

the chatterbox

NEWS FROM CROWLEY CARE

FEBRUARY 2024



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Cover photo

Albie on the BBQ for Australia Day



A Moment with our CEO

Hello and a happy new year to everyone,

A special Christmas

What wonderful Christmas celebrations we had at Crowley last year. We experienced so much enthusiasm, joy and energy this festive season. I'm sure we would all agree it felt really great to be able to wholeheartedly connect with families, friends and loved ones after a period of COVID restrictions.

It's no surprise we received many compliments on Facebook reflecting how wonderful the Christmas celebrations were. Families were particularly grateful for the lengths our staff went to to make Christmas so special. So, a huge thank you to everyone. Such a great way to set-up this new year.

Random acts of kindness

In this edition of Chatterbox is a lovely article about the forthcoming Random Acts of Kindness Day – an international day encouraging us all to reach out and perform random acts of kindness to others.

A random act of kindness could be as simple as taking the time to stop and talk to someone you know who might need a lift. What I love about this day is that it epitomises the values and culture I'd like to think we have at Crowley Care. Looking out for each other when we can and thinking of the other person.

Because performing random acts of kindness is an action that lifts spirits, rekindles hearts and makes the world a better place for both the person receiving the kindness and the giver.

Our medical support team

We are very fortunate at Crowley to have a great medical and clinical support team.

Uniquely they are often able to support residents at Crowley.

This means our residents often don't need to trudge off for medical appointments because the medical support comes to them.

We currently have 15 GPs who visit our residents. Not all aged care facilities enjoy this level of service and we are very fortunate and grateful to the team.

We are deeply thankful to Dr Yeo who recently retired after serving our residents magnificently for many years. We wish him well in his retirement.



Our wonderful Auxiliary

The Crowley Auxiliary is a highly active group of wonderful volunteers who generously donate their time. They raise funds for Crowley initiatives, are great ambassadors for us and do it all with such enthusiasm.

This last year they have been very successful in attracting new members and there is a great comradery, energy and drive to support Crowley in many ways. We are very thankful for their ongoing support and efforts. And we couldn't do it without them.

Very best,

A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is written in a cursive, slightly slanted style.

Michael Penhey

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 2023. We were able to hold our numerous Christmas celebrations involving some wonderful entertainers and visits from our local schools. These visits and events always bring so much joy to all.

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

One such relationship is that with Don Conson. Many of you will know Don, he is a Crowley Independent Living resident and loving husband of the late Judy Conson, former Crowley Residential Care resident.

I had the pleasure of catching up with Don last month where he shared a lovely story of his recent travels to Melbourne to visit his daughters and on return visiting places that hold a special place in his heart.

Don has taken the time to put his lovely story, "The Old Truck", in writing for us which we have included this month on pages four and five for you all to read and enjoy.

Kelli ☺



Born in Leeton NSW but raised in Sydney, in my early teens on various vacations I was drawn to and fascinated by the difference between 'City' and 'Country' life. In my late twenties and onwards I formulated the belief in general terms that people located within agricultural communities reflected a moral compass encompassing the 'Truth of the Country'; compassion, work ethic and friendship with traditional thought, values and hospitality. Time and again throughout my life, I continually come upon many experiences that never fail to consolidate my thoughts.

This story, The Old Truck, is just one of those experiences that occurred recently during a road trip south.

The Old Truck

Don Conson - 10 January 2024



Having recently retired and moved into a Villa within Crowley Care unfortunately at the same time my wife Judy succumbed to Alzheimer's disease, my focus turned to family, friends and associates whose support I treasured dearly during the past three years. So, in November/December 2023 in conjunction with my good friends Gemma and Bill Duffy, we embarked on a road trip through the western districts of NSW and Victoria to visit our respective daughters who each lived in Melbourne.

We meandered through Tamworth, Orange, Leeton and Henty in NSW through to Melbourne and then back via Cootamundra, Mudgee and Tamworth. At each of the towns, we met up and stayed with old time friends of The Duffy's or landmarks of mine in earlier times:

- **LEETON** where my father, as an early pioneer of the Movie Industry, commenced building The Roxy Theatre in 1929, an Art Deco design that was State Heritage listed in 2006. It is now managed by Leeton Shire Council trading as Leeton Roxy Community Theatre.
- **'MYALLA FARM', GLEN ALICE** that Judy and I owned and travelled to most weekends from Sydney with our daughters for 15 years prior to migrating to the Northern Rivers in 1989.

