

# the chatterbox

NEWS FROM CROWLEY CARE

MAY 2020



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### Cover photo

The beautiful Autumn weather provided a great opportunity for Muriel to fly a kite by the river. Who would want to live anywhere else.



## A Moment with our CEO

Hello everyone,

A huge thank you to our staff, residents, clients and families for their overwhelming support and willingness to come together as one at this time. I particularly want to mention our amazing staff who have taken on the challenge of providing the additional support our residents and clients need at this time. For our Residential Care residents following the difficult decision to temporarily close our Residential Care facility to visitors, our Independent Living residents who are self-isolating and our Home Care clients whose services have been modified to meet public health guidelines.

Our entire motivation on visitor restrictions is to keep everyone in our care as safe as we possibly can.

We often talk about providing our families with peace of mind, that their loved ones are being beautifully cared for, and in these times of COVID-19 it has never been more important.

I feel the Crowley community has come together and something very beautiful is happening. We are learning to overcome our current reality with courage, commitment and a deeper level of care for one another.

It is during challenging times that the best in human nature often emerges, and we are witnessing that right now at Crowley. And whilst nothing can replace personal contacts and family visits, from adversity comes opportunity, and some of these new ways of staying connected may just become permanent features at Crowley.

I'm glad to report our new suite of technology and resources in place for families and friends to stay connected with their loved ones in Residential Care have been incredibly well received. The way in which we have adapted as a community to the situation is a very "Crowley way of doing things".

It includes our new dedicated Communications Team who are helping families set up Skype sessions with their loved ones, manage technology, share photos and videos, and arrange visits to our new safe Connection Corners. Similar support initiatives have been developed in Home Care and independent living with staff in both areas ensuring the safety and wellbeing of residents and clients. The responses through Facebook and emails we receive daily to these new measures that provide important emotional support for families have been very positive.

Many staff have also stepped up by doing a range of additional little things for our residents that families normally do when they visit their loved ones. Of course nothing can replace family but we are trying our level best to help fill that gap at the moment. And if there is something you believe we can do for your loved one, please connect with our dedicated Communications Team.

We have also adapted in other ways too. This year our ANZAC ceremonies were different. Because of COVID-19 we have had to honour our Veterans in new ways to keep our community safe. We innovated and planned a range of ways residents



and clients could take part in celebrating and remembering our ANZACS. We understand how important coming together to acknowledge and pay our respects as a community is, even from a distance. The memorial display including the Australian flag at the entrance of our site and our similar display within the Residential Care Facility were both lovely tributes to our armed service personnel and a place to pay tribute and lay wreaths on this special day.

We have also received the most wonderful feedback and gratitude from our residents and clients who received their ANZAC memorial memento delivered to their door by our staff.

My sense is that we are creating peace of mind by our staff going the extra mile and through the innovations we have implemented in terms of technology and connections. Of course anxieties created by the pandemic will still exist and that is only natural, both here at Crowley and in the broader community. However I want to reassure you that we are here for families and community to support you in the best ways that we possibly can at this time.

We will emerge from this as a stronger and more caring community. Of that I am sure.

Michael Penhey  
Chief Executive Officer

## Catch up with Kelli

**Kelli Potts**

**Executive Manager Operations and Finance**

Many of you who regularly read The Chatterbox would know that my piece usually covers progress on our various projects and operational changes at Crowley. We get a lot of feedback along the lines of 'there is always something new happening or something being done', and this is a big part of the Crowley personality and culture we love.

However, when I put my head down to write this piece, the words of my favourite song came to mind and how they perfectly describe our recent collective experiences as individuals, as an organisation, as a community and as a nation.

The song is called My Thanksgiving and it is written and sung by Don Henley, of Eagles fame and it starts with the words...

A lot of things have happened  
Since the last time we spoke  
Some of them are funny  
Some of 'em ain't no joke

This is certainly true. The COVID-19 pandemic has created rapid change after change and there is no one I can think of that has not been impacted in some way.

As human beings, and very lucky ones at that considering where we live and our way of life, we immediately think about the negative impacts, what has been taken away from us. This feeling is natural and real and well supported by the media. Almost everyone has been distanced from their usual circles of friends and family, separated by observing social isolation rules, border closures, loss of their business and for many, loss of their job.

Yet from all of this has come wonderful positives and opportunities. It has been a time for us to do things differently, step out of our routine or comfort zone and learn something new, be creative to connect differently with others and even stay at home and feel blessed to live in such a magnificent place as we do here in the Northern Rivers.

Leading the way in this, the group that have been the most adaptable and resilient in all of this has been our residents and clients. Their zest for life, experience



in living and the wisdom they have gained through their own much more challenging lives have certainly helped to bring perspective to the drama. They have not only adapted to change much more quickly than any of we 'young ones' might have thought, they have also found the time to be thankful, kind and encouraging and remain optimistic about the little things that we 'young ones' miss or take for granted.

