

# the chatterbox

NEWS FROM CROWLEY CARE SERVICES

JULY 2017



# CONTENTS:

## July 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
- 06 CROWLEY IN THE NEWS**  
Hot off the press!
- 08 LAST MONTH AT CROWLEY**  
Get the latest gossip on the goings on
- 10 RESIDENTIAL CARE NEWS**  
Behind the nurses station at Crowley
- 12 HOME CARE NEWS**  
Out and about with the team in pink
- 14 INDEPENDENT LIVING NEWS**  
What's been happening in the village
- 20 HOTEL SERVICES NEWS**  
Ways you can boost your home and health
- 21 RECIPE FROM THE CHEF**  
Yummy treats and tricks to improve your diet
- 23 MAINTENANCE NEWS**  
Tips and tricks from the pros
- 24 ORGANISATIONAL NEWS**  
Be in the know with advice from experts
- 26 COMPLIMENTS AND FEEDBACK**  
What people have been saying about Crowley

### COVER PHOTO

Rae Doring enjoying the entertainment of the Silver Smith Singers!

# A Moment with Our CEO

Hello everyone,

## Spaciousness and togetherness

With hard hats on we enjoyed a recent tour of our stunning new residential care facility, currently under construction. Walking through the main entrance, standing where our new Chapel will be, and looking at the light filled living spaces, I got a deep sense this new building is going to be tremendous for us all.

The rooms, with bay windows, have a lovely open and spacious light-filled feel about them. From the top lounge you can enjoy views over the water towards Missingham Bridge.

Our Master Plan is to take full advantage of our beautiful location and site and this building achieves that in spades, I believe.

They say good architecture can transform how we connect and communicate, which means better outcomes for our residents. In the new building, for the first time, our staff will be together, improving our efficiency, functionality and communication. Exciting times and Kelli is keeping us all up to date with the redevelopment progress.

## Inspirational Living

Recently we held two different events on the same day at Crowley. Both brought our Vision to life – creating inspirational living experiences for our residents.

In the morning our Biggest Morning Tea was a buzzy, laughter filled event that brought our community together whilst supporting a great cause, the Cancer Council - very Crowley and so much fun.

Whilst that evening our Resident's Short Story competition was a more intimate and reflective affair with some fabulous readings as we enjoyed wine and cheese.



I know we are on the right track when residents thank us for these experiences. “You treated us royally” and “We are appreciative of what you do here at Crowley”, were typical comments received. It feels like we are actually achieving our Vision when we provide these life experiences.

## It's The “Little Things”

Crowley was invited by Bond University to participate in the “Little Things” Project, after their student supervisor Cherie Hugo met Tony Baldwin and our staff at a local event. Cherie was excited by Crowley’s obvious dedication to delivering our Vision through food.

The University sent two postgraduate dietician students to capture on film Crowley’s innovative food service ideas.

What they saw impressed them. So much so that Bond University plans to showcase Crowley’s food innovation ideas via video on their numerous Facebook pages.

The goal is to inspire other aged care facilities to realise the little things they can do in their own facility to improve the food experience for their residents. Makes me proud.

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey  
Chief Executive Officer



# Redevelopment Update

## Kelli Potts, Executive Manager Operations and Finance

How amazing does the new building look! You are looking at the new Reception foyer for Crowley Care Services. There is still lots of work to be done, and of course it needs windows, walls and flooring, but we are so excited by how the building is starting to take shape!

Michael and I ventured behind the fences this month and were taken on a guided tour of the construction site. With work boots, safety vests and hard hats all in place, we were able to explore the lower level of the building. It's great to see how the building is starting to take shape and despite the rain we have had of late, our builders and contractors have still been full steam ahead.

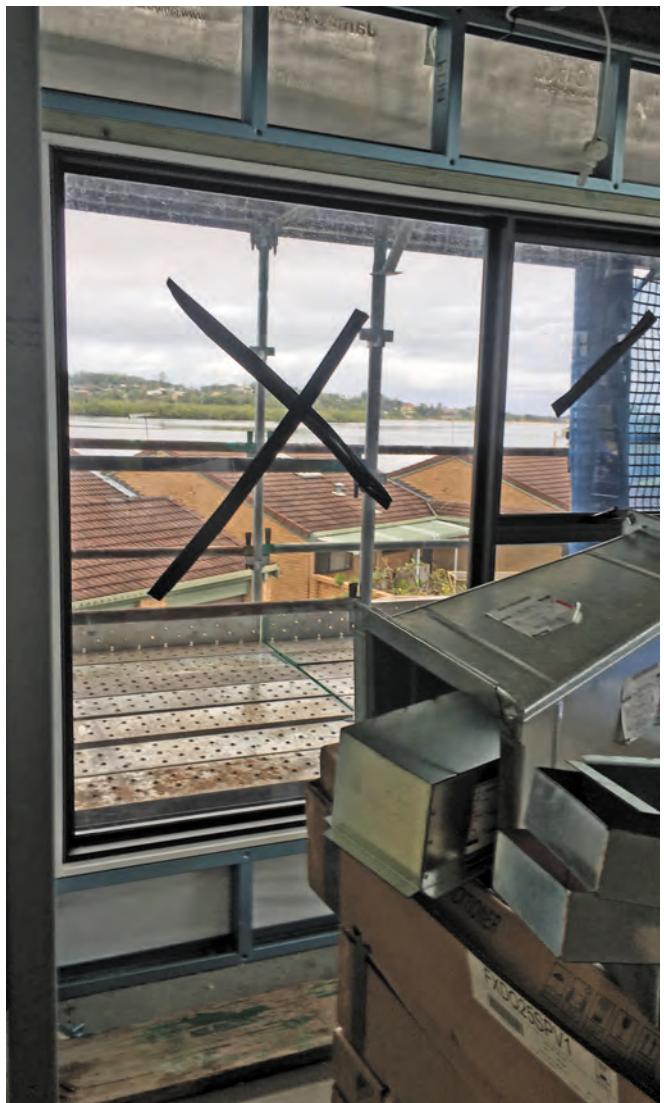
We then made our way upstairs to admire the view from some of the Residential Care Rooms. These rooms are sure to be a favourite – with their bay windows and river views, I can picture it now, coffee and one of Judy's scones in hand - I think I'll put my name down now!

