

the chatterbox

NEWS FROM CROWLEY CARE

JUNE 2025



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Cover photo

Alexa and Von enjoying the Mother's Day function



Catch Up with Kelli

Kelli Potts
Acting Chief Executive Officer

Dear Chatterbox readers

I'm standing in for Michael this month as he takes his well-earned break.

Our new Pope

The passing of Pope Francis was a time of great sadness for us all.

Yet it was also a period of great celebration with the election of Pope Leo XIV. As Bishop Greg recently said, "I believe this man, chosen by the Holy Spirit, will be the Pope needed in these difficult times." We are indeed blessed to have Pope Leo as our new Pope.

Government changes Home Care

You may be aware we are in the midst of the biggest change to home care in the past thirty years, with the complete overhaul of the in-home care model by the Australian Government, which comes into effect on 1 July 2025.

The Government is implementing the new Support at Home program with a view to ensuring "a simpler and more equitable system for older people that helps them to stay at home for longer with improved access to services".

Crowley has been offering Home Care services to our clients in our village and community for over 30 years. We have seen a number of changes over that time, and always enjoyed the support and trust of our clients as these have occurred. Please be reassured that we have a wonderful team of capable and caring Home Care staff who are working to implement these mandated changes whilst supporting each of our clients through the transition process.

Our global staff

Crowley is now attracting more people from diverse backgrounds to join us as permanent staff. Seeing them arrive, from across the globe with such enthusiasm, is refreshing. For example, we currently have three Registered Nurses from overseas, and as

Chatterbox goes to print, we welcomed four new PALM Scheme workers from New Guinea. You will be able to read more about them in the article from our HR Manager, Shannon Wilson, in this edition.

It's an exciting time for us all. Our brilliant workforce has such a diversity of life experiences, which enriches Crowley's culture of inclusivity. We have staff from so many nations and continents who bring diverse skills and life experiences, including from Africa, England, Canada, India and Nepal, to name but a few. Everyone from across the globe, and locally, can have a part to play at Crowley.

We are also seeing more people recognising the importance of their work in aged care and as an industry with great career opportunities. This has been instrumental in Crowley Care being able to meet the new government-mandated care minutes in residential aged care. The quality of our clinical care is central to our service and commitment to each individual resident.

Volunteers Week

Recently, we celebrated our more than 60 wonderful volunteers during Volunteers Week. They do such wonderful work for the Crowley community, making a positive contribution to the lives of our residents, clients and families, whilst supporting our staff. We couldn't do it without you. Thank you!



A handwritten signature in black ink, appearing to read 'K Potts'.

Kelli Potts
Acting Chief Executive Officer

Pastoral Care from our Parish

Fr Peter and Fr Anselm

Habemus Papam! We have a pope, a new shepherd and father of the Catholic Church.

Born Robert Francis Prevost to parents of Spanish, French and Italian background who chose the name Leo XIV. As the 267th leader of the Roman Catholic Church marks two historic firsts, Leo is the first-ever U.S.-born pope to lead the church and the first pope from the Augustinian order.

Prevost's selection of Pope Leo XIV as his papal name was "especially significant", given Pope Leo XIII's legacy of social reform, human dignity, and building bridges in times of division.

Leo XIV studied at the Minor Seminary of the Augustinian Fathers. He went on to attend Villanova University in Pennsylvania, where he received a degree in mathematics. He later pursued his theological education at the Catholic Theological Union in Chicago and studied Canon Law (JCD) at the Pontifical University of Saint Thomas Aquinas in Rome.



Although the new pontiff is American, one of the most significant chapters of his ministry took place in Peru for roughly two decades. He has spent most of his life caring for the poor and marginalised in Peru. He was appointed as Bishop of Chiclayo in 2014, when he became a Peruvian citizen, promoted to archbishop in 2023, and then cardinal in the following year.

Bishop Greg, in his circular letter to all the faithful of the diocese on the election of Pope Leo, says, "We have a new Father who gives us good reason to look to the future with confidence and hope. I believe this man, chosen by the Holy Spirit, will be the Pope needed in these difficult times."

In the meantime, we call on all parishioners and others of goodwill to get behind this new pope with our prayers for him. God bless Pope Leo XIV!

Fr Peter Padsungay and Fr Anselm Okeke





CROWLEY CARE AUXILIARY

CHRISTMAS IN JULY

Luncheon

Thursday 24 July 2025

Crowley Activity Centre

12.30pm - 3.30pm

\$45 per person

BYO Drinks

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

PLEASE PROVIDE ANY SPECIAL DIETARY REQUIREMENTS

TICKETS INCLUDE:

Christmas Style Nibbles, Lunch and Dessert

1 x Entry into the Lucky Door Prize

Live Entertainment



Winter Memories

Bill

Winter is a natural change in tune with nature.

Kevin

In the winter you can put on extra clothes to get warm but in summer you can't always get cool.

Alan

We enjoyed travelling in winter to anywhere warmer than Deepwater.

Margaret

You can snuggle up in your jumpers and slippers in front of the open fire, and it's a great time for hot soup.

Bonnie

My first memory of loving winter was the open fire. It was mesmerising.

Ronda

Growing up in the cold climate of Victoria, my mother would give us a quarter of a brick from the fire to keep us warm. My other winter memory is walking to school in pea soup fog.

Noel

I had a great childhood. I was a bushy and would walk two miles to school with no shoes or socks, even in winter. I remember getting chased by goats and dry cows. Now I have a very comfortable heated chair.

Yvonne

We had a winter holiday in New Zealand. It was beautiful seeing new things and visiting new places. We were very rugged up. There was a snowstorm that blocked the road, and our driver had to turn the bus around and go the other way.

Loretta

I remember watching Dad going out to the clothesline to get the nappies off and they were frozen solid. He had to hang them inside on a clothes horse to thaw them out, then put them in front of our cozy stove.

Tom

We lived in Racine, Wisconsin, near Lake Michigan. Christmas was a magical time with the snow. I remember driving our car on the frozen river. People would ice fish on the lake. Boats would have to be taken out of the water for the winter or they would be cracked from the ice. A snow plough would clear our driveway, pathways and roads.





Celebrating 100th Birthday

Lyn Jackson

Born in England in 1925, I attended a small boarding school called Babington House, which was very good for my education. I left school during the war, where I went and worked for the Public Service for about three years before I started nursing at a big London hospital. I worked there for a few years as an RN, then I did my midwifery.