So I would like to take this opportunity, from the Board and all of the staff to say THANK YOU to our residents and clients and your loving families, for the beautiful expressions of trust, gratitude, support and thanks that we have been receiving throughout this pandemic. There is still a way to go before we are through and your overwhelming support alone keeps every staff member dedicated and committed to the journey we are on together.

It is commonly said in the aged care industry that no one works in aged care to get wealthy. And I know that in my 16 years I have certainly become richer for all the lessons I have learnt from the incredible people past and present I have been blessed to meet. That is "My Thanksgiving".

Big Love  
Kelli

# Prayer Against COVID-19

God our Father  
We come to you in our need  
To ask your protection against the 2019 Coronavirus  
That has claimed lives  
And has affected many.  
We pray for your grace  
For the people tasked with studying the nature and  
cause  
Of this virus and its disease  
And of stemming the tide of its transmission.  
Guide the hands and minds of medical experts  
That they may minister to the sick  
With competence and compassion,  
And of those governments and private agencies  
That must find cure and solution to this epidemic.  
We pray for those afflicted  
May they be restored to health soon.  
Grant us the grace  
To work for the good of all  
And to help those in need.  
Grant this through our Lord, Jesus Christ, your Son,  
Who lives and reigns with You, in the unity of  
the Holy Spirit, God, forever and ever.  
Amen.

Mary Help of all Christians, pray for us.  
St Mary of the Cross, pray for us.

**Catholic Bishops Conference of the Philippines**

*Thank you to our resident Marj for providing us  
with this prayer to share with our readers.*



## Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, music groups and quiet strolls, there's something going on that's perfect for everyone. And our residents have been busy during the last month! Here are some highlights:



*The Easter fun began early this year at Crowley! If you wanted a bonnet, a wreath, or little hopping bunnies our beautiful residents had you covered.*



*Marie was busy making dashing bows for each bunny, ready to decorate the halls for Easter.*



*While some were busy working Marie was busy modelling her Easter wreaths for the camera!*



*Crowley Men's Happy Hour is always a hit with the gents! Syd, Ken, Doug, Jim and Dan got together last month to tell a few yarns, reminisce and enjoy a cold drink in good company.*





*The music hasn't stopped here at Crowley with our music groups and of course the drum leader Margaret.*



*Joe and Dot snuggled up to enjoy an afternoon of music with Dean Doyle serenading.*



*Prospect fans enjoyed a giggle on April Fool's Day this year, pulling quite a few legs in their travels.*



*Shirley spent some time basking in the beautiful autumn sunshine down by the creek.*



*Pat was very proud of her beautiful poppy art, created just in time to display for ANZAC Day.*



*Polly was on a winning streak at bingo, wiping the floor with her competition.*

# International Nurses Day

## Christine Lawton Residential Care Facility Manager

Every year International Nurses Day is celebrated on 12 May. A fitting recognition for a noble and trusted profession who have been delivering quality health care since before the 19th Century. The history of professional nursing began with Florence Nightingale and her band of nurses in the Crimean War.

Currently with the Coronavirus foremost in everyone’s thoughts, the nursing fraternity and all healthcare workers throughout the world are at the front line caring for both their normal clientele and those who have Coronavirus. And to protect their loved ones, many healthcare workers are removing themselves from the family home.

Our nurses at Crowley including Registered Nurses, Enrolled Nurses, Team Leaders and Care Service Employees, both in Residential and Homecare, are doing an amazing job in these trying times. Here at Crowley we are also fortunate to have the Hotel Services Team providing delicious meals, attending laundry and ensuring the facility is spotlessly clean.

Then there are the Administration teams including Customer Service, Quality, Finance, HR, Payroll and Rosters, and our Project Officer. There is the Independent Living team, IT team, maintenance team, Leisure & Lifestyle team and of course the Executive Team. All these teams together make Crowley who we are, working together for the resident and clients to give them the best experience possible in an aged care facility.

At Crowley we are “a whole team approach” and whilst we will always recognise nurses on International Nurses Day we acknowledge the whole team who are working so well together to maintain a quality of life for our residents and clients.



# Welcome to Team Crowley



**Dan IT**



**Eddie Hotel Services**



**Confiance Hotel Services**



**Cherie Home Care**



**Safari Residential Care**



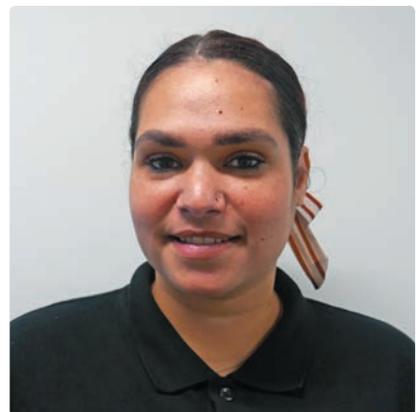
**Dean Residential Care**



**Susanne Residential Care**



**Veronica Residential Care**



**Tazman Residential Care**

# Strengthen Your Immune System for Winter

**Kelly Roberts**  
**Clinical Manager**

In these challenging times, how do we keep our immune system strong and able to combat bugs and viruses that may be circulating? The healthier your immune system is at this time, the better your body will cope with any passing illness.

