



the chatterbox

NEWS FROM CROWLEY CARE

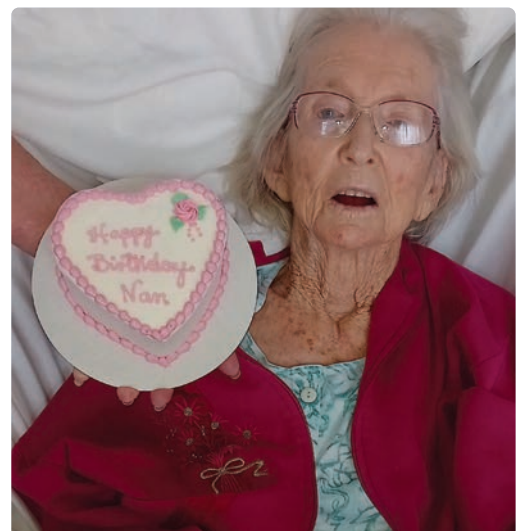
OCTOBER 2021

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Cover photo

Joy enjoying a cuppa on R U OK? Day



A Moment with our CEO

Hello everyone,

Clear pathway

It's great to be able to report to you that 100 percent of our Residential Care staff have now received their first COVID-19 vaccination. It follows our successful resident vaccination program and sets us on a clear pathway for the future. And whilst we all feel the rollercoaster of emotions as our region dives in and out of restrictions, the future looks bright as our State prepares for a return to a more normal existence for us all. It gives us many reasons to be optimistic.

And the winner is...!

Recently we were glued to Paradise FM as we eagerly waited for the results of the Ballina Shire Business Excellence Awards. And I'm very thrilled to report to you that Crowley Care won The Health Care and Wellness Industries category which acknowledges enterprises for excellence providing high quality care and customer service. And whilst the awards ceremony was different this year, we were just as proud to be recognised again by our local Chamber for the innovation Crowley has shown in our industry. As I write we have also been shortlisted for the Northern Rivers Regional Business awards which celebrate business excellence in our region. I believe this type of recognition for Crowley Care is a combination of how we deliver our lived Vision to provide inspirational living experiences for our residents and clients. But mostly it's a reflection of great team work, our quality systems and our culture of care that defines who we are. I'm very proud of Team Crowley.

Celebrating differently

Sometimes we have to adapt to changing circumstances. And that's certainly been the case this year as we've learnt to celebrate differently. Our Father's Day and R U OK? Day were a case in point where we got together, albeit in slightly different ways, to create those famous Crowley smiles. Witnessing the appreciation and joy on our residents' faces when asked "are you OK?", whilst a simple

gesture, reminds us all how easy it is to underestimate the power of connecting with others. And our families, from comments on Facebook, really appreciated the efforts made for these special occasions. There were some pretty bad "Dad Jokes" on

Father's Day as we celebrated with a get together and special morning tea. It was a great laugh. I think we have learnt as a community this year to dig a little deeper and find new ways to celebrate and connect in these unusual times. And that's a big positive.

Apartments for sale

A new resident who moved into our Independent Living village commented how happy she was for the sense of community, care, love and friendship she experienced from the moment she arrived. I think that exemplifies the true spirit of Crowley and our IL community. It's a great place to live. Right now, Crowley has some Independent Living apartments for sale. It's not often these apartments become available and is therefore a unique opportunity. If you know someone whom you think might like to live in an apartment in our Independent Living community at Crowley please ask them to get in touch by calling 1300 139 099. It's a place where you can enjoy the freedom of retirement with our special Crowley care at call should you need it.



Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Kelli Potts

Executive Manager Operations and Finance

Over the years Crowley has developed some small traditions including our annual staff and resident footy tipping competition.

We've just concluded another year of exciting NRL tipping and what a season it's been.

This year 58 staff participated, with everyone vying for top tipster, even if most of us are not experts.

Competition rule changes this year ensured the ladder varied weekly and it came down to the last round to find our winner.

Tactics were employed and a lot of studying by the footy purists, with luck of the draw each week, keeping the hype and talk up. Scores were kept relatively close together at the top of the ladder. This year saw three tipsters tying for first spot – Greg, Karen and Michael.

To keep the competitive spirit alive throughout the competition, we gave away 50 mystery weekly prizes.

The resident footy tipping this year had 41 participants and our winning tipsters were Norman, Jim and Anne. Congratulations and thank you for joining in this great fun event.

Thanks to everyone for being such good sports and if you have any suggestions for next season please let us know.

Kelli ☺



Pastoral Care from our Parish

Fr Peter and Fr Anselm

Pass the salt and switch on the light

For almost 20 months we have been living in fear, confusion, and uncertainty. We have struggled under the impact of the COVID-19 pandemic. Many countries and communities have been under lockdown by restricting the movement of people to prevent transmission of the disease. We felt like prisoners in our own country and homes with little or no freedom. Many people have lost their jobs, and the economy of most countries have in no doubt plummeted. We have seen people's mental health negatively affected by the effects of this pandemic. When will this end? We don't know, but what we know is that there is light at the end of the tunnel. When this is over, the challenge will be getting our lives back to normal. We still don't know how possible that is. However, as Christians, we have to turn to Jesus the Light of the World for healing and recovery.

