

# the chatterbox

NEWS FROM CROWLEY CARE

NOVEMBER 2023



# Contents

- 03 A Moment with Kelli**  
Catch up with Kelli Potts on life at Crowley
- 04 Crowley Family Show Day**  
See the highlights from our most anticipated event
- 14 Residential Care News**  
Behind the nurses station at Crowley
- 16 Independent Living News**  
What's been happening in the village
- 22 Home Care News**  
Out and about with the team in pink
- 24 Maintenance News**  
An update from the team
- 27 Hotel Services News**  
What the team has been up to
- 28 Recipes from the Chef**  
Delicious and fresh treats to enjoy
- 33 Meet Team Crowley**  
Meet the newest members of the Crowley team
- 34 Organisational News**  
News from behind the scenes of Crowley
- 36 Feedback and Comments**  
Compliments and recommendations from you
- 38 Games Corner**  
Try your hand at these mind melting quizzes!

---

## Cover photo

Oh and Brenda having a blast at the Crowley Family Show Day



## A Moment with Kelli

Hello everyone, I'm standing in for Michael who is taking a short break.

What an amazing Crowley Family Show Day it was this year. A super special event for the whole organisation because it brings us together in a uniquely fun and connected way. Everyone I've spoken to loved our Show Day and it's little wonder. It remains a highlight in the Crowley annual events calendar.

What makes Show Day special is that we are all together - residents, clients, staff and visitors, spending the day outside in our beautiful Plaza setting, enjoying a variety of activities and entertainment. Days like our Show Day are important for our community, providing an opportunity to break our routines, and be together for pure fun and lots of laughter. Big hits this year were face painting, baby animals – too cute for words, and our wonderful entertainers of course. Thank you to our great Crowley team who make it all possible, everyone plays their part. And together we raised \$2,777.95 for the Auxiliary towards their fundraising.

You'll see in this edition of the Chatterbox an article featuring an invitation for expressions of interest to form a Crowley Consumer Advisory Body. This is an outcome of the Royal Commission into Aged Care that aims to ensure residents, clients and their representatives have the opportunity to engage with Crowley on things that matter to them. One of the unique things I love about Crowley is that we work onsite so every day is a great informal opportunity to get feedback directly from our residents and clients. And we also have more formal connections, including monthly resident meetings and through our range of surveys to gauge the quality of our services. This however is not the case for many other aged care organisations with management being offsite, so this national initiative has been introduced for all providers to give all consumers that same opportunity.

Like many aged care facilities across Australia we will continue to have COVID outbreaks from time to time. After a very settled period we have recently had some cases in our Residential Care facility, and also some reported cases in our broader Crowley

community amongst clients, residents and families, so it is still something we need to be mindful of. The good news is the facility outbreak was quickly contained thanks to the quick response of our outbreak management team, infection control team and staff.

It's a good reminder that there are always a variety of viruses and bugs circulating in our community that can have significant effect on the frail and aged. It takes all of us to minimise the risk for this vulnerable group so please remain vigilant and please do not visit if you are unwell and symptomatic. Remember that we have the lovely outdoor areas for visits and this has the benefit of reducing the risk of cross infection as well as getting residents outside for some fresh air and sunshine.

In September Crowley was very proud to not only support but host Day 1 of Dementia Inclusive Ballina Alliance's (DIBA) Annual symposium. Day 1 was for people living with dementia and their carers and Day 2 was a health professionals development day. The work of DIBA is vital in our community to support people living with dementia and their carers. We have all see the statistics on the increasing rates of people living with dementia in the community including younger onset dementia, and all of them have carers who willingly and lovingly support their loved ones through this journey. The committee are a group of dedicated experts who volunteer their time, including our very own Anne Moehead as Chair. This is a cause close to our heart here at Crowley and we are fortunate to be able to give back to such a great organisation and our community.

Warm regards

Kelli



## Crowley Family Show Day

### Show Day feedback from our new residents

**Noel:** “Show Day was very very good, stimulating, loved getting out there with everyone. Matter of fact I just finished eating a biscuit I won. I had my family there too which means a lot.”

**Michael:** “I thought it was absolutely excellent. If there was a better word than excellent I’d use it.

We were so impressed. It was organised by professionals. The staff worked so hard it couldn’t have been better. I loved seeing the staff with their little children.

We had high expectations about how it would be but it exceeded them greatly. I thought the food was amazing too. Crowley have very much to be proud of and it made me feel proud to be a part of Crowley.”

**Jeanette and Keith:** “I thought it was wonderful to have such a thing. It was just like being at a show day with the animals. Such a great idea.”

**Aldo and Joyce:** “It was a great day, a credit to Crowley, even my son thought it was great. The entertainment was wonderful. There’s nothing much you could do to improve it; it was run really smoothly. We met up with some friends and a cousin as well.”

**Marie and Alf:** “I thought it was good, just what we wanted. Good for the kids. We were very lucky with the weather.”

**Ennia:** “It was a very good idea, excellent. My daughter and son-in-law came and loved it too. It was really alive, it was beautiful!”

**Brian:** “I thought it was excellent. The entertainment was great - I’m a fan of hers. I wish I could have gotten around more.”

**Faye:** “I thought it was really nice.”



**Patricia:** “Absolutely wonderful, as good as I’ve been told. Perfect. The effort from the staff was commendable.”

**Joan:** “Beautifully planned, couldn’t have been nicer. A lot of work goes into it. Wonderful with the animals and music. It was wonderful.”

**Viv:** “I thought it was very well done. I thoroughly enjoyed the singing and the animals. We were so lucky with the weather and everyone around me was having a good time. I liked how the staff were dressed up - it really added to the atmosphere.”

**Tom:** “I thought it was very good, comprehensive from the talent of all the people here displayed. The wooden toys from the Men’s Shed were great. The food was excellent, it was the first time I’ve eaten a Dagwood Dog “delicious”. There was something for everyone, my wife and I enjoyed it together.”

