

# the chatterbox

NEWS FROM CROWLEY CARE

OCTOBER 2024



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## Cover photo

Ian and Helen enjoying Daffodil Day



## A Moment with our CEO

Hello everyone,

### Aged Care Act

A major milestone has been achieved recently with The Aged Care Bill introduced into Federal Parliament.

And whilst the Bill is yet to pass through the various houses of parliament, when it will become The Aged Care Act, it's been broadly welcomed and supported as it provides certainty and the necessary reforms our aged care industry needs at this time.

When passed the new Act will enable providers of aged care to have the clarity needed to plan ahead to develop improved person-centred services and facilities.

As a rights-based Act it further promotes older Australians who need aged care at the centre of the system, which is a great thing.

Overall, the new Aged Care Act will include funding reform, more access to aged care services and the ability to better support older Australians.

Once passed by the Parliament, the new Aged Care Act is expected to commence from 1 July 2025.

### Show Day

If there was just one day of the year that typified the indomitable Crowley spirit, it would have to be the Crowley Care Show Day, which this year falls on Thursday October 10th.

Show Day showcases Crowley Care at its best because it brings our entire community together in one place as we connect and relive memories in the fun format of a traditional country show.

Many residents and our community have such fond memories of their childhood Show Days.

And if you were to pop along to one of our Show Days, what you would witness is not an aged care facility but an entire community, comprising children, young adults, staff, families and our seniors, enjoying each other's company and celebrating together.

I'm conscious so many people across Crowley contribute to the success of our Annual Show Day and we thank them for their wonderful efforts. Please do join us on this wonderful day.

### Pushing our boundaries

In this Chatterbox is an article highlighting, for the second year running, how Southern Cross University Allied Health students will come to Crowley to conduct research and engage this year with our Independent Living community.

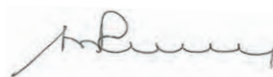
Having the university students around our campus for six weeks as part of their training is such an energising force for our community.

Our residents love it because the students, in a good way, push them out of their comfort zones.

The planned activities this year are designed to stimulate the brain, inform our residents how to engage with new technology, and through aqua aerobics, learn more about multiple health and lifestyle benefits.

We are happy to welcome the students once again and to be a chosen provider supporting Southern Cross University's clinical training program.

Very best,



Michael Penhey



## Catch Up with Kelli

**Kelli Potts**  
**Executive Manager Operations and Finance**

### Dementia Action Week

Dementia Action Week was held from 16 - 22 of September 2024. This year's theme was 'act now for a dementia friendly future'.

Dementia Action Week is an annual initiative run by Dementia Australia. It aims to raise awareness, understanding and acceptance for people living with dementia, and their families and carers.

Dementia can be caused by many things including genetics, poor diet and social isolation. It is a major health issue and can have big impacts on individuals, families and the community.

People living with dementia might notice changes in their memory, behaviour, rational thinking and ability to communicate.

Over 400,000 Australians and over half the people in aged care homes are living with dementia.

There is no cure for dementia but some ways to reduce its likelihood and keep your brain healthy include:

- Maintaining a good diet and exercise
- Limiting alcohol consumption and smoking
- Keeping mentally stimulated

### DACCS Conference

On 11 and 12 September, the 2024 Diocesan Aged Community Care Services (DACCS) Conference was held. The two-day conference brought together aged care management, executives, and board members from all aged and community care services from Parishes across the Lismore Diocese.

The theme of the conference was 'Renewal and Reform'.

The providers across the Diocese have a long history of shared purpose. Since 2006 Ballina Parish has been engaged by the Diocese in the role of DACCS Secretariat. Crowley acts as the Secretariat for the Parish undertaking a range of functions on behalf of the Diocesan providers, including organising our DACCS Conferences.

The conference was once again held at the beautiful Link and Link Café in Sawtell, owned by Sawtell Catholic Care. Over 50 attendees gathered to hear from industry experts and to share information and ideas across all aged and community care service areas.

### Feedback quote

"A fantastic conference! Wonderful venue, exceptionally well organised and great guest presenters. Very worthwhile indeed. Well done Potts and Kate."

"Great conference! Great speakers!"



### International Dementia Conference 2024

On 5 and 6 of September 2024, the annual International Dementia Conference was held in Sydney. I had the opportunity to attend the conference as a speaker presenting on the topic of the new National Aged Care Design Principles and Guidelines for residential aged care.

I was fortunate to be presenting alongside Millie Lupton from Bickerton Masters Architects who we have worked with at Crowley for over 10 years.

