

the chatterbox

NEWS FROM CROWLEY CARE

FEBRUARY 2025

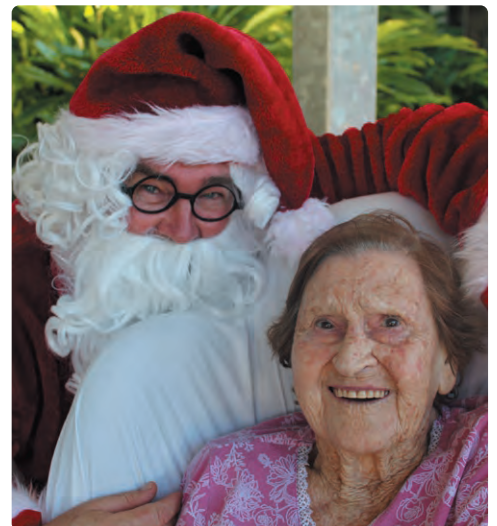


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Cover photo

Bonnie enjoying Friday Fish & Chips



A Moment with our CEO

Hello everyone,

Welcome to the new year and our first edition of Chatterbox for 2025, where lots of exciting things are planned here at Crowley.

As we dive wholeheartedly into the year it's a great time to harness all that positive "new year energy" and plan for our future.

For example, right now our Leadership Team is planning for the year ahead, reflecting on what's worked well and where we can better meet the needs of our residents, clients, families and staff.

It is a time where we remind ourselves of our Vision at Crowley, why we are here, and how that drives us as an organisation and as individuals who work here.

In this Chatterbox you'll find an article featuring our recent Staff Recognition event. Our philosophy has always been to recognise and reward our staff who work earnestly across the year supporting our residents and clients. It's one of my favourite events in the calendar because we pause and recognise our colleagues with genuine gratitude for the work they do and for the person that they are. A fantastic evening full of positive vibes and genuine feelings of authentic goodwill among our staff. We are very fortunate to have such a culture at Crowley, something I will never take for granted.

I want to pay tribute to the contribution the Crowley Auxiliary make and their shared purpose and common goal to improve the lives of our residents and community in many ways. The sheer energy and enthusiasm of the Auxiliary is a sight to behold and we are eternally grateful for their ongoing commitment to the cause and their fundraising program. We thank you.



Very best,

A handwritten signature in black ink, appearing to read "Michael Penhey". The signature is fluid and cursive, written on a light-colored background.

Michael Penhey

Catch Up with Kelli

A proud tradition

Kelli Potts
Executive Manager Operations and Finance

The Diocese of Lismore has a proud history of providing aged and community care.

Traditionally these services have been delivered through residential aged care, nursing homes and hostels, and community care; a range of services delivered in-home.

Services are funded and regulated by the Federal Government and come under the Aged Care Act 1997.

Independent living villages are another key element of Diocesan aged care as accommodation for older people.

They are known under many different names which often vary depending on the services or facilities they offer to residents. These villages attract no government funding and are regulated in NSW under the NSW Retirement Villages Act.

The Diocese has a large aged care footprint on the east coast, from Ballina to Lismore in the north, to Port Macquarie in the south.

The Diocesan Aged and Community Care Secretariat (DACCS) works with our providers to ensure we meet our regulatory requirements and build better organisations through sharing expertise.

The annual DACCS conference illustrates this work in action. There are four residential aged care and four community care services in the Diocese with longstanding reputations providing high-quality care within their communities. They are:

- St Joseph's Nursing Home – St Vincent's Private Hospital, Lismore (Residential Care)
- St Carthage's Community Care – St Carthage's Cathedral Parish, Lismore (Community Care and Independent Living)
- Crowley Care – St Francis Xavier Parish, Ballina (Residential Care, Home Care and Independent Living)
- Sawtell Catholic Care of the Aged – Mary Help of Christians Parish, Sawtell (Residential Care, Home Care and Independent Living)
- St Agnes' Care and Lifestyle – St Agnes' Parish, Port Macquarie (Residential Care, Home Care and Independent Living)

Additionally, there are large and small Independent Living villages run by parishes for their communities. They play a vital role in supporting safe and suitable accommodation for older people.



Aged care has been a frequent topic in the media over recent years, from the Aged Care Royal Commission and the Covid-19 pandemic to the new Aged Care Act currently under review by the Federal Government.

Unfortunately, aged care is often portrayed negatively, which can lead older people to feel apprehensive about entering care, accepting in-home support, or moving into a village community.

Bringing quality Catholic care to their community is the true mission of aged care in the Diocese and this continues to motivate DACCS providers to strive towards continuous improvement and innovation.

In 2024 this has taken many forms, including:

- The new Emmaus Village in Port Macquarie and the expansion of their Home Care services to provide more flexible and personalised options to better support clients. These highlight a focus on prioritising financial sustainability, infrastructure development and innovation.
- St Joseph's Nursing Home at St Vincent's Private Hospital has been undergoing a renewal with the conversion of four older four-bed rooms. These areas are being transformed into four single occupancy rooms, each with private ensuites.
- St Carthage's Community Care in Lismore is well known for its range of in-home care and NDIS respite care services. They also have St Matthew's self-care units in Goonellabah and Marion Court Independent Living units in East Lismore.

