

# the chatterbox

NEWS FROM CROWLEY CARE

JULY 2020



# Contents

- 03 A Moment with our CEO**  
Catch up with Michael Penhey on life at Crowley
- 04 Catch Up with Kelli**  
Discover more about Crowley’s operations
- 06 Last Month at Crowley**  
Get the latest gossip on the goings on
- 10 Residential Care News**  
Behind the nurses station at Crowley
- 14 Crowley Connections**  
Meet members of the Crowley team
- 16 Independent Living News**  
What’s been happening in the village
- 18 Home Care News**  
Out and about with the team in pink
- 20 Hotel Services News**  
What the team has been up to
- 21 Recipes from the Chef**  
Delicious and fresh treats to enjoy
- 22 Maintenance News**  
Tips and tricks from the team
- 24 Organisational News**  
News from behind the scenes of Crowley
- 32 Feedback and Comments**  
Compliments and recommendations from you
- 35 Games Corner**  
Try your hand at these mind melting quizzes!

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### Cover photo

The crown certainly did fit as Moyna took her place on the Crowley throne during the celebrations for the Queen’s Birthday.



## A Moment with our CEO

Hello everyone,

It's exciting for our community that we've been able to begin a phased relaxation of our COVID-19 restrictions for our Residential Care facility, in our Village and for our Home Care clients.

Like everyone, we want to get back to normal as quickly as we can. But in so doing we are committed to continuing to reduce the potential for any infection to occur. We still have a number of necessary measures in place that comply with Government requirements whilst ensuring as best we can, the safety of our residents, staff and community.

It's pleasing we can now extend the visit times in our residential care facility and enable visits in residents' rooms. The response from families has been positive as they appreciate the need for us to continue to balance risk and wellbeing. We only have to look at the news to see how important it is for aged care facilities to continue to be as vigilant as they can.

For our Home Care clients we've begun lifting the one-hour service restrictions in the home, meaning our clients will enjoy longer service times once again. From 1 July we also recommenced our Home Care Transport services which is great news for our clients, many of whom are looking forward to getting out and about again with the safety of Crowley services and staff. I thank everyone for their patience as we reorganise our Home Care services to support these new measures.

Whilst in our Independent Living Village we've been able to ease some social restrictions so that our residents can safely enjoy more activities within the village once again. This is a careful balancing act between the safety and the enjoyment of our Independent Living community.

During the pandemic we've used the time to complete some important things behind the scenes that collectively improve the quality of life for our community.

For example, we made decisions to upgrade some key technology and software programs. This includes our new state-of-the-art food services management system Chefmax. It will allow us to better manage



resident menus based on resident's preferences, dietary and nutritional requirements. Just like in a restaurant, staff will use iPads to capture residents' meal preferences which are linked to our chefs and kitchen. It follows a major upgrade of our kitchen and the introduction of high-tech food trolleys that deliver meals just as the chef intended them. It's all part of our plan at Crowley for improved and more personalised experiences for our residents which is the backbone of our quality standards and our organisational Vision.

They say the best in human nature often emerges during a time of crisis. Our community has shown great kindness and consideration over recent months as we "check in" with each other, just to make sure everyone is OK. There is no doubt Crowley is a stronger and more connected community for it.

A handwritten signature in blue ink, which appears to read "Michael Penhey". The signature is fluid and cursive, written over a light blue horizontal line.

*Michael Penhey*  
Chief Executive Officer

## Catch up with Kelli

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

Crowley invests in our staff with education, training, mentoring and personal development. As a responsible employer under the Workplace Gender Equality Act 2012, with a large staff group, we are required to submit a compliance report annually.

We report on gender composition, remuneration, working arrangements, and communications within the workforce. Crowley is required to participate in WGEA reporting. Part of our obligations in reporting includes our requirement to communicate with employees, members, stakeholders and employee organisations and provide access to the report if it is requested.

If you are interested in accessing this document or making comment, please contact Crowley Human Resources on 1300 139 099.



# NBN is Here... Almost

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

As many of you would know, by the numerous letters in your letter box, and phone calls from Internet providers, the Crowley Independent Living Village can now connect the NBN. Well almost everyone. With your INS Lifeguard consoles in place and operating completely independent from your phone and internet connection, you can now arrange to connect to the NBN network if you live in the following area;

<b>St Francis Place</b>	<b>NBN Ready!</b>
<b>St Mark's Close</b>	<b>NBN Ready!</b>
<b>St John's Close</b>	<b>NBN Ready!</b>
<b>Redford Place</b>	<b>NBN Ready!</b>
<b>Florence Price Place Villa's</b>	<b>NBN Ready!</b>

If you are an apartment resident in either St Paul's Close or Florence Price Place Apartments, your NBN is still pending. Crowley's Information & Technology Team are currently working with the NBN Network to have this building NBN Ready very soon. We are completing a 'Test Connection with one of our residents to ensure the building is ready, and remove any potential issue to ensure your connection process is smooth and hassle free. We hope to update you shortly.



## 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:



*Anne was very excited to receive some long awaited news from family. Her excitement was contagious!*



*Clare caught up with her daughter in Barney's Cafe for some coffee and cake.*



*Muriel was overjoyed to be spending time with family. She was spoilt with special treats from loved ones.*



*We spent the afternoon tea tasting, enjoying blends from Earl Grey to Matcha Green Tea (our favourite).*



*We enjoyed scones all round in our special farewell morning tea for our dear friend Jean.*



*Fay enjoyed some Autumn play with our interactive light projections on the Tovertafel.*



*John took a break during our walk to welcome the winter snow flake flowers. What a sight!*



*Gwen and Audrey pottered around the garden while telling a tale or two. Many hands make light work.*



*Thelma joined John in taking a break to wonder at the beauty of the winter gardens during their walk.*



