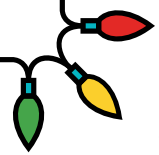


the chatterbox

NEWS FROM CROWLEY CARE





Contents

- 03 A Moment with our CEO**
Catch up with Michael Penhey on life at Crowley
- 04 Catch Up with Kelli**
Discover more about Crowley's operations
- 05 Pastoral Care from our Parish**
Words from Fr Peter and Fr Anselm
- 06 Last Month at Crowley**
Get the latest gossip on the goings on
- 20 Residential Care News**
Behind the nurses station at Crowley
- 22 Independent Living News**
What's been happening in the village
- 30 Home Care News**
Out and about with the team in pink
- 37 Maintenance News**
An update from the team
- 38 Hotel Services News**
What the team has been up to
- 40 Recipes from the Chef**
Delicious and fresh treats to enjoy
- 47 Organisational News**
News from behind the scenes of Crowley
- 54 Feedback and Comments**
Compliments and recommendations from you
- 58 Games Corner**
Try your hand at these mind melting quizzes!

Cover photo

Santa and Miep, Christmas 2021





A Moment with our CEO

Hello everyone,

Well what an interesting year for everyone at Crowley it's been, as we experienced both ups and downs.

Despite the flooding, ongoing COVID and organisational challenges, there's been one overriding Crowley characteristic shine through. And that's the resilience of the Crowley community to carry on and make the most of what is in front of them.

Whilst we've all been through a bit this year, you wouldn't know it. Because getting on with things and enjoying the moment is what our residents and clients do. It's a generational outlook on life we can admire and learn from.

As we returned to holding "our classic Crowley events", our community picked them up and relished them without missing a beat. That's wonderful to witness and I sense we value these "get togethers" more than we ever did, because we recognise getting together as a Crowley family is a precious thing.

To think if COVID hadn't come along Barney's Cafe in the Plaza wouldn't exist. It's a truism, but out of adversity does come opportunity.

Because Barney's was born out of necessity during COVID to have an outdoor setting. It's now a fundamental focal point and integral to our sense of community. Who would have thought?

I want to express deep gratitude to everyone at Crowley this year for hanging in there when things got a bit tough. Staying in the game and remaining positive are qualities that exuded across Crowley, especially from our staff. Even at times we had all had enough!

So, thank you to our staff, our residents, clients, families, auxiliary support and our wonderful volunteers. As a connected community that supports each other you all made it possible.

We have also learnt this year showing kindness towards each other always triumphs. When we are kind it benefits our entire community, adding to our resilience.

Finally, a massive thank you to our Board, all of whom are volunteers and do an amazing job guiding Crowley into the future.

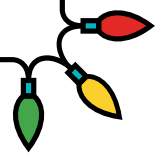
And I want to pay tribute to our Parish, to Father Peter and Father Anselm particularly for their spiritual guidance and support across this year that was like no other.

Merry Christmas everyone. In total gratitude.

Very best,

Michael Penhey
Chief Executive Officer





Catch Up with Kelli

Kelli Potts

Executive Manager Operations and Finance

This month the Australian Government - Aged Care Quality and Safety Commission will introduce a Code of Conduct for Aged Care (The Code). It officially comes into effect on 1 December 2022.

The Code is part of the Australian Governments' Aged Care and Other Legislation Amendment Act 2022 in response to the Royal Commission into Aged Care Quality and Safety's recommendations. The Code is one of the nine measures to improve accountability and transparency and is expected to be part of several initiatives to increase protections for consumers from workers who pose an unacceptable risk of harm.

The Code describes the behaviour expected of aged care providers, their governing persons (e.g. board members and CEOs) and aged care workers and describes how providers and the people who provide your care must behave and treat residents and clients.

The Code applies to approved aged care providers of residential, home care, and flexible care funded by the Australian Government, their governing persons (e.g. board members and CEOs) and aged care workers of approved providers. Additionally, contractors, volunteers or other people to provide aged care services who provide care will be expected to comply with The Code.

Crowley has had their own Code of Conduct in place for over 15 years. This Code of Conduct is signed by all staff when they commence employment at Crowley, and all volunteers and contractors are also issued with copies as part of their engagement with the organisation. Crowley recognises that having a Code of Conduct is vitally important to communicate and guide the way we deliver our Vision. Crowley will continue to have our own organisational Code of Conduct which is continually being updated based on feedback and of course to reflect regulatory changes.

The new Code of Conduct for Aged Care includes eight elements that describe behaviours expected:

- **Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions**
- **Act in a way that treats people with dignity and respect, and values their diversity**
- **Act with respect for the privacy of people**
- **Provide care, supports and services in a safe and competent manner, with care and skill**
- **Act with integrity, honesty and transparency**
- **Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services**
- **Provide care, supports and services free from all forms of violence, discrimination, exploitation, neglect, abuse, and sexual misconduct**
- **Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect, abuse, and sexual misconduct**



A copy of The Code and further information is available at www.agedcarequality.gov.au

At Crowley we know our staff have always been at the heart of Crowley's reputation for providing great care and inspirational living experiences all based in getting to know our residents and clients and developing lasting and meaningful relationships with them and their families.

Kelli ☺



Pastoral Care from our Parish

Joy to the world... and heaven and nature sing

Fr Peter and Fr Anselm

Hurray! It is Christmas again when we remember the birth of Our Saviour Jesus Christ, who brings Joy to the world. Although we may not feel an overabundance of joy this season, as a result of what we have been through over the recent years. Moreover, our communities amidst the ongoing pandemic have experienced the worst flooding in history which has left many people devastated. With all that is going on right now, it's hard to find in the world the true and lasting joy that we so desire. In the midst of difficulties and uncertainties, let us strive to bring joy to those whose lives are filled with hurt, brokenness, and confusion. Christ the Light of the world is the source of the ultimate joy that we all desire.

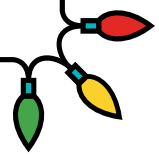
Joy is still possible in the midst of difficulties. In St. Luke's Gospel (Luke 2:7), we learn a tremendous lesson from the first Christmas, "Mary gave birth to her firstborn son and wrapped him in swaddling clothes, and laid him in a manger because there was no room for them in the inn." Jesus was born in a difficult situation, yet the Angels sang; "Glory to God in the Highest and on earth peace to people of goodwill". Despite the challenges and even the crises that the world experiences, let us join the Angels in singing Glory to God in the highest. Heaven and nature sing, because Jesus the Saviour of the world is born.

As we celebrate the birth of Jesus Christ this Christmas, let joy be born in our hearts, in our homes and workplaces, not just this Christmas, but all the days of our lives. Let us inspire this world, which can seem so lost in darkness, with our love and kindness. May this Christmas bring us all comfort, joy, and peace, and may our hearts be filled with the Joy of Christ's birth. May our mouths continue to sing God's praises, now and forever. Amen.

Have a Spirit-filled Christmas and a peaceful New Year.

Fr Peter and Fr Anselm





Out and About

Entertainers return

It has been exciting to see the return of our much loved and new entertainers at Crowley.

They've lifted spirits, put smiles on faces and had toes tapping.

Music is often a social affair, a time to connect with others, creating friendships. It has the ability to transport you to another place and another time, stimulating memories from the past and elevating mood.

At Crowley we have had a broad range of entertainers including Scottish singalongs, karaoke, a harpist, old-time piano singalongs, classic favourites, crooners, original artists with interactive instruments, bush poetry and ukuleles, just to name a few.

Keep an eye out for up and coming entertainers on daily noticeboards and flyers. Don't forget to give us your feedback.





Last Month at Crowley

Melbourne Cup

It's the race that stops the nation.

A great excuse to dust off our good gear and dress up for the occasion.

And it's no different here at Crowley.

Special attention is given to the head wear. It's not too often we get to wear a fancy hat these days!

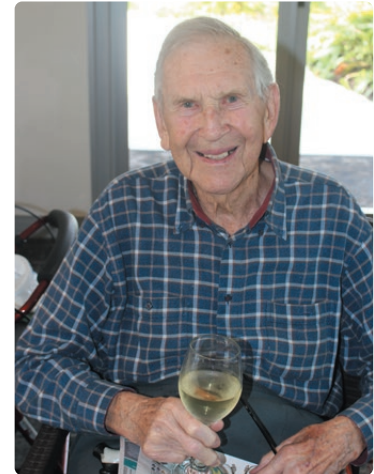
Some residents like to use their creative talents and make their own hat / fascinator, customising colours to match their outfit leading up to the event.

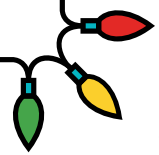
Residents loved our Melbourne Cup viewing party.

With sweeps drawn and horses at the ready, lovely nibbles were served with a range of beverages to watch the lead up to the main event.

Fashions on the field were difficult to judge, but after some deliberation Best Dressed went to Dot Howe, Betty Booth, Bette Chandler and George Pearse.

Congratulations to our winners, and I am sure you will all agree everyone looked fabulous.





