

the chatterbox

NEWS FROM CROWLEY CARE

MAY 2025



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Cover photo

June and Vivienne enjoying the Easter hat parade.



A Moment with our CEO

Hello everyone,

Tribute to Carolyn Hunt

In this edition of Chatterbox, we honour our long-serving Chair and Board Member Carolyn Hunt who recently retired from the Board.

Carolyn led our Board and provided great support to me as CEO and our Executive over many years, bringing diverse skills, calmness under pressure, and a steadfast commitment to our higher cause as a charitable organisation. Thank you doesn't seem enough for her devotion and dedication to Crowley Care.

Our wonderfully diverse workforce

Also, in this Chatterbox you'll find a personal article featuring Lydia Kasambi, a Crowley care trainee who comes to us originally from the Democratic Republic of Congo and then Uganda. It's a lovely insight into her journey and the challenges she has overcome just to be with us.

Crowley is increasingly benefitting from our diverse workforce, with staff from many countries enriching our culture with their unique cultural perspectives and life experiences. A diverse workforce creates a richness in human perspectives that benefits our residents, clients, staff and community in many ways.

A chance to chat

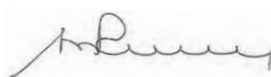
We recently re-introduced our welcome morning teas for our new Independent Living residents. A chance for Kelli and me to sit down and join our new IL residents for a cuppa, getting to know them and hear their unique life stories. It

reminds us that everyone has a story to tell if we just make time to listen. Such a privilege to be able to get to know our new residents. Through these conversations, where we hear people's life experiences, we are shaped, gaining new knowledge and perspectives on the world.

Taking a break

And finally, I'm taking some time off to renew with a break. I know Crowley remains in good hands with our highly experienced team on deck.

Very best,



Michael Penhey



Catch Up with Kelli

Celebrating together

Kelli Potts
Deputy Chief Executive Officer

This month in the Chatterbox, we look back at our Easter celebrations.

We had a lot of fun judging the Residential Care residents' Easter Hat Parade. Many of the hats were created by the residents themselves, and staff encouraged some healthy competition with 10 winners taking home prizes.

Arriving at work after the Easter break, it was lovely to hear so many stories from staff and residents of time spent with family and friends in the celebration of Easter. Easter in the Catholic Church is a special time and a joyful celebration of life itself with the commemoration of the resurrection of Jesus Christ.

And in May we celebrate Mother's Day, another opportunity to enjoy being together whilst remembering its history and purpose, to honour selfless love, care, and sacrifice.

The history of Mother's Day can be traced back to ancient times when festivals were held to celebrate mother goddesses. As Christianity spread through Europe, the tradition evolved into "Mothering Sunday", celebrated on the fourth Sunday of Lent. Originally, it was a day for people to return to the "mother church" in their area and reconnect with family, often bringing small gifts for their mothers.

Its modern origins come from the 19th and early 20th centuries:

- Ann Reeves Jarvis, a social activist during the Civil War era, organised Mother's Day Work Clubs to address public health issues and promote reconciliation.
- In 1870, Julia Ward Howe, best known for writing The Battle Hymn of the Republic, called for a "Mother's Peace Day", urging mothers to unite against war.

But it was Anna Jarvis, Ann's daughter, who officially founded Mother's Day as we know it. After her mother's death in 1905, Anna campaigned tirelessly to establish a national day to honour the sacrifices mothers make. In 1908, the first official celebration took place in Grafton, West Virginia. By 1914, President Woodrow Wilson signed a proclamation designating the second Sunday in May as Mother's Day.

Now Mother's Day is a global celebration, a blend of ancient traditions, religious practices, and modern activism. And whilst the celebrations may look different wherever you are in the world, the core message remains the same and giving gratitude for the women who give us life, love and care.

In this edition of the Chatterbox, we feature some of our wonderful mothers.

While today it's widely marked by flowers, heartfelt notes, and family gatherings, the roots of Mother's Day run deep.



Catholic connection

In the Catholic Church, Mother's Day aligns beautifully with the honouring of the Virgin Mary, the mother of Jesus and the model of perfect motherhood. The entire month of May is dedicated to Mary, often marked with rosaries, May crownings, and special devotions, making Mother's Day even more spiritually significant for Catholic families.

More than a day

Today, Mother's Day is not only a time for celebration but also reflection. It reminds us of the enduring strength of mothers, the bonds of family, and the importance of recognising those who nurture and uplift others, often behind the scenes.

As we give flowers or make phone calls, let us remember the deeper meaning behind this day: to cherish, honour, and thank the women who shape our lives with their unwavering love.

Mother's Day is celebrated worldwide as a special occasion to honour and appreciate mothers and maternal figures for their love, sacrifice, and guidance. While customs vary by culture and country, the heart of the celebration is universal: love and gratitude.

Kelli ☺



Mother's Day is on Sunday, 11 May 2025, and we would like to wish all our mothers (biological and non-biological) a very happy day.

"Mothers hold their children's hands for a short while, but their hearts forever."

A Tribute to Carolyn Hunt

Long standing Crowley Care Chair Carolyn Hunt retires

After 15 years of selfless service on The Parish Aged Care (Crowley Board), with seven most recent years as Chair, Carolyn Hunt has passed the baton on and retired.

At a farewell dinner for Carolyn, CEO Michael Penhey remarked: "Carolyn's unique blend of skills and persona made her an exemplary Chair."

"With her legal background, she contributed critical thinking and effective communication. As a qualified accountant, she brought thorough analysis, process, and rigour to Board decisions. And all this was complemented by her passion for social justice, consistently reminding us of Crowley's charitable status and our overarching purpose."

"Carolyn ensured the Board remained focused on the best interests of our residents, clients and staff, prioritising their needs in her considerations. And she accomplished all this with a calm and quiet demeanour. We couldn't have asked for more."

Chatterbox caught up with Carolyn where she reflected on her time at Crowley, and the palpable esteem she holds for the organisation.

"I'm grateful for the opportunity to have volunteered with Crowley Care because it's always had such a good reputation in our community. I often recommend Crowley to family and friends."

During her tenure Carolyn saw significant capital improvements at Crowley which enhanced the quality of life for residents and staff, ensuring the organisation remains at the forefront of aged care in the region.

"If you aim for the stars with gold standards from the start, then good things flow from that," said Carolyn.

The evidence is there for all to see as Carolyn's tenure included major developments such as the new Residential Care wings and administration areas, refurbishment of older wings and the upgrade of the kitchen – a central hub of the Residential Care facility.

Whilst these upgrades are significant, Carolyn said what attracted her to Crowley all those years ago, remains. "It's a place that retains this feeling of a lovely home with a warmth about it. And that's special."

Behind the scenes and critical to the financial success of Crowley Care, Carolyn and her fellow Board members undertook vital work including ensuring Crowley's investment strategies placed the organisation in a position of strength.

