

# the chatterbox

NEWS FROM CROWLEY CARE

AUGUST 2023

AUSTRALIA'S

**BIGGEST**





# 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
- 10 Last Month at Crowley**  
Get the latest gossip on the goings on
- 13 Residential Care News**  
Behind the nurses station at Crowley
- 16 Independent Living News**  
What's been happening in the village
- 22 Home Care News**  
Out and about with the team in pink
- 24 Maintenance News**  
An update from the team
- 25 Hotel Services News**  
What the team has been up to
- 26 Recipes from the Chef**  
Delicious and fresh treats to enjoy
- 29 Meet Team Crowley**  
Meet the newest members of the Crowley team
- 30 Organisational News**  
News from behind the scenes of Crowley
- 32 Feedback and Comments**  
Compliments and recommendations from you
- 34 Games Corner**  
Try your hand at these mind melting quizzes!

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## Cover photo

Taylor, Sharyon, Zoe, Tasha and Ash enjoying Australia's Biggest Morning Tea.



# A Moment with our CEO

Hello everyone,

## Connect, Reflect and Share

Connect, Reflect and Share was the theme for our inaugural Diocesan Aged and Community Care Services conference held recently in Sawtell.

As we continue to shape our future, the conference was a great opportunity to share and network with our sister facilities across our Diocese.

It was attended by Diocesan aged care providers and featured addresses by Bishop Greg Homeming, the Director of Aged Care at Catholic Health Australia Jason Kara, and one of Australia's foremost financial and policy authorities for aged and community care, Grant Corderoy. We also had sessions on governance, clinical care and industry wide issues and opportunities.

## Pay increases

Crowley has a proud history of caring for our staff and valuing the work they do each day for our residents, clients, and families.

Fair wages for aged care have been a theme of the sector for many years. In 2021 the Fair Work Commission (FWC) commenced a review, the Aged Care Work Value Case. Given the time the case would take to be heard and the delays with a change of Federal Government, Crowley determined to act in advance of the FWC decision and grant our staff a significant increase in 2022. That increase exceeded the industry rate, for which we received gratitude from our staff and support from unions.

In February this year, the Fair Work Commission (FWC) handed down the decision to fund and increase the award wage rates for direct care aged care workers, giving registered nurses, team leaders and enrolled nurses, personal care workers, recreational activities officers, home care workers, and senior food service employees a further significant increase. This is great news for these staff.

Stage 3 of the Aged Care Work Value Case is currently underway and is considering pay increases for workers classed as "non-direct", being hotel services, maintenance, and administrative staff.

We acknowledge the dedication of all aged care workers, who, in addition to their daily work, have also taken on the additional challenges of care through

COVID-19, major industry reform and local floods. I'm sure our entire Crowley community will join with me in fully supporting this government initiative to increase the pay of our wonderful staff, which is more than well-deserved.

And on 7 August we will celebrate Aged Care Employee Day together as a team.



## Team of the month

Crowley is made up of incredible individuals who work together in wonderful teams. Our team of the month is our very own Home Care Team – lovingly known as the pink team, because they wear pink!

We get lots of positive feedback from our clients and their families about our fabulous Home Care Team, which has been providing care in people's homes for almost 30 years.

For some clients the visit from the Crowley Home Care Team is a highlight of their day. Little wonder then that the relationship between the client and their Home Care Team is so important.

In fact, it's natural for our Home Care staff to get to know the clients, their preferences, and personalities. This genuine interest in others is reflected in the way they deliver personalised care and services.

It takes a special kind of person to be a successful Home Care team member. They are often working independently, confident in their own skills and knowing they have a great team of support around them. It is a unique and rewarding calling and we pay tribute to the entire team.

Very best,

A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive.

Michael Penhey  
Chief Executive Officer

## Catch Up with Kelli

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

### Enlighten Program Launch

This 10 week mentorship program launched on Thursday 1 June with senior students from Ballina Coast High School Support Unit.

“The purpose of the Enlighten Mentorship program is to enable students (with special needs) to interact with members of the Ballina community. By participating in activities with the residents at Crowley Care, the program provides for the development of their social skills using body language, reciprocal conversation, turn taking and gestures.”

These students are in their final years of schooling and are preparing to enter the workforce as young adults. All of them have unique talents and big dreams and are looking forward to becoming active participants within our wider community.

The program includes a range of activities that seek to identify the individual interests of both the resident and the student, facilitated by a number of ‘conversation starter’ activities both creative and recreational, often resulting in lots of good fun.

### Diocesan Conference

On 17 and 18 July, the 2023 Diocesan Aged Community Care Services (DACCS) Conference was held. The two day conference brought together aged care management, executives, and board members from all aged and community care services from Parishes across the Lismore Diocese.

The theme of the conference was ‘Connect, Reflect and Share’. This theme was chosen because the events of the past few years have impacted our aged and community care services meetings.

The providers across the Diocese have a long history of shared purpose. Since 2006 Ballina Parish has been engaged by the Diocese in the role of DACCS Secretariat. Crowley acts as the Secretariat for the Parish undertaking a range of

functions on behalf of the Diocesan providers, including organising our inaugural DACCS Conference.

The conference was held at the beautiful Link and Link Café in Sawtell, owned by Sawtell Catholic Care.

Over 50 attendees gathered to hear from industry experts and to share information and ideas across all aged and community care service areas.

Feedback quote: “I thoroughly enjoyed the conference experience. Thank you to Kelli, Michael and others who went to so much trouble to give conference delegates a great opportunity to ‘connect, reflect and share.’”

### Aged Care Employee Day

Monday 7 August is Aged Care Employee Day!

Aged Care Employee Day is celebrated by the more than 427,000 aged and community care staff who care for over 1.5 million older Australians.

The Aged and Community Care providers Association’s (ACCPA) annual #ThanksforCaring campaign recognises the countless roles in the aged care workforce - from nurses to personal care workers, allied health professionals to lifestyle coordinators, hospitality teams, drivers, cooks, cleaners, administration staff and so many others.

At Crowley we will recognise all of our staff with a special meal as a thank you for their ongoing commitment to Crowley and the care they provide our residents and clients.

Kelli 😊









## Resident Focus

### Vivienne Norris

Vivienne was born in Carlton Women's Hospital in Melbourne, Victoria. She was the second youngest of seven children, four girls and three boys. Her early childhood was spent in Hampton (Melbourne). The beach was at the end of their street where Viv spent a lot of time and it is where her love of the ocean was born.