We have to pass the salt and turn on the light as a pathway for healing and recovery. "You are the salt of the earth. But if the salt loses its saltiness, how can it be made salty again? It is no longer good for anything except to be thrown out and trampled underfoot." "You are the light of the world. A town built on a hill cannot be hidden" *Matthew 5:13-14*.

The one keyword that can summarise this scripture passage is "influence". Salt and light influence their surroundings without changing their essence. They don't change but the environment changes when they show up. "Pass the salt, please" is a common request at mealtime. And "turn on the light, please" is also our everyday language. Over this period of the pandemic, many people have experienced different forms of darkness, and there is a greater need for healing and recovery.



As we prepare to embrace the new norm, whatever that is, we are to remain the salt of the earth. Amid all the darkness, we should be shining our light for all to see. We have been called to influence, love, and uphold human dignity.

Please don't forget to "Pass the Salt and Turn on the Light". And let us make the world a better place.

God bless you all!

Fr Peter and Fr Anselm

Last Month at Crowley

Spring Activities

As we watch spring burst into glorious life outside, the residents of Crowley have been getting creative with craft and various games, carpet bowls, mini golf and balloon volleyball to celebrate the arrival of spring. It's all about fun at Crowley!

If the past 18-months have taught us anything it's to delight in life's simple joys. With the warmer weather ordering us outside, our weekly walking group is enjoying watching the Crowley gardens come into full bloom with displays of colourful flowers for all to enjoy. The river has come alive with abundant birdlife, and we certainly lose track of time sitting by the river taking in the sights and sounds and beauty of it all. We all agree that we are definitely fortunate that we have such a beautiful spot to sit and enjoy with friends.



Kon and Kath heading out to enjoy the sunshine.



What better way to show off Margaret and Beverley's flower pressing than with some card making with spring blooms.



Maureen inspecting the beautiful red roses.



Aline was delighted to see a pink poinsettia while out on our weekly Wednesday walking group.



Our weekly walking group have been enjoying the fresh spring air and sunshine



With the warmer weather upon us Lillipilli and Prospect residents have been taking advantage of our beautiful court yards to enjoy morning tea.





Dot with a beautiful bouquet of spring flowers.



Great to see Ken and John join in at our cooking group.



Joan showing us her mixing skills making brownies.



The tune of the beach boys set the tone for a very competitive game of balloon volleyball.



Out and About

Crowley has always been a hub of activity and interaction, and this last month has been no exception. Residents, families and staff have been making the most of each day, filling it with activities to keep us connected during these times. We think the smiles on our residents faces say it all. Here are some of our favourite snaps from the past month!





Marketing and Events

Show Day Throwback

Sarah McMahon
Marketing and Events Coordinator

Pre-pandemic, our annual October Chatterbox has always featured happy faces of residents, families, children and a few farm animals from our annual Show Day event!

We've been excitedly planning the 2021 Show Day in the background and were hoping it would go ahead. Sadly, with the ongoing pandemic, we have again had to postpone our Show Day.

For those of you that are new to Crowley, and some not so new, please enjoy some throwback photos of Show Day fun from past years.

We are hoping Show Day 2022 will be bigger and better than ever before!





Marketing and Events

R U OK? Day

Sarah McMahon
Marketing and Events Coordinator

There was a sea of yellow throughout Crowley on 9 September recognising R U OK? Day and the importance of checking in on each other.

There are many different ways to ask someone "Are you OK?". What's important is that you're genuine in your approach and ready to support them through whatever they're facing, big or small.





The Timeless Wedding Dress of Shirley Ritchie

An eternity of love starts with a decision of dedication.

In 1952 Shirley worked in a drapery store for women's clothing when she became engaged to her fiancé Ronald. Hearing the wonderful news of Shirley's upcoming wedding Mrs. Panton, the stores Corsetiere who worked with Shirley in women's apparel, offered to custom make her wedding gown.

In the 1950's wedding dresses were created with layers of rough tulle to give each gown excessive volume and body. Dresses were also designed for petticoats to be worn under the gown to add to the volume and heighten shape.

As Coffs Harbour was hours from the city and various stores, Shirley's choice of material was limited to the same supplier of the drapery store where she and Mrs. Panton worked. Shirley chose white French silver tinsel lace over slipper satin and tulle for her wedding gown. An elegant combination of beautiful materials.

Shirley wore not one but three petticoats under her gown on her wedding day. The white lace and silver gown was paired with a tulle veil and flower halo that Shirley handmade herself. Shirley was adorned with a gift from her husband-to-be of a three-layered choker necklace made of pearls and diamantes.



Shirley was married to her fiancé Ronald in 1952 in the Methodist Church in Coffs Harbour. Wearing her elegant gown created with love, Shirley's moment of matrimony to her betrothed Ron began.