Along with Residential Care rooms taking advantage of our beautiful view, there is also a common space along this side of the building, to ensure we can all enjoy the beautiful views Crowley has access to.

We are still eagerly awaiting the construction and final fit out of our first room on the lower floor, so we can ensure functionality and practicality. Sheeting is expected to start soon, so the trialling of this space shouldn't be too far away.

We have a meeting scheduled with our Interior Designers early this month, and I will see if I can sneak away some samples to show you next month. As you can see from the final product of the Library and Education Centre, the finishing touches of these buildings, and colour choice is one of the parts I enjoy most!

**Significant Refurbishment Update:** Grant has finished VJ panelling 8 feature walls in Banksia/ Prospect and the Resident Dining room. These rooms have been painted the same colour as the surrounding walls to provide a subtle homely touch to our residents spaces.





# Media Release

## Never too old to make Pizza!

**Wednesday 13 June, 2017**

When Bond University came to Crowley Care Services they loved what they saw - residents enjoying new life experiences with food.

The University sent two postgraduate students to capture on film Crowley's innovative food service ideas. What they saw impressed them.

As part of the Lantern Project, Bond University's Post Graduate Dieticians Sophie Mahoney and Katie Howard saw first hand how Crowley improves the quality of life by engaging their residents with good food, nutrition and fun times.

"We found Crowley's residents and staff were connected in unique and clever ways. From making their own pizza together, to creative ways to celebrate wedding anniversaries and birthdays, Crowley involves residents meaningfully in mealtimes and food preparation" said Bond University's Sophie Mahoney.

"They are empowering residents through fun social activities whilst bringing back positive memories of cooking," said Ms. Mahoney.

Crowley CEO Michael Penhey said, "We encour-

age staff and residents to try new things. And whilst most residents are really glad not to have to cook the family meal everyday, they are happy to get back in the kitchen and try something new."

"We like to give our residents choice, allow them to keep doing the things they love whilst providing inspirational living experiences for them – you're never too old to make a pizza!" said Mr Penhey.

Bond University plans to showcase Crowley's food innovation ideas via video on their numerous Facebook pages.

The goal is to inspire other aged care facilities to realise little things they can do in their own facility to improve the food experience for their residents.

The Lantern Project was conceived by Cherie Hugo a PhD Scholar on the topic of quantifying the value of nutrition in aged care.

The project is supported by Ita Buttrose and Dr Chris Del Mar from Bond University. It aims to improve the quality of life of older Australians through good food and nutrition.

# Big Hearts, Tiny People



The following is a letter from St Anne's Long Day Care Centre following their visit to Crowley. We always enjoy spending time with the children and look forward to their next visit.

Dear Leisure & Lifestyle at Crowley,  
Please accept our most sincere thanks for facilitating our visits to the folk at Crowley. What a terrific visit it was! Intergenerational experiences such as the one we gave the Seabirds Preschoolers yesterday (with your help) are like moments of gold!

Please pass on our thanks to everyone who was part of making our visit so positive and making us ALL feel welcome – the residents, the other staff members, the volunteers, Tony Baldwin and his team who provided the snack and everyone who welcomed the children into the Entertainment Room and then in the halls as the children walked through to say hello.

We now look forward to the possibility of another visit when you are able to calendar us in.

Our kind regards,

Narelle Dewhurst, Fiona McFadden, Annaleise Smith, Marnie Crowther and all the children at St Anne's Long Day Care Centre!





# Out and About

## From Felt Hatter to Salvage Diver

What an interesting morning we had recently. When gathered around after a cuppa, we asked the question, 'What was your occupation?' We were so engrossed with everyone's stories that we lost track of time and realised lunch was arriving.

Some of the occupations we discovered included a Felt Hatter, Barber, Dairy Farmer, Swimming Teacher, Salvage Diver, Triple Certificate Nurses, Engineer, Electrician, Telephonist in the Telephone Exchange and Dressmaker for Madame Pellier - a French company.