During our return journey from Melbourne, after driving around the terrifying Mount Panorama car race track in Bathurst, we drove over through Rylstone to look at my old farm. We parked alongside overlooking Myalla bordering the brilliant rock faces of the Great Dividing Range. Black Angus cows grazed by the fence. As we enjoyed afternoon tea, I proceeded to boast my expertise of old noting the boundary fence I constructed all those years ago was still sturdy and pleased to see the old windmill I constantly battled with was still there in all its glory with new fan blades. Looking back to the old sandstone home surrounded by Peppercorn Trees brought back the nostalgia of old. We then decided to enter the property to see if anyone was around.

We drove around the tennis court to the rear of the homestead and came across two gentlemen standing by my old shed. I introduced myself stating 35 years ago I sold the property to Tom and Shirley. And here is where my good old feeling of country hospitality rocked me off my feet. Wonderful words of salutation from them absorbed me immediately into their family group. The younger of the two was the nephew of Tom. He is now Chairman of the Board administering the farm for the family siblings and immediately insisted Gemma and Bill join in celebration for an evening drink. We had much to talk about but before we did anything else, I asked about the old truck that I parked in the Shed 35 years ago when completing the sale. (It was a 1930 Chevrolet 'Mayflower' 4 tonne truck imported from Canada that I had acquired from a clearance sale at a nearby farm 40 years ago). Well, there were further exclamations of joy when they told me that, for 35 years, the truck had not moved from the shed but, that previous week two young men working at the farm doing renovations had tickled with it during the week and actually got it running just one hour before we arrived. What a coincidence! It was a wonderful reunion walking up to the shed for the obligatory photo session.

As we toured the restored homestead that now equates to 5-star condition, the good old country hospitality kicked in where we were treated to exceptional quality local wine, platters of cheese and meats and then badgered to stay not only for dinner but the night. Conversation continued nonstop as we settled on the outdoor patio by the tennis court surrounded by those great Peppercorn trees.

Late that evening, after much shaking of hands, we continued our journey to Mudgee in a joyous mood and with much appreciation in the knowledge we were invited back as guest of honor for their official opening for a Farm Stay Airbnb in conjunction with a tennis tournament they planned for April 2024.

How good was that for yet another encounter of the 'Truth of the Country'?

Christmas at Crowley

Celebrations in Residential Care













Christmas Day Celebrations

Enjoying the Crowley Christmas Luncheon





Carols in the Plaza

A visit from Santa and a beautiful choir performance made for a very special day for all





Crowley Valentines

Keith and Janette



How did you first meet and how old were you?

Keith came to 2TM, a Tamworth radio station, to apply for a job where Jeanette worked in reception. Keith was successful and they began working together. They got to know each other working together on a Saturday when there was less staff and it was quieter. The rest is history! Jeanette was 16 and Keith was 19.

How did you enjoy spending time together?

Keith and Jeanette enjoyed spending time together going to dances and the movies.

How long have you been married and how many children do you have?

They have been married for 63 years and have three children.

What do you think the secret to a happy marriage is?

Always be clear and solve your problems together.

Julie and Brian



How did you first meet and how old were you?

Julie and Brian first met at a Youth Group in Young and both went on to work in a government office. Julie was 17 and Brian was 21.

How did you enjoy spending time together?

They have enjoyed travel, being members of a car club, and working together.

How long have you been married and how many children do you have?

Julie and Brian have been married for 52 years and have two sons who both live in England.

What do you think the secret to a happy marriage is?

Be prepared to give and take, and be patient with each other.

Gloria and Sandy



How did you first meet and how old were you?

Gloria and Sandy met through work at A.G Robertson or 'AGR's' in Lismore (a family owned business).

How did you enjoy spending time together?

Gloria and Sandy enjoyed spending time together going to the beach at Ballina, surfing and going to the movies.

How long have you been married and how many children do you have?

On 8 March they will be married 72 years and recall special memories of their honeymoon at Lord Howe Island. They have two children.

What do you think the secret to a happy marriage is?

To be friendly, not too demanding, and get on well together.

Bill and Pat



How did you first meet and how old were you?

Bill and Pat first met walking to work. They lived a block from each other and worked at Myers / Grace Brothers in Tamworth.

How did you enjoy spending time together?

Bill and Pat enjoyed spending their time together at the movie theatre, town hall dances and balls.

How long have you been married and how many children do you have?

Bill and Pat have been married for 65 years on 14 February. They have five children.

What do you think the secret to a happy marriage is?

It is important to discuss things together, be understanding and listen to each other's point of view.

Crowley Valentines

Joyce and Aldo



How did you first meet and how old were you?

