

the chatterbox

NEWS FROM CROWLEY CARE

JULY 2025



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Cover photo

Marjorie and daughters enjoying National Fish and Chip Day.



A Moment with our CEO

Hello everyone,

Our new Pope

It was a privilege and powerful experience to be in Italy on holiday during the funeral of Pope Francis and the election of Pope Leo XIV.

I was struck how Pope Francis was remembered in Italy and that people were openly talking fondly of him. Whilst I couldn't attend his funeral, we did manage to have dinner next door to where Pope Francis was laid to rest; a reflective and memorable experience for everyone.

I was in St Mark's Square in Venice when Pope Leo was elected and felt very blessed to be there at that extraordinary time.

Pope Leo's election heralds hope for the continuation of the positive legacy of Pope Francis. Certainly, a holiday with a difference and one I'll never forget!

Florence Price Place

Our 26 apartment development at Florence Price Place is due for completion in November.

If you pass the site, you can see the roof is now on and the buildings are taking shape as we hit the 75% completion stage.

We are experiencing strong interest in these new independent living apartments that are purpose-built for seniors to live; quality environments, that by design, create a sense of community and connectiveness.

If you are interested in these apartments, please get in touch.

Aged Care Act to start November

The Government has deferred the implementation of the new Aged Care Act from 1 July to 1 November this year.

It's good I think that the Government has listened to providers and the industry and postponed the implementation of the new Act, allowing a bit more time for everyone to get it right. And for that, we are grateful.

In the meantime, Crowley has been working hard behind the scenes to prepare for all the changes, which overall are a positive step in securing a better future for our ageing population.



Very best,

A handwritten signature in black ink, which appears to read 'Michael Penhey'. The signature is fluid and cursive.

Michael Penhey

Catch Up with Kelli

Kelli Potts
Deputy Chief Executive Officer

We all love seeing progress and our new Independent Living Apartments building project here at Crowley is no exception.

The building has taken shape on the site and it is now more than just two-dimensional drawings and concepts.

We are very proud of our Independent Living village here at Crowley and the community and connection it offers to residents, new and old.

With the new apartments' development now less than six months away from scheduled completion, the interest from the community has grown and we have started to see enquiries coming through from prospective residents interested in coming to Crowley.

Recently, Crowley attended the Seniors Expo held at the Ballina Jockey Club as an exhibitor. Pauline and Sharon took along information about the new development and a range of general information about Crowley and our services. The ladies reported that the response was overwhelming, in numbers and positivity! So many people who spoke to them knew of Crowley, either through friends or family who live here or have in the past, who know our staff and who have just heard about us in the community. They came back to Crowley with an impressive number of Expression of Interest Forms from the attendees.

A recommendation through word of mouth is by far the way most people come to Crowley, and that means we have our residents, clients, staff, medical practices, current and former families and many others to thank.

Whilst I am passing on our thanks, I would also like to again acknowledge the residents in the vicinity of the construction for their patience and understanding. Most of our residents have at some time been in a position of building, renovating or moving, and it is this life experience that helps in these circumstances.

We also know that many of our residents are keen to see and hear more about the project. On the opposite page you will see one of the advertisements developed for the project. As we have more to share, we will keep you updated, including through the Chatterbox.

Kelli 😊



Coming soon to Ballina. Independence celebrated. 26 unique apartments designed with care, built with purpose.



DISCOVER MORE:

Scan the QR code to visit our website at www.living.crowley.org.au or call us at 1300 139 099 to learn more about this exciting new development.



Trusted since 1979

Nestled along the serene banks of Ballina's North Creek, Crowley Care's latest Independent Living development offers an unparalleled blend of luxury, comfort, and community.

Designed for you, this new offering promises a lifestyle where every detail is considered for elegance and ease.

Our apartments will provide an inspirational living experience with a focus on the individual.

KEY DETAILS AT A GLANCE

Number of Apartments:

26 self-contained residences

Apartment Sizes:

1 and 2 bedroom configurations

Expected Completion:

November 2025

Location:

154 Cherry Street, Ballina NSW 2478

Community Features:

Landscaped gardens, library, cafe, hydrotherapy pool, activity centre and more...

Safety & Security:

Enjoy peace of mind with our 24/7 emergency call system, nightly security patrols, and regular wellness checks by our Independent Living Coordinators.



Biggest Morning Tea

A wonderful success

Crowley's Biggest Morning Tea was more than a gathering over a cuppa and treats – it was a heart-warming opportunity for our community to come together, share stories, enjoy great company, and support a meaningful cause.

A nationwide event each year, The Biggest Morning Tea raises funds for the Cancer Council, supporting their vital work in cancer research, prevention and services for those affected by cancer.

From trivia to the lively tunes of Neil Diamond's Sweet Caroline and Elton John's Crocodile Rock, we had an absolute blast! Residents and families joined in for a joyful morning filled with laughter, delicious goodies and a little dancing on the side.

