

# the chatterbox

NEWS FROM CROWLEY CARE



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## Cover photo

Michael and Santa Peni sharing the Christmas spirit. What a way to spread merry cheer!



## A Moment with our CEO

Hello everyone,

What a wild and challenging year it has been! And I acknowledge everyone at Crowley including our families, residents and staff who have been so understanding and supportive. As each day goes by we've become a little more conditioned to things being different. And I feel, as a community, we've adapted together in the spirit of Crowley's can-do attitude.

In recent months new systems have been put in place to keep everyone safe. And everyone has played their part, which makes Crowley the great place that it is. I feel very fortunate to lead an organisation where people take pride and love being part of Crowley.

In this edition of Chatterbox is an article about our new Barney's in the Plaza. As you know Barney's Café had quickly become the hub of Crowley. Walk into Barney's on any morning and you'll hear laughter, conversation and music - a place where the generations got together. But of course with the Public Health Order restrictions on gatherings we had to think laterally. And so Barney's in the Plaza was born. Such a positive truly Crowley solution that keeps us connected whilst getting us out in the fresh air enjoying coffee in the plaza.

And speaking of different solutions, Christmas is going to be different this year at Crowley. Again we've adapted to keep the numbers congregating down to safe levels. This year for Christmas for Independent Living we've introduced individual outside street parties, rather than one big indoor Christmas party. It's a way of keeping us all a little safer. It will be a bit different of course and it does afford us the opportunity to have more intimate gatherings, which many are looking forward to. Similarly in Residential Care we will hold individual area parties so that we abide by the Public Orders.

In this Chatterbox is a small article on what Christmas means to our residents. It highlights to me that Christmas has personal and unique meanings for each of us depending on our background.

Our residents grew up in a world that is significantly different to today. And I think at Christmas it is important we remember to embrace the uniqueness of each person. Because after all, it is our uniqueness that makes the world and Crowley an interesting place to live.

I want to pay tribute to our staff at Crowley, who this year stepped up and adapted to the new conditions with passion. Their commitment to enhancing the lives of our residents and clients, whilst maintaining relationships and connections, all under difficult circumstances, has been nothing short of amazing.

And as 2020 draws to a close, and behalf of the Crowley community we thank Father Peter and Father Anselm for their contribution and spiritual guidance across this most unique of years.

Have a Happy and Holy Christmas everyone.



Handwritten signature of Michael Penhey.

*Michael Penhey*  
Chief Executive Officer





## Pastoral Care from our Parish

### Fr Peter and Fr Anselm

Dear Brothers and Sisters in Christ,

Greetings of love, joy and peace. This passing year has been more than challenging with the global Covid-19 crisis which has left many people in distress and depression. But, no matter the challenges and struggles we have faced during 2020 or what the New Year 2021 holds for us, there is always a reason for us to celebrate.

The season of Christmas offers us an opportunity to celebrate life, faith, love, mercy and God's goodness to us. We celebrate Jesus who came to share our humanity, giving us the greatest gift of sharing in his Divinity.

As we celebrate this Christmas, may we welcome Emmanuel a name which means God is with us in our hearts. May God be with us all as we move into the New Year. May he fill our hearts with peace and hope. May we all experience the joy that the child Jesus brings during this Christmas time.

We would like to immensely thank Michael Penhey, Kelli Potts, Crowley Board Members, Crowley residents and the wonderful staff of Crowley for their commitment towards the holistic wellbeing of the Crowley residents and clients especially in this time of pandemic. The giving of your time, talent and treasure to the Lord through your service to humanity is greatly appreciated. Words will never be enough to thank you for your strength, courage, and dedication.

We wish you and your families a joyous Christmas and a safe and blessed New Year.



*Fr Peter and Fr Anselm*

# Christmas Mass Services 2020

## Alstonville Catholic Parish

25/12/2020 10.00am Christmas Day Mass, Our Lady of the Rosary Church Alstonville

## Ballina and Lennox Head Catholic Parish

24/12/2020 5.30pm Christmas Eve Vigil Mass, St Francis Xavier Church Ballina  
6.00pm Christmas Vigil Mass, Xavier College (with Children's Liturgy)  
7.30pm Christmas Eve Vigil Mass, St Francis Xavier Church Ballina  
8.00pm Christmas Eve Vigil Mass, Holy Family Catholic Church Lennox Head  
25/12/2020 7.30am Christmas Day Mass, Holy Family Catholic Church Lennox Head  
9.00am Christmas Day Mass, St Francis Xavier Catholic Church Ballina  
11.00am Christmas Day Mass, St Francis Xavier Catholic Church Ballina

## O Holy Night

**"O Holy Night" by John Sullivan Dwight  
(based on the French text from Placide  
Cappeau's Cantique de Noel)**

O holy night! The stars are brightly shining,  
It is the night of our dear Saviour's birth.  
Long lay the world in sin and error pining,  
'Til He appear'd and the soul felt its worth.  
A thrill of hope, the weary world rejoices,  
For yonder breaks a new and glorious morn.

Fall on your knees! O hear the angel voices!  
O night divine, O night when Christ was born;  
O night divine, O night, O night Divine...





## Catch up with Kelli

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

Well we have nearly reached the end of another year that has been both testing and rewarding. It's most satisfying though we have been successful in the area of most importance - keeping our residents, clients and staff safe. This year, operating in aged care in a global pandemic has required hearty doses of creativity, teamwork, resilience and compassion. With challenges have come hundreds of demonstrations of understanding, kindness and caring, as we all adapted to the new and ever changing situation.

We, as a collective, the Parish team, Aged Care Board, staff, residents, families and the larger stakeholder group, have relied upon each other in so many ways. The overwhelming feedback I have received as we look forward to Christmas and the eventual end of the pandemic is that we are stronger together after all we have shared. We have a new appreciation for time spent together with family, friends and colleagues, that for all of us, at some point, was taken away or at least threatened this year.

We have demonstrated an unwavering focus on our goal of caring for those entrusted to us. We have shown our ability to overcome and find new solutions to achieve great things. There are too many people who contributed this year to mention. It is not possible to operate an organisation the size and breadth of Crowley without the dedication and commitment from every team, many of whom have had to significantly change their daily operations and adapt accordingly. It hasn't always been easy or seamless but we have worked together with trust and respect to get there. As the person responsible for these operations I thank each and every one of you.



On behalf of all of our teams I want to acknowledge the strength and perseverance of our residents and clients, who often felt the weight of their vulnerability, the restrictions and the concern for their loved ones whose lives were being impacted. Throughout, the words of wisdom from our seniors, the stories of their own life challenges, their smiles and expressions of appreciation, gave the team a much needed boost of positivity and energy. Thank you all. You are all very special people and we are privileged to be a part of your lives.

The restrictions caused by the pandemic extended right across our society. Within Crowley the many group activities and events we are so well known for had to be modified or cancelled. We believe this will continue to be the story until at least early next year. The good news is that we are only putting our plans 'on hold' as we eagerly await a restart of our pre-covid programs and the new normal.

This month you will see a special tribute article to Michael Penhey proposed and organised by the staff. Michael's 20 year anniversary as CEO was in November and naturally we were looking forward to surprising him with a party to acknowledge his achievement. None of us could have imagined that 2020 would also be the year of Covid-19 and that would put an end to this formal celebration. At their November meeting the Board recognised Michael's achievement and you will see within the tribute an excerpt from the Chair Carolyn Hunt's speech.

Thank you to everyone who contributed with your ideas, your stories of Michael's 20 years, and the lovely written comments. Sadly we could not include them all and some had to be 'trimmed' but we will make sure Michael gets them all.

Just before finalisation of this edition of Chatterbox I made Michael aware of the Tribute. Michael was both embarrassed and chuffed with the gesture. When I asked him for his reflections of the past 20 years he said; *"It has gone super quickly. I think that's a reflection of loving the work, the people and the organisation. I enjoy coming to work each day and I'm proud of the fact that we make a difference in people's lives. The goal of creating a positive culture has seen so many people enjoying life, smiling and laughing on a daily basis and the growth has been a by-product of that positive environment and vibe. It's the great legacy that people want to be a part of Crowley."*

Now as we look forward to finishing the year on a positive and festive note, our annual Christmas festivities will be different, but again the staff have worked hard to plan the most joyous, inclusive and fun festivities we can. Thank you in advance to the team for putting up your hand and volunteering for duties to support our residents and clients with visits, excursions and luncheons. We will be without our regular volunteers this Christmas, the first time in many years and we will miss them all.

From every staff member to every member of the greater Crowley Family be safe and a big Crowley Hug!

