

the chatterbox

NEWS FROM CROWLEY CARE SERVICES

SEPTEMBER 2017





CONTENTS:

September 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 **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](#)

21 **MAINTENANCE NEWS**
[Tips and tricks from the pros](#)

22 **HOTEL SERVICES NEWS**
[Ways you can boost your home and health](#)

23 **RECIPE FROM THE CHEF**
[Yummy treats and tricks to improve your diet](#)

24 **ORGANISATIONAL NEWS**
[Be in the know with advice from experts](#)

26 **COMPLIMENTS AND FEEDBACK**
[What people have been saying about Crowley](#)

31 **GAMES CORNER**
[Try your hand at these mind melting quizzes!](#)

COVER PHOTO

Maureen Donovan, IL Resident, conducting the Crowley Choir at a recent performance.



A Moment with Our CEO

Hi everyone

There are many great people supporting Crowley, making it possible for us to flourish and grow. And there are things about these fantastic folks you may not know, mainly because they don't go around blowing their own trumpet!

Father Michael

Our much loved Parish Priest Father Michael Nilon celebrated 40 years as a priest recently. And for the past 13 of those years, Father Michael has served as our Parish Priest.

Across those years, Father Michael has been and remains totally devoted to the ministry of aged care, supporting us all with spiritual guidance and in many other ways.

Most of you are familiar with Father Michael's caring presence at Crowley - from the regular Wednesday masses to the personal comfort, care and ministry he gives to our residents, their families and our staff.

However you may not know that Father Michael also attends our Board meetings, providing guidance to the Board in their strategic decision making. Taking Crowley to a stronger future.

We thank him for all that he does and the selfless caring example he sets in the best Catholic tradition. We are lucky to have him.

Our Board

Similarly you may not know our Board is made up of some amazing volunteers who selflessly devote their time each and every month to the direction and governance of Crowley.

Each Board member brings a unique set of professional skills and life experience, that when combined, significantly enhances the quality of our decision making and future direction.

Our Board members bring a diversity of opinion and robust discussions to each of our most important decisions, whilst always acting in the best interests of Crowley.



I think it is significant that our Board members live amongst us in our community. Their regional connections and experience ensures our decisions are representative of the needs of the local Ballina community. Their work often goes unnoticed and should be recognised.

Quality - part of our DNA

This issue of Chatterbox features a story about the great work our Quality Team delivers, often behind the scenes. Our Quality Team is headed by Michelle Golding, who has more than a decade of experience at Crowley.

Crowley's Quality Systems are there to make sure we continually refine and improve on all the important things we do and to check how we are tracking.

It includes measuring the satisfaction levels of our residents, families and staff, as we strive to exceed their expectations.

These systems are also designed to make sure we meet all the legislative and industry standards. And I'm proud to say we do.

Most importantly our Quality Systems reinforce how we deliver on our mission at Crowley - to provide an inspirational living experience through rewarding relationships with a focus on the individual.

There is great work that quietly happens at Crowley, keeping us at the forefront of our region's care services. We are blessed indeed to have such dedication.

A handwritten signature in dark ink, appearing to read 'Michael Penhey', written in a cursive style.

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts,
Executive Manager Operations and Finance

Another month of amazing progress onsite...

It feels like each month becomes more and more exciting with the Redevelopment – before we know it we will be receiving furniture and equipment for the new areas and staff will be packing up offices and moving in!

This month Michael and I took a tour of the much anticipated mock-up resident room in the new residential care wing. We invited some of our senior residential care team to review this with us, the purpose being to test the room from their roles and perspectives. We want to ensure the functionality of the new rooms – and from all accounts it is a win, win, win!

From the cul-de-sac (soon to be renamed Plaza) side of the building, you can see the administration offices and new reception area ahead with the roof being installed this week. Even more exciting is the St Francis Place side. If you haven't taken a stroll down St Francis Place

for a while, be sure to put it on your calendar for the coming weeks. The scaffolding has come down on this side of the building and you can now see the building that was hiding behind. Each of the 42 new residential care rooms in this part of the building has a beautiful bay window and we are sure these are going to be a real feature for both residents and their families.

Tucked away at the back is one of the most anticipated parts of the building, our new Chapel. Now that the walls have been erected you can appreciate the high ceiling and floor to ceiling glass wall. Once completed, this space is going to be a beautiful space for celebration and reflection for our residents, families and staff alike.

The next few weeks are all about finishing the outside of the building and making it weatherproof. Then most of the action will be inside with up to 100 contractors busily working together across all of the inside trades.





