

# the chatterbox

NEWS FROM CROWLEY CARE

NOVEMBER 2025



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## Cover photo

Lee and Albie on the BBQ at Family Show Day



# A Moment with our CEO

Hello everyone,

## Home Care update

One of the big changes under the new Aged Care Act, which comes into force in November, is to Home Care, now to be known as Support at Home.

Our clients are receiving updates and visits from our team explaining the changes initiated by the Government. These personal visits are to allay concerns and discuss options our clients have under the new Act. I want to reassure all our Support at Home clients that our long history of looking after them, with the same fully dedicated team, will not change.

## More than we could have asked for

I'm reflecting on how Barney's Café is everything we could have dreamed of. It's become our own café culture, a central hub where we meet as a community and enjoy each other's company, and where you are bound to get great coffee and food.

On any given day, I see residents entertaining family and friends, visitors and staff all chatting and enjoying the vibe that is Barney's.

For family and friends to be able to visit their loved ones and then wander down to Barney's for a coffee is a community experience. And it's busier all the time. We truly have our own café culture in Barney's, now embedded in the Crowley experience.

And our kids' corner, with toys and video games, supports our little visitors too, recognising that children and grandchildren are so important to the well-being of our community.

Crowley, in the true sense, is a community.

## Thank you Paul Lloyd

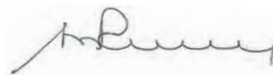
After 33 years' service, Paul Lloyd, Business Manager at St Francis Xavier Parish Ballina, has retired.

Paul made an extraordinary contribution to the Parish and to Crowley Care across his long period of service. His depth of knowledge of Parish matters is unmatched. Whilst his key involvement in supporting significant building projects, including at Crowley, our Catholic schools, and the St Annes Long Day Care centre, was central to their success.

Working in the background, Paul's contribution to Crowley has been significant. Personally for me, particularly in my early days at Crowley, Paul was a tremendous support. A great sounding board, loyal and supportive.

We will miss Paul's wisdom and guidance and wish him the best in his retirement.

Very best,



Michael Penhey



## Catch Up with Kelli

**Kelli Potts**  
Deputy Chief Executive Officer

We thank our wonderful Crowley family for their incredible effort delivering another fantastic Crowley Family Show Day.

The joy, colour, and community spirit that filled our grounds were a true reflection of what makes Crowley so special.

From the creative displays and delicious food, to the laughter and connection shared between residents, families, staff, and volunteers.

Show Day is one of those occasions filled with little moments; catching up with residents and families, which often include grandchildren and great-grandchildren; the staff and their families and children, many of whom we have had the privilege to watch grow over the years.

The concept of the day is simple, it's about fun and spending time together, but the outcome is a powerful one of shared purpose.

Our heartfelt thanks to everyone who contributed their time, energy, and enthusiasm to make it such a memorable celebration. We all slept well that night!

### Ageing Australia Conference

Earlier this month, I had the privilege to attend the Ageing Australia National Conference on the Gold Coast with Deputy Chair of the Board, Glenn Joynson and more than 2,500 delegates from across the country and around the world.

The energy in the room was inquisitive and not without some apprehension as we move towards the 1 November 2025 implementation of the New Aged Care Act.

The attendees included industry thought leaders, policymakers, frontline staff, researchers, and community advocates, media and others all coming together under the theme "Meeting the moment. Shaping the future."

The theme certainly resonated with me. A "moment" is a point in time, and right now, we are at a pivotal point in the evolution of aged care in Australia.

With once-in-a-generation reforms underway, there are heightened expectations from families and communities. This is coupled with a renewed national focus on ageing as more seniors seek support from the sector, combined with the challenge of how we as individuals, and Australia, through government policy, will fund aged care.

We are all being asked to rise to the occasion to deliver a rights-based system that is sustainable and that can keep up with a growing demand.

We are being invited to participate in shaping a future that empowers people to age with dignity, purpose, and choice.

There are many things to consider, including emerging models of care, the appropriate use of technology, workforce strategies to address the global shortfall, and how we keep older Australians engaged in their community. Success will ensure we make life richer and more meaningful for older Australians.

At Crowley, our staff, volunteers and community partners are already embodying this spirit.

Whether it's our lifestyle team or a village social event creating a special experience for residents, or a nurse going above and beyond to provide comfort to a family, or a volunteer bringing joy through simple companionship – together, we are shaping the future right here at home.



### Catholic Health Australia Aged Care Leaders Forum

In October, I represented the Lismore Diocesan Aged & Community Care services at the Catholic Health Australia Aged Care Leaders Forum. The forum is held in person annually and brought together 25 Catholic aged care executives from across Australia for a day of meaningful discussion, collaboration, and shared learning.

The program featured valuable insights from sector leaders and government representatives covering key topics. The Shadow Minister for Health and Aged Care, Senator Anne Rushton, spoke on the Coalition's priorities for aged care, senior representative from the Department of Health, Disability and Ageing provided updates,

and there was an interactive discussion with the ACQSC Deputy Commissioner Sector Capability and Regulatory Strategy about the implementation of the new Aged Care Act, with a conclusion by Lisa Berry from the Office of the Inspector-General of Aged Care.

