

the chatterbox

NEWS FROM CROWLEY CARE

AUGUST 2025



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Cover photo

RNs John and Donata



A Moment with our CEO

Hello everyone,

Our Annual Report

Our 2024 Annual Report has been published and is now available. Thank you to everyone who contributed to its creation.

It's wonderful to reflect on our yearly journeys through our Annual Reports, celebrating our collective accomplishments and sharing the stories that define the spirit of Crowley.

This year's report highlights our staff who work behind the scenes, without fanfare, making Crowley special.

It is through them that our values come to life – where Crowley is a place of comfort, compassion and with a deep sense of responsibility and community.

I hope you enjoy reading our Annual Report as much as we enjoyed creating it for you.

When caring is personal

I was recently chatting to a son of a new Crowley resident who was pleasantly surprised, because each time he visited, our staff remembered him by name. It was followed by his recounting of how caring our staff are.

It's heartening to hear such positive reinforcement of the personal care our staff deliver.

In fact, each week we receive positive feedback from family and friends visiting their loved ones. I feel they are generous in taking the time to give us these comments, because often in life, when things go well, we tend to take them for granted.

We make sure when we receive this feedback, we communicate this with our staff. I'm a great believer that positive feedback provides our staff with renewed energy and purpose, reminding them they are making a difference to people's lives.

It also reflects our belief at Crowley that building strong relationships with family and friends reflects our holistic approach to the care of our residents – a community enterprise between staff and families.



Taking time for our spiritual journey

I feel very fortunate to have recently attended a retreat facilitated by Bishop Greg.

In the busy hustle and bustle of life, it was an opportunity to slow down, reflect and spend some quiet time in prayer and contemplation.

It reminded me that at Crowley, our Chapel is at the heart of our building, a place where our residents, families and staff nourish their spiritual journey as part of the fabric of their everyday life.

Very best,

A handwritten signature in black ink, which appears to read "Michael Penhey". The signature is fluid and cursive.

Michael Penhey

Catch Up with Kelli

Kelli Potts
Deputy Chief Executive Officer

Hello Chatterbox readers,

The mid-year mark

July marks mid-year for many of us. At Crowley, we have two 'end of year' periods, and both are busy times for the staff depending on the area in which they work. December is all about the end of the calendar year. The Christmas holiday season, friends and family and events for our teams who work in the front-line services such as Home Care, Residential Care, Independent Living, Hotel Services, Customer Service, and Maintenance. July, in contrast, is all about the end of the business year, and for our teams behind the scenes in administration who look after areas such as finance, payroll, risk and quality, the focus is on meeting the various audit and compliance reporting deadlines that fall due after 30 June.

And, of course, the Auxiliary make sure they mark the mid-year with their fabulous annual Christmas in July celebration. Well done and congratulations to Margaret, the Auxiliary executive and all of the volunteers for another wonderful event.

Visit from the Office of Inspector-General of Aged Care

One of the lesser-known government stakeholders in aged care is the newly formed Office of the Inspector-General of Aged Care.



Established in 2023, in response to the Aged Care Royal Commission, the Office of the Inspector-General of Aged Care is an independent statutory agency established to strengthen integrity and accountability in aged care. Its purpose is to oversee how the impact of decisions made by government impacts aged care consumers, providers and other industry stakeholders. It looks to providers such as Crowley to give them feedback about how government plans and regulates the aged care system, including laws, rules and funding to ensure that these do not have an adverse effect on the sector and the people it is designed to support.

On 23 July, we welcomed Lisa, Leah and Anna as visiting representatives from the Office of the Inspector-General of Aged Care. Crowley was their last stop on a three-facility tour that included our industry colleagues at Dougherty Villa in Grafton and Mareeba Aged Care in Maclean. The purpose of their visit was to see and hear first-hand from regional providers.





After a tour of Crowley’s facilities, Lisa, Leah and Anna had the opportunity to meet with some of the Crowley team to hear from them feedback about matters that directly affect our residents and stakeholders, including both the challenges faced and the ways we have been able to innovate and create what they agreed was a unique model of care and special connection at Crowley.

Much of the discussion was related to the New Aged Care Act and the associated reforms and how these can be practically implemented to ensure fair and equitable aged care delivery and access in an industry that is experiencing growing demand for accommodation and services.

We are so grateful to have been given this opportunity to share our experiences and to advocate on behalf of all consumers, existing and in the future, who will find themselves in need of care and support as they age. And this is not the end of the conversation, we have plans to grow our relationship with the Inspector-General and their staff, who we thank for their genuine engagement and obvious shared passion for the aged care sector.

Kelli ☺



Aged Care Employee Day

Honouring Those Who Care

Every year on 7 August, Australia celebrates Aged Care Employee Day – a time to recognise and thank the thousands of dedicated workers who support millions of older Australians across aged care, retirement living, and seniors housing.

This special day shines a spotlight on all those who contribute to the wellbeing of our older generation, from organisational leaders to the compassionate individuals providing hands-on care, as well as the many who work tirelessly behind the scenes.

Whether it's volunteers, cleaners, chefs, cooks, maintenance staff, gardeners, or administrators, each plays a vital role in delivering quality care and comfort to residents.

The theme #ThanksforCaring captures the spirit of the day, offering a heartfelt thank you to everyone in the sector for their unwavering commitment and kindness.

At Crowley, we proudly join this national celebration by acknowledging our incredible team.

We thank each and every one of our staff for the outstanding work they do daily – demonstrating compassion, empathy, and professionalism in every interaction.