Out and About

Humour Therapy

If laughter is the best medicine then we had a super duper dose at our humour morning in July. From singing Old McDonald Had a Farm to silly jokes and limericks, it all was such a fun time.

Xavier College Students

As one school term closes, another begins as we farewelled one group of students, we opened our arms to another new group of personalities who the residents will look forward to spending their Friday afternoons with.

July Snapshot

We had a “Wedding Reminiscence session” which generated beautiful stories, allowed us to share holiday slides and have a happy hour with Swing Dancing. Unfortunately due to unforeseen circumstances, our winter shopping trip and lunch outing was cancelled which we will endeavour to reprogram.

Well-earned Siesta

Crowley staff and residents thank Sherrie Viney for volunteering her time and precious display of Mexicana artefacts.

Residents were delighted by Sherrie’s life story and Mexican adventures. While experiencing the sights and sounds of Mexico, we enjoyed mojitos, spicy beef quesadillas and a four-layered Mexican dip. We were all ready for a siesta after the Mexican Hat Dance.

Fabulous New Volunteers

A big warm welcome to our fabulous new volunteers who have been working with the Leisure and Lifestyle team, Christine, Peter and Helen.

They bring with them enthusiasm, a willingness to help, a friendly face and a set of skills and life experiences they are happy to share.



Preparations for Crowley Family Show Day

We will be busy throughout September preparing for our much anticipated annual Show Day on the 28th.

Already residents have been busy making and bottling pickles. We will be cooking our usual delicious sweets, along with all your Show Day favourites.

Anyone wishing to donate some baking for our cake stall (which is always extremely popular), will be welcomed. Please contact us so we can assist with ingredient labels and packaging.

If you are talented in the Art and Craft department we will be doing a display of our many and varied talents here at Crowley and would love your contributions. Or if you would just like to lend a helping hand on the day have a chat to Laura or the Leisure and Lifestyle team.



Join us for an
afternoon of song with

Sebastiaan

performing:

The Kings of Vegas

Tuesday 10 October
1.30pm

Crowley Activity Centre

RSVP to Reception by Monday 9 October

Amazing Auxiliary at Crowley

Jenna Tolson, Project Officer

Fabulous Donations by our Auxiliary

Crowley's Auxiliary generously purchased new items for Residential Care, including a blood pressure machine, also known as a Dynamap. Thankfully it arrived just before the recent flu outbreak and it proved invaluable. This brings our number to five, enabling staff to access them in all areas of the facility.

The Auxiliary also purchased two weight bearing lifters and six slings. We've received one of these lifters and all of the slings, while the other lifter is on back order.

The total purchase price of these items exceeds \$10,000. All of us at Crowley are so appreciative of the valuable work our Auxiliary do and their generosity. Next time you see one of our Auxiliary members around, be sure to give them a friendly smile and pat on the back, as without them we wouldn't have these much needed and valued items.

Save the Date

Crowley's Auxiliary is hosting their second ever Bunnings BBQ on Saturday 9 September.

Who hasn't stopped in at Bunnings on the weekend to grab a couple of items and grabbed a tasty sausage on the way out.

Please drop in and show your support on the day. The stall is manned by Auxiliary and staff volunteers.

Stop Kelli Winning Again

The Auxiliary will be holding another big raffle.

At their first Bunnings BBQ back in April, over Easter the weekend, our very own Kelli Potts won the \$300 Bunnings voucher.

We can't have her winning again!



SUPPORT THE
**CROWLEY
AUXILIARY**
**BUNNINGS
BALLINA BBQ**
SATURDAY 9
SEPTEMBER



What a Great Team

Christine Lawton, Residential Care Services Assistant Manager (DDON)

Last month in Residential Care we felt the full force of the dreaded winter flu. We had 27 residents predominately in Banksia, Lillipilli and Prospect and 17 staff displaying flu like symptoms. A big thank you to everyone who helped us through.

When flu strikes a number of things swing into action including:

1. Contacting the Public Health Unit and we were guided by their recommendations
2. Calling resident's first contact person and notifying them of the situation, requesting they restrict their visits to the facility. Our Customer Service Team also informed visitors on entry
3. Increasing the amount of signage around the facility encouraging correct cough etiquette and the importance of hand hygiene. We placed a large hand sanitiser at the entrance

to the facility and on entry to Banksia wing to encourage hand hygiene

4. As per protocol, unwell residents were restricted to their rooms until their symptoms had subsided or they had been receiving antiviral medication for at least 72 hours
5. Unwell staff were advised to remain off duty for five days

As a visitor, please remember that if you are unwell it is advisable to not to come into the facility. This helps us to protect our vulnerable residents from the flu and other nasty bugs. The flu season has not yet finished.

