

the chatterbox

NEWS FROM CROWLEY CARE

SEPTEMBER 2025



Contents

- 03 A Moment with our CEO**
Catch up with Michael Penhey on life at Crowley
- 04 Catch Up with Kelli**
Discover more about Crowley's operations
- 06 Last Month at Crowley**
Get the fresh scoop on the goings on
- 17 Residential Care News**
The latest clinical updates and advice
- 20 Independent Living News**
What's been happening in the village
- 28 Maintenance News**
An update from the team
- 29 Hotel Services News**
What the team has been up to
- 30 Recipes from the Chef**
Delicious and fresh treats to enjoy
- 33 Meet Team Crowley**
Meet the newest members of the Crowley team
- 35 Focus on Quality**
News from behind the scenes of Crowley
- 36 Feedback and Comments**
Compliments and recommendations from you
- 38 Games Corner**
Try your hand at these mind melting quizzes!

Cover photo

IL BBQ (Dave, Ivan and Martin – Master Chefs)



A Moment with our CEO

Hello everyone,

Growing our own

There's an insightful article in this edition of the Chatterbox by our Nurse Practitioner, Kelly Roberts, titled "Behind the Scenes – lifelong learning and growing our own." It highlights some of the members of our team who have chosen to further their education and careers, with the encouragement and support of Crowley Care.

We take pride in fostering professional development among our staff. Providing ongoing educational opportunities enables our people to pursue their ambitions, deepen their expertise, and ultimately enhance the care we offer to our residents and clients.

At Crowley, our priority is to cultivate talent within our organisation, guiding staff in their career journeys and, along the way, immersing them in our culture of compassion and care.

It is impressive to see so many staff supported through their studies. This underscores that working in aged care today, and at Crowley particularly, is not just a job – it's a fulfilling career with genuine purpose and rewards.

A unique role in our Village

Our Independent Living Coordinators, Jenny and Radania, perform a role that is truly special in the care sector.

They are dedicated entirely to our Independent Living residents, assisting and coordinating services as needed. Serving as a vital link, they help ensure residents can continue living independently and comfortably.

Because Jenny and Radania spend considerable time in our Independent Living Village, they naturally build strong relationships with our residents and their families. Whether stopping in for a chat or simply checking in, they offer support in a manner tailored to each resident.

Their work exemplifies Crowley's commitment to a culture of deep care, emphasising resident well-being, social connection, and personalised support.

The appreciative feedback we receive from our Independent Living community and their families speaks volumes about the valuable service they provide. Families can feel reassured knowing that Jenny and Radania are wholeheartedly dedicated to supporting the well-being of their loved ones and our IL resident community.



Statement of Rights and the New Aged Care Act

From 1 November, the new Aged Care Act will come into effect.

This legislation includes a key feature: the Statement of Rights. It clearly outlines the entitlements of older Australians in aged care, such as the ability to make choices, receive person-centred care, and exercise autonomy and empowerment.

Recently, I represented our Diocese at the National Aged Care Quality and Safety Commission's Provider Conference, where these changes were discussed in detail. The conference was organised to help providers understand the new rights and regulations set out in the Act.

It is evident that Crowley's approach and values align with the Statement of Rights, and we wholeheartedly support the implementation of the new Act.

Very best,

A handwritten signature in black ink, appearing to read "Michael Penhey". The signature is fluid and cursive, written on a light-colored background.

Michael Penhey

Catch Up with Kelli

Kelli Potts
Deputy Chief Executive Officer

For those of you who are familiar with my Chatterbox articles, you know I often reference the seasons. I am always grateful for living in such a beautiful country and in one of the most beautiful and peaceful places in the world. We only need to step outside our front doors to see beauty in nature everywhere. This month, we move from the magnificence of winter with its brisk mornings and show of migrating whales into the gentle warmth of spring, the sense of renewal that comes with this time of year.

All around Crowley we will see the season change with flowers blooming and the days growing longer again. At Crowley, we know that every resident or client comes to us at an important phase of their life journey, a new season with its own individual challenges, but one that can also be filled with special moments, new experiences, new friends and joy. Our goal is to continue to shape care in an environment where our clients, residents, families, staff, and volunteers feel deeply connected and inspired by our vision and mission every day.

R U OK? Day

Preparations are underway to recognise R U OK? Day on Thursday 11 September. This important national initiative has a simple yet profound message: a conversation can change a life. At Crowley, where relationships are central to all that we do, the values of R U OK? Day resonate deeply.

At Crowley, we regularly talk about the Crowley Family, and it truly is. It is a family full of people, who, just like a family, have their ups and downs. And whilst every day we are looking out for each other, R U OK? Day is about highlighting the importance of caring for each other and creating opportunities for our clients, residents, staff, and families to pause, connect, and ask those three important words: "Are you OK?"...

