

the chatterbox

NEWS FROM CROWLEY CARE

JUNE 2022



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Cover photo

Anne from Independent Living with her Mother's Day winnings



A Moment with our CEO

Hello everyone,

If you've visited Crowley lately you may have noticed how stunning the Plaza planting and area is looking.

It's fair to say it has come into its own as the plants mature.

We've had many lovely appreciative comments from residents and families. And it's a credit to our Maintenance Team and contractors who do an amazing job keeping our outdoor spaces special. These outdoor spaces have had extra importance for many of our residents in recent times.

It is refreshing for our Crowley Independent Living family to be able to begin to meet and enjoy each other's company once again. There's certainly a more positive spirit about the place as those traditional Crowley events come back in full-swing for our Independent Living residents, albeit with COVID safe practices in place.

Recently we met with our Independent Living residents for the Independent Living Village Annual Budget and Recurrent Charge meeting. It was great to have everyone in one room. And although the subject matter can be a bit dry the spirit in the room was upbeat and warm. It just goes to show that getting together is the most important thing. And it feels great that other Independent Living events are taking place on a regular basis.

At the same time, COVID permitting, we are trying to find safe ways for our Residential Care residents to have more events. As you know, at any time when we have more than one resident COVID positive, the Government puts restrictions on movement within and access to residential aged care facilities. It is frustrating for everyone as we do our best to work within the system. And we are hopeful we will get to a place soon when access and events can get back to some normality for residents and families.

As I have mentioned previously Dugald Christie-Johnston (The Barefoot Coach) has provided leadership training and staff development programs for Crowley for many years.

He conducts workshops, team days and coaching and even managed to do this during the lockdown COVID period.

Because the last two years have been unique and challenging for our staff, we were pleased to be able to support them with a special Dugald training program that helps our staff with practical tips to improve their engagement, focus, concentration, wellbeing and energy levels.

These skills are the things that are important for us all, so that we can lead more fulfilled lives. Our staff have been so appreciative of this program that has helped them at work and at home. And of course, we were really pleased to be able to deliver it.



Very best,

A handwritten signature in dark ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive.

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Budget Time for our Independent Living Village

Kelli Potts

Executive Manager Operations and Finance

About this time of the year most businesses, and many individuals, start to sense the end of another financial year approaching, and thinking about finances including annual budgets.

Each May, our Independent Living residents consider and vote on the Independent Living Village Annual Budget and Annual Recurrent Charge Increases, required under the Retirement Villages Act.

The meeting requires the active involvement of Independent Living residents, and is prepared and run in accordance with the Retirement Villages Act and Regulations.

Under the Act the IL Annual Budget has guidelines as to what income and expenditure can be included and excluded. It's intended to provide a simple and transparent budget for our residents.

Crowley is unique in how it prepares and implements the Annual Recurrent Charge increase and Annual Budget.

Many 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. It results in very little flexibility in spending, and requires further approval from residents should spending need to exceed the budget approved.

Crowley however considers the two items separately, taking into account many economic factors and the different ways in which our residents derive their income.

When Crowley considers our expenses, we budget for the many projects and plans we would like to complete, as well as predicting the general costs of running the village.

A big thank you to all of the residents who participated in the process this year, either by attending the meeting or completing their vote by ballot. Aside from the formal business of the meeting, we always have a great opportunity for general discussion and of course enjoy afternoon tea together.

Kelli 😊



Pastoral Care from our Parish

Farewell Reverend Canon Matthew Jones

The Reverend Matthew Jones commenced as Rector of the Anglican Parish of Ballina in August 2015.

Reverend Matthew is moving to Victoria and will be commissioned as the Rector in the Anglican Parish of Camperdown and Holy Apostle, Diocese of Ballarat, on Friday 6 June 2022.

He was farewelled at the 9.30am service in St Mary's Church Ballina on Sunday 22 May, followed by a brunch.

Many parishioners and members of the wider community are saddened by his departure, including some of our residents.

He has been a very faithful priest and pastor to the Ballina and Lennox Head communities. Reverend Matthew has shown great empathy and love for people in a very caring way. He was always ready to listen and offer support and encouragement. He is highly respected as an experienced leader and as a senior priest across the Diocese.

Reverend Matthew "walks the talk" as a servant of Jesus Christ. As is said, our loss is a tremendous gain for the community of Camperdown.

Written by John Bryen

Rev Matthew Jones

It was with sadness that on behalf of the Parish of St Francis Xavier I have to say farewell to you Rev Matthew.

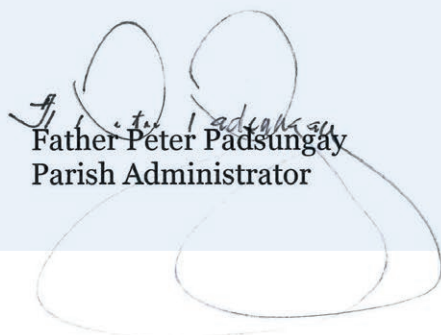
Your pastoral care for the Anglican parishioners and others at Crowley Aged Care has been an outstanding service to the Crowley community.