I would like to say the biggest THANK YOU to our wonderful staff for their exceptional response to this situation. Staff worked extra hours to cover their unwell fellow staff, came in on their days off and continued to deliver great care to all residents. It highlighted what a GREAT TEAM we have.

Ageing and Mental Health

Kelly Roberts, Clinical Manager Nurse Practitioner

Every year the local health district hosts a two-day symposium focusing on older people and their health.

Topics include future developments in aged care, best practice, latest innovations and research into caring for older people.

Held annually at the Ballina RSL and organised by the Lismore Mental Health Team, this year's theme was Ageing and Mental Health.

More than 200 participants from a myriad of disciplines from both NSW and interstate attended the symposium. I was honoured to be selected as a guest speaker for the second day and to join a panel of experts on day one in a Q&A panel.

It is rare that the Residential Care sector has a voice in this environment and I was thrilled to represent Crowley, aged care workers and residents that we work hard to provide care for each day.



Join us for a BBQ and drinks in the
Crowley Activity Centre
Thursday 12 October

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 9 October



What is in a Smile?

Sherrie Viney, Home Care Nursing Coordinator

At Crowley, our staff culture training has taught us about the power of a smile and how a smile transcends all languages and conveys a welcoming kindness.

As we age, we risk losing our natural teeth from decay or gum disease and dentures or implants are used to replace teeth and our smile.

A smile costs nothing but dental care can be expensive for most of us. Maintaining good oral health is not just important for our pockets, but is important for our general health.

Dental hygiene is something we can all do for ourselves, including:

- Daily brushing and flossing of our own teeth
- Brushing gums and tongue with a soft bristled toothbrush
- Cleaning dentures daily with a non-abrasive cleaning agent and removing dentures at night to keep your gums healthy
- Having regular dental check ups
- Visiting your dentist if you are experiencing pain, if your dentures are ill fitting or damaged, if you have a dry mouth or any sores, difficulty swallowing or chewing or if you have swollen or bleeding gums.

Good dentition can change your general health and wellbeing, and a smile can change someone's day instantly.

If you need more information about accessing dental treatment, please ask a Crowley staff member.



Changes in Home Care

Kelli Potts,
Executive Manager Operations and Finance

In August we said farewell to our Home Care Manager, Wayne Smith. Wayne has resigned from his position here at Crowley. We thank Wayne for his contribution to our Home Care service over the past 12 months and wish him all the best for his future plans.

I want to reassure our Home Care clients that here at Crowley we are very fortunate to have highly skilled long term staff that know our services and clients well. Within the Home Care office, we have Sherrie Viney, Community Nursing Coordinator and our Client Service Officers; Meryl and Cathy and Monique as our newly appointed Client Case Officer.

The office team, supported by our team of amazing field staff will continue delivering Home Care's daily operations.

The Home Care team will continue to be supported by the various areas of the organisation, a number of these staff members and Leadership Group members are experienced in Home Care and on hand to provide assistance if and when required.

As always, please do not hesitate to contact us if we can be of any further assistance, or to answer any questions you may have.

Father Michael Nilon

Congratulations to Father Michael Nilon who celebrated his 40th Anniversary of Ordination to the Priesthood on Sunday 20th August.

Best wishes from all residents, family and staff at Crowley.





An Update From the IL Desk

Jenny Kiese, Independent Living (IL) Coordinator

What a great success the Dementia Information Afternoon was with a mixed group of residents, family and community attending.

Special guest speaker Helen Cust delivered an informative presentation and made the group feel comfortable.

We all enjoyed the presentation; everyone taking away bits of information to share with people they knew.

Thank to everyone for their support. If you have a topic you'd like to know more about or have information that would be of interest or benefit to other's please free to put your suggestions forward.

Comments on the session included:

- "That was fantastic. Everyone should know about this stuff, it's not just for us oldies"
- "I have attended one of Helen's talks before and they are really good"
- "I really enjoyed that, she gave use some useful facts"
- "It was okay, a bit confronting but the positive is that there is help out there"
- "Yes very good, being prepared for it" "I'm glad I made the effort"
- "Thank you it was very informative"

"Sometimes I succeed, sometimes I fail, but every day is a clean slate and a fresh opportunity"

Gretchen Rubin

Phones to be tested in the month of September

4-9	Redford Place
16-54	St Johns Close
2-3	Crowley Drive

Who Am I?