- Crowley Care in Ballina has prioritised 'reconnection' through the recommencement of events and community activities for our residents, clients, families, staff and parish community, following the pandemic. The commencement of the construction of 26 Independent Living apartments has been a significant milestone. It will provide additional Independent Living housing in Ballina, where demand remains high.
- Sawtell Catholic Care had a remarkable year winning the AIH National Award for community engagement while achieving accreditation as an NDIS provider. The Link and Link Café continues to grow in popularity in the local community and was the venue for the annual DACCS conference earlier this year.

All of this was achieved whilst implementing ongoing industry regulations, compliance, reforms and health and workforce challenges. We are fortunate that the Diocesan aged and community care teams work together to meet these challenges and continue to look forward to grow the ministry of aged care across the Diocese.

Kelli ☺

Christmas Parties

Celebrations of the festive season with our Crowley family

















3, 2, 1... Happy New Year 2025!





What Are You Looking Forward to in 2025?



Margery

Good health, contentment, being able to do what I want to do (what Ivan tells me to do – ha, ha, ha), and being independent.



Merrilyn

Letting go of things from bygone, starting a new chapter, and having a peaceful and happy life.

Colleen

Peace and quiet, tranquillity in my life with no responsibilities.



Dave

Enjoy more of the entertainment (music etc.) that Crowley puts on so successfully.



Jenny

Travel (Tasmania), arrival of the 9th grandchild in May, staying healthy and happy.



John and Joan

Getting through the year relatively healthy to enjoy each other's company and be involved with our evolving family.



Mary

Just being happy and healthy and making it to the end of 2025. I work on a one-year-at-a-time goal now.



Albie

Looking forward to more holidays with my wife and no children – a fun year full of surprises.



Karen

Spending time with family including the first grandchild, peaceful and lovely quiet year – stress-free year.



Jay

Good health, join swimming classes and gym to be healthy!



Kerry

Good health, love, family and positivity.



Bonnie

Better health and continuing friendships.



Brad

Spending quality time with my family and seeing all the great improvements we have to offer at Crowley.



Helen

As we leave behind 2024 with many memories, all the excitement of success, a few sad times, and a world struggling for peace, I look forward to 2025 with a heart

of hope, faith, and love. May the year ahead be filled with rich, meaningful activities where we as a community continue to work in harmony with each other, praying for good health and happiness, and continuing to celebrate the rich, diverse community of Crowley.



Sharyon

Good health, family and friends to stay safe and well. And win lotto!

Sharing Joy at Crowley

Meredith Pryke
Executive Manager Care Services

As I near the two-month mark since joining the Crowley family, I reflect on how grateful I am to join such a dedicated team at Crowley and specifically across Home Care and Residential Care.

Every day I'm privileged to witness staff going above and beyond for residents, clients, family and friends.

During the Christmas period, with multiple events, staff were constantly putting their hands up to assist in setting up and packing up events, volunteering to play our beloved 'Santa's and Elves, ensuring residents were part of the events, and involving families whilst ensuring the day-to-day running of Crowley continued.

The Home Care staff also played Santa ensuring our Home Care clients received their Christmas gifts from Crowley staff whilst bringing joy and sharing the Crowley love.

In true Crowley style, staff were recognised for their hard work, dedication and care over the year by Michael and Kelli, receiving a gift of appreciation with many staff acknowledged at the Annual Staff Recognition night.

I'm looking forward to 2025 and the exciting times that lay ahead and enjoying the Crowley Care ride.






Valentine's Day

DRESS UP

Friday 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**

Vaccines Beyond Covid-19

A guide

Kelly Roberts
Clinical Manager (Nurse Practitioner)

As we get older our immune systems become less effective at fighting disease and more vulnerable to picking up infections.

Vaccines help our immune systems fight and prevent disease and protect us against shorter and longer term complications.

For the over 65's there are several recommended vaccines that help boost immunity and reduce disease.

Whilst we are familiar with Covid-19 booster vaccines and seasonal influenza vaccines, there are several additional recommended vaccinations you may be eligible for.

Pneumococcal disease

Pneumococcal vaccinations are recommended for adults over 70 years of age, who may have existing conditions that predispose them to illness. Non-Indigenous adults aged over 70 years should receive one pneumococcal vaccine as a single dose after 70 years of age.

Shingles vaccine

Recommended from the age of 65 years – two doses several months apart – for those who don't have a history of chicken pox infection and have not received two doses of the varicella-containing vaccine in their lifetime. Many older people suffer from shingles infections and if you identify as one of these, you may benefit from the vaccine.

Influenza

Influenza vaccine is recommended annually, with the vaccine availability commencing in March each year in readiness for the winter months.

Respiratory Syncytial Virus (RSV)

RSV is a common and highly contagious virus which, in most cases, causes mild cold-like symptoms such as sore throat, cough or a blocked nose. However, some

individuals are at higher risk of respiratory disease caused by RSV. In older adults with chronic medical conditions such as heart disease, chronic lung conditions, immune system conditions, chronic metabolic, kidney or neurological conditions or obesity, RSV can make these conditions worse.

Diphtheria / Tetanus / Pertussis

Pertussis, commonly known as whooping cough, is a disease of the respiratory tract caused by a bacteria. It is highly infectious in unvaccinated people and particularly harmful to small babies.