I thank you on behalf of my predecessor Father Michael Nilon, my assistant priest Father Anselm Okeke and all people in the wider community for your care and understanding in good times and sad times.

The Christian partnership that we have shared with you at Crowley has been a fine example as to inter faith connectedness and in following the teachings of Jesus Christ. Our best wishes for your continued ministry go with you.

God Bless you always.

Yours in Christ


Father Peter Padsungay
Parish Administrator



Last Month at Crowley

Warming up in the winter sun

Wow, we are already halfway through the year and June is now upon us, bringing with it the cooler weather. Time for hot chocolates and snuggling in front of the fireplace.

It is this time of year that we find ourselves chasing that warm morning sun. Here at Crowley, we have a beautiful site and have created some wonderful indoor and outdoor spaces for residents to catch the sunshine.

Now that we are able to move around freely, it's time to explore some of our resident's favourite spots that are frequently used during winter.



The Entertainment Room deck is one of our go-to places, offering both warmth and atmosphere. Not only can you find the sun but the view is also beautiful, making it a great spot for group activities.

The gazebo and garden off Riverview lounge is also a popular spot with plenty of seating overlooking the river and lush gardens.

One hidden gem is the outdoor area of Banksia dining room which has a wonderful bird mural painted by a local artist.

The main Reception has some very inviting chairs positioned by the windows just so, lending a perfect place for residents to read the paper while basking in the morning sun as it streams in. Whoops, the secret is out!

Banksia also has some cosy lounges that are great for a quiet coffee or a reading group. The courtyard is the place to find Rosebank residents catching the morning rays.

The residents of Lillipilli enjoy the winter sun from the courtyard where we have morning teas and our exercise group.

Our beautiful waterfront offers seating where you can sit and pass the time away watching the happenings on the river.

The sun not only gives us warmth and makes us feel happy, it also offers healing benefits, providing us with vitamin D which we need for building and maintaining healthy bones.

Barney's in the Plaza is the place to be, so grab yourself a coffee, tea, hot chocolate, and cake, oh and a hat if you're venturing outdoors to have some fun exploring.





Terry and Geoff enjoying a chat over a cuppa and cookies in the morning sun.



George and Moyna had some extra company while enjoying the winter sun. Who doesn't love making new friends!?



Joan and Charlie spending some time relaxing in the sunshine.





The winter chill can't stop us from marvelling at our thriving gardens!

While the weather might be cooling off and have us reaching for our warmer clothes and cosy blankets, our gardens continue to be somewhat of a spectacle.

Not only do we have lush green leaves, but we also have budding flowers with bright colours reminding us of warmer months.

These gardens are a great place to sit with some friends and have a chat with a warm drink in hand, and boy do we take advantage of the space!

We are very lucky to have areas like these to get some fresh air while admiring nature.

Crowley Nursing Path

Kelly Roberts
Clinical Manager (Nurse Practitioner)

Straight from the completion of a Diploma in Nursing at Gold Coast TAFE, Josh started his nursing career at Crowley in 2015, coming on as a Team Leader, learning and putting into practice the principles of nursing he acquired during study.

With an increased knowledge, largely facilitated by his nursing peers at Crowley, Josh took on a role with a General Practitioner at St Vincent's Private Hospital.

Whilst at St Vincent's, Josh began to gain a keen interest in wound care, particularly wound infection and chronicity. Josh applied for the Wound and Vascular Nursing Specialist position at St Vincent's and was lucky enough to be accepted. This position incorporated hands on wound care, wound care education, and wound specific policy and guidelines development.

Josh was then offered a position at a large medical sales company as a Sales Support Specialist. This position saw Josh flying around Queensland and New South Wales delivering education and support to nurses and surgeons on wound care.

Josh was keen to spend more time at home with his family. So he reached out to Crowley Care to ascertain if there was a position that could incorporate his interests and nursing experience. Josh was offered and accepted a position in the Clinical Support Team working under Clinical Manager, Kelly Roberts.

Day-to-day Josh offers support to nursing staff on wound care, wound care education, policy development, and skin assessment, as well as incontinence assessment. Josh also supports his peers in clinical practice and has a keen interest in practical clinical education. Josh enjoys being able to share his knowledge with his colleagues and is keen to learn more skills from his colleagues.

