

# the chatterbox

NEWS FROM CROWLEY CARE

SEPTEMBER 2021



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Try your hand at these mind melting quizzes!

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### Cover photo

Greg, Lee and Albie spreading peace and love during our recent dress up day.



## A Moment with our CEO

Hello everyone,

As I write this piece, our visitor restrictions to keep everyone safe are temporarily back in place for our residential care facility. We know it's a difficult time for families and I do ask you to hang in there a bit longer.

The good news is there's light at the end of the tunnel as we witness a recent rapid acceleration of vaccinations across the State. We are hopeful the State Government will soon be able to ease visitor restrictions. But in the meantime, we are all in this together so please let's stay kind to each other.

Meanwhile our Concierge team has again ramped up their support for our residents, families and friends with FaceTime sessions and technology solutions to keep everyone connected. Our aim is to keep those beautiful smiles on our residents' faces happening every day. And if you haven't already, I invite you to follow us on Facebook for updates of life at Crowley. We're receiving great comments from our Facebook community, particularly from families who have thanked our wonderful staff for their extra care and support.

A big thank you to our Independent Living residents who have been vigilantly doing all the right things by applying the COVID safe regulations. Whilst observing the stay at home requirements, they've been letting us know how they've been faring as they collectively do their bit to keep our community safe. Thank you.

Of course, at this time we've had to cancel our annual staff recognition award ceremony. But even though we can't get together for a staff award event this year we are working on finding ways to celebrate our staff achievements. Between the Employee Choice and Community Gratitude awards we received some 270 nominations from our community. It's going to be hard to pick winners!

These awards are a great way for our staff, residents and families to nominate staff who they think have gone above and beyond.

Some key themes in the nominations are emerging with "compassion, consistent, reliable and loving" popular words used to describe a staff member nominated. We also have an HR Managers Award, Years of Service Award and Educational Achievement Awards, highlighting staff who were committed to learning and improving their qualifications across the year.

Please stay tuned for more on our awards season and the planned celebrations.



A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive.

*Michael Penhey*  
Chief Executive Officer

## Catch Up with Kelli

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

We've done it again!

I am proud to announce Crowley has won the 2021 Ballina Shire Business Award for Health, Care and Wellness Industries.

The award is presented to a business that has shown excellence in Health, Care and Wellness, providing a unique offering in the industry.

This I can honestly say is what we are at Crowley. It's a true reflection of our incredible staff who responded admirably to the year's unique challenges, adapting and selflessly stepping up by putting the needs of others first – the true Crowley way!

Normally the Business Awards event is an opportunity for businesses in the Shire to get together to celebrate and recognise each other for the wonderful work they do in our community. It's a little different this year due to COVID restrictions. The award ceremony was conducted on Paradise FM on Friday 20 August, where winners were announced live on air.

So, whilst sitting in the office listening to our category announced, I was feeling quite honoured to be competing against business such as Northcott Disability Services, Meals on Wheels and RAWFAST Fitness and Sports Training. Such a broad array of businesses in one industry, and it was a great feeling to shine a positive spotlight on aged care and Crowley!

Keep an eye out at Crowley Reception where we will showcase our award, celebrating our exciting achievement for 2021.

Crowley is always looking for opportunities to recognise and showcase our organisation and our staff in awards like this. Being recognised as winners in awards like this rightly makes our staff feel proud of their achievements in aged care.



Kelli ☺





## **CROWLEY CARE**

**BY CHOOSING BIOPAK PACKAGING WE HAVE CONTRIBUTED TO POSITIVE CHANGE.**



**OFFSET  
6,906 KG  
OF CARBON**

That's equivalent to driving 25,990 km in a new car. Reducing carbon emissions mitigates climate change.



**AVOIDED  
1,825 KG  
OF PLASTIC**

Choosing more sustainable alternatives to finite fossil-based plastics helps fight plastic pollution.



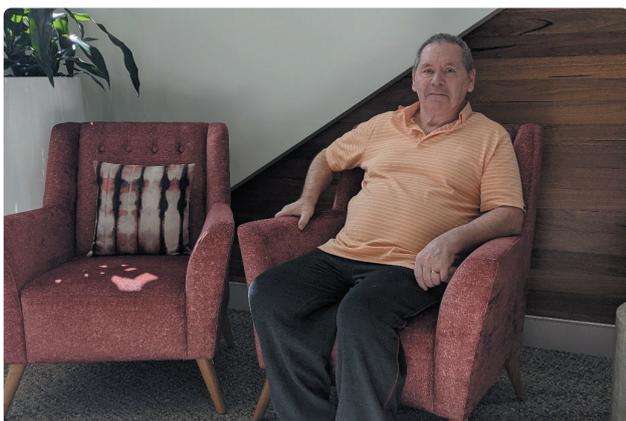
**PLANTED  
2  
TREES**

By supporting Rainforest Rescue & Greenfleet with their tree planting and environmental restoration initiatives.

# **BiOPak**

## Out and About

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





# Let the Games Begin!

## Crowley Olympics

Here is our opening star Marg for the Crowley Olympics. Residents from all areas had a blast hopping from one hosted event to the other where healthy rivalry was on show. Our sporting events included sports bingo, walkathon, bobs, and darts, just to name a few. We all took the opportunity to get involved with good spirit and solidarity.

Some days the excitement continued to the Entertainment Room with the big screen watching and cheering on our Australian competitors with national pride. The medal tally was on display, which created a daily buzz. We even had our very own in-house Mini Olympic Day with six games: Putt Putt, Javelin, Ball Games, Stacker Cup, Shot Put, and the good old Ring Toss.

Many of these activities are in our usual program providing many health benefits such as improved muscle mass, hand eye coordination, balance, and overall wellbeing.

Three contestants were awarded the gold, silver and bronze awards on the podium followed by a musical celebration with the one and only Dean Doyle kicking off with the Australian National Anthem.

There was an atmosphere of friendly rivalry but also team work between the members of the Leisure and Lifestyle Team supporting resident participation and fun of course! It was a full couple of weeks with the Olympic spirit high.

For our non-sporting residents there were ways to contribute creatively making the Olympic Ring decorations.

Thanks from the team to everyone that participated and cheered on their friends. We are already looking forward to the next games.