**Naida:** “I was quite impressed. It was a happy crowd. The arts and craft stalls were impressive. I bought a couple of crochet hand towels at the craft sale. I enjoyed the music and dancing. Everyone seemed to be enjoying themselves and were happy.”

**Loretta:** “Very impressive and professional, very well done. The staff put in 110% when they are working and it was nice that they came in with their families even though they weren’t working.”

**Phyl:** “I really enjoyed it. I’ve always been a country girl and I really enjoyed that side of it. Everyone was happy and together. It was great.”

**Jocelyn:** “Very good. I appreciate all the work that went into it. I enjoyed making the chocolate crackles.”

**Margaret:** “I thought it was very good and the staff put a lot of work into it.”



















## News from the Men's Shed

Reports are that all who attended the Crowley Family Show Day had a good time and thankfully the weather was cooperative.

Lots of items were sold from the Men's Shed stall and we thank everyone for their support.

Some orders were placed for extra items and these should be completed in the next few weeks.

The Shed will be open for a Christmas Sale Day on Saturday 18 November and Sunday 19 November.

We still have a good selection of goods for sale made by the members of the shed that are ideal for Christmas gifts and decorations.

These can also be viewed and purchased when the shed is working on Tuesday and Thursday mornings each week up until mid-December.

Items for sale include Christmas decorations, wooden toys, children's chairs, clocks, pens, household items and lots more interesting pieces.

There are potted herbs outside the Men's Shed which can be purchased at any time using the honesty box for just \$2.00 each. Some other plants may be available when the Men's Shed is open.

The Men's Shed can accept some donations of timber and other supplies including paint, pots, plants, and other items which can be restored and repurposed.

If you have items to donate please contact Crowley Reception or visit the Men's Shed during opening hours.

Everyone at the Men's Shed wish all those living and working at Crowley, plus their families and friends, a happy, safe and peaceful life.



# The Little-Known Benefits of Summer

**Kelly Roberts**  
Clinical Manager (Nurse Practitioner)

Moving into summer makes it easier than ever for us to top up our vitamin D levels.

Whilst it's always advisable to put on sunscreen and hats to protect ourselves from sunburn, we also need to spend 10-15 minutes outside in the early part of the day to absorb some sunshine. This ensures our vitamin D levels remain in a healthy range. Vitamin D is both a nutrient we eat and a hormone our body makes. When your skin is exposed to ultraviolet rays from the sun, your body creates vitamin D!

## Why is vitamin D so important?

The most important role of vitamin D is to regulate the absorption of calcium from the foods we eat. It also assists hormone and nervous system function. Vitamin D is vital for bone development and strength, cell growth, and maintaining a healthy immune system.

## Which foods are high in vitamin D?

- Fatty fish like salmon, herring, or sardines
- Egg yolks
- Milk
- Fortified breakfast cereals

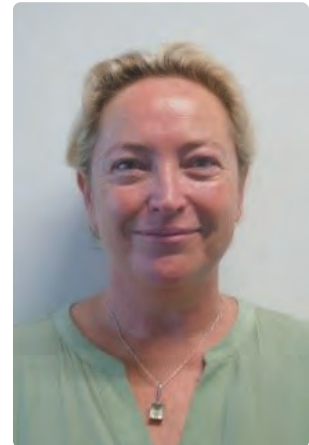
Since there aren't many foods naturally rich in vitamin D, many foods are now enriched with vitamin D.

## What happens if we don't have enough vitamin D in our bodies?

- Feel tired and lethargic
- Succumb to infections more often
- Muscle aches and pains
- Feel depressed or low mood
- Slow healing wounds
- Hair loss

Your doctor will usually check your vitamin D levels each year through a blood test and many clients in Residential Care take a vitamin D supplement each day to boost their levels. Vitamin D supplements cause minimal side effects and what your body doesn't use, it will eliminate via the kidneys.

Having too high levels of vitamin D can be toxic and interact with other medications you may be taking. So it is always a good idea to check with your doctor before taking these supplements which can be purchased over the counter at the pharmacy.



# Staying Safe in Extreme Weather

René Lange  
Risk Manager

According to the Bureau of Meteorology (BOM) we can expect El Nino conditions to continue until at least the end of February.

Meaning this summer, we're likely to see warmer than usual temperatures and reduced rainfall.

El Nino also means more individual days of extreme temperatures.

## What can you do to prepare and stay safe?

Take simple precautions to stay healthy during hot weather:

- Be sure to drink plenty of water and avoid alcohol. Remember coffee, tea and soft drinks are not a good substitute for water.
- Limit your activity during the hottest part of the day, seek shade, and minimise the time you spend in the sun between 10am and 3pm.
- Wear loose-fitting clothes, preferably made from natural breathable fibres, and don't forget your hat, sunglasses, and sunscreen.
- Keep your home cool. If you have air-conditioning, close your windows, and shut the curtains and blinds during the day.

Be aware of some of the common signs of heat stress including:

- Confusion,
- Dizziness and / or fainting
- Nausea and / or vomiting
- Headaches
- General feeling of weakness
- Loss of sweating

If you experience any of these symptoms you should seek medical attention.



## From the IL Desk

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

Recently Crowley had the opportunity to reconnect with Southern Cross University to facilitate a group of 12 Allied Health students year four (Occupational Therapists and Dietitians) doing their last practical module.

This assessment was to implement a Health Promotion Project of their choice.

Independent Living was chosen by the Yellow Team consisting of Bronte, Haley, Saatchi and Phoebe. From the start the Team showed professionalism, respect, empathy, and great interactive skills with our Independent Living residents. The flow on for each session was filled with lots of laughter, company, and friendship as well as unearthing some wonderful talents our residents have.

To wrap up their time at Crowley, the Yellow Team attended our Crowley Family Show Day. They interacted and shared their experience with the Paint and Sip group who had a display entering some of their pieces into the Show.