In 1956, I left England and came out as a 10-pound Pom to Australia. My Aunt and Uncle lived in Perth. I was living in a boarding house and met Harry. We were married in 1966.

As time went on, we moved to St Paul's Close in Crowley Independent Living. We lived there for about 20 years until we moved to St Francis Place.

When we lived in the self-care units, we travelled at least once a year to different parts of Australia. Harry died when he was 94. Then, when I got to 94, I moved into Crowley Residential Care.



Happy Birthday

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



National Volunteers Week

Monday 19 May - Sunday 25 May

Volunteers have the power to change the lives of both themselves and those they help.

At Crowley, we celebrated our appreciation for the wonderful Crowley volunteers with a special afternoon tea.







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

STATE OF ORIGIN

**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 28 May
Game 2: Wednesday 18 June
Game 3: Wednesday 9 July



Mother's Day 2025

Here are some timeless, wise words from our mothers, gathered from experiences – words that carry both warmth and wisdom.



Beth

Mother's Day is very special to me. Even though I didn't have my biological mother for long, I was still loved and nurtured by loving women like my grandmother and aunty, who showed me what loving a family was. We always celebrated within the family, so when you have your own children, it is something you just do.

"I have a wonderful family and I love them to bits", and I'm a very proud mother, grandmother, and great-grandmother.

My advice to new mums is to follow your own parents' footsteps, you can't go wrong.



Diana

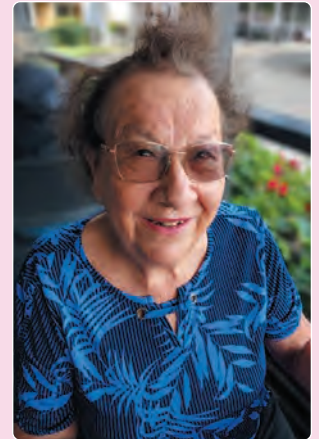
A special time, generally a celebration with my children. It's a tradition passed down, and of course, white chrysanthemums are very special. I love my family, they give me so much pleasure and joy.

My advice is to keep in touch with each other.

Judy

How do I put this into words? It is a time to be thankful for the closeness, care, and love. I am very proud of my family.

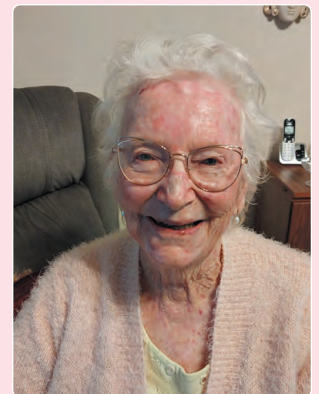
My advice is to keep the peace in the family, talk to each other without judgment. Love and care for each other, and you can't go wrong.



Zelma

Brings back memories you have shared. The laughter and joy with each other... memories that can't be taken away.

Talk to each other, share your joy and sadness to be a stronger family, but most of all, laugh – a lot of laughter is the best.



Mary

Wow, I couldn't explain in words what Mother's Day means to me. Being a mum means so much to me. It is such a privilege – the best job in the world.

My advice is don't try to be perfect, just love your children for who they are.



Spotlight on Nurses

International Nurses Day

We're shining a light on the incredible nurses who bring compassion, strength, and heart to everything they do at Crowley.

Chelcie

Enrolled Nurse, Residential Care

What inspired you to become a nurse?

I've always been driven by a genuine desire to help others, and nursing felt like the most meaningful and direct way to make a positive impact in people's lives each day.

How long have you been part of the Crowley team?

Three years.

What do you love most about caring for residents?

What I love most about caring for residents in aged care is the opportunity to build genuine, long-term relationships. Unlike in acute settings, aged care provides the time and continuity to truly get to know each resident their personalities, life stories, routines, and individual preferences. For me, this role is far more than just a job; it's a privilege to support and advocate for individuals in the later stages of life, ensuring they receive the dignity, respect, and quality of care they deserve.

What's your favourite part of working at Crowley?

What I enjoy most about working at Crowley is the strong sense of purpose and the supportive, caring team environment.



Bob

Personal Care Worker, Residential Care

What inspired you to become a nurse?

I used to be a volunteer guide for Visually Impaired Golfers (VIGs) and took a lot of inspiration and pleasure from helping others in need.

How long have you been part of the Crowley team?

I worked at Crowley as an AIN for eight years (2010 – 2018), had a break from care work for nearly seven years, and have now been working back at Crowley as a Personal Care Worker for six weeks.

What do you love most about caring for residents?

Definitely having a laugh with the residents and knowing that a small bit of care can make a big difference to someone else's day.

What's your favourite part of working at Crowley?

Absolutely the other staff members. There aren't many dull moments working with such great, caring people.





Alvin
Registered Nurse, Residential Care

What inspired you to become a nurse?

I've always had a deep desire to help others, and nursing felt like the most meaningful way to do that. Whether it was caring for a sick family member or volunteering overseas, I found fulfilment in being there for people during their most vulnerable moments. Nursing gives me the opportunity to make a real difference in someone's life every single day.

How long have you been part of the Crowley team?

I've been proud to be part of the Crowley team for almost four years. It's been a rewarding journey filled with growth, learning, and strong connections with both colleagues and residents.

What do you love most about caring for residents?

The relationships I build with the residents are what I cherish most. Being able to bring comfort, support, and a smile to someone's day is incredibly fulfilling. It's not just about the high level of clinical care we deliver – it's about listening, showing compassion, and being a consistent, trusted presence in their lives.

What's your favourite part of working at Crowley?

The sense of community at Crowley. From supportive teammates to the warm, family-like atmosphere, it's a place where everyone is committed to providing the best care. I also appreciate the opportunity to keep growing professionally while doing work that truly matters.



May
Enrolled Nurse, Home Care

What inspired you to become a nurse?

My mother suffered from illness growing up, which was my inspiration.

How long have you been part of the Crowley team?

I'm not sure if it's been four or five years.

What do you love most about caring for clients?

The privilege of being able to care for the elderly in their own home and the fulfilment of watching them heal.

What's your favourite part of working at Crowley?

Crowley's exceptional support for their workers and clients makes me feel listened to and appreciated.

New Care Partners – Home Care Team

Meredith Pryke
Executive Manager Care Services

Shannon Edgar

Shannon joined the Home Care Team in March and hit the ground running, working alongside Laura and the team, learning and absorbing all things Home Care.