Your dedication makes a lasting difference in the lives of those we care for.

Happy Aged Care Employee Day!





Pyjama Day

PJ vibes, staying warm and cozy





DAFFODIL DAY

Thursday 21 August

DRESS UP DAY & FUNDRAISING STALL

Join us on Daffodil Day to help raise funds for the Cancer Council! Show your support by wearing **YELLOW** or by contributing to our fundraising stall

**Daffodil Sale
Cup Cakes
100 Club
Guessing Competition**

All proceeds will be donated to the Cancer Council Daffodil Day Appeal



Self-Care – What Is It Really?

Meredith Pryke
Executive Manager Care Services

You often hear people saying, when asked how they are, “Oh, I’m so busy and life is busy”, no matter their age.

The world is becoming a busier place, with more stimulation, increased expectations and more things to do.

Our lives are busy for many different reasons, from working, studying, volunteering, caring for a spouse, family/children or a friend, and even just being able to maintain our independence and get through the day.

How many of us truly take time for ourselves and practice self-care?

Is self-care just making sure we go for a walk and get some sunshine, or eating well and taking a moment to relax? Or is it more than that?

The concept of self-care is a little more detailed and involves all aspects of our lives – physical, emotional, spiritual, personal, psychological and professional.

The aim is to live a balanced life by being mindful of these factors and putting into practice self-care strategies, and through this, improving our quality of life.

We can see this is good advice from the experts, but how do we do this, and what’s practical in a busy life?

Some of us will be able to focus on all aspects and make changes straight away, whilst others, and I’m one of them, need to do one thing at a time to be able to make a difference.

They say if you do something for 21 days straight, it then becomes a habit.

So, I encourage all of us to take five minutes and reflect on what you do now for self-care and what you could do more of, as we are the only ones who can do this.

Life is not a dress rehearsal; it’s the main event, so let’s make it a good show!



Nurse Practitioners at Crowley

Kelly Roberts Nurse Practitioner

Since introducing the Nurse Practitioner Role at Crowley in 2018, there has been a broad-ranging and continued impact on care and access to services for our residents and community.

This is in addition to a supportive framework for Registered Nurses to improve their knowledge and skill base in delivering care.

One of the positive results of a Nurse Practitioner model includes a reduction in unnecessary transfers to hospital.

Crowley currently has the lowest hospital transfer rate of any aged care home within our local geographical area. This has evolved through Crowley's connections with local GPs, residents and their families and clinical staff's knowledge of residents' preferences for where they wish to receive healthcare, in particular, palliative care.

We've also increased our capacity to provide specialist services in-house for our Residential Care residents and access for those in the community.

Current wait times for access to specialists, particularly Geriatricians within the Northern Rivers area, continue to sit at approximately 6-9 months.

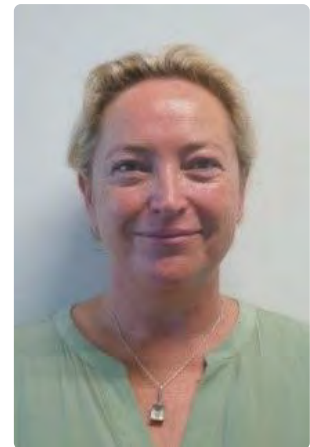
We are now able to provide appointments with our specialists, in collaboration with the Nurse Practitioners and Registered Nurses, within 1-3 months here at Crowley.

As we see declining numbers of General Practitioners within the Aged Care sector nationally, we are fortunately beginning to see a rise in the numbers of Nurse Practitioners in Australia, currently sitting at 3,100. Many of these nurses have a specialty interest in older people and their healthcare.

Whilst Nurse Practitioner models of care appear similar to that of General Practitioners, Nurse Practitioner care delivery is embedded within a nursing model with a broad focus on holistic management of clients and strong connections with families and the wider health care team caring for an individual.

In March 2025, Crowley hosted the local area health service Nurse Practitioner forum, bringing together Nurse Practitioners from across the region to increase clinical knowledge and learning and to refresh clinical skills and latest research.

All Nurse Practitioners hold specific and individual scopes of practice in their area of clinical expertise. Caring for seniors presents a few specific areas, such as chronic disease and pain management, mental health and dementia, as well as palliative care.





The Australian College of Nurse Practitioners (ACNP) has recently been awarded the tender for the Aged Care Nursing Scholarship Program, a \$21 million program for Aged Care employees wishing to advance their education.

The aim of the program is to improve health outcomes for older people in Aged Care, which is well aligned with the ACNP mission and focus. Applications are now open for aged care nursing scholarships and will continue through until late 2027.

The input of General Practitioners in Aged Care has been diminishing over the past five years, due to constraints with Medicare and billing rights, with the NP model ideally situated to maintain and support access to services, care and GP management.

The Australian College of Nurse Practitioners continues to lobby at local and state levels for greater PBS and Medicare Scheduled benefits for Nurse Practitioners, as there is ongoing recognition that this model presents a pathway for older Australians to access quality care within a supported living environment.

There are currently only three organisations on the east coast of NSW who are able to fund the role of the NP, and research is supporting the need for growing access to this service, although we see a greater use of the NP model for aged care in metropolitan areas.

Research is currently underway in the Hunter region, exploring the many benefits to older people with Nurse Practitioner-managed healthcare.

Thank you from Northern NSW Local Health District

On behalf of the NNSW LHD Nurse Practitioner Group, I would like to extend our gratitude for your presentation on Tuesday the 25th of March at our 2025 NNSWLHD Nurse Practitioner Forum.