David Crosby, Customer Service Manager

Our recent short story competition revealed something special about our village – we have a large number of amazing untold stories out there! In an effort to have these stories heard we have decided to run a “Who am I” segment each month in the Chatterbox.

Each issue will feature an Independent Living resident and a glimpse into their life for you to guess. The following Chatterbox will disclose the owner of the story.

If you are interested to telling your story or being a part of the ‘Who Am I’ segment, please contact either Dave or Jenny.

Who Am I?

Born Feb 24 (1931) in Nimbin, I attended Blue Knob Primary and Nimbin Public for my schooling.

I worked at the local general store for \$2.25/hr and the family farm before starting a long career as a taxi driver.

I married my wife “the Tenterfield Belle” on January 9, 1960 in Tenterfield. We renewed our vows in 2010 for our 50th wedding anniversary, and we remain married to this day.

I have eaten an orange every night for 58 years.

I’m a home brew enthusiast and I don’t mind a little dabble on the races.



IL Men’s Bus Trip

Thursday 14 September

Departing Crowley Reception at 8.30am
\$5 Bus Fare, \$10 Morning Tea and Tour + Lunch and Drinks

We will depart Crowley and head to Zentveld’s Coffee Plantation, where we will embark on a tour, followed by morning tea. Once finished at the Coffee Plantation, we will head to Byron Bay Services Club for lunch. You can be assured it will be an interesting and educational day with a friendly group of Crowley men.

RSVP to Crowley Reception by Monday 11 September.



IL Ladies Bus Trip

Thursday 19 October

Departing Crowley Reception at 9am
\$5 Bus Fare, \$10 for Tour and Morning Tea + Lunch

Join us for a lovely day out beginning with a tour of The Museum of Collectables and Technology. This private museum belongs to Warwick and Gwenda Shinner and houses the many collections they have accumulated over 40 years! Afterwards, we will have Morning Tea. Following this we will head further south for Lunch at Our Daily Bread Cafe in Broadwater.

RSVP to Crowley Reception by Friday 12 October.

OCTOBER IS BREAST CANCER AWARENESS MONTH

JOIN US ON WEDNESDAY 11 OCTOBER
FOR A PINK THEMED MUFTI DAY!

All staff, residents and visitors are welcome to dress up
in **PINK** and join in the fun!

Gold Coin Donation Mufti Day with all proceeds to be donated to
local Breast Cancer NFP Organisation **Jodie's Inspiration**.

HAWAIIAN DRESS UP DAY

WEDNESDAY 13 SEPTEMBER

We **LOVE** dress up days at Crowley!
We want to see your creativity and
personal style on show!

Staff members please note: respectful
attire, name tags and regulation
footwear must be worn by all
staff on all occasions.

An Afternoon at the Movies

Jackie

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: Jackie
Genre: Biography, Drama, History
Directed By: Pablo Larrain
Written By: Noah Oppenheim
Starring: Natalie Portman, Peter Sarsgaard, Greta Gerwig

After her husband's assassination, Jackie Kennedy's world is completely shattered. Traumatized and reeling with grief, over the course of the next week she must confront the unimaginable: consoling their two young children, vacating the home she painstakingly restored, and planning her husband's funeral. Jackie quickly realizes that the next seven days will determine how history will define her husband's legacy - and how she herself will be remembered.

Reviews:

"Intensely affecting and insistently protean, the film Jackie is a reminder that for a time Jacqueline Kennedy was bigger than any star, bigger than Marilyn or Liz." - NY Times

"Jackie does what the very best biopics should: it makes you view someone you've seen countless times as if you were seeing them anew". - Empire



Crowley Screening

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

CROWLEY FAMILY SHOW DAY

When: Thursday 28
September 2017

Where: Crowley
Entertainment
Room

Time: 10am – 2pm



Sideshow

Cake Stall

Baby Animal

Farm

Photo Booth

Prizes

Competitions

Games

Entertainment

Raffles

CROWLEY AUXILIARY

FASHION PARADE

JOIN US
AND ENJOY A SHOWCASE OF
FASHIONS BY CORRIES

Saturday 23 September
2pm
Crowley Activity Centre

\$10 entry fee includes afternoon tea





Stay Safe When Visiting Us

David Crosby, Independent Living and Sales Manager

The safety of residents, family, visitors and staff at Crowley remains the highest priority for our Workplace Health and Safety Committee.