Warm regards

Kelli





# Christmas Hours at Crowley

| Reception                                    | Barney's Cafe                                  | Barney's in the Plaza   | Coco's Beauty Salon             | Communications           |
|--|--|-------------------------|---------------------------------|--------------------------|
| <b>Monday 21 December</b>                    |  |                         |                                 |                          |
| Open<br>8.30am – 5.00pm                      | Open<br>8.00am – 3.30pm                        | Open<br>9.30am – 2.30pm | Beauty – Open<br>By appointment | Open<br>9.15am – 4.45pm  |
| <b>Tuesday 22 December</b>                   |  |                         |                                 |                          |
| Open<br>8.30am – 5.00pm                      | Open<br>8.00am – 3.30pm                        | Open<br>9.30am – 2.30pm | Hair – Open<br>By appointment   | Open<br>9.15am – 4.45pm  |
| <b>Wednesday 23 December</b>                 |  |                         |                                 |                          |
| Open<br>8.30am – 5.00pm                      | Open<br>8.00am – 3.30pm                        | Open<br>9.30am – 2.30pm | Hair – Open<br>By appointment   | Open<br>9.15am – 4.45pm  |
| <b>Thursday 24 December</b>                  |  |                         |                                 |                          |
| Open<br>8.30am – 4.00pm                      | Open<br>8.00am – 3.30pm                        | Open<br>9.30am – 2.30pm | Hair – Open<br>By appointment   | Open<br>9.15am – 4.00pm  |
| <b>Friday 25 December (Christmas Day PH)</b> |  |                         |                                 |                          |
| Closed                                       | Open<br>9.30am – 2.00pm<br>Drinks service only | Closed                  | Closed                          | Open<br>9.30am – 2.00pm  |
| <b>Saturday 26 December</b>                  |  |                         |                                 |                          |
| Closed                                       | Open<br>8.00am – 3.30pm                        | Open<br>9.30am – 2.30pm | Closed                          | Open<br>8.45am – 12.15pm |
| <b>Sunday 27 December</b>                    |  |                         |                                 |                          |
| Closed                                       | Open<br>8.00am – 3.30pm                        | Closed                  | Closed                          | Closed                   |
| <b>Monday 28 December (Boxing Day PH)</b>    |  |                         |                                 |                          |
| Closed                                       | Open<br>8.00am – 3.30pm                        | Closed                  | Closed                          | Open<br>9.30am – 2.00pm  |
| <b>Tuesday 29 December (Crowley Day PH)</b>  |  |                         |                                 |                          |
| Closed                                       | Open<br>8.00am – 3.30pm                        | Open<br>9.30am – 2.30pm | Closed                          | Open<br>9.30am – 2.00pm  |
| <b>Wednesday 30 December</b>                 |  |                         |                                 |                          |
| Open<br>8.30am – 5.00pm                      | Open<br>8.00am – 3.30pm                        | Open<br>9.30am – 2.30pm | Closed                          | Open<br>9.15am – 4.45pm  |
| <b>Thursday 31 December</b>                  |  |                         |                                 |                          |
| Open<br>8.30am – 5.00pm                      | Open<br>8.00am – 3.30pm                        | Open<br>9.30am – 2.30pm | Closed                          | Open<br>9.15am – 4.45pm  |
| <b>Friday 1 January (New Years Day PH)</b>   |  |                         |                                 |                          |
| Closed                                       | Open<br>8.00am – 3.30pm                        | Closed                  | Closed                          | Closed                   |

# Christmas at Coco's Hairdresser and Beauty Salon

As we near our holiday season we would like to remind all residents at Crowley to make your hair appointments now prior to the Christmas closure of these services.

If you are looking for perfect gift idea for your loved one this Christmas, you can purchase a salon gift voucher to any dollar value to be redeemed at the salon. This is available for use for any of our residents.

Tracey, our hairdresser is here on Tuesday, Thursday and Friday each week and Michelle, our beautician is her on Monday and Wednesday each week.





# Out and About

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



*Phylis front and centre, toe tapping and enjoying the music.*



*Charlie, taking a turn behind the mic. Beautiful voice, a born performer.*



*Bernie knows how to get the crowd up dancing! Dave and Kelli tearing up the dance floor.*



*Glynnis's smile says it all, rocking and rolling in her chair.*



*Music is one of John's favourite pastimes, never one to miss a concert.*



*Shirley's right on beat with her tambourine and part of the interactive audience band.*



*Kate and Ken headed to the dance floor to trip the light fantastic!*



*Sylvia brought her mascot to dance on her knees. Dancing for music, yes please.*





*Enjoying various leisure pursuits this month. Exercises, checkers, hoi and knitting just to name a few... Here we've got Carole playing cards, Bunty knitting up a storm and Sylvia and Miep playing a friendly game together.*





*FOUR! Crowley greens golfing around. Watch out for Gloria's straight putting.*



*Michael showing us how it's done.*



*Great shot! George really got the knack for swinging straight down the green.*





*Catching up with friends. No shortage of company here at Crowley, there are always opportunities for meeting new friends and catching up with existing ones.*





*Dot and Dawn enjoyed spending some time in the spring sunshine to catch up on all the goings on.*



*Linda enjoyed revamping the raised garden bed in Rosebank with some brightly coloured Marigolds.*



*Betty and Helen basked in the sunshine while admiring the waterfront view. What a place to live!*



*Under the pergola is the perfect place for a chat and to enjoy the water view and the great outdoors. And Bev, Charlie and Albert did just that. It was the perfect day.*





# Last Month at Crowley

## Melbourne Cup Celebrations

Last month we gathered to celebrate the 2020 Melbourne Cup. We gathered in the Entertainment Room to watch the race, eat yummy food and cheer for our favourites to win, with a lucky few amongst us taking home the pot. Spectacular headpieces, top hats and fascinators were aplenty – even some homemade ones (great job). We ran 26 sweeps amongst staff and residents in Residential Care and Independent Living.







# Milestones Celebrated

This month we have celebrated some exciting milestones – big birthdays and children graduating high school!



*Happy birthday Gai*



*Happy 100th birthday Joan*



*Happy 90th birthday Joyce*



*Happy birthday Marie*

It's that time of year when our grown-up children are graduating and moving on with their careers. Many of you would have seen the 'Crowley Kids', our children, coming through over the years and watched them grow up, so this month we also celebrated many of our extended Crowley members graduating from high school after 13 years of schooling – congratulations to:

**James Penhey** (*below*)

You would have seen James helping our IT team.

**Duke Berger** (*right*)

Visited on many occasions with Xavier Catholic College.

**Aiden Goldsmith** (*below right*)

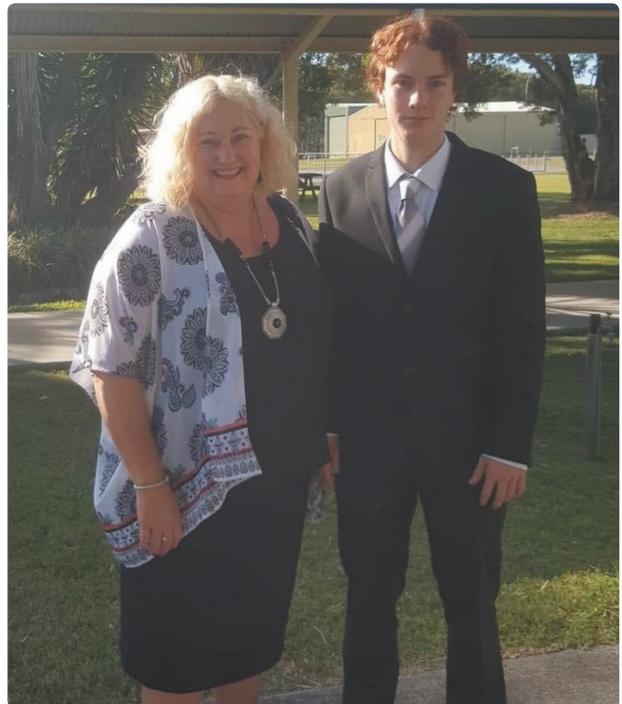
Visited on many occasions with Xavier Catholic College.



*Congratulations Duke*



*Congratulations James*



*Congratulations Aiden*





# Christmas Memories and Traditions

## Christine Lawton Residential Care Facility Manager

With Christmas and the end of a strange year approaching, we tend to look back at what has happened, who we have seen, significant events and plans made.

For this Chatterbox I thought I'd catch up with residents about what Christmas means to them and what traditions they may have had.

For myself my fondest childhood memories are going to one of my grandparent's place. One lived in Sydney in the Rocks and for a country kid it was always full of exciting things to do and so many relatives to see. My other grandparents lived in a variety of places - a bakery in Nimbin, a dairy farm, a pub and eventually at Shelly Beach Ballina. I did not have Christmas at our own home until I was 16.

### Special Christmas memories from our residents:

- Being from a Catholic family the religious meaning was big in our family
- As a child it was a time to spend with our very large family
- My parents did not spoil us but at Christmas they did and always made the gifts that they gave us special
- When I was young my family came from all over to gather at my parent's place as we lived on the land and had many buildings that we could have them sleep in
- We always had a special Christmas tree and as children the big thrill was to go to the midnight mass
- The year I was given a horse was the best Christmas gift I was given as a child. I loved that horse

- I loved that there were sixpence and three pence in the pudding and whatever we got we could spend at the shop mostly on sweets
- Our family always had the traditional hot Christmas lunch with turkey and all the trimmings. One year we could not get a turkey so we had chicken and pork instead. Not quite the same. When I had my own family, we decided that it was too hot in Queensland where we lived so we went to the cold Christmas lunch with seafood, ham and salads and of course we always had plum pudding
- The best part of Christmas day was my mother's sherry-soaked trifle. As kids we thought it was great that we were having alcohol!
- I lived in New Zealand and at Christmas we always went to my grandma's place at the beach as where we lived was a bit colder. There was a big hill behind her place and we used to have races to see who could reach the top first. We thought that we could see Australia from there
- We used to love to go and wake up my father on Christmas day so that we could open our presents. I don't know if he just slept in or was stirring us up knowing we were anxious to get into the presents
- I found Christmas hard as a child as my Father died on Christmas day when I was 8. I have made many special memories since then with my own family



# Resident in Focus

## Kathleen Healey

**Kelly Roberts**  
**Clinical Manager**

*This month, we are telling the story of one resident who has been with us since 2008. Back in 2010, the average length of stay for Residential Care was approximately 1-5 years, so Kath has exceeded expectations in many ways. Here is her story...*

I was born in Bellingen, New South Wales in 1938. My family moved to Grafton when I was 12 years of age, as my Father required regular care from an eye specialist we could only access in Grafton.

I attended the Sisters of Mercy, St Mary's College and completed the Intermediate Certificate, which is now known as Year 10 in High School. I really wanted to be a Botanist when I grew up, but as I was an only child I couldn't access a Bursary to attend University, so I was lucky enough to obtain a position at Grafton Base Hospital in the Administration Department.



I met my husband Ron, when I was 18 years old, however my father wanted to move again to Port Kembla, so Ron would come to visit me there. I managed to get a good job at Wollongong Hospital. Two years later, we moved back to Grafton.

Ron and I were married in 1961 by Father John Kelly, who also now lives here at Crowley. We had three children together, Suzanne, Michael and Margaret. We moved to Ballina in 1998 and put our names down to live in the Village when the time was right.

Sadly, my husband passed away in 2003. After Ron died, I became very lonely and worried about many things.

So I moved into Crowley in 2008 and I've made many friends, both amongst the staff and fellow residents and their families.

Some staff have been here since the day I arrived, although there have also been many new faces. I've had many good times here and have also endured the sad loss of many friends over time.

I LOVE to shop, go to the movies and have coffee with my friends and hope to be able to do this again, hopefully in time for Christmas.





# What Exactly is a Nurse Practitioner?

Everyone at Crowley knows Kelly your Nurse Practitioner, and now Anne, a second Nurse Practitioner has joined the team. Have you noticed that they work differently than most of our other Registered Nurses?