Shirley and Ron went on to have three children who were all christened in the same church. Later on in life, Shirley also went on to teach children's Sunday School in the church.

The beautiful wedding gown, almost 70 years after her wedding day, now drapes timelessly in Shirley's room at Crowley. The tulle veil was reused again for many weddings after hers and the three-layer choker necklace was passed down to one of Shirley and Ron's daughters.



Welcome our New Residents

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

Despite COVID restrictions we continue welcoming new residents to our facility and into our care.

This month we've selected some new residents to highlight their backgrounds. We know the whole Crowley community will open their arms wide and make all our new residents feel welcome and at home.

Peter

Peter was born on a large farm in rural Ireland (Rharney, County Westmeath) in 1926. He is from a family of 17. Peter was an amateur boxer in his younger years and managed to win a medal for his boxing.

He met and married Rita in England before emigrating to Australia in 1970. He worked for an English engineering company both in the UK and Australia before starting his own company in 1972. He was one of only two tennis court contractors in Victoria at the time and now Victoria hosts the Australian Open Tennis Competition! His son now runs the tennis court contracting business.

Peter travelled extensively in retirement until his wife died suddenly in 2004.

He lived with his daughter Margaret in Port Melbourne from 2015 until last year when he entered an aged care facility in Melbourne. He recently moved to NSW when his daughter's family escaped the Melbourne lockdowns.

Peter and Rita have two children, Margaret and James, and Peter now has three grandchildren.

June

June was born in Orange NSW. She worked as a secretary until she married Jim. June has three children - Terri, Michael and Tony.

June travelled around Australia in a caravan in 1988 and played netball in her younger years. A special lifetime achievement for June was when she became a swimming instructor and pool safety officer.

June has grandchildren who live in the UK and enjoys connecting with them via FaceTime as well as great-grandchildren with whom she maintains a connection. June reports she enjoys craft and was a very good knitter!

Jean

Jean was born in Bankstown, Sydney. Her first job was at Hackets before she landed a position at David Jones at the age of 18.

Jean married Henry when she was 22 and they moved to Bondi. Jean gave up working at David Jones and became a stay at home mum to Bruce and Susan. She and her husband travelled to Singapore, England and Europe. Jean loved to play tennis and has four grandchildren and two great-grandsons. Jean has a sweet tooth and loves chocolate cake.

Spring has Sprung

René Lange Risk Manager

It's spring time in the southern hemisphere - a time of rejuvenation, growth and promise.

It's also the time apparently we are all supposed to be bitten by the "spring cleaning bug". But have you ever wondered how spring cleaning came about?

According to Wikipedia the origin of spring cleaning can be traced to the Persian new year which falls on the first day of spring, the ancient Jewish practice of thoroughly cleansing the home in anticipation of the springtime festival of Passover (Pesach) or the Catholic tradition of cleaning the church altar on Maundy Thursday, falling in the northern hemisphere spring.

In North America and northern Europe, the custom of spring cleaning had a practical purpose. Prior to the advent of the vacuum cleaner, March was often the best time for cleaning because it was getting warm enough to open windows and doors and the winds could carry the dust out of the house. It was also a good time to wash the soot generated by winter fires from the walls and furniture.

So, like many traditions spring cleaning was likely rooted in practicality.

There are definitely health benefits to giving your home a thorough clean. Washing dusty curtains, cleaning air-conditioning filters, airing out rooms kept closed over the cooler months. It's also an opportunity to identify any little repair jobs that may be required, and my personal favourite - decluttering and getting rid of excess "stuff".

If you are looking at your home and thinking "wow it would take me a month to spring clean this place", don't give up hope just yet. There are things you can do to make the process a little less daunting and more fun.

- Try cleaning room by room. Pick a room, any room, and start there. It could be the bathroom, kitchen or a bedroom. Just focus on cleaning that room before you move on to the next one. It also means you'll be encouraged by seeing your progress.
- Clear away the clutter out of cupboards and drawers and off tables and other surfaces. Take it from a minimalist, there is nothing more satisfying than opening your cupboard and being able to actually see your clothes. The art of decluttering is a whole other story though so stay tuned.
- Outsource it. Bring in the big guns and arrange for a cleaning service – they can do everything from the basic clean to a full spring clean, including windows, sliding tracks, stove, oven, the lot. If you are on a Home Care package talk to the Home Care team about what is covered as part of your package.
- Ask for help! If you still don't know where to start, ask a friend. You know that one friend we all have that seems to love organising and cleaning. They're strange but you love them anyway. They'd LOVE to help you "Marie Kondo" your home.

Ensuring your home is clear of trip hazards and that everyday items are within reach makes life easier.

So, if you find yourself tripping over the same pile of magazines every day or forgoing that healthy meal because you can't get to the vegetable steamer hidden behind the wall of kitchen appliances perhaps now is the time for a Spring Clean.