As always at Crowley, the day will be marked with staff dressing up and activities that support this wonderful initiative. Together, we'll reflect on the power of listening, of sharing stories, and of being present for one another - not just on one day in September, but every day.



Retirement Best Wishes

And speaking of Crowley Family, we take this opportunity to farewell three of our longest-serving Residential Care Registered Nurses, Robyn Knight, Clare Luhrs and Christine Lawton. They are moving into their well-deserved retirements after a combined 88 years of service at Crowley. These ladies have not only contributed to their teams, but they have each achieved and contributed at an individual level; they have each made an enormous contribution to the story of Crowley, holding much of our history in their hearts. Their dedication, care, and warmth have touched countless lives, and the leadership they have shown to the many staff who have worked under their leadership cannot be overstated. We will miss them at Crowley, and of course, they know they will always remain Crowley Family members.

Kelli ☺



Father's Day

Memories of being a father



Brian

We had five children, Murray, Donna, Lisa, Matthew and Mitchell.

Becoming a father meant becoming a father figure, to guide our children to become good Christians and good citizens. Always 24 hours busy, being involved in my children's sports and school in Bowral (sports days were always fun with parent participation). It was a lovely community and place to live.

Advice to new Dad's?

Be patient with your wife, you will realise.

God was never satisfied with man, so he made a new model called a woman.

Life advice?

Always respect your parents, especially your mother. It is up to fathers, if they have unruly boys, to see that it happens.



Pat

We had three children – Shauna, Vanessa and Martin. And I have seven grandchildren and seven great-grandchildren.

We had our annual holiday at Albion Park on the South Coast of NSW at Dawn's sister's dairy farm. It was a social time, and the cousins would have good fun together. Shauna asked one of her cousins why she walked around in the winter with no shoes on, to which her cousin Colleen said, "I warm my feet up by standing in the cow manure when I'm rounding the cows up to be milked".

Life advice for new Dad's?

When you get married vow till death do us part. Never go to bed cranky. Kiss your wife goodnight and tell her you love her. Humour is important in life. Help in the house, work together. Always spoil your children.

William

We had four boys and one girl. I coached my boys' soccer teams until they were in under-12s, and I really enjoyed coaching the school soccer team.

I have memories of boisterous sons on road trips when we were off on holidays, fighting and arguing in the back of the car. We would have them walk it off for a short time before getting back in the car, which settled them quickly - no more arguments!

Christmas was always fun. We'd stock up the groceries, but with hungry teenagers in the house, they'd clean the weekly shop out in two days!



Terry

We had three children, two boys and a girl.

I remember Marie was in the hospital leading up to giving birth. I would visit her nightly and take her a special card every night.

Our eldest boy, Mark, was secretary to the government and retired with a \$2 million handshake. Tracey is an accomplished author and has written two books – 'The End of Technophobia' and 'A I & U'. Gary took over the Scale firm I started.

Life advice?

"Just smile when things get tough."



Sandy

We had two children. David was born in 1954 and Leigh in 1959.

We had a beach house at Shelly Beach in Ballina, and the family would go there for school holidays and weekends. I would drive to Lismore for work during the holidays. I taught the children to swim at Shaws Bay, back when the diving tower was there. My grandfather, 'Pop Taylor,' used to come to the beach and would enjoy the water with the kids.

Life advice for new Dad's?

Interact with your children and involve your extended family.

Eric

We had two daughters, eight grandchildren (five boys and three girls) and 12 great-grandchildren. I'm very proud of them and very contented.

It is great that fathers are more hands-on these days. It was quite different in my day.

We would go camping twice a year in school holidays to Crookhaven Heads with five to six other families. We'd play 500 with the kids, have sing-alongs and partake in some drinks.

I just love the grandkids!



Daffodil Day

Thursday 21 August

Together, we're helping to bring hope to those affected by cancer – one daffodil at a time.





Aged Care Employee Day

“Thanks for Caring”

Thank you to all of our amazing staff at Crowley Care for the wonderful work you do each and every day!





Games, Art and Craft

Always a hive of activity with plenty of fun activities



Happy Birthday

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



Barney's Café

Fresh brews, good news and plenty of smiles every day at Barney's Café







Transport and Older People

Meredith Pryke
Executive Manager Care Services

Transport for Crowley's residents and clients ensures they can access the community and maintain their independence.

When you can no longer drive, transport services enable you to keep doing the things you need to do and love. It might be to attend medical or health-related appointments, go shopping, or go out for a coffee with friends.

