

# the chatterbox

NEWS FROM CROWLEY CARE

SEPTEMBER 2022



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## Cover photo

Tasha, Kay and Jenny - yellow rays of sunshine



# A Moment with our CEO

Hello everyone,

## Yeah! It's Show Day

It's exciting that the biggest day in our annual calendar, The Crowley Annual Family Show Day, will go ahead this year on Thursday 29 September.

It is such a loved event by our entire Crowley community and it's great to have it back again. This will be our first Show Day since 2019, due to previous COVID restrictions. And that makes it a bit special. We really hope you can make it to join us for this fun-filled day.

## Our quiet achievers

I want to pay tribute to our quiet achievers - our Men's Shed. They are a humble group who complete many requests creating, building and fixing things, and generally helping other residents and our Crowley community with great spirit.

We are truly grateful for what they do and how they contribute to the Crowley culture.

In this Chatterbox is an article about our Men's Shed highlighting the long list of things they achieve and do for our community. Fabulous.

## Lives well lived

Also in this Chatterbox are some great resident and client profiles. I love reading these because they remind us all if we stop and take the time to talk with our residents and clients, you invariably find fascinating stories of lives well lived.

How fortunate we are at Crowley to be able to spend our days with people who have had such interesting and varied lives. All you have to do to unearth these great stories is to spend a little time with our residents and clients and show an interest in their lives. In doing so you are guaranteed to learn something new and interesting.

## A tribute to Dan

And finally in this Chatterbox is a beautiful tribute to Daniel (Dan) Ernest McOmish, one of our early Board Members and a former Chair of the Board.

Unfortunately Dan recently passed away. He made a significant contribution not just to Crowley Care, but to our regional community. And he was a highly trusted legal advisor to Crowley for many years. If you read the tribute to Dan, you will see he was much loved and admired. We will miss him and we are grateful to have had Dan in our lives.



Very best,



*Michael Penhey*  
Chief Executive Officer

## Catch Up with Kelli

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

### **Dementia wing refurbishment update**

This project is now well underway with the structural elements of the redesign now in place.

It is extremely exciting to see the works unfold week by week. We have included some progress shots on the next page.

### **Entertainers and volunteers**

Life as we knew it here at Crowley is returning one careful piece at a time. One of the things we have really missed is having our regular entertainers able to visit. Now, as we continue to move forward with the easing of restrictions, we have started to re-introduce entertainers into the facility. There are of course still COVID safety considerations to take into account, such as hosting the Ballina Christian Choir last week out on the deck of the Entertainment Room.

We are also working on recommencing our structured volunteer program. More on this to come, however if you are interested in volunteering at Crowley please contact Customer Service and leave a message. One of the team will call you back to have a chat.

### **Dementia Awareness Week**

19 September -  
25 September  
is Dementia  
Awareness Week.

As you know from my article in the July Chatterbox, Crowley is a key contributor to Dementia Inclusive Ballina Alliance (DIBA) Incorporated.

You will find included on page 19 an invitation to the DIBA Dementia Action Week event. We strongly encourage all of our residents and clients who are living with dementia or caring for someone with dementia to register.

The event is designed to be informative and educational, but also to encourage social connections and develop the community of support that can be found by being a member of Dementia Inclusive Ballina.

Registration forms are included as an insert in this Chatterbox. For those who receive the Chatterbox electronically, registration forms are available from Crowley on 1300 139 099.



Kelli 😊



## Daniel (Dan) Ernest McOmish

8 January 1952 – 30 July 2022



The Crowley family is saddened by the loss of Daniel (Dan) Ernest McOmish, one of our early Board Members and a former Chair of the Board.

Dan passed away on July 30, aged 70, and was the husband of Linda and Petria (deceased), father of Anthony, Grant, Kate (deceased), Tim and Jane, and pop to his six beloved grandchildren.

As well as his extensive involvement with Crowley, as a Board Member from 1984 to 2002 and Board Chair from 1992 to 1996, Dan was a partner at Somerville Laundry Lomax from the mid-1980s until his semi-retirement in 2011. He continued as a consultant until his death.

He gave his time to numerous clubs, teams and committees, including his much-loved Ballina Golf Club. He was a keen golfer and could be seen on the links every Wednesday and Saturday, and he also loved fishing and taking holidays with family and friends.

A wonderful solicitor, patient mentor and selfless community volunteer, Dan was often described as a “great bloke”. Here, we pay tribute to a man who left an important legacy at Crowley Care.

### On our side

Crowley CEO, Michael Penhey, said Dan was universally loved and respected within the community.

“My sense of Dan is that he was a man of the people – he had a unique ability to appeal to the common person. He could cut through the technical aspects of any issue, simplify complex matters, and find a way to a solution,” Michael said.

“He made such a significant contribution to Crowley and we were honoured to have him on our board. Dan was committed to the Crowley vision and had our best interests at heart. You don’t sit on the Board of an organisation for 18 years unless you have a real connection to that organisation.

“Dan also guided me through some difficult times, especially during my early years as CEO, but in a way that was a real partnership. I always felt like he was on my side.

“He was a real character; he was someone who always made people smile and feel good.

“The community is poorer for the loss of Dan – he is sorely missed.”

### Compassionate, insightful

Current board member and former Board Chair, Steve Barnier, said he learnt a lot from Dan and was privileged to have worked alongside him.

“When I accepted an invitation in 1993 to join the Parish Aged Care Board, I did so with the knowledge that Dan was at the helm as Board Chair,” he said.

“Dan was absolutely instrumental in the delivery of the Parish’s vision. During his tenure, Dan’s local knowledge, compassion, professional relationships, insight within the aged care sector and prudent leadership, in collaboration with management, consolidated and enhanced Crowley’s reputation for the delivery of high quality services to our residents. Subsequently, Dan was also a strong advocate for the establishment of Crowley’s home care services.

“It would be fair to say that humour, Dan’s sharp wit and relaxed and friendly demeanour were also key components of his effective organisational leadership.

“Crowley and our broader Parish and Ballina community will continue to miss him dearly.”

### Community spirit

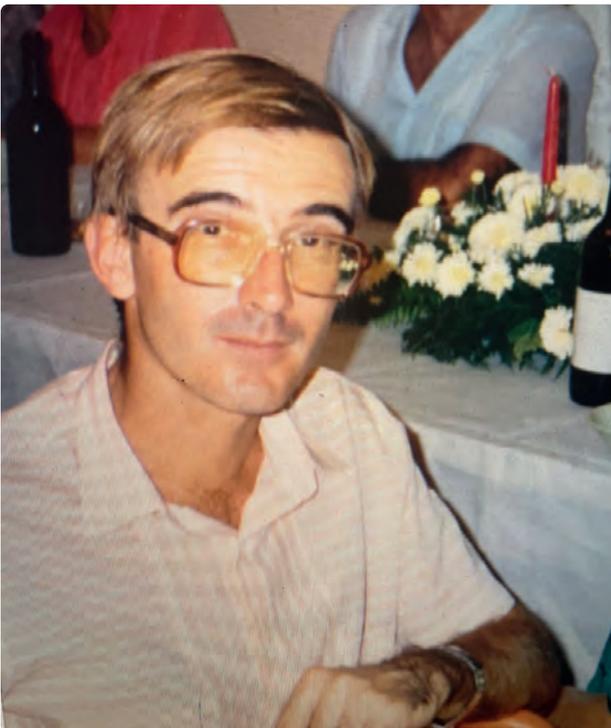
Crowley's current Board Chair, Carolyn Hunt, described Dan as a generous community volunteer.

She said his service at Crowley had greatly improved the organisation's governance structure, thanks to his deep knowledge of the law and meeting procedures.

"New apartments were approved to be built during Dan's time on the Board which was a step towards the modernisation of Crowley as we know it today," she said.

"There will be many among our Crowley and wider community who knew Dan as he was always around to lend a helping hand. He will be remembered for his broad knowledge (both legal and general), generosity, community spirit and sense of fun.

"On behalf of the current Board I offer our condolences to Dan's family. It was a privilege to have known and worked with Dan."



### Family man

A born and bred Ballina local, Dan loved his town and was heavily involved in his community.

He was the honorary solicitor for the Ballina Lighthouse and Lismore Surf Lifesaving Club for 34 years, and for the Ballina Golf Club for 25 years.

Dan's wife, Linda, said her husband had a soft spot for Crowley and valued the organisation and its people.

