

the chatterbox

NEWS FROM CROWLEY CARE

DECEMBER 2017
JANUARY 2018





CONTENTS:

December & January Issue



03 **A MOMENT WITH OUR CEO**
Catch up with Michael Penhey on life at Crowley

04 **REDEVELOPMENT UPDATE**
Find out what's new onsite

10 **LAST MONTH AT CROWLEY**
Get the latest gossip on the goings on

14 **RESIDENTIAL CARE NEWS**
Behind the nurses station at Crowley

20 **INDEPENDENT LIVING NEWS**
What's been happening in the village

26 **HOME CARE NEWS**
Out and about with the team in pink

39 **HOTEL SERVICES NEWS**
Ways you can boost your home and health

40 **RECIPES FROM THE CHEF**
Yummy treats for your holiday celebrations

43 **MAINTENANCE NEWS**
Tips and tricks from the pros

44 **ORGANISATIONAL NEWS**
Be in the know with advice from experts

46 **COMPLIMENTS AND FEEDBACK**
What people have been saying about Crowley

51 **GAMES CORNER**
Try your hand at these mind melting quizzes!

COVER PHOTO

Joy Morhaus, Independent Living Resident,
at the Spring Luncheon.



A Moment with Our CEO

Hello everyone

What an amazing year it's been. And as it draws to a close, it's good to reflect how our Crowley family is moving forward together.

Redevelopment

I'm constantly humbled by the daily support we receive as our redevelopment makes great progress. We are now very close to completing our new 42 bed Residential Care Facility, new Administration Centre and Chapel. Everyone from residents, staff, volunteers and families have been so positive and encouraging along the way. The support has been phenomenal and this has made our job much easier as the disruptions continued throughout the year, and as we build for the future.

We are now in a period of transition. Over the Christmas and January periods we will be moving our Administration, Reception and some other staff across to the new building. We will bed-down our technology systems first to make sure all the back office functions work well before accepting residents. Rest assured whilst this is all happening we will continue with "business as usual" with our focus on quality care and of course our numerous much-loved Christmas celebrations.

2017 Annual Report

Our 2017 Annual Report is published. For this year's publication, I feel we captured Crowley's unique spirit - namely the importance we place on connecting with others, that as we say, often starts with a simple smile. This year's publication highlights Crowley Care's significant achievements across the year and includes a profile on Father Michael Nilon who does so much supporting our residents, staff and families. A big thank you goes out to our residents and staff who helped bring the publication to life with their personal contributions.



Our Name and Logo

In this issue of Chatterbox is an article about Crowley recently undergoing a subtle name and logo change. We thought long and hard before implementing these changes. We shortened our name from Crowley Care Services to Crowley Care. And along the way made our logo stronger and clearer. What I like is the fact that Our Vision, our name and our logo are much better integrated now. If you have a moment please read the article that explains our thinking. Of course, the new logo is already appearing on uniforms around Crowley and I think they look great.

New Crowley Care Website

Our new website, at www.crowley.org.au, will be launched in December and as previously mentioned better reflects the Crowley spirit. The new site brings to life what makes Crowley different and the value we place on authentic relationships. We are proud of it and the message it sends to the broader community about Crowley.

I wish you and your loved ones a prosperous festive season and on behalf of Kelli, myself and us all, I thank you for an amazing year.

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

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts

Executive Manager Operations and Finance

Can you believe we are nearly at the end of another year already – and what a year we have had!

An amazing waterfront Entertainment Room that has been enjoyed by so many of our residents, visitors, staff, family and friends.

Our new Education Centre that has a fully equipped Library for our residents along with two Education Rooms and a Meeting Room. These spaces have seen many activities during their first year including our Crowley Short Story Competition, Mandatory Training days for our staff as well as the numerous community users we are so happy to be able to support.

And any day now the next stage with our brand new Residential Care Wing, Administration Centre and Chapel! Each day we watch this building coming together and I am sure you are all waiting just as eagerly as we are for these spaces to be finished, so we can invite people in.

I have personally been privileged to be able to play an active role in this project and visit the site regularly. I have also had the honour of taking

Father Michael and some of our staff members through the spaces. The feedback from our staff experiencing these, as yet unfurnished spaces, for the first time is just fascinating and humbling to see. The joy in their faces, anticipating the finished product and what these spaces will mean for Crowley is just amazing. These buildings are a physical representation of our Vision - 'to provide an inspirational living experience.' We feel sure the new Residential Care wing and Chapel will do just that.

While we are so close to being finished, there is still a lot of final decisions to be made and work to be done as we move towards the point of handover.

Inside the building is a flurry of activity. From handover we will start on the finishing touches and furnishing the spaces with the idea of making them interesting, beautiful and most importantly, to feel like home.

Have a safe and happy Christmas.

Kelli.





Our New Transformer

Kelli Potts
Executive Manager Operations and Finance

Our new Transformer arrived on the 15th of November and what an exciting day it was! There was anticipation all round, for what the day would bring – and I am pleased to say it all went very smoothly for such a large and complex upgrade changeover and at the end of the day it was very successful.

During the day, we switched over to a new high voltage (HV) power line, along with the connection of two low voltage (LV) power lines. The new transformer is set to power the site for many years to come.

On the day, we had two planned outages for the Residential Care Facility and the Activity Centre, allowing us to switch over to generator power, while the Education Rooms and the villas were without power for the day.

It was the kind of day that makes you proud to be at Crowley and to be a part of the extended family of Crowley, which includes our residents, staff and all of the teams onsite assisting with the switchover to the new transformer.

Again, we need to say a big thank you to all of you, our residents, staff and visitors, for your understanding and patience on this day.



Our New Name & New Logo

Recently Crowley underwent a “brand refresh”. We did two key things. We shortened our name from Crowley Care Services to Crowley Care. And we took the opportunity to revitalise our logo. In doing so we were acutely aware to keep the connection between Our Vision, our name and our logo. In fact our new name and logo brings our Vision to life which says: Crowley is a vibrant care community with a unique spirit and unique vision. Our culture of care embraces a genuine interest in others.

What’s in a name?

Because Crowley places great store in caring for the other person, the word “Care” in our name beautifully reflects who we are and is closer to the real Crowley. So with that in mind, it was felt removing “Services” from the name was fine because as a community we are much more than just services.

Whats in a logo?

If you’ve taken a moment to examine Crowley’s logo you’ll notice a number of elements that combined visually express who we are. Our new-look logo is stronger with the famous ‘Crowley Hug’ still present. The two figures reflect our deep care for others. The connection between the figures says we value authentic relationships. And the reference to the Cross proudly links to our Catholic heritage.

Our new name and new logo proudly reflect what is important to us all and what we value.



Larelle & Grace

Sisters make Crowley Home

Recently we were made aware of this beautiful article in a local publication (The Blackwall Bugle) about Larelle and Grace Laverty, Mercy Sisters who also happen to be sisters who have moved into Independent Living.

This article is reproduced here with full permission from the author, editor and subjects.

On the Wednesday before their farewell luncheon, I had a chat with Larelle and Grace so that I could give everyone a little insight into these two special ladies.

In their early days, Larelle and Grace were sent to boarding school at the age of six and seven as they had been bullied on their way home from school. They remained at boarding school until their parents moved to another location and they then attended the catholic school at Bowraville.

When Larelle was in year nine at high school, she once again went to boarding school at Saint Mary's Grafton and then completed the leaving-certificate. Grace followed in Larelle's footsteps and attended boarding school in her final two years.

Larelle joined the convent in 1956 and Grace was not far behind in 1957. Grace trained at a teacher's college before being released into the wilds of teaching. On speaking with Grace, I felt I was listening to the 'Lucky Stars' song, "I've been everywhere Man!" Over the ensuing years, Grace taught at Maclean, Yamba, Kyogle, Grafton and Macksville. Then she was off to Victoria to study Theology Psychology then back to Macksville again and Sawtell where she was the School Principal. Apart from teaching duties, Grace was the cook at Yamba boarding school,

the home school liaison officer and she did reading recovery.

Unfortunately, Grace became unwell in 1990 and fortunately, big sister Larelle asked her to join her at the Wardell Mercy Centre.

Let us now go back to the dynamo Larelle!

Unlike Grace, Larelle did not shoot all over the countryside. She studied externally at the University of New England where she gained a BA DipEd. Her accommodation, whilst in Armidale for one year, was in an orphanage. Larelle progressed up the teaching ladder and became principal at Grafton, Kempsey and St Mary's Casino.