This included overseeing the purchase of several investment properties and the widening of ideas on investments such as the purchase of properties for staff to live in with reasonable rents.

With her legal background and training, Carolyn's tenure also featured a focus on stronger governance, "which comes back to the care provided to the residents. Without good governance, the framework that everything hangs from, you can't attain and retain the quality standards required in aged care. Our goal was to always continue to improve on our corporate governance."

Carolyn oversaw several Strategic Plans for Crowley Care, which across the years, increasingly deepened the connection between Crowley and the Ballina Parish.



She paid tribute to long serving Father Michael Nilon and to Father Peter and Father Anselm for their pastoral care, their devotion and their ministry to the residents, which sets Crowley apart.

More recently, the Board, under Carolyn's tenure as Chair, saw great progress on the development of 26 new Independent Living apartments at Florence Price Place. When complete later this year, they will set a new standard for Independent Living in the region.

"Of course, there have been challenges across the years," said Carolyn. None more significant than the COVID years and lockdowns, "which was difficult for everyone".

Out of COVID came huge staff shortages for the industry which are now eased through some innovative recruitment strategies at Crowley and the positive culture that is well known in the community highlighting that it's a good place to work.

The Royal Commission into Aged Care Quality and Safety, resulted in the entire industry being negatively branded, "which was challenging". Whilst closer to home, the floods in 2022 required the evacuation of our Independent Living residents."

Crowley was able to navigate all these challenges under the leadership of the Board and Carolyn as Chair.

Carolyn paid tribute to the Executive Team for their leadership across her entire tenure. "I feel I leave Crowley in a good place to meet the new standards when the new Aged Care Act comes into force on July 1st."

Looking ahead, Carolyn is confident that the Executive and Board will continue to build on the strong governance and community-focused ethos that have become hallmarks of Crowley Care.

Her legacy is one of resilience, dedication, and a steadfast belief in the power of compassionate care.

Carolyn leaves with Crowley in a good place and in good hands. She feels "a smooth transition" has occurred as she takes on new ventures in her life.

"It's always good to renew the Board with new talent and new ideas. It's natural and part of good governance."

As she embarks on new ventures, Carolyn leaves with the satisfaction of knowing that Crowley Care is well-prepared for the future, ready to embrace new challenges and opportunities with the same spirit of excellence and integrity that has defined her time at the helm.

Thank you, Carolyn, all at Crowley owe you a great debt of gratitude.



International Nurses Day

12 May 2025

Since 1965, we have celebrated International Nurses Day.

The International Council of Nurses established this day to recognise the significant contribution that nurses make to society. International Nurses Day is a global celebration that acknowledges and celebrates, amongst other things, the commitment and bravery of nurses around the world.

In 1974, May 12 was chosen to celebrate International Nurses Day, as it marks the birth anniversary of Florence Nightingale, known as the founder of modern nursing. Florence fought to lay the foundations of the nursing profession and advocated for laws to protect it.

Florence Nightingale is best known as “The Lady with the Lamp” because she used to go out in the dark while holding a lamp in her hand. She searched the battlefields looking for the wounded and injured to help them during the Crimean War in 1854. Her distinguished role at that time helped in reducing mortality rates among soldiers from 40% to 2%.

The 2025 theme will be “Caring for nurses strengthens economies” It marks the continuation of the overarching multi-year theme of “Our Nurses, Our Future”, which aims to raise the profile of nursing and show how important the profession is for health systems.

At Crowley, we are fortunate to have nurses who have a wide range of specialties and a broad range of experience. Crowley recognises and celebrates the unique role of all nurses in all health settings.

Our compassionate and valued staff will be recognised on International Nurses Day with a breakfast BBQ and pizza dinner.

Happy International Nurses Day!



**OUR NURSES.
OUR FUTURE.**

International Council of Nurses

**Caring for nurses strengthens
economies**

National Volunteer Week

19 May - 25 May 2025

National Volunteer Week 2025 in Australia will be held from Monday 19 May to Sunday 25 May 2025. The theme for this year is "Connecting Communities". The week aims to celebrate the power of volunteering to bring people together and highlight the impact volunteers have on building inclusive and thriving communities.

Crowley will be celebrating National Volunteer Week with a lovely morning tea on Thursday. National Volunteer Week is Australia's largest annual celebration of volunteering.

Many organisations, businesses, sporting clubs, and community groups could not survive without the incredible generosity of volunteers donating their time.

At Crowley, we have over 60 volunteers, and that includes our Auxiliary. Our volunteers are involved in:

- Assisting Leisure with bingo, hoy, school children and their crafts, exercises, and the men's BBQ
- Bus driving
- One-on-one visits
- Giving and assisting with Catholic Communion Service on Sunday
- Veterans monthly morning tea
- Bringing pets (dogs) in

We thank all our wonderful volunteers for their time and commitment to Crowley.



Easter Celebrations

We enjoyed a visit from the Easter bunny, who hopped around to each of us, spreading joy (and chocolate)!














Celebrating Mother's Day

What is your fondest memory of being a mother?



Gene

Having my children at 20, 21 and 28 years old. It was fun just watching them grow up.



June

To have such caring daughters, they are always there for me.



Colleen



Having two precious children and three grandchildren and the joy they have brought to my life.



Pat

Having eight children and bringing them all up. Seeing them educated and finding their place in the world.

Bev



Having my two children and enjoying rearing them.



Nellie


Four children, nine grandchildren, 11 great-grandchildren.



Shirley

The warm hugs and love.

Marie



It was wonderful, they are the best children. Very family orientated. They are so good to me; I am blessed they all live nearby.

CROWLEY CARE AUXILIARY

Annual Mother's Day

LUNCHEON

Thursday 8 May 2025
Crowley Activity Centre
11.30am – 3.00pm
\$55 per person
BYO Drinks

Please RSVP and pay via cash or card
at Crowley Reception by Friday 2 May

PLEASE ALSO PROVIDE ANY SPECIAL DIETARY REQUIREMENTS

TICKETS INCLUDE:

Delicious 3 Course Meal
1 X Entry into The Lucky Door Prize
Live Entertainment

PARKING IS AVAILABLE IN THE VISITOR CAR PARK ON CROWLEY DRIVE



Anzac Day

The Anzac spirit shone through at Crowley's 2025 Anzac Day commemoration service.

Thank you to our Veterans, residents, families, friends and staff who attended. A special thank you to the students and staff of Xavier Catholic College and St Francis Xavier Primary School who joined us in paying respect and expressing gratitude.









Enlightening Encounters

We welcomed back the lovely Ballina Coast High School Support Unit students for another intergenerational mentorship program 'Enlighten'.



Southern Cross University Nursing Students at Crowley

Meredith Pryke
Executive Manager Care Services

In March we were fortunate to support seven Southern Cross University first-year nursing students with clinical placements.

The students spent three weeks with our staff in residential and community settings, growing their knowledge in Health Assessments. They learnt how health assessments vary based on environment and the stages of ageing.