A heartfelt thank you to everyone who donated – and a special shout-out to our amazing Independent Living Crafters and Men's Shed for their generous contributions.

We're thrilled to share that our fundraising stall was a tremendous success! Together, we sold:

- 250 cupcakes
- 50 bunches of flowers
- 270 raffle tickets
- 200 squares in the 100 Club

Thanks to your generosity, we raised an incredible \$2,288.50 for the Cancer Council.

What an amazing effort from our wonderful community – thank you!





Under the Sea

National Fish and Chip Day – delicious food, great company, and plenty of laughs to go around!









State of Origin

Pride, passion and fierce competition – it's more than just a game!





Celebrating 100th Birthday

Joanie B

I was born on 3 June 1925, in Parkes, NSW, the 4th of 15 children. My schooling was limited, as I needed to help out my mum and dad at home, due to our large family. Life was hard sometimes, but my dad always made sure we were all fed “country” meals, although to this day I cannot eat rabbit again!

As a young adult, I worked as a waitress and loved getting dressed up and going to local dances. I won many awards for my ballroom dancing. I moved from the country to Sydney during World War II.

After the war, I married Bruce and had six children, three boys and three girls. I have lived in New South Wales, Victoria, Tasmania and Papua New Guinea. In later years, I lived mainly in the Sutherland Shire, and I was very well known as an exceptional cook; however, my forte was my baking, and as my sons always said, “What’s for puddin’ mum?”

In 1996, I relocated to Lennox Head, made wonderful friends and loved our new home. Bruce passed away in 1998, then I remained living independently until 2020, and after that, with some help.

In 2023, I moved into Crowley Care and have settled and am happy with the great care I receive. I had a wonderful 100th birthday celebration at Crowley with family and friends in attendance.

I have:

- 6 children
- 16 grandchildren
- 32 great-grandchildren
- 14 great-great-grandchildren and another on the way. Yes, I am very proud to be part of five generations!



Resident Profile

Alan Rose

Alan was born in Manchester, England in 1941, four years before the end of the war.

“I remember the sounds of the sirens, windows were blacked out and getting dragged to the air raid shelters.”

Alan had two younger sisters. He started school at three, which was normal back then.

He went to grammar school after passing an entry test; he enjoyed school and received the ‘School Colours Award’ in year 3.

One day, Alan came home from school to be told they were off to live in Australia. They would be 10-pound Poms!

“We left for Australia in July on a 23,000-ton ship, ‘The Georgic’, her final voyage before becoming scrap. It was previously a troop carrier.”

The journey took six weeks. It broke down at the Cape of Good Hope. At the time, the Suez Canal was under siege, so it went via La Palmas to Cape Town before arriving in Fremantle on 1 October 1956; two weeks after I turned 14.

The family went from Fremantle to Sydney by boat and took a 24-hour horror trip from Sydney to Brisbane. “My sister slept in an overhead locker!”

“We moved into Colmslie Hostel, where we resided for six weeks. There was a heatwave the first week we arrived, 103 degrees Fahrenheit, and we had legs like tomatoes.”

“Father got a job in Gatton, QLD as a mechanic, and I (14 years) got a job at a sawmill stripping timber. One day, clearing the head of the conveyor belt, it grabbed my shorts and ripped them off, fortunately, they tore.”

The family lived in Gatton for three years where they built a house. The kids raised funds picking potatoes; they were able to keep \$1 each, and the rest went towards the house.

As a result of building the house and using trades, Alan was offered a plumbing apprenticeship. He would travel every day to work on a pushbike. He enjoyed the work, and he also played rugby league for a local club.

“I met my first Mrs. Rose, with whom I had four children: one boy and three girls. We bought a block of land for 50 pounds with a condition to build a house within 12 months and pull the old one down. We spray-painted the old house and converted the stone recess into a shower, then demolished the old one.”

Alan worked for Stramit Industries Roof and Ceiling as an architectural representative, instructing and designing roof construction.

He then worked at Ceiling Industry Plaster Company, manufacturing ceiling panels and installing them.

Three years later, Alan was offered a job with Stramit subcontracting. He employed nine staff, working a lot on the Gold Coast. They constructed the round roof on Twin Towns Services Club, Mary Mount Convent and Bulimba Roadworks building (a roof 400 feet long).



Resident Profile

Alan Rose

Alan met and married Carol in 1979 after an unfortunate failure of his previous marriage of 12 years. "I met Carol at the club, she asked what I did for a living, to which I replied 'I'm a plumber'. Carol's brother-in-law was a plumber and, in fact, was Alan's apprentice. Alan had attended his wedding, not having met Carol.

Alan also obtained his builder's license which Carol was integral in presenting the case successfully in court.