As principal, Larelle noticed a need for stressed and hurting students who, for various reasons, needed a place for time-out from school and from parents so that they could build their self-worth and self-esteem.

Larelle had pestered the hierarchy for some time for her dream to become a reality. The Bishop of Lismore, Bishop Satterthwaite relented and suggested that the old convent in Wardell could be a suitable place. It had not been lived in for 25 years and was considered by some of the local kids to be a ghost house. Father McEvoy, the relieving priest, had the final say and gave the OK.

Larelle, under Fr Mac's instructions was not to view her new residence. She obeyed and lived for a time in a caravan in Norma Atherton's back yard and then in the Presbytery which at the time was semi-dilapidated. At the Presbytery, Larelle said she slept in a bed with a huge gap in the middle which she filled with pillows. It was probably Father Smith's old bed.



The opening of the Mercy Centre had been a dream of Larelle's and at the ceremony she thanked many people including her fellow Mercy nuns, the parishioners of Wardell and the wider community who all chipped in to rejuvenate the old building. Most of these were not catholic and included Don Gibson, John Winkler, Gavin Preston, Tom Cunningham, Robbie Murdock, David Daley, Eddie Harden and Rex Kemp.

In March 1991, the Mercy Centre became a reality. Many students could not afford to pay, so Larelle's next project was a town fete or market day. These proved very successful once again with the support of the community.

In 2006 the Mercy Centre closed but Larelle, during those fifteen years, had not only taken children in but had assisted local children with tutoring. Larelle and Grace (when available) during the next ten years were involved in Pastoral Care and parish work. They were part of our community over 26 years. They took part in town activities, they were members of the Progress Association and Larelle was a

nomination for Ballina Shire Senior Citizen of the year.

Thank you Larelle and Grace for all you have done for the many students you have mentored, for the parishioners you have helped in various ways and for your contribution to Saint Patrick's Wardell.

I know that you would like me to thank in particular Wal and Sue Felsch, Steve and Jo Flatley and Dick Tyler who were always there when you needed them. Larelle and Grace, you both have really been the glue which has held our Parish together.

I know that you are sad to be leaving this little town that you once didn't know much about, but it is time to slow down and enjoy your lovely unit in Ballina. Selina and Di have been busy over the last few weeks making sure you have moved into your new home successfully and are happy.

We wish you both all the best and many visitors.

*For the Wardell Community: **Pat Carney***



Out and About

Picnic in the Park

November is an exciting month and leads us one-step closer to Christmas and very busy times. In November, we went on a scenic Picnic in the Park, lunch outing to the Ballina Canal Bowling club, and put a spring in our step with a fashion outing to Ballina Fair. Our residents look forward to this shopping trip as they are able to get a head start on their Christmas shopping!

Beach Reminiscence

Spring has arrived and so has the warm weather. Resident's senses were delighted to an afternoon of beach reminiscence. Lots of conversation about time spent at the beach with family and holidays taken, all while we listened to the sounds of the rolling waves and watched the beautiful fish swim around the aquarium. Residents were able to touch and feel shells remembering times they spent on the beach looking for them. It was only fitting that we finished with ice cream sodas, which were a hit.

'Sculpture By the Sea'

Over a year ago artist Linton Meagher (Harry Mills' godson) approached us to help with a knitting project for a sculpture he was doing to enter into 'Sculpture by the Sea' this year. Our resident knitters kindly got their needles clicking to contribute to Linton's sculpture. The coast from Bondi to Tamarama beach becomes a 2km sculpture park over 3 weeks featuring 100 sculptures. 'Sculpture by the Sea' is the world's largest sculpture exhibition free to the public.

Change of Date

Our resident run Craft Sale has moved dates. Instead of this always being the last Friday of the month it was voted we should move it around to add flexibility to all interested. Once again, we ask if you have a hidden talent to share or would like to donate to Crowley residents, we invite you to see our Leisure & Lifestyle staff. We can often assist with supplying wool and other equipment needed to complete items.



Out and About

Bunnings Potting Workshop

Crowley residents absolutely loved their outing to Bunnings. Each resident was spoilt with a tea or coffee to kick the morning off. As you can see in the pictures, we had some fun. We plan to do this again in the future so check your calendars for this outing.

Spring Luncheon

Hotel Services put on a beautiful Spring Luncheon where resident's taste buds were treated to a beautiful menu. A particular favourite being the dessert - passionfruit and white chocolate cheesecake served with strawberry coulis - yum! A delightful time was had by all - definitely not an occasion to miss next year.

House Bound Library Services - Do you like to read?

Ballina Library offer a wonderful service. The Library drop off and pick up the books every three weeks so it is very convenient. Please let Leisure & Lifestyle know if this could assist you and we can sign you up. Reading not only keeps our minds healthy it also reduces stress, improves concentration and focus, increases our abilities to empathise with others, keeps us creative, and they pose questions that give us stimulation for further reflection. "A book is like a garden carried in the pocket."







Sculptures by the Sea

Christine Lawton
Residential Care Facility Manager

We received news that Linton Meagher, grandson of our late resident Harry Mills, exhibited at the famous ‘Sculpture By The Sea’ at Bondi Beach.

His entry ‘Lookout For Me’ was on display at Tamarama Beach. I decided it was a must visit while on holiday in Sydney.

The sculpture featured a lifeguard-viewing tower. In Linton’s description, it “highlighted the role of volunteers in our community, with the eyes representing the tireless work of the volunteer lifesavers looking out for others in the water”. Many volunteer knitters contributed to the red and yellow flags around the structure including members of our own Crowley Knit and Natter group.

It was exciting seeing Crowley as part of this extraordinary exhibition and I was happy to witness it. Our knitting representatives were Harry Mills, Bev Devine, Pat Williams, Betty Booth, Phyllis Verhagen, Dorothy Dostine, Margaret Rizzo, Phyllis Player and Alma Tanner.

We have since found out from Linton that the sculpture will have a new home with the Surf Lifesaving Foundation in Brisbane.



Our Wonderful Volunteers

Gail Norton
Human Resources Manager

I can't let this year close without mentioning our wonderful volunteers.

The many and varied tasks accomplished each week by our volunteers is simply amazing. Many of our volunteers have been with us for many years, whilst others are newcomers.

Often unseen, the Crowley Auxiliary raise funds throughout the year that goes toward much needed equipment to assist us in the care of our residents. The Auxiliary work tirelessly each and every year and for that we are grateful.

The Men's Shed continue to gain momentum and this could clearly be seen in this years Crowley Family Show Day stall. The abundance of 'goodies' produced each year is wonderful and I could not be happier with two of their planter boxes, bought last year, sitting on my porch with a beautiful display of 'Sweet Williams'.

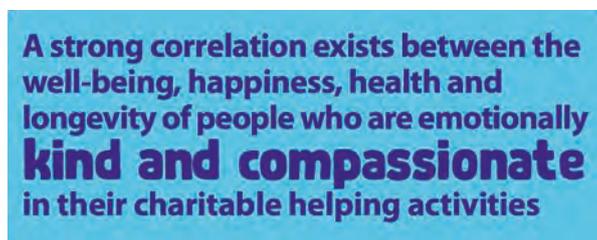
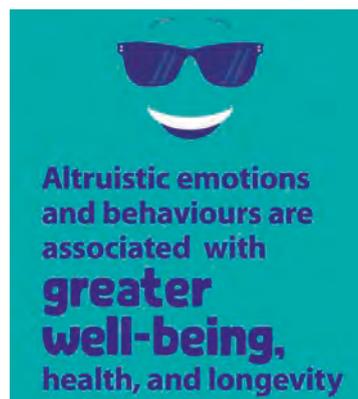
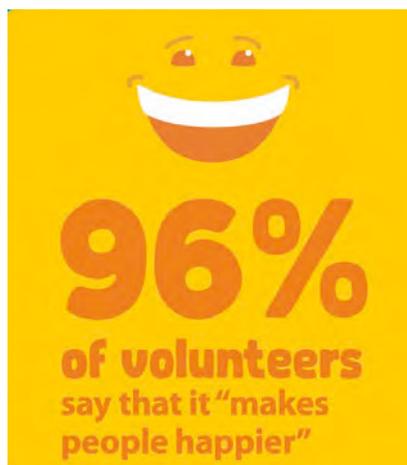
We have a lovely bunch of volunteers indoors and outdoors assisting staff and forming relationships with our residents. It is a pleasure to walk through the facility and see and hear them having fun with our residents. They have, without a doubt, brought the 'best' of themselves to Crowley.