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

During the COVID Pandemic it has been interesting to see how we have all managed the changes to our normal. I have been amazed to see what talented and innovative residents we have in our Independent Living community.

The projects or time fillers are varied from beautiful handmade gifts made with love for great-grandchildren to garden projects. Lots of detailed art works in the form of puzzles, book reading, Netflix, home crafts and exercise that have passed time and filled boredom. Walking has emerged as a popular pastime within the Village. Not to mention the spring cleaning of cupboards and units.



Dot's beautiful quilts

I've shared my knowledge of quilting with my daughter Janice and we now have a common interest.



Marion's Fabric creations – Queens and Cats

COVID has clipped my wings...not good at being locked up. Once I was done with cleaning, sorting, clearing, cooking etc, I rediscovered craft; inspired by a long-forgotten box of fabrics. I made a few more dolls (from 30 plus years ago) and these morphed into COVID queens and cats!! I am now out of therapy - the craft box is empty.



Ivan has rekindled his fishing interest by learning new tackle tips (tying new knots to hold hooks and sinkers) with the encouragement from his son Mathew during their regular conversations from Tasmania.



Mary's COVID blanket.



A big congratulations to our keen gardeners for the beautiful and colourful displays you have provided. It has given so much pleasure to the Crowley community and your efforts are very much appreciated.

The most rewarding is to see residents looking out for each other and the neighbourly connections when stopping to chat while out walking, enjoying their garden or just sitting enjoying the weather.



Isabell has found time to file all her previous paperwork collected over thirty years as a member of the Ballina Family History group.

Daylight Saving

Remember Daylight Saving starts Sunday morning on 3 October. Turn your clock forward one hour.

Footy Tipping

Congratulations and thank you to all the IL residents who participated in the Crowley Residents NRL Tipping Competition. The weekly winner was shared well amongst IL and Residential Care.

Well done all! See you all in 2022.

Life in the Village





September Was A Month For the Dads!

David Crosby Customer Service Manager

We hope all our Dads had a wonderful Father's Day! It was a thrill to deliver the prizes to our Crowley Independent Living Father's Day raffle winners. We had six very surprised and delighted winners.

Frank, John, Ian, Ian, Wes and Royce.

Underneath the mask I assure you there was a large smile. With restrictions in place around the nation many were unable to share the day together. Personally, I spent the day recalling some old memories of time spent with my dad, and also making new memories with my children. Archie and I spent the day building a deck together!

"Being a great father is like shaving. No matter how good you shaved today, you have to do it again tomorrow." – Reed Markham



Book Club

Girl, Woman, Other by Bernadine Evaristo proved a difficult read.

The author acknowledges herself as a Black, British woman and writes from this perspective. The book follows 12 very different characters on an entwined journey of discovery. However, many of us weren't keen to complete that journey – even after two months.

Mostly women, Black and British, they tell the stories of their families and lovers across the country and through the years. Even though some book club members persevered, they could not relate to the characters and found that rather than a story, it was a set of stereotypical character profiles.

Eschewing capitalisation and punctuation came across to some that the author was woefully trying to make something “avant-garde” out of nothing special.

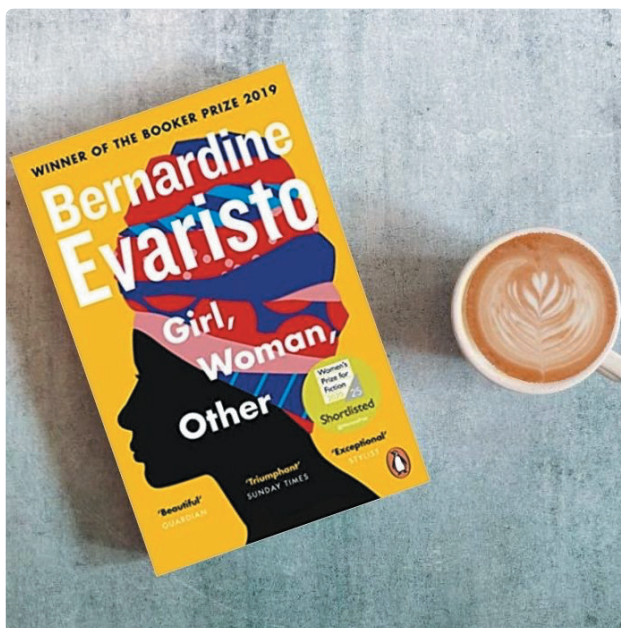
To some it proved interesting; something they would not normally read. Others found it complicated and confusing. Understandably, others made no comment. Some noted that the author did include a lot of glib statements by the characters to push her agenda of white privilege.

Those that got to the end, albeit only a few, gave it credit for how the characters related and could see some merit in why it was awarded the Booker Prize in 2019.

Hopefully our next meeting will happen on 21 October when we will discuss The Great Escape from Woodlands Nursing Home by Joanna Nell. Fire up your gophers for hopefully a much gentler, heart-warming read.

Until then...

Happy reading!
Marion.



