

the chatterbox

NEWS FROM CROWLEY CARE

SEPTEMBER 2019

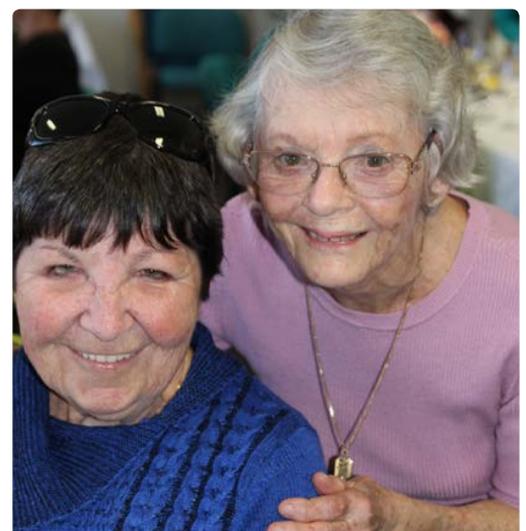


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Cover photo

Jane, one of our Team Crowley Members.
Learn more about Jane on page 12.



A Moment with our CEO

Hello everyone,

How grateful we are

Recently we embarked on a gratitude program at Crowley which has made me realise just how grateful I am to work here and alongside such a wonderful group of people. Our staff are now learning and benefiting from practicing gratitude. It is a powerful tool that science has proven makes us better people to be around. Because when we practice gratitude we stop and appreciate the value of someone or something. And when you appreciate that value you are less likely to take something or someone for granted. By practicing gratitude we become more resilient, more empathetic and more in-tune and connected with our residents and clients. And that really is at the heart of the Crowley way. I'm really looking forward to our gratitude program rolling out even further and am grateful how our staff are embracing it!

Congratulations team Crowley

You may have seen Crowley was recognised for its approach to care winning a number of recent awards. Whilst that's thrilling, to me these awards completely belong to our staff, our residents and the broader Crowley community. These are your awards and I feel proud to be part of the team.

Team Crowley won the 2019 NSW/ACT Regional, Rural and Remote Aged Care Provider of the Year. We were up against aged care organisations from across the State. To win Crowley demonstrated excellence in leadership, workforce culture, community engagement, innovation and communication. Really this award highlights how our culture at Crowley and our marvellous staff are at the forefront of the care industry and I thank everyone for their commitment and passion.

Team Crowley also won the Ballina Chamber of Commerce 2019 Business Excellence Awards for the Health, Care and Wellness Industries category. The award highlighted how our staff support our residents and clients in unique ways. It is a great reflection on how our teams live and breathe the Crowley way. And lastly our local builder Bennett Constructions won an award for Crowley's major redevelopment. Bennetts did an amazing job and everyone joined in to support the project during the major disruption. It's good to know we live in an award winning building.



Welcome home Father

Welcome home Father Michael, our Parish Priest. We missed your leadership and guidance. Father has been on sabbatical and you will no doubt see him around Crowley. So if you see him, please welcome him home.

It's Show Day time

This year's Crowley Family Show Day promises to be bigger and better than ever before. And that's saying something. I feel we are very lucky indeed to have a great Crowley friend and Golden Guitar winner, country music man Steve Passfield perform together with the marvellous singer Kathryn Jones. They are a great duo. It's going to be a great Show Day.

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Kelli Potts
Executive Manager Operations and Finance

Our Kitchen Project is really starting to come together and now we are on the downhill run. The project is running to the programmed schedule, thanks to the efforts of the construction and project teams involved. We have started ordering the ‘extras’ for these exciting new facilities – from wine glasses to sticky tape dispensers!

For the majority of the past few months we have been able to have this project humming away at the centre of our Residential Care Facility with minimal interruptions to our residents, staff and families. The recent exception to this has been the work at the entrance door to the Rosebank wing, this work includes the creation of a foyer area and installation of a new entry door.

With the kitchen refurbishment nearing completion, we can start planning to return the Activity Centre to its regular use, we will keep you updated as we get closer to that time. We have some beautiful items of furniture on order to give this space a new life when the temporary kitchen use is finished. We are very excited to unveil this space to our Crowley Family in the coming months.

As many of you know by now, there are always multiple projects going on here at Crowley at any one time. And when we are not doing projects we are planning fun and showing off our wonderful organisation! We are kicking off September with our annual Staff Recognition Presentation in the first week and closing the month out by hosting an important regional meeting for Aged and Community Services Australia (ACSA) on Dignity and Risk an important part of the Aged Care Standards that were introduced earlier this year. In May we hosted one of these meetings and it was a wonderful opportunity to show off our wonderful staff and our facilities.





Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, social gatherings and quiet strolls, there's something going on that's perfect for everyone. And our residents have been busy during the last month! Here are some highlights:



To spread the French spirit, Megan pedaled her collection of wine and baguettes around the halls of Crowley. What a delicious way to celebrate Bastille Day.



Bette made new friends and enjoyed some cuddle time with a gorgeous puppy on our last bus outing.



Time for Gelato! Gwen was stumped for choice with all the flavours.



In celebration of Bastille Day, Crowley was transported to France to enjoy everything the country has to offer.



John and Del enjoyed playing a friendly game of Dominos. What great competition!



Val was the one to watch after bowling our very first strike of the day.



The lanes were on fire during our recent bowling tournament! Ian was in the zone.



Our own bird enthusiast David was keen to spot the local shorebirds during our beach walk.



Gwen, Florence and Joyce caught up on the Crowley gossip while warming up in the sunshine.

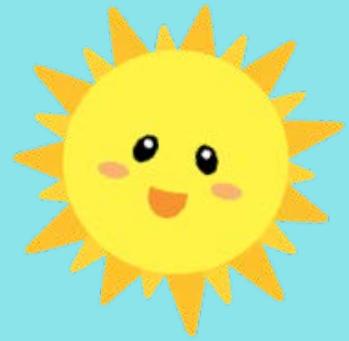


With such chilly weather, we sure enjoy spending our mornings in the sun with a cup of tea.



A visit to the beach found our residents Ian and David keen to exchange tips and tricks with the local surfers.

CROWLEY FAMILY SHOW DAY 2019



We invite all residents, clients, staff and their families and friends to join us for our annual Crowley Family Show Day.

When: Thursday 10 October

Where: Crowley Care

Time: 10am – 2pm



Featuring:

Cake Stall

Photo Booth

Baby Animal Farm

Arts & Crafts

CROWLEY FAMILY SHOW DAY

Featuring AWARD WINNING
Country Music Artists:

**Steve Passfield &
Kathryn Jones**

Thursday 10 October
10.45am
Crowley Plaza

We invite all residents, clients, staff and their families and friends to join us for a morning of music and dancing at Show Day.