Firstly, I would like to extend special thanks to the catering company. The attention to detail in the food preparation and accommodating special needs was remarkable. The quantity, quality and variety of the dishes were highly praised by all attendees, and it truly enhanced the overall experience of the event.

Additionally, I would like to acknowledge the IT support team for their vital role in ensuring the smooth operation of all technical aspects. Their availability in preparation and during the initial stages of the event to ensure issues that potentially arose was instrumental in maintaining the seamless flow of the event. Their dedication did not go unnoticed and were greatly appreciated.

Resident Profile

Sister Margaret Mary Cogan

Mum and Dad lived in Berridale at the foot of the Snowy Mountains. Dad was a sheep grazier; his father and grandfather were too.

I had a brother, Tom, and one and a half years later, my sister Beth was born. Dad always worked the land, but when things went bad, he had to go and work in a factory, so they moved to Sydney.

I was born in Randwick, NSW and grew up in Burwood. I never heard a word of complaint from Dad; he would say, "Six months of the year I stand and block hats, and for six months after that I sit down and polish the hats."

There was a rule in our family: one hat per person per year. I never cared if I never had a hat, Beth always wanted hats though. They used to say they were the country lot and I was the city one.

We moved to Strathfield. I wasn't well, I had pneumonia and whooping cough, so they carried me around on a cushion. Mum was a wonderful pianist, and so was Beth.

I remember sitting in the armchair, and Beth was playing this piece and telling the story of it as she played. It was Brahms' rhapsody in G minor. She was playing bass, saying here come the zombies, the graves are open and I was curled up in the chair, terrified.

I started school at Holy Innocents Croydon with the Presentation Sisters. That probably drew me in. They treated each other with the greatest respect and love.

I had a good education, mostly Irish nuns, and I was really happy there. I was really into sports. Once I found sport, that was the end of me. I loved basketball. One year, when I was in year eight, one of the nuns was our coach, and she was jolly good too, and we won the Sydney finals.

I used to play tennis at night. I also loved to run, and we had a big race, and it was the finals with 120 teams, and I won the ladies' race. I was also trying to learn the violin, but nobody could teach me because they didn't know how to do it.



When I left school, I had a job in a hire-purchase firm. I couldn't stand it: "Pay what you owe or we are taking it back." Oh, it was so depressing, so I resigned.

When I was 16, I told Mum I wanted to enter the convent, but she said I couldn't until I was 21.

I was two weeks off 18 when I entered the convent in Lismore. It was my first time away from home. I loved every bit of it. I loved my novice mistress; she was strict, but she would listen and could have a laugh as well. Her main thing was to respect other people, and poverty was another big thing.

I started teaching in Murwillumbah, a class of about 68 children. It was year one. There was no television in those days, so the kids wanted to come to school. I worked there for four years.

Then I did two years in high school at Coraki. Lots of times, the families couldn't afford the school fees, and sometimes they'd bring something like a cabbage as a payment. For the next 14 or so years, I worked at Tumbulgum, Ballina, Urunga, Bellingen and Dorrigo. Then I was sent to Sydney and went from a school of 50 to 600+ students as Principal.

I then went to Chicago to do my Masters in Religious Education.

At Christmas time, I went to Staten Island with a friend. We also went to Denver to see the Grand Canyon – it was snowing. We travelled to San Francisco, and while we were in the movies, there was an earthquake, but we didn't realise it.

We went to Disneyland and had a great time – we went on everything. Then to Los Angeles, and we visited a school for coloured children. After talking to the children, one little boy put up his hand, and I thought he wanted to ask me a question. He said, "You talk like Crocodile Dundee."



Resident Profile

Sister Margaret Mary Cogan

I came back to Australia and was working at Parramatta Catholic Schools Office. There were 48 primary schools. There were four of us, so we got 12 schools each.

I got the mountain run because I lived in Blacktown. I really loved that job. With Tony, our coordinator, we would sit and plan the religious program.

I was at Parramatta for five years and then came to the Catholic Education Office in Lismore from 1994 - 2001.

For six years, I had 36 schools to visit to help teachers with Religious Education.

I started teaching in 1952 and finished in 2001. Then I went to St Vincent de Paul and was the Regional Spiritual Facilitator. I did the Lenten program for St Matthew's, where I lived for 26 years, and we had a ball. I was 91 when I had my Platinum Jubilee.

I've lived at Crowley since January.

I've had an extraordinary life. There have been problems, of course – I had a lot of illnesses, but I got over them all.

God has been good to me and I am grateful. Coming to Crowley has been the icing on the cake. A standout final stage of life care facility where care, kindness and compassion make for happy residents.

From a very grateful, happy resident.





CROWLEY FAMILY SHOW DAY

SAVE THE
DATE

9

Thursday
9th October
10am to 2pm



Craft Corner

How to make still life in 3D

What you need

- Canvas
- Artificial floral items
- Tape
- Paint / pencils / textas

Instructions

1. Use any size canvas as your base.
2. Begin by outlining a vase that takes up roughly half the area.
3. Once the vase is complete and dry, carefully punch three small holes across the top area of the vase.
4. Insert six or more artificial or stemmed floral items through the holes.
5. Once the flowers are arranged to your liking, secure the stems to the back of the canvas with tape.

And voilà - your very own 3D floral masterpiece!



From the IL Desk

Declutter your life

Jenny Kliese
Independent Living (IL) Coordinator

A topic of conversation lately is decluttering or clearing out pre-loved and unwanted items.