Gardening Support Can Make All the Difference

Sherrie Viney
Home Care Manager

Summertime in your garden

Living on the Far North Coast we are blessed with the abundance of natural greenery that surrounds us, and it seems more important in these challenging times to reconnect with nature to give us a sense of balance and wellbeing. Spring and Summer bring with them the warmth of our sun and an acceleration of garden growth, which can be a little overwhelming for most of us!

If it all seems like too much work for you, as a Crowley client with a Home Care package, why don't you consider speaking with your Case Officer to discuss how you can arrange for lawn and gardening services to help you at home. With regular help such as yard tidying, weed control, pruning, trimming or mowing you can rid yourself of unmanageable chores outside.

To ensure services during the warmer months ahead, forward planning is always best, as lawn and garden maintenance providers become very popular and in demand.

If you are an eligible DVA Gold Card holder, DVA offer minor safety related home and garden maintenance services which is determined by a telephone assessment with DVA on 1300 550 450.

Please don't hesitate in giving our Home Care team a call on 1300 139 099 if you feel you need some assistance so that you can enjoy your garden.



Home Care Client Profile

Marie Campbell

Marie was born on Ash Island near Newcastle NSW in August 1931 and lived there as a child on the family dairy farm.

Marie had four brothers and no sisters. Sadly, two of Marie's brothers have passed away. At aged 11 her brother Kevin accidentally drowned in a creek on the family farm on Christmas Day and her brother Vincent passed away aged 58.

After school Marie went on to become a nurse. Marie married and had five children, three daughters and two sons.

Marie now has five grandchildren and five great-grandchildren.

Marie expressed that her amazing family have been her greatest interest and passion.

Reflecting on her past, Marie feels that two good decisions she made in her life were starting a school in Sydney for the disabled in the 1970's and working for Dial an Angel in Sydney.

For many years Marie also cared for Hamish McGee, son of Australian designer Kerry McGee, whom she found "delightful".

Marie's favourite memories in life are of her family mostly and her favourite foods are hot and tasty comfort foods!



Community Connections

Swap the Coast for the Country with these Day-Trips.

Explore the surrounding region with countryside road trips to quirky little towns and natural attractions.

The Ballina and Byron hinterland has got it all. Little towns make for fantastic affordable simple day-trips when you find yourself twiddling your thumbs for something new in Northern NSW.

Nimbin has grown into a town with its own culture influenced by the variety of people who visit and call Nimbin home. It is known for being an eclectic place and for hosting the infamous Mardigrass each year. Wandering around the main street and hub, you'll find a plethora of artisanal crafts and items to browse. Nimbin is very popular with music and expression and there's always something going on in the small town, whether it be an open mic or live music.

Nimbin is located an hour west of Ballina and you pass through Lismore on your way. You will also pass by small little towns, rolling hills of green and farms – enjoy the journey, not just the destination.

Uki has the tagline “Where the Mountains Touch the Sky.” It's the town you'll likely stop in/drive through on your way out of Nimbin or one of the National Parks in the area. The town is small but offers a lot of activities. When in Uki, visit the famous Mount Warning National Park and Mount Jerusalem National Park (world heritage list rainforest).

The local shops of Uki are something not to be missed – ‘The Jewel of Uki’ is a gorgeous store with a beautiful variety of gemstones, jewellery, clothing, plants and much more.



Tourist Drive 28 is a stunning drive reminiscent of the Tuscan countryside – working farms, quaint historic villages, artist studios and plenty of divine cafes. Fill up your basket with fresh local produce from the many roadside produce stalls. The National Parks with rainforest and waterfalls are also an appeal of this scenic drive. Allow six hours to experience the array of attraction along this 70km tourist drive.

Mullumbimby – off the Pacific Highway, take the Gulgah Road exit to the centre of Australia's 'biggest little town'. Mullumbimby lies at the foot of Mt Chincogan in the Brunswick Valley. Wander the main street and experience the music from one of the many buskers.

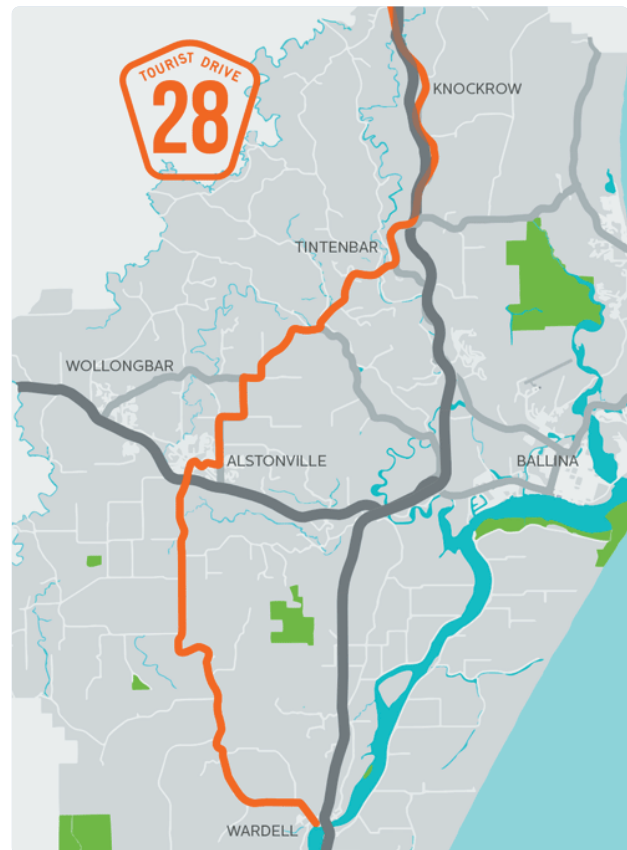
Crystal Castle and Shambhala Gardens – walk amongst the gods in the stunning gardens and rainforest, touch the World Peace Stupa, find yourself in an ancient labyrinth while enjoying the magnificent views of the hinterland. A health and wellbeing experience.