Joyce and Aldo met at the Lismore Show. Aldo was 17 and Joyce was 15.

How did you enjoy spending time together?

They enjoyed spending their time together at the beach at Evans Head, sometimes catching the bus or driving.

How long have you been married and how many children do you have?

Joyce and Aldo have been married for 64 years and have two children.

What do you think the secret to a happy marriage is?

They did everything together, including work, and were always forgiving to each other.

Alf and Marie



How did you first meet and how old were you?

Alf and Marie met at a country dance at McKee's Hill they were both 22 years old.

How did you enjoy spending time together?

They both enjoyed spending their time together at dances.

How long have you been married and how many children do you have?

Alf and Marie have been married 67 years and have seven children.

What do you think the secret to a happy marriage is?

Spending time together and being prepared to give and take.




Valentine's Day

DRESS UP

Wednesday 14 February

**All Residents and Staff are
invited to wear Red/Pink.....
and feel the LOVE **



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

Great medical support

Kelly Roberts
Clinical Manager (Nurse Practitioner)

We recently said our goodbyes to one of our long-time local GP's, Dr Meng Yeo.

Dr Yeo worked in the local area for more than 30 years, caring for patients in the community, the Ballina hospital and those who needed to transition into aged care.

Up to his retirement Dr Yeo was still managing with a paper-based record system and remained a staunch non-user of mobile phones.

Crowley held a small farewell afternoon tea for Dr Yeo, where his former patients and residents were able to say their farewells.

He was a much loved and loving General Practitioner. We wish him all the best for a peaceful retirement which he worked hard for over many years practicing medicine.

During Covid, we saw an unfortunate downturn in available GPs for our community as they became busier, less able to take on new patients and attend to their existing patients.

Luckily in 2024, we are starting to see an increase in registrars and student doctors starting to filter through again.

Crowley is highly fortunate as we currently have more than 15 different GPs who visit our residents.

The GPs work closely with our Clinical Team and nursing staff to address issues that arise, referring through to other specialists as required.

We are very fortunate to have the services of Dr David Ryan, a surgeon, who is assisted by our wound specialist, Josh.

Whilst our Nurse Practitioners collaborate with local geriatricians and other specialists, such as oncologists and renal specialists, to ensure smooth access to health services.

Overall, our medical support system means less transport is required for our residents and we have greater access to a wide range of health services on site at Crowley.

If one of our specialists is not able to come in person to see a resident our Clinical Support Team and RN group can facilitate telehealth appointments to ensure that a continuity of care is provided.

In 2024, Kelli (care worker) will join Johnno to complete our Therapies Team.

This team works alongside our physiotherapists and occupational therapists to ensure rehabilitation and enablement is encouraged across Crowley.

For example, the Therapies Team provides residents with heat packs which assists in pain management, as well as maintaining mobility and activities for residents. Welcome Kelli to the Therapies Team and we wish you all the best in your new role.

We are incredibly lucky to have a range of medical, allied health and specialist support for our residents. It ensures their health remains optimum and where possible with many key services provided onsite.





