

# the chatterbox

NEWS FROM CROWLEY CARE

FEBRUARY 2023



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### Cover photo

Gloria was picture perfect as she celebrated the New Year in style





## A Moment with our CEO

Hello everyone,

Happy New Year to all our Chatterbox readers. It's very refreshing to be able to start 2023 without the restrictions experienced in recent years. Particularly as there are many great things happening at Crowley.

However before we talk about those, we were all saddened by the news of the sudden passing of Pat Wilson. Pat was an incredibly positive force at Crowley and as President of the Crowley Auxiliary for many years, Pat made a huge contribution to Crowley life. We are planning a tribute to Pat in the next edition of the Chatterbox. For now our thoughts and prayers are with Dave, her family and loved ones at this time.

### Volunteering and you

Our volunteers at Crowley are a very special group. And now that restrictions have eased, it's great to see our volunteers back making a big difference to the daily lives of our residents. Our volunteers also support our staff right across Crowley. If you choose to give up a bit of your time to volunteer at Crowley you will meet wonderful people, experience new challenges and learn new skills. Our range of volunteering roles is both broad and rewarding.

Currently there are opportunities to become a Crowley volunteer. And we've extended our program by partnering with our local Community Visitors Scheme.

If you are interested in becoming a volunteer at Crowley, now is a great time. Please give us a call to find out more and join a great group of people doing good in the world.

### Families as partners in care

I want to pay tribute to our families and the role they play supporting the care of their loved ones at Crowley. Our residents thrive when our staff and families work as a team.

Maintaining strong relationships between the resident and their family members, close friends and staff has significant care benefits.

Family members who are partners in care provide support for their loved ones in many ways. It may be as simple as engaging with daily routines or visiting and taking them outdoors or on excursions.

If you are a family member or close friend who would like to know how you can provide support please let us know.



### Dementia training increases understanding

According to The Australian Institute of Health and Welfare in 2022, it was estimated there were up to 487,500 Australians living with dementia . "That is equivalent to 15 people with dementia per 1,000 Australians, which increases to 83 people with dementia per 1,000 Australians aged 65 and over."

Back in December, 30 Crowley staff attended a unique workshop run by Dementia Australia. Through virtual reality, our staff were able to see and experience the world through the eyes of a person living with dementia.

The training enhanced our staff's knowledge of dementia whilst exploring a supportive approach to living more confidently with the condition.

Whilst the world's scientists seek a cure for dementia, we remain committed at Crowley to helping our residents and clients with the condition to continue to live their best lives possible.

Very best,

A handwritten signature in black ink, appearing to read 'Michael Penhey'.

Michael Penhey  
Chief Executive Officer

## Catch Up with Kelli

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

Hello everyone and Happy New Year.

As we look forward to the new year I wanted to express my gratitude for the way in which we were able to end 2022. We were able to hold our numerous Christmas celebrations involving some wonderful entertainers and visits from our local schools. These visits have been sorely missed over the past three years and bring such joy. And whilst we had to modify some of the activities to keep everyone COVID safe everyone adapted with patience and a real desire to reconnect.

Aged care is a special industry. It offers everyone connected within it the opportunity to build lasting relationships between residents and clients, families and friends, staff and all associated.

One such relationship is that with Joan Leach and her daughter Maureen. Many of you will know Joan, she was a Crowley resident for over 40 years and during that time she lived here with her husband John, both of them leaving an incredible legacy.

Joan passed away in November last year however her daughter Maureen remains part of the Crowley family as a volunteer.

Prior to Joan's passing Maureen wrote her story of Joan and John's life as residents of Crowley for us. We have included this incredible tribute this month in celebration of Joan and know that she, and all of our residents and clients will always be a part of the Crowley family, and story.

Kelli ☺







## 40 Years at Crowley

Joan Leach

Maureen Buckingham  
John and Joan Leach's Daughter

To the best of my knowledge Mum was Crowley's longest standing resident, a record unlikely to be broken as she moved in at age 55, (Dad was 62) and is now 95!

John and Joan Leach moved to 50 St John's Close, Crowley Village in October 1982 from Mt Colah in Sydney after visiting to inspect the self-care unit in response to an advertisement in The Catholic Weekly.

Phil Chapman drove them around the area and both their eyes lit up when they drove them past Shaws Bay and the beaches. The idea of swimming in the Bay and body surfing at Lighthouse Beach had sold them on the move!

They would pedal their bikes at six in the morning to Shaws Bay for a swim across the widest part and back, then ride back home again, shower and off to Mass.

They moved in before the Activity Centre or Nursing Home and any of the waterfront area units were constructed and witnessed the growth of Crowley from its early days.

Joan was an Ursuline nun for eight years before making the decision to leave the convent. Later she met and married John in 1955.

They had two children, David in Nov 1955 ((died in 1979 aged 23) and Maureen in July 1957. John worked most of his life in the retail trade as a floor supervisor before his final role as a Wardsman at Hornsby Hospital, a role he was drawn to from memories of war service in Borneo in World War II.

After undergoing jungle training at Canungra and being invited to be an instructor of troops, he prepared them for deployment in hostile jungle environments.



Joan worked as a primary school teacher at Holy Family School, Lindfield in Sydney for most of her working life after marrying John prior to their retirement and move to Ballina.

During their lives together, John and Joan gave service in so many ways to every parish to which they belonged including singing in the choirs of each parish.

John was very active in St Vincent de Paul for decades in Sydney and Ballina.

John and Joan volunteered a day each week for decades at Crowley and later the Residential Care facility, assisting residents in any way they could. From cleaning electric razors, to chatting, playing cards with residents and many other ways. Probably their greatest contribution was their presence when residents were nearing the end of their lives. I'm sure these would have been extremely difficult and emotional situations but ones that I am certain would have given great comfort to those who had no family able to be there with them.





Joan was responsible for collating and putting out the Chatterbox newsletter for many years. She played the organ in the Crowley Chapel at Wednesday Mass for many years with both John and Joan self-taught organists. They both sang at funerals at the St Francis Xavier, Ballina Church, and regularly for a funeral director at their premises.

Joan was invited to act as the Independent Living Resident Representative on the Aged Care Committee meetings for many years fostering harmonious relations between independent living residents and the staff and committee. Joan and John were Eucharistic Ministers and at other times readers at St Francis Xavier Church, Ballina for many years.

In short they were both people who loved to give to others and have always been the first to offer help wherever they could. Fr Michael and Fr Richard would confirm the wonderful contribution and service they gave to the Ballina St Francis Xavier Parish for almost 40 years in Mum's case and 21 years in Dad's before his passing in October 2003.



Michael Penhey, Kelli Potts and Kelly Roberts, along with other long term staff are more aware of the specific contributions they made to Crowley.

Both Mum and Dad have thoroughly enjoyed every moment spent in Crowley and Mum had nothing but praise for everyone with whom she has ever come into contact, amongst the Crowley staff from the perspective of both an independent living resident, volunteering in the facility and then as a resident of Residential Care herself these past four and a half years. Their care and consideration has been exemplary. Each of them, very special people for sure.

I think 40 years at Crowley is an incredible milestone worthy of a celebration!



