

# the chatterbox

NEWS FROM CROWLEY CARE

JULY 2021



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**Cover photo**  
Independent Living Bowls Group



## A Moment with Kelli

Hello everyone,

I'm standing in for Michael this month as he takes a short break.

We have some great news to share with you regarding the ongoing development of our site here at Crowley.

You may be aware we have a site Master Plan, approved by our Board some years ago. The Board recognised the need to address the increasing aged population on the Far North Coast whilst ensuring Crowley maintains a high standard of accommodation and services that meet community expectations now and into the future.

To help meet that demand the next step in our development will be the construction of the Florence Price Place Apartment complex, (the "FLO" redevelopment) for which a Development Application is currently before Ballina Council.

When complete the "FLO" development will consist of 26 self-contained Seniors Living apartments in a connected two storey building.

The project includes a multi-purpose community space and a number of communal outdoor spaces including courtyards. It consists of two connected buildings which form a welcoming "U" shape at the end of Florence Price Place.

The building plan maximises the number of north facing apartments creating natural ventilation and outlook.

Our Vision, as always, is to provide inspirational living experiences for our residents. This has been central to the design that includes: accessible and independent homes that focus on what matters to residents from internal finish to a clear way-finding and connectivity; a 'relaxed' coastal-park like lifestyle; privacy and security for each resident whilst fostering a sense of community. All the things we love to achieve at Crowley.

Over recent months we have been working hard to relocate impacted residents with the majority now matched with a new unit. The first couple of residents have already made the move to their new homes with the help of our Independent Living Team taking care of everything to make it as seamless as possible. Shirley who recently relocated said: "I have just moved into a new unit and I am so very happy. I have been looked after with so much love and care including from Paige, David and Jenny. It is a new stage in my later years. I hope to spend many years here with new friends. Thank you – Thank you Crowley for such care."

You can learn more about the "FLO" redevelopment by visiting the display in the Crowley Education Centre building. We are very excited about the next stage at Crowley.



### Events and volunteers

As we return to more Crowley events and activities we welcome back some special members of the Crowley Family, our volunteers and entertainers.

Our volunteers provide amazing support for many of our leisure and lifestyle activities. And we currently have opportunities for new volunteers to join us to support our activities, the transport of our residents and for one-on-one support with our residents.

So if you know someone who you think might make a great Crowley volunteer, please have them contact us.

Of course the way we run our events and activities now has to take into account COVID safe practices, evolving medical and government advice such as vaccination and restrictions depending on the number of cases in the Australian community and the risk to our special little part of the world.

A small price to pay to keep ourselves and each other safe.

Warm regards, Kelli

A handwritten signature in black ink, appearing to read 'K Potts'.

*Kelli Potts*  
*Executive Manager Operations and Finance*

## Catch Up with Kelli

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

### Power outages and our preparation

Recently Essential Energy advised Crowley of two upcoming significant power outages. The first outage will occur on 1 July 2021 and will affect Cherry Street including Crowley. Both outages are programmed to last for a minimum of six hours commencing from 8.30am and ending no later than 3.30pm.

The second outage will affect Ballina town, including Crowley and is scheduled in the second half of 2021. Whilst no date has yet been set, I've been informed it is likely to be in late August and on a Sunday. We will keep you informed as soon as we have more details on the second outage date.

In preparation I've contacted Essential Energy to discuss the impact on our Independent Living and Residential Care residents. And whilst they are conscious of the inconvenience these outages are required to conduct maintenance and upgrades of the power network and transformer to maintain their operations.

In preparation for the 1 July outage the Crowley team has hired a generator to enable us to run essential services in the Residential Care building. A generator of this size is not available locally and will travel from and back to Brisbane. Despite its size, the generator will only have the capacity to power only about half of our facility's power needs. Therefore, we will focus on running essential services such as lighting and power for equipment, beds, IT and so on. During the outage we will not be able to power items that require three phase power such as air-conditioning and food service trolleys.

A memo with more details of services that will continue on the day has been sent to residents, families and staff.

Fortunately, our kitchen still has access to gas for cooking so there will be a modified menu and food service for the day. A memo with further details on what will and won't be operational in the facility has been prepared for staff, residents and families.

Unfortunately, during the outage, we are unable to provide generator power to the Village. We have sent a memo to all IL residents recommending them to prepare for the day or arrange to visit family or friends outside of the affected zone. Of course, the Crowley IL Team will be around to assist and respond to any questions you may have about preparing yourself for the day.

Thank you for your understanding and support.

Kelli 😊



# Pastoral Care from our Parish

## Fr Peter and Fr Anselm

### Bishop Greg's Sunday Mass Live on YouTube

You are invited to view the Sunday Mass live and on demand from your devices. You can access the livestream by following the link from [www.lismore-diocese.org](http://www.lismore-diocese.org) or by going straight to the 'Lismore Diocese' channel on YouTube.

Time of Live Streaming: Sunday 8.00am.

### Guidelines when attending Mass in both our Parish Churches

- If you are feeling unwell, please do not attend Mass
- Register prior to attending Mass is preferred by ringing the parish office 6681 1048
- QR check-in is also available
- Use hand sanitiser provided at entrance and exit doors
- Sit on crosses (X) allocated in the pews to comply with the required social distancing rules of 2 square metres (families can sit together)
- Singing within the body of our Churches is allowed
- 5 x weekend Masses and 4 x weekday Masses are celebrated each week in our parish
- Our churches are open for private prayer Monday to Friday, please sign the sheet provided when visiting

You are very welcome to our places of worship.