Remembering our Heroes

Remembrance Day 2022

At Crowley we commemorated Remembrance Day with a special intergenerational service on Friday 11 November.

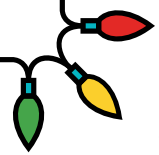
We had school captains from Xavier Catholic College and Holy Family Catholic School attend and speak wonderfully of our program.

The weather was perfect, allowing over 60 of our Independent Living residents, Residential Care residents and staff the opportunity to come together outside the Activity Centre to remember those who gave their lives.

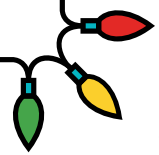
Crowley is proud of our long history of providing care and services to the Veteran community, and acknowledges those service men and women who are, and have been, an important part of the Crowley Family over the past 42 years.









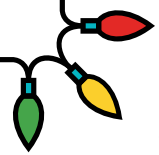


Crowley Plaza Visits

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







Christmas Craft

Make your own popsicle Christmas stars

Hang these brightly decorated stars on doors, your tree, or from the ceiling.

Not only will they bring about a festive atmosphere, but the act of building them helps to maintain dexterity and promote creativity and sense of accomplishment.

Materials:

- Popsicle sticks
- PVC glue (kindergarten glue)
- Colorful glitter and stickers
- Small brushes or extra popsicle sticks for spreading glue
- Small paper clamps
- Thread or ribbon for hanging stars

Preparation:

Some people may be more able to participate in ceating the popsicle stars, while others will be more comfortable decorating them.

Create stars by gluing popsicle sticks together in a star format and holding together with paper clamps until dry.

Instructions:

Get together with friends or family and sit around the table, talking about Christmas decorations.


Collect the pre-glued popsicle stars and hand them out amongst the group.

Use paint or markers to colour the popsicle wood in bright colors. Allow to dry for 5 minutes.

Decorate the Christmas stars with glue or stickers. You may also use glue and sprinkle sugar or salt on top.

Encourage each other to decorate more than one - the more the merrier! Think of other people you could gift your creation to... maybe friends, grandchildren or other family. Handmade gifts hold sentimental value and are always sure to delight those we love.

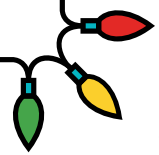




Year-Round Joy

Christmas is full of shiny things
That sparkle, gleam and glow.
These holiday pleasures dazzle us,
And yet, deep down, we know...
That Christmas has its special gifts,
But our year-round joy depends
On the cherished people in our lives,
Our family and friends.

Joanna Fuchs



Resident Focus

Dr Gerrit Neef

Anne Moehead
Clinical Support (Nurse Practitioner)

Born in 1932, of Dutch-Belgian parentage, Gerrit came into this world in Antwerp, and moved with his parents to the UK when he was five.

Gerrit knew from a young age he wanted to be a geologist which led to a lifelong passion of travel, field research and 65 publications.

He studied geology at University College London graduating BSc (Hons) in 1957. He then completed a PhD in New Zealand at Victoria University before moving to Australia in 1967 to the University of NSW's Broken Hill campus.

It was here he met his wife Penny and they had two daughters Jane and Sarah.

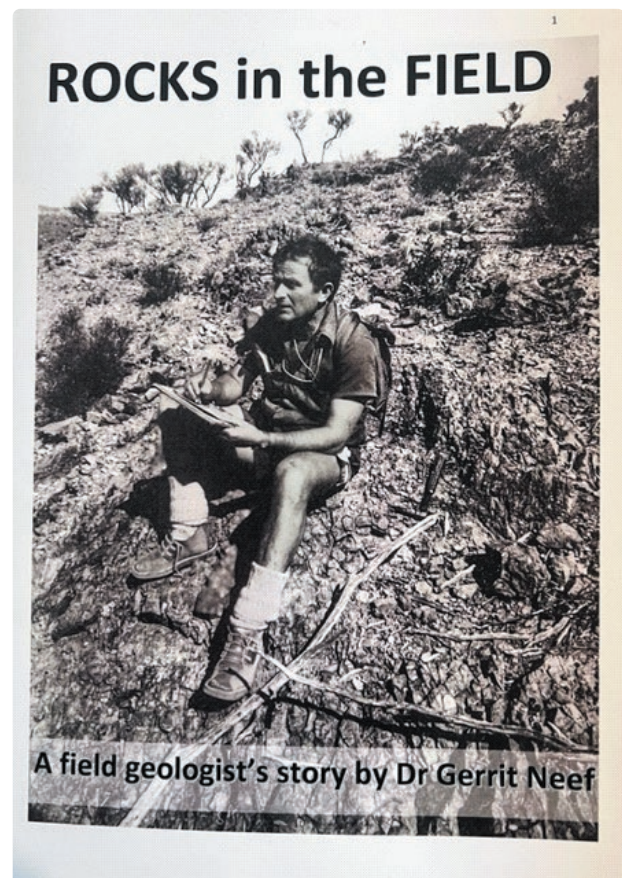
In 1982 the Broken Hill campus closed and Gerrit and his family moved to Bonnet Bay in Sydney, where Gerrit stayed until moving to Ballina in 2017 to be closer to his daughter Jane.

Gerrit "Gerry" loves being part of Crowley for all the support and care he receives.

Here are a few extracts from Gerrit's biography which he mostly wrote in his late 70s early 80s!

Rocks in the field, a field geologist's story by Dr Gerrit Neef. If you are interested in reading the full copy, please let him know as he would love to loan you a copy.

"This biography was written to encourage geology students to study rocks in the field. It is also important that my family and friends understand what my life was all about. I have had some success in mapping strata in: New Zealand, 40 % of my publications (northern Wairarapa, Gisborne, Karamea and Manapouri); Australia (the largely fluvial deposited Darling Basin), 35 % of my publications; Vanuatu (Pentecost, Maewo, Erromanga, Futuna and Tanna islands) and the Solomons (Small Nggela Island), together representing 25 % of my publications. I have also in solo-parented my daughters, from primary school age, following their mother's tragic death at the age of 40.



"Like my father I have been adventurous: in a mid-winter hitchhiking trip as a 16 year old school boy from England to Switzerland; as an undergraduate, scoring a vacation job in geology in northern Saskatchewan, Canada; followed by postgraduate geological exploration in Quebec (Canada), New Zealand, the Pacific Islands and the Darling Basin (Australia).



"In the summer of 1956, I gained vacation employment at the Rix Athabasca Uranium Mine, near Uranium City, northern Saskatchewan, Canada, about 50 km south of the Arctic Circle. The mine, which had about 40 employees, was north of the 270 km long, east-trending Lake Athabasca, and it was quite a journey to reach Uranium City.

"During 1958 I realised that I wished to study for a PhD. I favoured study in New Zealand and wrote to several New Zealand universities about commencing PhD study and received an enthusiastic reply from Professor Bob Clark of Victoria University of Wellington (VUW). VUW was a superb choice to do a PhD thesis: the resident regional / field geologist was Harold Wellman (1909 - 99), a giant in the geological world, who discovered that the Alpine Fault of the South Island was dextral. Harold had an impact on all who met him. For me, besides his obvious intellect, was the notion that nothing was impossible. Harold proposed that I map the marine Mesozoic-Tertiary strata of the around 1200 km², one inch to the mile (1:63 360), Eketahuna map sheet, covering an area of 120 km north-east of Wellington, in the eastern part of the North Island. I spent 15 months over a three-year period, mapping the strata of my thesis area."



Broken Hill (1967 - 1982)

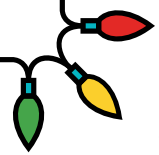
"It was time to consider what I might do with the rest of my life. My aim, as an explorer, was to join a state or federal geological survey in Australia. However, no such job offers were fielded and employment in other areas had to be considered. I came across an advertisement for a lecturer in geology at the WS and LB Robinson College, Broken Hill campus of the University of New South Wales (UNSW), and I applied for the post. Broken Hill has a world-famous massive Silver, Lead and Zinc deposit which has and is still being mined since 1883. The College was primarily training mining and mechanical engineers, geologists, chemists and related fields and was partially funded by the mining companies initially.

"During 1982 a political decision was made to close the Broken Hill campus of the UNSW. My 17 years at Broken Hill were magnificent: great people, magnificent geology, an absence of gridlock on the roads, a great marriage, the arrival of my super daughters and the grant of three sabbaticals. I would have preferred to stay in Broken Hill throughout my working life!"

Mapping Pentecost, Vanuatu (1968 - 1969), formally known then as New Hebrides

"Pentecost, 60 km long north-south, and about 10 km wide east-west, is located in the north-eastern part of the Vanuatu archipelago, east of the present-day volcanic chain. It was largely populated on the western side of the island, where the sea is calmer; whereas seas of the eastern coast can be rough. In 1968 the island had few roads, whereas there were a number of paths between coastal settlements.

"We set up camp at Abwotountora, in northern Pentecost, where a medical officer was stationed at a tiny bush medical centre. While I was at the camp I mapped the strata of northern Pentecost. As Christmas neared the locals prepared by decanting a 44-gallon (200L) drum of rough red wine into bottles, and there was a delivery of many cases of beer. Obviously, Christmas was to be a very festive event!"