"He talked about his years on the Board fondly. He often joked that he'd reserved Crowley's presidential wing for us when we got older," she said.

"Dan was such a community-minded person; he wanted to contribute and help others. Even as a 'retired' solicitor, he always had people coming up to him and asking for his advice, and he always gave it," she said.

"He was also very dedicated to his family and his friends. He had six grandchildren, aged between 15 and 4, and they adored their Pop. He loved having family dinners with his children and grandchildren.

"We'd only been together for four years, but we were very happy and we always had so much fun, right from the moment we met.

"I loved Dan, and so did everybody else. He was just a very special person."

## Last Month at Crowley

### Art show

What a treat!

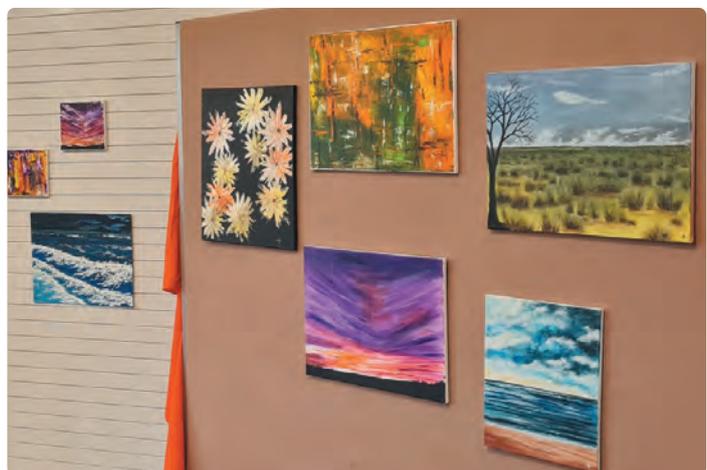
We love art at Crowley, and our residents regularly have the opportunity to express themselves creatively through various crafty activities.

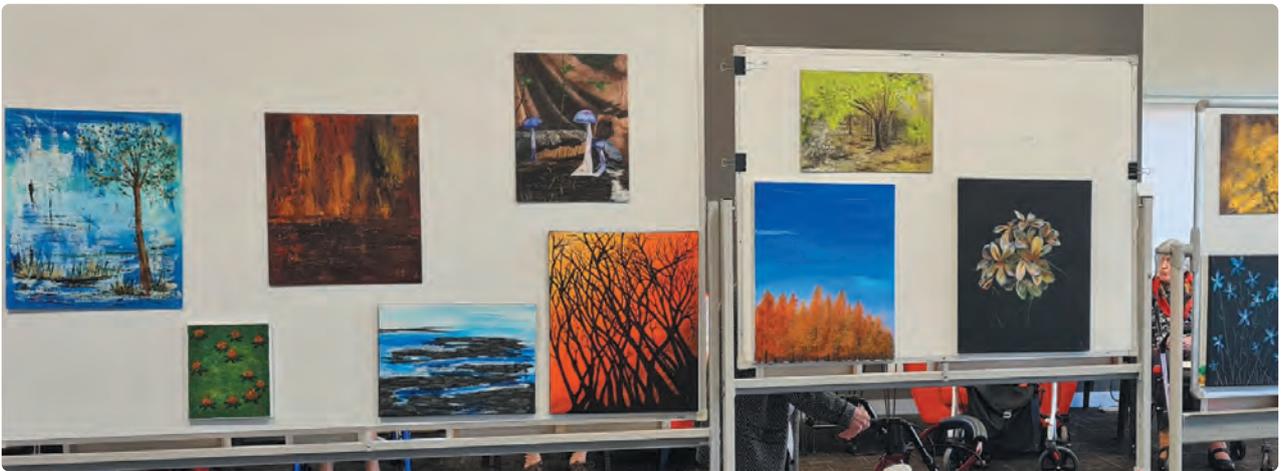
But last month we were fortunate to experience a personal art show in the comfort of the Entertainment Room. How often does the exhibition come to you!?

These artworks were created by our very own Tracey, from Hotel Services. We were all very impressed with her skill and creativity as we marvelled at her paintings. Tracey showcased a varied collection, ranging from abstract artworks to beautiful landscapes and delicate paintings of flowers.

The whole experience reminded us of a quote by Pablo Picasso; "Art washes away from the soul the dust of everyday life."

And we sure do feel refreshed and inspired to do some creating of our own!





## Resident Focus

### Charlie and Mona Watts

Mona was born on the 28 May 1928 in Young NSW. She was the third born and had five sisters and three brothers.

Mona's dad worked in an orchard after the first World War and grew cherry trees and her Mum looked after the house and children.

They lived 10 miles out of town and went to Sacred Heart School in Young on a horse and sulky.

When the second World War started teenagers were given the choice of joining the land army or essential service. Mona chose essential service and moved to Sydney with her sister Wanda starting an apprenticeship as a tailor.

Mona had a short marriage and two children Sue and Teddy.

When she finished the apprenticeship Mona worked at Prince Alfred Hospital and learnt dietary requirements for heart and lung transplant patients. She worked there for 15 years.

Mona also had a second job in a hotel. Whilst working there she met Elizabeth Taylor and Richard Burton.



Charlie was also born on the 28 May, some years later in 1934 in Balmain in his family home.

One of three children, Charlie's mother later adopted two more children after seeing a story in the Catholic Weekly.

Charlie went to the Catholic School in Balmain and Oak Hill College. His Dad passed away from complications from the war when Charlie was 12.

Charlie was great friends with Dawn Fraser. They used to sneak into the lady's lounge of the pub and play dominoes and Dawn would push him off the high diving board at the pool

After Charlie finished school he worked at the wool store, then he opened a factory with his sister making sheets, until his sister married. Charlie then opened a bigger factory making curtains and blinds.



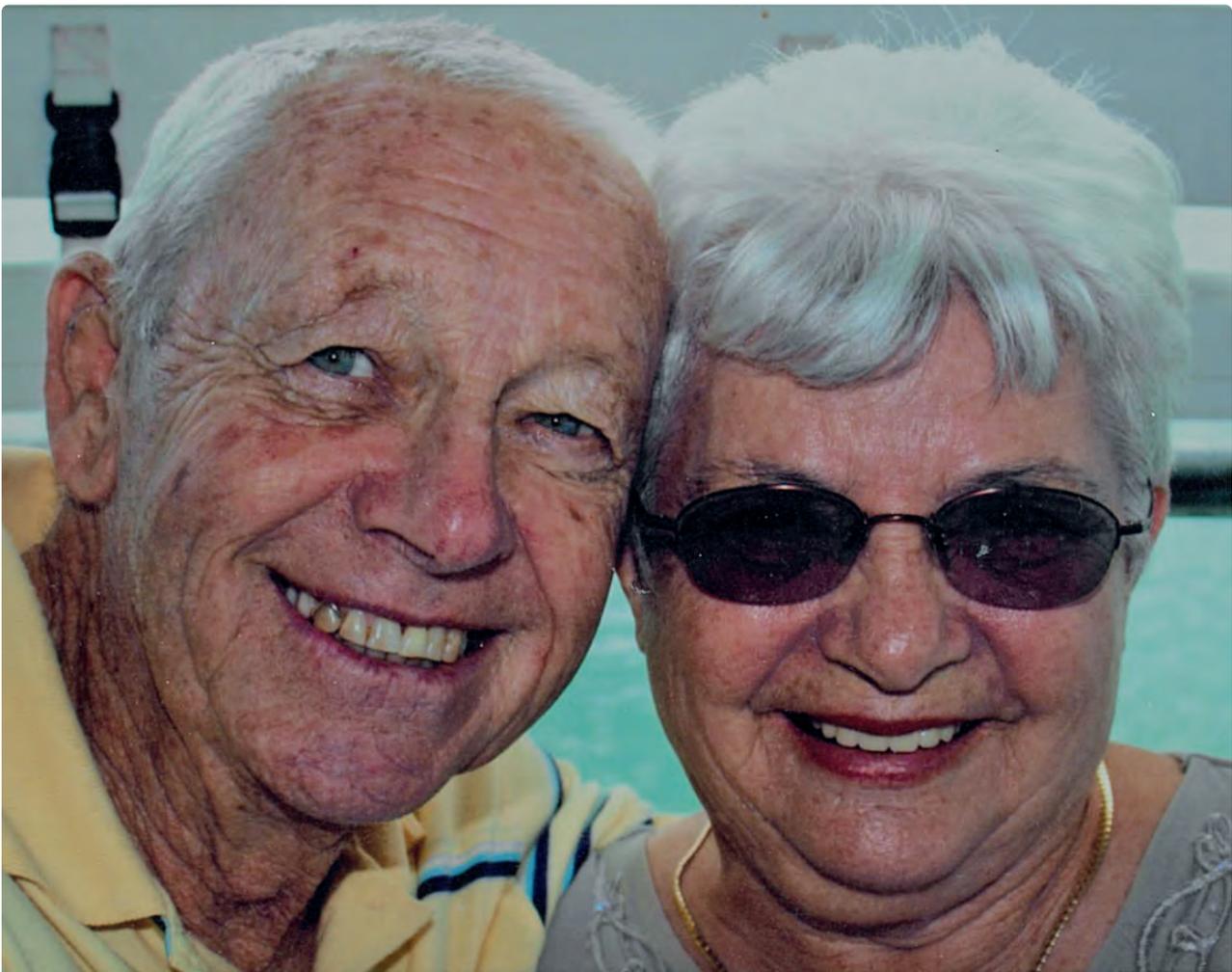
Mona and Charlie meet through friends watching Born Free while they were both out celebrating their birthdays and started dating. They dated for two years and married on 3 November 1973 at St Mell's in Campsie. Charlie always had a close relationship with Sue and Teddy.

