatively, complete a nomination form at Reception and pop it in the submission box.



Medications Made Easy

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

In mid-July our Nursing and Care Team began transitioning to Phase One of a new electronic medication system, known as Bestmed. It provides our staff and residents with a compliant, secure solution for the preparation, administration, and supply of our medications to residents.

Up until this change over our staff have spent considerable time communicating changes to pharmacy via faxes, phone calls and emails. When a GP came to review a resident and made changes to their medications, there were often up to 15 different steps involved before that resident could receive the actual tablet safely. This was in addition to the need to pack the medication at the pharmacy end and ensure a smooth changeover of supply. This led to some delays in starting and receiving medications that could have been commenced earlier.

Many staff and residents have provided feedback over the years regarding the time the staff spend administering medications every 24 hours. Once the staff are familiar with using the system, it will allow them more time to focus on individual residents rather than on multiple medication rounds and changes each day. Medication errors will be reduced and safety for residents enhanced.

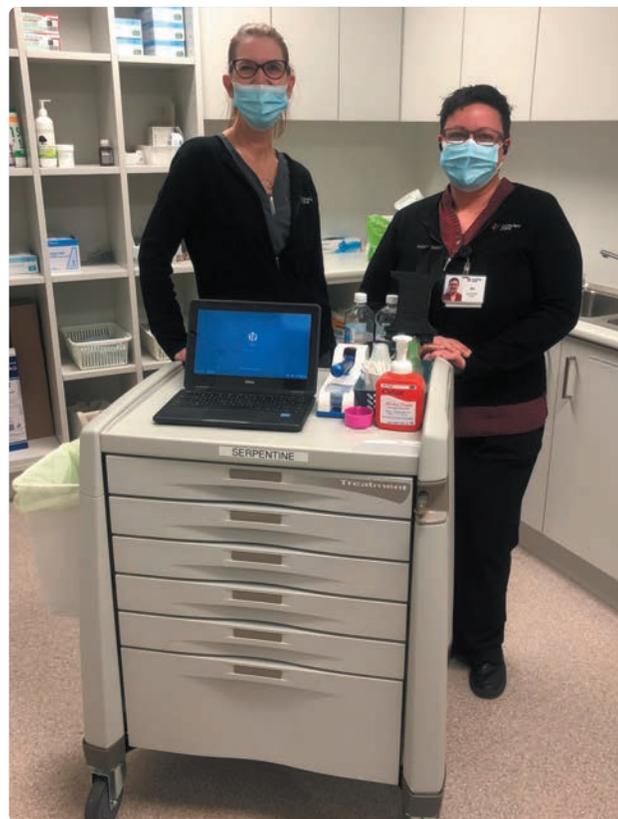
In addition to the care staff and nursing staff gaining back precious time each day, the Clinical Support Team have for several years had the onerous task of manually gathering medication data to ensure compliance with the various reporting requirements. With the introduction of our Bestmed program, we can now access all the auditing data relating to medications electronically.



Phase Two of the implementation, anticipated in late July, will be the Bestdoctor System which allows the resident's GP to communicate any medication changes to both the pharmacy and the staff at the same time. GP's will be able to access blood pressure and vital signs readings as soon as they are entered by the nursing staff. They will also be able to see any occasions where medications may have been refused or when stock has not been available. We hope that this will ultimately lead to many medications being rationalised and reduced for residents.

Over time, we are aiming to have a completely paperless medication system (e-charting) at Crowley. The whole Aged Care Industry is waiting eagerly for the government to finalise electronic prescribing for General Practitioners and Nurse Practitioners, which will allow prescribers to chart medications via the computer and further reduce the risk of error and save many practitioners time with writing out prescriptions.

Our Team in Residential Care have done an amazing job adapting to the new system in the first week and working alongside our pharmacy partners.



The Demon Dementia



Each day of this long journey continues
But there is no destination or conclusion

As I watch you slowly leave me I am always searching for glimpses
of the man you once were Only to find this mind-altering disease Has
quietly and insidiously taken a hold of you

For one so strong and intelligent it makes no sense I know you try
to reach me with your memories But sadly the present is a distant
memory As you struggle to remember day to day occurrences I sense
your frustration as you grapple with reality

Often seeing or hearing something that becomes your now I look
forward to my visits with you Only to find my emotions and tears
getting the better of me

As I try to remind you of those close to you While you believe those
passed are still here I look at you sometimes and wonder at your
thoughts

And feel a sense of injustice as you try to use your phone And
remember how I depended on you To fix anything technological,
which has become your nightmare

Our moments together cannot be underestimated I look into your
eyes, once dark pools And see a void that cannot be filled I will
always remember your words of love during this time And your ability
to express what you could not before

This terrible disease is slowly robbing you Of the life you could have
had We are growing old together, but not the way we envisaged
Luckily you still know who I am We have a bumpy road ahead of us
But I will always be by your side.

By Annie Abegg

Caring for the Carers

Anne Moehead Clinical Support (Nurse Practitioner)

As I read Annie Abegg's reflection of her journey with John, it swells much emotion inside me and I ask myself 'how the Crowley family can support her during this most challenging journey'. We can start with the obligation to encircle her with our strength and care, as well as all of the carers of our residents.

Dementia is an insidious and progressive disease that robs us of the person whom we love and know so well. Over time, the person with dementia will experience changes in how they communicate, remember, think and manage day-to-day tasks. It is not possible to say exactly how long a person will live with dementia or how their dementia will progress. For many people changes happen gradually and there may be time to adjust.

