

# the chatterbox

NEWS FROM CROWLEY CARE

JUNE 2020



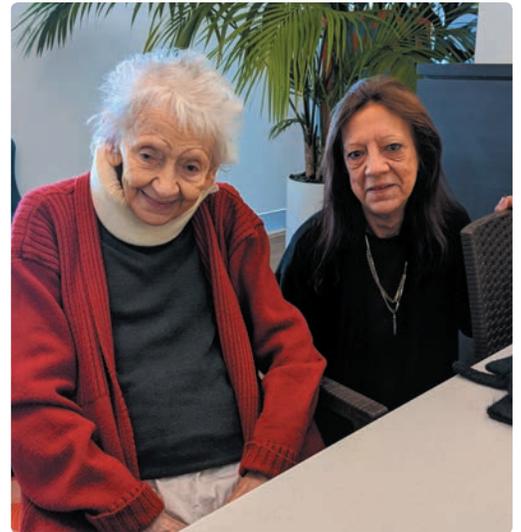
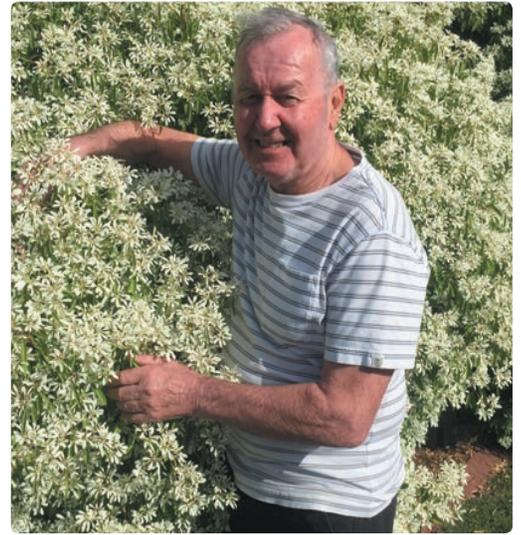
# Contents

- 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
- 12 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
- 28 Feedback and Comments**  
Compliments and recommendations from you
- 31 Games Corner**  
Try your hand at these mind melting quizzes!

---

### Cover photo

Charlie enjoyed a seat in the morning sunshine with a cup of tea and a cheeky biscuit. We think he's got the right idea!



## A Moment with our CEO

Hello everyone,

I want to thank our entire Crowley community for your trust and support during these times as we continue with our response to keep everyone safe during the pandemic.

I believe that our community at Crowley is built on the depth and quality of the relationships we have with each other. When those relationships are strong, there is a high degree of trust between us. And so I particularly thank the families and loved ones who have trusted us to do the right thing at this time, even with difficult decisions. Achieving a quality of life and the happiness of our residents and clients remains our priority. And I'd like to think we've been consistent in how we have managed the pandemic which has been guided by our vision to provide an inspirational living experience through rewarding relationships with a focus on the individual.

It's at times like these we can learn from our elders. And recently I've learnt a thing or two about resilience from our residents and clients. Many of them have lived through depressions and wars in their lives, which made them incredibly stoic and resilient. So it's been humbling to witness how they have calmly adjusted to the current changes with little fanfare or fuss, taking it all in their stride.

With our staged and planned re-opening of our Residential Care facility, we have commenced face-to-face visits in a restricted fashion. The pure joy on everyone's faces as they meet up again has been incredible to witness. It's been wonderful to be able to facilitate those reconnections and reminds us all about the simple human need for connection. Our Communications Team have reported many stories with one that is particularly touching. When a resident, who normally uses a walker, saw her family approaching, she was so overjoyed, she threw her walker to one side to greet them. The power of love!

Many families have expressed their gratitude for the way in which we have facilitated safe visits and for our overall COVID-19 approach. They have expressed appreciation for our consistent, cautious



and caring approach to COVID-19. We also have received many positive comments for how we have communicated during this time. We do appreciate that feedback which is a testament to how our staff have positively responded. We will continue providing regular updates to you.

I want to especially acknowledge our volunteers at Crowley at this time. Whilst we have just had National Volunteers Week, due to the pandemic we were unable to hold events and activities to show how much we appreciate our wonderful Crowley volunteers. The truth is we simply couldn't do all that we do without the selfless support of our volunteers. And even though we can't meet as a group at this time to express our gratitude, we are thinking of you. On behalf of our entire Crowley family, thank you to all our volunteers for all that you do and achieve across the year.

A handwritten signature in black ink, appearing to read 'Michael Penhey', written in a cursive style.

*Michael Penhey*  
Chief Executive Officer

## Catch up with Kelli

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

In May we acknowledged our wonderful volunteers across the organisation during National Volunteers Week.

National Volunteers Week is an annual celebration to acknowledge the generous contribution of volunteers across Australia.