Amanda



Johno



Kristy



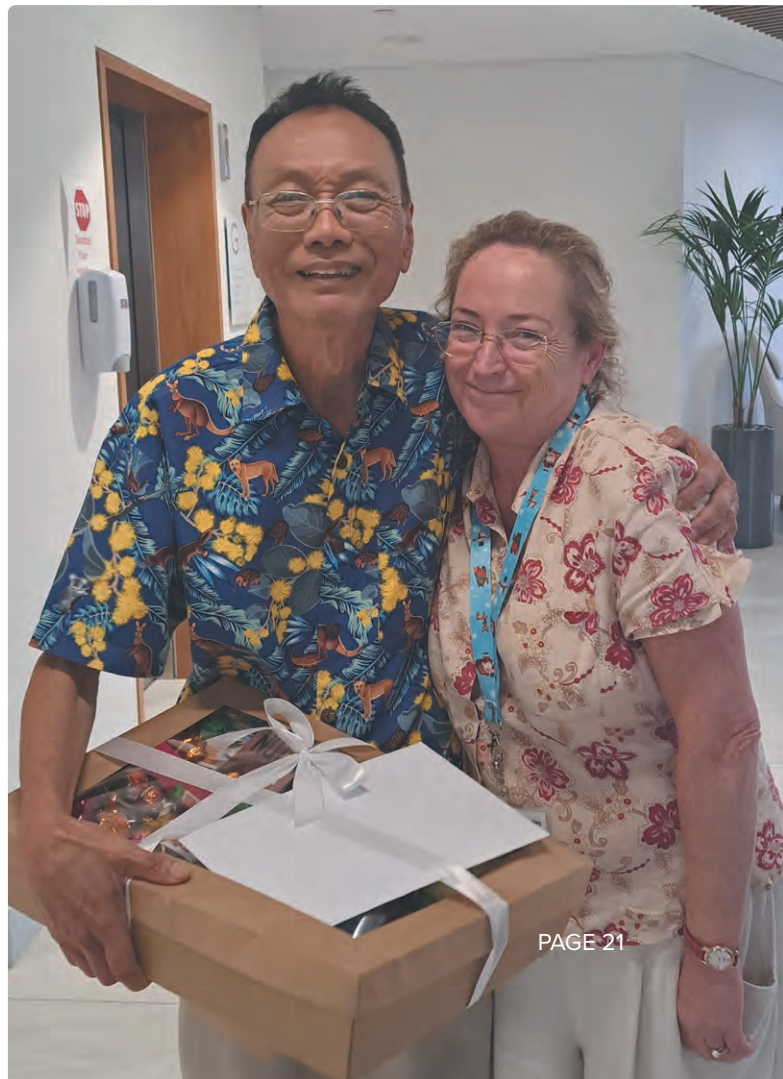
Kelli



Elvera



Nicci



Crowley Auxiliary

The Crowley Care Auxiliary Annual Report for 2023

Helen Cooney
Crowley Auxiliary President

The Crowley Care Auxiliary started 2023 with 30 enthusiastic ladies willing to give their time and dedication to fundraising activities to support Crowley Care.

This enthusiasm continued for the entire year with many ladies volunteering to be part of all the social functions, selling raffle tickets, and attending monthly meetings.

As an organisation our fundraising activities and our monthly raffles certainly exceeded our expectation. I would like to thank our dedicated Leadership Team and our Auxiliary members for their continued support throughout 2023.

The success of our functions can be attributed to the exceptional presentation of each event. The guest artists were excellent, the presentation of the venues was inviting and professional along with the menu and service provided by Tony Baldwin and his team.

Our functions were filled to capacity and word soon travelled around the community with many new faces joining us to celebrate each event.

The Leadership Team have noted the feedback received and will discuss ideas and suggestions with the Crowley Care Executive Team for the coming year. The Auxiliary members also reflected on each event and shared their insights and this will also be part of the discussion moving forward in 2024.

We thank the Crowley Care Executives for their support and dedication to our Auxiliary as we work as a team to provide the best outcomes for all. We look forward to this continued relationship in 2024 with enthusiasm.

The Crowley Care Auxiliary is open to anyone who would like to join an active volunteer group of ladies who enjoy a social meeting once a month.

At our meetings we discuss fundraising activities and share our insights and ideas for future events. We always welcome new members and enjoy the company and friendships made and appreciate all input with enthusiasm.

Our first meeting for 2024 will be held on Monday 26 February at 3.00pm in the Education Centre. Our meetings are held on the 4th Monday of each month. Everyone is most welcome. We look forward to welcoming our Auxiliary members back after the Christmas break and would be very happy to welcome new members to our Auxiliary.

Best wishes,
Helen Cooney



Happy Birthday

Hip hip hooray! We shared in celebrating many birthdays last month



From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Happy New Year! We hope you all had a lovely Christmas, whatever that might have looked like.

The IL Christmas Party was thoroughly enjoyed with lots of laughter and love from residents and staff.

A huge thank you to all for a lovely time as it set the mood for Christmas, especially with the great feedback received.

Help at home

Do you need assistance with transport, shopping, domestic or allied health services and wonder what's available and what you are eligible for?

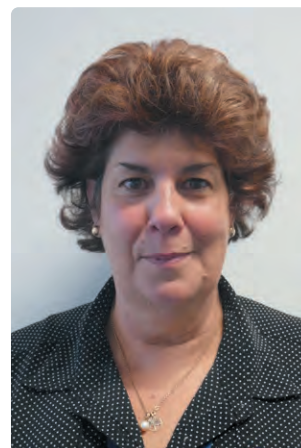
We suggest you speak to your General Practitioner for a referral or contact My Aged Care, available online at www.myagedcare.gov.au/assessment/prepare-your-assessment or via telephone on 1800 200 422.

Wrap with Love

Our Wrap with Love contribution from our Arts and Craft with a Cuppa group resulted in four colourful rugs that were then sent to Sydney. Each year Wrap with Love helps more than 30,000 people around the world stay warm.