Tom Kitwood identified a number of fundamental psychological and social human needs. These human needs have to be met for us all, in order to maintain a good sense of well-being. He developed the idea of person-centred care. His model, shows that when caring for, and supporting people with dementia, we must remember six psychological needs: **love, comfort, identity, occupation, inclusion, and attachment.**

Everyone has these needs, including carers, and when we care for someone who is living with dementia, we need to ensure that we take the time to fulfill these needs and be very mindful of them.

Grief - the process of adjusting

Adjusting to the changes that dementia brings is a process. It can affect each of us personally in many different ways – emotionally, mentally, physically, and spiritually. Sometimes we can feel that we are managing well and at other times we can be surprised by strong feelings. These can include anger, guilt, frustration and resentment. This process of adjustment is similar to that of grieving – except that the person is still with you.

Such feelings are a normal part of the process of grieving. But it is important to realise that you may be under a great deal of stress and to seek emotional support for yourself.

Grief surges

A grief surge is a sudden feeling of being overwhelmed, a literal hit of grief. This sudden jolt of grief seems to come out of nowhere and strikes a frightening deep pain at all levels. Something as simple as a sound, smell, picture, or phrase can bring on a grief surge. Anniversaries, holidays, birthdays etc can also trigger grief surges.

What helps

When you experience a grief surge, try not to panic, acknowledge your feelings, seek support and know that this will pass. It is a normal, though at times a difficult part of the grieving process

- Try to take it easy until you feel your energy levels rise again.
- Be kind to yourself, take things slowly and try to ensure that you have plenty of support from family and friends.
- Speak to the staff and explain what you are feeling and how we can help.
- Try to develop new interests and hobbies that you would enjoy and reach out to friends you enjoy spending time with.
- Maintain your visits within your ability, you will not be judged if there are days you are unable to visit.
- You will gradually build a life for yourself that includes visits and you will work out the frequency and length of visits that works for you.
- Remember that there is no 'right' or 'wrong' way to feel. You experience your own feelings in your own way, and no one has the right to tell you how you should feel.

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Boost your immunity

August is usually a time when we get that last blast of coldness as Winter ends and we get ready for Spring. It's a great time to boost your immunity.

Healthy diet

Eating a well-balanced diet including whole grains, lean meats, fish, poultry, legumes, nuts and seeds, herbs and spices, and plenty of fresh fruits and vegetables, are essential to boosting your immune system. Plus having an optimum intake of foods rich in vitamin C helps strengthen our immune system, keeping our body healthy.

Exercise

Physical activity is important to keep one fit throughout the cold weather. A daily routine of yoga or any form of physical activity like walking will help keep you warm and boosts the immune system, improving your defence against seasonal ailments like flu and colds. Enjoying the outdoors and soaking in warm sun gives our body the Vitamin D essential for maintaining health and immunity. Vitamin D also regulates your mood.

Skin trouble

Cold weather damages skin resulting in dry, and itchy skin, chapped lips, and cracked heels. Skin care is a must especially in the colder months. This includes keeping your skin hydrated by moisturising, applying sun protection creams, and increasing your intake of water.

Water

Drink the required amount of water – six to ten glasses every day and stay hydrated. Water helps clean our system and remove toxins, carry nutrients to the body cells and helps balance body fluid.

Sleep

A good amount of sleep helps keep the body's immune system stay healthy, eliminates stress hormone cortisol, and burns calories. Sleep is a non-negotiable factor for maintaining good health.

Hygiene

Maintain good hygiene. Wash hands to keep the bacteria and viruses to stop spreads of germs. And remember, to keep our community safe, stay at home if you are unwell.

Regular health checks

Regular checks with your medical practitioner are important during the colder months. The colder weather triggers health problems like asthma, flu, sore throat, painful joints, and increased risk of heart attacks. Whilst low temperatures also contribute to a rise in blood pressure putting more pressure on your heart. Preventive health check-ups are the best way to beat winter diseases and enjoy good health even in the chilled weather. Having your annual flu vaccine also helps.

Clothing

Wear comfortable warm clothes to keep you warm when you go out. Now is the time to think about the last blast as we move into the warmer weather of Spring.



You are Invited

David Crosby Customer Service Manager

Independent Living Resident and Red Cross volunteer, Sandra Baldwin, together with her fellow member of the Tintenbar Red Cross Branch are hosting a fundraiser event this month.

Crowley Independent Living Residents are invited to attend the event to be held Thursday 19 August.

Following a morning tea, attendees will enjoy "Respect", a biographical musical drama film based on the life of American singer Aretha Franklin.

Morning Tea will be available from 10am, and the movie to commence at 10.30am.

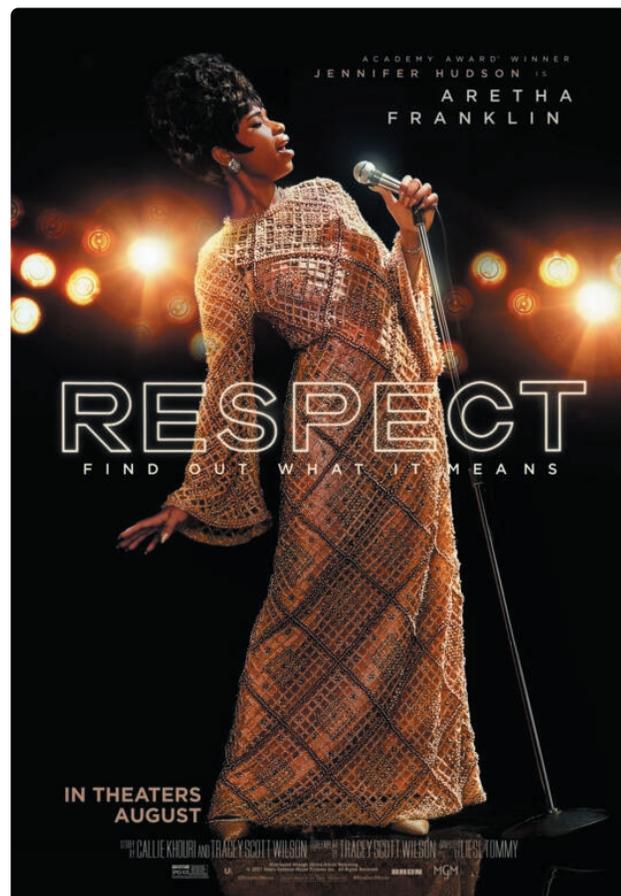
Crowley is delighted to support this event by offering COVID Safe Transport to Crowley Independent Living Residents that would like to attend.

