

# the chatterbox

NEWS FROM CROWLEY CARE

JUNE 2021



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### Cover photo

Ivy and Dearne celebrating International Nurses Day



# A Moment with our CEO

Hello everyone,

## Boost to aged care

We recently learnt of the Federal Government's Budget response to the Royal Commission into Aged Care Quality and Safety. Over the next five years the Australian aged care industry will receive some \$17.7 billion, every resident in aged care will have three hours and twenty minutes of care a day and there will be 80,000 additional home care packages. Whilst the detail on how this will be delivered is yet to be revealed, we welcome the Government's response to the Commission's findings.

I thank our community for their support, particularly in signing the petitions to improve funding and structural improvements for our wonderful industry. However, there remains an ongoing industry challenge, and that is to find ways to attract and keep good people to work in aged care. This I feel needs more thought and action by both the Government and our industry.

## Returning to normality

As each day goes by, Crowley is returning as best we can to "Crowley as we know it" – in a COVID safe way. In the last issue of the Chatterbox I mentioned it was great we are hosting our regular events again which have been so warmly welcomed by our community. Our recent Mother's Day event was great and our National Fish and Chip Day, which we love to celebrate at Crowley, I'm sure will be a hit. All these events epitomise everything that is Crowley because they bring such joy, smiles, lots of laughter and conversation. I might be a little biased here but I think during the COVID restrictions Crowley missed the connections we all feel at these events more than any other organisation.

So ironically, there have been some positives to come out of COVID. And that is we no longer take getting together for granted. I think we all better appreciate being able to connect, particularly when we compare our situation to the difficulties many others continue to experience around the world.

I'm also pleased to announce we are welcoming back our workplace students, from local schools, TAFE and Southern Cross University. So if you see these students around I'm sure you will make them feel welcome in that special Crowley way. And speaking of students, our team attended the Northern Rivers Careers Expo where there was much interest in the range of careers on offer at Crowley.

## Why people choose to work at Crowley?

Recently we quizzed our new staff at Crowley and asked them what's different about Crowley compared to other organisations. And the resounding response was Crowley is different because of the people, the connections they feel and the great spirit of the place. That's music to my ears and I thought I would share it with you because even our new staff have picked up on what makes Crowley a great place to live and work.



A handwritten signature in black ink, appearing to read "Michael Penhey".

*Michael Penhey*  
Chief Executive Officer

# Catch Up with Kelli

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

## Caring for our environment

5 June is World Environment Day - a day to raise environmental awareness across the globe. Each year the world is becoming more aware and finding better solutions to address our environmental impacts.

Here at Crowley we know our community cares for the environment. And so we continually look for opportunities to include environmental best practice in our operations.

Some environmental initiatives already happening at Crowley include:

### *Introducing recyclable products – such as:*

- Barney’s cups, cutlery, bowls, straws, napkins, coffee/food trays, sandwich containers
- Residential Care’s bin liners, drinking cups, medicine cups and spoons

### *Reducing our energy consumption as we maintain and upgrade - including:*

- Using energy efficient light bulbs
- Introducing LED lighting which can last five times longer than incandescent lamps
- Water saving toilets and shower heads
- Using recycled water as new developments occur
- Deploying more energy efficient pumps
- Upgrading our air conditioning units – using convertors as a gradual power release
- Pool water – don’t drop the water level anymore
- Purchasing of quality long term lasting equipment

### *Recycling and repairing what we have:*

- Repairing items (phones, laptops etc) instead of replacing items with new
- Recycling at Lismore Recycling Centre eWaste
- Separating our cardboard and packaging waste for recycling



We are committed at Crowley to keep reducing our environmental footprint and ask you to join us on this important journey.





## **CROWLEY CARE**

*By choosing BioPak Packaging we have contributed to positive change.*



**OFFSET  
4,580 KG  
OF CARBON**

*That's equivalent to driving 15,137 km in a new car. Reducing carbon emissions mitigates climate change.*



**AVOIDED  
1,123 KG  
OF PLASTIC**

*Choosing more sustainable alternatives to finite fossil-based plastics helps fight plastic pollution.*



**SUPPORTED  
RAINFOREST  
RESCUE.**

*In 2020, Crowley Care helped BioPak plant 2,098 trees and fund the propagation of 9,375 seedlings.*



## Out and About

*One of the special aspects of our job in Leisure & Lifestyle is enjoying beautiful Autumn days outside. Some of the resident's favourite spots are in the Plaza and by the river where they can take in the flora and calm sea breezes.*

*The benefits of being outside and about are endless. It not only can lift your spirits but also aid in better sleep patterns.*

*When heading outside you are providing yourself with a dose of vitamin D, fresh air and that feeling of the sunshine on your face which makes most feel happier. Before leading into the cold weather, getting out and about can strengthen your immune function whilst connecting with nature. Considering the restrictions we've had it's wonderful to see the resident's enhancing their social relationships through recreational time with friends and family.*





*More birdwatching action with Prospect, Lillipilli and Banksia residents. The weather was mild and everyone thought it was a beautiful way to spend the morning.*



*What a magnificent view we had kicking off our senior's week with bird watching. Our residents had a species list for this area of the Northern Rivers and were able to tick off 9 species.*



*Bev always likes the craft of making poppies. This year they weren't knitted or crocheted but made from cardboard and buttons for our beautiful displays upon the walls.*



*Leon created a beautiful Anzac sunset to display on Anzac Day.*



Bev created a beautiful piece of art using leaves and petals from our gardens.



Among our other activities for Senior's Festival fun was gardening. Check out sisters Larelle and Grace potting up a storm.



Serpentine and Missingham came alive bringing the outside inside with nature craft facilitated by Steven. Everyone involved had a lovely time.



Carole showing her creative flair during a session of floral painting with Tammie.



