

# the chatterbox

NEWS FROM CROWLEY CARE

JULY 2023





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## Cover photo

IL ladies boarding the shuttle bus with our volunteer driver, Steve.



## A Moment with our CEO

Hello everyone,

### Tribute to Michael King

In this edition of the Chatterbox there is a profile featuring one of our long-standing Board Members Michael King.

Michael has retired from the Board after 11 years sterling service to Crowley Care.

During his time on the Board he contributed much to the governance of Crowley and we thank him.

Michael is known as a quiet voice of reason. The one who listens carefully to what others have to say first, and then, without fanfare, makes poignant and insightful contributions to the discussion. He is humble, gracious and achieves things without fuss.

I met Michael many years ago when we both worked in banking. And I'm proud to still know him today. On behalf of everyone at Crowley – thank you Michael for your dedication to Crowley Care.

### Magical Maintenance team

Our magical Maintenance team are also a bunch of quiet achievers headed by the dedicated and leading quiet-achiever, Albie Viel.

I'm sure you've seen Albie and his team about the place. He too is a humble person, leading our Maintenance team by example and with a great work ethic.

In this edition of the Chatterbox you'll see a Maintenance update from Albie. He pays tribute to the diverse skills of his team. I want to echo that tribute. Combined, the Maintenance team ensures the smooth day-to-day running of Crowley Care in many critical areas.

They have a big and well-structured program to keep our systems running smoothly. The team is always in the background quietly working away for the benefit of our residents. They are fantastic.

### Fabulous Facebook

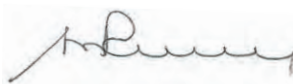
I encourage everyone to like and follow our Facebook page as it has exceeded our expectations. We entered the social media world a few years ago and it's turned out to be a positive experience for Crowley.

Our Facebook posts bring regular joy to many people as they shine a light on the connections and simple pleasures that make up daily life here at Crowley.

From my experience, family members enjoy seeing their loved ones on Facebook because they get to experience life at Crowley in between visits and conversations. It may be a simple post featuring residents enjoying the sunshine in the plaza or having a game of indoor bowls – they are appreciated by many.

We get many positive comments from the Crowley family on our Facebook page. So, if you haven't already, please like and follow us on Facebook. It's a great way to stay in touch.

Very best,



*Michael Penhey*  
Chief Executive Officer



## Catch Up with Kelli

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

### **Independent Living Annual Budget and Recurrent Charge Meeting**

We recently had the opportunity to catch up with our Independent Living residents at the Annual Budget and Recurrent Charge meeting. These meetings are required under the Retirement Villages Act and they provide a great opportunity to have a chat about life in the village, welcome new residents and connect with old friends.

The formal part of the meeting included residents discussing and voting on the proposed 2023/24 Annual Budget and Appointing the External Auditor. This year we were not required to hold a vote on the proposed recurrent charges not already set by a fixed formula as the increase proposed was less than CPI.

These meetings cannot be conducted without the assistance of our residents. I would like to express my thanks to Joy Sully and Marion Kelly who conducted the counting and voting procedures in line with the regulations. Thanks to the residents who voted by ballot, the response this year was fantastic and certainly assists the meeting to run smoothly on the day.

One of the areas for discussion is related to the Annual Budget deficit. It is understandable that residents are curious as this is not the case in most village models. In other models a budget is proposed by the operator and agreed with residents with the expectation that they will be required to cover any shortfall should that occur.

At Crowley, our model allows residents peace of mind; knowing their weekly recurrent charge is fixed for the year. This is not without its challenges in the current regulatory and economic climate however as an organisation Crowley is confident of meeting these challenges through solid financial management and a strong reputation built over the past 44 years.

### **Thank you Crowley Auxiliary**

We have a new bladder scanner in Residential Care thanks to the fundraising efforts of the Crowley Auxiliary. This important piece of equipment assists our clinical staff to undertake investigations to inform diagnosis and treat bladder related conditions in the facility, removing the need for residents to travel offsite for the scan.

The support of the Crowley Auxiliary is felt across the organisation, not only in their fundraising that assists with purchases such as the bladder scanner, but also in their wonderful social events. These events require significant effort to arrange however their contribution to the social life calendar is immeasurable.

### **Casual Fridays for staff**

We have introduced Casual Attire Fridays for all staff across the organisation.

The idea was put forward by staff to enhance our existing culture of inclusion and recognising the individual. And staff don't have to buy any special clothing to join in.

*Why Friday?* Friday traditionally marks the start of the weekend in the Australia and Casual Fridays are a way to help to bring a little of that weekend vibe into the workplace.

Of course, Crowley special events and dress-up days will still exist. We know these bring joy to our residents and staff alike.

Kelli 😊









## A Word with Michael King

### Outgoing Parish Aged Care (Crowley) Board Member

Long standing Board Member Michael King has retired from the Parish Aged Care (Crowley) Board after 11 years service. Chatterbox sat down with Michael to talk about his time at Crowley and his thoughts.