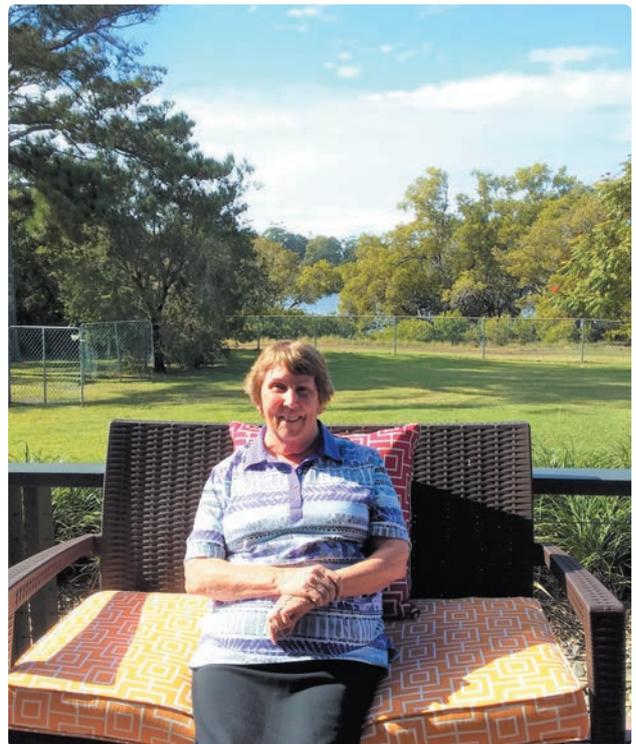
*Ivan and Ruth enjoyed visits from their families. It's always such a treat to see our residents enjoy time with their loved ones. Thank you to our Communications Team for bringing our special families together.*



## Last Month at Crowley

We are always busy here at Crowley, and this last month has been no exception. Residents, families and staff have been making the most of each day, filling it with activities to keep us connected during these times. We think the smiles on our residents faces say it all. Here are some of our favourite snaps from the past month!





# Protecting Crowley During COVID-19

## **Christine Lawton** **Residential Care Facility Manager**

During these unprecedented times since COVID-19 spread throughout the world and changed our lives as we had known it, we have been working to protect residents, staff and visitors in the following ways.

### **Residents**

We implemented in early March that all residents would have their temperature and heart rate attended daily by staff. If someone had a high temperature we would check and see if they had any other symptoms that would have indicated a respiratory infection or flu-like symptoms e.g. sore throat, cough, joint or muscle aches, runny nose or increased fatigue.

If there was an indication that it was flu-like symptoms then we would attend a throat and nasal swab with the resident's permission and send to pathology. We immediately commenced isolation care. This means that the resident had to remain in their room until we received the pathology results and they were symptom free. Anyone entering the room has to wear PPE (personal protective equipment). Pathology results were usually back within 24 to 48 hours.

At this stage we have tested 27 residents and there were no results indicating either Influenza or COVID-19. 97% of residents were able to have their Fluvax this year.

### **Staff**

In April we commenced checking staff temperatures before they entered the facility prior to starting their shifts. If they answered yes to any of the documented questions or they had a temperature then they were not allowed to commence work. They were asked to see their GP or go to the Fever Clinic for COVID-19 testing. Staff were not allowed to return to work until they had received a negative test result and symptoms have subsided. At this stage we have tested 60 staff members with all results negative to COVID-19 and Influenza. All staff at Crowley have had their Fluvax as per the legislation.

We have also had all staff revisit their handwashing competencies.

All Crowley staff have completed Infection Control – COVID-19 online training.

### **Visitors**

When family members or significant people have visited we go through the same procedures that staff are required to undertake. Visitors also bring in evidence of their Fluvax in 2020 as per the legislation. We encourage any visitor that is unwell to not come in for their visit. A call ahead could ensure that another family may be able to take your appointment time. The Communication Team always have a waiting list.



Australian Government

As we get out there again,  
it's up to all of us to

# STAY COVID FREE DO THE 3



WASH  
HANDS



PHYSICAL  
DISTANCE



HAVE  
THE APP

And if you're experiencing cold or  
flu-like symptoms, stay home and speak  
to your doctor about getting tested.

## BE COVIDSAFE

For more information about Coronavirus (COVID-19)  
please visit [health.gov.au](https://www.health.gov.au)



Authorised by the Australian Government, Canberra

# Defining Our Culture at Crowley

**Kelly Roberts**  
**Clinical Manager**

Since the introduction of the new Aged Care Standards in July 2019, we are seeing an increase in the use of words such as Cultural Diversity, Cultural Safety and Inclusion in relation to care or services to older people. Standard 1, there are 8 standards, refers to “every consumer being treated with dignity and respect, with their identity, culture and diversity valued”.

This inspired me to explore the meaning of these particular phrases and how they are relevant to our Crowley Community. It may be simpler, to start with the meaning of culture, as it is a word we use frequently and not always in reference to yoghurt!

**Culture-** the ideas, customs, and social behaviour of a particular people or society. This makes sense when we think of the Crowley Culture, as there is a certain way of doing things in our community we all relate to. For instance many visitors comment on the open friendly nature of our staff- “everybody greets you when you visit and many know you by name”.

We have well known customs that we celebrate, such as Show Day, Anzac Day and many others which our Crowley community contribute to and attend every year.

**Cultural Diversity-** this relates to the variety of differences within a community. It refers to the existence of a variety of cultural or ethnic groups within a society. This particular phrase is very prominent in the media currently with the promotion of equality amongst different racial groups worldwide. Cultural diversity is important because our country, workplaces, and schools increasingly consist of various cultural, racial, and ethnic groups. Learning about other cultures helps us understand different perspectives within the world in which we live. Cultural diversity in the workplace is when companies are open to hiring employees from all sorts of different backgrounds; regardless of race, religion and culture. When companies recruit and retain a diverse pool of people, it brings about different benefits to the company as well as its employees and consumers.