After just the first few days, we could see the students were dedicated professionals ready to soak up knowledge from our staff. They quickly became part of the Crowley family, connecting with our residents, clients, staff and families.

Sharing what they learnt during their studies, the students held a few Health Kiosks on topics such as falls prevention, improving mobility and hydration, and taking blood pressure. Not to forget taking part in the normal Crowley dress ups!

It's important we support and nurture the future of our nursing workforce, something Crowley is committed to.

These clinical placements with university students are only successful with the support from our residents, clients and staff – thank you!

Here's some feedback from the students:

- RNs and AINs were super helpful, like Bin, Kelly, Sharleen and Zan. They were always happy to help and promoted a “there are no bad learners” environment.
- Great support and warmth from the RNs, Bin's and John's knowledge and willingness to teach and include us.
- The residents are the most beautiful people. RN, Zan, was so supportive of our learning and allowed us to learn safely. John also helped us and showed so much kindness. I also commend AIN Sharleen.
- The bonding and support from residents, staff and Clinical Managers was a highlight.
- Being placed with RNs who were proactive in educating me, including Bin, John and Alvin.
- The nurses were supportive and showed patience. Dionne and Hollie are valuable members of your team.
- Learning from the RNs, with special mention to Alvin and Tom for being so kind and friendly, making us feel comfortable.



Moving House

Kelly Roberts
Nurse Practitioner

This month the Clinical Team wanted to highlight queries that often arise for those entering Residential Care, either temporarily or permanently.

Upon arrival into Residential Care, our staff ensure that your health, personal and financial records are up to date and that your personal belongings are accounted for and logged.

All residents come in to care with their Medicare, pension and DVA cards in their possession. Our Administration staff ensure we have copies of these and they are logged onto our administration and clinical systems.

Up-to-date cards

Medicare, pension and private health cards expire over time and our staff need the current Medicare numbers and card expiry dates. The same applies to DVA numbers and eligibility type. With these details, we can update immunisation registers and monitor PBS safety net allowances. Our Bulk Billing GPs and Nurse Practitioners also require these details to link with Medicare to facilitate consultation billing.

Should any of your details or personal information change during your stay at Crowley, please notify Reception or one of the Clinical Team who can update your records accordingly.

This includes postal addresses for mail, phone numbers and anyone you have listed as your contact person.

A current address for your next of kin also helps us keep our records up to date. Email addresses allow us to forward important updates such as “the Chatterbox” directly to those who need them.

Your valuables

Should you bring in new clothes, valuables such as an iPads, mobile phones, headphones, or personally valuable items, please ensure staff are aware so they can be added to the your list of valuables.

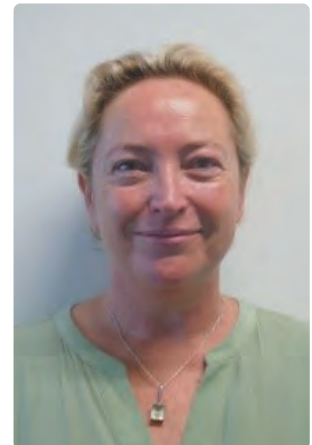
This also includes any mobility or seating aids, rehab equipment or other items specific to your care needs.

New clothing, shoes, bed quilts and cushions coming in can be left with Reception and Concierge staff, to ensure they are labelled prior to being returned to the resident. Unlabelled items may go missing or be left unclaimed and are difficult to track, so your help in this process is greatly appreciated.

Smaller personal items, such as dentures, glasses and hearing aids, must also be clearly marked with your name.

Basic toiletries, including toothpaste, shampoo, combs, skin lotion, razors and toothbrushes that may be required are supplied by Crowley. Should you wish to purchase a different product unique to you, this can be done via Tamar Pharmacy or you or your family can bring in what you require and leave these with the staff in your wing to ensure they are correctly labelled.

Disposing of unwanted items such as furniture or clothing can be arranged with an associated disposal fee. For more information please refer to Crowley’s Residential Care Resident Handbook.



Medications

Crowley is fortunate to have a digital medication system. This means we do not require paper prescriptions and once medications are charted on the system, they are automatically supplied by the local pharmacy.

If you or your family member visits an external medical professional, we do need them to write to us letting us know of any changes proposed as we cannot take instruction from anyone other than a medical professional. In this case, we do not require the prescriptions or products to be purchased, as these can be supplied on return from the appointment.

We aim to keep, what can be a complicated process, as simple as possible. If you have any queries or concerns regarding the labelling or marking of belongings, please speak to a staff member who will be able to assist you with your query.

As you can see, just like moving house there are many details to cover, large and small. When you move into Crowley Residential Care you are moving into your new home, a shared home with approximately 140 other residents! Working together we aim to make this move as seamless as possible for you and your family.



From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

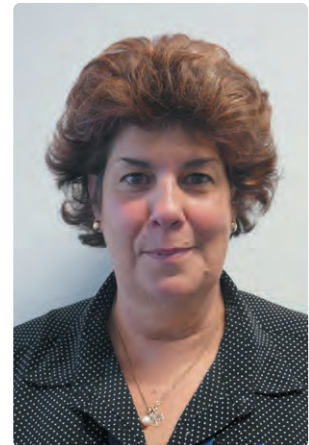
May is Arthritis Awareness Month – a time to raise awareness about arthritis, a common and often misunderstood condition that can significantly impact lives.

The purpose of the month is to inform our community about arthritis, a group of diseases that causes debilitating joint pain, inflammation, and stiffness.

Having arthritis doesn't mean you have to miss out on doing the things you love.

Although arthritis can be difficult to live with, there are many simple measures that help those living with arthritis symptoms, enabling them to better cope with daily life.

During Arthritis Awareness Month, organisations like the Arthritis Foundation and other health organisations organise events, share information, and raise funds to support research, education, and services for people living with arthritis.



Resources

In Australia, we are fortunate to have organisations with resources to assist people in our community with Arthritis:

- Arthritis Australia provides information, resources, and support for people with arthritis
- Arthritis NSW's "The Arthritis Movement" provides a great wealth of information
- Arthritis Info Line – call 1800 011 041 to speak to the health team or 1300 275 826 and visit www.arthritisnsw.org.au

National Arthritis Week:

Awareness Days Calendar observes National Arthritis Week during the first week of October.

What are arthritis symptoms and signs?

| | |
|--|---|
|  <p>Joint pain.</p> |  <p>Stiffness or reduced range of motion.</p> |
|  <p>Swelling (inflammation).</p> |  <p>Skin discoloration.</p> |
|  <p>Tenderness or sensitivity to touch around a joint.</p> |  <p>A feeling of heat or warmth near your joints.</p> |



A Date for Your Calendar

Lock in 28 May 2025 for the IL Recurrent and Budget Meeting at 2pm in the Education Centre.