It was a rare opportunity to meet these people who influence and inform aged care policy and regulation outside of Canberra and to share with them the challenges and opportunities we see as providers in a sector undergoing constant change, whilst facing increasing complexity.

Kelli ☺



## Introducing our Chief Financial Officer, David Ockenden

**David Ockenden**  
**Chief Financial Officer**

Having recently joined Crowley Care in the new role of Chief Financial Officer (CFO), it might be helpful to share a little about what the role involves.

A CFO is like the financial steward of an organisation, working closely with the CEO, Deputy CEO, and Managers to develop, implement, and monitor Crowley's financial plans.

An important part of the CFO role is helping staff across the organisation better understand the financial side of what they do.

Every decision Crowley makes carefully balances the resources needed to provide safe, high-quality care for Crowley's residents and clients. This means considering the capital and operational costs required to maintain safety, comfort, and quality services, while planning responsibly for the future.

For the Crowley Finance Team, every care decision is also a financial decision – and at the heart of every choice is a person. Crowley's governance and reporting systems meet national standards, giving you confidence that your well-being is central to the way Crowley operates.

The Crowley Finance Team takes these financial responsibilities seriously so you can feel safe, supported, and confident that Crowley is managed with care, integrity, and your well-being at heart.





*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.*

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**TUESDAY 11 NOVEMBER 2025  
CROWLEY ACTIVITY CENTRE  
10.30AM - 11.00AM**

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

## Show Day Memories

### Jean

I liked the show bags and fairy floss and wandering around for the day, the whole atmosphere was great.

### George

I remember the original Royal Easter Show at Moore Park before it went to Homebush. The rodeo and ring events were my favourite. I liked looking at the exhibitions; most manufacturers had displays, and there was produce from different districts.

### Tom

My first show day was at Crowley, and it was a great day.

### Jill

We'd go to the Casino Show with my parents. There was a real sense of community, all working for the good of the town. Everyone was friendly, it was a happy time, and the community came together.

### June

The Royal Easter Show at Moore Park. I loved to get my show bags, have rides and watch the ring events. Fairy floss on a stick, clowns walking around. The parade was wonderful. It was a great day. We'd have so much fun and go home exhausted.

### Margaret

My mum would take her cooking, and my dad would take his cattle to the Lismore show. When mum was 21, she won prizes for her fruit cake and plum pudding. I encouraged my children with it too, and they won 23 prizes between them.

### Margaret Mary

I'd go to the Royal Easter Show and try and get the biggest show bag, it was 6p for a liquorice show bag and the Cadbury one was really generous too. We weren't allowed to eat any until after 12pm on Holy Saturday. I liked the vegetable display and the animals too.

### Jill

I liked the show bags and animals at the Royal Easter Show.

### Joan

I'd go with my twin sister, and my father would be showing his cattle. He would groom them for months beforehand. They'd win lovely coloured ribbons. My older sister was in the junior farmers and displayed her cooking.

### Pat

We'd get a special dress made and a hat, shoes, gloves and stockings especially for the day.

### Zelma

My sister was making seatbelts before they were mandatory and was selling them at the Royal Easter Show, and I would work for her. My kids loved the Show; they'd visit me working and their dad would take them around.

### Del

I'd go to the Brisbane Exhibition Show, I liked side show alley and the merry-go-round.

### Kevin

I used to go to the Royal Easter Show when I was young. I liked the merry-go-round and the ghost train, and they would have sample bags. When I got older, I liked the grand parade and the exhibits.

### Janette

I'd go to the Royal Easter Show; there was always so much to see. The wood chopping was great, and it was lovely to see all the fancy sewing and embroidery. I also liked the lollies.

### Alan

I'd go to the Brisbane Ekka. I liked the animals, ring events, fairy floss and show bags. I loved the crowds of people everywhere.



# Crowley Family Show Day

Lots of smiles at our much anticipated annual event













# Baking for Show Day

Our talented residents whipped up some tasty treats for the Bake Stall





# Barney's Café

Meet me at the café





# Getting Crafty

Time to get crafty, creative, dirty and maybe a little glittery



# Stay Cool in Summer

**Meredith Pryke**  
Executive Manager Care Services

## Summer cleaning safety

As summer approaches, we remind our valued clients that when our teams work in warmer weather, it can make cleaning more physically challenging, especially in spaces without ventilation or cooling.

Our staff work hard year-round, and during summer, the physical demands can become more intense. We take their health and well-being seriously, and we know you do too.

## How can you help?

- **Keep it cool**  
If you can, please turn on the air-conditioning or fans before our team arrives; that would be great. Even a few degrees of cooling can make a big difference.
- **Ventilation**  
Opening windows or allowing air to circulate helps reduce heat buildup, especially in kitchens, bathrooms, or spaces where heat lingers.
- **Allow breaks**  
Our staff may need a short break to hydrate and cool down, especially during extreme heatwaves.

## Stay hydrated

A gentle reminder to our valued clients to stay hydrated on hot summer days. Even when you're not feeling thirsty, your body still needs plenty of fluids – especially during hot weather.



## Why does it matter?

Older adults are more vulnerable to dehydration, which can happen quickly in the heat and lead to fatigue, dizziness, or more serious health concerns.