Resident Focus

Dr Gerrit Neef

The value of geological field work

“As far as I am concerned, the benefits of fieldwork are: 1. health – one may walk 10–20 km a day; 2. elucidation of the stratigraphy/structure of an area; and 3. if an important discovery is made (a bonus). The basic reason for mapping an area is to elucidate the stratigraphy of the strata (which normally means finding fossils having a known age), and to elucidate the structure/tectonics. If one studies a large area, as I have done with the Darling Basin during the mapping of eight areas (ranging from 200–1400 km²), one may stumble on a new tectonic concept. My Darling Basin Conjugate Fault System model (Neef 2005,2012)

“In summary, it seems to me that fieldwork, by those willing to work hard, is a very beneficial pursuit: I have no regrets regarding my fieldwork during the last 55 years. I also have memories – of landscapes, farms, people, birds, animals, rocks and fossils – which would be absent to those observing computers all day. Apparently, the reason why Australia and New Zealand turned off geological mapping was that about 40 years ago it was calculated that it would take 300 years to map the geology of these countries at a scale of around ‘1 inch to the mile’ (1:63 360 or 1:50 000). Thus, to create the impression that Australasia is indeed mapped, geological maps at ‘4 inches to the mile’ (1:250 000) were produced. There is much that still needs to be done, especially in areas remote from inhabited coast.”





George Pearse Masonic Presentation

On Friday 7 October, six members from the Ballina Masonic Lodge, including the Master of the Lodge, visited Crowley to present George Pearse with a very special award.

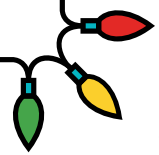
George was proudly presented with a long-standing membership award for more than 70 years' service.

Following in the footsteps of his father, George was initiated and became a member of the Ballina Masonic Lodge at the age of 20. During his many years of service George made multiple memorable friendship and was instrumental in keeping the Lodge fraternity going for multiple years.

This milestone was celebrated with a lovely morning tea at Barney's in the Plaza alongside his wife Moyna.

Congratulations George, what an incredible life achievement!





Nurse Practitioners: The Essential Difference in Health Care

Kelly Roberts
Clinical Manager (Nurse Practitioner)

In 2022, Nurse Practitioners (NPs) in Australia celebrate Nurse Practitioner Week from the 12 -18 December 2022.

The theme is “Nurse Practitioners, the essential difference in healthcare.”

Nurse Practitioners are proud of their nursing background, and carry with them the nursing philosophy of kindness, care, empathy, and the desire to help others.

This philosophy underpins NP practice and contributes to positive outcomes for NPs, their patients and communities.

Nurse Practitioners are educated to a master’s degree level with advanced clinical expertise, knowledge and training in their area of expertise. This makes them distinctly different and essential to the future of healthcare in Australia.

At Crowley, we’re very fortunate to have two Nurse Practitioners, myself and Anne. Both with over 30 years’ experience in nursing and more importantly, providing care to older people.

Our Nurse Practitioners provide Crowley Registered Nurses with a pathway for career progression and development.

Additionally, they provide our residents and clients with superior health outcomes and improved quality of life as they age.

NPs promote a multidisciplinary team approach to managing complex health presentations in our older population. They work closely with local general practitioners and specialists to provide a wide variety of health services.

Throughout COVID in 2020 - 2022, we were able to offer vaccinations to both staff and residents onsite, and support all staff across the organisation in the correct use of PPE and Infection Control.

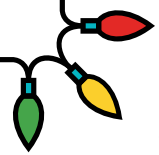
Essential differences in healthcare with a Nurse Practitioner:

- Improving health outcomes for patients and the community
- Practice in all areas and sectors of health care
- Provide much-needed health care services in populations deemed vulnerable
- Work in metropolitan, regional, rural and remote settings
- Patient focused and person-centred health care
- NPs can diagnose and treat a variety of health-related conditions
- NPs can prescribe medications
- NPs can order and interpret pathology and radiology tests
- Initiate and receive referrals from health professionals
- Strong communication and links with multidisciplinary teams
- Case management and care coordination
- Can work autonomously and independently
- Can provide extensive health education relevant to each person
- Can have their own private practices
- Can admit and treat patients in hospitals
- Have a high level of clinical experience, education and training



Kelly and Anne attended the Australian College of Nurse Practitioners National Conference where Kelly was awarded the Beverley McGavin Excellence in Clinical Leadership Award.





From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

We have had an interesting 2022 with COVID and torrential rain causing record breaking flooding.

Despite these adversities we've weathered them with resilience to get back to some normality within our community.

Recently our IL residents were entertained by a Fijian choir. It was a great afternoon with residents joining in by dressing in Fijian theme, singing and dancing to the beautiful harmony of the very talented group.

Some residents commented it brought back memories of their Fijian holidays.





Independent Living Shuttle Bus

Christmas season is upon us, it's time for planning your Christmas shopping. The IL Shuttle Bus leaves the Crowley Bus Shelter on Crowley Drive at 10.00am every Tuesday.

Plan your trip to visit family, friends and get your Christmas shopping done.



Annual emergency evacuation exercise

We recently held our annual emergency evacuation exercise during November. Seventy-four residents actively participated and we received 40 apologies.

It is important to remember these exercises are an important part of living safely at Crowley. If you were unable to participate, we encourage you to familiarise yourself with the fire evacuation plan in your unit.



Reminders for the holiday season

- Organise medications (deliveries or opening hours could change over the public holidays)
- Cancel your paper delivery or any other regular appointments if you're going away
- Notify the Crowley Customer Service Team (1300 139 099) if you're going away
- Look after yourself by staying hydrated and limiting outdoor activities between the hours of 11.00am to 4.00pm
- Leave your Lifeguard System turned on
- Have your hospital bag ready to go and stored in your bedroom wardrobe or linen cupboard. Pack the following items in a small overnight bag:
 - PJ's or nighties
 - Underclothes
 - Footwear (slippers or suitable shoes)
 - Toiletries
 - Current health summary that includes current list of medication
- Have your personal items like mobile phone and charger, purse/wallet and unit key in a central spot for easy access

Independent Living Public Holiday Hours

Sunday 25 December	Christmas Day	Normal After Hours Procedure - INS
Monday 26 December	Boxing Day	Normal After Hours Procedure - INS
Tuesday 27 December	Christmas Day Public Holiday	Normal After Hours Procedure -INS
Wednesday 28 December	Crowley Public Holiday	Normal After Hours Procedure - INS
Sunday 1 January	New Year's Day	Normal After Hours Procedure - INS
Monday 2 January	New Year's Day Public Holiday	Normal After Hours Procedure - INS
Australia Day		
Thursday 26 January 2023	Australia Day Public Holiday	Normal After Hours Procedure - INS

*The above dates are public holidays when the IL Team are offsite. If you require assistance, press your INS system **HELP** button on your pendant for Medical or After Hours Maintenance assistance.*

Christmas

Christmas is more than a day in December
It's all of those things that we love to remember
Its carollers singing familiar refrains
Bright coloured stocking and shiny toy trains
Streamers of tinsel and glass satin balls
Laughter that rings through the house and its halls
Christmas is more than a day in December
It's the magic and the love
That we'll always remember

M.E. Miro



Crowley Gift Vouchers

Looking for the perfect gift for your loved one this Christmas?

We offer gift vouchers for Barney's Café, Coco Hair and Beauty Salon.

Available to purchase from Crowley Reception.



crowley care

Barney's
CAFÉ

Gift voucher

To: _____

Value: _____

Expiry: _____



Gift Voucher

To: _____

Expiry: _____

Value: _____

Authorised: _____

☐ Hair Salon ☐ Beauty Salon

COCO'S
Hair & Beauty

crowley care

Christmas Hours at Crowley

Reception

Monday 19 December	8.30am - 5.00pm
Tuesday 20 December	8.30am - 5.00pm
Wednesday 21 December	8.30am - 5.00pm
Thursday 22 December	8.30am - 5.00pm
Friday 23 December	8.30am - 4.00pm
Saturday 24 December	Closed
Sunday 25 December (Christmas Day)	Closed
Monday 26 December (Boxing Day)	Closed
Tuesday 27 December (Christmas Day Public Holiday)	Closed
Wednesday 28 December (Crowley Day Public Holiday)	Closed
Thursday 29 December	8.30am - 5.00pm
Friday 30 December	8.30am - 5.00pm
Saturday 31 December	Closed
Sunday 1 January 2022 (New Years Day)	Closed
Monday 2 January 2022 (New Years Day Public Holiday)	Closed