Crowley Auxiliary

Margaret Savage
Crowley Auxiliary President

I would like to start by saying, on behalf of all the members of the Crowley Care Auxiliary, how deeply saddened we all were to hear about the passing of one of our very valued members – Ruth Brown – the ladies of the Auxiliary pass on their deepest sympathy and condolences to Ruth's family and friends, Ruth will be sadly missed by all who knew her.

On behalf of the ladies of the Auxiliary I would like to pass on a very big thank you to Dot Davie and Janet Davie (Dot's daughter), for the beautiful quilt which they made and donated to the Auxiliary. We are very excited that the quilt will be showcased as the first prize in our "Christmas in July" raffle.

On a personal note, I would like to thank all the members of the Auxiliary who help by giving up their time to sell raffle tickets. The Auxiliary ladies sell raffle tickets outside of the Crowley Reception most Saturdays and Sundays. We are also selling tickets on River Street and at Ballina Fair.

We, the members of the Auxiliary would like to thank the ladies in the front office for selling the raffle tickets during the week and assisting the Auxiliary ladies when they are setting up on the weekends.

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, a fashion boutique in Ballina, where style meets comfort. They offer a beautiful range of seasonal fashions, including organic cotton, linen, and silk garments.

The next Auxiliary meeting in May will be held on Monday 26 at 3pm in the Education Centre. Give some consideration to coming along and if nothing else join in the chat (our ladies do love to have a chat) and have a cup of coffee and / or tea and a delicious afternoon tea. Looking forward to seeing some new faces in May.



Craft Corner

How to make Mother's Day flowers

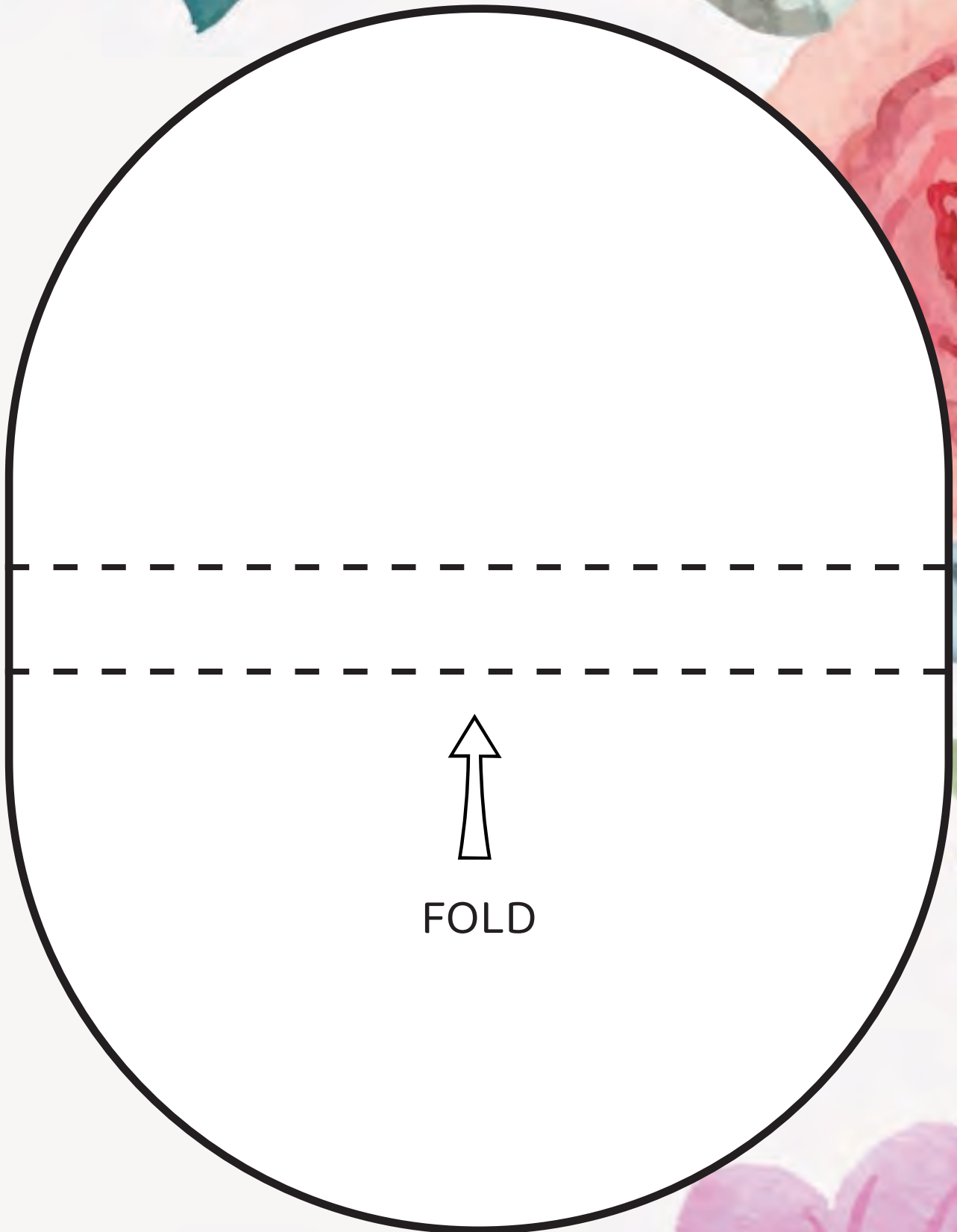
What you need

- Tissue paper of different colours
- Green pipe cleaners / chenille stems
- Pencils or pens
- Scissors
- Templates from next page

Instructions

1. Use the template to trace onto card stock and cut around.
2. Place card stock / construction templates on top of three or four layers of tissue paper.
3. Trace with a pen or pencil and cut around.
4. Fold the layers of tissue paper to make a pleat (half inch or 1.5 centimetres).
5. Holding the layers of the pleat, punch two holes in the middle of the pleat; quarter of an inch apart (1cm).
6. Insert pipe cleaner/chenille stem, starting from under the flower upwards into one hole and then downwards through the other hole.
7. Hold pipe cleaner under the flower and twist until firm.
8. Gently lift petals towards the centre of the flower.

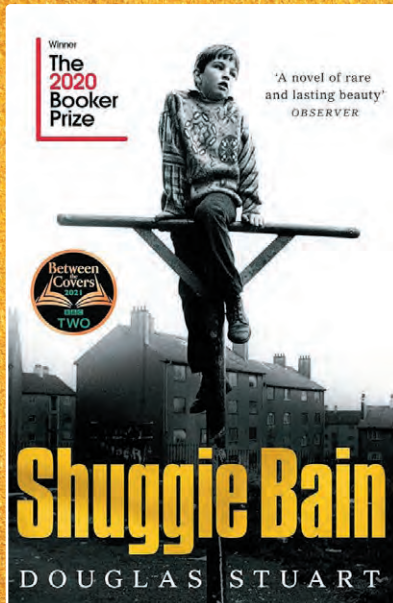




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Book Club

Shuggie Bain by Douglas Stuart



Our latest read was “Shuggie Bain” by Douglas Stuart, winner of the 2020 Booker Prize.