*Dotty and Dot creating rings for the gaming room.*



*Karen and Aileen swinging the afternoon away at mini golf.*



*Ken took out the Gold medal for the last event.*



*Stack the cups they say, it will be easy they say, such fun.*



*Here is our silver, gold and bronze, Lyn, Ken and Judy.*





*Darts have been a real hit the past month, a lot of the residents having a first at this bull's eye game.*



*There were even three more stars about once dean arrived, we are so lucky to have such good entertainers here! Welcome to the stage Joan, Charlie and Doug.*



*Aussie, Aussie, Aussie! Oi, Oi, Oi! Everyone getting ready for the walkathon.*



# Marketing and Events

**Sarah McMahon**  
Marketing and Events Coordinator

## R U OK?

A conversation could change a life, just by asking three simple words – R U OK?

R U OK? Day aims to prevent suicide by encouraging and empowering Australians to reach out to friends and family who might be experiencing personal difficulties.

This day of action is dedicated to reminding everyone that every day is the day to ask, “Are you OK?” and support those struggling with life’s ups and downs.

- 1: Ask R U OK?
2. Listen
- 3: Encourage action
- 4: Check in

Crowley will acknowledge the day on Thursday 9 September with a Yellow Dress Up Day and provide the tools to our residents and staff on when and how to ask R U OK?



## Guacamole

A big thank you to Summerland farm for their generous donation of Avocado’s! Our team in the kitchen created a beautiful guacamole for the residents to enjoy during our Friday happy hour!

Check out the Community Connections on page 30 to read more about Summerland Farm.

## A gift of Love!

Crowley Independent Living residents and sisters, Joan and Jean, have been knitting and nattering through COVID. As a way to keep busy, the sisters met regularly whilst COVID restrictions prevented them from being social in the community.

The ladies first started their COVID knitting making more than 50 scarfs to donate to Casino High School, and continued on after those scarfs were completed to make another 30 scarfs for our residents.

With each scarf taking approximately one day to knit, and one ball of wool, the ladies have definitely had their hands busy this year!

Our residents were delighted to show off their new accessories!





# Aged Care Employee Day

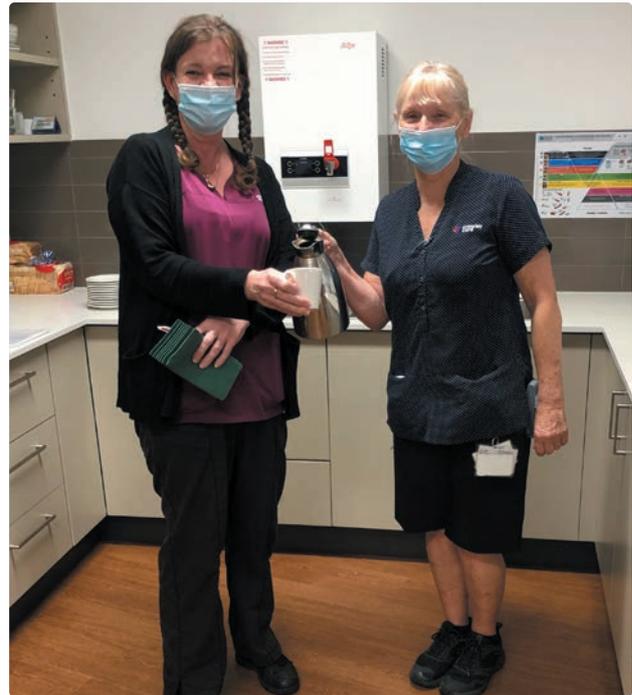
Thanks for caring

## Aged Care Employee Day

Aged Care Employee Day celebrates each and every team member involved in the journey of caring for people who receive aged care services.

Aged Care employees range from nurses and care workers, to allied health professionals, cooks and hospitality teams, drivers, cleaners, laundry employees, to volunteers, leisure and lifestyle officers and administration teams.

Crowley celebrated the day in August with lunch, dinner and midnight snacks for all staff.  
#ThanksforCaring



# Understanding Dementia

**Anne Moehead**  
**Clinical Support (Nurse Practitioner)**

Can we modify the risk factors for getting dementia?

Our understanding of dementia causes is shifting, with the latest description of new pathological causes. In the oldest adults (older than 90 years), in particular, mixed dementia is more common. Blood biomarkers might hold promise for future diagnostic approaches and are more scalable than complex testing and brain scans.

Wellbeing is the goal of much of dementia care. People with dementia have complex problems and symptoms in many domains. Interventions should be individualised and consider the person as a whole.

Evidence is accumulating for the effectiveness, at least in the short term, of psychosocial interventions tailored to the patient's needs to manage symptoms.

Evidence-based interventions for carers can reduce depressive and anxiety symptoms over years and be cost-effective.

Keeping people with dementia physically healthy is important for their cognition. People with dementia have more physical health problems than others of the same age but often receive less community health care and find it particularly difficult to access and organise care. People with dementia have more hospital admissions than other older people, including for illnesses that are potentially manageable at home. They have died disproportionately in the COVID-19 epidemic.

There are opportunities for people living with dementia and their carers to connect.

Crowley is an active partner in Dementia Inclusive Ballina (DIB), a group formed and run by a group of dedicated volunteers working within the Ballina Shire to improve those people in our community who are living with dementia as well as supporting their carers and advocates.

They do this by hosting activities and delivering education and information and are planning future events. One such project is improving the digital literacy of our people by creating a WhatsApp group, delivering digital training, sharing online resources, engaging via ZOOM, Facebook and Instagram. We have received positive feedback and improved confidence when people access IT / mobile phones / iPads, etc.

DIB welcome's anyone interested in joining. With compassion and understanding, we can all make a positive difference to the life of someone living with dementia. You can email DIB and start making a difference today at [dementiainclusiveballina@gmail.com](mailto:dementiainclusiveballina@gmail.com)

Hospitalisations are distressing and are associated with poor outcomes and high costs. Acting now on dementia prevention, intervention, and care will vastly improve living and dying for individuals with dementia and their families, and thus society.