Minyon Falls – a waterfall descending more than 100 metres over the huge rhyolite cliffs which were once part of the Tweed volcano. A large viewing platform offering views down to the base of the falls is easily accessible from the carpark.

Scarabelloti's Lookout – enjoy a breathtaking 360-degree view encapsulating the Byron Lighthouse, Mt Chincogan, Mt Warning and green pastures.

Bangalow – enjoy some retail therapy and sample delicious local produce at one of the many eateries. Bangalow is a country gem, a picturesque largely nineteenth-century streetscape of tall verandaed buildings, shady trees and quiet parks.

Newrybar – a historic village filled with old world charm, antiques and artisan shopping. Home to Australia's oldest bakery that incorporates a well-known eatery and deli.



The Macadamia Castle – touch, hold and get up close and personal with wildlife and reptiles. Sample the range of fresh hot roasted macadamia nuts.

Tintenbar and Teven – detouring off Tourist Drive 28 will allow you to explore Killen Waterfalls and Red Door ceramic studio and will bring you to Brooklet, Fernleigh and then back to Tintenbar.

Alstonville – Aladdin's cave for curio hunters and culture buffs with historic buildings, classic federation architecture, antique shops, galleries and cafes. The surrounding plateau with subtropical parks and gardens with the iconic Tibouchina blossoms.

Victoria Park Nature Reserve – one of the last remnants of the Big Scrub, the rainforest prominent to the natural landscape of the Northern Rivers region. Walk the short 300m boardwalk to see over 150 species of trees including White Booyongs, Red Beans, Morton Bay Figs and the extremely rare jointed Baloghia.

Wardell – the river village boasts historic timber buildings including Mayley House (1910) and other 20th century constructions. Also admire the historic Wardell Lift Span Bridge.

Update from Maintenance

Tips for Summer to Keep You Safe

Albie Viel
Maintenance Manager

As summer approaches, are you prepared for interruptions by heat or stormy weather?

Tips for the summer season:

- Have your emergency contact numbers stored in your mobile phone memory with your mobile phone fully charged
- Keep a torch in a handy location with fresh batteries, not candles
- Make sure your essential medication is on hand
- Notices of updates can be sent through the INS LIFEGUARD device
- Keep in touch with neighbours
- If wet weather is predicted, have a supply of non-perishable food for three days
- Secure outdoor furniture. This is also a reminder to residents who have sunrooms not to place items that will be damaged by rain in sunrooms as they are not by Council regulations to be made habitable or water proof

Independent Living residents should take note when rain occurs if their guttering is overflowing and contact reception for maintenance to review.

Our Home Care clients should ensure trees and shrubs are cut back from their homes and gutters are clean. Services can be organised through the Home Care team.

Do you know where the electrical circuit breakers are located in the event of power failure and can you access them? And do you know where the valve is for turning off and on the water supply?

For Village residents, please take five minutes to be aware of these locations. You never know what happens at 3am as one resident discovered in August.

In the event of a greater power failure in the community, Independent Living Unit residents are asked to be patient. For after hour's requests which include electrical issues, faults, storm damage call the INS LIFEGUARD system as this is the best way to communicate with Crowley.

Residents are asked to use this procedure as we may be able to resolve many requests or contact contractors to complete repairs and this allows emergency services to help people in possibly greater need in the community.

Finally, just a reminder that our native animals are out and active, so keep an eye out. CRIKEY!





Father's Day Feast

Tony Baldwin Hotel Services Manager

More than 80 residents celebrated Father's Day with a special function that included a party food lunch of a mini hotdog, cheese burger slider and a mini potato and pea pie. There were lots of positive comments about the great snack packs.

The table centre piece was a tribute to the men being celebrated on the day.









Goats Cheese and Mixed Berry Bruschetta

Bruschetta doesn't have to be savoury - this berry and Frangelico version is a sweet twist.