This vaccine is recommended as a routine booster vaccination in adults, including those in special risk groups or in contact with a special risk group, such as:

- Healthcare workers (once every 10 years)
- People in close contact with infants (who, at less than 6 months of age, are too young to be fully immunised)

Adults aged over 65 years are recommended to receive the pertussis containing vaccine if their last dose was more than 10 years ago. If you are expecting a grandchild or a baby in the family and plan to have a cuddle, please consider vaccinating against pertussis to reduce the likelihood of cross-infection.



Tetanus and Diphtheria

Tetanus is a bacterial disease spread when bacteria enters through wounded skin. Adults older than 50 years are recommended to have a booster vaccine every 10 years. Diphtheria is also caused by a bacteria and, in some cases, leads to severe respiratory illness, heart failure and paralysis. Although rarely seen in Australia, Diphtheria remains endemic in many developing countries. Most Australian cases are imported from overseas, however isolated cases have been seen in non-vaccinated individuals who have not travelled abroad.

Covid-19 boosters

For adults between 65 – 74 years, Covid-19 boosters are recommended every 12 months although can be considered every 6 months if high risk.

In adults aged over 75 years, Covid-19 booster vaccinations are recommended 6 monthly.

For any older clients, whether Home Care or Residential Care, if you or your family would like to discuss your vaccination schedule further, please either speak with your General Practitioner or the Registered Nurse. Crowley has an onsite immunisation Nurse Practitioner who is able to administer vaccines onsite to residents within Residential Care. Our local pharmacy are supporting Crowley to ensure regular ongoing Covid booster clinics onsite.



Valentine's Day

From an African love story to dancing at the Roxy

Barry and Barbara



Barry, 23, and Barbara, 22, met at a dance in Sydney after Barbara moved there from Tweed Heads for work.

They dated for 15 months before getting married. They enjoyed going to dances, picnics and seeing shows. They have been married for nearly 63 years and have a son and daughter.

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

Work hard and don't take things too seriously.

Tom and Vanessa



When they met, Vanessa was a 20-year-old medical officer working in Bulawayo Zimbabwe and Tom was a 24-year-old pharmaceutical representative.

Tom came to the hospital where Vanessa worked trying to sell pharmaceuticals to her. The third question he asked her was to go out to dinner with him. Vanessa wrote her phone number in Tom's notebook (which he still has).

They married six months later on Boxing Day, 1962 in St Mary's Cathedral Bulawayo and have been married for 62 years. Tom and Vanessa have four Children.

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

Love, compromise, respect, and loyalty.

Ian and Helen



Ian, 21, and Helen, 18, met at a football match. After they met, Ian would appear everywhere Helen was and offer her a lift home.

After they started dating Ian had to move out West and would drive to Ballina every fortnight to visit Helen.

They married in Ballina in 1963 then moved to Byron Bay. Ian and Helen have six children and have been married for 61 years.

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

Trust; we never had any doubts, being dependable, and Ian always said “yes dear”.

Lois and Michael



Lois, 18, met Michael, 23, through a girlfriend of Lois.

When dating, they enjoyed dancing at the Roxy in Parramatta. They had a little Fiat that would go better backwards up a hill. Lois and Michael got married at Trinity Catholic Church Strathfield. They have three girls and one boy.

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

Give and take.

Valentine's Day

From an African love story to dancing at the Roxy

Judith and Richard



Judith and Richard met in Devon at a Yacht club while Judith was holidaying there after finishing university.



Michael and Judith



Michael, 26, and Judith, 18, met at a CYO (Catholic Youth Organisation) in 1960 at Epping.

When they were dating, they enjoyed going out for dinner, movies, dances, CYO organised outings and lots of cuddles.

When they were engaged, Michael had to move to Dubbo and entered a competition run by a radio station and an airline. He had to write 100 words about why he wanted to win. Michael wrote, "my fiancée is in Sydney and I'm in Dubbo" over and over again until he had 100 words. He won the prize! Part of the prize was a night in the Chevron at Kings Cross, so they used this for their wedding night in 1963 when they married at Eastwood. Michael and Judith have been married for nearly 63 years and have three children.

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

Listening to one another and supporting each other.

Colin and Robyn



Colin and Robyn met at Lennox Head on the beach. Robyn has two boys, Colin has no kids.

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

Still getting to know each other after 30 years; they don't want to rush into marriage. Tolerable of each other, and compatible.

Bill and Gemma



They met in Alice Springs, Bill, 28, and Gemma, 25.

Bill's recollection was Gemma's father was the police chief in town and lived down the road from Bill. He was walking to the pub one afternoon, and Gemma's father asked him if he would like to take his daughter out on a date or spend a night in gaol.

He had organised to meet her at a dance on New Year's Eve and shared a New Year's kiss.

They have six kids together: five girls and one boy.

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

Tolerance and being prepared to compromise. We are very much on the same page and have the same upbringing and family values.

Craft Corner

How to make Valentine's Day hearts

What you need

- Valentine's Day heart template (see next page)
- Construction paper in red, pink and white
- Ribbons or thick yarn in colourful shades
- Hole puncher
- Glue
- String for hanging
- Large sewing needles or safety pins to thread ribbons

Instructions

1. Print out heart template template and stick onto paperboard / cardboard.
2. Cut heart outline from paper board and use as your master template.
3. Trace template onto red, white or pink construction paper.
4. Decorate using pencils, crayons, glitter, shapes and pictures cut from magazines.