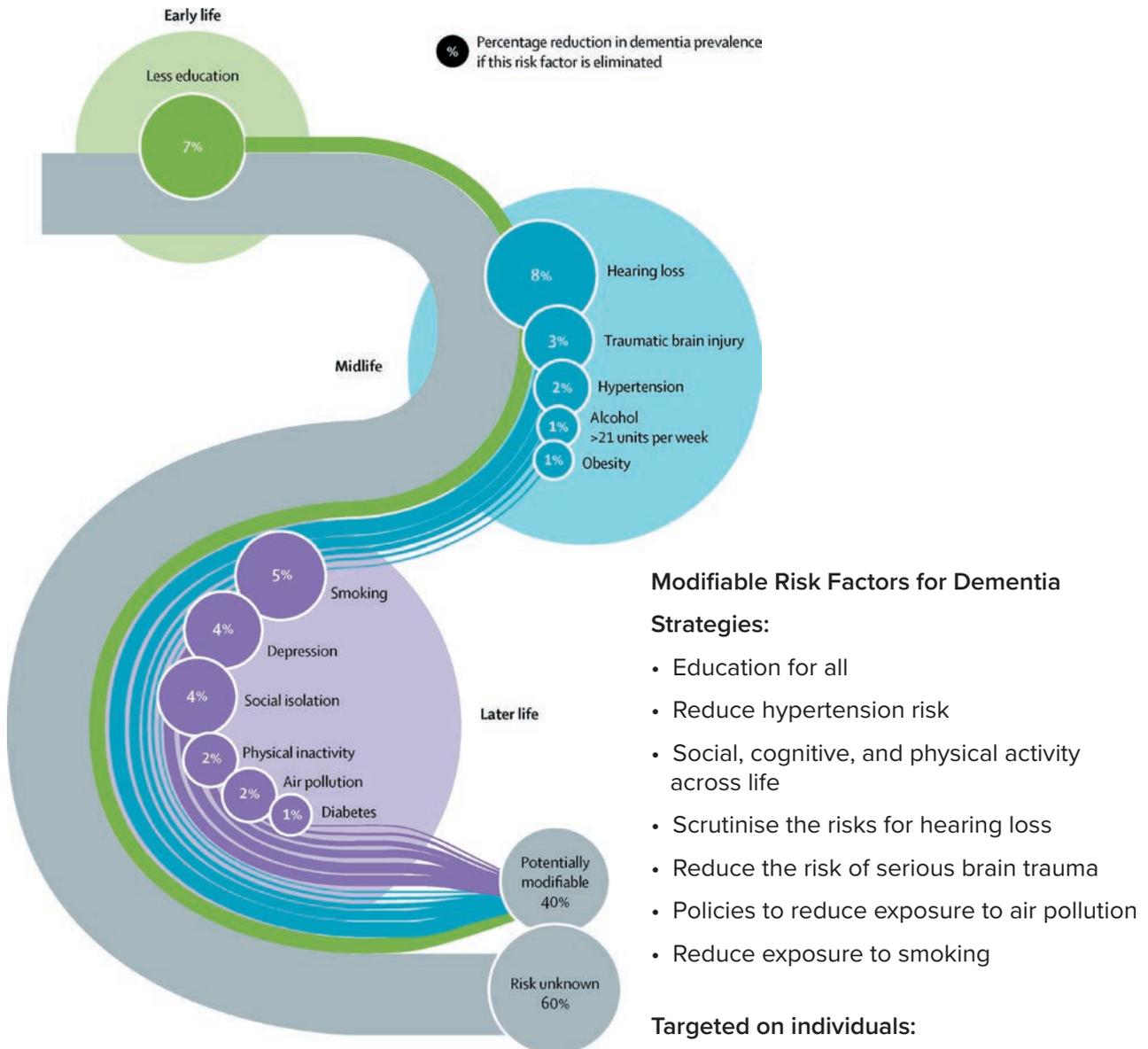


Figure 7 Population attributable fraction of potentially modifiable risk factors for dementia



# New Technologies Enable Even Better Crowley Connections

**Ben Hansen**  
ICT

## **In-room voice and video calling with Google Nest Hub**

As we headed back into visitor restrictions and the Stay-at-Home orders, our Information Communication Technology (ICT) Team looked for the best technologies to keep our residents connected to their family and friends.

In addition to the Resident Connection Kiosks, we've been reviewing the Google Nest Hub – a service that enables friends, family and residents to video call directly in the resident's room.

The Google Nest Hub is a voice-activated device. Just say "Hey Google" and whether it's "call daughter", "answer call" or "what's the temperature outside?" - it will respond.

The devices can be used to view photographs, listen to music, access daily news, enjoy jokes, play games, watch videos and more.

If you think the Google Nest Hub is something you might be interested in they can be purchased through most electronic retailers or online.

Once you have purchased a device our ICT team can assist you with the steps to set it up in rooms in our residential facility.



## From the IL Desk

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

### COVID check-in without a smartphone

For those in our community who have no technology like a mobile phone, Services NSW has introduced the COVID-19 Check-in Card.

The Card is a hard-copy (printed) card with a unique QR code that contains your registered contact details.

When you enter a COVID Safe business, a staff member scans your card and your visit to the premises is electronically recorded. If the business device is unable to read your QR code, the staff member will enter your details manually into the online webform.

The card provides an alternative check-in method for customers who don't have smart phones and/or those who are not comfortable using the Service NSW webform.

Once you've created your card you can have it posted to you, or download a printable version immediately.

If you lose the card, or your contact details change, you simply create a new card.

Note: This check-in method is only available at businesses that have a QR compatible device. It is not mandatory for businesses to accept COVID-19 Check-in Cards.

### How and where do you apply for this card?

#### Online

Simply go to the Service NSW website and search "create a COVID-19 Check-in Card". The web address for this form is: [www.service.nsw.gov.au/transaction/create-covid-19-check-card](http://www.service.nsw.gov.au/transaction/create-covid-19-check-card)

This form has three simple questions:

1. Your contact details full name and contact number and tick box privacy questions
2. How do you want your printed card sent to you email or post and then
3. Submit

**Visiting in Person** to your local Services NSW Office

**Phone 137788**

I have test run all three options and found the experience very successful and listed my preferences in order.

Remember this card is for all NSW residents.