## Christmas Cheer!

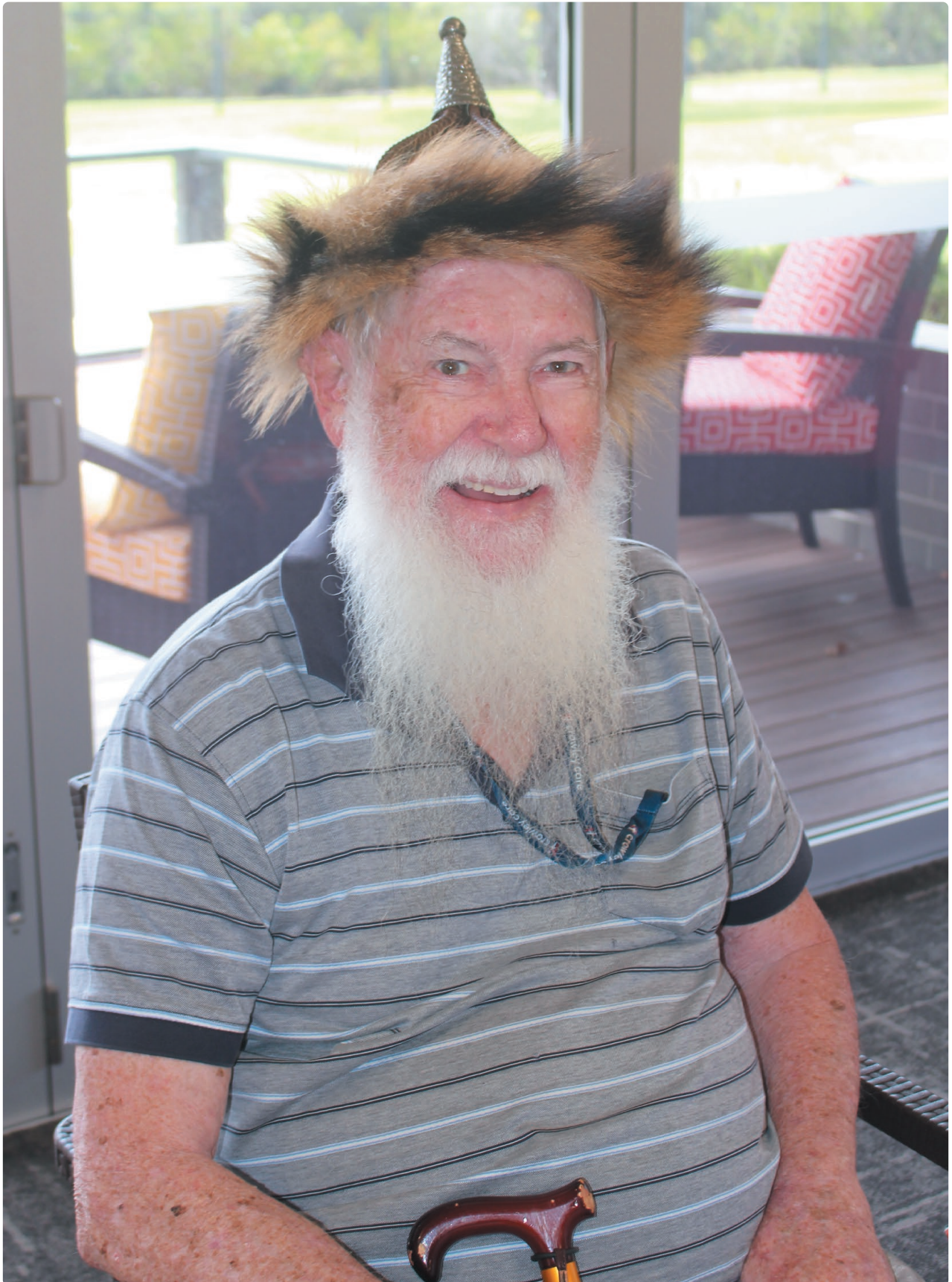
Crowley Residential Care Christmas 2022































## Crowley Valentines



### Ron and Joan

**How did you meet?**

Through relatives.

**Where did you go on dates?**

We didn't have many dates, just visits when Ron was on leave from the Army.

**How long have you been married?**

75 years.

**What is the secret to a loving marriage?**

Being Christians.



### Leon and Faye

**How did you meet?**

Through a dating agency. We met for coffee and have been together since.

**Where did you go on dates?**

Picnics, dinner and shows.

**How long have you been married?**

18 years.

**What is the secret to a loving marriage?**

Be kind to one another, love one another and have respect.



### Jack and Joan

**How did you meet?**

Introduced by friends when Joan was 22 and Jack was 27.

**Where did you go on dates?**

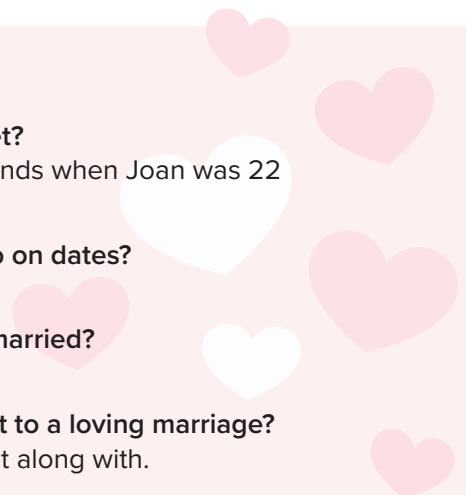
The pictures.

**When were you married?**

31 August 1957.

**What is the secret to a loving marriage?**

Jack is easy to get along with.







### **Moyna and George**

**How did you meet?**

At the church youth group.

**How old were you when you met?**

Early 20's.

**Where did you go on dates?**

Dancing, the pictures and youth group.

**When were you married?**

14 May 1955.

**What is the secret to a loving marriage?**

Listen to each other and make big decisions together.



### **Jocelyn and Peter**

**How did you meet?**

At the RSL dance in early 1969.

**Where did you go on dates?**

We didn't have too many dates as we were married in October 1969.

**What is the secret to a loving marriage?**

Trust, if Peter said he was going to do something he would.



### **Cav and Helen**

**How did you meet?**

We worked together.

**How old were you when you met?**

Mid 20's.

**Where did you go on dates?**

The pictures.

**When were you married?**

29 September 1962.

**What is the secret to a loving marriage?**

Cooperation.

## Crowley Valentines



### Ruth and Roy

**How did you meet?**

At youth club. Ruth was playing darts and threw a dart at Roy. She missed but pierced his heart

**How old were you when you met?**

Seventeen.

**Where did you go on dates?**

The pictures, dancing.

**When were you married?**

5 February 1954.

**What is the secret to a loving marriage?**

Humour.



### Kathleen and Eddie

**Where did you meet?**

At a dance in Sydney.

**How old were you when you met?**

Early 20's.

**Where did you go on dates?**

The pictures.

**When were you married?**

16 December 1962.



### Geoff and Mary

**How did you meet?**

We worked together at an insurance company.

**How old were you when you met?**

Geoff 22 and Mary 19.

**Where did you go on dates?**

The pictures.

**Where were you married?**

St Joseph's Church, Neutral Bay.

**What is the secret to a loving marriage?**

Perseverance.