I would like to take you on a journey of what exactly is a Nurse Practitioner (NP).

The NP movement in Australia began in 1990 during the NSW Nurses' Association Annual Conference, but we had to wait till 12 December 2000 for the first two Nurse Practitioners to be authorised in Australia - true trailblazers:

Australia is unique in the world in the careful and strategic approach taken by nursing leaders and regulators in the development and implementation of the Nurse Practitioner role. In 2004 the Australian Nursing Council commissioned a trans-Tasman study to inform the development of NP standards. These standards have formed the basis for a national approach to NP practice competencies and standards for NP education and authorisation.

A Nurse Practitioner (NP) is a Registered Nurse with the experience, expertise and authority to diagnose and treat people of all ages with a variety of acute or chronic health conditions. NPs have completed additional university study at Master's degree level and are the most senior and independent clinical nurses in our health care system.

The title "Nurse Practitioner" can only be used by a person who has been endorsed by the Nursing and Midwifery Board of Australia.

National standards for practice ensure that Nurse Practitioners are capable of providing high quality, patient centred care. They are also capable in clinical research, education and leadership as applied to clinical care and health service development.

## Did you know that Nurse Practitioners...

- Have practised in Australia for 20 years
- Provide health care in all states and territories in Australia
- Diagnose and treat a variety of health-related conditions
- Implement therapeutic regimens for patients, carers and families
- Initiate and receive appropriate referrals from health professionals
- Order and interpret tests to assist in diagnosis and management
- Provide prescriptions and access to PBS medicines
- Improve access to treatment
- Can refer patients to hospitals and specialists
- Can order x-rays and diagnostic blood tests
- Provide cost-effective care
- Target at-risk populations
- Provide mentorship and clinical expertise to other health professionals.
- Registered with the Nursing and Midwifery Board of Australia (NMBA)
- Can provide patient rebates through Medicare



Nurse Practitioners work as key members of the healthcare team and collaborate with other nurses and healthcare professionals, in particular GPs, medical and surgical specialists, physiotherapists, dieticians, occupational therapists, social workers, and many others. They work in a variety of locations, both in hospital, community and aged care settings. An outcome of a recent evaluation found that Nurse Practitioners were “feasible, safe, effective in their roles and provide quality health services”.

Kelly and Anne always aim to add value to the nursing experience for all Crowley’s residents and staff and we take pride in our contribution as significant members of the team. We believe we have the skills, experience and qualifications to provide holistic health care that aligns with Crowley’s promise of Inspirational Living, Rewarding Relationships and Individual Focus.

Crowley has demonstrated innovation and leads by example by investing and employing two Nurse Practitioners that bring excellence in clinical care to the organisation. Let’s celebrate 20 years of NP’s on 12 December 2020.





# From the IL Desk

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

### Resident Profile

Welcome to Ivan and Margery Sharman who have moved into Crowley Independent Living in October from Goonellabah where they lived and worked for 26 years. They have been married for 51 years, have two married sons who live interstate in Tasmania and Brisbane. They have 4 grandchildren and very supportive nieces and their families.

### Why Did you choose Crowley?

The peaceful and calm atmosphere, it felt like home. The amenities it offers (Men's Shed) and it's nice and flat.

### How have you found your sea change to Crowley

Very happy especially the Men's shed (Ivan). Should have done it earlier. Neighbours are great.

### What are your plans or goals moving forward

To continue our interests and hobbies. We enjoy company and socialising so keen to meet our fellow residents, craft, woodwork and are keen gardeners.

Looking forward to becoming Crowley Volunteers when COVID restrictions lift.



### Reminders for the Holiday Season

- If you are going away notify the Crowley team
- Look after yourselves by staying hydrated and limiting your outdoor activities between the hours of 11.00am to 4.00pm
- Cancel your paper delivery or any other regular appointments if you are going away
- Organise medications (deliveries or opening hours could change over the public holidays)

We, take this opportunity to thank you all for your patience and resilience during a trying and emotional 2020. As we move into the new year of 2021 may our new normal give us the opportunity and freedom to resume our lives as we knew.

Sending our love for a great Christmas and healthy and safe New Year.

Cheers  
Dave, Jenny and Megs

### Quote for the Season

“Christmas is family, friends, hope, joy memories, reflection, peace and love”  
- unknown

# “Good-Different” Annual Meeting

**David Crosby**  
**Customer Service Manager**

A COVID safe and socially distanced group of Village residents gathered together recently to attend the Independent Living Annual Management Meeting.

In typical COVID style, our meeting looked very different this year. To bring 40 residents from our Village together in these times is a success. We had several residents attend our meeting via digital means, embracing technology - wonderful!

While we wanted to be in the room with you, we were conscious of giving residents every opportunity to attend. With capacity limits in place we chose to embrace technology and broadcast from the downstairs boardroom to allow as many residents to attend as possible. While Michael, Kelli and myself all felt like hosts of your favourite morning breakfast show, we did miss your smiles and the “feel” from the audience.

Thank you for doing things differently with us. GOOD different.



## IL Public Holiday Hours

|                        |                              |                                    |
|------------------------|------------------------------|------------------------------------|
| <b>25 December</b>     | Christmas Day                | Normal After Hours Procedure - INS |
| <b>26 December</b>     | Boxing Day                   | Normal After Hours Procedure - INS |
| <b>28 December</b>     | Boxing Day Public Holiday    | Normal After Hours Procedure - INS |
| <b>29 December</b>     | Crowley Public Holiday       | Normal After Hours Procedure - INS |
| <b>1 January 2021</b>  | New Year's Day               | Normal After Hours Procedure - INS |
| <b>26 January 2021</b> | Australia Day Public Holiday | Normal After Hours Procedure - INS |

*The above dates are Public Holidays that the IL Team don't work. If you require assistance, press your INS system HELP button or your pendant for Medical or After Hours Maintenance assistance.*



# Dave Conquers “Pedal the Map”

**David Crosby**  
**Customer Service Manager**

Each year during November I ask my friends and family to support me in supporting ‘Movember’ and men’s health.

This year in particular has taken a toll on the mental health of so many, so it seemed logical for me to once again ‘Grow a Mow’.

I have worked at Crowley Care for four years now and had not previously worked in aged care.

When I started in the industry, one of the more confronting things for me was seeing dementia up close and personal. Over the past four years I have witnessed many residents and families battle dementia and seen its effects on the wellbeing of all involved.

Crowley is heavily involved in the area of dementia care and within our community through our representation on the Ballina Shire Dementia Friendly Community Alliance.

Everyone’s dementia journey is different, which is why the Pedal the Map concept is such a great fundraising platform. Pedal the Map is a fundraising event hosted by Dementia Australia.

My plan was to ride over 1,000kms during November, and gain support and donations from family, friends, and the community. I am completing the ambitious challenge, a “Lap of the Map”, one kilometre at a time, to make a difference to people living with and impacted by dementia.

Thank you all for your support and donations, I have no doubt we have made a difference to this important cause.



# 70 Years Married

Long-time Crowley residents Bill and Ruth Dollisson celebrated their 70th Wedding Anniversary with a small gathering of family and friends. They dined on their favourite seafood and champagne. When asked what their secret to a long marriage Bill replied in two words: "Yes Dear", and Ruth simply said: "I chose a good one!" Congratulations to you both from your Crowley Family.

Bill and Ruth moved into Crowley Retirement Village in 1993 and have lived in the Village for 27 years making Crowley their home and contributing significantly to the Village community. They made the sea change from Dunedoo to Ballina. From their three children, they have 8 grandchildren and 10 great-grandchildren.





# IL Christmas Lucky Draw Winners

## Friday Lucky Draws

For a bit of fun in this very different lead up to Christmas, we are drawing two Independent Living resident names every Friday, with winners receiving a \$40 meat voucher. Every Independent Living resident is automatically entered in the draw.

Our winners to date are:

- Week 1      Don and Bill
- Week 2      Joy and Ruth
- Week 3      Audrey and Dave
- Week 4      Vera and Marie
- Week 5      Terry and Nola
- Week 6      Ruby and Valda



*Out Independent Living team - Meg, Dave and Jenny*



# IL MEN'S BBQ

**When:** Thursday 21 January 2021

**Time:** 12.00pm

**Where:** Activity Centre BBQ Area

**BYO:** Drinks

**RSVP:** By 18 January 2021 to Reception

## COVID ETIQUETTE APPLIES

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

Limited 10 people per table.

Bookings essential at Reception.

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





# First Movie of the New Year

## Red Dog

The IL monthly movie will again be screening in 2021. Come along to watch the big screen in the Education Centre for a small cost.

Kiosk goodies of ice cream, lollies and chips are available to be purchased prior to the movie starting.

Hand sanitising and social distancing seating will apply. Limited to 10 people, booking essential at reception.

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

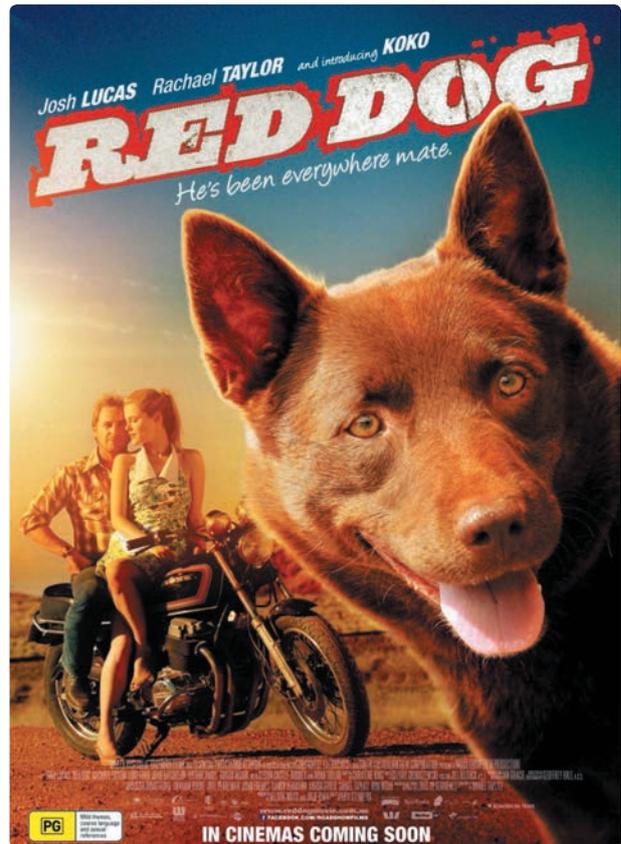
- Movie:** Red Dog
- Genre:** Family, Drama
- Directed By:** Kriv Stenders
- Awards:** AACTA Award for Best Film, AFI Members' Choice Award
- Starring:** Josh Lucas, Rachael Taylor, Koko (red dog), Noah Taylor

Based on the true story of Red Dog, the film revolves around how a dog develops a strong bond with Grant, who becomes his 'true master'.