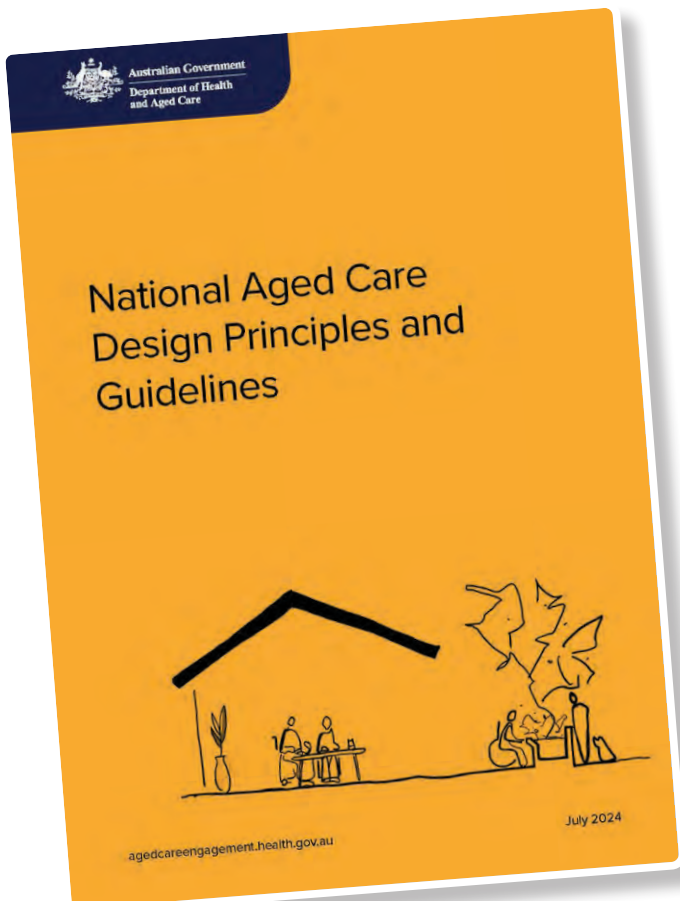
Our presentation was called 'The Crowley Difference: effectively applying the National Aged Care Design Guidelines' and demonstrated the application of these principles and guidelines in our refurbishment of the Lighthouse wing.

The International Dementia Conference is a highly respected biannual conference that has informed and driven dementia care discussion for more than two decades.

Over two dynamic days, global experts, industry leaders and those with lived experience bring the latest complex dementia, palliative care and positive ageing research, practice and insights from around the world to share with the most engaged aged and health care professionals.

The event is run by The Dementia Centre, which was established almost 30 years ago to provide research, education and consultancy in complex dementia care, in collaboration with research organisations around the globe. The area of design in aged care and how it impacts the lives of older people with or without dementia has long been an interest of mine.

Kelli ☺



# Daffodil Day

Crowley raised \$392 in support of the Cancer Council event





## Lighthouse Activities

Recently Lighthouse residents have enjoyed craft, spa, cooking and BBQ days







# Happy Birthday

Hip hip hooray! We shared in celebrating many birthdays last month



# 100th Birthday Celebration

Kevin celebrated his 100th birthday with family and friends



## Men's BBQ

Our monthly Men's BBQ is a wonderful time for the men to get together, have a bite to eat, a drink and a yarn



# Spirituality and Clinical Care

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

Our bodies and minds are connected in every way - both big and small.

Holistic care considers the mind and the body and the potential for our minds to influence our physical health and wellbeing.

In the many years I've worked with older people, I'm continually reminded of the influence our mental health has on our ability to function and gain enjoyment from our daily lives.

As we age it can feel like our world becomes smaller and the things we focus on reduce - food, pain, needing the toilet, or wondering when friends and family might next visit.

Some become less engaged with friends and socialising, particularly if they have lost friends or family along their journey. The world can seem very lonely and isolating.

There are many occasions where staff and family will encourage someone to attend an activity, only for the person to decline when it comes to the time of leaving their room to join in.

## Support is at hand

Spiritual, emotional and psychological support can really help us navigate our journey as we age and particularly, once we undergo an enormous change such as going into Residential Care.

It can help us improve our way of viewing our "older selves" and to manage health issues that inevitably arise along the way.

Emotional support and spiritual guidance can come in many forms. We are fortunate as part of the Catholic Church to have access to pastoral care every week onsite.

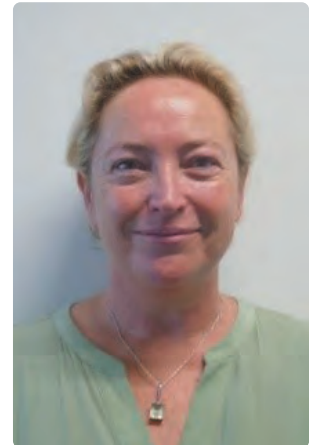
This enables our community to connect with someone from our local Parish and can help affirm our spiritual connections to both our religion and ourselves.

We have Catholic Mass onsite each week, and Anglican Mass monthly. Our visiting counsellor from Change Futures, Nicole, comes to Crowley twice a week to connect with residents.

Remaining open to emotional and spiritual support can positively impact our physical health and our social connections as we age.

If you feel you would benefit from support to help you connect with others or with your spiritual self, reach out and let us know.

Either complete a feedback card, or speak with one of the staff confidentially, to let them know you would like some help. We want to help you live well as you age and be able to connect along the way.



Anxiety, loneliness, depression and excessive worries can lead to reduced appetite, poor sleep, social isolation, niggling physical ailments and a bleak view of the world and our part in it.

## Resident Profile

### Lego with Terry Sheen

When Marie and I moved into Crowley I was very unwell. After about 12 months I needed something to occupy my mind.