Payment is required by 13 August directly to Sandra Baldwin.

Cost: \$25 per person

Time: 10am

Location: Ballina Cinemas (Ballina Fair)



The movie "Respect" tells the life story of legendary R&B singer, Aretha Franklin.

Aretha Franklin sings in her father's church choir as a child and grows up to become an international musical superstar and the Queen of Soul, while simultaneously enduring an abusive marriage, constraints of patriarchy and also being actively involved in the civil rights movement.

Starring: Jennifer Hudson, Forest Whitaker, Audra McDonald

Directed by: Liesl Tommy

Rating: PG-13 2h 25min

Crowley Village

A Poem by Laurie ATE

Let's talk of mother nature and what she did create

Was flora the goddess of flowers for the purpose of debate?

Was ours a woodland deity before the humans came?

Did pan play his pipes for the fauna? Just what was his fame?

'Though answers may come thick and fast
Compare Crowley village with the past
Bend your minds to selfish things
Do you agree that we are living like kings?

In a sanctuary of care at the end of Cherry Street
Peace and harmony is really nigh complete
There we find friends enjoying life together
Just an odd whinge about inclement weather

Our homes are on an island bordering on North Creek
Nervous crabs upon the banks watch and wait and peek
With extended vision they look everywhere
Searching for the predators seeking sea-food fare

Just beyond highwater mark where humans do reside
There are flower gardens where the bees abide
Collecting loads of pollen from the early morn
Under leafy arbours with carpets of green lawn

Magnolias, gardenias and ornamental trees
Swaying all together in a stiff fresh coastal breeze
Eucalypts, grevillias, hibiscuses in profusion
Idyllic in perception, and not just mere illusion

On entry to the village is an ugly base intrusion

A blot upon the landscape and reason for exclusion

Power poles and cables mar the clear blue sky

To ask a silly question one simply must ask, "why?"

Being well aware that we need electricity
And fully understanding that it is necessity
Power underground has proven quite effective

In the village the developers were much more selective

Ignoring all the warning signs and electric labels

Galahs just take no notice and perch upon the cables

There they sit and line-up in their fine array
Feathered friends all dressed up in colours pink and grey

Chuckling and gossiping in spirited conversation

They nod, then shake their heads and prattle on in animation

Much like politicians who continually do dissent

In their roles called "leadership" in the parliament



Crowley Village

A Poem by Laurie ATE (continued)

Regulars are butcher birds who sing in feathered choirs

In harmony together when perched upon the wires

In slow and flute-like mellow notes 'tis a joy to hear

Or in an old and hackneyed phrase, "brings music to the ear".

Pied and grey in species they join the daily throng

Sitting 'round in vantage points to join in every song

They practise off their music up and down the scales

Only stopping now and then to catch insects and snails

Living in a copse of trees alongside Cherry Street

Magpies clad in black and white have set up their retreat

Carolling and yodelling well into the night

Their mellow tones are organ-like, a musical delight

Birds of different species add colour to the scene

Like the eastern rosella whose dress is mainly green

Flocks of rainbow lorikeets appear quite overdressed

With coats of many colours one must be impressed

But when it comes to character I like the spur winged plover

With yellow face he stalks about with his long timer lover

Fearlessly the pair protect their fragile chicks each day

Like balls of fluff on skinny legs one fears they'll blow away

A wading bird the oystercatcher has a scarlet bill

With colour coded red legs he fishes with great skill

Called an oystercatcher he is patient and so smart

Smart enough to wait until the oyster shells do part

In the case of irony the pelican beats them all

The clumsiest bird on two webbed feet and yet he doesn't fall

But see him flying in the air where he has mastered flight

He soars and wheels with so much grace, it is the greatest sight

Not renowned for singing with a gruff and gravelly voice

His preference for fishing remains his preferred choice

Outstanding is the feature about the pelican

Is simply that, "his bill holds more than his belly can".

And then we had a visitor one Saturday
in June

A jabiru was in north creek and stayed
all afternoon

With green-black head and long red legs he
waded up and down

Also known as the black-necked stork he'd
come from out of town

Cormorants in numbers suggests that they
are local

Not particularly musical but they certainly are
most vocal

Their cacophonous chorus is something to
be heard

With little claim to beauty is this noisy
seaside bird

With lanky legs and long curved bill a
foremost feature

The white Australian ibis is a very sacred
creature

They develop lace-like plumes in the
breeding season

No doubt ornithologists could specify
the reason

And yes, we do have seagulls here and the
noisy miners

Together they add up to being irksome
winged whiners

A mystery that doth troublesome and may not
trouble others

Is the sparrows' disappearance with his sis-
ters and his brothers

We still have the "pee wee," here, known also
as "mudlark"

A pleasant little chirper unlike crows that say,
"ark ark"

In assessing bird musicians this is how it goes
By far the poorest singers are the currawongs
and crows

"Topknots," or "crested pigeons," are gentle
and retiring

In flight their rapid wingbeats sets up a sound
of whistling

They move around so carefully with every
step they take

A softly sounding "whoop," about all the
noise they make

Overall we have it all in a community
of peace

We fraternise and socialise in friendships that
won't cease

Sounds so warm and fuzzy it's the zenith of
community

Contentment in the village is this wondrous
opportunity

Laurie ATE

An Afternoon at the Movies

Tracks

Come along to watch the big screen in the Education Centre for a small cost.