This then led us to a conversation about the jobs that no longer exist and how modern technology has changed the work place.

One of our favourite things is listening to the broad and diverse stories of our residents. It's a great conversation starter if you find yourself with a few minutes.

## Hole in One

Sizzling prawns and deep-fried ice creams were a hit on the menu when Crowley residents enjoyed lunch at the East Ballina Golf Club. Little wonder residents are looking forward to a return feed!

## Scenic Soft Serve

Our regular scenic bus drive on a Monday is always popular. Not sure if it is the stunning scenery or the McDonald's soft serve ice-cream at the end that is the attraction?

We are spoilt for choice in this area for a variety of lovely drives. Some of our favourites are; coastal trips between Ballina, Lennox and Byron Bay; following the Richmond river along Pimlico to Wardell; through the countryside of Teven, Tintenbar and the pretty village of Alstonville to surrounds; exploring Knockrow, Newrybar and beautiful Bangalow via Old Byron bay Road.



### Troppo Bob

Troppo Bob is a magician at heart who also keeps our residents in good humour. We had a lovely visit from Xavier College Students who enjoyed and interacted in the show which was great. This is only the second time Bob has come to Crowley and his show was a hit to say the least. The children and residents enjoyed a cuddle and pat of his little furry side kick at the end.

### Art with Jenny

Residents have been enjoying painting with Jenny on Friday afternoons and producing some stunning artwork. Any residents who consider themselves a budding artist are very welcome to join us in the entertainment room at 1:30pm on Fridays.

### Entertainers

The Silver Smith Singers performed a lovely morning of music, singing and colourful costumes with an interactive performance. They dedicated a special song to Stan and Elaine Toogood who happened to be celebrating their 66th Wedding Anniversary on the day. Paddy's Band performed a fabulous range of songs for us that we all knew. They had us singing, toe tapping and clapping along. We're all looking forward to their next visit.

### Mexican Extravaganza

Join us for an afternoon of all things Mexican on July 19th at 2pm in the Entertainment Room. There will be music, food, drinks, artefacts, souvenirs, a guest speaker and a whole lot of FUN. Save the date.



# Farewell & Welcome

## **Christine Lawton, Assistant Manager Residential Care Services (DDON)**

We have had a few staff changes recently in Residential Care.

Farewell to Melinda Cole (team leader) and Margaret Gorton-Weller (registered nurse). After more than three years working at Crowley, Melinda has moved on to other opportunities. Margaret has been with us for five years and has made the decision to retire.

We thank them both for their dedication, loyalty and valued contribution to the residents at Crowley. They will be missed!

Welcome to our new registered nurse, Kelsie McNamara, who moved all the way from Western Australia to take up a position with us on the beautiful Far North Coast of NSW. Kelsie is very enthusiastic and positive about her move to Crowley. We look forward to getting to know Kelsie.

And a big welcome back to Helen McCaffery, who left Crowley 15 months ago to work in the Northern Territory. Helen decided that it was time for her to come back to Crowley, and we are so glad that she did!



## Jumping from 14,000 feet

### **Christine Lawton, Assistant Manager Residential Care Services (DDON)**

I ticked off a major bucket list item when I skydived from 14,000 feet with my oldest son recently at Byron Bay. What an amazing, scary, exhilarating experience. I thoroughly recommend it to any daredevils out there. You are never too old!





# Influenza Protection Update

Once again Crowley staff and residents have protected themselves against the coming winter. Our records show 80% of residents have been vaccinated against the seasonal influenza. In 2016, 78% of our residents received their annual vaccine.

And it's not just residents - 30 staff attended for vaccinations on-site and many more at their GP surgeries.

If you haven't managed to have your vaccination yet, see your GP or the Crowley Clinical Staff for advice. It's not too late.

## Dementia Information Afternoon

Join us for an information session with Helen Cust from the Dementia Outreach Service.

Wednesday 26 July at 1pm  
Education Centre - Training Room 2

RSVP to Crowley Reception  
by Monday 24 July





# Culture Change

## Sherrie Viney, Home Care Nursing Coordinator

Again, this year our staff are participating in Culture Change training at Crowley. You may ask what is culture? And how does this affect me?

### **"Culture is the ideas, customs and social behaviour of a particular group or society"**

Some elements of culture that influence our lives include our values and beliefs, our leaders and elders, rituals and symbols.

At Crowley, we value and believe in our Vision - "to provide an inspirational living experience through rewarding relationships with a focus on the individual" and this is embedded in the Crowley culture.

Crowley has invested in all staff by providing culture training and the recent survey results show our staff are more satisfied than ever.

Staff were surveyed and asked the question: 'How has the Culture training helped you to help clients in their home?' This is what they had to say:

- "It has helped me bring more positivity into clients lives because of my positive attitude and especially with my manners and how I greet clients each day."
- "It has helped me find out what the client wants and needs are. I've learnt how to ask the right questions to get information about what's important in the client's life."
- "Clients often ask me "are you happy in your work" and the training has helped me respond in a positive way with clients and that being passionate and happy about my work shows in my performance."
- "It has helped reinforce that I've got to leave my problems at home and focus on the client's wellbeing."
- "The culture training has taught me to stop, refocus and think about my work and how I approach clients."

