

the chatterbox

NEWS FROM CROWLEY CARE

OCTOBER 2025



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Cover photo

Celebrating Bea's birthday



A Moment with our CEO

Hello everyone,

Assisi Apartments

Our 26 Florence Price Place apartment complex, Assisi Apartments, is nearing completion with the first residents due to move into their new homes in January.

We are delighted with the build quality and people's reactions and comments to the development. We brought to bear our years of experience to create a quality seniors living environment, exemplified in this project by great design, beautiful kitchens, large bathrooms and quality finishes.

This development significantly enhances Crowley's independent living offering and builds on our reputation in the region. A huge thank you to all involved in creating this stunning independent living complex.

Assisi apartments were named as a tribute to Pope Francis, acknowledging Crowley's link to our deep Catholic heritage and history. Assisi is a beautiful and picturesque Italian town in Umbria, which I recently visited and was the birthplace of Saint Francis in the late 12th century.

Experience matters

We have four senior team members at Crowley, who have served for 20 years, or almost 20 years with us.

They are Albie Viel - our Maintenance Manager; Michelle Golding - our Quality Manager; Tony Baldwin – our Hotel Services Manager; and Kelly Roberts - our Nurse Practitioner.

Combined, these four longstanding leaders are examples of the foundations of our success here at Crowley. Each plays a unique role and brings an extraordinary amount of Crowley knowledge and organisational memory to our planning and daily decision-making.



Their contribution and time at Crowley speak to how we have been able to imbue our culture of care with great stability and operational efficiency.

Their long-standing tenure, I believe, translates into more informed decision-making and a more loyal and engaged workforce.

It's Family Show Day

Crowley's annual signature event, Family Show Day, is upon us in October. And this year promises to be even bigger and better.

Family Show Day is the highlight in our annual calendar, with so much planning going into its creation.

A cherished occasion at Crowley, a time when our community comes together to create lasting memories and an atmosphere filled with spontaneous and unfiltered joy, making it a truly special day for everyone involved.

For me, I see a sense of unity and togetherness that is palpable on Family Show Day, with everyone finding their own way to join in the festivities.

So, dust off your chaps and join us on Family Show Day. It's guaranteed to bring a smile to your face.

Very best,

A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is written in a cursive, flowing style.

Michael Penhey

Catch Up with Kelli

Kelli Potts
Deputy Chief Executive Officer

Engage and Empower – DACCS Conference

Representatives from the Lismore Diocese recently came together for the 2025 Diocesan Aged Community Care Services (DACCS) Conference.

Over two days, aged care managers, executives, and board members gathered with a shared purpose – to learn, connect, and explore new ways to strengthen the services we provide to our communities.

Engage and Empower was the conference theme, capturing the essence of what we strive for in aged and community care: engaging with individuals and families in authentic ways, and empowering people to live with dignity, choice, and meaning.

Providers across our Diocese have a proud history of collaboration and shared mission.

Since 2006 the Ballina Parish has served in the important role of DACCS Secretariat on behalf of the Diocese. Crowley is honoured to act as the Secretariat for the Parish, coordinating the planning and delivery of the DACCS Conferences.

It reflects our commitment to building connections that go beyond our own organisation, reaching across the wider Diocese to strengthen aged care for all.

This year’s conference was hosted at the Link and Link Café in Sawtell; part of Sawtell Catholic Care. A beautiful and fitting venue for such an important gathering. With over 50 attendees present, the atmosphere was energetic, collaborative, and hopeful. Delegates heard from industry experts, shared experiences, and exchanged ideas across the full spectrum of aged and community care services.

By coming together, we share knowledge and strengthen the relationships enabling us to face challenges, embrace innovation, and celebrate the values that guide our work. The 2025 DACCS Conference engaged hearts and minds and empowered all who attended with fresh insights and renewed energy to take back to their communities.



SCU Faculty of Health Advisory Board

I've recently been appointed to the Southern Cross University Faculty of Health Advisory Board.

This partnership is a powerful opportunity to shape health education, research and service delivery in our region, influencing the health workforce of the future.

By connecting with senior leaders, academic experts, practitioners, and health professionals, we are helping ensure the next generation of health professionals are skilled, compassionate, and prepared to meet the unique health needs of our community.

It's a privilege to be part of this conversation and show our commitment to learning, growth, and innovation in health education.

Whether it's forming partnerships with universities, championing mental health awareness, or honouring the service of our extraordinary staff, Crowley continues to care. Thank you to the extraordinary people who make Crowley what it is. Together, we create a thriving community connected by compassion and shared experiences.

Nobody can do it alone – Dementia Action Week

Crowley proudly joined the national conversation for Dementia Action Week, led by Dementia Australia.

This year's theme, "Nobody Can Do It Alone", highlighted an important truth: dementia impacts the person living with the condition and their carers, families, friends, and wider community.

With an estimated 433,300 Australians living with dementia, and 1.7 million people involved in their care, the reality is that most of us already know someone who is impacted.

At Crowley, we see every day the courage and resilience of residents and families living with dementia. Dementia Action Week was a timely reminder that support must extend beyond clinical care – it's about human connection, friendship, and inclusion.

