

# the chatterbox

NEWS FROM CROWLEY CARE

JUNE 2024





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## Cover photo

Tasha and Katie celebrating International Nurses Day with Shirley



# A Moment with our CEO

Hello everyone,

## Our amazing men

Crowley's Men's Shed is a brilliant hive of activity, socialisation, and a great support network for our male residents.

With the recent addition of a greenhouse our Men's Shed is such a great place for our men to get together and do things with their hands, learn new skills, or simply shoot the breeze.

The "Shed" team consistently supports Crowley with beautifully crafted objects that are very popular and that feature at our Annual Show Day and at Christmas.

Our Men's Shed plays a valuable role promoting the health and wellbeing of our men as a space for connection, learning and support.

## Partnership with families

Our families at Crowley are a vital part of the partnership of care for their loved ones.

And it's lovely to see so many families on-site since the Covid restrictions were lifted as we increase our activities.

We have such a great group of families, many of whom "hang out" at Barney's café which has become a hub for our community. I believe great care happens when our staff and the families of our residents are connected in partnership.

I feel a sense of gratitude to the families for their support and positive attitude. And I know our staff do too. When family members and friends come through our doors with a big smile it makes everyone's day, lighting up the faces of both our residents and staff.

## Our Board

At this time of year, we are busily undertaking our end of financial year actions, whilst focussing on the year ahead.

It makes me reflect that we are very fortunate at Crowley to have such a visionary Board that is fully focussed on improving the future of Crowley Care by planning ahead with confidence and courage.

As an organisation our success lies in ensuring we retain a strong financial position that enables us to plan for the future needs of our ageing community – to look beyond the short term.

It is a hallmark of Crowley Care - never resting on our laurels and always moving forward.

To achieve this requires a strong level of trust between our Board (who sets the direction) and our Executive team (who enacts the Board's decisions).

We are indeed blessed to have both a stable Executive and Board with a positive can-do culture.

All of this I know greatly benefits our residents and community, enabling Crowley Care to be a positive force in our community.



Very best,

A handwritten signature in black ink, which appears to read "Michael Penhey". The signature is written in a cursive, flowing style.

Michael Penhey



# Catch Up with Kelli

## Independent Living Annual Budget and Recurrent Charge Meeting

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

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

The formal part of the meeting included residents discussing and voting on the proposed 2024/25 Annual Budget. We also had a small number of residents who voted on the proposed recurrent charges, not already set by a fixed formula, as the increase proposed was greater than CPI.

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

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

At Crowley, our model allows residents peace of mind; knowing their weekly recurrent charge is fixed for the year. This is not without its challenges in the current regulatory and economic climate however as an organisation Crowley is confident of meeting these challenges through solid financial management and a strong reputation built over the past 45 years.



Kelli 😊





# Happy Birthday

Hip hip hooray! We shared in celebrating many birthdays last month



# Last Month at Crowley

## Bus drives return

It was with much excitement to return to our bus drives in May.

The drives will be on Tuesday afternoons and are planned so all residents have an opportunity to partake in the outings.

Residents will receive an invite when it's their turn. To begin with we are starting with groups of 12, however, this may increase at a later date.

We will begin with various one and a half hour scenic drives through the beautiful and diverse area that we live. Stopping the bus along the way to enjoy a little afternoon tea.

Here is some of the feedback from our first drive:

### Viv

"The drive was a nice length of time. I saw things I'd never seen when in a car before, with a much better view from the bus. Even though I had been to Bangalow numerous times I hadn't been to the lovely park we stopped at for refreshments. I even saw a koala in a tree! I think everyone would love this trip. The driver was brilliant and drove well."

### Margaret

"I thoroughly enjoyed it. It was so lovely getting out, coming from the coast to the countryside, seeing the green hills and trees. I enjoyed the afternoon tea at the old 'Bangalow pool' that I remembered swimming at when I was young and looking at how the town has survived and grown. Then to see the beautiful ocean and coastline on our return was lovely."

### Jeanette

"I enjoyed it very much. It was comfortable and interesting to hear the commentary on all the different districts we passed through. I'd like to go again. It was a great area to take us."

### Naida

"I thoroughly enjoyed it. You see more in a bus than you do in a car. Don was a really good driver."

### Frank

"I thought the whole thing was brilliant! The white gum trees where we enjoyed afternoon tea amazed me... the height of them would have to have been 100 foot. I was surprised they grew coffee in this area, I never knew that. I would like to say thank you for putting the bus drives back on."

### Beatrice

"It was lovely to see the countryside and beautiful homes and views. I got a lovely lot of sunshine whilst driving and so I slept extra well that evening! You get to see a lot more in the bus than in a car as it is much higher. Thank you to our driver Don. He was very safe and did a great job."

### Margaret

"It was very lovely. What impressed me most were the beautiful gum trees in Bangalow. I'd love to know how old they were! The drive itself was wonderful, so lovely to get out. I'm looking forward to going again. The bus was very good, we do live in the best part of the country. It was a well thought out lovely trip."



We have a resident who is a keen knitter and we have run out of 8ply wool. She knits small blankets to give to other residents. Donations of acrylic 8ply wool would be greatly appreciated and left with Leisure and Lifestyle staff.







# Last Month at Crowley

Ballina Coast High School enlighten visit





# Last Month at Crowley

Drumming to the beat





# Last Month at Crowley

Celebrating all our wonderful nurses on International Nurses Day









## Life Choices to Protect Your Brain

It is never too early and never too late in the life course for dementia prevention

**Anne Moehead**  
Clinical Support (Nurse Practitioner)

The question people often ask as they age is 'What can I do to avoid dementia?'