# A Moment in the Life of...

## Bev Stephenson

Home Care Client

Bev Stephenson was born in Brisbane, where she spent a lot of time between Brisbane and Dalby.

Bev is very much a creative and competitive spirit who was once challenged to a motorbike race (which she won). She was then asked out and later married the challenger.

The side show scene saw her husband build what was known as a merchandising machine. This is the square table that had the coin slots on each side, which raised the metal bar to knock a prize. Bev indicated rather laughingly that she would eat her hat if she couldn't do it better and her wooden design remains something she is very proud of.

Now living in Ballina, Bev's creativity continues to be challenged daily as she seeks the magic of capturing nature in flight. We have seen some of her work and it is inspiring.

Bev reckons the best way forward is to "stay in the moment and do what you like to do."

## Veronica Stewart

Home Care Team

My name is Veronica Stewart. I was born in Belmore NSW. My Crowley birthday is October, I have been here three years now. I enjoyed travelling and left Australia at 21 to return 10 years later with a US southern gentleman husband.

I completed my aged care qualifications and have personal experience with palliative care. My interview at Crowley was by far the best interview I have ever experienced. I enjoy working and I am very driven - I drive to work and my son drives me up the wall! I love the clients; any work is a bonus.

During my day, I am with people helping them do every day activities. A lot of my activities include listening while I go. Variety is key - variety sees me helping people in ways I never expected.

Something that has changed for me at Crowley is the Aged Care reform. Clients now have choice and control. People want to stay in their home. That is where we help them.





# From the IL Corner

## Jenny Kliese, Independent Living Coordinator

Ballina's Community Transport Service is a hit with Crowley IL Residents. Here's what our residents say about the service:

### IL Resident

"It's an excellent service I couldn't fault them I use both Community transport to medical appointments and the Community Shopping bus every Wednesday. The volunteers can't do enough for you... It's so handy when your family work. You stay independent"

### IL Resident

"My lovely neighbour introduced me to the Community Shopping bus 3 years ago it's a wonderful service and a lot of fun... I also use community transport for medical appointments... It's reasonably priced, you book 3 days ahead"

### Happy Couple

"So convenient and helpful, carers and spouses can accompany the client without any worries... the cost is reasonable and they take you as far as Brisbane for appointments... a great door to door service"

All you do to register or find out about the service is call 1300 875 895. It then gives you prompts Press 1 for Tweed, press 2 for Byron, press 3 for Ballina and press 4 for bus.

- The drivers are all volunteers
- You need to book your transport 3 working days in advance
- They ring and confirm your booking the day before your booking with details

### Phones to be tested in the month of July

1-16/5 Florence Price Place

1-29 St Pauls Close

1-3 Redford Place

# IL Ladies Bus Trip

- Date:** Thursday 10 August  
**Time:** 9.00am  
**Venue:** Tweed Regional Art Gallery - Margaret Olley Portraits Exhibition  
**RSVP:** Monday 3 August  
**Meet:** Crowley Reception  
**Cost:** \$5 for bus + morning tea, lunch & beverages



# IL Men's Bus Trip

- Date:** Thursday 13 July  
**Time:** 8.30am  
**Venue:** Casino, Rappville Saw Mills and Pub  
**RSVP:** Monday 3 July  
**Meet:** Crowley Reception  
**Cost:** \$5 for bus + lunch & beverages



## What is Coming Up:

4  
July

### Sebastiaan Performance

Join us for a morning of song with Sebastiaan, performing The Kings of Vegas. The concert will be held in the Crowley Activity Centre at 10am.

9-15  
July

### National Diabetes Week 2017

National Diabetes Week aims to raise awareness of diabetes in the community. In 2017 the theme is: It's About Time, this is about reminding people to undergo a Diabetes Risk Assessment.

12  
July

### State of Origin Game 3

Dress in your Origin colours. Residential Care residents are invited to join us in the Entertainment Room to watch the match with drinks and nibbles.

13  
July

### IL Men's Bus Trip

This time the gents are off to Rappville to tour 2 sawmills and have lunch at the Rappville Pub. Put your name down at Crowley Reception.

## Movie Afternoon

- Movie:** Beauty and the Beast  
**When:** Wednesday 12 July  
**Where:** Crowley Education Centre Training Room 1 (Upstairs)  
**Time:** 1.00pm to 3.30pm followed by afternoon tea  
**Cost:** Gold Coin donation  
**RSVP:** To Crowley Reception Tuesday 11 July

Belle, a bright, beautiful and independent young woman, is taken prisoner by a beast in its castle. Despite her fears, she befriends the castle's enchanted staff and learns to look beyond the beast's hideous exterior, allowing her to recognize the kind heart and soul of the true prince that hides on the inside.