Viv's mum was widowed and worked at the local cinema. The children were allowed to go in and collect the bottles so they could earn some pocket money. They were allowed in for free on a Friday night, so they would have fish and chips and then head off to a movie. Viv enjoyed a lot of freedom as a child, she would often be in trouble for getting home late. She was a chatterbox!



When Viv was 11 the family moved to Oxley where her mum was able to purchase a small cottage. It was a small remote town.

Here the children were taught by correspondence, via mail. Her mother would allow the children to do their lessons in one sitting which would mean they then had a fortnight's break before the next lessons arrived.

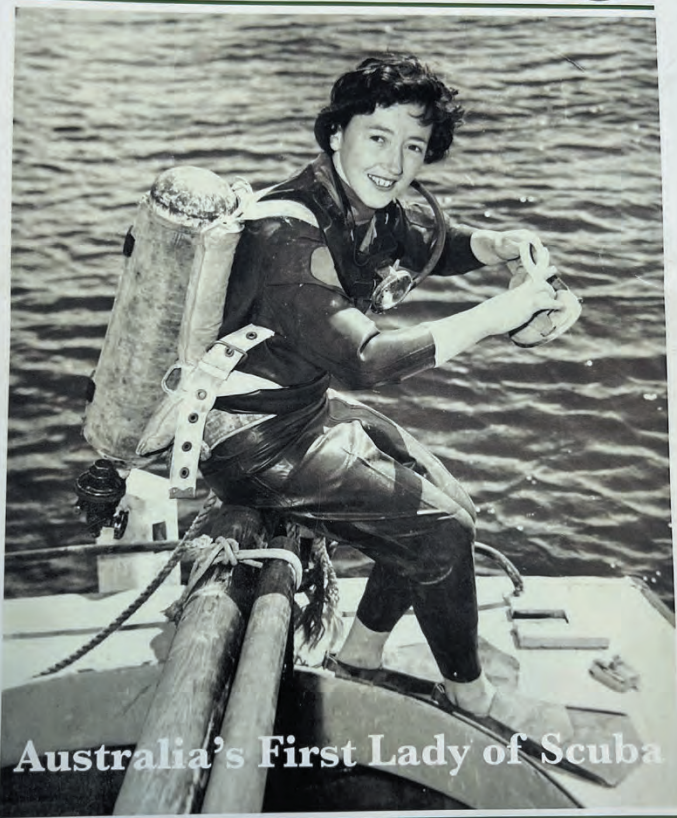
The siblings enjoyed a lot of freedom and would spend their time exploring the countryside and paddocks often chasing goannas around. They had pigs, chooks, and cows on the farm as well as a good vegetable patch. One of Viv's brothers had polio and they would push him around all over the farm and paddocks in his wheelchair.

Viv met her first husband at a square dance. He was the one to introduce her to scuba diving. They both enrolled in a scuba diving course held at the Melbourne swimming baths run by Maurice Batterham, Commander of the Royal Navy at Cerberus. Viv was the only woman in the course.



# Classic Diver

The Official Publication of the Historical Diving Society Australia Pacific



Australia's First Lady of Scuba

## Australia's First Lady of Scuba

### An Interview by Dave Bryant.

They say there is six degrees of separation in the world, so how does one person just happen to run in to one of the first people to scuba dive in Australia?

I didn't search for her on the internet, nor did I call my 80 year old dive buddy Bill Silvester in Byron Bay. What I just happened to do was sit beside three 80 year-old ladies in a cafe in Ballina, northern NSW and by chance overhear their conversation about how wonderful the diving memorabilia was at a recent Birthday party. That's how uncanny it was, my pure chance meeting with Vivienne Ryan who agreed to be interviewed. After seeing her vast memorabilia I also investigated records of the earliest scuba divers in the 1950s, and came to the conclusion that Vivienne is in fact Australia's first lady of scuba diving.

After our initial meeting I told Vivienne I would like to interview her and write a story of her early days. Upon arrival at her on-site apartment in the local caravan park I was presented with albums full of old paper cuttings, pictures of her in early scuba gear, in more ways than one. She was the first lady of scuba and in what was a cold water area of Australia. By 1956 no more than a dozen girls participated in the sport, which was considered a man's pastime. Vivienne joined forces in a dive club where over the next two decades she was the only female member and dived hundreds of times on some of our better-known coastal Victorian shipwrecks. She told me she was a keen wreck diver but there is so much more to tell you as well.

I asked Vivienne some very simple questions and what I got back were fluent answers with a vast knowledge of her early days, her instructor, where she learnt to dive and the gear she used. The newspaper cuttings were in brilliant

condition too. So sit back and re-live memories of the first days of a teenagers glimpse in to scuba diving as the first lady of diving in Australia.

Where and when were you born. Also when did you first find a passion for the ocean and think you might want to try snorkeling or perhaps scuba dive in what was perceived a macho men's only sport?

I always liked the sea. I lived at Hampton on the eastern side of Port Phillip Bay in Melbourne. I was born at the Royal Women's Hospital and as a child we always spent time on the beach. I met my first husband when I was 16 and he had dived in a home made helmet up at Clovelly in Sydney. It was his interest and he wanted to do a course and asked would I go along and do it with him. So I did. He talked me in to doing the dive course, but I had to get my mother's permission, which was a bit drastic because I had a brother who drowned at sea. I was the baby of the family and my older brother had gone to war. I was about 19 when I did the course. I didn't do any snorkeling before the dive course. I just jumped straight in to it, and they trained us at the city baths in Melbourne on how to use the equipment and how to look out for CO2 build up, and they actually brought in a chamber which gave us a CO2 build up so we would experience it, which was very interesting. We would spend hours learning to buddy dive with one scuba kit between us, handing the mouthpiece backwards and forwards. It was really a full-on course. We got tied up through that course with the Melbourne Museum, which led to a five year survey of Port Phillip Bay.

Can you tell me about the dive course and your Instructor?

Our Instructor was Commander Maurice Batterham. He was the commander of the Royal Navy at Cerberus. He was a lovely chap. He was really very thorough. He took everyone individually for a



while and showed them how to breathe and not to over breathe or panic. The training he conducted was at the City Baths. I have no idea who started that course, whether it was Bob Wallace-Mitchell but it could have been Bob as he seemed to be involved somewhere around there, with the diving equipment and that. I only did the course with my then husband Trevor, but no other friends joined us for the course but we made a lot of new friends at the diving course. One of my girl friends used to call me a hero. Everyone was amazed we went out in the ocean.