So, my son-in-law Peter suggested I start making things from wood, but I thought I'd need tools and it would make too much mess.

Then he suggested jigsaw puzzles but I'd done jigsaw puzzles previously and was over that.

My daughter Tracey said, "Why don't you take up Lego?" I'd never heard of it. "It's sticking things together". So, I thought why not.

Tracey brought in a little ice cream truck for me to try which I finished in about an hour and a half.

I thought that wasn't much good because you finish in no time. Tracey said, "No you can branch up and do bigger pieces". The next one she brought me was the cabin and that took me about four days. Then I thought this is getting interesting. She then suggested I try doing a series so I started Harry Potter Lego.

The first one was the owl who I named Gertrude which took about five-and-a-half months. It was really hard to get the feathers right. I put it up against a black background to make the feathers stand out more and it looks even better with the light shining on it. After Gertrude I asked for the train (Hogwarts Express) containing 5,129 pieces and that took me about six months. It was really hard to get the mechanical parts working to make the wheels go around. I really enjoyed making them but it's an expensive hobby. The owl cost me \$695 and the train \$675. I also did Hogwarts; Harry Potter's school.





My most recent piece is the Concord. It was very interesting to build - I got stuck into it and it took me about a fortnight to complete it. I had to pull it down twice and start again because I had pieces that weren't fitting properly. It was built in three sections and the landing gear was really fiddly because of the confines of the small space they fit into. The Concord is to scale 550 to 1.

I'm now concentrating on building cars and generally spend from 10am till lunch. Then after lunch I'll work until 3pm, then pack up. It's a very interesting hobby to have.

There are so many amazing things to build. The castle from Japan is one of the main tourist attractions in the Japanese capital. I've done a Mercedes Benz and a racing car. I now usually get Lego for Christmas.

I've had a worktable built by Peter that folds out. It's really handy when you build things in sections and it folds down so it doesn't take a lot of space when I'm not using it.

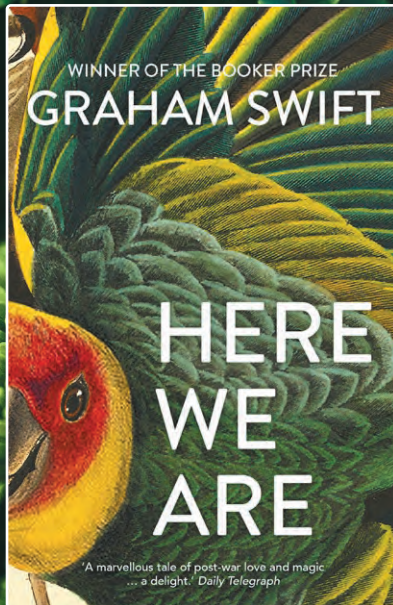
When I want more Lego, I just look it up in a book or you can go online and have a look. Then I let Peter know and he'll give me three options and I choose one. Sometimes I can get them from Big W and they are virtually the same price.

It's been fun and really good for me. I was so crook when I started but now I'm as fit as a fiddle and my mind is kept busy. I want to concentrate on building cars. I guess I'll keep doing it until I run out of money.

I was happy to move into Crowley because Marie and I could stay together. I couldn't stand to be away from Marie. Tracey put all our family photos up so it felt like home. This year will be our third Christmas here. We enjoy the bus trips. It's good to get out and about and I notice when we get back people are talking to each other about where they've been and what they've seen.

## Book Club

### Here We Are by Graham Swift



Our latest read was “Here We Are” by Graham Swift, a Booker Prize winner and his eleventh novel.

The story is mainly set in a Brighton Pier theatre in 1959, with a popular act being Ronnie, a brilliant young magician with his assistant, Evie.

The compere, Jack, is also a favourite. There are flashbacks to earlier times that help explain, as the summer progresses, the off-stage drama between the three.

This begins to overshadow their theatrical success and events unfold that will have lasting consequences for them all. The novel sets down ordinary things so as to suggest something more... like a magician! Stage magic and storytelling are in some ways the same thing.

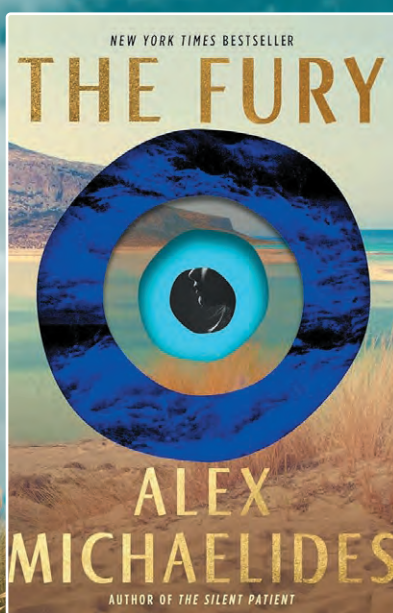
Most enjoyed the simple story, especially the descriptions of the magic tricks and the wartime child evacuations. However, to some there were boring parts, and the ending was annoying or disappointing, with most wondering or not caring what happened to Ronnie.