## Sleep

Good quality sleep is essential. Practice good sleep hygiene and aim for 8 hours a night if possible. Sleep hygiene refers to those activities that we do just before going to bed

- Avoiding caffeine or excessive alcohol
- Reduce late night snacking
- Turn off the TV and any devices at least 30 minutes before preparing for bed, to allow your mind to settle down to sleep
- Some people report an evening shower or a walk at dusk helps them relax and prepare for bed
- Clear your mind from the day by writing down anything that is filling up your thinking before getting ready for bed
- Make sure your bed isn't too hot or cold as this will prevent you from sleeping deeply overnight
- Don't drink too much before going to bed, to reduce the amount of times your body needs to visit the bathroom to remove fluid intake from the day

## Diet

Eat the rainbow! Add fruits and vegies to your diet. When aiming for your 2 serves of fruit and 5 serves of vegetables each day, remember to include a wide variety of colours. Think dark green, purple, orange, yellow and red. This will ensure you are getting enough micronutrients and antioxidant requirements to strengthen your immunity. Drink lots of water during the day and ensure a balance of fish and meat through the week. Fibre will help bowels to function and reduce constipation and bloating.

## Stress

It is always important to manage stress no matter the season. Reduce physical and mental stress by practicing self-care and allowing adequate recovery and rest time.

## Vaccinations

Protect yourself and others by ensuring annual vaccination for Influenza and if over 65, speak with your doctor about the pneumococcal vaccine which is once every 5 years. There are also vaccines available to prevent shingles now. If you have had shingles in the past, speak with your doctor to see if this may help you reduce infections with the herpes virus.

## Hygiene

Practice good hand hygiene frequently and make it a habit. This is your best defense against picking up germs or any bugs from other people or surfaces. Washing your hand with soap and water and drying thoroughly to reduce irritation.

# Connecting Our Residents with Loved Ones

**Sarah McMahon**  
Marketing and Events Coordinator

This past month we've enabled more ways to connect our residents with their loved ones via our new Communications Crew consisting of Ebony, Paige, Esther, Keri and myself.

Our job is to help residents and their families connect via Skype, telephone, to meet at one of our dedicated Connection Corners, read emails, and share photos that have been sent through.

We've had much joy seeing the smiles from both residents and families as we facilitated these calls and meetings.

And there are some very tech savvy residents at Crowley who can teach us a thing or two!

If we can assist you in connecting with your family, please email the Communications Team at [communications@crowley.org.au](mailto:communications@crowley.org.au) or phone 1300 139 099. Appointments are available Monday to Friday 8.30am – 5.00pm.

## Delivering Parcels of Smiles

**David Crosby**  
Customer Service Manager

In the four days leading into good Friday, it was an amazing pleasure to witness the outpouring of love by families and friends towards our residents.

Over just four days, the Customer Service Team received more than 90 parcels for delivery to our residents.

Care packages, chocolates, and flowers seem to be the favourite. Parcel by parcel, these were delivered with love, and met with a joyous and thankful smile. The parcel giver smiled and we smiled back because as we say at Crowley, Smiles Create Smiles, and that certainly proved true.

Remember, if you have a special package you would like delivered to your loved one, a delivery table is available outside the front reception door for you to use.

As a precautionary measure all items are quarantined for 12 hours. Our quarantine room is equipped with a fridge, fresh water for flowers, and is temperature controlled. Please clearly label items to help us get your parcels to their rightful owner.

# Crowley Connections

Robyn Benham

Walking up South St, crossing the highway and running through the church yard to school with no shoes was easy as a kid. Back then the butcher delivered meat, the baker delivered bread, we left our milk bottles at the front door each night and most families in our street grew their own fruit and veggies and had chooks in the backyard.

The main street had the post office, bank, pub, newsagent, milk bar and the butcher shop, enough for the small town Alstonville was in the 60's.

As a child I learned to play the piano, even playing duets with my older brother, I played treble and he played bass. We would often visit our grandparents farm at Rous and spent holidays at Lennox Head.

I left home to study music at university and that's where my travels began.

Sydney was the beginning of my career in aged care as a music therapist and also the beginning of our family. We left the rat race of Sydney in 1988 for the slower pace of Brisbane. Our family grew to three children and over the following years we moved to Perth, Brisbane, Tannum Sands and the Gold Coast. We have fond memories of the great friends we've made and the amazing places both in Australia and overseas we have travelled to. I continued my career in aged care also studying Diversional Therapy and enjoying many long chats and learning many interesting crafts from some amazing and talented people.

Our children now have their own families and careers and like most families at the moment we are keeping in touch via new technology and facetime. Our grandson facetimed last week eagerly showing us he can ride his bike all by himself - a great achievement for a two-year-old.

We'll also be facetimeing our daughter's wedding in Paris in May, not quite the way we had planned to celebrate with her. (I guess I'll have to put some makeup on for that "visit".)

Technology is truly amazing at keeping us in touch. Anyway, our last move was five years ago, back to the local area to a 100-acre farm at Eltham. We run beef cattle, grow some fruit and veggies, have chooks and enjoy our morning cup of tea overlooking the valley and an amazing view.