Concierge

Monday 19 December	10.00am - 4.30pm
Tuesday 20 December	10.00am - 4.30pm
Wednesday 21 December	10.00am - 4.30pm
Thursday 22 December	10.00am - 4.30pm
Friday 23 December	10.00am - 4.00pm
Saturday 24 December	10.00am - 2.00pm
Sunday 25 December (Christmas Day)	9.00am - 6.00pm
Monday 26 December (Boxing Day)	10.00am - 2.00pm
Tuesday 27 December (Christmas Day Public Holiday)	10.00am - 2.00pm
Wednesday 28 December (Crowley Day Public Holiday)	10.00am - 2.00pm
Thursday 29 December	10.00am - 4.30pm
Friday 30 December	10.00am - 4.30pm
Saturday 31 December	10.00am - 2.00pm
Sunday 1 January 2022 (New Years Day)	10.00am - 2.00pm
Monday 2 January 2022 (New Years Day Public Holiday)	10.00am - 2.00pm

Barney's Cafe & Verandah

Monday 19 December	8.00am - 3.30pm
Tuesday 20 December	8.00am - 3.30pm
Wednesday 21 December	8.00am - 3.30pm
Thursday 22 December	8.00am - 3.30pm
Friday 23 December	8.00am - 3.30pm
Saturday 24 December	8.00am - 3.30pm
Sunday 25 December (Christmas Day)	Closed
Monday 26 December (Boxing Day)	8.00am - 3.30pm
Tuesday 27 December (Christmas Day Public Holiday)	8.00am - 3.30pm
Wednesday 28 December (Crowley Day Public Holiday)	8.00am - 3.30pm
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Saturday 31 December	8.00am - 3.30pm
Sunday 1 January 2022 (New Years Day)	8.00am - 3.30pm
Monday 2 January 2022 (New Years Day Public Holiday)	8.00am - 3.30pm

Barney's in the Plaza

Monday 19 December	9.30am - 2.30pm
Tuesday 20 December	9.30am - 2.30pm
Wednesday 21 December	9.30am - 2.30pm
Thursday 22 December	9.30am - 2.30pm
Friday 23 December	9.30am - 2.30pm
Saturday 24 December	9.30am - 2.30pm
Sunday 25 December (Christmas Day)	Closed
Monday 26 December (Boxing Day)	9.30am - 2.30pm
Tuesday 27 December (Christmas Day Public Holiday)	9.30am - 2.30pm
Wednesday 28 December (Crowley Day Public Holiday)	9.30am - 2.30pm
Thursday 29 December	9.30am - 2.30pm
Friday 30 December	9.30am - 2.30pm
Saturday 31 December	9.30am - 2.30pm
Sunday 1 January 2022 (New Years Day)	9.30am - 2.30pm
Monday 2 January 2022 (New Years Day Public Holiday)	9.30am - 2.30pm



Book Club

Shell by Kristina Olsson



Our read this month, “Shell” by Kristina Olsson, received mixed reviews.

As the book begins, Australia has recently introduced conscription to the Vietnam war (1962 - 1972). Sydney’s Opera House is midway through construction (1959 - 1973). Jorn Utzon, the principal architect, is weathering criticism from the recently elected Askin government that behaves as if the building was a milestone rather than a monument.

Meanwhile, Pearl Keogh, a journalist, is relegated to writing for the women’s pages of a newspaper after being photographed protesting the war. Pearl spent her adolescence in a home after the death of her mother, an experience that left her with a conscience for social justice. She is desperate to find her brothers and help them avoid conscription.

Axel Lindquist, a glass artist from Sweden, is working on designs for the Opera House. He develops a preoccupation with Utzon, bordering on an obsession. This is linked to the disappearance of his father.

Pearl and Axel’s lives collide when they become romantically involved, the past is an unavoidable undertow on their shared happiness.

Olsson’s pace is measured and stately, forcing the reader to pay attention to her stunning language. To some this proved too much. Some found her style challenging and did not finish reading it. Others loved it and savoured her detailed, flowery descriptions of Sydney.

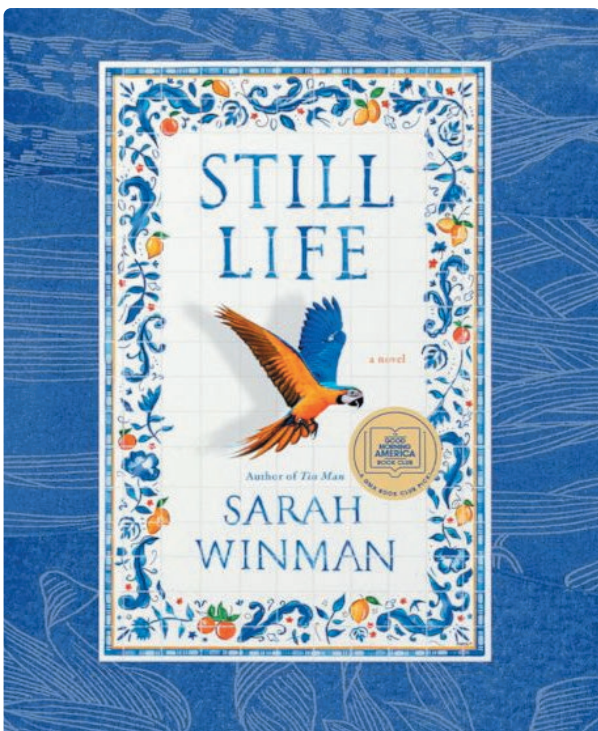
Our next read is “Still Life” by Sarah Winman. Set between 1944 and 1979, the novel focuses on two main characters, whose lives and fates are intertwined in a way that keeps bringing them back to the magical city of Florence.

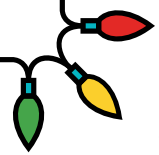
Our next meeting will be on 8 December.

Until then...

Happy reading!

Marion





Crowley Auxiliary

Melbourne Cup Luncheon

Helen Cooney
Crowley Auxiliary President

The Crowley Village Auxiliary would like to thank the Residential Care residents, Independent Living residents, visitors and family members who supported the Melbourne Cup Luncheon.

We also send our thanks and appreciation to Tony Baldwin and his catering staff for the spectacular lunch and lovely venue set-up.

Feedback has been very positive with lovely messages and comments of appreciation. The members of the Auxiliary worked hard to ensure a great day would be enjoyed.

We also thank Peter and Cheryl Bowen for organising the sweeps.

We enjoyed a visit from Michael Penhey who joined in the fun and added a few laughs, looking very dapper in his jazzy hat.

Many thanks to St Vincent de Paul who supplied the five outfits for Fashions on the Field. A special mention to Pauline Shay and Selina Kearney for the support in organising the outfits.

Tickets are now available for the Christmas raffle at the main entrance to Crowley Care, drawn on Monday 19 December. A fabulous raffle with two prizes being drawn. The money raised goes to Crowley Care to support the purchase of equipment for the residence.

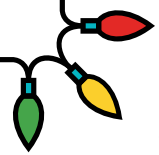
Best wishes to all the Crowley Care Executive, staff, and family members for a wonderful Christmas. May the New Year be filled with good health, happy times and many blessings to all.

Regards,

Helen Cooney







Keep Your Cool in Summer

Sherrie Viney
Home Care Manager

Crowley is situated in a lovely part of Australia and we appreciate the beautiful area we live in.

Yet we have challenges with both humidity and heat at times.

Seniors can be very sensitive and are at risk of heat-related illnesses due to a range of reasons including: the ageing process, chronic medical conditions that change the body's responses to heat and medications that can impair temperature regulation.

As summer arrives it's always good to plan how to cool yourself at home. Here are some tips to keep cooler:

- Circulate air by using a fan that ideally rotates counter clock-wise in summer which pushes cool air down. You could place a shallow bowl of ice in front of the fan for a cool cost-effective breeze
- Close the curtains or blinds especially on northern or west facing windows. Block out curtains are best
- Close doors to rooms you aren't using
- Cook in the morning or use a slow cooker or outside BBQ
- Open your house up in the evening to cool your home naturally, remembering to lock up
- Seal door and window drafts
- Sleep in breathable bed linen such as cotton or bamboo, avoiding polyester
- Plan your day and avoid being outside during the hottest part of the day, which is between 11am to 3pm
- Avoid strenuous exercises. If you are not an early riser aim to do your daily exercises or walks in the evening, as the day cools down
- Try to stay out of direct sunlight if outdoors, create your own shade and find trees or use an umbrella
- Consider window tinting or ceiling insulation
- Research and choose the right air conditioner for your home with a high energy-star rating
- Incandescent lightbulbs create heat in your home, switch to energy saving LED bulbs which also save on costs
- Wear lightweight and loose clothing made from natural fibres
- Wear a cooling scarf around your neck as they have a gel inside of them that holds cool temperatures for longer periods. Check with your local pharmacy for stock, alternatively apply a cool damp cloth
- Have a cool shower or bath
- Remember movie cinemas, shopping centres and libraries are good places to visit as they are air conditioned
- Drink plenty of fluids, avoiding alcohol. Take a water bottle with you on outings, sip on icy poles, and eat small meals often such as salads and sandwiches
- Monitor the colour of your urine as it should be a pale colour. If it is dark then this is an indication you may be dehydrated.