The theme for this year was: “Changing Communities Changing Lives.” This statement could not be more true of the amazing volunteers we have here at Crowley.

Rewarding relationships are at the core of all we do here and we believe our volunteers enrich the Crowley community further by being integral to the daily moments of residents, families and staff. Just getting someone a cuppa and having a quick chat is a simple thing that we know truly means the world to our residents.

Volunteers make a profound impact across society as a whole and at Crowley we could not be more grateful for the support we are afforded by our wonderful volunteers.

With many events postponed or cancelled this year Volunteering Australia invited the community to put their hand up and thank all the volunteers around Australia by waving a special smile of appreciation from their own home #waveforvolunteers.

We sincerely thank and wave a special smile of appreciation to all our Crowley volunteers for their time, support and love of the Crowley family.

Big Love  
Kelli



**NATIONAL** 18-24 MAY 2020  
**VOLUNTEER**  
**CHANGING COMMUNITIES. WEEK**  
**CHANGING LIVES.**



# New Additions to our Crowley Fleet

**Pania Howe**  
**Project Coordinator**

Our Crowley and wider Ballina communities have been enjoying our easy, hassle free meal delivery service for many years. Hot and frozen meals, packed full of goodness, delivered straight to your door in our ever-trusty meal van.

Time to introduce our shiny new meal van. Weighing in at a whopping 3,510kgs we are pleased to introduce to you our new Master Renault Meal Van.

You will see her out and about delivering meals within the next few weeks, so make sure you give her a wave!

On a smaller scale but packing an equally big punch is our brand-new Independent Living Buggy. This wee lass will be a much-loved addition to the IL team.

She does not have a name yet, so stay tuned for the big reveal.

A big thank you to our Crowley Auxiliary for contributing to the purchase of our new buggy. We appreciate all that you do for Crowley.

Welcome to the fleet – toot toot!



## 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:



*Moyna enjoyed the festivities during this years Mother's Day celebrations, pulling up a chair front and centre for our special morning tea feast.*



*Smiles create smiles. Miep was spreading the joy with a smile for everyone in the room.*



*Tony was all smiles during our recent social gathering, enjoying a good time with great people.*



*We love catching up with our residents for a cuppa and a chat, and Dell does too!*



*Fun Fridays with friends, happy hour and music. There's no better way to complete the week!*



*Gloria embraced her inner artist, painting a beautiful floral design with all the colours of the palette.*



*Our therapy animals are loved by our residents. They are always available for a cuddle and chat.*



*We enjoyed sitting in the sunshine and catching up with friends, overlooking the new pergola and gardens.*



*The Autumn weather has been the perfect opportunity to get some Vitamin D and fresh air with friends.*



*Gloria bowled us over with her moves during our recent indoor lawn bowls competition.*



*Our Flower Wall Project in Rosebank has been growing! Every day we enjoyed adding little bits to our wall.*

## Last Month at Crowley

We recently got together to enjoy a special morning tea, catered by our wonderful Hotel Services team. It was lovely to see all the joy and love in the air as our residents got together to enjoy their coffee and cake. Here are a few of our favourite snaps from the day!



# Community Connections

## The Richmond River

Take a scenic stroll along the Richmond River and discover Ballina's history. The Richmond River is a dominant feature in the local natural landscape and makes for a beautiful leisurely stroll. For generation after generation the Richmond River has continued to play a major role in the life of our local community; offering employment, recreation and rejuvenation.

The Ballina Historic Waterfront Trail is a flat walk made up of 19 interpretive plaques stretching along the walkway from Fawcett Park in the central business district through to North Wall. The trail provides insights into the historic importance of the Richmond River to the Ballina Shire's earliest European settlers and residents. At the end of the walk you can relax at Lighthouse Beach or just enjoy the view from North Wall. There is parking along most of its length so you can start where ever you desire. At one point the trail morphs into a viewing platform that skirts around the RSL club.

You may also spot the ever-playful dolphins in and around the bridge and the mouth of the river. The end of North Wall is a great vantage point to Whale Watch in season and to see the local fishing trawlers going out to sea at sunset is nothing short of spectacular. The area boasts plenty of the best spots to catch the elusive fish of the Richmond River. Surfs schools are often seen giving their lessons to beginners in the gentle surf rolling in from the ocean up the mouth of the river.



## Celebrating with Crowley

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

Our events at Crowley have always been spectacular and great for our residents, their families and friends. With the current restrictions due to COVID-19 we've had to celebrate some events a little differently. Rest assured we've given them the same Crowley love.

### ANZAC Day

The ANZAC spirit shone through at Crowley's Independent Living dawn service and Residential Care service.