Once you were certified, who did you dive with?

We used to dive sometimes by ourselves, but most were with the club. There used to be Bob Wallace-Mitchell, Ernie Ireland and Graeme Ireland, who was a florist, and Phillip Webster who had a hardware place in Essendon. They were well in the diving.

As soon as you did your course, did you just go and buy your dive gear?

I didn't have a wet suit - they didn't have suits to fit me. I was only 4 feet 10 inches. I used to just go out in ballet tights and a jumper. It was

From this, the diving club 'Underwater Explorer' was formed. The general consensus from the men was "we don't want women in the club". Navy Commander Batterham said "you can't refuse her; she is as qualified as you are". Viv was the only woman in the club of 25 men, becoming Australia's first lady of scuba! She started diving at 18 and continued until she was in her 30's.

When Viv first started to dive wet suits weren't around, certainly not women's. She started off wearing ballet tights and a jumper which didn't provide much warmth in the freezing waters of Victoria. Her husband got a new wet suit and gave Viv his old 'Pirelli' one.

However, being 4'10" it was way too big. At the time Viv worked in a raincoat factory and cut the wetsuit down to resize it, welding the seams back together.

Viv "had a ball" during her diving exploits. They were a lovely lot of fellows - 25 in the club. She did however have to set them straight as they expected Viv would cook for all of them on their trips away. Viv promptly told them "to bring their own wife, she was only cooking for her husband". They did many dives around Port Phillip Bay, Flinders, Apollo Bay, and various old shipwrecks.

Viv met Hans Hass, a famous German diver, and used to dive with Harold Holt occasionally. Their dive club held a memorial ceremony and placed a plaque dedicated to him on a rock under the water at Cheviot Beach at Rye.

One of their most exciting dives was at Apollo Bay where they found a cannon, hiring one of the local fishing boats with a hoist on the back to bring it up.



## Resident Focus

### Vivienne Norris

Viv had three children, two daughters and one son. She learnt classical ballet as a teenager and played competitive badminton for 38 years, winning 19 championships, which became her new passion after she stopped diving.

Viv enjoyed oil painting scenery and landscapes. She owned an art gallery in the small town of Mitiamo between Bendigo and Echuca on the Murray River. The gallery was part of their house where she would display and sell her own artwork and a friends for 13 years. Viv and her friend would paint in the surrounding bushland.

Being very community minded Viv started running a monthly market, selling arts and crafts of her own. She became an active member of the serpentine tourist board. She carried the Olympic torch in Echuca.

Viv was also a drummer with the samba blisters for 10 years locally enjoying performances at Lismore lantern parade and local festivals.

Viv was one of those people who liked to try everything.

Her one piece of advice is to “Get involved, life’s too short, get out and do something. It’s amazing how quickly life goes past.”









## Last Month at Crowley











# FUTURE FIT OUR DEMENTIA COMMUNITY

## Lessons learnt from recent events 2 DAY SYMPOSIUM

GUEST SPEAKERS INCLUDE DR RACHEL JONES, DR CLAUDIA MEYER, DR HILTON KOPPE, A/P MARGARET MACANDREW, DR BRAD WARD

**Day 1:** For people living with dementia, carers, and interested community members.

When: Friday 22 September 2023  
Time: 8:45am – 3:00pm  
Where: Crowley Care,  
154 Cherry Street, Ballina

**Day 2:** For professionals and interested community members.

When: Saturday 23 September 2023  
Time: 8:00am – 4:30pm  
Where: Ballina RSL Club,  
1 Grant Street, Ballina

### Cost PP (includes morning tea and lunch)

- |                                 |                                    |
|---------------------------------|------------------------------------|
| Day 1 only - \$30               | After 31 July (2 days) - \$220     |
| Early Bird (2 days) - \$200     | After 31 July (day 2 only) - \$180 |
| Early Bird (day 2 only) - \$160 | Students (2 days) - \$50           |

Contact us: [admin@dementiainclusiveballina.org.au](mailto:admin@dementiainclusiveballina.org.au) | [www.dib.org.au](http://www.dib.org.au)

**REGISTER  
HERE**





# Mental Wellbeing

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

Mental health and wellbeing are as important in older age as at any other time of life.

Depression is common throughout the Australian population and older people are more likely to experience contributing factors such as physical illness and loss.

According to the World Health Organisation, approximately 15% of adults 60 years of age and over suffer from a mental health disorder and often these can go undiagnosed and untreated.

Depression in older people may present in several ways and it is important to appreciate that many depressed older people will deny feeling depressed, even when asked directly.

Many people over 65 still seem to feel there is a stigma attached to a mental health diagnosis such as depression or anxiety and see these as character flaws rather than a genuine health condition.

Older people are often more hesitant to share their experiences of anxiety and depression with others and may ignore symptoms over long periods of time, only seeking help when families or friends intervene or they reach crisis point.

Fortunately, with help, many people with depression or anxiety disorders are able to recover and improve with the right treatment.

Often older people who experience debilitating anxiety can experience a range of symptoms:

- Avoiding objects or situations which cause increased anxiety
- Avoiding eye contact
- Difficulty making decisions
- Being startled easily
- Feeling overwhelmed
- Constantly tense or nervous
- Feelings of dread or that something bad is going to happen

With depression, the following symptoms can arise:

- Poor or disrupted sleep
- Loss of appetite
- Increased crying or teariness
- Increased anger or outbursts
- Reducing social contact
- Increased reporting of physical symptoms such as headache, dizziness, chest tightness

In older people, it is particularly important to distinguish depression from grief – grief at ageing, losing friends and family and a sense of loss of independence and capability which all impacts our moods. Dementia, heart attacks, stroke and cancer can also be associated with diagnosis of depression, so it is always a good idea to talk with a health professional if unsure. Depression is thought to impact one in five people experiencing dementia.

## What helps to lift our moods?

- Sunshine
- Good food
- Spending time with friends or family
- Take a walk every day
- Talking to someone about how you feel

So, don't hesitate to reach out if you are feeling down. Organisations such as those below can assist greatly:

**Older People's Mental Health Unit (OPMH)**  
 1800 011 511

**Lifeline**  
 13 11 14

**Beyond Blue**  
 1300 224 636



## Crowley Plaza Visits

A hive of activity, the Plaza is the place to be!

The Plaza and Barney's are the places to meet. While the weather has cooled, we have heaters and blankets to keep it warm, so you can take advantage of meeting outside in the beautiful sunshine.

So lovely to see so many families and friends outside in our gorgeous plaza manicured gardens and lawn.