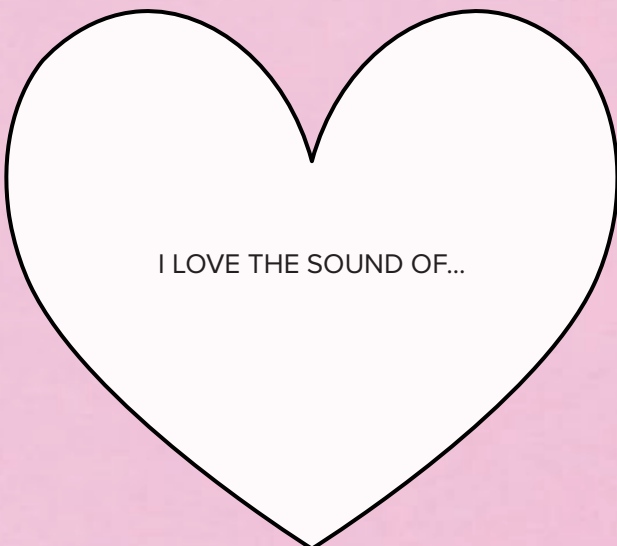
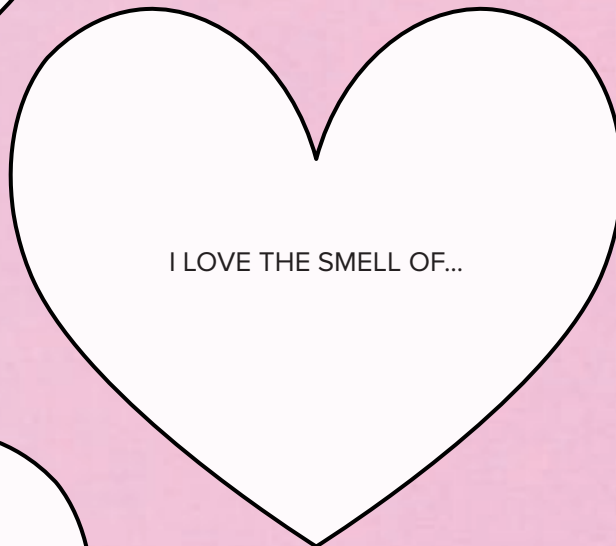
We have put together prompts for your hearts (on the next page) to fill them with things that you love, such as foods, smells, or sounds!

5. Place finished product to dry (if necessary) then cut it out.
6. Punch holes with office puncher at intervals of 2 to 3 cm
7. Thread ribbon / yarn through holes to create a string of hearts.
8. Use them to decorate your space for Valentine's Day.



Things I Love...

Heart templates



Crowley Auxiliary

Auxiliary Annual Report

Helen Cooney
Crowley Auxiliary President

Another fantastic year for the Crowley Auxiliary, and I want to reflect on everything we've achieved together.

Our group of wonderful volunteers continue to go above and beyond, dedicating their time, energy and enthusiasm to support the residents at Crowley Care.

Last year, we ran a variety of fundraising raffles and events, each one more successful than the last.

Money raised goes directly to supporting aged care in our Crowley community, helping to enhance the lives of the residents who call Crowley home.

A huge thank you to the Ballina community for getting behind us, whether it's by purchasing raffle tickets, attending our events, or simply spreading the word. Your generosity and support make all the difference.

Our monthly meetings have also been a highlight, providing not just a space to make decisions and plan ahead, but an opportunity for friendship and connection. These gatherings are a cornerstone of the Auxiliary, and it's heartening to see the camaraderie and care that underpin everything we do.

I'd also like to extend my deepest gratitude to the executive and staff of Crowley Care for their ongoing encouragement and support. Your collaboration and belief in the Auxiliary make our work so much easier and more rewarding.

To the incredible volunteer ladies who make up the Auxiliary – thank you from the bottom of my heart. Your dedication is inspiring, and I'm so proud of what we've accomplished together over the last year.

To the Crowley Care Auxiliary Executive Team who willingly give extra time to ensure a holistic approach to our organisation which is fundamental to our success – many thanks for the wonderful work in 2024.

Here's to another year of fundraising, friendship, and making a difference in the lives of the residents at Crowley Care.

The Annual General Meeting will be held on Monday 24 February at 3pm in the Education Centre.

Best wishes,
Helen Cooney



Kindness Day

Every year, Random Acts of Kindness Day encourages people across the globe to choose kindness, and this year that day is Monday 17 February.

This could be as small as a hello of acknowledgement, collecting a neighbour's mail or sharing a cuppa.

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Welcome 2025. A huge thank you to those who contributed to the Christmas festivity by attending the events in December.

We started with the Crowley Plaza being decorated in the Christmas spirit with the “Annual Plaza Light Up”. This was followed by a great evening with the Carols in the Plaza, followed by the IL Christmas Party, Christmas Lights Drive and a beautiful Christmas Luncheon on Christmas Day.

A huge thank you to the wonderful Crowley staff and volunteers who made our celebrations enjoyable and cherished by all.

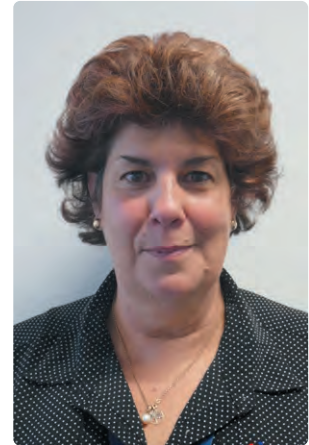
A special mention to the IL residents who continue to light their neighbourhoods – well done and it is greatly appreciated by the Crowley, and wider, community.