## Love Defined

A poem by Peter Hibbert, 1977

The sighing of a summer breeze,  
A walk in a woodland glade.  
An April shower bringing new life to the flowers.  
A warmth with no beginning,  
And hopefully, no end.  
A butterfly on wings of song,  
A feeling, strange, inside.  
Like a lotus in a fouled stream,  
As pure as driven snow.  
Stranger than a net of steel,  
As delicate as a rose.  
More precious than gold or jewels  
Surpassing even life.  
The mother of devotion,  
And mother too of strife.  
It grows and feeds upon itself,  
Is consumed to be reborn,  
Like the phoenix (bird of legend),  
It cannot be destroyed.  
It's been the cause of sadness,  
And been the cause of wars.  
It has, alone, been the joy of peace,  
And, mankind's true salvation.  
It's many things, in many ways,  
To many kind of men.  
A day in spring,  
A gentle smile,  
A tune heard now and then.

Whether it is something touched,  
Something heard,  
An aroma or a taste.  
It may be one,  
Or even all,  
No-one can really say.  
For though your eyes may see a bird,  
A wildly soaring dove.  
It's true to say,  
(And this you know),  
It's your heart that says,  
"It's LOVE".







**DRESS UP**

*Valentine's Day*

**Tuesday 14 February**

**All Residents and Staff are  
invited to wear Red/Pink.....  
anything "LOVE" themed**

Please note name tags and regulation  
shoes must be worn by all staff

## Crowley Plaza Visits

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





# Pills, Tablets, Lotions and Potions

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

Medicine and the use of medications have come a long way over the past 100 years.

We now have many medications and pharmaceutical products available to assist with treating symptoms, managing chronic disease and simple infections. And with advances in medicine and health knowledge, people now live far longer than their parents and grandparents did.

Many older people take medications to manage symptoms of chronic illness and rely on these medications to keep themselves well.

What can happen though, is that you visit your doctor for an issue that arises, for example reflux, and you are prescribed a medication to treat that condition. Over time, some conditions resolve despite us remaining on the medication that was initially prescribed, and that perhaps we no longer need.

The other common phenomena that occurs is what is referred to as “cascade prescribing”. This is where we prescribe a medication to counter the effects of another.

An example of this is giving a patient a medication for their bowels because they take pain killers which can cause constipation. When this occurs, the patient can end up with an enormous amount of medications that they may not require each day, and in fact, can actually make them feel worse.



Medication reviews are funded by the Government and are available to all people who live within residential aged care facilities and there is a similar program available for those living in the community. The pharmacist reviews your medications, how you store them and manage them each day and will have to wean out any medications you may not find benefit from.

In Residential Care, this service is called a Residential Medication Management Review. The intent is to support the Quality use of Medicines and to assist in minimising adverse medicine events.

At Crowley visiting accredited pharmacists collaborate with nursing staff, residents and consumers, as well as your primary GP, to discuss the medications you may be prescribed to see if improvements can be made.

Many of our residents report they take far too many pills and are usually happy to see a reduction in the number, particularly if their sense of wellbeing and health improves as a result of stopping certain medications.

Pharmacists will also review over the counter medications as complimentary medicines can sometimes interact with medications prescribed by your doctor, nurse practitioner or specialist.

At Crowley we support residents to complete a consent form for a medication review and will work with you to ensure quality use of medicines during your stay at Crowley. We will also ensure your GP receives the result of any review and any changes are discussed with you and your family should you wish.

Please let one of your nurses, team leaders or registered nurses know if you wish to have your medications reviewed at any time.

## From the IL Desk

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

Happy 2023 everyone! Catching up with some of you during and after the Christmas period it was obvious some had a quiet time while others spent time with family and friends. So, let's hope we can make new and rekindle friendships as we move forward from a trying few years.

### **New Residents**

A warm welcome to our new Independent Living residents who joined our community in the last few months.

### **Cecilie and Tom Tait**

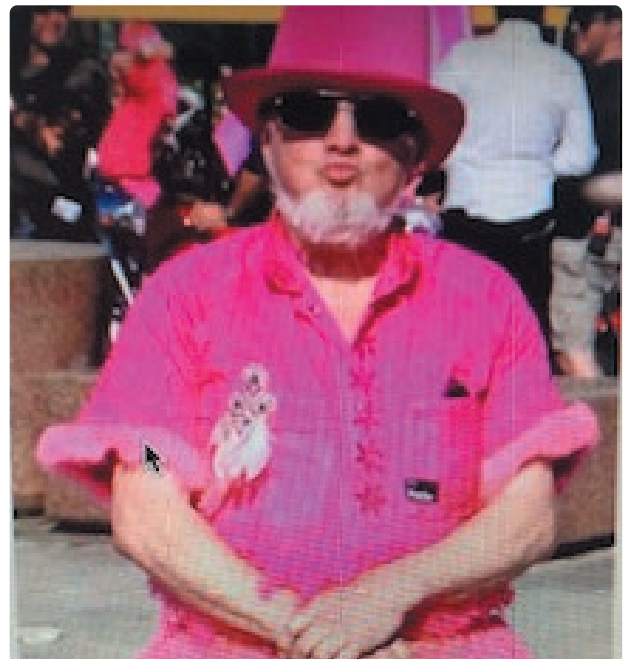
Cecilie and Tom have moved from the Tweed to be closer to family. Cecilie is a retired midwifery registered nurse and Tom a retired academic educator. They have been together for 59 years (married for 54 years). During this time, their family has grown to include four children and 10 grandchildren.

"We have settled in well. Our waterfront view is all we need to see to make our day complete."



### **Roger Secombe**

Roger has lived in the local area for around 28 years. He is a retired civil engineer. Since moving into Crowley IL, Roger has joined in some of our social activities to meet other residents and settle into our community, as well as keeping busy with his other outside interests within the community. As you can see by his photo, he loves a good laugh and doesn't take himself too seriously.



### **Nancy Flick**

Nancy has moved from Byron Bay where she has lived and worked for many years with her late husband. Her move to Crowley was to downsize and to be closer to family.

Nancy has already made friends joining in with the social activities. "It's the best thing I did. I feel safe."





### Reminder

The NRL Footy Tipping Competition for 2023 kicks off Thursday 2 March.

If you are interested contact the Crowley Customer Service Team on 1300 139 099, preferably by 28 February.

We encourage all residents to join in the friendly competition. As mentioned previously, you don't have to be an expert or have any footy knowledge – it's a bit of fun that costs nothing!

## A Very Merry Christmas

Crowley Independent Living Christmas 2022















## Crowley Auxiliary

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

A Happy New Year to everyone from the Crowley Village Auxiliary.

We enjoyed a successful 2022 fundraising for Crowley.

Our activities and raffles were well supported and we are busy organising events for 2023.

A special thanks to Tony Baldwin and his staff for their fabulous catering during 2022. And to the Crowley Care team for your help and guidance in various aspects of our work.

We also thank the staff who look after our loved ones with such dedication, care and concern for their wellbeing. The Auxiliary greatly appreciate your hard work and dedication and look forward to continuing our partnership this year.

To our dedicated ladies who support our monthly meetings and who volunteer with such a strong commitment to all our activities, your generosity is greatly appreciated and we thank you.



The sad news of Pat Wilson's passing on New Year's Day was a shock for us all.

Pat was the longest serving President of the Crowley Village Auxiliary.

She was a dedicated, energetic President who organised many fundraising events and equipment donations and worked for many years with a dedicated team who contributed to the operations of Crowley Care.

Both Pat and Dave are well known in the Ballina community and we offer our prayers and sympathy to the family. Pat will be missed and her contribution to our Auxiliary will be remembered with fondness and appreciation.