It is a heartbreaking story of addiction, sexuality and love. A portrayal of a working-class family in Glasgow in the 1980/90’s Thatcher era, rarely seen in fiction.

What did we think?

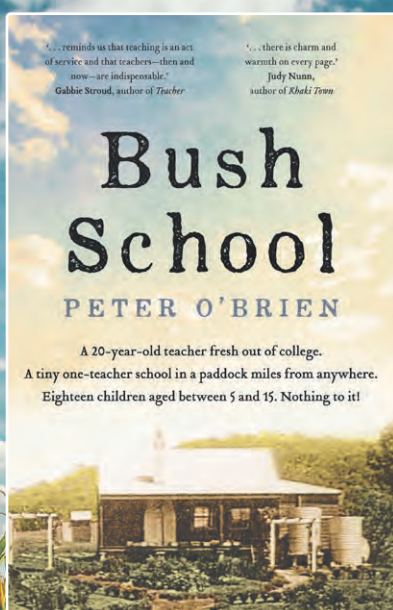
- It captured a forgotten history of impoverished Glasgow.
- It was a cold, damp, bleak read marked by glimmers of tenderness on pages filled with pain.
- Well written, if somewhat repetitive – but that was the cycle of their lives.
- You could really feel what it is to love so deeply a person who is failing you so terribly.
- Shuggie eventually grew bored with the brutality... me too, a lot sooner!
- Challenging with the Glasgow dialect.
- Too long at 450 pages.

Our next read is “Bush School”, a memoir by Peter O’Brien. Peter shares his experience in the 1950s at a one-teacher school, two hours’ drive west of Armidale, focussing on the educational journey of his eighteen pupils from eight local families.

Our next meeting is on Thursday 15 May.

Until then, happy reading!

Marion



Update from Maintenance

Keeping it safe

Albie Viel Maintenance Manager

Crowley's Fire Services provider completed the six-monthly service of our fire extinguishers, fire blankets and hydrants throughout Residential Care and our Apartments.

Extinguishers are checked for damage, that they have not been used and coloured zip ties are connected to the equipment. The coloured tags indicate the six-monthly period is compliant. Fire blankets are unpacked, checked for damage and repacked. Metal tags are stamped which indicates when they have been checked.

Hydrants are flushed to ensure there is water from the hydrant point.

Terry from our Maintenance Team carried out the annual smoke detector check for Independent Living Units and Crowley's external properties where we use photoelectric rechargeable smoke alarms.

Features of these detectors are:

- A rechargeable lithium battery with a ten-year lifespan
- Lower power consumption 10ma
- Bug screen over sensor chamber
- Low battery hush feature
- Increased resilience to electrical inferences
- Tested and approved to Australian Standards

The servicing of the fire equipment and check of Apartment smoke alarms are included in our fire statement to Local Council.

What's Albie J doing

Part of the 1st of the month duties is ensuring the duress alarms are operational. Duress alarms are located throughout the Residential Care building and in the event of a threat, these alarms can be activated, signalling the security and police to attend the site.



Hotel Services News

Pet visits at Crowley

Tony Baldwin
Hotel Services Manager

As we see increasing numbers of visitors back into the facility, we are also seeing more visitors bring their dogs to site.

Research shows having pets around boosts the health and wellbeing of people, and the benefits can be seen socially, emotionally and cognitively.

At Crowley Care, we love the many pet visits we have throughout the year. They bring laughter and smiles to our residents and staff, and have a number of positive benefits:

- Pets are a wonderful source of interaction, entertainment and enjoyment

- Animals can provide a new focus of conversation
- Animals accept people unconditionally and this can be heartwarming and soothing for residents
- Pets inspire humour and good times
- Pets are emotionally safe and non-threatening. They don't discriminate or impose demands. They live for the moment and interacting with them often helps residents concentrate on the present and stop dwelling on the past or worrying about the future
- Animals are easier to 'read' than humans and interaction with pets can help develop an individual's sense of empathy as they respond to the animal's needs
- Being around animals provides stress relief and spiritual fulfilment. An animal's love is unconditional

However, not every pet is suitable for visits, the ideal pet to visit Crowley is one that is calm, gentle and above all well behaved and mannered.

Crowley is committed to providing a home-like atmosphere, whilst ensuring our residents are able to enjoy and participate in a wide variety of activities and experiences that enrich their lives, whilst respecting their safety and choice.





At Crowley, we welcome visitors with dogs and want to provide safe and comfortable spaces that support socialisation and connection whilst respecting the diverse wishes of our residents. We must remember that not all residents and visitors are comfortable with dogs. Dogs must be trained, on a lead and controlled by the owner at all times whilst on the Crowley site and adhere to the following:

1. Dogs must be controlled by the owner, be calm, gentle, well-behaved and trained to obey commands.
2. Likewise, dogs are not permitted in resident dining areas or in Barney's Café (inside or on the verandah). Please do not leave them tied to the verandah fence or gate as this is a trip hazard.
3. Dogs are permitted in Barney's in the Plaza but must remain with their owner, on the lead, so as not to disturb other diners. Dogs are not permitted on cafe chairs or tables.
4. Dogs are not permitted in the Activity Centre or the Education Centre.
5. Dogs must be toilet trained. Dogs that urinate in the facility, on furniture (including in the Plaza) or in resident areas will not be allowed to visit. Should an accident occur, it will be the responsibility of the owner to clean up after their pet.
6. All pet owners will act in accordance with any reasonable direction of Crowley staff in relation to the control or removal of their dog from the site.
7. In accordance with Infection Control Guidelines, visiting animals must have annual veterinary checks and should be clean and well-groomed, fully immunised and wormed.

One-Pan Teriyaki Beef and Rice

Ingredients

- 4 green shallots
- 1 tbsp vegetable oil
- 500g Coles Beef 3 Star Mince
- 125ml (½ cup) teriyaki marinade
- 2 tsp cornflour
- 500g packet frozen stir-fry vegetable mix
- 450g packet microwave long-grain rice

Instructions

Finely chop 2 shallots and slice the remaining into long thin strips. Place the long thin strips in a bowl of iced water to curl until needed.

Heat the oil in a large deep frying pan or wok over high heat. Add the beef. Cook, using a wooden spoon to break up any lumps, for 5 minutes. Combine the teriyaki marinade and cornflour in a small bowl until smooth. Add to the beef and stir to combine. Add the vegetables. Cover and cook, stirring occasionally, for 5 minutes or until the vegetables are heated through.

Warm the rice following packet directions. Add the chopped shallot and toss to combine. Drain the curled shallot. Divide the rice mixture among serving bowls and spoon over the teriyaki beef. Top with the shallot curls to serve.