## From the IL Desk

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

Questions we are often asked are “I have a medical appointment out of town and I don’t have transport, can you help?” or “I need a shopping service, what’s available?”

The **Tweed, Byron, and Ballina Community Transport Inc. (TBBCT)** may be what you are looking for. It is a non-profit community organisation, established in 1987.

The service provides assistance to those affected by frailty or disability, and their carers, and those who are transport disadvantaged. They endeavour to assist those unable to access public or private transport to medical appointments, shopping, or social outings.



### How do I get started or registered?

Before you can book a trip, you need to become a client.

For older people, to access Community Transport and other aged care services, contact the Federal Government’s My Aged Care on 1800 200 422.

You will be asked a number of questions to determine what aged care services you might be eligible for. Tell them you would like to use Tweed Byron Ballina Community Transport and they will send a referral. If you have a health care appointment coming up, call 1300 875 895.

For others who are NDIS participants, the Tweed Byron and Ballina Community Transport Team is a registered provider with the NDIS. Contact their office on 1300 875 895 and speak with them about your transport needs.

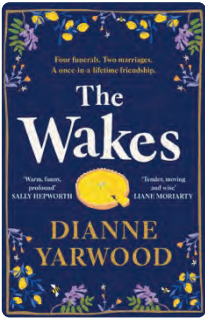
Others who are transport disadvantaged contact the Tweed Byron and Ballina Community office on 1300 875 895 for an over the phone assessment. You will be asked questions about your circumstances to determine whether your eligibility. It is best to call well in advance of any appointments for which you need transport.

Community Transport is serviced by volunteers, so it is important to remember bookings are a must. At least two working days’ notice is necessary for the Team to organise your transport. If you are able to book earlier this is ideal and greatly appreciated.



## Book Club

### The Wakes by Dianne Yarwood



Our latest read was 'The Wakes' by Dianne Yarwood.

Catering for wakes doesn't always go to plan, but it does bring together a group of friends and strangers in a story about life, love, and living.

The novel focuses on two ailing marriages, two strangers falling in love, two friends embarking

on a catering business and the four funerals that connect them all. There is pathos but also humour, as well as reflections on the things that really matter in life.

Surprisingly we all liked the story. The characters seemed real. The cocaine-sniffing doctor was a favourite and we could almost taste the chicken sandwiches and lemon tarts.

This is the author's first novel... let's hope it is not a case of last writes! Rights have been bought for a TV adaptation.

Our next read is 'Clarke', a crime novel by Holly Throsby, the author of 'Goodwood' and 'Cedar Valley'. It is built around the author's interest in the true story of Lynette Dawson.

Our next meeting is on Thursday 17 August.

Until then...  
Happy reading!  
Marion

## Crowley Auxiliary

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

The Auxiliary welcomed three new members at our June meeting. New members are an important part of the Crowley Care family and we are delighted to have you.

It is lovely to be able to share ideas and join our social chat at our monthly meetings.

The Crowley Auxiliary members have been busy selling raffle tickets. One of our raffles 'Christmas in July' was drawn at our luncheon Thursday 27 July.

The day was celebrated with a traditional Christmas lunch, entertainment, and lucky door prizes. We always have a large number of people attending this popular event and we look forward to sharing the photos with you next month.

Our second raffle is a Mrs Peggy's portable clothesline. We are selling 200 tickets at \$5.00 each and they are going fast. This popular raffle will be drawn as soon as the 200 tickets are sold.

We plan to have a Wine and Cheese afternoon Thursday 7 September with live music to entertain us. Save this date in your diary.

Many thanks to our Auxiliary for the time our members spend contributing to our activities, especially supporting the raffles. All money raised contributes to purchase equipment for Crowley.

We are looking forward to our upcoming events and we trust you will support the Auxiliary and join in our organised activities.