**Cultural Safety-** the history of this phrase, sits within Nursing and Health Education. It was borne from a desire to see workplace practices remain free from bias and offering safe environments for both patients and healthcare workers. The focus is on minimising power differences between health professionals and their clients. In the Aged Care setting it reflects more on environments being “safe” from harm or high levels of risk. Consumers and residents feeling safe in their environment and confident that risks will be managed and minimised.

There are a few steps to ensuring cultural safety within the workplace or community, including:

- Reflecting on one’s own culture, attitudes and beliefs about ‘others’
- Clear, value free, open and respectful communication
- Developing trust
- Recognising and avoiding stereotypical barriers
- Being prepared to engage with others in a two-way dialogue where knowledge is shared
- Understanding the influence of culture shock (this one is particularly important if you are new to the Crowley community)

**Dignity-** “Human dignity is the most important human right from which all other fundamental rights derive.” Dignity refers to the right of every person to be valued and respected for their own sake and to be treated ethically.

Whilst these topics may seem a long way from Clinical Care, they are inherent in providing holistic care to our community and working respectfully with all our colleagues and community members.



# Crowley Connections

Jodie Brazel

I was born in Newcastle and raised in Goonellabah with one brother, three years my junior, and two wonderful parents.

When I was 17 I made the decision it was time to move and found myself locating to Hervey Bay where I worked for Woolworths and then Best and Less. I also worked at Beaches Backpackers where I was fortunate to meet some amazing people from all around the world with the most amazing stories. One memory, still with me today, is how we warned travellers of the drop bears on Fraser Island during the safety brief, explaining in detail how they would drop from the trees on to your tent in the middle of the night. If you could keep a straight face during your explanation you were doing well.

In my early twenties I decided it was time to leave Hervey Bay for Ballina. Only spending a short time locally, I headed to Newcastle for work. It was during this time I became a Mum to my only son Jesse, now 11 years old. He loves basketball, computers, maths and science. Jesse's very tall for his age and not far off passing me in height. Once a year we try to get away together with my mum for a family holiday.



Urangan Pier, Hervey Bay

The majority of my rostering experience comes from my role as a Manager at Coles Supermarket in the home delivery department. Although I loved this challenging role, I decided to have a complete change of career to allow me to spend more time with my son while he was still young. I trained as a Phlebotomist at Sullivan Nicholaides Pathology. This led me to a house-calls role around Ballina, Byron, Bangalow and Lennox and this is the reason why there are a lot of familiar faces around Crowley.

A few weeks ago I saw Crowley were advertising a rostering position. This role would give me the opportunity to utilise my previous knowledge in rostering and return to doing something I really loved. My application was a success and I look forward to getting to know all the wonderful people here at Crowley and making new memories.



## From the IL Desk

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

### Health Tips for Winter Hydration

#### Set a Daily Goal

A good way to make sure you are drinking enough water is to set a daily goal for yourself. Experts recommend about two litres a day. A tip for staying hydrated is making sure that you have water ready and within reach. Something as simple as having a bottle of water readily available in the fridge can be the difference between staying hydrated or forgoing water for the day.

#### Eat Foods with High Water Content

Fruits and vegetables have a high water content and eating plenty of them a day can help you stay hydrated and meet your health goals even if you don't enjoy drinking water that often.

Here is a list of tips that can help you keep hydrated during winter:

- Eat foods that have a high water content: cucumbers, celery, lettuce, radishes, tomatoes, bell peppers, cabbage, grapefruit, watermelon, strawberries, cantaloupe, honeydew, peaches, pears, oranges, grapes and apricots
- Drinks with different textures can sometimes help you in your hydration goals if you aren't a big fan of drinking water and similar fluids
- Vegetable soups and smoothies are a great way to get the hydration you need, and you can add in both fruits and vegetables with high water content to further boost hydration
- There are a lot of reasons why staying hydrated is important. Getting enough water in your day can help your immune system and avoid major health issues like severe dehydration, low blood pressure, kidney stones, blood clots, and even more serious health issues

We hope that these tips can help you get the hydration that your body needs to stay healthy this winter.



### Resident Footy Tipping Competition

It's not too late to join in. You don't need any prior knowledge just a good sense of humour. Congratulations to Zelma Phillips who was the "Round 3" weekly winner. This is the first year for Zelma.

### Reminder

Don't forget your monthly INS Lifeguard testing.

# Community Connections

## Victoria Park Nature Reserve

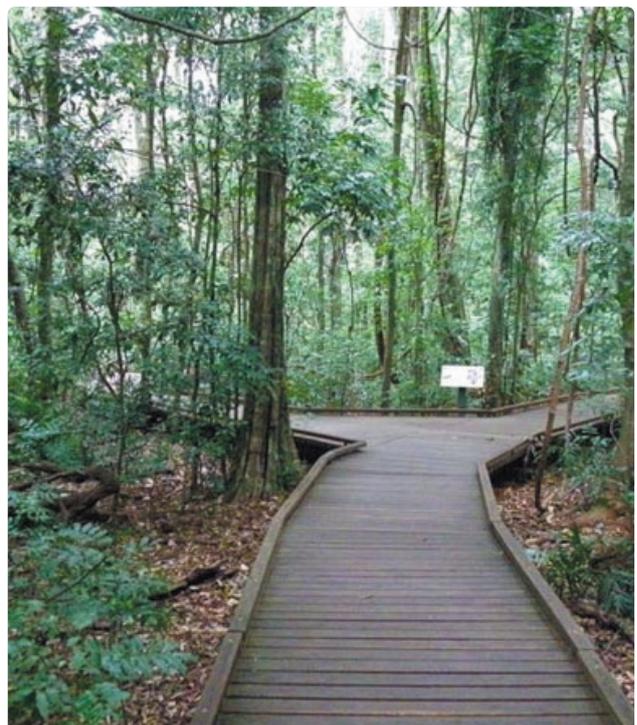
Victoria Park Nature Reserve, in the Northern Rivers, provides a short rainforest boardwalk, wildlife, accessible picnicking facilities and unique Aboriginal heritage.