Serves 4





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

Serves 8

Lemon Ricotta Dessert Cake

Ingredients

- 125g Coles organic butter, unsalted, at room temperature, chopped
- 155g (¾ cup) caster sugar
- 1 lemon, rind finely grated
- 250g fresh ricotta
- 3 eggs
- 150g (1 cup) self-raising flour
- 60ml (¼ cup) fresh lemon juice
- 100g (¼ cup) lemon curd, plus extra to serve
- Pure icing sugar, to dust
- Vanilla ice cream, to serve

Instructions

Preheat oven to 170°C / 150°C fan forced. Grease and line the base of a 20cm springform cake pan with baking paper.

Use electric beaters to beat the butter, sugar and lemon rind until pale and creamy. Add the ricotta and beat until just combined. One at a time add the eggs, beating well after each addition.

Use a large metal spoon to fold the flour into the mixture. Stir in the lemon juice. Transfer mixture to the prepared pan and dollop with 100g (¼ cup) lemon curd. Use a flat bladed knife to swirl the lemon curd into the batter. Gently tap the pan on the bench to settle the batter. Bake for 45 minutes or until the cake springs back when lightly touched.

Cool the cake in the pan for 10 minutes, then release the side of the pan. Cut the cake into wedges and serve warm, dust with icing sugar, drizzled with extra curd and topped with ice cream.

Stay Well This Winter

A timely reminder about Flu and COVID-19 vaccinations

René Lange
Risk Manager

As the cooler months approach, it's a good time to start thinking about protecting your health and the health of your loved ones.

Winter is flu and COVID-19 season, and for older adults or the immune-compromised, the risks of serious illness can be higher.

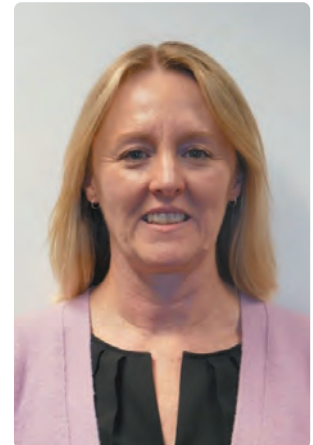
Vaccination remains one of the best ways to protect yourself and others. Both the annual flu vaccine and the latest COVID-19 booster are now available. The latest recommendations are below.

Even if you've had previous vaccinations or COVID-19 itself, immunity can wane over time. That's why staying up to date is important – especially when living in a close community or spending time with family and friends who may also be vulnerable.

If you haven't yet had your flu shot or COVID-19 booster this year, now is a great time to speak with your GP or care provider about what's right for you.

Let's all do our part to stay well, support one another, and enjoy the winter months in good health.

To make it easier for everyone to stay protected, Crowley offers free in-house influenza vaccination clinics for all residential care residents and staff, starting in April. In partnership with local GPs and Tamar Village Pharmacy, we also coordinate regular COVID-19 vaccination clinics. Our next COVID-19 clinic is scheduled in the coming weeks.



Booster Dose Recommendations

| | Less than 5 years | 5 to 17 years | 18 to 64 years | 65 to 74 years | 75 years and older |
|--|-------------------|-------------------------------------|--|--|----------------------------|
| Without severe immunocompromise | Not recommended | Not recommended | Eligible for a dose every 12 months | Recommended every 12 months and eligible for a dose every 6 months | Recommended every 6 months |
| With severe immunocompromise | Not recommended | Eligible for a dose every 12 months | Recommended every 12 months and eligible for a dose every 6 months | Recommended every 12 months and eligible for a dose every 6 months | Recommended every 6 months |

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Dionne
Residential Care



Natalie (Nat)
Residential Care



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

STATE OF ORIGIN DRESS UP DAYS CALLING ALL RESIDENTS & STAFF!

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

Game 1: Wednesday 28 May

Game 2: Wednesday 18 June

Game 3: Wednesday 9 July

Our Diverse Workforce

Lydia Kasambi

Shannon Wilson
Human Resource Manager

We are pleased to introduce Lydia Kasambi, Personal Care Worker Trainee. Lydia joined us in February 2024 and has primarily worked in Rosebank.

Where were you born? What brought you to Australia and when did you move here?

I was born in Goma, a city in the Democratic Republic of Congo (DRC) in Africa, and moved to Uganda in 2015, and then Australia in 2023.

I was invited to come here by my sister and came here to study. It's very hard to find work in the DRC, even if you finish your studies. There's a lot of conflict in the DRC – criminals, war, theft, rape, killing – but we were not directly affected. We were protected by God in Goma. I still have four siblings in the DRC and three here in Australia. I'm the youngest.

What did you do for work in Africa before you moved to Australia?

I finished high school in Uganda and worked in a supermarket providing customer service.

What's been the hardest adjustment you've experienced so far?

I miss my family. The worst challenge is getting used to it here – getting set up and settling in, looking for a job and making new connections and friends.

What's been a big change culturally for you?

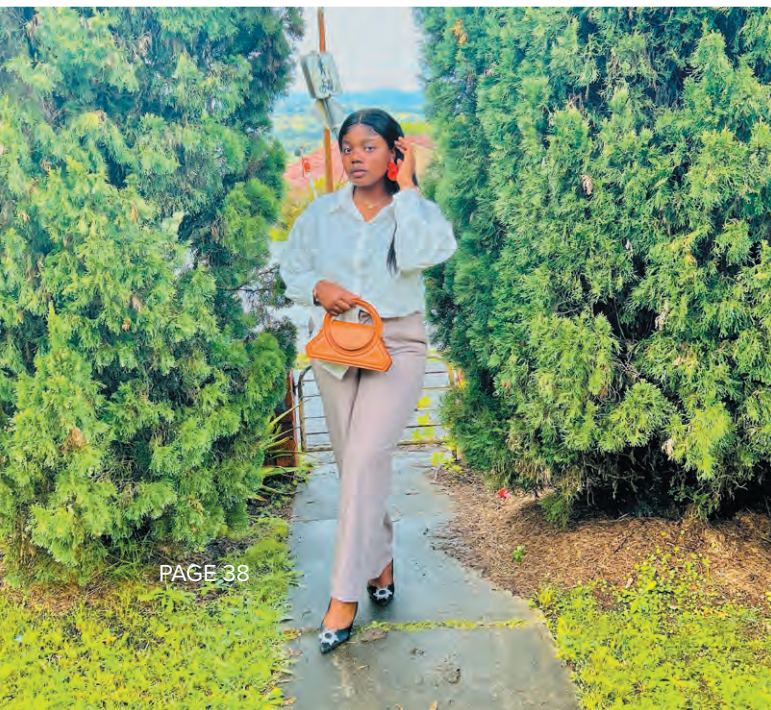
The culture is a big change. Where I come from, we have a strong African culture where adult children live with their parents until they're married. It's very different to here. Another thing in our culture is that men have a higher value than women; they're more highly considered than women, but I don't believe that.