Our Independent Living residents took part in the local community commemoration dawn service coordinated by Ballina RSL Subbranch and Paradise FM. Residents were invited to their driveways to hear the Reveille followed by the last post and paused together in remembrance. Our Independent Living Bagpiper, Fred Clarke, added a special touch playing Flowers of the Forest at the entrance to Crowley as the service concluded.

A morning Service in our Entertainment Room allowed our Residential Care residents to gather to watch the service held in Sydney's ANZAC Memorial at Hyde Park, followed by laying of the wreath by one of our residents and Army Veteran, Beryl White. Dean Doyle concluded the service by trumpeting the Last Post and Reveille.

The day was finished off with wartime sing-alongs and stories with our Leisure and Lifestyle Team.

Our Home Care Clients were also treated with a special gift of ANZAC Biscuits, a poppy and copy of the Ode in the week leading into ANZAC Day.



**Mother's Day**

Mother's Day celebrations started a little early on Thursday with a delicious lunch of Prawns, Chicken and a crème brûlée, topped with a glass of Champagne.

Pamper afternoons in the sunshine coordinated through our Leisure and Lifestyle team provided pedicures, facials and another sneaky glass of bubbles which left our mothers feeling relaxed and fresh.

The delivery of gifts and flowers for our Mother's brought so much joy to all. A special thanks to Dave, Jenny and Megan from our Customer Service and Independent Living teams for assisting in getting the many bunches of flowers to our residents in time for Mother's Day.

We can't wait to celebrate these special occasions with our all of our Crowley family next year!



# World Elder Abuse Awareness Day

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

World Elderly Abuse Awareness Day (WEAAD) is commemorated each year on 15 June to highlight one of the manifestations of ageism and inequality in our society, elder abuse.

**At Crowley Care we focus on educating advocacy through our core beliefs of:**

- Living Catholic values
- Delivering exceptional service
- Valuing each generation
- Leading by example

Elder abuse is any act that causes harm to an older person and is carried out by someone they know and trust such as a family member or friend.

**The abuse may include mistreatment and neglect in the form of:**

- Physical
- Social
- Financial
- Psychological
- Sexual

Individual communities, municipalities and organisations will come together across the globe and hold events on 15 June to raise awareness of this global social issue which affects the health, well-being, independence and human rights of millions of older people around the world to help ensure that older people in the community live in safety without fear of being exploited, hurt or neglected.

Purple is the colour associated with this day.

**The following comes from the United Nations guidelines**

**The public can:**

- Watch for signs of elder abuse to the elderly people living in the community
- Find out how to get help and report any abuse

**Older people can:**

- Stay connected to family and friends. Don't isolate yourself
- Learn about your rights
- Use professional services for support where available
- Ensure that their financial and legal affairs are in order

**Family and caregivers can lower their risk of committing abuse by learning ways to cope:**

- Get help from family and friends
- Take breaks if you are a carer e.g. access a respite service
- Access support from local health and social services

If you require information, support, advice or education to help prevent elder abuse and safeguard the rights, dignity and independence of older people visit the website [www.seniorsrights.org.au](http://www.seniorsrights.org.au) or contact the freecall, confidential helpline on 1300 368 821.



# The Importance of Sleep and Brain Function

**Kelly Roberts**  
Clinical Manager

There is emerging research that links impaired sleep with Obstructive Sleep Apnoea, Dementia and brain function.

Evidence is increasing in this field with researchers finding that sleep disordered breathing may reduce your oxygen intake overnight and contribute to the build-up of plaques that develop in Alzheimer's Dementia.

There is significant evidence linking Obstructive Sleep Apnoea (OSA) to other medical conditions such as stroke, heart disease and even cancer.

Obstructive Sleep Apnoea is a potentially serious sleep disorder in which breathing repeatedly stops and starts. Risk factors include obesity and age, in addition to being male.

## Symptoms may include the following:

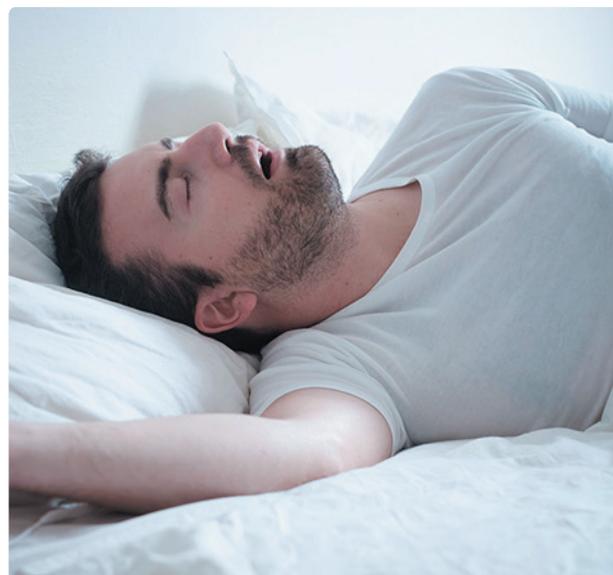
- Loud or frequent snoring
- Silent pauses in breathing
- Choking or gasping sounds
- Daytime sleepiness or fatigue
- Insomnia
- Morning headaches
- Waking frequently in the night to go to the toilet

Sleep apnoea can be diagnosed by having sleep studies attended and these can now be carried out whilst you sleep in your own bed. Ballina has a local 'Sleep Studies' clinic, who with a GP referral, can assess whether you have this condition or not.