Shannon has extensive knowledge in client assessment within different funding streams of Aged Care. She also brings experience as a Social Worker.

Recently relocating from Brisbane to the Far North Coast, Shannon and her family are enjoying all the amazing things the region has to offer, especially the ocean. The weekends are full of football with the kids, swimming and fresh air.

Fun fact about Shannon

Shannon played water polo for many years and coached several teams in Brisbane. Her son also played canoe polo, which she hopes will be approved as an Olympic sport.

Shannon loves having clients' pictures on file, making the connection when they call the office, and can't wait to capture many more.



Samantha Lees

Sam joined the Home Care Team in May, taking the 'new girl' title, and has very quickly made a positive impact on the team with a focus on streamlining processes and learning from the team.

Sam brings many years of experience in case management and assessment, with a strong focus on person-centred care and client outcomes.

Fun fact about Sam

Sam lives on a five-acre farm, has 60 chickens, 10 ducks, 7 guinea fowl, 10 rabbits, and 2 dogs.

She enjoys gardening, spending time with her animals and is looking forward to meeting everyone at Crowley.

The team at Crowley is very fortunate to have these ladies join us, and we are looking forward to them making a difference to clients and families. A heartfelt welcome to both Shannon and Sam.



Protection in the Cooler Months

Kelly Roberts
Nurse Practitioner

Many of us will have noted changes to our skin as we age, but did you know your skin makes up one of the biggest organs in your body?

Skin plays a major role in defending us against invaders, keeps our temperatures regular, and adds a little extra padding to our bones.

Imagine the amount of materials, lotions and potions that our skin encounters every day: soap, moisturiser, hot water, cold water, dust, and polyester, to name a few.

As we get older, we lose collagen that keeps skin elastic, sun damage starts to show, and because many of us take medications, these can also take their toll on our skin.

What can help?

- Short baths and showers with warm (not hot) water
- Soap substitutes that are fragrance and alcohol free and pH-balanced
- Pat skin dry – don't rub
- Moisturise your skin daily and often
- Wear breathable fabrics, i.e. cotton
- Stay hydrated – drink plenty of water

In summer, when the air is full of humidity, skin can be more prone to fungal rashes and heat rashes.

In winter months, we start to see more dry skin, chafing, and reactions to the colder weather. Dry eyes can begin to water and skin can break down due to a lack of moisture, heating and drier air. Dry skin is more vulnerable to breaking, and with that, infections and wounds begin to emerge.

Dry eyes can be remedied with lubricating eye drops, although skin will need extra layers of creams, unscented lotions and moisturising products. Some people swear by fish oil or evening primrose oil capsules for added skin hydration. Humidifying air in your home can also help reduce dryness and cut down on allergens.

If you find a break in your skin or a wound beginning, seek medical or nursing advice as quickly as possible to reduce the risk of infection and apply the appropriate dressing to the area. If you have wounds that are dressed, aim to keep these as dry as possible and change dressings as advised.

Nutrition is also important for our skin – vitamins and minerals in our diet support good skin integrity as well as protein, which supports collagen and can aid in healing when breaks or wounds are present.

Alcohol and smoking can dry out your skin further – consider reducing these during the colder months or cut them out completely to really help you maintain your skin and put the glow back into your cheeks.

Applying sunscreen is still a great idea during winter, as UV rays can still cause damage and accelerate skin drying.

Cover up, moisturise well and stay hydrated this winter!



From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Hospital Bags

With the season change a reminder to refresh your hospital bag. Keep your hospital bag in your bedroom, robe or linen cupboard. This list could help:

- PJ's or nighties to suit the season
- Street clothes to wear on discharge
- Footwear: comfortable slippers or suitable shoes
- Toiletries: for example, soap, toothpaste and toothbrush, and incontinence pads, etc
- Current Health Summary that includes current medication
- List of important numbers like telephone, Pension Card and Medicare/Health Care
- Copy of Advance Care Directive (current)
- Always leave your unit key, mobile phone and charger, reading glasses, and hearing aids handy for easy collection if needed

June Bowel Care Awareness

Bowel cancer claims the lives of 101 Australians a week, amounting to 5,276 people each year.

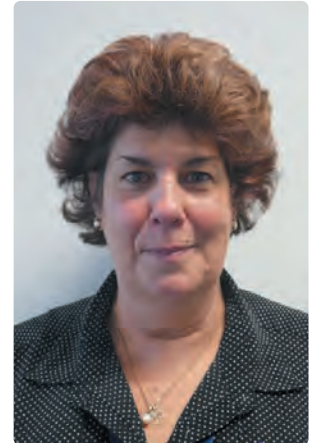
This week, 280 Australians will be diagnosed with bowel cancer – 114,534 people a year.

Bowel cancer is one of the most treatable types of cancer when detected early.

The risk of bowel cancer increases significantly with age but can affect all ages.

To keep yourself healthy and maintain peace of mind, speak to your General Practitioner to organise a kit or contact The National Bowel Screen Program, which provides kits that can be completed at home. Eligibility is for 50-74 years young.

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. So, "Get2it".



The Girl from the Mountains

Independent Living resident Joan Fraser has written her memoir, *The Girl from the Mountains*, capturing her wonderful life stories, family and travels.

A copy of the book has kindly been donated by Joan for all to enjoy.

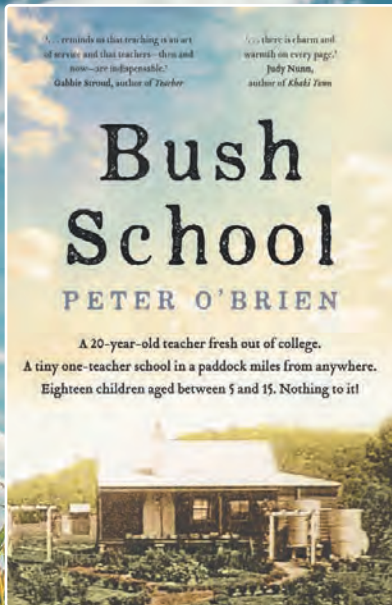


Bowel cancer is Australia's second biggest cancer killer – let's change that.

Get **2** it

Book Club

Bush School by Peter O'Brien



Our latest read was a memoir, “Bush School” by Peter O’Brien.

In 1960, newly minted teacher Peter O’Brien started work as the only teacher at Weabonga, two days’ travel by train and mail cart from Armidale.