## A few simple tips

- Keep a glass or bottle of water nearby and sip regularly.
- Enjoy hydrating snacks like fruits, soups, and popsicles.
- Stay indoors during the hottest parts of the day (usually 11am – 3pm).
- Use fans or air-conditioning to stay cool and comfortable.

Here's to a safe, cool, and comfortable summer for everyone!

# Life-Long Learning

## Nurse Practitioner Standards

### Kelly Roberts Nurse Practitioner

The Australian Nurse Practitioner (NP) professional standards have four focus areas that form the standards framework:

- Clinical
- Education
- Research
- Leadership

Nurse Practitioners can manage, and are accountable for, complete episodes of care, including wellness-focused care, as the primary provider of care, or part of a care team, like we see at Crowley.

They are leaders and lead care and care teams. They engage in reflective practice and support others through clinical supervision or mentoring.

Nurse Practitioners are continually engaged in professional development and education, so they can mentor others with currency. This allows them to remain aware of best practice in care delivery, management of health care issues and navigation across different health systems.

The research they do includes learning and developing processes for improved and new evidence-based care or quality management.

### Off to Scotland

In November our Nurse Practitioner, Kelly, will travel to Scotland for a four-week immersive learning placement hosted by Stirling University. The placement will focus on Dementia care in the local community and Residential Care settings.

The Stirling University campus houses the specialist Dementia Services Development Centre and offers a knowledge exchange for international clinicians, students and carers, focusing on improving the lives of those living with Dementia.

Kelly has been offered a place on the Best Practice Facilitator training course in Dementia Care, to enable sharing of clinical and care practices on her return to Crowley.

Kelly will be reviewing evidence and research-based approaches to supporting older people and their families, as they navigate change and ageing. This will provide a greater understanding of how research into Dementia care translates into everyday practice.

In her absence, our Clinical Support Team and Registered Nurses will continue their excellent care and connections with our residents and families, supported by Dr Lambrou, Dr Havyatt, and our local General Practitioners in Ballina.



# From the IL Desk

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

## Ready for the summer?

Have you changed your air conditioner to the cool cycle?

If you need assistance, contact the IL Team at Reception on 1300 139 099.

## Hospital / Emergency Bag

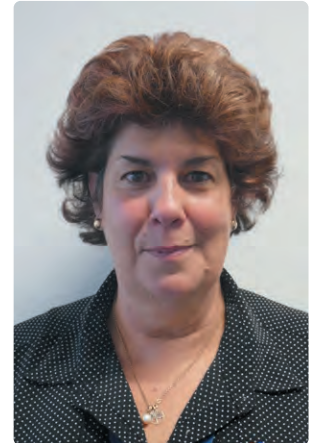
It's an ideal time of year to refresh or organise a hospital / emergency bag to reflect the change of season. Check the recent Memo Village Update, October 2025, for a checklist of what's useful. Please store in your linen cupboard or bedroom robe.

## Ready for the storm season?

Here are some tips:

- Maintain your balcony / patio and yard by securing or putting away furniture and pots that could easily blow away in strong winds
- Gutters, downpipes and drains are regularly cleared to prevent blockages
- Keep your garden maintained and free of branches, plants and shrubs that are likely to break or blow away
- Remember to have enough food and medication on hand
- Have an Emergency Plan
- Have a radio and torch, including spare batteries
- Personal papers and contacts for family and friends readily available in your Hospital / Emergency Bag
- Emergency bag (waterproof) with spare waterproof shoes, warm clothes and toiletries

- Remember your INS Lifeguard has a backup battery
- Listen to the local radio station and other media for weather warnings
- Stay indoors during storms



**NSW SES contact**  
**132 500**

## Full Circle

Thank you to all our residents who entered the Crowley Show Day Art and Craft Competition.

IL resident Pat Brown entered her piece of needlework into the competition. Pat purchased the unfinished piece at a Crowley Show Day. Recently completed, she has been quietly working away on the piece at our weekly Art and Craft Group meetings. With some encouragement, Pat agreed to enter her beautiful piece featuring Australian State Flowers. Congratulations, Pat, you won second prize. This beautiful piece has gone full circle in the Crowley family.





Residential Care residents, Independent Living residents &

Families are invited to

# CHRISTMAS CAROLS



IN THE PLAZA

with special guests



The Headliners Chours,  
Ballina Concert Band &  
St Francis Primary School Choir

**MONDAY 1 DECEMBER**

**5.30PM - 7.30PM**

**CROWLEY PLAZA**

PLEASE RVSP TO CROWLEY RECEPTION BY  
MONDAY 24 NOVEMBER



## RESIDENTIAL CARE

# Christmas PARTIES

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

### LIGHTHOUSE

MONDAY 8 DECEMBER

11:30AM - 1:30PM

LIGHTHOUSE

*MENU: Assortment of sweet and savoury canapés*

### SERPENTINE, MISSINGHAM, RIVERVIEW & ROSEBANK

TUESDAY 9 DECEMBER

11:30AM - 1:30PM

ENTERTAINMENT ROOM

*MENU: Sourdough roll & butter, Salmon Fillet lemon butter & dill sauce, seasonal vegetables followed by Strawberry Cheesecake passionfruit sauce*

### BANKSIA, LILLIPILLI & PROSPECT

THURSDAY 11 DECEMBER

11:30AM - 1:30PM

ENTERTAINMENT ROOM

*MENU: Sourdough roll & butter, Salmon Fillet lemon butter & dill sauce, seasonal vegetables followed by Strawberry Cheesecake passionfruit sauce*

**Family members are welcome to join their loved one for lunch. Cost is \$30pp**

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

*Please advise dietary requirements at time of booking.*

## Book Club

### A Room Made of Leaves by Kate Grenville



Our latest read was “A Room Made of Leaves” by Kate Grenville.