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

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

Movie: Tracks
Genre: Drama
Rating: M
Directed By: John Curran
Written By: Marion Nelson, based on book by Robyn Davidson
Starring: Mia Wasikowska, Adam Driver, Brendan Maclean, Rainer Bock, Jessica Tovey, Emma Booth
Duration: 1h 52min

In 1977, a young Australian woman named Robyn Davidson set out from Alice Springs to trek across 2,700 kilometres of harsh desert of Western Australia to reach the ocean. Accompanied only by her dog and four camels, Davidson had no other purpose than to reach the ocean and find herself on a journey of self-discovery.

Reviews

“What emerges here is a woman of remarkable strength, and a movie that doesn't sugarcoat the dark side of her journey.”

“Tracks succeeds magnificently in capturing the daunting atmosphere of the vast and harsh Australian outback.”

“For all its simplicity, “Tracks” the movie is a poignant, deeply emotional story.”

- Washington Post



Crowley Screening

Movie: Tracks
When: Wednesday 11 August
Where: Crowley Education Centre Room 1
Time: 1.00pm
Cost: \$2.00
RSVP: To Crowley Reception by Monday 9 August

Book Club

This month's read "The Place on Dalhousie" by Melina Marchetta was generally well-received. Melina is probably more well-known for "Looking for Alibrandi" which was also made into a film. She is also the author of young adult fiction, fantasy, crime fiction and works for much younger readers.

"The Place on Dalhousie" begins in regional Australia in a small town in the grip of a flood. Enter laconic Jimmy, "who looks like Jesus in overalls" and Rosie, who's walked away from Sydney and the house her father, Seb, painstakingly built. There is a random meeting followed by a casual fling. After parting, their personal stories begin to unfold through friends and family.

Martha, the third character central to the story, lives in the family home. She is Seb's widow, his second wife, and the bitterness and division between Martha and Rosie runs deep. On the surface it's about who has the right to live in the house. Clearly Seb's decision to marry after the death of his first wife is another source of resentment and deep heartache for Rosie.

A network of friendships and other experiences spread out from around the trio, with Rosie, Martha and Jimmy at the epicentre of events. With many of the characters from Marchetta's previous novels reappearing, connecting with everyone was difficult.

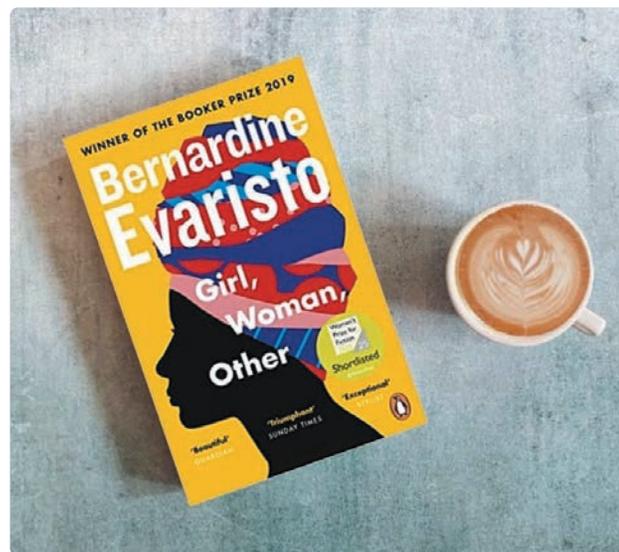
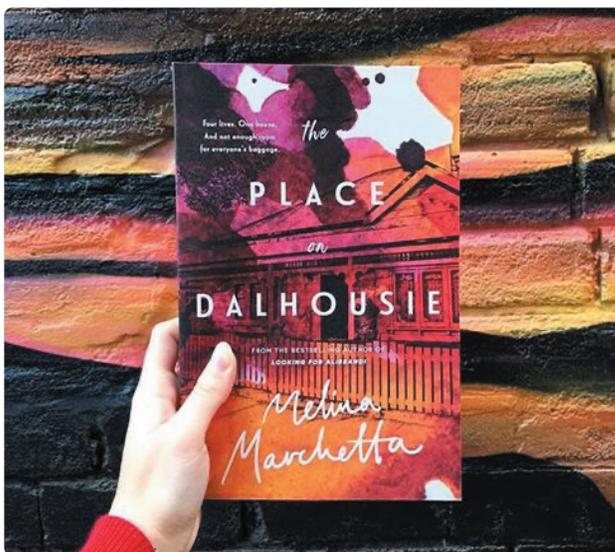
Marchetta's tale of family, love, estrangement, motherhood, and grief is full of many wonderful, very human moments. She writes about our frailties with great warmth, although to some in an irritating style.

The story ends rather abruptly, making us think there is another book to follow.

Our next meeting is on 19 August when we will discuss "Girl, Woman, Other" by Bernardine Evaristo. It was the winner of the 2019 Booker Prize and follows 12 very different characters on an entwined journey of discovery.

Until then...