Mona and Charlie worked together in the factory for 35 years until they retired. They moved to Banora Point and really enjoyed their lives.

They loved to travel Australia, New Zealand and Tasmania. They also loved playing golf and belonged to Banora Point Golf Club.

They lived in Banora Point for 12 years and when Charlie's health deteriorated, they moved to Goonellabah to be closer to Teddy where they lived for 10 years and continued to travel when they could.

They moved into Crowley in 2017 and are very comfortable here. Mona and Charlie will celebrate their 50th wedding anniversary in November and have six grandchildren and seven great-grandchildren.



## Resident Focus

### Ron and Joan Phillips

Ron was born in Bangalow on 14 March 1921. His family had a dairy farm in Newrybar. Phillips Road in Newrybar is named after Ron's Dad.

Ron's mother was a Watson, one of the first settlers in the area.

The eldest of three children, Ron went to school at Newrybar Primary School. It was a two teacher school and he would ride a horse two miles to school. In high school, Ron boarded in Booyong during the week and would catch the train from Bangalow to Lismore High School (now Richmond River High School). Ron joined the Army.

Joan was born on 3 May 1927 at Chatswood in Sydney and lived in Willoughby.

She had one brother three years older than her. Her father passed away when she was three years old.

Joan went to Willoughby Primary and Willoughby Domestic Science School where she completed a business course.

After school Joan worked in an office and when she turned 18 joined the Airforce.

A few months later the war ended and Joan went back to office work. She was raised with a Christian upbringing.

Ron and Joan married in Willoughby in 1947 and bought a dairy farm in Coopers Shoot.





The farm was situated on the escarpment over Suffolk Park, with views from Byron Bay to Broken Head. It was the most easterly dairy farms in Australia and they could see the Byron Bay lighthouse. They didn't have electricity for six years.

Their four children were born - Peter, David, Christine and Ian. Ron and Joan were Sunday school teachers for a time and went to Bible study and church every Sunday. They have a very loving family.

The dairy farm eventually became a beef farm. After farming for about 50 years, they subdivided the farm, kept 8.5 acres, and moved into a unit in Ballina whilst their house was being built. They then moved back to the acres, where they lived for 18 years. They then sold the acres and bought a unit in Ballina and lived there until they moved into Crowley about a month ago.

Ron volunteered for Coastcare and was a member for 15 years, working two days a week until he was 97.

Ron and Joan have nine grandchildren and 18 great-grandchildren, with another due any day now.

Moving into Crowley has been a big adjustment but they find the staff really nice and it has been good to see familiar faces from their Church. Ron and Joan recently celebrated 75 years of marriage.

## Crowley Plaza Visits

A hive of activity, the Plaza is the place to be!





# Keep on Smiling

## The importance of oral care

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

1 August to 7 August was National Dental Health Week, where the focus was on ensuring our oral health is a priority.

Good teeth and gums equal better health outcomes from an early age and maintaining good oral health ensures you keep your teeth for life.

The focus for Dental Health Week this year included four key messages:

1. Brush your teeth twice daily with fluoride toothpaste
2. Clean in between your teeth with floss or interproximal brushes
3. Eat healthy diet and limit sugar intake
4. Regular dental visits to the dentist or the dental hygienist for dental review and preventive care

Poor dental health can lead to systemic infections, recurrent chest infections, pain and poor nutritional intake.

### Dental hygienist on-site at Crowley

Many of our residents struggle to access dental services either due to access or issues with transport. So Crowley is excited to announce our visiting dental hygienist onsite and commenced on 26 August 2022 in our Beauty Salon.

The hygienist will be available for all Residential Care residents to improve access to dental care and preventative dental hygiene.

Kylie Winney, the Dental Hygienist, will be joining us to provide a mobile dental hygiene service which will include dental assessments, scale and clean, and applying fluoride as required. Any dental treatment required will be discussed with the resident and family members, and a plan for oral care provided.

We are hoping Kylie will visit each month to ensure all residents wishing to access this wonderful service have the opportunity to do so.

Once an appointment becomes available, we can let you or your family know about any costs involved and ensure any dental plan recommended can be followed and implemented. If you need more dental support than that provided by the hygienist, we can coordinate a visit to the dental surgery for follow up investigations and treatment.

Anyone wishing to access this unique service can contact one of our Clinical Support Team members to arrange an appointment at the next available clinic.

Crowley provides new toothbrushes for residents each season or more frequently if required.

Electric toothbrushes can improve dental health for those residents who struggle with dexterity or getting to those 'hard to reach places'.

Caring for gums is also important to ensure healthy teeth and limiting sugar intake and ensuring we brush after meals can improve our overall oral health and reduce cavities appearing.

Dentures also need cleaning with a soap like product that will not scratch the dentures. Ideally taking dentures out at night to soak in an appropriate solution allows you to clean your mouth and rest your gumline too.



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

# ***YELLOW DRESS UP DAY***

**THURSDAY 8 SEPTEMBER**

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

Please note: staff name tags and regulation shoes must be worn



## From the IL Desk

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

A warm welcome to our newest Independent Living resident Yvonne Schuhmacher.

Yvonne is a local, completing her higher education in Mullumbimby, where she met her life partner Dale.

They settled in Lismore, married and raised their family - two sons - then later retired to Ballina.

### **Why did you choose Crowley?**

After living and mixing in Ballina for quite a few years I heard wonderful reports and I was ready to make that move to Crowley.

### **What are your goals moving forward?**

Settle in my new home and join the Crowley community.



**Springtime is here and these are some suggestions to get rid of the winter chills:**

- 1. Go for a walk at a local park or nature trail.** Walking is a great form of exercise for older adults. If you can, find a friend to walk with you to enjoy some social activities while exercising or walk around our Village.
- 2. Enjoy a meal outdoors with friends or family.** Visit a favourite restaurant or cafe and sit on the patio if the weather is nice with a friend or family member or pop up to Barney's in the Plaza.
- 3. Enjoy a local tourist attraction.** Whether it's a local landmark, sporting event or historical site, visiting local attractions is a great way to get out and combat the winter chills and cabin fever.
- 4. Plant a garden and / or herb garden.** Gardening is a great activity for older adults and planting a vegetable garden and / or herb garden can provide healthy ingredients for your favourite dishes. Herbs can be purchased from Frank's Herbs located at the Men's Shed.
- 5. Visit a local botanical garden or farmer's market.** Having fresh fruits and vegetables on hand can help older adults make better choices in their diet, plus you can potentially find some great deals on local produce and fresh cut flowers to bring some joy into your home.