*Birthdays are extra special here at Crowley. Larelle was so happy with her beautiful cake.*

# Last Month at Crowley

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





# Mother's Day

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

We love our mums here at Crowley!

This year we celebrated all mothers, grandmothers and great-grandmothers at our Mother's Day high tea. A delicious spread of cakes and sandwiches with a cuppa were on offer for the ladies and men to indulge in.

The event was filled with smiles and laughter as we all bonded over stories of the amazing women in our lives.









## Celebrate National Fish and Chip Day with us!

Friday 4 June is National Fish and Chip Day and it celebrates one of the world's favourite fast foods, the humble fish and chips.

Here at Crowley we **LOVE** our Fish and Chip Fridays! Barney's Café buzzes with residents and their family and friends all enjoying fish and chips - making the most of the beautiful surroundings and spending time with loved ones over a family favourite meal.

You are invited to a free Fish and Chip Picnic on Friday 4 June! Celebrate National Fish and Chip Day with our Crowley family.

Several stylized fish icons in various colors (black, white, orange) are scattered around the top and sides of the page.

# **FREE FISH AND CHIPS**

**Independent Living Residents**  
**Join us for FREE Fish & Chips to celebrate**  
**National Fish and Chip Day at Barney's Cafe**

**FRIDAY 4 JUNE**  
**11.30AM - 2.00PM**

**RSVP: Wednesday 2 June**

Several stylized fish icons in various colors (black, white, orange) are scattered around the bottom and sides of the page.



# UNDER THE SEA



## DRESS UP DAY

FRIDAY 4 JUNE  
ALL STAFF AND RESIDENTS  
ARE INVITED TO DRESS UP



PLEASE NOTE NAME TAGS &  
REGULATION SHOES MUST BE  
WORN BY STAFF



**crowley  
care**

# Crowley Auxiliary Meeting Report

## Helen Cooney Auxiliary President

It was wonderful to open our first meeting for 2021 on Monday 24 May. The ladies arrived and the room was full of chat and catching up with old friends as we re-established our Auxiliary connections.

### Joyous atmosphere

A number of comments were made on the joyous atmosphere that permeated the room. We are very grateful and welcome the support of Sarah and Esther who are on Crowley Care staff. Your presence at our monthly meetings is much appreciated.

We also thank Michael Penhey, the Chief Executive Officer and Kelli Potts the Executive Manager of Operations and Finance for their attendance, the delicious afternoon tea and lovely welcome back.

We welcomed back 20 of our members and received apologies from three members who will join us next month.

We are also welcoming three new members at this stage and invite any other ladies who would like to join the Crowley Auxiliary as we support Crowley Care in many exciting fund raising activities.

Our first invitation goes out to everyone to support the Crowley Care Australia's Biggest Morning Tea on Thursday 10 June 2021 at 10.00am in the Entertainment Room. As we plan our activity for August we will let you know more details as we finalise this event.

We look forward to continuing our support and working with Crowley Care into the future.

Best wishes  
Helen Cooney President

## Anglican Service – Welcome Back

We are pleased to announce the recommencement of the Anglican Service at Crowley.

**Tuesday 8 June**

**10.00am**

**Crowley Chapel**

Followed by Morning Tea

Service to be held monthly on the second Tuesday of the month.

Couch Church will be screened in the Entertainment Room at 10.30am each other Tuesday.

Crowley residents, families and visitors are welcome to attend.



Residents, Families and Visitors are invited to

# Crowley Care Australia's Biggest Morning Tea

Thursday 10 June

10.00am

Entertainment Room

Gold Coin Donation Fundraiser

RSVP: Tuesday 8 June to Crowley Reception



## From the IL Desk

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

Married for 70 years

Welcome to Dulcie and Eric Strong who moved into Crowley during COVID in 2020. Dulcie and Eric recently celebrated a wonderful milestone celebrating 70 years of marriage.

“When we got married in 1951 we were teenagers and had to get written permission from both our parents. Our family consists of two daughters plus partners, eight grandchildren and 12 great grandchildren (soon to be 13). Family is very important to us.”

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

“We have enjoyed our move because we were locals. So the transition was easy as we knew so many people through our social and community connections.”

**A question we are often asked by friends and acquaintances – “How do you like living at Crowley?”**

Dulcie replies: “I don’t even have to think. We are very comfortable and looked after well.”

Eric chimes in “I’m in paradise I’ve got all these women living around me.”

Congratulations to Dulcie and Eric Strong on their 70th Wedding Anniversary.



### Lipsticks needed for artwork

**Attention Ladies - we all like to recycle!**

Fiona Fraser (Joan and John’s Daughter) the curator of the Lismore Art Gallery have put out a call for any unwanted lipsticks new or used.

A local artist has a vision and needs around one thousand lipsticks. Your donations will be greatly welcomed.

We will have collection boxes at Crowley Reception, The Gardenia Room and Florence Price Place Apartment foyer.



# The Village Budget

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

While the nation considers the Federal Budget, each May our Independent Living residents consider and vote on their own budget. The Recurrent Charge Annual Increase, and the Annual Budget.

Firstly, it is important to know, the Recurrent Charge Budget has very specific guidelines on what income can be included, and also what expenses can be included. The budget is to provide transparency on the collection of the recurrent charge fee from residents, and how those funds are spent. Therefore, it is not the complete financial results of the Independent Living village, or of Crowley Care as an organisation. Crowley Care's organisation results are available via our Annual Report.

The meeting and its process is a requirement of the Retirement Village Act. Crowley though is unique in how it prepares and implements the recurrent change increase and annual budget.

Many other retirement villages plan their budgets (spending) for the year, and from this forecast, divide the total by the number of residents to equate the recurrent charge required. This is known as a balanced budget. This means there is very little flexibility in spending and requires further approval from residents should spending needs exceed the budget approved.