Many people as they age are fearful of losing their memory, the possible inability to recall important life events, and the recognition of family and significant people in one's life.

A notable point is that dementia is not a normal feature of ageing and not everyone will develop dementia, so this is good news.

We do know, however, that the incidence of dementia increases with age and remains the leading cause of death for women in Australia and generally affects one in every four over the age of 85 years.

There is some very interesting new research that now identifies a number of modifiable risk factors that we can all have awareness of and try to mitigate the possible progression to dementia, if not for those who are already older but for those in our population who are younger and have the commitment to address the 12 identified modifiable dementia risk factors.

Let's share this research from the 2020 report from the Lancet Commission<sup>1</sup> that informs us of a possible life choice that can help to protect our brains.

Worldwide around 50 million people live with dementia, and this number is projected to increase to 152 million by 2050, rising particularly in low-income and middle-income countries where around two-thirds of people with dementia live. Dementia affects individuals, their families, and the economy, with global costs estimated at about US\$1 trillion annually.

Numbers of people with dementia in low-income and middle-income countries are rising faster than in higher-income countries because of increases in life expectancy and greater risk factor burden. The Lancet Commission in 2017 previously calculated that nine potentially modifiable risk factors together are associated with 35% of the population attributable fraction of dementia worldwide: less education, high blood pressure, obesity, hearing loss, depression, diabetes, physical inactivity, smoking, and social isolation, assuming causation.

In the 2020 report three more risk factors have now been added: excessive alcohol consumption, head injury, and air pollution.

Further research was undertaken within the Australian context<sup>2</sup> (2023). Australia is a diverse country in terms of population groups and cultures. A third of the population is born overseas, and the predominant ancestry groups are European (57.3%) and Asian (17.4%). The First Nations peoples of Australia - Aboriginal and Torres Strait Islander people - are among the oldest continuous populations in the world and comprise 3.8% of Australia's population. The number of older people living with dementia is projected to increase for Australians from ethnic and migrant backgrounds and First Nations Australians.





These patterns suggest that modifiable dementia risks across First Nations populations are influenced by similar cultural and historical factors, such as the enduring effect of colonialism, and shared ongoing experiences of trauma, violence, racism, marginalisation, environmental and socioeconomic adversity. These experiences contribute to the higher levels of preventable dementia risk factors, such as fewer years of education, and more smoking, alcohol use, diabetes, and traumatic brain injury.

In our local Ballina shire, we have approximately 2,200 people diagnosed (underestimate as our population ages) with dementia, and of these many have carers and families who require support. Ballina has a higher than NSW population for the over 65 years at 27% (NSW 17.6%) and a First Nations population of 3.9%. There is definite benefit for these at-risk groups to improve their knowledge, understanding of dementia and be able to identify strategies to help address these modifiable risk factors including:

- Obesity
- Physical inactivity
- Smoking
- More education
- Diabetes
- Hypertension
- Depression
- Hearing impairment
- Excessive alcohol consumption
- Social isolation
- Head injury
- Air pollution, living in an urban area and how these factors impact dementia



The Lancet Commission report advises ‘together 12 modifiable risk factors account for around 40% of worldwide dementias, which consequently could theoretically be prevented or delayed. It is never too early and never too late in the life course for dementia prevention’.

If there are concerns for your memory or for family and friends, the first port of call is to see your GP and express these concerns. Your GP will generally undertake an assessment or make a referral for further investigations or to see a specialist.

#### References

1. *Dementia prevention, intervention, and care: 2020 report of the Lancet Commission- Lancet 2020; 396: 413–46*
2. *Potentially modifiable dementia risk factors in all Australians and within population groups: an analysis using cross-sectional survey data: Lancet Public Health 2023; 8: e717–25*



# Help Reduce Your RISKS OF DEMENTIA

Things You Might Be Able To Change

## Early Life



More Education

## Mid Life



Manage Blood Pressure



Prevent & Treat Hearing Loss



Keep a Healthy Weight



Prevent Head Injury



Limit Alcohol

## Later Life



Do Not Smoke



Connect with Friends & Family



Be Active



Avoid Air Pollution



Treat Depression



Manage Diabetes

## MAKING GOOD LIFE CHOICES



HELPS PROTECT BRAIN HEALTH





# From the IL Desk

## Education sessions

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

Recently we held an informative education session on Advanced Care Planning for our Independent Living residents.

Whilst it was a refresher for some it was also confronting for others. Most who attended reported it was a positive reminder to be organised and in control of your health decisions and outcomes. Our Independent Living residents can obtain a copy of the Advance Care Plan form from the IL Team.

We are now planning to hold a Brain Health Session and will keep you informed.



## June is Bowel Care Awareness month

Bowel cancer claims the lives of 103 Australians a week - 5,350 lives each year.

This cancer is one of the most treatable cancers when detected early.

The risk of bowel cancer increases significantly with age and the disease doesn't discriminate as it can affect all ages.

This week, 299 Australians will be diagnosed with Bowel Cancer, equating to 15,531 people a year.

To keep yourself healthy and have peace of mind, speak to your General Practitioner to organise a kit or contact the National Bowel Screen Program which provide kits for you to use at home for those between 50 and 74 years.

The National Bowel Screen Program can be contacted on 1800 621 701 or online. Once you are registered you will receive a kit every two years.