### Reviews:

A heartwarming tale about man's best friend  
- Empire

Solid performances, a stunning look at the outback, and a pup portraying a legendary Australian hero makes this boy-and-his-dog tale engaging  
- Common Sense Media



## Crowley Screening

- Movie:** Red Dog
- When:** Wednesday 13 January 2021
- Where:** Crowley Education Centre Room 2 (upstairs)
- Time:** 1.00pm
- Cost:** \$2.00
- RSVP:** To Crowley Reception Monday 11 January 2021

# AUSTRALIA DAY DRESS-UP

MONDAY 25 JANUARY  
& TUESDAY 26 JANUARY

ALL RESIDENTS AND CLIENTS ARE INVITED TO JOIN  
THE TEAM TO SHOW THEIR AUSSIE SPIRIT BY  
WEARING THEIR BEST AUSSIE ATTIRE, A HAT  
OR A FULL AUSTRALIA DAY SUIT !





## A 20 Year Tribute to our CEO

For the past 20 years, almost half of Crowley's 'life', Michael Penhey has led the organisation as its CEO. And during that time Crowley has changed significantly for the better under Michael's guidance and leadership.

Throughout Michael's tenure Crowley has grown from a traditional care provider to a dynamic full service aged care provider that is highly regarded and recognised across our region and beyond. He has led an organisation that is forward looking, reliable and trusted in our community. And under Michael's leadership Crowley has grown in many ways as evidenced by the growth in turnover from four to twenty-three million dollars. The organisation now employing more than 230 staff - one of the largest employers in the region.

A calm, clear leader with a vision for Crowley's future, it's little wonder tributes have flown in.

St Francis Xavier Parish Ballina Business Manager Paul Lloyd has worked closely with Michael throughout his tenure and said: "I think his greatest contribution over the past 20 years is how he has changed the culture at Crowley, which is a different place to what it was 20 years ago. He maintains a culture that attracts, keeps and motivates staff. Michael is a very professional person with vast knowledge of the aged care industry. And whilst he thinks and acts strategically, he has a clear focus on residents' wellbeing, care and amenity."

Kay Hanlon, a Crowley Independent Living resident for 25 years who has also worked closely with Michael throughout his time added: "Michael is excellent. He has been an asset to the Village and to Crowley. He is very approachable and very fair. He's just really good at his job. Since Michael and Kelli have been at Crowley the Village has gone ahead in leaps and bounds. I like the way the Village is up to date, modern and in great condition."

Whilst our Board Chair Carolyn Hunt said: "On behalf of the Board we congratulate Michael. You are known in our community as a good operator and we recognise it has taken your hard work, passion and compassion to bring Crowley to where we are today. We thank you for your dedication."

And from someone who has worked most closely with Michael for many years, Crowley's Executive Manager, Operations and Finance Kelli Potts said: "There are many things I could say but if I had to highlight Michael's key contribution it would be one word - relationships. He is committed to developing and maintaining active relationships with people on all levels and from all walks of life. His firm belief is that we are the custodians of a wonderful organisation and that Crowley belongs to everyone."

"Michael has a wonderful capacity to adapt to people's needs, no matter who they are. Michael places great importance on his Catholic leadership role and he is highly connected with our Parish, Diocese and community on many levels, serving on the Board at St Vincent's Hospital for over 18 years, on the Board and the Chair of Trinity Catholic College in Lismore and other organisations, mentoring and contributing. Through Crowley's role as the Diocesan Aged Care Secretariat Michael has provided leadership and expertise in aged care across the Diocese.

"I believe Michael has grown into the CEO role and I'm sure he wouldn't mind me saying, is a better leader now than he when he began. That hasn't happened by chance, in fact that is his aim. He remains open to learning and developing himself whilst supporting those around him to do likewise. And he is not afraid to ask for the right help, by bringing in consultants with expertise to support Crowley on its journey," Kelli said.

It's fair to say Michael has never taken his role for granted, constantly striving to achieve Crowley's Vision to provide "an inspirational living experience through rewarding relationships with a focus on the individual". His love of the organisation and all it stands for in the care for the well-being of others is authentic and infectious.

Congratulations Michael.





# Michael's 20 Years with Crowley

“Michael! Who would have thought... twenty years at Crowley. The integrity and tenacity that you have demonstrated is a testament to the growth of this wonderful organisation. Enjoy this amazing achievement!”

**Jenny K**

“Congratulations Michael on your 20 years. It has been an exciting time in seeing the organisation grow and to be a part of the team that you have built.”

**Tony B**

“Michael, I bet when you started at Crowley you never imagined you'd still be here in 20 years!! It just creeps up on you, doesn't it? Congratulations Michael, wishing you all the best... and here's to the next 20!”

**Robyn K**



“Congratulations Michael! Under your visionary leadership we've had 20 years of innovation, professionalism and fun. As our personable CEO you continue to inspire us with a balanced blend of responsibility, compassion and friendliness.

Love what you have created at Crowley.”

**Sherrie V**

“I would like to congratulate Michael on his 20 years of service. As CEO Michael is passionate about his role, he genuinely cares for the residents and staff and never fails to stop and ask how we are. I would also like to commend him on his leadership during COVID-19. Excellent!! Keep up the great work Michael and all the best for the next 20 years.”

**Lorraine M**

“Congratulations Michael on reaching 20 years at Crowley! A Great achievement.”

**Helen J**

“Michael what a wonderful achievement 20 years as CEO of Crowley! Congratulations and thank you for your leadership, inspiration and compassion. It is a pleasure to work with you and I feel very proud to work at Crowley!”

**Michelle G**

“Congratulations Michael on your 20 years of service, what a wonderful achievement.

You have led with humility, integrity and compassion, and today Crowley Care is a leading aged care provider in Australia.”

**Patrick Herd**  
**Community Business Australia**

“Congratulations Michael - what incredible leadership you have shown.

I am fortunate to have known you for ten of your years as CEO (Chief Energy Officer).

From the moment we met I was struck by your presence. Your calming and boundless energy, your willingness to listen and to ask meaningful questions, your ability to show care and compassion, and your unwavering conviction to your purpose - these are the hallmarks of your leadership.

You are a great man Michael, and I am blessed and proud to call you a friend.

With my deepest regards and warmest appreciation.”

**Dugald Christie-Johnston**  
The Barefoot Coach Founder & Director of Seventh Wave





# Christmas Memories Shared

**Donna Kennedy**  
**Clinical Co-ordinator**

This year, more than ever, I think many of us are looking forward to the joy that Christmas can bring.

We spent some time reflecting with a few of our Crowley Home Care clients and asked them to share some of their favourite Christmas memories with us.

“I attended Christmas lunch at Crowley one year. I am kindly invited, every year. It was absolutely wonderful! I ran into an old friend who was a resident of Crowley. He was 96 at the time, one year older than me. Sadly, he is no longer with us, but it is a memory I will always cherish. I am now 96 years old myself.”

“Every year is special if I spend it with family”.

“A memorable Christmas that immediately comes to mind, was spent at my family home. On arriving in Tasmania, one of my four children contracted mumps, followed by my other three children, then me. The upside of this situation was, that I got to recuperate in my own childhood bed, with my mother taking care of me and the children.”

“My first child and I were expecting to spend Christmas alone as my husband was in Service and had been deployed to Port Moresby. He surprised us by arriving home, with a friend, for Christmas Day.”

“The last Christmas before my husband passed away was spent with a large family gathering, including some family from overseas. It was a special time; peaceful; a happy time to have everyone together.”

“A white Christmas with family in Italy! The whole family travelled to St. Peter’s Cathedral. We sat and watched the snow falling. It was such a beautiful view. We were invited to the Presidential Palace for Christmas Mass and enjoyed drinks afterwards with all the VIPs.”



“Every year, with my five brothers and one sister, our family would spend the Christmas holidays at Broadwater Beach for six weeks. Dad would make the hut and all our beds from timber. We would ride our bikes into town to get supplies each day. Only just recently, our family drove back to the spot to revisit the beach and recount our memories.”

“Memories of the handmade gifts my parents made for their grandchildren. My father made dolls cots for the little granddaughters and rocking horses for the grandsons. My mother made little pillows for the cots.”

“We always had a white starched table cloth and beautiful home cooked food. Our Christmas pudding always had threepences and sixpences baked inside. If you were lucky, you found one in your piece of pudding.”

“Dad made an ice box from pine boards, half filled with river sand covered with a corn bag. Ice blocks from Norco kept our cordial bottles of Cherry Cheer, Lime, Passiona, Lemon and Orange cold. Covered with another corn bag and secured with a pine lid. I remember the ice would last for days.”

“There was a very poor gas supply on Christmas day, so we had to also use the fuel stove. The corrugated iron on the back wall was always white washed. Mum had half cooked the chicken and duck in the fuel stove, and when she placed the baking dish on top of the stove to turn the chicken over, it fell down the back of the stove into the flakes of white wash. When the chicken was retrieved, it came up looking like a lamington. Of course, it was washed off and returned to the oven to continue cooking. Waste not, want not! A small glass of bubbly may have contributed to the unsteady hand that dropped the chicken.”