## Treatments for sleep apnoea include:

- Maintaining a healthy weight
- Alter your sleeping position if you have only one that you stick to
- Avoid alcohol and smoking as these can contribute
- Using a CPAP (continuous positive airway pressure) machine.

If you have concerns that you or your partner may have the symptoms of disordered sleep, you can discuss this further with your GP. A GP referral is required to have the study carried out and many people use CPAP machines at night to improve their sleep. Whilst these machines may be expensive, many clinics have options for purchasing, including reconditioned machines. Many clients can access this type of equipment through their health fund or Home Care Package.



## Crowley Connections

Alana Tougher

My dream through school was to be an actor. I studied drama, performed in plays, attended workshops at NIDA, was selected to try out for the Australian Theatre for Young People and studied at the Actors College in Sydney. My parents encouraged me to have a back-up plan, so they sent me to the Australian Federation of Travel Agents College. When I finished I didn't know it then, but I was soon going to embark on a 16-year career in travel that led to success, lots of adventures and life-long friendships.

Once I started my first job in travel I realised that my passion for acting was losing to the travel bug, so I decided to put my heart and soul into the travel industry.

My most memorable accomplishment was when I was awarded the No. 1 travel agent in Australia for Contiki Tours and I was flown over to tour Ireland and see Madonna and Iggy Pop in concert at Slane Castle which happened to fall on my 21st Birthday.



My most memorable travel moment was when I was staying in a poor area of Cappadocia in Turkey with my best friend. We heard loud music out the back of the cave we were staying in, so we decided to check it out. There was a gathering of people and they were singing, dancing and playing music and they signalled us to come join them, so we did.

No-one spoke a word of English and we didn't speak Turkish but somehow, we ended up dancing alongside this group of people until one young man came up to us and said it was a pre-wedding party and they would like to invite us to the wedding.

Next minute the women wanted to show us their home. We happily obliged and once inside this beautifully decorated room the women signalled for us to sit so they could pass around apple tea. In the room without a word of English spoken the women removed their burkas revealing their faces and hair so they could compare the difference between us. They were intrigued by my blonde hair and just so happy to have this connection from a different culture.



Fast forward to 2016, I am now married, have two beautiful daughters and live in a beautiful part of the world where as a family we have the opportunity to do the things we love the most, including surfing, yoga, snorkelling and camping.

I realised I wanted to give more back to the world that has been so great to me. So, I enrolled into University to study my Bachelor of Nursing.

I graduated from Uni in 2019 and decided after a placement in Aged Care that I would apply for Crowley as a graduate Registered Nurse and I am so glad that I did.

I love working at Crowley, I love that I get to see the same faces each day and help make a difference to people's lives. I believe that nursing requires a holistic approach and in aged care I have the opportunity to provide this.



## From the IL Desk

### Jenny Kliese Independent Living (IL) Coordinator

Some of you have been very productive during your self-isolation.

Joan Ashford has shared what she's been doing to keep occupied during this time. Joan has been busy crocheting rugs, and at this stage she has completed 10 rugs and counting - a true labour of love.

To complete one of these lovely keepsakes takes 10 balls of wool per rug and around 6 days of knitting and crocheting. The beautiful rugs will be given to her growing family. Well done!



### Short Story Competition

Some of you have been diving into family and organisational history research. Have you thought about entering the Crowley Writing Competition this year? See the competition entry details on the next page.

### Reminder

Don't forget to test your INS Lifeguard System.

Have you noticed some changes to the screen setting of your console? Not only does the display screen show the date and time but it now gives you the Ballina weather forecast as well.

Some of you have enquired about the white light on the screen at night - this is when the network is doing its updates, which can take a while, especially if there is a glitch in the system.

The screen has its down time at night set at 9.00pm to 6.00am daily. If you would like to alter this all you have to do is contact INS Lifeguard on 1800 636 226.



### Village Trivia

It's been reported our garbage bin usage has decreased in the COVID-19 isolation period.

## The Village Votes in Favour!

**David Crosby**  
Customer Service Manager

A big thank you to our Independent Village residents for their support and participation with the Recurrent Charge and Budget vote this year. With social distancing rules in place, our annual meeting and voting process looked very different this year. The vote was conducted via a ballot, with the votes tallied and audited with a Village resident fulfilling the position of "Returning Officer".