The nature reserve protects the last surviving remnants of the original rainforest, known as the Big Scrub, which extends across the entire Lismore, Byron Bay, Ballina and Mullumbimby regions. The sub-tropical jungle remnant is located in an undulating high rainfall plain near Alstonville. The red-brown soil is derived from a basaltic flow from the nearby Mount Warning. Of the total land in the reserve, 8 hectares is original rainforest, and the other areas are being re-vegetated.

It is a perfect spot for a relaxing day out with the family in the Northern Rivers. Stroll the easy and accessible boardwalk and you will immediately be transported to a tranquil sub-tropical wonderland. Ancient fig trees and majestic black beans tower above, while Bangalow palms and ferns grow up from below. Take a moment to absorb the cool quiet of the rainforest and you might catch a glimpse of the shy Red-Legged Pademelon or the colourful Wompoo Fruit -Dove.

Onsite informative displays detail how the Widjabul people of the Bundjalung nation relied on the local plants and animals for food, medicine and ceremonies.

The family friendly picnic area has shaded tables with a backdrop of the lush rainforest. The wheelchair accessible facilities make this an ideal spot for older people and groups.



## 22 July is National Pain Week

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

National Pain Week helps to destigmatise the experience of chronic pain.

One in five Australians suffer from chronic pain caused by injury, accidents or disease. Chronic pain is described as pain that persists most days of the week for more than three months.

For Crowley clients we undertake initial and ongoing health assessments, including pain assessments, to guide referrals, care planning and services. Crowley Health Assessments focus on your needs and you being as well as you can be.

Health Assessments capture if you are impacted by pain and gather information about your pain including your experience with past and current medications, therapies and how you physically and psychologically manage these.

Chronic pain contributes to isolation, feelings of emotional distress, low mood, poor sleeping habits and limits daily activities. So it's important to have goals that enhance your function and reduce pain to a controllable level.



Feeling like you are in control of your pain helps, as do therapies, regular activities and having a pain management plan.

Crowley can help in lots of ways by:

- Assessing, monitoring and documenting your pain
- Making referrals to allied health specialists, massage therapists, exercise programs
- Providing assistance with house cleaning, laundering, shopping, and medications
- Getting you to your doctor's appointment
- Staying connected with your GP and specialists

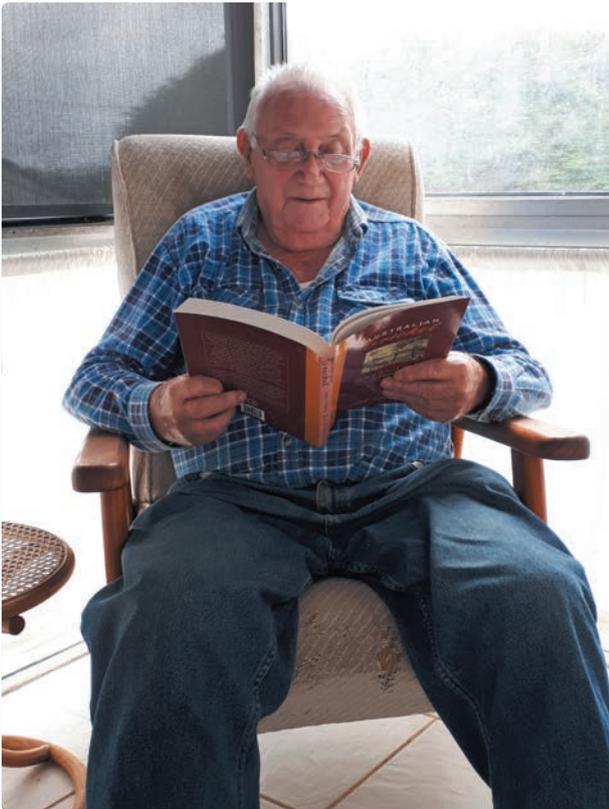
Our registered nursing staff are trained in attending in-home pain assessments and all Crowley Care staff relate to the 1 – 10 pain verbal rating scale where one indicates no pain and ten is severe pain.

So if pain is troubling you it's wise to rate and describe your pain and share this with staff visiting. We can work with you to support your goals to control your pain.

Managing chronic pain can involve a number of health professionals and it's important to keep your GP informed to coordinate your overall medical care.

# Home Care Client Profile

## Richard Parker



### Where were you born?

I was born in Parramatta in 1936.

### Where did you grow up?

In North Parramatta.

### Do you have any brothers or sisters?

I grew up as an only child. I did have a brother ten years younger than me who passed away from Meningitis aged seven-months.

### What did you do when you left school?

In 1956 I went into National Service for the Army. I was a radio operator and gun loader on Centurion Tanks. I worked in Puckapunyal. I then went back to finish my apprenticeship.

I got a job working as an electrician installing hydro-electrical generators in Tully Northern QLD. I then moved on to several different jobs across NSW.

I went to Katoomba and was involved in fighting the Leura fires in the middle of summer in my singlet, shorts and plastic sandals!

### Tell us about your family.

I have twin sons who live locally and one daughter who lives in Sydney. I have 12 grandchildren, two great grandchildren and another on the way.

### Tell us about your interests and hobbies.

I'm heavily involved in the Cherry Street Lawns Bowls in Ballina.

### What would you say are your best decisions you have made in life?

Marrying my wife and moving to Ballina in 1977.

### What is your favourite memory in life so far?

My wedding day and I gave my granddaughter away at her wedding last year. It was a very proud moment.

### What is your favourite food?

Steak, chips and eggs.

# Meal Delivery Service Doubles Menu Options

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

If the weather turns cold and windy, cooking dinner can seem like a chore when you are sitting cosily on the couch. It's always wise to keep something in the freezer ready to go. Wholesome soups are always a hit and are easy to store with a good freezer life.