**We would like to wish all our Home Care clients a very Happy Christmas.**

**May the little moments become tomorrow's precious memories.**

## Home Care Office Hours

|                                    |                   |                                  |                   |
|------------------------------------|-------------------|----------------------------------|-------------------|
| <b>21 December</b>                 | Open 8.30am – 5pm | <b>27 December</b>               | Closed            |
| <b>22 December</b>                 | Open 8.30am – 5pm | <b>28 December (Boxing Day)</b>  | Closed            |
| <b>23 December</b>                 | Open 8.30am – 5pm | <b>29 December (Crowley Day)</b> | Closed            |
| <b>24 December</b>                 | Open 8.30am – 4pm | <b>30 December</b>               | Open 8.30am – 5pm |
| <b>25 December (Christmas Day)</b> | Closed            | <b>1 January (New Years Day)</b> | Closed            |
| <b>26 December</b>                 | Closed            |                                  |                   |



# Home Care Client Profile

## Jean Vidler

**Acknowledgments – A Community at War produced by Ballina Shire Council and prepared with the valued assistance of various families, and community organisations in the Ballina Shire and beyond.**

Jean Vidler, one of our Home Care clients, wrote a story for this book. This is her story:

### **My 'loving brother' Arthur and the Changi parachute**

Jean Vidler was born and raised in Ballina. Her family lived for a time at the Ballina Fire Station, as her father, George Braid, was the Station Master. Three of Jean's brothers enlisted and went off to war from Ballina. One brother, Arthur, was captured by the Japanese and held in the Changi Prisoner of War Camp in Singapore from May 1942 to the end of the war in 1945.

On Arthur's return to Ballina, at the end of the war, he gave Jean a number of war souvenirs as mementos of his war service. These items remain strong reminders of the love and loss associated with the Braid family's wartime experience.

On 9 July, 1940, my brother Arthur Braid enlisted in the Army here at Ballina. Before going to war, Arthur was employed making butter boxes at the Norco factory located on the riverfront. My dad worked at the Norco factory as well. Ballina was a small place then and many of the men either worked at the butter factory [Norco], or at Bagot's Mill. Arthur was nicknamed 'pipi Braid', as he sold pipis and fish to Ballina residents, something he began as a school boy.

By mid-September Arthur left Sydney on board the famous Queen Mary for Malaya, as a private in the 20th AIF Battalion. I had two other brothers who also served during WWII. Fred, who was a signal-man, served in Middle East and New Guinea after the war. George went to New Guinea in the Infantry and was based at Bougainville. They were among so many of our young men who went to war, and the town was emptied.

### **Arthur was sent to Changi**

During Arthur's service in Malaya he was captured by the Japanese before the fall of Singapore in 1942. Following capture, he was then sent to the Changi Prisoner of War Camp, he remained there until the war's end.

When Arthur returned to Australia he brought with him a silk parachute that had been used to deliver medical supplies into the camp by the Australian Red Cross. Arthur obtained the parachute during an extended stay in hospital at Changi with encephalitis. When he came home he gave the parachute to me as a souvenir of his time at war and of Changi. I have treasured the parachute and a number of other items he used while at war. These items include his Army issue brown mirror and a tortoise shell comb.

When we got word that the war had ended everyone went down to the main street, River Street. Where Cummings' now was an outdoor dance floor that was built during the war. Concerts and dances were held there. I think it was to maintain morale in the town while the war was on. Dances were held to raise funds for the war effort. When the war ended that's where everyone went. Chillcott's dance band played all night!

When we heard the war was over many of the boys hadn't arrived home yet, they had to be formally discharged before they could come home and many still had time to serve. When my parents got word my brother was coming home they arranged to travel to Sydney to meet him. They had to travel from Ballina to Casino to get the train to Central Station. When they got to Casino my mother was so sick. She was anxious about Arthur coming home. My mother didn't make the trip to Sydney. She got off the train and father brought her back to Ballina by taxi before taking the same taxi back to Grafton to meet up with the train again. It was an anxious time for my parents. Arthur was the first POW to return to Ballina, as a result it was arranged that the Ballina

Band would play for him when he returned. They arrived at the bus station a day early, so the band never got to play for him after all. The Mayor met him at the bus the next day.

### Things were scarce

Most things were still scarce in the years just after the war. We were OK for butter as Dad used to bring that home from Norco. Tea and tobacco for the men were very scarce, and you could only buy so much of these at a time. Even material was scarce until the beginning of the 1950s. When I made my debut I made my frock out of an old mosquito net my mother gave me. There were often not enough coupons to go around.

Soon after Arthur gave me the parachute from Changi I became engaged to a Lismore boy, Don Thompson. I met him at the Waterfront dance hall at Shaws Bay. In preparation for marrying Don, I smocked a nightdress from the silk parachute Arthur gave me to add to my trousseau. I used the parachute to make the nightdress as supplies were still scarce. I did this with Arthur's blessing. Prior to our wedding Don received a serious football injury playing for Marist Brothers and as a result of these injuries he died. I never got to wear the nightdress.

**Below: Extract from the Northern Star reporting Arthur Braid's homecoming after his release from the Changi POW Camp in Singapore.**

**BALLINA WELCOME TO Ex-P.O.W.**

BALLINA, Wednesday — Pte. Arthur Braid, son of Mr. and Mrs. George Braid, of Ballina, and a former prisoner of war since the fall of Singapore, was quietly welcomed home this afternoon by the Mayor (Ald. D. R. Clark) and a number of friends. In view of the hardships Pte. Braid had experienced he looked well and was elated to be back in his native town.

*Northern Star, Thursday 11 October, 1945.*



***Pictured:*** Jean's smocked silk night dress made from the Changi POW Camp's Red Cross parachute. For Jean the nightdress represents very personal memories of war, her brother Arthur's war service, Changi POW Camp, grief and love. It also demonstrates the resourcefulness that was part of daily life during the war and after, due to the rationing of most goods.





# Home Care Client Profile

## Jean Vidler (continued)



**Pictured:**

Arthur Braid visiting the 'Tiger Balm Gardens' during his war service in Singapore and before his capture by the Japanese in 1942.



**Pictured:**

The Braid family and friends gather to welcome home Arthur in 1945, Burnett Street, Ballina.

From right: Fred Braid, Mona Marstella, Arthur Braid, Jean Braid, Caroline Braid, (child's name is unknown), Colin Marstella, Fred Marstella and George Braid Snr. (seated).



**Pictured:**

A 'Box Brownie' image taken of George Braid (Jnr), George Braid (Snr) and Arthur Braid taken at the Fire Station in Crane Street, Ballina, the day Arthur enlisted in the Army — 1940.

# Barney's Goes Mobile

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

It's great to see the extension of Barney's in the Plaza with our little van set up. How nice it is to enjoy refreshments out in the plaza.

Fresh sandwiches and salads are available to purchase and a selection of juices.

Soon we expect to be able to introduce Fish and Chip Friday.





# Christmas Cheer Tips

## Tony Baldwin Hotel Services Manager

How do you stay on the straight and narrow during the festive season?

Here are a few tips to help you manage over the festive period:

- Set yourself a limit on how many drinks you want to have and tell your friends
- Alternate alcoholic drinks with non-alcoholic drinks such as water, fresh juice, mineral water or soft drink
- If you're drinking non-alcoholic drinks, do so out of a nice wine glass and you won't feel as though you're missing out and fewer people will ask what you're drinking
- Opt for the low alcohol version of your favourite beer, or drink wine as a spritzer mixed with soda water
- Eat a proper meal before you go out and avoid the salty appetisers and snacks which will make you want to drink more
- Empty your glass before going for a refill, this makes it easier to keep tabs on how much you have consumed
- If you're the host, make sure there are plenty of non-alcoholic options available for your guests

By sticking to some of the above, you can still have fun and still be feeling great after the event.

Drink wisely, have a good time and most importantly please do not drink and drive!

## Christmas parties and staying safe

Christmas is fast approaching and so are the parties. This year each area will have a separate party ensuring social distancing as it has become a big part of our life now.

Even though it's going to be a little different this year we will make sure nobody misses out on the scrumptious Christmas feast we are used to.

We will be serving a three-course meal and Santa is sure to make a visit.

Christmas day will also be a little different as we are not able to do our seafood, salad, and dessert buffet this year but we will be able to do some individual seafood plates and desserts platters for each resident to enjoy.





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

## Mango and Coconut Noodle Salad

Perfect with barbecued chicken or fish, it's classic Thai mango noodle salad but not as you know it!

### Ingredients

- 125g dried rice vermicelli noodles
- 4 small mangoes
- 2 tbs finely chopped fresh coriander leaves
- 1 small Lebanese cucumber, seeded, finely chopped
- 1/3 cup fresh Thai basil leaves
- 2 tbs coconut flakes
- 1 long green chilli, thinly sliced
- 1/3 cup roasted salted cashews, finely chopped

### Coconut Dressing

- 2 tsp raw sugar
- 2 tsp boiling water
- 1/2 cup coconut milk
- 1 tbs lime juice
- 3 tsp fish sauce

### Instructions

Make Coconut dressing: Place sugar in a large heatproof bowl. Add boiling water. Stir until sugar has dissolved. Stir in remaining ingredients. Set aside.

Cook noodles following packet directions. Drain. Refresh under cold running water. Drain well. Add to coconut dressing. Toss to combine.

Cut 2 cheeks from each mango. Using a small sharp knife, cut the flesh of 1 mango cheek in half, without cutting through the skin. Using a large metal spoon, scoop half the flesh out of the mango, leaving remaining half within the skin. Repeat with remaining mango cheeks. Thinly slice scooped mango flesh.

Add sliced mango and coriander to noodles. Toss until well combined. Place mango cheeks cut-side up on a serving platter. Using the picture as a guide, thread 1 skewer through each mango. Divide noodle mixture among mango. Sprinkle with cucumber, basil, coconut flakes, chilli and cashews. Serve.





# Cranberry and Pecan Stuffed Turkey

For a classic Christmas main without the fuss, try our cranberry and pecan roast turkey - the stuffing can be made up to one day ahead (without the egg) and stored in the fridge!

## Ingredients

- 1 tbs olive oil
- 1 brown onion, finely chopped
- 1 celery stick, finely chopped
- 1 garlic clove, crushed
- 2 cups finely chopped White Sourdough Vienna
- 1/3 cup dried cranberries
- 1/3 cup pecans, toasted, chopped
- 1 tbs finely chopped sage
- 1 egg, lightly whisked
- 2 tsp finely grated lemon rind
- 1 small turkey buffet (about 2.8kg)
- 1.5kg Kent pumpkin, seeded, cut into wedges
- 2 red onions, cut into wedges

## Instructions

Preheat oven to 180°C. Heat oil in a saucepan over medium heat. Add brown onion, celery and garlic. Cook, stirring, for 5 mins or until onion softens. Transfer to a bowl. Set aside to cool completely.