We look forward to meeting Monday 27 February 2023 at 3.00pm in the Crowley Education Centre. New members are always welcome and we can assure you of a very happy social gathering with the opportunity to make friends and enjoy afternoon tea together each month.

Regards,  
Helen Cooney





# 2023 CROWLEY RESIDENTS

## Footy Tipping Competition



The **Greatest Game** of All

**Round 1 starts Thursday 2 March!**

Register your interest at Reception

## News From the Men's Shed

We have just returned from our summer break and first of all we wish all our friends and supporters a very Happy New Year.

We are getting organised with a fresh range of projects for 2023 and, as always, welcome your input and suggestions.

One area of concern is the considerable escalation of our costs for consumables, especially timber. We do get useful support here from Crowley Maintenance when they strip out villas for refurbishment and pass on to us useful timber pieces. However, we are happy to hear from people who may have suitable timber we can use. Our storage is limited, so we can only accept usable pieces. Donations that we have

received in the past have been gratefully received and contribute to keeping costs down, a saving we pass onto purchasers.

We still have a range of handcrafted items in the shed that are available for children's gifts, and we welcome inquiries at any time. We will try and concentrate this year on timber items of the type not available in local shops, along with our usual selection of end of year Christmas items.

Franks healthy herbs continue to be popular with herb consumers and he will be continuing his activities throughout 2023.

## Craft Corner

### DIY terracotta wind chimes

#### What you need

- Small terracotta pots
- Paint and / or embellishments
- Jute or cotton string (*any type will do really*)
- Small bells
- Beads

#### Instructions

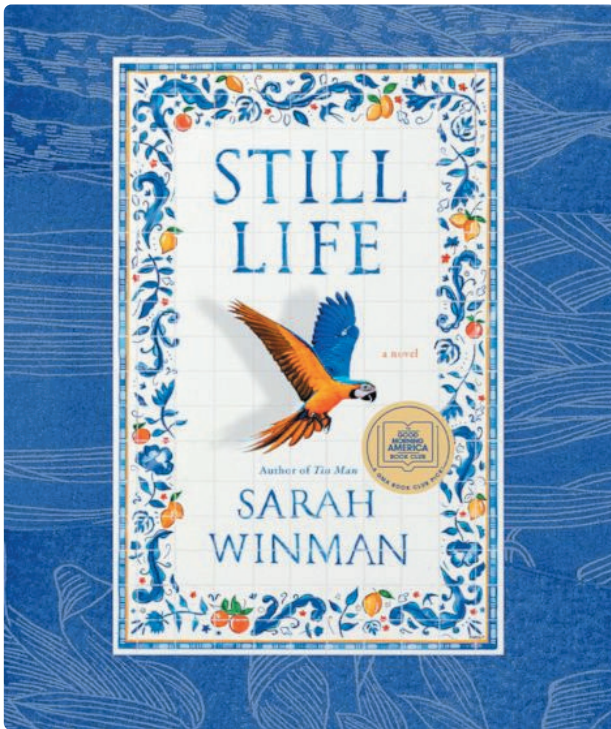
1. Turn your pot upside down and thread a long length of doubled over string through the drainage hole. Tie a knot to secure it in place - you can also use a button or a bead for this. You should now have a loop on the top of your “wind chime” and loose thread hanging out the bottom.
2. Decorate the terracotta pot to your liking (remember it will be hanging upside down!)
3. Thread bells and beads onto the thread, making sure the item on the bottom is tied with a knot to secure your hard work.
4. Use the loop at the top of your windchime to hang somewhere everyone can enjoy!





## Book Club

### Still Life by Sarah Winman



Our read for December was 'Still Life' by Sarah Winman. It is easy to write about this book as it was very popular.

The novel spans thirty years and focuses on the lives of two characters who keep coming back to Florence.

As with a still life painting, everyone will get something different from the read.

There are many wonderful characters, including a parrot! The characters are what we would like people to be, not who they really are. It's a feel-good family story.

Some found the link to E.M. Forster's 'A Room with a View' an unnecessary inclusion, but it did not detract from the story.

Love in all its forms is a major theme – familial, romantic, platonic, unconditional, and I guess this in itself made it a great read.

Our January read was 'Anxious People' by Fredrik Backman. You may be familiar with 'A Man Called Ove', now a motion picture, 'A Man Called Otto'.

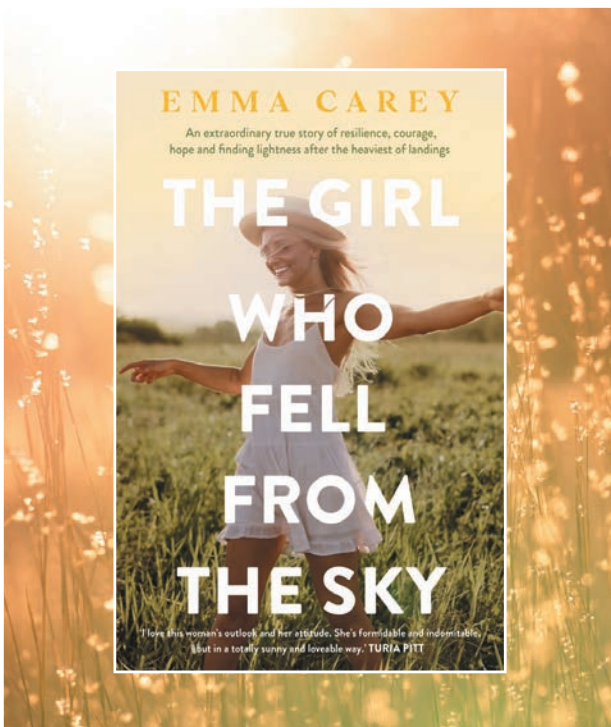
This was a somewhat bizarre, but entertaining read based on a bank robbery that goes pear-shaped.

For 16 February we change genres to a memoir by Emma Carey, titled 'The Girl Who Fell from the Sky'.

Until then...

Happy reading!

Marion



FRIDAY 17 MARCH

# St. Patrick's Day

## DRESS UP

ALL RESIDENTS AND STAFF  
ARE INVITED TO DRESS UP  
IN **GREEN** FOR  
ST PATRICKS DAY!



\*NAME TAGS & REGULATION FOOTWEAR  
MUST BE WORN BY ALL STAFF



# Our Region 100 Years Ago

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

Happy New Year to all of our Crowley Chatterbox readers!

Hoping you enjoyed the festive season.

Each year my family look forward to watching the impressive fireworks over Sydney Harbour and Harbour Bridge at midnight to welcome in the new year. Interestingly, the construction of the iconic Sydney Harbour Bridge commenced exactly one hundred years ago in 1923.

This led me to thinking about what else was happening in Australia one hundred years ago.

1923 was a year mixed with unusual weather patterns and within one year alone Australia experienced floods, drought and a significant heat wave! Today, we continue to experience diverse weather events.

On the 25 April 1923, the very first Anzac Day dawn service was held in Albany in WA and in Canberra, and construction of the provisional parliamentary house commenced. The year also saw the telephone link between Sydney and Brisbane officially open and Cairns in QLD was proclaimed a city.

For sports fans, in 1923, NSW won the Sheffield Shield and Eastern Suburbs defeated South Sydney 15-12 in the NSWRL final premiership.