We know some are heading off for a break over the coming months but we would love to see you all back again next year, perhaps encouraging a friend or two to join in the fun.

On that note if you would like to spend some time with us please give me a call and we can have a chat about volunteering at Crowley. We particularly would welcome more support to assist our residents at meal times.

Congratulations on a great year and we look forward to seeing you in 2018.

On behalf of our CEO, Michael Penhey, and all our Crowley staff, THANK YOU!





Combat Midges; You Can Win!

Kelly Roberts **Clinical Manager**

A Crowley Home Care client called about midges following an article in November's Chatterbox.

He wanted to pass on how using petroleum jelly helps prevent insect bites. It helped him and might help others who suffer from midge bites.

Since our last article, others have also suggested remedies, which we've listed below:

- Mosquito coils - put on at dawn or dusk to deter the midges
- Vitamin B1 - this can help the body develop its own immunity
- Wear light long sleeve clothing when outdoors during midge activity periods, usually early morning and late afternoon to minimise exposure to these insects
- Personal insect repellents applied to the skin and clothing as directed usually give several hours protection
- For those not wishing to use commercial repellents, liberal applications of baby oil to exposed skin can reduce bites
- An effective home repellent can be made up with equal parts of baby oil, Dettol and an aromatic oil such as citronella or lavender
- Local research has shown that oil extracted from the lemon scented gum Eucalyptus citriodora is also a good midge repellent
- Vicks Vapour rub - yes, this too has been suggested as a good remedy once the bites have appeared

Memorial Service

Crowley Clients & Residents

Laura Ellis-Harry Quality Officer

On Tuesday 21 November 2017 we held our annual Memorial Service. We came together to celebrate the lives of the clients and residents we have lost over the past year.

It was an opportunity for residents, clients, families and staff to come together and quietly reflect and celebrate our loved ones and the wonderful lives they lived.

Families and friends brought photos and other personal items to place on the altar, shared special memories of their loved ones and offered beautiful prayers.

It was a lovely service followed by a special morning tea where we were all able to enjoy the company and fellowship.

Thank you to everyone who attended, a special thank you must go to our volunteer Judy Conson for her incredible work. The love she gives our Memorial Service is surely what makes it so special.





A Year With Dave

David Crosby **Customer Service and Independent Living** **Manager**

“The value of a smile often cannot be measured, but that is what makes them invaluable.”

I’ve been working at Crowley for one year now and it has been busy, challenging and rewarding.

Besides the steep learning curve, I’ve had plenty of faces and names to match and remember. Reflecting on the year past, I’m most impressed by the resilience and attitude of you, our residents.

Our Village has seen its most significant construction works since the first soil was turned in 1979. Your understanding and patience during this time has been remarkable. I have also been inspired, witnessing residents deciding to go on a ‘health kick’ and live life to the full in their nineties.

I reflect back on our Short Story Competition held to celebrate our new library. A great success on several levels, and a great excuse to have a ‘get together’ with some wine and cheese. I was humbled by the stories and quite personal memories that were shared and am looking forward to next year’s competition.

To my surprise I discovered part of my role description covers duties as a zoo keeper. Between the magpies, plovers, bush turkeys, rabbits, lizards, and our slippery friends, I’ve had a crash course in animal handling. I wonder what’s in store next year!

We’ve certainly had fun together this year. I’ve dressed as a cheerleader, a bee, an Indian Chief, wore a pair of racy shorts along with socks, tie and suit jacket for State of Origin, and donned my silly socks. All caught on camera and saved for the Crowley archives through our dress up days.

Of course, none of this ‘silliness’ is for nothing. We have raised money for charities and causes, and spread laughter and cheer to so many residents, family and visitors. The value of a smile often cannot be measured, but that is what makes them invaluable.

From your Independent Living Team, Jenny, Nancye, Gai and myself, please have a most enjoyable Christmas period. See you soon at our Christmas Party in black and white.

Holiday Hours

Alyse Richardson **Customer Service Sales Support**

The Crowley Customer Service Team thank you for a wonderful 2017. Our year has been highlighted with some spectacular outfits and some not so spectacular ones guaranteed to make us laugh.

Santa has finally taken us off the naughty list for our fashion choices and granted some leave! This means we will be unavailable for a few days over the Christmas and New Year's break.

Customer Service closure dates:

Monday 25 December 2017

Tuesday 26 December 2017

Wednesday 27 December 2017

Monday 1 January 2018

We wish you a happy and healthy Christmas and New Year and look forward to serving you in our new building in 2018!

The Crowley Beauty Salon will remain open during the holiday season, only closing for public holidays. These dates include:

Monday 25 December 2017

Wednesday 27 December 2017

Monday 1 January 2018

Our hairdressing salon will also continue services over the Christmas and New Year, closing only for the following days:

Monday 25 December 2017

Tuesday 26 December 2017

Monday 1 January 2018

However, our hairdresser Tracey is going on holidays from 16 January and will return to the salon for the 30 January. Be sure to book in to get your hair done before she goes!





From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Recently I visited the Whitsundays, staying at Hamilton Island - the only island operating after Cyclone Debbie.

As we flew and sailed around the islands in October you could still see the devastation and damage from Debbie in March. We saw how nature and the environment can be so resilient.

We had a great time being the tourist, and our transport around the island (surprise) was a golf buggy (so Crowley was not far from my mind).

The highlight was flying over the Great Barrier Reef in a helicopter. The colours of the ocean and island beaches were amazingly and breathtakingly beautiful.

From the IL Team, thank you for a great 2017! We invite you to come to the IL Christmas party on 15 December. As always, we expect it will be a great opportunity for hugs, laughs and to share some cheer as we look forward to 2018 together.

IL Holiday Hours

25/12/17	Christmas Day Public Holiday Normal A/H Procedure
26/12/17	Boxing Day Public Holiday Normal A/H Procedure
27/12/17	Crowley Public Holiday Normal A/H Procedure
01/01/18	New Year's Day Public Holiday Normal A/H Procedure
26/1/18	Australia Day Normal A/H Procedure

Phones to be tested

December 2017

4 - 9 Redford Place

January 2018

1 - 16/5 Florence Price Place Apartments
1 - 3 Redford Place

Who Am I?

I was born in North Sydney and educated in various Sydney schools from Hunters Hill to Homebush. I also spent a high school year in Lismore, the family base for generations. I trained as a journalist at the Sydney Daily Telegraph, then moved overseas, becoming a newsagency correspondent in London and then New York.

I met my late wife on the voyage to Britain. We married in London in 1962 before moving to the UAE.

Back in Sydney, I held executive posts in popular magazines and

corporate public relations before resigning to become part owner of a specialist publishing firm.

One of my most satisfying achievements in retirement was to help found U3A in the Northern Rivers. I am a past President and life member of the 600-member U3A NR.

I am currently a computer tutor for both Ballina and Lismore U3As.

Today I offer Crowley residents free help with their laptops, iPads and iPhones. Phone 0403 296 026 if you need one-on-one support.

Did you guess who was featured in last month's Chatterbox?

It was Independent Living Resident, Kevin Myers!



IL Ladies Bus Trip Thursday 7 December

Departing Crowley Reception at 9am
\$5 bus fare, \$10 for museum and morning tea + lunch

For our last bus trip of 2017 we will head to Bangalow Heritage House Museum and Café. Here we will have a look around the museum and enjoy morning tea provided by the Museum volunteers who run the café. After this we will take a leisurely drive out to Eltham Valley Pantry for a stroll through the pecan plantation and lunch at the beautiful café.

RSVP to Crowley Reception by Friday 1 December



2018 IL Ladies Bus Trip Thursday 15 February

Departing Crowley Reception at 8.30am prompt.
\$5 bus fare, \$30 cruise (includes morning tea) + lunch and drinks

By popular request we are off on the Tweed Endeavour Cruise! Join us for a beautiful cruise down the Tweed River to Tumbulgam. While enjoying the sites onboard, we will have a beautiful morning tea. Once we arrive in Tumbulgam we will disembark the boat and head across the road for lunch and a cold drink at the Tumbulgam Tavern.