If you knit, crochet, or sew you could contribute to this wonderful organisation to keep someone warm.

Come along to the Monday and Tuesday morning Arts and Craft with a Cuppa group or contact the IL Team for more information.



Christmas at Crowley

Getting festive in Independent Living







Random Acts of Kindness

Sherrie Viney
Home Care Manager

Random Acts of Kindness Day is acknowledged globally on 17 February with a purpose to inspire random acts of kindness towards others.

The benefits are two-way and mostly it costs nothing to display kindness towards not only those you know, but strangers too.

Random acts of kindness are everyday occurrences at Crowley.

The volume of compliments Crowley receives from its community, including residents, clients and their families about the care and services is just one example.

Displaying kindness towards others has physical, emotional, and social advantages and can reduce stress, improve mental health, enhance wellbeing and social connectedness, and increases one's happiness.

Being kind doesn't need to cost anything. A simple smile can brighten up someone's day. Sometimes, older folk feel like they are 'invisible' so acknowledging someone as they pass by can have a great effect, as can:

- Offering compliments can boost someone's confidence
- Taking the time to listen to someone can be valuable
- Holding a door open for someone demonstrates courtesy
- Expressing gratitude and saying thank you has a positive impact
- Volunteering your time to help others or a cause is a meaningful act of kindness
- Being patient in interactions is a form of kindness
- Offering a helping hand by assisting someone to carry a load or with a task shows kindness without any monetary expense

Acts of kindness can also have a reciprocal or 'ripple' effect and others may be more likely to reciprocate and engage in kind behaviours themselves.

Acts of kindness can give someone a sense of value and importance and contributes to the creation of a compassionate and more supportive community.

In a world where the cost of living is increasing, it costs nothing to be kind.



**“NO ACT OF KINDNESS,
NO MATTER HOW SMALL,
IS EVER WASTED”**

Random Acts of Kindness Day 2024

Share the love around.



Staying Connected

The importance of social connections

René Lange
Risk Manager

February marks the end of school holidays and with Christmas and New Year long passed it can be a lonely time for some.

Visiting families and friends have returned to their routines and there are fewer events and parties to draw us all together. For anyone who lives alone the quiet can feel isolating.

It's often a time when we reflect on our social connections and relationships.

We all know that positive relationships with family and friends provide many benefits.

They create a sense of security and of belonging. But our social connections and relationships will change as time passes and with the stages of our lives. The friendships and social connections we have when we are young are rarely those we carry through our lives.

Maintaining social connections also takes energy and that's something we can feel is lacking at times. Forming new connections and meeting new people can be daunting.

Social connections are important at any stage of life but particularly the older we get. Yet the older we get the harder it can feel to form them.

Having a strong network of friends and social connections helps cultivate a sense of belonging and developing those positive relationships is essential to our health and wellbeing, no matter our age.

There are many things we can do to create social connections from joining a club to making a point to catch up with a friend. Ideas include:

- **Walking:** find a walking buddy or two and start a regular walking club
- **Gardening:** get involved in your local community garden
- **Men's Shed:** become a member of your local Men's Shed

- **Sport:** find a sport you enjoy or learn a new sport
- **Hobbies:** take up a hobby
- **Book club:** start your own book club
- **Be proactive:** commit to a regular catch up with a friend (don't leave it to chance)
- **Volunteer:** connect with a volunteer organisation (you may be instrumental in alleviating someone's loneliness)



One of the simplest things we can do is to **Say Yes!**

Saying yes when friends invite you out, when family want to catch up, or when there is an event on is a great way to meet new people. Going out to socialise with people you already feel comfortable with is an easy way to put yourself out there to meet new people.

If you are "that person", you know the one who thrives on meeting new people and always socialising and attending events, then lend a helping and supportive hand to a friend. You are sure to know someone who finds meeting new people a little difficult. They may simply need some encouragement to attend a social gathering or the benefit of a few introductions.

For those at Crowley, there are regular events and activities available which provide a wonderful platform to meet new people or catch up with friends. Programs offered include our Residential Care entertainment which can be found on our weekly activity planner, events detailed on the Independent Living monthly calendar, and multiple opportunities for people to become involved with Crowley through volunteering.

Update from Maintenance

Water Hammers

Albie Viel
Maintenance Manager

I thought I'd start the year off with a bang.

I often receive queries from Independent Living residents reporting their water pipes are making a banging sound.