As we move into a new year, don't forget to read your monthly Social Calendar to see if there is something you might like to try or join in.

Generally (except outside groups with an instructor) it doesn't cost anything to attend and you are very welcome at the Art and Craft Group, Men's Shed, Happy Hours and Bingo – some of our regular activities which are very welcoming for new or old faces to join in.

If you have any questions or new activities ideas we are more than happy to listen to you.

We look forward to another successful year filled with events and activities for our Independent Living community.



2025 CROWLEY RESIDENTS Footy Tipping Competition



Round 1 starts Sunday 2 March!

Register your interest at Reception



Independent Living Christmas Party

Christmas celebrations with our Independent Living residents





Carols in the Plaza

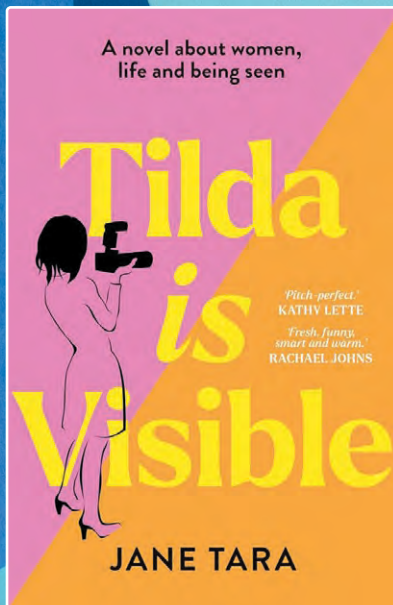
A visit from Santa and a beautiful choir performance made for a very special afternoon





Book Club

Tilda Is Visible by Jane Tara



We welcomed in the New Year with a 'different' read, "Tilda Is Visible" by Jane Tara.

Tilda has a good life and a successful business selling inspirational quotes on merchandise. She has never really recovered from her divorce, or her childhood, and this has taken a toll.

Tilda has lost sight of herself and therefore is seen differently by others to the point of being almost invisible. However, she is 'saved' by a blind man who can 'see' her!

There were mixed reactions to this story. Some thought it was one of the weirdest books they had ever read whereas others found it very interesting and funny. It was described as boring by others and this is understandable because it did come across as a self-help book and needed more of a story.

Others have felt invisible at times so could relate to Tilda. Some appreciated the magical realism but the non-magical plot was harder to believe.

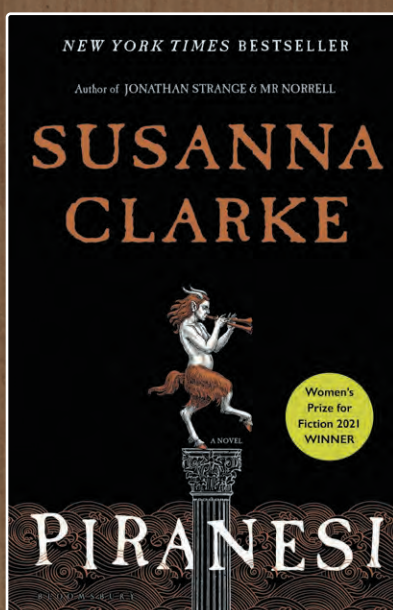
Our next read is probably also a bit left-field; "Piranesi" by Susanna Clarke. Piranesi's house is no ordinary building. Its rooms are infinite, its corridors endless, and its walls are lined with thousands of statues.

Piranesi lives to explore the house. There is one other person in the house, The Other, who asks Piranesi for help. A terrible truth emerges and reveals a world that Piranesi has never experienced. Good luck!

Our next meeting is on Thursday 20 February.

Until then, happy reading!

Marion



Update from Maintenance

Albie Viel
Maintenance Manager

Warm water equipment

Our interstate contractors serviced one of the two gas warm water systems in the facility during January. The warm water continually circulates at a temperature below 45 degrees. The system relies on a UV lamp to destroy any bacteria in the system. Our contractors clean or replace the UV tube and the thimble it sits inside. The high and low gas pressures are checked. This ensures the burner has no blockages. A water treatment is placed in a holding tank to maintain the condition of the system, and an anode is fitted in the hot water tank to prevent corrosion. The system is serviced quarterly. Water temperature recording and visual checks of the warm water systems occur daily.

Independent Living units six monthly skip

From 1 March until the end of March, the skip will be placed behind the Men's Shed. Residents are asked not to place fridges, paint, tyres, gas bottles and chemicals in the skip. Televisions are to be placed beside the bin for recycling. Cardboard should be placed in the recycling bin.



What's doing, AJ?

Behind the scenes, there is always someone supporting staff and residents by maintaining equipment in working order.

This year, the Chatterbox will follow Preventative Maintenance person Albie J to see what he does.

At the beginning of each month there is a list of tasks; water temperature checks, duress alarms checks, small dishwasher de-scales, vacuuming the inside of the laundry dryers, bi-fold door servicing, rodent station checks, temperature thermometer calibrations, air conditioning filter cleans, and more.