Always seek immediate medical advice if you are feeling unwell, confused, dizzy, experiencing nausea or vomiting, intense thirst or your heart feels like it is 'racing'.

Stay well over summer.



Home Care Client Profile

Lance Readford

Sherrie Viney
Home Care Manager

Lance was born in Ryde Sydney and was the youngest child of Max and Eileen Readford. Lance has an older brother and sister who live in Sydney.

At age 14 Lance was restless and left both home and school to become a Jackaroo in Yass on a sheep farm.

Interestingly, Lance's ancestors included Harry Readford who was an infamous Australian stockman and drover who had the nickname 'Captain Starlight'.

After a couple of years in Yass, Lance became unwell and returned to his family home in Ryde. He recalls his mother Eileen telling him to "get out and get a job". So he did.

Lance was carrying around a suitcase full of books on radios. He went out to get a job and as he knew all about radios he was given a job on the spot working with electrical instruments that measured voltage and currents.

Lance worked there for nine years. During this time Lance met Margaret at a dance. They married when the Vietnam War was on.

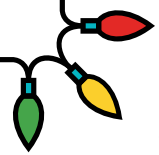
Lance and Margaret got their first home in Ryde on land his father owned and went on to have three children, Mathew, Bridget and Andrew.

Lance bought a holiday home on the Far North Coast but remained living in Sydney, working in factory automation.

The Readford's had a business on the Far North Coast, which they eventually sold and moved up to beautiful Ballina, where they enjoy living today.

Lance celebrates his birthday on Boxing Day and when asked what his favourite Christmas memory is, he shared that when he was seven years old he got a horse as a combined birthday and Christmas gift!





Community Connections

Tintenbar

Tintenbar is a tiny village located 10 minutes north-west from Ballina.

Tintenbar is surrounded by localities of Knockrow to the north, Fernleigh and Brooklet to the north-west, Teven to the south-west, Cumbalum to the south and Lennox Head to the east.

Tintenbar is a special place to explore with scenic windy roads, hidden surprises along the way and natural beauty. Tintenbar has many environmental features in the rural area. Along the way stop at different farm gates and stock up on some seasonal produce.

Emigrant Creek is the major creek that flows through Tintenbar. This then flows into Killen Falls, a very popular tourist destination waterfall. In the mid 1850s Tintenbar attracted European settlers due to the Bis Scrub rainforest. In the 1880s Tintenbar emerged as a permanent settlement for timber-getting and was proclaimed a village.

Mining for opals occurred in Tintenbar between 1919 and 1922.

The 2011 Census indicated there were 822 usual residents living in Tintenbar – an increase by 587 counted in the 2006 census. Of this count there were 422 males and 400 females and the median age of persons living in Tintenbar was 45 years.

The Tintenbar Public School dates back over 100 years and was initially the school located near the centre of the village. Miss Ellen Duffy was the first teacher at the school which was opened in February 1884.

Tintenbar declared itself Coal Seam Gas Free in February 2013.

A round of golf at the boutique nine-hole Teven Valley Golf Course is extremely popular. The designed course by Craig Parry reopened in January 2021. The course offers for a fun round set along the banks of Maguires Creek and morning golfers often spot a platypus or two in the creek.



Teven Valley Golf Course



DRESS UP DAYS

Wednesday 25 January
and

Thursday 26 January

All Residents and Staff are encouraged
to dress up in your best Aussie attire to
show your Aussie Spirit on Australia Day!

Christmas Carols and Lights

Alstonville Plaza Xmas Performance

Saturday 3 December 9.30am
93 Main Street, Alstonville

Ballina Riverside Christmas Carols

Sunday 11 December 5.30pm till 10pm
Seagulls Rugby League Football Club, Kingsford Smith Park,
Bentinck Street Ballina
Riverside Carols is presented by the combines churches of
Ballina and Lennox Head. It is the annual Carols by Candlelight
for the whole family to enjoy.

Rotary Christmas Parade and Carols

Saturday 10 December
1 Captain Cook Drive, Evans Head
Watch the parade along Oak Street, through Clarrie Kirkland Reserve
and onto the Surf Club where the Christmas Carols and activities will be held.

Christmas Mass Services

Alstonville Catholic Parish

Saturday 24 December

6.00pm Christmas Eve Vigil Mass, Our Lady of the Rosary, Alstonville

Sunday 25 December

8.30am Christmas Day Mass, Our Lady of the Rosary Church Alstonville

5.30pm Sunday Evening Mass, Day Light Saving at St Patrick's Wardell

Ballina and Lennox Head Catholic Parish

Saturday 24 December

5.00pm Christmas Eve Vigil Mass, Holy Family Catholic Church Lennox Head

6.00pm Christmas Eve Vigil Mass, St Francis Xavier Church Ballina

Sunday 25 December

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



There's More to Christmas

There's More to Christmas...

There's more, much more to Christmas

Than candle-light and cheer;

It's the spirit of sweet friendship

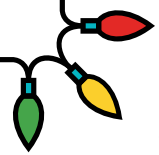
That brightens all the year;

It's thoughtfulness and kindness,

It's hope reborn again,

For peace, for understanding

And for goodwill to men!



News From the Men's Shed

As we come to the end of an eventful year we will soon close for the Christmas and New Year period.

We have many handcrafted Christmas presents for sale at great prices.

These include chopping boards, lazy Susans, children's toys, children's rocking and deck chairs, paper towel holders, blinking light reindeers, Christmas trees, wooden model churches and many more.

We'll be displaying the items under cover outside the shed, and invite visitors to see the full range of what we have on offer inside. We will display a sign on our driveway.

Frank's Healthy Herbs will continue to be displayed at the shed entrance.

We plan to close the shed on 13 December and re-open 17 January 2023. We will have our festive lights in place during the Christmas and New Year period.

We extend our best wishes and thanks to all our friends, residents, Crowley staff and visitors and hope everyone stays safe this holiday season.





Update from Maintenance

Residential Care refurbishments

Albie Viel
Maintenance Manager

Maintenance staff Lee, Greg and Terry have been working on an internal project - the Banksia Residential Care Apartments.

One apartment from two rooms

In the first stage we created one apartment by combining two small rooms.

Besides the extra space the room has a kitchenette and plenty of storage, room for a small dining table, double wardrobe with draws and hanging space for long and short clothing.

It also has ventilation from windows and an air conditioning unit with an upgraded ensuite complete with grab rails for assistance and his and hers towel rails.

The process began with the relocation of an electrical switch board for the five rooms and then the demolition of brick walls. This was followed by the framing of walls and then sheeting of a timber frame.

We relied on contractors for brick laying and a fire contractor, rendering, plumbing, air conditioning install, painting, and flooring coverings.

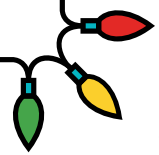
At Crowley we are fortunate to have a reliable contractor base for our building projects completing work at a high standard.

To bring the wing together the hallway walls have been rendered and painted to complete the transformation.

The project still has some way to go with final compliance and regulatory requirements by management before these rooms become available.

From Col, Terry, Greg, Albie J, Lee and myself we wish everyone a safe and Happy Christmas.





Summer Clothes and Laundry

Tony Baldwin
Hotel Services Manager

As summer approaches we are seeing an increase of summer clothes appearing with no labels on them.

We ask families to please ensure Crowley's procedure for marking clothes is followed.

This helps staff return the correct items to their rightful owner and ensures residents do not lose track of special items, especially with the gifts they receive over this period.

In the case of a new resident

1. New resident's clothing is dropped at Reception for documenting and preparation for collection. Laundry staff are informed and they collect the clothes and take them to the laundry where they are labelled with the resident's information.
2. The labelled clothing is returned to the resident's room and the clothes are then put away by the care staff.
3. A place on the laundry trolley is allocated for the new resident appropriate to the area they are living including a named hanging space and a laundry basket.



Existing residents

When additional clothing is purchased or brought in for a resident, the process is the same. The clothes should be taken directly to Reception where they are documented and sent to the laundry for labelling.

Regular laundry

The regular laundry service is done daily in each area.

The clean laundry is returned to areas on trolleys and the care staff put the clothing away.

If any items of clothing for residents are not labelled, these are returned to the laundry and remain recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner.





Christmas Cheer

Come prepared for this year's festive celebrations

Tony Baldwin
Hotel Services Manager

Christmas is the time to celebrate and many functions you attend will involve alcohol. So how do you stay on the straight and narrow during the festive season?

Here are a few tips to help you manage your alcohol intake 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 drinks
- 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 thirsty and want to drink more
- Empty your glass before going for a refill. This makes it easier to keep tabs on how much you've consumed
- If you're the host, make sure there are non-alcoholic options available for your guests

By sticking to some of the above suggestions, 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!

Festive Mocktail

Passionfruit, Mango and Orange Fizz

- 1 cup (140g) frozen diced mango
- 2 oranges, juiced
- 2 passionfruit, halved
- 1 cup crushed ice
- 2 cups (500ml) chilled sparkling mineral water
- Mint leaves, to serve

Place the mango and orange juice in a blender. Blend until smooth. Transfer to a jug with passionfruit pulp. Stir to combine.