Regards,  
Helen Cooney





## Craft Corner

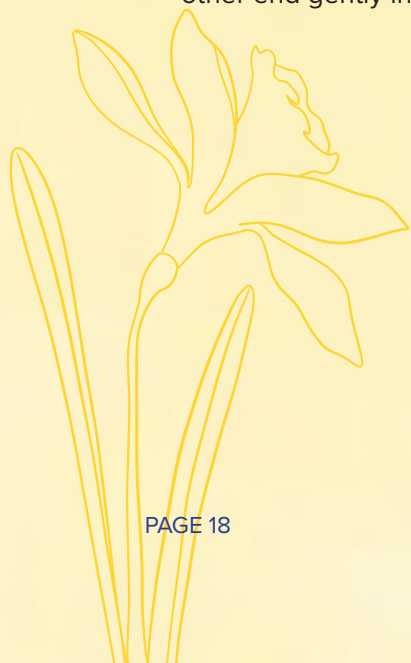
### How to make daffodils

#### What you need

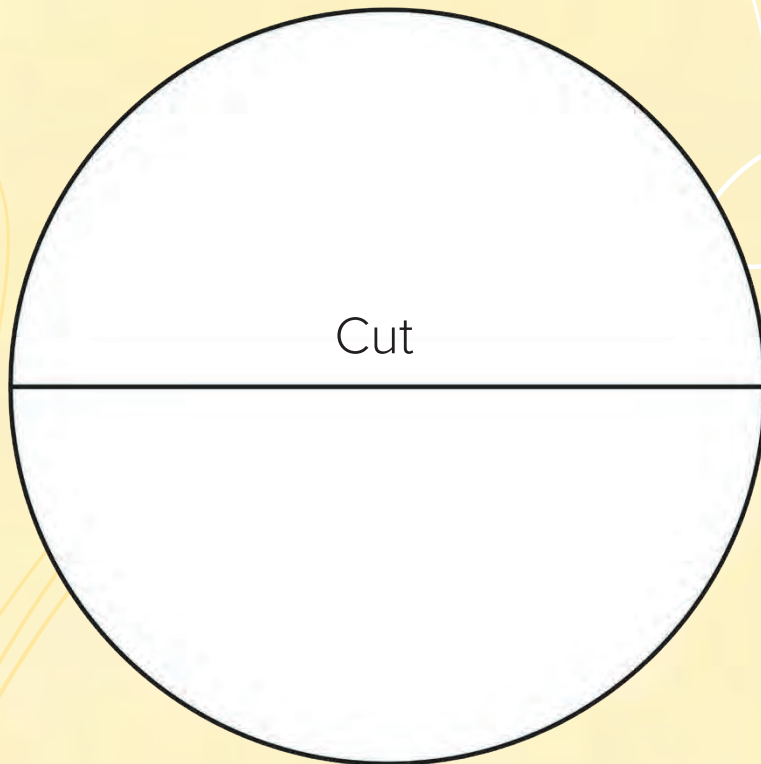
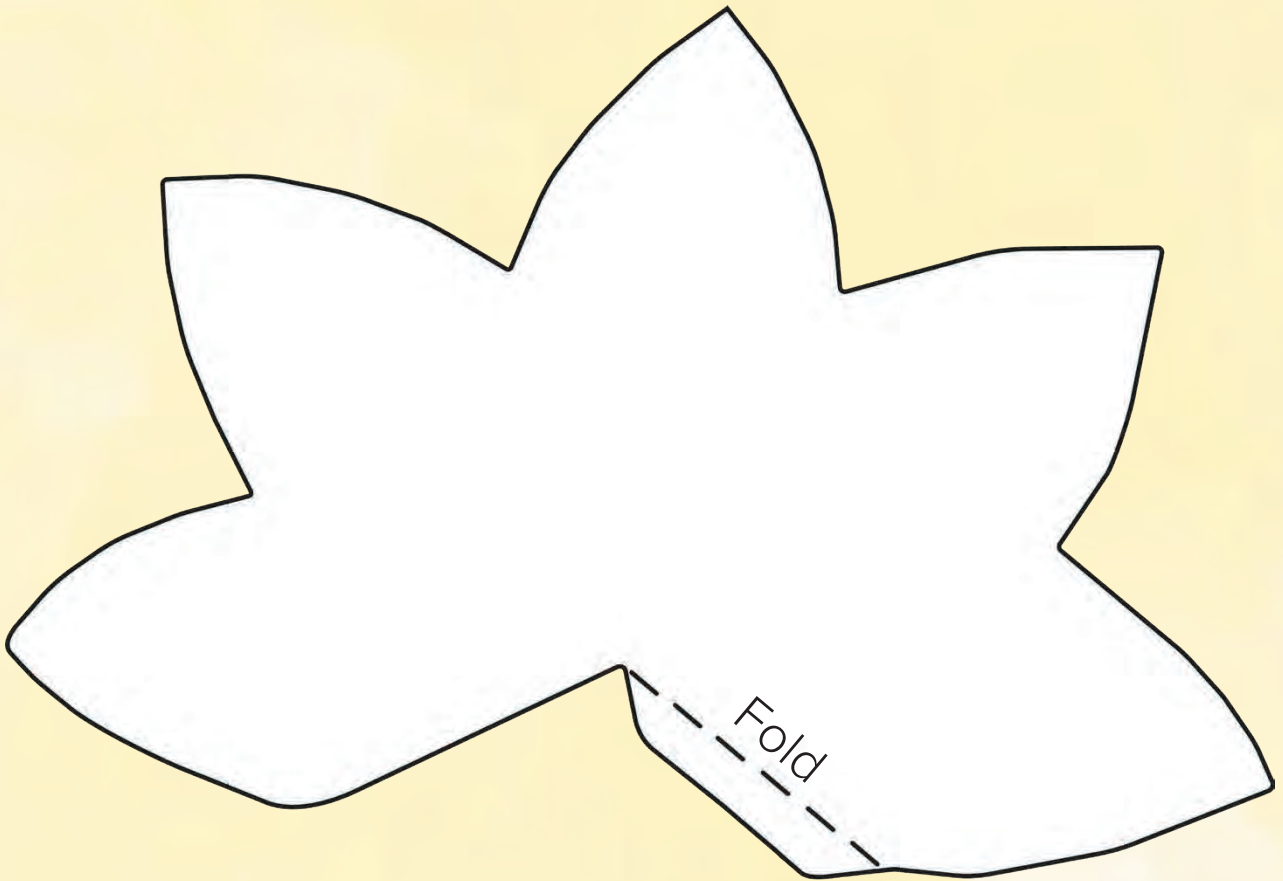
- Construction paper in bright yellow
- Construction paper in red or orange
- Scissors
- Glue
- Pipe cleaners (chenille stems)

#### Instructions

1. Using the flower template on the next page, trace the shapes onto construction paper.
2. Fold flap on the daffodil where it is marked; place some glue on the flap and glue it to the outside of petals; hold for a few seconds until it is securely glued (the flap is too small and will open if you don't hold onto it).
3. Cut circle in the middle where marked. Fold the half circle into a tight cone and glue, holding onto it for a few seconds.
4. Make very small cuts at the sharp ends of both daffodil and cone; just enough to fit the chenille stem.
5. Spread some glue on the small side of cone and insert into daffodil. Allow to dry.
6. Fold one end of chenille stem and insert the other end gently into the daffodil.









# DAFFODIL DAY

**Thursday 31 August**

**ALL Residents & Staff are invited to  
get involved by dressing up in  
YELLOW**

**This is a Gold Coin  
Donation  
Dress Up Day**




Support Australians impacted by cancer, and  
pave the way to a brighter future for everyone.  
Together we can make a difference



**PLEASE NOTE: NAME TAGS AND REGULATION SHOES MUST BE WORN BY STAFF**





We invite all Residents, Clients,  
Staff, Families & Friends to join  
us for our annual

**CROWLEY FAMILY**

# SHOW DAY

**SAVE THE DATE**

**Thursday**

**5 October 2023**

**10:00am - 2:30pm**

Featuring:

Cake Stall

Live Music

Fun Market Stalls

Baby Animal farm

Jumping Castle



# Supporting Our Community in Their Homes



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

Crowley's Home Care service has been operating for almost 30 years, and mainly across the Ballina shire.

Our range of Home Care services include DVA Community Nursing services, DVA Veterans Home Care services, Home Care packages, and Private Home Care.

## Perfectly Pink - Our Home Care Team

Our Home Care team are an integral part of our everyday success and we just couldn't do it without them. Our 'pink' team are as loyal to Crowley as Crowley is to them and they make us so very proud of their work, kindness and dedication they provide to their clients.

The team provide personalised at-home care, monitor the client's wellbeing and observe any changes that might need addressing.

They keep everyone connected by providing direct care in the home and feeding back to our Case Officers and Clinical Team any concerns we can respond to, to ensure healthy outcomes for our clients.

For some of our clients our support staff visits brighten their day as they share time together. They truly make a difference in our client's lives.







### Home Care Registered Nursing Clinical Team

Crowley Home Care engage qualified and skilled Registered and Enrolled Nurses to provide clinical services to our clients. The registered staff are supported by the Clinical Support staff member in the Home Care office.