Below is a picture of Albie cleaning the dryers to reduce fire risk and prevent operation failure due to the build-up of lint.



Hotel Services News

A rating for Crowley

Tony Baldwin
Hotel Services Manager

Once again, we passed our annual NSW Food Authority audit with an 'A' rating.

The audit was completed on 20 December 2024. It's great to see the effort pay off with the work involved 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.

And again, we held a very successful Christmas buffet to finish 2024. It was great to provide this experience for our residents. The positive feedback and smiling faces told the story of a great day. We are fortunate to be able to hold this event on Christmas Day as it makes the day special for all who attend.



Laundry Procedures

Tony Baldwin
Hotel Services Manager

We see new clothing items come into Crowley at this time of year and it is important to follow this system to ensure all clothing is labelled appropriately.

In the case of a new resident

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

Existing residents

When additional clothing is brought in for an existing resident, the process is the same.

The clothes should be taken directly to Reception where they are documented and sent to the laundry for labelling. If Reception is closed, clothes are to be given to Concierge. They will then hand over the clothing to Reception when the office reopens.

Regular laundry

The regular laundry service is done daily in each area. Clean laundry is returned to each area on trolleys and housekeeping staff put the clothing away. If any items of clothing for residents are not labelled these are returned to the laundry and remain recorded in the Unmarked Clothing Book. The second Friday of each month we will be displaying lost property that has accumulated during the month in the laundry. This occurs occasionally as labels fall off from time to time. This will be held in the Entertainment Room from 9.30am until 10.30am.



15-minute Turkey San Choy Bow

Ingredients

- 500g Steggles Turkey Mince
- 250g pkt Coles Microwavable Black Rice
- 8 iceberg lettuce leaves, trimmed
- 1/3 cup (80ml) Coles Thai Style Lime & Chilli Dressing
- 1 carrot, peeled, cut into long matchsticks

Instructions

Heat a non-stick frying pan over high heat. Add the mince. Cook, stirring, for 5 mins or until the mince changes colour and is cooked through.

Meanwhile, heat the rice following packet directions.

Add the rice and half the dressing to the mince mixture in the pan. Stir until combined and heated through.

Divide the lettuce leaves among serving plates. Spoon the mince mixture into the lettuce leaves. Season. Top with carrot and drizzle with the remaining dressing to serve.

Serves 4





Recipe from taste.com.au

Serves 4

Turmeric, Lentil and Lemon Soup

Ingredients

- 2 tsp extra virgin olive oil
- 1 large red onion, finely chopped
- 3 celery sticks, finely chopped
- 2 garlic cloves, crushed
- 2 tsp finely grated lemon rind
- 1 tsp turmeric
- ½ tsp ground cinnamon
- ½ tsp dried chilli flakes
- 500ml (2 cups) Massel Vegetable Liquid Stock
- 135g (¾ cup) French green lentils, rinsed, drained
- 2 vine-ripened tomatoes, chopped
- 150g green beans, trimmed, sliced
- 100g chopped kale
- 1 tbsp fresh lemon juice
- 2 tbsp chopped fresh coriander
- Natural yoghurt, to serve (optional)

Instructions

Heat the olive oil in a large saucepan over medium heat. Add the onion and celery. Cook, stirring occasionally, for 5 minutes or until softened. Add the garlic, lemon rind, turmeric, cinnamon and chilli flakes. Cook, stirring, for 1 minute or until aromatic.

Add stock, lentils, tomato and 750ml (3 cups) water to the pan. Bring to the boil. Reduce the heat to low and partially cover. Simmer for 30 minutes, until lentils are tender.

Add the beans and kale to the soup. Stir to combine. Simmer for 3-4 minutes or until the beans are tender-crisp. Stir in the lemon juice and season with pepper. Stir in the coriander just before serving. Serve topped with a dollop of yoghurt, if you like.

Introducing our New Finance Manager

Belinda Coombs
Finance Manager

Where did I come from?

I grew up on a farm in a small town called Maroota, about an hour north-west of Sydney's CBD.

Life was lively with four brothers and plenty of animals – cows, rabbits, chickens, goats, guinea pigs, dogs, and cats. Mum tended a massive veggie garden, while Dad worked as a plasterer.

In 2002, I met and married my husband, Paul. We moved to the North Coast, where he grew up, with our first child, Matthew, who was just three months old at the time. We bought a cane farm in Woodburn with a small, old, broken-down house on stilts. Over the next few years, we transformed it into a home. In 2005, our daughter, Natalie, was born, completing our family.

How did I get here?

In Sydney, I worked for various companies, managing finances across industries like software development, telecommunications, and manufacturing. When my daughter started preschool, I retrained as a tax accountant and started my own business as a tax agent, working from home.

After 11 years of running my business, I decided to work for a local employer. Working for yourself can sometimes feel like you're always working! I spent a few years in public practice in Alstonville, then became the Finance Manager at Ballina RSL Club before joining Crowley in late 2024.

At Crowley, the Finance Team handles a variety of tasks, including paying bills, issuing invoices, maintaining records, preparing management and government reports, and assisting families with financial questions during entry.

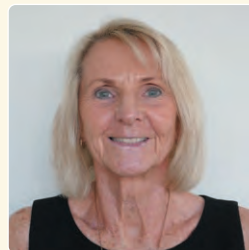
What I believe

- “For God so loved the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life.” – John 3:16
- In a world where you can be anything, choose to be kind.
- If you're going to do something, give it 100%, or don't do it at all.