*What activities are you looking forward to enjoying this spring?*

For People Living with Dementia,  
their friends and family, care workers and  
interested community members



# DEMENTIA UPDATE FORGET ME NOT



**WHEN:** Thursday 22nd september 2022 9:30am -  
2pm

**WHERE:** Nightcap Restaurant Wollongbar TAFE, 61  
Sneaths Rd, Wollongbar NSW 2477

**COST:** DIB Members \$20 Non Members \$25  
(Includes Lunch and Beverages)

## TOPICS

Dementia Update - Dr Rachel Jones  
Be Medicine Wise  
Navigating My Aged Care  
Dementia Supports and Services  
Physical Activity in Dementia  
Maintaining Good Health  
Nutrition in Dementia

Register through website or scan QR Code

<https://dementiainclusiveballina.org.au/>

Contact Sue Hetherington 0400 052 505



# An Afternoon at the Movies

## The Greatest Showman

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

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

This month's screening:

**Movie:** The Greatest Showman  
**Genre:** Musical, biography, drama  
**Rating:** PG  
**Directed By:** Michael Gracey  
**Starring:** Hugh Jackman, Zac Efron, Michelle Williams, Zendaya, Rebecca Ferguson  
**Released:** December 2017  
**Duration:** 1 hr, 45 min

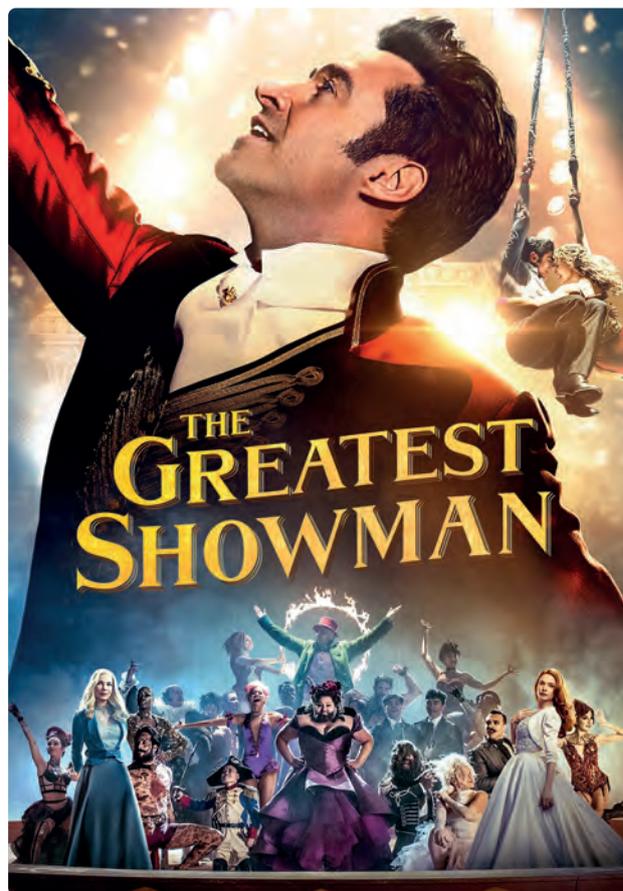
Growing up in the early 1800s, P.T. Barnum displays a natural talent for publicity and promotion, selling lottery tickets by age 12. After trying his hands at various jobs, P.T. turns to show business to indulge his limitless imagination, rising from nothing to create the Barnum and Bailey circus.

Featuring catchy musical numbers, exotic performers and daring acrobatic feats, Barnum's mesmerising spectacle soon takes the world by storm to become the greatest show on Earth.

### Reviews

"So nice, so cheerful, its characters so indefatigable that it's impossible to hate."

"This kind of insanity is really fun to watch. The Greatest Showman is a lot of things, but it's not boring."

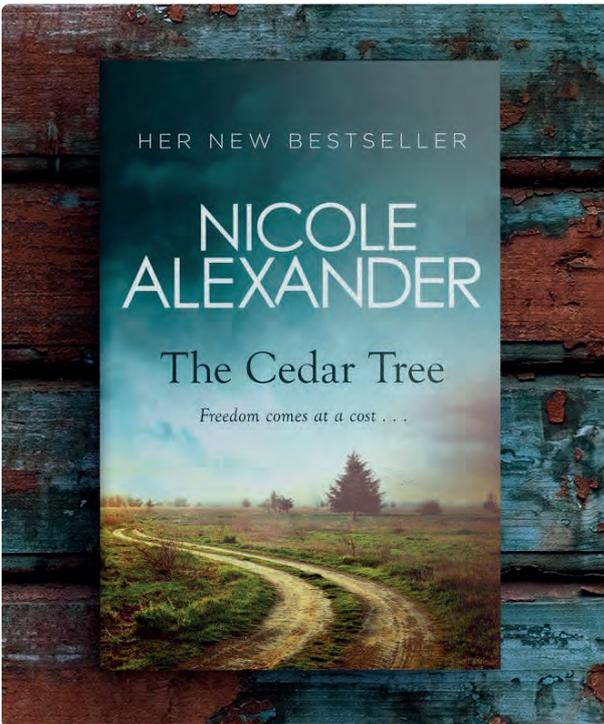


### Crowley Screening

**Movie:** The Greatest Showman  
**When:** Wednesday 14 September  
**Where:** Crowley Education Centre Room 1  
**Time:** 1.00pm  
**Cost:** \$2.00  
**RSVP:** To Crowley Reception by Monday 12 September

## Book Club

### The Cedar Tree by Nicole Alexander



With a strong sense of place, interesting historical detail (some not so accurate) and characterisation, *The Cedar Tree* by Nicole Alexander proved a popular read by all our members.

It's a story of love and faith, destiny and betrayal in lands as richly diverse as the secrets they keep.

In 1864 cousins Brandon and Sean O'Riain are accused of murder and are forced to flee Ireland.

They emigrate to Australia and find work as cedar cutters in this region. While Brandon looks towards the future, Sean can't let go of the past.

In 1949 Stella O'Riain, recently widowed, arrives at her brother-in-law's cane farm where she agrees to care for his injured wife in return for bed and board.

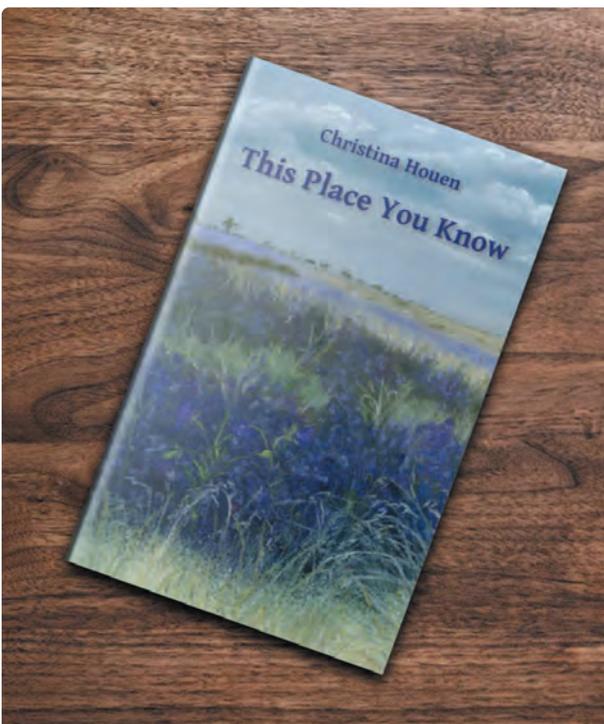
Stella hopes to find answers to her husband's obsession with their former home in far west NSW.

The story alternates between the timelines - irritating to some - until it reaches the point where the characters of Stella and Brandon intersect.

Our next read is a memoir, *This Place You Know* by Christina Houen. A daughter draws on memories, actual records, her mother's handwritten memoir, and her imagination to portray human lives as embedded in and deeply shaped by place, and places as indelibly marked, for good and ill, by people.

Until our meeting 15 September,

Happy Reading!  
Marion



CROWLEY INDEPENDENT LIVING

# MEN'S BBQ



- WHEN** Thursday 22 September  
**TIME** 12.00pm  
**WHERE** Activity Centre BBQ Area  
**BYO** Drinks  
**RSVP** Monday 19 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.

## News From the Men's Shed

### Keeping busy

Despite lockdowns earlier in the year the Men's Shed has been busy on Tuesdays and Thursdays.

The arrival of a Crowley skip enabled us to dispose of a lot of timber debris and offcuts, install a replacement drop saw and rearrange the machinery area for greater efficiency and safety.

A number of fixit jobs and commissions have been completed for IL residents and we have received some useful timber donations from the Crowley maintenance team and donors. This is very helpful as timber prices have soared.