# SHORT STORY & POETRY COMPETITION for...

**Independent Living Residents  
Residential Care Residents &  
Home Care Clients**

Calling all **STORYTELLERS** and **POETS**.....  
Unleash your creative side, Be inspired and  
Kick your imagination into gear

## THEME

**“Living in the 1960s”  
Fiction and Non-Fiction  
(max. 2000 words)**



**Entries open Saturday 1st June**

All entries to be submitted to Crowley Reception

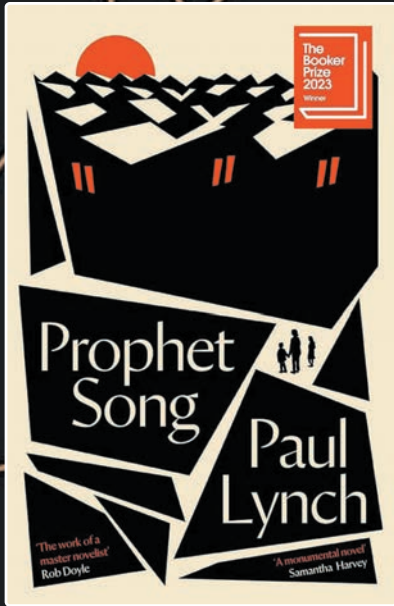
**Entries close Wednesday 31st July**

JUDGING will be by a select panel of judges and  
will take place during the month of August.  
WINNERS will be announced at a special celebration  
Wine & Cheese Afternoon on **Thursday, 5 September**



## Book Club

### Prophet Song by Paul Lynch



Our latest read “Prophet Song”, is a 2023 dystopian novel, by Irish author Paul Lynch.

It depicts the struggles of the Stack family, including Eilish, a mother of four who is trying to save her family as the Republic of Ireland slips into totalitarianism.

Her husband goes missing, her father has dementia, and her sister in Canada pressures her to leave.

The narrative is told unconventionally with no paragraph breaks or punctuation marks. The book took four years to write and was Ireland’s best-selling book in 2023, including fiction and non-fiction.

It won the Booker Prize in 2023 because it “captured the social and political anxieties of our moment”.

Well... what did we think?

Most of us agreed it was a very interesting, sad, even morbid read with reference to today’s world.

To most it was well written with clever expressions, even appreciating the purpose of the claustrophobic lack of punctuation and paragraphs. However, there were several definite “dislikes”. It was said that the language was pretentious with sentences too long. (It must be said that Booker Prize winners often attract “different” types of writing). Most persevered if nothing more than to find out Eilish’s fate.

Our next read, “The Little Paris Bookshop” by Nina George is hopefully somewhat lighter. A bookseller on a barge on the Seine possesses a rare gift for sensing which books will soothe the troubled souls of his customers. The only person he is unable to cure, is himself.

Our next meeting is on Thursday 20 June.

Until then, happy reading!

Marion





## Crowley Auxiliary

**Helen Cooney**  
Crowley Auxiliary President

Recently the Crowley Care Auxiliary members welcomed a large crowd of supporters to the Annual Mother's Day Luncheon.

The Activity Centre was filled to capacity. The room had a lovely air of friendship, happiness and engagement. We were entertained by Peter and Joan who serenaded us with a variety of songs and pleasant music throughout the afternoon.

The menu was praised by all who attended as a delightful taste to all palates. Thank you once again to Tony and his staff for the experience of a top-quality restaurant menu.

The room was set to celebrate Mother's Day with beautiful chrysanthemum posies on each table and lovely dinner settings. We have received many compliments from our guests who are looking forward to our next event.

As we continue to fundraise, we thank all our supporters for their generous efforts in purchasing raffle tickets. Our talented Nancy has our Christmas in July raffle ready for display and the Auxiliary ladies are rostered on to sell raffle tickets on weekends at the front of the Crowley Care building.

We have just purchased two blood pressure machines and a new marquee for use by the Crowley staff to support residents and the Independent Living community.

Our next event is a Curry Night at Mary's house. Keep Friday 28 June free to join us. This night promises to be a lovely friendly night with great food and good company to support our fundraising activities.

If you would like to join us at our next meeting and see if this is a community you would like to join, you are most welcome.

Our June meeting is Monday 27 June at 3.00pm in the Crowley Education Centre.

Best wishes,  
Helen Cooney



CROWLEY CARE AUXILIARY

# CURRY *Night*

**FRIDAY 28 JUNE**  
**FROM 5:30PM**  
**BYO DRINKS**

**ADDRESS TO BE ADVISED WHEN BOOKING**

**COME ALONG, BRING A FRIEND AND ENJOY A VARIETY OF DELICIOUS HOMEMADE CURRIES**

**TEA, COFFEE AND DESSERTS WILL ALSO BE AVAILABLE**



**\$25**  
PER PERSON

PLEASE RSVP  
AND PAY VIA  
CASH OR CARD AT  
CROWLEY RECEPTION  
BY WEDNESDAY  
26 JUNE



CROWLEY MEMORIAL RETIREMENT VILLAGE  
NURSING HOME AND HOSTEL COMPLEX  
OFFICIALLY OPENED BY  
THE HON. NEVILLE WRAN Q.C.M.P.  
PREMIER OF N.S.W.  
BLESS'D BY  
THE MOST REV. J. SATTERTHWAITE D.D. B.E.  
BISHOP OF LISMORE  
SENATOR THE HON. DON GRIMES  
MINISTER FOR SOCIAL SECURITY  
17th AUGUST 1964



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**owley Au**  
**ng Crowley Sin**  
**wley.org.au • Ph: 1300 139**  
**Vet**



# Last Month at Crowley

## Mother's Day Luncheon









## Home Care Client Profile

### Graeme Eggins

Graeme was born in Sydney, in the inner Western Sydney suburb of Ashfield.