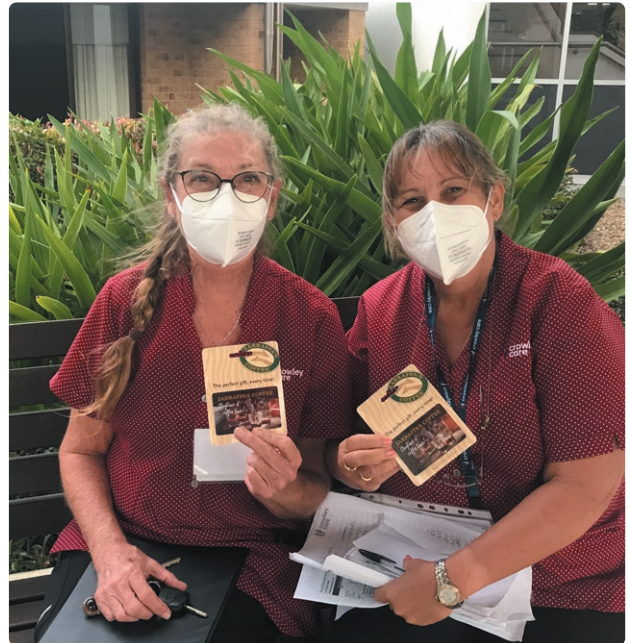
With Crowley's support, Josh is working towards a Nurse Practitioner role and has started his Enrolled Nursing to Registered Nursing pathway this year. Josh is loving studying through Charles Sturt University. He will complete his studies at the end of 2023, and then start the long road towards gaining his Nurse Practitioner credentials.

Stay tuned for Josh's next chapter at Crowley.



International Nurses Day

Celebrating our wonderful Crowley nurses with a hot breakfast and treats



From the IL Desk

Why we choose Crowley

Jenny Kliese
Independent Living (IL) Coordinator

Del and John

Del and John recently moved into our Crowley Independent Living community, returning to the area after retiring to Brisbane 30 years ago.

Why did you choose Crowley?

“It was our son who did the research of the area and retirement living options. He chose Crowley for us as the best place. Whist the move has been overwhelming, we can see the light at the end of the tunnel. We have been able to reconnect with old friends and acquaintances since we have become Crowley residents.”



Jan MacDonald

Jan came from the Mullumbimby area, where she and her late husband farmed for 50 years.

After her husband's passing, Jan felt it was time to down-size. She picked Crowley as her new home. Having never lived in town before it has been a bit of an adjustment. Her family is now close and they offer support and visit regularly.

Jan is looking forward to getting involved in all things Crowley, making new friends and becoming part of the Crowley community.

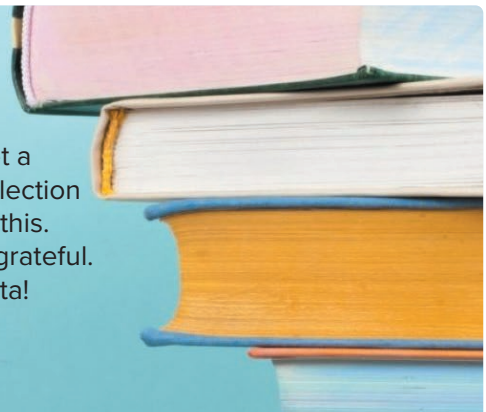


Book Donation

Our library recently received a donation of books from Rita Williamson – a collection of more than 100 Catherine Cookson books.

Rita has lovingly been collecting these books over the years and kindly donated them for the enjoyment of our residents.

It's rare to get a complete collection donated like this. We are very grateful. Thank you Rita!





Independent Living resident Royce is proud to present his veranda full of blooming orchids.

An Afternoon at the Movies

Walk the Line

Come along to watch a movie on the big screen in the Education Centre for a small fee.

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

This month's screening:

Movie:	Walk the Line
Genre:	Biography, music, history, drama
Rating:	PG
Directed By:	James Mangold
Starring:	Joaquin Phoenix, Reese Witherspoon, Ginnifer Goodwin, Dallas Roberts, Robert Patrick
Released:	2005
Duration:	2h 16m

The rise of country music legend Johnny Cash begins with his days as a boy growing up on the family farm, where he struggles under the scorn of his father. As the years pass, Cash ends up in Memphis, Tennessee, with his wife, Vivian, and breaks into the music scene after finding his trademark sound. While on tour, Cash meets the love of his life, singer June Carter, but Cash's volatile lifestyle threatens to keep them apart.

Reviews

"James Mangold did excellent work on the story writing and how well he picturised it on the screen. Phoenix and Witherspoon's performances are just amazing."

"The acting was great the singing was fantastic I could listen to the soundtrack all day long."

"This movie is very well done and really portrays Mr. Cash's worst of times, as well as his best of times. Additionally, this movie has an excellent cast that exceeds expectations."