### Weekend Mass Times

St Francis Xavier Church Ballina

Saturday Vigil — 6.00 pm

Sunday — 9.00 am

Sunday — 11.00 am

Holy Family Church Lennox Head

Saturday Vigil—5.00pm

Sunday—7.30 am

*Fr Peter and Fr Anselm*

## Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, music groups and quiet strolls, there's something going on that's perfect for everyone. And our residents have been busy during the last month! Here are some highlights:



*Marj, Dave and Nan out enjoying a Buggy Ride!*



*Joan always gets inspired in craft group.*



*The group assembles for a game of Hoi!!*

Recently residents have started a new activity, the card game UNO. It has proven to be very popular. It's an old time favourite card game enjoyed by all ages. Whilst it being a fun game it also encourages independence, social skills, team bonding and memory building skills. The resident's look forward to their UNO comp each Monday.



# Teddy Bear's Picnic

Crowley has always been a hub of activity and interaction, and this last month has been no exception. Last month our residents enjoyed a Teddy Bear's Picnic in the glorious sun outside on the lawns. It was sunshine and laughter all round at the Teddy Bear's Picnic. Here are some of our favourite snaps from the day. We think the smiles on our residents faces say it all.





# Let's Raise a Cup!

**Sarah McMahon**  
**Marketing and Events Coordinator**

Australia's Biggest Morning Tea at Crowley was a beautiful morning with plenty of nutritious food and treats. And lots of fun!

We welcomed residents, visitors and staff to our annual event where we came together to fundraise for the Cancer Council. Games, raffles and gold coin donations on the day raised more than \$1,100.

Funds received were donated to the Cancer Council to support further research into Cancer prevention and treatment.

Big congratulations to our raffle winner Joanne and the winners of the Lucky Door prizes and games.

We would like to thank Prime Flowers in Alstonville for the generous donation of yellow lilies that decorated our room and were sold on the day to raise funds.









# 24 Hour Registered Nursing Clinical and Nursing Care Team Update

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

The new and expanding structure of our clinical team is exciting for Crowley and likely a first for a Regional Aged Care Residential setting.

Crowley provides 24 hour Registered Nursing and we have added to our RN Team by providing an extra Registered Nurse available throughout the day. This means that not only are clinical concerns dealt with in a timely manner but our RN's are more visible and available to residents and staff in each area.

## **Registered Nurses**

For several years now Crowley has run a post graduate Registered Nursing Program where newly qualified RN's are mentored through their first-year post qualification until they are established and confident in their role.

*Registered Nurses are those wearing the red shirts.*



*Bin, Alisa, Josh, Anne and Jenny.*

## **Team Leaders**

Vital to the RN role are our Team Leaders. Team leaders are allocated to each wing and co-ordinate the day-to-day cares and activities of our residents. They are often the first point of contact for residents and families and work closely with the Registered Nurses to ensure a high standard of nursing care and oversight. Like our RN's we are working towards our Team Leaders covering 24 hours of care delivery, to further enhance and strengthen the RN role.

Team Leaders come to us with a variety of qualifications, including Bachelor of Nursing students, Endorsed Enrolled Nurses and Assistants in Nursing with an additional certificate 4 qualification. The Team Leader role provides a platform for nursing students to learn the skills involved in patient care, communication, and the clinical care requirements in healthcare delivery for older adults. *Our Team Leaders wear a light blue shirt.*

## **Carers**

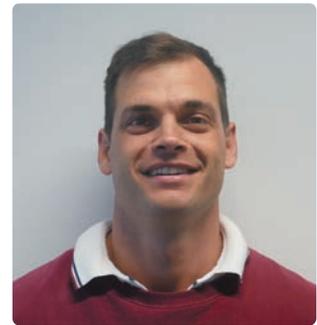
Direct day to day assistance for residents is provided by Carers who report to the Team Leaders and are supervised by Registered Nurses and the Clinical Nursing Team. Many of these carers are also involved in studying for their Nursing Qualifications and are able to enhance their learning as they work, developing experience in the best way to deliver care and provide nursing led outcomes for our residents.

Our care workers have the opportunity to develop long and lasting relationships with residents as they assist in almost every aspect of day-to-day activities and report any concerns to the Team Leaders or Registered Nurses. *Our carers wear a dark blue uniform* and are the cornerstone of our care delivery team.

### Clinical Nursing Team

Sitting alongside all of these roles is the Clinical Nursing Team. This Team consists of a variety of roles and is akin to the “engine room” of Clinical Care delivery for Residential Care. In the past six months this Team has come together, headed up by the Nurse Practitioners (Kelly and Anne) and includes Rehab Assistants (Jono and Kathy), Admission and Pharmacy Co-ordinator (Alisa), Wound Specialist (Josh), Medication Co-ordinator and RN Support (Bin) and Assessment Co-ordinator (Jenny). This team is complimented by Physiotherapists (Marty and Renata) and Occupational Therapist (Kristy).

These Teams work closely with all other areas across the organisation. The Clinical Nursing Team also coordinate mentoring of new staff and new residents entering Crowley. We are very fortunate to have so many different supports to enable Crowley to provide the care and services our reputation is built upon.



*From top left: Kristy, Marty and Renata.*

## Connecting New Enrolled Nurses with Crowley

### **Bridget Challis** Human Resource Manager

On Thursday 20 May 2021, TAFE Ballina’s Head Teacher for Allied Health and Nursing extended an invitation for Crowley to participate in the completion day for the Enrolled Nurse class.

Our HR Officer Anna and I represented Crowley and visited the class to discuss a career in aged care. There were 12 students present and the HR team gave an overview of where an Enrolled Nurse would fit into Crowley and what to expect if they chose a career in Aged Care.

Students were enthusiastic participants and interested in our organisation. We hope that we meet some of them in the future.

### **The new look HR team**

We are delighted to officially welcome Anna to the HR team. Anna is a qualified HR practitioner who joins our HR Manager, Bridget, to make up the Crowley HR team. If you haven’t met Anna, please say hello and give her a Crowley welcome.