I still have a piano, although don't play as often as I'd like these days. Maybe one day I'll play another duet with my brother.

I drove through the main street of Alstonville recently. It's changed a bit. The post office is now a café, the bank has gone, the pub is still there and interestingly, the butcher shop has returned to its original business after many changes over the years.

The school kids wear a uniform and shoes and are helped across the highway by the wonderful lollipop ladies. Who would have thought, shoes at school!

We never really know as kids where our journey will take us or who we will meet along the way. I'm now a client case officer in the Crowley home care office and grateful for the people and experiences I've had so far and having the opportunity to return back home... nearly full circle.



## From the IL Desk

### Jenny Kliese Independent Living (IL) Coordinator

COVID-19 or Coronavirus has changed our normal and routine to our lives. We are very impressed with our Independent Living community for their self-isolating and social distancing. If you find yourself looking for things to do, here are a few ways of occupying your time:

- Cleaning – We are hearing a lot of feel good stories from residents about cleaning and sorting through their units; doing the jobs they have been putting off and feeling the satisfaction of completion
- Playing games – If you are bored with your deck of cards, try utilising technology to play games online like Mahjong or flying around the world as a virtual pilot. You could also try Zooming and Skyping family and friends
- Ordering in – ‘Saturday night Pizza night’ or ‘Friday night Fish and Chips’
- Happy hour – Neighbour Happy Hours spent on the driveways in front of units
- Reading – Book swapping in the apartments
- Being neighbourly – General acts of looking out for each other with shopping or a wellness chat with a neighbour
- Staying active – Enjoy the fresh air by exercising. We have seen a noticeable increase in residents out walking daily. You could also try gardening - planting or pottering with your pots



### Reminders:

- Don't forget to test your INS Lifeguard System each month
- Check your INS Notifications each Monday for "Weekly Quiz"

### Keeping Connected

If you would like your family to receive regular Crowley updates plus The Chatterbox by email please complete the "Contact Update Form" insert in the May Chatterbox.

## Community Connections

### Why Did the Ballina Rail Line Run Out of Puff?

Scattered across hills and valleys on the New South Wales North Coast are the remnants of a short-lived railway that once inspired celebrations and controversy.

From as early as the 1880s the early settlers agitated for more rail lines to get them and their primary produce to a port on the coast. This ramped up once the main north coastline from Casino to Murwillumbah opened in 1894. A trial survey was done for a line from Booyong to Ballina in 1894 but it showed the cost of the line would be \$11,000 a kilometre and at the time it was felt the line would not be viable.

The Ballina community were determined and the locals were able to convince the minister there would be 30,000 passengers a year and sufficient freight to justify the cost. It took another 25 years before the NSW Government approved the rail line. There was a street parade and two days of celebrations when the first sod was turned in 1923, and the crowds in the streets united in unmistakable rejoice. It took seven years to build, despite continued lobbying by road and shipping companies claiming the line was “a shocking example of a waste of money”. The Ballina rail commenced services in 1930.

It started off with one that was called a “tin hair”, sort of like a motor rail. Then they moved to a mixed passenger and goods train that went six days a week.



The railway always struggled to realise the vision of its supporters because Ballina station was more than four kilometres from the centre of town and at least five kilometres to the docks and the beach. Many unwary passengers were caught out when they discovered the track ended a couple of miles short of Ballina and the beach.

Then there was the issue of the cost of the onerous road tax for freighting goods from the station to the docks, as the lobby to extend the lines to the docks failed. Competing with steamboats, and the fact that road transport improved with more people owning cars, passenger numbers decreased.

The weather finally killed off the line as it was prone to flood and storm damage in 1948 making it too costly to repair. Eighteen years after the line opened operation ceased with the tracks being pulled up to use in the coal fields.

What remains today is a discarded piece of infrastructure, old bridge pylons that support the towns sewerage pipes, raised embankments used as the driveway to a cattle stud, and a tiny concrete building.



# New and Improved DVA Website

## Sherrie Viney Home Care Manager

The Department of Veteran Affairs has designed a new website for Veterans and their families and is encouraging veterans to familiarise themselves with the site at [www.dva.gov.au](http://www.dva.gov.au). The site replaced the old DVA website in March this year.

The website is a far more user-friendly information hub to assist veterans to gain access to services and support. It groups information under five themes:

- Health and treatment
- Financial support
- Civilian life
- Recognition
- Providers

The website also has an improved search capability and offers a ‘digital assistant’ known as “Pat”, who can provide and direct you to the information you need.

DVA and Crowley are encouraging our veteran community to hop online and have a look!



We support those who serve or have served in defence of our nation, and their families.