Our next read is “The Fury” by Alex Michaelides. On an idyllic Greek island, former movie star Lana Farrar invites a group of friends to stay. Nothing on the island is quite what it seems. This is a murder mystery with lots of twists and turns.

Our next meeting is on 17 October.

Until then, happy reading!

Marion





# Craft Corner

## How to make and play 'pool noodle fishing'

### What you need

- Pool noodles
- String
- Pipe cleaners
- Scissors
- Small plastic eyes
- Craft glue or hot glue gun

### Instructions

1. Slice pool noodles into thin rounds.
2. Decorate with eyes and pipe cleaners.
3. Cut string to 60cm long.
4. Shape a pipe cleaner into a hook and secure it to the string.
5. Scatter fish in a kiddie pool, tub, or on the floor.

### Playing the game

- Players take turns "fishing" for the pool noodle fish.
- Use fishing rods to hook the fish by catching the pipe cleaner fins or tails.
- For added fun, assign points to different fish based on their color or size.
- Set a timer to see who can catch the most fish in a given amount of time.



# Crowley Auxiliary

## Cup time

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

We have one event left to celebrate this year – the Melbourne Cup Luncheon. And we do hope you can join us.

The day has been organised with precision. The menu is perfect and we are certain you will enjoy the delicious meal. Crowley's Hotel Services Manager, Tony, and his staff will prepare for us.

The entertainment will keep your feet tapping to good memories. Our Melbourne Cup raffle will be drawn on the day and the big screen will be set up to watch the fashions on the field and of course the running of the Cup. We will have available sweeps for your purchase.

Our last raffle for the year will go on sale after the Melbourne Cup. Once again, our Christmas raffle will have first, second and third prizes. The hamper will be filled with goodies to enjoy with your Christmas feast. A very big thank you to our ladies who sell the raffle tickets every weekend and to the wonderful supporters who purchase tickets on a regular basis.

To the business people and many anonymous contributors, who so generously support our raffles, we thank you for your gifts.

Money raised by the Auxiliary goes back into Crowley for purchase of equipment for residents and the Independent Living community.

We trust you will all enjoy the lead up to Christmas as you prepare for your family celebrations.

We would like to remember our Auxiliary members who have been unwell this year and assure them of our thoughts and prayers. We pray for your healing and recovery to return to good health in the coming months.

Our next meeting will be Monday 28 October at 3pm in the Crowley Education Centre.

Everyone is welcome to join us and share their ideas for activities and suggestions for the future as we begin to think about our work for the year ahead.

Best wishes,  
Helen Cooney



 CROWLEY CARE AUXILIARY

# MELBOURNE CUP LUNCHEON

**TUESDAY 5 NOVEMBER 2024**

**CROWLEY ACTIVITY CENTRE**

**12.30pm - 3.30pm**

**\$65 PER PERSON**

**BYO DRINKS**

**PLEASE RSVP AND PAY VIA CASH OR EFTPOS  
AT CROWLEY RECEPTION  
BY TUESDAY 29 OCTOBER**

**PLEASE ALSO PROVIDE ANY SPECIAL DIETARY REQUIREMENTS**

**TICKETS INCLUDE:**

**GLASS OF CHAMPAGNE ON ARRIVAL  
DELICIOUS 3 COURSE MEAL  
1 X ENTRY INTO THE LUCKY DOOR PRIZE  
LIVE ENTERTAINMENT**

**ATTENDEES ARE REQUESTED TO PARK IN THE  
VISITOR CARPARK ON CROWLEY DRIVE**

## From the IL Desk

### Be scam conscious

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

A topic of conversation that is all too common is scams. We recently held an Education Session for our Independent Living residents presented by Anthony from the Crowley IT department.

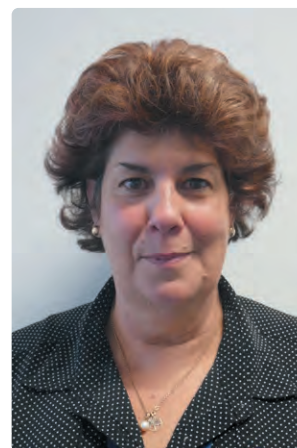
Key points to remember about scams

- **Be vigilant**  
Always be cautious and verify legitimacy of emails before opening attachments or clicking on any links.
- **Unexpected?**  
If you aren't expecting a phone call and it is an unknown number, don't answer it. The same goes for text messages and emails, delete and don't respond.
- **Incentives**  
Any offer that sounds too good, is more than likely a scam.
- **Help!**  
Always ask Crowley staff for help if concerned or unsure.
- **Trust**  
Trust is built over time and not instantaneous. If something feels out of the ordinary, it is probably a scam.

Scammers can sound very professional while posing as known and trusted companies such as Telstra, NBN, ATO and electricity companies.

A reputable business will not ask for your card details, device access or personal information. If you receive an unsolicited call never give money, credit card details or online account details to anyone you don't know and trust.

It is important that you are diligent about these types of Phishing Scams as in most instances funds cannot be recovered.