Crowley however considers the two items separately. Crowley acknowledges for many of our residents, their income is via the pension. Any increase to the recurrent charge is considered against the annual pension rate and increases over the year. When Crowley considers our expenses, we budget for the many projects and plan we would like to complete, as well as predicting the general costs of running the village.

Over time we have seen the gap grow between the income we collect (recurrent charge) and our expenses, causing a deficit each year. As an example, if for the financial year ending June 2021, and required weekly recurrent charge to run a balanced budget would be \$188.29 per week, instead of \$118.50 per week. Crowley chooses to run our budget this way. We feel this aligns with our Catholic ethos and doing good for our community.

Thank you to the residents that participated either by ballot or via in-person vote. We value your contribution.

## The Official Results

### Recurrent Charge

Yes 70  
No 7

### Annual Budget

Yes 93  
No 4





# An Afternoon at the Movies

## The Dry

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

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

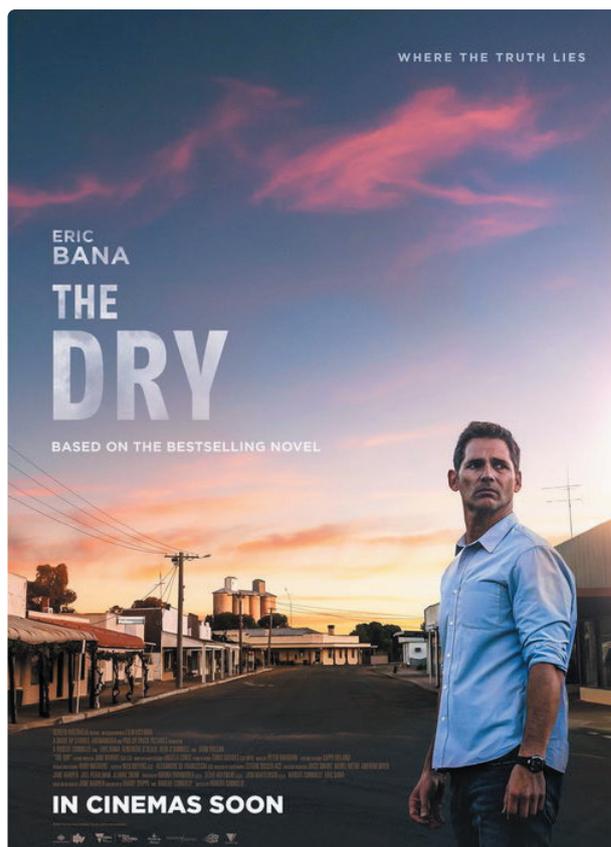
The details of this month's screening are as follows:

<b>Movie:</b>	The Dry
<b>Genre:</b>	Crime, Drama, Mystery
<b>Rating:</b>	MA 15+
<b>Directed By:</b>	Robert Connolly
<b>Written By:</b>	Jane Harper, Harry Cripps
<b>Starring:</b>	Eric Bana, Genevieve O'Reilly, Keir O'Donnell
<b>Duration:</b>	1h 57min

Federal Agent Aaron Falk returns to his home town after an absence of over twenty years to attend the funeral of his childhood friend, Luke, who allegedly killed his wife and child before taking his own life - a victim of the madness that has ravaged this community after more than a decade of drought. When Falk reluctantly agrees to stay and investigate the crime, he opens up an old wound - the death of 17- year-old Ellie Deacon. Falk begins to suspect these two crimes, separated by decades, are connected. As he struggles to prove not only Luke's innocence but also his own, Falk finds himself pitted against the prejudice towards him and pent-up rage of a terrified community.

### Reviews

"A slow-burning crime drama anchored by a solid central performance from Eric Bana, The Dry offers gripping thrills for genre fans."



## Crowley Screening

<b>Movie:</b>	The Dry
<b>When:</b>	Wednesday 9 June
<b>Where:</b>	Crowley Education Centre Room 2 (upstairs)
<b>Time:</b>	1.00pm
<b>Cost:</b>	\$2.00
<b>RSVP:</b>	To Crowley Reception by Monday 7 June

## Book Club

This month's read was "Saving You" by Charlotte Nash. Known for her rural/medical novels, as well as "The Horseman" and "The Paris Wedding", the author veered left field with this one.

Billed as an emotional, compelling page-turner, the group begged to differ.

The story involves three elderly folks coming to terms with their pasts, and a single mother facing an unsure future.

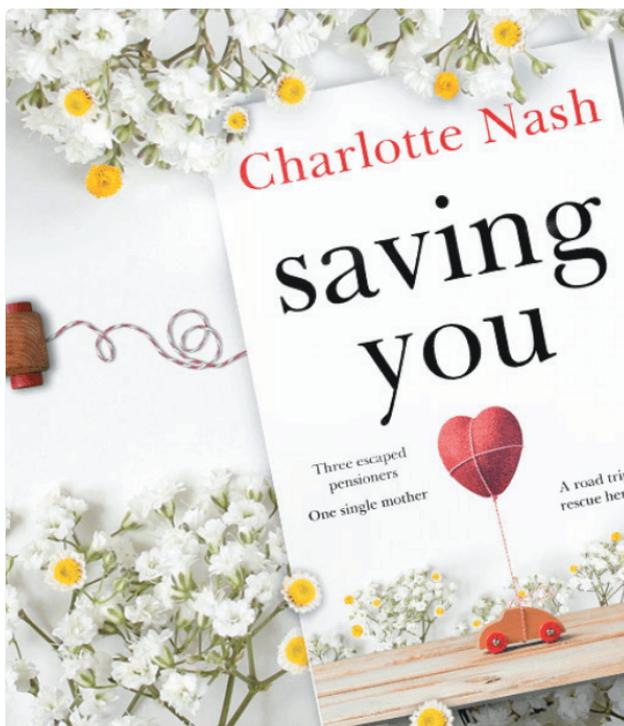
Mallory works in aged care and loves her job. When her son doesn't return from a two-week holiday with his father in New York, she flies there to bring him home. Arriving in LA, Mallory meets up with three elderly folk and circumstances mean she becomes their driver to Nashville, then to New York. On the way she meets a bikie who becomes her "protector".