He has a younger sister Helen. Shortly after Graeme was born his father abandoned them, leaving his mother as the family provider who taught him self-reliance.

When Graeme left school, a careers advisor suggested, as English was his best subject, he should be either a librarian or a journalist.

However, after looking at him, he decided he was not strong enough to be a librarian. Why? Because he would likely be the only man on-staff and would have to do all the heavy work shifting large books for the women librarians. Therefore, he suggested journalism.

Graeme started as a copy boy at the Sydney Daily Telegraph. He trained there as a journalist before going overseas at 21 years of age to gain more experience.

He went on to spend seven years in London and New York as a correspondent for Reuters and later Australian Associated Press, a news cooperative supplying breaking news 24/7 to newspapers and radio / TV stations around Australia.

Graeme's interests include current affairs, computing and particularly artificial intelligence (AI).

Currently Graeme runs two one-hour Zoom sessions weekly on developments in technology for retirees. He also writes a monthly column for Ballina Wave magazine, and is part of a two-year research project into how AI can help older people in Australia.

#### What are two good decisions you've made?

Going into business as a publisher of specialist business magazines and following the advice "People make things happen." In other words, don't wait on fate to solve a problem.

When asked what his favourite memory in life is, Graeme recalled, "one enchanted evening in London, glancing across a crowded room, seeing a young woman I knew vaguely and realising that, without doubt, I wanted to spend the rest of my life with her".

#### Graeme's favourite food?

Medium rare steak.





# Safe and Secure

## Part Two

**René Lange**  
Risk Manager

We all want to feel safe in our homes, but have you ever wondered what Crowley does to help ensure everyone's safety and security?

### Things we do to keep you safe

#### Nurse Call System

All bathrooms and toilets throughout the Residential Aged Care Facility are fitted with Nurse Call buttons and residents are issued a personal pendant. Activating either the nurse call button or pendant alerts nursing staff that assistance is required.

#### Duress Alarms

Duress alarms are strategically placed throughout the Residential Aged Care Facility and, when activated by staff, notify Crowley's security monitoring service who will then contact emergency services and Crowley management.

#### Annual Evacuation Exercises

As an operator of a retirement village we must ensure that an evacuation exercise for residents is carried out at least once each calendar year. While participation is not mandatory we do encourage everyone to join in.

The likelihood of something happening that would require us to evacuate may be low but the greater the participation, the more prepared we will be in an emergency.

#### Annual Fire Safety Statement and Safety Inspections

An annual fire safety statement (AFSS) is a statutory requirement that must be issued each year and includes all the essential fire safety measures that apply to a building.

The statement verifies that an accredited third-party practitioner (fire safety) has inspected and

confirmed that each of our essential fire safety measures in the building(s) has been assessed and are compliant with regulations.

In addition, Crowley comply with the Retirement Villages Act and Regulations by completing an Annual Safety Inspection of the village and surrounding grounds. Findings from these annual inspections are provided to Independent Living residents each year.

#### Emergency Plans

Crowley are required to have an emergency plan. This is a written set of instructions that outlines what staff, residents and visitors should do in an emergency.

The colour coded plan includes procedures for internal and external emergencies including for example fires, medical emergencies, evacuations and so on.

#### Automated External Defibrillator (AED)

Mounted on the outside wall to the left of the Activity Centre's entry is an AED.

Automated external defibrillators (AED) are usually found in public spaces and can be used by anyone. AED's come with very simple and clear instructions and will usually tell the you what you need to do. No special training or medical knowledge is required.

*If someone is showing signs of cardiac arrest, call an ambulance on triple zero (000). Start CPR and use a defibrillator as soon as possible.*





# Update from Maintenance

## Winter ready

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

Coming into the winter months, the State Fire Brigade advertise a check list for the public to consider best practices to reduce potential hazards.

We reduce risks by our Services Co-ordinator calling on residents and identifying hazards. Residents can ask for assistance from their Home Care packages to clean household electrical items.

### Tips we can follow for our mild winters:

- When using a portable heater ensure items are kept away at least one metre from the heater
- Check the lead does not become a trip hazard
- Don't overload power points and power boards. If possible, place power boards on their side to prevent a buildup of lint in the unused sockets. Or purchase protective plugs that can be placed in the unused sockets
- Ensure your rangehood and filters have been cleaned
- Switch off chargers before going to bed
- Remove lint from the dryer each time it is used
- Ensure doors seals are working correctly when closing the external doors

Coming into winter, there are requests for air conditioning checks.

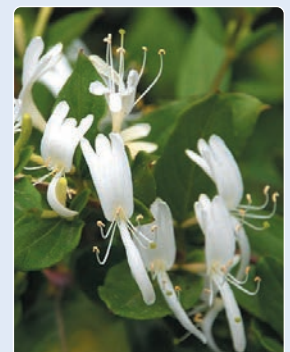
- Air conditioning units are to be set on winter mode at 24 degrees and auto fan. To make better use of your air conditioning unit, close the doors to the rooms that don't need to be heated
- Ensure all windows are closed to prevent loss of warm air
- Turn the air conditioning off overnight
- If the remote screen is faded, replace the batteries
- To aid the air conditioning unit, reverse the ceiling fans rotation so the warm air is forced downwards



## Flower of the Month

The flowers for the month of June are the rose and the honeysuckle. These flowers are a symbol of happiness, love, beauty, and sweetness towards one another.

Roses thrive in sunny positions protected from wind, and, if growing in pots, plants should be re-potted every winter. It is also best to do any pruning around July.







