

# the chatterbox

NEWS FROM CROWLEY CARE





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## Cover photo

Jan enjoying Christmas 2022





## A Moment with our CEO

Hello everyone,

To you, your family and loved ones, may I take this opportunity to wish you a peaceful and joyous Christmas.

In our final Chatterbox for the year, you'll see some wonderful reflections from our clients and residents about their most memorable Christmas – Christmas Memories.

What strikes me about these special Christmas memories is that all of us have different stories to tell. It reminds us Crowley is made up people with diverse backgrounds, having experienced different lives and all with their own unique personal experiences.

And that it's only when we take the trouble to get to know everyone and listen to their stories, can we begin to see them as the unique person that they are. And their stories continue to be told long afterwards. This was evidenced by the wonderful attendance at our recent annual Memorial Service where connecting with families and friends brings back so many memories of lives well lived.

This goes to the heart of who we are at Crowley Care and is deeply rooted in our values and Vision. Because by taking the time to know each other, we are saying every person matters and our future conversations will have more depth with our consequent connections more meaningful.

This Chatterbox also features an illuminating article about Blue Zones around the world - the reasons why more people than average live beyond 100 years in certain places.

What's common across global Blue Zones is that centenarians eat quality food, have a purpose in life, stay active and are part of a vibrant community – Crowley all the way you could say!

In fact I believe we do well at Crowley "Blue Zone wise" with our number of centenarians. And this may not be a coincidence.

Our most recent centenarian Marie Myers is a wonderful example. Bright and openly grateful for the care she receives in her Crowley community. Her family echo these sentiments commenting since Marie moved to Crowley she has thrived. This is simply brilliant to hear, illuminating our purpose at Crowley.



Very best,

*Michael Penhey*



# Catch Up with Kelli

## Voluntary Assisted Dying (VAD) Act 2022

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

Many of you will already be aware that the Voluntary Assisted Dying (VAD) Act 2022 came into effect in NSW on 28 November 2023.

The implementation of this act brings NSW into line with other states and enables eligible people in NSW to request medical assistance to end their life, if a person meets all the criteria and steps set out in the law. 'Voluntary' means the choice must be the person's own. The person must have decision-making capacity throughout the entire process to access voluntary assisted dying.

Crowley Care staff are guided by the ethical teaching of the Catholic Church that all human life is sacred and should be valued and protected at every stage. To this end our Diocese, through Bishop Greg, has provided guidance to its healthcare facilities through the Statement of Commitment to Compassionate Dying below.

All healthcare workers have obligations under the Voluntary Assisted Dying Act 2022, including those with a conscientious objection. Crowley Care as an entity of the Church does not support involvement or participate in any process leading to voluntary assisted dying. A person may wish to independently explore their legal right to VAD and Crowley will ensure trained staff are available to engage in such a discussion whilst neither facilitating nor hindering the process.

### **Statement of Commitment to Compassionate Dying**

*I have come that you may have life, and life to the full.  
(John 10:10)*

### **A Compassionate Community**

The Church has and always will proclaim that human life is sacred. Beginning with the dignity of the human person, the Church promotes the good of all people and stands in solidarity with the suffering and vulnerable. Compassion is from the Latin, to suffer with. We are called to love our neighbour and so as Christians we have an obligation to make ourselves the neighbour of every person and respond with compassion as we journey with them.

As we age and decline physically, mentally, and emotionally, we can gradually lose control over our lives. We all like to have control over our destiny, but our human condition precludes our control over nature. Regardless

of religious belief, this is a sacred time to prepare for the next journey. Dying, like human life itself, is never without discomfort and can never be fully controlled.

### **Palliative Care**

Death, like birth, is a natural part of life. It should be cherished, celebrated, remembered with joy, and come in time with the element of mystery. The time of dying is a necessary process that prepares us to leave this human world. Palliative Care supports the period of time prior to death and optimises the quality of life. While medicines can alleviate physical suffering, it is compassionate and patient physical presence which alleviates the mental, spiritual and emotional pain.

Since all humans are interconnected, dying can be a communal process. Compassionate dying calls us to suffer with a person through to death, to share their struggle and affirm their place in community. It supports the family and loved ones after the death has occurred. The Diocese of Lismore champions best practice palliative care and end of life care, supporting a full life even to natural death. Our faith precludes our involvement in any process leading to voluntary assisted dying.

Crowley provides exceptional end of life care to our residents and clients, and champions best practice palliative and end of life care. This is evident through the wonderful feedback we receive from families and friends, staff, doctors and other healthcare professionals.

At Crowley our care includes the individual and their advocate in end of life case conferences. We are committed to establishing a clear end of life pathway guided by advanced care planning, best practice palliative care and ongoing resident collaboration to ensure a resident's wishes are met. All staff are involved with family and friends during this phase to provide spiritual and emotional support to the resident, client, family, friends and each other.



Kelli ☺



## Pastoral Care from our Parish

### Fr Peter and Fr Anselm

Dear friends in Christ,

As we celebrate the joyous season of Christmas, we are filled with gratitude and appreciation for every one of you.

Christmas is a time of reflection, love, and hope - a time to cherish the blessings that surround us and to share the spirit of generosity with those near and dear to us.

Christmas is also a time of gratitude. We therefore want to use this opportunity to thank every one of you, for all you do and have done for the parish and the entire community.

Amid the festive vibes, shopping, and joyous carols, let us not forget the true reason for the season of Christmas - the birth of our Redeemer, Jesus Christ. His arrival brought a message of love, hope, peace, and salvation, reminding us that we are loved by God. Amidst the challenges of life, let us always remember that God is with us.

During this joyful season, let us open our hearts to one another and extend a hand of friendship to those in need especially the marginalised members of our community. As daughters and sons of a loving God, may we be channels of peace and generosity, spreading God's love and blessings in our Parish and the entire community. As we exchange gifts and share meals with family and friends, let us also remember those who may be experiencing loneliness or hardship, and strive to be a source of comfort and support.

We have enjoyed working with you and we continue to appreciate your love and support. May the bonds we share as a community grow stronger and may the laughter and joy of the season bring a sparkle to your eyes and warmth to your souls. As we look back on the challenges and triumphs of the past year, let us approach the coming year with a renewed sense of hope in God whose love for us is incomprehensible.



May the light of Christ guide us through the darkness and may the love of Christ fill our hearts with joy and peace. We pray that as daughters and sons of God, we may become peacemakers, people who love one another, and like Mary and Joseph, welcome Christ into our hearts so that the world may experience the peace of Christ.

Wishing you and your loved ones a blessed and Merry Christmas!

With love and prayers,

*Fr Peter Padsungay and Fr Anselm Okeke*



## Last Month at Crowley

### Melbourne Cup

In the lead up to the Melbourne Cup some residents created their own amazing hats, headbands, and fascinators for the big race.

We had a great selection of flowers, feathers, ribbons, tulle and cardboard. It was wonderful to see all that creative flair, showing individual style, personalities, and imagination.

At the Melbourne Cup celebration everyone wore their creations with pride. We had \$1, \$2 and \$5 sweeps for our residents and staff. We enjoyed being together with some delicious finger food and champagne.

The big race was very exciting and we had some very happy winners.





Represent  
2009









# Last Month at Crowley

## Remembrance Day





Crawley Care



## Resident in Focus

### Marie Myers 100<sup>th</sup> birthday

#### When and where were you born?

"I was born on 2 November 1923 in a private hospital in Croydon. I am the middle child of three; one brother (deceased) and one sister (deceased)."

#### Tell me a bit about your parents.

"My parents were both teachers and met in early 1910's in a school at Mayfield, Newcastle. They quickly got engaged and married. They came to Sydney in 1917 via steam train and bought a house in Croydon for 600 pounds."

#### What was your childhood like?

"I started school when I was six-years-old in 1929 during the Great Depression when men were returning from the first World War. It was not a great time and we didn't have much but we managed. My sister and I used to make skirts out of linen tablecloths because you couldn't get coupons for fabric and we needed coupons to buy most items."

"I finished school in 1939 at the end of the Depression and the onset of the World War II."

#### What was your working life like?

"I started working in September 1940 at the age of 16 for an electrical company in Sydney. I worked there for 32 years until they closed down in 1972. In my first pay check I earned 19/6 pence which I used to purchase one train ticket, and a pleated skirt and blouse which I put on layby and also gave my parents some board."

"I then took a five-year break from 1972 to 1977 to care for my father and mother until they both passed away."

"In 1977 I started working in a small doctor's surgery taking phone calls and making appointments until retirement in 1989."