## Key services

<b><u>Anzac Day 2020</u></b> Information about Anzac Day 2020 services and commemorations.	<b><u>Coronavirus disease (COVID-19) information</u></b> Up to date information about how the pandemic may impact you and the services we provide	<b><u>Mental health support services</u></b> We can help you and your family access support for mental health and wellbeing.
<b><u>Veteran Card</u></b> The Veteran Card is a new look and name for our White, Gold and Orange cards	<b><u>Arrange for a taxi or hire car</u></b> If eligible, we'll book transport for you to get to and from treatment	<b><u>Receive urgent help and support</u></b> If you're in crisis or need immediate help, there are people you can talk to

Ask Pat a Question

# Home Care Client Profile

Sarah Hollier



## Tell us about your family.

I have three children. My two daughters who live locally and watch out for me. My son lives near Canberra.

I also have three grandchildren.

## Tell us about your interests and hobbies.

I have enjoyed painting with water colours and acrylics for 20 years. I am also a member of a local book club and we meet monthly to read some of the latest books.

## What would you say is your best decision you have made in life?

Moving to the Far North Coast to a goat farm near Newrybar, then moving to Lennox Head.

I studied social science at TAFE when I was 50-years-old and worked in the disability sector in Sydney. I was accepted into the University of New England to study, however I was unable to take up my position choosing to care for my parents.

## Where were you born?

Auburn, Sydney.

## Where did you grow up?

Concord, Sydney.

## Do you have any brothers or sisters?

One brother, David.

## What did you do when you left school?

I married at the age of 18 and travelled to Europe. We lived in Berlin for 12 months, the year after the Berlin Wall was built. Berlin was a wonderful city. We travelled for two years, returning home for my 21st birthday.

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

Having my babies.

## What is your favourite food?

Sugar, chocolate and fruit.

## Getting Creative with Hotel Services

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

Each challenge is an opportunity. Whilst we face the challenge of stopping the spread of COVID-19, it's an opportunity for Crowley to 'flex' as an organisation, be positive and get creative! Luckily we have a supportive community that values the contribution Crowley provides. We recognise now is the time that we need to demonstrate we are worthy of our reputation.

Whilst our residents and clients are self-isolating as per the government recommendations for vulnerable persons, the simple task of shopping and meal preparation is now a risky activity. Crowley has developed significant resources to help with this.

Some of the ways we are helping;

- Our Independent Living residents have access to a special Barneys Café home delivery menu.
- A weekly grocery delivery service is operational for Crowley clients to access, as a measure to assist our Crowley family to self-isolate.
- We've responded to the high demand for both our Community Home Support Meal Program and Crowley Private Meals.
- We were able to fulfil an order for 700 meals to ensure vulnerable people in our community continue to have access to meals during the unique time.

## Book Club with Judy Riley

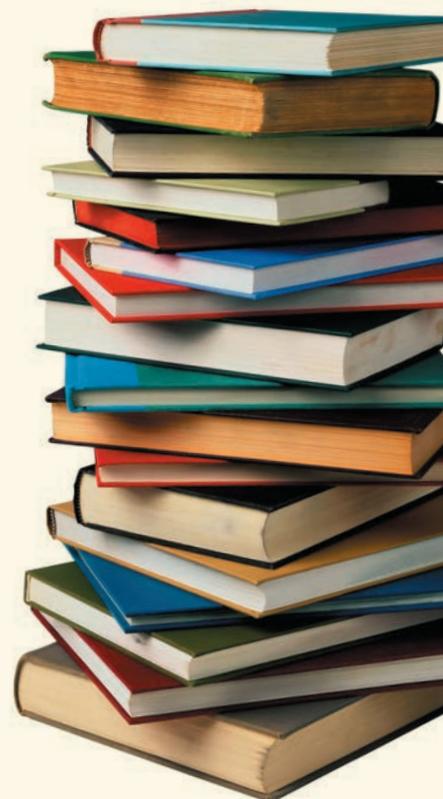
This month we read "Before We Were Yours" by Lisa Wingate

Based on one of America's most notorious real-life scandals, in which Georgia Tann, director of a Memphis-based adoption organisation, kidnapped and sold poor children to wealthy families all over the country.

Lisa Wingate's riveting, wrenching, and ultimately uplifting tale reminds us how, even though the paths we take can lead to many places, the heart never forgets where we belong.

It is impossible not to get swept up in this near-perfect novel. It invades your heart from the very first pages and stays there long after the book is finished. Few novelists could strike the balance this story requires but Wingate does it with assurance. Make sure this one is on your radar. It should not be missed.

Happy Reading.





## Beef Stir-Fry with Soy Pumpkin

Whip up a quick and easy weeknight meal with this fragrant beef stir-fry served with sweet sesame-roasted pumpkin.

### Ingredients

- 700g Kent pumpkin, cut into wedges
- 2 tbsp Soy Sauce
- 2 tsp finely grated ginger
- 1 garlic clove, crushed
- 1 tsp sesame seeds
- 750g rump steak, thinly sliced
- 175g Chinese beef stir fry base
- 2 tbsp extra virgin olive oil
- 1 brown onion, cut into thin wedges
- 1 red capsicum, seeded, thinly sliced
- 125ml beef stock
- 1 bunch choy sum, trimmed
- 500g Basmati Rice
- Thinly sliced spring onion, to serve
- Toasted sesame seeds, extra to serve

### Instructions

Preheat oven to 220°C. Line a baking tray. Combine pumpkin, soy sauce, ginger and garlic in a large bowl. Transfer to tray. Sprinkle with sesame seeds. Roast for 30min or until pumpkin is tender.