Below is a summary of the official results;

### **Recurrent Charge Increase Financial Year Ending 2021**

Yes: 90 No: 5 Abstained: 38

### **Recurrent Charge Budget Financial Year Ending 2021**

Yes: 123 No: 2 Abstained: 44

### **Auditor Appointment (3 Years)**

Yes: 124 No: 1 Abstained: 43

Most pleasing from this year's process was that more than 70% of residents participated. Your flexibility to adapt to the interesting times in which we live demonstrate your love of where you live, and your kindness to your fellow village residents. From Michael, Kelli, and the Independent Living Team, it's a big thank you!

Stay Safe.

## Crowley Writing Competition 2020

We would like to invite Crowley Residents and Clients to submit their creative writing for the Fourth Annual Crowley Writing Competition

**Entries close 30 June 2020**

Any style, any genre  
No more than 1000 words

Submit to Reception or via email to:  
[customerservice.email@crowley.org.au](mailto:customerservice.email@crowley.org.au)



## Shopping Safely

### Sherrie Viney Home Care Manager

As a Crowley client your health and safety is important to us in these unprecedented times. So here are a few tips to keep you safe when you are out shopping for groceries:

- Shop intentionally. Don't go unless you must. Have a plan and write a list
- Plan what you will buy for the next two weeks
- Wipe down shopping trolley handles with sanitiser wipes provided
- Commit to what you are buying and only pick up items that you are going to purchase
- Think about what human hands have touched and arm yourself with knowledge. COVID-19 is not a food borne illness, it's a respiratory virus. The virus droplets can land on items such as fresh fruit and vegetables, packaging as well as plastics and metals
- Avoid cash. Pay with a card when able to
- Maintain social distancing of 1.5m when out and about



- Try and decrease your time in the supermarket
- Use 70% alcohol-based hand sanitiser and/or wash your hands after handling groceries
- Home is your safe place, so dedicate part of your kitchen bench or table as a 'dirty' area for unpacking groceries. Clean this area after you have finished unpacking your groceries and wash your hands
- Wipe off items and areas you think have been touched. Dampen a piece of paper towel with a disinfectant to wipe over jars, cans, plastic wrapping and bagged items
- Take items out of plastic wrapping and put straight in fridge or airtight containers. This includes items such as meats, sliced bread, lollies or crisps
- Discard outer netted bags or plastic then wash your fruit and vegetables in the sink and dry before storing
- Don't go out if you are feeling unwell or have respiratory symptoms
- Avoid touching your face; wash your hands as often as you can, especially before eating or drinking
- For takeaway meals the outer wrapping is of concern, so hold the wrapping and keep food free of contact as you decant on to a plate on a clean bench, then wash your hands

Major supermarkets have extended their opening hours and have special arrangements and priority home delivery services for older folk.

Don't forget the Crowley Meal Service is available for our clients in the community. So give us a call if you are interested in our home meal deliveries on 1300 139 099.

# Home Care Client Profile

## Marjorie Dawson



**Where were you born?**

Marjorie was born a twin at Royal North Shore Hospital, St Leonards Sydney in 1936.

**Where did you grow up?**

Mosman.

**Do you have any brothers or sisters?**

Four sisters and two brothers.

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

After leaving school Marjorie worked in retail, including a toothbrush factory.

**Tell us about your family.**

Marjorie met and married Peter. Together they had four children; three girls and one boy.

**Tell us about your interests and hobbies.**

Marjorie's hobbies include art, especially painting, crocheting and knitting, and being in a gem club.

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

Marrying her husband Peter and moving to Swan Bay.

Marjorie lives at Swan Bay surrounded by countryside and enjoys looking out to her garden.

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

Making the best scones for the gem club, but mostly all the lovely memories of her husband Peter.

# Washing Your Winter Woolies

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

As winter approaches we see more winter clothes appearing. We ask for all residents and families to ensure Crowley's procedure for marking clothes is followed. This helps staff return the correct items to their rightful owner and ensures residents do not lose track of special items.

## In the case of a new resident

1. New resident's clothing is dropped at Reception for documenting and preparation for collection. Laundry staff are informed and they collect the clothes and take them to the laundry where they are labelled with the resident's information.
2. The labelled clothing is returned to the resident's room and the clothes are then put away by the 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. The 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. The clean laundry is returned to the different areas on trolleys and the care staff then put the clothing away. If any items of clothing for residents are not labelled, these are returned to the laundry and remain recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner.





## Butter Chicken and Cauliflower Soup

Everyone's favourite curry butter chicken gets reinvented as a quick and easy soup, perfect for winter. Loaded with 3.5 serves of veggies, it will fill you up, too.