He delivered a robust curriculum to 18 students, aged from five to 15.

According to Peter, they were all keen and receptive. Peter obviously enjoyed his two years there once he sorted out his accommodation, which at first was primitive. He also had a long-distance romance with his future wife.

We all agreed it was a gentle read that plodded at times, but different to books we had read before.

The author did not write it until he was 80, with maybe rose-tinted, idealised memories of the students. Also, he was rather impressed with his own accomplishments, but surely by 80 he could have acquired a little more perspective.

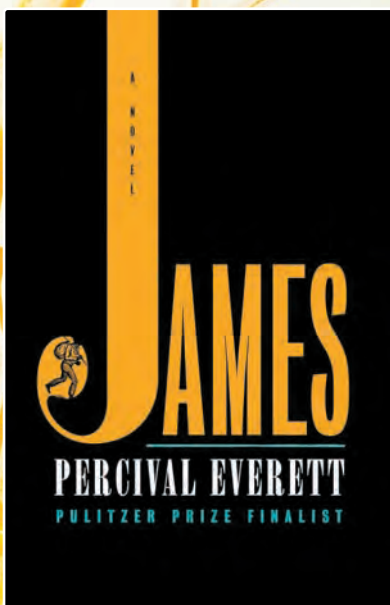
However, it was a feel-good story with romance, friendship, history, pedagogy and light politics thrown in.

Our next read is “James” by Percival Everett. The back blurb tells us it is a powerful and enthralling novel, inspiring us to see Mark Twain’s “Huckleberry Finn” in a wholly new, transformative light!

Our next meeting is on Thursday, 19 June.

Until then, happy reading!

Marion



Crowley Auxiliary

Margaret Savage Crowley Auxiliary President

In May, we celebrated the Annual Mother's Day Luncheon.

We even had Lyn, from New Zealand, who was holidaying and came along and thoroughly enjoyed her day.

The wonderful day was enjoyed by an extremely large gathering. All the guests were very impressed with the colourful floral display, with each table adorned with a beautiful vase of fresh-cut roses. Thank you to Tony and his staff for the excellent way the room was presented.

The menu was praised by all who attended, and everyone was delighted with the selection of delectable entrées, mains and desserts. Again, thank you to Tony, our very own chef, and his extremely competent staff for the excellent culinary expertise that is always produced at our functions.

Everyone was more than charmed with the melodious sounds from the ever-popular "Headliners" who set the tone for the day, generating a feeling of purpose and happiness to all who attended, "putting the icing on the cake".

Successful functions, such as this, require a combined effort. Without naming individuals, I wish to thank the entire Auxiliary for their contribution and their input into making this special day a total success.

Our Mother's Day Raffle was drawn on the day, and the winners were: first prize, Tara; second prize, Racheal; and third prize, Leonie.

We would like to acknowledge the business houses and everyone who donates or contributes to our raffle prizes.



A special thank you to Frangipani Lifestyle for their very generous contributions to our raffles. Frangipani Lifestyle is a fashion boutique in Ballina, where style meets comfort. They offer a beautiful range of seasonal fashions, including organic cotton, linen, and silk garments. Their collection features well-known brands like Orientique, Goondiwindi Cotton, Foil, and Ping Pong, perfect for effortless everyday wear or statement looks.

FRANGIPANI
LIFESTYLE



Our Christmas in July Raffle is now up and running. Tickets are available from Crowley reception for \$2.00 each or three for \$5.00. Crowley Auxiliary members will be selling tickets outside Crowley on most Saturdays and Sundays.



First Prize

- Patchwork Quilt (200cm x 185 cm) made and donated by Dot and Janet
- \$100 Ballina Fair voucher – donated by Ballina Fair
- Food Works East Ballina voucher – for one large BBQ chicken
- Lions pudding and cake – donated by Lions Club of Ballina Inc.
- Macca the Alpaca soft toy with story book

Second Prize

- Baccarat coffee plunger + two coffee mugs and spoons
- Plunger coffee
- Lions Christmas cake - donated by Lions Club of Ballina Inc.
- Brookfarm nut mix – donated by McGrath Real Estate Ballina
- Zentveld's chocolate-coated coffee beans - donated by McGrath Real Estate Ballina
- Chocolates



Third Prize

- Baccarat Teapot + two cups Lions Christmas pudding – donated by Lions Club of Ballina Inc.
- One tin Celyon tea, one tin Mayde tea, one tin Touch Organic tea, and to go with your tea: Luken & May biscuits and Byron Bay cookies - donated by McGrath Real Estate Ballina
- Chocolates

The Christmas in July Raffle will be drawn at our Christmas in July Luncheon on Thursday 24 July 2025.

We will start selling tickets for our Christmas in July function from 9 June, so book a table and come along and join in the fun.

Tickets include Christmas-style nibbles, lunch and dessert – 1 x entry into the lucky door prize and entertainment. Look forward to seeing you there.

Once again, I would like to thank the Auxiliary for the time they afford for our fundraising activities.

The next Auxiliary meeting will be held on Monday 26 May at 3pm in the Education Centre.

We are delighted to welcome two new members to the Crowley Care Auxiliary – Maureen Fletcher and Naomi Waugh.

The funds raised are for the residents of Independent Living and Residential Care. We would love to see some new faces.

Auxiliary Mother's Day Luncheon







Staff
Themed
Dress up
Parade



**crowley
care**

Residents, Clients, Families, Visitors and
Staff are invited to

National Fish & Chip Day

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

Friday 6 June

12.00pm – 1.30pm

Barney's Café & Plaza



Live Music
with Helen
Jarvis

Under the Sea Dress Up Day

**To celebrate National Fish
& Chip Day all residents,
clients, families, visitors &
staff are invited to dress
up and attend**

Friday 6 June

*NAME TAGS & REGULATION FOOTWEAR
MUST BE WORN BY ALL STAFF

**FREE
FISH &
CHIPS**

Update from Maintenance

Albie Viel
Maintenance Manager

Riverview rooms renovation

The Maintenance Team and our contractors have completed the upgrade of two Residential Care rooms and two ensuites in the Riverview Wing.

The flooring has changed to match the hallways, wall panelling has been used to replace the previous wall vinyl, wardrobes have been upgraded, and new LED lighting, fans and wall lights have been introduced. The colour scheme has also been changed, and window furnishings have been replaced.

The ensuites have been modernised with one of the ensuite's layouts changed to allow for extra storage and moveability.