Whilst the redevelopment works has impacted the entrance to Reception and cul-de-sac area, we seek your help to keep us all safe by following a few simple steps:

- Avoid parking in the driveway and cul-de-sac
- Obey the 15 minutes parking signs
- Ensure lane two at reception is clear at all times
- Limit drop off lane to 5 minutes only
- Follow all instructions from building site supervisors and Crowley Staff
- Respect the Crowley Village speed limit of 20km/h
- Look out for pedestrians

These tips will ensure your next visit to Crowley is safe and enjoyable.

Don't Forget to Sign in

Arriving at Crowley, you are met by a smile from Radania or one of our fantastic team. They are so friendly I know it can easily distract you from signing our Official Visitor Log.

Please sign the Visitor Log upon arrival when visiting your family and friends at Crowley. The Log is vital for emergency services if an event occurs.

Accounting for all residents, staff and visitors and their safe evacuation is the first priority for responding emergency crews.

Residents, likewise, please ensure you update the Resident Leave of Absence form when leaving and returning home.

To encourage you, and to have some fun, for the month September we will select five lucky visitors randomly from the Visitors Log and shout you a coffee and cake at Banjo's.

Good luck and keep signing in!

Significant Refurbishments

Albie Viel, Maintenance Manager

The significant refurbishment of the existing Residential Care rooms and common areas has commenced and our maintenance staff member Grant is on the job.

Maintenance will gradually renovate Banksia, Lillipilli and Prospect wings. The Lillipilli rooms 74 and 75 are the first to be renovated. The colours, flooring, ceramic tiles and fittings closely mirror the colour scheme of the new Residential Care development. We want to avoid the contrasting new and old look that happens in most redevelopments.

In Banksia, Lillipilli and Prospect, the upgrade of the air conditioning is a major element occurring behind (or above) the scenes. Each resident will have control over the heating and cooling cycle.

We have planned the refurbishments to utilise the existing space and outlooks as well as improve a number of areas of functionality, such as;

- To provide better storage using fixed cupboards and shelving to eliminate the need for additional furniture
- To enable residents to manoeuvre more effectively and safely within their room
- To provide for wall mounted televisions freeing up bench space and removing the risk of them falling
- A desk area and display shelving so residents can personalise their space
- Modified the ensuites for better usability for residents and staff





Sweet as Sugar

Tony Baldwin, Hotel Services Manager

Sweet Changes in Banjo's

Banjo's has trialled some yummy new cakes and slices this last month. Following 'feedback' the jury is in on the type, sizes and costs of the cakes and slices. We have introduced a variety of sizes of cakes, slices and sweet treats ranging in cost from \$2.00 to \$5.50.

Our fresh scones are baked onsite on Mondays and Wednesdays, and can be purchased with your coffee for \$2.00 each. If you want to take some of our famous scones home with you, they are available at \$6.00 for half dozen.

Show Day Contributions

Can you believe the Crowley Show Day is almost upon us again?! If there are any family members or IL resident's wishing to make some jams, pickles, cakes, biscuits or slices to donate to our Cake Stall, please feel free to do so. We would LOVE them!

You can drop them into Crowley Customer Service in the days leading up to Thursday 28 September with the ingredients listed and the Quality Team will make labels to stick on the containers.



Recipe from the Chef

Berry Pan Souffle

This quick, sweet souffle can be on the table in under 15 minutes. Packed full of juicy mixed berries, it is a brilliant dessert that is beautiful topped with a dollop of whipped cream.

In a medium bowl, using an electric mixer, beat egg whites until soft peaks form. Gradually add sugar, beating until dissolved. Whisk egg yolks separately in a small bowl; whisk yolks into the whites.

Melt butter in a 25-30cm ovenproof frying pan on medium heat, swirling to coat. Pour egg mixture into pan.

Cook 2-3 minutes, until edges are lightly golden.

Pre-heat grill to medium. Top souffle with three-quarters combined berries. Grill 1-2 minutes, until top is set and lightly golden.

Meanwhile, make sauce: combine all ingredients in a food processor or blender. Process until smooth.

Cut souffle into quarters. Fold over and drizzle with sauce. Serve topped with cream and remaining fruit. Dust with icing sugar.

Berry Pan Souffle

4 eggs, separated
2 tbsp caster sugar
30g butter
125g punnet raspberries
125g punnet blueberries

Whipped cream, to serve
Icing sugar, to serve

Sauce

250g punnet strawberries, washed, hulled, halved
2 tbsp icing sugar
1 tbsp liqueur (optional)



From the Quality Corner

A Focus on Quality

Michelle Golding, Quality Manager

Our new Administration Building is taking shape. Back in May we made the decision to transition to new teams for the new building, starting within Administration.