Pour the mango mixture into serving glasses. Top with ice, mineral water and mint leaves to serve.





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

Serves 6

Pork Belly with Cherry BBQ Sauce

Celebrate with this crispy Christmas lunch roast

Ingredients

- 1.6kg piece pork belly, rind scored at 1cm intervals
- 2 tsp olive oil
- 1 1/2 tbs sea salt
- 1 orange, juiced

Cherry barbecue sauce

- 2 tsp olive oil
- 1 French shallot, finely chopped
- 2 small garlic cloves, crushed
- 120g (3/4 cup) frozen pitted sour cherries or frozen pitted cherries
- 180ml (3/4 cup) tomato sauce
- 80ml (1/3 cup) apple cider vinegar
- 70g (1/3 cup) brown sugar
- 1 tbs golden syrup
- 1 tbs Worcestershire sauce
- 1 tsp hot English mustard
- 1 tsp sea salt
- 1/2 tsp ground black pepper
- 1 fresh bay leaf

Instructions

Place the pork on a plate. Rub 1 tsp oil into the pork rind. Sprinkle with 1 tbs salt. Place in the fridge, uncovered, for 3 hours (this helps dry out the skin).

Meanwhile, for the barbecue sauce, heat the oil in a small saucepan over medium heat. Add shallot and garlic. Cook, stirring, for 3 minutes or until softened. Add cherries, tomato sauce, vinegar, brown sugar, golden syrup, Worcestershire sauce, mustard, salt, pepper and bay leaf. Bring to the boil. Reduce heat to medium-low and cook, stirring occasionally, for 25-30 minutes or until reduced and slightly thickened. Transfer to a heatproof bowl. Set aside to cool completely.

Preheat oven to 250°C / 230°C fan forced. Use paper towel to wipe rind completely dry. Place, skin side up, in a large heavybased baking dish. Rub remaining oil into rind and sprinkle with the remaining salt. Roast for 45 minutes or until the skin crackles. Carefully remove from the oven and stand for 5 minutes.

Reduce oven to 160°C / 140°C fan forced. Combine the orange juice, 160ml (2/3 cup) barbecue sauce, and 375ml (1 1/2 cups) water in a jug. Pour around pork, avoiding rind. Roast, adding an extra 250ml (1 cup) water halfway, for a further 2 hours or until pork is very tender. Transfer pork to chopping board. Set aside to rest for 10 minutes.

Pour the pan juices into a jug. Skim the fat from the surface and discard. Add pan juices and remaining barbecue sauce to a small saucepan over medium-low heat. Bring to the boil. Simmer, stirring occasionally, for 4 minutes or until slightly thickened. Transfer to a jug. Carve pork and serve with sauce.



Christmas Rocky Road

Transform your traditional rocky road this festive season

Ingredients

- 200g dark chocolate, chopped
- 100g milk chocolate, chopped
- 20g copha or butter, chopped
- 280g pink and white marshmallows, halved
- 150g shortbread fingers, coarsely chopped
- 4 x 35g pkts gingerbread biscuits, coarsely chopped
- 1/2 cup (70g) slivered almonds, toasted
- 4 Cherry Ripe bars, coarsely chopped
- Green and red M&M's / M&M's Minis to decorate

Instructions

Grease the base and sides of a 20cm x 30cm lamington pan. Line with baking paper, allowing the sides to overhang.

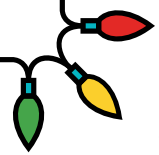
Place combined chocolates and copha or butter in a heatproof bowl over a saucepan of simmering water (don't let the bowl touch the water). Use a metal spoon to stir for 5 mins or until the mixture melts and is smooth.

Combine marshmallow, shortbread, gingerbread, almond and Cherry Ripe in a large bowl. Add chocolate mixture. Gently fold until just combined. Spoon into the prepared pan. Sprinkle with M&M's and M&M's Minis. Set aside for 1 hour to set. Cut into pieces to serve.

Makes 12



Recipe from taste.com.au



The Ultimate Aussie Christmas Salad

This layered salad will be the star of your Christmas feast

Ingredients

- 1/4 watermelon
- 1/2 rockmelon
- 1/2 iceberg lettuce, shredded
- 2 avocados, diced
- 1 continental cucumber, sliced into rounds
- 2 mangoes, diced
- 1kg cooked King prawns, peeled, deveined (tails intact)
- 80g baby rocket
- 1 green onion, thinly sliced
- 2 tbsp fresh mint leaves, torn

Dressing

- 1/2 cup whole-egg mayonnaise
- 2 tsp finely grated lemon rind
- 1 tbsp lemon juice
- 1 tbsp sweet chilli sauce
- 1 garlic clove, crushed

Instructions

To make dressing: Place mayonnaise, lemon rind and juice, sweet chilli sauce and garlic in a small jug. Season well with salt and pepper. Whisk to combine.

Cut a 2cm star from watermelon. Using a melon baller, scoop small balls from remaining watermelon and rockmelon. Place on a tray lined with paper towel to absorb excess moisture.

Place watermelon in the base of a 4-litre-capacity glass serving bowl. Top with lettuce, rockmelon and cucumber. Drizzle with half of the dressing. Top with mango, prawns and avocado.

Toss rocket, onion and mint leaves together. Arrange on top of salad. Place a bamboo skewer through the middle of the salad and top with watermelon star. Drizzle with remaining dressing. Serve immediately.

Serves 8





Recipe from taste.com.au

Makes 36

Cheddar, Zucchini and Corn Muffins with Smoked Salmon

With gormet toppings, these muffins are sure to delight

Ingredients

- Melted butter, to grease
- 2 cups self-raising flour
- 1 cup vintage cheddar, coarsely grated
- 1/3 cup canned corn kernels, drained
- 1 small zucchini, trimmed, coarsely grated
- 1 tbsp fresh dill, chopped
- 3/4 cup milk
- 2 eggs
- 50g butter, extra, melted
- 300g sour cream
- 150g smoked salmon, sliced, cut into 3-4cm pieces

Instructions

Preheat oven to 180C. Grease 3 dozen 30ml (1 1/2-tablespoon) capacity mini muffin pans.

Combine flour, cheddar, corn, zucchini and dill in a large bowl. Season with salt.

Whisk the milk, eggs and butter in a jug to combine. Add to the flour mixture and mix until well combined. Divide among the prepared pans. Bake for 25 minutes or until a skewer inserted into the centres comes out clean.

Set aside for 20 minutes to cool. Transfer to a wire rack to cool completely.

Top each muffin with sour cream and salmon.



INDEPENDENT
LIVING

Christmas

PARTY

\$25 PER PERSON
ACTIVITY CENTRE
THURSDAY 15 DECEMBER
11.30AM - 1.30PM

BYO Drinks
LIVE MUSIC | DELICIOUS 3 COURSE LUNCH | PRIZES

Please advise dietary requirements at time of booking.

Please book and pay at Crowley
Reception by: **Monday 12 December**

**This event is for Independent Living Residents ONLY*

Please note: This event will proceed subject to COVID status at the time



RESIDENTIAL
CARE

Christmas PARTIES

Crowley Residential Care Residents are invited to enjoy a three course Luncheon to celebrate the holiday season.

SERPENTINE,
MISSINGHAM,
RIVERVIEW & ROSEBANK

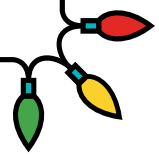
TUESDAY 13 DECEMBER
11:30AM - 1:30PM
ENTERTAINMENT ROOM

BANKSIA, LILLIPILLI &
PROSPECT

WEDNESDAY 14 DECEMBER
11:30AM - 1:30PM
ENTERTAINMENT ROOM

Please note: This event will proceed subject to
COVID status at the time





Here's To Merry and Safe Celebrations

René Lange
Risk Manager

'Tis the season to be merry, get together with friends, family and loved ones.

Christmas 2022 will be the first in two years that we are all able to celebrate together without border restrictions, mandatory isolation and snap community lockdowns.

It's a lovely feeling to be thinking about and planning for Christmas without the COVID-19 restrictions impacting our plans.

It's important to remember that COVID-19 hasn't magically disappeared, no matter how much we wish it would.

The risk of infection remains and while we all know the COVID-19 ropes by now, there are some simple and well-known steps we can all take to help protect ourselves, our friends and loved ones this Christmas and New Year.



Get together outside for your celebrations. It's far safer. If that's not possible, choose large, well-ventilated spaces, and open windows and doors to allow fresh air in.



Wear a mask indoors or when you can't physically distance from others. Masks protect both the wearer and those they come into contact with.



Practice good hygiene when you're around other people. Wash or sanitise your hands, and frequently cover your mouth and nose when you cough or sneeze.



Stay home if you are unwell. The more common symptoms are a cough, sore / scratchy throat, fever, runny nose, and loss of smell or taste.



Get a COVID-19 test. Rapid antigen tests are readily available from pharmacies and supermarkets and PCR tests are free under Medicare.