At Crowley, family members and friends are key in clients' and residents' lives, often accompanying them to appointments or social outings. They provide emotional support and personal connections.

When family or friends may not be available, consider these transport options:

Transport options for Home Care

Transport can be funded through a client's Home Care Package (HCP), where the budget is available, using several options:

- **Staff-accompanied transport** – a staff member drives the client, helping with mobility aids and valuable companionship.
- **Community transport services** – available in many areas, offering accessible transport with trained drivers.
- **Cab charge vouchers** – these can be purchased under the HCP, provided they are not already subsidised (i.e., HCP funds cannot pay for government-subsidised taxi vouchers).
- **DVA transport** – for eligible clients.

Transport options for Residential Care

Once you enter Residential Care, government funding for individual transport is not available. However, Crowley offers these transport options:

- **Family transport** – always the preferred option (where possible) for family to assist residents with transport for appointments.
- **Accompanied transport** – a quote can be requested for a Crowley staff member to accompany a resident to an appointment using a Crowley vehicle where no other option exists. As this option is dependent on the availability of staff and we may not always have that capacity. This option ensures the resident has assistance and support during their outing. A wheelchair taxi can also be arranged instead of a Crowley vehicle, if required.
- **Unaccompanied transport** – if the resident can travel independently. Crowley will assess this capacity, and once agreed, staff can assist by booking a taxi on their behalf.

Please note:

- The cost of a taxi is the responsibility of the resident.
- If a Crowley staff member is required to accompany the resident, we will require one week's notice to be able to roster a staff member. If there are no staff available, as staffing the facility is our first priority, we will work with the resident and family around alternatives.



Behind the Scenes

Lifelong learning and growing our own

Kelly Roberts Nurse Practitioner

Hats off to six staff members for their efforts and dedication to professional development in nursing.



Bin

Bin joined Crowley in 2019 as a Team Leader. Then, as she progressed through her Nursing Degree, which she completed in 2021, joining us as a New Graduate Registered Nurse (RN). Bin is currently studying her postgraduate Immunisation course, to be able to administer vaccines as a Registered Nurse.

Roxanne

Roxanne has been quietly completing her studies and has recently qualified as an Enrolled Nurse after completing her Diploma of Nursing. Roxanne started with Crowley in 2022 as a student on placement studying a Certificate III, which she completed in 2022, becoming an established member of the Clinical Team. Roxanne coordinates assessments and manages our AN ACC visits with the Department of Health.



Alvin

Alvin completed his degree in Nursing in 2015 and began working as a Registered Nurse in Sydney. Alvin joined Crowley in 2021 and has since completed further studies in Infection Prevention and Control and now works as one of our IPC leads. He is currently studying his Master of Nursing, Advanced Practice through James Cook University and aims to complete this study in early 2026.

Taylor

We welcome our newest Registered Nursing graduate, Taylor. Taylor studied at Southern Cross University and completed her Nursing Degree. Taylor has worked with us since 2020 as a Personal Care Worker, holding a Certificate III for many years whilst she studied.



While not an exhaustive list of our staff and their studies, this highlights the importance of continued professional development and a pathway for progression for staff.

Across all departments, we see growth and change. We also welcome Tarvio, who joined Crowley in 2025, to commence his apprenticeship as a Chef. Shelley, also one of the Hotel Services crew, completed her degree in Food and Nutrition in 2023.

Congratulations to all, and keep up the great work. Despite the added load of study, it has lifelong rewards and benefits. We also know that continued education enhances brain health as we age and can reduce dementia risks in later life.

Our highly qualified staff continue to set the standard in care and comfort at Crowley.

John

John started at Crowley in 2013 as a Personal Care Worker. He completed his Enrolled Nursing in 2018 and then continued study to complete his Registered Nursing degree in 2020. He has since completed his Master of Nursing, Advanced Practice in 2024.



Chelcie

Chelcie joined Crowley in 2021 as she worked through her Enrolled Nursing studies. She completed this in 2022 and joined the Team Leader model as an Enrolled Nurse. In 2025, Chelcie successfully enrolled in Southern Cross University to begin her Registered Nursing degree, which she aims to complete by mid-2027.



From the IL Desk

Springtime changes

Jenny Kliese
Independent Living (IL) Coordinator

Here we are in September, which means Springtime. As the chill of winter fades, we can pack those winter woollies away.

For our IL residents, springtime often signifies renewal, revitalisation, and a return to outdoor activities after the cooler winter months.

A time for increased social interaction, physical activity, and enjoying the warmer weather and blooming nature.

Here's a checklist of positive aspects and potential challenges to ensure a safe and enjoyable Spring season:

Physical activity:

Warmer temperatures and longer days make it more appealing for seniors to engage in outdoor activities like walking, gardening, or gentle exercises.