Please note appropriate clothing, name tags and regulation shoes must be worn by ALL staff

# STATE OF ORIGIN DRESS UP DAYS

**CALLING ALL RESIDENTS & STAFF!**

Get into the spirit of Origin by dressing up  
in your TEAM colours each Origin game!

Game 1: Wednesday 5 June

Game 2: Wednesday 26 June

Game 3: Wednesday 17 July



## News from the Men's Shed

It's hard to believe that 2024 is approaching halfway and Winter is around the corner.

The Shed is a hive of activity despite the inclement weather.

The group meets each Tuesday and Thursday mornings from 9am till 12 midday, with a short break for morning tea and a chat at 10.30am.

We have welcomed new members Ed and Graeme to the happy group of gentlemen at the Shed.

If our group keeps increasing, we may need a larger shed!

The fellowship and support provided by the group is an important part of the wellbeing of all members, particularly when health issues arise within the group and their families.

There are several projects well underway both for specific orders and preparing for the Crowley Annual Show Day.

We welcome ideas and requests for further items and are happy to provide a repair service for household items if it's possible.

Donations of repairable / recyclable items are welcomed and can be left on tables at the front of the building if the Shed is not open.

The greenhouses are full of potted herbs and a variety of plants including ferns, palms and decorative plants. These can be purchased on Tuesday and Thursday mornings when the Shed is open.

Out the front of the Shed is a small number of herbs and plants that can be purchased any day with monies placed in the honesty box as per signage.

Thank you to Crowley Management, Maintenance Team and the general community for their support of the Men's Shed. It is greatly appreciated by all current members of the group.



## Hotel Services News

### Special lunches to pop-up!

**Tony Baldwin**  
Hotel Services Manager

It was a great Mother's Day Luncheon held in Barney's and we received many comments on the great service, how delightful the menu was, and the very good value.

Some guests asked if we were going to do a set menu at the café on other weekends.

With this in mind we are going to come up with a couple of pop-up theme menus for a Sunday lunch to accommodate these requests.

If it is well supported, we can hold them more frequent given the opportunity to sit and take advantage of our beautiful café facility.





POP-UP

# ITALIAN

LUNCHEON @ BARNEY'S CAFE

**\$35 PER PERSON**

**SUNDAY 23 JUNE**

**BARNEY'S CAFÉ**

**FROM 12:00PM**

## MENU

### TO START

Grazing Plate for table to share

### ENTREE

Arancini  
Tomato & Basil Sauce

### MAINS

Pork Ragu Pappardelle  
Spaghetti Bolognese  
Eggplant Parmigiana

### DESSERT

Tiramisu  
Limoncello Torte

**BOOKINGS ESSENTIAL**

Please book at Barney's Café by Friday 21 June



# Moroccan Sweet Potato and Lentil Soup

## Ingredients

- 2 tbsp olive oil
- 750g sweet potato, peeled, coarsely chopped
- 2 carrots, peeled, coarsely chopped
- 1 brown onion, coarsely chopped
- 80g packet Hart & Soul Natural Moroccan Tagine recipe base
- 500ml (2 cups) Massel Stock Vegetable
- 425g can no-added-salt lentils, rinsed, drained
- 60ml (1/4 cup) fresh lemon juice
- 130g (1/2 cup) Greek-style yoghurt
- 2 tbsp small fresh dill sprigs
- 1/4 cup small fresh mint leaves
- 1 tbsp finely grated lemon rind

## Instructions

Heat the oil in a large saucepan over medium heat. Add the sweet potato, carrot and onion. Cook, stirring, for 3 minutes or until the onion softens. Pour in the recipe base and cook, stirring, for 1 minute or until aromatic.

Add the stock and 375ml (1 1/2 cups) water. Bring to the boil then reduce heat to medium-low and cook for 15 minutes or until the sweet potato and carrot are tender. Remove from heat. Use a stick blender to blend until smooth. Reserve 1/3 cup of the lentils. Stir the remaining lentils into the soup mixture. Bring to the boil over medium-high heat. Stir in the lemon juice and season.

Ladle the soup into serving bowls. Dollop with the yoghurt. Top with the dill, mint, lemon rind and reserved lentils. Season and serve.

Serves 4





Recipe from taste.com.au

Serves 4

## Braised Sausages with Pear and Potatoes

### Ingredients

- 2 tbsp olive oil
- 500g Coles Finest Italian Style Pork Sausages
- 1 large red onion, cut into wedges
- 1 parsnip, peeled, cut into batons
- 6 baby potatoes, quartered
- 2 small firm pears, cut into wedges
- 1/2 cup (125ml) chicken stock
- 1/3 cup (80ml) sweet chilli sauce
- 2 tbsp apple cider vinegar
- 1 garlic clove, crushed
- 1/2 cup flat-leaf parsley sprigs

### Instructions

Heat half the oil in a large deep frying pan over medium-high heat. Cook sausages, turning occasionally, for 5 mins or until brown all over. Transfer to a plate.

Heat the remaining oil in the pan. Add onion, parsnip and potato. Cook, stirring occasionally, for 5 mins or until onion begins to brown. Add the pear and cook for 3-4 mins or until golden.

Combine the stock, sweet chilli sauce, vinegar and garlic in a jug. Add the stock mixture to the pan. Bring to the boil. Reduce heat to low. Cover and cook for 5 mins.

Add the sausages to the pan and cook, uncovered, for 5-7 mins or until the sausages are cooked through and the sauce thickens slightly. Sprinkle with the parsley to serve.



## Online Scammers On the Rise

**Anthony Primiano**  
Cyber Security Manager

Did you know that elderly and senior Australians are highly targeted by scammers?