Happy reading!
Marion.





When: Thursday 26 August

Time: 12.00pm

Where: Activity Centre BBQ Area

BYO: Drinks

RSVP: By Monday 23 August to Reception
Essential for catering

COVID ETIQUETTE APPLIES

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

Limited 10 people per table. Bookings essential at Reception.

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

QR Code Check-in

News from the Men's Shed

Notwithstanding the necessary COVID restrictions we've experienced, the Men's Shed has been busy and productive this year.

Earlier in the year we cleared out the overgrown raised garden beds in front of the shed and planted an attractive selection of coleus plants. These are now thriving.

We've continued to carry out numerous "fix it" small jobs for residents, but our main focus has been to construct new items. These included many children's toys such as rocking horses, trucks and furniture. These sets of children's tables and chairs have now been made from camphor laurel, silky oak and red cedar local timbers. Decorative table wheelbarrows, toilet roll holders, Christmas trees, scotty dogs, carved baby birds along with many other items are now available.

Should there not be a "Show Day" this year we invite all residents, visitors and friends to drop in to the shed to see our saleable offerings.

Frank's Herbs continue to be popular and his somewhat depleted winter crops will see a new stock coming forward in Spring.



Sometimes it's Normal to Forget

Sherrie Viney
Home Care Manager

Crowley Care employs more than 250 staff, and that's certainly quite a few names for everyone to remember!

Interestingly our brains are not designed to remember absolutely everything, including names, and sometimes we forget.

We have all experienced one common memory failure, known as 'tip of the tongue' phenomenon - when you try and think of someone's name and another 'decoy' name comes to mind, 'blocking' you from retrieving the name you're looking for. When you stop thinking about the decoy name, your brain neurones have a chance to find the correct name, then it just comes to you, you remember!

This is a common and normal memory failure and not attributed to age or the beginnings of dementia.

Memory is influenced by what we pay attention to. You may forget travelling to work or the shops because you were talking along the way, or where you put the house keys that morning. It's because you weren't paying attention.

Memory is also influenced by context. Have you ever walked from one room to another and forgotten why? You may have been sitting in the lounge about to read, gone to find your glasses in the bedroom and forgotten why you're in the bedroom. It's because the context and cues of being in the bedroom are misleading. You're not losing your marbles!

There are factors that can cause issues with retrieving information and memories, including poor sleep, stress, thyroid issues and vitamin deficiencies.

'Abnormal' forgetting such as forgetting common words frequently or how and why you went to the shops is not normal and may require further assessment.

Crowley Care are fortunate enough to have the onsite expertise and assessment services of our Nurse Practitioners, Kelly Roberts and Anne Moehead, both specialising in the Older Person.

Clients and families can contact Crowley Home Care on 1300 139 099 to discuss how they can access a variety of services including our Nurse Practitioner Assessment Services.





YELLOW DRESS UP DAY

Staff and Residents are invited to to dress up in appropriate Yellow attire to join together and bring awareness to R U OK day

When: 9 September

Please note staff name tags and regulation shoes must be worn

We make time to ask
RUOK?[™]



Community Connections

Northern Rivers Hidden Gems

The Northern Rivers has some wonderfully beautiful hidden walking tracks, trails and picnic areas. We are very fortunate to be able to discover some of these hidden gems in our beautiful outdoor local area.

Culmaran Loop Trail – an easy short walk on the rainforest edge especially suited to families and older people. This is a short walk in the drier parts of the Richmond Range where you can admire exotic plants. You'll walk past the smooth bright trunks of enormous Sydney Blue Gums, soft green bracken ferns fringe the walking track, creamy white flowers of clematis and flowering wonga vines. The forest with its soaring trees and many hollow limbs provides the perfect daytime resting spot for a range of birds and animals. A very pretty walk in the forest.

Blackbutt Lookout Picnic Area – a very popular picnic area in the Border Ranges National Park next to a scenic lookout of the Tweed Valley. This picnic spot sits on the Tweed Caldera escarpment edge with a lookout platform. The incredible views over Wollumbin-Mount Warning and the Tweed Valley can be seen from the platform. In the southern hemisphere the Tweed Caldera is one of the biggest erosion calderas and one of the largest in the world. The erosion process can be seen all the way down to the underlying pre-volcanic sediment and metamorphic rocks. This is also one of the few places on earth where the erosion process can be seen. Geology enthusiasts will certainly test their knowledge of the geological processes and provides them with a wonderful opportunity.





Pholis Gap Walking Track – offers spectacular views across to Wollumbin-Mount Warning and the dramatic mountains of the Nightcap escarpment. The track is ideal for families and keen birdwatchers. The track winds through lush rainforest of yellow carabeen, towering brushbox, grass trees and New England Blackbutt. You may see Albert's lyrebirds, bush turkeys and a peregrine falcon. The Pholis Gap was once a part of a volcanic crater.



Boggy Creek Walk – this easy short walk is great for kids and is popular throughout the seasons. You can meander through the rainforest between Minyon Falls and Rummery Park campground in the Whian Whian State Conversation Area. Relax by swimming in the many pools near the creek side section of the walk and stop for lunch at the Rummery Park campground. The creek is lined with lovely large turpentine trees, water guns and brushbox as well as blackbutts and flooded gums. Take in the breathtaking views at Minyon Falls lookout as you head back.



Brindle Creek Picnic Area – the perfect spot for a picnic and walk. Head along the Tweed Range Scenic drive to explore the Border Ranges National Park. The scenic Brindle Creek walking track is a walk that passes through Antarctic beech rainforest, past waterfalls, swimming holes and the Red Cedar loop with a giant red cedar tree that is 48 metres tall and probably about 1,000 years old.