The New Aged Care Charter of Rights

Christine Lawton
Residential Care Facility Manager

Over the next two months I will be chatting with residents about the Charter of Aged Care Rights.

Residents will receive a brochure highlighting their rights. It also highlights the responsibilities our residents (consumers) have whilst in Aged Care. I encourage families to read the brochure. Each resident or their representative will be asked to sign a form acknowledging receipt of the brochure and their understanding of the new charter. It is an expectation that we speak individually with all our residents and/or their representative.

Some of our residents are unable to sign this form. I will be contacting and speaking to their representative to sign on their behalf.

As a result of our continuous improvement program and the introduction of the new Aged Care Standards in July, we have implemented a document called 'What's Important to Me'. I will bring this with me when I come to talk about the Charter with residents or their representative and we can fill this out together. This form will help us to learn what matters most to our residents and to help them identify their personal goals, preferences and choices. Helping the team here at Crowley to focus on a more holistic approach to consumer centred care.

If you have any questions regarding either of these please contact me.



Join us for an
afternoon of song
with

Sebastian

Wednesday 30 October
2pm
Entertainment Room

Palliative Care

Kelly Roberts
Clinical Manager

Palliative or End of Life Care is not well understood in our community. Palliative Care is generally a phase that a person enters, when no further medical or surgical interventions are necessary or deemed appropriate. Phases of Palliative Care vary and can last from weeks to many months of comfort care and symptom management.

Terminal care, is generally the last days of a person's life and can last anywhere from 24 hours to one week.

Often at the end of the long journey of medical care, interventions and side effects from treatments, individuals decide they want to enjoy the time they have left, without the need to attend specialist appointments, undergo treatments that may make them feel sick or too tired to enjoy friends and family.

Sometimes, the person does not have the opportunity to actively make this decision, as their illness has reached a point where there is simply nothing left that can be of help. In these instances, the medical and nursing team will usually guide the level of care in discussion with the individual and their family and friends.

This is the point at which Palliative Care becomes the focus. It is a phase of managing often debilitating symptoms and allowing people to enjoy the things they want to participate in, before the end of their life. This may be as simple as eating a normal diet, visiting a special place or spending time with someone they are close to.



It is important to have an understanding of Palliative Care that goes beyond the concepts of death and dying. Palliative Care is as much about living and thus balances the quality of a life lived, against the end of life or dying.

The environment plays an important role in the provision of good palliative care. The environment will influence the mood of the consumer and have an impact on his or her quality of life. It is possible, to modify the environment to best meet individual needs. This may include simple items such as favoured pillows, scents or music. Deciding on what may work best, is helped by meeting together with friends, family and loved ones, to ensure they hear what the person at the centre of care really needs. It is important too that the last phase of a person's life, leaves those witnessing those moments with good memories of the Palliative Care and dying process for their loved one.

One of the greatest concerns for families and friends, is withholding nutrition and hydration. We now realise, that the body releases natural substances at this time, to relax and reduce the requirement for food and fluids. Often continuing with these, puts added stress on the dying body as it begins to slow down in preparation for end of life.

The needs of individual at the end of life:

- To feel like his or her normal self
- To communicate, having the chance to talk, be listened to and understood
- To trust those who are providing the care and to be trusted
- To feel secure and safe
- To maintain independence
- To be free of pain and distress

Crowley Connections

Jane E

Jane is a relatively new face here at Crowley having joined the ‘Family’ just this year. She started her Crowley journey on placement as part of her Certificate III in Aged Care and quickly identified that Crowley was the place for her!

“I love working at Crowley, it’s a community with a big heart” says Jane, she loves working as part of a team that has great culture and she thinks that all our residents are just delightful. She very much enjoys caring for them and loves bringing joy to their days.

Before studying Aged Care and coming to Crowley, Jane had an extensive career in Fashion Design and Innovation. Winning multiple awards as Innovative Designer of the Year from the Retail Association of Queensland for her imaginative chef wear (pictured below).



Jane’s son Mitch and his wife Kelly.

Jane still has a great love for fashion, design and in fact all creative arts. You can find capsule releases of her creations for sale in the Creative Artisans Gallery in the Wigmore Arcade in Ballina; Jane is an active and contributing member of this collaborative gallery. Another contribution of Jane’s you might find is a book she has edited and published with her mother called “The Brazen Hussies Birthday Book”, Jane’s mother for many years was a greeting card illustrator and Jane created the book as a useful way to record birthdays and celebrate her mother’s “girls”, the cartoons who feature in the pages.

A proud mum to Daisy and Mitch, family is very important to Jane who when not at work here at Crowley might be found jetting off to Sale in Victoria to visit her Mum, Marjorie and her brother Lindsay or Sydney to visit Mitch and his wife Kelly

Moving to Ballina just two years ago, Jane followed Daisy and son in law, Josh to the area to be closer to them as they welcomed their son Otis. Jane loves being close to her family and being able to support them as little Otis grows up. She loves Ballina and believes that it is here where she is meant to be.



Jane and Otis on his 1st birthday.



Jane's Mum Marjorie, daughter Daisy, Otis and Jane.

The Norfolk Pine Jane E

The Norfolk Pine stands straight and tall
Native to a tiny speck in the Mighty Blue Pacific
It has claimed the right to exist anywhere
And accustomed to adversity thrives in salt
and sand
Unadorned it's an inspiration symmetrical to
its pinnacle star

I love this tree
It takes me back to carefree summer days
When we camped like gypsies in caravans on the
coast at Christmas
Alongside the Norfolk Pine and chased each
other with its discarded foliage
Yelling Snake! Snake!

I have danced around it singing and embraced its
worth
I've whispered my wishes and spilled my secrets
in its shade
Always my friend it tells me to be strong
Hang in there and most of all
Be proud of who you are

A talented writer Jane has written multiple musicals, songs and poems with the environment giving her much inspiration. Jane loves the environment we are surrounded with here in Ballina, in particular all the Norfolk Pines that have inspired a beautiful piece of poetry. She also draws great inspiration from the ocean and loves to go for invigorating ocean dips when she can.

She often starts her day with a walk with her very cute doggie "Biggie Smalls" ("Biggs" for short), they walk to get the Sydney Morning Herald and then head home to do the crossword with a cuppa and then get ready for the day. Biggs is one pampered pooch having his own clothing label called Wattlebark Brown thanks to Jane.

Jane's past endeavours quickly merged with her Crowley life earlier this year when Jane was able to share her beautiful hat collection with us for the Mother's Day Mad Hatters Tea Party, residents and staff very much enjoyed checking out Jane's beautiful pieces and loved trying them all on! You can see one of the hats she created featured on this month's cover of the Chatterbox!