Mental well-being:

Spring's natural beauty, increased sunlight, and the sense of renewal can boost mood and reduce feelings of isolation or depression.

Social engagement:

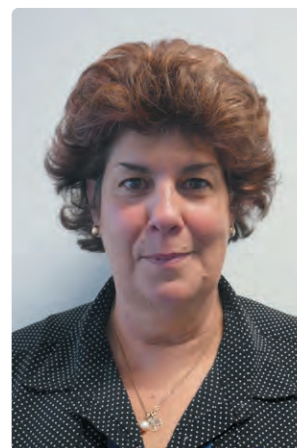
Springtime activities like picnics, gardening clubs, or simply enjoying the outdoors can provide opportunities for social interaction and connection.

Vitamin D boost:

Increased sun exposure during spring helps the body produce vitamin D, which is important for bone health and overall well-being.

Sense of renewal:

The blooming flowers, green foliage, and fresh air can create a sense of rejuvenation and optimism.



Allergies:

Springtime can trigger allergies in some, leading to discomfort and potential respiratory issues.

Sun safety:

While sunlight is beneficial, it's crucial to protect skin from harmful UV rays by using sunscreen, wearing hats and sunglasses, and dressing in protective clothing.

Adapting to increased activity:

Seniors may need to gradually increase their activity levels to avoid overexertion and injuries.

Staying hydrated:

Warmer weather and increased activity can lead to dehydration, so it's important to drink plenty of fluids.

Safety precautions:

Falls and accidents can be more common in the spring due to increased outdoor activity. Be mindful of surroundings and take necessary precautions.



Reminder: Skip Bin

The bi-annual skip bin for IL will be on-site for September, located behind the Men's Shed.

Please ensure you're following the guidelines when using the skip:

- No white goods (i.e. no fridges / microwaves / washing machines / dryers, etc.)
- No paint, chemicals or gas bottles
- No recyclables in the skip bin



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

CROWLEY FAMILY SHOW DAY

9

Thursday

9th October

10am to 2pm

FEATURING

Live Music

Wildlife Show

Baby Animal Farm

Dance Performance

Face Painting

Jumping Castle

Market Stalls





Independent Living and Residential Care Residents are invited to submit an entry into our ...

ART & CRAFT COMPETITION



Entries are now open for the Crowley Family Show Day Art & Craft competition.

Be inspired and unleash your creative side by expressing your artistic self through

~ **Drawing** ~ **Painting** ~ **Craft**

All genres, interpretation and styles are eligible

**PRIZES AWARDED
TO THE TOP 3
ENTRIES**

All entries to be submitted to Crowley Reception
Entries close Friday, 3 October



Winners to be announced at the Crowley Family Show Day on Thursday, 9 October

CROWLEY FAMILY SHOW DAY

Thursday 9 October 2025

FAMOUS BAKE STALL



Calling for
donations



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

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

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



Craft Corner

How to make a tree of thanks

This activity invites us to reflect on what we are thankful for by adding messages to a large, wall-mounted tree. It's a powerful way to build community and highlight positive thoughts. As the tree fills with messages it becomes a beautiful, ongoing reminder of gratitude in our community.

Objective

To build a shared expression of gratitude that encourages reflection and togetherness.

What you need

- Large roll of craft paper (for tree trunk and branches)
- Coloured construction paper (for leaves)
- Scissors
- Tape, glue, or Blu Tack
- Markers or pens
- Printed leaf templates

Instructions

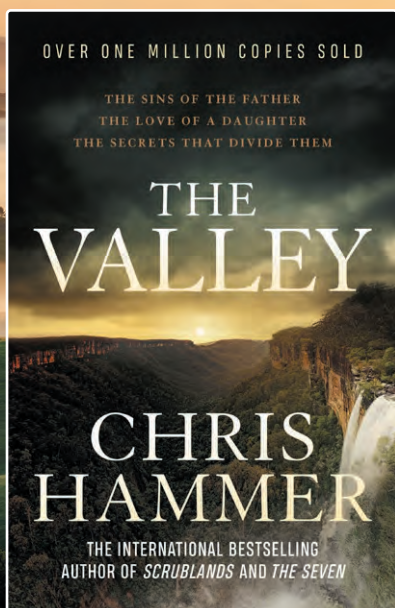
1. Choose a visible wall or whiteboard.
2. Use craft paper to cut out a tree trunk and branches, then tape them to the wall.
3. Print and cut out the provided leaf templates using coloured construction paper.
4. Set up a nearby table with pre-cut leaves, pens, and adhesive.
5. Write something you're thankful for on a leaf and attach to the tree.