Call your GP if you do test positive and ask them about treatment options. Most treatments are more effective when taken within the first 5 days so don't delay testing or contacting your GP.





Care More. Learn More. Be More.

Careers at Crowley

Melissa Cleghorn
Human Resources Manager

Established in 1979, Crowley has grown from a traditional retirement village to a dynamic full-service aged care provider.

We are named after Jim Crowley of Ballina, who, in 1976, donated land to the Ballina Parish of the Catholic Church to construct accommodation for the aged.

We wouldn't be where we are today without our beautiful residents and clients and wonderful staff who provide quality care services in a way that make us smile.

Crowley has a unique and flexible approach developed over 40 years of experience, where our staff provide residents and clients with the care they deserve. To maintain a high level of quality care, Crowley strives hard every day to remain an employer of choice, attracting the best staff.

At Crowley the Human Resources team have the responsibility to assist the business to manage and develop its employees to be their best, to do their best.

One of the busiest functions of the Human Resources team is recruitment.

Our team sources the best people available that are suited to Crowley's unique culture - warm, inviting and professional.

We have a robust recruitment process and seek highly qualified staff who have a genuine interest in others and making their lives better.

Crowley has traditionally retained staff for longer periods than most in aged care. However, as with many organisations, the past two and a half years with COVID, bushfires and floods have hit our region particularly hard.

Many of our beautiful surrounding towns are still in recovery, with people still rebuilding their lives.

Along with many of the other challenges these disasters bring, there is a shortage of workers in every industry, resulting in one of the biggest challenges in recruitment today.

In true Crowley spirit, we continue to work hard to encourage, attract and build our awesome workforce.

We love our residents and clients, and we want the best staff to support them.

With this goal in mind, Crowley devised an innovative new recruitment campaign featuring our wonderful staff.

You may have noticed a film crew visiting Crowley capturing our staff talking about why they enjoy working here.

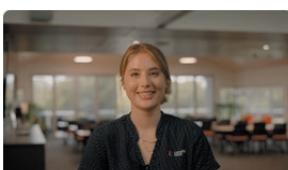
The new recruitment campaign was launched at the beginning of November with a new careers section as part of our website.

On the website you can find videos of our staff, key reasons why Crowley is a great place to work, and of course current opportunities to work at Crowley.

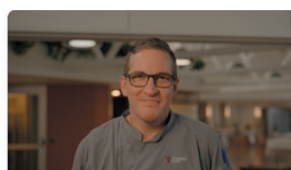
We also have some other exciting advertisements in the Lennox Wave, Ballina Wave and Paradise FM, and more to come... so stay tuned!

"Care more. Learn more. Be more." is our message, celebrating **why** Crowley is a great place to work through the words of our staff.

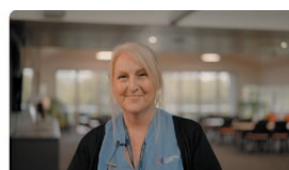
Pictures of some of our stars can be found on our website at www.careers.crowley.org.au Take a look. There will definitely be people you recognise! Soon, we hope to have some new faces to join the Crowley team!



View Care Worker Jobs



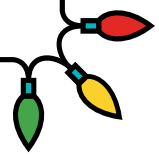
View Hotel Services Jobs



View Nursing Staff Jobs



View Home Care Jobs



Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Isabella
Residential Care



Ann
Residential Care



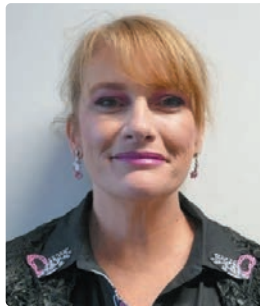
Sandeep (Sandy)
Residential Care



Zoe
Residential Care



Ashween (Ash)
Administration



Melissa
Human Resources



Carole
Recruitment



Kathryn
Home Care

Crowley Family News

Celebrate with us as we share some exciting news

A new addition

Congratulations Leena and Dhurba on the birth of their first child, a son Dylan.





Crowley's Volunteers

Carole Bull
Recruitment Officer

COVID-19 unfortunately affected our volunteer program and we were unable to continue offering this service.

With things getting back to a some normality we are endeavouring over the next few months to getting our volunteer program up and running again.

We have reconnected with a number of our volunteer partners.

Volunteering provides friendship, company and assistance to our residents and we are always looking for amazing people to join our fabulous team of volunteers.

People volunteer for many reasons

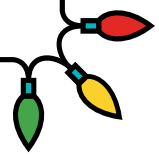
- To develop new and valuable skills
- Gain work-related experiences
- As a way to give back and help others
- Provides a sense of purpose and builds self esteem
- And most importantly, to be inspired and bring some fun into your life

What can you get involved in as a volunteer?

- Arts and craft
- Reading
- Walking
- Outings
- Social activities

If you or anyone you know are wishing to take part and become a Crowley volunteer, please let us know by contacting 1300 139 099.





Cybersecurity

Protecting yourself online

Ben Hansen
IT Manager

As you may be aware, both Optus and Medibank have recently been the victims of a cyber-attack.

Medibank reported 9.7 million customers in Australia had their personal details breached, and Optus has estimated up to 9.8 million of their Australian customers could have had their data compromised.

It's a pertinent time to remind everyone about cybersecurity and social engineering.

What is a cyber-attack?

A cyber-attack is a breach of a company or person's computer to steal data or to disable the systems or computers from working.

What is cybersecurity?

Cybersecurity is used to protect systems, devices (PCs, tablets), and data from cyber-attacks.

What is social engineering?

Social engineering is the term used to describe malicious activity used for cyber-attacks. Some of the most common social engineering techniques are phishing, quid pro quo and baiting.



1. Phishing

The most common social engineering scam used. The following points are traits of a phishing attack:

- Obtain personal information, such as email address, addresses, names and credit card and / or Medicare numbers
- Use links in emails or SMS to redirect people to compromised websites that look legitimate
- They generally convey a sense of urgency in the language used to manipulate people to act promptly

Fortunately, most phishing emails are poorly written and often have a lot of grammatical or spelling errors. Regardless, they still have the same intent to direct people to steal personal information or login details.





2. Quid pro quo

The focus of these attacks is to create a good fake scenario or impersonation to trick people into stealing their information or money.

A good example is an attacker impersonating a computer support personnel and giving you a call to tell you your PC has a virus. They then offer a quick fix or assistance. They often charge the person by credit card, get them to disable their PC's antivirus, and put programs on their computer so they can remote in and take control of your PC.



Recommendations

Social engineering attacks use human psychology and curiosity to compromise their victims. It is always up to individuals to counter these types of attacks. Two simple ways to avoid these types of attacks are:

- Do not open emails from untrusted sources. If in doubt, ask someone, or delete it
- Do not give offers from strangers the benefit of the doubt. As the old saying goes, if they seem too good to be true, they probably are

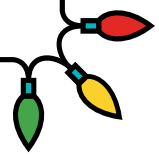
3. Baiting

Baiting is like phishing (pun intended). However, baiting entices people by giving away free stuff like videos or music and then asking them to sign up on a website.

Once signed up, the attacker gains access to their PC and, ultimately, tracks usernames and passwords for other sites.

Another type of baiting is in the physical world. Baiting targets people's curiosity; an attacker could leave a USB stick marked CEO Salary on the ground outside a company. If a curious staff member picks up the USB and plugs it into a work computer it activates a key-logger program which then captures all the staff members' usernames and passwords, compromising the company network.





Focus on Quality

About us

Michelle Golding Quality Manager

The Quality Team is headed up by myself, Michelle Golding, as the Quality Manager and includes Kim and Ash.

I started with Crowley in 2007 as the Home Care roster worker. Kim, our Quality Officer, has been with Crowley since 2016. And Ash has just joined the team. Combined we have more than 20 years of Crowley knowledge.

I'm also Board Secretary, a supportive role to our Executive Management CEO Michael Penhey and EMOF Kelli Potts. This role puts me in a privileged position to see the organisation from the board level and assists me to do what I do on a daily basis.

I love Quality and am passionate about what I do.

Why do we need Quality?

The principles of Quality Management in any organisation are the same whether we are in Aged Care or manufacturing shoes. The elements remain the same:

- Collection of processes
- Meeting customer requirements
- Enhancing their satisfaction
- Meeting organisational requirements
- Meeting legislative requirements
- Meeting industry standards
- Delivering quality services / care

What is Quality at Crowley?

For Crowley to be able to deliver an inspirational living experience through rewarding relationships that focus on the individual, we need systems that sit behind the scenes - that is Quality.

These systems include Governance, Human Resources, Information Management, Asset Management, Financial Management, Work Health and Safety, Emergency Planning, Clinical, Food Safety, Maintenance and Quality Management.

The critical elements in all these systems include Processes, People and Teamwork, and Communication. Quality contributes to all of these.

Many hours and work go into ensuring we have the right systems and processes in place at Crowley.

Accreditation is the validation of these by our regulatory authority, Aged Care Quality and Safety Commission.