It is told through the eyes of Elizabeth Macarthur, the wife of wool baron John Macarthur. It questions the official historical accounts of a turbulent period in early settler history. It gives life to Elizabeth, the challenges she faces, the relationships, loves, and her considerable input into the wool industry.

What did we think? It was considered an enjoyable read by most. Well written, ambiguous, leaving it to the reader to determine what the life of the real Elizabeth may have been like.

It was well-researched and an engaging read. The short, sharp chapters made it a quick and easy read. There were beautiful descriptions of nature and landscape.

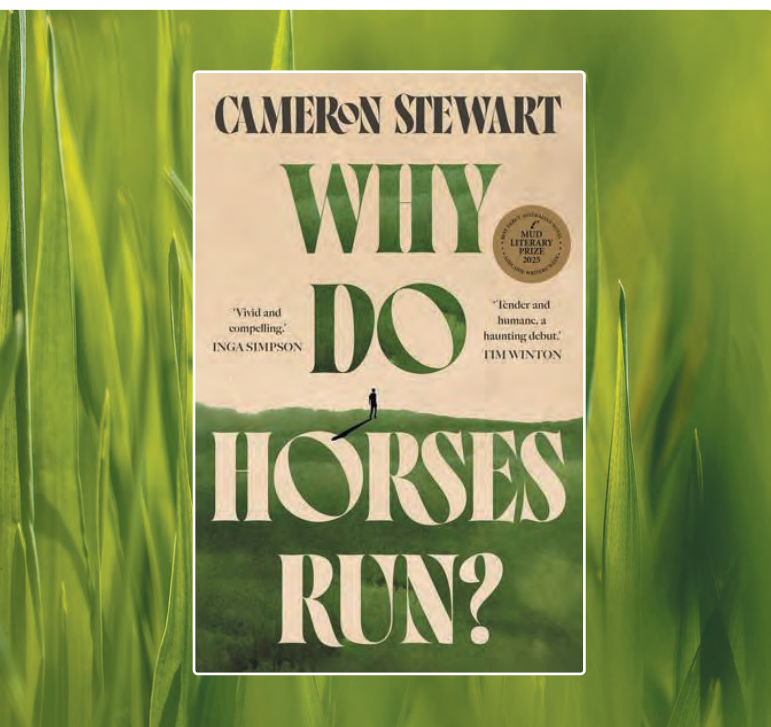
However, much of the content had been covered in her previous novels, “The Lieutenant” and “The Secret River”. There was too much about William Dawes. It would have been more enjoyable if her other novels had not been read.

Our next read is “Why Do Horses Run” by Cameron Stewart, a local author. It is billed as an unusual story that deals with the grief and shame of a man dealing with a past tragedy. He leaves his home and walks in the Australian bush for three years. When he stops at a property for three days, people in the local community treat him with respect, and he sees some hope in healing.

Our next meeting is on Thursday 20 November.

Until then, happy reading!

Marion



# Crowley Auxiliary

**Margaret Savage**  
**Crowley Auxiliary President**

What a busy and delightful time it's been for the Crowley Care Auxiliary!

Our recent High Tea for members and friends was an absolutely lovely gathering — the tables looked beautiful, the food was delicious, and the conversation flowed easily as everyone enjoyed a morning of laughter, friendship, and a touch of elegance.

Events like this remind us just how special it is to come together and share in such warm company.

At our September meeting we were treated to a wonderful presentation from Phil Chapman, who shared his knowledge and memories of how Crowley Care first began.

Phil's talk was both fascinating and heart-warming, offering an inspiring glimpse into the dedication and vision that built the Crowley community we're so proud to be part of today.

The Crowley Family Show Day was another highlight, with something for everyone — from colourful displays and lively entertainment to the smiles of residents and families enjoying the day.

The Auxiliary was delighted to play its part serving Devonshire Tea, which proved popular. It was a joyful day and a wonderful reflection of Crowley's community spirit.

Looking ahead, the Auxiliary is planning more social functions in 2026 — wonderful opportunities to enjoy good company, share ideas, and have some fun while supporting a great cause.

We hope these events might encourage a few more people to come along and consider joining our friendly group.

We were thrilled to welcome Jocelyn as a new member at our last meeting, and we're hopeful some of the guests who attended might also be inspired to join us. The more, the merrier!

Our raffles are well supported, and we truly appreciate everyone who buys a ticket or helps with sales.

The Melbourne Cup Raffle will be drawn at our Melbourne Cup Luncheon on Tuesday 4 November, and soon after we'll be turning our attention to the ever-popular Christmas Raffle. So stay tuned!

As always, we are grateful for the support we receive from residents, families, staff, and broader community. Your encouragement and generosity mean so much and helps us continue the work we love — supporting Crowley Care in every way we can.