Add the bread, cranberries, pecans, sage, egg and lemon rind to the onion mixture. Stir to combine.

Rinse turkey under cold water and pat dry with paper towel. Spoon stuffing into the neck cavity and pull down excess skin to enclose, securing with a skewer. Place the turkey in a large heavy-based roasting pan. Spoon the remaining stuffing into the body cavity. Spray turkey with olive oil spray. Season. Cover the pan tightly with greased foil.

Roast the turkey for 1 1/2 hours. Remove foil. Add pumpkin and red onion to the pan. Roast, uncovered, for 1 hour or until turkey is golden brown and juices run clear when breast is pierced with a skewer. Loosely cover with foil. Set aside for 20 mins to rest.

Cut the turkey into slices and serve with the roasted vegetables.





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

## Baked Fruitcake Cheesecake

**Give the traditional baked cheesecake a festive upgrade by using fruit cake as the base!  
A guaranteed crowd pleaser this Christmas**

### Ingredients

- 800g Coles Iced Fruit Cake, icing removed
- 1 tbs dark rum or orange juice
- 750g cream cheese, softened
- 1 cup (220g) caster sugar
- 3 tsp finely grated orange rind
- 1/4 cup (60ml) orange juice
- 1 tsp mixed spice
- 3 Eggs
- 250g sour cream
- 1/2 cup (125ml) orange juice, extra
- 1/2 cup (110g) caster sugar, extra
- Mixed berries, to serve

### Instructions

Preheat oven to 180°C. Line the base of a 22cm spring-form pan with baking paper.

Cut twelve 1cm-thick slices from the cake. Arrange cake slices in the base of the lined pan, trimming to fit. Brush the cake base with rum or orange juice.

Use an electric mixer to beat the cream cheese, sugar and orange rind in a bowl until smooth. Add the orange juice and mixed spice and beat until combined. Add the eggs and beat until smooth. Add the sour cream and beat until just combined. Pour the mixture over the cake base in the pan.

Place the pan on a baking tray. Bake cheesecake for 1 hour or until just set. Turn oven off. Leave cheesecake in oven, with door ajar, for 2 hours to cool. Place in the fridge for 3 hours to chill.

Combine the extra orange juice and sugar in a small saucepan over low heat. Cook, stirring, for 5 mins or until sugar dissolves. Increase heat to medium and bring to the boil. Cook for 3 mins or until syrup thickens. Cool.

Arrange berries over the cheesecake. Drizzle with orange syrup.





# Independent Living Christmas Platter 2020

The Crowley Hotel Services team have come up with an idea to share Christmas with Independent Living residents.

We are offering the choice of two individual Christmas platters for takeaway by IL residents.

The platters available are:

## Option 1:

*The seafood platter includes a selection of:*

Prawns, oysters, Moreton Bay bugs, smoked Salmon with thousand island dressing and tartare sauce.  
Includes a dessert platter.

## Option 2:

*The antipasto platter includes a selection of:*

Cold continental meats, marinated olives, char grilled vegetables, semi dried tomatoes, mushrooms, cheese and dip with bruschetta.  
Includes a dessert platter.

(Please note there will be no mixed platters)

The platters are \$45 each and must be pre-ordered through Crowley Reception by 16 December 2020 on 1300 139 099.

Payment for the orders can be authorised for billing on your IL account or by arrangement with Reception staff.

The pre-ordered platters will be available for collection:

**On:** 24 December 2020

**At:** The Activity Centre BBQ Area

**Time:** Between 1.00pm and 2.00pm

# Crowley Residential Care Family & Friends Christmas Day 2020

**When:** Friday 25 December

**Time:** 11.00am – 12.30pm

**Cost:** \$45 per person

**Menu** (choice of – no mixed platters)

**Option 1:**

*Individual seafood platter includes a selection of:*

Prawns, oysters, Moreton Bay bugs,  
smoked Salmon with thousand island  
dressing and tartare sauce.  
Includes a dessert platter.

**Option 2:**

*Individual antipasto platter includes a selection of:*

Cold continental meats, marinated olives,  
char grilled vegetables, semi dried tomatoes,  
mushrooms, cheese and dip with bruschetta.  
Includes a dessert platter.

**RSVP:** Bookings and payment by 16 December at  
Barneys via the Communications Desk

**BYO Alcohol & Drinks**

**Our current COVID visitor restrictions will apply.**





# Maintenance News

## Albie Viel Maintenance Manager

This year has brought unique challenges as non-essential trades were not permitted on site.

It resulted in Crowley staff undertaking various trade works throughout the year.

Projects achieved in last twelve months by the team:

- Upgrade of the Riverview lounge, dining room and Riverview hallways by the maintenance team
- Relocation of the Gazebo to the outside the Riverview Wing with the creation of a flowering garden
- Renovation of two Residential Care Apartment's rooms and hallway
- Currently the staff are working on the garden area which includes an outdoor paved area along with potted gardens for residents
- The resurfacing of resident's room entry doors continued, reducing the need for ongoing repainting

- We also carried out works involved in the Residential Care fire upgrade including the removal of the fire hose reels and reinstating the wall surfaces
- Supporting the establishment of Barneys in the Plaza
- Major upgrade of the air-conditioning plant in two areas in Banksia and Nursing Wing
- Multiple rooms in the Residential Care building repainted and flooring replaced
- 14 Independent Living Units have been worked on
- Refurbished the Apartments Gardenia Room
- To enhance safety and security, a new fence was installed along the waterfront of the Residential Care building

From me and all the maintenance team we wish everyone to have a safe and happy Christmas.



## From the Men's Shed

Since reopening the Shed in early Spring, we have been busy with a variety of fix-it jobs for residents as well as focusing on construction of saleable items.

However, as we missed out on the usual Crowley Sale Day in the Plaza we have relied on displaying For Sale items on the shed driveway so purchasers can load up items in their vehicles more readily.

As always Frank's Healthy Herbs continue to be displayed there too and are as popular as ever.

We will continue our display, including Christmas gifts for sale, until the second week of December and will then have a break until late January.

A number of improvements have been made to the equipment availability and layout in the shed. Notable here is the replacement thicknesser funded by Crowley and the large linisher and jointer reclaimed from storage. In addition, thanks to Graham's efforts we have a very functional dust extraction system that is operative in the machine area.

Our Christmas display and lights will be on the Shed front during late December until the New Year.

We extend our Christmas and New Year greetings to all our friends, residents, Crowley staff and visitors and hope everyone stays safe until the pandemic is effectively controlled.





# The Long Way to Crowley via Nepal

Amrita Timilsina Banstola

Amrita Timilsina Banstola is a Care Service Employee who joined Crowley on 17 August 2020.

Amrita is from the city of Pokhara in central Nepal. It is a large provincial city approximately 200 kilometres west of the capital city Kathmandu. It is approximately 10,000 kilometres from Pokhara to Ballina.

## Career

Before moving to Australia, Amrita worked for five years as a cashier/teller at the Shilthar Multi-Purpose Saving and Credit Co-operative.

In Australia while her husband was studying to be a Registered Nurse, Amrita worked in a food factory in Sydney for a year. Looking for a role where she would be employable and have steady work, Amrita completed her Cert IV in Aged Care.

For the next two years Amrita worked in Aged Care across two facilities in the Armidale area.

We were very fortunate that Amrita applied to Crowley when she moved to Ballina.

## Family life

Married five years to Surendra who is a Registered Nurse. Four years ago they welcomed a little girl to their family - Ojeswi.

When Ojeswi was one-month old Surendra and Amrita applied to come to Australia. After one year their visa was approved and on 11 August 2017 Amrita and Surendra arrived in Australia.

They had made the very difficult decision to leave Ojeswi in the care of their parents while they got themselves settled in Australia. Ojeswi is lovingly cared for by both grandmothers and has daily contact with her parents.

When the COVID-19 travel restrictions are lifted Ojeswi will join her parents in Australia.



## The future

We are fortunate that as an organisation we have people from diverse cultures. Amrita was our first employee from Nepal. She has quickly established herself as a valued part of the Crowley team.

We hope that Amrita and her husband are able to stay in Australia and she is with Crowley for many years to come.

# Welcome to Team Crowley



**Jeanine**  
Leisure & Lifestyle



**Brad**  
Hotel Services



**Maddie**  
Residential Care



**Rae**  
Residential Care



**Jo**  
Residential Care



**Garry**  
Residential Care





# Crowley Connections

Kim James

Hi there, I work in the Hotel Services Department at Crowley since November of 2017.

My role includes working in a 'ward position' which is very much like being a waitperson in any hospitality setting; anticipating the needs of the customer, delivering meals and serving drinks to our lovely residents and taking meal orders. I most often work in the wing called Banksia and the residents there will know me well. A special shout out to all my Banksia clients.

Having previously completed a Cert III in Cooking I also work in our amazing new commercial kitchen, helping our team deliver tasty sweets, treats and visually appealing options for people on modified texture diets.

## A Fortunate Life

A Fortunate Life is an Australian novel written by AB Facey and I remember Mum reading it to us one year during the longer evenings of winter. The four of us; Mum, Dad, my brother Ken and I would sit together around the Warmbrite after dinner or 'tea' as we always called it. The TV was in the other room, away from the fire and it was just too cold to sit out there and watch it. So, this is how we passed the colder nights in Mudgee that year. I might have been 10. I don't remember that much from the book but I do remember how cosy it felt.

I am the eldest, my parents are Darrel and Jean. We all lived on a grazing property named 'Delva' about twenty minutes from Mudgee on the Lue Rd. And despite growing up on a wool producing property in the 90's I believe I have what AB Facey famously called a fortunate life. It has been amazingly rich, full of friendship, adventure, love, loss, struggles and hardships but much like Facey I also consider it an ordinary, simple life and I'm not sure which parts to tell you. But there is much to be humble and deeply grateful for.

## All the Beautiful Animals

I don't know who my first love was, but there were animals since I can remember. Maybe it was Flicker, Dad's stock horse. A beautiful huge chestnut mare that would get bored of being tied to the stock yard and suddenly and violently throw her weight against the halter in a startling attempt to be free. Something always ultimately broke, despite my father making a bunch of modifications to her tack.