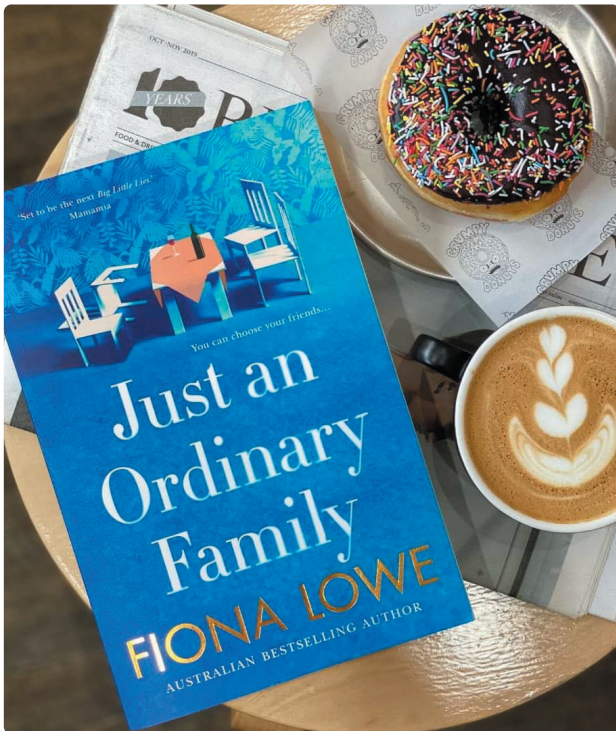


Crowley Screening

Movie:	Walk the Line
When:	Wednesday 8 June
Where:	Crowley Education Centre Room 1
Time:	1.00pm
Cost:	\$2.00
RSVP:	To Crowley Reception by Monday 6 June

Book Club

Just an Ordinary Family by Fiona Lowe



This month's read *Just an Ordinary Family* by Fiona Lowe received mixed reviews.

Alice Hunter is smarting from the raw deal life has thrown her way. She finds herself single and jobless, and is forced to move back to her parents' small seaside town where her twin sister Libby and her family also live.

Alice envies Libby's life, especially her friendship with Jess. The family implodes through an unbelievable series of betrayals.

This book has had great reviews, citing it as "brilliant", "I couldn't put it down", and "well written". However, most of us begged to differ.

To some it was an easy read but somewhat too long at 500 pages.

Others found it laughable, far-fetched, and a crazy soap-opera with a predictable and convenient ending. Appreciating that some people's lives can be like this made it an emotional read for some.

This was no ordinary family but a fairly ordinary book!

Our next read is *The Only Way Home* by Liz Byron who now resides in our region. This is billed as a moving memoir of one woman with two donkeys on an outback journey of healing and renewal. She learns to trust her intuition, the wisdom of her animals, and the kindness of strangers.

Our next meeting is on 16 June.

Happy Reading!
Marion



Mother's Day

Hugs, flowers, and smiles shared with our mums

Mother's Day is a time to celebrate all the wonderful things about our mothers, giving us the opportunity to show them how very special they are.

Since we were little, our mothers have supported us through every painful scraped knee, joyful lost tooth, and terrifying indoor football mishap, no matter who's fault it was that the vase broke (sorry mum). Our mothers are our heroes, and their love and guidance shapes all that we are.

While we all agree that Mother's Day should happen more than once a year, we wanted to take this special occasion to say a big "thank you" to all the mothers, grandmothers, and others who share endless love, understanding and compassion.





Celebrating a Milestone

Ivan was surrounded by family to celebrate his 90th birthday



Home Care Client Profile

George Macqueen

This month we highlight the life of our Crowley Home Care client George Macqueen.

George's life started in Casino NSW in 1931. He was the youngest child of Martha and Andy Macqueen.

George grew up on a dairy farm at Woolnersarm, near Babyl Creek, west of Casino.

He recalls his Dad, a "share farmer, who had a green thumb".

His Dad grew all of their vegetables and they lived on turkey, fish and kangaroo as a child.

George remembers kangaroo was not commonly eaten, yet today it is considered a gourmet cut of meat, "so we were living in luxury and didn't know it", said George.

These days George enjoys Chinese takeaway, especially Mongolian lamb.

George's father was conscripted to cut cane in the war years and George moved to Alstonville with his mother and siblings, Fred and Joyce. Joyce is still alive today at age 93 whilst Fred passed away in 1977.

George went to school in Alstonville and left after completing primary school. At a very young age he started work cutting timber sleepers near Woodburn. He then went to work on his sister's property near Babyl Creek.

After this George then moved on to work in Western Australia at Ord River Station. George worked as a jackaroo for a few years on the station, looking after cattle, working mainly with Indigenous men.

He then went to Bega to work on a farm but decided not to stay as it was too cold. After 12 months George travelled to the Gulf Country to Normanton, to work on Iffley Station. After Iffley Station he went to Wondoola, working as an offsider on a property, learning all aspects of the operations as a jack of all trades.



George was then offered a job in the Northern Territory as an overseer of a large cattle property. He was promoted to manager 80 miles north of Birdsville. The property was a fattening property for steers. After two years of fattening, the steers were sent to the meat works by the hundreds on a road train with long trailers. George worked on that property for fifteen years.

He then transferred back to Alex Station in the Northern Territory on the Barclay tablelands where he worked until he retired.

George married Joan in Casino in 1961 and they had three children, Caroline, Jenny, and Scott. The children all went to boarding school in Charters Towers.

When George retired, he bought a beautiful home in Wollongbar where he still resides today. Joan sadly passed away three years ago on 7 April. George's interests include family life and spending time with his children. George's son, Scott, is a superintendent with the Brisbane Police Force, Caroline is now retired, and Jenny works as an office manager for a wrecking company.

The best decisions George has made in his life were to marry Joan, making sure his children were well educated, and to buy his Wollongbar home.