Lots of coincidences made the story somewhat unbelievable. However, generally it was well written except, as we noted, some descriptions were over the top – who do you know with crisp blue eyes? Overall, we agreed it was just a love story with a satisfying ending.

Our next meeting is on 17 June when we will discuss "The Other Half of Augusta Hope" by Joanna Glen – a portrait of a young woman discovering what home means to her, and a poignant description of how our actions can touch other people's lives in ways we could never have anticipated.

Until then...

Happy reading!  
Marion.



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

# IL MEN'S BBQ

**When:** Thursday 24 June

**Time:** 12.00pm

**Where:** Activity Centre BBQ Area

**BYO:** Drinks

**RSVP:** By Monday 21 June to Reception  
*Essential for catering*

## **COVID ETIQUETTE APPLIES**

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

Limited 10 people per table. Bookings essential at Reception.

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

**QR Code Check-in**



# Elder Abuse... It's Everyone's Business

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

World Elder Abuse Awareness Day on 15 June focuses on protecting the rights of older people. Elder abuse is a problem that exists in all countries. It's preventable yet typically underreported.

Crowley Care has a zero tolerance to any form of abuse directed towards our older people, be it financial, psychological, intentional or unintentional neglect, physical and or sexual abuse. At Crowley, we promote a staff culture of detecting, responding to and reporting abuse.

Elder abuse is not always obvious and can take many forms.

Elder abuse is defined as "a single or repeated act, or lack of appropriate action, occurring within any relationship, where there is an expectation of trust, which causes harm or distress to an older person". (World Health Organisation)

As a community and individually we can ensure older people live in safety, without fear of being hurt, exploited or neglected by watching out for signs of abuse and learning how to get help and report abuse.

Older people may fear that they won't be believed, they may feel guilt or shame or that they are causing trouble. They may fear reprisal from the abuser or they feel responsible themselves for what is happening.

It's important the older person is respected and has:

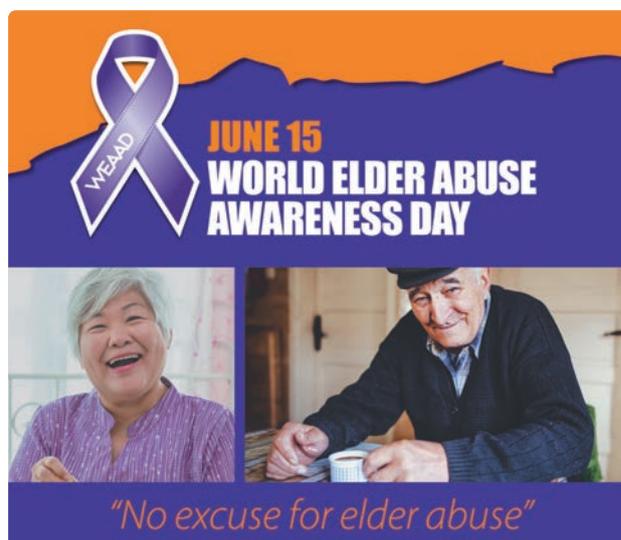
- a safe environment to talk
- assistance to understand their options
- access to appropriate communication tools
- access to a formal or informal advocate who can support them with their decisions

As an older person you can stay connected to family and friends, learn more about your rights, use professional services for support and ensure that your financial and legal affairs are in order.

"We all have the right to live free from abuse of any kind. Age or circumstance should have no bearing or effect on this basic right."

If you have any concerns or issues of alleged or suspected abuse occurring you can contact:

- **The Ageing and Disability Helpline**  
**1800 628 221**
- **Seniors Rights Service**  
**1800 424 079**
- **Elder Abuse Helpline**  
**1300 651 192**
- **Your Local Doctor, or**
- **Call 000 or police services if the situation is urgent**



# Home Care Client Profile

## Greg Shore

Greg was born in Darlinghurst Sydney in October 1945. As a child Greg lived in Rosebery until the age of 10. His family then moved to Woodstock for the climate in order to help his younger brother who suffered from Asthma. At age 13 Greg moved back to St Mary's in Outer Sydney.

Greg attended St Dominic's College in Penrith. After high school, and with the support of a college priest, he joined the Commonwealth Bank as a junior and worked his way up by "doing anything he was told to do". Greg had a natural talent for "finding what was hidden in spreadsheets".

In 1983 Greg procured the largest business development loan of \$15 million dollars, which was unheard of at branch level.

His career at the bank spanned more than 30 years as a commercial lending manager and he covered various types of loans, including business, housing and personal loans.

Greg then moved to Ballina and managed a service station in North Ballina. In 1989 he returned to Sydney.

Greg has five children - two boys and three girls. He believes that William, Maree, Allison, Michael and Kate "are all smarter than me", and have careers in science, teaching, retail management and self-employment helping the disadvantaged.

Greg retired to Ballina in 2000 to be closer to family. He enjoys his involvement with his children and his eight grandchildren. His favourite food is Chinese Mongolian Lamb.

Greg has always been community minded and has been a long-term volunteer and life member of St Vincent's De Paul.



### It's Survey Time for Residents, Clients and Families

During the month of May and June Crowley will be conducting our annual satisfaction survey.

Please keep an eye out for these, we would love to hear from you! Your feedback will assist us to identify organisational strengths and opportunities for improvement, so tell us how we rate!