#### Can you tell us a bit about your background and your life?

I was born and raised in Casino, the eldest of seven, and have been married to my beautiful wife Sharon for 40 years this year. I have four grown children and six grand babies, can you believe, with another on the way.

Until recently I was the Principal at Elders Real Estate in Lennox Head but am pretty much retired now. My son and son-in-law are running the office and it's a business that's been in the family for 26 years. When I started we had four in the office and now there is staff of 30 across the Lennox Head and Bangalow offices.

#### What attracted you to work on the Board?

11 years ago, Michael Penhey and Father Michael Nilon approached me about serving on the Board. It was at a time when I was looking for more to contribute to our community. My local knowledge of the property market and marketing were, I think, the key reasons they approached me to serve, and I was glad they did.

The Board has a diverse range of people serving on it, all with their own particular skills. And it's that combination that gives it great strength I believe. And whilst there are accountants and lawyers and other professions represented on the Board, the main draw for me was that they are a group of good-hearted people happy to donate their time and give something back to our community.

Serving on a Board like this, you get just as much out of it as you put in. It was about belonging to something that works so well and that brings good outcomes for our community. It was great to be part of.

#### How do you see the Board contributing to the success of Crowley?

Governance is the key thing - overseeing the direction of Crowley. The Board looks after the governance and in that sense assists the Leadership Team headed by Michael and Kelli to carry out the big decisions that need to be made to keep Crowley moving forward.

I also saw my role to be there to support Michael, Kelli and the Leadership Team carry out some of the tough decisions, and only if they needed that support. I know other Board Members feel the same. We are there should the Leadership Team need us. And I think that model works well for Crowley Care and is a key reason why the Crowley Board functions so well.

#### What is unique about Crowley Care in your view?

It's been coined 'The Crowley Way' and that is its uniqueness. It relates to always striving to treat people well, no matter who you are in the organisation. It's a cultural thing and it's very real. Whether you live in Independent Living, in the Residential Care facility, receive Home Care services, are a family or staff member, that respect for each other is fundamentally part of Crowley Care. And it's a great thing.

Of course Crowley don't get it right every time, but the people at Crowley I find are always striving to get it right and do better - they practice what they preach.







**What were some highlights across the years when you served on the Board?**

Well who can forget COVID! And of course, it's still with us. But getting through the lockdowns was incredibly difficult for the staff, for many residents and families. And Team Crowley managed all that so beautifully.

Secondly, the new buildings were a huge undertaking and the amazing results speak for themselves. For me, it wasn't just the building program that worked so well, it was how the Leadership Team and staff keep the whole place running and the residents happy, whilst this massive building program went on around them. That was a triumph.

And to think we've ended up with something so beautiful, like the plaza area. I puff my chest out every time I arrive in the plaza. It makes me proud.

I remember when they first raised the idea of a new administration block. I thought 'well that will be a lot of money'. But then they took us through the old admin block and I realised they were essentially working out of a shoebox. They'd pulled the shelves out of two linen presses to create two more offices and were working with that. So what we have now is fantastic and will continue to service Crowley Care for many years to come.



**What are some key challenges you think the aged care industry faces?**

There are many and varied challenges including workforce challenges, balancing bureaucracy against meaningful outcomes, and providing products and services that the market requires and desires.

Balancing the books whilst continuing to deliver aged care services as a viable business is challenging for many in the industry. I believe Crowley has a world class management team capable of doing this.

And if you think of it this way. Often new residents arrive at Crowley from their beautifully well-appointed homes. And they naturally have high expectations. So delivering quality aged care these days is becoming more sophisticated and challenging.

**And your view on the future of Crowley Care?**

I feel very positive about Crowley's future. And I would have stayed if I felt there was much to be done that I could contribute to. I believe it's always good to renew a Board with fresh ideas and fresh talent.

I want to thank Crowley for the opportunity to be a Board Member. I thoroughly enjoyed working with my peers on the Board, and the Parish Priests, starting with Father Michael and now Father Peter and Father Anselm. They were so supportive. And of course Michael and Kelli, I can't speak highly enough of the way they have led Crowley across the years.



# The Importance of Intergenerational Programs

It's been proven that intergeneration programs are good for us. They reduce social isolation and loneliness, allowing generations to come together to learn from one another, and form new friendships.

Relationships between generations improves communities by combating negative stereotypes and ageism, giving a greater sense of connection across the ages.

Intergenerational programming can involve new roles for young and old alike. It might involve serving as a teacher, a mentor or even a grandparent / grandchild to someone who may not have that family tie.

These relationships enhance confidence, self-worth, and overall wellbeing.

Intergenerational connections uniquely allow for generations to share stories with each other and pass on traditions.

They foster better understanding of lifestyles that might be similar or different to our own and create meaningful connections between individuals that can positively impact mood.

Working with children can have health benefits for older adults as it energises them, giving a sense of renewed purpose when they share their life experiences and skills.