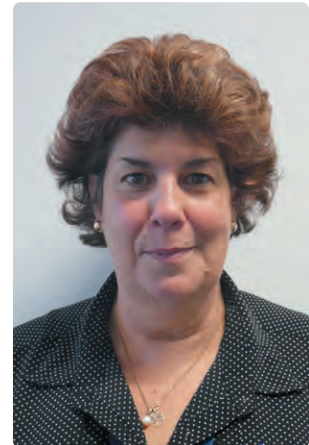
The group very proudly boasts art winners from the Crowley Family Show Day 2023 - congratulations to Marion and Cecilie.

For both the residents and team the outcome of the Project Paint and Sip has been an enormous success providing a very enjoyable and inspiring activity which flowed from the start, ending with such positivity and friendship.

To keep it going our residents have continued the session - now called "Chat, Sip, Paint" on Monday mornings.

The residents and students are certainly winners of the enriched experience shared in the Health Promotion Project "Quality of Life".

Congratulations and thank you to everyone who took part.



The poster features a light green background with a gold border. On the left, there is a stylized illustration of a jockey in a red jacket and white helmet riding a brown horse. The horse has a red saddle cloth with the number '1' on it. The text 'Melbourne Cup' is written in a large, white, cursive font at the top. In the top right corner, the Crowley Care logo is visible. The main text reads 'INDEPENDENT LIVING SWEEPS ON SALE' in bold, red and yellow letters. Below this, the date and time are listed: 'Monday 6 November 10:00am - 12:00pm' and the location 'Activity Centre BBQ Area'. The prize options are '\$1, \$2 and \$5 Sweeps available' and 'Cash Only (coins and small notes)'. At the bottom, it says 'Winnings to be collected from reception from 4pm on Tuesday, 7 November' and 'Cup Day - Tuesday 7 November'.



# Yellow Team's Summary of their project "Quality of Life"

## Summary of Project - Paint and Sip

This project entailed information regarding a Quality-of-Life Improvement Project at Crowley Care facility in Ballina.

It was in collaboration with four Gold Coast Southern Cross University students over a six-week period. The project's primary aim was to enhance participation and engagement amongst Independent Living residents.

To achieve this goal, a three-week "Paint and Sip" activity program was scheduled for Monday September 11th, 18th, and 25th 2023. The residents were encouraged to attend consistently; however, participation was not compulsory.

The activity involved painting, drawing, and painting by colour, with morning tea provided.

The residents' artwork was showcased at Crowley's 'Family Show Day' in early October. And residents had the option to submit their artwork in an art competition, fostering a sense of purpose.

To evaluate the project's impact, outcome measures such as mood scales and surveys were implemented to gather data and understand residents' perspectives. The project's objectives were to improve residents' mood, autonomy, and self-efficacy levels, through maintaining their independence and encouraging social participation within both the facility and broader community.

The Southern Cross University students also developed resources for our Independent Living residents including a community activity program, a list of benefits of social interaction, and ways to keep socially active including references.



# Crowley Auxiliary

## Annual Roundup

**Helen Cooney**  
**Crowley Auxiliary President**

The Auxiliary have had a very productive year featuring monthly events and a monthly raffle to support our activities.

Once again, a big thank you to all our members for their volunteering efforts.

Many hours have been spent getting organised and working as a team to make sure everything runs smoothly. To the Crowley Care team who support us in every activity, we say many thanks.

The Crowley Family Show Day was a great success with our members supporting the day. The raffle sellers were very busy along with the Devonshire Tea Cafe. The day's success was supported by our community and a lovely atmosphere of friendship by all who attended. Congratulations to the organisers with many events and activities catering for all ages.

Our last community event for the year is being held Tuesday 7 November with the Melbourne Cup Luncheon.

We trust you have booked your table and are coming along to join a great afternoon. The entertainment will surprise you all and it promises to be a class act. There will be sweeps, lucky door prizes, a delicious lunch, and our signature gift - a thank you bookmark. We will also draw the raffle which has four prizes to be won.

For the Melbourne Cup Luncheon we will have the large screen televising the race and the fashions on the field. We look forward to enjoying the afternoon with you.

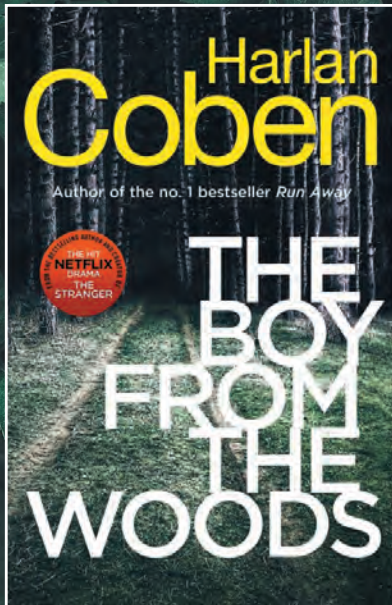
Wishing you all the best for the coming months as you prepare for the Christmas season celebrating with your family and friends.

Best wishes,  
Helen Cooney



## Book Club

### The Boy From The Woods by Harlan Coben



Our latest read was “The Boy from the Woods” by Harlan Coben. Overall, it was not enjoyed but it was an easy whodunnit with a surprise but forgettable conclusion. This is Coben’s 32nd novel and his imagination runs somewhat wild.

Coincidentally, Wilde is the boy from the woods, now a grown man and unsure of his past. Naomi goes missing, apparently due to bullying at school. Wilde finds her hiding in her father’s basement. The story then switches to the disappearance of Crash Maynard, Naomi’s popular classmate. Have they disappeared together? This is in doubt as more characters are introduced, all with their own agendas. Many had unfinished stories, hinting at a sequel... and yes there is one; “The Match”.