Pot Holes Beach – off the beaten track you will discover this small pebbly beach, popular for surfing amongst the locals set in an unspoilt natural beauty. Surf, body board, fish, swim and snorkel in the crystal-clear waves. For those who want to explore follow the Pot Holes walking track to Dolphin Point. Wildflowers dot the heathland and woodland with colour in the spring. Birdwatchers are bound to see plenty of birdlife along the way.

Update from Maintenance

Albie Viel
Maintenance Manager

Security

Throughout our village we rely on different aspects for our security.

Firstly, secure your own unit, and for the apartments, ensure entrance doors are closed.

At night there are night-time patrols by CAV Security throughout the village and Residential Care buildings. These occur randomly three times during the night.

Each unit has an INS device for residents to notify of incidents and our residents are able to communicate their situation to a call operator. The call operator determines what assistance is needed by following Crowley's procedure; either calling on CAV's own patrol, notifying Crowley or the police to attend.

Please do not call the Residential Care facility instead of INS. Staff are unable to leave the facility to attend and valuable time in assistance can be lost.

After hours lighting

One important piece of our security systems is the after-hours lighting. At the apartments lighting is controlled by time-clocks and set to suit current time zone and resident activity. Throughout the village the lighting system is controlled by light sensors turning on the lights at dusk and off at dawn. These are an economical way of controlling the lighting when needed. Lighting systems are checked, but residents are asked to report lighting failure to Reception.

Lights can be a concern as lights shine into bedrooms and cause reflection. Path lighting is for all residents and obscuring these can be a safety issue. Recently, a failed light was not reported and when a situation arises it can contribute to anxiety.

Located externally around the Residential Care building security cameras are positioned and with aid of the lighting can detect if unwanted guests between ILU and the Residential Care building.



Cooking with Gas

Tony Baldwin
Hotel Services Manager

The lack of power didn't stop foodservice producing a winner.

Thursday 1 July Essential Energy conducted maintenance on the lines along Cherry Street so the kitchen had limited power to run our foodservice equipment.

When the new kitchen was being refurbished we chose to have a couple of energy sources available in the case of a disruption.

We managed to do a tender crunchy chicken Schnitzel breast with parsley, oregano and parmesan seasoning, chicken gravy, garden salad, steak fries and for dessert we had creamy rich Connoisseur ice creams and Cornetto's. It was all served using our Targa top gas stove and deep fryers which are both gas appliances.

It's great to have a mixture of gas and electricity at these times.



Parmesan-Crusted Lamb with Baby Broccoli and White Bean Salad

Ingredients

- 1/4 cup olive oil
- 2 x 600g Lamb Rack Roasts
- 3/4 cup panko breadcrumbs
- 1/3 cup grated parmesan
- 2 tbsp oregano leaves
- 2 tbsp Dijon mustard
- 200g punnet Perino tomatoes
- 2 bunches broccolini
- 400g can cannellini beans, rinsed, drained
- 1/4 cup chopped dry-roasted almond kernels
- 2 tbsp lemon juice
- Sliced white sourdough bread, to serve

Instructions

Preheat oven to 200C. Grease a medium baking dish.

Heat 1 tbsp of oil in a large frying pan on high heat. Cook lamb, fat-side down, for 5 mins or until browned. Turn and cook for a further 3 mins or until browned. Transfer to a board.

Process breadcrumbs, parmesan, oregano and 1 tbsp of the remaining oil in a food processor until finely chopped. Use a small knife to spread top of the lamb with mustard. Use your hands to press parmesan mixture firmly over the mustard to coat. Place in prepared baking dish and bake for 10 mins. Add tomato to the baking dish and bake for a further 10 mins or until lamb is cooked to your liking and tomato skins are just starting to split. Transfer the lamb to a plate and cover with foil. Set aside for 5 mins to rest.

Cook baby broccoli in a saucepan of boiling water for 3 mins or until just tender. Refresh under cold water and drain well. Toss baby broccoli, beans, almonds, lemon juice, tomato and remaining oil in large bowl. Season.

Use a sharp knife to cut each lamb rack in half. Divide the salad among serving plates. Top with lamb and serve with bread.





Recipe from taste.com.au

Lemon and Almond Mascarpone Cake with Candied Lemons

Ingredients

- 250g butter, softened
- 1 cup caster sugar
- 1 tbsp finely grated lemon rind
- 3 eggs
- 2 1/2 cups self-raising flour
- 2/3 cup almond meal
- 1/2 cup mascarpone, softened
- 1/4 cup lemon juice
- Double cream, to serve

Candied lemons

- 1 cup caster sugar
- 2 lemons, very thinly sliced

**Cut the lemons as thinly as possible so that they become very soft during cooking*

Instructions

Preheat oven to 180C/160C fan-forced. Grease a 6cm-deep, 20cm-square cake pan. Line base and sides with baking paper.

Using an electric mixer, beat butter, sugar and lemon rind together until light and fluffy. Add eggs, 1 at a time, beating well after each addition. Add flour, almond meal, mascarpone and lemon juice. Beat on low for 1 minute or until just combined. Spread mixture into pan. Level top.

Bake for 50 minutes to 1 hour or until a skewer inserted into centre of cake comes out clean. Stand cake in pan for 10 minutes. Turn, top side-up, onto a wire rack. Cool.

Make Candied lemons: Place sugar and 1 cup cold water in a large, deep heavy-based frying pan over medium heat. Cook, stirring, until sugar is dissolved. Bring to the boil. Reduce heat to low (see notes). Add half the lemon slices. Simmer, turning lemons occasionally, for 8 minutes or until pith of lemon is translucent. Using tongs, transfer lemons to a baking paper-lined baking tray. Repeat with remaining lemon slices.