Soups such as pea and ham, beef and vegetable or lamb broth usually have plenty of pulses and grains, as well as a serve of protein that fills an empty tummy and warms you up. There is nothing better than a bowl of soup and a crusty bread roll on a cool evening,

Don't forget the Crowley Meal Delivery service can supply you with nutritionally balanced meals and soups.

We have increased our options of meals to 56 meals in a month – thereby doubling the choice of meals.

For further information about our Meal Service and what we can do for you please contact Customer Service on 1300 139 099.





## Lentil Veggie Rotolo Bake

Get on a roll with this cheesy baked pasta that's loaded with lentils and vegies.

### Ingredients

- 1 tablespoon olive oil
- 1 onion, finely chopped
- 2 garlic cloves, crushed
- 250g mixed vegetables, diced (e.g. capsicum, mushrooms, zucchini)
- 120g grated sweet potato or pumpkin
- 2 teaspoons vegetable stock powder
- 400g can brown lentils, rinsed, drained
- 375ml (1 1/2 cups) tomato passata
- 500g fresh ricotta
- 1/4 cup chopped fresh basil, parsley, oregano or sage, plus extra leaves, to serve
- 5 sheets fresh lasagne
- 80g coarsely grated cheese (such as cheddar or mozzarella)

### Instructions

Preheat oven to 180C. Heat the oil in a large, deep frying pan over medium heat. Cook onion for 5 minutes, until soft and golden. Add garlic and stir for 30 seconds. Add diced vegetables and grated sweet potato or pumpkin. Cook, stirring often, for 5 minutes, until soft. Stir in stock powder and lentils. Transfer to a large bowl. Season. Cool completely.

Spread 1 cup passata over the base of a 5cm-deep, 7-cup baking dish. Mash ricotta in a bowl and stir in basil. Season. Lay a sheet of lasagne on a work surface. Spread one-fifth of the ricotta mixture down a long side of sheet. Top with one-fifth of the veggie mixture. Roll up lengthways, then cut into 8 pieces. Place, upright and close together, in dish. Repeat with the remaining lasagne, ricotta and veggie mixture.

Combine the remaining passata with 60ml water and pour over rotolo. Cover with foil and bake for 40 minutes. Remove foil, sprinkle with cheese and bake for 20 minutes or until golden brown. Sprinkle with extra basil.

# Maintenance News

## Albie Viel Maintenance Manager

While Clay, Col and Greg are renovating Resident Care areas and Independent Living units, Paul is quietly conducting our Residential Care Preventative Maintenance Program.

The program is a planned yearly schedule where equipment is identified and serviced periodically. It includes making sure a long list of equipment is in tip top shape including wheel chairs, walkers, tilt tub chairs, trolleys, electric beds, gym equipment, air-conditioners, exhaust vents, light fittings, shower chairs and battery operated shower chairs.

Every month water temperatures are checked at different locations around the Residential Care building, laundry dryers are thoroughly cleaned, small dishwashers are cleaned, emergency alarms tested, and buggy battery fluid levels are checked and refilled.

A significant task is the electrical testing of all equipment in the building and new electrical equipment.

All other equipment such as lifters, medical equipment and calibrated equipment, e.g. scale chairs are serviced by external contractors.

Engagement of daily repairs is part of the Preventative Maintenance program and requests are placed in the maintenance book. Currently we are investigating a new asset register along with electronic form for maintenance requests.



# The Crowley Auxiliary Report

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

To all our family and friends just a quick hello and catch up.

Not a lot of news to report! I hear most people are making the most of this time in isolation by continuing to connect using technology and keeping in contact with their loved ones.

The opportunity for us to make appointments and visit our families at Crowley Care has been very much appreciated. As we move forward and experience the opening up of community activity we all still need to remain vigilant in following the

protocols set out for our safety. The changing weather calls for us to take special care of our health particularly as the flu and cold season are upon us.

I hope that we are able to bring some positive news next month about what the future holds for our Auxiliary.

## A Complete Makeover

**Pania Howe**  
**Project Officer**

With the restrictions in place over the recent months the team have been taking advantage of lighter traffic flow through the facility to refurbish some resident areas.

Do you remember what the Riverview Dining Room looked like? Well, here's a sneak-peek of what it looks like now!

This prime position dining room will take advantage of the river facing aspect with large windows inviting in the glorious sunshine.

We're opening up the area by removing the existing cleaning and storerooms to make way for a large, open plan kitchen and an added lounge nook. Imagine new flooring, new paint, new furniture and lighting to complete the look!



# 500 Face-to-Face Visits in One Month

**Sarah McMahon**  
Marketing and Events Coordinator

## Meet the Crowley Communications Crew!

Over recent months the Crowley Communications Crew has connected many of our residents with their families and friends. I am sure you've seen their smiling faces, either in person, via Skype or you've spoken by phone or email.

The Communications Crew originally connected our residents with their loved ones via Skype, email or phone, and has now moved to face to face visits. The concept of Skype for our residents, and some of our families was a little scary, however we have seen how much joy the video calls bring to both the residents and family members at a time we couldn't see each other in person. What an amazing tool technology is!

During our first month of face to face visits, the Communications Crew assisted our residents to connect with their families with over 500 visits.



Meet Esther!

### Tell us a little bit about your life outside of Crowley

My life outside Crowley is spent with my husband of four years and our Kelpie pup. We enjoy going to the Byron Lighthouse for early morning walks and long drives.

### How did you end up working at Crowley?

Previously I have worked in hospitality for four years and felt I needed a change. When I looked for a full time job, I came across a traineeship for business administration here at Crowley. I thought it was the perfect start for a new career opportunity. I was lucky enough to secure the traineeship.

### What was your role at Crowley before joining the Communications Crew?

Being a trainee I've had the pleasure of working in a variety of areas. Between Quality, Customer Service, Events and Marketing, my role has been quite diverse. I've loved the great variety of learning new skills as well as getting to know the residents personally.