## From the IL Desk

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

This month we give a very warm Crowley welcome to Karin Dickson who recently joined the Independent Living Community and feels at home already;

**Why did you choose Crowley?**

Basically because my parents lived at Crowley many years ago in the eighties at 102 St Francis Place, where the lovely Crowley Chapel is. It felt like coming home and was a connection after many years.

**How have you found your move to Crowley?**

I've really enjoyed the move. My neighbours have been very welcoming. They gave me a lovely morning tea to meet them and to welcome me. I feel at home already.

**What are your plans and goals moving forward?**

The main reason I moved back to Australia after many years abroad was to be closer to my sister and her family who live in Brisbane, only a couple of hours away. We plan to spend more time together.

It's great to see after all the years of being away Ballina hasn't been overgrown with high rise developments.



### July is the month of “JulEYE”

A reminder to get your eyes tested this July. Did you know that 75% of vision loss is preventable or treatable if detected early enough, yet every 65 minutes an Australian loses part or all their vision.

JulEYE is The Eye Foundation's eye health awareness month that takes place during July each year. JulEYE has three core aims:

- To raise community awareness of eye health issues
- To raise funding for research projects into the causes and cures of vision impairment and blindness
- To support international development projects whose goals are aligned with those of The Foundation





# Hydrotherapy Reopening

**David Crosby**  
**Customer Service Manager**

With much excitement, we are getting prepared to reopen our Hydrotherapy Pool. We understand many of our residents have missed the health promotion, wellbeing, and treatment benefits of the hydrotherapy pool during its closure.

Whilst there is still some preparation work to do and initially the service will only be open to IL residents as we stagger the re-opening for Crowley residents and Home Care clients.

It must be remembered that the use of the pool is a therapy. All therapy treatments done with risk depending on the health of each individual and this is why all pool users must be assessed by their GP before use.

A Hydrotherapy Pool is warmer than a typical pool, with a water temperature of 33C – 36C. Hydrotherapy is a series of special exercises completed in warm water, assisting with range of motion and strength, used as a treatment for conditions such as arthritis and rheumatic related complaints.

Independent Living residents can now register your interest in using the Hydrotherapy Pool with Customer Service. You will then receive a copy of Crowley's Hydrotherapy User Agreement, which will detail the rules and requirements for use of the pool and the relevant GP forms.

The opening date is yet to be determined, however while the water is warming up and we complete our preparations we invite IL residents to request and complete the agreement in readiness.

We look forward to welcoming our Independent Living residents back to the Hydrotherapy Pool very soon!



# An Afternoon at the Movies

## Penguin Bloom

IL monthly movie will be screening in 2021. Come along to watch the big screen in the Education Centre for a small cost.

Hand sanitising and social distancing seating will apply. Booking essential at Reception.

The details of this month's screening are as follows:

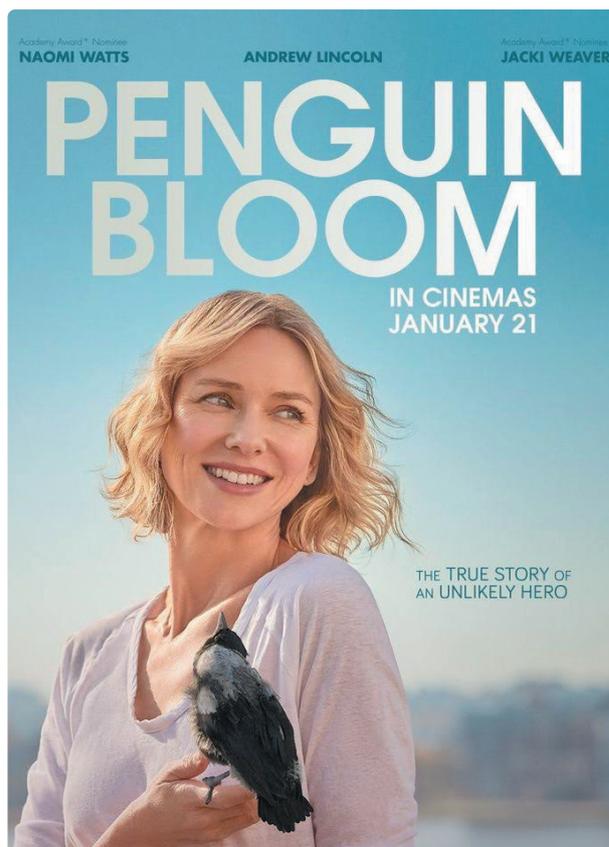
<b>Movie:</b>	Penguin Bloom
<b>Genre:</b>	Drama
<b>Rating:</b>	M
<b>Directed By:</b>	Glendyn Ivin
<b>Written By:</b>	Shaun Grant, Harry Cripps, based on book by Cameron Bloom
<b>Starring:</b>	Naomi Watts, Andrew Lincoln, Griffin Murray-Johnston, Jacki Weaver
<b>Duration:</b>	1h 35min

Based on the best-selling book of the same name, the film tells the story of Sam Bloom, a young mother whose world is turned upside down after a shocking, near-fatal accident leaves her paralyzed. Sam's husband, her three young boys and her mother are struggling to adjust to their new situation when an unlikely ally enters their world in the form of an injured baby magpie they name Penguin. The bird's arrival is a welcome distraction for the Bloom family, eventually making a profound difference on Sam's life, teaching her how to live again.

### Reviews

"This true story can be intense at times, but it has a lot of heart. There are moments in "Penguin Bloom" where you feel time is standing still or moving especially slowly."

- *Comon Sense Media*



## Crowley Screening

<b>Movie:</b>	Penguin Bloom
<b>When:</b>	Wednesday 14 July
<b>Where:</b>	Crowley Education Centre Room 2 (upstairs)
<b>Time:</b>	1.00pm
<b>Cost:</b>	\$2.00
<b>RSVP:</b>	To Crowley Reception by Monday 12 July

## Book Club

This month's read, "The Other Half of Augusta Hope" by Joanna Glen evoked plenty of discussion. Some loved it, especially the quirky character of Augusta, while others found it wordy, drawn out and too predictable.