Nursing staff monitor chronic progressive illnesses to help prevent unnecessary hospital admissions, and ensure timely referrals and reporting to the client's treating GP or specialist.

The RN's attend to in-home clinical assessments, monitoring chronic diseases including diabetes, cardiac and lung disease, wound care, dementia, and palliative care.

Our RN's support clients clinically and help ensure appropriate referrals including for our Veteran's and higher-level Home Care package clients.



### Home Care Case Officers

Since the introduction of Home Care packages, case management came into play in a formal way. Crowley Case Officers coordinate and partner with Home Care package clients so their aged related care and service needs are assessed, monitored and addressed as the client directs.



Case Officers partner with clients to design a package and a care plan that responds to their individual needs, by linking clients with multiple services, including personal and clinical services, goods and equipment and specialist supports depending on the complexity of needs. The Case Officers are supported

by a Clinical Support staff member who oversees those clients with complex clinical and nursing needs. Case Officers initiate referrals in times of health change, deterioration and vulnerability.

In partnership with the client, their other principal role is to develop and monitor client's individual budgets to ensure clients are managing the costs of their services and equipment, including future forecasted costs within the allocated level of funding. They are the client's 'partner' in navigating how they may have their needs met.



### Rosters

Rosters coordinate the scheduling of more than 170 Crowley Home Care clients service needs with a software system and with consideration to every person's clinical, personal, and domestic service requirements and preferences, working around each person's,

medical and personal appointments, trips to hospital, cancellations, and individual requests.

Within this jigsaw of client needs, rosters match and allocate each clients' services to the right staff members, within a preferred time frame. And this can change by the minute, as does all our lives.

Rosters support more than 25 staff with their rosters depending on their own work, health, and personal needs. That's a lot of people to consider and bring together, so that clients are connected to a staff member and their health is monitored and / or they have their medications, a warm shower, a wound dressed, a tidy home, or get the essential needs from the shops.

### Crowley Home Meal Service Team

Crowley's Catering and Meal Delivery staff provide a home meal delivery service to clients in the Ballina and surrounding areas with both fresh and frozen meals each week. This is a great support for clients needing assistance with meal preparations, short or long term, and offers a range of meal choices.

Our Customer Service Team coordinate the orders for our Catering department and our friendly staff then deliver to the door. The Home Care team is also fully supported by the Finance, Quality, and Customer Service Teams.



# Update from Maintenance

## Residential Care and Apartments Annual Fire Safety Statement

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

Each year an annual fire safety certificate is lodged with the local council and then forwarded on to the NSW Fire Brigade.

In 2017, following investigations into a series of significant and high-profile fire events in NSW, the NSW Government at the time introduced legislation across the building professional industry.

The most significant change under the new legislation is that all fire and safety systems must now be assessed and endorsed by a competent Fire and Safety Practitioner. These practitioners conduct an in-depth holistic assessment of the essential fire and safety measures in buildings to ensure the fire safety equipment meets the performance requirements of the original installation.

These measures include:

- Fire detection - do the fire alarms work? A percentage are tested each year.
- Alarm monitoring - does the signal go through to the monitoring station?
- Sprinkler systems check including sprinkler pump stations operation - is there water in the system and is the correct water pressure available?
- Fire equipment checks - are the fire extinguishers ready for an emergency?
- Fire and smoke doors operation - will the doors close and seal to the floor and remain closed?
- Exit and emergency lighting tests - will the emergency lights work for the required 90 minutes if power is cut?
- Exit door latches and internal pathway check - will doors freely open and are the corridors free from obstacles?
- Air conditioning - air conditioning units shut down in the event of the fire alarm activation.





## Hotel Services News

### Meal service boosts menu options

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

When the weather's cold and windy, cooking dinner can seem like a chore when you're sitting cosily on the couch.

It's always wise to keep something in the freezer ready to go. This is when wholesome soups are always a hit and are easy to store with a good freezer life.

Soups such as pea and ham, minestrone, chicken and sweet corn, crème pumpkin or tomato usually have plenty of pulses and grains, as well as a serve of protein that fill an empty tummy and warm you up inside. There is nothing better than a bowl of soup and a crusty bread roll on a cool evening.

Don't forget the Crowley Meal Delivery service can supply you with nutritionally balanced meals and soups.

We have increased our numbers of options of meals now to 56 different meals in a month including 39 gluten free meals.

Our desserts are always a hit – these include, apple pie, chocolate mousse, sticky date, cheesecake and of course the favourite, bread and butter pudding.

If you are looking for further information about our Meal Service and what we can do for you please contact Customer Service for more information.





## Pineapple Rice Pudding

This sweet and creamy rice is like a warm hug in a bowl

### Ingredients

- 4 cups (1 L) milk
- 70g (1/3 cup) caster sugar
- 110g (1/2 cup) medium-grain white rice
- 1 tsp vanilla extract
- 450g can crushed pineapple, drained

### Instructions

Stir the milk and sugar in a large saucepan over medium heat until sugar is dissolved. Stir in the rice and bring to a simmer. Reduce heat to low.

Cover, tilting the lid slightly to leave a 2cm gap, and cook, stirring every 10 to 15 minutes, for 1 hour or until the milk is all absorbed and the rice is creamy and tender (*see note*).

Stir in the vanilla. Fold through most of the pineapple, reserving some for serving. Divide rice pudding between bowls and top with reserved pineapple. Serve immediately.

### Note

*Towards the end of cooking time, stir more frequently to prevent the rice catching on the bottom of the pan.*

*Any leftover rice should be refrigerated immediately and only kept for up to 2 days.*

Serves 4







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

Serves 4

## Chicken Satay Rissoles

Find your new favourite dinner in these creamy satay stir fry rissoles

### Ingredients

- 500g chicken mince
- 1/3 cup panko breadcrumbs
- 1/3 cup sweet chilli sauce
- 2 green onions, chopped
- 2 tsp grated fresh ginger
- 3 garlic cloves, crushed
- 1 tbsp soy sauce
- 2 tbsp peanut oil
- 1 brown onion, thinly sliced
- 4 makrut lime leaves, deveined, thinly sliced
- 1 stalk lemongrass, trimmed, finely chopped
- 1/2 cup crunchy peanut butter
- 2 tbsp brown sugar
- 1 cup chicken liquid stock
- 165ml can coconut milk
- Steamed jasmine rice, to serve
- Sliced cucumber, to serve
- Sliced red chilli, to serve
- Fresh coriander sprigs, to serve

### Instructions

Place mince, breadcrumbs, half the sweet chilli sauce, green onion, ginger, half the garlic and half of the soy sauce in a bowl. Season with salt and pepper. Mix well to combine. Shape mixture into 12 rissoles.