Community Connection

What's happening in June



Festival of Flavours

Experience the North Coast Festival of Flavour! A weekend where farmers, producers, restauranteurs, and brewers have come together to create a delicious weekend of food, fun and flavoursome experiences.

- Friday 3 June – Sunday 5 June
- For more information, visit www.nsw.com/destinations/north-coast/flavor-trails



Long Lunch at Frida's Field

Frida's Field is a 120 acre farm and restaurant which offers contemporary country dining. Their three long lunches per week are carefully curated by award winning chef Alastair Waddell to celebrate the seasons, their ecological farming practices, and the Northern Rivers region.

- Lunch is held from 12.30pm till 4pm
- Located at 76 Booyong Road, Nashua
- Phone 0477 181 064 for more information



Coffee Tastings and Plantation Farm Tours

Zentveld's Coffee Plantation in the picturesque Newrybar are opening their farm to the public. Taste the coffee grown right in front of you, with a fantastic view from the veranda overlooking the rolling hills of coffee trees, the rainforest creek line, and macadamia hills beyond. Guided tours run for approximately 45 minutes and depart on the hour.

- Open from Saturday 4 June at 8am
- Located at 193 Broken Head Road, Newrybar
- Phone 6687 2045 for more information



Gather By Manuka Honey Festival of Flavour

Gather By, Ballina's only Manuka Honey specialist, is opening its doors and offering an exclusive offer as part of the Festival of Flavours. One session only to experience:

1. Garden tour showing the plants that produce their honey
 2. Operations tour showing the honey production and packing
 3. Video of business working with community and first nations people
 4. Tasting MGO100-2100, with the MGO2100 being the world's strongest Manuka honey
 5. 1 x MGO250 250g jar of honey plus five sachets (valued at \$55)
- Cost is \$20/head or \$30/family
 - Saturday 4 June at 11am
 - Located at 1/200 Southern Cross Drive, Ballina
 - Phone 0414 759 745 for more information



Old and Gold Festival

The beloved award-winning Old and Gold Festival is a popular annual event held in Brunswick Heads. If you love a second-hand hunt for treasure then you do not want to miss this day!

There are large fairs to browse, live music, vintage caravan display, recycled cubby houses, recycled pallets, amazing food, fundraising BBQs, stalls of all shapes and sizes, the lucky penny prize wheel at the entry, Devonshire Teas at the Girl Guides hall, plus some awesome raffles at the Vintage and Collectables Fair in the Memorial Hall. The popular All Town Garage Sale is also on so there's treasure hunting aplenty to be had!

- Saturday 11 June from 7am till 3pm in Brunswick Heads
- Phone 6685 1002 for more information

Community Connection

What's happening in June

Brookie's and Blooms Workshop: A Collaboration Between Cape Byron Distillery and Poppy and Fern

In this workshop, they combine their love of botanicals and regeneration with the art of arranging a beautiful bouquet. Meet on the balcony overlooking the Brook family farm before being guided into the rainforest for an up close and personal look at what they grow, what's in season, and what goes into the award-winning spirits. Their local flower expert will then supply you with the tools to harvest your own clippings to add a native twist to your arrangement.

From there, continue onto the balcony where you will pair your native greenery with seasonal blooms fresh from the farm. You will learn harvesting tips and tricks and how to care for your flowers to get the longest vase life. The cellar door mixologists will bring out a seasonally crafted cocktail for you to sip on as you add the final touches to your work!

Finish the session with a grazing platter prepared by Harvest Deli. You will have your beautiful arrangement to take home to reminisce on the day.

- Sunday 5 June from 3pm till 5.30pm
- Located at Cape Byron Distillery, 80 St Helena Road, McLeods Shoot



Byron Comedy Festival

The Annual Byron Comedy Festival is back and will have you laughing for days. Check out their website for the line-up at www.byroncomedyfest.com – they are all guaranteed to make you laugh! They also have a range of kid's programs so be sure to check it out!

Each show is sold individually or festival and day passes are also available.

- Thursday 9 June – Sunday 12 June
- Located at Byron Bay Surf Club
- Phone 0404 353 495 for more information

Newrybar Eats and Produce Market

Wednesday evenings are a lovely time to visit the village of Newrybar. Stock up on local produce at the Newrybar Farmers Market located in Newrybar Hall.

- The next market will be held on Wednesday 15 June from 4pm till 7pm in Newrybar Hall
- Phone 0487 289 914 for more information



Flu Protection

René Lange
Risk Manager

For the first time since the start of the pandemic influenza is circulating in Australia.

Our borders are now open and travel is again possible, meaning respiratory viruses like COVID-19 and influenza are able to travel along with their hosts.

In addition, since the start of the year controls such as physical distancing and mandatory mask wearing have been removed from most settings.

The health advice is to expect a sharp increase in respiratory viruses this winter and because we haven't had flu in the community for a few years, our immunity against it is lower too. We're already seeing a significant increase in cases with more than 10,000 diagnosed cases of Influenza in the community so far this year – more than 7,000 of those in the fortnight of 25 April to 8 May. That's three times higher than the previous fortnight.