The author skilfully weaves the stories of Augusta and Parfait, told in alternate chapters. Both are struggling to find a place in the world but coming from very different places.

Augusta has always been "different". At eight she chooses her favourite country, Burundi, as she likes the sound of it. As an adult she has no interest in her small town where she lives with her parents and twin sister, Julia, who is the opposite of Augusta. Parfait is a refugee from Burundi. He ultimately settles in Spain where he eventually meets up with Augusta (surprise, surprise). Tragedy has upended both their worlds and they are determined to find where they belong.

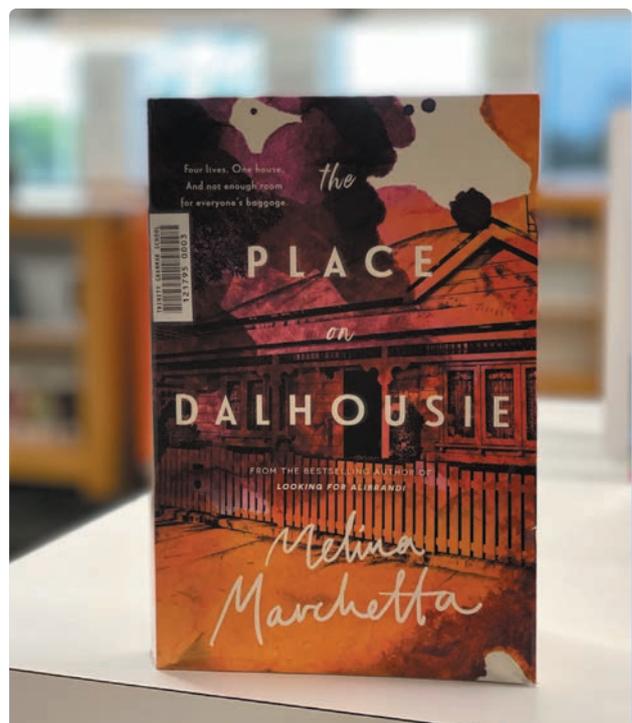
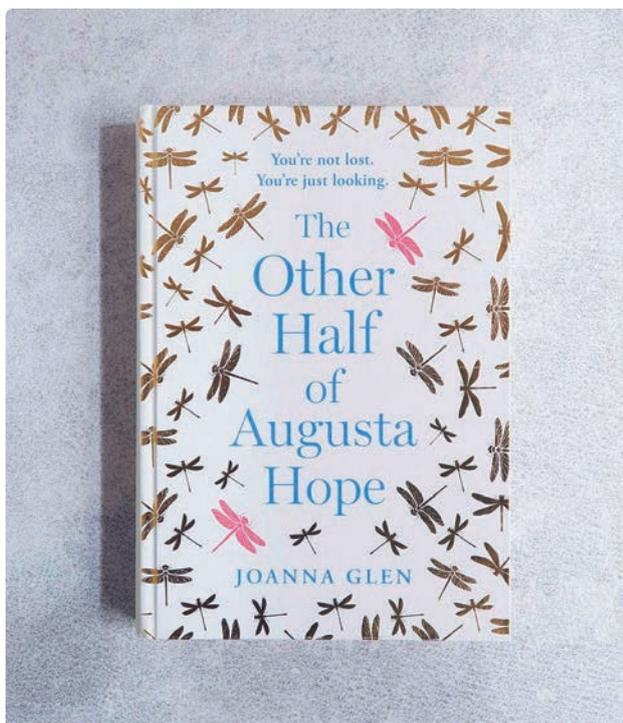
The book tackles grief, loss, suicide, the trauma of civil wars, the refugee experience and disability. However, it is ultimately a joyful, profoundly hopeful story. Everyone loves a happy ending!

We never did discuss what was the "other half" of Augusta Hope.

Our next meeting is on 15 July when we will discuss "The Place on Dalhousie" by Melina Marchetta. Four lives, one house and not enough room for everyone's baggage – a story about losing love and finding love; about the interconnections of our lives and the true nature of belonging.

Until then...

Happy reading!  
Marion.



A colorful illustration featuring various food items and a fork. On the left, there's a large red pepper, a red chili, and some yellow and orange shapes. In the center, the text 'IL MEN'S BBQ' is written in a bold, orange, hand-drawn font. On the right, there are several sausages, a red tomato, a red chili, and some green and yellow shapes. A large black fork with a wooden handle is positioned at the bottom right.

# IL MEN'S BBQ

**When:** Thursday 22 July

**Time:** 12.00pm

**Where:** Activity Centre BBQ Area

**BYO:** Drinks

**RSVP:** By Monday 19 July to Reception  
*Essential for catering*

## **COVID ETIQUETTE APPLIES**

Hand sanitising, social distancing and the need to remain seated at all times will apply.

Limited 10 people per table. Bookings essential at Reception.

**Activity Centre is closed but facilities are available in the Education Centre.**

**QR Code Check-in**

# HIPPY DRESS UP DAY



**Thursday 29 July**

**ALL STAFF AND RESIDENTS ARE INVITED TO  
DRESS UP IN APPROPRIATE  
HIPPIE THEMED ATTIRE**

**Please note name tags and regulation  
shoes must be worn**

## 70 Years Married and Still in Love

In 1951 when Crowley Care residents Stan and Elaine got married, Australia was a very different place. Robert Menzies was Prime Minister; television had not hit our shores and a loaf of bread cost a mere 12 cents.

Across the decades one thing has remained constant - Stan and Elaine's enduring love for one another.