This year's challenge was simple but powerful: to reach out and reconnect with someone impacted by dementia. Because whether it's through a conversation, a shared activity, or simply being present, every small act of kindness reinforces the message that nobody can do it alone.

I want to thank our residents, families, staff, and volunteers for the way you continue to live this message in our community each and every day.

I'll be taking some personal time in October to travel to China, and I look forward to returning refreshed and inspired.

Kelli 😊

R U OK? Day

A conversation can change a life

We created a Sunshine Wall in the staff room for staff to add short messages of appreciation, gratitude, kindness or simply a thought that might brighten someone's day.



Kindness is taking a moment for someone, smiling, asking how they are, and listening.

I am grateful for being a part of an incredible team, the 'Crowley Family'. Together we make a difference for our residents, clients and each other.

I am grateful for all my colleagues, my team, the management and everyone at Crowley for being so kind and supportive and cheerful.





I am grateful for our residents because we wouldn't have a job, and we also get to hear amazing stories about their lives and meet amazing families. So always take time to bring joy to them.

I am grateful for my supportive colleagues and team, and very grateful for the opportunity to learn new skills. Very appreciative of all the beautiful interactions I get to have with residents and their families.



Thank you to all Crowley staff for making this a fun place to come to every day and for all the care you provide in the millions of different ways you provide it.

I am grateful for the gentle connection to allow people to feel safe, seen, heard and belonging.



I am grateful for Crowley Care family. We want to extend a warm and sincere thank you to every member of our Crowley Care. Your compassion, kindness, and willingness to check in on one another make this place truly special. Let's keep the conversation going on not just today but every day.

Getting Creative

We love getting crafty at Crowley



Daffodil Day

21 August

We raised \$1,463.39 from Daffodil Day on Thursday 21 August to support Cancer Council.

Great contribution from residents, families and staff.



Resident Footy Tipping

Congratulations to our winning resident footy competition winners. We had 70 residents from Residential Care and Independent Living participating this year.

1st place – Nola
2nd place – Marion
3rd place – Eric



Special Moments Out & About

Barney's Cafe is the perfect place to catch up over a cuppa



Henny Penny Hatchlings Have Arrived

These adorable balls of feathers are ready for Crowley Family Show Day



Resident Profile

Eric Strong

Born July 1932 in Mittagong, New South Wales, Eric Strong has lived an extraordinary life shaped by service, resilience and a deep love for family.

Eric left Bowral High School at 15 and entered the workforce early, taking on roles as a timber cutter, roustabout in shearing sheds, builder's labourer and even a bread vendor. At just 19, he married his sweetheart, Dulcie Parsons, at Mittagong. Together, they raised two daughters and have since been blessed with eight grandchildren and 12 great-grandchildren.

A distinguished policing career

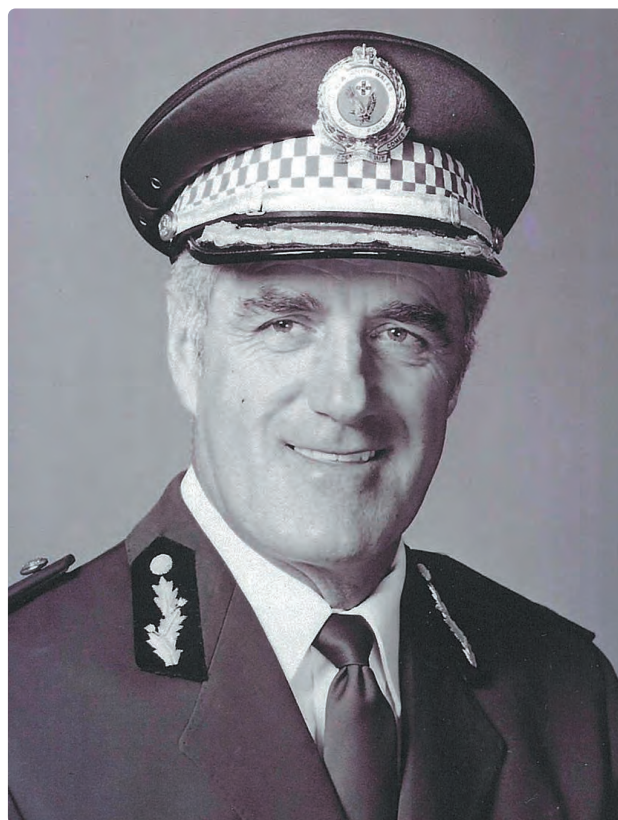
In October 1951, Eric joined the NSW Police Force as a Probationary Constable. Over the next 39 years, he served with unwavering dedication, rising through the ranks to become an Assistant Commissioner before his retirement in 1990.

His career took him across New South Wales – from Parramatta and Wollongong to Newcastle, Lismore and Sydney – where he worked in some of the most complex and challenging areas of criminal investigation.