Meanwhile, combine beef with half the recipe base in a bowl. Heat half the oil in a wok over high heat. Stir-fry beef, in batches, for 5min or until browned. Transfer to a plate. Cover to keep warm.

Heat the remaining oil in the wok. Stir-fry onion and capsicum for 2min or until just tender. Return beef to pan with remaining recipe base and stock. Bring to the boil. Add choy sum and stir-fry for 2min or until choy sum wilts.

Cook the rice following packet directions.

Serve the stir-fry, rice and pumpkin with spring onion and extra sesame seeds.

# Maintenance News

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

## Keeping our gardens beautiful

This year we've engaged contractors for gardening, tree lopping, irrigation and mowing.

Our gardening contractors attend to the gardens on the first two days of each week. Generally there are four staff per day, led by a landscaper, with a training horticulturist as part of the team.

Weekly tasks are pre-planned so requests for gardening assistance are made through Reception for the following week.

For residents who require weeding and individual tasks, a fee will be charged directly to them or through their Home Care Package.

We break the site into different sections and work from one section to another to avoid excess travelling around the site.



## Before planting a tree

Engaging a tree lopper comes at an expense. So it is worthwhile when choosing to plant a tree in your space to be mindful of what the tree will be like in years to come and any maintenance expense that will be a cost to the resident.

Also consider the position and effect the tree will have on neighbour's, common ground and the stormwater and sewer lines.

If a resident chooses to plant a fruit tree it should be planted inside the residents area and maintained by the resident. Dwarf and shrub variety of native trees like Banksia and Grevilleas are preferred and are to be planted away from the building. Mango, Avocado Poinciana and Tuckaroo trees are too large for small areas and rubber type plants should be avoided as well.

The mowing contractor generally mows the site every 2nd week between October and March and for remaining time of the year, every 3rd week if needed. Any communications with contractors must come through the maintenance book.



# Riverview Renovations

**Pania Howe**  
**Project Officer**

Nothing can hold us back and our Maintenance Team have been charging ahead with our continual upgrades to the facility.

Riverview Corridors was the next in line to receive a face-lift over the last few weeks including new flooring, a coat of paint and bright lighting. It's definitely a change from the old blue and yellow!

Riverview Garden gazebo is set to be planted out with a variety of beautiful colours and flowers ready to enjoy during this gorgeous Autumn weather.

In the pipe line is a new fence along the creek side perimeter of the facility, to make better use of the riverside outdoor space we have, and an upgrade to the Riverview Dining Room.



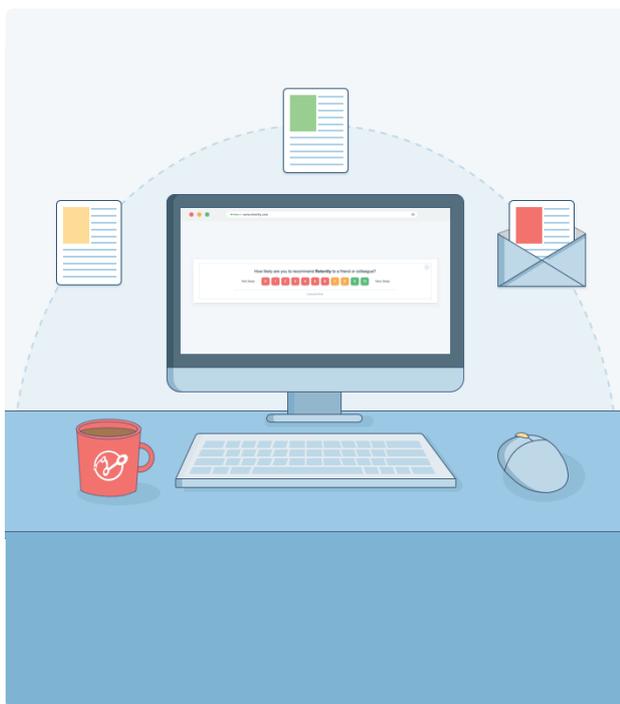
# Focus on Quality

## Customer Engagement at Crowley

**Michelle Golding**  
Quality Manager

Have you been asked recently “how likely are you to recommend this company’s product or service to a friend or colleague”? Businesses all over the world are now using this simple question to measure customer engagement and here in Australia it is no different from financial institutions to insurance companies, fast food outlets and telco’s. It is known as Net Promoter Score and at Crowley we have been measuring this since 2016.

The Net Promoter Score was developed by Fred Reichheld in 2003, it measures how likely it is that a customer would recommend a company to a friend or colleague. It is an index ranging from -100 to 100 and the higher the net promoter score the more likely a customer will recommend the service.



Customers are surveyed on one single question. They are asked to rate on an 11-point scale the likelihood of recommending the company or brand to a friend or colleague. “On a scale of 0 to 10, how likely are you to recommend this company’s product or service to a friend or a colleague?” Based on their rating, customers are then classified in 3 categories: detractors, passives and promoters.