### Ingredients

- 1 tbsp rice bran oil
- 4 skinless chicken thigh fillets, trimmed, halved
- 1 large brown onion, finely chopped
- 1/2 cup butter chicken paste
- 1/2 small cauliflower, cut into florets
- 1 desiree potato, peeled, roughly chopped
- 400g can diced tomatoes
- 3 cups salt reduced chicken liquid stock
- 200g green beans, cut into 4cm lengths
- 60g baby spinach
- 1 tbsp lemon juice
- 1/2 cup plain Greek-style yoghurt
- 2 tbsp flaked almonds, toasted
- Warmed naan bread, to serve

### Instructions

Heat oil in a large saucepan over medium-high heat. Add chicken. Cook, turning, for 5 minutes or until chicken is browned and cooked through. Transfer to a plate. Roughly shred chicken.

Add onion to pan. Cook, stirring, for 3 to 4 minutes or until softened. Add curry paste. Cook, stirring, for 1 minute or until fragrant. Add cauliflower and potato. Cook, stirring, for 5 minutes.

Add tomatoes and stock. Cover. Bring to the boil. Reduce heat to low. Simmer, partially covered, stirring occasionally, for 15 minutes or until potato and cauliflower are tender. Set aside for 5 minutes to cool slightly.

Blend soup, in batches, until smooth. Return soup to pan over low heat. Add beans, spinach, lemon juice and chicken. Cook, stirring, for 2 minutes or until beans are tender. Remove pan from heat. Stir in yoghurt.

Ladle soup into bowls. Sprinkle with almonds and serve with naan.



## No Saw Dust, Just Dust

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

Some state governments are easing social gathering restrictions, however this currently does not include our Men's Shed. Accessing the Men's Shed at this time would be a breach of current Laws.

### Returning to the shed after COVID-19

There are things we can do to allow for a smooth return to the Men's Shed when allowed.

- Encourage all members to get the flu vaccination
- Remind members if they are unwell, not to visit the shed
- Use hand sanitiser regularly
- Set up work benches to allow practice of social distancing

The good news is, the Shed received delivery of a brand new thicknesser. The Men will have some shiny new tools to welcome them back once we can safely re-open the doors.



## Welcome Bridget

On Monday 28 April we welcomed our new HR Manager Bridget Challis to the Crowley team. We thought it would be great to find out more about Bridget.

Bridget was born in Barham, NSW and raised in Mildura in far North West Victoria. Although being one of eight children, having four older sisters and three younger brothers, she describes her childhood as completely normal and happy!

In order to have a career Bridget moved away from the country to Melbourne for 20 years. Then due to family and work commitments, she moved on to Sydney and finally Ballina.

Bridget and her husband have four adult children who are all independent and have decided not to move away from the city.

Bridget's professional background in Human Resources has included industries such as manufacturing, mining, professional services, disability services, and tourism. She has a bachelor's degree in Applied Management and a Diploma of Health and Safety.

### So how did Bridget end up at Crowley?

In 2019 Bridget and her husband decided they were seeking a lifestyle change. It was important that wherever they moved and whatever they did it had to be something meaningful. It was very fortunate that Bridget's husband applied and was successful to gain a position as a pilot with Westpac Northern Rivers Helicopter Service at the Lismore base.

After looking around the area they decided that a move near the water was exactly what they wanted. They settled in central Ballina with their two dogs, Millie the red cattle dog cross Jack Russell and Mac the mini Dachshund.

In early 2020 Bridget was looking out for roles that might suit her skills and experience and when the job at Crowley was advertised, she applied knowing it was the type of organisation she had been seeking. After going through the recruitment process, Bridget was overjoyed to be the successful candidate and pinches herself every day that she works in this wonderful organisation in a beautiful part of Australia.



# Welcome to Team Crowley



**Stevie**  
Communications



**Jodie**  
Administration



**Melissa**  
Administration



**Taylor**  
Residential Care



**Rina**  
Hotel Services



**Arlene**  
Hotel Services



**Angel**  
Hotel Services



**Jessica**  
Residential Care



**Bridget**  
HR Manager



**Rene**  
Risk Manager

# Focus on Quality

## Michelle Golding Quality Manager

To help us in our quality management Crowley uses a benchmarking and audit program called Moving on Audits (MOA). It is designed to streamline compliance against the Aged Care Quality Standards, Legislation and promote best practice in our service areas.

It also has a range of quality indicator tools, allowing us to monitor our performance in clinical and non-clinical indicators over time. Through survey tools we gain feedback from residents, clients, families, representatives and staff.

By comparing data we identify our strengths and gaps to assist with our continuous quality improvement.