Side note: Poverty is debilitating in the DRC. It's one of the poorest countries in the world, despite being rich in natural resources. Approximately 73.5% of people live on less than \$2.15 per day in 2024. (Worldbank, 2024)

Poverty is a debilitating source in the DRC. Where you are poor of mind and you don't have an education or something to compare it to. In Australia women can stand up for themselves.

I wanted to come to Australia to study and make a better life for myself.

Life in Uganda was very different from the DRC. In Uganda, everyone has the freedom and the right to do what they feel is right for them.





What tips do you have for someone who's just moved to Australia to help them integrate and enjoy their move?

Make friends, create connections, and be social with people. They will help you apply for a job, they'll show you how to get set up. Be friendly.

How do you like working at Crowley?

I love it here, especially love what I'm doing, the people and the residents. Everyone's been nice to me. I'm enjoying it here. If I wanted to recommend a nursing home to work in, it'd be Crowley.

If I ever travel to the DRC – keeping in mind with all the conflict that now is not a good time – what's something I shouldn't miss out on or make sure that I see should I get the chance to go in the future?

There's a park, Virunga National Park, which is more like a zoo – they have lots of wildlife such as gorillas and elephants. There's a volcanic mountain, Mount Nyiragongo, and it still erupts. There was a large eruption in 2002 that caused a lot of damage. My mom talks about how she had to leave Goma and it destroyed many homes.

What do you miss most about the DRC or Uganda?

I miss the food! I also miss my friends and the people – they're very social there. We would have parties and everyone would come with food.

What language did you speak back home? And how do you say hello and thank you?

We speak French in the DRC. In Uganda, we spoke English and Luganda.

In French, hello is 'salut' and thank you is 'merci'.

How are you enjoying Australia so far?

My experience here is good so far. I want to do my studies to get my Registered Nurse qualification and settle in more. I want to do the best for myself. If you want something, you have to go for it.

We appreciate Lydia for sharing so much of her life with us. And we continue to be grateful for the varied experiences, cultures, and skillsets that our diverse workforce brings to Crowley. Everyone brings something unique, and it's part of what makes Crowley so special.

Aged Care Fees and Charges

Belinda Coombs
Finance Manager

Aged care fees and charges are broken into three main categories:

Accommodation costs

The fee covers your accommodation, including your bedroom, lounge area, dining room, and activity spaces similar to a home. You can choose to rent, buy, or a combination of both.

- Refundable Accommodation Deposit (RAD): A lump sum payment for accommodation, refundable upon departure.
- Daily Accommodation Payment (DAP): A daily fee paid instead of or in combination with the RAD, based on a government-set interest rate.
- Combination Payment: A mix of RAD and DAP, offering payment flexibility.

Day-to-day living costs

A contribution towards daily living expenses such as electricity, water, gas, and meals. This is currently set at \$63.82 per day, equivalent to 85% of the aged pension.

- Basic Daily Fee: Capped at 85% of the single Age Pension.
- Other optional services : such as hairdressing and beauty and café purchases are charged on a usage basis.

Cost of care

This covers personal care assistance, including bathing, eating, medication management, and clinical care, based on individual needs. In conjunction with Services Australia (Centrelink), you will be required to have an income and asset assessment. This assessment determines how much a resident needs to contribute towards their aged care costs.

- Means-Tested Care Fee: An extra contribution based on income and assets, capped at \$34,311.23 annually and \$82,347.13 lifetime.

- Government Subsidy: The government contributes towards care costs, based on financial assessment.



Upcoming reforms (Effective 1 July 2025)

Significant changes to aged care fees will take effect from 1 July 2025. Key updates include:

Means-tested contributions

- Hotel Supplement Contribution: A new means-tested fee for everyday living expenses like meals, cleaning, and laundry. Residents covering full accommodation costs will contribute up to \$12.55 per day (\$4,580.75 annually). Fully and partially supported residents are exempt.
- Non-Clinical Care Contribution (NCCC): Replacing the current Means-Tested Care Fee, this will cover non-clinical services like bathing, mobility assistance, and lifestyle activities. The maximum daily contribution is \$101.16, with payments ceasing after \$130,000 total or four years, whichever comes first.

Accommodation payments

- Retention Fee on RADs: Providers will retain 2% per annum of the RAD for up to five years, capped at 10%.
- Indexation of DAPs: From 1 July 2025, DAPs will be indexed to the Consumer Price Index (CPI) twice per year.
- Room Price Cap: From 1 January 2025, the maximum room price chargeable without approval will increase from \$550,000 to \$750,000, indexed annually from 1 July 2025.

Grandfathering provisions

- Residents who enter care before 1 July 2025 will remain under the current fee structure.
- They will not be subject to the new NCCC or Hotel Supplement Contribution.
- They will continue paying under the existing Means-Tested Care Fee system.
- If a resident moves to a new aged care home after 1 July 2025 (excluding temporary hospital stays or respite transfers), they may be reassessed under the new system.

We'll keep you updated on any further changes!

Your Finance Manager (with calculator in hand)

Federal Election 2025 – 3 May

The 2025 Australian federal election is scheduled for Saturday, 3 May 2025. Early voting commenced on 22 April and continued until election day.

We are aware that some residents will be assisted by their family to complete postal votes.

For those residents that prefer to vote in person, Crowley arranged an Australian Electoral Commission (AEC) mobile polling booth to visit the Residential Care facility to enable Residential Care residents to vote. The AEC Mobile Polling Booth

was onsite on Monday, 28 April, with residents who are still enrolled to vote being assisted to access the booth by Crowley staff.

This is an important reminder for residents and their Enduring Guardians to ensure that the resident is still willing and able to be an enrolled voter. Please talk to Crowley Reception staff for more information.

Focus on Quality

Michelle Golding Quality Manager

At Crowley, we're committed to a culture invested in each individual through personal and professional development.

We aim to broaden the scope of capabilities of our workforce and maintain currency of practice through lifelong learning and continuous improvement.

We continuously assess our education and training programs to ensure they align with the Aged Care Quality Standards, legislative requirements, best practices, and Crowley's Policies and Procedures while maintaining our commitment to safe, respectful, and high-quality care.

This includes an updated Mandatory Training program for 2025. Our program is regularly assessed and enhanced based on feedback from our staff.

The 2024 Mandatory Training received a 4.6-star rating. All staff participate in this program annually, and this year's program includes:

- Code of Conduct
- Person Centred Care
- Serious Incident Response Scheme (SIRS)
- Fire Safety
- Infection Control including PPE donning and doffing and handwashing
- Aged Care Quality Standards
- Getting to Know Crowley Team Game

During the opening session of our Mandatory Training, "Getting to Know You," our first group shared a remarkable 150 years of combined experience at Crowley—ranging from just 3 weeks to an impressive 25 years.

The participants also represented a wide array of diverse backgrounds, making for a truly enriching start.