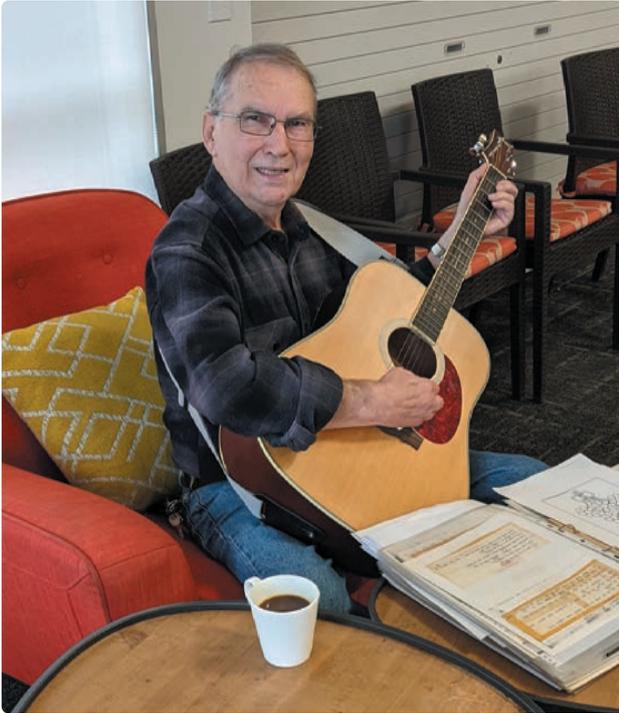
When Stan was asked what he loves most about Elaine he said: "Where do I begin? I simply love every little thing about her." Whilst Elaine enthused, "Stan is a wonderfully caring human and I've deeply appreciated this over the years. Across the years we have been blessed to have family and friends around who support us."

On Stan and Elaine's wedding day in Annandale, Sydney, the church experienced a blackout. It meant Elaine had to walk down the aisle lit by romantic candlelight. And the romance has continued ever since.



# Home Care Client Profile

## Harry Briguglio



Harry was born in Sicily, Italy in 1946 and lived there for most of his childhood. When not in Sicily he spent time from age five in Susa in Northern Italy, near Torino.

Harry has one brother and two sisters. Harry's brother Ben lives in London working as a musician. His sister Rita works in local government, and Maria is a doctor.

Harry recalls his father was a very good man. He knew everyone and would often say "you see things, but you don't see things". Harry's father worked in the markets buying and selling and he would take young Harry to work with him.

Harry's mother was 'a smart businesswoman' and she owned Motels. The best Motel was right on the beach in Sicily.

In 1962 Harry's family, including his parents and siblings, emigrated to Sydney.

Harry moved to Australia because his uncle was living in Queensland and he would write to his father in Italy suggesting that they move to Australia. It took 30 days to get to Sydney on a ship called 'Sydney'.

When Harry arrived he worked in different places with friends until his English improved. He then moved into security services where he worked his way up to being in charge. Harry also worked as a paid musician playing guitar and singing five nights a week with a group called the Buccaneers.

Harry met his wife Maureen at this time. After learning he was from Sicily, Maureen asked "Would I be safe if I went to Sicily?", to which Harry replied "Yes, if you keep your mouth shut."

Harry and Maureen married in Randwick and went on to have one child, Nunzio, who as a young adult went to university and became a scientist. Harry has one granddaughter Jennifer who resides in Melbourne. Harry says with great emotion: "Jennifer is my world and I love her dearly."

Harry and Maureen lived on three acres in Goonellabah. Sadly Maureen passed away nine years ago.

Music remains a passion for Harry and his interests involve spending time with close friends including Sandra and Mick.

Harry feels he has been very lucky in his life and the best decision he has ever made was to marry Maureen.

Harry's favourite food is the food he cooks for himself, especially eggs and pasta.

His most precious memory is when his wife Maureen came to him and told him she was pregnant with their baby.

# Community Connections

## Evans Head

Evans Head is surrounded by national parks – Broadwater to the north and Bandjalung to the south. There are walking trails - koalas on the Gummigurrah walking track, freshwater lagoons, sprawling wetlands, thousands of birds all on a 3.3km loop in the Bandjalung National Park.

Evans Head has an estuary of calm water that divides the town. Perfect for kayaking, canoeing and stand-up paddle boarding. Jerusalem Creek in the Bundjalung National Park is another popular waterway for paddling. Airforce Beach is extremely popular with 4WD enthusiasts, beach anglers and dog owners. The Evans Head Fishing Classic is celebrated each year, a tournament held every Winter school holidays that attracts fishers of all experiences and ages.

Evans Head also boasts a fascinating military heritage too. The heritage-listed aerodrome was one of the largest Royal Australian Air Force training bases in World War II. You can explore the history at the Evans Head Living Museum with a collection of military aircraft in the Evans Head Memorial Aerodrome Heritage Aviation Museum.

**Razorback Lookout** – overlooks the NSW North Coastline and Evans Head Township.

The lookout is wheelchair accessible and is fitted with excellent barbecue and picnic facilities, public toilet facilities and ample parking spaces making it the perfect spot to enjoy the picturesque scenery of our beautiful region. You will find a large anchor dated back to the early 1900's with an interesting story with information regarding the headland and traditional custodians. Use the newly installed binoculars for whale watching and the rolling hills of the hinterland.

**Goanna Headland** – one of the most easterly points on mainland Australia and where Queen Elizabeth II flew into during her Royal visit to Australia in 1954.

Dirawong Reserve, also known as Goanna Headland, has been the mythological place of origin of the Bundjalung Nation for thousands of years. The walking trail takes you across the headland and around the breathtaking coastline.

**Chinamans Beach Evans Head** – a short drive from the Evans Head township, bound by native bushland of the Bundjalung National Park and the Dirawong Reserve. The walking track from the car park will take you to one of the most peaceful spots along the North Coast with endless coastal views. Snapper Rocks to the south feature's large grassy headlands and spectacular views of the surrounding coastline. There are many rock pools at low tide to be explored in the area between the beach and New Zealand Beach before walking to Snapper Rock.