We have split Administration into two teams - **Customer Service Team** and the **Quality Team**.

The Quality Team is headed by myself – Michelle Golding as the Quality Manager and includes: Kim, Laura, Charlotte and Tara.

These changes and the restructuring of Administration are some of the most significant the organisation has made since I started at Crowley ten years ago. They are also one of the most exciting for me.

I have had numerous positions, titles and seen office changes these last 10 years with a constant in all my roles - a focus on Quality. I love Quality and am passionate about what I do every day.

Although my role hasn't changed significantly I am excited about focusing entirely on Quality and what that means for Crowley. If I use our CEO Michael Penhey's vision of Good to Great, it is about taking Quality from Good to Great.



Why do we need Quality?

The principles of Quality Management in any organisation or business are the same whether we are in aged care or manufacturing shoes. The elements remain the same:

- Collection of processes
- Meeting customer requirements
- Enhancing their satisfaction
- Meeting organisational requirements
- Meeting legislative requirements
- Meeting industry standards
- Delivering quality services/care

What is Quality at Crowley?

In a nutshell Quality is about bringing our Vision to life – To provide an inspirational living experience through rewarding relationships with a focus on the individual.

For Crowley to deliver this we need systems that sit behind the scenes of every area of the organisation. That is Quality.

Systems covering Human Resources, Information Management, Asset Management, Financial Management, Work Health & Safety, Emergency Planning, Clinical, Governance, Food Safety, Maintenance and Quality Management

For these systems to work the critical elements include Processes, People and Teamwork and Communication. Quality contribute to all these.



A Snapshot of Quality

About Michelle Golding, Quality Manager

- I live in Ballina and moved here in 1994
- 3 Children Jackson, Madison and Thomas who are 12, 10, 8
- My family are all Footy Mad! And I am a self-confessed Footy Fanatic – Go the Broncos!
- I started at Crowley in 2007
- My first role at Crowley was in Home Care rostering
- I am the Secretary for the Board (PCAB), a Workplace Health and Safety Committee Member and a member of the Leadership Group
- I have coordinated and prepared documentation for 2 Residential Care Accreditations, 3 Home Care Quality Reviews and 5 Food Safety Audits

What We Do

- Manage 285 policies, 432 documents and 580 forms
- Coordinate the monthly Chatterbox and distribute 600 copies per month
- Survey over 800 stakeholders each year to measure our performance and benchmark against industry standards
- Coordinate all Crowley events
- Produce four staff newsletters annually
- Maintain organisational systems - policies, procedures, continuous improvement, compliments/complaints, education, contractor management
- Minute all meetings across the organisation
- And provide backup support when needed to all other areas

A decorative graphic for a Spring Luncheon. It features a large, detailed illustration of a flower with a dark center and light petals on the left. Below it are several other flowers in shades of teal, yellow, and red. The background is a light cream color with a thin red border.

Spring Luncheon

Join us for a delightful luncheon this Spring!

Save the date:

**Wednesday
25 October**



Making Feedback Flow

This month we are featuring recent compliments from our Home Care clients include:

- Home Care client rung to say how much she enjoys reading the Chatterbox recently and the articles it contains. In particular she mentioned the useful information on 'Men's Health Week' as it was relevant to her family situation at present. Rose said she reads the magazine several times it is so interesting. Many thanks to all involved
- DVA client rung regarding her VHC service. She said "Heather is a very clever cleaner with extra little touches and the sort of clean I like. She was very pleasant and we really hit it off"
- A compliment was left this morning for Vanessa Kay, client stated that she is very happy with Vanessa, she is 'amazing', 'competent' and Marie feels very comfortable with Vanessa in her home. "Usually she has done what needs doing before I even realise it myself! She really is great"
- Compliment from client's son this morning - Just wanted to pass on a sincere thankyou to everyone at Crowley, all of the girls who visit mum are wonderful and without the support provided to mum by the Crowley girls she wouldn't have survived nearly as well or for as long as what she did!
- Home care client just phoned in she just wanted to say 'Thank you, gee you have been sending me some lovely girls lately! Julie has just left and everything looks wonderful!' I have thanked Dot for her lovely feedback and let her know I will pass this on for her
- Veronica Stewart and her interactions with home care client. The love and care that was displayed was obvious to all who observed how they interacted

Crowley has approximately 40 Home Care field staff who are out and about in the community everyday! For many of our clients the Crowley Home Care staff are their daily ray of sunshine. What more could one ask for?