"My apprentice became my brother-in-law and Carol's sister my sister in-law... the world is getting smaller!"

"Carol and I took up wildlife caring through WIRES, whilst still working. It was soon obvious that we had quite different ideas on how they went about it, so we proceeded to form our own group." Alan was chair for 13 years. They are both still life members after 24 years.

"We handled everything from kangaroos, possums, snakes, flying foxes, birds of all descriptions – it was a great part of our lives."

At this stage, Alan was a self-employed plumber in Deepwater. He would build during the day, and when he got home, Carol would have a list of plumbing jobs (usually frozen pipes) that he would attend to by night with temperatures of -14/15 degrees Celsius. As a result of the cold, Alan closed the business through winter for three months, and he and Carol would go fossicking.

"We used to target one spot in Australia for three months, depending on what the spot revealed... sapphires, fossils, opalised wood, man fern and tin crystals. Our collection after 30 years amounted to two garden sheds full."



Once they officially retired, they would travel six months of the year and finished the house in Deepwater. Their most prized find was a 3-carat natural emerald (12 carats before it was cut). Alan took up faceting at this time... he is currently 40 years a facetter and has an endless supply of gemstones.

Their house at Deepwater became too large for them, and it became obvious they would have to downsize. They had a 7-day garage sale and still finished with two containers full to move.

They bought a house in Evans Head, where they resided for three years.

Carol, at this stage, was diagnosed with Parkinson's (before leaving Deepwater), and Alan was her carer. Alan was then diagnosed with Parkinson's, with rapid decline, and could no longer care for Carol.

"I lost my driver's license, which was like losing an arm. We moved to Crowley 12 months ago."

"The move to Crowley was rushed and difficult to part with a lifetime of possessions. However, the move has been positive, and we thoroughly enjoy where we are and the people we have met here. My progress from constantly falling over has improved greatly, and I now visit the Men's Shed to do some stone polishing."

"Carol and I have been married for 47 years. Carol is step-mum to four children, 10 grandchildren, 22 great-grandchildren and 1 great-great-grandchild!"

"Without Carol, I could not have achieved half the things in life. I love her dearly; she's the light of my life."

"At 83, and Carol 79, our future is looking great. Tomorrow is the first day of the rest of our lives."



Alan's life advice:

Life is what you make it. You can encompass it and make the most of what you have. Life is not always easy, but if you look on the bright side, you will achieve much more... it is entirely up to you!

The Art of Listening

Meredith Pryke
Executive Manager Care Services

Our ears enable us to experience sounds such as birds chirping, ocean waves, the cry of a newborn, and melodies from our favourite musicians. They also facilitate personal growth, learning, and the ability to listen to others share their knowledge. Most importantly, our ears allow us to connect with others.

We hear both positive and negative experiences, including how individuals express their feelings of sadness and joy, and we perceive their emotions through their voices. Listening involves not just hearing the words others say but understanding their meaning and providing them space to speak.

These principles are essential when communicating with people in our lives, including staff members, clients, residents we support, friends, family, colleagues, and even individuals at the local supermarket.

- **Patience and receptiveness**

Effective listening requires being patient and open-minded, allowing the other person to express themselves fully without interruption.

- **Active engagement**

Listening is an active process that involves engaging with the person's thoughts and feelings, fostering empathy and understanding.

- **Practical techniques**

To enhance your listening skills, focus on giving full attention, avoiding distractions, and responding appropriately to what is being said.

- **Responsive listening**

This type of listening is crucial for problem-solving and effective communication, as it emphasises understanding the person's message.

- **Building connections**

Listening is essential for forming deeper connections and relationships, making it a vital skill in both personal and professional settings.

To really listen to someone is a sign of respect and care for that person, and by mastering the art of listening, you can improve and strengthen your relationships.

So, the next conversation you have, I ask you to take a breath and be present in the moment and practice your listening skills. You may be surprised by what others have to say.



From the IL Desk

Staying hydrated in winter

Jenny Kliese
Independent Living (IL) Coordinator

There are a lot of reasons why staying hydrated is important. Getting enough water each 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.

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 2 litres a day.

A good tip for staying hydrated is to make sure 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

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

- Eat foods that have a high water content. Examples include 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 that have high water content to further boost hydration benefits.

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

Winter skin care

There are practical ways to care for fragile senior skin during the colder months.

The easiest way is to moisturise daily, using a rich, fragrance-free moisturiser designed for sensitive skin.

Apply immediately after bathing to lock in moisture. Don't forget areas prone to dryness, like hands, elbows, and feet.



Reminder

Don't forget your monthly INS Lifeguard testing.



July Health Awareness

National Pain Week 22 July to 28 July 2025

Chronic pain affects over 3.6 million Australians.

Pain is a vicious cycle that can trap people in a spiral of stigma, isolation, and mental health challenges, colouring everything about their life.