In November of that year the city of Melbourne experienced rioting and looting when the Victoria Police strike began.

Internationally, two biochemists won the 1923 Noble Prize in physiology and medicine for the discovery of insulin; a significant discovery that would benefit many diabetics worldwide for years to come.



Locally, Lennox Head village emerged from the first subdivision the year prior in 1922. Lake Ainsworth was a frequented swimming spot by those not perturbed by the black water caused by tea trees that grow on its banks and locals began building cottages in Lennox for holidays.

From the 1920's Ballina saw the growth of tourism and the hotels in Ballina advertised accommodation alternatives to camping. Lighthouse Beach was a popular swimming and surfing beach for families and this led to the construction of the first lifesaving club in the 1930's.

Shaw's Bay was becoming more popular and so council made improvements to the area including building "dressing sheds to make swimming more modest".

In the 1920's the use of motor vehicles was increasing and tourists could travel in chauffeured Cadillac cars offered twice a day from Bangalow to Ballina by Edgar Blanch.

Most of our clients were not even born in 1923, with the exception of our amazing Centenarians, who have commented that motor cars and the invention of the automatic washing machine changed their lives!

One hundred years later, we are not so 'modest' at the beach and have certainly seen a lot of changes over the time in technology, our local area and lifestyle.

# A 67-year-old Love Story

Eileen and Tony Luvisi, Home Care clients

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

Eileen and Tony Luvisi, both Crowley Home Care clients, happily shared their love story with us this month in celebration of Valentine's Day.

## How did it all begin?

It was 1955 and the half-time interval at the cinema that both Eileen and Tony were attending.

According to Eileen, the two locked eyes from across the room and from that moment there was an instant connection.

Tony, in broken Italian-English walked across the room and said, "Hello blondie." Eileen was immediately enamoured by Tony's handsome looks and 'his way', and the attraction was mutual.

At 20 years of age Tony was confident and friendly and had been living in Australia with his family from Italy for a year.

The next week the pair saw each other again at the cinema and from there it was walks around Lake Macquarie with friends and his cheeky "hello blondie" phrase built their romance.

Eileen was 16 years old and Tony 21 when they decided to wed. Tony spoke with Eileen's parents and explained his wish to marry.

On 22 December 1956, the couple held their wedding at a church in Sydney. Pink and white roses were the blooms and the feelings were of joy and love.

The happy couple went on to have three children - two boys and a girl.

## Has there been a stage of life that has been most precious to you both?

"Just all of it, being together. We like to be near each other and we have never stopped loving each other through all the ups and downs. It's been a wonderful life."

## What lessons in love have you learnt by being together all these years?

"To be honest with each other. Be there for each other, especially when the other needs your help, and always say "I love you" before going to bed."

## Are there any special Valentine's Day memories?

"We have had lots of dinners out with just us or with friends. He always brings me flowers too, and he still does, even if they are picked from the garden."

## Were there any other special memories of your years together?

"Trips back to Italy, incredible things we have seen and people we have met on those trips. Staying at the Palace in Rome, visiting the Opera and meeting the Italian President. Many trips to the magnificent Venice - so many incredible memories."

After 67 wonderful years together, the two are still living happily together in Ballina, in sync with each other's thoughts. Tony takes care of Eileen and spoils her with his Italian cooking, with her favourite being "spaghetti or his mum's chicken lasagne".

*Happy Valentine's Day to all and wishing happy memories for the 14 February.*





# Update from Maintenance

## Keeping Crowley shipshape

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

Early this year our re-accreditation assessment falls due. And for Maintenance, a key focus is our 'organisation service environment'.

How can our residents feel they belong, and feel safe and comfortable in a facility that is a home but also a workplace?

Through our preventative maintenance programme, we maintain equipment and system checks using a planned yearly calendar.

### **On the first day of each month we carry out systems checks that include:**

- Thermometer checks from the kitchen and maintenance areas
- Water temp checks throughout the Residential Care buildings and also the Activity Centre and Library
- Duress alarm checks, to be used in the event of emergency so staff can activate a signal to a monitoring centre for police and security assistance
- Laundry dryers clean and equipment checks
- Sanitisers chemical checks
- Rodent bait station checks
- Equipment relying on battery power is checked
- Sliding door mechanisms are regularly serviced to allow for easy access in out of buildings

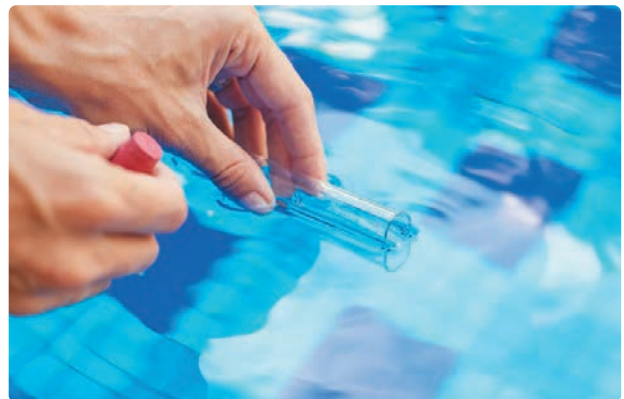
### **Then, each month we carry out servicing of Crowley and resident equipment:**

- Wheelchairs
- Walkers
- Water chairs
- Beds
- Trolleys
- Airconditioning filters and exhaust filters are cleaned
- Fire and external doors operations are checked

Emergency and exit lighting are tested every six months.

We electrically test and tag all of Crowley's electrical equipment on a programmed cycle and residents' own electrical items are checked, tested and tagged before use.

Water quality in the Residential Care building is tested bimonthly and the pool water quality is checked monthly.





**Crowley engages third party contractors to come on site to provide services:**

- Fire equipment and regular checks of our systems
- Servicing of our fire pumps
- Gardening and lawn mowing
- Waste services including waste removal and maintaining sewerage systems
- Airconditioning servicing
- Medical equipment
- Warm water system servicing kitchen equipment
- Gas equipment
- Refrigeration servicing
- Non-return valves that prevent chemicals from reinterring water supply
- Resident litter service, kitchen exhaust flue and filter cleaning and security patrols
- Painting repairs are carried out six monthly to the internal areas of the Residential Care building to maintain visual appeal

Staff, residents and families can make maintenance requests and there are feedback cards located through the facility. Feedback is monitored by our Quality Manager. All contractors are screened and have completed the necessarily paperwork.

These are some of the contractors who provide the maintenance team with support and other contractors provide Nurse Call, phone system and computer support through our IT department.



### Reminder: IL Skip

The Independent Living skip will be on site from 1 March 2023 behind the Men's Shed.

# Curried Sausages Tray Bake

Turn a family favourite into an easy single traybake

## Ingredients

- 1 tbsp cornflour
- 1 1/2 cups Massel Chicken Style Liquid Stock
- 1 tbsp curry powder
- 2 garlic cloves, crushed
- 1kg thick lamb sausages (see notes 1)
- 2 carrots, halved lengthways, thinly sliced diagonally
- 4 eschalots, cut into quarters (see notes 2)
- 1/2 cup frozen peas
- Chopped fresh flat-leaf parsley leaves, to serve
- Crusty bread, to serve

## Instructions

Preheat oven to 200C/180C fan-forced.

Place cornflour in a jug. Gradually add first 1/4 cup of stock, stirring until smooth. Add curry powder, garlic and remaining stock. Stir until combined.