## Independent Living Skip

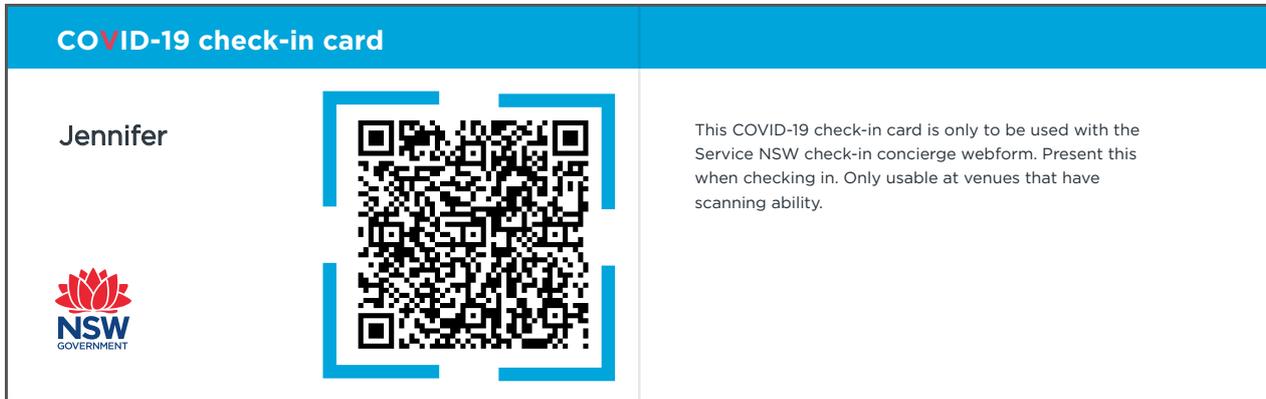
The IL Skip will be available for **IL Residents only** from the 1 to 30 September. The skip will be in the usual location around behind the Men's Shed.

The skip is for broken and unwanted house items.  
**Remember strictly NO PAINT, OIL, CHEMICALS, BATTERIES, CARDBOARD OR WHITE GOODS.**

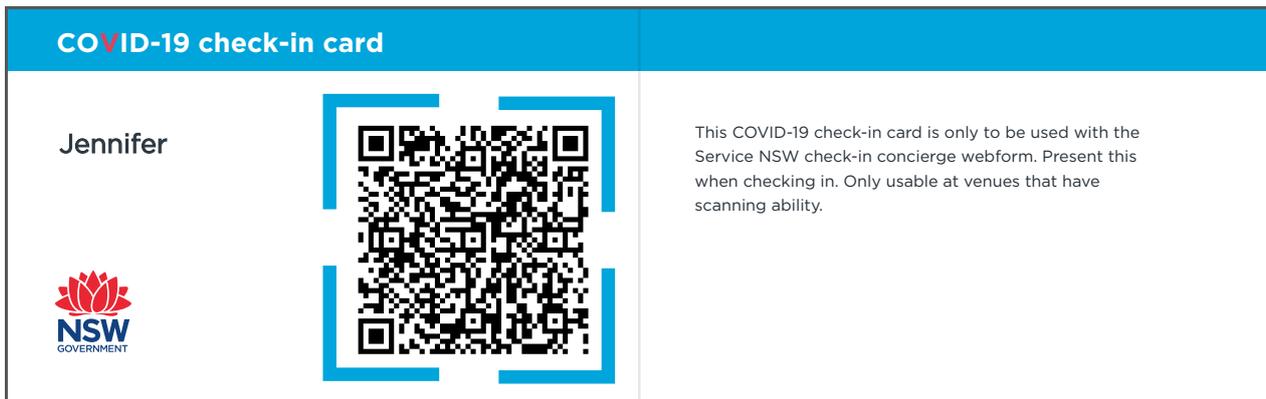


An example of an at-home printed COVID-19 Check-In Card

## COVID-19 check-in card



## Spare copy



## Instructions for use

1. Print this page by selecting the print icon or going to File > Print. Choose A4 as your paper size.
2. Cut around the black border and then fold your card along the middle.
3. Carry a card so you have it with you when visiting COVID Safe venues.
4. Present your card at COVID Safe venues that can check you in by scanning a check-in card.

# The Poetry of Our Vision

**David Crosby**  
**Customer Service Manager**

What Makes Crowley different? What makes Crowley special? There is a way we do things around here; we call it the ‘Crowley Way’. The Crowley Way, inspired by our vision; “To provide an inspirational living experience through rewarding relationships with a focus on the individual.”

For our staff member Marcia and Independent Living resident Dorothy Buckley, our vision came to life through a wonderful connection the two were able to share.

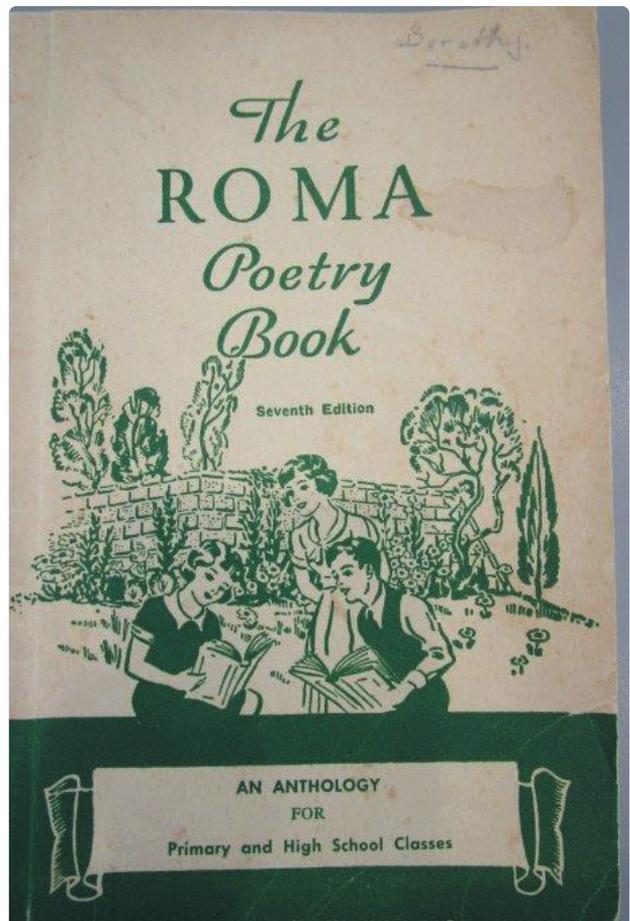
Sitting at her desk in Reception a few weeks ago, Marcia was chatting with Dorothy. Dorothy shared that as a young girl she had known a teacher with the surname – “Palazzi”.

“I had a Great Aunt that I knew to be an Inspector of Schools. Her name was Victoria Leonie Palazzi” Marcia said.

Dorothy said she still had a school poetry book that had been edited and the foreword written by Victoria and brought it to show Marcia.