Jane designed and made her friends' wedding dress.

The Wheels on the Bus

Laura Ellis-Harry
Quality Officer

Each month our Crowley Bus heads off on an Independent Living Bus Trip.

Ladies and gents take turns and every month the reports on their return are glowing!

Generally, we try to stick to a radius from Ballina of about 100 kilometres. The day will often include a morning tea stop an activity or tour and then a lunch stop. Brian our wonderful volunteer driver always makes the trips home interesting and scenic.

We try to ensure each location is safe for all with amenities accessible for all participants. Please note that our bus trips do fill up quickly so make sure you put your name down at Reception should you wish to attend.

If you have any suggestions for where our Independent Living Bus Trips could visit or if you have a location on your wish list, be sure to pop them on a Feedback card and in the Feedback Box at Reception.



IL Social Planning Meeting

David Crosby
Customer Service Manager

As promised we have added an additional Independent Living meeting to our annual program. This meeting's purpose will be to provide a forum of discussion and idea sharing for our Independent Living residents. This will help to develop activities, groups and social functions that are important to you.

Join us for an afternoon of brainstorming as we work to establish an exciting new program for the Independent Living Social Calendar.

Come armed with your ideas, wishes and interests so we can discuss these and work to develop a program that is exciting and engaging for all! We look forward to seeing you there!



Wednesday 18 September, 2pm
Education Centre, Upstairs, Room 1

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Stroke Awareness Week will be held from Monday 2 September until Sunday 8 September 2019. The week aims to raise awareness in the community about Stroke prevention and recovery.

Did you know?

- Someone has a Stroke every nine minutes in Australia
- Stroke kills more women than breast cancer and more men than prostate cancer
- Around 30% of Stroke survivors are of working age (under the age of 65)
- In 2015, an estimated 394,000 people (199,000 males and 195,000 females) had a Stroke
- People in regional areas are 19% more likely to experience a Stroke than those in metropolitan areas
- It is projected that there will be one million Stroke survivors in Australia by 2050

Signs or symptoms of a stroke

The Stroke Foundation recommends the F.A.S.T. Test as an easy way to remember the most common signs of stroke. Using the F.A.S.T. Test involves asking these simple questions:

- Face:** Check their face.
Has their mouth drooped?
- Arms:** Can they lift both arms?
- Speech:** Is their speech slurred?
Do they understand you?
- Time:** Is critical. If you see any of these signs call 000 straight away.

Unfortunately there are some stroke risk factors that you cannot do anything about such as older age, being male, family history or already having a prior stroke.

But for most Australians, we can reduce our risk and help prevent stroke by taking some simple steps:

1. Make time for a health check for stroke risk factors.
2. Take charge of your own health and live a healthy lifestyle by eating well and exercising
3. Reduce or quit smoking
4. Drink alcohol in moderation

Happy Father's Day to our Dad's

"A father is neither an anchor to hold us back, nor a sail to take us there, but a guiding light whose love shows us the way." - Unknown

Reminder

IL Skip Bin will be available for the month of September. The bin will be located behind the Men's Shed. Remember no white goods.

Phones to be tested in September

- | | |
|-------|------------------|
| 6-9 | Redford Place |
| 16-38 | St Marks Close |
| 39-53 | St Johns Close |
| 55-57 | St Francis Place |

An Afternoon at the Movies

Are you a movie junkie or fancy yourself a fan of Hollywood? Did you know that Crowley hosts a monthly movie screening? Everyone is welcome to come along to watch the big screen in the new Education Centre for the small cost of a gold coin donation. The details of this months screening are as follows:

Movie: Storm Boy
Genre: Adventure, drama, fantasy
Directed By: Shawn Seet
Written By: Justin Monjo, Colin Thiele
Starring: Finn Little, Jai Courtney, Geoffrey Rush, Erik Thomson, Trevor Jamieson, Morgon Davies

A beautiful and contemporary retelling of Colin Thiele's classic Australian tale. 'Storm Boy' has grown up to be Michael Kingley, a successful retired businessman and grandfather. When Kingley starts to see images from his past that he can't explain, he is forced to remember his long-forgotten childhood, growing up on an isolated coastline with his father. He recounts to his grand-daughter the story of how, as a boy, he rescued and raised an extraordinary orphaned pelican, Mr Percival. Their remarkable adventures and very special bond has a profound effect on all their lives. Based on the beloved book, Storm Boy is a timeless story of an unusual and unconditional friendship.

Reviews:

"Storm Boy weaves a captivating tale about a boy and his birds. It's a bittersweet story that will pull out tears and smiles."

- *Plugged In*

"This version [...] has the emotional heft and visual splendor to win the hearts of domestic and international family audiences."

- *Variety*



Crowley Screening

Movie: Storm Boy
When: Wednesday 11 September
Where: Crowley Education Centre Room 1 (upstairs)
Time: 1.00pm followed by afternoon tea
Cost: Gold coin donation
RSVP: To Crowley Reception Monday 9 September

PLEASE NOTE

Independent Living Bus Trips have limited space, so pop your name down early to avoid disappointment.



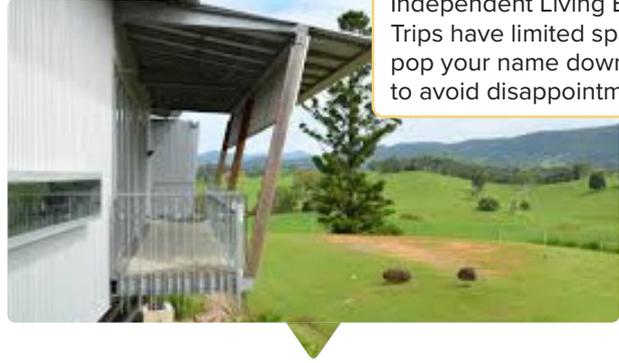
IL Mens Bus Trip

Thursday 12 September

8.30am departure from Crowley Reception
\$5 bus fare, \$25 for lunch and train + incidentals

In September the gents are off to Byron Bay. Starting with morning tea at the RSL, we will head to Byron Bay Brewery to enjoy a tour and some samples of the ales on offer. Before lunch we will board the Byron Bay Solar Train for a short journey to the Sun Bistro Tavern where we will grab a bite to eat. It should be a great day!

RSVP to Crowley Reception by Monday 9 September



IL Ladies Bus Trip

Thursday 17 October

8.30am departure from Crowley Reception
\$5 bus fare + tours and meals

In October, the Ladies are off to Tweed Regional Gallery where they will have a look around some of the lovely visiting exhibitions and have the opportunity to have morning tea. Then they will head to Coolangatta Surf Club for lunch and to watch the waves roll in. A lovely day out with friends old and new.