Being aware by listening with empathy, and if needed, helping by seeking out the right medical resources if requested.

Crowley Auxiliary

Christmas in July

Margaret Savage
Crowley Auxiliary President

The Auxiliary is in full swing, preparing for our Christmas in July Luncheon to be held on Thursday 24 July.

Hopefully, you have all secured your tables. Tickets are \$45 per person, which includes Christmas-style nibbles, lunch and dessert, an entry into the lucky door prize, and entertainment. It should be a fun afternoon. We look forward to meeting all our old friends as well as making some new friends.

Our Christmas in July raffle is up and running. Tickets are available from Crowley reception at \$2 each or three for \$5. Auxiliary members will be selling tickets outside Crowley on most Saturdays and Sundays.

The Auxiliary thanks the Management of Ballina Fair Shopping Centre, who generously donated a \$100 gift voucher. The voucher can be used anywhere in the Fair, including the cinema.

Management also provides space for the Auxiliary members to sell raffle tickets in Ballina Fair, free of charge, and we are very grateful.

Ballina Fair is home to Woolworths, TK Maxx, Rebel Sport, Cotton On, Best & Less, and Palace Cinemas. The parking is free, and there are over 50 specialty stores. Plus, you can take the opportunity to savour a culinary journey at the vibrant outdoor food piazza, offering a delectable array of dining options.

The next Auxiliary meeting will be held on Monday 28 July at 3pm in the Education Centre. As always, all are very welcome to come along.



NEEDED:

Donations of 8ply Wool

Do you have wool to spare?

One of our enthusiastic residents is busy knitting rugs, slippers, and other items for fellow residents and has run out of wool.

Any donations are greatly appreciated.



CROWLEY CARE AUXILIARY

CHRISTMAS IN JULY

Luncheon

Thursday 24 July 2025

Crowley Activity Centre

12.30pm - 3.30pm

\$45 per person

BYO Drinks

Please RSVP and pay via cash or card
at Crowley Reception by Thursday 17 July

PLEASE PROVIDE ANY SPECIAL DIETARY REQUIREMENTS

TICKETS INCLUDE:

Christmas Style Nibbles, Lunch and Dessert

1 x Entry into the Lucky Door Prize

Live Entertainment

Craft Corner

How to make painted seed pod musical shakers

This creative painting activity is a wonderful way to honour the history, culture, and achievements of Aboriginal and Torres Strait Islander peoples.

Across Australia, Ipil trees drop long, flat seed pods that rattle when shaken. These smooth pods are perfect for painting and transform beautifully into musical shakers. If Ipil pods aren't available, the Illawarra Flame Trees also produce large, woody seed pods that work well for this activity once cleaned and dried – just be sure to remove any irritant hairs from inside the pods before use.

What you need

- Clean, dry seed pods (Ipil or Flame Tree)
- Acrylic paints
- Paint brushes
- Printed sheet of Aboriginal symbols for reference

Instructions

1. Set up with a seed pod, a selection of paints and brushes, and a printout of Aboriginal symbols for inspiration.
2. Begin with a base coat to help the designs stand out with strong contrast.
3. Paint figures or patterns that speak to you, incorporating dot work and line designs.
4. Allow the painted pods to dry completely.
5. Display the finished instruments as part of a cultural art feature, or use them in a group musical session.





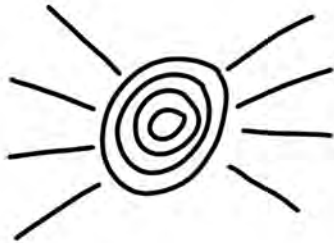
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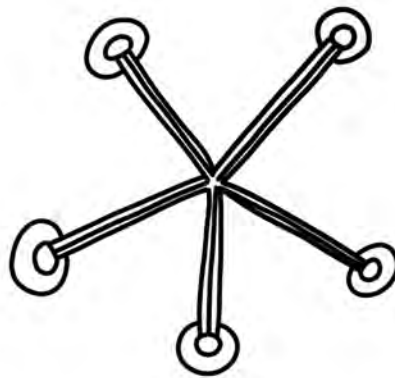
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sugar ant



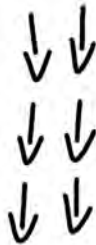
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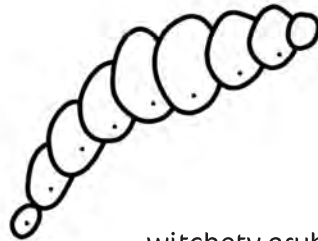
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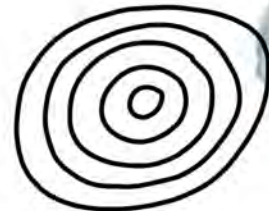
rain



emu tracks



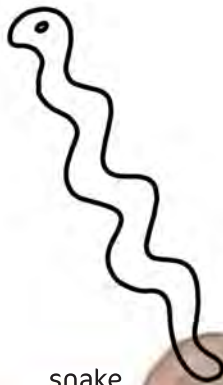
witchety grub



campsite



running water



snake

star



Update from Maintenance

Air conditioning systems

Albie Viel
Maintenance Manager

With the change of weather, there have been a high number of requests relating to air conditioning.