Home Care Survey Results

Michelle Golding, Quality Manager

Well done to all our Home Care clients and families who have completed their annual survey and returned it.

The results from our 2017 Home Care Client and Family Experience Survey have now been collated and we would like to take this opportunity to thank all those clients and families who participated in this survey. We have selected a sample size of comments to share with you.

Our overall Consumer Experience Rate is 85.85% and Relative and Representative Experience Rate is 87.34%. What a fantastic result for 2017, our client satisfaction increased by 4%!



What is the best thing about the support and services you receive?

“ Service is accompanied by a smile and friendliness. ”

“ Enable me to continue to live in an independent style. ”

“ Staff are so friendly and respectful. ”

“ Peace of mind that my home is well cared for, clean and tidy and all my needs are met. ”

“ I know what is happening if any changes, I am told about them in advance. ”

“ Living alone' as I do. Having someone visiting my home – to supervise showers, shopping and you don't feel so lonely when Crowley comes. ”

“ Your support allows me to live in my own home and frees my family to go about their daily lives knowing I have your support and care. ”

Stars of Crowley

Staff Recognition Presentation

Here at Crowley we love what we do in caring for and supporting the aged and their family and friends in our community. But as an organisation we know we don't do it alone, each year at Crowley the Parish Aged Care Board hosts a special event to honour our dedicated and hardworking staff members. Our 2017 Staff Recognition Presentation recognised those who have excelled in their positions, gone above and beyond to serve our Crowley community or extended themselves through professional development or further education.

We have several award categories on the night, ranging from Educational Achievement Awards to Special Recognition. This year for the Employee's Choice Award we had 98 nominations submitted for 56 staff members! From these nominations awards went to Lauren Johnson, Shelley Hey, Alisa Winzar, Jenny Kliese, Tim Ward, Monique Hartley, Leisa Hardke, Kerrie Bennetts and Meryl Turnbull.

The Special Recognition Award is awarded to staff members who have gone above and beyond their day to day duties. Our Special Recognition Stars for 2017 are below, along with some of the comments from their fellow staff.

Tara POLLOCK - Quality

"She came into a system that wasn't working at its best, and has taken ownership and made it work. She has struggled through some hard times with rostering, and even shed some tears and frustrations, but always comes back the next day and with a smile on her face. Tara works independently most of the time and I think she still works on and prioritises her relationships with other staff members. I think she is a great member of the team".

Kath RICHARDSON - Home Care

"Kath consistently demonstrates her commitment to our services by being flexible and available with the rosters when we need her to be. Her reporting and communication in relation to client's status and movements is invaluable and she always keeps us in the loop. Kath has such a pleasant and helpful demeanour and is always client focused she works safely within her scope of practice and is mindful of boundaries. She has a positive approach and is always flexible which embodies the Crowley way and we are proud to have her as part of the home care team".

Raylee RAYWARD - Res Care

"Raylee is one of our night duty stalwarts and a valued and respected member of the Crowley team. How she comes to work is how she leaves, full of enthusiasm and satisfaction knowing that she would have given a 100% overnight to the residents. Raylee often stays behind after night shift or comes back at the suitable time to partake in dress up days and special events. To me Raylee goes the extra mile to help create a positive culture."





In 2016 we introduced a new Award – the Crowley Team of the Year Award, this award goes to a team who has consistently served above and beyond across the organisation, our Team of the Year for 2017 is: The Hotel Services Team!

We also recognise staff who have undertaken further education during the year. This year the below Crowley Stars completed further education ranging from Certificate III in Aged Care to Certificate IV in Leadership and Management. We congratulate these staff members and thank them for the investment they have made in furthering themselves professionally and personally. The staff who received recognition included Ellen Sawle, Cheryl Fergus, Allan Barry, Jenna Tolson, Naomi Sakai, Jon Laurence, Jo Lehn and Len Haylor.

And finally, each year we acknowledge those who have been a part of the “Crowley Family” for

extended periods of time and thank them for their service and loyalty to the organisation. Our Years of Service Stars for 2017 are:

5	Oh Gore Helen Devine Tom Johnson Katrina Phillips Terri Mazzer	Penny Hemsley Casey Haylor Len Haylor Garry Dundas
10	Debra Daly Elaine Beelitz Rhonda Clarke	Peter Randall Tim Ward Kristen Holmes
15	Andy Minehan Kelly Roberts	Dean Lawrence Tony Baldwin
25	Lyn Mitchell	

Thank you
to our Staff
Recognition
Presentation
Supporters
for 2017!