RSVP to Crowley Reception by Monday 12 February 2018

An Afternoon at the Movies

Love the Coopers

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

Movie: Love the Coopers
Genre: Comedy, Romance
Directed By: Jessie Nelson
Written By: Steven Rogers
Starring: Steve Martin, Diane Keaton, John Goodman, Amanda Seyfried, Olivia Wilde

When four generations of the Cooper clan come together for their annual Christmas Eve celebration, a series of unexpected visitors and unlikely events turn the night upside down, leading them all toward a surprising rediscovery of family bonds and the spirit of the holiday.

Reviews:

“Classic Christmas movies have a magic that can’t be manufactured, but Love the Coopers desperately tries to do just that..”
- NY Times

“This film is certainly good-natured and even in some places wildly entertaining. Whatever the venue, Love The Coopers is the perfect gift for the entire family.”
- Deadline Hollywood

YOU CAN'T REGIFT FAMILY



LOVE the COOPERS

Crowley Screening

Movie: Love the Coopers
When: Wednesday 13 December
Where: Crowley Education Centre Room 1 (Upstairs)
Time: 1.00pm to 3.30pm
Cost: Gold Coin donation
RSVP: To Crowley Reception Tuesday 12 December



January Movie Feature New Year's Eve

We are starting 2018 with a festive New Year movie! Join us to enjoy a warm-hearted movie to ring in the New Year. Please check Crowley Reception for viewing date.

Intertwining stories promise love, hope, forgiveness, second chances and more for a number of New Yorkers on the celebrated night. A rock star and his ex-lover clash at an exclusive party; a singer becomes stranded with a killjoy on the way to a New Year's gig; a nurse stays with a dying patient as he tries to hang on long enough to see the ball drop in Times Square one last time.

Starring: Michelle Pfeiffer, Robert De Niro, Jon Bon Jovi, Halle Berry, Zac Efron, Jessica Biel, Sofia Vergara

BOOK CLUB

with Judy Riley

The books we read for our last meeting stirred our memory.

One such read was 'The Restorer' by Michael Sala. This is a moving and suspenseful story about a family that moves to Newcastle to restore an old house. The story is told through three perspectives: the mother, the daughter and an onlooking neighbour.

Another book we enjoyed was 'Force of Nature' by Jane Harper, which is the sequel to her novel 'Dry'. It is a book full of mystery, following a group of five women who walk into the bush as part of a team building exercise, however only four return.

Full of anecdotes, wit and knowledge, 'The Wit of Whitlam' by James Carelton was a fun read. A quote from the book that we enjoyed was in reference to his experience rowing in University, of which he said, "it is, of course, an apt sport for men in Public Life because you can face one way while going the other way."

Two of our book club members enjoyed shared memories in 'Sugar in the Blood' by W.S. Oliver. This book highlights the story of one man's experi-

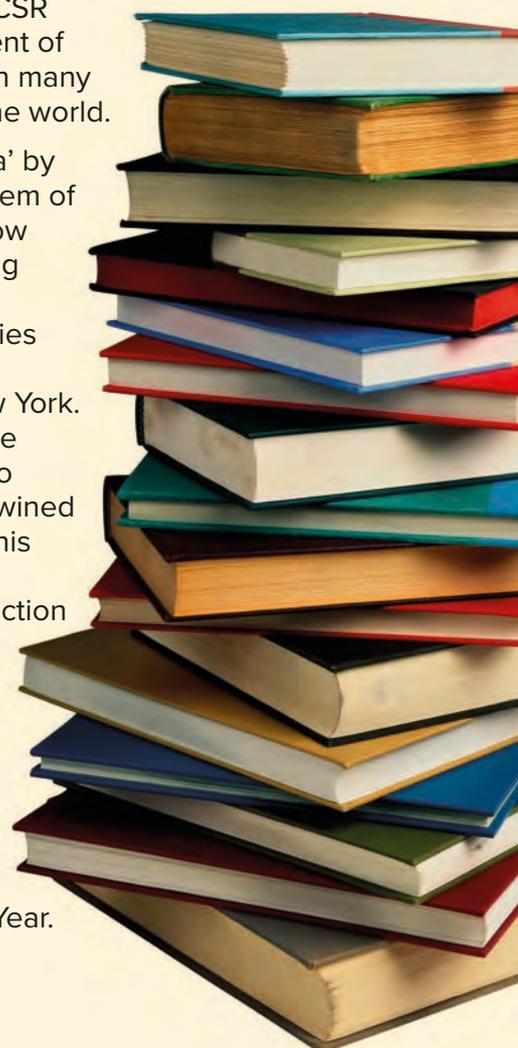
ences working for CSR and the development of the sugar trade with many countries around the world.

'Hello from America' by Helene Hanff is a gem of a read and is a follow on from '84 Charing Cross Road'. It entertains with stories of living, loving and enjoying life in New York. The descriptions are magical and the two books become entwined towards the end. This book can be found in the large print section of our library.

Our next meeting will be held on December 28. All welcome!

Wishes for a very Merry Christmas and a Happy New Year.

Happy Reading.





Where a Smile Says So Much

Sarah McMahon
Quality Officer

We are excited to release the 2017 Crowley Care Annual Report with this year's theme - how we connect with others with a simple smile.

The Annual Report features some of our very own residents and staff, and we would like to thank them for the contribution they have had in depicting what it's truly like to live and work at Crowley.

At Crowley, we believe connecting with others should start with a smile. But not just any old smile. As a community that cares from the heart, we value smiles from the heart - deep smiles that come from within. The one's that bring joy and happiness to others and to the "smiler".

The Annual Report provides a summary of the fantastic achievements we have had at Crowley over the past year, and an insight into what is still to come with our major redevelopment.

You can read the report on our Website, or a hard copy is available by phoning or coming in to see Radania at Reception.



Home Care Client Profile

Eric Watson - 100 Years Young

In the last century, what has impressed you most with the technology changes?

“Transport - because in my day I had to walk everywhere. I lived at Bondi Beach back then and walked everywhere because my family did not have any transport”. In addition, Eric is amazed at the mobile phone and what it can do. However, he says, “It is going to be trouble”.

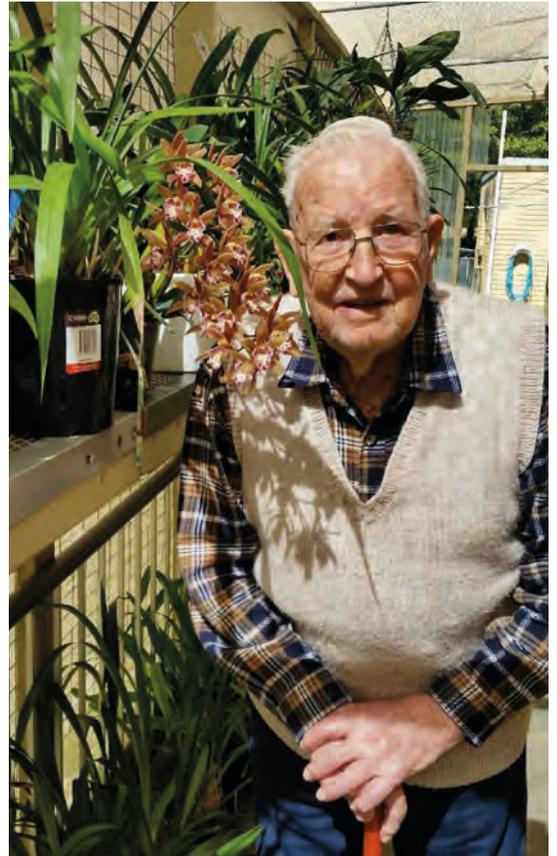
What is the best thing about being 100 years old?

“No different from yesterday or when I was born”.

Is there anything you would change about your life if you were to do your life all over again?

“I would not change a thing. I have had a long happy life”.

Only a month ago Eric went fossicking with his son Grant. Eric loves growing his orchids - Grant has taken over most of the hard work of caring for them which allows Eric to sit back and admire them. He also has a life membership of the deep sea-fishing club, which he enjoyed for many years while catching mackerel.



Crowley Home Care

Your Team & Your Services

Sherrie Viney **Acting Home Care Manager**

I wish Crowley clients, and those you care for, a safe and happy festive season.

In 2018, the Home Care office will continue coordinating services to our many clients.

As I move into the role of Acting Home Care Manager, a diverse and helpful office team supports me. Moving forward, I would like to continue to develop how we connect clients and carers with the right person, for the right reason.