Your best protection this winter against the flu remains vaccination and practicing safe behaviours such as staying home when unwell and wearing a mask when you are unable to distance yourself.

Have you ever heard someone complain about 'catching the flu from the vaccine'?

If the last two years have taught us anything it's that there are many misconceptions about the way modern vaccines work.

The flu vaccine cannot give you Influenza any more than the COVID-19 vaccine can give you COVID-19. That's because the vaccines available in Australia do not contain any live viruses.

So why do some people get sick after their vaccination?

All vaccines have potential side effects, and in the case of Influenza and COVID-19 vaccines common side effects can include drowsiness, muscle aches and pains, low-grade temperature, and other symptoms that we often associate with the flu.

A very small number of people can have a more serious allergic reaction. This is why you are asked to wait and be monitored for 15 minutes after your vaccination.

While getting the Influenza vaccination is not mandatory it is highly recommended, especially as all the signs are for a particularly bad flu season. And of course, just because we don't have to doesn't mean we shouldn't.



Update from Maintenance

Fire safety

Albie Viel
Maintenance Manager

Each year NSW Fire Brigade attends 4,500 residential fires in NSW with approximately thirty percent occurring in the winter months.

Forty percent of fires are from faulty electrical items and almost half start in the kitchen.

Coming into winter the Fire Brigade advertises check lists and best practices to reduce potential hazards.

In our Village we reduce fire risks by having our co-coordinator call on residents to identify hazards, utilising the availability of our cleaning services to reduce hazard build-up, and organising our Maintenance team to service smoke alarms.

Fire safety tips

- Residents who use an electric blanket should test the blanket by laying it flat then switching it on for five minutes before putting it on the bed. Ensure the lead is not frayed
- Remove the lint from the dryer each time it is used. Ask your Home Care team or cleaning provider to ensure this task is carried out
- Ensure there is adequate air flow around the dryer
- When using a portable heater, ensure everything is kept at least one metre away from the heater. Be sure to keep the lead out of the way so it does not become a trip hazard
- Ensure your range hood and its filters have been cleaned to remove the build of grease
- Switch small appliances off before going to bed
- Don't overload power boards

Now that we're coming into winter, it's time to switch our air conditioners from cool to heat.

Tips for efficient air conditioning use

- Set your air conditioners to the winter mode at 24 degrees with auto fan
- To make better use of your air conditioning unit, close the door to rooms that don't need to be heated
- Ensure windows are closed to prevent the loss of warm air
- For units that face the south, turn the air conditioning on in the afternoon so less energy is used to warm a colder unit at night. But remember to turn the air conditioning off overnight

Remember to dust your power outlets, as a build-up of debris creates a fire hazard



NAUTICAL DRESS UP



FRIDAY 3 JUNE

ALL RESIDENTS AND STAFF ARE INVITED
TO DRESS UP IN NAUTICAL ATTIRE TO
CELEBRATE A CROWLEY FAVOURITE ON
NATIONAL FISH & CHIP DAY

Please note: staff name
tags and regulation
shoes must be worn



Ahoy Matey!

It's National Fish and Chip Day

Tony Baldwin
Hotel Services Manager

This year we celebrate National Fish and Chip Day on Friday 3 June with a fun nautical dress-up theme.

The event is part of the worldwide Fish and Chip Day held annually on the first Friday of June.

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

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

Fun fish facts

- In 2022 there are 2,791 fish and chip shop businesses in Australia.
- Around 19 thousand people are employed in the commercial fishing and aquaculture industry in Australia.
- It's estimated more than five million Australians take part in recreational fishing in Australia as a leisure activity.



Did you know?

- In 2021 we served 367 serves of fish and chips on International Fish and Chip Day, used 40kg of fish bites and 53 kg of chips, 4 litres of tartare sauce and 150 lemons.

Curried Pumpkin Soup with Chicken

Fire up your tastebuds with this quick and easy soup

Ingredients

- 1 tbsp peanut oil
- 500g pkt Coles Australian Diced Butternut Pumpkin
- 1/3 cup (100g) korma curry paste
- 3 cups (750ml) chicken stock
- 270ml coconut cream
- 1 cup (160g) shredded roast chicken breast
- 100g green beans, trimmed, halved crossways
- 1/2 cup (140g) Greek-style yoghurt
- 1 long green chilli, sliced (optional)
- 1/4 cup (20g) shredded coconut, toasted
- 2 tbsp chopped chives

Instructions

Heat the oil in a large saucepan over medium-high heat. Add the pumpkin and cook for 2 mins. Add curry paste. Cook for 30 secs or until fragrant.

Add stock to the pan. Bring to the boil. Reduce heat to medium. Simmer for 5 mins or until pumpkin is tender. Remove from heat. Cool slightly. Use a stick blender to blend until smooth.

Add coconut cream and place over medium heat. Bring to a simmer. Add chicken and beans. Cook for 2 mins or until beans are bright green and tender.

Divide soup among serving bowls. Top with the yoghurt. Sprinkle with chilli, if using, coconut and chives.