# Community Connections

## Tropical Fruit World - Murwillumbah

More than a tourist attraction and more than a commercial farm, Tropical Fruit World is a labour of love – a fruit farm of inimitable value. Complete with a Biological Sustainable Horticulture philosophy, this family owned heritage business takes seriously their custodianship of the land as they seek to educate, share and unlock nature’s secrets with visitors, community and family alike. Since 1983, Tropical Fruit World (formerly Avocadoland) has trail blazed in linking fruit farming with tourism.

Set amongst rainforest, water catchments and the rolling volcanic mineral soil from the caldera of Mount Warning, this working fruit farm is situated in the prime environment to grow over 500 fruits from across the world. The Tropical Fruit World brand encompasses guided tours and tastings, a farm owned fruit market “Plantation Markets”, and a regional dining and event venue “Plantation House”, coupled with a unique collection of skincare and food products “The Plantation Collection”.

The property was purchased by Robert and Valorie Brinsmead in 1972 as a run-down small crop farm that had been given over to grazing.

The family plan was to grow tropical fruit on the red soil hills while preserving areas of the original forest and the natural beauty of the land. Bob started planting lots of avocados. He also enlisted the enthusiastic help of his children, and together they nurtured orchards of custard apples, bananas, mangos, lychees, guavas, macadamias and papaya. And so the collection grew, and over the years the plantation became a fascination for an endless stream of visiting friends and family.

“Avocadoland” opened its gates as a tourist attraction for the first time in 1983.



This labour of love continued to grow (literally) and the property boasts hundreds of species of tropical fruit from all over the world. Today three generations of the Brinsmead family are involved in the continued success of this commercial farm and tourist attraction now known as Tropical Fruit World.

A dedicated team of 40 staff not only nurture the farm, but also provide guests services including guided tours, café dining and specialist retail. As the farm business diversifies, the family continues to focus on best practice environmentally sustainable farming methods – practices promoted by the Founder for more than 30 years.

Tropical Fruit World has now welcomed more than 2 million visitors through the farm gates and continues to celebrate nature’s glory and a love of the land.

Since the early years as “Avocadoland”, the property has been renowned for its avocado production, currently growing 18 different varieties of avocado.

A few of the 2,500 avocado trees are estimated to be more than 60 years old and are still producing fruit.

Plantation house proudly boasts unique dining experiences and gourmet curated events utilising exotic fruits from Tropical Fruit World’s own orchards, complemented by the finest of locally sourced ingredients. Plantation House showcases rural sustainability and fresh seasonal produce.

Tropical Fruit World has its own fruit market and it doesn’t get any fresher and healthier than buying fresh local products from the fruit store straight from the orchards to you! Entry is free to the fruit market and is open from 10am to 4pm every day except Christmas Day.

Tropical Fruit World is located at 29 Duranbah Road, Duranbah, NSW, 2487.



# Update from Maintenance

**Albie Viel**  
**Maintenance Manager**

## Flagpole

The team has been carrying out a variety of projects including the installation of the flagpole surrounded by a small, coloured garden. Lighting was installed to illuminate the flag at night, an important protocol. The positioning of the flagpole was to make use of the Activity Centre undercover area and to mount our Veteran pictures on the panelling on either side as displayed at our Anzac day service. It was a project that staff and contractors eagerly involved themselves in.



## Activity Centre refresh

The refresh of the Activity Centre is underway. On the inside the stained ply wall sheeting has been covered using VJ sheet panelling. Walls will be repainted. Other changes include closing off the storage areas with timber plantation shutters, relocating the television area, gym and pool table to make better use of the space.



## Pool makeover

We know residents are waiting for the anticipated reopening of the pool. Whilst it has been closed its floor surrounds, walls and ceiling have been repainted. The pool chemical analysis has been recalibrated and pool equipment is being serviced by our contractor to ensure it is ready.

## Welcome Lee

The Independent Living Units refurbishments continue and this month we welcome Lee to our Maintenance team. Lee is a qualified carpenter who will carry out projects across the site with a focus on the Residential Care building and supporting me with on-call duties.



# Barney's in The Plaza is Back

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

The wait is over - the new Barney's in The Plaza is here.

We received our new trailer last week and now after adding the final touches, Barney's in The Plaza is back up and running.

Barney's in The Plaza was so successful in 2020 we decided to have this trailer specially designed to suit the Plaza. It will also be great to have it for some Crowley events.

Barney's in The Plaza offers a different experience to Barney's with a more relaxed menu of coffee, cakes, slices, sandwiches, and of course the famous Wardell pies.



## Workplace students return

As we start to get back to normality and Crowley opens up again, it is nice to reintroduce our workplace students.

We recently welcomed Jaden from BCHS for a week where he completed the first part of his Hospitality Certificate II work placement which consists of 35 hours.

It's valuable for students to gain on-the-job skills that schools cannot offer and to work in a commercial kitchen giving them experience and insight.

Having workplace students also allows Crowley to be able to review potential employees.

In June we are hosting another student from Emmanuel Anglican college.



# Australia's Top-Rated Spaghetti Carbonara

Quick, easy and delicious. This cheesy pasta dish is an Italian favourite and with these tips this classic goes from a delicious treat to a dinner staple.

## Ingredients

- 400g spaghetti
- 1 tablespoon olive oil
- 200g sliced Primo Gourmet Selection Pancetta, cut into 1cm-wide strips
- 2 garlic cloves, finely chopped
- 3 eggs, plus 1 extra yolk
- 100ml thickened cream
- 2/3 cup (50g) freshly grated parmesan, plus extra to serve
- 2 tablespoons chopped flat-leaf parsley leaves

## Instructions

Cook pasta in a large pan of boiling salted water according to the packet instructions. Meanwhile, heat oil in a frypan over medium heat. Cook pancetta, stirring, for 2-3 minutes until beginning to crisp. Add garlic for 30 seconds, then set pan aside.