### What's your favourite part of the Communications Role?

My favourite part of the Communications role is the variety of people I converse with each day. I get to experience being able to facilitate beautiful moments between our residents and families reuniting together.



Meet Sarah!

**Tell us a little bit about your life outside of Crowley**

My life outside Crowley is kept very busy for myself and husband Matt with our three kids, Noah 4 years, and Chloe and Oliver 16 months. Our weekends involve lots of time outside exerting as much energy as possible on bike rides, park plays or playing with our dog Dasha.

**How did you end up working at Crowley?**

I was previously working in Hospitality in events and returning to work after having my first child, I realised that working in the events industry was a little difficult with a young family. A friend was working at Crowley at the time and suggested I apply. The reputation and culture of Crowley made me excited to join the team.

**What was your role at Crowley before joining the Communications Crew?**

My role at Crowley since commencing in 2017 has been assisting with Marketing. The role changed a little this year when I returned from leave and now includes Event coordination.

**What's your favourite part of the Communications Role?**

It has been really special watching our families connect again, however my favourite part of the role is getting to know the families of our residents a little more.



Meet Stevie!

**Tell us a little bit about your life outside of Crowley**

I am a bit of a home body and love to garden and cook. I have just started making sourdough bread which I'm really enjoying having another hobby especially during COVID-19.

**How did you end up working at Crowley?**

I've recently returned to Australia after spending 12 months in England. Our working holiday was cut short due to COVID-19. Someone that works at Crowley was aware I was looking for work and suggested I apply. I have been employed on a 3 month contract as part of the Communications Crew.

**What was your role at Crowley before joining the Communications Crew?**

I was living in England before joining the Crowley Communications Crew. I was working as a Nanny and traveling around Europe and England with my partner.

**What's your favourite part of the Communications Role?**

I love the atmosphere of interacting with the families and residents. Receiving the beautiful smiles after a visit is hands down the best part.

## Meet the Community Connections Crew



**Meet Ebony!**

### **Tell us a little bit about your life outside of Crowley**

I enjoy playing guitar and challenging myself to learn hard songs. I have recently built three large vegetable gardens at my home and I am enjoying growing as much of my own food as I can.

### **How did you end up working at Crowley?**

I started working at Crowley when I was 17 in the Home Care team. I applied for the position after completing my Certificate III in Aged Care Nursing and have been here ever since and love it.

### **What was your role at Crowley before joining the Communications Crew?**

After working in Home Care for six years I decided to expand my skills and completed my Certificate III in Business Administration. I joined the Customer Service team in 2019 where I have been able to utilise the new skills.

### **What's your favourite part of the Communications Role?**

I love working with the Communications Team and love the connections I've made with the residents and family members.



**Meet Paige!**

### **Tell us a little bit about your life outside of Crowley**

Outside of Crowley, I love to travel, read, go on camping trips and even do a bit of gardening. I have recently celebrated my marriage to Leo in a small ceremony with our close family and friends. We have postponed a trip through Europe for our honeymoon until next year due to COVID-19.

### **How did you end up working at Crowley?**

I started working in Crowley about 18 months ago after moving to the area from the Northern Territory.

### **What was your role at Crowley before joining the Communications Crew?**

I have worn many hats at Crowley - I was most recently working in the Customer Service team assisting in Independent Living Sales. Prior to that role, I was part of the IL team, and I also work as part of the Leisure and Lifestyle team.

### **What's your favourite part of the Communications Role?**

I love seeing the joy on family and resident faces when they see each other. It is a beautiful moment.

# Focus on Quality

## Michelle Golding Quality Manager

Continuous Improvement is also known CI or CQI (Continuous Quality Improvement). CI is a proactive approach (continuous effort) to improve the quality of our care, services, processes and systems and the outcomes for our stakeholders.

Very simply it's about making things better!

### Identifying Continuous Improvement

There are various mechanisms where we capture CI's –

- Incidents
- Suggestions
- Complaints
- Surveys
- Audits
- Self-Assessment
- Stakeholder feedback

### Key elements of continuous improvement

- Consumer-focused
- Innovation
- Achievement of improvement through planned steps
- Driven by involvement and accountability of key stakeholders:
  - Consumers, representatives, carers and others
  - Staff and volunteers
  - Committee and board members
  - Advocates
- Involves regular monitoring and evaluation of progress; linking evaluation to strategic planning

### Benefits of continuous improvement

- Improve care and services to consumers
- Improve stakeholder input and ownership
- Identify changes in care and service needs
- Enhance systems to monitor and track change
- Demonstrate sustainable results

### Continuous improvement cycle

The CI model includes four phases –

- Plan the improvement
- Implement the improvement
- Evaluate the improvement
- Act to standardise the process

### Continuous improvement and Legislation

Under section 62 of the Aged Care Quality and Safety Commission Rules 2018 (Rules), Crowley must have a written Plan for Continuous Improvement also known as PCI. The PCI explains how we will assess, monitor and improve our quality of care and services, measured against the Aged Care Quality Standards.



# Inspirational Living and the Role of Risk

**Rene Lange**  
**Risk Manager**

So, if I asked you to jump off a bridge would you?

Do I hear a resounding “No, of course not!”

Ok fair enough. But what if I told you it’s all perfectly legal and that we could connect you to a really strong flexible rope to slow your decent and that there’s really deep water under that bridge... and what if jumping off that bridge could be a whole lot of fun.

Bungee jumping anyone?

Now granted there are still quite a few, myself included, who despite all the precautions would never contemplate taking that leap. However, there are many that would jump at the chance, figuratively and literally, and that’s fine too, so long as they are aware of the risks and what could go wrong.

Although this is undoubtedly an extreme example it shows that everyone’s appetite for risk differs and depends very much on our understanding of the risks involved, what can be done to reduce the chance of something going wrong and how much we value the possible reward.