Eric's work saw him investigating everything from theft and armed hold-ups to organised crime and illicit drug syndicates. He faced dangerous situations, including being threatened by escaped prisoner and held up by armed offenders. Yet he remained steadfast in his duty, earning the respect of his colleagues and community alike.

Highlights of his career included leading major investigations into drug trafficking, armed robberies and high-profile murder cases. Later, as Commander of the Police Internal Affairs Branch, Eric was instrumental in investigating police misconduct and corruption – work that demanded both courage and integrity.

In recognition of his service, Eric was awarded the National Medal, the Long Service and Good Conduct Medal, and the Australian Police Medal.



Life beyond the badge

After retiring, Eric and Dulcie enjoyed years of caravanning adventures, exploring nearly every corner of Australia (except Western Australia – they travelled there with friends). They shared a love of fishing, often taking their boat out together. Family trips also took them to New Zealand and Tasmania, with plenty of stories along the way – including the night they experienced an earthquake while visiting their daughter in New Plymouth!

Today, Eric cherishes time with his large family, many of whom live nearby. He says with a smile, "I'm very happy living here. I'd love to be in my own home with everybody, but that can't happen. The staff are wonderful – we have a lot of fun one way or another."

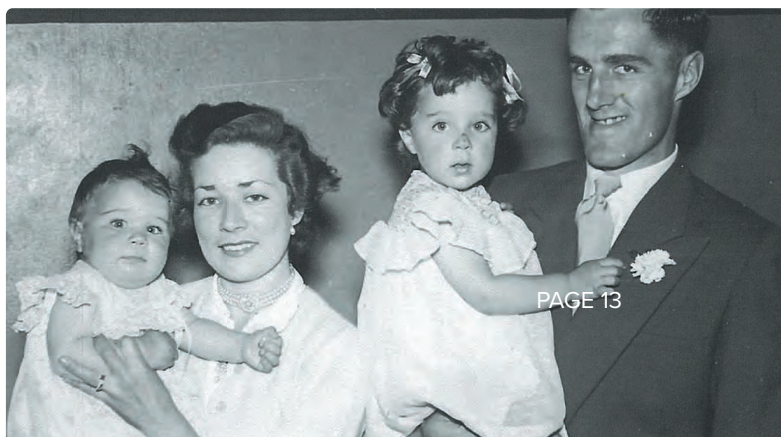
A poetic memory

Eric also has a creative side. He fondly recalls an early run-in with the police at just 13, when he and a mate were wrongly suspected of setting off a firecracker in a theatre. The moment inspired him to write a poem about Sergeant Herb Morrow – the officer who believed in them.

It's a light-hearted story that reflects both Eric's humour and his lifelong connection with the police force, long before he officially joined their ranks.

Looking forward

From humble beginnings in Mittagong to a decorated career in law enforcement, Eric Strong's story is one of grit, service and devotion. Now, surrounded by caring staff and a close-knit community at Crowley, Eric continues to share his wisdom, humour and remarkable life experiences with all who know him.



Dementia and Rights-Based Care

Kelly Roberts
Nurse Practitioner

“Not knowing where I am doesn’t mean I don’t know what I like”

“I may have lost the right to drive my car, but not to drive my life”

September was World Alzheimer’s month, where we focused on the sometimes challenging stigma for those living with Dementia and their carers.

As we move to the new standards in Aged Care from November, it’s an opportunity to remind our community, those amongst us with Dementia are afforded “Rights-Based Care”.

Rights-Based Care emphasises the human right to dignity, autonomy and inclusion, and aims to ensure those with Dementia are actively included, respected as individuals and partners in their care, whether living at home or in a supported living environment.

For example, many people with Dementia experience grief when facing their own decline in abilities, activities, environment and personhood.

A common response is to label this grief as “depression” and to trial medications to improve the situation. Acknowledging the experience of grief and grieving can be enormously beneficial to the person.

Grieving for the loss of others should be recognised, yet many clients living with Dementia are not informed when a person close to them dies, for example. The right to grieve respects the need to mourn and be assisted and supported to manage grief.

Fostering a rights-based approach may allow people the right to refuse food and drink at the end of their life and to choose where they receive their medical or nursing care.

Rather than frequent visits to hospital, which can be confronting for those with Dementia, allowing them to receive comfort, familiarity and a level of care in their own environment may be a good idea, as it reduces distress.

These approaches are not new and now take centre stage with the new Aged Care Standards. An era where we place those living with a diagnosis of Dementia at the centre of their care and care decisions in collaboration, and with the support of families and loved ones.

The Statement of Rights makes sure older people can:

- Make their own decisions about their own life
- Have their decisions not just accepted but respected
- Get information and support to help them make their own decisions
- Communicate their wishes, needs and preferences
- Feel safe and respected
- Have their culture and identity respected





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.

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

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

From the IL Desk

International Day of Older Persons

Jenny Kliese
Independent Living (IL) Coordinator

With 1 October being the International Day of Older Persons, it's a timely reminder to check that your personal affairs are in order.