Place eggs, yolk, cream and parmesan in a bowl. Season, then mix gently with a fork. Drain pasta, then return to pan. Quickly add egg and pancetta mixtures and parsley. Toss to combine - the heat from the pasta will cook the egg slightly and form a creamy sauce. Serve immediately with extra parmesan.





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

## Toblerone and Almond Brownies

Try something a little creative with this sweet and crunchy slice, jam-packed with almonds and melted Toblerone.

### Ingredients

- 3/4 cup slivered almonds
- 200g butter
- 200g Toblerone dark chocolate bars
- 1 cup brown sugar
- 1/2 cup self-raising flour
- 1/4 cup plain flour
- 1/4 cup cocoa powder
- 3 eggs
- Icing sugar to dust

### Instructions

Preheat oven to 170C or 150C fan-forced. Lightly oil an 18 x 28cm slice tin and line with non-stick baking paper, overhanging the two long sides.

Spread almonds onto oven tray and bake for about 7 mins until golden. Set aside to cool. Place butter and 3/4 of Toblerone into a heatproof bowl and sit over saucepan of simmering water. Stir mixture occasionally until melted and smooth. Remove from pan and cool slightly. Chop remaining Toblerone into small pieces.

Using electric beaters, beat eggs and sugar in large mixing bowl for 3 mins until light and foamy. Add chocolate mixture and beat briefly to combine.

Sift flours and cocoa powder over bowl, fold in. Then fold in chopped Toblerone and toasted almonds. Pour brownie mixture into prepared tin and bake for 30 mins. Cool in pan, then refrigerate for 4 hrs until firm. Lift out and cut into small squares to serve.

To decorate, cut a heart shape from a square of paper and hold paper stencil over a brownie. Place some icing sugar into a small sieve and shake over brownie. Repeat with 11 more brownies.

To create reverse heart image, place the heart shape on top of another brownie and sift icing sugar over. Repeat with remaining brownies.

# Crowley Connections

## Brad Baldwin, Chef in the Crowley Kitchen

### When did you commence at Crowley?

I started working at Crowley in December 2020. I have only been here a short time but have thoroughly enjoyed my time and thank everyone for the warm welcome.

Before coming to Crowley, I worked at the Ballina RSL Club for the last 12 years and spent the last 6 years as the Sous Chef. I made the decision to leave that position in search of a better family/work balance, I took on the role of Head Chef at the Macadamia Castle for a short time before getting the opportunity to work here in the kitchen.

### Have you completed any study? If so, what qualification do you have?

I completed my apprenticeship in 2013 at Wollongbar Tafe and have since completed a Cert 4 in Commercial Cookery.

### How does your day look before your work at Crowley begins?

My mornings start with a coffee and a two minute drive up the road to Crowley where you will find me cooking up fresh meals and baking sweet treats in the kitchen.

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

I have a wife named Candace who is completing her studies in Creative Therapies whilst working part-time and regularly performing in local theatre, a 6-year-old son named Spencer who has just started year one and a red heeler/kelpie named CC.

When not at work you will find me hanging out with the family, beach walking or in my studio making music. I have a nice collection of instruments that I am forever adding to.





**What is an exciting adventure you have been on lately?**

With all of my extra time I have with my family now we like to make every weekend an adventure. My son particularly loves waterslides and theme parks.

**Do you have any hidden talents?**

My hidden talent would have to be my crazy drum skills. Sorry neighbours!

**What is something that people may not know about you?**

I used to play saxophone in concert/stage bands.



# Northern Rivers Career's Expo

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

On 29 April Crowley Care participated in the Northern Rivers Career's Expo at the Goonellabah Sports and Activities Centre.

Our Marketing and Events Coordinator, Sarah, and our HR Officer, Anna, represented Crowley on the day.

Crowley had a display and the ladies were on hand to answer questions and provide information about a career in Aged Care to interested students.

**A career can start with a conversation**

The day started at 10am and over the next five hours, eight secondary schools from the area attended. Crowley received expressions of interest from 31 students and answered hundreds of questions.

We have followed up with each person and we are hopeful that some of them will be successful in becoming our next School Based Trainees. By completing a School Based Traineeship it enables secondary school students to complete high school and gain a Certificate III qualification in Aged Care simultaneously.



# Welcome to Team Crowley



**Peter**  
Hotel Services



**Dee**  
Hotel Services



**Ramesh**  
Residential Care



**Tasha**  
Residential Care



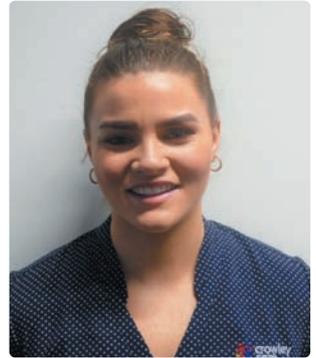
**Helda**  
Residential Care



**Sneha**  
Residential Care



**Petria**  
Residential Care



**Sian**  
Residential Care



**Tyler**  
Home Care



**Ruby**  
Home Care



**Kerri**  
Admin

# The New Normal

## René Lange Risk Manager

Life is beginning to feel very normal these days. But what's normal? Well, that all depends, doesn't it.

Earlier in May I was at a local coffee shop and at the table next to me were two couples who based on their conversation (unintentional eavesdropping on my part I promise) were visitors from another State.

Their conversation caught my attention as they were seriously discussing how to check-in using the Service NSW QR code on the table. The discussion went on for a good five minutes as they compared their phone screens and even went so far as to ask the waitress if they had completed the form properly.

Good on you I thought in my head! This is the type of behaviour that benefits us all and helps to keep everyone safer.

Contrast this to my experience later that day at the local bakery where despite all the signs not one person scanned the Service NSW QR code and physical distancing was completely ignored with everyone clustered around the counter.