It's not uncommon to experience banging pipes when a tap is being turned off. Some reasons for this include:

- Ceramic disc taps that turn off the water suddenly as they are quarter or half turn taps instead of the traditional hand turn taps that close off the water slowly.
- Appliance solenoids in dishwashers and washing machines stop the flow of water immediately. When this happens, the water reflects back up the pipes and creates a shock wave that causes the banging sound.
- Over time, pipes can loosen and will create shock waves that create a water hammer and these pipes are then re-secured.

Lately the reasons for banging pipes have been worn tap washers and worn hose fittings.

We replace worn tap washers and can install tap arrestors to prevent the water hammer from occurring.

At night sharp toilet cistern refills are heard and normally it is an indication the toilet cistern washer is worn and should be replaced.

In early February we plan to carry out road repairs throughout Crowley Drive and re-mark the road markings at a later date. The road repairs are expected to take one day to complete. There will be delays during this period.



Thinking of buying or planting flowers?

February is the month of violet or primrose varieties. In the Victorian era, they represented the declaration of love.





Craft Corner

How to make lanterns for Chinese New Year

In China, Chinese New Year is also called the “spring festival” because it marks the change in the weather from winter to spring. The celebration lasts two weeks and ends with the Lantern Festival.

Chinese New Year is celebrated with family gatherings, gift giving and the cooking of symbolic food. Have fun decorating with beautiful paper lanterns (make them red, it is a lucky colour in China).

What you need

- Recycled paper or construction paper
- Water based paint, paper shapes, crayons, pencils, glitter
- Pictures cut out from magazines
- A stapler and a small amount of crepe paper, any colour
- Glue and scissors.
- Red crepe paper

Instructions

1. Cut out rectangles of recycled paper or construction paper in sizes 30cm x 20 cm.
2. Cut strips (for lantern handles) 1.5 cm wide x 18cm long.
3. Place a rectangle in front of you (secure it on the table with blue tack so it doesn't move) and decorate it using pencils, crayons, shapes, paint and glitter. When finished decorating, set aside to dry.
4. Once dry, take each rectangle and fold it in half making a long thin strip.
5. With a pair of scissors, cut at small intervals along the fold line. Make sure you leave a good 4cm from the end.
6. Unfold paper and staple or glue the outermost edges.
7. Staple handle on lantern.
8. Make small cuts on the opposite side to the handles of 1cm and press them back.
9. Apply glue to small cuts and place on top of crepe paper, let dry and cut to shape.



Hotel Services News

“A” rating for Crowley’s food safety

Tony Baldwin
Hotel Services Manager

Once again, we passed our annual NSW Food authority audit with an ‘A’ rating. The audit was completed on 22 December. It’s great to see the effort pay off in completing the audit.

A food safety audit assesses a business’s food safety program. It is a comprehensive evaluation conducted by a qualified auditor to assess an organisation’s adherence to food safety standards, regulatory requirements, and industry best practices.

The auditor checked to make sure we met the requirements of the Food Standards Code.

In early February we will be redesigning our food safety and advancing and improving it to a HACCP plan which will ensure a more robust plan for Crowley.

What is HACCP?

Hazard Analysis Critical Control Points (HACCP) is a system which provides the framework for monitoring the total food system, from harvesting to consumption, to reduce the risk of foodborne illness. The system is designed to identify and control potential problems before they occur.

Once again, we held the Christmas buffet in 2023 it was so good to be able to hold this event again. It was totally amazing, the positive feedback and smiling faces told the story of a great day. Even residents and some families commented on it saying we should have stayed here for the day!

I think this year’s one will be even bigger than 2023.





Prawn and Mango Cocktail

Ingredients

- 2/3 cup whole-egg mayonnaise
- 1 tsp finely grated lime rind
- 1 tbsp lime juice
- 2 to 4 drops tabasco sauce (see note)
- 100g snow pea sprouts, trimmed, chopped
- 2 medium mangoes, peeled, sliced
- 2 medium avocados, peeled, quartered
- 4 green onions, trimmed, thinly sliced
- 800g peeled medium cooked prawns

Instructions

Combine mayonnaise, lime rind, lime juice and tabasco in a bowl.

Arrange sprouts, mango, avocado, onion and prawns on plates. Top with mayonnaise mixture. Serve.

Note

Tabasco is a hot pepper sauce. Add gradually until desired heat level is reached.