In Home Care, we have three main staff groups:

- CSO's (client service officers) provide administrative support and are available to take all enquiries about services including service times and any changes or cancellations to your day-to-day services. CSO's also roster client services and receive calls from staff throughout the day who report in with information and any changes when it matters most.
- For Home Care package clients, CCO's (client case officers) are the people who take care of your case management needs. They can discuss what matters to you and what you may want from your packaged funds. CCO's facilitate referrals, quotes and services on your behalf from a wide range of professional businesses and therapy based services.
- And of course, our field staff, whom many of you know and see as the face of Crowley in their pink shirts, delivering care and services into your homes.





We also have our nursing staff:

Crowley Home Care welcomes Registered Nurse Donna Kennedy to the team! Donna will provide clinical case management and nursing care for the Veteran (DVA), Home Care Package (HCP) and private nursing community. Donna will work in the office and out in the community alongside our existing RN's who most of you know well, including Joanne Kay, Helen Devine, Helen McCaffery and Debbie Bouttell.

Big picture changes in Home Care have seen the full implementation of a Consumer Directed Care model (CDC) and changes to how Home Care packages are delivered.

Being new to the Managers role, I must say I am impressed with how Crowley HCP clients are embracing the true meaning of Consumer Directed Care by exercising their rights of choice and control and using funds for care that makes them feel better.

My first role at Crowley in 1997 was as Clinical Quality Coordinator in the Residential Facility. My role has changed numerous times since then and I have seen many changes with the buildings and physical landscape over the time... now 20 years on and we are in the midst of cleaning offices in preparation for the move into a new building! 2018 is shaping up to be an exciting one!!

As a Crowley client, you are part of our community and you are invited to come and have a chat, or cuppa at Banjos café in our beautiful Ballina space that accommodates a superior resident and client lifestyle.



Case Management

Sherrie Viney
Acting Home Care Manager

What is case management at Crowley?

In case management, supporting and seeing people access meaningful services is rewarding. It includes nursing services in the home, medication support, wound care, RN health checks, or specialised nurse practitioner health assessments.

Case management facilitates wellbeing through timely communication between the case manager (at Crowley Home Care, these are CCOs) and your nominated medical team. It covers good planning and resourcing with the purchase and access of aids, equipment or home modifications and with appropriate referral based allied health services including, podiatry, physio, occupational therapy, dietician or exercise physiology.

Case management helps in providing you with health and Home Care services that address your nursing and personal care, or even home and garden maintenance needs.



Approved Packages



Sherrie Viney
Acting Home Care Manager

A word of advice: "the squeaky wheel gets the oil"...

It is a national waiting game for those clients who have been approved for a package by ACAT but are awaiting the assignment of your package to a service provider such as Crowley Care. Or even for our existing clients, waiting on the assignment to a higher level of package to a level 3 or 4.

My Aged Care needs to hear from you! You or your carer must continue to remind them of your needs. "The early bird catches the worm", so call early in the day!

If it is a genuine need, then let My Aged Care know by calling 1800 200 422.

Did You Know

An interesting fact we recently learnt from our statistical crew was that in 2017 Crowley Home Care staff travelled more than 112,000kms, which is 2.8 times around the equator!!

Those kilometres were attributed to delivering our:

- Home Care Packages levels 2,3,4 services
- Veterans home nursing services
- Veterans home care services
- Private home care and nursing services
- Transportation and escort services
- Transitional care services



The Gift Whisperer

Perfect Presents for Everyone

Are you looking for thoughtful and practical gift ideas for Christmas to receive or give? Here are a few to think about...

- Give the gift of music with a CD player, CDs or concert DVDs
- Give the gift of technology with a smartphone, iPad/tablet or computer to keep in touch with emails or FaceTime, enjoy photos, games and puzzles or browse the internet
- Give the gift of safety by arranging maintenance or the completion of odd jobs around the house, upgrading lighting inside and out, or install grab rails to help get up
- Give the gift of practicality with adaptive utensils, spill free cups or plates with guards for those that tremor but want to enjoy meals
- Give the gift of comfortable clothing that enables independence with dressing and undressing or non-slid slippers
- Give the gift of easy living with a cordless electric razor or electric toothbrush

- Give the gift of comfortable seating with new chairs or special seating cushions
- Give the gift of memories with treasured photos in a customised photo book or calendar
- Give the gift of soft skin with luxurious body lotion
- Give the gift of a full tummy with a food hamper of yummy edibles
- Give the gift of choice with a gift voucher (we have vouchers available at Crowley Reception for loved ones to enjoy services including hairdressing, beauty therapy and a meal or coffee at banjos)

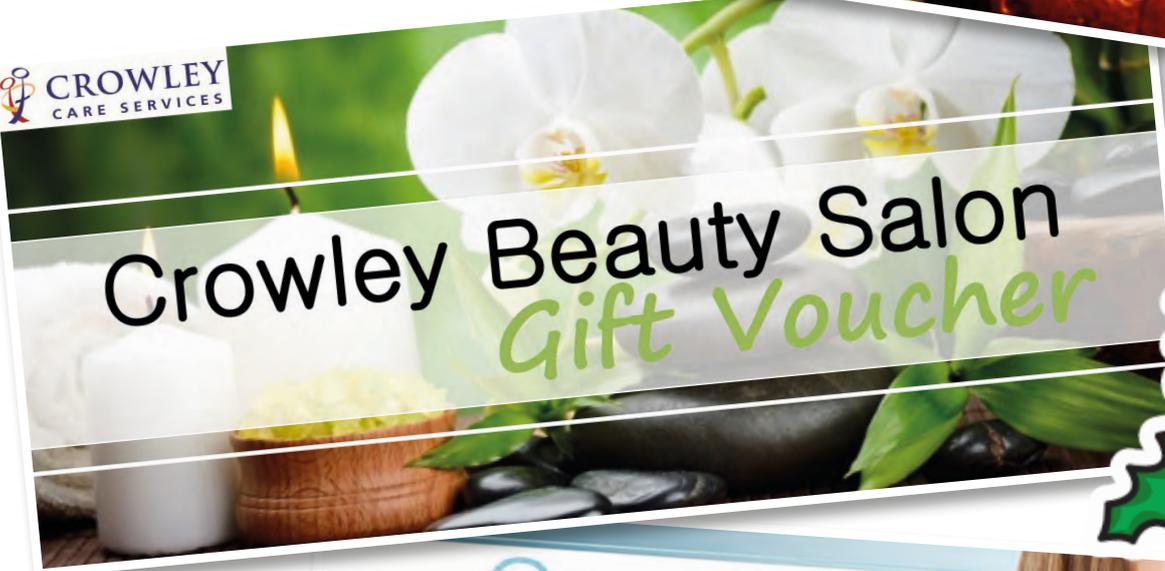
We all know the best things in life are free. Never underestimate the value of committing to just spending time at Christmas with the ones you love, by sharing a meal, or just chatting on the phone.

A very merry Christmas and a safe and happy New Year to everyone!





Banjo's Cafe Gift Voucher



Crowley Beauty Salon Gift Voucher



Crowley Hair Salon Gift Voucher

Looking for the perfect gift for your loved one this Christmas?

Crowley has you sorted!

We offer gift vouchers for some of our services, including Banjo's Cafe, Crowley Beauty Salon and our Hairdresser!

Available to purchase from Crowley Reception today!

Mass Services Christmas 2018

Catholic Parish of Alstonville and Wardell

CHRISTMAS EVE	TIME	LOCATION	
Sunday 24 December	5.00PM	McCarthy Hall – Our Lady of the Rosary Church ALSTONVILLE	Children’s Service in McCarthy Hall
	5.00PM	St Patricks Church WARDELL	
	7.00PM	Our Lady of the Rosary Church ALSTONVILLE	
CHRISTMAS DAY	TIME	LOCATION	
Monday 25 December	8.30AM	Our Lady of the Rosary Church ALSTONVILLE	

Anglican Parish of Ballina and Lennox Head

Sunday 17 December	TIME	LOCATION	
	6.00PM	St Mary’s Church BALLINA	Blue Christmas Service
Friday 22 December	TIME	LOCATION	
	7.00PM	St Mary’s Church BALLINA	9 Lessons and Carols
CHRISTMAS EVE Sunday 24 December	TIME	LOCATION	
	6.00PM	St Mary’s Church BALLINA	Family Service
	7.30PM	St John the Baptist Church LENNOX HEAD	Holy Communion
	11.00PM	St Mary’s Church BALLINA	Midnight Service
CHRISTMAS DAY Monday 25 December	TIME	LOCATION	
	7.00AM	St Mary’s Church BALLINA	Holy Communion
	9.00AM	St Mary’s Church BALLINA	Holy Communion
	8.30PM	St John the Baptist Church LENNOX HEAD	Holy Communion