Arrange sausages, carrot and eschalot, in a single layer, on a large baking tray with sides. Pour over stock mixture. Turn sausages to coat.

Bake for 35 minutes or until sausages are golden. Sprinkle with peas. Bake for a further 10 minutes or until sausages are cooked. Sprinkle with parsley. Serve with bread.

---

## Notes:

1. You could use beef, pork or chicken sausages instead of lamb sausages.
2. You could use 1 small brown onion, cut into thin wedges, instead of eschalots.

Serves 4







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

Serves 6

## Healthy Tuna Mornay

A low calorie twist on a classic tuna pasta bake

### Ingredients

- 1 tsp olive oil
- 1 onion, finely chopped
- 2 celery sticks, finely chopped
- 1 large carrot, peeled, finely chopped
- 2 zucchini, thinly sliced
- 200g green beans, cut 1cm lengths
- 1 1/2 tbsp olive oil spread
- 2 tbsp plain flour
- 500ml (2 cups) reduced-fat milk
- 425g can tuna in spring water, drained, flaked
- 40g (1/2 cup) grated parmesan
- 270g (2 cups) cooked brown rice
- 120g baby spinach leaves
- Mixed salad leaves, to serve

### Instructions

Preheat oven to 190C/ 170C fan forced. Lightly spray a 2L ovenproof baking dish with oil.

Heat the oil in a large saucepan over medium heat. Cook the onion, celery and carrot, stirring, for 5 minutes or until softened. Add the zucchini and beans and cook, stirring, for 2 minutes or until just tender. Transfer the vegetables to a bowl.

Return same pan to medium heat and heat the spread until melted. Add the flour and stir until well combined. Slowly start adding the milk, stirring constantly, until well combined and smooth. Bring to the boil, reduce heat to low and simmer, stirring constantly, until the sauce thickens. Stir in the vegetables, tuna and half the parmesan. Season.

Spread the rice over base of baking dish. Top with the spinach, then the tuna mixture. Sprinkle with the remaining parmesan. Bake for 20 minutes or until golden and bubbling. Set aside for 5 minutes before serving with salad leaves.

# Community Connections

## Our own backyard picnic spots

*The Northern Rivers offers some great picnic spots along our coastline.*

### Ballina

#### Meldrum Park

On the corner of Norton and Fox Streets is a playground with a large fun net swing and small activity pod for toddlers and covered picnic facilities overlooking North Creek. The shade of the Norfolk Pines provides a great opportunity to relax on the grass or cool off in the creek.

#### Pop Denison Park

Compton Drive, East Ballina on the foreshore of Shaws Bay. Family fun all day with a great picnic and swimming area and BBQ facilities. The new junior playground is inclusive, nature and adventure play based. The senior children playground is set to commence work in early 2023.

#### Fawcett Park

With a ship themed playground, shaded picnic area with BBQ facilities and a cafe on the Richmond River. You can throw a line in and fish, relax on the grass area and watch the boats go by, or watch a beautiful sunset over the river.

#### Pioneer Memorial Park

With a shady giant fig tree overlooking The Serpentine, this park homes the first cemetery of pioneer families. A very tranquil place to visit and relax located on the northwest side of Missingham Bridge.

#### Mobbs Bay

A beautiful bay with views looking across the river to Ballina. Take the ferry to South Ballina for a great family picnic and swimming area at low tide.

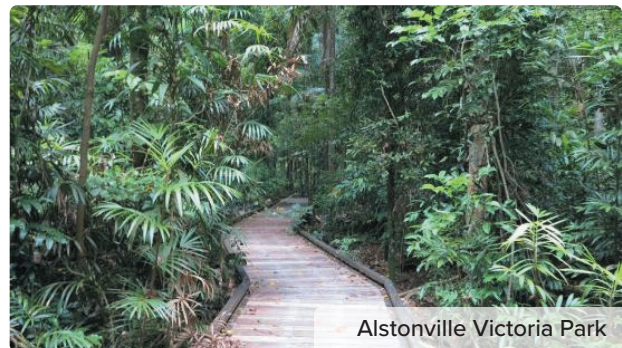
### Alstonville

#### Elizabeth Anne Brown Park

Home of the RSL War Memorial and winning Tidy Towns plaques. A peaceful picnic spot close to town with a large, shaded grass area and picnic tables.

#### Victoria Park

Follow the signs from Alstonville to Wardell Road to 1.75 hectares of rainforest with broad walks and appreciate the ancient eco-system.





## Lennox Head

### Pat Moreton Lookout

This is the favourite spot for whale and dolphin watching, hang gliding and taking a walk to the top of the lookout. Magnificent views over Lennox Head beyond Seven Mile Beach up to Cape Byron.

### Lake Ainsworth

With dark 'tea tree stained' waters, this lake is very popular for swimming, sailing and canoeing. Refurbished picnic and BBQ facilities are available.

## Broken Head

### Picnic area

Listen to the rainforest behind you as you laze on the grass or head to the beach for a dip, fish or game of cricket. Take a wander to Three Sisters lookout for ocean views. BBQ facilities and picnic tables are available.



Broken Head Picnic Area

## Evans Head

### Kalimna Park

Off Ocean Drive on the south side of Evans Head this park offers well shaded BBQ facilities and picnic tables. This park is also wheelchair friendly.

### Shark Bay Picnic Area

Overlooking the Evans River with ample parking suitable for larger vehicles. Equipped with BBQs and sheltered eating areas.

### Razorback Lookout

Incredible views of the Evans Head coastline, and shaded playground.

### Stan Payne Oval Playground

Opened in early 2019, the shaded playground offers play equipment for all ages and the exercise station is available free of charge.

### Woodburn Riverside Park

Just 10 minutes from Evans Head, the recently transformed park with a brand new state of the art children's playground area.



Evans Head Kalimna Park

# Employee Recipe

If an employee was a cake

**Melissa Cleghorn**  
Human Resources Manager

Often, we see in the Chatterbox, beautiful recipes for a great lunchtime salad, a great homecooked dinner or a great cake!

So, if you had to make a great employee, what 'ingredients' would you include?

There are many schools of thought amongst researchers about the amount of special 'ingredients' it takes to make a great employee.

Some believe there are 20, some say 10, some say there are 40 that make a great employee.

However, if I had to consider 40 ingredients to make a cake, I think I would give up!

So, what are the best 'ingredients' or in our case, qualities, that make a great employee for Crowley.

Well it's not about the quantity of ingredients, but the quality!

It's great to have many talents, but core values can be much more important.

As part of a study by Marshall University on "The Key Characteristics of Different Types of Employees: A Summary of Six Studies", researchers Kim, Harlan, Sikula, and Anderson sought to determine the necessary qualities of a valued employee.

Why this study was so interesting is that the researchers studied multiple types of workplaces, across several countries, all with differing cultural attitudes towards age, gender, and ethnic backgrounds, spanning different socioeconomic environments.

The collated data found, in unified agreement, that five qualities were necessary for a person to be considered a valued employee:

- Hard-working
- Reliable
- Friendly
- Knowledgeable
- a Good listener



As you read these qualities, did someone spring to mind?

Perhaps a favourite employee, co-worker, a friend or family member, past or present, popped into your thoughts and made you smile.