Serves 8





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

Serves 4

Healthy Chicken and Coconut Curry

Ingredients

- 1 large red onion
- 2 garlic cloves, chopped
- 2 tsp grated fresh ginger
- 3 long fresh red chillies, chopped
- 1 stick lemongrass, white part only, chopped
- 1/4 cup chopped coriander stems and leaves, plus extra leaves to serve
- Finely grated zest and juice of 1 lime
- 3 tsp macadamia oil
- 500g chicken breast fillets, coarsely chopped
- 250ml (1 cup) light coconut milk
- 125ml (1/2 cup) salt reduced chicken style liquid stock
- 350g peeled pumpkin, cut into 2cm pieces
- 200g green beans, halved
- 200g snow peas, halved diagonally
- 1 tsp fish sauce
- 300g (2 cups) cooked quinoa, to serve

Instructions

Coarsely chop half the onion. Thinly slice the remaining half. Process the chopped onion, garlic, ginger, chilli, lemongrass, coriander, lime zest and 2 tsp of the macadamia oil in a food processor until a coarse paste forms.

Heat the remaining 1 tsp of macadamia oil in a large saucepan over medium heat. Add the sliced onion and cook, stirring, for 2-3 minutes or until aromatic. Add the curry paste and cook, stirring for 1- 2 minutes or until aromatic. Add the chicken and cook, stirring, for 3-4 minutes or until browned. Add the coconut milk, stock and pumpkin and bring to the boil. Partially cover and reduce heat to low. Simmer gently for 10 minutes or until the pumpkin is almost tender.

Add the beans and snow peas to the saucepan and simmer, partially covered, for 2-3 minutes or until tender. Stir through the fish sauce and lime juice to taste. Serve with the quinoa, sprinkled with extra coriander leaves.

St. Patrick's Day Dress Up

FRIDAY 15 MARCH

ALL residents and staff
are invited to dress up
in GREEN for
St Patrick's Day!



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

Welcome to Team Crowley

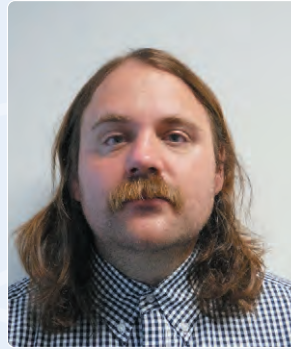
Say hello to the newest members of Team Crowley



Kerry
Residential Care



Georgia
Residential Care



Drew
Residential Care



Jordan
Residential Care



Caitlin
Hotel Services



Tabbatha (Tabby)
Hotel Services



Uthaiwan (Jang)
Home Care



Christine (Chris)
Home Care



Carolyn (Caz)
Admin



Shannon
Finance Manager



Shannon
HR Manager

Focus on Quality

Your voice matters - feedback at Crowley

Michelle Golding
Quality Manager

Crowley Care promotes a culture that encourages, educates, and enables residents, clients, families, friends, carers, and others to give feedback. And we recognise the value of this feedback so we can continue with quality improvement across our operations.

The feedback process is easy and accessible to all. It relates to our care, services, and the rights of individuals. We support everyone who wishes to remain anonymous with their feedback.

Feedback is collected in various methods; in person, printed forms, by telephone, by email and annual surveys.

Feedback cards are provided to all stakeholders and you can return these via the feedback box, a staff member, or directly back to Crowley Care.


Complaints are acknowledged and responded to fairly, professionally, and in a timely manner. An open disclosure process is followed when things do not always go to plan whilst ensuring privacy is maintained.

Crowley Care endeavours to ensure all feedback and complaints are handled satisfactorily and in a prompt manner with professionalism, fairness, and equity in accordance with the Principles of the Aged Care Act, Charter of Aged Care Rights, the Australian Government's Aged Care Quality Standards, Best Practice to Complaint Handling and our Policies and Procedures.

We understand it may not be easy for you to express your feedback and can support you if you require Advocacy Services or if you need an interpreter or translation. Crowley Care also has brochures available in different languages. A translation and interpreting telephone service is available on 131 450.



Feedback



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 this Feedback Card**
- 2. Place it in the Feedback Box**

or

- 3. Hand to a staff member.**

We would love to hear from you about what we are doing well and what we could do better!

Do you need assistance?



Did you know you can access services if you need help with



Translating and Interpreting

Translating & Interpreting Service (TIS)
Phone 131 450

Aboriginal Interpreter Service (AIS)
Phone 1800 334 944



Hearing or Speech Impairment

National Relay Service
Voice Relay number 1300 555 727
TTY number 133 677
SMS relay number 0423 677 767



Advocacy Support Line

Phone 1800 700 600



Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care family

- I would like to thank all staff who organised the Christmas Party for Lighthouse yesterday. The singing with Helen and her ladies was wonderful and to see everyone singing with a smile on their faces was great to see. The meal was delightful, and the decor beautiful. Thank you, Merry Christmas to all the great and friendly staff at Crowley Care.
- Thank you to the wonderful staff in Lighthouse, especially Tash and Kelly plus others. The kindness and caring is exceptional.
- A big thank you for caring for Mum over the past six and a half years. We appreciate everything you did and everyone who cared for Joyce. If I can single out a few people special to Mum; Brenda and Oh, the girls, thank you are very special people.
- We are so grateful for your care and kindness with our Dad. Thank you for all that you do. We so appreciate you all.