St Francis Xavier Parish Ballina & Lennox Head

CHRISTMAS EVE	TIME	LOCATION
Sunday 24 December	5.30PM	St Francis Xavier Church BALLINA
	7.30PM	St Francis Xavier Church BALLINA
CHRISTMAS DAY	TIME	LOCATION
Monday 25 December	7.30AM	Holy Family Church LENNOX HEAD
	9.00AM	St Francis Xavier Church BALLINA

St Carthage's Catholic Parish Lismore

CHRISTMAS EVE	TIME	LOCATION	
Sunday 24 December	6.00PM	St Carthage's Cathedral LISMORE	Vigil
	MIDNIGHT	St Carthage's Cathedral LISMORE	Mass
CHRISTMAS DAY	TIME	LOCATION	
Monday 25 December	7.00AM	Carmelite Monastery Goonellabah	Mass
	9.00AM	St Carthage's Cathedral LISMORE	Mass
	9.30AM	Church of St Dympna Dunoon	Mass

Far North Coast Uniting Church

CHRISTMAS EVE	TIME	LOCATION	
Sunday 24 December	9.00AM	Uniting Church ALSTONVILLE	
CHRISTMAS DAY	TIME	LOCATION	
Monday 25 December	9.00AM	Uniting Church ALSTONVILLE	
	9.00AM	Uniting Church BALLINA	





Crowley
Home Care
**Clients, Family
& Friends
Christmas
Party**

Monday 4 December

12.00 – 2.00pm

Crowley Activity Centre

\$12.50 per guest

Free for Crowley Home Care Clients

Nibbles, Tea, Coffee and Juice provided

Please book and pay at Crowley Reception by: Friday 24 November

Crowley
Independent
Living

Christmas Party

Friday 15 December

12pm for 12.30pm start

Crowley Activity Centre

\$20 per person

THEME: Black & White

Featuring: Clay Blyth Music

Please book and pay at Crowley Reception by: Wednesday 6 December





Crowley Residential Care

Residents, Family & Friends Christmas Party

Saturday 2 December

Starting at 11.15am

Crowley Activity Centre

Featuring: The Silver Smith Singers!

\$20 per person - family & friends

*No cost to Crowley Residential
Care Residents*

Please book and pay at Crowley Reception by: Tuesday 21 November

Crowley Care Christmas Day Lunch

Monday 25 December

Starting at 12.15pm

Entertainment Room

\$45 per person

*No cost to Crowley Residential
Care Residents*

Please book and pay at Crowley Reception by: Tuesday 21 November





Workplace Health & Safety

Crowley Workplace Health and Safety Committee

Christmas is the time for BBQ's and dinners, as we feast on ham and seafood. However, the combination of the Aussie summer and tasty treats can serve up a bout of less than festive food poisoning.



Below are some tips to ensure everyone can safely enjoy the festivities:

- Keep an eye on the fridge door: with visitors and kids, fridge doors are opened more than usual during the festive season
- Separate potentially hazardous food from cooked or ready-to-eat food: a good practice is to keep raw meat on the bottom shelf in case it drips
- When handling, preparing and serving food, wash your hands regularly
- Christmas leftovers on Boxing Day are a favourite. Store leftovers in a clean airtight container, and only reheat once
- If you're feeling sick, leave the food preparation and cooking to someone else. Spread Christmas cheer, not germs

Stay Safe, and Happy Holidays!

Crowley Features at National Conference

Tony Baldwin **Hotel Services Manager**

I recently attended the annual conference of The Institute of Hospitality in Healthcare in Adelaide where I delivered a presentation on 'Good to Great in Dining'.

My presentation discussed the Crowley model of Hotel Services and what we provide for our residents.

I concentrated on the things we do to make dining experiences special here at Crowley, including the many functions and parties that we hold for all of our residents and their families and friends, as well as the wider public

There were over 170 conference delegates from facilities all over Australia, the Asia-Pacific region and Europe. It made me so proud to be able to speak about the great things we do for our residents and the model of service we have developed over the years.

While I was at the conference I was able to attend some interesting presentations and workshops on various topics including food allergies, nutrition, hydration and dysphagia.

The theme of the conference this year was 'A Global Experience'. The conference program aimed at showcasing innovation in hospitality and support services in health care and sharing information about practical developments in the areas of non-clinical operations. It was a great forum to meet other healthcare workers to network and share information about our experience in the industry.



Recipes from the Chef

Festive Fig Mince Pies

Combine fruit, sugar, jam, rind, juice, spices and brandy in a medium bowl. Cover, stand for 1 week; stir mixture every 2 days.

Make pastry: Blend flour, sugar and butter until crumbly. Add egg and water, processing until ingredients come together. Knead pastry on a floured surface until smooth. Wrap in plastic; refrigerate 30 minutes.

Grease two 12-hole deep flat-based patty pans. Divide pastry into thirds. Roll one portion of pastry between sheets of baking paper until 3mm thick; cut 12 x 7cm rounds from pastry. Repeat with another portion of pastry. Press rounds into pan holes; prick bases all over with a fork. Refrigerate 30 minutes.

Preheat oven to 200°C.

Roll remaining pastry between sheets of baking paper until 3mm thick; cut 12 x 6.5cm fluted rounds and 12 x 6.5cm star shapes from pastry.

Discard cinnamon stick from fruit mince mixture; spoon fruit mixture into pastry cases. Top with pastry shapes, pressing edges to seal; brush pastry with egg white.

Bake pies about 20 minutes. Leave pies in pans for 5 minutes before transferring onto wire racks to cool. Just before serving, dust with sifted icing sugar.

Fig Mince Filling

125g dried figs, chopped finely
45g dried cranberries
50g raisins, chopped
40g mixed peel
55g finely chopped glacé ginger
60g finely chopped glacé peach
1 small apple, grated
75g firmly packed brown sugar
2 tbsp fig jam
1 tsp finely grated orange rind
2 tbsp orange juice
1 cinnamon stick, halved
1 tsp mixed spice
80ml brandy
1 egg white, beaten lightly

Pastry

450g plain flour
110g caster sugar
225g cold butter, chopped
1 egg, beaten lightly
1 tbsp iced water, approximately





Passionfruit Meringue Kisses

Preheat oven to 120°C. Line 2 oven trays with baking paper.

In a small bowl, using an electric mixer, beat egg whites and caster sugar for 4-5 minutes until sugar dissolves. Fold in passionfruit juice and cornflour. Spoon into a piping bag fitted with 2cm fluted nozzle. Pipe 4cm stars onto trays 2cm apart.

Bake for 1 hour. Cool on trays.

Meanwhile, to make the filling; in a small bowl, beat butter and icing sugar together in a small bowl until pale and creamy. Stir in passionfruit pulp.

Sandwich meringues with passionfruit butter. Serve dusted with icing sugar.

Meringue

2 egg whites
1/2 cup caster sugar
1 tsp passionfruit juice
1 tsp cornflour

Filling

60g unsalted butter
3/4 cup icing sugar
1 tbsp passionfruit pulp

Christmas Reindeer Brownies

Preheat oven to 180°C. Line deep 20cm round cake pan.

In a medium saucepan heat dark chocolate and butter on low, stirring until smooth. Stir in sugar. Cool slightly, then stir in eggs.

Fold flour, white chocolate and half the milk chocolate through.

Pour into pan. Bake for 30-35 minutes until firm and a skewer comes out clean. Cool. Slice into 8 wedges.

In a microwave-safe bowl, melt remaining milk chocolate. Transfer to a small snaplock bag and trim a small edge from one corner.

Gently cut the base of pretzels to fit on edge of brownies. Use a little melted milk chocolate to attach pretzels to form antlers.

Use a little melted chocolate to attach white chocolate melts to form eyes. Pipe on pupils. Attach jaffa for a nose.



200g dark chocolate
125g butter
1/2 cup caster sugar
2 eggs, whisked
1 1/4 cups plain flour

100g white chocolate
200g milk chocolate
pretzels
white chocolate melts
jaffas



Join us for a BBQ and drinks in the
Crowley Entertainment Room
Thursday 14 December

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Tuesday 12 December

News from the Men's Shed

Ian Gregor, Independent Living Resident

Our forthcoming end of year clearance sale at the shed is on Tuesday December 5 from 9am – 2pm.