Our next meeting will be held on Monday 24 November at 11.30am in the Activity Centre, and we'd love to see both familiar faces and newcomers join us.

You'll be made most welcome!

Until next time.



## Craft Corner

### How to make pom pom Christmas trees

Bring festive cheer with this fun and easy craft that will brighten up any space!

#### What you need

- Christmas tree template (provided)
- Assorted markers, crayons, or colored pencils in shades of green, yellow, and brown
- Assorted pom-poms in various colors and sizes
- Craft glue
- Optional: Scissors

#### Instructions

1. Print out the Christmas tree template and color it using a mix of greens for the branches, yellow for accents, and brown for the trunk. Don't worry about staying inside the lines — natural trees have plenty of texture and variation!
2. Decorate the tree by gluing pom-poms onto it as ornaments. Apply a generous amount of glue to each pom-pom and press firmly to ensure they stick securely.
3. Optional: Once the glue has dried completely, carefully cut out the tree shapes. Arrange the trees together to form a vibrant, festive forest.





# Helping to Strengthen Our Human Firewall

**Anthony Primiano**  
Technical Services and Cyber Security Manager

Did you know October is Cyber Security Awareness Month?

A whole month dedicated to making us all more aware of how to keep cyber-safe and why it's important.

Throughout October, we provided material to promote cyber awareness throughout the Diocese. In doing so, we hope to enhance the way the Crowley community approach their day with a greater cybersecurity focus and help strengthen our human firewall.

Our first theme was centred around phishing and scams. We have all come across them at some point, and we hear about the headlines regularly in the media.

One thing is for sure: the people who coordinate these phishing campaigns and scams are getting savvier and more sophisticated, so it is important we all remain vigilant.

Please take the time to familiarise yourself with the cyber safe tips mentioned in the poster.



## Was it something you were expecting?

Check the date and time of the message. If it is out of the ordinary and not something you were expecting, chances are it is phishing.

## Is it a regular sender?

Check the sender address. If it is a sender you're not familiar with or the content invokes a sense of fear, urgency, or authority, you may have been the target of a phishing campaign.

## Is there a link or attachment?

Ensure the message is from a trusted source before opening any links or attachments. Links can often be obscured. If in doubt, double-check with the actual sender via a phone call.

## Think Before You Hook, Line and Sink

CYBER SECURITY AWARENESS MONTH 2025





# Update from Maintenance

## Contractors out and about

**Albie Viel**  
Maintenance Manager

We have a number of contractors on site in October, carrying out program maintenance as we continue to be proactive in many areas.

First is the six-monthly pest control for the Residential Care facility, the quarterly treatment of the kitchen, and the annual treatment of common Apartment areas. The entire Residential Care common areas are sprayed inside and out for cockroaches, spiders and ants.

Our second contractor services all our gas equipment in the kitchen and Activity Centre kitchen.

The service includes cleaning of burners, ensuring there are no blockages and the ignitions are functioning. The regulators that control the gas to the equipment are checked to ensure the correct gas pressure is being delivered to the equipment to avoid costly repairs, as some parts burn out quickly when set incorrectly.

These services ensure we meet all certification requirements on how we maintain our living environment.

The Apartments' air conditioning systems were serviced. Each system is checked for electrical function, gas pressure, and the filters are cleaned.

Our gardeners recently revamped two gardens and improved two other gardens along St Francis Place. These gardens continue the drought-tolerant theme while producing colour and reducing maintenance.



### What's AJ doing?

The exhaust system outlets in the Apartment unit bathrooms, laundries, and toilets are cleaned and checked each year. The exhaust systems draw the air from these rooms to avoid the air becoming stale.



# Hotel Services News

## Crowley Family Show Day

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

Another Crowley Family Show Day has come and gone, and we were lucky with the weather!

Once again, PFD Foodservices sponsored the food for the day, providing the goods for the sausage sizzle.

Yummy tender rump steak sandwiches and Show Day food were handed out for lunch to all who attended, with more food boxes consumed this year than previously. We sincerely thank Kerry Clyde at PFD for making this all possible.

It's fantastic to have this type of relationship and to partner with PFD, who help make the day successful by sponsoring these events for the whole Crowley community to enjoy.

Also, a special thanks to Ballina Farm Fresh Fruit Veg and Asian Grocery and Vege shop in River Street, and Bakers Delight in Ballina Fair for the fresh items on display at our fabulous farm stall.

We heard great comments from attendees about how we all work together as a team.

Thank you to all our staff for their efforts, which made Crowley Family Show Day great.



# Barbecued Prawn and Mango Lettuce Cups

## Ingredients

- 2 small ripe mangoes, finely chopped
- 1 long red chilli, seeded, finely chopped
- 1 green onion, thinly sliced
- 1 tsp lime rind, finely grated
- 2 tsp lime juice
- 24 large green king prawns, peeled, deveined
- 2 tbsp extra virgin olive oil
- 2 garlic cloves, crushed
- 1/2 tsp smoked paprika
- 24 small gem lettuce leaves

## Instructions

Place mango, chilli, onion, lime rind and juice in a bowl. Season with salt and pepper. Toss to combine.

Place prawns, oil, garlic and paprika in a glass or ceramic bowl. Season with salt and pepper. Toss to coat.