Starring: Emma Watson, Dan Stevens, Luke Evans, Josh Gad, Kevin Kline, Ewan McGregor



# Australia's Biggest Morning Tea

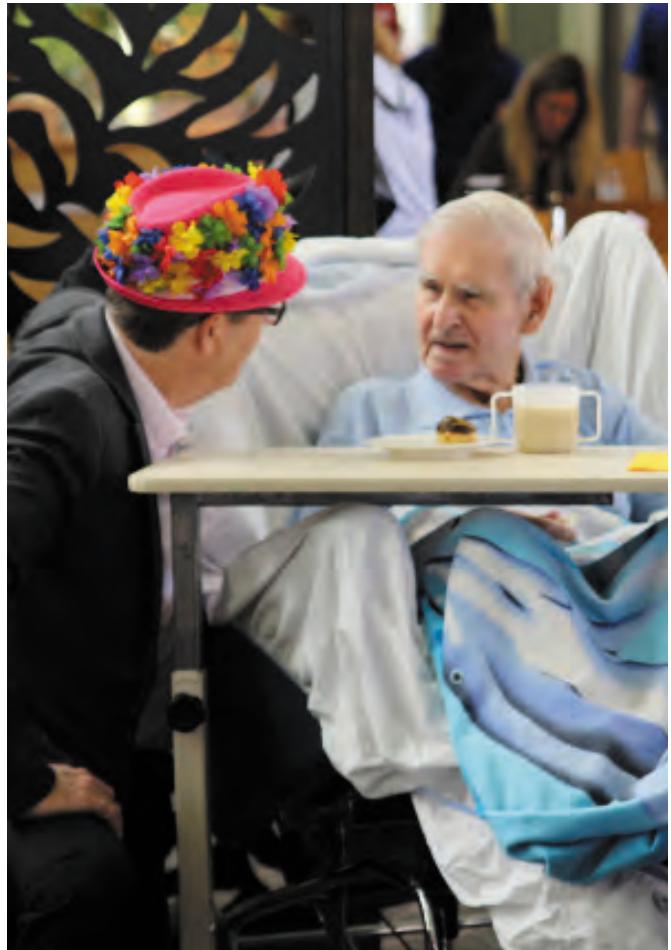
Wednesday 15 June was a grey day weather wise but Crowley shone with bright florals and happiness for a special day raising funds for the Cancer Council with our Australia's Biggest Morning Tea.

Floral was the theme and our residents and staff got behind the day dressing up in all the florals they could find – we believe some gardens may have been pruned in the process!

However, what we all really got behind was the fundraising – on the day with the raffle and donations we raised \$824.25! These funds have been transferred directly to the Cancer Council to fund their various projects and support further research in to Cancer prevention and treatment.

We would like to pass on our thanks to everyone involved in the day particularly to Kerry at Alstonville Florist and Trudie at Flowers in Paradise for their very kind donations of Lucky Door Prizes.

Stay tuned for our next fundraising day for the Cancer Council with Daffodil Day in August.



# Short Story Competition



On a wintery afternoon in June we celebrated the opening of our new Library with the inaugural Crowley Short Stories Competition, it was a lovely afternoon with wine and cheese to fill tummies and great company to fill hearts.

We had 11 wonderful submissions to the competition with varied subjects and writing styles, some of the stories were little insights into the authors and some were able to give us a view of the lives of our residents which was extremely special.

We were fortunate to have one of the competition judges in attendance, Kerry Tolson a local author gave a lovely reading from her book, Buddhas, Bombs and the Babu. We also heard readings of two competition entries; Letter to Jacko by Joan Fraser and Evacuation by Vera Del Perugia.

The competition was judged by two local authors Kerry, mentioned above and Jenny Cargill-Strong, with the results as follows:

**1st Place:** The Intruder by Joan Fraser

**Runner Up:** Black Man Running by Robert Bruce

**Special Mentions to the following entries:**

A Post Mortem & An Indian Summer;  
by Jill Taylor

Evacuation; by Vera Del Perugia

Letter to Jacko; by Joan Fraser

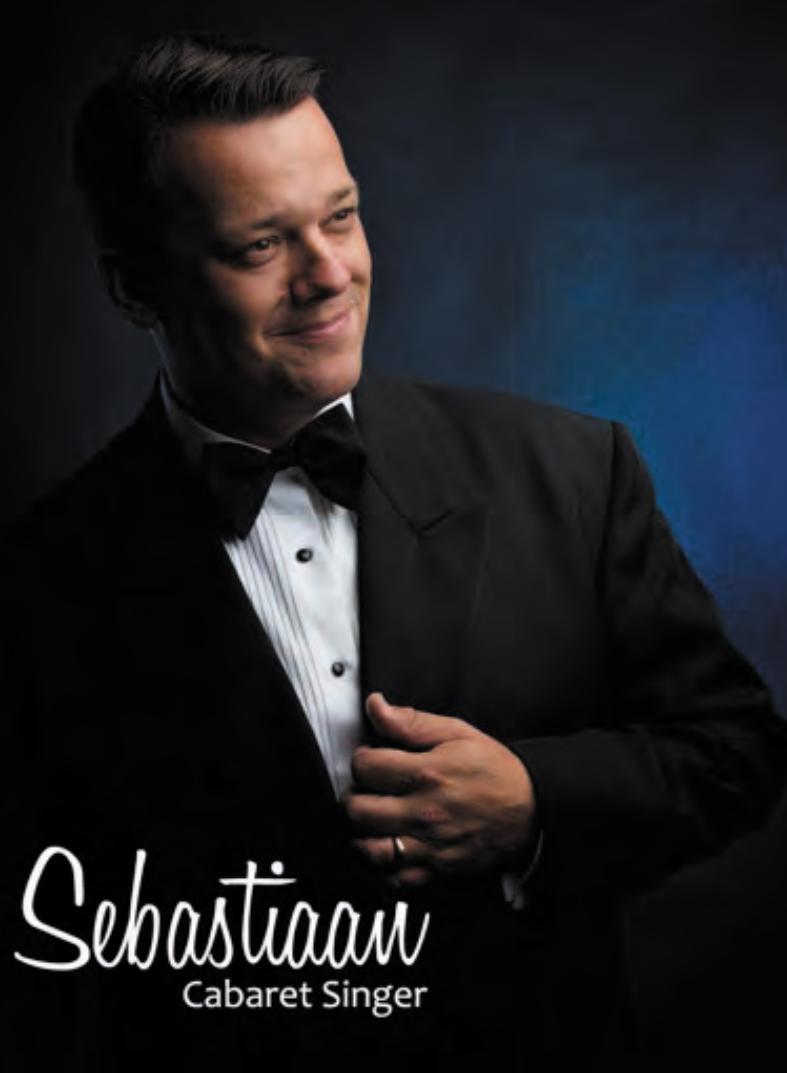
Tell Er She's Dreaming; by Marion Kelly

To Drill or Not to Drill; by Allan Rice

Vera; by Eric Barnett

Why we like Crowley Village;  
by John Fraser

Requited love verses unrequited  
obsession; by Danny Petersen



**Sebastiaan**  
Cabaret Singer

Join us for a  
Morning of Song with

## **Sebastiaan** performing: **The Kings of Vegas**

Tuesday 4 July, 10am  
Activity Centre

RSVP to Reception by Monday 3 July

**daffodil day**  
Cancer Council



**Friday 25 August**  
**Gold Coin Donation Dress Up Day**

To the Cancer Council, the daffodil represents hope for a cancer-free future. You too, can help in the fight against cancer by participating in the celebrations or donating to the organisation.

**Please join Crowley in celebrating this Daffodil Day by  
dressing up in YELLOW!**

All monies raised on the day will be donated directly to the Cancer Council.

Everyone is invited to get involved, dress up, and have some fun!

# 70 Years a Nun

Sister Aileen Larkin recently attended Jubilee celebrations in Grafton to acknowledge her 70 years as a nun.

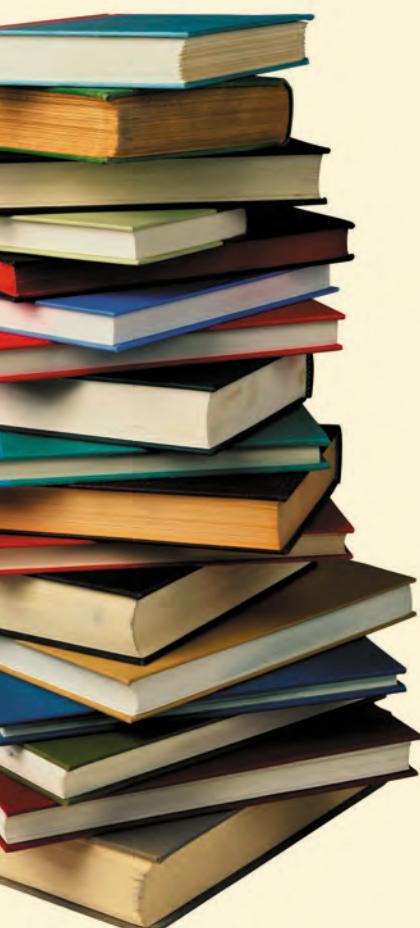
Sister Aileen entered religious life at the Sisters of Mercy Grafton in 1945 as a Postulant until receiving her Habit on the same year. She was a Novitiate for two years and then Professed to the order of Sisters of Mercy in 1947.

It was a pleasure to present Sister Aileen with a small gift from the Crowley Board, Management and staff to recognise her achievement.

Congratulations Sister, an amazing milestone!



## Book Club with Judy Riley



We had five books to enjoy this month. The first “One Good Turn” by Kate Atkinson can be found in our lovely new Library. This book was said to be ‘The Best Mystery of The Decade’ when written. All the characters are looking for either love, money or an escape.

Australian Author, Margaret Wilcox, wrote the true story “Gone”. It follows a mother’s search for her daughter who was abducted by her father from Libya. The search takes us to many places, introducing us to many fascinating people.

“Walking Free” by Munjad Al Muderis is also set in the Middle East and it is a true story of a young medical resident who flees Iraq. As an illegal immigrant abroad, he was incarcerated. When freed in 2000, he requalified as an orthopaedic surgeon and has travelled the world using a technique similar to dental implants to attach artificial limbs. He was in Lismore at one time!