RSVP to Crowley Reception by Monday 13 October

Book Club

with Judy Riley

Recently the Book Club met to discuss our latest book 'The Scholar' by Dervla McTiernan, a mysterious tale set in Ireland.

We all enjoyed the change of scenery and the descriptions of the various locations in the novel.

The plot moved quickly, the characters were all well developed and plausible.

We were all kept very interested. The ending came quickly – too quickly for some of us however we are all hopeful for a sequel!

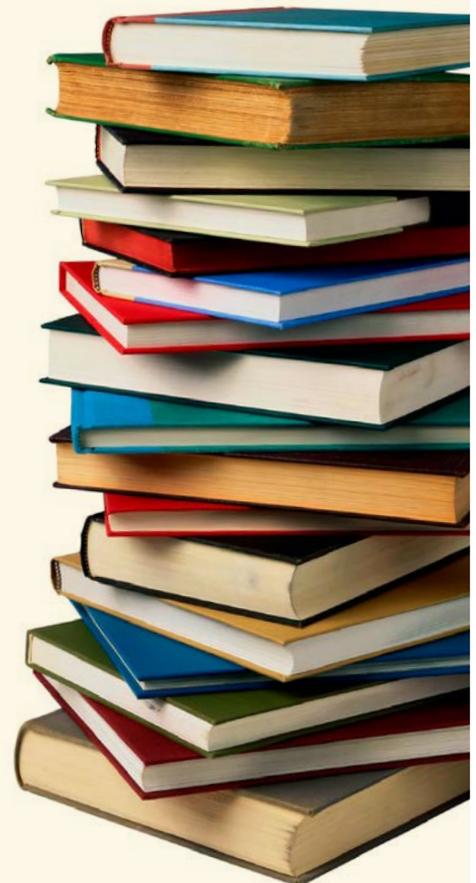
Our next book is 'Educated' an American memoir by Tara Westover. An extraordinary memoir about a woman's discovery of education, its transformative power and the price she has to pay for it.

Tara left home at age 16 after growing up in a family that did not believe in modern medicine or education.

This is her story of self-discovery; one we are all looking forward to reading!

Our next meeting will be Thursday 26 September in the Crowley Library - all welcome.

Happy reading!



Who Can Speak For You?

Sherrie Viney **Home Care Manager**

To properly assist with your care needs and wishes we have a responsibility to you as our client to communicate with the people you have chosen to be involved in your care.

In the event of permanent or temporary illness or injury that prevents you from making decisions, it is advisable to have an Enduring Guardian, also known as a substitute decision maker. An Enduring Guardian (EG) only makes decisions for you about your health care, when you are unable.

Your enduring guardian needs to:

- Promote your interests
- Understand your needs, goals, wishes, preferences, and values.
- Be willing and available and accept the role
- Be able to make decisions in difficult circumstances
- Be someone you trust
- Be able to make decisions they believe YOU would make if you could

Enduring guardians cannot make decisions about:

- Your money
- Who you vote for
- Anything that is illegal
- Make or change your advanced care directive
- Make or change your will
- Make decisions if you are able.

You can appoint more than one enduring guardian to make decisions. If you choose more than one guardian, they need to be able to talk to each other.

You can also include in your directions to instruct your enduring guardian as to how they can use their authority. For example, you can direct them to seek medical advice before they make certain health decisions.

You can revoke your EG appointment at any time if your relationship changes, your guardian resigns, dies or is unable to carry out the role.

Appointing an Enduring Guardian in NSW

You can appoint an enduring guardian as long as you have the capacity to do so.

You cannot appoint a professional person e.g. your doctor.

If you do not have someone, the Guardianship Tribunal can appoint someone at your request.

To appoint your Enduring Guardian:

1. Complete an Enduring Guardian appointment form that requires witnessing by an eligible witness. You can download a form from www.publicguardian.justice.nsw.gov.au/forms
2. Email to informationsupport@opg.nsw.gov.au
3. Call 1800451510



Home Care Client Profile

Bill Saunders

I was born in Sydney at Waverly War Memorial Hospital in 1933. As a child, I lived in Waverton which is one of the first stops on the rail line, North of Sydney.

I have one brother Norman, 18 months my junior. He lives in Townsville now and we write to each other often. We are total opposites in every way!

After school I to became an apprentice-engineering draughtsman, which took five years to complete. I then moved on to study another passion, Industrial Design and Architecture!

I married at 24 to a Waverton girl. We lived in a flat, which was an extension to mum and dad's house, and I continued to study at Sydney Tech College. Three kids were born there; Scott, Tim and Tobin, and over time we built our first family home and moved in on Tobin's first birthday in 1965! After that, my youngest, Emily, was born.

I have many interests and hobbies; a great love for timberwork and I fitted out our homes over the years, some pieces I still have in my home today. I also enjoy music, particularly modern jazz and I still play the piano from time to time!

Another major and ongoing interest and passion through my entire life has been engineering and industrial design.

The first good decision was probably to get myself apprenticed and qualified to be an engineer. The second would have to be forming a Jazz band with some of my good mates!

My favourite memory would be those of playing my piano! My favourite food is a roast dinner - there's nothing better. I still enjoy cooking for myself!



CROWLEY AUXILIARY Fundraising BBQ

Saturday 7 September
Bunnings Ballina



Show Day Cake Stall Contributions

Can you believe the Crowley Show Day is almost upon us again?

Our annual Crowley Family Show Day is fast approaching and we cannot wait to celebrate with all our residents, clients, staff and their family and friends. One of the most popular stalls at Show Day is the Cake Stall, but we know it cannot be a success without YOUR help.

If there are any family members or IL resident's wishing to make some jams, pickles, cakes, biscuits or slices to donate to our Cake Stall, please feel free to do so. We would LOVE them!

You can drop them into Crowley Customer Service in the days leading up to Thursday 10 October with the ingredients listed and the Quality Team will make labels to attach to the containers.



Community Connections

Northern Rivers Community Gallery

The Northern Rivers Community Gallery presents a changing program of exhibitions by artists from the Northern Rivers region. If you enjoy exploring this beautiful region, then you'll love the great diversity of art and cultural material generated by local creatives.

As a community gallery the focus is on representing, reflecting and exploring the diverse sectors of our community. Exhibitors include local emerging and established artists and local cultural and heritage groups. Generally exhibitions change each month.

All artwork is for sale and the gallery shop stock locally handcrafted jewellery and giftware. The Gallery also presents a range of programs to support the exhibitions, including art-making activities for children during school holidays.