#### Are you excited to turn 100?

"Yes, I am very excited and grateful to have made it to 100."

#### When did you come to Ballina?

"After 85 years living in Croydon, I made the decision to move to Ballina in December 2008 where I purchased a Crowley Villa in St Francis Place."

"Nine-and-a-half years later I moved into Residential Care in June 2018."

"Moving to Ballina and Crowley was the best decision I've ever made."

#### What advice would you give to the younger generation?

"Always be grateful and appreciate everything you have."


#### Did you get married and have children?

"No, I never married or had children, however, I have been blessed with a lovely family which includes nine nieces and nephews, 24 great-nieces and nephews and 36 great-great-nieces and nephews."





## Christmas Memories and Traditions



**Margaret**


Everyone would go to Mum and Dad's. We'd go into the country and find a tree and the kids would decorate it. Mum always made plum pudding and warm custard. She always put three threepences in it and even though I didn't like plum pudding I'd chew and chew until I found one. The kids would put on performances for the adults. During the year we couldn't always be together but everyone made an effort to be together for Christmas. We'd have homemade pudding and Christmas cake and sing Carols. It was a good time and lots of fun. We'd play cricket in the yard

**Janette**

We'd go to church first thing in the morning. Mum did all the cooking. We tried to have a real tree but that didn't always happen.

We wouldn't open our presents until everyone was together. It was lovely with all the family together. We sang Christmas Carols and honoured God.

I still try to get together with any of my family for Christmas when I can.



**Phyllis**

Mum would make Christmas puddings and Christmas cakes for the neighbours.

We had our stockings hung on the mantelpiece and also a pillowcase at the end of our beds. We had to go to bed early otherwise Santa wouldn't come. Our extended family would come for lunch and everyone would contribute to the meal and we would celebrate together. I'd make a cubby house in the lounge and play with my cousins.



### Polly

I helped my mother cook the cakes and dinner. My father would cut down a tree for us. Our family would get together to celebrate. We would go and see the houses that had Christmas lights and we'd go to church. My father had a bakery and would cook everything and share it with those who couldn't afford it.

### Leslie

My father was a builder and he used to make my toys from offcuts he would bring home from work. When I had children, we'd take it in turns where we would celebrate Christmas. We'd hang our stockings on the fireplace and we'd go to midnight Mass.



### Ray

We'd have a real tree and our Christmas stockings would be hung on the fireplace. Nana, mum, and her sisters would do the cooking and the whole family would be together. Nana would sing and I would sing with her.

### Joan

We'd make gifts for each other. I remember waking up early, excited. Our family would get together for the traditional hot Christmas dinner. It was wonderful connecting with family who didn't live close by. Someone would play the piano and we'd sing Christmas Carols. We would occasionally go to church.



## Crowley Gift Vouchers

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

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

Available to purchase from Crowley Reception.



## Christmas Mass Services

### Alstonville Catholic Parish

**Sunday 24 December - Christmas Eve**

- 4.30pm St Patrick's Church, Wardell
- 6.00pm McCarthy Hall, Alstonville (Children's Mass)
- 7.30pm Our Lady of the Rosary, Alstonville

**Monday 25 December - Christmas Day**

- 8.30am Our Lady of the Rosary Church, Alstonville

### Ballina and Lennox Head Catholic Parish

**Sunday 24 December - Christmas Eve**

- 5.00pm St Francis Xavier Church, Ballina
- 5.30pm Holy Family Catholic Church, Lennox Head
- 7.30pm St Francis Xavier Church, Ballina

**Monday 25 December - Christmas Day**

- 7.30am Holy Family Catholic Church, Lennox Head
- 9.00am St Francis Xavier Catholic Church, Ballina
- 11.00am St Francis Xavier Catholic Church, Ballina







*Residential Care residents, Independent Living residents & Families are invited to...*

# CHRISTMAS CAROLS

IN THE PLAZA

*with special guest..*

*The Headliners Chorus*

**MONDAY 18 DECEMBER**

**4.30PM - 7.00PM**

**CROWLEY PLAZA**

**Join us for a festive evening  
Food and drinks will be available**

**PLEASE RSVP TO CROWLEY RECEPTION BY MONDAY 11 DECEMBER**

# Christmas Hours at Crowley

Reception

Barney's Cafe & Verandah

Barney's in the Plaza

Coco's Hair & Beauty Salon

Concierge

## Friday 22 December

Open  
8.30am – 4.00pm

Open  
8.00am – 3.30pm

Open  
9.30am – 2.30pm

Hair – Open  
by appointment

Open  
10.00am – 4.30pm

## Saturday 23 December

Closed

Open  
8.00am – 3.30pm

Open  
9.30am – 2.30pm

Closed

Open  
10.00am – 2.00pm

## Sunday 24 December

Closed

Open  
8.00am – 3.30pm

Open  
9.30am – 2.30pm

Closed

Open  
10.00am – 2.00pm

## Monday 25 December (Christmas Day)

Closed

Closed

Closed

Closed

Open  
9.00am – 12.00pm  
1.00pm – 6.00pm

## Tuesday 26 December (Boxing Day)

Closed

Open  
8.00am – 3.30pm

Closed

Closed

Open  
10.00am – 2.00pm

## Wednesday 27 December (Crowley Day PH)

Closed

Open  
8.00am – 3.30pm

Closed

Closed

Open  
10.00am – 2.00pm

## Thursday 28 December

Open  
8.30am – 5.00pm

Open  
8.00am – 3.30pm

Open  
9.30am – 2.30pm

Closed

Open  
10.00am – 4.30pm

## Friday 29 December

Open  
8.30am – 5.00pm

Open  
8.00am – 3.30pm

Open  
9.30am – 2.30pm

Closed

Open  
10.00am – 4.30pm

## Saturday 30 December

Closed

Open  
8.00am – 3.30pm

Open  
9.30am – 2.30pm

Closed

Open  
10.00am – 2.00pm

## Sunday 31 December

Closed

Open  
8.00am – 3.30pm

Open  
9.30am – 2.30pm

Closed

Open  
10.00am – 2.00pm

## Saturday 1 January 2024 (New Year's Day)

Closed

Open  
8.00am – 3.30pm

Closed

Closed

Open  
10.00am – 2.00pm

# What to Expect on Christmas Day

## Christmas Day at Crowley

Christmas Day is traditionally a busy day for our residents and staff. We make every effort on the day to assist residents to get ready on time for their Christmas Day excursions or visits. To ensure the day runs as smoothly as possible please be aware of the following:

### Concierge (front door)

The Concierge Desk will be staffed during the following times on Christmas Day:

- 9:00 am to 12:00 pm
- 1:00 pm to 6:00 pm

The main Reception door will be closed and the intercom will NOT be manned:

- Before 9:00 am, or
- Between 12:00 pm and 1:00 pm

Residents returning after 6:00 pm will need to use the intercom on the Reception door. Please keep in mind that Christmas Day is a busy day and it may take staff longer than usual to respond.

### Christmas Day excursions

As staff will be assisting residents to get ready for their day, families will need to collect residents from their rooms on Christmas Day. With this in mind, we recommend you allow sufficient time for Christmas Day Entry Procedures outlined below.

To assist our planning please contact Customer Service and let them know what time you expect to arrive to collect your loved one.

### Barney's Café and Barney's in the Plaza

Barney's Café, Barney's in the Plaza, and the Verandah at Barney's will be CLOSED on Christmas Day.

### Parking and transportation

To ensure pickups and drop-offs run smoothly we will need to avoid congestion outside the main entrance. All visitors are asked to park in the allocated visitor car parks and not leave their car in the driveway in front of Reception during pick-up or drop-off.

Being mindful of staff and resident safety, staff cannot lift residents into or out of cars. Please consider this in your choice of transportation on the day.

Book ahead of time if you will require a wheelchair taxi.

### Christmas presents

If a resident has received gifts of clothing or electrical items, please remember that these will need to be put aside for labelling and tagging.





# Healthy Ageing

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

*“While public health has contributed substantially to increases in life expectancy at birth, we should keep in mind increases in life expectancy at other ages have been less pronounced” (Nay and Garret 2014).*

Health outcomes are dependent upon the individual and the environment that surrounds them. It is also impacted by education, socioeconomic factors, complexity of illness, and how people navigate the health system.

Preventative health measures will make the greatest difference to health outcomes:

- Regular screening - bowels and prostate for those 40 to 69-years-old, family history, and bones, heart, and brain health
- Oral health - look after your teeth with regular checks
- Maintain healthy blood pressure, cholesterol, blood sugars
- Skin checks for sun damage, including the scalp!
- Hearing and sight checks annually - loss of hearing impacts cognition and loss of eyesight impacts social connections
- Sleep health - do you snore or have trouble sleeping? Discuss with your GP or Nurse Practitioner. Poor sleep impacts cognition.