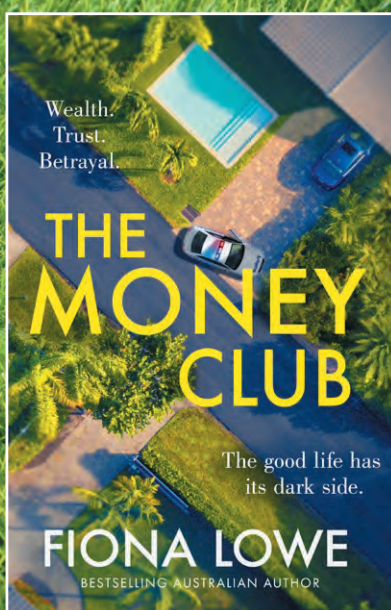
It was difficult to relate to the characters as real people. As a child, Wilde apparently survives by breaking into houses for food, and while there he learns to read by watching Sesame Street and educational videos on how to read... really? Hester, in her early 70’s, is the TV legal eagle and gets all girlie on a date with the local policeman... please! Wilde breaks into Naomi’s house, finds her in the basement and they bond like long-lost buddies! Dash Maynard has a son called Crash. There is more, but enough!

Our next read is “The Money Club” by Fiona Lowe. This is supposedly a compelling drama about a seemingly “ordinary” family that implodes after a domino effect of lies, betrayal, disappointments and regrets.

Until our next meeting on Thursday 16 November...

Happy reading!

Marion





## RESIDENTIAL CARE

# Christmas PARTIES

Crowley Residential Care Residents are invited to enjoy a three course Luncheon to celebrate the holiday season.

LIGHTHOUSE

**MONDAY 11 DECEMBER**

11:30AM - 1:30PM

LIGHTHOUSE

SERPENTINE,  
MISSINGHAM,  
RIVERVIEW & ROSEBANK

**TUESDAY 12 DECEMBER**

11:30AM - 1:30PM

ENTERTAINMENT ROOM

BANKSIA, LILLIPILLI &  
PROSPECT

**WEDNESDAY 13 DECEMBER**

11:30AM - 1:30PM

ENTERTAINMENT ROOM

Family members are welcome to join their loved one for lunch. Cost is \$20pp

RSVP AND PAY AT CROWLEY RECEPTION BY  
**MONDAY 4 DECEMBER**

*Please advise dietary requirements at time of booking.*



INDEPENDENT  
LIVING

# Christmas

PARTY

**THURSDAY 14 DECEMBER**

11.30AM - 1.30PM

ACTIVITY CENTRE

\$30 PER PERSON

**TRADITIONAL CHRISTMAS LUNCH**  
**BYO Drinks**

**RSVP AND PAY AT CROWLEY RECEPTION BY**  
**THURSDAY 7 DECEMBER**

*Please advise dietary requirements at time of booking.*

*\*This event is for Independent Living Residents ONLY*

# **CROWLEY CARE CHRISTMAS DAY**

## *Seafood Buffet Lunch*

**Monday 25 December 2023**

11:30am for 12pm start

Entertainment Room

### **Lunch**

Prawns and Oysters

Continental Meats

Carved Leg Ham, Pork and Turkey

Roasted Potatoes

Selection of Fresh Salads

Bread Rolls

Olives and Antipasto

### **Dessert Bar**

**Buffet Price \$95pp**

**RSVP to Reception by Monday 18 December**

# CROWLEY CARE CHRISTMAS DAY

## *Drinks List*

Drinks available from Jimmy's Bar

**Beer \$7.50**

Corona  
Great Northern Super Crisp  
Heineken Zero

**Wine \$25per bottle**

Grant Burge Merlot  
Peter Lehmann Pinot Grigio  
Zilzie Prosecco

**Cocktails \$15**

Pina Colada  
Strawberry Daiquiri  
*'Jimmy's' Non-alcoholic Lychee Colada*

**Other \$2.50**

Assorted Soft Drinks & Juices

## What our Centenarians Have Witnessed

**Sherrie Viney**  
Home Care Manager

Over the decades Crowley has cared for many centenarians and we continue to do so today.

Any person who is one hundred years old today has witnessed a remarkable span of history, societal changes, and technological progress. Some changes they have lived through include:

- **World wars:** They might have served in wars or have memories of the impact these conflicts had on their lives, country, and the world.
- **The Great Depression:** They would have experienced the economic hardships in the 1930s, which shaped their views on money and financial security.
- **Technological advancements:** They would have seen technological advancements, including the revolution of the automobile, the rise of television, and the birth of the internet and personal computers.
- **Space exploration:** They would have seen the first steps into space, including the moon landing in 1969.
- **Medical advancements:** They would have experienced significant advances in medicine and healthcare, including the development of antibiotics and vaccines.
- **Social and cultural changes:** They would have observed shifts in societal norms and cultural trends, including changes in fashion, music, and entertainment.
- **Political changes:** They would have lived through numerous changes in political leadership across the globe and witnessed events such as the Cold War and the fall of the Berlin Wall.
- **Environmental awareness:** They would have seen increasing awareness of environmental issues and the start of efforts to address concerns such as pollution.

- **Technological revolution:** They have lived in the advent of the 'digital age', in the later part of their lives, with the proliferation of personal computers, the internet, smartphones, and social media.
- **Globalisation:** They would have seen the world become more interconnected through globalisation, with increased international trade, travel, and communication.
- **Economic changes:** They would have experienced economic booms and recessions and seen shifts in industries and job markets.
- **Longevity:** They may have seen significant advancements in healthcare that have contributed to increased life expectancy. Life expectancy at birth in Australia in 2021 for non-indigenous males was 81.3 years and females 85.4 years.



Overall, our centenarians have lived through a wide range of historical events and transformations, offering a unique perspective on the 20th and 21st centuries. For those of us working at Crowley, we are privileged to have our residents and clients share the rich tapestry of their lives with us.