The Gallery is housed in a charming heritage building, built in 1927 as the original council chambers for Ballina Municipal Council. In 2007 the building was renovated to house the gallery and cafe. The combination of art and food with options for indoor and outdoor dining makes for a wonderful destination for the whole family.

Open Wednesday to Friday from 10am to 4pm.
Open weekends from 9.30am to 2.30pm.
Located at 44 Cherry Street, Ballina.



RAINBOW DRESS UP DAY

Friday 27 September

All staff, residents and visitors are welcome to dress up and join in the fun!

Celebrating at Barney's Café

Tony Baldwin
Hotel Services Manager

Here at Crowley we love to celebrate and get much joy celebrating our residents on their special occasions. Birthdays and anniversaries are such a special time for our Crowley Residents and often significant too!

Barney's Café has fast become quite the destination not just for Crowley Residents, their family and friends but also the wider community. If you are planning to celebrate a special occasion at Barney's with family and friends, we do ask you call ahead and reserve a table to avoid disappointment. Simply call Crowley Customer Service on 1300 139 099 and ask to book a table at Barney's Café.

What we would like to remind you about is some of the little procedures about the café and the Food Safety Legislation that we fall under as a provider of food services for vulnerable people.

Generally we cannot serve or handle any food that has come from a source unknown to us. This means that food brought in from outside cannot be verified so it cannot be served or consumed in the café without first having a discussion with myself.

If you are planning to bring in food to share, we have many beautiful little lounge areas throughout the facility where you might choose to celebrate these occasions. There are lounge areas with water views and balcony access in Missingham and Serpentine as well as the various lounges throughout Banksia with courtyard access. Alternatively, if there is nothing booked in the Entertainment Room you can also access this space.

Have You Seen Our Hippopotamus?

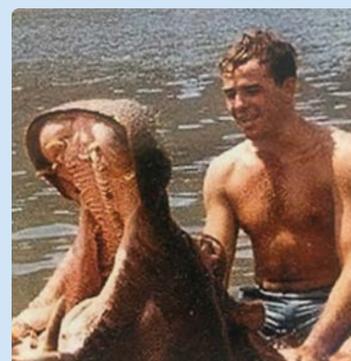
Tony Baldwin
Hotel Services Manager

We have almost finished rolling out the new Resident Door Signs across the facility. I really enjoy walking through the halls of Crowley and seeing the lovely images residents choose to display. A favourite of mine is down in Banksia outside John's room.

John tells a great story growing up in Malawi and swimming with a Hippopotamus called Bobby.

One day John and his friends were able to take a little "joy ride" on Bobby's back - an experience John treasures, being so close to such a magnificent animal.

These pictures are great conversation starters and allow us to get a little glimpse in to our Residents' rich and varied lives before Crowley.





Healthy Nasi Goreng

Ready in 30 minutes, this Indonesian fried rice is packed with pork fillet, prawns and veggies, and makes for a family-friendly dinner.

Ingredients

- 1 tsp macadamia oil
- 250g pork fillet, thinly sliced
- 200g peeled green prawns
- 2 garlic cloves, crushed
- 1 tsp sambal oelek
- 2 tsp finely grated fresh ginger
- 200g green beans, thinly sliced
- 1 bunch broccolini, cut into 3cm lengths
- 1 large carrot, peeled, cut into matchsticks
- 2 cups brown rice
- 2 tablespoons tomato puree
- 2 teaspoon salt-reduced soy sauce
- 4 eggs
- 8 qukes (baby cucumbers), sliced diagonally
- 200g grape tomatoes, halved
- Fresh coriander leaves, to serve

Instructions

Heat oil in a large wok or non-stick frying pan over high heat. Stir-fry pork and prawns for 2 minutes or until pork is golden and prawns start to change colour.

Add garlic, sambal oelek and ginger. Stir-fry for a minute or until aromatic. Add beans, broccolini and carrot. Stir-fry for 2 minutes or until almost tender.

Add cooked rice, tomato puree and soy sauce. Stir-fry for 1-2 minutes or until heated through.

Meanwhile, spray a large non-stick frying pan with oil over medium-high heat. Crack eggs into pan. Fry until cooked to your liking.

Divide rice mixture, quke and tomato among serving bowls. Top with fried eggs and coriander. Season and serve.

Crowley Men's Shed

The gents down at the Men's Shed are gearing up for a great Crowley Family Show Day, we encourage everyone to visit them on the day to see what has been keeping the Men's Shed busy this year. We can assure you that you will find something you can take home! These photos are just a small demonstration of the items on-sale at Show Day.

Franks Happy Herbs have been nurtured in preparation for Show Day and we are guaranteed a great crop will be ready for purchasing at Show Day.



Crowley Men's Shed

We welcome any gents to come and join us for a cuppa and a chat.

The Crowley Men's Shed are always open to suggestions and commissions from the extended Crowley Family.



Shed Hours:

Tuesday 9am – 12pm
Thursday 9am – 12pm

Maintenance News

Albie Viel
Maintenance Manager

Spring has arrived and we continue to prepare our outdoor areas. Our mowing contractors have sprayed the lawns for broad leaf weeds. With two types of lawns Blue Couch and Buffalo, different chemicals were applied.

We use Kamba M which is a popular selective chemical, and Sure Fire Buffalo which contains the active constituent Bromoxynil which is an organic compound. Bromoxynil has a short soil life where as the Kamba M soil life is up to 180 days. These are very low to moderate toxicity for humans.

Please note that following these treatments results will be visible after about two weeks. The weeds will turn yellow and then die away.

The most common grass weed in our village is oxalis which unfortunately is found throughout



the village. This is why we catch the lawn mowing clippings rather than mulch back into the ground to try and restrict the spread of the weed.

We have moved away from using Glyphosate, the active constituent chemical found in roundup, and now use the Brand Slasher from OCP with the active constituent nonanoic acid, an organic weed killer that occurs naturally in plants. Slasher weed killer is the first Pelargonic acid based burn down herbicide developed and made in Australia.



Join us for a BBQ and drinks on the
Entertainment Room Deck

Thursday 17 October at 12.00pm

\$5 per person, BYO Drinks

RSVP: To Crowley
Reception by
Monday 14 October

Checking In On Each Other... R U OK?

Sherrie Viney
Home Care Manager

At Crowley we value the day-to-day interactions and exchanges shared as we pass each other by.

A simple smile or asking, “how are you”, conveys kindness and more importantly tells a person that they matter.

This month on 12 September is RU OK day. A national day reminding us all to check in on our family, friends and colleagues who may be struggling with life’s challenges. Just knowing someone cares can be therapeutic in itself.