As if getting older wasn't already hard enough with the challenges that are presented and now with being in an increasingly online connected world, it just gets tougher to work out what is genuine or legitimate and what's not?

In 2021, Australians 65 and older lost about \$82 million dollars to scammers and then in 2022 it increased to \$120 million.

Online scamming is on the rise and unfortunately older Australians are being targeted more than any other age group.

So here are some handy tips to keep you cyber safe and cyber smart.

Scammers typically try to pressure you into deciding or performing an action that won't result in a good outcome or have any good intentions. To combat this, you can follow these simple steps and even pin them up somewhere as a reminder of what to do whenever you receive a sketchy text message, email, or phone call.

1. Take the time to digest what they may be asking for and ask yourself if it is genuine.
2. Never give out any sensitive or personal information (like your full name, date of birth, residential address, online banking password, drivers licence number or passport details) over the phone, via text message or online.
3. If you receive an unexpected or unknown email, text message or phone call claiming to be from a company you do business with, you should end the communication and contact the company directly using details from a trusted source (such as the Yellow Pages or company website).

4. If you receive a call and it begins to playback an automated message, hang up.
5. Be wary of unknown or private callers. If in doubt, let the call go to message bank and if it is legitimate they should leave a message with a number you can call them back on, or at least validate whether it is someone you trust.
6. Report any suspected scams to ScamWatch using: [www.scamwatch.gov.au/report-a-scam](http://www.scamwatch.gov.au/report-a-scam) and ReportCyber using: [www.cyber.gov.au/report-and-recover/report](http://www.cyber.gov.au/report-and-recover/report)



Keeping you Cyber Secure,  
The Diocese IT Team





# **NATIONAL FISH & CHIP DAY**

Join us for **FREE** Fish & Chips to celebrate  
National Fish & Chip Day

**FRIDAY, 7 JUNE  
12:00PM - 1:30PM  
BARNEY'S CAFE  
& PLAZA**

**RSVP: Monday, 3 June**



# World Elder Abuse Awareness Day

15 June

**Shannon Wilson**  
Human Resource Manager

15 June is World Elder Abuse Awareness Day (WEAAD) – a day designated by the United Nations to oppose and draw awareness to elder abuse.

Older people have a right to feel safe and live in a manner that supports their health, wellbeing, and dignity. World Elder Abuse Awareness Day provides the community with an opportunity to stand together against the abuse, mistreatment and neglect of elder Australians.

## What is elder abuse?



### Physical abuse

An act that causes physical pain, injury or a combination of both. Physical abuse may appear as a change in appearance, attitude or behaviour.



### Emotional or psychological abuse

Any act that causes emotional pain, anguish, or distress or is demeaning to an individual.



### Neglect

The failure to meet an older person's basic needs, such as food, shelter, clothing, warmth or essential medical care.



### Sexual abuse

Any behaviour of a sexual nature, done to an older person without their consent. This includes physical interactions and non-contact acts of a sexual nature.



### Financial abuse

This is the theft or misuse of an older person's money, assets or property.



In 2022-2023, 41% of the reports to the NSW Ageing and Disability Commission involved psychological abuse, followed by financial abuse (26%), and neglect (23%).

Women accounted for 67% of the alleged reports of elder abuse and, in 65% of the reports, the subject of the allegation was a child or partner / spouse.

## How we combat elder abuse?

We train our staff to understand what elder abuse is, to recognise its signs and symptoms, and to report any concerns they may have in relation to the care of our clients or residents to management.

All reports are dealt with seriously, and management will then report concerns through the appropriate avenue, which may include Serious Incident Reporting Scheme (SIRS), the Ageing and Disability Commission or the Police.

## What can you do?

Be aware of what constitutes abuse, watch out for the signs and symptoms, and report any concerns you have to the Ageing and Disability Commission. To learn more, visit:

### Elder Abuse Action Australia (EAAA)

[www.eaaa.org.au/](http://www.eaaa.org.au/)

### Ageing and Disability Commission

[www.ageingdisabilitycommission.nsw.gov.au/tools-and-resources/for-the-community.html](http://www.ageingdisabilitycommission.nsw.gov.au/tools-and-resources/for-the-community.html)

### United Nations

[www.un.org/en/observances/elder-abuse-awareness-day](http://www.un.org/en/observances/elder-abuse-awareness-day)

# Some choices you should be free to make



Keep and spend your own money



See family and friends when you want to



Attend appointments alone



Easily access clean clothes, food and medication

If you have concerns about your own wellbeing or of any older person or adult with disability in their family, home and community contact the **NSW Ageing and Disability Abuse Helpline**.

- Speak with a trained professional about your concerns and be heard without judgment.
- Get information on what services are available to help or be supported to make an anonymous report.

**Everyone has the right to live free from abuse**

**NSW Ageing and Disability Abuse Helpline**



**1800 628 221**

(M-F, 9am-4pm)

[adc.nsw.gov.au](http://adc.nsw.gov.au)

In an emergency, call 000 or Lifeline 13 11 14 for crisis support

National Relay Service 1800 555 660 | Text Telephone 133 677 | Interpreter Services 131 450

**Ageing and Disability Commission**



## Focus on Quality

### Your Rights - Charter of Aged Care Rights

**Michelle Golding**  
Quality Manager

The Charter of Aged Care Rights is a document setting out the rights of people receiving aged care services that are funded by the Australian Government.

The comprehensive, concise Charter provides the same rights to all consumers, regardless of the type of subsidised care and services they receive.