Residential Care meal trolleys

The Unitray's are serviced on a six-month cycle. They are used for lunch and evening meals. The trolleys are delivered to their designated wings two hours before and connected to a power supply. Timers are used to maintain the food before, and then the timers will activate the desired temperature for meals to be served. For the service timers, fans, door rollers, PC boards and temperature settings are checked.

Patient lifters

Every six months, our patient lifters and slings are serviced and inspected by one of our contractors.

The lifters are used throughout the facility every day, reducing manual handling issues. They are inspected for fatigue in the motors and rams due to the constant operations.

The lifters undergo a weight test to see if they can maintain their raised position. Castors are cleaned and checked for excessive movement. The slings are checked for thread deterioration, and the tags that indicate weight capacity are still attached. If the tags are not attached or legible, the sling will fail. Batteries are tested to ensure they can be charged.

What's Albie J doing?

In May, residents' water chairs, tall walkers, wheelie walkers and wheelchairs were checked and serviced.



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Safe, Not Sorry

Why Reporting Concerns Early Makes a Difference

René Lange
Risk Manager

A slightly wobbly handrail. A broken streetlight. A slippery area on a path. These might not seem like major problems — until someone gets hurt.

At Crowley, we take a proactive approach to safety across the village and Residential Care facility.

And while our systems are strong, everyone — residents, families, visitors and staff — has a role to play in keeping our environment safe.

Prevention is built in

We recently completed our annual safety inspection of the village, a process required under the Retirement Villages Regulation. We're pleased to report that no safety concerns were identified.

This is thanks in large part to our dedicated Maintenance Team, who carry out regular preventative maintenance and their swift response to any issues raised by residents or staff. Their work often happens behind the scenes — fixing potential risks before they become real hazards.

In our Residential Care facility, we also take safety seriously and have similar processes, including routine preventative maintenance schedules, workplace inspections, a comprehensive monthly fire safety testing programme, staff training in incident management and a strong focus on hazard identification and prompt reporting.

Everyone's input matters

While formal inspections and regular maintenance are important, some of the best insights come from those living and working in our community every day. Whether it's a physical hazard, a change in someone's behaviour, or a small maintenance issue, raising it early can prevent harm and reduce stress for everyone.

How to report a safety concern:

- **Let someone know:** Speak to one of our Residential Care team. They will document the concern, notify the appropriate department, and ensure the issue is addressed.
- **Call reception:** For Independent Living residents, call reception and speak to one of our Customer Service Team. The issue will be documented and, if it requires maintenance, entered into the maintenance book. Urgent matters are escalated immediately to the Maintenance Team.
- **Fill in a feedback form:** For non-urgent matters, ideas, or general feedback, you can always use one of our feedback forms.



Creating a safe environment isn't just about ticking boxes — it's about working together to support everyone's wellbeing.

Craft Corner

How to make Jackson Pollock Marble Art

Jackson Pollock (1912-1956) was a leading American painter of the Abstract Expressionist movement, known for his “drip technique” and “action painting,” where he would pour or splash paint onto horizontal canvases, creating a dynamic, all-over effect.

This activity draws inspiration from his “action painting” method, offering a fun and hands-on way for participants to explore movement, color, and creativity.

What you need

- White or colorful cardboard
- Blu Tack
- Washable tray (wide enough to fit the paper)
- Acrylic paints
- Marbles



Instructions

1. Select a piece of cardboard and place it inside the tray, securing it with a small dot of Blu Tack at each corner to keep it in place.
2. Next, squeeze dots or lines of acrylic paint over the paper. This can be done with multiple colours at once or one color at a time, allowing each layer to dry before adding the next.
3. Drop marbles into the tray, then gently tip it from side to side to roll the marbles through the paint. The more movement, the more dynamic the result - true to Jackson Pollock's lively spirit.
4. Let the artwork dry completely. For a rich, layered effect, repeat the process two or three more times with different colors. Each layer adds to the vibrancy and depth of the final piece.
5. Display the finished artworks together in a hallway or common room to create a mini-gallery exhibition for everyone to enjoy.



Hotel Services News

Tony Baldwin
Hotel Services Manager

Another successful Mother's Day lunch with lots of nice feedback. The café was booked out for the first pop-up restaurant at Barney's in 2025.

Great to cater for the luncheon for the Auxiliary, with more than 100 attending this function also. The atmosphere on the day was uplifting with lots of chatter and smiles.

Winter warm

As winter approaches, could we please ensure winter clothing that needs labelling goes through Reception so we can record items and label them before giving them to residents.



Slow Cooker Vegetable Harira Soup

Ingredients

- 1 tbsp extra virgin olive oil
- 3 garlic cloves, crushed
- 1 large brown onion, finely chopped
- 2 carrots, finely chopped
- 2 celery stalks, finely chopped
- 2 tsp ground cumin
- 2 tsp ground coriander
- 2 tsp mild paprika
- 1 tsp ground ginger
- ½ tsp ground cinnamon
- ½ tsp dried chilli flakes
- 2 tbsp tomato paste
- 4 tomatoes, chopped
- 2 litres salt-reduced vegetable stock
- ⅔ cup dried green lentils, rinsed
- ½ cup basmati rice
- 400g can chickpeas, drained, rinsed
- 1 ½ cups frozen broad beans, thawed, peeled
- ½ cup chopped fresh coriander leaves
- Plain reduced-fat Greek-style yoghurt, to serve (optional)
- Lemon wedges, to serve

Instructions

Heat oil in a frying pan over medium heat. Cook garlic, onion, carrot and celery, stirring, for 5 to 7 minutes or until softened. Add spices. Cook, stirring, for 1 minute. Add paste. Cook, stirring, for 1 minute.

Transfer mixture to slow cooker. Stir in tomato, stock, lentils and 3 cups water. Cook, covered, on LOW for 6 hours, adding rice halfway during cooking.

Stir chickpeas and beans into soup. Stand, covered, for 5 minutes or until warmed through. Season with salt and pepper. Ladle among bowls. Top with coriander and yoghurt. Serve with lemon wedges.



Serves 8



Recipe from taste.com.au

Serves 4

One-Pot Winter Chicken

Ingredients

- 1 packet vegetables for soup
- 2 tbsp olive oil
- 4 chicken thigh cutlets, excess fat trimmed, scored
- 4 chicken drumsticks, scored
- 3 large sprigs fresh rosemary
- 300ml cooking cream
- 40g (1/2 cup) finely grated parmesan
- Crusty bread slices, to serve
- Sprigs fresh rosemary, extra

Instructions

Preheat the oven to 220°C / 200°C fan forced. Peel and halve the onion. Finely chop one half and cut the remaining half into wedges.