If you’d like someone to check in on you every day by telephone then consider Telecross Service. Numerous Crowley clients living in the community alone, and are at risk of having an accident or illness that may go unnoticed access the Telecross Volunteer based Red Cross service.

Telecross provides reassurance with a daily phone call to check that all is well. If you don’t answer then action is taken to ensure you are safe. Contact Red Cross on 1300 885 698 for more information.

Crowley’s Wellness Check

Crowley offers our Home Care Package clients a Wellness Check Service where our friendly trained staff call in to see if you are okay, checking if you need a hand with a few things to get ready for your day or when retiring at the end of the day. Give us a call on 1300 139 099 if you are interested.



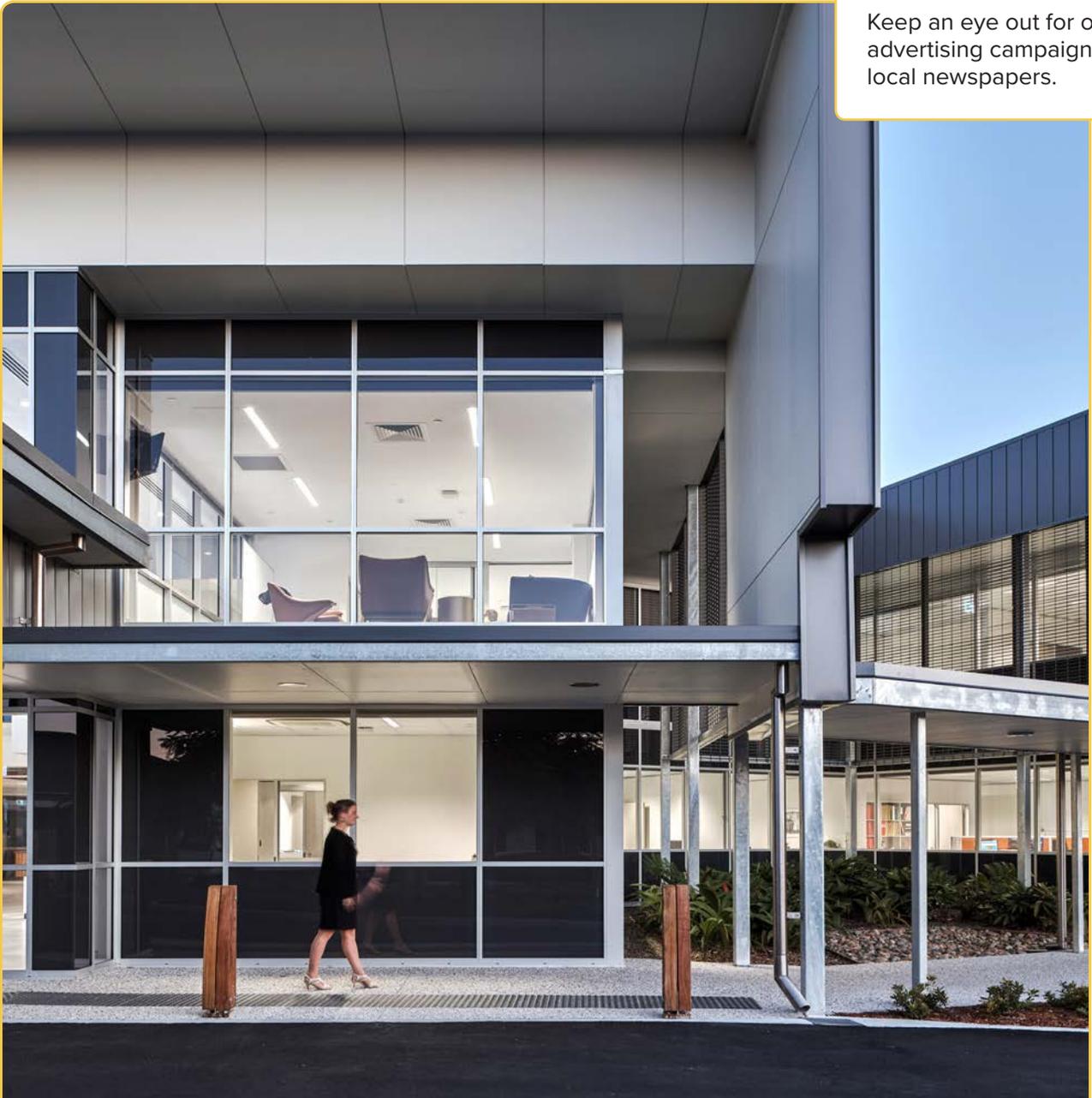
We make time to ask
RU OK?™

1. Ask
2. Listen
3. Encourage action
4. Check in



STOP THE PRESS!

Keep an eye out for our advertising campaign in local newspapers.



Building for the future

We've rethought how residential care should be. Bright and light-filled spaces that bring our vision for inspirational living to life. Enriched social spaces that residents, staff and visitors find stimulating. Places for greater social interaction that enhance our sense of community were all part of our thinking.

These new buildings are a visible manifestation of our desire to find ways to connect with others in meaningful ways.

The evidence – our new 42-room residential care building filled fast with new residents. Our two-storey Education Centre is a hive of activity and our new Chapel, café and salon have made Crowley a richer and better place to live and work.

Cutting edge design and buildings that enhance residents' lifestyle.

Experience the Crowley Difference.
Call us today on 1300 139 099



Independent Living

Residential Care

Home Care

Veterans' Care

Meal Service

www.crowley.org.au

Residential Aged Care Fees 101

David Crosby
Customer Service Manager

The financial elements of Australia's Aged Care system is based upon the objective, that if you require care you will be able to access it regardless of your financial position.

The Australian Government asks residents to contribute to their care at a level based on their individual income and asset position. Upon entry into a Residential Care facility a financial assessment is completed with the Department of Human Services to determine your level of contribution.

Residential care fees can be simply broken down into four categories.

1. Basic Daily Care Fee – the baseline contribution towards your cost of care, currently \$51.21 per day, and is aligned to 85% of the full Aged Pension rate
2. Means Tested Care Fee – A further contribution towards your cost of care, based on your financial position
3. Accommodation Payment – Your financial assessment with the Department of Human Services may also result in an Accommodation Payment, which pays for your room and amenities
4. Additional Services – Optional additional services the provider may offer that the residents can choose

To estimate your fee's, you can use the MyAgedCare website, or complete the Income and Asset Assessment to receive a determination from the Department of Human Services.

To learn more about these fees' please reach out the Crowley Customer Service Team on 1300 139 099.