As I waited my turn at the bakery (having scanned in and maintaining my 1.5 metre distance) I pondered these two completely different responses. Why were the people at the coffee shop so diligent about scanning in whereas the people at the bakery seemed completely oblivious?

Initially I have to admit I was very annoyed with the behaviour of the bakery clientele and had a moment of thinking that these people obviously just didn't get it and were wilfully ignoring health advice. On reflection though I realised that was probably unfair.

Like a lot of things in life, how we react to any given situation is based on numerous things including our past experiences, what we know, whether or not we consider something to be a risk, or if we see value or benefit in doing something.

Perhaps the people at the café were from Melbourne and therefore having experienced a strict lockdown of 120 days were more inclined to see the benefit of adhering to the health advice? Or maybe they had loved ones in aged care and had experienced periods where they had not been able to visit due to restrictions.

Compared to the people at the bakery who may have been largely unaffected by lockdowns or restrictions so the need to scan in or physically distance probably wasn't something they even thought of for the most part.

As we emerge from our COVID-19 cocoon and more time passes between outbreaks, what we perceive to be risks will likely change as will what we perceive to be normal.

Normal after all is relative and what we each consider to be normal will continue to be shaped by our experiences, knowledge and perception of risk and benefit.

For me "normal" for the foreseeable future will continue to include scanning in at each venue, no matter how short a time I anticipate being there, sanitising my hands and maintaining 1.5 metres physical distance.

I'm not doing this to avoid a risk necessarily – scanning a QR code is not going to stop me catching a virus after all. But I do see there is a larger benefit in these practices which ensure that NSW Health can more quickly trace contacts and reduce the spread of the virus – and hopefully avoid further restrictions and lockdowns.

# Immunisation

## Anne Moehead Clinical Support (Nurse Practitioner)

Crowley has made great progress regarding the COVID vaccination for our residents. Every resident who consented to the vaccine has now received it.

We now enter the next important phase of ensuring protection against seasonal influenza for our residents and staff.

Last year NSW Health mandated the 2020 influenza vaccination for all aged care staff and anyone entering an NSW Residential Aged Care Facility. We have been advised that this requirement will be repeated in 2021. It will however be in place for a defined period from 1 June to 30 September 2021.

The requirement applies to all visitors and staff entering a residential aged care facility to provide evidence that they have received the 2021 Influenza Vaccination.

Commencing 24 May, Kelly Roberts, Donna Kennedy and myself as qualified vaccination nurses commenced immunising staff with the influenza vaccine.

Crowley has generously purchased the vaccines for staff enabling it to be delivered for free. The National Immunisation Program funds the vaccine for people over 65 years, which includes all our residents. The resident rollout for the vaccinations will commence as soon as we receive the vaccines – so watch this space!

The World Health Organisation (WHO) encourages us in order to protect our communities from disease to reach “Herd immunity”, this is described as the indirect protection from an infectious disease that happens when a population is immune either through vaccination or immunity developed through previous infection. WHO supports achieving ‘herd immunity’ through vaccination, not by allowing a disease to spread through any segment of the population, as this would result in unnecessary cases and deaths.

Vaccines train our immune systems to create proteins that fight disease, known as ‘antibodies’, just as would happen when we are exposed to a disease but – crucially – vaccines work without making us sick. Vaccinated people are protected from getting the disease in question and passing on the pathogen, breaking any chains of transmission.

Vaccination against influenza (flu) remains important this year. Flu is a highly contagious viral infection that can cause widespread illness and deaths every year. Vaccination is our best defence against flu viruses.

Behaviours such as increased hand washing and social distancing helped to stop the spread of flu viruses in the community last year. Relaxing social distancing restrictions this year may allow flu viruses to recirculate, even if they were hardly seen in 2020.



# Focus on Quality

**Michelle Golding**  
Quality Manager

Continuous Improvement is also known CI or CQI (Continuous Quality Improvement). CI is a proactive approach (continuous effort) to improve the quality of our care, services, processes and systems and the outcomes for our stakeholders. Very simply it's about making things better!

## Identifying Continuous Improvement

There are various mechanisms where we capture CI's:

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

## Key elements of continuous improvement:

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

## Benefits of continuous improvement:

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

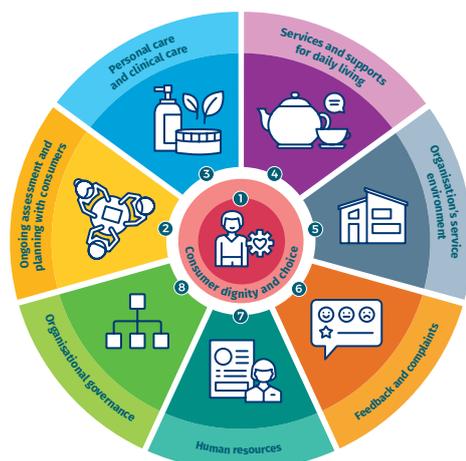
## Continuous improvement cycle

The CI model includes four phases:

1. Plan the improvement
2. Implement the improvement
3. Evaluate the improvement
4. Act to standardise the process

## Continuous improvement and Legislation

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



## Continuous Improvement @ Crowley Stage 1 Education and Self-Development Program

Crowley is committed to promoting a culture that is invested in each individual through personal and professional development that broadens the scope of capabilities of our workforce and maintains currency of practice through lifelong learning and continuous improvement.

This commitment to continuous improvement is evident in the recent design of our new Education and Personal Development Training model. This model will ensure we continually achieve our consistently high standard of safe, respectful and quality care and improve how we manage Education and Training.