Finely chop the celery and garlic. Place in a large roasting dish with the chopped onion. Drizzle with 1 tablespoon of the oil. Cook for 5 minutes.

Meanwhile, peel the potato, carrot, parsnip and swede. Chop into 3cm pieces.

Place the chicken on top of the celery mixture. Arrange the onion wedges, potato, carrot, parsnip, swede and rosemary around the chicken. Roast for 45 minutes or until the chicken and vegetables are crisp.

Combine the cream and parmesan in a jug and drizzle over the vegetables and around the chicken. Cook for 5 minutes or until the cream is bubbling.

Sprinkle the bake with extra rosemary. Serve with crusty bread.

Welcoming our New Personal Care Workers from Papua New Guinea

Shannon Wilson
Human Resource Manager

We are excited to introduce four new Personal Care Workers joining our Residential Care team this June, each from Papua New Guinea (PNG):

- Esther Yakam
- Martina Nahi Kuri
- Quinton Nganu
- Collin John

They travelled to Australia in mid-2024 to work as Personal Care Workers under the Pacific Australia Labour Mobility (PALM) scheme.

This scheme enables Australian organisations to recruit workers from nine Pacific Island nations to supplement staffing, particularly in regional areas where local workers can be in short supply.

It also provides PALM workers with an Australian qualification, experience and skillset that can be brought back to their home country following the conclusion of their visa and shared throughout their community. The income they make while here also enables them to provide increased support to their families back home.

Each of our new workers has completed the Australian qualification - Certificate III in Individual Support (Ageing) – but this isn't their first experience working in the care field.

Three of our workers have nursing qualifications and experience in PNG, and all have recent Australian work experience, having just completed an assignment in the APY lands of South Australia, where they served remote communities as Home Care workers providing personal and domestic support to the elderly.

Without further ado, I'd like to introduce...

Esther Yakam

Hi, my name is Esther Yakam. I am from Papua New Guinea. I am the third child of four siblings, and I enjoy spending quality time with my family and friends, travelling and trying new foods.



Martina Nahi Kuri

My name is Martina Nahi Kuri, from Papua New Guinea (specifically, the beautiful Island of East New Britain Province, well known for its diverse culture, volcanic landscapes, and home to numerous World War II relics).

I'm the second-born in a family of six with two hard-working parents who are still alive and well.

I have a background in nursing, where I worked for two years back home. Caring for others is my passion, as I find satisfaction in the smile that comes after helping them. My favourite hobbies are listening to music, dancing and cooking.



Quinton Nganu

My name is Quinton Nganu, and I am 27 years old.

I am the second-born in a family of four. I hold a Diploma in Business Studies and a Cert III in Aged Care.

My hobbies include being helpful. I always love helping people whenever I can. Helping is what I do best.



Welcoming our New Personal Care Workers from Papua New Guinea

Collin John

Name: Collin John

Country: Papua New Guinea

Marital status: Married with three kids, all boys.

I'm the firstborn in a family of five. Both my parents are well and alive.

Religion: Seventh Day Adventist by faith.

Hobby: Love fishing during leisure time.

They're all excited to join Crowley Care, and we're excited to welcome them!

A little background about Papua New Guinea...

Papua New Guinea (PNG) is a Pacific Island nation of nine million people, situated just north of Australia and on the eastern half of the island of New Guinea. It shares a border with Indonesia to the left.

It is not only the most populous Pacific Island nation, but also one of the most linguistically diverse nations in the world, with over 800 languages spoken, including English. Over 80% of the population lives in rural areas, and agriculture is one of its primary industries, whereby over 40% of the population relies on subsistence farming, meaning they farm just enough to support their own families.

PNG is largely Christian, and they practice this alongside their Indigenous belief system. Meetings and gatherings are usually started with a prayer, but an acknowledgement of country would be equally welcome in Australia.

While English is the official language of government and education, Tok Pisin is regarded as PNG's national language.

A few phrases and greetings in Tok Pisin

English	Tok Pisin
Hello	Gude, Hi
How are you?	Yu stap gut?
Please	Plis
Thank you	Tenk yu tru

We hope you enjoy their company and care. Please take the opportunity to get to know them and welcome them to Australia.

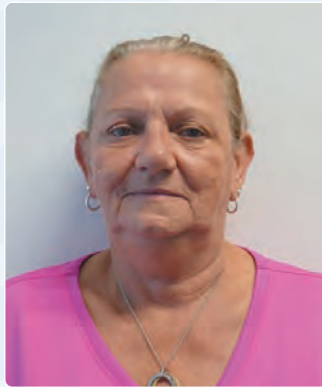


Welcome to Team Crowley

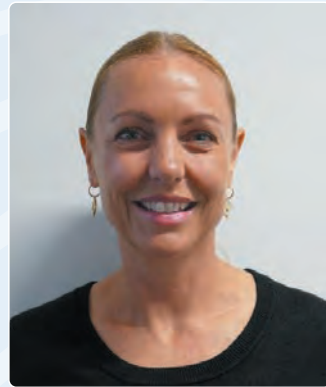
Say hello to the newest members of Team Crowley



Samantha (Sam)
Home Care



Barbara (Barb)
Home Care



Natalie (Nat)
Concierge



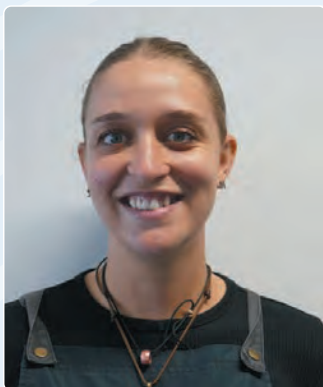
Isabella (Bella)
Residential Care



Sandy
Residential Care



Sharon
Administration



Luanne
Hotel Services



Nerissa
Hotel Services



Mika
Hotel Services

Upcoming Changes to Home Care: Introducing “Support at Home”

Belinda Coombs
Finance Manager

From 1 July 2025, the Australian Government will launch a new aged care program called Support at Home, replacing the current Home Care Packages (HCP) and Short-Term Restorative Care (STRC) programs.