Ingredients

- 1 x 250g punnet fresh strawberries, washed, hulled, halved
- 1 x 120g punnet fresh raspberries
- 1 x 120g punnet fresh blueberries
- 60ml (1/4 cup) Frangelico liqueur
- 45g (1/4 cup) pure icing sugar, sifted
- 6 x 2cm-thick slices sourdough bread
- 2 x 120g pkts soft goats cheese, at room temperature

Instructions

Place the strawberries, raspberries, blueberries, Frangelico and half the icing sugar in a bowl. Toss until well combined. Set aside for 20 minutes to macerate.

Preheat grill on high. Toast both sides of the bread until light golden. Spread 1 side of each slice evenly with the goats cheese.

Spoon the berry mixture over the toast. Dust with the remaining icing sugar to serve.





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

Vegan Soba Noodle Salad with Spicy Peanut Dressing

This simple and quick vegan soba noodle salad with spicy peanut dressing recipe is a super easy weeknight dinner.

Ingredients

- 180g soba noodles
 - 1/2 cup podded frozen edamame
 - 1 large carrot, peeled, halved
 - 1/2 bunch radishes, trimmed
 - 1 Lebanese cucumber, halved, deseeded
 - 1 avocado, finely chopped
 - Chopped roasted peanuts, to serve
- Peanut dressing**
- 70g (1/4 cup) natural crunchy peanut butter
 - 1 lime, juiced
 - 1 tbsp mirin
 - 1 tbsp tamari
 - 2 tsp sriracha chilli sauce
 - 2 tsp maple syrup

Instructions

Cook the soba noodles in a saucepan of boiling water following packet directions, adding the edamame in the last minute of cooking. Drain. Refresh under cold running water. Transfer to a large serving bowl.

Meanwhile, to make the peanut dressing, combine all ingredients in a bowl. Whisk until smooth.

Use a food processor fitted with the grater attachment to grate the carrot, radish and cucumber then add to bowl with noodles. Add the dressing and half the avocado. Toss well to combine. Top with remaining avocado and sprinkle with peanuts to serve.

Crowley Connections

Anna Pigott, HR Officer

When did you commence at Crowley?

April 2021.

Where did you work prior to commencing at Crowley?

I had my own online retail business.

Have you completed any study? If so, what qualification do you have?

A Bachelor of Human Services (Social Work) and a Master of Business Administration with a major in HR and Organisational Change and Development.

How does your day look before your work at Crowley begins?

I usually wake up when my 6-year-old daughter jumps on me (usually before the sun is up). Then it's getting ready, the school run, and then work.

How does your average day or week at Crowley look?

I would say there is no average day or week at Crowley. Everyday there are different aspects of HR that I need to focus on.

Tell us a little about your life outside of Crowley

I have lived in the Northern Rivers for about seven years. Prior to this I have lived and worked in a number of places, some of which include Glasgow, London, Bowral, Melbourne, Bellingen and Sydney.

I have one daughter who started kindergarten this year. You can often find us doing the lighthouse walk with friends, camping or hiking.



What is an exciting adventure you have been on lately?

This is a tricky question given the recent lockdown, although, prior to the lockdown I had been horse riding and four-wheel driving down at Seven Mile Beach in Lennox with friends and family. It was one of those perfect days weather wise and we adventured around from almost sunrise to sunset.

Do you have any hidden talents?

Not that I'm aware of.

What is something that people may not know about you?

I have been lucky enough to explore some amazing parts of the world. From living in treehouses on the south coast of Turkey overlooking the Mediterranean, to trekking in the snow through the Himalayas in Nepal. I feel very fortunate to have been able to travel and hope we can all get the opportunity to again soon enough.



Welcome to Team Crowley



Chelcie
Residential Care



Renuka
Residential Care



Robyn
Home Care



Tanya
Hotel Services

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



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

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

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

Focus on Quality

About Us

Michelle Golding Quality Manager

The **Quality Team** is headed up by myself, Michelle Golding, as the Quality Manager and includes Kim and Kate. Kim our Quality Officer has been with Crowley since 2016 and Kate joined the team this year as an Administration Trainee. Combined we have over 20 years of Crowley knowledge.

Another aspect of my role is that of Board Secretary - a supportive role to our Chief Executive Officer, Michael Penhey, and Executive Manager of Operations and Finance, Kelli Potts. I always see this role as one that puts me in a privileged position to see the organisation from the Board level and assists me to do what I achieve on a daily basis.

I love Quality and am passionate about what our team does every day.

Why do we need Quality?

The principles of Quality Management in any organisation or business are the same whether we are in Aged Care or manufacturing shoes. The elements remain the same:

- Collection of processes
- Meeting customer requirements
- Enhancing their satisfaction
- Meeting organisational requirements
- Meeting legislative requirements
- Meeting industry standards
- Delivering quality services / care

What is Quality at Crowley?

For Crowley to be able to deliver an “inspirational living experience through rewarding relationships with a focus on the individual”, we need systems that sit behind the scenes. That is Quality.

These systems include Governance, Human Resources, Information Management, Asset Management, Financial Management, Work Health & Safety, Emergency Planning, Clinical, Food Safety, Maintenance, and Quality Management.