With the change of seasons around the corner, now might be a great time to think about moving on unused items, whether it be books, clothing, or household goods.

While researching tips on how to make decluttering simple, not only for our seniors but for all ages, I found this list helpful.

Decluttering Tips for Seniors

Start small

Start decluttering one room at a time to avoid feeling overwhelmed. Focus on a specific area, like a cupboard or kitchen drawer, before moving on to the next. Small goals provide a sense of accomplishment once completed and will motivate you to continue.

Sort

Sort methodically; divide items into categories (keep, donate, sell, discard) and work through each category systematically to prevent decision fatigue. You can also make a 'maybe' category; this is a sentimental pile, as decluttering for seniors can be stressful, as they get rid of items they have had for a long time.

Remove hazardous items

Cleaning for seniors requires a savvy eye to watch out for safety and health. Make sure expired medications are thrown away, look for trip hazards that should be removed – like old rugs or cords that cross walkways – broken furniture and electrical appliances that don't work anymore also need to go.

Do a 90-day test

Seniors are often reluctant to get rid of items they have had for a long time or things they feel "might come in handy someday". Put these items in a safe space for 90 days. If these items haven't been touched after three months, that is a sign you can live without them, and they can be thrown away.

Get rid of duplicates

Ever lose your scissors? So you buy a new pair, and the original scissors reappear? You probably don't need both pairs of scissors. Getting rid of duplicates will save space and make it easier to pack up and downsize when it is needed. Kitchens, bathrooms and offices are spaces that frequently house duplicates.



Everything in its place

Organising while house cleaning for the elderly is a huge help. This will help you find duplicates and make it easier to find items when needed. TV remotes should stay near the TV, books should be on shelves, and kitchen items should stay in the kitchen.

Storage

Use a storage system that makes sense to you and your loved ones so you can find what you need, and everything has a place. Be mindful of the weight of bins and needing to climb ladders or bend down for access.

The benefits of decluttering or cleaning out streamlines unwanted items or belongings, creates a more organised, manageable living space, which reduces stress and enhances safety, as well as embracing a more minimalist approach. Decluttering can also lead to greater independence and a sense of freedom.



Reminder

We will have a skip bin located behind the Men's Shed for the month of September to assist you with those broken and unusable items. Remember, no white goods or chemicals.

Crowley Auxiliary

Christmas in July

Margaret Savage
Crowley Auxiliary President

On Thursday 24 July, we welcomed a large crowd to our Annual Christmas in July Luncheon. Entertainment was by The Decibellas and was enthusiastically received, with everyone joining in.

The room was decorated to perfection, with the Christmas theme, and the staff also wore Christmas-themed outfits.

The lunch consisted of a three-course meal, chicken and leek vol-au-vent, traditional Christmas roast, followed by trifle. All was scrumptious and expertly presented by Judy and her staff.

After the main course, we were again serenaded by The Decibellas, with the afternoon concluding with tea and coffee, drawing the lucky door prizes and the Christmas in July raffle:

Our winners were: 1st Prize: Pam - 2nd Prize: Yvonne - 3rd Prize: Ursula.

Many thanks to our Auxiliary ladies for their support and happy attitude always on display at our functions.

Our next raffle will be a hamper-style basket of goodies.

Tickets will be on sale at Crowley Reception for \$2 each or three for \$5.

To be drawn on Friday 5 September.

Crowley Care Auxiliary Cake Stall

Our next fundraising activity will be a Cake Stall to be held at Ballina Fair on Saturday 23 August.

Please contact Crowley Reception if you would like to contribute.

All cakes, biscuits, and slices need to be wrapped and labelled as to the ingredients. Please bring your baking to the Crowley Activity Centre on Friday 22 August at 3pm.

Award winner at Crowley

I would like to take this opportunity to congratulate one of our very valued Auxiliary members, Mary O'Brien, who is the proud recipient of one of the country's highest civilian honours. Mary was awarded the Medal of the Order of Australia (OAM) in the King's Birthday Honours. Mary was previously recognised as Ballina's Citizen of the Year in 2015 and visited Government House as part of that honour. Later this year, she will travel to Sydney to receive her OAM in person. Thank you, Mary, for all the service you have given to our community and thank you for being a valued member of the Crowley Care Auxiliary. Congratulations Mary.

Our next meeting

Our next Auxiliary meeting will be held on Monday 26 August at 3pm in the Crowley Education Centre. If you would like to join us, we would be delighted to welcome you to the Auxiliary.







Beware of Banking Scams

Anthony Primiano
Technical Services and Cyber Security Manager

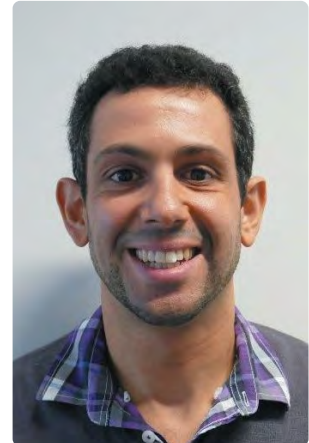
Last week's data breach with Qantas sparked an ever-increasing trend of attacks by cyber-criminal groups. This latest data breach has affected about 6 million Australian customers with names, email addresses, date of birth, residential addresses, gender and frequent flyer numbers compromised.

Your personal information is incredibly valuable, and cyber attackers know it, as this information is commonly sold in underground marketplaces on the internet.