### MOA consists of the following components

- **Structure and policies**  
Questions specifically examine policy and service requirements under the relevant standards. This helps to streamline compliance and identify potential gaps in our service's approach or policies.
- **Reflective questions**  
Reflective questions ask staff to consider their level of confidence in the service meeting specific requirements under the legislation.
- **Staff practice**  
These are small sample audits that examine process of care. For example the auditor may be required to review a sample of care plans to ensure that the process of care has been delivered in accordance with the plan or relevant legislative requirements.
- **Interviews**  
Interview questions require the auditor to select a sample of appropriate staff to gauge their understanding of the service's policies, procedures and underpinning legislative requirements.
- **Staff pulse**  
These are short form surveys staff can complete online from their phones, tablets or computers. The questions measure their views on the service's readiness and support for their workforce in meeting their requirements.
- **Consumer pulse**  
These short form surveys ask residents and clients about their experience in relation to the requirements.

# The Crowley Auxiliary Report

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

In this time of isolation I hope you are relaxing and keeping safe. I hear most ladies are reading, watching Netflix or movies and keeping busy cleaning out cupboards and also enjoying time in the garden.

We had a very exciting call from Crowley to advise the new Buggy has arrived onsite. The work of the Auxiliary over the last 12 months has allowed us to donate \$7000 towards the Buggy.

The buggy will be used around the village to transport residents to various locations within the grounds of Crowley.

I would also like to extend a thank you to the staff at the village for their care and support of all families connected to Crowley Care. The organisation to protect the safety of everyone in this pandemic of COVID-19 has been exceptional. The provision of communication via technology and in more recent times the ability to visit residents had been executed with style and precision that ensures the safety of all in this environment. The staff have been gracious in their dedicated care and concern to ensure that everyone is treated with privacy and respect to an excellent standard. We thank each of you for your dedication and care shown to all of us.

It will be wonderful when we can meet again and connect with each other in a way forward to continue our support of staff, residents and each other. Best wishes and stay safe.



## Making Feedback Flow

**Michelle Golding**  
Quality Manager

**We love receiving feedback, especially loving words of encouragement from families, clients and residents. Here are some of our favourite compliments received over the last month:**

- A big thanks for all you guys are doing there at Crowley, you are doing a wonderful job, always so pleasant in these trying days. So thank you all very much!
- Thank you Crowley for having a great nursing staff and for providing the appropriate support to them all! Missing you.
- Great work Crowley staff! Thanks for all you do!
- Just keep doing what you do so well.
- Keep up the great work, you are appreciated very much.
- Upbeat energetic and kind, thank you all.
- Fabulous work guys! We appreciate your dedication and care given every day always with a smile.
- At a time when we can't be with our Mums, thanks so much Crowley staff! It's great to see the photos! You people rock!
- Thanks for making Mother's Day special!
- Well done Crowley! Thanks for taking such great care of our loved ones at this difficult time! Happy Mother's Day to all mothers... both residents and staff!
- Congratulations Crowley on all your efforts, surrounds look beautiful and residents happy!
- It's so nice to see all of your residents always so happy and smiling – well done Crowley.
- Thank you for your wonderful work and consideration of all your residents.



# 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



# Gemini Horoscope

21 May - 20 June

Expressive and quick-witted, Gemini represents two different personalities in one and you will never be sure which one you will face. They are sociable, communicative and ready for fun, with a tendency to suddenly get serious, thoughtful and restless. Gemini's changeable and open mind makes them excellent artists, and their skills and flexibility make them shine in trade, driving and team sports. This is a versatile, inquisitive, fun loving sign, born with a wish to experience everything there is out there, in the world. This makes their character inspiring, and never boring.

**Element: Air**

Creative, fun, adventurous, exciting, powerful

**Ruling planet: Mercury**

Intellect, logic, perception, communication

**Compatibility:** Sagittarius, Aquarius

**Gemini strengths:** gentle, affectionate, curious, adaptable, ability to learn quickly

**Gemini weaknesses:** inconsistent, indecisive

**Gemini likes:** music, books, magazines, chats with nearly anyone, short trips around the town

**Gemini dislikes:** being alone, being confined, repetition and routine

**Lucky numbers:** 5, 7, 14, 23

**Colour:** light-green, yellow

**June birth flower:** rose, honeysuckle

**June birthstone:** pearl, alexandrite



## What a Laugh!



A lady noticed an old happy man sitting on his porch.

"Excuse me" she said. "I just couldn't help noticing how happy you look. Tell me, what is the secret to your long happy life."

"Well", the man responded, "I eat fatty foods and never exercise. I also smoke three packets of cigarettes a day, and drink about a case of whiskey a week."

"Wow" the woman said "and how old are you?"

"Twenty-eight", he replied!