- Prevent infections - vaccinations for COVID, Influenza, Pneumococcal and shingles. Whooping cough if you are expecting small babies to visit
- Keep up social connections and maintaining mental health, particularly once considering retirement. Avoiding rumination around “what ifs and missed opportunities”
- Stay connected, keep contributing to the community
- Continue with an activity that has meaning
- Keep moving - resistive exercise trumps all other forms and enhances muscle and bone strength.



What is your Plan B? Have you arranged legal documents for Enduring Guardian and Power of Attorney in case the unexpected occurs and you need a substitute decision maker.

Importantly, don't be afraid to ask for help early on - this increases capacity to remain independent for longer!

# AGEING and HEALTH

Between 2000 and 2050, the number of people aged 60 and over is expected to double

In 2050, more than 1 in 5 people will be 60 years or older.



By 2050, 80% of older people will be living in low- and middle-income countries.

## ► EVERY OLDER PERSON IS DIFFERENT



Some have the level of functioning of a 30 year old.



Some require full time assistance for basic everyday tasks.

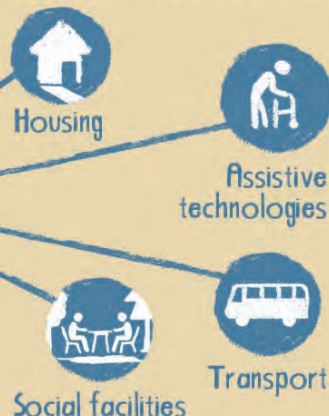
Health is crucial to how we experience older age.

## ► WHAT INFLUENCES HEALTH IN OLDER AGE

### INDIVIDUAL



### ENVIRONMENT THEY LIVE IN



## ► WHAT IS NEEDED FOR HEALTHY AGEING

A change in the way we think about ageing and older people



Creation of age-friendly environments



Alignment of health systems to the needs of older people



Development of systems for long-term care



Healthy Ageing...being able to do the things we value for as long as possible  
#yearsahead



## Our Nurse Practitioners

National Nurse Practitioner Week will be celebrated from 11 December to 17 December and we have invited our Nurse Practitioner and Senior Nursing colleagues to get together a little early, on 8 December. We look forward to recognising and celebrating the contributions and impact our NP's have made to our healthcare.

At Crowley we are unique as we have two Nurse Practitioners (NP's) working on staff - Kelly Roberts, who everyone knows well, and Anne Moehead.

So, what's different about a Nurse Practitioner?

The NP role has been in Australia for more than 20 years, however the workforce remains small, with 2,200 endorsed NP's in 2021, and of these only 4.7% work in Residential Care.

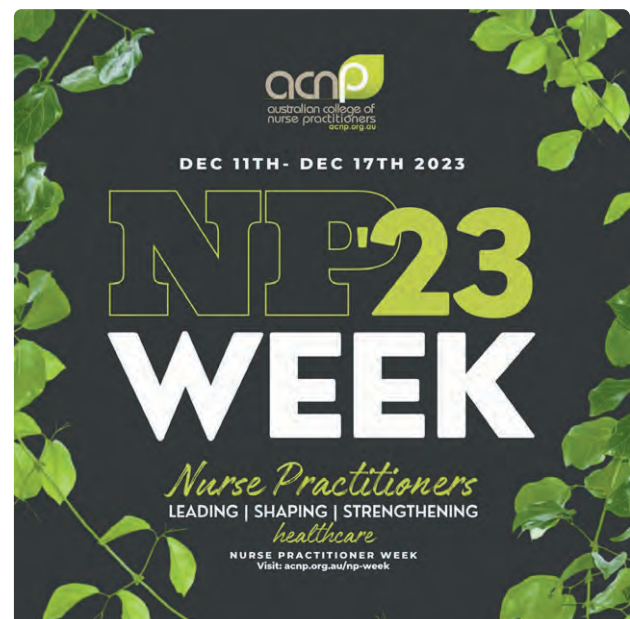
NP's have the skill, knowledge, expertise, and legal authority to provide preventative care and diagnose and treat people of all ages with acute and chronic health conditions. With an ageing population, the burden of chronic illness and increasing complexities of care, the healthcare needs of Australians have changed.

Current care delivery models are struggling to meet the increasing demands, and new ways of delivering healthcare are required. NP's are well placed to meet consumer needs and deliver services in an innovative and comprehensive way, now and into the future and especially in the aged care setting.

Aligning with the goals of the Strengthening Medicare Taskforce, the Commonwealth Department of Health and Aged Care have recently delivered a 10-year NP Workforce Plan which supports opportunities to enable a wide-spread adoption of multidisciplinary models of care that include NP's and ensure that NP's can work to their full scope of practice.

**The objectives of NP 23 Week is to:**

1. Celebrate Impact of NP's: Recognise and celebrate the incredible contributions of Nurse Practitioners in healthcare.
2. Empower and Connect: Foster a sense of community and empower NP's to network, share experiences, and learn from each other.
3. Educate and Advocate: Raise awareness about the significance of Nurse Practitioners in healthcare, advocate for their role, and encourage growth in the profession.





Anne Moehead had the opportunity to share her story which is included in the 10-year plan.

### Anne's story

Anne is a psychogeriatric NP, specialising in mental health and delirium. She currently works in both a private residential aged care facility and a general practice. Anne has over 16 years of experience and was endorsed as the first registered psychogeriatric NP in Australia.

Anne undertakes comprehensive bio-psychosocial assessments within a nurse-led memory assessment clinic, where she regularly formulates diagnostics, orders pathology and imaging, and both reviews and prescribes medications. Anne is involved with mentoring her Registered Nurse colleagues, delivering education, and developing policies and procedures.

Anne works collaboratively with visiting allied health staff, GP's, and specialists, and manages a large case load of complex patients. Anne provides detailed follow up sessions and often makes herself available outside of scheduled appointment times.

Anne identified that one of the greatest benefits of NP care is the continuity of care she can provide and the time she can commit to her patients. In her experience, it is sometimes this dedicated time which can change the course of someone's life.





# From the IL Desk

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

The Christmas holiday season is upon us. What a fantastic year we have had. It has been great to see our IL Social Calendar come to life again. A huge thank you to everyone who supported and participated in making the events and activities such a success.

We celebrated milestone anniversaries and birthdays.

The hosting of the inaugural intergeneration storytelling program with Richmond Christian College students and our IL residents proved a very positive experience for participants.

We unearthed some talented IL residents who participated in a Health Promotion Program hosted by SCU students. This was a huge success for residents and we thank the four lovely students who conducted the program.



## Independent Living Public Holiday Hours

### Christmas and New Year

<b>Monday 25 December</b>	Christmas Day	Normal After Hours Procedure - INS
<b>Tuesday 26 December</b>	Boxing Day	Normal After Hours Procedure - INS
<b>Wednesday 27 December</b>	Crowley Public Holiday	Normal After Hours Procedure - INS
<b>Monday 1 January 2024</b>	New Year's Day	Normal After Hours Procedure - INS

### Australia Day

<b>Friday 26 January 2024</b>	Australia Day Public Holiday	Normal After Hours Procedure - INS
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*The above dates are public holidays when the IL Team are offsite. If you require assistance during this time, press your INS system HELP button or your pendant for Medical or After Hours Maintenance assistance.*





## Be emergency ready

During the storm season, be prepared in case of a power outage or bad weather

- Have a torch and spare batteries in an easy location
- Have your mobile phone close by
- Return your electric recliner chair to the upright position
- Secure your outdoor furniture
- Have enough basic supplies (long-life milk, bread, tea, coffee, etc.) in your pantry
- Remember, if you need assistance press the help button on your INS Lifeguard System (the system has a back-up battery)



## 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 / emergency 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
  - Street clothes to return home in
  - 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



## Crowley Auxiliary

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

The Crowley Care Auxiliary ladies thank the Ballina community for the wonderful support given to our volunteer organisation during 2023.

The many activities and monthly raffles have been very successful, with money raised going back to Crowley Care to purchase equipment to be used by the residents.

This year we welcomed five new ladies to our Auxiliary membership. It's wonderful to be part of an active group of ladies willing to work for the organisation. The friendships made and the commitment to the monthly meetings contribute to a positive community feeling.

We welcome new members and encourage their input to make a vibrant successful social group that promotes a cohesive atmosphere.