Residential Care resident

- Heartiest congratulations to the manager and staff and all who put in such a tremendous effort for our Christmas Party.

Independent Living resident

- Thank you for the lovely Carols in the Plaza yesterday and for so many enjoyable events we have attended this year, with still more to come. I love to take my visitors to enjoy coffee in the Plaza to show off Crowley's facilities. Thank you to Jenny for her caring manner with us Independent Living residents. She is always there when needed. To all the staff a happy Christmas and a happy, healthy 2024.

Home Care family

- Thank you all for all that you do to deliver services. Thank you also for the care you provided to Dad, Neville, over the past several years. Also, for the care and compassion you showed us when Dad died earlier this year. We appreciate your kind words. Special mention to Laura for keeping in touch and her empathy. May 2024 bring us all peace and happiness.

Staff

- I just want to let you know how lovely the Staff Recognition evening was. It was so well set up and decorated and the food was 10 out of 10. Thank you to all involved in organising this event.



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



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

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

Valentine's Unscramble Word Search

To solve, first unscramble each word, then find words in the puzzle.

- LAFL NI ELVO
- LOCAECHTO
- TSHTWRAEEE
- ARBYFUER
- MANCOER
- UHG
- RLOEWFS
- PUIDC
- OPOSREP
- VEOL
- IGTF
- UQUTEBO
- EVNEANLETI
- RIMEDRA
- RADSC
- DER
- SOSER
- EWEST
- EDTA
- NIDREN
- LOHD ANSDH
- ORWRA
- LPSOECU
- NADNICG
- EB NIEM
- AMDDION
- SISK
- I VLEO OUY
- EWLEJRY
- SENERA
- NETERFHOTU

C	C	O	D	R	E	V	O	L	N	I	L	L	A	F
H	U	G	I	E	C	Z	L	R	I	K	M	C	L	E
O	P	G	A	N	N	A	R	O	I	X	A	O	T	B
C	I	N	M	N	A	D	O	S	V	R	W	F	H	R
O	D	I	O	I	M	M	S	V	D	E	I	J	B	U
L	A	C	N	D	O	I	E	S	R	G	Q	E	W	A
A	P	N	D	E	R	R	S	S	O	J	H	W	E	R
T	R	A	E	H	T	E	E	W	S	S	O	E	N	Y
E	O	D	K	C	E	R	U	E	N	E	L	L	I	F
Y	P	Q	Q	N	V	O	T	E	L	R	D	R	T	P
E	O	V	I	B	Y	A	H	T	Y	E	H	Y	N	T
T	S	M	D	E	D	M	Y	U	Y	N	A	T	E	E
J	E	R	V	A	W	O	R	R	A	A	N	I	L	E
B	B	O	U	Q	U	E	T	O	Z	D	D	E	A	W
U	L	W	H	M	C	O	U	P	L	E	S	L	V	S
I	J	J	V	U	H	T	N	E	E	T	R	U	O	F

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains.

Try your hand at this crossword, and be sure to come back for next month's Chatterbox to find the solution, like those on page 43 for the puzzle from the December - January double edition.



Christmas Quiz Answers

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

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

Hark the Herald Angels Sing

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

Joy to the World

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

Oh Holy Night

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

Holy Night

5 What colour Christmas is Bing Crosby dreaming of?

A White Christmas

6 What letter does the Christmas candy cane resemble?

"J" for Jesus

7 What does the word "Christ" mean?

Messiah or Anointed one

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

Miracle on 34th Street

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

Silver Bells

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

Have yourself a Merry Little Christmas

11 Name the somewhat spicy, edible Christmas house:

Gingerbread House

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

364

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

Dr. Seuss

14 What does the white in the candy cane represent?

The purity of Christ

15 What are the two most popular Christmas tree toppers?

A star and an angel

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

The Lion, The Witch and The Wardrobe

17 What is another name for a Christmas tree?

A Yule Tree

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

Eight maids a milking

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

Crabs

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

Famine in Ethiopia

'Round the Traps'

Happy New Year



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
000

Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.