To ensure your valuable personal information remains solely yours, it is important that you have good cybersecurity hygiene. While we are at the mercy of organisations and companies, like Qantas, to maintain a high level of security, the following tips will help make you less of a target in the first instance.

1. Always be wary of the information you are giving away. For example, filling out your details to enter a prize draw at your local supermarket or perhaps a phone call from someone trying to sell you life insurance. Ask yourself the question of "Do they need this information, and if so, why?"
2. Remove any accounts for services or subscriptions that you no longer use.
3. Don't answer phone calls and reply to messages that are from an unknown number, or that you weren't expecting.
4. If a caller claims they are from an organisation of authority, such as the Australian Tax Office, your bank, or Telstra, always get their name and tell them you will ring the company they are from directly.
5. If you read or hear of an offer too good to be true, it is highly likely that it is and it is some kind of scam. Scams will often use tactics like fear, urgency, reward, empathy and curiosity to entice potential victims.

6. Make sure you have unique passwords for every online account you own and ensure multifactor authentication is being used.
7. Always remain vigilant with any activities involving the use of the internet and technology devices, like mobile phones and smart TVs.
8. Keep your technology devices updated with the latest security fixes. Some manufacturers drop support for older devices, which means they no longer receive any updates. It is worthwhile checking on this and, if needed, consider upgrading to a new device to maintain your security.
9. If you are ever in doubt or suspect something isn't quite right, please seek assistance from a member of the Crowley Team.



It is a wild world out there, so stay Cyber Safe.

Update from Maintenance

Healthy airflow

Albie Viel
Maintenance Manager

As the colder months settle in, keeping our living space warm and comfortable becomes a priority. However, it's just as important to maintain healthy airflow to prevent the build-up of stale air, moisture, and mould, which can negatively impact respiratory health.

During winter, we often keep windows and doors closed to retain heat. While this helps with warmth, it can reduce air circulation, leading to stuffiness and increased humidity, which creates a perfect environment for mould growth. To counter this, windows and doors can be left open, wardrobe doors opened, and fans turned on to balance warmth with effective ventilation without drastically lowering indoor temperatures.

Also, an effective cleaning approach to reduce mould is vacuuming carpets, along with a yearly professional cleaning of the carpets. Moving furniture away from the wall and cleaning areas that are not visible. When using the shower or the clothes dryer, ensure the fan extractor is on and the bathroom window is opened to remove the moisture in the room.

In our apartment buildings, the wet areas have an exhaust system that removes moist air, and this can be checked by placing a tissue near the vent outlet, and if the tissue remains held against the outlet, the exhaust system is working.

In the Residential Care facility, we regularly check and clean air filters in our air-conditioning systems to ensure they are circulating clean air throughout the facility. In high-moisture areas like bathrooms, exhaust systems continually extract the moist air.

What's Albie J doing?

In July, Albie commenced the servicing of the Residential Care electric beds. We check the castors, brakes, hand remote operations, make sure the leads are not damaged and that all moving parts are lubricated.



Hotel Services News

Judy Robson
Food Services Coordinator

Tony is on a well-deserved holiday, so I am excited to give you an update from Hotel Services.

With 100-plus wonderful cooks living at Crowley, it is always a challenge to provide a menu that meets everyone's personal likes and dislikes.

Following some great suggestions from Residential Care residents, we have recently trialled some different meals.

The hamburger with chips and pork steak with vegetables went down a treat.

We encourage residents, clients and family members to provide suggestions for their favourite meals through our feedback procedure.

Crowley's kitchen provides meals every day for approximately 140 Residential Care residents, plus many more clients and staff.

Our amazing girls in Barney's Café have been busy keeping everyone happy with many options and providing the opportunity for residents and their families to share a coffee or lunch.

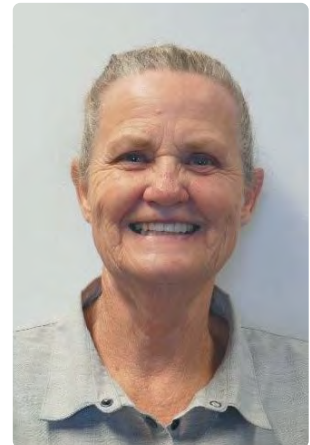
We are blessed with a wonderful team that works hard to provide nutritious and delicious meals.

Other members of our team who are real quiet achievers are the laundry team, ensuring your laundry is clean and fresh, as well as our cleaners keeping your home clean and tidy.

Don't forget, with the weather being cooler and windy, it's 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.

The Crowley Meal Delivery service can supply you with nutritionally balanced meals and soups. For further information about our Meal Service, please contact Customer Service for more information.

We all hope Tony is having a wonderful break, knowing he has taught us well.



Thai Chicken Curry Fried Rice

Ingredients

- 60ml (1/4 cup) vegetable oil
- 250g chicken breast fillet, chopped
- 1/2 brown onion, chopped
- 2 garlic cloves, finely chopped
- 1/2 carrot, finely chopped
- 1 tbsp Coles Takeaway Thai Spice Mix
- 1 tsp ground turmeric
- 375g (2 1/2 cups) cooked day-old jasmine rice
- 2 tsp fish sauce
- 1 tsp brown sugar
- 80g (1/2 cup) frozen garden peas
- 55g (1/3 cup) toasted cashews
- 3 green shallots, sliced
- Juice of 1/2 lime
- Fried eggs, to serve
- Lime wedges, to serve

Instructions

Heat 1 tbsp oil in a wok or large, deep frying pan over medium-high heat. Add chicken, season with salt, then stir-fry for 3-4 minutes until browned and just cooked through. Remove from the wok and set aside.