Our last event for the year was a wonderful Melbourne Cup Luncheon with fabulous food provided by Tony and his staff. The race goers were entertained by top professionals with Wendy Simpson and Fr Anselm providing excellent musical renditions appreciated by all at the luncheon. The usual sweeps were available along with the drawing of four raffle prizes. It was a great time had by all and a successful event for our team.

We managed five major events during 2023 attended by large numbers. The variety of entertainers and the magnificent food provided at each event certainly contributed to the success of our fundraising.

I would like to thank the executive Auxiliary team and members of our organisation for the wonderful dedication and attention to all aspects of our work during 2023.

A special thank you to Kate and Lyndell who support the Auxiliary as representatives of the organisation. Thanks also to Tony Baldwin and his team of caterers and to Michael Penhey and Kelli Potts for their continued encouragement and support.

It is with gratitude and heartfelt thanks we say a big thank you to the residents of Crowley Care and the Independent Living residents for their ongoing support and friendship during this year.

On behalf of the Auxiliary, we wish you a very happy and holy Christmas shared with your family and friends.

May 2024 be filled with good health and happy times.

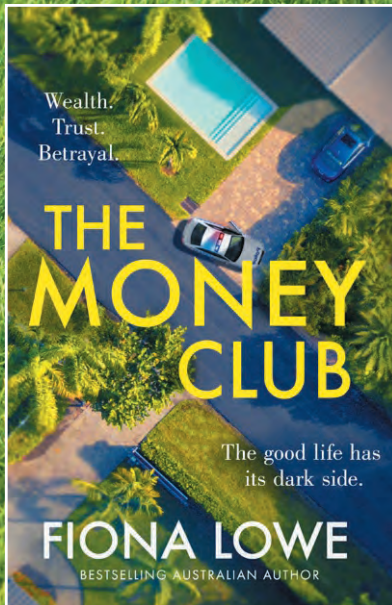
Best wishes,  
Helen Cooney





## Book Club

### The Money Club by Fiona Lowe



Our latest read was 'The Money Club' by Fiona Lowe.

Izzy Harrington's fiancé, Brad, is a successful entrepreneur and everyone's friend, but things are not what they seem.

Brad disappears and this sends ripples through their small town and a furious mob camp on Lizzy's lawn, desperate to cover their losses. As the search for Brad intensifies, conflicting clues emerge. Clues suggest no one really knew Brad, least of all Izzy.

'The Money Club' covers some of the main drivers and issues of modern society: wealth, greed, jealousy, aspiration, and fulfilment. There is always a price paid for ill-placed trust and there are lessons behind having it all and losing it.

Our next read is 'Aphrodite's Wish', a memoir by Susan Johnson. The writer asked her 85-year-old mother if she wanted to accompany her to live on the Greek island of Kythera. What follows is an unravelling of the mother-daughter relationship. The book has been longlisted for several literary awards, so hopefully it reads well.

The library is very grateful to those who have donated books. A special shout-out to "DL" and the local regional library. Thank you all!

**Please note:** our next meeting is on 7 December, a week earlier than normal.

Merry Christmas and a Happy New Year!

Happy reading!

Marion





# RESIDENTIAL CARE

# Christmas PARTIES

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

LIGHTHOUSE

MONDAY 11 DECEMBER

11:30AM - 1:30PM

LIGHTHOUSE

*MENU: Assortment of sweet and savoury canapés*

SERPENTINE, MISSINGHAM,  
RIVERVIEW & ROSEBANK

TUESDAY 12 DECEMBER

11:30AM - 1:30PM

ENTERTAINMENT ROOM

*MENU: Crispy Skin Salmon with Wilted Greens, Dauphinoise Potatoes and Parmesan Cream Sauce followed by Pavlova with Berry Coulis*

BANKSIA, LILLIPILLI &  
PROSPECT

WEDNESDAY 13 DECEMBER

11:30AM - 1:30PM

ENTERTAINMENT ROOM

*MENU: Crispy Skin Salmon with Wilted Greens, Dauphinoise Potatoes and Parmesan Cream Sauce followed by Pavlova with Berry Coulis*

**Family members are welcome to join their loved one for lunch. Cost is \$20pp**

**RSVP AND PAY AT CROWLEY RECEPTION BY  
MONDAY 4 DECEMBER**

*Please advise dietary requirements at time of booking.*



INDEPENDENT  
LIVING

# Christmas

PARTY

**THURSDAY 14 DECEMBER**

11.30AM - 1.30PM

ACTIVITY CENTRE

\$30 PER PERSON

**TRADITIONAL CHRISTMAS LUNCH**  
**BYO Drinks**

**RSVP AND PAY AT CROWLEY RECEPTION BY**  
**THURSDAY 7 DECEMBER**

*Please advise dietary requirements at time of booking.*

*\*This event is for Independent Living Residents ONLY*

# **CROWLEY CARE CHRISTMAS DAY**

## *Seafood Buffet Lunch*

**Monday 25 December 2023**

11:30am for 12pm start

Entertainment Room

### **Lunch**

Prawns and Oysters

Continental Meats

Carved Leg Ham, Pork and Turkey

Roasted Potatoes

Selection of Fresh Salads

Bread Rolls

Olives and Antipasto

### **Dessert Bar**

**Buffet Price \$95pp**

**RSVP to Reception by Monday 18 December**

# CROWLEY CARE CHRISTMAS DAY

## *Drinks List*

Drinks available from Jimmy's Bar

**Beer \$7.50**

Corona  
Great Northern Super Crisp  
Heineken Zero

**Wine \$25per bottle**

Grant Burge Merlot  
Peter Lehmann Pinot Grigio  
Zilzie Prosecco

**Cocktails \$15**

Pina Colada  
Strawberry Daiquiri  
*'Jimmy's' Non-alcoholic Lychee Colada*

**Other \$2.50**

Assorted Soft Drinks & Juices

# Craft Corner

## How to make summer yarn balls

### What you need

- Kitchen cotton string or wool yarn
- PVA or Elmer's glue
- 1/2 cup of warm water
- Plastic container for holding glue mixture
- Plastic table cloth
- Balloons
- Spray paint and glitter are optional
- String to hang yarn balls

### Instructions

1. Place a plastic table cloth on the table.
2. Mix half a cup of glue with half a cup of warm water into a container and stir until smooth.
3. Blow up a balloon to the size you want to make your yarn ball.
4. Take the end of the yarn and tie it around the knot of the balloon.
5. Unwind the yarn (approximately 20 metres) and gently place yarn inside glue. Let it soak; if necessary, pat it down to immerse the yarn into the glue. (Do not swish around or the yarn will have knots).
6. Pick up the balloon and the yarn (attached to it) and, holding the yarn between your index finger and thumb, start to wind it around the balloon, any odd way.
7. As you proceed, make sure you release some of the glue by gently pressing it through your fingers.
8. When the yarn is finished, place the balloon on the table and repeat the process; another 10 metres of yarn soaked into the glue and wound around the balloon, and so on and on.  
  
The more yarn you wind around the balloon the better and sturdier the ball will become.
9. When you finish, tie a string at the knot of the balloon so you can hang it until dried. Let it dry outdoors because it will leak.
10. When thoroughly dried, prick the balloon and discard it, then, either leave it as it is or, optional, you may spray paint and when dried put dots of glue on the balls and roll them in glitter.







# Living Longer, Living Better

**Sherrie Viney**  
Home Care Manager

Following on from last month's Chatterbox article on centenarians, this edition focuses on what contributes to people living longer and in particular in what is known as the Blue Zones.

Blue Zones are areas across the world that have been identified as having a higher population of people living beyond one-hundred years of age.

Centenarian Blue Zone areas include Okinawa Japan, Sardinia Italy, Icaria Greece, Loma Linda USA, and Nicoya in Costa Rica.

Studies have identified some interesting yet simple common denominators. Significantly, centenarians from these longevity hotspots have been found to have very little or no diabetes, cardiovascular disease and dementia.

So why do these centenarians live longer and what do they have in common?