Marcia was amazed and told Dorothy that this book was noted in her family history. Marcia shared with Dorothy, she (Victoria) and her family of 10 brothers and sisters had many major achievements among them. Considering that they had been born of poor Swiss-Italian immigrants, they had made the most of the limited opportunities afforded them and when viewed through the lens of the early 20th Century these achievements were remarkable indeed.

Here is a small part of Victoria’s story. A lady who connected two people years after her passing.



**Victoria Leonie Palazzi**  
**1888 – 1964**

Born on 2 April 1888, Victoria Leonie was the youngest daughter and second youngest child of Baptist and Assunta Palazzi. She was educated at Mt Erin Convent in Wagga Wagga and matriculated in 1904.

She joined the NSW Department of Education from when she did further study to become a primary school teacher. Following her study for her Bachelor of Arts, which she completed in 1913, Leonie (the name she liked to be known by as she detested the name Victoria) became a high school teacher, teaching at places including Goulburn and St George High School, Sydney.

Her working life revolved around education, being a primary school teacher, high school teacher, tutor of Catholic Novices and Diocesan Inspector of Schools, all of which took her over much of the State from Sydney to Wilcannia and Broken Hill. As well as this, she edited the "Roma Poetry Book" which was to become a much reprinted anthology, particularly for primary and junior high school students.

Upon retiring, Leonie returned to Sydney, where in 1948, she married John Joseph (JJ) Byrnes, a retired hotelier from Wagga and was his second wife.

They lived their brief married life at Darley St Manly NSW where JJ was to die in June 1955.

Age, late marriage and widowhood did not stop her involvement in education as, in 1956, she was installed as honorary "Mistress of Method" to the Novices' Teacher Training Schools at Lochinvar and Singleton Convents.

Leonie was an attractive, tall woman who owned and drove her own car, which she called Rosebud, was a keen golfer, was fluent in five languages and travelled the world extensively. She divided her last years between training Novices, motoring, playing Bridge and enjoying being a financial and Spiritual Aunt to her many Nieces and Nephews.

She was known to be bossy, imperious, friendly and "one of the girls" (who liked a glass of beer). She died at Manly on 12 May 1964 at the age of 75 and is buried at Woronora Cemetery alongside her parents.



# An Afternoon at the Movies

## The Greatest Showman

Come along to watch the big screen in the Education Centre for a small cost.

Hand sanitising and social distancing seating will apply. Booking essential at Reception.

The details of this month's screening are as follows:

<b>Movie:</b>	The Greatest Showman
<b>Genre:</b>	Musical, Biography, Drama
<b>Rating:</b>	PG
<b>Directed By:</b>	Michael Gracey
<b>Written By:</b>	Jenny Bicks, Bill Condon
<b>Starring:</b>	Hugh Jackman, Zac Efron, Michelle Williams, Rebecca Ferguson, Zendaya
<b>Duration:</b>	1h 45m

Growing up in the early 1800s, P.T. Barnum displays a natural talent for publicity and promotion. After trying his hands at various jobs, P.T. turns to show business to indulge his limitless imagination, rising from nothing to create the Barnum & Bailey circus. Featuring catchy musical numbers, exotic performers and daring acrobatic feats, Barnum's mesmerizing spectacle soon takes the world by storm to become the greatest show on Earth.

### Reviews

"[Hugh Jackman's] feel-good new film, The Greatest Showman, is where he truly gets to unleash his inner trouper, and he barely stops singing, dancing and flicking around a top hat from beginning to end."

"A festive musical treat with an enchanting performance from Jackman and a feel-good soundtrack you'll be hunting down as soon as you leave the cinema."



## Crowley Screening

<b>Movie:</b>	The Greatest Showman
<b>When:</b>	Wednesday 8 September
<b>Where:</b>	Crowley Education Centre Room 1
<b>Time:</b>	1.00pm
<b>Cost:</b>	\$2.00
<b>RSVP:</b>	To Crowley Reception by Monday 6 September



A colorful illustration featuring various food items and a fork. On the left, there's a large red pepper, a red chili, and some yellow and orange shapes. In the center, the text '11 MEN'S BBQ' is written in a bold, orange, hand-drawn font. On the right, there are several sausages, a red tomato, a red chili, and a green chili. A large black fork with a wooden handle is positioned at the bottom right, pointing towards the center.

# 11 MEN'S BBQ

**When:** Thursday 23 September

**Time:** 12.00pm

**Where:** Activity Centre BBQ Area

**BYO:** Drinks

**RSVP:** By Monday 20 September to Reception  
*Essential for catering*

## **COVID ETIQUETTE APPLIES**

Hand sanitising, social distancing and the need to remain seated at all times will apply.

Limited 10 people per table. Bookings essential at Reception.

**Activity Centre is closed but facilities are available in the Education Centre.**

**QR Code Check-in**

## Census at Crowley

### Michelle Rosee (CST) & Jeanine Reynolds (L&L)

This year's Census is complete and Jeanine from Leisure & Lifestyle and Michelle from the Customer Service Team were the Census representatives for Crowley Care.

The Census is conducted every five years and is compulsory for all Australian residents, including temporary residents and international students in the country on the night of Census.

The experience was very enlightening as they got to know some residents a little bit more and to learn of their lives before Crowley.

Showing we have amazing residents who have had truly full lives in so many different areas of life, following many paths.

Largely the information required was collected from the resident records we hold on their behalf. It is hoped the information required, which was minimal for our residents, will be used to provide more services that benefit the community and in particular provide additional support for the aged.



# Home Care Package (HCP) Funds Update

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

## **New Government/Provider Home Care Package Payment arrangements**

The Federal Government has implemented a new improved payment arrangement and is changing the way providers are paid across Australia.

This Government/Provider arrangement will see an administrative redistribution of clients unspent HCP funds, which Crowley currently holds on behalf of clients, being returned to the government to hold, instead of the service provider.

**It's vitally important that all Home Care package clients understand that the new payment arrangement will not affect how you receive or spend your funds, other than not being able to go into debit for large purchases.**

Crowley will claim in arrears for your monthly care, services and expenditure from the government and clients will continue to receive monthly statements from Crowley.



## **What Home Care package funds can be used for:**

- Nursing and Personal Care needs, Allied Health services, mobility aids and equipment, transport and shopping services, meal preparation and assistive devices
- Home modifications related to health and care needs

## **What Home Care package funds CANNOT be used for:**

- General costs of living, food groceries, telephone, gas, electricity bills, rent, mortgage payments, entertainment and leisure costs, travel and accommodation
- Other types of federal government funded (including partially) care and services including hearing aids, spectacles, dental care services, gap payments PBS or Medicare funded items.