Book Club

The Valley by Chris Hammer



Our latest read was “The Valley” by Chris Hammer.

A controversial entrepreneur is murdered in a remote mountain valley. The detectives, Nell and Ivan, assigned to the case, have to contend with cowboy lawyers, conmen, bullion thieves and grave robbers.

Nell discovers the victim is a close relative, and the past begins to take on a looming significance. The story is told in different timelines.

This is Hammer’s ninth novel in seven years. He has won several major literary awards. Hammer was a journalist and has written two non-fiction books, “The River” and “The Coast”. These probably explain his detailed descriptions of nature in “The Valley”.

What did we think?

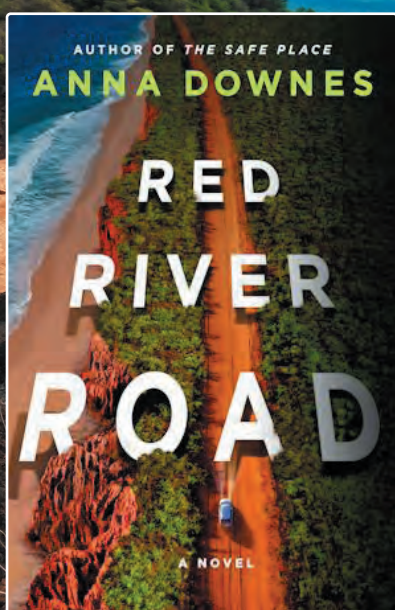
To some, it was too complex with too many threads. There was too much description of road escarpments and water courses, and the water levels / flooding were confusing. Some would have liked more of Nell’s mother’s story. However, it was generally agreed that it was a good thriller that kept us turning the pages.

Our next read is “Red River Road” by Anna Downes. It’s billed as a nerve-shredding outback thriller set on the Coral Coast of Western Australia, where solo traveller Katy is on a mission to find her free-spirited sister who disappeared a year ago. However, she is not as alone as she first believed.

Our next meeting is on Thursday, 18 September.

Until then, happy reading!

Marion



Crowley Auxiliary

Margaret Savage
Crowley Auxiliary President

Well, here we are more than halfway through the year.

In August, we held a cake stall at Ballina Fair, and the Auxiliary is very pleased with the outcome. Our thanks to all who cooked cakes, biscuits, jams, preserves and more, and to all who came out to help sell at the stall or purchased the delectable goodies prepared by our members and friends of the Auxiliary. The day would not have been such a great success without Tony and his staff providing additional cakes, slices and biscuits.

Our next event will be the Crowley Family Show Day on 9 October where members of the Auxiliary and a few non-members, being the husbands and partners of our Auxiliary, provide Devonshire Tea. The deliciously light and fluffy scones are baked by Judy in Hotel Services.

After Crowley Family Show Day, we will be in full swing for our last function for 2025, our Melbourne Cup Luncheon. Tickets for the Luncheon should start selling around 15 September. Tickets will include a glass of champagne on arrival, a delicious three-course meal, one entry into the Lucky Door Prize and live entertainment. The Auxiliary will be running sweeps for those who wish to participate, and it promises to be a fun-filled day.

At the beginning of September, we will start selling tickets in our Melbourne Cup Raffle. First prize consists of a night at the Ramada Ballina, a very stylish handbag, champagne, together with other exciting goodies. Tickets are \$2 each or three for \$5. Tickets will be available for purchase from 6 September outside Crowley front office on weekends and Crowley Reception on weekdays. The Auxiliary ladies will also be selling tickets at Ballina Fair and River Street.

Our next Crowley Care Auxiliary meeting will be Monday 22 September at 3pm in the Crowley Education Centre. We are delighted to have a guest speaker, Phil Chapman, who will be speaking on how it all began (Crowley, that is). If you would like to join us, we'd be delighted to welcome you. If you are thinking of coming along, for catering and seating purposes, please contact Crowley Reception.



Thanks to the Management of the Ramada Hotel & Suites Ballina Byron for their very generous donation of a Gift Voucher for 1 night in a 1 bedroom Riverview Suite valued at \$350 valid to 19/07/2026. First prize in our Melbourne Cup Raffle.



The Auxiliary would like to thank the Management of Ballina Fair Shopping Centre, who generously donated a \$100.00 gift voucher. The Voucher formed part of the 1st prize in our Christmas in July raffle. The voucher can be used anywhere in the Fair including the Cinema. Management also provides space for the Auxiliary members to sell raffle tickets, and this is where we held our cake stall. The space is provided free of charge and we are very grateful.

Update from Maintenance

What's been happening? Plenty!