Everything we have made will be on sale at very reasonable prices and income from the day will go to purchasing materials for our 2018 activities.

Items on sale include single and double garden beds in timber with black inserts, wind chimes, chopping boards, back scratchers, wooden Christmas trees, serviette

holders, desk penholders, Scottie dogs, along with about twenty other novelty items that could be potential Christmas gifts. Of course, Frank's healthy herbs will be available in good supply.

We welcome all residents together with family and friends to come along to our sale day. We will also be collecting ideas and suggestions for 2018 projects. You could even place an order for something specific that you are after.

During 2017, we have undertaken many 'fix-it' and small construction jobs

for residents – some have presented real challenges!

Our Nativity Scene has been stored and will be ready to take up its usual place on the lawn adjacent to the Men's Shed in December following our Sale Day. We will have one more Men's Shed on December 12 and then we will have a break until February 2018.

We thank our friends and supporters as well as Crowley Management and staff for their support during 2017 and extend our very best wishes to everyone for Christmas and the New Year.

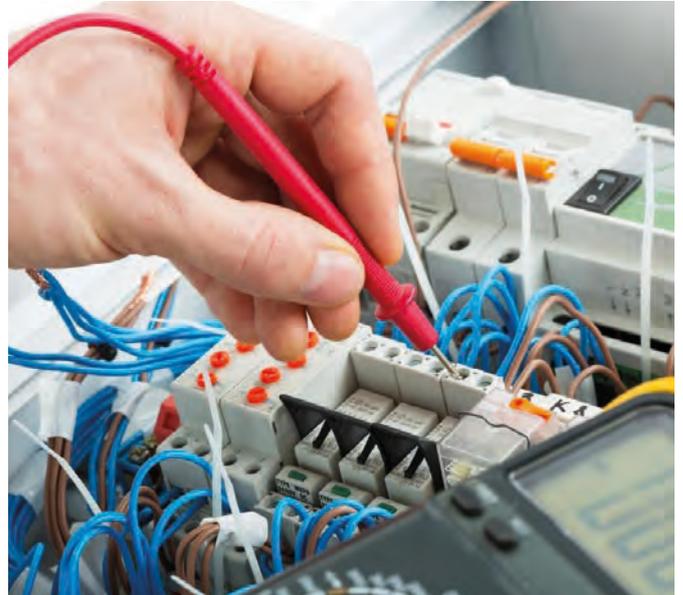
Update From Maintenance

Albie Viel Maintenance Manager

In November, as part of our routine maintenance program we engaged our electrical contractor to inspect the electrical switchboards throughout our site.

The purpose was to ensure that the equipment was in good order, that there were no loose connections, loose cabling, exposed contacts and that protective devices were functioning.

Appliances that use three phase power with loose connections can cause equipment to burn out. In our waterside location, corrosion and age of equipment seem to present our main issues. With a little maintenance we can improve plant performance and increase the economic life of the boards.



One of the best things about gardening is that each season brings its own discoveries and opportunities. It's right now, in summer across the Northern Rivers, that you can really step up your activity in your garden. The following are suggestions for what grows best in our area:

Flowers

Ageratum, aster, balsam, celosia, cockscomb, coleus, gomphrena, impatiens, marigold, salvia, sunflower, torenia, vinca and zinnia

Herbs

Basil, chives, coriander, fennel, gotu kola, heliotrope, lemongrass, mint, parsley, tarragon

Fruit and Vegetables

Artichoke, beans, capsicum, celery, Chinese cabbage, cucumber, eggplant, kohlrabi, leek, lettuce, melons, okra, onion, potato, rosella, silver beet, spring onion, squash, sweet corn, sweet potato and tomato



Focus on Quality

Melbourne Cup & Continuous Improvement

Michelle Golding Quality Manager

What do the Melbourne Cup and Continuous Improvement (CI) have in common?

You might well ask!

Well, not only does the Quality Team coordinate events at Crowley, but also the processes that sit behind them. And, with our CI hats on, we review and evaluate to ensure we continually improve things.

Last year we received feedback on the coordination of 2016 Melbourne Cup sweeps and with that in mind, reviewed our process. Yes, a process!

And a very successful process at that. Because this year's Melbourne Cup sold a combined 31 sweeps this included 9 x \$1, 15 x \$2 and 7 x \$5. That was a whopping \$1,776 in winnings.

Congratulations to all successful winners and thank you to all for the positive feedback the Quality Team received on this success.

Here is a sample of some of the feedback we received on the day:

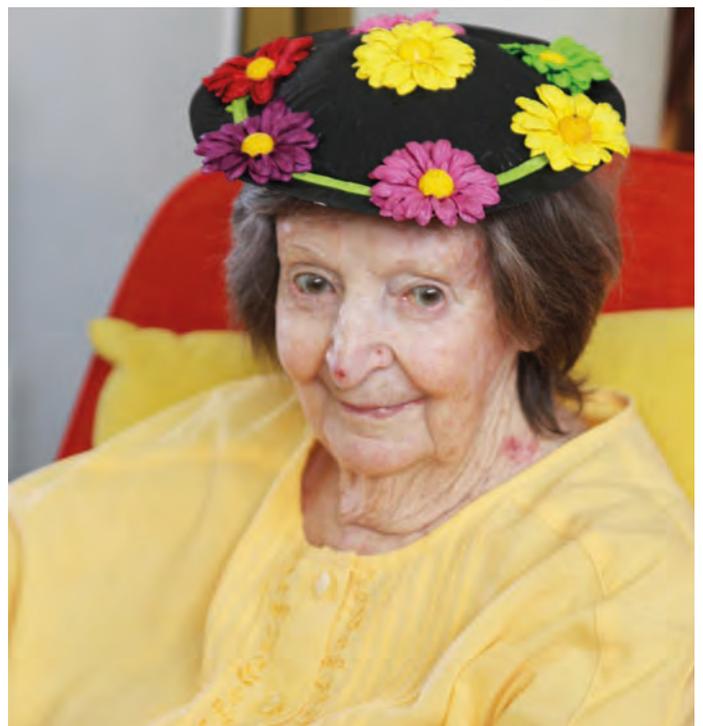
Staff Member

The process was smooth this year. Plenty of opportunities for residents to buy sweeps without having to chase staff or have IOU's running. She said a big thank you to the team.

Residential Care Family Members

Thank you for a wonderful day and for making it special. It was the best ever!

Fantastic job of sweeps this year! What an awesome improvement!



Classy Ladies & Suave Gents of Crowley

Crowley residents and staff always enjoy to get dressed up and celebrate together, and what better excuse than the Melbourne Cup!

We saw everyone dressed to the nines while placing bets, eating snacks and cheering on the horses! Giddy-up!



How Do We Rate?



Michelle Golding Quality Manager

It's Survey Season for our Residential Care Residents, Families and Representatives.

Our Residential Care survey is conducted annually at Crowley as part of our quality management program. This is done with the aim of identifying our strengths and areas for improvement as well as providing residents, clients, families and staff with the opportunity to have input into the planning process and offering their suggestions to drive improvement.

Our questionnaire only takes a short time to complete. It's just a matter of simply ticking in the box next to the answer which best describes your view. If you wish to make further comments please feel free to do so in the spaces provided on our survey.

Crowley has engaged the services of QPS Benchmarking to undertake this survey to reflect the issues important in residential aged care. The data collected is reported to Crowley and benchmarked against other providers.

The survey is totally confidential and you are not required to identify yourself. Data that is not identified may be used for research and analysis by Crowley or an authorised body nominated by Crowley.

You may wish to ask a relative or friend to complete this form with you, alternatively we have arranged for independent volunteers to assist you in completing the form.

If however the question does not apply to you or you do not wish to express your view, please tick the "Don't know NA (not applicable)" box.

To return your survey you can hand it back to one of our staff members, take it directly to our Reception or put it in one of our specially marked survey boxes.

We thank you in advance for your participation and we look forward to hearing your feedback.



Making Feedback Flow

Independent Living Resident

Thank you for the catering for our family on our 60th wedding anniversary. We all enjoyed ourselves. Thank you

Residential Care Family Member

On behalf of our families, we would like to thank you all for your love and support towards our Mum. All the staff were so kind to Mum and we are very grateful towards the services provided.

Home Care Client

Very thankful for staff member who attended her shopping service, "she did a bloody good job!"

Residential Care Family Member

Thank you for the care patience and kindness you have all shown to our mother during her time at Crowley.