*Lest We Forget*

# REMEMBRANCE DAY SERVICE

---

Residents and staff are invited to join us in commemorating the sacrifices of those who have died or suffered in all wars and armed conflicts.

**FRIDAY 10 NOVEMBER**  
**CROWLEY ACTIVITY CENTRE**  
**10.30AM - 11.00AM**

**AT THE GOING DOWN OF THE SUN AND IN THE  
MORNING, WE WILL REMEMBER THEM**



## Update from Maintenance

### Albie Viel Maintenance Manager

Three years ago we engaged sub-contractors for our garden maintenance.

Our gardens have benefited from the mix of skills our contractors bring including horticulture, irrigation and landscaping services.

The results are evident for everyone to see, particularly the gardens around the plaza which fulfil the designer's ambition.

The native gardens the gardeners have created over the last 12 months are flourishing with seasonal colours emerging.

We have divided up the site in seven areas and are progressively working through each area to best utilise this resource throughout the Village.

### Garden service

A garden service is available to residents in the Village for gardening, including weeding, garden tidy up, garden changes, garden surrounds cleaning up, and a pressure cleaning service in courtyards.

For those who require these services there is a cost. We currently have a monthly service for residents. Residents who have a Home Care package may be able to have their gardens service paid for through their package.





# Craft Corner

## How to make paper Christmas ornaments

### What you need

- Construction paper in Christmas colours
- Pages of magazines and books (optional)
- Glitter
- Scissors
- Paper clips
- Glue stick or hot glue gun
- Ribbons or strings
- Bells (optional)



### Instructions

1. Trace circle shape onto stiff cardboard to make your template.
2. Trace template onto red or green construction paper and cut out. Each ornament needs 16 circles.
3. Fold circles in half, which we will call segments.
4. Take two segments and glue together as shown in the video.
5. Place paper clips to hold until glue dries.
6. Glue half the segments together and put aside. Glue the other half of segments together while the others dry.
7. Before joining and gluing the two segments together, fold a 25cm piece of ribbon in half and glue into the middle of one of them and allow to dry thoroughly.
8. Join the two segments together with glue and use paper clips to hold together until dry.
9. Decorate with glitter or leave as is.

# Hotel Services News

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

Another Crowley Family Show Day has been and gone...

This year PFD Food Services sponsored the food for the day providing the goods for the sausage sizzle, yummy tender steak sandwiches, and also the boxes of food which were handed out for lunch to all who attended.

I sincerely thank Tom McGregor and Steph Carlsson, our PFD area Managers, for making this happen. It is fantastic to have this type of relationship and be able to partner up with them to help make the day successful for all to enjoy.



# Loaded Potato Gem Cups

With a cheesy bacon and chive filling, these make great finger food

## Ingredients

- 800g frozen potato gems
- 6 streaky bacon rashers, cut into 1cm pieces
- 120g spring onion and chive cream cheese
- 130g (1/2 cup) sour cream
- 40g cheddar, finely grated
- 1 tbsp fresh lemon juice
- 1 bunch fresh chives, finely chopped

## Instructions

Preheat oven to 230C/210C fan forced. Grease two 12-hole non-stick patty pans. Place 3 potato gems into each hole. Bake for 10 minutes.

Meanwhile, heat oil in a medium frying pan over medium-high heat. Cook bacon, stirring often, for 5 minutes or until golden and crisp. Set aside.

Remove trays from oven. Use the end of a wooden rolling pin or large spoon to press the gems down and up sides to create potato gem cups. Bake for 20 minutes or until golden and crisp. Set aside, in pans, to cool slightly before transferring to a serving platter to cool completely.

Place the cream cheese, sour cream, cheddar, lemon juice, half the bacon and two-thirds of the chives in a medium bowl. Season with pepper. Stir to combine. Spoon or pipe cream cheese mixture into potato gem cups.

Serve the cups sprinkled with remaining bacon and chives.

Makes 24





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

Serves 4

## Rainbow Rice Paper Rolls with Tofu Peanut Sauce

Rolls packed with fresh summer flavours and sauce with a tofu twist

### Ingredients

- 12 round 22cm rice paper wrappers
  - 2 avocados, thinly sliced
  - 24 fresh coriander sprigs
  - 24 large fresh mint leaves
  - 300g red cabbage, finely shredded
  - 2 large carrots, cut into matchsticks
  - 2 Lebanese cucumbers, deseeded, cut into matchsticks
  - 100g bean sprouts, trimmed
  - 3 green shallots, thinly sliced diagonally
- Tofu peanut sauce**
- 150g silken Tofu
  - 70g (1/4 cup) natural smooth peanut butter
  - 2 tbsp rice wine vinegar
  - 1 tbsp Shiro miso paste (white miso paste)
  - 3 tsp honey
  - 3 tsp finely grated fresh ginger
  - 2 tsp tamari
  - 1 small garlic clove, crushed

### Instructions

For the tofu sauce, place all the ingredients in a blender and blend until smooth. Set aside.

Dip 1 rice paper wrapper in cold water for 10-20 seconds or until starting to soften. Drain on a clean tea towel. Place on a work surface.

Top with 2 avocado slices, 2 coriander sprigs, 2 mint leaves, a little cabbage, carrot, cucumber, bean sprouts and shallot. Fold in ends and roll up firmly to enclose.

Repeat with the remaining wrappers and serve with tofu sauce on the side.

## Technology in Australia: Let's Look Back

Ben Hansen  
IT Manager

Information, communication and technology (ICT) comes in all shapes and sizes, so this month I looked at some of the innovations and technologies that have roots in Australia.

Below are just a few examples highlighting these remarkable technologies and how they have become an integral part of our lives, offering numerous opportunities and conveniences for Australians and people worldwide.