### Show Day

Hopefully we will have Crowley Show Day this year or at least the opportunity to display our saleable items at the shed. We are now focused on that.

We have completed a range of chopping boards, wind chimes and a variety of children's toys. We have also completed cedar jewel boxes, children's deckchairs, novelty paper towel roll holders, children's seats and other Christmas presents such as blinking light reindeers, Christmas trees, Scottie dogs and many more items!

### Antique models

Courtesy of Carol (IL resident) we have two superbly crafted models of an antique car and grader made in the Buderim Men's Shed.

### Frank's Herbs

Frank's Herbs are coming on and he would greatly appreciate receiving empty useful sized pots to continue his efforts.

We look forward to residents and visitors coming to view what we have on offer.



# Home Care Client Profile

## Roy Crutchley

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

This month we feature Home Care client Roy Crutchley, whom I had the pleasure of interviewing about his life experiences.

And I enjoyed Roy correcting me when I referred to English football as soccer!

Born in Wolverhampton, England in 1943, Roy was a first-born war baby for Samuel and Pauline Crutchley. And he ultimately had a younger brother and sister.

At just five years of age, Roy recalled his father taking him to see a football game, just after the war ended. They watched the match from a safe 'penned area' to avoid getting crushed from enthusiastic spectators!

To this day Roy follows the Wolverhampton Wanderers F.C.

At age 15 Roy left school to work in a manufacturing business on the machines where his mother and father also worked.

It was here that Roy met Pauline, who worked in the office with his mother and who later became his wife.

At age 17, Roy rode a scooter and he asked 16 year old Patricia out to a dance.

They were together for four years before marrying in Wolverhampton.

After 11 years at the processing business, Roy left, age 26, and immigrated to Australia. Roy's birth certificate had been lost in a fire and it wasn't until he got a passport that he learnt his birth name was Lawrence, not Roy.



Roy got a job at the Arnott's factory in Sydney and the young couple lived close by in Concord.

"In those days you could get a job anywhere", said Roy. He worked at Arnott's for three years and had to leave because he had put on two stone from eating too many biscuits! "All of the biscuits were my favourite."

Whilst at Arnott's Roy played football in his lunch breaks at the nearby oval. And he still talks to people today he worked with back then.

Roy left Arnott's to work in a higher paying fibre maker's business producing nylon for the inner lining of tyres. Doing shift work, Roy made enough money to buy a house in St Mary's.

Patricia and Roy went on to have a daughter Louise in 1973.

Whilst on night duty a year or so later, Roy came home and Patricia said, "I've got to go out", returning to tell Roy, "we're having a baby".

Joanne, their second daughter, was born in 1975. "I was blessed to get two beautiful girls."

Whilst working in a manager's position Roy decided to build a house in Leonay near Penrith, where the family lived until 2005.

Sadly, Patricia passed away in 1991 at age 46 and Roy had two teenage daughters to bring up on his own.

In 2005 Roy retired and moved to the Far North Coast to support his family, where his daughter Louise was then living with her three children, all under the age of five.

Roy remembers holding his first granddaughter, Lilli, just after she was born and they are still close today.

Roy's granddaughter Rose is a great support to her Mum Joanne and they visit him twice a year. Roy loves his grandkids visiting and the routine for visits is a kiss and then straight to the pantry.



Cooking remains an interest for Roy and he loves a steak, but it has to be of good quality.

Roy's complete interests are his children and grandchildren. "They come first, last and first again", says Roy proudly.

Roy played golf for a long time but his eyesight has limited this. "It's always been my ambition to hit the ball out of sight and now I can!"

Roy played croquet at the Ballina Cherry St Club, where he was the vice president for a few years. To this day, dart playing is one of Roy's absolute passions.

When asked what are two good decisions you have made in your life, without hesitation, Roy said, "getting engaged to my wife and the second was to marry her. She was my whole life and my wedding day was my greatest day ever."

# Community Connection

## Small local towns

### Eltham

Situated 15km from Lismore off the Bangalow Road is the historical town of Eltham. Eltham village is nestled just off the Lismore to Bangalow Road in a lush and picturesque valley. A popular classic country pub, the Eltham Hotel, offers country meals, drinks, live music and accommodation. Next door is a gallery and shop offering local and regional arts, crafts, woodwork and furnishings. In October 1984 Albert Scouller built the beautiful old Eltham Railway Gatekeeper's Cottage and Bridge with the cottage providing accommodation for staff.



image from Eltham Hotel Facebook

### Booyong

The first inhabitants of the Booyong area were the Bundjalung people. Booyong takes its name after the ironwood tree. The biggest water gum located within the Booyong Flora Reserve was added to the National Register of Big Trees in 2010 for being the largest in the Southern Hemisphere.

Partially located in the Byron Shire and the City of Lismore, the Booyong village is located on the northern North Coast railway line. The railway track work, bridges and platform still remain today for the former Booyong railway station; however, there are no buildings left in the station precinct.



image from abc.net.au

### Clunes

Nicknamed 'The Holy City' because of the number of churches in the Village is the small town of Clunes. The town was named after an early engineer in the dairy industry, Robert Mortimer Clunes. Situated 18km northeast of Lismore in hilly countryside with volcanic soils provided by Mount Warning allows for macadamia and coffee-growing in the Northern Rivers region of Clunes.

The federation houses are one attraction of Clunes, as well as the general store, cafe, petrol station, butcher, bookstore, nursery and antique shop.

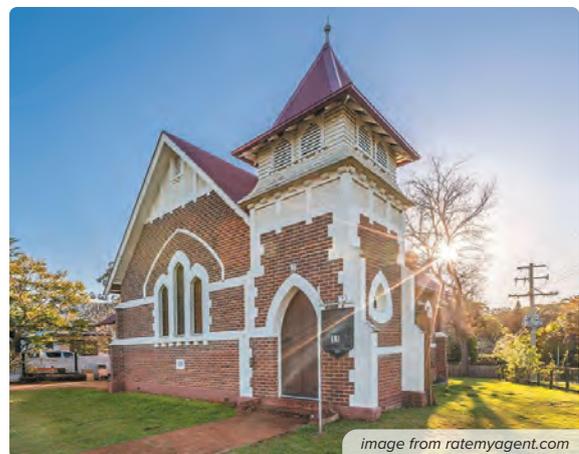


image from ratemyagent.com



We invite all Residents,  
Staff, Families & Friends to  
join us for our annual

## **CROWLEY FAMILY**

# SHOW DAY

## **SAVE THE DATE**

Thursday  
29 September 2022  
10am - 2:30pm

### **Featuring:**

Cake Stall  
Photo Booth  
Live Music  
Fun Market Stalls

## Crowley Family News

Celebrate with us as we share some exciting news

### A new addition

---

#### Welcome baby Cody

Congratulations to Alvin (Registered Nurse) and his wife Alycia on the birth of their first child.

A healthy baby boy, Cody Griffin, on 3 August 2022, weighing 3.82kg.



## Crowley Auxiliary

### Helen Cooney Crowley Auxiliary President

On Monday 25 July the Crowley Care Auxiliary's monthly meeting was held.

Great to see such a good attendance and meet again as friends for some entertainment and fun.

As we were unable to hold our July function, we decided to have a special afternoon tea after our meeting and we played a number of trivia games and had a lucky door prize.

The ladies all took home a small gift to celebrate our continued good will and friendship.

We are excited about the Wine and Cheese afternoon with the live music being performed by the Celtic Band Kinsale.

I am certain we will have a series of photos to share and a lovely report to detail the afternoons performance.

Once again, we thank the Crowley Care staff for their wonderful support and acknowledge each person in the organisation for their dedication and care shown to both the Residential Care residents and the Independent Living residents.

We welcome any new members and would be very happy for you to join us as we meet and enjoy the social communication with each other while supporting all aspects of the Crowley Care organisation.

Regards,  
Helen Cooney

# Westpac Rescue Helicopter Service

Northern NSW Newcastle PO Box 230, New Lambton NSW 2305

Tamworth PO Box 6187, Westdale NSW 2340 | Lismore PO Box 3080, Lismore Delivery Centre NSW 2480

ABN 40 002 862 026 | CFN 11992 | Westpac Rescue Helicopter Service is operated by Northern NSW Helicopter Rescue Service Ltd



20th July 2022

200714

Crowley Care  
154 Cherry Street  
BALLINA NSW 2478

Dear Supporters,

We would like to take this opportunity to thank you and your employees for your continued support of the Westpac Rescue Helicopter Service through your Workplace Giving Program. The donations from your employees and your company's support are extremely valuable and allow us to continue to deliver our lifesaving aeromedical rescue service across Northern NSW.