Our online learning platforms, Bridge and Altura Course Library, are designed by industry experts and include industry leading content. Staff can access Bridge on any device and have access to high quality online courses to meet compliance requirements that include:

- Privacy and Confidentiality
- Open Disclosure
- Workplace Bullying and Harassment
- Strengthened Aged Care Quality Standards

Our education model is continuously improving to strengthen the organisation's culture to further enhance a talented, happy and engaged workforce, effective leadership and governance, and develop innovative approaches to enhance our reputation as the employer of choice in the recruitment and retention of our workforce.





Making Feedback Flow

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

Michelle Golding
Quality Manager

We'd like to express our gratitude to everyone who shared their feedback with us during and after Cyclone Alfred. We're excited to share it with you....

- Thanks for the update, Michelle, it is reassuring. With gratitude and prayers for the safety of all at this time.
- Thank you for the updates, Kelli. It is such a relief to know that Mum is in such wonderful care. A big thank you to all in such trying circumstances.
- Thank you for the update and your ongoing communication with and care for my parents
- A big thank you to all the amazing staff at Crowley for the wonderful care you are providing to your residents. It gives our family peace of mind to know that our mother is safe and being very well cared for.
- Thank you for forwarding this letter. I do have confidence in Crowley looking after my Mum and so does she. That makes this challenging time much more reassuring for both of us.
- Thank you so much for your regular communication and reassurance, Michelle. In Suffolk Park, our power has been off since yesterday and the message said it won't be remedied until the weather settles after Alfred so I am very relieved for the dedicated care from Crowley staff as Mum would not be safe or comfortable here.
- Thank you so much for the update. We are currently in New Zealand so getting very varied reports on what is happening. Mum and Dad were very keen to remain in the comfort of their unit and I was concerned that Mum's determination may have coloured their judgement. Your email has given me peace of mind. Thank you for your thoughtfulness.
- Thank you to all the care staff who helped keep everyone safe and happy during the anxious times of possible floods. Everyone is so caring all the time. From the moment you walk in the door, and always receive a lovely welcome, plus all the behind-the-scenes. To all for the updates to inform everyone of what was going on. We are very fortunate to be in the best place in Ballina.
- A very big thank you to all the staff for the wonderful way I was looked after and cared for during the cyclone. From checking before "stowing" garden furniture to assuring me all will be well with advice on emergency alerts. Communication was wonderful, email, phone, personal door-knocking and frequent checks. Having so much advice and care was very reassuring to my family interstate.
- I would like to congratulate Crowley Management and staff for the way in which they handled the recent cyclone emergency. As an Independent Living resident, we were kept abreast of the situation at all times. Thank you.
- I just wanted to thank you for the regular updates. I checked in with Sr Margaret Mary daily to be advised that she was being very well cared for. Great work Crowley.
- Thank you, Crowley, for the updates and for looking after my mum in Residential Care.
- My thanks to you and all the staff at Crowley for all your hard work and care during what must have been such a difficult time.
- Good news, thanks for the update.
- Congratulations such a well-written notification. Personally, I feel very safe in all aspects of what Crowley says, does, and achieves. Thank you one and all.

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

Mother's Day Quiz

Can you guess the answers to these riddles?

1 What flower symbolises Mother's Day?

.....

2 Who is Pebble's mother in the TV series 'The Flintstones'?

.....

3 What is Mother's Day called in the UK?

.....

4 What's the word mother in Italian?

.....

5 Liza Minnelli had a famous mother, who was she?

.....

6 According to the proverb 'Who is the mother of invention'?

.....

7 What does the word Matriarch mean?

.....

8 Paul McCartney wrote a song for his mother; do you know which song it was?

.....

9 In Greek mythology who is the 'Mother of Earth'?

.....

10 Where do 'mother of pearls' come from?

.....

11 Can you remember two songs with the word 'mother' in the title?

.....

12 Maureen O'Sullivan who played 'Jane' in six Tarzan films is the mother of a famous star; what is her name?

.....

13 Which movie star appeared pregnant and nude on the cover of "Vanity Fair" in 1991?

.....

14 Who was known as 'The Mother of Calcutta'?

.....

15 The meal most associated with Mother's Day is...

.....

16 What is the name of the popular 1970s TV series where the mother was a witch?

.....

17 Who released a hit song called "Mamma Mia" in 1975?

.....

18 In which of Alfred Hitchcock's films would you hear the words 'Mother is not quite herself today!'?

.....

19 What film featured a mother named Mrs. Robinson, who has an affair with a younger man?

.....

20 What TV show featured a mother named Morticia, who was married to Gomez and had two children, Wednesday and Pugsley?

.....

Multiple Choice Easter Quiz Answers

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

- | | |
|--|--|
| 1 What is the bunny a symbol of in many cultures? a. Fertility, b. The countryside | 11 Which bunny is known for saying: "What's up, Doc?" a. Roger Rabbit, b. Bugs Bunny |
| 2 What is a popular tradition for Christian children on Easter? a. Hunting for eggs, b. Going fishing | 12 What food is traditionally eaten on Shrove Tuesday? a. Pancakes, b. Fish and chips |
| 3 What is a female rabbit called? a. A bunny, b. A doe | 13 What is the name of the traditional Easter bun? a. Plain bun, b. Hot cross bun |
| 4 Which movie starring Judy Garland has 'Easter' in its title? a. The Easter Bunny is Coming to Town b. Easter Parade | 14 Name two sweet foods commonly eaten at Easter. a. Candyfloss and sour plums b. Chocolate and marshmallows |
| 5 What colour does the Christian Church traditionally use during Easter? a. White, b. Yellow | 15 On which day of the week did the 'Last Supper' take place? a. Thursday, b. Tuesday |
| 6 Which country started the tradition of the Easter Bunny? a. Germany, b. Brazil | 16 What baby animals are popular symbols at Easter? a. Chicks and lambs, b. Salmon and calves |
| 7 Lent, the period leading up to Easter, lasts for how many days? a. 40 days, b. 12 days | 17 In popular folklore, what are you supposed to wear at Easter? a. New clothes, b. New watch |
| 8 Carl Faberge is famous for what? a. Creating jewelled eggs b. Being a world-famous chocolatier | 18 What does the term 'Pentecost' refer to? a. The seventh Sunday after Easter b. A British park where kids roll Easter eggs |
| 9 What do girls traditionally wear on their heads at Easter? a. Wigs, b. Bonnets | 19 In the Bible, who betrayed Jesus just before his crucifixion? a. Judas, b. John |
| 10 How long does it take to boil an egg? a. 7 minutes, b. 17 minutes | 20 How did Easter Island get its name? a. It was discovered on Easter Sunday, 1772 b. They accidentally made Easter eggs that became famous |

'Round the Traps'

IL Mixed BBQ - spotted the early Easter bunny too!



Local Contacts

Crowley Administration
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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.