Accreditation has both compliance and quality elements with a focus on continuous quality improvement against the Aged Care Quality Standards.

In 2018 we were accredited for a three-year period.

The Aged Care Quality and Safety Commission has now considered our 2018 site audit, our compliance history, and our continuous improvement and reaccredited Crowley for a four-year period to January 2023.

This year we applied for reaccreditation and our unannounced site audit by the Aged Care Quality and Safety Commission could be any day.

We continue to meet and exceed the Aged Care Quality Standards in everything we do.



Quality Facts & Figures

- Manage over 1600 documents including policies, procedures, handbooks and forms
- Assist with meeting the organisations compliance and legislative requirements
- Coordinate the Monthly Chatterbox and distribute 600 copies per month
- We survey over 800 stakeholders each year to measure our performance and benchmark against industry standards
- Coordinate Crowley's education and training programs
- Maintain organisational systems - policies, procedures, continuous improvement, compliments / complaints, education, contractor management
- Minute all meetings across the organisation
- Coordinate the resident and staff footy tipping competition
- Coordinate clinical stores and PPE stocks across the organisation
- Maintain record management system



Michelle

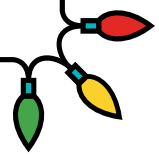


Kim



Ash

From the Quality Team we wish you all a safe and Merry Christmas!



Making Feedback Flow

Home Care client survey

Michelle Golding
Quality Manager

Well done and thank you to all our Home Care clients who completed their annual survey and returned it.

We want to share the results with you, including a snippet of what our clients wrote about Crowley:

What difference has the service made to your life?

- I have Parkinson's Disease so my Package Four and Crowley Care services allow me to live at home
- These services have allowed me to stay in my home and live the best life I can
- Good help. Maintain independence and company
- Feeling comfortable with most things
- I am able to keep my independence
- A lot
- Makes living with pain and sickness bearable
- Each day I can take it easy
- Although my wife and I are confident, we can't see out the rest of our lives without having to rely on care. It is reassuring to realise that help is available if need be
- I look forward to the visits which are helpful
- I'm able to live at home
- Increased safety and health with extra assistance and backup of people checking on me

What would you say was the best thing about the service(s) you receive?

- The reliability of services
- All my requirements are met with the services I receive
- The care and nursing staff are really wonderful, kind and respectful

- The staff member is the highlight of my week. She is very patient and delightful to have around
- Thank you for the loving care and thoughtfulness of the staff
- Helpful
- I like them
- It's great that we have these services in Australia
- Friendly staff
- A proven record of expertise and care
- Lovely people doing a good job and they care
- Professional friendly staff

Other comments

- Very grateful for services provided
- We really enjoy living here and always feel safe
- I am so pleased I chose Crowley Care

Client areas surveyed include:

- About You
- Service Planning and Arrangements
- Service Delivery
- Service Management
- Consumer Rights
- General Questions
- What difference has the service made to your life?
- What would you say was the best thing about the service(s) you receive?
- What do you think the service provider could do better?
- Comments

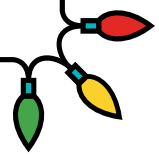
Tell us what we did well and what we can do better...



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

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





A Year of Chatter

Looking back at 2022

Wow! Can you believe we are at the end of 2022 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.

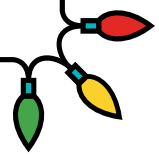
We hope you have enjoyed the last 12 months of Chatterbox editions just as much as we have enjoyed producing them for you!

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 2023!







Christmas Carol Riddles

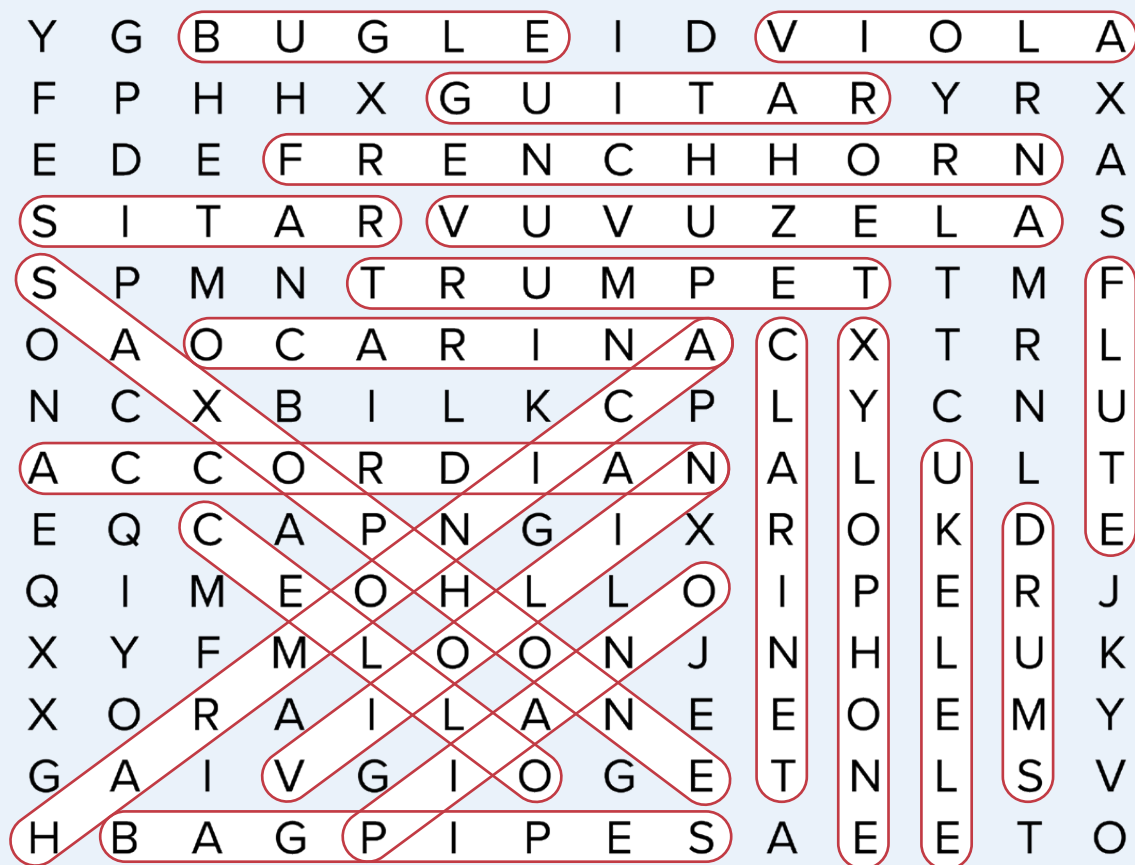
Can you guess the answers to these festive riddles?

- | | |
|---|--|
| 1 In the carol, "The Twelve Days of Christmas," what happens on the eighth day?
..... | 13 How many times do you "fa la la la la la la la" in one verse of "Deck the Halls"?
..... |
| 2 When we "Deck the Halls," who is to hail the new year?
..... | 14 In the song "Up on the Housetop," who came down the chimney?
..... |
| 3 What happens on the eleventh day of Christmas?
..... | 15 What sound does the drum make in "Little Drummer Boy"?
..... |
| 4 When the Lord comes in "Joy to the World," who repeats the sounding joy?
..... | 16 What is the last line in the second verse of "Silent Night"?
..... |
| 5 In "Jingle Bells," where are the bells?
..... | 17 Why should you watch out, not cry, and not pout?
..... |
| 6 At what time of the day was Jesus born, according to "O Come, All Ye Faithful"?
..... | 18 What was the weather like one Christmas Eve when Santa asked Rudolph to guide his sleigh?
..... |
| 7 According to "Away in a Manger," who is lowing?
..... | 19 Who said the "First Noel"?
..... |
| 8 What kind of sleep did the people of "O Little Town of Bethlehem" experience?
..... | 20 In the song "Silver Bells," where is it Christmastime?
..... |
| 9 Who is to blessed in the third verse of "Away in a Manger"?
..... | 21 In the song "White Christmas," where are the sleigh bells?
..... |
| 10 According to "Go Tell It on the Mountain," what are supposed to tell?
..... | 22 In the song "Winter Wonderland," where can you build a snowman?
..... |
| 11 Name three Christmas Carols with the word "Christmas" in the title.
..... | 23 In the song "The Christmas Song," what is nipping at your nose?
..... |
| 12 Name three Christmas Carols with the word "bells" in the title.
..... | 24 In "Have Yourself a Merry Little Christmas," when will all our troubles be out of sight?
..... |
| | 25 Who kept time for the "Little Drummer Boy"?
..... |



Musical Instruments Word Search Solutions

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



Accordion

Clarinet

Guitar

Saxophone

Viola

Bagpipes

Drums

Harmonica

Sitar

Violin

Bugle

Flute

Ocarina

Trumpet

Vuvuzela

Cello

French Horn

Piano

Ukulele

Xylophone

Round the Traps

Birthday celebrations



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
6620 6400

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.