During 2021-22 your employees donated **\$6,126.50** to our Service through workplace giving which we are very grateful for. Please pass on our thanks and gratitude to your employees who support us through their pay.

We look forward to another year of partnering together for the benefit of our community.

Sincerely,

Richard Jones OAM | CEO  
Westpac Rescue Helicopter Service

Proudly supported by



And the Community

1800 155 155 | [rescuehelicopter.com.au](http://rescuehelicopter.com.au)



# Update from Maintenance

## Spring Gardening

**Albie Viel**  
**Maintenance Manager**

Our gardening contractors continue improving our common gardens with a variety of plants.

Some plant types in this upgrade include cupaniopsis anacardioides, melaleuca bracteata, syzygium (Cascade) and lomandra fluvialtilis “Shara”.

Gardens that have been transformed were originally planted by previous residents and over time, as the plants age, need refreshing. I appreciate the positive comments about how we are improving these gardens.

Throughout our Village there some great examples of how residents can relax in their gardens.

It’s another form of creating and playing with colours. When planting out gardens, consider your surrounding residents’ outlook. Round The Traps photos on the back page will illustrate this.

### Help with your garden

Occasionally Independent Living residents request assistance with their gardens.

We provide a prune and mulch service, or if residents require, weeding at a reasonable cost.

For those who have a Home Care package, this service can be charged to the package.

Our Independent Living residents will have noted the television advertisement for keeping plastics out of the green bins. We ask that residents need to use bio de-gradable bags (not glad type bags) for green waste.



 **Reminder: Skip Time**

A reminder for Independent Living unit residents that the six-monthly skip will be on site behind the Men’s Shed from 1 September.

If residents need assistance with larger items, please contact Reception to enter a request in the Maintenance Book.

No tyres, paints, chemicals, fridges or gas bottles can be put into the bin. Cardboard should be recycled in the yellow bins. Electronic items can be left beside the bin. There will be a separate wheelie bin for disposing of batteries.

# Residents' Laundry

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

There is so much pleasure in giving.

Who doesn't like receiving a new shirt, blouse or a new set of pjs?

It's great seeing the person's face light up when they open the bag and see what's inside.

If you are having a plaza or in-room visit and have a gift of clothing, please remember to follow our labelling system so the clothes can always make their way back to their rightful owner.



## In the case of a new resident

1. New resident's clothing is dropped at Reception for documenting and preparation for collection. Laundry staff are informed and they collect the clothes and take them to the laundry where they are labelled
2. The labelled clothing is returned to the resident's room and the clothes are then put away by the care staff
3. A place on the laundry trolley is allocated for the new resident appropriate to the area they are living, including a named hanging space and a laundry basket

## Existing residents

When additional clothing is purchased or brought in for an existing resident, the process is the same. The clothes should be taken directly to Reception where they are documented and sent to the laundry for labelling.

## Regular laundry

The regular laundry service is done daily in each area. The clean laundry is returned to the different areas on trolleys and the care staff then put the clothing away. If any items of clothing for residents are not labelled, these are returned to the laundry and remain recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner.

## Country-Style Chicken Pies

These tasty pies will warm you from the inside out

### Ingredients

- 1 tbsp olive oil
- 12 shallots, peeled, halved
- 200g cup mushrooms, halved
- 4 chicken breast fillets, chopped
- 4 bacon rashers, chopped
- 2 garlic cloves, crushed
- 2 carrots, peeled, thinly sliced
- 2 celery sticks, thinly sliced
- 1/4 cup plain flour
- 250ml red wine or chicken stock
- 400g can diced tomatoes
- 2 dried bay leaves
- 2 thyme sprigs
- 3 sheets frozen puff pastry, thawed
- 1 egg yolk
- 1 tbsp milk
- Sesame seeds, to sprinkle
- Poppy seeds, to sprinkle
- Dried chilli flakes, to sprinkle (optional)

### Instructions

Heat half the oil in a heavy-based saucepan over medium heat. Add the shallot and mushroom and cook, stirring, for 5 mins or until brown all over. Transfer to a heatproof bowl.

Heat remaining oil in the pan. Cook chicken, in batches, turning occasionally, for 5 mins or until browned. Transfer to bowl with mushroom mixture. Add the bacon and garlic to pan. Cook, stirring, for 2 mins or until browned. Add carrot and celery and cook, stirring, for 5 mins or until browned. Return the chicken mixture to the pan. Stir to combine. Add flour and cook, stirring, for 1 min or until well combined. Add the wine or stock and bring to the boil. Stir in the tomato, bay leaves and thyme. Reduce heat to low. Cook, covered, for 40 mins or until the sauce thickens and the chicken is tender. Season. Cool slightly.

Preheat oven to 200°C. Place the pastry sheets on a clean work surface. Use a 10cm pastry cutter to cut discs from the pastry, reserving excess. Use a 3cm heart-shaped cutter to cut shapes from reserved pastry. Spoon chicken mixture among six 1 1/2-cup (375ml) pie tins. Arrange pastry discs over the tins to enclose the filling. Whisk egg yolk and milk in a small bowl. Brush lightly over the pastry. Decorate with pastry hearts. Sprinkle with the sesame seeds, poppy seeds and chilli flakes, if using.

Bake for 30 mins or until the pastry is golden brown and puffed.

Serves 6





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

Serves 4

## Spring Vegetable Quiche with Sweet Potato Crust

Bring the feeling of spring into your kitchen with in-season produce

### Ingredients

- 2 medium gold sweet potatoes
- 1 tbsp olive oil
- 1 leek, pale section only, thinly sliced
- 120g baby spinach leaves
- 1/2 bunch baby broccoli
- 1/2 cup (60g) frozen broad beans, thawed, peeled
- 1/2 cup (60g) frozen peas
- 50g snow peas, halved lengthways
- 50g sugar snap peas, halved lengthways
- 8 eggs, lightly whisked
- 1/2 cup (125ml) thickened cream
- 100g goat's cheese

### Instructions

Preheat oven to 200°C. Grease a 24cm (base measurement) round fluted quiche dish. Use a mandolin or sharp knife to slice the sweet potatoes crossways into 1mm-thick slices. Place in a large bowl and drizzle with half the oil. Season. Arrange the sweet potato, overlapping slightly, in 3-4 layers over the base and side of the prepared dish, allowing the sweet potato to extend above the side. Place on a baking tray. Bake for 20 mins or until the sweet potato is tender. Reduce oven to 160°C.

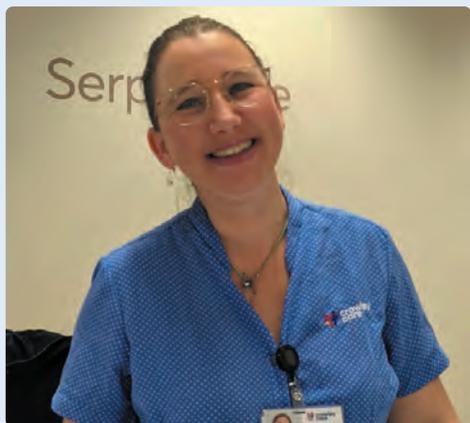
Meanwhile, heat the remaining oil in a medium frying pan over medium heat. Add the leek, cut-side down, and cook for 1 min each side or until light golden. Transfer to a plate. Add the spinach to the pan and cook, tossing occasionally, for 2 mins or until spinach just wilts. Transfer to a bowl.

Place baby broccoli, broad beans and the combined peas in a heatproof bowl. Pour over enough boiling water to cover. Set aside for 30 secs. Drain.

Whisk the egg and cream in a large bowl until well combined. Season.

Arrange the spinach, leek, baby broccoli, combined peas, broad beans and goat's cheese over the sweet potato crust. Pour over the egg mixture. Bake for 30-35 mins or until egg mixture is just set.