### National Carers Week

October features National Carers Week which runs from Sunday 13 October to Saturday 19 October.

A time to recognise, celebrate and raise awareness of the 2.65 million Australians who provide care and support to a family member or friend.





ALL Residents, Clients, Staff,  
Families & Friends are invited  
to join us for our annual

# CROWLEY FAMILY SHOW DAY

THURSDAY  
10 OCTOBER 2024  
10:00AM - 2:30PM

FEATURING:

LIVE MUSIC  
JUGGLING ACT  
DANCING PERFORMANCE  
MARKET STALLS  
BABY ANIMAL FARM  
JUMPING CASTLE  
FACE PAINTING

## Short Story and Poetry Competition

This year Crowley ran a Short Story and Poetry Competition, which was open to Crowley residents and clients.

The theme was 'Living in the 1960's'. Entries could be fictional or non-fictional, no more than 2000 words and had to be submitted within a two (2) month deadline.

We received quality entries from our residents and clients and the dedicated judging panel had a very tough time making the winning decision. However, there could only be one winner and one runner up.

**First Place Winner** was awarded to '*Looking Back – My Wonderful 60's Childhood*' – By Marion and the **Runner Up** was awarded to '*Living in the Sixties*' - by Beryl. The judges stated that "Their pieces both expressed the theme really well", and they "especially enjoyed the local connections".

All of the entrants came together for a wonderful afternoon sharing their stories and chatting over a Devonshire afternoon tea. The feedback from our judges was that they absolutely loved being on the judging panel.

The stories will be available to view at the upcoming Crowley Show Day on Thursday 10 October.





# International Day of Older Persons 2024

**Sherrie Viney**  
**Home Care Manager**

At Crowley Care each day of every year we have the pleasure of recognising and supporting older persons in our local community with care, services and accommodation.

On 14 December 1990 the United Nations General Assembly designated 1 October as the International Day of Older Persons.

For 2024, The 33rd commemoration theme focuses on fulfilling the promises of the Universal Declaration of Human Rights for Older Persons: across generations. The theme embraces the contribution of older people and to ensure they enjoy their human rights and that their fundamental freedoms are globally protected.

The number of people aged 65 years or older, worldwide, is forecasted to rise to 1.6 billion in 2050.

Today in Australia 51% percent of the population are females and older women continue to contribute to their community and culture on every scale. There are many powerful and energised female dominant led groups in Australia, ranging from volunteers and groups such as the CWA Country Women's Association, to smaller groups including Ladies Auxiliary groups working in hospitals, schools and aged care services to support older persons.

The Crowley Ladies Auxiliary are, and have been, an exceptional group of women who have tirelessly fundraised since 1982, raising hundreds of thousands of dollars since their inception, forty years ago, to help older people in our care and community. An amazing achievement from a group of older women!

It is a fact that women remain underrepresented in key decision-making roles across all industries in Australia. However we are now also seeing a higher percentage of female politicians and Parliamentary Ministers then we have in the past.

At Crowley we are proud to be an employer of a predominately female work force including carers, nurses and managers in key roles. All staff have the opportunity to contribute to our organisation despite gender.

With a projected increase of the older population, globally, we need to continue to change the way we think about age, in all aspects of our society.







# World Mental Health Day

**René Lange**  
Risk Manager

World Mental Health Day, celebrated on 10 October, is a global initiative aimed at raising awareness about mental health and promoting mental wellbeing. While mental health concerns affect people of all ages, as we age we face unique challenges that often go unaddressed.

## Mental health challenges for seniors

As we age the life changes we all encounter can impact our mental health. Retirement, loss of loved ones, reduced mobility, and declining physical health can lead to feelings of loneliness, anxiety and depression. For older Australian's these emotional struggles are often compounded by the stigma that surrounds mental health, which may prevent them from seeking help.

## The importance of mental wellbeing in ageing

Good mental health is critical for maintaining a high quality of life in older Australians. It contributes to better physical health, improved cognitive function, and greater social engagement. Older Australians who take steps to care for their mental health are more likely to remain active, connected, and fulfilled as they age.

## Ways to support your mental health

There are many things you can do to support your own mental health.

- **Stay connected:** regular social interaction, whether through family, friends or community groups is essential. Loneliness is a major risk factor for mental health particularly for in older people who can easily become isolated.
- **Physical activity:** exercise not only benefits physical health but also boosts mood and mental clarity. And it can be as simple as a gentle walk in the fresh air and sunshine.
- **Promote purpose:** whether through volunteering, hobbies or learning new skills. Finding a sense of purpose helps you stay mentally engaged.
- **Access to care and support:** you should feel empowered to seek mental health support, whether through therapy, counselling, or support groups.



World Mental Health Day serves as a reminder to prioritise your mental wellbeing – no matter your age - and ensure you receive the support and understanding you deserve. By fostering a more open dialogue about mental health, we can help older adults lead happier, healthier lives.