Heat remaining oil in the wok over medium-high heat. Stir-fry onion and garlic for 2-3 minutes until aromatic. Add carrot, spice mix and turmeric, and cook for 2-3 minutes or until the carrot starts to soften slightly. Add rice with the chicken, fish sauce and sugar and stir-fry for 2-3 minutes, breaking up any clumps of rice as you stir. Add peas, cashews, shallot and lime juice and stir-fry for 2 minutes or until the peas are hot but still vibrant. Season, if needed.

Serve fried rice with a fried egg on top and lime wedges alongside

Serves 2





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

Makes 36

Mini Lemon Pancakes with Curd and Raspberries

Ingredients

- 50g (1 cup) plain flour
- 2 tbsp caster sugar
- 1 ½ tsp baking powder
- ¼ tsp bicarbonate of soda
- 1 tsp finely grated lemon rind
- 250ml (1 cup) buttermilk
- 1 egg
- 40g butter
- 140g (½ cup) bought lemon curd
- 125g (½ cup) dollop cream
- 125g raspberries

Instructions

Combine the flour, caster sugar, baking powder, bicarb and lemon rind in a bowl. Place buttermilk and egg in a jug and whisk to combine. Whisk buttermilk mixture into the flour mixture until combined.

Melt one-quarter of the butter in a large frying pan over medium heat. Drop 2 teaspoonfuls of mixture into the pan, spreading slightly to form a circle. Repeat with mixture to cover base of pan in mini pancakes. Cook for 1-2 minutes or until bubbles appear on the surface. Flip and cook for another minute. Transfer to a plate. Repeat, in batches, with remaining butter and mixture to make 36 pancakes in total. Set aside to cool.

Spread a little lemon curd over 1 pancake. Top with another pancake, lemon curd and a final pancake. Dollop with a little cream, lemon curd and finish with a raspberry. Insert a skewer and transfer to a serving platter. Repeat assembling with remaining pancakes, curd, cream and raspberries.

Tax Time

Belinda Coombs
Finance Manager

It's tax time! If you're a community support worker or direct carer, it's worth understanding what you can and can't claim — it could make a real difference to your refund.

To claim any work-related deduction, three things must be true:

- You paid the cost yourself (and weren't reimbursed)
- It directly relates to earning your income
- You have a record, like a receipt or log

Travel

You can't claim your usual trip from home to work. But if you're travelling between client homes or from one job to another on the same day, that's claimable. You can also claim trips to alternative workplaces (like training). Use the logbook or cents per kilometre method — but not both!

Clothing

Ordinary clothes like jeans or polos aren't deductible, even if worn only for work. But you can claim protective gear (e.g. gloves, masks, non-slip shoes) and compulsory uniforms with your employer's logo.

Other claimable items:

- Work-related mobile and internet use
- Home office expenses (if you're doing admin or reporting at home)
- Courses that improve your skills in your current role
- PPE and union or association fees



You can't claim: regular meals, entertainment, gym memberships, vaccinations, or anything already reimbursed.

Just remember — this isn't tax advice, just some helpful tax tips! For more info, visit ato.gov.au/supportworker or speak to a registered tax agent.

Happy tax time!

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Sithara (Sitara)
Residential Care



Alana
Residential Care



Kwanjira (Popeye)
Residential Care



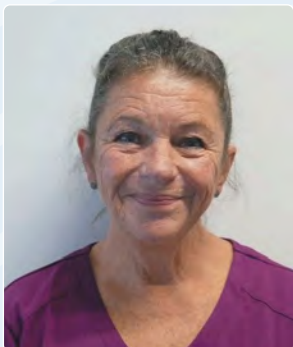
Alana
Residential Care



Rikesh (Rikki)
Residential Care



Melanie
Home Care



Donna
Hotel Services



Fiona
Administration



David
Chief Financial Officer

Privacy Is Not About Secrecy - It's About Respect

René Lange
Risk Manager

In close-knit communities like Crowley's, it's natural to form friendships and care about one another. And when something happens to someone we consider our friend, like a fall or a trip to hospital, it's understandable that others may feel concerned or wish they had been informed.

However, it's important to understand that Crowley has a responsibility to protect each person's right to privacy. This isn't just a Crowley policy – it's the law.

Under the Australian Privacy Act 1988, organisations like ours are bound by the Australian Privacy Principles (APPs). These principles set out how personal information must be handled, including collection, use, and, importantly, disclosure.

Under these principles, we cannot disclose personal or sensitive information about a resident to others without that person's express consent. This applies to friends, visitors and even extended family members.

This means even when the intention is caring or compassionate, sharing details like a resident's medical condition, hospitalisation or their passing (before the family has given permission) can be a breach of privacy law.



What we can do

If you're worried about someone, please speak with our staff. While we may not be able to share or confirm details, when we receive this type of information, we have processes in place to ensure that we check in with the person.



Focus on Quality

Crowley's Consumer Advisory Committee

Michelle Golding
Quality Manager

In December 2023, new reforms under the Strengthening Provider Governance initiative came into effect, requiring aged care providers to offer consumers and their representatives the opportunity to establish a Consumer Advisory Body.

These changes are part of the Australian Government's response to the recommendations of the Royal Commission into Aged Care Quality and Safety.