The Charter of Aged Care Rights sets out 14 rights that protect our residents and clients receiving care and services:

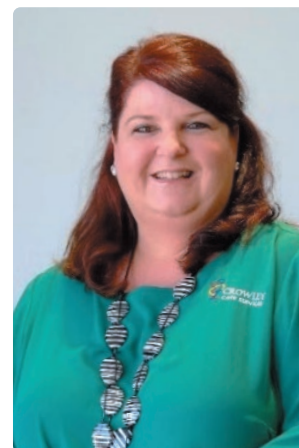
1. Be safe and high-quality care and services
2. Be treated with dignity and respect
3. Have my identity, culture, and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about my care and services in a way I understand
6. Access all information about myself, including information about my rights, care, and services
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. Have control over, and to make decisions about, the personal aspects of my daily life, financial affairs, and possessions
9. My independence
10. Be listened to and understood

11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf

12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly

13. Personal privacy and to have my personal information protected

14. Exercise my rights without it adversely affecting the way I am treated



## Charter of Aged Care Rights

This booklet informs you of your rights as an aged care consumer and how you can exercise them. It also includes some information about your responsibilities as an aged care consumer.

## My responsibilities

### Respect

#### *Treat others with respect*

All people involved in aged care, including consumers, their family, carers and visitors, are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.

### Safe environment

#### *Respect the rights of staff to work in a safe environment*

You are expected to maintain a safe environment for staff members and others. For example, if Crowley is delivering services to your home, keep pets away from staff members and do not smoke near staff.

### Information

#### *Assist Crowley by giving relevant information*

It is important you share information about yourself that will help us deliver you safe and quality care.

This may include:

- Up-to-date information, and
- Any problems you have with the provider's care or services

### Fees

#### *Pay agreed fees on time*

You are expected to pay any agreed fees on time. If you are unable to pay your fees speak to your provider to find a solution. These responsibilities describe expectations of you as an aged care consumer.

The current charter will be updated with the new Aged Care Act. The proposed Statement of Rights will be a mix of consumer and human rights, designed to empower older people in the aged care system.

The new Aged Care Act was to come into effect from 1 July 2024 however the federal government has announced that it will not take effect until 1 July 2025. It will focus on older people, and it will clearly set out the obligations of aged care providers and legislate requirements that protect the rights of older people in Australia to safe, quality care.

### Resources

The Older Persons Advocacy Network (OPAN) has a range of resources to support the sector's understanding of the Charter of Aged Care Rights, including a Charter information phone line, explainer videos and webinars for consumers. For more information you can visit the OPAN website at [www.opan.org.au](http://www.opan.org.au)

Copies of the Charter of Rights are available from Reception, online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) or you can email me at [mgolding@crowley.org.au](mailto:mgolding@crowley.org.au) to receive a copy.



# Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

## Residential Care family

- With the passing of our adored mum, we wanted to say how much your care and dedication meant to us as a family. Throughout her time at Serpentine, you made her feel welcomed and part of a very warm and special community. In the end, she felt a sense of belonging and connection. As her journey on this earth ended, she was treated with the utmost dignity, care, love and respect. It is a testament to the values and integrity of Crowley Care, in the way everyone assisted Mum and us as a family. What you do each and every day is a unique calling and we thank you for your dedication, expertise and skill. God bless you all.
- Thank you so much for all you did for our father.
- I would like to give my compliment to all your staff in Barney's Café. They are hardworking, very polite, the service is second to none. I can't thank them enough for all their service.
- Staff and carers, your unwavering support and genuine kindness make the journey easier for my dad and our family. Your work is truly appreciated and we are grateful for your presences in his life.
- My mother and I have just had the most amazing Mother's Day meal at Barney's. We both agree that we would be hard pressed to find a better meal anywhere. The flavour - some dishes were presented in a beautiful way. Thank you.

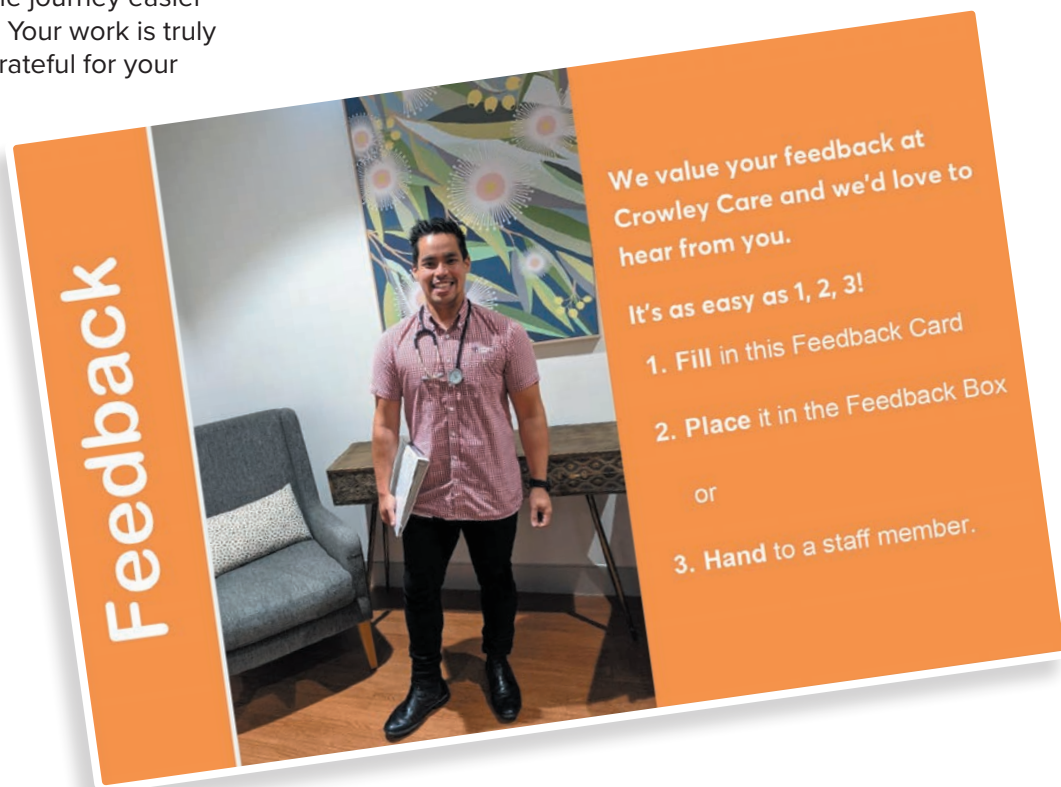
- Happy International Nurses Day. Thanks for all you do.
- Thank you to ALL of the nurses at Crowley. We are blessed to have you.