Albie Viel Maintenance Manager

Our Maintenance staff has worked on five Independent Living Units this month. Whilst our local flooring contractors replaced the carpet throughout the hallways of the apartments.

Additionally, our medical equipment was serviced by our local contractor. This includes blood pressure machines, ECG machines, syringe drivers and oxygen regulators. The equipment is serviced annually.

Our fire service provider completed the annual smoke detector check. Every second detector throughout the Residential Care building and the Apartments' common areas is activated and response time checked against industry standards. If it does not meet the timeframe, it is replaced.

Our local plumbing contractors are replacing the bus shelter's guttering.

What's AJ doing?

Albie and Terry worked their way through the Residential Care building, checking circuit breakers by tripping power points, checking the circuit breaker tripped, and ensuring the power is cut off to the power point if there is an electrical fault.

They also ensured the power points are labelled to which circuit breaker they belong to and relabelled power points and switchboards.

The regular servicing of the kitchen mobile equipment continued in August so we meet the food authority requirements.

Independent Living Units six monthly skip

From 1 September until the end of September, the skip will be placed behind the Men's Shed for the convenience of Independent Living residents. Residents are asked not to place fridges, paint, tyres, gas bottles and chemicals in the skip. Televisions and CD players are to be placed beside the bin for recycling. Cardboard should not be placed in the skip, but in the recycling bin (also on page 20).



Hotel Services News

Tony Baldwin
Hotel Services Manager

A big thank you to Judy and Brad for keeping the wheels rolling whilst I was away on leave.

And thanks to the entire Hotel Services team for their great teamwork during this time.

Whilst I was away, the Auxiliary held their annual Christmas in July function, which by all reports was a fun day with all who attended enjoying the afternoon.

Pop-up time

We will be holding a pop-up restaurant on Father's Day in Barney's Café on Sunday 7 September. It promises to be popular, so get in early and book your table directly with the staff in the Café.



No-Bake Turkish Delight Cheesecake Slice

Ingredients

- 200g gingernut biscuits
- 80g butter, melted
- ¼ tsp ground allspice
- 2 tbsp boiling water
- 2 tsp gelatine powder
- 375g cream cheese, softened
- ⅓ cup caster sugar
- ½ tsp finely grated orange rind
- ⅔ cup thickened cream
- 150g Coles white chocolate with vanilla, melted
- ½ cup pistachio kernels, toasted
- 85g packet creaming soda jelly
- 2 tsp rosewater essence

Instructions

Grease a 6cm-deep, 19cm square cake pan. Line base and all sides with baking paper extending paper 5cm above each side.

Place biscuits in a food processor. Process until coarse crumbs. Add butter and allspice. Process to combine. Press biscuit into base of prepared pan. Refrigerate until required.

Place boiling water in a small heatproof jug. Sprinkle over gelatine. Stir until gelatine dissolves. Cool for 5 minutes.

Using an electric mixer, beat cream cheese, sugar and orange rind until light and fluffy. With motor operating, gradually add cream, gelatine mixture and chocolate, beating until mixture thickens slightly. Stir in pistachios. Pour mixture into pan. Refrigerate for 2 hours or until just set.

Make jelly following packet directions. Stir in rosewater essence. Refrigerate for 1 hour or until cold but not set. Pour over cheesecake layer. Refrigerate for 4 hours or overnight until jelly is set. Carefully lift out of pan. Cut into squares. Serve.

Serves 12





Recipe from taste.com.au

Makes 24

Vegetable Pasties

Ingredients

- 450g sebago potatoes, peeled, chopped
- 250g broccoli, cut into very small florets
- 2 tsp olive oil
- 1 medium brown onion, finely chopped
- 2 celery stalks, finely chopped
- 1 medium carrot, peeled, finely chopped
- 1 small zucchini, finely chopped
- ½ cup frozen peas
- 3 tsp KEEN'S Traditional Curry Powder
- 6 sheets frozen reduced-fat shortcrust pastry, partially thawed
- 1 egg, lightly beaten
- Tomato sauce, to serve

Instructions

Cook potato in a saucepan of boiling water for 8 to 10 minutes or until just tender, adding broccoli for last 2 minutes. Drain. Return to pan. Using a fork, roughly mash mixture.

Heat oil in a frying pan over medium-high heat. Add onion. Cook, stirring, for 3 minutes or until softened. Add celery, carrot and zucchini. Cook, stirring, for 5 minutes or until carrot starts to brown.

Add potato mixture, peas and curry powder to pan. Stir to combine. Cool.