Heat a barbecue chargrill or hotplate on high. Barbecue prawns, turning, for 2 to 3 minutes or until lightly charred and cooked through. Transfer to a plate.

Place a prawn on each lettuce leaf. Top with mango mixture. Transfer to a platter. Serve immediately.

Serves 8





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

## Vegetarian Lasagne Roll

### Ingredients

- 600g fresh ricotta
- Good pinch ground nutmeg
- 3 (3-4cm thick) zucchini, peeled into ribbons
- 375g pkt fresh lasagne sheets
- 60g pkt baby spinach

### *Pumpkin & lentil filling*

- 700g butternut pumpkin, peeled, deseeded, cut into 2cm pieces
- 2 tbsp olive oil
- 1 brown onion, finely chopped
- 2 garlic cloves, crushed
- 400g brown lentils, rinsed, drained
- 250ml (1 cup) tomato passata

### Instructions

To make the filling, preheat oven to 200°C/180°C fan forced. Line 2 baking trays with baking paper. Arrange the pumpkin on 1 lined tray, drizzle with 1 tbsp oil and season. Bake for 30 minutes or until tender and golden.

Meanwhile, heat the remaining oil in a frying pan over medium heat. Cook the onion, stirring, for 5 minutes or until soft and lightly golden. Add the garlic and cook for 1 minute. Add lentils and passata. Cook, stirring occasionally, for 2-3 minutes or until thickened slightly.

Add the pumpkin to the lentil mixture and mix gently to combine. Transfer to a large bowl and set aside to cool slightly.

Combine the ricotta and nutmeg in a bowl. Set aside.

Cut a piece of baking paper about 50cm long and place on a work surface. Arrange half the zucchini strips, side-by-side, across the paper diagonally (You should end up with a square about 30 x 45cm). Arrange remaining strips side-by-side in the opposite direction, weaving to create a lattice pattern. Top with the lasagne sheets, slightly overlapping. Top with ricotta mixture and spread to cover, leaving a 2cm gap on 1 of the longer sides. Top with the lentil mixture and spinach. Starting with the longest side, use the baking paper to help roll up to form a log. Trim the ends. Place log on the baking paper on the remaining lined tray. Spray with olive oil spray. Bake for 30-35 minutes or until light golden. Set aside for 10 minutes before slicing and serving.

CROWLEY CARE  
CHRISTMAS DAY

*Seafood  
Buffet Lunch*

**Thursday 25 December 2025**

**11:30am for 12pm start**

**Entertainment Room**

Prawns & Oysters  
Continental Meats  
Carved Leg Ham, Pork & Turkey  
Roasted Potatoes  
Selection of Fresh Salads  
Bread Rolls  
Olives and Antipasto

**Dessert Bar**

**Buffet Price \$110**

**RSVP to Reception by Thursday 18 December**





**CROWLEY CARE  
CHRISTMAS DAY**

***Drinks List***

Drinks available from Jimmy's Bar



**Beer \$7.50 each**

Corona

Great Northern Super Crisp

Heineken Zero

**Wine \$25 per bottle**

Merlot

Pinot Grigio

Prosecco

**Other \$2.50 each**

Assorted Soft Drinks & Juices

## Our New Personal Care Workers from Kiribati

**Shannon Wilson**  
**Human Resource Manager**

We are excited to formally introduce four new Personal Care Workers who joined our Residential Care team in October:

- Biriaam “Leni” Ringa
- Tawita “David” Atanati
- Meeroti Tiobara
- Tawita “V” Kanoa Taiaki

They have each been working as Personal Care Workers in Australia under the Pacific Australia Labour Mobility (PALM) scheme for between one and two years prior to joining us at Crowley.

All four workers call Kiribati home. Kiribati, pronounced Kir-i-bas.

### What is the PALM Scheme?

This scheme enables Australian organisations to recruit workers from nine Pacific Island nations to supplement staffing, particularly in regional areas where local workers can be in short supply. It also provides PALM workers with an Australian qualification, experience, and skillset that can be brought back to their home country following the conclusion of their visa and shared throughout their community. The income they make while in Australia enables them to provide increased support to their families back home.

### What qualifications and experience do they have?

Each of our new workers has completed the Australian qualification – Certificate III in Individual Support (Ageing) – but this isn’t their first experience working in the care field. All four workers come to Crowley having worked within care facilities in the Northern Rivers of Australia, bringing with them local and highly relevant experience.

I’m excited to introduce...

### Biriaam “Leni” Ringa

My name is Biriaam Ringa. I’m from Kiritimati, also known as Christmas Island, a Pacific Island atoll in the northern Line Islands. It is part of the Republic of Kiribati.

I really enjoy working in Australia and the life here, and I love working with the residents.

I know my name is difficult for some people to pronounce, so I use ‘Leni’ as my preferred name.



### Tawita “David” Atanati

My real name is Tawita, but I prefer ‘David’ [because] it’s easy for everyone, especially residents. My second name or surname is Atanati.

I have six brothers and three sisters, and I am the third born in the family. I am from the Atoll islands of Kiribati.

What I enjoy about Australia is travelling and exploring places and things we don’t have in my country.