At Crowley we have three intergenerational programs at the moment:

**Enlighten Mentorship Program  
Ballina Coast High School Support Unit**

“The purpose of the Enlighten Mentorship program is to enable students with special needs to interact with members of their community. By participating in activities with the residents at Crowley, the program will enhance the development of their social skills using body language, reciprocal conversation, turn taking and gestures. The students are in their final years of schooling and are preparing to enter the workforce and to become active participants within our wider community. The program includes some recreational / creative activities as well as more personalised tasks - such as students conducting interviews with a resident, sharing photographs, memories, and producing timelines.”

**School Visits  
Xavier Catholic College**

“Our goal is for our students to extend their understanding of life and its situations. We hope that students are able to find joy and compassion in interacting with the residents at Crowley and are able to incorporate elements of social justice into their interactions. We aim to broaden our students’ perspectives and highlight that sometimes small actions (such as conversations) can bring great happiness into the lives of others.”

**Storyteller Program  
Richmond Christian College**

“The Storyteller Program is a collaboration between Crowley and Richmond Christian College that aims to allow a process of intergenerational storytelling. Year 9 students will partner with an Independent Living resident and will have a series of meetings to get to know the resident. At the conclusion of the program students document the life story of the resident through art, writing, podcast, media, or photography, which can ultimately become a priceless family heirloom that future generations will cherish.”

Our residents and the students really enjoy being involved with these programs and always leave feeling happy. They love forming a bond with the children and look forward to seeing them every week. These residents are making meaningful connections to the community and younger generations through the passing on of their stories.













# Last Month at Crowley

## State of Origin









# Last Month at Crowley

## Silly Hat Day



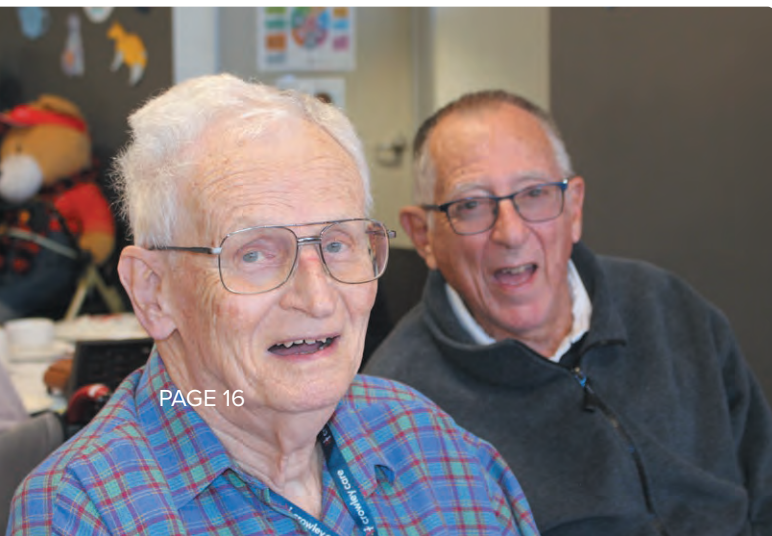






# Last Month at Crowley

## Biggest Morning Tea



















Crowley Care

# THANK YOU

for supporting Australia's  
Biggest Morning Tea 2023.

YOU RAISED AN INCREDIBLE

**\$803.80**

Your generous contribution will help fund life-saving research, prevention programs and help us to continue to support those impacted by cancer.

[biggestmorningtea.com.au](http://biggestmorningtea.com.au)



**Cancer Council**  
Australia's Biggest  
Morning Tea



## Vaccine Update

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

Crowley has been making great progress with our COVID-19 vaccination program for our residents.

Everyone who consented has now been vaccinated. And we now enter the next important phase to ensure the best protection against seasonal influenza, for our residents and staff.

Although vaccination against influenza is not mandated as it was previously, we still encourage our community, residents, staff and families, to protect themselves this winter and others.

We are slowly working our way through the Residential Care facility and anticipate all residents will be vaccinated with their annual influenza dose by the end of June.

Crowley has again generously purchased the vaccines for staff enabling them to access vaccination without a fee with many staff already taking up the offer.

Vaccines train our immune systems to create proteins that fight disease, known as 'antibodies'. Just as it happens when we are exposed to a disease, but crucially, vaccines work without making us sick.

Vaccinated people may still contract a circulating virus, although will be less symptomatic and recover more rapidly than those who have not previously been vaccinated.

Influenza is a highly contagious viral infection that can cause widespread illness and deaths every year.

Vaccination is our best defence against flu viruses. You can access influenza vaccines from your local chemist, GP or, for our residents, we will bring the vaccine to you.

Good infection control practices such as increased hand washing and social distancing helped to stop the spread of flu viruses in the community during the COVID-19 pandemic.

Whilst we wouldn't want to return to that level of isolation and social distancing again, staying at home when you are unwell and highly contagious helps to reduce circulating the virus and prevents others from contracting it.

The best treatment for colds and flu is to manage symptoms. Cough lozenges and paracetamol for fevers and aches can really help to get people back on their feet again. Remember lot of fresh fruit, keep up your fluid intake, and have plenty of rest when you can.