Research has demonstrated that common lifestyle factors in these Zones include:

- **Eating wisely.** A balanced, predominantly plant-based diet with fruits, vegetables, whole grains, nuts and legumes. And only 5% of the diet being meat and fish was common. Consuming nutrients and bio active compounds found in organic wines and untreated honey have been linked to having health benefits within these communities. It's also about what they don't eat, remembering to not mindlessly overeat and eating to only 80% full.
- **Having a purpose in life.** Some believe this is a main factor for spiritual health. Retiring from paid work is not viewed as stopping and sitting in a recliner, it's about working on something, whether it's in your garden or volunteering, child minding, personal development or hobbies. It's vital to have a plan for life and to continue to contribute.
- **Staying active, moving, and in particular, walking.** Lower limb strength is significant in avoiding falls in old age. Moving naturally and doing most things by hand, which is unconscious exercise, such as sweeping the floor, weeding the garden,

mowing the lawn, and processing food by hand is burning calories. The concept of working hard in the morning and resting in the afternoon was identified. Taking regular naps and having a day off with the people that matter is factored in the centenarian's lifestyle.



- **Staying connected and having a community** is key. Being in the right tribe, keeping family first and having friendships and connections or a partnership is seen within those people living longest in the world. We need our broader communities to focus on the message to our older folk that "You matter, we need you."
- **Having faith, a good outlook on life, and keeping happy** are contributing factors to living longer amongst the centenarians.

In the Costa Rica Blue Zone, having access to a public health system that provides health services with a focus on prevention strategies as opposed to just treating disease is provided by the Government. This is achieved with early monitoring and assessment services at home, avoiding hospitalisation.

Our Crowley Home Care package and DVA nursing clients have early intervention opportunities at home with Government subsidised programs including, access to Registered Nurse monitoring, allied health-based exercise programs, and socialisation support services through their Home Care package or DVA services with the aim of monitoring health and wellbeing, keeping clients connected within their community in their living longer, living better trajectory.



# Christmas Memories

**Sherrie Viney**  
Home Care Manager

This year we asked a few of our Home Care clients about their favourite Christmas memory to share with our Home Care staff visiting them:

**Joan from Ballina** has memories of her family of 14 getting a tree from the back paddock that was put into a bucket of sand and they made handmade decorations made from crepe paper. They spent 10 shillings to buy Christmas presents for each other. The Christmas pudding had three pence in it. It was a great family time around the table.

**Mary from Alstonville** remembers her family raising a young Turkey. The children feed it and it grew big and fat. Mary cooked the turkey, carved it and served it to her family. The family were at the table with plates in front of them, yet no one could bring themselves to eat it, because it was their pet, so they just sat and looked at their plates. Eventually they did eat the turkey

**Judy from Ballina** is reminded of one Christmas some years ago when she returned to Australia with her English husband and four-year-old son Luke. Judy had promised Luke to see Santa Claus at David Jones in Sydney. Luke had met Santa at Harrods in London the previous year. So off they went with much excitement. Happily, seated on Santa's knee, the old man asked Luke what he would like for Christmas. Luke sat back, looking into Santa's eyes and said, "You're not the real Santa... You speak Australian!" To this day her son Luke, now 56, believes the real Santa is English.

**Claire from Tintenbar** shared that her best Christmas memory was when the kids were very little, around the age of three, and that those were her best Christmas times.

**Pauleen from Lismore** remembers travelling a very long way up to Toowoomba all the way from Melbourne with her young family to be with her family in Queensland. Pauleen recalls that it was a big trip for all them at that time.

**Roy from Ballina** recalls his most prominent Christmas memory, but not his best, which are times spent with his family, especially when his two girls were young and his wife Patricia was with them. He also has a memory of being a nine-year-old boy, whose home sadly caught fire two nights before Christmas. He recalls the traumatic series of events, neighbour's alerting them through the night, snippets of memories of the staircase on fire and being stuck up on the second level and the brave firefighters rescuing them out the window. He remembers they lost all their presents that were waiting for them under the Christmas tree. Roy's father worked in a family business Jones Gibbons for over 50 years where Patricia's father also worked, plus other family members (Roy and his wife would also work), and the business surprised the family by organising decorators to come and redo the home for the family.

**Mary from Lismore** has a very funny memory. On Christmas morning in Sydney at her daughter's apartment they were getting ready for Christmas festivities when their cat came up the stairs with a fully dressed chook in its mouth, presumably from the neighbours. The chook was quickly disposed of and the cat was then locked inside.



**Dallas from Alstonville** favourite Christmas memories includes eating his favourite food for Christmas - prawns on fresh white bread with vinegar, salt and pepper. Yum! And he doesn't like sharing them.

**Beatrice from West Ballina** recalls Christmas Day when she was a little girl in England near Manchester. Beatrice remembers the small Christmas stocking hanging on the mantelpiece. Inside was always a comic, sixpence, three pence, an orange, an apple and sometimes a banana. The banana was always black because it came all the way from Australia. Beatrice's Dad was a woodcrafter and she remembers getting a dollhouse one year and, another year, a wooden sled to slide down the hill. Beatrice shared that her grandmother would make her a new dress every year, the style was always the same but it had to have a pocket in it so she could pin her hankie to the inside.

**Maxine from Evans Head** remembers one of her favourite Christmas memories was when she brought her newly born daughter home from hospital the week before Christmas in 1973. Her daughter was born the month before but was not well and her discharge was delayed until 19 December and Maxine recalls the look on her other two daughter's faces when they arrived home with the new baby. It was the best Christmas present.

**Doreen from Ballina** remembers one Christmas when all the family met in Armidale where her daughter was living. All of Doreen's children, their children, her husband, and the larger family group were all together that year which made it very special.

**Barbara from Ballina** remembers being given a Georg Jensen Christmas tree decoration seven years in a row from a Danish friend in Denmark who is special to her. George Jensen was a silversmith born in 1866. His jewellery is world renowned. The Christmas decorations are made from brass and gold.



**Zelma from Ballina** remembers a Christmas camping trip with her family at The Basin in Pittwater Sydney, where they would take the family every school holiday. It was a beautiful place. Zelma would meet her husband on the other side of Pittwater and he had a great big blanket with all the Christmas goodies in it. All the family were there and they had a wonderful Christmas Day. Zelma had to drive the boat over to Pittwater to pick up her husband which was pretty special for her to do. The family had a big barrel of Kentucky Fried Chicken, fruit cake and soft drink. The KFC didn't last long. They had been there for a fortnight before Christmas so they were able to shop. Zelma recalls her dear husband did all the shopping and bought it over. They all sat down in a circle on the grass and that was one of Zelma's favourite Christmas memories and still is to this day.

*We wish all of our Crowley Home Care Clients and their families a very Merry Christmas and a Happy New Year. May you have the opportunity to experience more wonderful memories in the years to come.*



# Update from Maintenance

## Fire Safety and Emergency

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

Last month I attended a Fire Officer training course regarding emergency measures within a facility. We have contractors who maintain our equipment and service providers who monitor our systems, but staff play an important role in implementing our emergency measures.

Some staff are designated and trained to identify and prevent emergencies. We have staff trained as wardens and others who are members of an emergency planning committee with specific duties such as to lead in case of emergencies and emergency planning. There are nine emergencies which we have policies and statement of intent for which outline the action steps required.

It's easier to control an emergency if key personnel can be quickly identified.

If may be necessary to evacuate an area in an emergency. This should be practiced regularly to review reactions. When drills are carried out, we review the outcomes of the emergency plan which includes prevention, preparedness, response and recovery.

In any situation remain calm, act quickly and efficiently.

For the Christmas holiday period, for any afterhours emergency maintenance contact Maintenance through the monitoring station or phone Residential Care.

In the holiday period residents should know the location of essential service points, the electrical switchboards, and water shut off valves.

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





## News from the Men's Shed

We still have a selection of goods for sale made by the members of the shed that are ideal for Christmas gifts and decorations.

These can be viewed and purchased when the shed is working on Tuesday and Thursday mornings each week up until mid-December.

The most exciting news from the shed is that a concrete slab has been poured behind the existing building for the greenhouse and construction is well underway by a local company offsite for the completion.

Whilst this is happening, to our surprise a completed smaller greenhouse was donated and delivered to our site. We are very grateful to the kind donor and now face the challenge of making good use of both structures.

There are potted herbs and other plants marked for sale outside the Men's Shed which can be purchased at any time for just \$2.00 each. There is an Honesty Box there to collect the money. Some bigger plants may be available when the Men's Shed is open.

We remain happy to receive donations of timber and other supplies, including left over paint, along with pots, plants, and other no longer needed items which can be restored / repurposed.

There will be a few weeks break over the holidays and the last day for the Men's Shed this year will be 12 December, reopening on 16 January 2024.

Everyone at the Men's Shed wish all those living and working at Crowley plus their families and friends a happy, safe, and peaceful life, good times over Christmas and the New Year, and look forward to a good 2024.