Serves 4





The Easiest British Fish Pie

A hearty dish to warm you from the inside out

Ingredients

- 200g boneless white fish fillets
- 200g skinless salmon fillet, pin-boned
- 50mL milk
- 750g Desiree or Pontiac potatoes, peeled, chopped
- 100g unsalted butter
- 2 tbsp (40g) flour
- 150g frozen peas
- 1 tbsp chopped flat-leaf parsley leaves
- 3 hard-boiled eggs, chopped
- Juice of 1/2 lemon
- 50g grated cheddar cheese

Instructions

Preheat the oven to 170°C.

Place fish in a baking dish, season with salt and pepper and pour over 400ml milk. Cover with foil and bake for 15 minutes until fish flakes away slightly when pressed with a fork. Remove fish, reserving milk. When cool enough to handle, flake fish into bite-sized pieces.

Cook potatoes in boiling salted water until tender. Drain and keep warm. Melt half the butter in a saucepan, stir in flour and cook over low heat for 2-3 minutes.

Slowly add reserved milk and continue to cook until thickened. Add fish, peas, parsley, egg, lemon juice, salt, and pepper.

Mash the potato with the remaining 50ml milk and the remaining butter until smooth, then season. Pile the fish mixture into a 1 litre-capacity baking dish, spoon the mash on top and smooth with a spatula. Trace a pattern into the mash with the tines of a fork and sprinkle with grated cheese. Bake for 20-25 minutes until golden.

Meet Team Crowley

Residential Care



Leanne

Favourite food:

A glass of Moscato

Favourite drink:

Chinese food

Favourite way to spend a day off:

I love spending time with my family

What was the last TV show you binged watched:

The Big Bang Theory

Best advice you have received:

Enjoy time with loved ones



Kristy

Favourite food:

Japanese food and fish tacos

Favourite drink:

Margarita

Favourite way to spend a day off:

At the beach with my kids and husband

What was the last TV show you binged watched:

Ozark and Yellowstone

Best advice you have received:

Nothing changes if nothing changes



Christine

Favourite food:

Italian food

Favourite drink:

Coffee

Favourite way to spend a day off:

Spending time with my kids and husband outdoors

What was the last TV show you binged watched:

Brooklyn Nine-Nine

Best advice you have received:

Live in the moment

Meet Team Crowley

Residential Care



Hamisi

Favourite food:

African and Asian food

Favourite drink:

Water

Favourite way to spend a day off:

Reading the bible and watching gospel videos

What was the last TV show you binged watched:

Beauty and the Geek

Best advice you have received:

Be reliable for others and have respect and dignity



Phillip

Favourite food:

Thai food or Chinese food

Favourite drink:

Canadian club and dry

Favourite way to spend a day off:

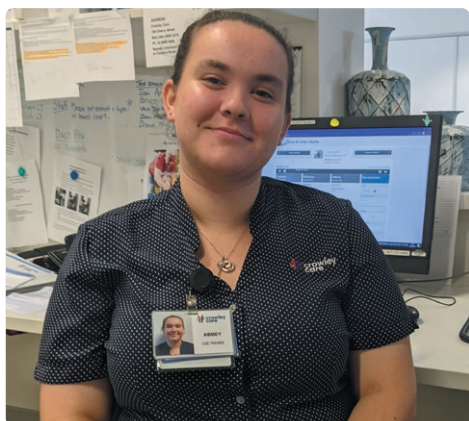
At the RSL club

What was the last TV show you binged watched:

Young Sheldon

Best advice you have received:

Always try to do your best



Abbey

Favourite food:

Fried chicken

Favourite drink:

Pepsi Max

Favourite way to spend a day off:

Fishing with my family

What was the last TV show you binged watched:

The 100

Best advice you have received:

Don't let anyone tell you anything different abo(it cuts off here)

Staff Education and Training

Education and Training at Crowley plays an important part in our work life. It consists of Mandatory Training covering Responding to Fire, Security and other Emergencies, Manual Handling, Infection Control, Aged Care Quality Standards, Hand Washing, Workplace Conduct, and Culture Training.





Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Roshani
Residential Care



Namrata
Residential Care



Sanita
Residential Care



STATE OF ORIGIN
DRESS UP DAYS
CALLING ALL RESIDENTS & STAFF!
Get in the spirit of origin by dressing up in your
team colours each origin game!

Game 1 - Wednesday 8 June
Game 2 - Sunday 26 June
Game 3 - Wednesday 13 July



Inspiration Comes in Many Forms

Kate Noble
HR Manager

“That’s inspirational”, a colleague whispered in my ear during the ANZAC Day service as our attention was directed to one of our residents trying to stand from his wheelchair for the National Anthem. Supported by staff he managed to stand and sing the Anthem proudly.

Inspiration is a force that triggers us mentally and emotionally to get closer to the best version of ourselves; whether that’s to try harder, walk more humbly, chase a dream, keep us committed and interested in our goals, or to just keep going.

The interesting thing about inspiration is that it doesn’t have to come from a grand act or a conscious decision to try and impress.