The main reason for the change? Support at Home aims to deliver a simpler, fairer, and more flexible system that better meets the needs of older Australians – without the confusion.

Key changes:

- **One Program, One Budget:** A single, streamlined system will replace multiple programs, making it easier to navigate care options.
- **Tailored Support:** Services will be more flexible and better matched to each person’s assessed needs, with the option for clients to self-manage their support.
- **Independent Assessments:** A new, nationally consistent assessment process will help ensure fairer and more accurate allocation of services.
- **Transparent Pricing:** A new, nationally consistent assessment process will help ensure fairer and more accurate allocation of services.
- **Improved Oversight:** Providers will be paid after delivering services, increasing accountability and ensuring value for money.
- **Clearer Care Management:** Care management will be more structured, focused on supporting clients to live independently and safely at home.

Grandfathering and Client Protections:

- **No One Worse Off:** If you’re already receiving care, you’ll continue to do so – no surprises, no sudden changes.
- **No Service Disruption:** Your care continues smoothly while the new system rolls out.



And remember – Crowley is here to help you through it all. We’ll keep you informed, supported, and maybe even crack a smile or two along the way. Our goal? To make sure you keep getting the care you need, with confidence and peace of mind.

Criminals Use “Account Compromise” Scams to Scare Australians

Anthony Primiano
Cyber Security Manager

2025 has seen a huge increase in cyberattacks in comparison to this time last year.

The National Anti-Scam Centre’s Scamwatch service recorded a loss of \$11.1 million so far this year, a 200 per cent increase in financial loss in comparison to 2024.

What has really stood out is criminals targeting many Australians with scams that scare people into believing their bank accounts have been hacked or compromised.

What do these scams look like?

These scams will use the sense of urgency and fear that makes people act quickly without really thinking through what this could involve. They will use phrases, such as:

- “Account compromised”
- “Unauthorised”
- “Suspicious transactions”
- “You’ve been hacked”

This is all an act to deceive individuals into permitting them access to their accounts and stealing money.

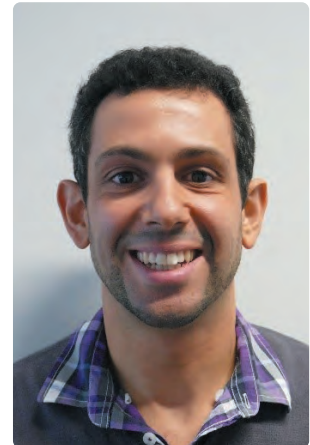
Impersonation and authority

Often, these types of scams will also use tactics to mimic real, legitimate companies or service providers. This will involve impersonating an entity, for example, the “Commonwealth Bank” or the “Australian Government” and using scare tactics to provide further justification for their task to be actioned.

What can you do?

Always be vigilant when receiving text messages, emails or phone calls and follow these simple tips below to stay scam safe.

- Just because it might be from someone you are familiar with, doesn’t mean it is actually that person. A tell-tale sign is if it is totally out of character or just doesn’t feel right; the chances are it is a scam.
- Never give your password away to anyone or type your login details into a message you have received. Genuine companies or services will not ask for your password or login details.
- STOP. Do not click on any links in emails or text messages, even if they say there has been suspicious activity on your account.
- CHECK. Do not rush to act. If you think an organisation is really trying to contact you, go to their official website or app and log in there. Alternatively, contact them by phone or email using details you find on their website.
- PROTECT. Set up multi-factor authentication so you receive an email or text message every time someone tries to log in to your accounts. Never share these passcodes with anyone else over the phone. Help others stay safe and report scams to Scamwatch www.scamwatch.gov.au/report-a-scam
- If in doubt or if you are unsure, please ask the staff at Crowley for assistance.



Focus on Quality

Strengthened Aged Care Quality Standards

Michelle Golding
Quality Manager

The Strengthened Aged Care Quality Standards (SACQS) will be live from 1 July. The SACQS introduces a more robust framework aimed at ensuring higher quality and safer care for older Australians. Key features of the strengthened standards:

- More robust and detailed
- Place older people at the centre of their care
- Increase protections for older people
- Support people living with dementia
- Better inclusion of people from diverse backgrounds
- Provides stronger requirements for clinical care and food nutrition
- Uses clear language
- Minimises duplication
- Reflects the new Statement of Rights, which will be included in the new Aged Care Act (1 July 2025)

Each of the Strengthened Aged Care Quality Standards includes four key elements to clearly define expectations, rights, and responsibilities:

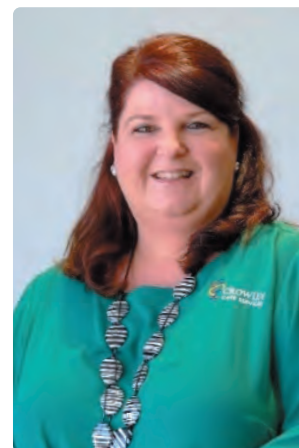
- An **intent statement** to add context
- An **expectation statement** to outline, in first person, what older people can expect
- An **outcome statement** which will be enforceable in legislation
- **Actions** that demonstrate how providers can meet the outcome

The Strengthened Aged Care Quality Standards introduce several important changes that focus on elevating the care experience and outcomes for older Australians. Below are the core elements of the new standards:

- Person-centred care
- Increased accountability and transparency
- Workforce quality and training
- Improved safety and health outcomes
- Cultural sensitivity and inclusion

Some key changes include:

- Simplified, comprehensive and measurable
- Strengthened focus areas
- Each standard has:
 - Intent and expectation statement
 - Outcomes and actions
- Overall:
 - Currently eight standards reduced to seven
 - Currently 42 requirements reduced to 33 outcomes with 146 supporting actions



The SACQS are included in the new Aged Care Act and will commence in line with the new Aged Care Act. The SACQS align closely with the new Statement of Rights (which replaced the Charter of Aged Care Rights and the Code of Conduct for Aged Care).

Crowley is transitioning to the new Strengthened Aged Care Quality Standards with implementation and compliance across Home Care and Residential Care.

During this transition period, we will be:

- Aligning our systems, policies and practices with the new Standards and identifying gaps for improvement
- Supporting staff to provide and attend training to understand the requirements of the new Standards
- Supporting residents and their families, carers and representatives to understand what the changes mean for them
- Providing resources to assist with this transition

Resources are available online from the Aged Care Quality and Safety Commission www.agedcarequality.gov.au and at Reception.