Have you appointed a Power of Attorney, an Enduring Guardian, or completed an Advanced Health Directive? Here are some things to consider:

Power of Attorney

In NSW, a Power of Attorney is a legal document allowing you to appoint someone to manage your financial and property matters on your behalf. You must have the mental capacity to create one. There are two types:

1. A General Power of Attorney is for a temporary period or until you lose capacity.
2. An Enduring Power of Attorney remains in effect even if you lose capacity, making it suitable for future planning. You can make one through the NSW Trustee and Guardian or with a solicitor.

Enduring Guardian

An Enduring Guardianship is a legal document in NSW, where you appoint someone to make personal and lifestyle decisions for you if you lose the mental capacity to make those decisions yourself. These decisions could include where you live and your medical treatment, and the appointment only takes effect if you are unable to decide on these matters yourself.

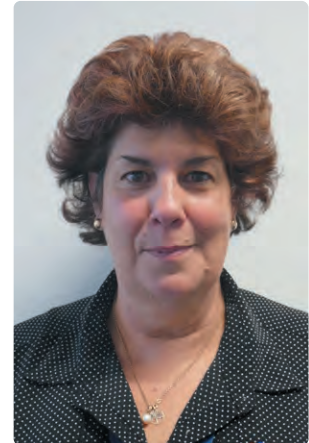
An Enduring Guardianship is different from an Enduring Power of Attorney, which covers financial and property decisions. To create one, you must have the mental capacity to sign the required forms, which can be done with the help of a private lawyer or the NSW Trustee and Guardian.

Advanced Care Directive

An Advance Care Plan records your preferences about health, personal care, and treatment goals. It may be in writing or by discussion. If you are able to make decisions about your future healthcare, you can make an Advance Care Plan by yourself or together with people that you trust and / or who are important to you.

The first step to completing an Advanced Care Directive is to talk to your GP, family or appointed person/s in your world. This can be a verbal conversation or a written account of your wishes.

Forms are available from NSW Health or ask Crowley's IL Team for a copy.



Daylight Saving

Daylight saving 2025 starts Sunday 5 October 2025 at 2.00am Eastern Standard Time. Clocks are moved forward by 1 hour to 3.00am, giving you more daylight in the evening.



Reminder

Don't forget Crowley Family Show Day Thursday 9 October 2025 starts at 10.00am finishing at 2.00pm. Come along with family, friends or neighbours for a fun day. Lots to see and buy.

Please Don't Feed The Birds

Keeping everyone safe and comfortable

René Lange
Risk Manager

We're lucky to enjoy beautiful gardens and green spaces at Crowley, and one of these joys is the abundance of native birdlife and other wildlife.

From brush turkeys to plovers and cheeky butcher birds, they certainly add life and song to our surroundings.

However, some of our feathered friends have become a little too comfortable – particularly the butcher birds. There have been increasing reports of birds swooping close to people's faces, snatching food from tables, and even trying to take food directly from residents' hands.

As charming as these birds may be, feeding them (intentionally or unintentionally) encourages this bold behaviour. Birds quickly learn where food is available and will return regularly, often becoming aggressive when their expectations aren't met. This can create an unpleasant and even unsafe experience for those enjoying time outdoors.



To help keep our outdoor areas peaceful and safe for everyone, we kindly ask everyone not to feed the birds. This includes avoiding leaving food unattended on tables or outdoor furniture.

Thank you for helping us keep our shared spaces safe, clean, and enjoyable for all – humans and feathered friends alike!





All residents, clients, staff, families and friends
are invited to join us for our annual

CROWLEY FAMILY SHOW DAY

9

Thursday

9th October

10am to 2pm

FEATURING

Live Music

Wildlife Show

Baby Animal Farm

Dance Performance

Face Painting

Jumping Castle

Market Stalls



CROWLEY FAMILY SHOW DAY

Thursday 9 October 2025

FAMOUS BAKE STALL



Calling for
donations

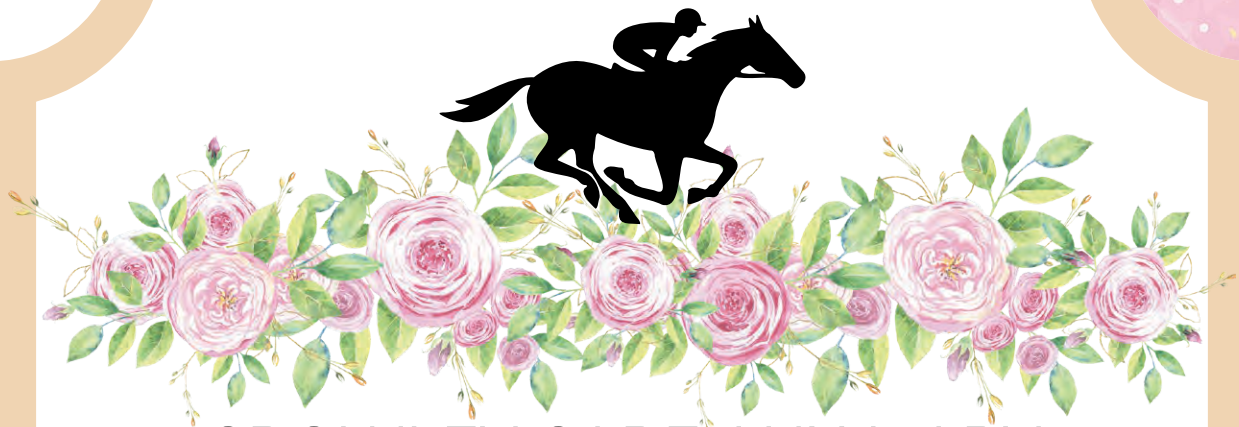


We would LOVE your delicious homemade goodies donated to our famous bake stall!