- 1. Electric drill:** The first electric drill was developed in 1889 by Arthur James Arnot and William Blanch Brain, two inventors from Melbourne. Their invention was an electric handheld drill that used a cable to connect to a power source. The first portable handheld drill was then invented six years later in Germany.
- 2. Black Box flight recorder:** Dr. David Warren, an Australian scientist, invented the Black Box flight data recorder in 1958. The Black Box has since become a crucial tool in aviation safety as it records data during flight to help understand what happened in case of an accident.
- 3. Ultrasound scanner:** In the 1960s David Robinson and George Kossoff were part of the Ultrasonic Research Group at the Commonwealth Acoustic Laboratories in Australia who built one of the first ultrasound scanners. These scanners now enable expecting parents to view their unborn child via a screen and allow doctors to diagnose medical problems in soft tissue in the body, helping to treat medical conditions.
- 4. Cochlear implant:** In 1978, the cochlear implant, a ground-breaking hearing device, was invented by Professor Graeme Clark in Melbourne, Australia. As we all know now these remarkable devices help people with hearing impairments by sending sound signals directly to the brain.
- 5. Polymer banknotes:** The Reserve Bank of Australia introduced the world's first polymer banknotes in 1988. The polymer banknotes, which are more durable and secure than traditional paper banknotes, are described as making transactions safer, more reliable, and enhance security against counterfeiting.
- 6. Wi-Fi:** Dr. John O'Sullivan and his team at CSIRO played a significant role in the development of Wi-Fi technology in the 1990s when working on a project to explore high-speed wireless communication for radio astronomy. Wi-Fi technology can now connect your devices to the internet without wires, making it easier to access information and stay in touch with loved ones.
- 7. Spray-on skin:** Fiona Wood and her colleague Marie Stoner at the Royal Perth Hospital invented spray-on skin in the late 1990s for treating burn victims.
- 8. Google Maps:** Google Maps was co-developed by Danish-born Australian software engineer Lars Rasmussen, who worked on the project while based in Sydney in 2003. Google Maps is now an essential tool for finding directions, exploring new places, and planning trips.



Australians have played pivotal roles in shaping the development and adoption of technologies globally. These inventions and contributions that span various decades continue to impact the world in significant ways. I can't wait to see what's next!



## Welcome to Team Crowley

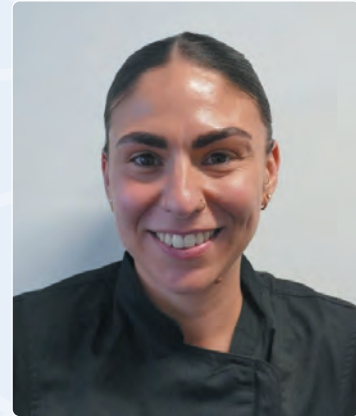
Say hello to the newest members of Team Crowley



**Kiah**  
Residential Care



**Marina**  
Home Care



**Rochelle**  
Hotel Services



The graphic features a green background with a white cursive title 'Melbourne Cup' at the top left. To the right is the Crowley Care logo. Below the title is an illustration of a jockey on a horse. To the right of the illustration, the text 'RESIDENTIAL CARE SWEEPS ON SALE' is written in bold red and yellow. Below this, the dates and times for the sweepstakes are listed: Monday 6 November (10am - 2pm) and Tuesday 7 November (10am - 12pm), both in the Entertainment Room. At the bottom, it states that \$1, \$2, and \$5 sweeps are available in cash only, and that winnings will be collected from reception on Tuesday, 7 November. The event is identified as 'Cup Day - Tuesday 7 November'.

**Melbourne Cup**



**RESIDENTIAL CARE  
SWEEPS ON SALE**

**Monday 6 November**  
10am - 2pm  
Entertainment Room

**Tuesday 7 November**  
10am - 12pm  
Entertainment Room

**\$1, \$2 and \$5 Sweeps available  
Cash Only (coins and small notes)**

*Winnings to be collected from reception from 4pm on Tuesday, 7 November*

**Cup Day - Tuesday 7 November**

## Focus on Quality

### Did you know? New Consumer Advisory Body

#### Michelle Golding Quality Manager

From 1 December aged care providers are to offer consumers and their representatives the opportunity to participate in a Consumer Advisory Committee. This is one of the Strengthening Provider Governance Reforms and are one of many recommendations of the Royal Commission into Aged Care Quality and Safety.

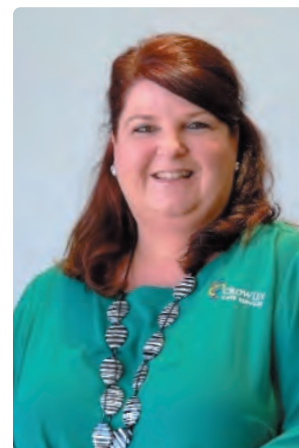
The intention of the advisory body is to ensure and strengthen positive consumer experiences and to provide valuable feedback to the governing body.

At Crowley this adds further dimension to the consumer engagement activities already in place such as our regular resident meetings, surveys, feedback system, case conferencing, care and service reviews.

Membership of the Consumer Advisory Body is voluntary and open to all Residential Care residents, Home Care clients and their representatives.

Crowley is seeking a broad and inclusive Consumer Advisory Body to represent all residents and clients of Crowley.

We will shortly be contacting our Residential Care residents, Home Care clients and their representatives seeking their expressions of interest in the Consumer Advisory Committee. This is an exciting development and builds on the many ways our consumers can provide their valuable feedback to Crowley on how we can continually improve our care and services.



#### Express your interest

Interested? We'd love to hear from you. Please email our Quality Manager Michelle Golding on [mgolding@crowley.org.au](mailto:mgolding@crowley.org.au) to request an Expression of Interest form.

Fact sheets from the Aged Care Quality and Safety Commission are also available from the foyer "Consumer advisory body: A resource for aged care consumers".