Preheat oven to 200°C/180°C fan-forced. Grease 3 baking trays. Using an 11cm cutter, cut 4 rounds from each pastry sheet. Spoon 1 ½ tablespoons mixture over centre of 1 pastry round. Brush edge with egg. Fold up sides to enclose filling. Press edges to seal and form frills. Stand on 1 prepared tray. Repeat with remaining mixture, pastry rounds and egg. Brush pasties with egg.

Bake, 1 tray at a time, for 20 minutes or until golden. Stand for 5 minutes. Serve with tomato sauce.

Trainees Complete Study

Shannon Wilson
Human Resource Manager

I'm delighted to say another three trainees have completed their studies as qualified personal care workers.

Their dedication to their quality care and to our residents is to be commended.

Congratulations, Natsunanta (Nini), Jordan and Drew!



Nini

Natsunanta (Nini) completed her traineeship in record time, seven months. She acknowledged she has learnt a lot and is still learning every day. Crowley staff have been very supportive. She is going to have a little time off from study, but will pick up more again in the near future.

Drew

Drew appreciated the assistance Crowley gave him at the beginning of his traineeship. Crowley adjusted to his needs, which allowed him to gain and improve his confidence. For now, he is going to take a break from study and cement what he has learnt. More study to come in the future.



Jordan

Jordan said he enjoyed his time as a trainee. He found his niche very early on, working in our dementia wing and has become a favourite with residents. He assisted with the Men's monthly BBQ and is looking forward to further study, possibly as a Registered Nurse.

We would like to thank and acknowledge all Crowley staff and residents for their assistance, patience and continued support with our trainees. Without your help, we would not be able to run this successful program.



Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Sarah
Administration



Laura
Hotel Services



Amelia
Home Care



Amir
Residential Care



Rebekah
Residential Care



Courtney
Residential Care

How To Access Aged Care Support

René Lange
Risk Manager

As we move into later life, most of us want to stay independent and safe for as long as possible.

Sometimes this means getting a little help with daily tasks so we can continue living comfortably at home.

In Australia, before you receive government-funded aged care services and supports with Crowley, for example, you need to be registered with My Aged Care and have been assessed for services.

How to register with My Aged Care?

1. Speak to your GP

Your GP is often your best first contact. They know your health history and can explain what care might be best suited for you. And they can help organise a referral for an aged care assessment.

Alternatively, you can apply for assessment online at www.myagedcare.gov.au or call 1800 200 422.

2. Get assessed for aged care services

Eligibility for aged care services is based on need. To find out if you meet the criteria, a trained aged care assessor will assess your online application or may visit you in your home to understand what support you need.

They'll talk with you (and your carer or family, if you like) about your health, daily activities, safety at home and social and emotional wellbeing. They may, with your permission, consult your GP's medical notes as well.

3. Receive your assessment outcome

After your assessment, you will receive an assessment result and, if eligible for services, a support plan. Your support plan will explain what services you are eligible for. You will also receive the information you need to access these services.

Next steps

The next steps you take will depend on the services you are eligible for. A good starting point is the My Aged Care website, where you can find a local service provider, such as Crowley Care, that best meets your needs and budget.

How much you do in this step depends on whether you've asked the assessor to refer you or chosen to look for providers yourself.

What is a referral code, and why do I need it?

A referral code is your unique reference number for receiving government-funded age care services. You give the referral code to providers so they can view your My Aged Care client record and service plan. This allows them to understand the services you are approved to receive and if they can support you.

Still need help?

- Call My Aged Care: 1800 200 422
- Talk to your GP
- Find a local aged care navigator or advocate (such as OPAN) for free support



Focus on Quality

Statement of Rights

Michelle Golding
Quality Manager

From 1 November 2025, the new Aged Care Act 2024 will introduce a Statement of Rights, outlining the fundamental rights of older people when accessing aged care services funded by the Australian Government.

This new Statement replaces the current Charter of Aged Care Rights and marks a significant step toward placing older Australians and their needs at the centre of the aged care system. Unlike the previous Charter, the Statement of Rights is embedded in legislation, making it legally enforceable and a core part of how aged care must be delivered.

The Statement of Rights affirms that every older person has the right to:

- Independence, autonomy, empowerment, and freedom of choice
- Equitable access to aged care services
- High-quality and safe government-funded aged care
- Respect for their privacy and personal information
- Person-centred communication and the ability to raise concerns without fear of retaliation
- Advocacy, support from significant others, and social connection

What this means for Crowley:

All aged care providers, including Crowley Care, will be required to ensure their services align with the Statement of Rights. This includes employing workers who are suitably qualified, skilled, and experienced to deliver respectful and person-centred care.

The Australian Government is making these changes as part of a broader reform to improve the safety, quality, and fairness of aged care across the country.