As a toddler I would sneak away and somehow scramble up into Flicker's saddle and lay forward on her neck, combing out her mane with my fingers. She was always perfect with me, despite my parents' concerns considering her bad habits. We only quarrelled once when I offered her a fist of fresh picked grass, with my thumb sticking straight up the centre of the bunch. I still remember the lesson of just how much you can get hurt without there being any malintent from the other party.



Another huge friend, when I was tiny was Daisy the guernsey milking cow. Dad would put us up on her back, out in the paddock, with no lead while he kept a hand on us, just in case. Daisy would quietly walk around and graze at the grass while we had our ride. One day I was missing and was found several paddocks away from the house, curled up in the grass with Daisy brushing out her winter coat.

When I was two or three, I was gifted with (or perhaps rather claimed) a black and white border collie pup that Mum named Ringo. Maybe a bit of a Beatles fan but it suited him perfectly, with his white ring fur collar. Poor Ringo, by all accounts as I carried him everywhere, all day long. Only setting him down to pick a flower or look at a bug and barely letting the poor little thing sleep. He was probably grateful to get out of my clutches and go and learn to be a boring working dog with Dad and the other sheep dogs.



Now if I go on like this, listing childhood pets, I will fill the pages of the Chatterbox. For there were budgies and horses. My best pony, Comet. Numerous poddy calves and over the years probably a hundred pet lambs. A pet kangaroo that Ken named Skippy of course. Wild animals, birds, yabbies and catfish in the dams (I heard that there were crocodiles in the dams too and for a long-time I believed it.) A semi wild, free-range herd of guineapigs and rather importantly, at some time prior a black farm cat called Sooty. Dogs and chooks. An adopted wild goat named Billy and paddocks upon paddocks of sheep and cattle.

Notable mention must go to Thumper the New Zealand Giant Rabbit given to me for my fourth Christmas by my Great Aunty Dot and Uncle Herb. Bless them. I loved that Thumper that was given to me without my parents' permission. Rabbits being as they are, prone to a weak constitution, my mother worried that in the event of a sudden death to my pet bunny it would leave four-year-old me devastated. Her fears were unfounded though as Thumper thrived. One time he beat-up poor Sooty. Other rabbits later came and then went. While Thumper lived on to the ripe old age of eleven. What that is in rabbit years I do not know.





# Crowley Connections

Kim James (continued)

If you're still with me on this trip down memory lane with my inner child, you've probably concluded I developed a deep love of animals, growing up surrounded by a veritable menagerie of creatures. But it wasn't until I moved out of home into town that I met maybe my greatest animal love of all time and certainly the most enduring, in my old dog Olive. A brindle bitzer that nobody wanted, 12 weeks old, lanky and gangly, frantically hungry. She just seemed to be all legs and neck.

Olive Oil plopped into my lap and filled my heart. Finally, a dog that was mine alone. We travelled together, went camping, volunteered at a youth café together, lived and worked in a country pub together (I did most of the work), flew to Western Australia together and even stayed a couple of months in a backpacker hostel in Fremantle together.

On our walks everyone knew her name, not mine and she would gratefully accept pats from anybody willing. People came in and out of my life but for 14 years that dog was mine and I was hers.

I had been living in WA for about 8 years and I was making plans to return to the home-side of the Nullabor. Well, to here in fact. I had travelled around and through The Northern Rivers in my early 20s and now I intended to live here. My deepest concern was how would my beautiful now so, so old lady handle such a long journey. But sadly, Olive checked out two weeks before our moving date and only her ashes made the 45hr drive back with me.



### My Life Now

These days I live in Goonellabah with an absolute sweetheart named Jason. We are sitting on the couch; I'm writing this story, trying not to get distracted by what Jason is watching on TV. I worked the arvo shift and tonight when I got home we had Indian for dinner which is my absolute favourite takeaway.

Jason and I have known each other and been friends for more than two decades. But it has only been in recent years we realised we are meant to be really good friends. He makes me smile lots and the things we want from life fit together. We have known and loved each other's family for years. Jason has an adult daughter, Tahlia and she has just had the most gorgeous little boy that ever was born, in fact he is six months old today. His name is Ash and I'm his Aunty Grandma. They live at Nambucca Heads so I guess it's not too far away.

Last weekend my Mum and Dad came to stay. They live near Laureton. Mum and I talk on the phone every week but I haven't seen them much this year. It's been such a strange year to try to plan things. We had such a lovely visit, it was that really hot weekend so we didn't do much, just spent some time together.



Jason and I share our three-bedroom rental with a fluffy, grey, affectionate cat named Moe Moe who turned up on my doorstep three years ago. As far as I can tell Moe was abandoned. She really seems to like it when we change the lyrics to songs and sing parodies about her, to her. She's such a Puss. Maybe there is some truth to the myth, that owning a cat might make you a bit crazy.

I like it here. It's a small house, but it's in a lovely quiet street with lovely neighbours and we've decided to buy it. It'll be a first home for both of us and we'll renovate it, put on a big back patio and do up the gardens. I love to garden and cook and maybe one day we'll rent this place out and buy a property with a great valley view, enough ground to grow a permaculture food forest and an even nicer house with a big fancy kitchen and loads of bench space.

And they all lived happily ever after.





# Crowley Connections

## Malou Patterson

### Role at Crowley

Hotel Services.

### When did you commence at Crowley?

January 17, 2018.

### Where did you work prior to commencing at Crowley?

BUPA Ballina.

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

Yes, I was able to finish my degree back home, Bachelor of Science in Commerce and took Certificate III in Business Administration through TAFE.

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

Most days I work early so I just watch the morning news here in Australia and back home while having breakfast and when I do the late shift, I go for a walk on the beach, do some household work and organise dinner.

### How does your average day or week at Crowley look?

I am always on the go and getting everything done on time.

Tell us a little about your life outside of Crowley.

I am blessed that I came from a loving and supporting family. I was born in the Philippines, youngest of three, I have a brother and a sister. My family lives in the Philippines. The only family I have here in Australia is my Auntie Francis (my mother's sister) from Lismore and my Uncle John. We migrated to Australia back June 2012 and got married the same year. My two daughters from a previous marriage (Maureen and Marielle) were nine years old and eight years old back then and Mark accepted them as his own. We live a simple life. Mark and I both work, we love going for a weekend drive with the girls once in every fortnight since most weekends I work. We love to watch movies on our day off, shopping, cooking our traditional Filipino dishes and inviting friends over for dinner. I love talking to my parents after work.



**What is an exciting adventure you have been on lately?**

My most exciting adventure is when I went for a four-week holiday to America to see family and friends in 2016. I landed in San Francisco and stayed with cousins in Sacramento, California. Such a great experience to see family you haven't seen for a while, and to experience the food, the warm welcome and the time they spent to show you around. I love San Francisco, the Golden Gate, the famous Clam Chowder and the Fisherman's Wharf. We also went for a picnic in Lake Tahoe. I was able to go to Los Angeles for a couple of nights to visit a schoolmate who took me to Universal Studio and beautiful beaches in LA. In the third week we flew from Sacramento to Vancouver, British Columbia to visit family. As usual, we had a warm welcome from cousins, lots of food and long nights of conversation. We drove from Vancouver to Seattle, Washington for an overnight stay near Lake Chelan. We Popped in to the world's first Starbucks, in Pike Place Market and met with a classmate from primary school who now lives in Seattle. I saw a lot of beautiful waterfalls on our drive.

We even went to Whistler to see the Olympic Village. They showed me around the city of Vancouver and I loved it. Before I went home, my cousin took me to Napa Valley for a Winery tour.

**Do you have any hidden talents?**

No.

**What is something that people may not know about you?**

I know I am an easy-going person. Treat me right and I will treat you the same. I am open to criticism and ideas. Train me right and I do well. Appreciate my effort and I do more than what is expected from me.





# Community Connections

## Byron Solar Train

Ride the world’s first and only solar powered train and journey along the scenic 3km coastal track between the Byron town centre and burgeoning North Beach precinct on this immaculately restored 1949 era two carriage train. The Byron Solar Train has capacity for 92 seated passengers, additional standing passengers and luggage room for bikes, prams and surfboards. The service operates every day of the year except Christmas Day.

The service generates enough power over and above what is needed to run the operation to power thirteen average three-person homes for a year. All thanks to a 4.6-billion-year-old power source - the sun. 73% of the energy generated goes into the grid to power local homes.

Relax on vintage lounge seats in the first-class carriage or chat to fellow passengers in coach class as you travel past littoral rainforest, endangered coastal wetlands and over the stunning tea tree Belongil Creek. The interior comes complete with fresh air from open windows, brining delight to old and young on the ten-minute one-way experience or enjoy a return 25-minute experience departing from North Beach Station.

The solar train is the realization of an eight-year dream held by the owners of the resort Elements of Byron and their development direct, Jeremy Holmes. Running along existing 110-year-old rail tracks that last saw regular service in 2004. The 70 tonne train has 6.5 kilowatts of solar power panels on its roof charging a big lithium battery. On top of the train shed at North Beach there is a 30-kilowatt solar system. When the train comes back every four or five trips, it’s topped up.

North Beach Station – on Bayside Drive. There is a disabled access toilet and plenty of free parking.

Byron Beach Platform – next to Shirley Street level crossing in Byron Bay township.

**Fares:**

- 0-5 years free
- 6-13 years \$2.00,
- 4+ years \$4.00 one way



# Food Safety Gets the Tick!

## Michelle Golding Quality Manager

Did you know businesses serving food to vulnerable persons must comply with the Food Standards Code? A vulnerable person is defined as someone who is in care and can include hospitals and nursing homes.

At Crowley we have a Food Safety Program – a live document that outlines how we identify and control food safety hazards when producing and handling food. It is an important tool to help us:

- Systematically identify potential hazards that may be reasonably expected to occur in all food handling
- Identify where, in a food handling operation, each identified hazard can be controlled, and the means of control
- Provide for the systematic monitoring of those controls
- Provide for appropriate corrective action when that hazard, or each of those hazards, is found not to be under control
- Provide for the regular review of the program to ensure its adequacy, and
- Provide for appropriate records to be made and kept demonstrating action taken in relation to, or in compliance with, the food safety program

To meet our regulatory obligations Crowley is required to have our program audited by an approved auditor annually. The audit of the implemented food safety program ensures that:

- The program continues to comply with the legislated food safety program requirements
- The program is adequate to control the hazards associated with the industry and process involved

- The program has been implemented in accordance with the business's documented system

Due to our excellent track record Crowley are authorised to use a third-party auditor to complete this audit. Crowley engages Desmond White a lead auditor and food safety consultant from Safe Food for U to conduct this audit. The audit was conducted on Wednesday 18 November 2018 with Crowley obtaining an A+ pass.