# Focus on Feedback

## Independent Living Survey results

**Michelle Golding**  
Quality Manager

In our recent Independent Living Survey our residents were asked, “In the last 12 months what have you / we done really well at Crowley?” This is what they had to say:

- Survived through COVID
- Made me feel wanted and cared for
- Provided entertainment, maintained grounds really well
- Provided me with the ability to lead a fully independent life while providing all the support I need as and when required
- Maintained the excellent gardens
- Wholehearted attempt to provide activities and entertainment
- Having a lot more activities for people
- Musical and singing groups to entertain us
- Crowley staff responded swiftly to report of possible breach of security in SPC building. As a result, some changes have been made for the better. Thank you
- The food has been consistently good
- Bringing in entertainment
- Kept us safe from COVID, kept us informed by letterbox drops
- Everything
- All staff treat me with respect and kindness
- Restored the entertainment program at the Activity Centre
- I think overall we are so lucky. Crowley do us proud in many ways
- Native gardens looking well, weed control working. Mulching quickly supplied. Maintenance responds quickly
- Provided a safe, secure home and environment to live in
- Crowley keeps us well informed and care is of the upper most in the Crowley DNA
- Maintenance
- Informing us of what is available. Letting us know of any changes in routine. “Being there” for residents. Keeping Crowley buildings / gardens attractive
- Gradually moving back to normal
- Quick service
- As always, keeping us informed and giving the opportunity for feedback and / or complaint

## Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

### Residential Care family

- Yesterday afternoon we received a beautiful flower arrangement with a lovely card attached. It was totally unexpected but greatly appreciated. Over the last three years we have met and interacted with many of the staff at Crowley. They have all been very professional with regards to the care and support they provided for our mother and with their interactions with us.
- It is with heartfelt appreciation we would like to thank the team at Crowley Care for your compassion, professionalism and all care given to our beloved mother. Thank you to all the staff who gave such excellent care and support in the last days of her life.
- We so appreciate Kelly Roberts for her thorough care, attentive concern, and prompt responses to our enquiries.

### Residential Care resident

- I would like to congratulate Michael on his award which he richly deserves. All his staff are always ready to help however big or small the request is. Thank you.

### Student

- We really enjoyed our time here at Crowley Care. Special thanks to Jenny, Kelli and Lyndell. It has been an absolute pleasure doing our last placement here and such a wonderful way to finish off our OT degree. Hopefully we have been able to make a positive impact through our project. Thanks for having us.

### Home Care client

- There was no one he didn't like from Crowley. He said he would never go into a nursing home but if he had to it would be Crowley because of the staff.

## Maria Hogan Memorial

The family of Maria Hogan would like to let you know that she passed away peacefully on Sunday 13 August with her family by her side.

Maria was a resident at Florence Price Place (Independent Living) from Jan 2018 to August 2019 when she went into permanent care on the Missingham Wing.

Maria was well known for her love of the piano, ice cream, a good cup of tea, and her wicked sense of humour. Maria was married to Max for 64 years and together they had nine kids, 19 grandkids and 17 great-grandkids.

The family would like to thank the care staff for their work with Maria, especially in the last week. Rest in peace Maria, you will always be in our hearts and we are delighted for you that you are back with your beloved Max.



# 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 it in the Feedback Boxes located at Reception, Banksia Dining Room and the Front Entry, or
- 2. Send** us an email to [info@crowley.org.au](mailto:info@crowley.org.au), or
- 3. Call** us on 1300 139 099

# Melbourne Cup Crossword

How will you fare in the race to solve this Melbourne Cup crossword?

**Across**

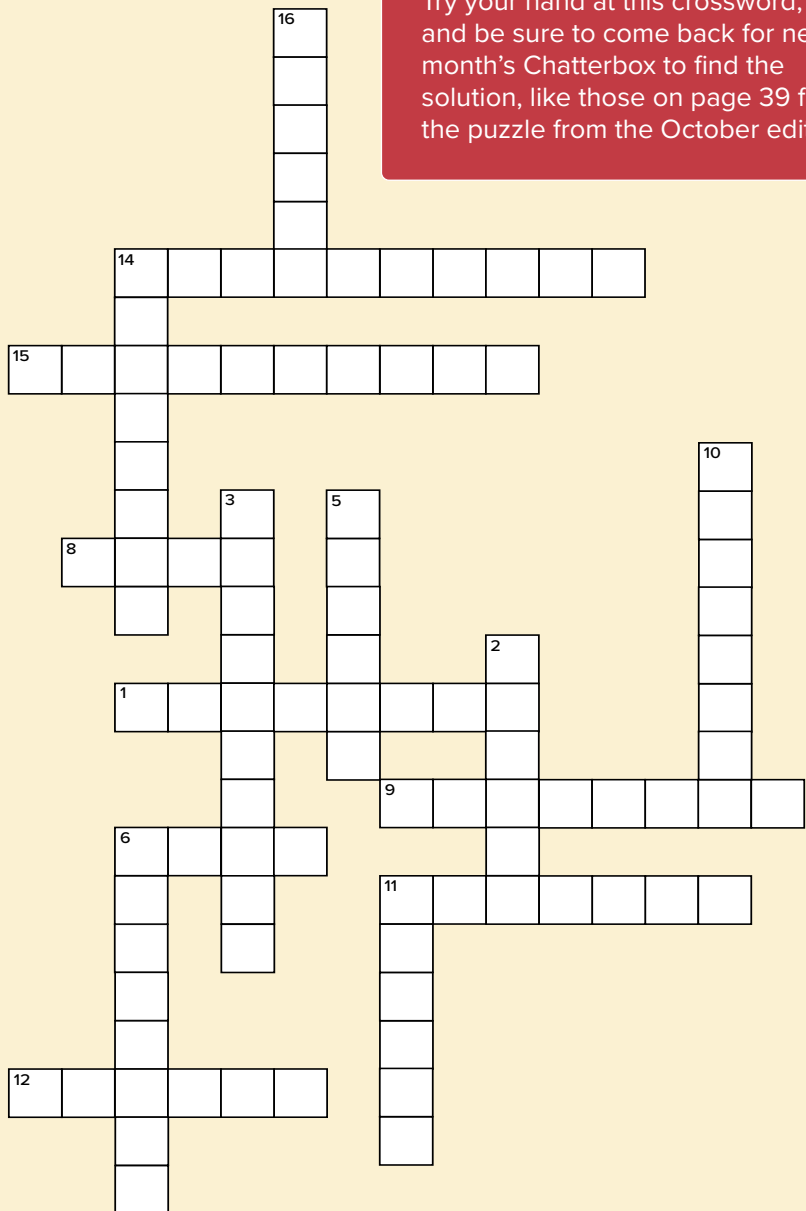
- 1. A bet in which the first three finishers in a race are forecast in the correct order
- 4. What fashion accessory is the Melbourne Cup famous for?
- 7. On what day of the week is the Melbourne Cup held?
- 8. A young horse
- 9. Trousers worn for horse riding
- 12. Someone who rides a horse in a horse race
- 14. A lottery in which the stakes of the participants constitute the prize
- 15. International horses are placed into enforced isolation also known as