**Detractors (score 0-6)** are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.



**Passives (score 7-8)** are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.



**Promoters (score 9-10)** are loyal enthusiasts who will keep buying and refer others, fueling growth.

At Crowley our annual QPS Residential Care Resident and Relative Experience Survey not only measures customer experience but in recent years, QPS have introduced the Net Promoter Score for measuring customer engagement as well.

Customer experience is measured through a series of questions in different areas and is benchmarked against other facilities throughout Australia. Surveys are only one of our formal mechanisms for capturing customer satisfaction, they also identify areas of strength and opportunities for improvement.

So how did Crowley measure up in 2019. How likely are you to recommend Crowley to your friends and colleagues, these are our results:

## Resident Results

Net Promoter Score®

Recommended organisation to family and friends



We surveyed our family members and asked: “How likely would you be to recommend this home to family and friends?”

Here are some of our favourite answers:

- I have friends with relatives in other facilities and Crowley goes further in their level of care.
- Helpful staff, comfortable lounge areas and generally good food.
- The caring staff.
- Crowley has a great atmosphere, its new buildings are beautiful, and staff are always caring and friendly.
- Crowley is clean and well maintained with excellent facilities.
- I have visited many aged care homes and none have had the friendly and welcoming atmosphere of Crowley.
- I believe there has always been attention to detail and knowing the resident.
- Genuine caring people – a feel of community.
- None of the homes I assessed even come close to the overall performance of Crowley in meeting mum’s needs.
- Staff are caring and compassionate and patient always. Nothing appears to ever be a problem.
- The staff are amazing so friendly and caring also very supportive. Feel my Dad is in very good hands.
- We are so grateful and confident that our parents are safely and lovingly cared for by Crowley.
- Has everything you need.

## Relative Results

Net Promoter Score®

Recommended organisation to family and friends



# Making Feedback Flow

**Michelle Golding**  
Quality Manager

**Why do we love working at Crowley?**  
This is what our staff had to say in our recent Employee Satisfaction Survey...

- Feeling a sense of achievement towards providing excellent services.
- I enjoy helping people stay independent and happy at home. Also listening to their stories. It makes me feel like I am doing something special and worthwhile.
- Making a difference in our client's lives, relationships with some colleagues. I can support my family.
- Helping clients, feeling like a useful part of the team.
- To have the privilege to look after the elderly in my area.
- Helping our clients, seeing them smile and laugh.
- Supportive and happy place to work.
- Making a difference in people's lives.
- Smiles from the residents.
- Working with my team they are friendly willing to help out when needed to or just give support depending on whatever the situation calls for.
- I am proud of what I can achieve.
- The residents and making them safe and happy.



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



We value your feedback at Crowley Care  
and we'd love to hear from you.

It's as easy as 1, 2, 3!

- Fill in a Feedback Card and pop in the Suggestion Box in the Foyer, or
- Send us an email to [info@crowley.org.au](mailto:info@crowley.org.au), or
  - Call us on 1300 139 099



# Taurus Horoscope

20 April - 20 May

Practical and well-grounded, Taurus is the sign that harvests the fruits of labor. They feel the need to always be surrounded by love and beauty, turned to the material world, hedonism, and physical pleasures.

People born with their Sun in Taurus are sensual and tactile, considering touch and taste the most important of all senses. Stable and conservative, this is one of the most reliable signs of the zodiac, ready to endure and stick to their choices until they reach the point of personal satisfaction.

**Element: Earth**

Dependable, grounded, reliable, loyal, practical

**Ruling planet: Venus**

Pleasure, romance, love, beauty, values

**Compatibility:** Scorpio, Cancer

**Taurus strengths:** reliable, patient, practical, devoted, responsible, stable

**Taurus weaknesses:** stubborn, uncompromising

**Taurus likes:** gardening, cooking, music, romance, high quality clothes, working with hands

**Taurus dislikes:** sudden changes, complications, insecurity of any kind, synthetic fabrics

**Lucky numbers:** 2, 6, 9, 12, 24

**Colour:** green, pink

**May birth flower:** lily of the valley, hawthorn

**May birthstone:** emerald



## What a Laugh!



Mrs Green lived in a two-story house together with an elderly widow.

After not hearing from her for a few days she got a bit nervous.

“John”, she called to her son, “Do me a favour and go find out how old Mrs Robinson is.”