# Hotel Services News

What's been happening in Hotel Services this month

**Tony Baldwin**  
Hotel Services Manager

## Melbourne Cup

Another function ticked off for the year, we held the Auxiliary's Melbourne Cup luncheon where guests had a great time with plenty of chatter and laughs during the day.

The menu this year - warm marinated olives, crispy bread and mains including snapper and beef cheeks with desserts of rocky road cheesecake and Mars bar mousse cake.





**Café Private Room**

It is great to see the Café private room used again. Jill Taylor held a high tea to celebrate her birthday with family and friends.

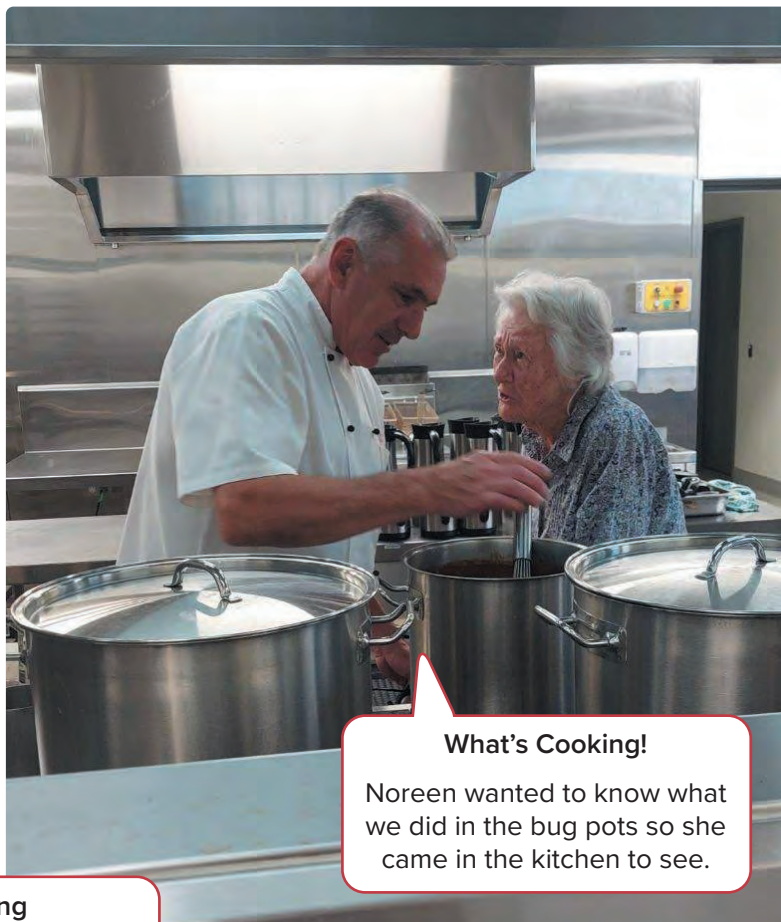


Almost twins  
(Abbey and Taylah)



**Housekeeping**

The housekeeping guys thought they would celebrate the new plaza chairs after setting them out.



**What's Cooking!**

Noreen wanted to know what we did in the bug pots so she came in the kitchen to see.





# Smoked Salmon Wreath

## Ingredients

- 1 large fennel bulb, trimmed, core removed
- 3 limes
- 2 green shallots, trimmed
- 3 large ripe avocados
- 250g baby cucumbers, peeled into ribbons
- 200g (1 bunch) radishes, trimmed, washed, thinly sliced
- 400g sliced smoked salmon
- Extra virgin olive oil, to drizzle
- Crème fraîche, to serve
- Salmon roe, to serve
- Fresh dill sprigs, to serve
- Micro herbs, to serve
- Gluten-free crackers or crusty bread, to serve (optional)

## Instructions

Use a mandoline to very thinly slice the fennel lengthways. Place in a large bowl with the juice of 1 lime. Add a large pinch of salt, toss to combine and set aside to pickle.

Cut shallots into 8cm lengths and thinly slice lengthways. Place in a bowl of iced water for 2-3 minutes or until lightly curled. Drain well. Roughly mash the avocados in a bowl. Add the juice from the remaining limes, season and stir to combine.

Drain fennel. Arrange avocado in a heaped circle around the edge of a large plate. Arrange pickled fennel, cucumber, radish, shallot and salmon over the top. Drizzle with oil and season with pepper. Dollop on crème fraîche and salmon roe. Scatter with the dill and micro herbs. Serve immediately with crackers or bread, if you like.



Serves 8





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

Makes 22

## Maple Bacon Christmas Trees

### Ingredients

- 2 sheets frozen puff pastry, partially thawed
- 200g rashers streaky bacon
- 2 tbsp maple syrup, plus extra to serve
- 22 cocktail onions
- 1 egg, lightly beaten
- Chopped fresh flat-leaf parsley leaves, to serve

### Instructions

Preheat oven to 220°C (200°C fan-forced). Line 2 large baking trays with baking paper.

Cut 22 x 2cm-wide strips from pastry sheets. Place on a baking tray lined with baking paper. Refrigerate for 10 minutes.

Meanwhile, cut bacon lengthways into 2cm-wide strips. Place bacon in a large bowl. Drizzle with maple syrup. Toss to coat.

Place 1 pastry strip on a flat surface (keep remaining pastry in fridge). Top with 1 piece of bacon, gently pressing to secure (bacon will be shorter than pastry). Using picture as a guide, fold pastry and bacon together to form a tree shape, starting with a small amount and widen as you go

(until you reach the end). Starting at the base of the tree, thread 1 skewer through centre to top of tree (leave 1cm at top of skewer for pickled onion). Place on tray. Repeat with remaining pastry strips and bacon to form 22 trees. Press 1 pickled onion on top of each skewer.

Brush trees and onions with remaining maple syrup. Brush trees with egg. Bake for 18 minutes, or until golden and puffed. Stand on trays for 5 minutes. Transfer to a serving platter. Drizzle with extra maple syrup. Sprinkle with parsley. Serve.



## Lamb Roast with Hasselback Pumpkin and Balsamic Brown Butter

### Ingredients

- 2 x 500g butternut pumpkin halves, peeled, seeded
- Olive oil, to coat
- 1kg Coles Australian Lamb Boneless leg roast, excess fat trimmed
- 1 tbsp finely chopped rosemary
- Baby rocket leaves, to serve
- Rosemary sprigs, to serve

### Balsamic brown butter

- 125g butter
- 1/4 cup balsamic vinegar
- 1/4 cup honey

### Instructions

Preheat oven to 200°C (180°C fan-forced). Line a large rimmed baking tray with baking paper.

To make the balsamic brown butter, in a large frying pan over medium heat, cook the butter, stirring often, for 3 mins or until the foam has subsided and the butter is a deep golden brown. Transfer the butter to a heatproof bowl and stir in vinegar and honey. Season with salt and pepper and cover to keep warm.

Coat pumpkin with oil and season with salt. Place pumpkin, cut-side down, on the lined tray. Roast for 20 mins, then set aside to cool slightly (par-cooking makes the pumpkin easier to cut). Using a thin metal spatula, transfer pumpkin to a cutting board. Using a sharp knife, cut slits into pumpkin crossways about 5mm apart, cutting as deep as you can without slicing all the way through. Return the pumpkin to the lined tray.

Meanwhile, heat a large frying pan over medium-high heat. Coat the

lamb with oil and sprinkle with salt and pepper. Add the lamb and cook, turning, for 10-12 mins or until brown all over.

Arrange lamb next to the pumpkin on the tray. Using a pastry brush, coat lamb with some balsamic brown butter and sprinkle with chopped rosemary.

Roast lamb and pumpkin, brushing pumpkin every 15 mins with balsamic brown butter, for 1 hour or until an instant-read meat thermometer inserted in the centre of the lamb registers 60°C and the pumpkin is tender and glazed. Transfer lamb to a carving board and rest for 15 mins (if lamb is ready before pumpkin, return the pumpkin to oven to finish cooking while the lamb rests).

Reheat the remaining balsamic brown butter over low heat. Arrange the lamb and pumpkin on a serving platter. Serve with the rocket, rosemary sprigs and remaining balsamic brown butter.



# Christmas Ice-Cream Cake

## Ingredients

- 445g mixed fruit
- 65g slivered almonds, toasted
- 60g icing sugar mixture, sifted
- 2 tbsp brandy, sherry or liqueur of choice
- 1 orange, rind finely grated
- 1 lemon, rind finely grated
- 1 tsp mixed spice
- 2L vanilla ice-cream, softened
- 200g dark cooking chocolate, chopped
- Glacé cherries, to serve
- Chocolate shards, to serve

## Instructions

Grease a 1.5L pudding basin and line with plastic wrap, allowing it to overhang the side. Combine the mixed fruit, almonds, icing sugar, brandy, orange rind, lemon rind and mixed spice in a large bowl. Set aside for 1 hour to macerate.