And while I doubt we’ll be inundated with requests for Bungee jumping there are other risks that we encounter on a daily basis. A desire to go for a walk outside when you’re a little unsteady on your feet, wanting to attend an appointment unaccompanied or go to the supermarket during a global pandemic.

Just because something has a risk attached to it doesn’t mean we shouldn’t do it. Especially if it leads to a sense of enjoyment or fulfillment, maintains our independence and enriches our life.



Risk Management is not about avoiding risk at all cost, rather it is the function of managing events in a way that minimises the negative impact and maximises the reward. Perhaps I can make sure I stay on the footpath and take my walker to reduce the risk of a fall, or call when I'm leaving my appointment so someone knows when to expect me.

If we look at our Crowley Vision through the lens of Risk Management the most important words are "to provide an inspirational living experience... with a focus on the individual". From a risk perspective what these words mean is that we are here to support you in taking considered risks that support you as an individual in living an inspirational and rewarding life.



But here's the thing! Risk taking comes with responsibility, and an understanding that no matter how much we might want to jump off that bridge, not all risks are acceptable under the law or within the legislation. Under other circumstances jumping off a bridge would go by a completely different name after all.

Here at Crowley we must ensure that we all adhere to relevant laws, Public Health Orders, the Aged Care Quality Standards and various other legislation that governs aged care in particular and society in general. All of which is in place to ensure the health, safety and wellbeing of every individual within our communities.

Our role is to work collaboratively with you on identifying what is a risk, what is possible within the framework of the law and legislation and find ways to reduce the consequences and maximise the rewards so you can maintain your independence, dignity and choice.

So, if there is something you've been really wanting to do and not sure if it is possible have a chat to one of our Crowley staff.



# Focus on Recruitment

**Bridget Challis**  
**Human Resources Manager**

Over the past six weeks you may have noticed some new staff faces at Crowley. There have been eight new starters since 1 May, with an additional two starting this month.

It is important we fill vacancies to keep a quality level of care at Crowley.

We are always on the lookout to add to our team. So what makes a good candidate stand out?

### Skills and qualities that make great candidates

- Determination and persistence
- Flexibility
- Good communication skills
- Honesty
- Loyalty
- Problem solving skills
- Strong work ethic
- Teamwork
- Technical competency
- Willingness to develop and learn



When interviewing potential candidates it's important to remember they are interviewing for the role and also assessing us to see if we measure up. At each interview we ask questions and delve into the applicants experience and skills as well as their fit to the Crowley culture. We talk about Crowley and try to give each candidate an insight into our culture as well as the expectations of the role they are applying for. It is essential potential employees will embrace the Crowley Core Beliefs of:

1. Living Catholic values
2. Delivering exceptional service
3. Valuing each generation
4. Leading by example

One of the most difficult things we ask a person in an interview is for them to describe their strengths and weaknesses. There is no "right" answer in relation to strengths and weaknesses but answering this question relies on a person being able to assess and articulate their self-awareness.

### Some examples of strengths

Diligent, respectful, determination, and communication skills.

### Some examples of weaknesses

Unorganised, lacking confidence, difficulty communicating, procrastination, and not technically proficient.

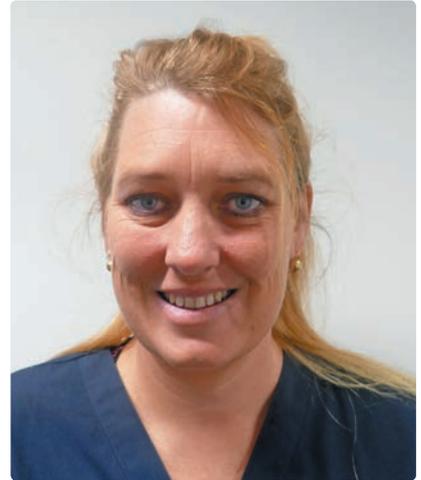
# Welcome to Team Crowley



**Jennifer**  
Home Care



**Bec**  
Residential Care



**Brilee**  
Residential Care



**May**  
Residential Care

# Making Feedback Flow

**Michelle Golding**  
Quality Manager

We love receiving feedback, especially words of encouragement or advice on ways to improve. Our staff recently took part in an Employee Satisfaction Survey. This is what they had to say:

## How likely is it you would recommend this organisation to family and friends as a great place to work?

- Working in aged care is so much more than just a job. It is very rewarding interacting with the residents – sharing a conversation goes a long way
- This organisation is generally pleasant, friendly, warm, welcoming. Everyone has great sense of humour
- Great community and very helpful, respect, help each other
- Generally, the staff, management all work to their best ability to make sure consumers are given the best care and feel safe and secure
- Everyone is very friendly
- You need to be willing to go above and beyond to be in this work force
- We have a great team in the kitchen
- The flexibility of hours, the benefits within the award and the support of management
- Because the people/staff at Crowley are very welcoming and supporting and the work is very well organised and structured
- Safe place to live, very welcoming and loving homely environment
- Crowley is a happy positive facility, it would be hard not to be happy here
- One of the best placed I've worked

## How likely would you be to recommend the care and services provided at this home to family and friends?

- Individualised care to meet the resident's needs.
- Residents are truly cared for in a kind and loving way. Good variety of activities for residents
- Great place, safe and confident. Lovely staff
- Generally, the staff, management all work to their best ability to make sure consumers are given the best care and feel safe and secure
- Because this a friendly happy place with things always going on for the residents
- I think we still lead the way
- I see how staff care for the residents and think it is a great place
- Always professional attitude and skills are adopted
- Again because of the staff. Nurses are very caring and all of hotel services staff are the best



# 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



# Cancer Horoscope

21 June - 22 July



Deeply intuitive and sentimental, Cancer can be one of the most challenging zodiac signs to get to know. They are very emotional and sensitive, and care deeply about matters of the family and their home. Cancer is sympathetic and attached to people they keep close. They are loyal and able to empathise with other people's pain and suffering.

Guided by emotion and their heart, they can have a hard time blending into the world around them. They are quick to help others, just as they are quick to avoid conflict.