**DON'T TAKE THE RISK THIS SEASON**

**GET THE FLU VACCINE.**





## Crowley Plaza Visits

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

The Plaza and Barney's are the places to meet. While the weather has cooled, we have heaters and blankets to keep it warm, so you can take advantage of meeting outside in the beautiful sunshine.

So lovely to see so many families and friends outside in our gorgeous plaza manicured gardens and lawn.









## From the IL Desk

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

### Do you have a fear of falling or have you had a recent fall?

Some of you may remember the pre-COVID Stepping On program. It is a seven-week fall prevention program for adults aged 65 years and older and it's back on offer. The program has offered great benefits to our IL residents in the past.

Stepping On is designed for people who have had a fall or are fearful of falling and it's provided for free by the New South Wales Government.

### What does the Stepping On program offer?

The Stepping On program is a seven-week face-to-face program delivered within our community.

It helps you to not only to keep your balance but your independence as well, whilst learning to reduce your risk of falling.

### What is involved?

The program consists of weekly 2-hour sessions with talks from experts on fall prevention topics. It is delivered with gentle group exercise to improve your balance.

### Who can join?

Anyone over the age of 65 who have a fear of falling or have recently had a fall.

You must live in New South Wales and participants must be able to walk independently or with a walking stick.

Stepping On is not suitable for people with dementia or other neuromuscular conditions.

To register or find out more about the Stepping On program contact 1800 255 774 or visit [www.activeandhealthy.nsw.gov.au/so](http://www.activeandhealthy.nsw.gov.au/so) or ask the IL Team for a brochure.

**Stepping  
On** Building Confidence  
and Reducing Falls



### Reminder

Don't forget to do your monthly testing of your INS lifeguard system.



## Book Club

### Riptides by Kirsten Alexander



Our latest read was “Riptides” by Kirsten Alexander.

Set in Queensland in the 1970’s, siblings are driving from Brisbane to Chinchilla to visit their father when they cause an accident that kills a pregnant young woman. They flee the scene, hoping the heavy rain will obliterate their presence. The story explores the repercussions of their actions and these go deep and far.

Into the story is thrown family friction, moral emptiness, Cyclone Tracy, floods, communes, drugs, Bali and police corruption; with underlying themes of blame, guilt, loss, grief, responsibility, trust, loyalty and secrets.

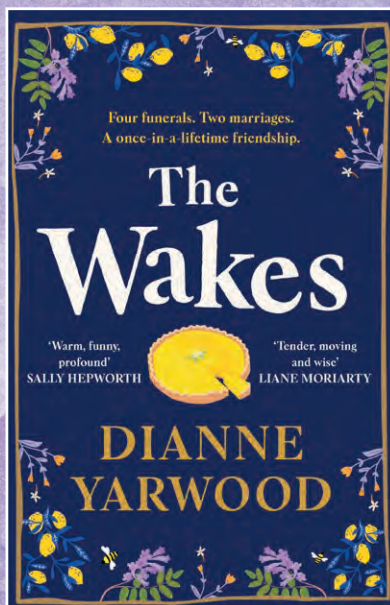
Surprisingly, the general consensus was that “Riptides” was a good read. However, several members found it unbelievable; with a fascinatingly dreadful plot, reading like a bad dream. We all acknowledged such families in the story actually exist.

Our next read is “The Wakes”, a debut novel by Dianne Yarwood, a celebration of what it means to be alive. Like life, it doesn’t always go according to plan, and as Clare, Louisa and Chris’s stories become more intertwined, they will learn life will always manage to break in to remind you of just how good it can be.

Until we meet again on 20 July...

Happy reading!

Marion





# Crowley Auxiliary

Welcome to winter

**Helen Cooney**  
Crowley Auxiliary President

Due to the cooler weather we've decided to change the starting time for our meetings. Please note for winter only we will begin our Auxiliary meetings at 2.00pm. If you would like to join us you are most welcome.

On Thursday 1 June a group of the Auxiliary members met in the Plaza for coffee and to draw our Autumn raffle. Harry joined us and we were entertained as he played his guitar and sang golden oldies with great enthusiasm.

We all agreed it was a great way to highlight the drawing of the monthly raffle. The winner of the lovely bags was Jill, one of our Independent Living residents. Jill came to the Plaza and we presented her with the prize. She was very happy with her win and she was also celebrating Queensland's State of Origin win on Thursday morning!

It was lovely to have Pat join us and a few of the Crowley residents also joined in when they heard the singing and guitar. Pat and Harry drew the winning ticket. We thank the business houses who sell our raffle tickets and also the wonderful ladies who volunteer every month to sell tickets at Crowley.

We invite everyone to come along to our Christmas in July Lunch to be held Thursday 27 July. We will have live entertainment and plenty of lucky door prizes. Our next raffle is a Christmas Hamper and our tickets are on sale till the end of July. The afternoon will be a joyous occasion, so please put the date in your diary and join us for a lovely Christmas style lunch and dessert.