Staff Member

Had a tour of the new rooms in Lillipilli and they are very tasteful and beautifully presented.

Independent Living Resident

Just to say thank you for the beautiful photos. We are just delighted.

Residential Care Family Member

My mother really enjoyed the concert with Sebastiaan and would encourage you to have future visits.

Home Care Client

I am so very happy to say, what wonderful, happy, caring staff you sent my way in my time of need. Thank you. Many thanks to the young ladies that always greeted me with a smile and a good morning.

Money Matters

Benefits of Seniors Cards

Susie Glasson **Business Manager**

Are you aware you may be eligible for a NSW Seniors Card?

The benefits of a Seniors Card are endless, including transport concessions Australia wide and discounts at cinemas, restaurants, grocery chains, etc.

To be eligible, you must be a NSW permanent resident who works less than 20 hours per week on average over a year and are aged over 60 years.

Applications can be processed on line at www.seniorscard.nsw.gov.au, or by phoning Service NSW on 137788.

You can also visit the service centre at Ballina Homemaker Centre, 26 Boeing Avenue, Ballina. You will need your postal address, date of birth and green Medicare Card to complete the application.



A Year of Chatter

Taking a Look at Past Editions

From the Quality Team

It has been just over 1 year now since the new look Chatterbox was launched. We have received a great deal of positive feedback about the fresh format and how much everyone has been enjoying it.

Our Chatterbox covers have been beautiful and we hope you can join us in a little look back at the past year or so of Chatterbox editions.





SAGITTARIUS HOROSCOPE

November 22 -
December 21

Sagittarius' open mind and philosophical view motivates them to wander around the world in search of adventure. Sagittarius is extroverted, optimistic and enthusiastic, and likes changes. They transform their thoughts into concrete actions and will do anything to achieve their goals

Element: Fire

inspirational, confident, enthusiastic

Ruling Planet: Jupiter

growth, luck, expansion, higher learning

Compatibility: Gemini, Aries

Sagittarius Strengths: generous, idealistic, great sense of humor

Sagittarius Likes: freedom, travel, philosophy, being outdoors

Sagittarius Dislikes: clingy people, being constrained, off-the-wall theories, details

Lucky Numbers: 3, 7, 9, 12, 21

Colour: blue

December Birth Flower: narcissus and holly

December Birthstone: turquoise

CAPRICORN HOROSCOPE

December 22 -
January 19

Capricorn is a sign that represents time and responsibility, and its representatives are traditional and often very serious by nature. These individuals possess an inner state of independence that enables significant progress both in their personal and professional lives.

Element: Earth

grounded, reliable, loyal, practical

Ruling Planet: Saturn

structure, authority, discipline

Compatibility: Taurus, Cancer

Capricorn Strengths: responsible, disciplined, self-control, good manager

Capricorn Likes: family, tradition, music, understated status, quality craftsmanship

Capricorn Dislikes: almost everything at some point or another

Lucky Numbers: 4, 8, 13, 22

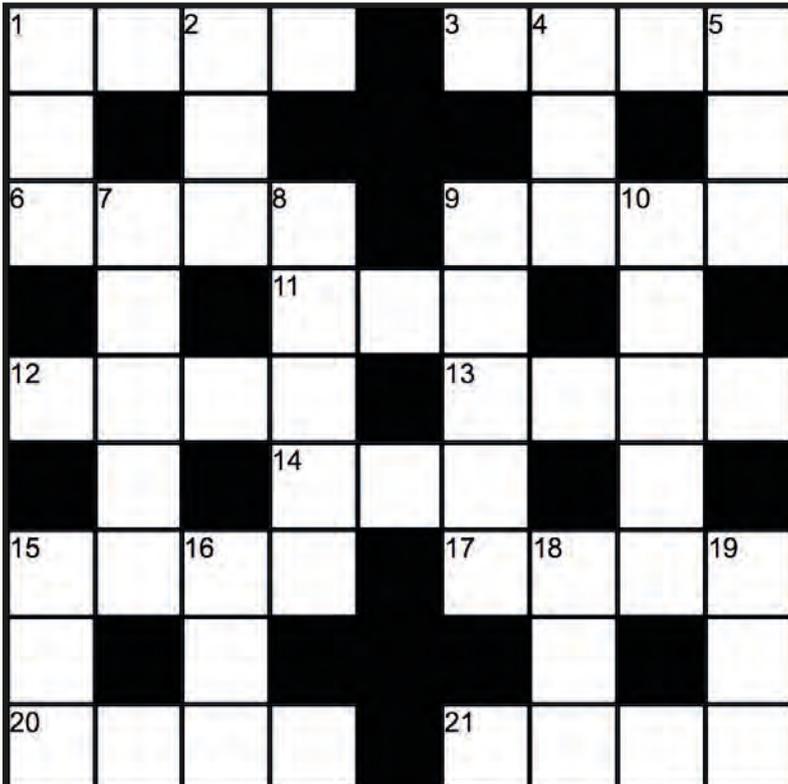
Colours: brown, black

January Birth Flower: carnation and snowdrop

January Birthstone: garnet

GAMES CORNER

CROSS WORD CLUES

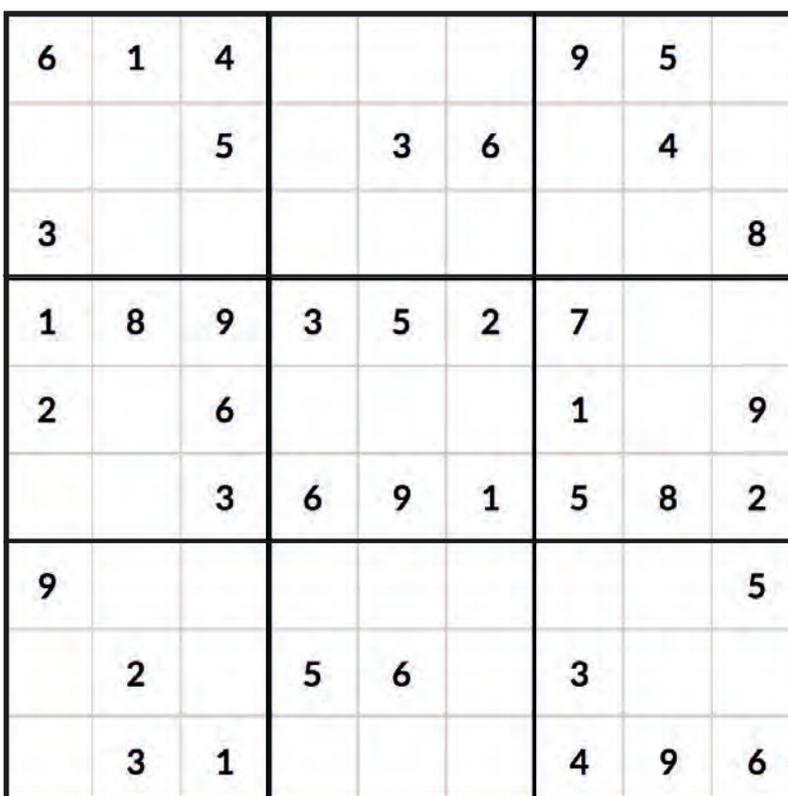


Across

1. Puts into words
3. Had a ____; a good time
6. Large barrel
9. A shellfish
11. Sharer's pronoun
12. Pipsqueak
13. Cast out
14. "____ do you do?"
15. Interjects
17. Zilch
20. Koppel and Kennedy
21. High schooler

Down

1. Depressed
2. Not me
4. Tire filler
5. Popular dog
7. Golf session
8. Similar to butterflies
9. Royal hat
10. Intentional fire
15. Flight stat.
16. Father
18. Small bill
19. Ages and ages



Q: What is a
parents favorite
Christmas carol?

A: Silent night!





Bev Devine and her son Darryl enjoyed lunch at Banjo's during his last visit! Beautiful family, hot coffee and yummy food - what could be better!?



Kath Rosolen got her green thumbs dirty while helping at a recent gardening afternoon. Taking advantage of the sunshine, residents planted new flowers for summer colour!



We were recently treated to a visit from the U3A Tappers. We had a lovely day and everyone enjoyed the performance, some of us even joining in!



Banjo's is popular with the Tradies from the Redevelopment site! Be sure to get in quick if you want a hot meat pie - these hard working boys can eat!

Local contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink Centre (Free Call)
1800 052 022

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

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

Enquiries should be directed to the Crowley Administration.