# Welcome to Team Crowley

Say hello to the newest members of Team Crowley



**Natsunanta (Nini)**  
Residential Care



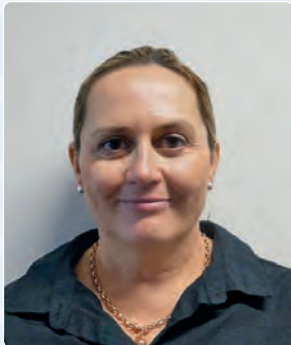
**Jamyang**  
Residential Care



**Camillah**  
Residential Care



**Belinda**  
Administration



**Toni**  
Administration



**Jason**  
Maintenance



**Dean**  
Hotel Services



**Juanita**  
Hotel Services

# Update from Maintenance

## Hot water - Independent Living units

**Albie Viel**  
Maintenance Manager

Most hot water systems for our Independent Living units are located inside the unit and residents frequently ask why there is water in the stainless steel tray.

It happens because the pressure relief valve releases excess pressure in the hot water tank. As water heats up in the tank it expands and as steam is generated more expansion will occur. As pressure inside the tank shouldn't exceed 150psi, the system releases excess pressure, reducing pressure inside the tank and preventing the tank from failing.

The pressure relief valve is typically located on the side of the tank. It includes a pipe to safely discharge water in case the valve is triggered.

Attached to the hot water system pipe work is a tempering valve that mixes hot and cold water to reduce the hot water temperature coming out of the taps and showerhead to a safe level. The temperature is set to below 55 degrees. This reduces the chances of a person being scolded in the shower, but does not help in the kitchen sink when washing the dishes.



With the seasonal changes warmer temperatures are on their way. Residents are reminded to be aware of our native friends. And where possible maintain a respectful distance.

Magpie season is also about to commence. Remember to wear a hat when outdoors and if you can an umbrella is also a good deterrent.

## Flower of the Month

Flowers of the month for October are the marigold and cosmos.

Marigolds are cheerful and versatile flowers known for their striking colours and distinctive aroma.

Cosmos is often linked to harmony, balance and tranquillity.



# Hotel Services News

## Pop-up's in 2025

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

Thanks to all who supported our pop-up restaurants over recent months. They have been a great success with each event being booked out.

As we are gear up for the start of our function season we will not be having another pop-up restaurant until 2025.

Keep an eye out for those end of year functions including the Christmas Day Buffet Luncheon which is always a wonderful event. (Bookings are essential).



# Bang Bang Chicken Chow Mein

## Ingredients

- 400g plain crumb chicken burgers
- 340g Asia thin egg noodles
- 1 tbsp vegetable oil
- 2 celery sticks, trimmed, sliced diagonally
- 1 large carrot, peeled, cut into matchsticks
- 100g (2/3 cup) frozen corn
- 150g green beans, trimmed, sliced diagonally
- 2 garlic cloves, crushed
- 2 tsp finely grated fresh ginger
- 2 green shallots, sliced diagonally, plus extra to serve
- 160ml (2/3 cup) honey soy sauce
- 1 tbsp sriracha

## Instructions

Preheat oven to 220C/200C fan forced. Line a large baking tray with baking paper. Arrange chicken on the tray. Bake for 15 minutes or until golden and cooked through.

Meanwhile, prepare the noodles following packet directions.

Heat the oil in a large deep frying pan over high heat. Stir-fry celery and carrot for 2-3 minutes or until slightly tender. Add corn, bean, garlic and ginger. Stir fry for 2 minutes. Add shallot and noodles, then toss to combine.

Combine the honey soy sauce, sriracha and 80ml (1/3 cup) water in a small bowl. Drizzle noodle mixture with half of the sauce mixture. Toss for 2 minutes or until heated through and noodles are well coated.

Slice chicken into strips and toss with remaining sauce mixture. Divide noodle mixture among serving bowls. Top with chicken and sprinkle with extra shallot, to serve.

Serves 4





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

Serves 4

## Pumpkin and Bean Vegetarian Chilli

### Ingredients

- 1 tbsp olive oil
- 1 brown onion, chopped
- 1 red capsicum, deseeded, coarsely chopped
- 2 garlic cloves, crushed
- 2 tsp Mexican chilli spice blend, plus extra, to serve
- 2 tsp vegetable stock powder
- 400g can Italian diced tomatoes
- 700g butternut pumpkin, peeled, deseeded, chopped
- 420g can red kidney beans, rinsed, drained
- 420g can black beans, rinsed, drained
- 2 x 125g cans corn kernels, drained
- 125g (1/2 cup) sour cream
- 2 green shallots, finely shredded
- 200g packet corn chips

### Instructions

Heat the oil in a large saucepan over medium heat. Add the onion and capsicum. Cook, stirring occasionally, for 5 minutes or until softened. Add the garlic and chilli. Cook, stirring, for 30 seconds.

Place stock powder and 185ml (3/4 cup) water in a small bowl. Stir until dissolved. Add the stock and tomatoes to onion mixture. Stir until combined.

Add the pumpkin, beans and corn. Partially cover with a lid and bring to a simmer. Reduce heat to medium-low. Cook, stirring occasionally, for 15 minutes until the pumpkin is tender, adding a little more water if necessary. Season.

Divide chilli among bowls. Top with sour cream, shallot and chips. Sprinkle with extra chilli.