# Under The Sea

**Tony Baldwin**  
**Hotel Services Manager**

National Fish and Chip Day was celebrated last month with Crowley hosting a lunch for residents, staff, and visitors. And we dressed for the occasion with a fun dress-up theme 'Under the Sea'.

The free fish and chip event was part of International Fish and Chip day held worldwide on the first Friday of June each year.

On the day we served 367 free serves of fish and chips, used 40 kg of fish bites and 53 kg of chips, 4 litres of tartare sauce and 150 lemons.

It was a great day for all and so nice to be able to call on our wonderful suppliers who jumped onboard once again. Thanks to PFD Food Service who sponsored some of the products for us with donations from Pacific West Seafoods, Edgell chips and McCann's chips.









# French Toast with Plum and Rhubarb

Make breakfast time special with this succulent stack of French toast, rich with the flavours of rose-coloured rhubarb and ruby-red plums.

## Ingredients

- 4 firm ripe plums, halved, stoned
- 1 bunch rhubarb, trimmed, cut into 5cm lengths
- 1 cinnamon stick
- 2 whole star anise
- 1/2 cup (125ml) maple syrup
- 1/4 cup (60ml) orange juice
- 2 eggs, lightly whisked
- 1/2 cup (125ml) milk
- 2 tbsp caster sugar
- 1/2 tsp ground cinnamon
- 20g butter
- 6 x 2cm-thick slices day-old Sourdough Vienna, halved
- Double cream, to serve
- Orange zest, to serve
- Icing sugar, to dust

## Instructions

Preheat oven to 180°C. Line a large roasting pan with baking paper, allowing sides to overhang. Arrange the plum and rhubarb in the lined pan. Add the cinnamon stick or quill and star anise. Drizzle with maple syrup and orange juice.

Bake for 15 mins or until plum and rhubarb are tender but still hold their shape. Set aside for 30 mins to cool.

Whisk the egg, milk, sugar and ground cinnamon in a large shallow bowl. Melt half the butter in a large frying pan over medium-low heat. Dip half the bread in the egg mixture for 20 secs. Transfer to the frying pan. Cook for 1-2 mins each side or until golden brown and just cooked through. Transfer to serving plates. Wipe pan clean. Repeat with remaining butter and bread.

Top the French toast with cream, plum and rhubarb. Drizzle with juices from the roasting pan. Sprinkle with orange zest and dust with icing sugar.





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

## Mixed Mushroom and Sage Risotto

**Stir up a storm with this rich and creamy mixed mushroom and sage risotto, perfect for a warm winter dinner.**

### Ingredients

- 2 tbs olive oil
- 1 medium brown onion, finely chopped
- 2 garlic cloves, crushed
- 200g Swiss brown mushrooms, sliced
- 1 1/2 cups arborio rice
- 3 cups Massel salt reduced chicken style liquid stock
- 1/2 cup dry white wine
- 1/4 cup fresh sage leaves
- 150g button mushrooms, quartered
- 100g enoki mushrooms, trimmed
- 1/2 cup finely grated parmesan cheese

### Instructions

Preheat oven to 180°C/160°C fan-forced. Heat half the oil in a large, heavy-based flame-proof casserole dish over medium heat. Add onion, garlic and Swiss brown mushrooms. Cook, stirring, for 5 minutes or until softened.

Add rice. Stir to coat. Add stock and wine. Stir to combine. Bring to the boil. Cover with foil. Transfer to oven. Bake for 17 to 20 minutes or until liquid has almost absorbed.

Meanwhile, heat remaining oil in a frying pan over high heat. Add sage leaves. Cook for 1 minute or until crisp. Transfer to a plate lined with paper towel. Add button mushrooms to pan. Cook, stirring, for 5 minutes or until tender. Add enoki mushrooms. Cook for 1 minute. Remove from heat.

Remove dish from oven. Stir in cheese. Season with salt and pepper. Divide between bowls. Top with mushroom mixture and sage leaves. Serve.

## Update from Maintenance

### Albie Viel Maintenance Manager

Each year the NSW Fire Brigade attends approximately 4,500 residential fires in NSW - approximately 50% of them start in the kitchen.

Over 30% of these call outs happen in the winter months. The Fire Brigade advertise Check Lists for the public to help reduce potential hazards.

In our Village, risks are reduced by co-ordinators calling on residents, the effective cleaning of residences, maintenance staff carrying out annual smoke detector checks and the good work of our residents.

#### Tips to stay safe:

1. For residents who use an electric blanket, test the blanket by lying flat, and then switch it on for five minutes before putting it on the bed. Ensure the lead is not frayed. If there is any doubt about the blanket it can be electrically tested by Crowley's Maintenance Team
2. Remove the lint from the dryer every time it is used. Ask your cleaning provider to ensure this task is carried out
3. In the event of power failure use a torch never candles
4. Ensure when using portable heater, the lead and heater does not come a trip hazard or are located near soft furnishings
5. Ensure your range hood and filters have been cleaned to remove the build of grease or replace the filter
6. Switch small appliances off when not in use
7. Unused power board outlets facing upwards should have plugs in them to prevent the build up dust settling in the sockets

Coming into winter there have been numerous requests for air conditioning checks and resets.

#### Tips for air conditioning use:

- For those who do not use their air conditioning unit regularly, check the remote to see if the screen display is on. If not replace the batteries and turn the air conditioning on to see if it is still working
- Air cons are set on the winter mode at 24 degrees or preferred temperature and moderate fans. If you set on Auto Fan the air is circulated and people feel it is cold air blowing on them
- To make better use of your air conditioning unit close the door to rooms that don't need heating
- For units that face South, turn the air conditioning on in the afternoon so less energy is used to warm a colder unit at night. Turn the air-conditioning off overnight



# 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!

- Fill in a Feedback Card and pop in the Suggestion Box in the Foyer, or
- Send us an email to [info@crowley.org.au](mailto:info@crowley.org.au), or
  - Call us on 1300 139 099



# Crowley Connections

Kristy Harper, Contractor Occupational Therapist/Therapy Team

## A love of love stories

I've been working as a Contractor Occupational Therapist at Crowley for the past 18 months and absolutely love it.