**Down**

- 2. Supportive structure on which the horse rider sits
- 3. Name the racecourse where the Melbourne Cup is held
- 5. The horse that won the first Melbourne Cup in 1861
- 6. What type of horse race is the Melbourne Cup?
- 10. Month in which the Melbourne Cup is held
- 11. As well as prize money the winner receives a ...
- 13. An adult male horse that has not been gelded
- 16. Part of a horse's harness

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

Try your hand at this crossword, and be sure to come back for next month's Chatterbox to find the solution, like those on page 39 for the puzzle from the October edition.



# Spring Crossword Answers

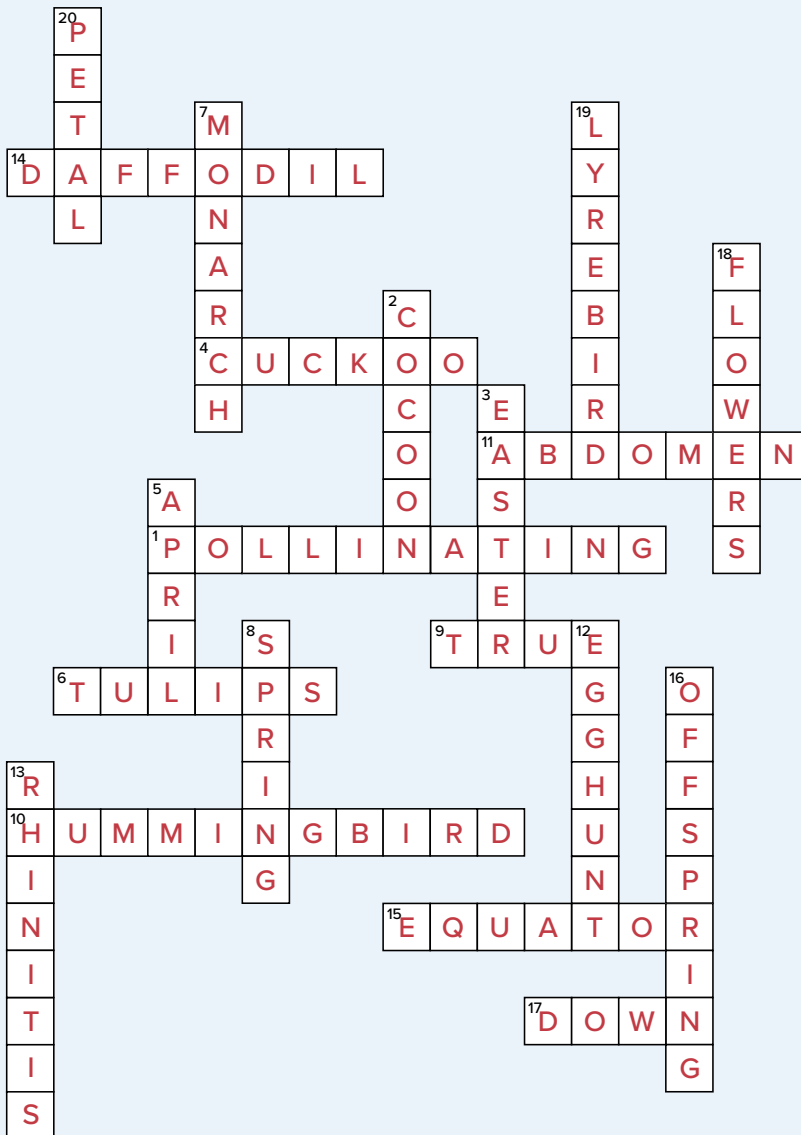
Check your answers for last month's feature puzzle! Did you get them all?

### Across

1. Bees start doing this in early spring
4. A bird that lays eggs in the nests of other birds
6. Holland is famous for these flowers
9. Butterflies start appearing in spring; true or false
10. Smallest bird
11. Part of an insect
14. Yellow spring flower
15. An imaginary line on the Earth's surface dividing North and South
17. Soft under feathers providing insulation for birds

### Down

2. A silk casing spun by many moth caterpillars
3. Christian religious celebration in April or May
5. Name a spring month in the Northern Hemisphere
7. Migratory butterfly
8. Bears rouse from hibernation in this season
12. Easter game for children
13. Runny nose caused by spring pollen starts with 'R'
16. A word describing baby animals or humans
18. April showers bring May ...
19. Australian bird known for imitating other birds
20. Part of a flower starting with 'P'



# 'Round the Traps'

## Crowley Family graduations

Congratulations to our Crowley Family graduating students this year!

Best of luck in your HSC exams!

Albie, Lee, and Lyn.



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Business Fax  
6686 6082

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

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

Emergency  
(Fire, police, ambulance)  
000

Ballina District Hospital  
6620 6400

St Francis Xavier Parish  
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.