It's great to be here! If you see me around, stop and share your story – I'd love to hear it!



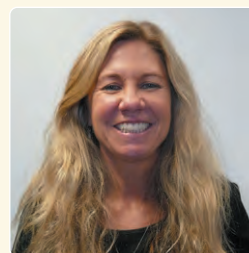
Accounts Team



Katrina - Accountant



Lauren - Supervisor



Tara - Officer

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Shanna
Residential Care



Thomas (Tom)
Residential Care



Guy
Residential Care



Leanna
Residential Care



Paul
Maintenance



Kayla
Hotel Services



Lynne
Hotel Services

Focus on Quality

What's new in 2025?

Michelle Golding
Quality Manager

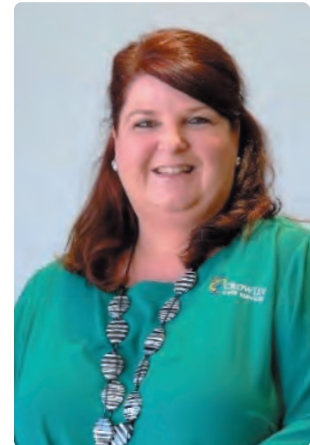
The new Strengthened Aged Care Quality Standards (SACQS) will come into effect on 1 July 2025 as part of a broader reform of the aged care sector in Australia.

These revisions are in response to recommendations made by the Royal Commission into Aged Care Quality and Safety in 2021. The Royal Commission highlighted the need for improved quality of care, transparency, and accountability in aged care services.

As a result, the Department of Health and Ageing has strengthened the standards to ensure that aged care providers deliver safe, respectful, and high-quality services. The Aged Care Quality and Safety Commission will expect all aged care service organisations to be fully compliant with these enhanced standards from 1 July.

The Strengthened Aged Care Quality Standards introduce several important changes that focus on elevating the care experience and outcomes for older Australians. Below are the core elements of the new standards:

- Person-centred care
- Increased accountability and transparency
- Workforce quality and training
- Improved safety and health outcomes
- Cultural sensitivity and inclusion



And some of the key changes include:

- Simplified, comprehensive and measurable
- Strengthened focus areas
- Each standard has:
 - Intent and expectation statement
 - Outcomes and actions
- Overall:
 - Currently 8 standards to 7 standards
 - Currently 42 requirements to 33 outcomes with 146 supporting actions



The SACQS are included in the new Aged Care Act and will commence in line with the new Aged Care Act. The SACQS align closely with the new Statement of Rights (which replaced the Charter of Aged Care Rights and the Code of Conduct for Aged Care).

Crowley is transitioning to the new Aged Care Quality Standards with implementation and compliance across Home Care and Residential Care.

During this transition period, we will be:

- Aligning our systems, policies and practices with the new Standards and identifying gaps for improvement
- Supporting staff to provide and attend training to understand the requirements of the new Standards
- Supporting residents and their families, carers and representatives to understand what the changes mean for them
- Providing resources to assist with this transition

Resources are available online from Aged Care Quality and Safety Commission www.agedcarequality.gov.au

Strengthened Aged Care Quality Standards



Staff Recognition Presentation 2024

Our staff got their disco groove on for our end of year Staff Recognition event

Our 2024 Staff Recognition Presentation recognised those who excelled in their positions, went above and beyond, or extended themselves through professional development or further education.

We had several award categories on the night, ranging from Educational Achievement Award, Years of Service, Team Award, and Buddy Team Award.

Years of Service

25 years	Johno
20 years	Kelli and Linda
15 years	Adele
10 years	Peni, Debbie, Haydn and Alisa
5 years	Steven, Bin, Raj, Vicki, Janice, Elaine, Nia and Natalia

Special Recognition Award

The Special Recognition Award is awarded to staff members who have gone above and beyond their day-to-day duties:

John, Leonie, Amber, Melba, May, Tanya, Brad and Lynda.

Team Award

Human Resources Team:
Shannon, Carole and Kathy.

Buddy Team Award

Tim and Andy.

Educational Achievement Award

We recognise staff who have undertaken further education during the year. We congratulate these staff members and thank them for the investment they made in furthering themselves professionally and personally.

Cert III in Individual Support (Ageing):

Hollie, Janet, Mon, Amber

Master of Nursing – Specialising in Chronic Diseases and Ageing:

John

Advanced Diploma in Hospitality Management:

Tony









We would like to acknowledge and thank our sponsors for the amazing gifts and donations that we received for the night for our staff. The contributions are greatly appreciated.