## Meet Team Crowley



### **Nurit, Residential Care**

**Favourite food:**  
Italian pasta

**Favourite drink:**  
Coke

**Favourite way to spend a day off:**  
Hiking or enjoying time with family and friends

**What was the last TV show you binged watched:**  
House

**Best advice you have received:**  
Remember to take time out for yourself



### **Ivy, Residential Care**

**Favourite food:**  
Lasagne

**Favourite drink:**  
Lemon water

**Favourite way to spend a day off:**  
Watching and dancing with YouTube

**What was the last TV show you binged watched:**  
I don't watch TV just happy vibes on YouTube

**Best advice you have received:**  
No matter what, always do the right thing



### **Michelle, Quality Manager**

**Favourite food:**  
Chinese

**Favourite drink:**  
Good Ole Beer

**Favourite way to spend a day off:**  
Watching my 13 year old play rugby league

**What was the last TV show you binged watched:**  
The Ozarks

**Best advice you have received:**  
My family's motto – we never give up and we never give in!

## Meet Team Crowley



### Liwan, Hotel Services

**Favourite food:**  
Green curry

**Favourite drink:**  
Cocktail

**Favourite way to spend a day off:**  
Going for a drive to the Gold Coast always makes me relaxed

**What was the last TV show you binged watched:**  
I'll watch any action movie

**Best advice you have received:**  
Go with the flow



### David, Hotel Services

**Favourite food:**  
Lamb shanks

**Favourite drink:**  
Great Northern Beer

**Favourite way to spend a day off:**  
Drinking Great Northern Beer

**What was the last TV show you binged watched:**  
NCIS

**Best advice you have received:**  
Be kind to women



### Tara, Administration

**Favourite food:**  
Mexican

**Favourite drink:**  
Mojito

**Favourite way to spend a day off:**  
At the beach

**What was the last TV show you binged watched:**  
Endeavour

**Best advice you have received:**  
Better to regret what you did, than what you didn't do

# Welcome to Team Crowley

Say hello to the newest members of Team Crowley



**Emily (Millie)**  
Residential Care



**Roxanne**  
Residential Care



**Tracey**  
Residential Care



**Surendra**  
Residential Care



**Deb**  
Home Care



**Panutcha**  
Home Care



**Karen**  
Administration



**Lyndell**  
Administration



**Nathaporn (Nat)**  
Hotel Services



**Carolina**  
Hotel Services

# The Golden Rule

**René Lange**  
**Risk Manager**

Have you heard of the Golden Rule?

In essence it is the principle of treating others as you would want to be treated. Variations of the Golden Rule can be found in the tenets of most religions and creeds.

The Golden Rule encourages us to treat others well regardless of how they may choose to treat us. We do it because it's the "right thing to do" or because "we would like to be treated in that way by others".

But therein lies the limitation of the Golden Rule. The presumption, or possibly the expectation, that everyone shares the same values we do or that the other person thinks, feels, wants or needs the same things we do.

You need only look to the geo-political events taking place around the world to know that is not the case. On a more personal level you may have experienced this in your own home and relationships.

When we fail to understand what is important to the other person, we run the risk of unintentionally offending, angering or embarrassing them. Worse still we may cause unhappiness and psychological or physical harm. All despite our best intentions to "do the right thing".

Under Standard 3 of the Aged Care Quality Standards, providers are required to ensure that each consumer gets safe and effective care that is not only best practice but is tailored to their individual needs and optimises their health and well-being.

This means that in the care and supports we provide we strive to meet the needs and wants of the individual. In order to do this, we need to put aside what we think is best for that person and explore what is important to them.

Assuming that everyone thinks and feels the same way or needs the same things, doesn't address the individuals:

- Physical and mental state
- Spiritual and emotional life (feelings, thoughts, beliefs, attitudes)
- Social life (relationships, attitudes, and cultural values)

At Crowley we meet this requirement in a number of ways, including by regularly consulting with consumers about their needs and preferences. We aim to cater for the diverse needs and expectations of consumers by offering variety in the types of activities we provide, in meal choice, and through the services and supports we make available.

Perhaps the Golden Rule should be to "treat others as they want to be treated and not how you yourself would expect to be treated"?



# Focus on Quality

**Michelle Golding**  
Quality Manager

Crowley Care promotes a culture that encourages, educates and enables consumers, families, friends, carers and others to give feedback.

We recognise the value of this feedback for our continual quality improvement.

Our feedback process is easy and accessible to consumers and stakeholders. It aims to provide information about our care, services and their rights. Crowley supports all stakeholders who wish to remain anonymous.

Feedback is collected in various methods; in person, printed forms, by telephone, by email and through annual surveys. Feedback cards are provided to all stakeholders and you can return these via the feedback box, a staff member or directly back to Crowley Care.

Complaints are acknowledged and responded to fairly, professionally and in a timely manner. An open disclosure process is followed when things do not always go to plan whilst ensuring privacy is maintained.

We endeavour to ensure all feedback and complaints are handled satisfactorily and in a prompt manner with professionalism, fairness and equity in accordance with the Principles of the Aged Care Act, Charter of Aged Care Rights, the Australian Government's Aged Care Quality Standards, Best Practice to Complaint Handling and our Policies and Procedures.

## Aged Care Quality Standards Standard 6 Feedback and complaints

### Consumer outcome

*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.*

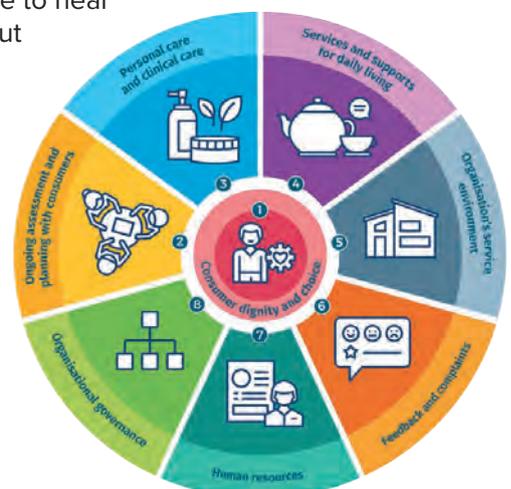
### Organisation statement

*The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.*

At Crowley Care we understand that it may not be easy for you to express your feedback and we can support you if you require Advocacy Services or if you need an interpreter or translation.

Crowley Care has brochures available in different languages. A translation and interpreting telephone service is available on 131 450.

We would love to hear from you about what we are doing well and what we could do better!



# Independent Living Resident Survey

## Highlights of life at Crowley

**Michelle Golding**  
Quality Manager

The results are in and we want to share with you our IL Resident Survey for 2022. Last month we brought you a snippet of what our residents like most about Crowley Care and now we have the figures.

The IL Resident Satisfaction Index for 2022 is 89% a slight decrease from 2021's result of 92%.

### In the last 12 months, what has been a highlight for you living at Crowley?

- Fish and Chips Day
- The coffee van and the plaza
- For the care that was taken with Independent Living residents. Thank you for the flood evacuation. Very well done
- Support from neighbours
- Not a lot happening due to COVID-19 but I did enjoy the Fish and Chips Day and I won a raffle prize
- Men's barbeque
- Moving into a modern unit
- Feeling of security
- Ongoing security (COVID-19)
- Peace and quiet
- Return of bingo
- No flooding
- Meeting different people, making friends, playing bingo
- Feeling safe and secure in my apartment and enjoying mixing with friendly people when possible
- Having our bingo back with all the girls
- Still having good health
- Winning Mother's Day gifts and voucher
- Keeping us safe from COVID-19
- Courteous staff
- Seeing things slowly coming back to normal
- My sisters company
- The friendships formed
- The camaraderie of the IL residents
- The return of bingo and movies
- Can't think of a highlight but have missed being able to use the Chapel and Cafe
- Moved in October 2021 – highlight has been understanding how friendly and helpful everyone is
- Addition of the coffee cart
- Crowley lifestyle – staff worked to create fun and creativity and access for residents. Pop up coffee, plaza, events and Facebook photos
- The security of living in a great, secure apartment at the height of recent floods
- Assistance provided by neighbours (having had my licence suspended on medical grounds) and loss of my wife
- The help I have received with my new care package and the professional help with flood evacuation
- Being involved of activities being planned or available so that necessary preparations can be done or arranged
- I can't answer that. Every day at Crowley is a highlight
- Happiness – stress free community
- Care, concern and attention to safety particularly to the evacuation exercise regarding floods and COVID-19 concerns

## Making Feedback Flow

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

**Michelle Golding**  
Quality Manager

Well done and thank you to all our staff who have completed their annual survey and returned it. We are in the process of collating all the results and look forward to sharing those with you over the next few months.