The critical elements in all these systems include Processes, People and Teamwork, and Communication. Quality taps in and contributes to all these.

Many hours and work go into ensuring we have the right systems and processes in place at Crowley. Accreditation is the validation of these by our regulatory authority, the Aged Care Quality and Safety Commission. Accreditation has both compliance and quality elements and a focus on continuous quality improvement against the Aged Care Quality Standards.

In 2018 we were accredited for a three-year period. The Aged Care Quality and Safety Commission has now taken into account our 2018 site audit, our compliance history and our continuous improvement and reaccredited Crowley for a **four-year period** to January 2023.

We continue to meet and exceed the Aged Care Quality Standards every day in everything we do.

Quality facts and figures

- Manage over 1600 documents including policies, procedures, handbooks and forms
- Assist with meeting the organisations compliance and legislative requirements
- Coordinate the monthly Chatterbox and distribute 600 copies per month
- Survey over 800 stakeholders each year to measure our performance and benchmark against industry standards
- Coordinate all Crowley education and training
- Maintain organisational systems – policies, procedures, continuous improvement, compliments / complaints, education, contractor management
- Minute all meetings across the organisation
- Coordinate the resident and staff footy tipping competition
- Coordinate clinical stores and PPE stocks across the organisation
- Maintain record management system



Michelle



Kim



Kate



Making Feedback Flow

Michelle Golding
Quality Manager

Independent Living Resident

I want you to know that I cannot fault you over any of your care and friendship. I know that if I am a bit unwell one of your angels of mercy will always be with me in minutes. Nothing is too hard for your care and friendship which your staff give at any time.

Independent Living Resident

I have just moved into a new unit and I am so very happy. The way I have been looked after with so much love and care from such special people - Paige, David and Jenny. It is a new stage in my later years and I hope to spend many years here with new friends. Thank you Crowley for such care.

Residential Care Resident

Thank you for all the fun exercise / mind games you organise. Viva la bingo!

Residential Care Family

On behalf of our family, we would like to say a sincere thanks to all the staff at Crowley who have been involved in Mum's care since she came there in 2012. We are so grateful for the genuine care and compassion shown, especially in recent months when her health was failing. There are no words that can truly capture how grateful we are to you and your team. A million thanks!

Residential Care Family

Appreciation for all Crowley staff for the care given to my Mum and all other residents in Crowley's care especially during this difficult time.

Hotel Services

Sandra was very nice, helpful and professional. Someone that gives Crowley a good name.

Hotel Services

Lovely positive feedback for Jenny and the quality of meals. Staff need to be commended.

Home Care Client

We are so very happy with the service we get from Crowley.

Paramedics

Ambulance was contacted for hospital transfer. Staff at facility were amazing. All showed a high level of care for their patients. We would like to make special mention of sister Bin Agoston who gave an exceptional handover to paramedics and went out of her way to facilitate safe transfer of care. Well done team, paramedics impressed.



The Month of October

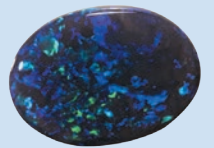
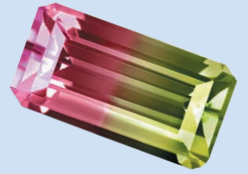
October is the tenth month of the year in the Gregorian calendar, coming after September and before November. It has 31 days.

Its name comes from the Latin word 'octo', meaning eight, as it was the eighth month of the year in the Old Roman Calendar before January and February were added to the beginning of the year, though its name did not change. The tenth month at the time was December.

October is commonly associated with the season of spring in parts of the Southern Hemisphere.

October is the month of the Rosary devotion.

- October's birthstones are the tourmaline and opal. Tourmaline symbolises reconciliation, attracting healing and friendship, and the opal promotes faithfulness and confidence.
- The birth flower of October is the calendula. Nicknamed the "herb of the sun", the calendula represents gratitude, hope and serenity.
- The zodiac signs for the month of October are Libra (23 September - 22 October) and Scorpio (starting 23 October).



In October, we celebrate:

Oktoberfest

Celebrations vary globally based on area. Each of the Australian states hold their own annual festival with Brisbane's being the largest. It is a joyful time with German music, food, beer, costumes, and, of course, beer!

3 October	Daylight saving begins. Be sure to turn your clocks forward!
4 October	Labour Day
22 October	Wombat Day
27 October	Universal Children's Day
29 October	World Teacher's Day



Word Search

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

Celebrate the month of October with a wildlife themed word search puzzle!

Bandicoot

Cuscus

Dingo

Dugong

Echidna

Emu

Frill-neck lizard

Galah bird

Kangaroo

Koala

Kookaburra

Numbat

Possum

Pygmy possum

Quokka

Red belly snake

Sugar glider

Tasmanian devil

Tawny frogmouth

Wombat

Round the Traps

R U OK? Day



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent
Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6620 6400

Commonwealth Carelink
Centre (Free Call)
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.