Firstly, if you haven't used the air conditioning system for some time, the hand remote could be difficult to read, and the batteries might need replacing. If you are not using the air conditioning for a long period, take the batteries out so the battery terminals do not corrode.

Once the air conditioning system is on 'heating', give the system at least four minutes for the unit to warm up. Air conditioning systems are designed to start discharging air only after it has reached a certain temperature.

If the heating or cooling effect is poor, have the filters been cleaned? Is the temperature setting appropriate? Are the windows and doors closed? Is the flow rate and the air direction set appropriately?

In the heating operation, frost may occur on the outdoor unit and lower the heating capacity. In that case, the system switches into defrosting operation to take away the frost. During the defrosting operation, hot air does not flow out of the indoor unit.

Tips

- For rooms you do not want heated, close the doors.
- Units that face the south, turn the air conditioning on in the afternoon so less energy is used to warm the unit than trying to warm a colder unit at night.
- Many ceiling fans now have a 'reverse' option. Reversing the ceiling fans' operation in winter will force the warm air from the air conditioning downwards.



What's Albie J doing?

We are in the middle of our air conditioning service cycle throughout the facility, including cleaning filters.



Hotel Services News

Tony Baldwin
Hotel Services Manager

Last week was National Fish and Chip Day, and we held our “Under the Sea” theme.

Many people took the opportunity to dress up, which is always fun for our residents to experience.

We served 390 portions of free fish and chips to all who attended. Residents, families, Independent Living residents, and visitors enjoyed the food and entertainment by Helen Jarvis.

Winter warmers

Cold and windy weather can make cooking dinner feel like a chore. It’s helpful to keep ready-to-go meals in the freezer, like wholesome soups, which store well. Options such as pea and ham, beef and vegetable, or lamb broth contain pulses, grains, and protein to satisfy and warm you. There’s nothing better than soup with a crusty bread roll on a cool evening. Remember, Crowley Meal Delivery service offers nutritionally balanced meals and soups.

Winter clothing

With winter coming, we are seeing more winter clothes. Please ensure that Crowley’s procedure for marking clothes is followed. This helps staff return items to their owners and prevents residents from losing special belongings.



In the case of a new resident:

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



Existing residents:

When additional clothing is purchased or brought in for an existing resident, the process is the same. Clothes should be taken directly to Reception, where they are documented and sent to the laundry for labelling.

Regular laundry:

The regular laundry service is done daily in each area. Clean laundry is returned to the different areas on trolleys. If any items of clothing for residents are not labelled, these are returned to the laundry and remain recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner.

Northern Thai Chicken and Noodle Curry

Ingredients

- 1 tbsp coconut oil
- 90g (1/3 cup) Valcom Red Curry Paste
- 1 1/2 tsp ground coriander
- 1 1/2 tsp curry powder
- 1 tsp ground turmeric
- 270ml can coconut milk
- 8 (about 950g) chicken thigh fillets, trimmed, halved
- 1 large red onion, cut into wedges
- 250ml (1 cup) Chicken stock
- 1 tbsp brown sugar
- 3 tsp fish sauce
- 200g dried egg noodles
- Juice of 1/2 large lime
- Fresh bean sprouts, trimmed, to serve
- Fresh coriander leaves, to serve
- Fried shallots, to serve
- Lime wedges, to serve

Instructions

Heat the oil in a large heavy-based saucepan over medium-low heat. Add the paste, ground coriander, curry powder and turmeric. Cook, stirring constantly, for 2 minutes or until aromatic. Add half the coconut milk. Cook, stirring, for 3 minutes or until oil separates. Add the chicken. Cook, stirring, for 4 minutes.

Stir the onion, stock, brown sugar, fish sauce and the remaining coconut milk into the chicken mixture. Simmer, covered, stirring occasionally, for 15 minutes. Simmer, uncovered, for 6 minutes or until chicken is cooked through.

Meanwhile, cook the noodles in a saucepan of boiling water following packet directions. Drain. Refresh under cold running water. Divide noodles among serving bowls.

Add lime juice to the curry. Ladle curry over noodles. Top with the bean sprouts, coriander and shallots. Serve with lime wedges.