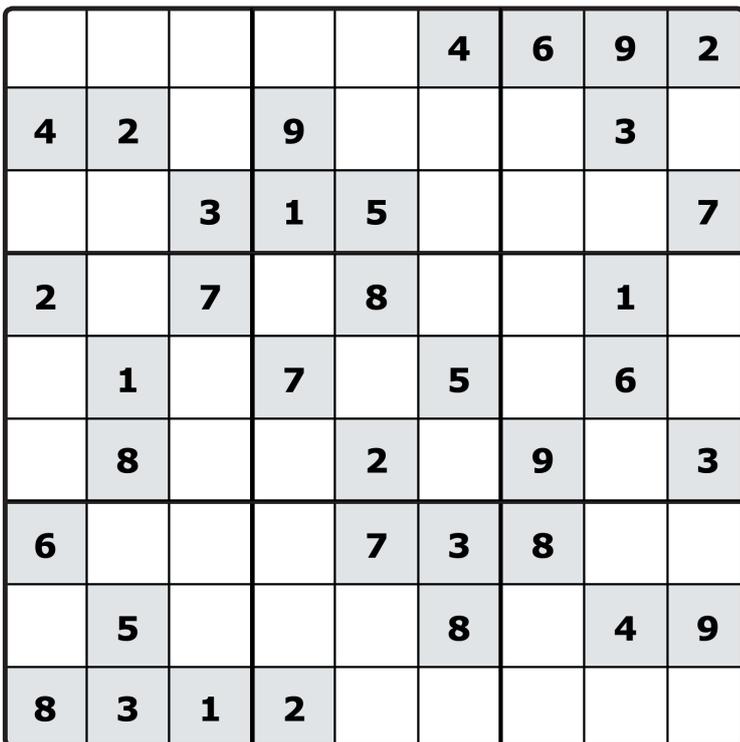
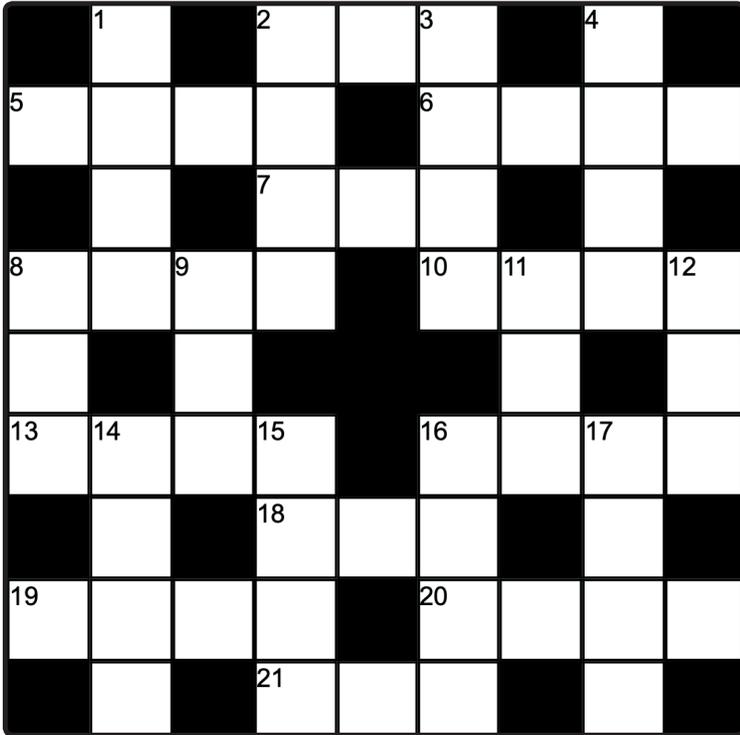
So six-year-old John went down the stairs and knocked on Mrs Robinson’s door.

“So how is she?” Asked Mrs Green when John came back up.

“How is she?” Repeated John. “I’ve never seen her so mad in my life! She said it’s none of your business how old she is.”



# Games Corner



# Crossword Clues

## Across

- 2. Plunder
- 5. Toy block name
- 6. Very uncommon
- 7. Driver's organisation
- 8. Provoke
- 10. Snatch
- 13. Past due
- 16. Garbanzo or pinto
- 18. 'A' on cards
- 19. Singe
- 20. Eager
- 21. Pecan or almond

## Down

- 1. Precious
- 2. Street or highway
- 3. Show off
- 4. Vicinity
- 8. Buddy
- 9. Not in
- 11. Bread type
- 12. Burger container
- 14. Throbbing pain
- 15. Get money for work
- 16. Defeated
- 17. Hot and dry

## Riddle Me This...

What four-legged animal can jump higher than a house?

*Answer: Any, houses can't jump!*

# Round the Traps

Here at Crowley we are always up to something, and usually it's something new, exciting or mischievous. This is what we have been up to:

1. David potted plants outside the Hydrotherapy Pool to add a splash of colour, ready to brighten our mornings come winter.
2. Our Riverview gardens have never looked better with a full bed of flowers under the gazebo.
3. Marj sat and supervised the gardening process while reading a book. A lovely afternoon!
4. We re-purposed some old tyres to create unique plant pots. How crafty!



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Business Fax  
6686 6082

Crowley Independent Living  
1300 139 099

Crowley Residential Care  
1300 139 099

Crowley Home Care  
1300 139 099

Crowley Meal Service  
1300 139 099

Crowley Hair Salon  
1300 139 099

St Francis Xavier Parish  
6681 1048

Emergency  
000

Ballina Fire Brigade  
6686 2038

Ballina Police  
6681 8699

Ballina District Hospital  
6686 2111

Commonwealth Carelink Centre (Free Call)  
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.