Our Auxiliary has an energetic group who enjoy meeting together each month and organising our fundraising activities. Many thanks to each member for their devoted support and contribution to Crowley Care.

If you are interested in meeting new people and having a chat whilst contributing to a great community of people who care about others, then you are most welcome to join our Auxiliary.

Regards,  
Helen Cooney





# The Importance of Sleeping Well

**Sherrie Viney**  
Home Care Manager

At this time of year we ask our staff to check if clients need assistance with organising their warmer bedding needs, a small measure in getting a good night's sleep.

As people age their sleep patterns shift, resulting in earlier sleep onset and earlier awakenings.

Some of us have misconceived ideas as to how much sleep we should get and how long we have actually slept. Remember, it's important to include any day naps in your calculations.

Older adults can become less mobile, have reduced social interactions and exposure to natural light, or take medications and have comorbidities, all of which can affect getting a good night's sleep.

A guide for adults over 65 years of age is 7-8 hours of sleep a day, with no less than 5 hours or greater than 9 hours recommended.

Research shows that getting enough sleep is key for quality of life and that chronic sleep disturbances and a reduction in sleep duration are often secondary to chronic disease and ill health rather than ageing itself.

Issues with sleep can be multifactorial and it's important to identify underlying factors and manage accordingly with your health practitioner who can explore, assess, and differentiate between insomnia, a sleep disorder or a sleep disturbance, as ageing alone is not responsible for all changes in sleep.

People with sleep disturbances tend to function well throughout the day whereas insomnia impacts on a person's daytime function.

Insomnia is under-recognised in Australia and can contribute to the risk of depression, cardiovascular disease and an increased risk of falls. Insomnia is not just lack of sleep.

Insomnia is characterised by:

- A dissatisfaction with the quality and quantity of sleep
- Difficulty with initiating or maintaining sleep, with frequent awakenings
- Early morning awakenings with an inability to get back to sleep
- Lack of sleep causing significant clinical distress and / or impairment in areas of daytime functioning and behaviours

Sleep disorders require a medical diagnosis and may include disorders such as obstructive sleep apnoea or narcolepsy.

Sleep disturbances may be attributed to issues such as uncontrolled pain, gastro-oesophageal reflux, arthritis, depression, chronic lung disease, a poor sleep environment or medication causing nightmares or frequent night time trips to the bathroom!

Speak with your GP, our clinical staff, or your case officer if you are experiencing sleep issues.

## Tips to help you sleep well

Avoid irregular routines and bed times, day time napping, watching TV or using electronic devices in bed, eating a heavy meal just before going to bed, bright lights in the bedroom, and extreme weather temperatures. Ensure you have comfortable bedding.

Stay warm, sleep well.



# Update from Maintenance

## Our Maintenance Team

### Albie Viel Maintenance Manager

Crowley's Maintenance Team consists of six members who focus on both maintenance and building improvements in our Residential Care building and throughout the Independent Living Village.

The team's strength lies in their diverse trade knowledge and skill levels.

In the Residential Care building Albie J is responsible for the Preventative Maintenance Program for all equipment used by staff and residents, for electrical tagging and maintaining the equipment asset register.

This process commences when new residents arrive, when their electrical equipment is tested and tagged, and their mobile equipment labelled.

At the beginning of each month there is a schedule of maintenance that includes water temperature checks, security duress checks, dishwasher de-scale, laundry dryers clean, and servicing of equipment and general buildings.

Each month there is a focus on specific equipment for maintenance, such as mobile equipment, including trolleys, wheelchairs, walkers, beds, and patient lifters. Albie's role is broad and extensive.

Our Independent Living units refurbishment is carried out by Col who has extensive knowledge of the building trade. Once colours and finishings are chosen, Col organises external contractors to upgrade the units to meet the expectations of new residents and their families. Renovations of Independent Living has been ongoing for the last 17 years with only four units left that have not been renovated.

Lee and Greg carry out renovations in Residential Care. This year we completed Banksia Apartment Wing rooms and corridor upgrades. Resident room upgrades and the Lighthouse Wing outdoor structures and the Lighthouse final fit out were also completed.

Terry, our electrician, has a wealth of knowledge of his trade, who quietly and efficiently carries out repairs and maintenance across the site.

The day-to-day repairs requested from the Residential Care staff, residents and the Independent Living unit residents are completed by myself with the help of the team.

We also have a number of contractors who carry out programmed maintenance that includes fire, air-conditioning, electrical, kitchen equipment, gas equipment, cool room equipment service, hydraulic, patient lifters, medical equipment and vehicle maintenance.

We have a great team and I am very proud of these men and the quality of their workmanship.









# Hotel Services News

## International Fish and Chip Day 2023

**Tony Baldwin**  
Hotel Services Manager

After the cancellation of the event in 2022, we celebrated International Fish and Chip Day this year on Friday 2 June with free fish and chips for all.

Crowley is known for its Fish and Chip Friday's, so we join in this worldwide event held annually on the first Friday of June.