Serves 4





Serves 4

Lamb Shank and Pearl Barley Scotch Broth

Ingredients

- 1 tablespoon olive oil
- 2 lamb shanks
- 1 large fennel bulb, finely chopped
- 1 brown onion, finely chopped
- 1 carrot, finely chopped
- 2 celery sticks, finely chopped
- 2 garlic cloves, crushed
- 1 cup (250ml) dry white wine
- 4 cups (1 litre) Massel beef style liquid stock
- ½ cup (105g) pearl barley
- 2 tablespoons tomato paste

Instructions

Heat the oil in a large saucepan over medium-high heat. Add the lamb shanks and cook, turning occasionally, for 5 minutes or until brown all over. Transfer to a bowl. Add the fennel, onion, carrot, and celery and cook, stirring, for 5 minutes or until onion softens. Add the garlic and stir to combine. Add the wine, beef stock, barley and tomato paste and stir to combine. Return the lamb to the soup and bring to a simmer.

Reduce heat to low and cook, covered, for 2 hours or until lamb is falling off the bone. Transfer lamb shanks to a plate. Remove the meat and discard the bones. Cut into 2cm pieces. Return to the soup. Taste and season with salt and pepper. Ladle evenly among serving bowls. Serve immediately.

Trainees to PCW

Carole Bull Recruitment Officer

In the March edition of the Chatterbox, we spoke about our Trainee Program at Crowley.

We are now happy to welcome three of those trainees on board as Personal Care Workers with Crowley.

Congratulations Mollie, Tom and Lydia, who have successfully completed their Cert III Individual Support (Ageing). It has been amazing to watch their skills, confidence and maturity develop and grow during their time with us.

Mollie tells us, she has loved doing her traineeship with Crowley. The senior staff have encouraged her along the way and have been very supportive. She feels that she has come out of her shell. She is looking at further study in the future, but for now, just happy being a part of the Crowley family.

Tom excelled and completed his traineeship in six months. He has continued to expand his knowledge and focus his experience on providing excellent service to our residents.

Lydia has also found the experience to be amazing. She reflects that in the beginning, learning and working as well was sometimes challenging, but a good way, to do the traineeship. She is currently enrolled at Southern Cross University in Preparation for Success for six months and then moving to study to become a Registered Nurse.



Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Natalie (Nat)
Home Care



Martina (Nahi)
Residential Care



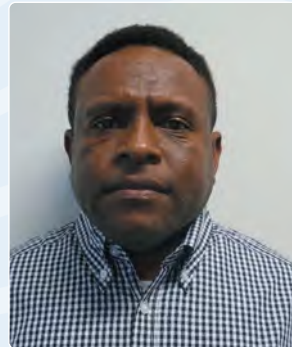
Esther (Yakam)
Residential Care



Arunlal (Arun)
Residential Care



Quintan (Quince)
Residential Care



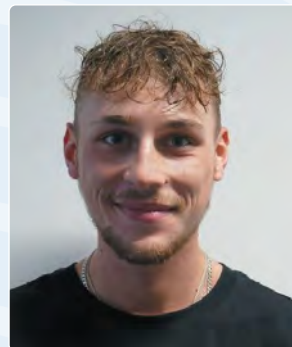
Collin
Residential Care



Brooke
Administration



Keith
Maintenance



Tavio
Hotel Services

A Warm and Safe Winter

René Lange
Risk Manager

With a few basic checks, you can stay warm and safe during the winter season.

Winter brings comfort with warm beds and heated throws, but it also increases the risk of house fires due to the use of electric blankets, heaters, dryers, and fireplaces. A few precautions can help you stay safe while keeping warm.

Heaters

Keep portable heaters at least one metre away from curtains, bedding, or any flammable materials. Avoid leaving them on while sleeping, and do not place clothing or other items over heaters to dry. Ensure heater cords do not pose a trip hazard.

Electric blankets

Before using electric blankets, inspect them for frayed cords or hot spots. Replace models over 10 years old, as they may pose a fire hazard. Newer models feature adjustable heat settings, timers, and controls to prevent overheating.

Heated throws

Heated throw blankets are cosy and convenient, but they should be used with care. Always follow the manufacturer's instructions and avoid folding or bunching the blanket while it's on, as this can cause overheating. Turn it off when not in use and never fall asleep while it's still running. Like electric blankets, inspect heated throws regularly for wear and tear.

Outdoor heaters / BBQs

Never use outdoor cooking or heating equipment like gas or charcoal barbecues, or patio heaters inside your home or garage. They are not designed for indoor use and can cause fires or deadly carbon monoxide poisoning. Always keep outdoor appliances where they belong, outside and well-ventilated.

Open fires

If you are lucky enough to have an open fireplace in your home, ensure the chimney is clean before lighting and always use a fire screen; never leave an open fire unattended.

Clothes dryers

Clothes dryers are used more frequently during winter due to shorter, cooler days. It is important to clean the lint filter after each load to prevent fires.