# **CROWLEY CARE CHRISTMAS DAY**

## *Seafood Buffet Lunch*

**Wednesday 25 December 2024**

11:30am for 12pm start

Entertainment Room

**BUFFET PRICE \$99pp**



**BOOK  
NOW!**

**Book at Reception by Wednesday 18 December**





*Lest We Forget*

# REMEMBRANCE DAY SERVICE

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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.

**MONDAY 11 NOVEMBER 2024**  
**CROWLEY ACTIVITY CENTRE**  
**10.30AM - 11.00AM**

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



# Focus on Quality

## Crowley to host Southern Cross University students - second year running

**Michelle Golding**  
Quality Manager

For two years running Crowley is hosting 12 allied health students from Southern Cross University. The students are studying Occupational Therapy, Speech Pathology and Osteopathy.

All are undertaking a unit of study that requires a six week Health Promotion Project. So this year the focus is on our Independent Living residents with the students splitting into three groups, and have designed the following projects:

**Group 1**  
*Active and Healthy Brains Activity*

A program involving education and participation in cognitive stimulation activities for our Independent Living residents, promoting socialisation whilst equipping participants with resources to continuously engage in cognition-preserving activities.

**Group 2**  
*Technology Tips and Tea Activity*

A “tech-teaching” workshop, where we teach residents basic digital skills to promote social connectivity with their family and friends. This workshop will be conducted within an open and supportive group environment to promote engagement and interactions amongst our residents.

**Group 3**  
*Aqua Aerobics*

A movement-based project to stimulate mind and body within the confines of gentle and supportive water-based exercise sessions.

The benefits of exercising in water are well documented. It is a low-impact exercise that reduces the risk of injury and provides a safe and supported means to increase cardiovascular fitness. It has been shown to be beneficial to mental health and cognitive function. In addition, it helps to slow down age-related muscle loss, improve joint mobility, and decrease pain from arthritis, plus helps to improve balance.

Jenny Kliese and myself have taken on the role as Crowley Leads for the student groups to assist with the coordination of resources and to ensure the students have a wonderful learning experience at Crowley.

We can't wait to hear our Independent Living residents' feedback from these wonderful initiatives.



## Technology Tips & Tea

For Independent Living Residents  
Hosted by Southern Cross University Students

**Do you have a mobile phone, laptop, tablet, iPad?**  
Come along and join us for a fun morning, learning new technology tips and staying connected with family and friends!



**GAMES!  
PRIZES!**

**When:** Thursday 3 October 10am to 11.30am  
**Where:** Education Centre Room 2

**TOPICS INCLUDE:** Taking photos, using your device, sending texts, staying connected

**RSVP:** Crowley Reception by 30 September



## Aqua Aerobics

For Independent Living Residents  
Hosted by Southern Cross University Students

**\* Fun and Social \* Easy on Joints \* Gentle Exercise**  
**Improve strength, flexibility, balance and cognition.**



**Bookings essential  
Limited spots available!**

**When:** Friday 20 September 10am  
Monday 23 September 10am

**Where:** Hydrotherapy Pool

**RSVP:** Crowley Reception by Wednesday 18 September  
*Participants must be current pool users. New pool users contact Crowley Reception.*



## Brain Games

**Friday 27 September**  
**10-11:30am**  
**Education Centre Room 2**

**Morning tea**

**Prizes!**

**Come along and enjoy a fun morning tea with trivia and charades hosted by Southern Cross Uni Students for Independent Living residents**

**RSVP Crowley Reception by 20 September**

## Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

### Home Care client

- This week I have been visited by May, Kath and Christine and wanted to let Crowley know that they are such great staff members. Hard working, thorough, caring and because I have been so well taken care of, it makes me feel calm and good inside, so very appreciative.
- Dad really missed his carers when we moved him. He loved having them visit and trusted them like his own. We were very lucky to have met them and have them take care of him.

Karen and Julie were his long-term ladies. He wouldn't have been at home for the time he was without their support. They definitely played a strong role in his happiness, trust and companionship. He liked all his carers that he had in his final weeks at home. He loved seeing "shorty" - one of the nurses.

Unless they wrote their names on a stray piece of paper, he would give them a nickname for me to guess who they were.

If you take nominations for staff excellence, I would nominate on his behalf, those three ladies.

Karen was with Mum before we got her back for Dad. She is an exceptional lady. Julie also looked after them both.

Both Mum and Dad would look forward to their visits, assistance, friendship and professionalism - and I would hear about it if they hadn't been there for a while. "Get them back!!"

Thank you so much for your service, and particularly for the excellent staff you employ. Karen and Julie are amazing.

### Residential Care family

- Your care is a source of comfort and strength for our family. Your patience, love and the safe haven you have created for our Dad are exceptional. Thank you for being part of our journey.

### Staff

- Whilst taking residents to Mass I saw Danielle playing a fishing game with one of the residents. Danielle was so supportive and encouraging. The resident caught a fish and the excitement and huge smile on her face was beautiful. Danielle praised her with so much excitement, it was lovely to witness.
- Great Mandatory Training today - it was the best one I have ever been to. From the food to the sessions! What a wonderful job of pulling it together.