IF YOU WOULD LIKE TO HELP - let us know what you are donating and provide us with a list of the ingredients so we can prepare labels and arrange packaging of your baked goods.

You can drop off your homemade goodies to
Reception by Wednesday 8 October





CROWLEY CARE AUXILIARY

MELBOURNE CUP LUNCHEON

Tuesday 4 November 2025

Crowley Activity Centre

12.00pm - 3.30pm

\$70 per person

BYO Drinks

Please RSVP and pay via cash or card at Crowley Reception
by Tuesday 28 October

PLEASE PROVIDE ANY SPECIAL DIETARY REQUIREMENTS

TICKETS INCLUDE:

Glass of champagne on arrival

3 course Lunch

1 x Entry into the lucky door prize

Live Entertainment

Crowley Auxiliary

Margaret Savage
Crowley Auxiliary President

The Auxiliary has had a busy and enjoyable time recently, and we'd love to share our news with you.

On 5 September, we held a Coffee Morning at Barney's Café. It was a wonderful chance to catch up with friends, enjoy a cuppa, and share some laughs together.

On the day, we also drew our Spring Raffle, and we are delighted to announce that the lucky winner was Janice. Congratulations, Janice! Thank you to everyone who purchased tickets and supported this fundraiser – it helps us continue our work for the benefit of the residents.

At our recent meeting, we also approved funding for a number of items requested by Crowley Care to support Residential Care and Hotel Services. It's always rewarding to know the Auxiliary's efforts are making a real difference to the comfort and well-being of our residents.

Looking ahead, our next fundraising activity will be at the Crowley Family Show Day on Thursday 9 October, where the Auxiliary will be serving Devonshire Tea. This promises to be a wonderful community event.

Melbourne Cup Luncheon

We are excited to announce our Melbourne Cup Luncheon on Tuesday 4 November. Tickets are \$70 per person and include a three-course lunch and a glass of champagne. Tickets will be available from Crowley Reception starting Monday 15 September – be sure to get in early!

On the day, we will be running sweeps and drawing the Melbourne Cup Raffle.

Tickets for the Melbourne Cup Raffle are now on sale at Crowley Reception: \$2 each or 3 for \$5.

Our next Auxiliary meeting will be on Monday 27 October at 3:00pm in the Education Centre. We would love to see you there!

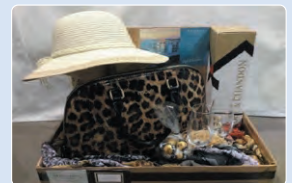
As always, we are grateful for your generosity, enthusiasm, and support. Every function or fundraising event attended, every ticket purchased, and every scone enjoyed helps us make a difference.



Melbourne Cup Raffle Prizes

1st prize

- Ramada voucher valued at \$350
- Moët Wine + 2 glasses
- Veramay bag
- Autn Australia hat
- Dolezza scarf



2nd prize

- Ballina RSL voucher \$50
- Daley's Gourmet Meat voucher \$25
- McGuigan Merlot wine + 2 glasses
- Sweet and savoury biscuits
- Fig paste
- Macadamias and chocolates



3rd prize

- RSL voucher \$50
- McGuigan wine + 2 glasses
- Sweet and savoury biscuits
- Quince paste
- Chocolates



Craft Corner

How to make an origami star garland

This activity is a little more challenging than folding fish or hearts, making it a great option for those who enjoy a bit of concentration and creativity.

What you need

- Colorful origami paper
- Pen
- Skewer (or similar tool) for making small holes
- String for hanging

Instructions

- 1. Create the stars**
Rather than printed instructions, which can sometimes be difficult to follow, we recommend using a video tutorial to guide participants step-by-step. Search 'Origami - How to Make a Star' on YouTube.
- 2. Thread the garland**
Use the skewer to poke a small hole through the tip of each star. Thread the string through and tie small knots on either side of each star to keep them in place.
- 3. Hang and display**
The garland can be hung over a window frame, across a doorway, at the end of a bed, or tacked to a wall, bringing cheerful color to the space.





Update from Maintenance

Keeping it cool

Albie Viel
Maintenance Manager

In September, the Residential Care kitchen refrigeration equipment is serviced – a requirement of the food safety authority to ensure equipment is maintained. This includes the freezer and cool rooms, fridges, ice machines and chill blaster. This equipment is critical for operations in the kitchen, and with warmer weather approaching, the motors work even harder when the new supplies are delivered, keeping them frozen at minus 20 degrees.