I was raised in a small mining community in Queensland called Moranbah and am the youngest of four children. I always knew I wanted to work in health and at an early age decided I was going to be an Occupational Therapist after my eldest brother was in a motorbike accident.

I've been working as an Occupational Therapist for 16 years and have travelled the world working in this career. I have travelled to 41 countries and worked in large hospitals in London for much of my youth. I was hopeful to marry a royal while in England however was unsuccessful so I returned to Australia in 2012 as I missed the beautiful blue sky and the smiling faces of the Aussie culture, and that year, I met my husband.

I have since settled in Lennox Head with my husband Ben and my two daughters Millie (age five) and Elsie (age three).

Now life looks a little different. Less adventurous travel and more playing in playgrounds, swims at the beach, camping weekends and dance parties in the lounge room with my daughters.

Soon after having my first daughter, I decided that I wanted to train as a Marriage Celebrant, as I have always loved love, and with the Northern Rivers being such a popular place to have a wedding, it was the perfect professional calling for me.





I have always loved hearing people's stories, particularly how they met their life partner and what they look forward to in their lives together, and I feel truly blessed that I now have the opportunity to meet couples at the beginning of their life's journey and be a part of celebrating their wedding day.

I am also so privileged to see the beautiful vintage wedding photos of the residents at Crowley and get to hear their stories and reminisce about their wedding day, their marriage and where life has taken them.

I think it's a beautiful balance of youthful love and true-life experience and I feel honoured to hear and share their stories.



# Welcome to Team Crowley



**Chloe**  
Residential Care



**Nurit**  
Residential Care



**Sunny**  
Residential Care



**Sam**  
Residential Care



**Tracey**  
Residential Care



**Josh**  
Residential Care



**Joby**  
Residential Care



**Brad**  
Home Care



**Jenny**  
Hotel Services



**Dakota**  
Hotel Services

CROWLEY CARE



# STAFF RECOGNITION PRESENTATION

2021

## **NOMINATIONS NOW OPEN FOR: CROWLEY COMMUNITY GRATITUDE AWARD**

Have you come across a Crowley Staff Member who has gone above and beyond or who you have seen supporting our Crowley community in an exceptional way?

We would love to receive your nomination for a staff member who you think deserves a little bit of extra recognition for a job well done.

Email nominations to: [smcmahon@crowley.org.au](mailto:smcmahon@crowley.org.au)

Alternatively, complete a nomination form at Reception and pop in the submission box.

**SUBMISSIONS DUE: FRIDAY 6 AUGUST**





# Work, Health and Safety (WHS)

**René Lange**  
**Risk Manager**

Crowley has responsibility for the health and safety of everyone in our workplace, including staff, contractors, volunteers, residents and visitors.

Under work health and safety legislation and common law duty of care, Crowley is legally required to manage the risks associated with running our facility and services.

This entails taking adequate steps to identify and minimise reasonably foreseeable risks. Addressing risks in a methodical manner ensures that important issues are not overlooked, and that due diligence and duty of care are demonstrated.

**A strong WHS culture**

A strong WHS culture has many benefits including: increased staff wellbeing; engagement and retention; improved productivity and most important of all a safer and healthier work place for staff and home for residents.

Aged Care providers with strong WHS cultures, robust safety management systems and active WHS committee's see fewer injuries and ultimately are safer and more enjoyable places to live and work.

WHS committees allow organisations like Crowley to work together with our employees on health and safety by bringing together staff from across Crowley to assist in the development and review of health and safety policies and procedures for the workplace.

Last month Crowley's new WHS Committee members attended a full day of WHS Committee Training.

The aim was to provide members with WHS information and skills, a clear understanding of roles and responsibilities and practical strategies for participating in an effective WHS Committee.



## Focus on Quality

**Michelle Golding**  
Quality Manager

### Charter of Aged Care Rights

The Charter of Aged Care Rights is a single document that sets out the rights of people aged care services that are funded by the Australian Government.

The comprehensive, concise Charter provides the same rights to all consumers, regardless of the type of subsidised care and services they receive.

The Charter of Aged Care Rights sets out the 14 rights that protect our residents and clients receiving care and services:

1. Be safe and high-quality care and services
2. Be treated with dignity and respect
3. Have my identity, culture, and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about my care and services in a way I understand
6. Access all information about myself, including information about my rights, care and services
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. Have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. My independence
10. Be listened to and understood
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf

12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. Personal privacy and to have my personal information protected
14. Exercise my rights without it adversely affecting the way I am treated



Australian Government  
Department of Health



Australian Government  
Aged Care Quality and Safety Commission



**My responsibilities**

**Respect**

*Treat others with respect*

All people involved in aged care, including consumers, their family, carers and visitors are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.

**Safe environment**

*Respect the rights of staff to work in a safe environment*

You are expected to maintain a safe environment for staff members and others. For example, if Crowley is delivering services to your home, keep pets away from staff members and do not smoke near staff.

**Information**

*Assist Crowley by giving relevant information*

It is important you share information about yourself that will help us deliver you safe and quality care.