“The Little Coffee Shop in Kabul” by Deborah Rodriguez is worth a read and it is also in our library. It is a heart-warming story of friendships and romance, set in one of the most dangerous places in the world.

Lastly, we enjoyed a delightful collection of poems by C.J. Dennis, illustrated by Larry Pickering. Some of the old favourites are there including “Me wife Doreen, The War, and The Day at the Races”. Sure to entertain you!

Our next meeting takes on the challenge of “A wee book that is fun to read.” We will be meeting on Thursday 27 July at 3pm in the Crowley Library - all welcome.

Happy reading.



# Changes Behind the Scenes

## New Microfiber Cleaning System

Crowley has recently been introduced to a new cleaning system from Oates Cleaning Supplies.

For the last week, we have been trialling the microfiber system of cleaning, which involves less chemical use and is better for the environment. Studies have shown that the microfiber system also gives a better result.

We decided to trial the system in Lillipilli first. The trial is set to last for three weeks and during this time we will put the system to the test.

We will be able to update you on our results and findings in the future.

## From an Ugly Duckling to a Calm Sitting Space

The Hotel Services and Maintenance staff joined forces to beautify the veranda area out the back of the SLA area in the Residential Care building.



We pulled down the old flyscreen enclosures, which allowed more natural light into the room.

We re-potted the pots with colourful blooms and pressure cleaned the paths.

With a little work and some creativity we have transformed this area into a comfortable and calm sitting space. It has a great outlook on the new building works underway. Enjoy!

# Recipe from the Chef

## Pumpkin Pie with Pecan Praline

Process flour, icing sugar and butter in a food processor until crumbs form. Add 1 egg; process until dough comes together. Turn out dough onto a lightly floured surface, knead until smooth. Shape into a disc. Wrap in plastic food wrap. Chill 30 minutes.

Preheat oven to 200°C (180°C fan-forced). Grease a 23cm (top diameter) pie dish. Roll pastry between sheets of baking paper to a 28cm round. Line prepared dish with pastry. Trim and pinch edge in a decorative pattern. Chill for 15 minutes or until firm. Line pastry with baking paper. Cover base with dried beans, rice or pie weights. Bake for 10 minutes. Remove weights and paper. Bake for 10 minutes more or until just coloured. Cool.

Reduce oven to 180°C (160°C fan-forced). Whisk brown sugar, evaporated milk, pumpkin, spices and remaining eggs in a bowl. Pour mixture into pastry case. Bake 50 minutes, or until set. Cool.

Meanwhile, place nuts in a single layer on a greased baking tray. Combine caster sugar and 2 tablespoons water in a saucepan over low heat. Cook and stir until sugar dissolves. Increase heat to moderate. Simmer, without stirring, for 8 minutes or until golden. Carefully pour hot toffee over nuts to cover. Stand until set. Finely chop praline. Sprinkle over top of pie. Serve with ice-cream.

**1 1/2 cups plain flour**  
**1/3 cup icing sugar**  
**125g butter, chopped**  
**3 eggs, at room temperature**  
**1/2 cup brown sugar**  
**3/4 cup evaporated milk**  
**1 cup mashed pumpkin, at room temperature**  
**1 tsp ground cinnamon**  
**1/2 tsp mixed spice**  
**1/4 cup chopped pecans, lightly toasted**  
**1/4 cup caster sugar**  
**vanilla ice-cream, to serve**





# State of Origin

## State of origin facts you might not know...

- Qld won the first State of Origin in 1980 when the series was one match.
- In 1982 the series became a three match series.
- From 1982 to 2016 season Qld won 20 series and NSW 13 series. There have been two draws.
- NSW scored the most points in a series in 2000 at 146.
- Mal Meninga lead the Queensland side for a decade, covering 30 matches and making him the longest serving coach in Origin history.

**STATE OF ORIGIN MUFTI DAY**

**CALLING ALL CROWLEY RESIDENTS & STAFF!**

Dress up in your team colours to show your support and get in the spirit of origin!

**Wednesday 12 July**

The poster features the "STATE OF ORIGIN" logo in the center, flanked by "QLD" on the left and "NSW" on the right, set against a red and blue striped background. A central white box contains the event details and a call to action for local residents to dress up in their team colors for the "MUFTI DAY".

# When Salt Enters Your TV

## Albie Viel, Maintenance Manager

Television reception has been an issue for some residents recently.

It always happens at State of Origin time. The signal tested by our service technician rated our village as having reasonable to good reception.

The issues we were experiencing were due to the quality of the coaxial cables, which run from the wall to the television.

Cheap or thin leads eventually fail, causing the booster's power supply to be disconnected and set top box to fail.

The major influence on the quality of reception is the effect of salt on our equipment, due to our location. Build-up of salt eventually breaks down components and replacement is the only course of action.

One solution is to reduce the effects of salt by leaving the television on standby mode and not turning the television off at the wall.

A small amount of current will remain still in the system and the flow through the circuit will stop salt from settling on electrical circuits.

We have always been told to turn the power at the wall, but with current technology on standby mode, televisions use a small amount of electricity. The cost of leaving the television on 'standby' is preferable to the cost of purchasing a new television.