We request all Home Care package clients speak to a friendly Client Case Officer in the Home Care office on 1300 139 099 about what is eligible from their HCP funds.



# Home Care Client Profile

## Jean Vidler

Crowley's Home Care client Jean Vidler had very special interest in the Olympics in Tokyo this year because her 17-year-old Grandson Kieran Woolley represented Australia in the skateboarding event.

Kieran, alongside four other Australian Skateboard Olympians, competed in Tokyo for the first time this year, an event not seen before on the Olympic Program.

The birth of skateboarding was in California in the 1950's by surfers resorting to attaching wheels to 'surf' boards and surfing the land when there were no waves to surf.

Jean proudly shared family memories of Kieran's father holding him on the skateboard and taking him up and down the street from the age of two. Kieran's Dad then built a skate ramp in the backyard for both Kieran and his younger brother Daniel, who is also a keen skateboarder.

Another memory was of Jean's daughter Heather, Kieran's mum, who took Jean to see Kieran skate at the Tweed Heads Skate Centre where she had to go outside because she could not watch for fear of him falling.

Jean's grandsons have travelled all over the world skating in Brazil, USA and Asia. Kieran has been training for the Olympics for a few years and placed 5th in the finals.

Jean recalls one interesting moment in the event where a camera man failed to move in time and was bowled over by Kieran at full speed. Jean proudly watched the Olympics here in Ballina with her neighbour and was so happy she was crying.



# Community Connections

## Summerland Farm

Summerland Farm was founded in 1956 by 28-year-old Lionel Watts.

Lionel thought he had the flu but in fact he had contracted polio, which eventually resulted in quadriplegia. After being turned away from countless jobs he began a journey to make a difference and formed House with No Steps (now Aruma).

Aruma is Australia's largest disability service provider with the main purpose to provide employment for people with a disability. Summerland Farm is one of the most successful disability enterprises in Australia.

Summerland Farm is a 238-acre macadamia and avocado farm outside of Alstonville. Over the years, the farm is the agricultural hub of the region going from strength to strength attracting more than 80,000 visitors per year.

This multi-award-winning attraction is a great day out for all the family. Attractions include an Adventure Playground, Water Park, café, restaurant, farm animals, working farm and shop.

Lionel discovered an emerging opportunity in the early 70's to grow avocados. In 1972, Summerland Farm began with the first of what has grown to 2,000 avocado trees and providing employment for people with a disability.

Summerland Farm employs over 100 people with a disability and provides a chance for staff to learn new skills, gain valuable workplace experience and meet new people.



Each year the farm produces 120 tonnes of macadamia nuts, 20,000 trays of avocados, de-husks 6,000 tonnes of macadamia nuts and packs 120,000 trays of produce for more than 120 local farms that are then distributed to major markets and supermarkets.

With warm temperatures, high rainfall and naturally fertile volcanic soil formed millions of years ago, Summerland Farm on the Alstonville plateau makes an ideal growing climate for the wonderful superfoods of avocado and macadamias. On the farm explore rows upon rows of breath-taking orchards – during the tour you can also taste the farm products plucked straight from the field.

Summerland Farm is now also home to a tribe of miniature animals and hundreds of pasture-raised chooks. With the animal encounters you can get up close with the furry animals and basically have 15 minutes of fluffy cuddles. The miniature animals include donkeys (Hiccup and Viking), cows (Quartz and Quince), goats, guinea pigs, bunnies (Boots and Bruce) and the chooks.

Summerland Farm also offers numerous dining choices with seasonal menu choices showcasing the fresh ingredients sourced from the Ballina-Byron food bowl and fresh from the farm. Enjoy the onsite restaurant, café, high tea or maybe enjoy a farm picnic.



## Update from Maintenance

### Albie Viel Maintenance Manager

Out of twelve thousand varieties of ants in the world there are two that are a nuisance for us - the brown coastal ant and the black ant.

I receive most enquires for treatment about these ants. The black is the sweet ant which is attracted by sugar and honey and the brown ant is looking for protein foods like bread, meat and even silicone used in bathrooms and kitchens.

Ants are a difficult insect to remove. Fly spray will only kill ants that come into contact with it without disturbing the nest. Brown ants have resistance to house hold chemicals and generally change location when their path has been treated. They do not leave trails and are more scattered.

For treatment of black ants, remove foliage from touching your dwellings as they use foliage as a path to enter. Ant Rid is a supermarket product that, when watered down, will kill off black ants. If you kill off ants too quickly the other ants would just avoid the area and find another path to their destination. These ants will leave a path to their food source called a pheromone – a chemical that attracts other ants to find the food source.

Remember to remove waste from the kitchen to help prevent ants accessing waste. Baking soda is a natural product which can be used to discourage ants.

For Crowley Independent Living residents it should be noted that the treatment of ants and pests inside are the responsibility of the resident. Crowley is responsible for outdoor treatments.

#### Fun fact:

Ants can lift up to 20 times their own weight.





# **YELLOW DRESS UP DAY**

Staff and Residents are invited to to dress up in appropriate Yellow attire to join together and bring awareness to R U OK day

When: 9 September

Please note staff name tags and regulation shoes must be worn

We make time to ask  
**RUOK?**<sup>™</sup>



# What's to Eat?

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

## What does the typical day look like regarding meals at Crowley?

Crowley's kitchen runs all day, every day from 6am – 7pm, seven days per week.

We have a minimum of six meals/snacks offered throughout the day starting at 6.30am and concluding at 6pm.

### First meal of the day

First up is breakfast where we offer assorted cereals, fruit, yoghurt, juices and hot breakfast options which usually consists of bacon and eggs (that's the favourite). We also do spaghetti, baked beans, chipolatas and hash browns – being just a few options to start the day.

### Then we move on to morning tea

With each day a bit different, we serve a variety of homemade slices, cakes and biscuits. We also use the traditional favourites like tam-tams and a selection of the Arnott's range which residents like and are familiar with. There are also savoury items such as mini quiches, sausage rolls, and the good old party pie – a big favourite in winter.



### It's lunchtime

Lunch is the largest meal of the day in the facility. This ensures residents have time to digest. Many residents prefer to have something light at dinner time so that they sleep better.