The purpose of this advisory body is to strengthen consumer engagement and ensure the voices of residents, clients, and their representatives are heard at the highest levels of governance. It plays a vital role in helping providers improve care and services based on the lived experiences and feedback of consumers.

At Crowley, the establishment of a Consumer Advisory Committee builds on our existing commitment to consumer engagement. This includes:

- Regular Resident Meetings
- Consumer surveys
- Feedback and complaints systems
- Case conferencing
- Individual care and service reviews

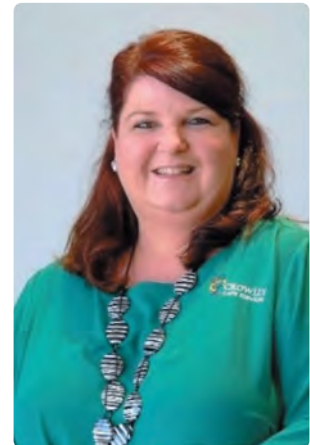
Membership of the Consumer Advisory Committee is voluntary and open to all aged care residents, Home Care clients, and their representatives. Our current members reflect both Residential Care and Home Care services.

We are committed to building a broad, inclusive, and representative Consumer Advisory Body that reflects the diverse voices of all those we care for.

Interested in joining or learning more? We'd love to hear from you.

Please contact our Quality Manager, Michelle Golding, at mgolding@crowley.org.au for more information.

Fact sheets from the Aged Care Quality and Safety Commission – "Consumer Advisory Body: A Resource for Aged Care Consumers" – are available in the foyer.



Crowley Care Consumer Advisory Committee (CCCAC)



The Purpose

The CCCAC provides the Parish Aged Care Board with feedback about the quality of aged care provided, including identifying areas for improvement and problem-solving.

Who can join?

While places on our Committee are limited every 12 months we will write to all our consumers and their representatives to again seek their interest in participating – so please be assured there will be more opportunities to get involved in the future.

We welcome interest from a diverse range of individuals that represent our broad range of residents and clients in Residential Care and Home Care.

How can you participate?

Members will join for one year and will be expected to participate in two committee meetings in person.

Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care families

- Congratulations to all staff who made the Biggest Morning Tea (Cancer Council) fundraiser such a success. The food was excellent, and the residents all had much enjoyment. The atmosphere was one of happiness and joy, so well done to everyone. I have not seen my father, Neville Johnston, so animated for a long time. Thank you for making this a special day for Mum and Dad.
- We would like to commend the wonderful, compassionate staff at Crowley Care – particularly those at Prospect and the hard-working Kelly. They provided exemplary end-of-life care for our father and husband with grace and dignity.
- Just wanted to say what a wonderful, warm welcome everyone has provided to my father. You're a top-class team, thank you. In particular, John provided a very clear, calm and kind initial orientation to Dad and me. Thank you.
- Thank you for keeping us updated and for Crowley's cautious and caring approach to the unfortunate cases of COVID in the facility.
- I recently had my 100th birthday. I wish all involved to know I wish to thank you for a very kind effort. Thanks to all staff. I enjoyed my day.

Staff

- I just wanted to take a minute to thank Crowley for enabling me to attend the wound care workshop. It was informative and well presented. Thanks for the opportunity, I really appreciate the support.
- End-of-life care – excellent teamwork providing quality end-of-life care to a resident. Extremely professional, quality compassion, empathy and understanding by Chelcie (EN) and Hollie (PCW). Worked very well with RN and NP, providing the best quality care to the end for the resident and family.

National Fish and Chip Day

Families and staff comments:

- It was the best day.
- Great seeing these beautiful people have all this fun.
- So many happy faces, beautiful sunshine, lovely fish, chips and sweets. Thank you, Crowley and staff, for a fun-filled day. Always enjoy Helen for the singing and entertainment.
- Fabulous! Thank you for organising this special event.
- Lots of happy faces there.
- What a happy time everyone had!
- Looks like everyone enjoyed the day.
- Looks like a fun day!
- Well done, Crowley!
- Well done everyone.



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



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

1. **Fill** in a Feedback Card and place in the Feedback Boxes located in Reception and the Banksia Dining Room
2. **Send** us an email to info@crowley.org.au or
3. **Call** us on 1300 139 099