Gas pressures are checked, condenser units and fan motors are cleaned to allow for intake of clean air to cool the motors, door seals are checked for deterioration, and the freezer and cool room door locking mechanism is checked for operation.

The air conditioning systems are also serviced before the start of winter and the beginning of summer, as most breakdowns occur in the summer period.

With the warmer weather upon us, our native animals have come out to explore – this includes snakes. Pythons are harmless and will eventually move on; however, if a venomous snake is seen, call Wires on 1300 094 737 for an experienced snake handler to remove it. A venomous snake must be observed at all times until the experienced snake handler arrives to safely relocate it.

What's AJ doing?

The general mobile equipment is our Maintenance focus in September. With the array of equipment we use, it all needs regular attention to ensure it is fit for purpose for both staff and residents' usage.



Men's Shed

Spring greetings to all in the Crowley community from those involved in the Men's Shed.

The chats and discussions we have over well-earned morning tea are rejuvenating for all, along with the satisfaction of making and contributing to projects.

Our Men's Shed members have been busy over Winter repairing and making items to order. We continue to make items for sale for the Crowley Family Show Day on Thursday 9 October.

Items for sale this year include wooden toys, Christmas trees, cutting boards, iPad / tablet stands, children's chairs and several refurbished children's bicycles and a tricycle. There will also be other bargains to be had, including plants and herbs.

The Men's Shed is open every Tuesday and Thursday from 8.30am to 12 noon. Items can be purchased, and orders, repairs, and ideas can be discussed at these times.

There are always plants and herbs at the front of the shed available for purchase when the shed is manned, or by paying in the honesty box near the plants at any time.

We remain grateful for ideas, donations of wood, and items that may be suitable for repair or refurbishment. Many pieces of old, unwanted furniture may contain quality timber that could be repurposed.

We are looking forward to the upcoming Show Day and hope to see old and new friends there.



Hotel Services News

Celebrations at Barney's

Tony Baldwin
Hotel Services Manager

Father's Day was once again a hit in Barney's; all enjoyed a lovely three-course meal with lots of encouraging feedback. It's great to see everyone enjoying themselves with happy, smiling faces and laughter.

As we are fast approaching Christmas, keep in mind to reserve a table if you are thinking of having a small party or get-together in the next few weeks in the café. Reservations can be made direct with staff at the café.

We also have the private dining room just off the café available. It holds 12 people and is a great location for small gatherings – where we are able to design a menu for your special occasions.



Events Outside

Gathering in the sunshine

Tony Baldwin
Hotel Services Manager

We are very fortunate to have outside areas where we can host gatherings at Crowley – it makes for a great atmosphere.

For example, we were able to support the wonderful team from the Auxiliary with a High Tea in the Plaza.

21 Auxiliary members attended, and it was a great get-together. So nice to see the hard-working team relax and have some social time together.

Meanwhile, Brian celebrated his birthday on the same day, and we had a get-together to celebrate this, with a gathering outside on the library verandah.



Super Protein Chicken Crunch Salad

Ingredients

- 200g snow peas, trimmed
- 2 (about 180g each) cooked skinless chicken breasts, chopped
- 4 celery sticks, finely chopped
- 1 large Lebanese cucumber, deseeded, finely chopped
- 1 large red apple, cored, finely chopped
- 130g (½ cup) natural yoghurt
- 2 tbsp fresh lemon juice
- 1 tsp Dijon mustard
- 1 tbsp chopped fresh chives
- 2 baby cos lettuce, coarsely chopped
- 35g (⅓ cup) flaked almonds, lightly toasted

Instructions

Place snow peas in a heatproof bowl. Pour over enough boiling water to cover and set aside for 30 seconds. Refresh under cold running water then drain.

Combine the chicken, celery, cucumber, apple and snow pea in a large bowl.

Whisk together the yoghurt, lemon juice, mustard and chives in a small bowl. Add 1-2 tsp water if dressing is too thick.

Add the dressing to the chicken mixture and toss gently until combined. Add lettuce and half the almonds and toss gently until combined. Serve immediately sprinkled with the remaining almonds.

Serves 4





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

Makes 12

4-Ingredient Mars Bar Honey Joys

Ingredients

- 200g (5 cups) cornflakes
- 160g butter, chopped
- 2 tbsp honey
- 4 x 47g Mars bars, coarsely chopped

Instructions

Preheat oven to 180C/160C fan forced. Line a 12-hole, 80ml (1/3 cup) muffin pan with paper cases.

Place cornflakes in a large heatproof bowl.

Place butter, honey and Mars bar pieces in a small saucepan. Cook over medium-low heat, stirring constantly, until almost melted (you will be able to see a few pieces of nougat floating on the surface). Turn off the heat and set aside, stirring occasionally, for 5 minutes or until mixture is melted and combined. Pour over the cornflakes and mix well to coat. Spoon mixture evenly among paper cases.

Bake for 10 minutes or until glossy. Set aside for 10 minutes to cool slightly before transferring to a wire rack to cool completely. Serve.



CROWLEY CARE
CHRISTMAS DAY

*Seafood
Buffet Lunch*

BOOK NOW!