## Independent Living resident

- Thank you so much for bringing the ballroom dancers to us. They were so beautiful and brought back so many happy memories.

## Staff

- Thank you, kitchen! Everybody loved the sausage rolls for morning tea.
- I would just like to thank everyone that assisted in having breakfast organised for International Nurses Day. It is greatly appreciated.



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



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

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



# WORLD HAND HYGIENE DAY 2024

## Answers to last month's word search puzzle

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

Soap

Save lives

Wash

Hygiene

Nails

Infection

Surgical scrub

Five moments

Paper towel

Hands

Healthcare

Fingers

Clean

# WORLD HAND HYGIENE DAY 2024

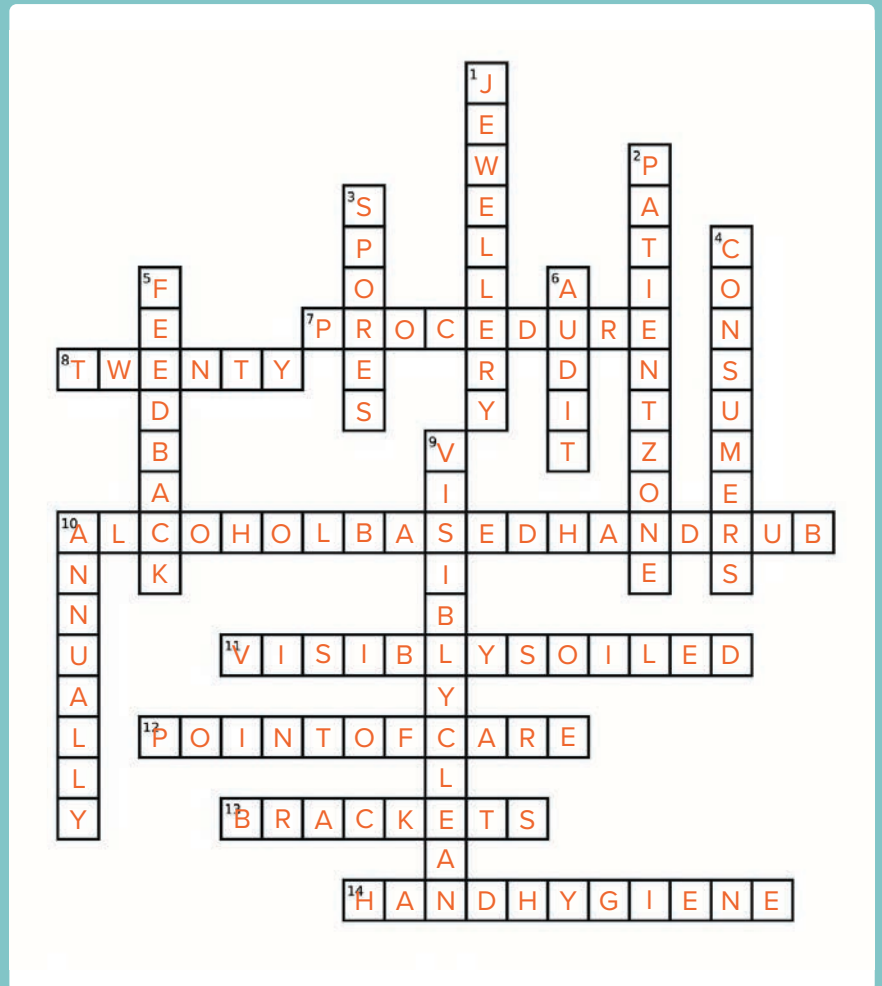
## Answers to last month's crossword puzzle

### Down

1. Item/s that inhibit effective hand washing
2. Refers to the patient and the patient's immediate surroundings
3. Organisms where soap and water is the preferred method of hand hygiene
4. Feedback should be provided to clinicians, organisations, and . . . . .
5. Increases capacity to identify infection risks
6. Strategy for assessing compliance
9. An alcohol-based hand rub should be used when hands are . . . . .
10. Recommended period of time healthcare workers must undertake hand hygiene education

### Across

7. An invasive observation, treatment, or intervention
8. The number of seconds you should wash your hands with soap and water
10. The product of choice for all standard aseptic procedures
11. Hand washing is reserved for when hands are . . . . .
12. Recommendation for product placement
13. Should be mounted at a height of 92-122cm above the floor
14. The act of washing your hands





# 'Round the Traps'

## Mother's Day flowers



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Business Fax  
6686 6082

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

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

Emergency  
(Fire, police, ambulance)  
000

Ballina District Hospital  
6620 6400

St Francis Xavier Parish  
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.