Stones and Rocks Crossword

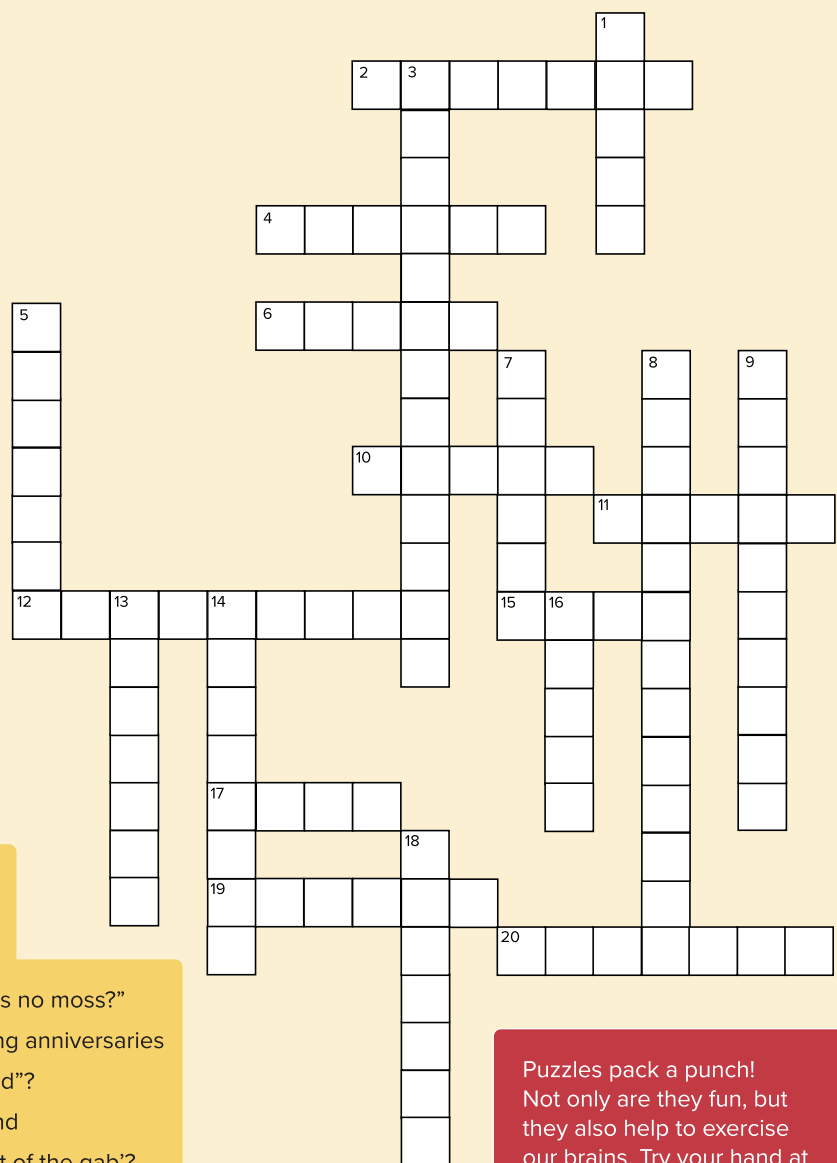
Do you know the answers to these stones and rocks themed questions?

Across

- 2. Cleopatra's favourite green gemstone
- 4. These stones can form inside what part of the body?
- 6. An organic gemstone found in an oyster
- 10. What kind of rock makes up the White Cliffs of Dover?
- 11. This causeway in Northern Ireland was said to be built by which folklore creature?
- 12. British overseas territory known for its rocky and strait location
- 15. A red gemstone, July's birthstone
- 17. A 45-carat blue diamond known for its curse
- 19. 'The Rocks' is a historic district of which Australian City
- 20. A famous Egyptian stone in the British Museum with Hieroglyphics

Down

- 1. Who was known as the King of Rock?
- 3. Which famous rock formation in the USA is carved with four presidents' faces?
- 5. A proverb says, "What kind of stone gathers no moss?"
- 7. The gemstone associated with 25th wedding anniversaries
- 8. Who sang "Diamonds are a Girl's Best Friend"?
- 9. An ancient stone circle monument in England
- 13. Which stone should you kiss to gain the 'gift of the gab'?
- 14. Violet quartz, birthstone for February
- 16. Australia's most famous natural landmark
- 18. What is the study of rocks known as?



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

Buddy Holly and The Crickets Quiz Answers

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

1 How many number 1 hits did Buddy Holly have?

- A. One
B. Eight
C. Twenty
D. Eleven

2 What was Buddy's real first name?

- A. Theodore
B. Jeffrey
C. Charles
D. William

3 Buddy was born on September 7th in which year?

- A. 1934
B. 1938
C. 1936
D. 1940

4 In which U.S. state did Buddy Holly grow up?

- A. New Jersey
B. Texas
C. Tennessee
D. Colorado

5 What was the song "Peggy Sue" originally going to be called?

- A. Cindy Lou
B. Maggie Sue
C. Betty Lou
D. Evie Sue

6 What was the name of the record company that first signed Buddy?

- A. Alligator
B. Polydor
C. Decca Records
D. Peoplesound

7 In which song did Buddy sing about "loving" and "turtle-doving"?

- A. Rave On
B. Heartbeat
C. That'll Be the Day
D. Maybe Baby

8 In which song did Buddy sing about going faster on a rollercoaster?

- A. Oh Boy
B. Everyday
C. It's So Easy
D. Not Fade Away

9 Buddy met his future wife, Miss Santiago, while she was working as a receptionist at a publishing office. What was her full name?

- A. Maria Elena
B. Conchita Juana
C. Ana Marisa
D. Manuella Christina

10 How soon after meeting did Buddy marry his wife?

- A. Under two months
B. Four Days
C. Six Months
D. Over a Year

11 By the time of The Winter Dance Party tour, Buddy and The Crickets had parted ways. Which of these musicians was not in his backing band on tour?

- A. Chris Harrison
B. Waylong Jennings
C. Tommy Allsup
D. Carl Bunch

12 What was the name of the venue where Buddy performed for the last time?

- A. The Ocean Ballroom
B. The Harbour Ballroom
C. The Beach Ballroom
D. The Surf Ballroom

13 February 3rd is known as "The Day the Music Died," marking the plane crash that killed Buddy Holly. What year did this happen?

- A. 1959
B. 1961
C. 1957
D. 1963

14 Buddy was travelling on the tragic flight from Iowa to which state?

- A. Washington
B. California
C. Texas
D. North Dakota

15 Which of these singers also died with Buddy Holly in the fatal plane crash?

- A. Chuck Berry
B. Gene Vincent
C. Elvis Presley
D. Ritchie Valens

'Round the Traps'

Out and about at Crowley



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
000

Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.