Focus on Quality

Residential Care Residents Meetings

Michelle Golding
Quality Manager

Great to see our resident meetings growing in attendance and participation. Hosted by Meredith Pryke, our Executive Manager of Care Services, these meetings allow residents to raise concerns, hear news about the facility and share ideas.

Meetings are held in the Entertainment Room bi-monthly and advertised on the notice boards in each wing. Keep an eye out for this next month's date!

There is a broad agenda that includes a welcome and introduction of new residents, staff and volunteers. We also acknowledge and say goodbye to those residents who have passed. We discuss what's happening at Crowley including upcoming events and activities, surveys, legislative changes and what staff have been participating in. Residents participate in a question and answer time and written feedback received is discussed.

As part of our ongoing commitment to resident wellbeing and engagement, we regularly invite guest speakers to share valuable information on topics of interest — often suggested by our residents.

We are pleased to welcome Ruby-Rose Carnes, an experienced dietitian from Plena Healthcare, to our upcoming Resident Meeting.

Ruby-Rose played a key role in the recent Menu and Mealtime Review Program that Crowley participated in, conducted by Plena Healthcare.

This comprehensive review involved:

- An evaluation of our current menu
- An assessment of the dining environment and mealtime experience, with a focus on supporting residents to eat and drink safely and enjoyably
- A review of documentation related to the delivery of nutritious, high-quality meals
- A written report and a feedback session to support continuous improvement.

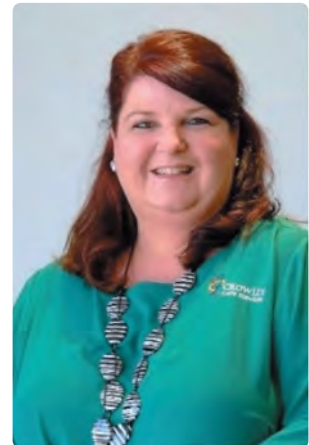
Ruby-Rose will join us to share key findings from the review and to answer any questions you may have about nutrition, meal planning, and our approach to providing enjoyable, nourishing meals.

Her insights are helping us continuously enhance our food services and ensure all residents enjoy a positive dining experience.

We welcome and encourage all Residential Care residents and families to attend and participate in these meetings. Your involvement helps shape discussions and ensures we're covering topics that matter most to you.

If you have any suggestions or ideas for future meetings — perhaps a topic you'd like to include or a guest speaker you'd like to hear from, feel free to pop your thoughts on a feedback card.

Keep an eye out for our next meeting advertisement — we look forward to seeing you there!



Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care families

- To all the wonderful people at Crowley, I am so pleased we chose Crowley, as we couldn't ask for a more loving and caring nursing home. Even though we were only here for a short time, I couldn't have imagined him being anywhere else. You made it so welcoming and comfortable.
- Many thanks for the update. I have just been talking from Dublin to my mother's sister, who relayed that she has tested positive. I know she is in the best care possible, which I have and always will be eternally grateful for.
- Thank you for all the wonderful care and support you showed towards my mother during her short eight months with you. She grew to love Crowley as her home, and you as her friends.
- Just wanted to say what a wonderful, warm welcome everyone has provided to my father. You are a top-class team. Thank you. In particular, John provided a very clear, calm and kind initial orientation to Dad and me. Thank you.
- Thank you so much for the wonderful care of Carol during her time with you. We truly appreciate your kindness.
- To all the wonderful staff looking after Mum. Many, many thanks for all the care and attention you gave to Mum. We are all so grateful and send thanks from Dublin, Ireland.

- Congratulations to all the staff who made the Biggest Morning Tea fundraiser such a success. The food was excellent, and the residents all had so much enjoyment. The atmosphere was one of happiness and joy, so well done to everyone. I have not seen my father so animated for a long time. Thank you for making this a special day for Mum and Dad.

Residential Care resident

- A great many thanks to the girls in the laundry for returning my blouses beautifully washed and ironed.
- I recently had my 100th birthday. I wish all involved to know I wish to thank you for a very kind effort. Thanks to all staff. I enjoyed the day.

Ballina Probus

- The Ballina Probus would like to thank you immensely for letting us have our AGM and Changeover Luncheon in your Activity Centre recently. The food was delicious and well presented. The room was set up to perfection. All enjoyed the time spent there! Thanking you.

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



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

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

Buddy Holly and The Crickets Quiz

Do you know the answers to these Buddy Holly questions?