Heat oil in a large frying pan over medium-high heat. Cook rissoles for 4 to 5 minutes each side or until browned. Transfer to a plate.

Add onion to pan. Cook, stirring occasionally, for 3 minutes or until onion just starts to soften. Reduce heat to low. Add lime leaves, lemongrass and remaining garlic. Cook for 30 seconds or until fragrant. Add peanut butter, sugar and remaining sweet chilli sauce. Cook for 30 seconds. Gradually stir in stock. Scoop any cream off top of coconut milk and add to pan with remaining soy sauce. Bring to a simmer.

Return rissoles to pan. Simmer, covered, for 10 to 12 minutes or until rissoles are cooked through and sauce has thickened. Add remaining coconut milk. Season with salt and pepper. Cook for 2 minutes or until heated through.

Serve rissoles with rice, cucumber, chilli and coriander.







## Welcome to Team Crowley

Say hello to the newest members of Team Crowley



**Crisbec (Cris)**  
Hotel Services



**Lee**  
Hotel Services



**Leonie**  
Residential Care



**AEC**

Australian Electoral Commission

## VOTING: Is your family member still enrolled to vote?

**IN THE LEAD UP TO THE 2023 AUSTRALIAN INDIGENOUS VOICE REFERENDUM VOTE . . .**

**Please ensure that your family member's enrolment details are up to date.**

If you wish to have your family member's name taken off the Electoral Roll, please contact Crowley Reception on 1300 139 099 for more details.





# Be Alert, Not Alarmed

**René Lange**  
**Risk Manager**

People of all ages can become a victim of crime, and while we often hear older people are particularly vulnerable, the statistics show the older you are the less likely you are to become the victim of crime.

According to the Australian Bureau of Statistics (ABS) in 2022 victims of robbery were most commonly male and aged between 10 and 17 years of age.

Similarly, most victims of assault are male and almost a quarter of all assault victims were aged between 25 and 34 years of age.

Even so it is smart to be alert to the risks and take some sensible steps to keep yourself and your property safe.

## Home security

House break-ins are one of the most common crimes. Often, they are crimes of opportunity, with the thief gaining entry through an unlocked door or window.

62% involve theft of property.

There are some simple steps you can follow to make your home more secure:

- Don't place keys outside under door mats, in obvious places, or leave them in doors or windows when you're not at home. Install a key safe.
- Keep cash, keys, and valuables out of sight and out of easy reach.
- If you use social media sites, don't give personal details such as your home address or phone number.
- Don't share personal information with strangers (e.g., don't tell them where you live or when you'll be away).
- Keep external doors locked even when you are at home. Some thieves are extremely bold and will enter a house while the occupants are home.

Residents of Independent Living will be aware Crowley employ a security monitoring service who conduct nightly patrols of the grounds of the Residential Aged Care Facility and Independent Living Village.

## Tips for staying safe in public

Despite this low risk, it is still important that you recognise risky situations and take precautions to protect yourself.

- If someone approaches you, trust your feelings. If you feel unsafe, remove yourself from the situation. It is better to be rude than unsafe.
- If you think you are being followed or in danger, get the attention of people nearby - don't be embarrassed to shout as loudly as you can or seek help at the nearest house, shop, or busy public place.
- Carry a mobile phone so you can call for help. Program in the phone numbers of a relative, neighbour, close friend and the Triple Zero (000) emergency number.
- Avoid areas where you don't feel safe (e.g., shortcuts through parks or vacant land, or areas in darkness). Where possible use busy, well-lit streets.
- Avoid leaving your bag in a shopping trolley, on the back of a chair or under a table in public places.
- Use ATMs located in public view and be discreet when entering your personal identification number (PIN). Better yet, many financial institutions provide an ATM inside the branch.

A final tip is to remember that your health and wellbeing is far more valuable than all your money and possessions. Don't risk confronting a would-be thief.

Above all else keep yourself safe!

## Focus on Quality

**Michelle Golding**  
Quality Manager

There are many tasks the Quality Team is responsible for including lots of little things behind the scenes that happen daily, weekly, and monthly.

Did you know in 2023 we...

- Distributed over 11,000 COVID-19 stakeholder updates by email and hand delivery
- Stocktaked over 212 stationery items
- Distributed 600 copies of Chatterbox each month
- Prepared 150 Mandatory Training staff packs containing workbooks, handbooks and resources
- Recorded 140 feedback cards that include compliments, suggestions / ideas and complaints
- Coordinated 170 staff to attend six sessions of Mandatory Training and two sessions of CPR and over 30 Administration staff for Cyber Security training
- Produced 1,400 handover sheets each month to assist our Residential Care team with Resident Care
- Produced, maintained, and distributed a Cleaning, Incident Management, Infection Control, Palliative Care, Feedback, Medication Management Toolkit and Clinical Manual
- Checked and replenished PPE stocks on PPE trolleys throughout the facility over 300 times
- Purchased, distributed, stocktaked and maintained stock levels for over 200 clinical items for Residential Care
- Maintained stock levels of over 50 clinical forms across seven nurses' stations fortnightly
- Produced over 3,000 meal labels each fortnight for our meal van
- Maintained and produced over 25 packs that included information for general enquiries, resident and client admissions and review as well as new employees and volunteers
- Coordinated flowers for families, residents, and staff for birthdays, anniversaries and sympathy
- Coordinated footy tipping competition for 67 staff and 64 residents for the 2023 NRL season
- Produced vouchers for Barney's Café and Coco's Hair and Beauty Salon



# Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

### Independent Living resident

- Thank you for the card and good wishes for my birthday, much appreciated.
- Congratulations again Crowley! What a lovely morning under the trees and cabanas enjoying fresh fish n chips with family and friends to celebrate Fish n Chip festival! You are always thinking of nice ideas to keep residents socially activated - well done! We really enjoyed the morning!
- Thanks for the monthly performances for IL residents. They have been a delight to attend. We hope they will continue.

### Residential Care resident

- Wished they had moved in sooner to Crowley, nothing is ever a problem, all the Home Care girls are fabulous and we have been so fortunate to have them. Go Team!