Strengthened Aged Care Quality Standards



Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care families

- Peter has only been at Crowley since January, but we both feel all the staff (nursing, kitchen and activities) are exceptional. Everyone goes above and beyond to assist the residents. The food is very well presented, and the staff will try and meet all your dietary requirements. If you have any queries, they are handled very quickly and professionally. Crowley Care would have to get a 5-star rating in nursing homes, and we are very happy to have chosen Crowley.
- Leoni - hard to put into words just how special and caring this lady is, and the efforts she puts into the residents should be filmed to show the very meaning of the word care! Her voice seems calm to the most upset of dementia patients, and she does the most menial jobs that are often overlooked by others. We always miss her when she is not in our wing! She is a jewel that I hope always remains here.
- Drew - what an amazing man and hard worker, and all things are tidy and in place when he is on duty. Everyone is helped by him even before they are asked, and he shows how much he cares and always thinks about the best way to keep the dementia patients clean and happy!
- I highly recommend the wonderful staff in Lighthouse. So patient. So caring. Thank you.
- Well, I hate to tell you, but you are multi-skilled. You can greet everyone with a smile, you are thoughtful, you can get the TV going, plus you are to be treasured. You can make beds. You are multi-skilled. You leave your home, and you are wonderful, all of you. It is no trouble, it seems. You have footballers, you can discuss various subjects, even AFL! It is peaceful here, you put up with us and I am amazed, I want to thank you all, and that includes Barney's Cafe and staff.
- I want to give a special thank you to Melba, who stayed after doing a full night shift to provide basic care for Serpentine residents who were again short-staffed.
- Appreciate very much knowing all the different types of equipment is available for the residents. Makes life much easier for all concerned, including the caring staff.
- To all the Banksia staff, thank you very much for looking after Peter so well and being so kind and loving. I will never forget the compassion you showed to both Peter and myself. I will highly recommend Crowley Care to everyone I meet. We will both be indebted to everyone at Crowley. I just wish Peter could have more time with you. Lots of love.

Independent Living resident

- A big shout-out of thanks to Marcia (front desk) and Tim (IT). I recently had a tech problem that nearly gave me a 'heart attack'!! Marcia calmed me down, and when she couldn't rectify it got Tim from IT. He was wonderful and so patient with "an oldie" and fixed the problem. Thank you so much to both. How lucky are we to have such wonderful Crowley staff!

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



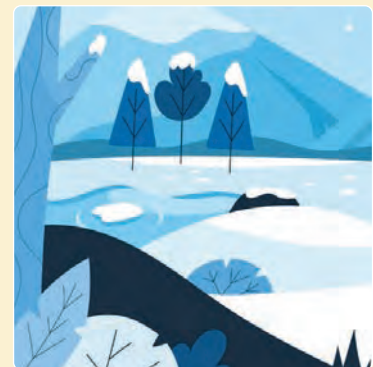
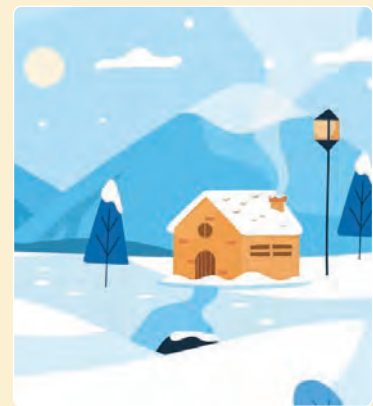
We value your feedback at Crowley Care and we'd love to hear from you. It's as easy as 1, 2, 3!

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

Winter Word Scramble

Can you unscramble these winter themed words?

- 1 LWEBO ROZE
- 2 GOGGNE
- 3 SBIOFTENRTT
- 4 CEI KCOYEH
- 5 PMOHIETYRAH
- 6 NJOGOLHSN
- 7 REEWAST
- 8 NGOGABOT
- 9 OWOL COSKS
- 10 TTKEERLTUCN
- 11 SESLTOCI
- 12 FOESKNWAL
- 13 NWOMSAN
- 14 QTILU
- 15 STENTIM
- 16 HDOLWLNISINK
- 17 OTH ECLCHOOAT
- 18 CGALREI
- 19 DWOFROIE
- 20 FPAAREL THA
- 21 GDO LDSE
- 22 RFUERLIS
- 23 LCIUGRN
- 24 BAALLAVAC



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

Try your hand at the puzzle on this page, and be sure to come back for next month's Chatterbox to find the solution, like those page 43 for the quiz from the May edition.

Mother's Day Quiz Answers

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

- 1 What flower symbolises Mother's Day?
White Carnations
- 2 Who is Pebble's mother in the TV series 'The Flintstones'?
Wilma
- 3 What is Mother's Day called in the UK?
Mothering Sunday
- 4 What's the word mother in Italian?
Madre or Mama
- 5 Liza Minnelli had a famous mother, who was she?
Judy Garland
- 6 According to the proverb 'Who is the mother of invention'?
Necessity
- 7 What does the word Matriarch mean?
A female head of a family or tribe
- 8 Paul McCartney wrote a song for his mother; do you know which song it was?
'Let It Be'
- 9 In Greek mythology who is the 'Mother of Earth'?
Gaia
- 10 Where do 'mother of pearls' come from?
Oyster's shells
- 11 Can you remember two songs with the word 'mother' in the title?
'Mother Love' by Queen
'Mothers Little Helper' by The Rolling Stones
'Mother Earth' by Neil Young
- 12 Maureen O'Sullivan who played 'Jane' in six Tarzan films is the mother of a famous star; what is her name?
Mia Farrow
- 13 Which movie star appeared pregnant and nude on the cover of "Vanity Fair" in 1991?
Demi Moore
- 14 Who was known as 'The Mother of Calcutta'?
Mother Teresa
- 15 The meal most associated with Mother's Day is...
Brunch
- 16 What is the name of the popular 1970s TV series where the mother was a witch?
Bewitched
- 17 Who released a hit song called "Mamma Mia" in 1975?
ABBA
- 18 In which of Alfred Hitchcock's films would you hear the words 'Mother is not quite herself today!'
Psycho
- 19 What film featured a mother named Mrs. Robinson, who has an affair with a younger man?
The Graduate
- 20 What TV show featured a mother named Morticia, who was married to Gomez and had two children, Wednesday and Pugsley?
The Addams Family

'Round the Traps'

Fire panel training for our Maintenance Team



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
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.