Options include traditional meals with Friday fish, chips and salad day a favourite, alongside the roast on Wednesday's. Desserts are always offered and can be hot or cold, or just good old ice cream which everyone enjoys.

On weekends there is the added treat of Connoisseur ice creams or Cornetto's, with the many flavours they come in.

### Next up, afternoon tea

Once again we have different savoury and sweet items on offer, depending on the day with the choice of tea, coffee, milo and cold drinks.





### Dinner time

We serve a hot option dinner usually consisting of protein and vegetables. Some of the favourite menu items include chicken breast with mushroom sauce or the famous Wardell pie. Many residents prefer smaller lighter meals at night time so of course, there are salads and sandwiches available.

### Wait there's more

Before bed we offer supper. Hot drinks such as milo, malted milk, tea, coffee and a little snack is available for those who wish.

Then its kitchen closed, but for those residents who wake up during the night and their tummy is rumbling the kitchen prepares mixed sandwiches accessible by the care staff to get through to breakfast "WHEN WE START AGAIN".



### Special Occasions

On special occasions like Melbourne Cup, Biggest Morning Tea, and St Patrick's Day we offer special occasion meals.

Friday Happy Hour which is held in the afternoon includes snacks and a glass of wine or beer. And of course, juices and soft drinks are available too.

We know food brings us together and here at Crowley we love to celebrate special occasions with a bit of bling.



# Strawberry Scones with Cream

September has been declared the month of scones, and with several variations on the traditional savory snack, we just had to feature this sweet recipe that makes the most of our seasonal fruit.

## Ingredients

- 3 cups self-raising flour
- 2 tsp caster sugar
- Pinch of salt
- 60g butter, chilled, chopped
- 1 1/4 cups milk
- 250g strawberries, hulled, diced
- Extra milk, for brushing
- Double cream, to serve
- Strawberry jam, to serve
- Diced strawberries, to serve

## Instructions

Preheat oven to 220C/200C fan-forced. Lightly grease a large baking tray. Lightly dust with flour.

Sift flour, sugar and salt into a large bowl. Add butter. Rub butter into flour until mixture resembles breadcrumbs. Add milk and half the strawberries. Stir quickly, but gently, with a large spoon to form a soft dough. Turn dough out onto a lightly floured surface. Knead three or four times or until smooth.

Press dough into a 2cm-thick round. Using a 5cm-round cutter, cut scones from dough (do not twist cutter). Press leftover dough together (see note). Repeat to make a total of 24. Place scones, just touching, on prepared baking tray. Brush tops lightly with extra milk.

Bake for 15 minutes or until golden. Serve with cream, jam and remaining strawberries.





## Mexican-Style Mushroom Mince Tacos

One of the simplest dinner ideas for people trying to eat more veggies, these spicy mushroom mince taco recipe can be easily thrown together for a healthy dinner the family will love.

### Ingredients

- 500g pkt Coles Australian Mushroom Mince
- 1 tbsp taco spice mix
- 1/3 cup chipotle in adobo sauce
- 2 tbsp tomato paste
- 400g can red kidney beans, rinsed, drained
- 12 hard taco shells
- 1/4 iceberg lettuce, finely shredded
- 2 small vine-ripened tomatoes, diced
- 1 cup coarsely grated tasty cheddar
- 1 ripe avocado, stoned, peeled, mashed
- 1/4 cup sliced pickled jalapeño chillies (optional)
- Coriander leaves, to serve
- Lime wedges, to serve

### Instructions

Heat a large, deep non-stick frying pan over medium-high heat. Add the mushroom mince and cook, stirring, for 5 mins or until tender. Add the spice mix and cook, stirring, for 2-3 mins or until pan juices have reduced and almost evaporated. Reduce heat to medium-low and stir in the chipotle sauce, tomato paste and beans. Cook for a further 2-3 mins or until the mixture is heated through.

Heat the taco shells following packet directions.

Divide taco shells among serving plates. Fill taco shells with mushroom mince mixture. Top with lettuce, tomato, cheese, avocado and chilli, if using. Sprinkle with coriander and serve with lime wedges.





# Welcome to Team Crowley



**Esther**  
Home Care



**Leanne**  
Home Care



**Gyanu (G)**  
Residential Care



**Sarah**  
Hotel Services



**Natenapa (Nat)**  
Hotel Services

## Crowley Babies

Marcia welcomed her first grand baby boy - Theo Sean Bradley Campbell.

Born 29 July, 2021 at 14:12pm in Wellington, New Zealand.

He weighed 6 pounds 8 ounces or 3.12kg.

His parents are Angie and Matt.



# 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](mailto:info@crowley.org.au), or
  - Call us on 1300 139 099



# Having Barriers is Okay!

## René Lange Risk Manager

We all like a little bit of gossip. It's human nature to want to know what's going on. A bit of gossip makes us feel good to be part of the crowd and in-the-know.

But where gossiping helps us connect some tend to over complain when they are engaging with us and that's not great for anyone's health. So being aware, setting some boundaries and having some coping mechanisms such as practicing gratitude for example can be incredibly beneficial.

When you or someone else feels a bit down it's easy to forget there is much in our lives to be grateful for. And that's not to dismiss difficult things that might be going on with a friend or yourself. Rather it's a way of looking at the world that acknowledges someone's pain and then gently remembering that feeling gratitude for the good things in our lives is incredibly beneficial for our wellbeing.

Recent studies by leading psychologists have shown that when we feel a bit down if we practice being grateful for the people around us and the simple things in our lives, we feel happier.

So if you know someone who seems to focus on the down side when you chat to them be reminded this of course isn't accurate. Things do generally work in the world and there are many great things happening every day that we should remind ourselves of.

September is the month where we are all encouraged to start a conversation and ask the question 'R U OK?' of those around us. Looking out for one another and lending support is important. The day reminds us too of the importance of connecting with others in healthy ways, that may also mean establishing some barriers and focusing on the positive. For example, next time yourself or someone you know seems a bit trapped in a cycle of negativity, be reminded practicing gratitude for the simple pleasures in life improves our outlook, our mental health and overall feeling of wellbeing.



## Auxiliary Report

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

The Auxiliary has enjoyed the opportunity to reconnect in 2021, and start to plan events for our Crowley family and community.

With the current restriction in place we have put a pause on planning the wonderful events we normally host. Our Wine and Cheese event planned for August was gearing up to be a fabulous afternoon to raise funds for the Auxiliary and enjoy each other's company. We are hopeful we may be able to reschedule this fun afternoon when safe to do so.