Ballina RSL
 Ballina Tenpin Bowl
 LJ Hooker Ballina
 Ramada
 Nestle
 PFD
 Cherry Street Sports

North Coast Wholesale
 & Distribution
 Thai By Night
 Bunnings
 LA Cucina di Vino Restaurant
 The Cellar Ballina
 Ballina Blossoms

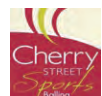
Shirley's Flowers
 Sublime
 Tamar Village Pharmacy
 (Terry White)
 Zarraffa's Coffee Ballina
 Henry Rous Tavern
 Out of the Blue Adventures



BALLINA TENPIN BOWL
"Where the good times roll"



RAMADA
 HOTEL & SUITES BY WYNDHAM
 BALLINA BYRON



NORTH COAST
 WHOLESALE & DISTRIBUTION

THAI BY NIGHT
 RESTAURANT by Chalee

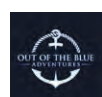
BUNNINGS
 warehouse

la Cucina di Vino
 Ristorante Italiano



Shirley's Flowers
 Ballina Florist

sublime
 clothing



Making Feedback Flow

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

Michelle Golding
Quality Manager

Home Care client

- The thoughtfulness and kindness associated with the gift is indicative of the spirit of compassion we have experienced since Crowley accepted the management of our Home Care package. Thank you and may we wish you and your families the peace and joy of Christmas.
- To say thanks for the beautiful Christmas lunch put for Serpentine Missingham and Riverview. Presentation to walk in to beautifully set tables with fruit punch, beer, wine, water, and a lovely roast pork and veggies. Then pavlova coulis finished with a sprinkling of edible flowers. To all staff, we say thank you even Helen for the great entertainment all well done. To Tony and the team getting our hot meals – amazing; we are blessed to be in a wonderful facility with such passionate people. Of course, Santa is the best!

Residential Care family

- We want to thank you for the incredible care and attention you give to our dad. Your compassion and dedication make such a difference in his life, and we are so grateful for all the support and kindness you show him every day. It gives us peace of mind knowing he is in such good hands. With warmest thanks.
- Thank you for the beautiful flowers and caring message I received following the death of my father. I am truly thankful for the loving care that Dad received at Crowley. You have fostered a genuinely loving, kind and compassionate culture and also one that is responsive, efficient and often. I'm so very happy that Dad was cared for at Crowley. I wish you all the very best. Warmest regards.
- Thank you for all of the care and support you have shown Mum and our whole family during our sad times and our happy times in 2024.
- Congratulations on the carols – 10/10 community spirit, staff connection, food, wait staff and entertainment.
- All the staff are gorgeous. Thank you so much for your warmth, care and energy.
- A heartfelt thanks for the respect, love and expert care given to our mum and grandma by all members of the Crowley team.
- To Tony and the Christmas lunch team. Congratulations on a wonderful Christmas lunch. How fresh and tasty was the food and an amazing variety of food that residents and family enjoyed – well done. I have never been to a Crowley Christmas lunch and this one exceeds all my expectations. The quality, the variety and the presentation were first-class. The staff serving were kind, thoughtful and happy, attending to everyone's needs and wants. Everyone says older people love sweet things and the desserts were an absolute favourite. To work on a public holiday is one thing, but to pull off what the team did today, especially on Christmas Day, was indeed very special. Thank you, and god bless for providing this opportunity to have a special lunch with Mum and Dad.

Residential Care family

- The meal was lovely and the decorations were absolutely beautiful. Well done to the whole team. It was such a wonderful way to be able to celebrate Christmas with our nan. Thank you.
- Absolutely wonderful – the food was amazing and the staff were friendly and helpful.
- Another wonderful Christmas lunch hosted by Crowley Care. Delicious food and plenty of it, thank you to all for another memorable Christmas for 2024.
- You need to know that you have created a truly beautiful Christmas celebration. I have been looking forward to this since Boxing Day last year. 5/5 food, 5/5 staff, 6/5 pulling it all together.

Residential Care resident

- Well, what do you say – absolutely beautiful! To Crowley Management, Tony and staff, thank you so much for such a beautiful Christmas lunch, “nulli-secundus” – second to none. To all the staff who worked so hard to help make this such a great occasion. All of our family enjoyed the lunch very much. Thank you all once again.
- To the caring night staff, it is so comforting to know you are out there. Keeping smiling and taking care.



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 word search puzzle, and be sure to come back for next month's Chatterbox to find the solution, like those on page 51 for the quiz 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 does Christmas commemorate?

The birth of Jesus Christ

2 When is Boxing Day?

26th December

3 Which Christmas carol was originally written in German and called "Stille Nacht"?

Silent night

4 What type of musical comedy stage is performed at Christmas time?

A pantomime

5 Which festive table decoration contains a joke and a small gift?

A Christmas cracker

6 Which calendar counts the days in anticipation of Christmas?

An advent calendar

7 Which ballet is particularly popular during the Christmas season?

The Nutcracker

8 At what time is the Queen's Christmas message broadcast on Christmas Day?

3 pm GMT

9 What is traditionally hidden inside a Christmas pudding?

A coin

10 Which country started the tradition of putting up a Christmas tree?

Germany

11 What is Santa Claus called in France?

Pere Noel

12 What is the tallest Christmas tree ever?

Seattle, Washington, measuring 221 ft tall

13 What pop singer has been named the Queen of Christmas?

Mariah Carey (All I Want for Christmas is You)

14 What kind of bird has gone away in Ella Fitzgerald's Winter Wonderland?

Bluebird

15 Who was the star of the Christmas movie "Jingle all the way"?

Arnold Schwarzenegger

16 Who was the star of the movie "White Christmas"?

Bing Crosby

17 Who spies on kids and reports back to Santa?

Elf on a shelf

18 Which Christmas sweet is sometimes referred to as a peppermint stick?

Candy cane

19 What would you be drinking if you had a Gluhwein?

Mulled wine

20 Which was the first country to issue a Christmas postage stamp?

Canada

'Round the Traps'

Happy birthday!



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.