**Element: Water**

Refreshing, charming, private, mysterious, sensitive

**Ruling planet: Moon**

Emotional, logical, perceptive, thoughtful

**Compatibility:** Capricorn, Taurus

**Cancer strengths:** tenacious, highly imaginative, loyal, emotional, sympathetic, persuasive

**Cancer weaknesses:** pessimistic, suspicious

**Cancer likes:** home-based hobbies, relaxing near water, helping loved ones, good meal with friends

**Cancer dislikes:** strangers, any criticism of Mum, revealing of personal life

**Lucky numbers:** 2, 3, 15, 20

**Colour:** white

**July birth flower:** larkspur, water lily

**July birthstone:** ruby

## What a Laugh!



Two oldies got engaged, and as they were strolling down the street excitedly planning their wedding they passed a pharmacy.

"Excuse me," the man said to the clerk. "Do you sell medicine for memory problems?"

"Sure," replied the clerk, "all kinds".

"How about for arthritis?"

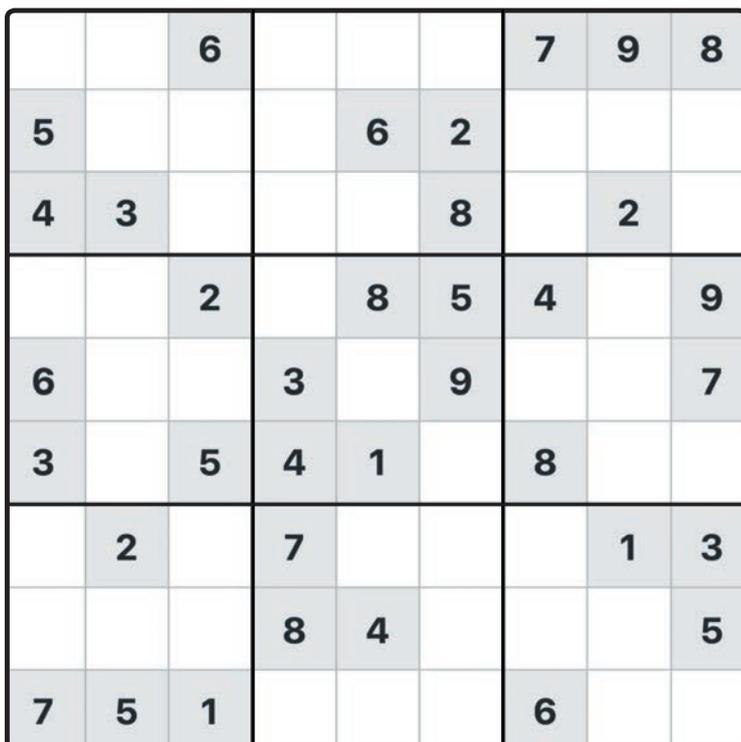
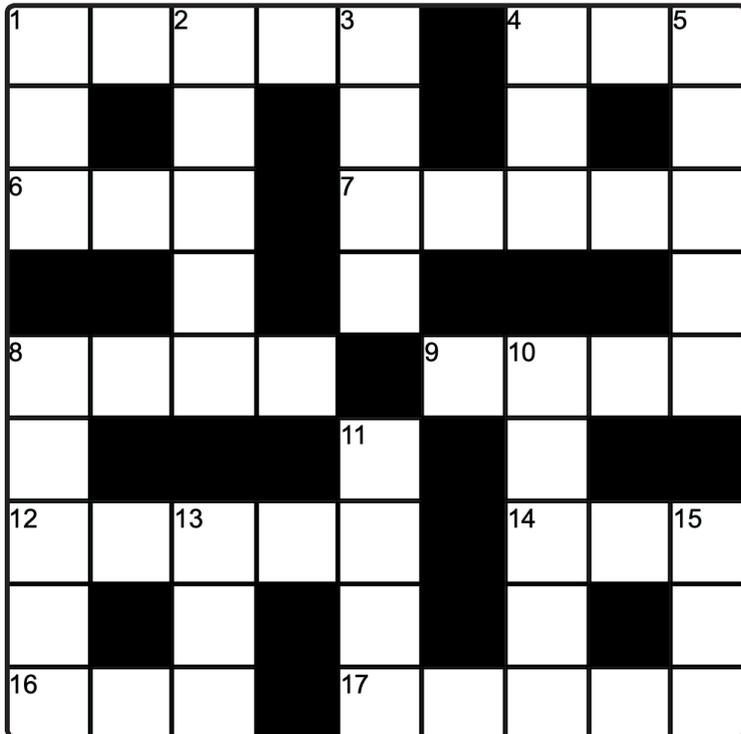
"Yup," replied the clerk.

"Wheelchairs, walkers, adult diapers?"

"Yeah," replied the clerk, "all kinds".

"OK excellent," said the man "because we are getting married next month, and we want to use you as our Bridal Registry."

# Games Corner



# Crossword Clues

## Across

1. Big band music
4. Feline sign
6. Soaked
7. Police trap
8. Pond hopper
9. Maize
12. Cider fruit
14. Moves to create a breeze
16. Move like a rabbit
17. Challenged

## Down

1. Tool with sharp teeth
2. Preface
3. Knife wound
4. Hawaiian garland
5. Heart or brain, e.g.
8. News bulletin
10. Tender, propose
11. Gripped
13. Snap, Crackle, \_\_\_\_
15. Move head affirmatively

## Riddle Me This...

What can go up and come down without moving?

Answer: The temperature.

# Round the Traps

Here at Crowley we are always up to something, and usually it's something new, exciting or mischievous. This is what we have been up to:

Our very own Michael Penhey celebrated his 50th birthday with all of Crowley coming together to spread some cheer. Residents, staff and friends alike joined us in wishing Michael a very happy birthday over coffee and cake. Thank you to everyone for joining in the fun and spending a special day with a very special man to us all.



## 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.