### Meeroti Tiobara

I am Meeroti Tiobara from Kiribati. I am 28 years old and single. I am friendly, kind, emotional and a social person. I am very happy, enjoying my life working and living in Australia. So many things I didn’t know – new technologies, animals and diverse people I’ve met in Australia. Working with older people is very enjoyable and they remind me of my grandparents.

### Tawita “V” Kanoa Taiaki

Hi, my name is Tawita Kanoa Taiaki, and I’m married with four beautiful kids. I’ve enjoyed every moment I’ve spent here working as an aged carer in Australia. In my previous working facility, my colleagues and residents love to call me ‘V’, which they found easy, and I love it. I’m a very social person and love to go out with my friends during my days off.

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



# Our New Personal Care Workers from Kiribati

## Continued

**Shannon Wilson**  
**Human Resource Manager**

### A little background about Kiribati...

Kiribati is a country comprised of 33 islands in the central Pacific Ocean, but only 20 are inhabited, with a population of approximately 128,000. Most of the islands are atolls, with its largest atoll being also one of the world's largest – Kiritimati (Christmas) Atoll – at 388 square kilometres it accounts for nearly half of the country's total area of 811 square kilometres, which is distributed over 3.5 million square kilometres of ocean (equivalent to the area of Western and South Australia combined).

### What is an atoll?

Atolls are coral reefs that have formed around an oceanic island, and over hundreds of thousands to millions of years, the island in the middle of the reef subsides, leaving a ring of coral reef encasing a lagoon. The entire process can take up to 30 million years to occur.

Kiribati is vulnerable to sea level rise from climate change, with two inlets already covered by the ocean by the year 1999, and with the exception of the island of Banaba, all other islands rise no more than 8 meters above sea level.

I-Kiribati or Gilbertese is the language spoken by most people, although English is the official language and also widely spoken. Roman Catholicism is practised by over 50% of the population, followed by 30% practising Protestant. Connections to family and traditional land are strong within Kiribati society.

A few phrases and greetings in I-Kiribati:

English	I-Kiribati (pronounced ee-Kir-i-bas)
Hello and welcome	Mauri
How are you?	Ko uara? (singular) Kam uara? (plural)
Please	Taiaoka
Thank you	Ko rab'a
Goodbye	Ti a boo
I'm sorry	Kabara au bure

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

## Welcome to Team Crowley

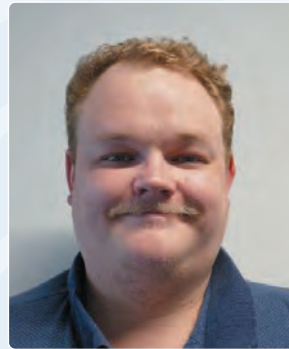
Say hello to the newest members of Team Crowley



**Christelle**  
Residential Care



**Kathleen (Katie)**  
Residential Care



**Blake**  
Residential Care



**Tuscany**  
Home Care

## 2025 CROWLEY CARE

# MEMORIAL SERVICE

You are invited to attend our Memorial Service and join Residents, Families and Staff in an atmosphere of quiet reflection and remembrance of Residents and Clients we have lost this year

**Tuesday 18 November**  
**10.30am - 11.30am**  
**Crowley Activity Centre**

Please RSVP to Crowley Reception  
on 1300 139 099  
by Friday 14 November

# Focus on Quality

## Promoting health and well-being

**Michelle Golding**  
Quality Manager

Promoting health and well-being among our Independent Living residents, for the third year running, Crowley hosted 12 Allied Health students from Southern Cross University.

The students who study Occupational Therapy, Speech Pathology, and Osteopathy undertook a six-week Health Promotion Project during their stay with us.

Divided into three groups, they designed and delivered a tailored Health Promotion Project to support residents maintain their independence, improve communication and enhance their physical and mental well-being.

Jenny Kliese and I took on the role of Crowley Leads for the students, coordinating resources so the students had a supportive and rewarding learning experience during their time with us.

The three student-led projects included:

### 1. Line dancing

Designed to improve mobility, balance, and coordination while enhancing social connection and well-being for Independent Living residents through inclusive, evidence-based dance classes.

Studies included line dancing as an effective intervention, with research showing that line dancing improved health outcomes when combined with other dance styles. Line dancing promotes social interaction and coordination, offering an excellent option for seniors with shared rhythmic energy and proprioception – the body’s ability to sense its own position in movements and space.



# Chatter and Cake

Share your story

Join us for a friendly chat and discover something new about your fellow independent living residents! Hosted by SCU Health students, this event is designed to encourage connection, conversation, and mental engagement. Feel welcome to bring along photos or meaningful objects to tell your story.



Friday 26 September  
Friday 3 October  
Activities Centre  
1:30pm-2:30pm

**Please RSVP to Crowley Reception  
by Monday 22 September**



## 2. Chatter and cake

This activity was designed to create a safe, welcoming space where our Independent Living residents share personal stories, fostering social connection and cognitive engagement. Benefits include:

- Reducing loneliness and social isolation;
- Improving mental health and emotional well-being;
- Supporting cognitive stimulation and memory recall;
- Promoting interconnection among residents.