At Crowley, it's not as easy as baking a cake to find the best employee to support and care for our residents and clients. We strive each day to attract, recruit and employ people with these sought-after qualities.

Thank you to all of our current quality employees for their commitment and smiles that they bring each and every day!

If you know someone who is hard-working, reliable, friendly, knowledgeable and a good communicator, we would love them to join the Crowley team. To see the careers we have on offer, please contact our Human Resources team.

**Phone:** 1300 139 099

**Web:** [www.careers.crowley.org.au](http://www.careers.crowley.org.au)

**Email:** [careers@crowley.org.au](mailto:careers@crowley.org.au)



# Welcome to Team Crowley

Say hello to the newest members of Team Crowley



**Amber**  
Residential Care



**Amy**  
Residential Care



**Viti**  
Hotel Services



**Pauline**  
Administration

# Protecting your Personal Information (PI)

**Ben Hansen**  
IT Manager

Last month we looked at some common cyber-attacks and data breaches.

This month I wanted to give you an overview on protecting your personal information.

Firstly, 'Personal Information' (abbreviated as 'PI') is a broad term and can mean a vast range of information; however, in the context of information security it's the information that can be used on its own or combined with other information to identify you or another individual.

## Some examples of PI include:

- Full legal name
- Medical records
- Driver's license
- Credit card information
- Bank account number
- Tax file number
- Birth certificate
- Passport

To avoid this information ending up in the wrong hands I've outlined a couple of easy tips to help you play a part in protecting your own PI.

## Create strong passwords

- Choose a password with a combination of upper and lower case letters, numbers and symbols.
- Try to avoid using the same password across multiple systems and websites.
- Try to change your password regularly.

## Don't overshare on social media

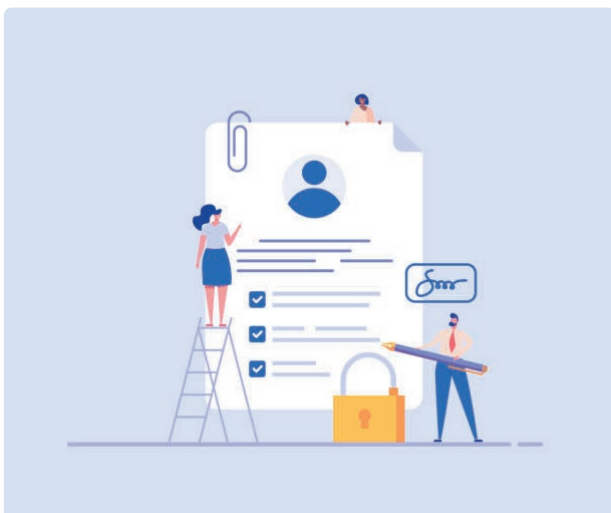
- Be careful when posting birthdays, your location, address or other personal details.
- Check the privacy setting on your social media (e.g., Facebook) to see who can see your posts.

## Be cautious when using free Wi-Fi

There are little security measures in place on most public free Wi-Fi networks and sometimes other people on the same network know how to access and monitor your activity. If you need to do any internet banking or make credit card payments, don't do it on a free public Wi-Fi network. Wait until you are home or on a Wi-Fi network that is secure and is password protected.

## Is the website secure?

When entering personal information into a website check the URL of a website and make sure it starts with 'https' or has the lock symbol in the address bar.





# Focus on Quality

## National Aged Care Mandatory Quality Indicator Program

**Michelle Golding**  
Quality Manager

Participation in the National Aged Care Mandatory Quality Indicator Program has been a requirement for all Government subsidised residential care facilities since 1 July 2019.

The QI Program requires the collection and reporting of quality indicators that relate to important aspects of quality of care across five crucial care areas. Data for each quality indicator is collected through measurements and assessments within each of the categories.

The program collects quality indicator data from residential aged care services every three months to report on important areas of care that affect residents' health and wellbeing. The data provides an evidence base that can be used to enhance service quality.

### What do we report on?

- Pressure injuries
- Physical restraint
- Unplanned weight loss
- Falls and major injury
- Medication management

From 1 April 2023 the Australian Government Department of Health and Aged Care has expanded the program to include the following quality indicators:

- Activities of daily living
- Incontinence care
- Hospitalisation
- Workforce
- Consumer experience
- Quality of life



### The National Aged Care Mandatory Indicator Program provides:

- A nationally consistent quality measures across residential care services in Australia to support sector-wide improvement and provide information about quality aged care
- A robust, valid data to measure and monitor performance to enable the use of quality data to identify and implement activities to improve quality of care delivered
- Transparent information about quality in aged care to enhance understanding of quality and assist decision making

Quality improvement is an important part of everyone's job at Crowley and we continually promote a culture of quality improvement through our leadership and management.

The QI Program aims to support Crowley understand and use quality indicator data to continuously improve quality of care and service, improving outcomes for residents.

As the Quality Manager I work closely with the Clinical Team and other service areas to ensure we meet this level of compliance each quarter.

This involves preparing the data for submission on the My Aged Care Provider Portal, developing reports from this data for our Parish Aged Care Board, and capturing and documenting quality improvement activities that have been identified by our Clinical Team.

# Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

## Residential Care families

- Thank you for the love, support and care you have shown Dad.
- Thank you to all the staff at Missingham who cared for Mum while she was in your care. We will be forever grateful.
- We want to say thank you for the wonderful care given to our beautiful Mum. We felt Mum was well cared for and loved. I know she loved the staff and spoke well of everyone. We appreciated the care given. Thank you.
- On behalf of our Dad and family, we would like to thank the management and staff at Crowley Care for taking such good care of our Dad, brother and father-in-law. Many, many thanks and appreciation.
- To all the wonderful staff at Crowley. We would like to sincerely thank you for your loving and thoughtful care. He appreciated everything that all of you did for him. As a family we are very grateful that he was at Crowley surrounded by caring people for the last chapter of his amazing life. Our heartfelt thanks.
- Following the death of my brother, I would like to express the thanks of my family and myself, to all those who had anything to do with him while he was in Crowley. He was content the whole time he was confined to a single room and often expressed to me how good the meals were and particularly the wonderful service he received from the various members of staff. He knew them all by name and appreciated their kindness and ability in their work. He appreciated also the basis on which Crowley operated and as a result thought highly of those who ran Crowley. Once again, our thanks go to you who operate Crowley in anyway. God bless you! Thank you also for the lovely bunch of flowers!

## External consultant

- It's been a pleasure to meet you all and you have been all so helpful and friendly. Look forward to coming to Ballina to do more ANACC assessments in the future.

## Home Care clients

- Kathryn is a beautiful person and a wonderful cleaner.
- Annette would be happy to have Kathryn attend Don's cleaning again in the future.
- Thank you for the lovely little surprise of the Christmas gifts and well wishes. We really appreciate it and all your kindnesses and hard work throughout the year to render Joan comfortable and safe. I've often said that every member of your staff who has entered our home, be it for Home Care or DVA services, have been wonderful carers and always place Mum front and centre.
- We hope you and all the staff have a Merry Christmas and a Happy and Healthy 2023.





# 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



# Capitals of the World Word Search

Do you know your way around the globe?