Thursday 25 December 2025

11:30am for 12pm start

Entertainment Room

Family members are
welcome to join their loved one for lunch

BUFFET PRICE \$110

Please Note: Residential care residents will be
provided with a Christmas Day Buffet Lunch

Book at Reception by
Thursday 18 December



**crowley
care**

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



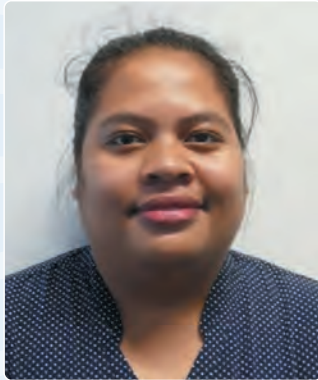
Lukas
Hotel Services



Tawita (David)
Residential Care



Tawita (V)
Residential Care



Meeroti (Meeroty)
Residential Care



Biraam (Leni)
Residential Care



Merren
Residential Care

Industry Insight Day

Shannon Wilson
Human Resource Manager

Crowley teamed up with Novaskill in September to host an engaging Aged Care Industry Insight morning, welcoming local high school students eager to explore the wide-ranging and meaningful career paths available within the aged care sector.

The Year 10 and 11 students were a delight to host. They came to the morning already inspired by the health and aged care sectors. We shone the light behind the proverbial curtain, giving them an insider's view into the varied, complex, and growing world that is aged care.

Meredith, our Executive Manager Care Services and Tony, our Hotel Services Manager, shared their own career journeys as well as personal anecdotes, reflecting how significantly the quality of care and standards have changed since the commencement of their careers.

They spoke about the different roles within the sector and within Crowley; not only nursing within Residential Care and the community, but also Hotel Services and Maintenance.

Following this, we took the students on a guided tour of our Residential Care facility, meeting staff and residents along the way.

I want to extend our heartfelt thank you for your support in hosting our recent Industry Immersion day.

The students found the experience to be incredibly valuable, with many expressing interest in applying for future school-based traineeships, and one even considering a full-time position, which is fantastic news!

- Ashlee Bordin, Novaskill

Tony, Judy and Brad invited the students into the kitchen, making real the stories and anecdotes Tony shared earlier and sharing how their work in different industries led them both to their careers at Crowley, and their appreciation for aged care.

Roxy, an Enrolled Nurse, and Hollie, a Personal Care Worker, provided greater insight into their day-to-day work and their educational journeys, and finished with the love they have for their rewarding careers by sharing the positive impacts they make in the lives of our residents every day.

It was a pleasure and a joy to share our staff's enthusiasm and, in doing so, inspire the next generation of aged care workers.





Focus on Quality

Michelle Golding Quality Manager

From 1 November, a new era in aged care begins as the strengthened Aged Care Quality Standards come into force across Australia.

These revised standards focus on high-quality, safe, and person-centred care. Developed in response to recommendations from the Royal Commission into Aged Care Quality and Safety, the updated framework places greater emphasis on dignity, respect, governance, and accountability.

To support understanding and implementation, we have provided a glossary of some of the language used in the new standards, helping navigate the terminology and intent behind each requirement.

Activities of daily living

Activities of daily living include the fundamental skills typically needed to manage basic physical needs in the following areas: grooming / personal hygiene, including oral care, dressing, toileting / continence, transferring / ambulating, and eating.

Care and services plan

A document (or set of documents) describing a person's aged care and service needs, including the clinical care they receive to meet those needs. Care and services plans include relevant information about a person's needs, goals and preferences and describe how and when services are delivered in line with these.

Continuous improvement

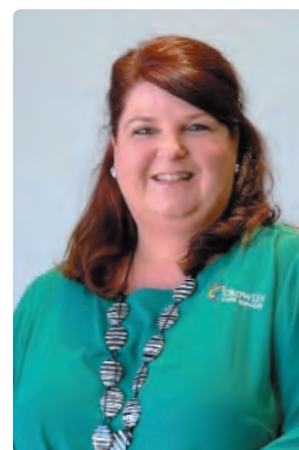
A systematic, ongoing effort to raise an organisation's performance in achieving outcomes for older people and improving care and services, it:

- Is person-centred, and responds to the needs and feedback of older people
- Supports the workforce to improve and innovate in providing safe and quality care and services

- Is part of a quality system that assesses, monitors and improves the quality and safety of care and services.

Essential to continuous improvement is:

- Person-centred focus
- Innovation
- Involvement and accountability of key stakeholders:
 - People receiving aged care, their representatives and carers
 - Staff and volunteers
 - Committee and board members
 - Advocates
- Achievement through planned steps, and
- Regular monitoring and evaluation of progress.



Culturally safe care

Culturally safe care and services are planned and delivered in a way that is spiritually, socially, emotionally and physically safe and respectful for older people. Culturally safe care and services ensure that an older person's identity is respected so that who they are and what they need is not questioned or denied. Whether care and services are 'culturally safe' can only be determined by those receiving care. For Aboriginal and Torres Strait Islander peoples, culturally safe practice is the ongoing critical reflection on provider knowledge, skills, attitudes, practising behaviours and power differentials in delivering safe, accessible and responsive care and services free of racism.