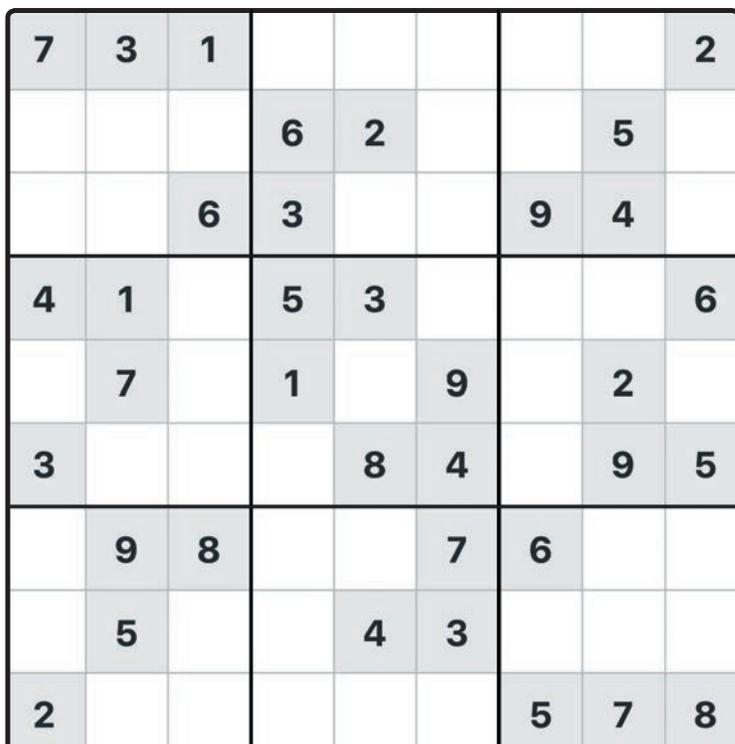
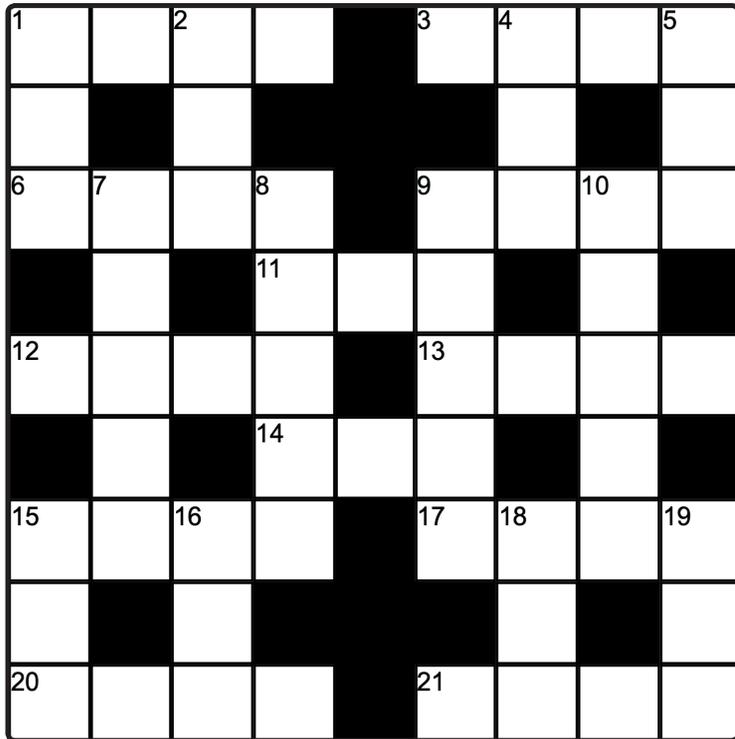
Two old guys, Fred and Sam, went to the movies. A few minutes after it started, Fred heard Sam rustling around and he seemed to be searching on the floor under his seat.

"What are you doing?" Asked Fred.

Sam, a little grumpy by this time, replied "I had a caramel in my mouth and it dropped out. I can't find it."

Fred told him to forget it because it would be too dirty by now. "But I've got to", said Sam, "my teeth are in it!"

# Games Corner



# Crossword Clues

### Across

- 1. Doesn't do nothing
- 3. Business abbr.
- 6. Track down
- 9. Give away for a price
- 11. Meat from pig
- 12. Fragrance
- 13. Small insects
- 14. Snake-like fish
- 15. Gratis
- 17. Grease
- 20. Completed
- 21. Plant starter

### Down

- 1. Shade tree
- 2. Commandments number
- 4. Be in the red
- 5. Friend
- 7. Subordinate to
- 8. Mid-afternoon hour
- 9. Little
- 10. In the future
- 15. In thing
- 16. Long period of time
- 18. Had a snack
- 19. Pop

## Riddle Me This...

What runs around the whole yard without moving?

Answer: A fence.

# 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 Crowley mothers got spoilt this year for Mother's Day. Here we have Margaret, Moyna, Jan and Flo showcasing the beautiful bouquets they received from their grateful children. Read more about our Mother's Day celebrations on page 9 of this month's issue of The Chatterbox.



## 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.