Here is a snippet of what our staff think Crowley does well:

- Consumers health and safety procedures, i.e., COVID
- Communication to stakeholders and wider community is excellent
- Therapeutic relationship between staff and residents
- Care for their consumers
- Great access to vaccinations
- Cares for staff
- Food, communication, care
- It ensures its residents are receiving the best care in a safe and friendly environment
- Supports workers at the facility
- Respond quickly to COVID-19 outbreaks and communicate promptly with staff and consumers
- Everything
- Events
- Care for consumers and their staff
- Clinical care, care, housekeeping, catering, reception
- Provide a supportive environment for both staff and residents
- Organisation provides appropriate care to the consumers
- Give information
- Care and connection
- Create a friendly and welcoming environment
- Allows staff to put our residents and families first, if time permits spend quality meaningful time with them
- Provide employment
- Make new people feel welcomed
- Communicate with staff, residents and residents' families
- During COVID, communication was always happening with every change. Retention bonuses paid to all staff - greatly appreciated. Looking for new ways for education e.g., Altura
- Clinical knowledge
- The gardens and lawns look fantastic
- Kindness
- Tries hard to employ adequate staff
- Provides an above standard living environment for the residents, and is always striving to improve
- You are doing so well. When someone got COVID, you will always look after people and clean everything
- Approach to customers and services provided
- Good engagement majority of the time
- It looks nice
- Resilience
- A great team in all
- Staff and resident event days respond well in high risk clients i.e., COVID and floods
- Managed COVID-19

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



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

1. **Fill** in a Feedback Card and place it in the Feedback Box located at Reception, Banksia Dining Room and the Plaza, or
2. **Send** us an email to [info@crowley.org.au](mailto:info@crowley.org.au), or
3. **Call** us on 1300 139 099



# Fruit and Vegetable Crossword

How well do you know your fruit and veg?

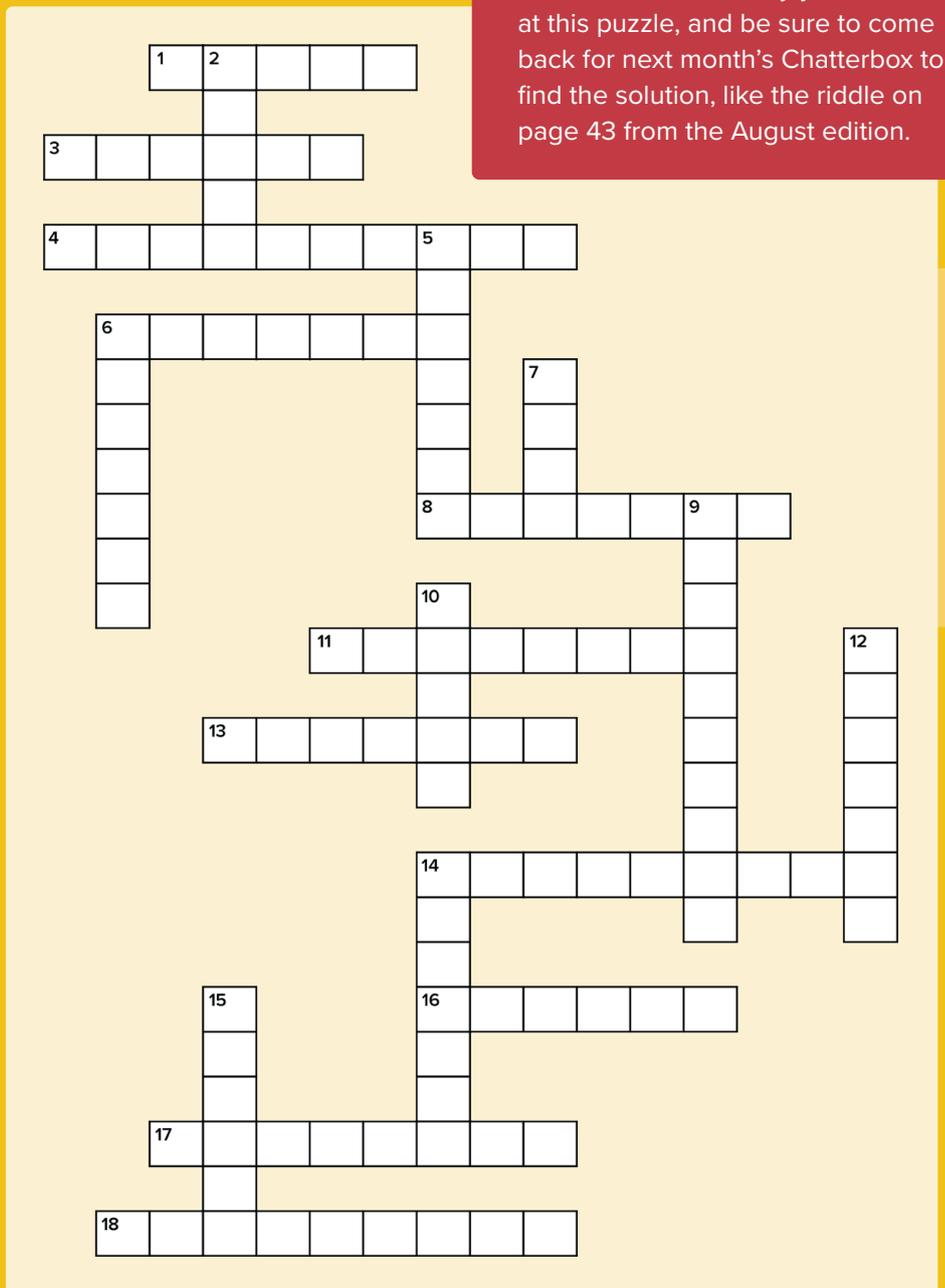
**Across**

- 1. One of the most popular fruits in the world, starting with 'm'
- 3. Wine is made from it
- 4. Italian vegetable soup
- 6. Popular plant which is the source of tapioca flour
- 8. Vegetable loved by Popeye
- 11. Bright red root vegetable
- 13. The type of bean that is used to make baked beans
- 14. Fruit topping on Hawaiian pizza
- 16. Another name for pawpaw
- 17. Another name for chickpeas
- 18. Another name for spring onions

**Down**

- 2. Eve ate one
- 5. Sailors ate this in the 19th century to prevent Scurvy
- 6. Vegetable said to be good for eyesight
- 7. Popular fruit associated with New Zealand
- 9. A variety of melon
- 10. A fruit that rhymes with 'beach'
- 12. Green herb used to make Tabouli (Tabbouleh)
- 14. Popular Halloween vegetable
- 15. Monkeys like this fruit

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at this puzzle, and be sure to come back for next month's Chatterbox to find the solution, like the riddle on page 43 from the August edition.



# Human Body Riddles Solutions

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

The answers to these riddles are all parts of our bodies!

1	You have two but many grow in hot countries	Palms
2	You have two, a needle has one, and a potato has many	Eyes
3	You have two but you will find many in a wheat field	Ears
4	You have two and so does a clock	Hands
5	You have two and so do your shoes	Heels
6	You have one and so does a river	Mouth
7	You have one and so does a lace-up shoe	Tongue
8	You have a few and so does a comb	Teeth
9	You have two, most furniture items have four	Legs
10	You have twenty, hardware stores have thousands	Nails
11	You have one but a porcupine has many	Spine
12	You have one and so does a watch	Face
13	You have one but you will find many over water	Bridge (nose)
14	You have two but you will find many on a cattle farm	Calves
15	You have two on your head but you will find many in Asia	Temples
16	You have one and so does a bottle	Neck
17	You have one but others are filled with treasure	Chest
18	You have many of these and so does a leaf	Veins

# Round the Traps

Spring time! Enjoying the colours of Crowley gardens



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Business Fax  
6686 6082

Crowley Independent Living  
1300 139 099

Crowley Residential Care  
1300 139 099

Crowley Home Care  
1300 139 099

Crowley Meal Service  
1300 139 099

Crowley Hair Salon  
1300 139 099

St Francis Xavier Parish  
6681 1048

Emergency  
000

Ballina Fire Brigade  
6686 2038

Ballina Police  
6681 8699

Ballina District Hospital  
6620 6400

Commonwealth Carelink  
Centre (Free Call)  
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.