### The model will consist of 3 tiers of education:

1. Essential
2. Enhanced
3. Expert

### Stage 1 of the model includes:

Development of our Essential Program consisting of:

- Mandatory Training and Orientation / Induction program
- Implementation of Altura - Online Resource Library
- Implementation of Bridge - Learning Management System



### What is Crowley's Essential Program?

The Essential Program is provided to all staff and volunteers to:

- Consist of core organisational topics and key topics related to various organisational areas
- Enhance the provision of safe quality consumer care
- Protect staff and volunteers from injury and illness
- Maintain compliance with legislation, quality standards, organisational policies and procedures
- Equip staff with skills and knowledge to effectively perform their roles
- Improve workplace relations, communication and understanding

The Education and Personal Development Program will be managed in-house and provided through a variety of delivery methods, some new and some existing, and will be delivered as an annual calendar.

The launch of Altura Learning and Bridge is exciting news at Crowley! We have become a member of Altura Learning, a Global community of Learning for the Care Sector! We will be using their Online Based Learning Management System known as Bridge for all of our education and training.

# Making Feedback Flow

**Michelle Golding**  
**Quality Manager**

**Residential Care Family Member**

Grateful thanks for your care of our mother over seven years. From IL, Rosebank and finally Serpentine. Staff knew Lorna could be 'spirited' and used special skills to keep the peace. I witnessed the smile staff generated from Mum and how her face lit up as they came into the room. Sincere thanks.

**Residential Care Resident**

Thank you for the delicious dessert - good to have a change.

**Home Care Family Member**

We are very much appreciating being known to your business, the girls are so nice. They are a pleasure to have in our home and what a wonderful set up you have there at Crowley. We really appreciate it.

**Home Care Family Member**

Thank you Crowley staff for the love and care shown to Mum. Absolute faith in every staff that visited, they are angels.

**Home Care Family Member**

Compliments to Crowley. We are absolutely thrilled that we chose to go with Crowley. The service has been outstanding and they both have developed lovely relationships with all of the staff and my husband is doing so well, thanks to the support of his package.

**Home Care Client**

Thank you for everything you are doing for me. I am very happy with the services provided.

**Meal Service Client**

Jenny, she is a lovely person, so friendly and kind. You can tell that she is always interested in you.

**Meal Service Client**

Loving the Crowley meals.

**Independent Living Resident**

Magnificent effort in installing the flagpole, Marvellous Mowing completed the landscaping in time and Crowley staff as usual organised places, people and procedures for a flawless Anzac Day commemoration. Thank you so much. I will learn "everything comes to these who wait" (patiently).



Feedback

Is there something we need to know



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# 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



# The Month of June

June is the sixth month of the year in the Julian and Gregorian calendars, the second of four months to have a length of 30 days.

The month June ultimately comes from the the Latin Iunius, "of Juno (Iuno)," referring to the Roman goddess. Ovid offers multiple etymologies for the name in the Fasti, a poem about the Roman calendar.

Officially, the Australian winter starts on the very first day of June.

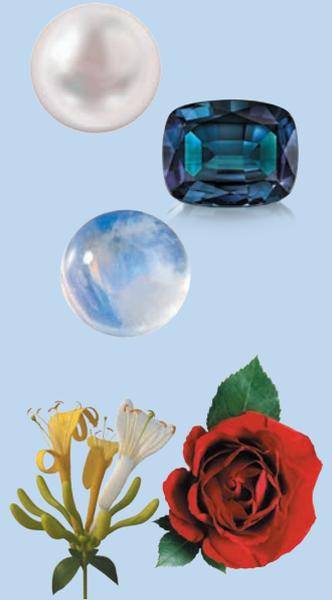
*It is the month of June,  
The month of leaves and roses,  
When pleasant sights salute the eyes,  
And pleasant scents the noses.*

– N. P. Willis (1807-67)

- June's birthstones are pearl, alexandrite and moonstone. The pearl symbolises perfection, alexandrite holds meanings of growth and passion, and moonstone represents hope.

- The birth flowers of June are the rose and the honeysuckle. The rose represents romance while the honeysuckle is said to bring happiness.

- The zodiac signs for the month of June are Gemini (21 May – 20 June) and Cancer (starting 21 June).



## What a Laugh!



PAGE 46

The captain of a large US naval aircraft carrier is on the bridge when on his radar he spots what he believes to be another vessel, with which his ship is now on a collision course.

The captain immediately gets on his open channel radio and says, "This is the USS Pittsburgh and you're on a collision course with this ship. You must take immediate action and change course."

In response, the captain hears a man with a Spanish accent but speaking perfect English say,

"No sir, I'm sorry but it's your vessel that must change course."

The captain is irritated by this response and says, "This is Captain James Munroe, captain of the USS Pittsburgh, the largest ship in the US fleet. You are a maritime hazard sir and I will report you to the authorities unless you change course now."

There's silence momentarily and then the captain hears the response, "This is a lighthouse. Your call."

# Word Search

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

Celebrate the month of June with a winter themed word search puzzle!

Bobsled

Boots

Cold

Coat

Ear muffs

Goggles

Hat

Ice

Ice skates

Mittens

Scarf

Shovels

Skis

Snow

Snowman

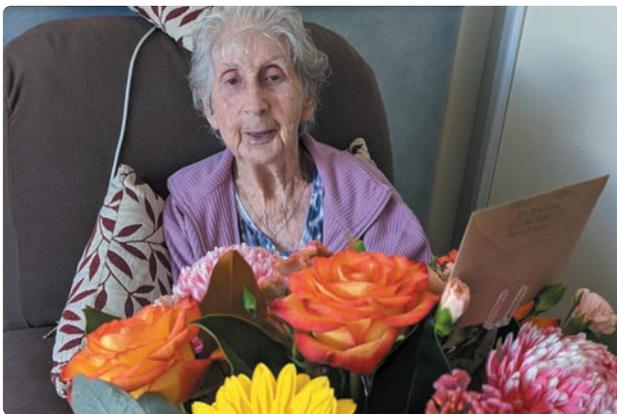
Snowmobile

Sox

Sweater

# Round the Traps

## Celebrating Mother's Day



## 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.