Our Auxiliary raffle was a big hit, selling tickets at Crowley reception and at our Auxiliary meetings. All items in the raffle were donated and a wonderful \$252 was raised. Congratulations to the winner Marie, an Independent Living resident.

Until next time, stay safe!



 crowley care

**SAVE THE DATE**  
**MELBOURNE CUP LUNCHEON**

JOIN THE AUXILIARY FOR THEIR  
MELBOURNE CUP LUNCHEON

12:30PM

TUESDAY 2 NOVEMBER  
CROWLEY ACTIVITY  
CENTRE

# Focus on Quality

## Home Care Survey Time!

**Michelle Golding**  
Quality Manager

Thank you to everyone who participated in our annual Home Care - Consumer & Relatives & Representatives Feedback Survey.

This survey provides feedback and advice on our services and care, to drive continuous improvement and to provide the best care for our residents and clients.

This year we moved to using Moving on Audits suite of surveys. Consumers were surveyed through paper-based surveys and Relatives/Representatives a blend of online and paper-based surveys.

**Resident areas surveyed include:**

- About You
- Service Planning and Arrangements
- Service Delivery
- Service Management
- Consumer Rights
- General questions
  - What difference has the service made to your life?
  - What would you say was the best thing about the service(s) you receive?
  - What do you think the service provider could do better?
- Comments

**Relative/Representative areas surveyed include:**

- Rights and Wellbeing
- Rights and Responsibilities
- Services and Supports
- Activities
- Staff
- Management and Communication
- General questions
  - Is there anything you would like to receive more information about from the organisation
  - I am able to participate in the planning of my relatives/representatives care or services
  - I know how to communicate a compliment, concern, suggestion and complaint
  - I feel confident that the organisation will deal fairly with any concerns I raise about the services or supports they provide
  - I believe my relative / representee gets value for money
- Recommendations

**Experience Rating**

Home Care Clients  
84%

Home Care Relative/  
Representative  
86%



**Client Net Promotor Score (NPS)**



# Making Feedback Flow

## Michelle Golding Quality Manager

This is what our Home Care clients and relatives / representatives had to say in our recent feedback surveys:

### **What difference has the service made to your life?**

- Allows me to live at home
- Means I am able to stay in my home for longer
- It gives me peace and assurance of my security
- Enabled me to stay in my own home
- Helps with what's going on
- It's a great help. Particularly when I get my regular staff
- It is my life now
- Quite a lot
- It enables me to live my life as best as my health will allow
- A lot, helps me stay living at home where I want to be keeping a tidy home and garden

### **What would you say was the best thing about the service(s) you receive?**

- Pleasant staff
- The best thing is that the services are in my own home
- The cheerfulness and kindness of the staff and carers
- Ability to stay at home
- I like the friendships with the staff
- Reliable and VERY lovely staff
- It helps me cope
- How much it helps me stay in my own home
- Staff are always good

### **What would you say is the best thing about the services and supports your relative/representee receives?**

- Friendliness of staff
- His regular staff are amazing
- Always try to be helpful
- Personable staff
- It gives mum her independence and frees up some of my time
- Requests are usually dealt with pretty well straight away - thank you
- Understanding
- Allows for independence
- It's done "the Crowley way"

### **How do you think services and supports could be improved?**

- Rostering regular staff
- More time allowed for care
- Through surveys just like this. Identify if there are any shortfalls
- Provide day care

# The Month of September

September is the ninth month of the year in the Julian and Gregorian calendars, the third of four months to have a length of 30 days, and the fourth of five months to have a length of fewer than 31 days.

In the Southern hemisphere, the beginning of the meteorological spring is on 1 September.

September marks the beginning of the ecclesiastical year in the Eastern Orthodox Church.

September (from Latin *septem*, “seven”) was originally the seventh of ten months in the oldest known Roman calendar, the calendar of Romulus. After the calendar reform that added January and February to the beginning of the year, September became the ninth month but retained its name. It had 29 days until the Julian reform, which added a day.

September is Australia’s first month of spring. It is the most popular month in Australia for weddings and also tends to be a peak travel period.

- September’s birthstone is the sapphire, which signifies truth, sincerity, nobility, and faithfulness.



- The birth flowers of September are the aster and morning glory. The aster represents faith and wisdom while the morning glory holds meanings of love and affection.



- The zodiac signs for the month of September are Virgo (23 August – 22 September) and Libra (starting 23 September).



## September Events in Australia

This is the season for all nature lovers to explore Australia’s vast beauty. There are many festivals celebrating flowers held throughout the month, and a diversity of other events from arts festivals to running marathons take place this month.

- **Floriade:** One of Australia’s most notable month-long flower festivals held in Canberra, Floriade celebrates everything that spring has to offer by showcasing a million flowers in their prime.
- **Kings Park Festival:** A display of thousands of varieties of Western Australian wildflowers and more than 3,000 native plant species.
- **Bowral Tulip Time Festival:** The NSW Southern Highlands celebrates spring with their festival renowned for its 75,000 colorful tulip bulbs.
- **Wangaratta Orchid Show:** This weekend event celebrates the beauty of exotic orchids in all variations with demonstrations and advice for growing and maintaining orchids at home.
- **Brisbane Festival:** For 10 years, this festival has entertained annually with its theatre, music, dance, circus, opera, and more.
- **Desert Festival:** This event has over 20 live shows including theater, music, arts, and children’s activities in Alice Springs. It kicks off with the opening street parade at the Alice Springs Town Council Night Markets.
- **Melbourne Fringe:** The city displays numerous types of art by over 3,000 artists in more than 170 venues from galleries to bars to laundromats. This huge event began in 1982.
- **Blackmores Sydney Running Festival:** On the third Sunday of September this festival features a popular marathon that originated after the 2000 Olympic Games in Sydney.
- **Sports Events:** The National Rugby League and the Australian Football League (Aussie Rules), typically hold matches throughout September, leading up to their respective grand finals.

# Word Search

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

Celebrate the month of September with a Spring flower themed word search puzzle!

Acacia

Daffodil

Lilacs

Paeonia

Alpina

Daisy

Lily

Roses

Blazing Star

Geranium

Mums

Tulips

Carnation

Gladiolus

Nigella

Wattle

Cosmos

Liatris

Orchid

Windflower

# Round the Traps

## Flower Time at Crowley



## 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.