Like the resident who was completely unaware that he’d caught our eye, he was simply being patriotic. It was the effort and intent to overcome a physical challenge to join the standing in singing our national anthem that caused us to notice and react the way we did.

Some people assume that a person is only great if they make the news or are celebrated in some way. Often, the most inspiring people in the world

go largely unnoticed. They are people who do something authentically in their own small corner of the world; they just go about their day, in their own way.

This means that you can be or are an inspiration to others and may not even know it, no matter what you feel you have or have not achieved.

A key part of working in HR is that we are privileged to hear about people’s journeys through learning of their backgrounds, talents, and/or circumstances. Whether we are being told what has or is happening to them, we are given greater insight into the experiences that have contributed to creating the people working alongside us. Insight into what has shaped their values, their view of the world, and how they have coped, or are coping, with life’s highs and lows.

So, to the Crowley family of residents and staff who don’t know that they have been or are currently an inspiration to those around you for what you have accomplished, are intending to achieve, by the way you live, or the care you give – thank you!



Focus on Quality

Survey program at Crowley

Michelle Golding
Quality Manager

Throughout the year Crowley conducts surveys to make sure we are tracking well and to identify where we can do better.

For the first time last year we implemented online surveys through our Moving on Audits platform.

Staff and families/representatives were able to complete these surveys online through a link that was emailed to nominated email addresses.

Let us know what you think

We would love to hear your feedback about this improvement. Do you prefer online surveys or paper? You can send me an email at mgolding@crowley.org.au

Surveys identify our strengths and areas for improvement and provides residents, clients, and families/representatives with the opportunity to input into our planning with suggestions for improvement.

Surveys are critical to our success. It makes good sense to learn about expectations, perceptions, satisfaction, and areas for improvement. Obtaining this kind of data allows us to respond in a timely manner and ultimately satisfy our residents and clients. It is at the core of everything we do.

These surveys are conducted annually at Crowley as part of our quality management program. Surveys are totally confidential and we do not require you to identify yourself. Data that is not identified may be used for research and analysis by Crowley or an authorised body nominated by Crowley.

Crowley engages the services of Moving on Audits for both internal and external benchmarking. Internal benchmarking allows us to compare our performance over time and external benchmarking allows us to compare our services performance with other providers.

Results are collated, analysed, and reported to our Parish Aged Care Board and Management. Areas for improvement are identified and any actions implemented as part of our continuous improvement process.

Keep an eye out over the coming months for our surveys! We always welcome all feedback, both positive, negative, and constructive.





Making Feedback Flow

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

Michelle Golding
Quality Manager

Home Care clients

- They are all really nice. They are such good girls, I love them all. I have no complaints. It's a wonderful service.
- Thanks to our dedicated nurses that have been with both of my parents over the years. Crowley should be proud of all their nurses that go out to visit the elderly in the community.

Staff members

- Just want to give a shout out to the amazing staff we have at Crowley.
- Shout out to Lyn. I am so impressed with the way you are managing all the enquiries and calls at the moment. You have continued to do your job so professionally and calmly. We all really appreciate you!

Residential Care family members

- Please pass on our thanks to the Executive and wonderful staff in keeping the residents safe. Congratulations to the team in being recognised by the Health Unit for the superb organisation in controlling the spread of COVID. Great work.
- Thank you for the update – doing a great job over there at Crowley.
- Well done! You are all a very talented group of professionals. Thank you.
- Well done to you all. Thank you for taking care and looking after my grandmother so well. We really appreciate all you do!



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, or
- **Call** us on 1300 139 099

Orchid Varieties Word Search

Try to find all the hidden words in this floral themed puzzle

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

Bee

Brassia

Caladenia

Cannonball

Constantia

Dendrobium

Enclycia

Epidendrum

Flame

Hammer

Isabelia

Ludisia

Maxillaria

Miltonia

Mokara

Monkey face

Moth

Parrot

Slipper

Vanilla

Cross Out The Odd Words

Each row of words has one that doesn't fit. See if you can spot them all!

Puzzles pack a punch. Not only are they fun, but they also help to exercise our brains. Try your hand at this month's amusing puzzles, and be sure to check back in June for the answers and fresh new games to enjoy.



Cross the odd word out in each row, then add one of your own!

1	Arm	Frog	Leg	Head
2	Daffodil	Rose	Car	Daisy
3	Tanker	Chapel	Church	Temple
4	Orange	Sweater	Socks	Trousers
5	Siamese	Tabby	Fork	Burmese
6	Clown	Blue	Indigo	Pink
7	Mercedes	Ford	Cow	Audi
8	Magazine	Horse	Elephant	Koala
9	Joseph	Highway	Robert	Brian
10	Trash	Triangle	Square	Trapeze
11	Grapes	Banana	Mango	Truck
12	Almond	Halloween	Pecan	Pistachio
13	Fire	Tennis	Golf	Soccer
14	Pavlova	German	Custard	Tiramisu
15	Forty	November	April	March

Round the Traps

Mother's Day in IL



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
6620 6400

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.