Place cake on a serving plate. Arrange lemon slices on top of cake. Drizzle syrup from frying pan over cake. Stand for 10 minutes. Serve with double cream.

Crowley Connections

Janelle Church, Staff and visitor check in

When did you commence at Crowley?

January 2021.

Where did you work prior to commencing at Crowley?

I was volunteering with the Leisure and Lifestyle staff at Crowley. Prior to that I worked at Suncorp in Ballina for just over 10 years and previously in banks in Alstonville, Bangalow and Byron Bay.

Have you completed any study? If so, what qualification do you have?

Certificate III in Individual Support (Ageing).

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

As my shift starts early, work is first on the agenda. After work however, some of the things I enjoy are cycling, beach walks and swims.

How does your average day or week at Crowley look?

Meet and greet the staff or visitors supporting procedures regarding entry.



Tell us a little about your life outside of Crowley

I have four daughters and nine grandchildren. Some live locally and others are abroad in New Zealand and Turkey. I enjoy playing soccer and tennis with my grandsons and watching my granddaughter in horse riding events.

When I'm not with family I enjoy socialising with friends at cross-country and lawn bowls. Other hobbies I enjoy are gardening and going to the movies occasionally.

Before travel restrictions I enjoyed travelling to different locations across the globe. Having played tennis all my life, a lifetime dream was realised when I got to see the tennis at Wimbledon. I hope to travel again to see family and visit new places.



What is an exciting adventure you have been on lately?

I enjoyed a wonderful day out with the ladies from the Lennox Head Women's Bowling Club. We had morning tea at Tweed Gallery then onto Surfers Paradise for a boat cruise around the spit and Broadwater with a seafood lunch. We were kept entertained on the bus with jokes, guess that song, and trivia.

Do you have any hidden talents?

If I do they are still hidden!!!

What is something that people may not know about you?

I started running in the late 90's and since then have participated in many running events. I've entered events in New Zealand, Singapore, London, NSW and QLD. In 2012 I completed my 10th Gold Coast half marathon. This was a highlight for me receiving a 10-year blue polo shirt and certificate from Robert de Castella and Steve Moneghetti.



Welcome to Team Crowley



Victoria
Residential Care



Jayanti (Jay)
Residential Care



Leena
Residential Care



Alvin
Residential Care



Jackson
Residential Care



Yathidu (Yath)
Residential Care



Dhurba
Residential Care



Pramila
Residential Care



Kylie
Residential Care



Ariel
Hotel Services



Lucinda
Hotel Services



Cindy
Hotel Services



Priscilla
Home Care



Kathy
Administration

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



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

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

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



Where's the Middle Ground Gone?

René Lange Risk Manager

Last year I watched a Netflix show called the Social Dilemma which explores the impact of social networking on humans, our behaviours and the way we interact with each other.

As you would expect from the title, there was a lot of discussion about how social media in particular absorbs our attention and can be detrimental to our mental health and wellbeing.

But what really resonated with me was the discussion about the way the algorithms that drive social media platforms and search engines, like Google, seem to be reinforcing and highlighting our differences.

These algorithms work by constantly learning about us through our online activity. Who we are friends with on Facebook, what pages or accounts we follow on Instagram, images we've liked, words we've searched, even where we live.

They do this to theoretically present us with more personalised information, data, and ads for products and services that we are more likely to connect with.

But there's a downside. These algorithms are so good that we are being exposed to less and less diversity of views and interests. We are being continually presented with information and opinion that reinforces what we already know, think and believe.

Newspapers and mainstream media have been doing this for years. It's no coincidence that most of us choose to watch the same news every night or read the same newspaper each day.

It's a form of confirmation bias. Making us less open to exploring the perspective of others, highlighting how we are different rather than the things we have in common.

Take COVID-19. Ask someone their views on vaccination, the lockdowns, border closures or mask wearing and you are bound to receive a very strong response. It may or may not reflect your own view.

Having a calm conversation about these topics where we listen to each other's perspectives and seek to understand where the other person is coming from seems to be getting more and more difficult.

How do we find the middle ground?

Understanding that the information you are consuming is, perhaps unintentionally, being censored is one thing. Overcoming it so that we can better appreciate the other persons point of view is something else entirely. Its uncomfortable!

There are things we can try to do including:

- Avoiding making snap judgements based on what someone has said, the way they look or the choices they have made
- Remind yourself to stop and truly listen to other people so that you can understand them better
- Be critical of the information you are presented with, whether that's via the media, online sources or other people and don't just take it as fact
- Ask questions with the aim of understanding another's point of view not with the intent of 'proving them wrong'

But above all what I try to do every day is remember we all have much more in common than we have differences and that the vast majority of people intend to do good things.



Auxiliary Report

Helen Cooney **Auxiliary President**

The Crowley Auxiliary held the third meeting for this year on Monday 26 July. We enjoyed each other's company and had plenty to chat about.

We welcomed three new members and we are happy to welcome anyone who may be interested in joining us. Our aim is to meet together socially and support Crowley Care by providing funds to purchase equipment for residents.

We will keep you informed of our activities and we will give you plenty of notice so that you can join in the fun.

Our next Crowley Auxiliary meeting will be Monday 23 August at 3.00pm in the Education Centre.

Best wishes

Helen Cooney
President

Focus on Quality Survey Time!