Add the ice-cream to the fruit mixture and stir until well combined. Spoon into the prepared pudding basin and smooth the surface. Cover with plastic wrap and place in the freezer overnight to set.

Place chocolate in a heatproof bowl over a saucepan of simmering water, making sure the bowl doesn't touch the water. Stir until melted and smooth. Set aside for 10 minutes or until cooled and thickened slightly.

Dip the base of the pudding basin in hot water and turn the ice-cream cake out onto a serving plate. Spoon over the cooled melted chocolate. Top with glacé cherries and chocolate shards. Serve immediately.

Serves 8



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# An Aussie Christmas

by Sally Murphy

We sing of jingle bells and snow,  
of warm red suits and ho ho ho,  
but none of this is quite the way,  
when it is Christmas here below.

Downunder in good old Aussieland,  
it's time for sun and surf and sand.

It's hot, not cold, it's summertime,  
and summer treats are in demand.

Hard work for reindeer in this heat,  
Hot roofs would burn their tender feet,  
and racing through the summer skies,  
would soon leave them feeling beat.

And as for Santa in fur and such,  
he'd soon feel overdressed a touch,  
Being snug and warm in blistering heat,  
isn't likely to impress him much.

He also needs 'roos for the job,  
of sleigh-pulling – an Aussie mob,  
to get him moving all around,  
from Sydney town to Iron Knob.

His suit, too, needs an overthrow,  
a new outfit, from head to toe,  
Some boardies, a singlet, and some thongs,  
would seem to be the way to go.

So let's not sing of snow and ice,  
instead I'll give you this advice,  
'roos, Utes and summer are the go,  
for Christmas songs that sound real nice.

So ripper, bonza, beudy, strewth!  
Though you might think my song uncouth,  
it's true blue and it's ridgy didge,  
to sing a song that tells the truth.



# De-stress Your Christmas

René Lange  
Risk Manager

For most, Christmas is a time to look forward to – a time filled with family, friends, joy and happiness.

However, for some, Christmas is a time of anxiety and sadness.

The expense of buying gifts, the pressure of last-minute shopping, and the heightened expectations of family togetherness can combine to make Christmas a stressful time. To top it off, with its focus on family, Christmas can also leave some feeling alone and isolated.

Some practical suggestions can help you to de-stress your Christmas:

## Make plans for Christmas Day

If you have no one to share the day with, consider volunteering. For example, you could help a charity organisation give Christmas lunch to people in need.

## Celebrate 'Friendmas'

If you know someone else who is alone on Christmas Day arrange to spend the day with them and if you are asked by someone to join in their celebrations give it a go.

## Stay connected

Join in your local communities Carols by Candlelight, Christmas pageant or fireworks.

## Keep it affordable

Instead of buying presents for all the family consider only buying presents for the children. Or set a limit on the cost of presents for each person.

## Keep it simple

Have a Kris Kringle, where everyone draws a name out of a hat and buys a present only for that person.

## Accept help

If you are hosting Christmas, remember you don't need to do it all yourself. You can always ask everyone to bring a plate of food.

## Set expectations

Don't try to cater for every individual dietary preference and remember there is a difference between a food allergy and a dietary preference. Again, you could consider asking them to bring a plate of their own.

So often the real meaning of Christmas is forgotten, as we get wrapped up in all our preparations. Our focus is on the gifts we plan to give and the food we plan to cook - and often the simplicity, compassion and love that is the real meaning of the Christmas is lost.



# AUSTRALIA DAY



## DRESS UP DAYS

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**ALL RESIDENTS AND STAFF ARE WELCOME  
TO DRESS UP IN YOUR BEST AUSSIE ATTIRE TO  
SHOW YOUR AUSSIE SPIRIT ON AUSTRALIA DAY!**

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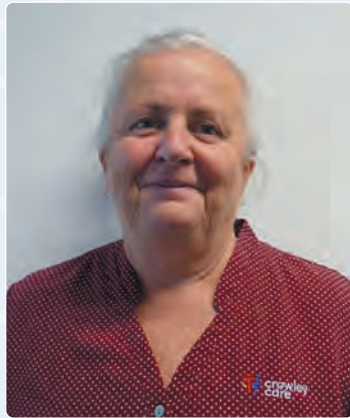
**THURSDAY 25 JANUARY & FRIDAY 26 JANUARY**

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*Please Note: name tags & regulation footwear must be worn*

# Welcome to Team Crowley

Say hello to the newest members of Team Crowley



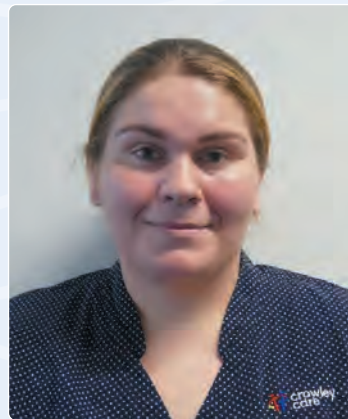
**Debra**  
Residential Care



**Rachael**  
Hotel Services



**Janet**  
Residential Care



**Teagan**  
Residential Care



# Focus on Quality

## About us

### Michelle Golding Quality Manager

The Quality Team is headed by myself, Michelle Golding, as the Quality Manager and includes two team members: Kim and Ash. I started with Crowley in 2007 as the Home Care Roster worker and have had a few different roles in Administration. I have been the Quality Manager since 2017.

Another aspect of my role is Board Secretary - a supportive role to our Executive Management CEO Michael Penhey and EMOF Kelli Potts. I see this role as a privileged position as I get to see the organisation from the Board level perspective which assists me with what I do on a daily basis.

I love Quality and am passionate about what I do every day.



### Kim

Kim, our Quality Officer, has been with Crowley since 2016. Kim's role includes the quality control of Crowley's documentation, assisting with the coordination of education, ensuring compliance is maintained with our contractors, and coordinating Chatterbox and clinical stores.



### Ash

Ash has just celebrated her one year anniversary in the team and assists with all administration tasks.

Combined we have over 24 years of Crowley knowledge.



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



## Quality Facts & Figures

There are many tasks the Quality Team are responsible for including all those little things behind the scenes that happen daily, weekly, and monthly. Did you know in 2023 we:

- Managed over 1600 documents including policies, procedures, handbooks and forms
- Assisted with meeting the organisations compliance and legislative requirements
- Coordinated the monthly Chatterbox and distributed over 6,000 copies annually
- Produced over 180 Mandatory Training staff packs containing workbooks, handbooks and resources
- Distributed over 15,000 COVID-19 stakeholder updates by email and hand delivery
- Stocktaked over 212 stationery items
- Surveyed residents each quarter to ensure compliance against the Mandatory Quality Indicators
- Maintained organisational systems – policies, procedures, continuous improvement, compliments / complaints, education, contractor management
- Coordinated clinical stores and PPE stocks across the organisation
- Recorded 230 feedback cards that include compliments, suggestions / ideas, and complaints
- Coordinated 180 staff to attend seven sessions of Mandatory Training and two sessions of CPR, and over 30 Administration staff for Cyber Security training
- Produced 1,400 handover sheets each month to assist our Residential Care team with resident care
- Produced, maintained, and distributed a Cleaning, Incident Management, Infection Control, Palliative Care, Feedback, and Medication Management Toolkit and Clinical Manual
- Checked and replenished PPE stocks on PPE trolleys throughout the facility over 300 times
- Purchased, distributed, stocktaked and maintained stock levels for over 200 clinical items for Residential Care
- Maintained stock levels of over 50 clinical forms across seven nurses stations fortnightly
- Produced over 3,000 meal labels each fortnight for our meal van
- Maintained and produced over 25 packs that include information for general enquiries, resident and client admission and reviewed as well as new employee and volunteers
- Coordinated flowers for families, residents and staff for birthdays, anniversaries and sympathy
- Produced vouchers for Barney's Café and Coco's Hair and Beauty Salon



# Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

## Residential Care family

- We express our sincere thanks to the staff at Crowley for all the care and attention you provided for Syd over the years he spent with you.
- We wish to thank all the staff at Crowley for the beautiful flowers we received today. Thank you for all the care and attention given to Dad over the years, it has been very much appreciated.
- Thank you so much for the wonderful, kind, and respectful care you gave to our Mum during her 14 months in Residential Care and two-and-a-half years in her villa. Special mention to the staff in Serpentine, the front office crew and everyone at Barney's Cafe. You made her time at Crowley all the more fun!
- We so appreciate Kelly Roberts for her thorough care, attentive concern, and prompt responses to our enquiries. Also, Kellie, carer in Lighthouse is delightful and so kind to our Dad.