### Home Care client

- You can just call the office and everyone is so helpful. We are so happy with the services and the client would appreciate having Kath for all her services.
- Home Care client really impressed with her visit from Josie and the standard of cleaning. Was very chuffed to have had such a positive first experience.
- Whiskey is “just amazing”. She was really appreciative for the care you offer and how much you care about the clients you visit.
- We would also like to move all Crowley Care staff down to Sydney with us!! it will be hard to replicate such responsive caring and professional services - our deepest gratitude to all.

### Staff

- Best designed Mandatory Training ever - good and well presented.





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



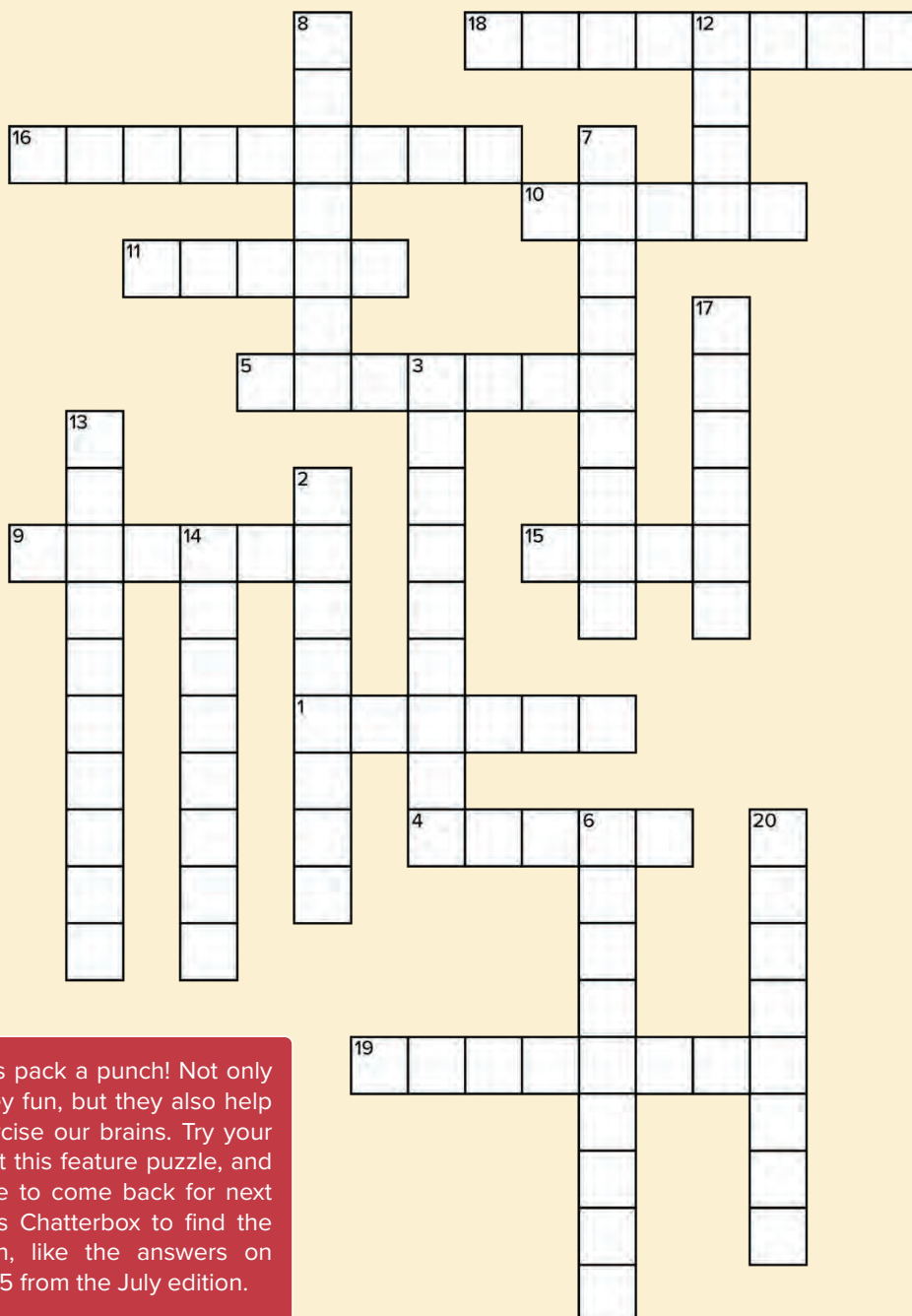
We value your feedback at Crowley Care and we'd love to hear from you. It's as easy as 1, 2, 3!

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



# Spring Flowers Crossword

Test your green thumb. Can you name all the flowers pictured?



### Across



### Down



Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at this feature puzzle, and be sure to come back for next month's Chatterbox to find the solution, like the answers on page 35 from the July edition.

# Phrases and Sayings Quiz Answers

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

1 If you are "taking the mickey" out of somebody what are you doing?

**Teasing them**

2 If someone tells you to "take a pew" what should you do?

**Sit down**

3 If something is to "come under the hammer" it will be what?

**Auctioned**

4 According to the proverb what is "as good as a feast"?

**Enough**

5 According to the proverb, how do "still waters run"?

**Deep**

6 If your French companion says "bon appétit," what are you about to do?

**Eat**

7 If you are "three sheets to the wind," what have you done?

**Drunk too much**

8 If something is "bona fide" what is it?

**Genuine**

9 According to the proverb what is the "mother of invention"?

**Necessity**

10 Complete the well-known phrase: "how long is a piece of ..... ?"

**String**

11 Complete the saying "from the sublime to the ..... ?"

**Ridiculous**

12 If people are said to be "as thick as thieves" what are they?

**Very friendly**

13 In the popular phrase, "who do you rob to pay Paul"?

**Peter**

14 According to the nursery rhyme, which bells say "oranges and lemons"?

**The bells of St Clement's**

15 If you are "down in the dumps", how are you feeling?

**Miserable**

16 If you "bury your head in the sand" what are you doing?

**Ignoring reality**

17 If someone asks you "what's your poison?" what do they want to know?

**What would you like to drink?**

18 If you "dig in your heels" what are you being?

**Stubborn**

19 According to the nursery rhyme "what do you mix with half a pound of tuppenny rice"?

**Half a pound of treacle**

20 Finish the proverb, "go to bed with the lamb and rise with the ....."

**Lark**



# 'Round the Traps

## Staff Training at Crowley

At Crowley we are committed to promoting a culture invested in each individual through learning opportunities. Last month this included Security Awareness sessions and Mandatory Training with staff attending across the organisation.



## 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.