For more information or to access fact sheets, please visit Crowley Reception or go to the Department of Health and Aged Care website at www.health.gov.au/resources/publications



A new rights-based Aged Care Act

The new Aged Care Act will put the rights of older people first. It includes a Statement of Rights for older people accessing aged care services. This fact sheet is a plain language summary of those rights.

About the Statement of Rights

The Australian Government is changing Australia's aged care laws. The *Aged Care Act 2024* (the new Act) has a Statement of Rights. This explains what rights older people have when accessing aged care services funded by the Australian Government. The Statement of Rights will replace the current Charter of Aged Care Rights on 1 November 2025.

The full Statement of Rights from the new Act is at the end of this fact sheet.

What the Statement of Rights means for you

The Statement of Rights will help make sure you are at the centre of your aged care.

It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

Making Feedback Flow

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

Michelle Golding
Quality Manager

Staff

- Burger lunch was a success in Lillipilli. Great reviews from residents. Thank you.

Residential Care residents

- To Crowley, thank you for the welcome basket and your kindness and love.
- To the Board, management, staff and residents at Crowley Care, thank you for the beautiful flowers and birthday wishes celebrating my 90th. It was so lovely of you all.

Residential Care families

- To management and staff – thank you for your kind and wonderful care of Edna and lovely wishes on her passing.
- To the Board, management and all the wonderful staff, I want to extend my deepest gratitude for the incredible care, kindness and compassion all of the staff have shown to Colin and myself during his time with you. It takes a special kind of team to do the work.
- All the staff at Crowley are friendly, pleasant and seem to enjoy their job. I want to make special mention of Brenda, who looks after Mum. Brenda is compassionate, caring and always goes above and beyond her duty. Thank you, Brenda, you have reassured me that Mum is in the right place. You are very special.
- Thanks for emailing the What's On poster, great idea.
- I would like to sincerely thank you all for taking such good care of Mum and also such caring after she passed.

- We wish to sincerely thank Dr Havyatt and other doctors, and nursing staff, led by Kelly Roberts, for the wonderful care and compassion shown to Dad and also Mum during his last weeks. Since Dad and Mum entered Crowley in 2023 at the ages of 98 years, they received exceptional care and kindness and friendship from nursing staff and also auxiliary staff. We have heard from staff members their respect and love of Dad – lovely words which mean so much. We greatly appreciate the communication of any incidents and updates with us, their family. Thank you to the nurse on duty at the time Dad died, and the comfort Mum received. The attention to Mum's well-being. We also thank you for collecting Mum to take her to Dad's funeral. Thank you for the lovely flower arrangement. Dad was loved so dearly by Mum and his family. We are very saddened by his passing and give thanks for his long life well lived.



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



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

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

Who Am I? September Birthdays

Can you guess who these mystery celebrities are?

17th September 1931

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

Initials: AB

18th September 1908

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

Initials: GG

13th September 1916

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

Initials: RD

28th September 1934

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

Initials: BB

20th September 1934

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

Initials: SL

19th September 1938

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

Initials: T

15th September 1930

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

Initials: TJ

7th September 1940

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

Initials: GG

26th September 1948

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

Initials: ONJ

24th September 1936

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

Initials: JH

9th September 1960

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

Initials: HG

Stones and Rocks Crossword Answers

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

Across

- 2. Cleopatra's favourite green gemstone
- 4. These stones can form inside what part of the body?
- 6. An organic gemstone found in an oyster
- 10. What kind of rock makes up the White Cliffs of Dover?
- 11. This causeway in Northern Ireland was said to be built by which folklore creature?
- 12. British overseas territory known for its rocky and strait location
- 15. A red gemstone, July's birthstone
- 17. A 45-carat blue diamond known for its curse
- 19. 'The Rocks' is a historic district of which Australian City
- 20. A famous Egyptian stone in the British Museum with Hieroglyphics

Down

- 1. Who was known as the King of Rock?
- 3. Which famous rock formation in the USA is carved with four presidents' faces?
- 5. A proverb says, "What kind of stone gathers no moss?"
- 7. The gemstone associated with 25th wedding anniversaries
- 8. Who sang "Diamonds are a Girl's Best Friend"?
- 9. An ancient stone circle monument in England
- 13. Which stone should you kiss to gain the 'gift of the gab'?
- 14. Violet quartz, birthstone for February
- 16. Australia's most famous natural landmark
- 18. What is the study of rocks known as?

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at the puzzle page 38, and be sure to come back for next month's Chatterbox to find the solution, like those on this page for the quiz from the August edition.

'Round the Traps'

Gardens around Crowley

Spring has arrived and the grounds are looking terrific.



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
000

Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.