1 How many number 1 hits did Buddy Holly have?

- A. One
- B. Eight
- C. Twenty
- D. Eleven

2 What was Buddy's real first name?

- A. Theodore
- B. Jeffrey
- C. Charles
- D. William

3 Buddy was born on September 7th in which year?

- A. 1934
- B. 1938
- C. 1936
- D. 1940

4 In which U.S. state did Buddy Holly grow up?

- A. New Jersey
- B. Texas
- C. Tennessee
- D. Colorado

5 What was the song "Peggy Sue" originally going to be called?

- A. Cindy Lou
- B. Maggie Sue
- C. Betty Lou
- D. Evie Sue

6 What was the name of the record company that first signed Buddy?

- A. Alligator
- B. Polydor
- C. Decca Records
- D. Peoplesound

7 In which song did Buddy sing about "loving" and "turtle-doving"?

- A. Rave On
- B. Heartbeat
- C. That'll Be the Day
- D. Maybe Baby

8 In which song did Buddy sing about going faster on a rollercoaster?

- A. Oh Boy
- B. Everyday
- C. It's So Easy
- D. Not Fade Away

9 Buddy met his future wife, Miss Santiago, while she was working as a receptionist at a publishing office. What was her full name?

- A. Maria Elena
- B. Conchita Juana
- C. Ana Marisa
- D. Manuella Christina

10 How soon after meeting did Buddy marry his wife?

- A. Under two months
- B. Four Days
- C. Six Months
- D. Over a Year

11 By the time of The Winter Dance Party tour, Buddy and The Crickets had parted ways. Which of these musicians was not in his backing band on tour?

- A. Chris Harrison
- B. Waylong Jennings
- C. Tommy Allsup
- D. Carl Bunch

12 What was the name of the venue where Buddy performed for the last time?

- A. The Ocean Ballroom
- B. The Harbour
- C. The Beach Ballroom
- D. The Surf Ballroom Ballroom

13 February 3rd is known as "The Day the Music Died," marking the plane crash that killed Buddy Holly. What year did this happen?

- A. 1959
- B. 1961
- C. 1957
- D. 1963

14 Buddy was travelling on the tragic flight from Iowa to which state?

- A. Washington
- B. California
- C. Texas
- D. North Dakota

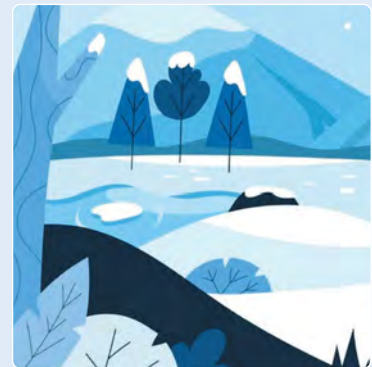
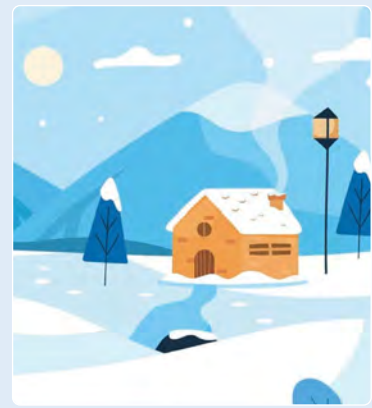
15 Which of these singers also died with Buddy Holly in the fatal plane crash?

- A. Chuck Berry
- B. Gene Vincent
- C. Elvis Presley
- D. Ritchie Valens

Winter Word Scramble Answers

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

- | | | |
|-----------|---------------|-----------------|
| 1 | LWEBO ROZE | BELOW ZERO |
| 2 | GOGGNE | EGGNOG |
| 3 | SBIOFTENRTT | FROSTBITTEN |
| 4 | CEI KCOYEH | ICE HOCKEY |
| 5 | PMOHIETYRAH | HYPOTHERMIA |
| 6 | NJOGOLHSN | LONGJOHNS |
| 7 | REEWAST | SWEATER |
| 8 | NGOGABOT | TOBOGGAN |
| 9 | OWOL COSKS | WOOL SOCKS |
| 10 | TTKEERLTUCN | TURTLENECK |
| 11 | SESLTOCI | SOLSTICE |
| 12 | FOESKNWAL | SNOWFLAKE |
| 13 | NWOMSAN | SNOWMAN |
| 14 | QTIU | QUILT |
| 15 | STENTIM | MITTENS |
| 16 | HDOLWLNISINK | DOWNHILL SKIING |
| 17 | OTH ECLCHOOAT | HOT CHOCOLATE |
| 18 | CGALREI | GLACIER |
| 19 | DWOFROIE | FIREWOOD |
| 20 | FPAAREL THA | EARFLAP HAT |
| 21 | GDO LDSE | DOG SLED |
| 22 | RFUERLIS | FLURRIES |
| 23 | LCIUGRN | CURLING |
| 24 | BAALLAVAC | BALACLAVA |



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

Try your hand at the puzzle on page 34, and be sure to come back for next month's Chatterbox to find the solution, like those above for the quiz from the June edition.

'Round the Traps'

It's music time!

Turn up the volume, feel the rhythm,
and let the good vibes roll!



Local Contacts

Crowley Administration
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Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
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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.