OCTOBER IS BREAST CANCER AWARENESS MONTH

Join us on Wednesday 30 October
for a PINK themed Mufti Day!

All staff, residents and visitors are welcome to dress up
in PINK and join in the fun!

Gold Coin Donation Mufti Day with all proceeds to be donated to local
Breast Cancer NFP Organisation Jodie's Inspiration.



SAVE THE DATE

Join the Crowley Auxiliary for their inaugural
Melbourne Cup Luncheon

Tuesday 5 November
Crowley Education Centre
12.30pm

Look out for more details in the next Chatterbox.

Spotlight on Standards

Michelle Golding
Quality Manager

In September we continue our journey to understand the new Aged Care Standards. This month our focus is on Standard 6 Feedback and Complaints.



Standard 6 Feedback and Complaints

What you can expect

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

The Standard

Standard 6 requires Crowley to have a system to resolve complaints. The system must be accessible, confidential, prompt and fair. It should also support all consumers to make a complaint or give feedback. Resolving complaints within the organisation can help build the relationship between the consumer and the organisation. It can also lead to better outcomes.

The Standard covers key elements of an effective complaints management system that:

- Encourages consumers to give positive and negative feedback to their organisation about the care and services they receive
- Responds to feedback and complaints consumers and others make formally and informally, written or verbally to the organisation
- Helps organisations keep improving, informs improvements to care and services
- Resolves issues for consumers and others

Organisations are expected to demonstrate open disclosure. This is in line with up-to-date practices of open communication and transparent processes. It includes acknowledging and apologising when the organisation has made mistakes.

Consumers should feel safe and comfortable giving feedback to the organisation. Some consumers have barriers that make it difficult for them to raise complaints. These could be cognitive or communication difficulties, language or cultural differences. The nature of a complaint can also be particularly sensitive or private. Organisations are expected to look for ways to tackle these barriers and create a culture that welcomes feedback and supports consumers to make complaints.

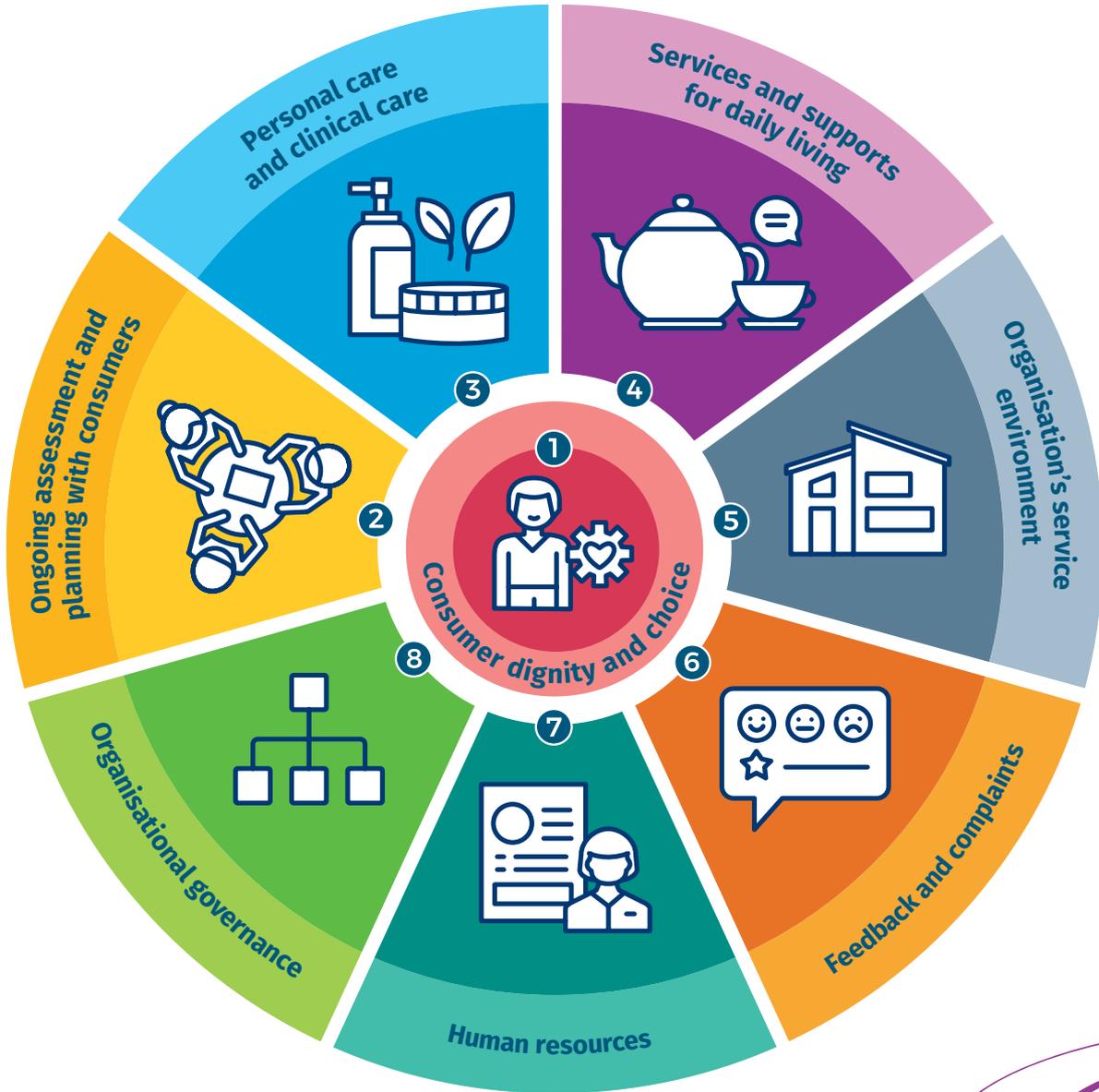
Open disclosure

Open discussions with consumers, their family, carers and other support people of incidents that have caused harm, or had the potential to cause harm, to the consumer. It involves an expression of regret and a factual explanation of what happened, the potential consequences and what steps are being taken to manage this and prevent it happening again.

Continuous improvement

A systematic, ongoing effort to raise an organisation's performance in achieving outcomes for consumers under the Aged Care Quality Standards. Continuous improvement:

- Responds to the needs and feedback of consumers
- Supports the workforce to improve and innovate in providing safe and quality care and services, and
- Can address practices, process or outputs to achieve a desired outcome.



Aged Care Quality Standards

Be ready for July 2019

1800 951 822
agedcarequality.gov.au

Making Feedback Flow

Michelle Golding
Quality Manager

The results are in and we want to share with you our Employee Satisfaction for 2019. Last month we brought you a snippet of what most satisfies our staff about their work at Crowley Care and now we have the figures!