Fish and chips consist of fried fish in batter served with hot chips, a dish that originated in England in the 1860's.

It is believed that the origins of fish and chips stem from Jewish immigrants from Holland.

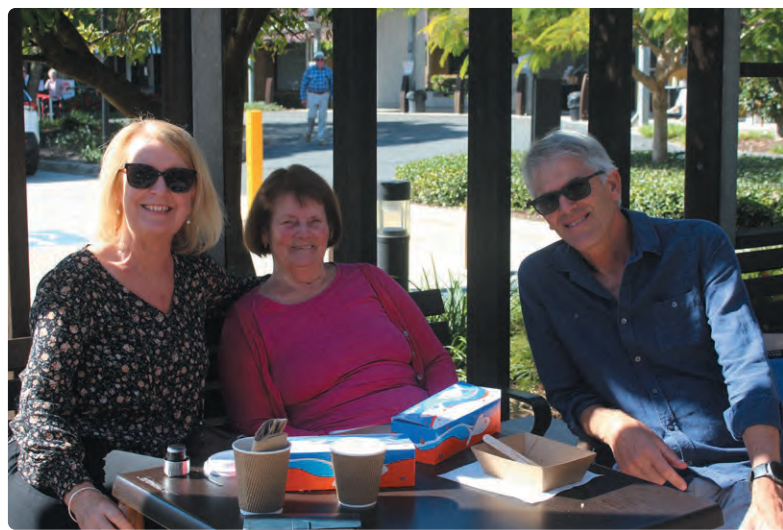
### Fun fish facts

As of 2023 there are 2,726 fish and chip shop businesses in Australia employing around 11 thousand people. It's estimated one in five Australian adults participate in recreational fishing every year as a leisure activity.

This year Crowley served 300 serves of fish and chips on International Fish and Chip Day, requiring 32kg of fish bites and 60kg of chips, 6 litres of tartare sauce, and 300 lemons.









# 15-Minute Chicken and Pumpkin Laksa

A hearty winter warmer, this laksa is a season staple

## Ingredients

- 230g jar laksa paste
- 1 tbsp ginger paste
- 4 cups (1L) salt-reduced chicken stock
- 500g chicken thigh fillets, coarsely chopped
- 500g diced butternut pumpkin
- 200g rice stick noodles
- 400g can coconut milk
- 1 bunch choy sum, trimmed, sliced
- 1 cup (80g) bean sprouts
- 1 long red chilli, thinly sliced (*optional*)

## Instructions

Heat a large, deep saucepan over medium-high heat. Add the laksa paste and ginger paste and cook, stirring, for 1 min or until aromatic. Add the stock and bring to a simmer. Add the chicken and pumpkin. Reduce heat to medium-low. Cook, stirring occasionally, for 10 mins or until chicken is cooked through and the pumpkin is tender.

Meanwhile, place the noodles in a large heatproof bowl and cover with boiling water. Set aside for 5 mins or until noodles soften. Drain well.

Add the coconut milk and choy sum to the stock mixture. Stir until the choy sum wilts and the mixture is heated through.

Divide the noodles evenly among serving bowls. Spoon over the laksa and sprinkle with bean sprouts and chilli, if using.

Serves 4







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

Serves 4

## Malaysian Lamb and Potato Curry

Enjoy a hearty and aromatic curry bursting with flavour

### Ingredients

- 2 (about 500g) medium Desiree potatoes, cut into 3-4cm pieces
- 1 tbsp olive oil
- 1 large red onion, thinly sliced
- 4 garlic cloves, crushed
- 1 tbsp grated fresh ginger
- 500g lamb mince
- 80g (1/3 cup) Ayam Malaysian Nyonya Curry Paste
- 2 vine ripened tomatoes, coarsely chopped
- 150g (1 cup) frozen peas
- 1/2 cup chopped fresh coriander leaves and stems, plus extra fresh leaves, to serve
- Warmed roti, to serve
- Natural yoghurt, to serve

### Instructions

Place potato on a large microwave-safe plate. Cover with 2 sheets of wet paper towel. Microwave on high for 8 minutes or until just tender.

Meanwhile, heat oil in a large frying pan over medium-high heat. Add the onion, garlic and ginger. Cook, stirring, for 3-4 minutes or until softened slightly. Add lamb. Cook, using a wooden spoon to break up any lumps, for 8-10 minutes or until golden. Add curry paste and cook, stirring, for 1 minute or until aromatic.

Add the potato, tomato and 125mL (1/2 cup) water. Bring to the boil then reduce heat to medium-low. Simmer, covered, for 10 minutes. Stir in the peas. Cook, uncovered, for a further 3-5 minutes or until the peas are heated through. Stir through coriander. Season well. Sprinkle with extra coriander. Serve with roti and yoghurt.



## Craft Corner

### Paper mache lanterns

#### What you need

- Balloons
- PVA glue
- Tissue paper
- Decorations: leaves and flowers

#### Instructions

1. Cover a balloon with glue and tissue paper, making sure every bit is covered.
2. Add flowers and leaves to decorate.
3. Cover again with glue and tissue paper.
4. Leave to dry for a day in full sun.
5. When dry, pop the balloon and place it in sunlight or put a battery tea light inside.





## Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Heather  
Residential Care



Tania  
Residential Care



Renee  
Hotel Services



# STATE OF ORIGIN DRESS UP DAYS

**CALLING ALL RESIDENTS & STAFF!**

Get in the spirit of origin by dressing up in your team colours each origin game!

**Game 1 - Wednesday 31 May**

**Game 2 - Wednesday 21 June**

**Game 3 - Wednesday 12 July**



## What Happens When Your Luck Runs Out?

**René Lange**  
Risk Manager

How often do you hear someone claim to be a good driver? Perhaps you've even said it yourself a time or two. Unfortunately, what we like to think of as good driving is usually just very good luck.

But here's the thing about 'good luck'... at some point it usually runs out and when it comes to speeding the consequences are going to be pretty bad.

So why do people choose to speed? There have been many studies into the psychology behind bad driving and in particular why people choose to speed and risk a serious accident.

One of the biggest predictors of speeding, it turns out, is past behaviour. Someone is more likely to speed if they've done it in the past. Subconsciously, the fact that nothing bad happened those other times leads them to underestimate the risk and become overconfident in their own abilities. They think they're good drivers!

In another study the researcher found that many drivers were so overconfident in their abilities they viewed the road safety rules as being there for other people, not them. These same drivers believed that they were such good drivers when speeding that they were better at judging what was a safe speed than others and would choose to speed if they felt conditions were right... regardless of the consequences.

This same study found drivers chose to speed believing observers would be envious of their skills and impressed by their speeding. Essentially, they were bowing to peer pressure and conforming to 'type'.

At Crowley you'll know the legal speed limit is 20km/h from the first speedbump on Crowley Drive. This limit also includes St Pauls Close and all internal roads on site as these are shared zones for motorists and pedestrians.

In the Plaza area the speed limit is 5km/h. Disappointingly, we receive feedback regularly of a number of drivers choosing to exceed this speed limit, some driving recklessly and in a dangerous manner in the village.

At the very least, exceeding the speed limit can result in demerit points, fines, and loss of license. At worst these drivers are risking the lives of Crowley residents, visitors, and staff.

Very simply, the faster you drive the longer it takes you to stop and the more likely any impact with a pedestrian will result in their death, especially for the frail among us. There is a very good reason the speed limit is 20km/h when you enter Crowley grounds.

Even when travelling at just 30 km/h the average driver (with good reflexes and under good road conditions) will travel nearly 20 metres before stopping.

Speeding is never safe. It increases both the risk of having a crash, as well as the severity of the crash outcome. The faster you are going:

- The more time is needed to react and avoid a crash
- The stopping distance required increases
- The impact of a crash is more severe
- The likelihood of death or serious injury increases

We are appealing to everyone to be mindful of the legal speed limit and consider the safety of those who choose to call Crowley home.

Please, slow down!





# Artificial Intelligence and Great Scones

**Ben Hansen**  
IT Manager

For this month's Chatterbox I wanted to write about a new technology based on artificial intelligence (AI) called ChatGPT.

ChatGPT generates human-like responses to text prompts using machine learning. To demonstrate what this means I thought I'd give you an example of some text prompts and how ChatGPT responds.

The first question I asked was for the easiest scone recipe. The second question was asking why it gave a recipe with seven ingredients rather than a simpler recipe with two ingredients.

## Text Prompt:

"Easiest scone recipe?"

## GPT Response:

"Certainly! Here's a simple and delicious recipe for classic scones:

### Ingredients:

- 2 cups all-purpose flour
- 1/4 cup granulated sugar
- 1 tablespoon baking powder
- 1/2 teaspoon salt
- 1/2 cup unsalted butter, cold and cut into small pieces
- 1/2 cup milk
- 1 teaspoon vanilla extract
- Additional milk for brushing the tops of the scones
- Optional: 1/2 cup add-ins such as raisins, dried cranberries, or chocolate chips
- Optional: powdered sugar for dusting."

*Please note:*

*The cooking instructions were omitted.*

## Text Prompt:

"Why does ChatGPT give a recipe with seven main ingredients for scones when I ask for the easiest scone recipe which has only two ingredients?"

## GBT Response:

"I apologise for any confusion. As an AI language model, I generate responses based on patterns and information present in the training data. While it is possible to make scones with only two ingredients (such as self-rising flour and heavy cream), the most common scone recipes typically include more ingredients for added flavour and texture.

"The recipe provided by ChatGPT may have included additional ingredients to enhance the taste and consistency of the scones. However, if you specifically prefer a two-ingredient scone recipe, I can provide you with one. Here's a simplified version:

### Two-ingredient scone recipe:

#### Ingredients:

- 2 cups self-rising flour
- 1 cup heavy cream."