## SCU students

- We really enjoyed our time here at Crowley Care. Special thanks to Jenny, Kelli, and Lyndell. It has been an absolute pleasure doing our last placement here and such a wonderful way to finish off our OT degree. Hopefully we have been able to make a positive impact through our project! Thanks for having us! Phoebe, Saatchi, Haley and Bronte.

## Home Care family

- Complimented Crowley staff on the generous and friendly assistance given not only in relation to services but also to her whenever she required help navigating through everything in relation to DVA services. Crowley staff go above and beyond and they have not experienced this with any other organisation.

## Residential Care resident

- I would like to congratulate Michael on his award which he richly deserves. All his staff are always ready to help however big or small the request is.

## Independent Living resident

- Congratulations on another successful Show Day. Thank you to all concerned.
- Congratulations to Jenny and Crowley Executives for arranging Paint and Sip with the SCU undergraduates for three weeks. The young women were delightful and so respectful of us oldies. Was a wonderful experience, with so much laughter and camaraderie amongst everyone. I used to do folk art quite a while ago and really enjoyed it, not that I am very good at. Hadn't done painting for ages and the Paint and Sip really encouraged me to try again. The SCU girls were very encouraging with us and willing to have a go themselves. The only problem was that the sipping side of things was a bit dry! But guess it was only morning a tad early for tipping! Well done everyone and a big thank you for keeping it going. Even if there isn't much painting done. But certainly, plenty of laughter, which they say is good for our health.
- Please pass on my congratulations to Kate and Lyndell for the fantastic day yesterday. I don't know who had the influence with the weather-God but they used it well, considering that at midnight I thought the awning on my veranda might end up somewhere else! Family and residents were smiling, along with all the visitors I watched. As is always the case, a huge thankyou to all the staff who set the venue up and on the day manned the BBQ and were everywhere, helping everybody and lending helping hands wherever needed at all times, with amazingly genuine smiles on their faces. Most of all, thanks to all who cared, as always, for the residents who were unable to have family with them to ensure they enjoyed the day and, in particular, the fabulous entertainer who would have slept very well last night.

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



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

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



# A Year of Chatter

## Looking back at 2023

Wow! Can you believe we are at the end of 2023 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 2024!







# Christmas Quiz

Join in the season's festivities with this Christmas quiz!

**1** What Christmas song includes "Glory to the new born King"?

.....

**2** What Christmas song includes "Let every heart prepare him room"?

.....

**3** What Christmas song includes "The stars are brightly shining, it is the night of the dear Saviour's birth"?

.....

**4** In the Christmas song "Silent Night" what words follow Silent Night?

.....

**5** What colour Christmas is Bing Crosby dreaming of?

.....

**6** What letter does the Christmas candy cane resemble?

.....

**7** What does the word "Christ" mean?

.....

**8** Name the famous Christmas movie set in New York: Miracle on .....

.....

**9** The words "hear them ring" are found in what Christmas song?

.....

**10** In which Christmas song will you hear the line "From now on your troubles will be miles away"?

.....

**11** Name the somewhat spicy, edible Christmas house:

.....

**12** If you gave all the gifts listed in "The 12 Days of Christmas" how many would you give?

.....

**13** Who wrote, "Christmas doesn't come from a store, maybe Christmas perhaps means a little bit more"?

.....

**14** What does the white in the candy cane represent?

.....

**15** What are the two most popular Christmas tree toppers?

.....

**16** In which children's classic is it "always winter but never Christmas"?

.....

**17** What is another name for a Christmas tree?

.....

**18** According to the song, what did my true love give to me on the eighth day of Christmas?

.....

**19** Christmas Island in Australia has an annual migration of which animal?

.....

**20** The Band-Aid song "Do they know it's Christmas" sought to raise money for what issue?

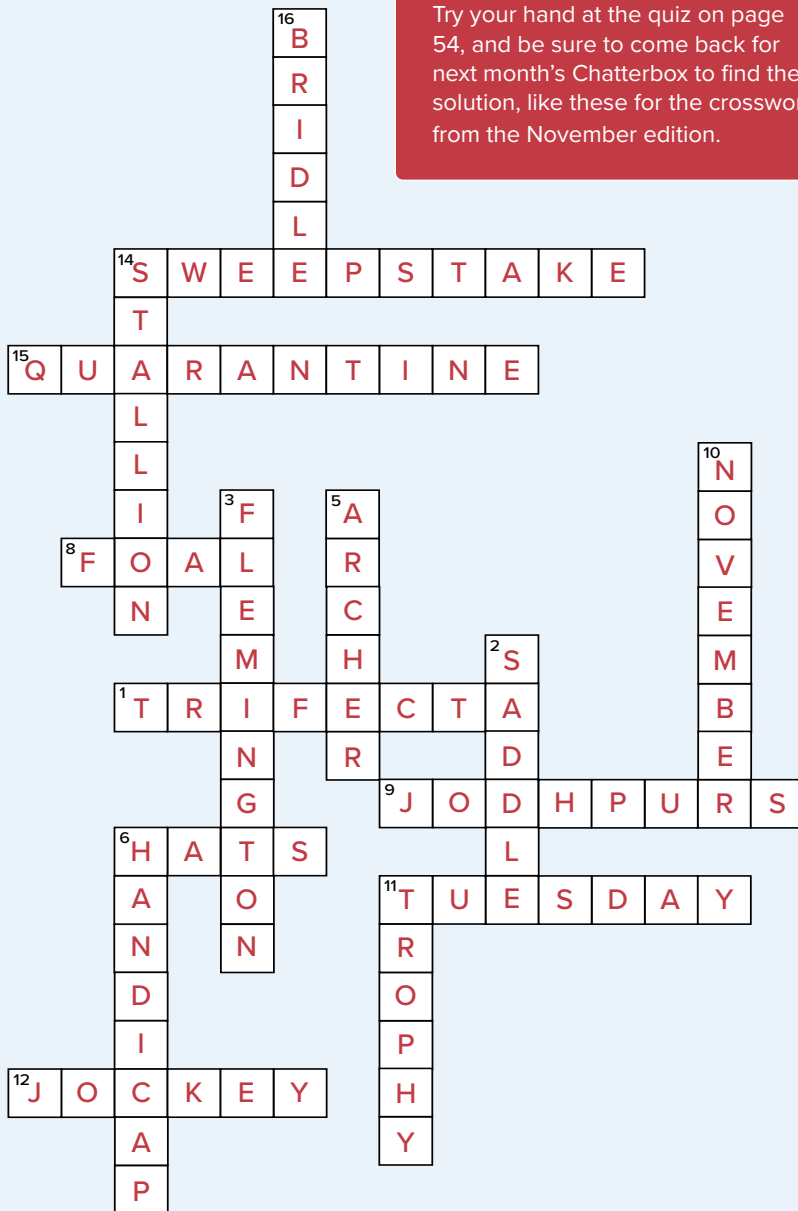
.....



# Melbourne Cup Crossword Answers

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

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at the quiz on page 54, and be sure to come back for next month's Chatterbox to find the solution, like these for the crossword from the November edition.



### Across

1. A bet in which the first three finishers in a race are forecast in the correct order
4. What fashion accessory is the Melbourne Cup famous for?
7. On what day of the week is the Melbourne Cup held?
8. A young horse
9. Trousers worn for horse riding
12. Someone who rides a horse in a horse race
14. A lottery in which the stakes of the participants constitute the prize
15. International horses are placed into enforced isolation also known as

### Down

2. Supportive structure on which the horse rider sits
3. Name the racecourse where the Melbourne Cup is held
5. The horse that won the first Melbourne Cup in 1861
6. What type of horse race is the Melbourne Cup?
10. Month in which the Melbourne Cup is held
11. As well as prize money the winner receives a ...
13. An adult male horse that has not been gelded
16. Part of a horse's harness

# 'Round the Traps'

## Intergenerational Program



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Business Fax  
6686 6082

Crowley Website  
[www.crowley.org.au](http://www.crowley.org.au)

Crowley Facebook  
[www.facebook.com/CrowleyCare](http://www.facebook.com/CrowleyCare)

Emergency  
(Fire, police, ambulance)  
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Ballina District Hospital  
6620 6400

St Francis Xavier Parish  
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.