The Employee Satisfaction Index for 2019 is 84.69% a slight decrease from 2018's result of 85.54%. The 2019 Industry Benchmark for Employee Satisfaction 81.54%.

Net Promoter Score

The Net Promoter Score® (NPS) can range from a low of -100 (if every respondent is a Detractor) to a high of 100 (if every respondent is a Promoter). The NPS is a measure of your workforce's overall loyalty and engagement to your organisation, which determines your potential for enhanced productivity and positive word-of-mouth.



Net Promoter, Net Promoter Score and NPS are registered trademarks of Bain & Company, Inc., Satmetrix Systems, Inc., and Fred Reichheld.

We asked staff “How likely is it you would recommend this organisation to family and friends as a great place to work?”
Here are some of our favourite answers:

- Throughout my years of different employment, Crowley is high on my list as a great place to work.
- I love the positive culture of Crowley that is filtered down through its leaders.
- Everyone is treated the same, fairly and equally. The organisation is the best I have ever seen.
- Friendly, safe, inclusive company focusing on the benefits of the whole community.
- No two days are the same. Everyone works as a team. Friendly atmosphere. Great management.
- Because working in the kitchen is the best place.
- Absolutely amazing place to be.
- The senior principals at Crowley are good people. Who are passionate about high quality care. Their leadership “trickles down” through the organisation.
- There is a culture of support and community in Crowley, with the aim of providing the best service to our residents.
- I really enjoy it so I would highly recommend.
- Because it is a great place to work.

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

Virgo Horoscope

23 August - 22 September



Virgos are always paying attention to the smallest details and their deep sense of humanity makes them one of the most careful signs of the zodiac. Their methodical approach to life ensures that nothing is left to chance, and although they are often tender, their heart might be closed for the outer world. This is a sign often misunderstood, not because they lack the ability to express, but because they won't accept their feelings as valid, true, or even relevant when opposed to reason. Virgo's are born with a feeling they are experiencing everything for the first time.

Element: earth

Dependable, grounded, reliable, loyal

Ruling planet: mercury

Intellect, logic, perception, thinking

Compatibility: Pisces, Cancer

Virgo strengths: loyal, analytical, kind, hardworking, practical

Virgo weaknesses: shyness, worry, overly critical

Virgo likes: animals, healthy food, books, nature, cleanliness

Virgo dislikes: rudeness, asking for help, taking center stage

Lucky numbers: 5, 14, 15, 23, 32

Colour: grey, beige, pale-yellow

September birth flower: aster

September birthstone: sapphire

What a Laugh!



A couple of elderly men were venting their frustrations about the woes of modern technology.

"I just can't ever seem to remember my darn passwords," grumbled one of them.

The other one smiled.

"Oh really? I never forget mine!"

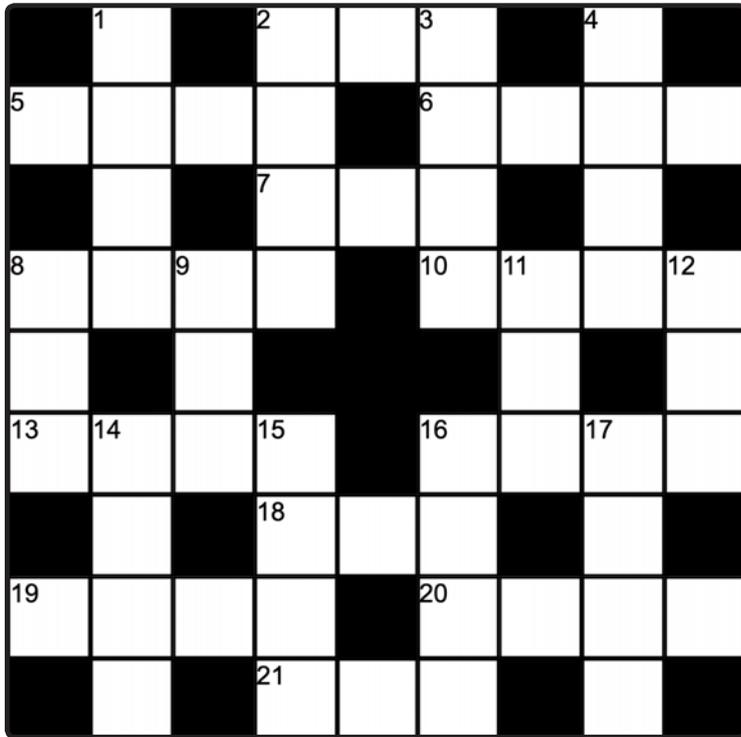
"How do you manage it?" Asked the first guy curiously.

"Well, I simply set all my passwords to 'Incorrect' so that whenever I'm told that my password is incorrect, I'll remember it!"

DISCLAIMER:

This is not a safe method to use for your passwords. Please do not try this at home.

Games Corner



4	8		3	5				7
	3	2			7			6
	5				1	8		
	7			1		5		9
		1	7		3	4		
3		8		4				6
		3	9					2
9			8			1	7	
6				2	5		9	8

Crossword Clues

Across

- 2. Public transport
- 5. Singing threesome
- 6. Transport
- 7. Sci-fi Doctor
- 8. Scream
- 10. Determination
- 13. Sulk
- 16. Hop along happily
- 18. Target towards a goal
- 19. Upper limbs
- 20. Secondhand
- 21. Yank

Down

- 1. Strongly encourage
- 2. Soup dish
- 3. Demonstrate
- 4. Weightlifting exercise
- 8. Sweet potato
- 9. Part of a mouth
- 11. Pen filler
- 12. Hack off
- 14. Shrek, for example
- 15. Vane direction
- 16. Self-satisfied
- 17. New thought

Riddle Me This...

Only one color, but not one size. Stuck at the bottom, yet easily flies. Present in sun, but not in rain. Doing no harm, and feeling no pain.

What is it?

Answer: A Shadow

Daffodil Day

Daffodil Day is an important date in the Cancer Council's calendar with the day being one of Australia's most iconic events. Here at Crowley we acknowledge the day by dressing in yellow and collecting donations for the Cancer Council.

This year Daffodil Day took place on Friday 23 August. Across Australia companies and individuals came together to raise funds for life-saving cancer research. Here at Crowley residents, staff and family joined forces to turn Crowley yellow and raise some money for the Cancer Council.

Our final fundraising day of the year is coming up in October. This is the day we call "Pink Day" and on this day we dress in pink and all the funds raised go to local not-for-profit organisation; Jodie's Inspiration.

We are looking forward to "Pink Day" this year and hope to see you all looking fab on Wednesday 30 October.



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
6686 2111

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.