*Please note:*

*The cooking instructions were omitted.*

This simplified recipe skips additional ingredients like butter, sugar, eggs, or baking powder found in more traditional scone recipes. While it may not yield the exact same texture or flavour as traditional scones, it offers a quick and easy way to make scones with just two ingredients.



# Focus on Quality

## Feedback at Crowley

**Michelle Golding**  
Quality Manager

Crowley Care promotes a culture that encourages, educates, and enables everyone to give feedback, recognising its value for continual quality improvement.

The feedback process is easy and accessible to all relating to our care, services and your rights. Crowley supports all stakeholders who wish to remain anonymous.

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

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

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

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

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

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

Feedback





# Do you need assistance?



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

## Translating and Interpreting



**Translating & Interpreting Service (TIS)**  
Phone 131 450

**Aboriginal Interpreter Service (AIS)**  
Phone 1800 334 944

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## Hearing or Speech Impairment



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



**Advocacy Support Line**  
Phone 1800 700 600





# Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

## Residential Care family

- Thank you for the Chatterbox. We enjoy reading and keeping up with the Crowley Care activities.
- To the wonderful Crowley staff and the “extra” special Banksia crew. As the three daughters of Mum, we hope this arrangement reflects our deep appreciation of the care, love and friendship you have given Mum, especially over the difficult recent weeks. It has been so comforting for us to know that our Mum has been in such a caring and loving environment for so long. Loving thanks, too, to the lovely ladies at the office for their obliging manner and their friendship. Thank you from the bottom of our hearts.
- I just want to give a special mention to the girls that work in Barney’s Cafe. They are always so lovely and welcoming when I come to visit my husband. The friendly atmosphere they provide makes it such a pleasant experience. No matter how busy they are they always have a smile on their face and are very patient. Keep up the good work Shelly and Cadie.
- We wish to sincerely thank you for your care and patience in caring for our aunt. Your care and dedication to her and to us was wonderful. Thank you.

## Contractor

- Thank you, Carole, for all your support and commitment to the Community Visitors Scheme. Happy Volunteer Week!

## Home Care family

- Thank you to Esther for support and involvement with my parents. Your support is greatly appreciated. Not only for them but for myself as well. I don’t know what I would do without you.
- We are so grateful for the beautiful way Karen looked after our Mum during her fall incident this morning. Karen was so lovely towards her and helped to make a scary situation less so. They were very appreciative of you.
- Karen is an absolute angel and honestly don’t know what we would do without Karen and Julie’s care of Dad. He loves you both like daughters.





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



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

1. **Fill** in a Feedback Card and place it in the Feedback Boxes located at Reception, Banksia Dining Room and the Front Entry, or
2. **Send** us an email to [info@crowley.org.au](mailto:info@crowley.org.au), or
3. **Call** us on 1300 139 099



# Phrases and Sayings Quiz

Can you finish these popular phrases?

**1** If you are “taking the mickey” out of somebody what are you doing?

.....

**2** If someone tells you to “take a pew” what should you do?

.....

**3** If something is to “come under the hammer” it will be what?

.....

**4** According to the proverb what is “as good as a feast”?

.....

**5** According to the proverb, how do “still waters run”?

.....

**6** If your French companion says “bon appétit,” what are you about to do?

.....

**7** If you are “three sheets to the wind,” what have you done?

.....

**8** If something is “bona fide” what is it?

.....

**9** According to the proverb what is the “mother of invention”?

.....

**10** Complete the well-known phrase: “how long is a piece of .....?”

.....

**11** Complete the saying “from the sublime to the .....?”

.....

**12** If people are said to be “as thick as thieves” what are they?

.....

**13** In the popular phrase, “who do you rob to pay Paul”?

.....

**14** According to the nursery rhyme, which bells say “oranges and lemons”?

.....

**15** If you are “down in the dumps”, how are you feeling?

.....

**16** If you “bury your head in the sand” what are you doing?

.....

**17** If someone asks you “what’s your poison?” what do they want to know?

.....

**18** If you “dig in your heels” what are you being?

.....

**19** According to the nursery rhyme “what do you mix with half a pound of tuppenny rice”?

.....

**20** Finish the proverb, “go to bed with the lamb and rise with the .....”

.....



## Winter Wonderland Word Search

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



Chill

Hot chocolate

Jack Frost

Polar bear

Snowball

Cold

Ice skating

Jumper

Scarf

Snowflakes

Fireplace

Icicles

Magic

Sledding

Snowman

Frost

Igloo

Penguins

Snow

Wonderland



# 'Round the Traps

## Paw Power

Otto came for a visit!

Pet Therapy is a guided interaction between the resident and a trained animal. We are thrilled to be able to have pet therapy back as part of our resident engagement program.



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Business Fax  
6686 6082

Crowley Website  
[www.crowley.org.au](http://www.crowley.org.au)

Crowley Facebook  
[www.facebook.com/CrowleyCare](http://www.facebook.com/CrowleyCare)

Emergency  
(Fire, police, ambulance)  
000

Ballina District Hospital  
6620 6400

St Francis Xavier Parish  
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.