This may include:

- Up-to-date information, and
- Any problems you have with the provider’s care or services

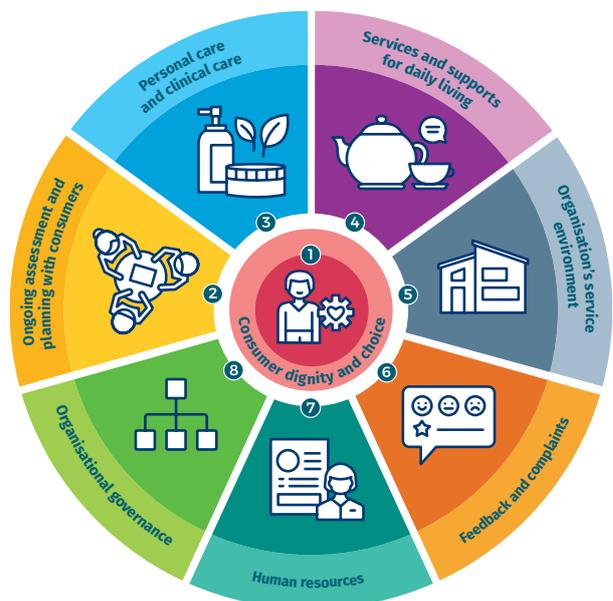
**Fees**

**Pay agreed fees on time**

You are expected to pay any agreed fees on time. If you are unable to pay your fees speak to your provider to find a solution. These responsibilities describe expectations of you as an aged care consumer.

The Older Persons Advocacy Network (OPAN) has a range of resources to support the sector’s understanding of the Charter of Aged Care Rights, including a Charter Information Phone Line, explainer videos and webinars for consumers. For more information you can visit the OPAN website at [www.opan.org.au/charter/](http://www.opan.org.au/charter/)

Copies of the Charter of Rights are available from Reception, online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) or you can email me at [mgolding.org.au](mailto:mgolding.org.au) to receive a copy.



# Making Feedback Flow

**Michelle Golding**  
Quality Manager

## What does the organisation do well?

### This is what our staff had to say in our recent annual Staff Satisfaction Survey!

- Listen to staff concerns.
- Management at top level have always been accommodating and welcoming.
- Good facilities.
- Provider of high-level care. Employs staff with these same high levels of providing care.
- Crowley has always been very supportive of me and treated me fairly and equally. All staff are helpful and will jump in and assist whenever and wherever they have to. During COVID the communication was excellent to keep everyone informed and safe. The challenges of COVID were extreme and Crowley did exceptionally well. The retention bonus payment was a huge bonus for all staff and greatly appreciated.
- Care for its consumers.
- Creating an environment that enables staff to excel.
- Protect consumers, staff, and families with good intentions i.e., COVID safety and health is a priority that is not taken lightly.
- A happy, bubbly workplace - a nice "vibe".
- Create an enjoyable work environment.
- I believe Crowley is well managed and does extremely well in caring for its clients and staff.
- Inclusive and supportive.
- Activities for the residents.
- Work as a team.
- Make new staff feel very welcome.
- It places those who we care for front and centre. It provides an enjoyable and safe workplace.
- Believes its vision, mission and values.
- Teamwork, friendly and nice people to work with. I like the way they run the place / facility. I observed nurses answering phone right way every time it rings. Hand-over is well delivered and informed. Residents are mostly happy and content with the service, nurses manage well in looking after hearing aids for residents.
- Promotes itself well - has a positive profile.
- Provides a high level of standards and respect towards residents and home care clients.
- Staff are free to choose the shifts they want and days they want to be at work duties.
- Provide a fun, positive, professional and rewarding place to work.
- Residents wellbeing is the centre of the organisation belief.
- Strong vision for continuous improvement in providing a service of excellence for residents and clients.



# The Month of July

July is the seventh month of the year and the fourth of seven months to have a length of 31 days. It was named by the Roman Senate in honour of Roman general Julius Caesar, it being the month of his birth. Prior to that, it was called Quintilis.

It is on average the coldest month in much of the Southern Hemisphere, where it is the second month of winter. The second half of the year commences in July. In the Southern Hemisphere, July is the seasonal equivalent of January in the Northern hemisphere.

Interestingly, July seems to be the month dedicated to freedom, independence and celebrations of country and culture. In Australia we celebrate 'Christmas in July' which is also known as Yulefest or Yuletide. July is generally the coldest month of winter, so celebrations emulate the atmosphere of the northern hemisphere winter.

During July we also celebrate NAIDOC Week. NAIDOC stands for National Aborigines and Islanders Day Observance Committee. NAIDOC Week is usually held in the first full week of July. It is a time to celebrate Aboriginal and Torres Strait Islander cultures and an opportunity to recognise the contributions that Indigenous Australians make to our country and our society.

- July's birthstone is the ruby, which symbolises contentment.
- The birth flowers of July are the Larkspur (Delphinium) and the Water lily. The Larkspur represents positivity while the Water lily is said to be a flower of imagination.
- The zodiac signs for the month of July are Cancer (21 June – 22 July) and Leo (starting 23 July).



## What a Laugh!



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A student, let's call him Kevin, was having an oral exam in philosophy with his professor. Naturally, Kevin didn't study and couldn't answer any of the questions, even the easiest ones. The professor felt pity for him and gave him one last chance.

"Ok Kevin, if you can answer this question you will pass, otherwise you will have to retake the exam. Tell me how many light bulbs there are in this room?"

Kevin knew luck had smiled upon him and started counting the light bulbs on the ceiling. "There are four light bulbs", said Kevin, confidently.

The professor smiled, pulled out a light bulb from his bag and said "Wrong, see you next time!"

Come the next exam, as usual, Kevin was stilled dumbfounded by all the questions. The professor once again asked the same question. "How many light bulbs are there in this room?"

This time Kevin counted carefully and answered sheepishly, "There are five light bulbs?"

The professor formed a sheepish smile once again. "Wrong! I didn't bring any light bulbs today."

Immediately Kevin reached into his pocket and cried "But I brought one!"

# Word Search

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

Celebrate the month of July with a Christmas in July themed word search puzzle!

Santa

Mistletoe

Reindeer

Tree

Celebrate

Stocking

Wreath

Jolly

Bells

Candy cane

Elves

Holiday

Rudolph

Frosty

Christmas

Sledge

# Round the Traps

## Winter Sun



## 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  
6686 2111

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.