Michelle Golding
Quality Manager

Thank you to everyone who participated in our annual Residential Care - Consumer & Relatives & Representatives Feedback Survey. This survey provides feedback and advice on our services and care, to drive continuous improvement and so we can provide the best care for our residents and clients.

This year we moved to using Moving on Audits suite of surveys. Residents were surveyed through paper-based surveys and Relatives / Representatives a blend of online and paper-based surveys.

Resident areas surveyed include:

- About You
- Management and staff
- In the Home and Meals
- Communication
- Lifestyle
- Visitors
- General Questions
 - Recommendations
 - What would you say is the best thing about the home
 - What is one thing you would suggest as an improvement for the home
 - Other comments

Relative / Representative areas surveyed include:

- Wellbeing
- Rights and responsibilities
- Care delivery
- Living environment
- Meals
- Lifestyle
- Management and communication
- General questions
 - Is there anything you would like to receive more information about from the home
 - I am treated with respect when visiting
 - I am able to visit when I wish
 - Recommendations
 - Is there anything that you wish to add to improve the care and services your relative / representee receives
 - Other comments

Experience Rating

Consumer:	84%
Relative / representative:	86%



Making Feedback Flow

Michelle Golding
Quality Manager

What would you say is the best thing about Crowley? This is what our residents had to say in our recent annual Resident Feedback Survey:

- Comfortable and pleasant atmosphere
- I get along with everyone. You can speak your mind and then move on
- The pleasant manner of majority of staff
- Everything is free and easy once you're here, and you can do what you please
- Staff always try their best
- Feels like home
- Nice nurses, very grateful to be here, wouldn't want to be anywhere else.
- I am well treated, looked after, meals. I am quite happy here, staff are wonderful
- Being helpful, friendly and confidentiality
- Staff giving time to explain things
- The people that run it do a good job
- The accommodation is excellent and the meals are good - ample and well prepared, just the best. The loving care given by the staff. The nurses show love and care towards me as a person they care a lot. I admire each staff member
- Being waited on, the service
- Not bored, lots of people to talk to
- The care that the staff always show the residents
- It's a home away from home
- The staff - they are beautiful
- People are friendly
- Everything is done for you
- You get looked after so well, it's just like home. I just push a buzzer and everyone comes running
- The happy atmosphere
- Being looked after and being treated that this is my home
- The friendly caring staff, they are always happy and they look good
- The open space that you can walk
- The care the staff give, making me feel comfortable and secure, being able to be myself and enjoy their company
- Privacy and peace
- Friendly, helpful and caring
- Friendly, clean and well run. Staff are caring. Love the chapel, plaza, cafe and lounge areas they are great
- I have everything that I want and need
- Homely, friendly staff and caring. I love the morning and afternoon teas. Cleanliness, friendly and helpful always
- Comfort of the home, I feel comfortable here
- All the staff and caring and friendly
- Love the friendly spirit of staff, especially at special events. Willingness to listen and help. Having my sister close by
- Catholic values, mass, massage, friendly in daily dealings with staff, open with communication
- All staff and friendly and caring
- Care available 24 hours a day, I highly respect the carer's both clinical and maintenance who are always friendly and happy and caring and the food available is always pleasant and well presented

The Month of August

August is the eighth month of the year in the Julian and Gregorian calendars, and the fifth of seven months to have a length of 31 days. It was originally named Sextilis in Latin because it was the sixth month in the original ten-month Roman calendar under Romulus in 753 BC. About 700 BC, it became the eighth month when January and February were added to the year before March by King Numa Pompilius. In 8 BC, it was renamed in honour of Emperor Augustus.

In the Southern Hemisphere, the month falls during the season of winter. In many European countries, August is the holiday month for most workers.

In August we celebrate the following:

1 August - Horse's Birthday (All thoroughbred horses celebrate their birthday on the same date).

8 August - Mary MacKillop's Day (In honour of the first Saint of Australia and her influence in the country. Recognised for her commitment to the poor, helping those who needed it the most in any way she could). The Crowley Chapel is named after this Australian icon and was opened on 8 August 2018.

16 - 22 August - Keep Australia Beautiful Week (Held to raise awareness about the simple things we can all do in our daily lives to reduce our impact on the environment and encourage action).

27 August - Daffodil Day (Cancer Council Appeal – most iconic and much-loved annual campaign that raises life-saving funds for world-class cancer research).

- August's birthstones are the peridot, spinel and sardonyx. Peridot symbolises strength, spinel promotes harmony, and sardonyx is associated with courage and happiness.



- The birth flowers of August are the gladiolus and the poppy. The gladiolus represents strength of character while the poppy symbolises imagination.



- The zodiac signs for the month of August are Leo (23 July – 22 August) and Virgo (starting 23 August).



What a Laugh!



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An exercise for people who are out of shape:

Begin with a five-pound potato bag in each hand.

Extend your arms straight out from your sides, hold them there for a full minute, and then relax.

After a few weeks, move up to ten-pound potato bags.

Then try 50-pound potato bags, and eventually try to get to where you can lift a 100-pound potato bag in each hand and hold your arms straight for more than a full minute.

Once you feel confident at that level, put a potato in each bag.

Word Search



Celebrate the month of August with a Classic Films themed word search puzzle!

Casablanca
South Pacific
All About Eve
Roman Holiday
Rebecca

Stagecoach
King Kong
Ben-Hur
Citizen Kane
The African Queen

The Big Sleep
High Noon
Notorious
A Star is Born
Red River

Rear Window
Psycho
Mrs Miniver
The Quiet Man
My Fair Lady

Round the Traps

Celebrating Birthdays at Crowley



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent
Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink
Centre (Free Call)
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.