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

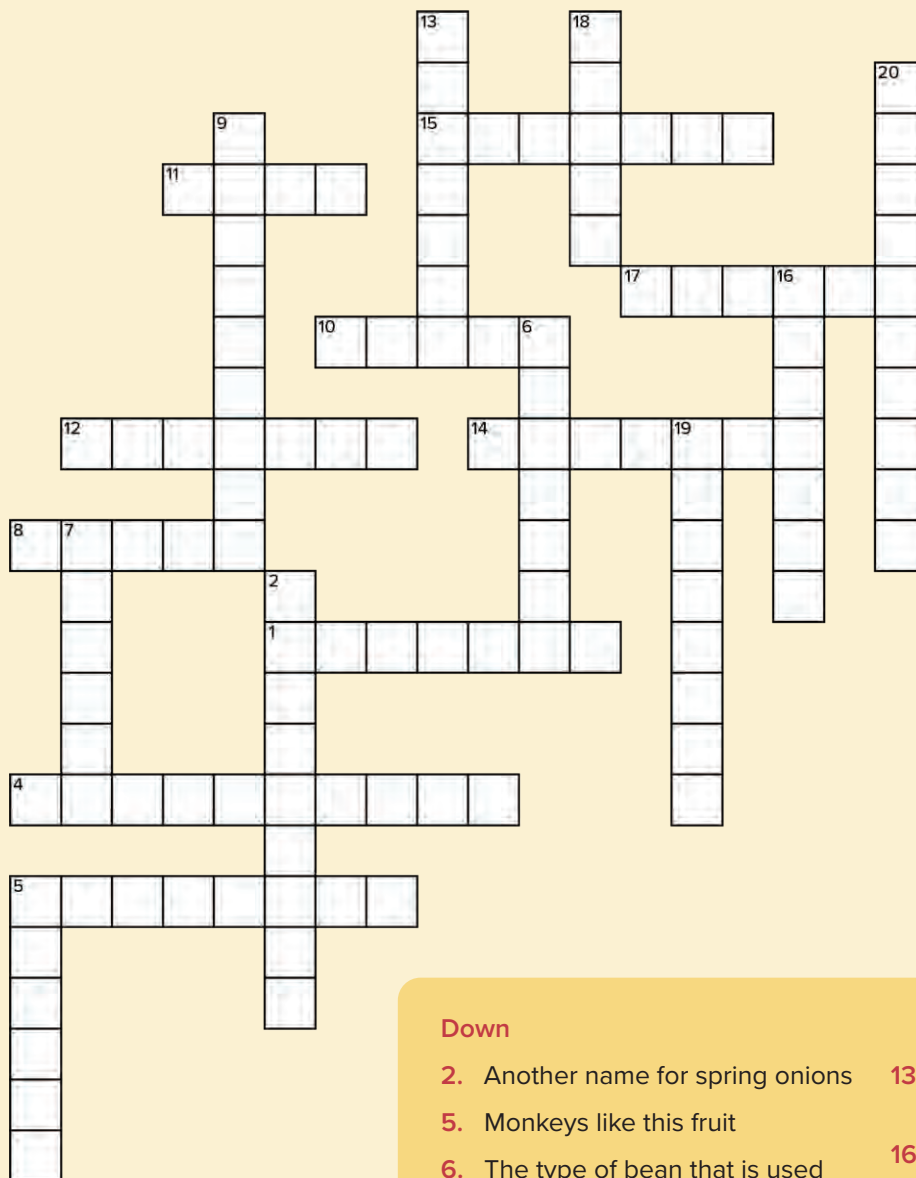


We value your feedback at Crowley Care and we'd love to hear from you. It's as easy as 1, 2, 3!

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

# Fruit and Vegetable Crossword

Do you know the names of all the fruit and veggies in this puzzle?



### Across

- 1. Vegetable said to be good for eyesight
- 4. A variety of melon
- 5. Bright red root vegetable
- 8. Eve ate one
- 10. A fruit that rhymes with beach
- 11. Popular fruit associated with New Zealand
- 12. Popular Halloween vegetable
- 14. Sailors ate this in the 19th century to prevent scurvy
- 15. Vegetable loved by Popeye
- 17. Wine is made from it

### Down

- 2. Another name for spring onions
- 5. Monkeys like this fruit
- 6. The type of bean that is used to make baked beans
- 7. Another name for pawpaw
- 9. Fruit topping on Hawaiian pizza
- 13. Popular plant which is the source of tapioca flour
- 16. Green herb used to make tabouli (tabbouleh)
- 18. One of the most popular fruits in the world starting with 'm'
- 19. Another name for chickpeas
- 20. Italian vegetable soup

## Ice Cream Word Search Answers

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



Banana

Chocolate

Cotton Candy

Mango

Praline

Bubble Gum

Coconut

Fudge

Mint

Rainbow

Butter Pecan

Coffee

Lemon

Neapolitan

Strawberry

Caramel

Cookie Dough

Macadamia

Pistachio

Vanilla

# 'Round the Traps'

## Café Visits



## 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.