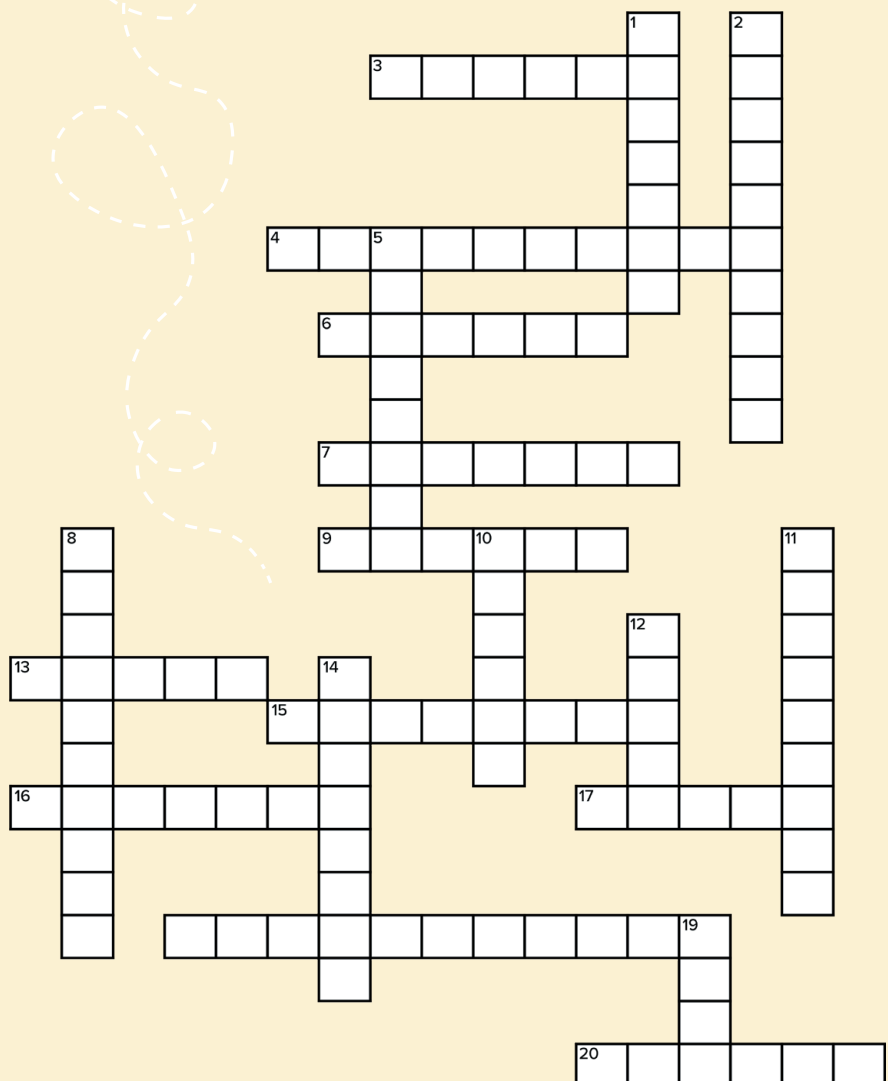
## Across

- 3. Canada (6)
- 4. United States (10)
- 6. Turkey (6)
- 7. Thailand (7)
- 9. England (6)
- 13. Korea (5)
- 15. Brazil (8)
- 16. Venezuela (7)
- 17. Senegal (5)
- 18. Malaysia (11)
- 20. Austria (6)

## Down

- 1. Indonesia (7)
- 2. New Zealand (10)
- 5. Chile (8)
- 8. Denmark (10)
- 10. Republic of Ireland (6)
- 11. Scotland (9)
- 12. Bangladesh (5)
- 14. Belgium (8)
- 19. Italy (4)

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at this puzzle, and be sure to come back for next month's Chatterbox to find the solution, like the riddle on page 51 from the December - January edition.





# Christmas Carol Riddle Solutions

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

- |  |  |
|--|--|
| <p><b>1</b> In the carol, <i>The Twelve Days of Christmas</i>, what happens on the eighth day?<br/><i>Eight maids a milking</i></p>  | <p><b>13</b> How many times do you "fa la la la la la la la" in one verse of "Deck the Halls"?<br/><i>Four</i></p>               |
| <p><b>2</b> When we <i>Deck the Halls</i>, who is to hail the new year?<br/><i>Ye lads and lasses</i></p>  | <p><b>14</b> In the song "Up on the Housetop," who came down the chimney?<br/><i>Old St. Nick</i></p>                            |
| <p><b>3</b> What happens on the eleventh day of Christmas?<br/><i>Eleven pipers piping</i></p>   | <p><b>15</b> What sound does the drum make in "Little Drummer Boy"?<br/><i>Pa rum pa pum pum</i></p>                             |
| <p><b>4</b> When the Lord comes in <i>Joy to the World</i>, who repeats the sounding joy?<br/><i>Fields and floods, rocks, hills and plains</i></p>  | <p><b>16</b> What is the last line in the second verse of "Silent Night"?<br/><i>Christ the Saviour is born</i></p>              |
| <p><b>5</b> In <i>Jingle Bells</i>, where are the bells?<br/><i>On bob tails</i></p>   | <p><b>17</b> Why should you watch out, not cry, and not pout?<br/><i>Santa Claus is coming to town</i></p>                       |
| <p><b>6</b> At what time of the day was Jesus born, according to <i>O Come, All Ye Faithful</i>?<br/><i>This happy morning</i></p>   | <p><b>18</b> What was the weather like one Christmas Eve when Santa asked Rudolph to guide his sleigh?<br/><i>Foggy</i></p>      |
| <p><b>7</b> According to <i>Away in a Manger</i>, who is lowing?<br/><i>Cattle</i></p>   | <p><b>19</b> Who said the "First Noel"?<br/><i>The angels</i></p>  |
| <p><b>8</b> What kind of sleep did the people of <i>O Little Town of Bethlehem</i> experience?<br/><i>Deep and dreamless</i></p>   | <p><b>20</b> In the song "Silver Bells," where is it Christmastime?<br/><i>In the city</i></p>                                   |
| <p><b>9</b> Who is to blessed in the third verse of <i>Away in a Manger</i>?<br/><i>All the dear children</i></p>  | <p><b>21</b> In the song "White Christmas," where are the sleigh bells?<br/><i>In the snow</i></p>                               |
| <p><b>10</b> According to <i>Go Tell It on the Mountain</i>, what are we supposed to tell?<br/><i>That Jesus Christ is born</i></p>  | <p><b>22</b> In the song "Winter Wonderland," where can you build a snowman?<br/><i>In the meadow</i></p>                        |
| <p><b>11</b> Name three Christmas Carols with the word "Christmas" in the title.<br/><i>White Christmas, Have Yourself a Merry Little Christmas, The Christmas Song, We Wish You a Merry Christmas, and I'll Be Home for Christmas</i></p> | <p><b>23</b> In the song "The Christmas Song," what is nipping at your nose?<br/><i>Jack Frost</i></p>                           |
| <p><b>12</b> Name three Christmas Carols with the word "bells" in the title.<br/><i>Silver Bells, I Heard the Bells on Christmas Day, Carol of the Bells, and Jingle Bells</i></p>   | <p><b>24</b> In "Have Yourself a Merry Little Christmas," when will all our troubles be out of sight?<br/><i>From now on</i></p> |
|  | <p><b>25</b> Who kept time for the "Little Drummer Boy"?<br/><i>The ox and lamb</i></p>  |

# Round the Traps

Happy New Year!



## 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.