# Making a Safe Christmas

## Rene Lange Risk Manager

With Christmas almost upon us it is only natural we start to look forward to catching up with family and friends.

Plans are afoot at Crowley and while this year's Christmas Day will by necessity be a little different we're working hard, within Public Health Order restrictions, to make it a day of celebration for everyone.

We will be supporting both visits and excursions on Christmas Day provided we continue on the current path with good local results.

To ensure we are prepared and can safely accommodate as many requests as possible we are asking all families to advise us of their plans for either of these opportunities for Christmas Day visits.

Communication will be sent shortly which includes a Christmas Day Excursions Request Form and a Christmas Day visit form.

If you are unsure whether you're intended plans will be approved please ask! We'll do all we can to support you while ensuring we adhere to the Public Health Order and other advice.

While we're on the topic of visits and excursions, here's an interesting Crowley fact! Since July there have been more than 400 external excursions and many visits undertaken. Wow!

Excursions have ranged from essential medical excursions, a 105th Birthday, 70th wedding anniversary, scenic drives around our beautiful region, lots of take-away coffee, fish and chips and ice cream, and many small family gatherings at home.

So, while Christmas 2020 will by necessity be different there are still ways we can celebrate with our family and friends while remaining COVID Safe.

If you are planning Christmas at your home this year the sorts of things to consider and remember are:

- Keep your distance. I know it sounds silly but if you don't live with your granddaughter Susie then you should keep 1.5 metres from her. If planning a Christmas get together think about how you will maintain 1.5 metres between yourself and people not part of your immediate household group
- Hold the hugs and kisses. Yes, I know... Bah Humbug! But as difficult as it may be, especially when you haven't seen someone in months – and its Christmas - it really is best not to have close contact with people who aren't of your immediate household
- Keep things clean. Place lots of hand sanitiser around and make it easy for people to keep their hands hygienic
- Sit down. It's easier to remember to maintain our distance if we are seated so plan for a sit-down meal.
- Not sharing is caring. If you or anyone else has even the mildest of symptoms stay home and get tested. Don't let COVID-19 be your surprise gift to family and friends

But above all else enjoy and give thanks that despite everything that 2020 has thrown at us we are blessed to live in Australia.

Merry Christmas.

## Keeping Us Safe

One of the jobs Crowley had to adopt to this year was the development of an Outbreak Management Team and Plan that would prepare us for a pandemic, and in this instance COVID-19.

So whilst we needed to do more to be prepared, the COVID-19 restrictions it made it harder for us to complete any face-to-face training with staff. But we managed to conquer this! We have now completed our infection control, fire safety, manual handling and personal protective equipment (PPE) training using internal and external educators and trainers.

Stephen Paul from Hawkins trained us on the threat of fire, evacuation procedures and general fire prevention using a fire extinguisher and fire blanket.

And we collaborated with NSW Health educators Denise and Julie on the correct procedure of the application of applying and removing PPE (donning and doffing).

We have also been audited by the Aged Care Quality and Safety Commission on our Outbreak Plan and preparation and are very pleased to say we received a great result.





# Making Feedback Flow

**Michelle Golding**  
Quality Manager

### Residential Care Family Member

“It has been two months since we farewelled my Mum. She is dearly missed and I know she would want me to thank all the nurses and carers who made her final weeks as comfortable as they could be. Mum was a very private person who mostly kept to herself except for Bingo and the occasional shopping excursion. Much effort was given to encouraging Mum to be more social and I appreciate the support directed at making her world a social one. The conversations Mum had with so many of you were often passed on to me. She loved hearing about others families and felt part of their world in some small way. I will be forever grateful for the care shown to Mum in those past three years of her life. It is a great comfort to me that she made some new friends such as Heather and many of the nurses. To Michael, Kelly, Christine, Kelly and the team. Thank you so much for your professionalism and excellent level of care.”

### Residential Care Family Member

“Thank you so much for helping Joan celebrate her birthday on 13 October, a very pleasant interlude.”

### Independent Living Family Member

“Barney’s in the Plaza is a fabulous innovation. My dad still loves living at Crowley, and whilst understanding COVID requires some restrictions, he will be thrilled to be able to take his visitors to Barneys again for a coffee. He is still your greatest salesman. Thanks again to yourself, Michael and all the Crowley team for all you do - and so well. (Congrats on having Anne Moehead join the team - great addition, she is so highly regarded).”

### Independent Living Resident

“Lovely to get that positive Memo this morning. Thank you. Tried out Barney’s as well this morning. It was soooo clean.”

### Home Care Family Member

“Thank you to everyone who has helped Nancy and myself over the last eight years. Everyone has been fantastic and Mum has been very well cared for in her home. My family are very grateful that we had such good care. I hope this can reach all the staff involved.”



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



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

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

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





# A Year of Chatter

## Looking Back at 2020

Wow – can you believe we are at the end of 2020 already?

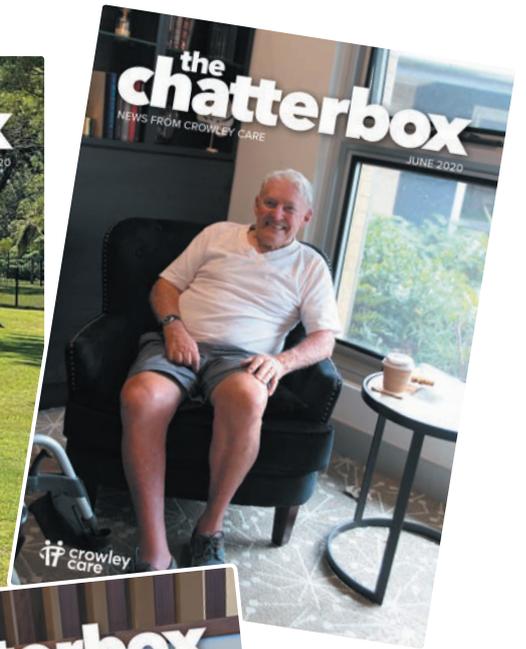
We have had a wonderful year here at Crowley, and a highlight as always is our Chatterbox!

Please enjoy a look back at the last year of Chatterbox and some of the beautiful faces we have had on our cover.

We hope you have enjoyed the last 12 months of Chatterbox editions just as much as we have enjoyed producing them for you!

And while Chatterbox now takes a break over Christmas and New Year, we packed this double issue full of goodies to hold you over until we return in February. Have a very Merry Christmas and a wonderful New Year! See you in 2021!





# Sagittarius Horoscope

November 22 - December 21



Curious and energetic, Sagittarius is one of the biggest travelers among all zodiac signs. Their open mind and philosophical view motivates them to wander around the world in search of the meaning of life.

Sagittarius-born are able to transform their thoughts into concrete actions and they will do anything to achieve their goals. Their enthusiasm has no bounds, and therefore people born under the Sagittarius sign possess a great sense of humour and an intense curiosity.

**Element: Fire**

Enthusiasm, emotion, passion, achievements

**Ruling planet: Jupiter**

Wisdom, vision, expansion, abundance, luck

**Compatibility:** Gemini, Aries

**Sagittarius strengths:** generous, idealistic, great sense of humour

**Sagittarius weaknesses:** impatient, over-promise

**Sagittarius likes:** freedom, travel, philosophy, being outdoors

**Sagittarius dislikes:** clingy people, being constrained, off-the-wall theories, details

**Lucky numbers:** 3, 7, 9, 12, 21

**Colour:** blue

**December birth flower:** narcissus

**December birthstone:** zircon, tanzanite, turquoise

# Capricorn Horoscope

December 22 - January 19



Capricorn is a sign that represents time and responsibility, and its representatives are traditional and often very serious by nature. These individuals are masters of self-control and have the ability to lead the way, make solid and realistic plans, and manage many people who work for them at any time. They will learn from their mistakes and get to the top based solely on their experience and expertise.

**Element: Earth**

Dependable, grounded, loyal, practical, reliable

**Ruling planet: Saturn**

Structure, authority, discipline, concentration

**Compatibility:** Taurus, Cancer

**Capricorn strengths:** responsible, disciplined, self-control, good managers

**Capricorn weaknesses:** unforgiving, know-it-all

**Capricorn likes:** family, tradition, music, understated status, quality craftsmanship

**Capricorn dislikes:** almost everything at some point

**Lucky numbers:** 4, 8, 13, 22

**Colour:** brown, black

**January birth flower:** snowdrop, carnation

**January birthstone:** garnet

# Games Corner



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# Word Search Clues

- Celebrate
- Christmas tree
- December
- Decorations
- Family
- Giving
- Holiday
- Lights
- Ornaments
- Reindeer
- Ribbons
- Santa claus
- Stockings
- Tinsel
- Turkey dinner
- Twenty-fifth
- Winter
- Wrapping paper
- Wreath

## What a Laugh!

Two young boys were spending the night at their grandparents.

At bedtime, the two boys knelt beside their beds to say their prayers when the youngest one began praying at the top of his lungs.

"I PRAY FOR A NEW BICYCLE...  
I PRAY FOR A NEW NINTENDO...  
I PRAY FOR A NEW IPAD..."

His older brother leaned over and nudged the younger brother and said, "Why are you shouting your prayers? God isn't deaf."

To which the little brother replied, "No, but Grandma is!"

# Springtime in the Plaza at Crowley



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Business Fax  
6686 6082

Crowley Independent Living  
1300 139 099

Crowley Residential Care  
1300 139 099

Crowley Home Care  
1300 139 099

Crowley Meal Service  
1300 139 099

Crowley Hair Salon  
1300 139 099

St Francis Xavier Parish  
6681 1048

Emergency  
000

Ballina Fire Brigade  
6686 2038

Ballina Police  
6681 8699

Ballina District Hospital  
6686 2111

Commonwealth Carelink Centre (Free Call)  
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.