In poor weather tree movement can cause issues with reception. Likewise, the scaffolding around the new building has created some interference. Unfortunately, until the scaffolding comes down, there is little we can do other than continue to work with affected residents. We appreciate your patience and understanding.

## News from the Men's Shed

### Ian Gregor, Independent Living Resident

Recent months have seen diverse achievements in the Men's Shed. A variety of "fix-it" jobs were completed and we always endeavour to help residents if we can.

Numerous requests, suggestions and orders have been finalised including the construction of colourful

children's rocking horses, single and double oiled timber raised planter boxes, garden mobiles, picture framing, useful table and desk ornaments, a guitar stand, Christmas trees (in time for Christmas in July) plus many other jobs. We always are open to new projects and ideas.

Two rustic seats have been restored and attractively

painted. These are saleable and would be ideal for patios and outside verandas.

Our attendances have been picking up and are running regularly at 6-8 residents on Tuesdays and Thursdays.

As always, we will make welcome any new residents or anyone else who might be curious to see how the shed functions.

# There's More to a Career in Aged Care

## Gail Norton, Relationship Manager

Many years ago, when I was new to Crowley and the aged care industry, I attended a Careers Expo. My knowledge and confidence were sadly lacking and neither the organisation nor the attendees gained anything of value from my attendance.

A decade later, I attended the Northern Rivers Careers Expo at the Goonellabah Sports and Aquatic Centre. With knowledge and confidence, I entertained, questioned and chatted with the scores of lovely young people that came through the doors by the bus load.

I learnt our youth of today are not much better off than the majority of us were at that age regarding future aspirations. However the Expo did allow them to talk to a number of organisations to get a snapshot of the options available to them.

Crowley did their best to encourage students to look at aged care (reported now to be the 6th largest industry in attendance) not just through the eyes of a 'carer' but also administration, maintenance, hospitality, IT and more. So many diverse careers to choose from.

I think the students walked away with a broader perspective of aged care. I came away with happy memories and a hope to see some of those young faces working at Crowley one day.





# Southern Cross University



## **David Crosby, Independent Living and Sales Manager**

Crowley Independent Living residents Diana Bruce and Marie Ronan along with Jenny Kliese and myself presented at the U3A QLD State Conference at Coolangatta.

We were part of a presentation delivered by Dr Louise Horstmanshof from Southern Cross University. The presentation shared the learnings and outcomes of the joint grant program Crowley completed in 2016 with the simulated learning mobile clinic, and the students from Southern Cross University.

Attendees were impressed to hear of the numerous learning moments created with real life expert patients, and the investment and responsibility into the professional development of our up and coming nurses and health professionals. A big thank you to Diana and Marie for being part of the day.



# Making Feedback Flow

## **Home Care Family Member**

Thank you for the service you and your staff provided during the time I cared for my husband at home. Especially my thanks go to Karen whose compassion and empathy supported me through a difficult time.

## **Home Care Family Member**

We are so blessed and grateful to have the care and support, all your staff each and everyone of them are angels they are so kind, wonderful and helpful and I have to say a thank you to you, your names gets mentioned a lot in this house and we often say we will ring Sherrie. You are the big angel and thank you for what you have done for us.

## **IL Resident**

Passing on thanks to all 4 cleaners who clean on a fortnightly basis, everyone does a fantastic job and I am very happy with them all.

## **IL Resident**

Thanks to the beautiful bouquet presented to me. May god bless you all.

## **Residential Care Family Member**

A very heartfelt thank you to all the wonderful women at Crowley who contributed in so many ways to make our dads days so comfortable and happy. Dad loved each of you and considered your care and kindness as a special gift. You added colour and spark to our life and is forever appreciated. God bless you all, we will always be grateful for your extraordinary love and care.

# Home Care Survey & You

## Michelle Golding, Quality Manager

It's the time of year for our annual Consumer Experience and Family/Representative Experience Surveys in Home Care.

This survey is part of our quality management program identifying our strengths and areas for improvement. It provides clients and families/representatives with the opportunity to have their say on planning and improvement.

By now you will have received the questionnaire in the mail, it should only take a short time to complete. Simply tick in the box next to the answer which best describes your view. If you wish to make further comments please do so in the spaces provided.

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.

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

The five stages of our survey process include –

1. Design and consultation
2. Distribution of surveys
3. Collation, analysing and reporting of results
4. Planning actions
5. Implementing, follow up and communication

We thank you for taking the time to participate in this survey. The main aim is to measure how well Crowley and its staff are meeting the needs of clients. It identifies things that could be changed or improved.

To receive a copy by email please contact me at [mgolding@crowley.org.au](mailto:mgolding@crowley.org.au). Thanks in advance for your participation and we look forward to hearing from you.





Judith, our wonderful staff member from Hotel Services celebrated a BIG birthday in June - Happy Birthday Judith!



James and Anne Harvey won a Lucky Door Prize at our very successful Australia's Biggest Morning Tea Event. Thank you to all who attended and donated!

The wintery weather inspired an afternoon of Apple Pie baking.



Our beautiful Phyllis Player celebrated her 100th Birthday in June - Happy Birthday Phyllis!

## 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.