Making Feedback Flow

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

Michelle Golding
Quality Manager

Staff

- Well done for the August birthday cake, 10/10. Thank you for your efforts.

Government contractor

- Dear Michelle, Kim and all from Crowley Ballina, thank you so much for having me! I had the loveliest time getting to know your beautiful residents.

Residential Care resident

- To the Board, management, staff and residents at Crowley Care. Sincere thanks for the surprise bouquet of gorgeous flowers presented to me on my 90th birthday. It was a wonderful surprise, many, many thanks. I was taken aback by your thoughtfulness and love. Once again, my thanks.

Residential Care families

- For the staff at Lighthouse, we can't express the gratitude we feel for all you did for our Mum. Your patience and compassion were truly outstanding. The Registered Nurses were open to discussion about Mum's care, as were the staff, which was so important to all of our family. Wishing you all well for the future. P.S. We will be recommending Crowley Care to all our friends and acquaintances.
- Thank you so much to all the staff in Lighthouse for taking such amazing care of Michael during his final years.
- I really appreciate receiving this and knowing what's on offer for my parents!

Visitor

- He has been to quite a few facilities, both locally and in Melbourne, and commented on how clean Crowley is and how all staff members are happy and friendly.

Independent Living resident

- I would like to nominate "Natalie" as the best, most thorough cleaner ever. She is 100% marvellous.



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



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

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

Australian Country Music Quiz

How well do you know your country music theory?

1 Who sings “When the rain tumbles down in July”?

.....

2 Who released the song “I honestly love you” in 1974?

.....

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

.....

4 What Australian bush ballad is sometimes referred to as the country’s “unofficial national anthem”?

.....

5 Name the Australian country music singer who released a cover version of John Stewart’s song “Armstrong” in March 1971.

.....

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

.....

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”?

.....

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.

.....

9 Who released the song “Way Out West” in 1973?

.....

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

.....

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

.....

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

.....

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

.....

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

.....

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

.....

16 What year was Troy Cassar-Daley born?

.....

17 Where are the Country Music Awards of Australia held?

.....

Who Am I? September Birthdays Answers

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

17th September 1931

I was an American actress best known for my role as the teacher of Helen Keller in *The Miracle Worker* (1962), for which I won the Academy Award for Best Actress, and as Mrs. Robinson in *The Graduate* (1967).

Anne Bancroft

18th September 1908

I was a Swedish film actress of the 1920s and 1930s, ranked fifth among the greatest female stars of classic Hollywood cinema. I was known for my reclusive nature - never signing autographs, avoiding interviews, and not attending Oscar ceremonies, even when nominated. "As early as I can remember, I have wanted to be alone. I detest crowds, don't like many people."

Greta Garbo

13th September 1916

I was born in Wales to Norwegian immigrant parents and served as an RAF fighter pilot and intelligence officer during WWII. I became one of the best-selling authors in the world, writing both for children and adults. I am known for classics like *James and the Giant Peach*, *Charlie and the Chocolate Factory*, and *Matilda*.

Roald Dahl

28th September 1934

I was born in Paris and began as a ballerina before turning to film in 1952. I gained international fame in *And God Created Woman* (1957), which launched my status as a major sex symbol in the 1950s and 60s.

Brigitte Bardot

20th September 1934

I am an Italian actress and singer, and one of the last surviving stars from the Golden Age of Hollywood. My role in *Two Women* (1961) earned me the Academy Award for Best Actress, the first for a foreign-language performance. I also posed for the 2007 Pirelli Calendar.

Sophia Loren

19th September 1938

I am a British model, actress, and singer who became a cultural icon in the swinging 1960s, known for my thin build and pixie hairstyle - famously the world's first supermodel.

Twiggy

15th September 1930

I am a Welsh singer whose soul-infused, powerful voice reignited musical charts with hits like "It's Not Unusual," "Delilah," and "Sex Bomb," earning me a Grammy and enduring popularity.

Tom Jones

7th September 1940

I am an American singer best known for my empowering anthem "I Will Survive," which became an enduring symbol of resilience and independence. I remain a beloved figure in pop and disco music.

Gloria Gaynor

26th September 1948

Born in England and raised in Australia, I released my debut solo album *If Not for You* in 1971. In 1974, I represented the UK at Eurovision with *Long Live Love*, finishing fourth behind ABBA. My fame soared with my role as Sandy in *Grease* (1978).

Olivia Newton-John

24th September 1936

I was an American puppeteer, animator, and filmmaker. I created the beloved Muppets, including Kermit the Frog and Miss Piggy, and brought joy to generations through *The Muppet Show* and *Sesame Street*.

Jim Henson

9th September 1960

I am an English actor known for my charming roles in romantic comedies such as *Four Weddings and a Funeral*, *Notting Hill*, and *Love Actually*. My refined wit and self-deprecating humour made me a global star.

Hugh Grant

'Round the Traps'

Lighthouse BBQ



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
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.