# Chair YOGA

FOR INDEPENDENT LIVING RESIDENTS  
HOSTED BY SOUTHERN CROSS UNIVERSITY STUDENTS

AFTERNOON TEA PROVIDED



## DATES AND TIMES

MEET US IN THE EDUCATION CENTRE  
ROOM 1 AND 2:

SEPTEMBER 22 - 1:00-2:30PM

SEPTEMBER 29 - 1:00-2:30PM

RSVP: CROWLEY RECEPTION BY THE 19<sup>TH</sup> SEPTEMBER



## 3. Chair yoga

A program promoting physical, emotional, and social well-being for our Independent Living residents, providing a safe, accessible, and adaptable form of exercise.

The project involved a chair yoga program with sessions in a group setting using chairs as supportive devices, allowing participants to perform exercises either seated or standing with stability support.

Each session included a combination of gentle stretching, breathing exercises, and mindfulness techniques aimed at improving physical function, promoting relaxation, and fostering social interaction.

The program was designed to be inclusive and adaptable, accommodating participants with varying levels of mobility and confidence. Emphasis is placed on a supportive and safe environment, encouraging residents to engage at their own pace while experiencing the benefits of movement, relaxation, and community connection.

We thank the students for their creativity, professionalism, and commitment to making a positive impact on our community.

# Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

## Residential Care families

- To the Board, Management and staff of Crowley Aged Care, as you may know, my dearest brother passed away peacefully in August. Thank you so much for the beautiful flower arrangement you sent. Your thoughtfulness meant so much.
- To the Barneys Café staff, thank you for being so lovely. Dad enjoyed the café very much. He especially enjoyed the cappuccinos and egg and bacon rolls. The 'extra' thick choccy shakes have brought him great joy in his last few weeks.
- Thank you so much for helping make Brian's birthday so special. Thank you for the beautiful flowers and chocolates. A special thanks to Tony and staff in the kitchen for sandwiches and scones, tables set and chairs placed, you all do an amazing job – for that we are truly grateful.
- Crowley Care is aptly named, as all the staff members put such genuine care into their work. You can tell this comes from the top all the way to all levels. I was especially pleased to read in the Chatterbox that the staff have received pay increases. Please do all you can to look after the staff members so they can continue looking after all residents so beautifully.
- Dear Kelly, Crowley was absolutely wonderful looking after my Dad. You treat people with care and respect; your staff are an outstanding asset. I do hope that this culture has a future in all aged care facilities. I thank you personally for the care you gave my father, my sister and me. Stay well, stay safe.

## Staff

- Thank you so much to the Quality Team for all the efforts, thought and coordination of an incredible music trivia night. It was such a great night, full of fun.
- Thank you to the kitchen staff for the nice food yesterday. I had a great morning break.
- What a fabulous night the staff trivia night was. A big thank you to the Quality Team for organising the night.

## Auxiliary

- A big thank you to you all for this morning's High Tea. The food was absolutely delicious, the presentation and setting were just beautiful, and everyone thoroughly enjoyed themselves. Your effort and attention to detail made the event such a success, and it was greatly appreciated by all who attended.



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



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

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

# Melbourne Cup Word Search

Can you find all these hidden Melbourne Cup words?

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

Race  
Hats  
Jockey  
Track

Jodhpurs  
Flemington  
Sweep  
Horses

Glamour  
Betting  
Odds  
Fence

Bridle  
Fashion  
Gambling  
Trophy

Trifecta  
Stakes  
Grandstand  
Winner

# Australian Country Music Quiz Answers

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

**1** Who sings "When the rain tumbles down in July"?

**Slim Dusty**

**2** Who released the song "I honestly love you" in 1974?

**Olivia Newton-John**

**3** In what State was Australian country and folk singer-songwriter Lionel Long born?

**New South Wales**

**4** What Australian bush ballad is sometimes referred to as the country's "unofficial national anthem"?

**Waltzing Matilda**

**5** Name the Australian country music singer who released a cover version of John Stewart's song "Armstrong" in March 1971.

**Chad Morgan**

**6** Finish the lyrics of this well-known John Williamson song "Give me a home amongst the Gumtrees, with lots of ...."

**Keith Urban**

**7** Who sang the songs "Give a little credit to your dad", "They call me the rambling yodeller" and "A cowboy's life is good enough for me"?

**Tex Morton**

**8** This Australian country music singer won best country album award in 1992 for "Out of the Blue". She is the daughter of Slim Dusty and Joy McKean.

**Anne Kirkpatrick**

**9** Who released the song "Way Out West" in 1973?

**Lights on the hill**

**10** Who is known as Australia's Queen of country music?

**Jean Stafford**

**11** Name the Australian and American country singer who is married to Nicole Kidman.

**Buddy Williams**

**12** Name the 1957 Slim Dusty song about a pub that became the first Australian single to become a gold record?

**A pub with no beer**

**13** Who was the 1918-born pioneering Australian country music singer-songwriter known as the "yodelling jackaroo"?

**Reg Lindsay**

**14** Who was widely touted as Australia's first singing cowboy, complete with acoustic steel-string guitar and yodel?

**Buddy Williams**

**15** 'Boys from the bush' is the first song on the debut studio album 'The Outback Club'. Who released it in 1992?

**Lee Kernaghan**

**16** What year was Troy Cassar-Daley born?

**1969**

**17** Where are the Country Music Awards of Australia held?

**Melinda Schneider**

# 'Round the Traps'

Fun competition in games



## 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)  
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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.