Bunnings Ballina
Riverside Fitness Ballina
Alstonville Osteopathy
Belle General Ballina
Chemmart Ballina
Beachside Bargains Ballina
Gloria Jeans Ballina Fair
Stir Coffee+ Ballina
Curves Ballina
Tamar Village Pharmacy
Coffee Club Ballina Fair

Ramada Hotel and Suites Ballina
Harvey Norman Ballina
Blooms Chemist Ballina Fair
Bonefish Seafood Restaurant Ballina
The Kitchen Shelf Lismore
PFD
Ballina Cellars
Alstonville Florist
Intersport Ballina
Muscle & Skin Ballina
Coffee & Kitchen Ballina

VIRGO HOROSCOPE

August 23 - September 22

Element: Earth

Practical, concentrated, force, sensations

Ruling Planet: Mercury

Intellect, logic, perception, communication

Compatibility: Pisces, Cancer

Virgo Strengths: loyal, analytical, kind, hardworking, practical

Virgo Likes: animals, healthy food, books, nature, cleanliness

Virgo Dislikes: rudeness, asking for help, taking center stage

Lucky Numbers: 5, 14, 15, 23, 32

Colours: grey, beige, pale-yellow

September Birth Flower: Aster, Morning Glory

September Birthstone: Sapphire

Virgos are always paying attention to the smallest details and their deep sense of humanity makes them one of the most careful signs of the zodiac. Their methodical approach to life ensures that nothing is left to chance.

This is a sign often misunderstood, not because they lack the ability to express, but because they won't accept their feelings as valid, true, or even relevant when opposed to reason. The symbolism behind the name speaks well of their nature, born with a feeling they are experiencing everything for the first time.

Virgo – the disappointed Goddess. Seeking goodness in humankind is the story of Virgo. The first time they came from their cloud and jumped onto planet Earth, it felt like their mission is to use their existence for good, discovering ways of justice and purity in other people.

BOOK CLUB

with Judy Riley



At our last Book Club meeting, we explored Australian authors and their works. We found this to be an interesting topic, as many of them have lived and written in 'our time'.

We read a book by Michelle Payne titled 'My Life as I Know It'. This book is a memoir written about her life since she won the Melbourne Cup. Do you remember just how exciting that was? We read of her life in a large family without a mother, all about her racing life and falls and about her compassion for the less privi-

leged and the work she does overseas.

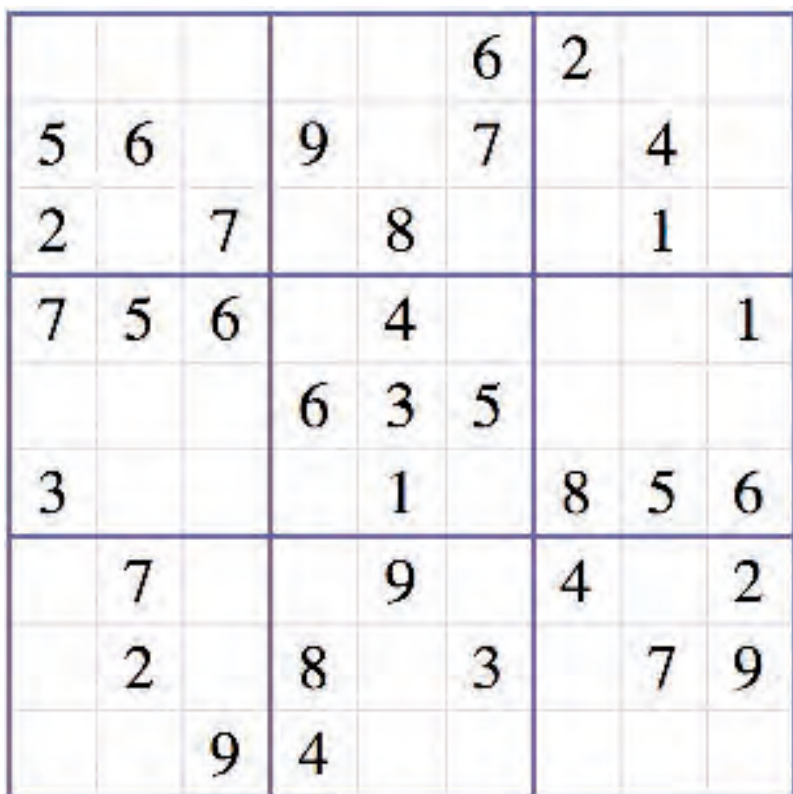
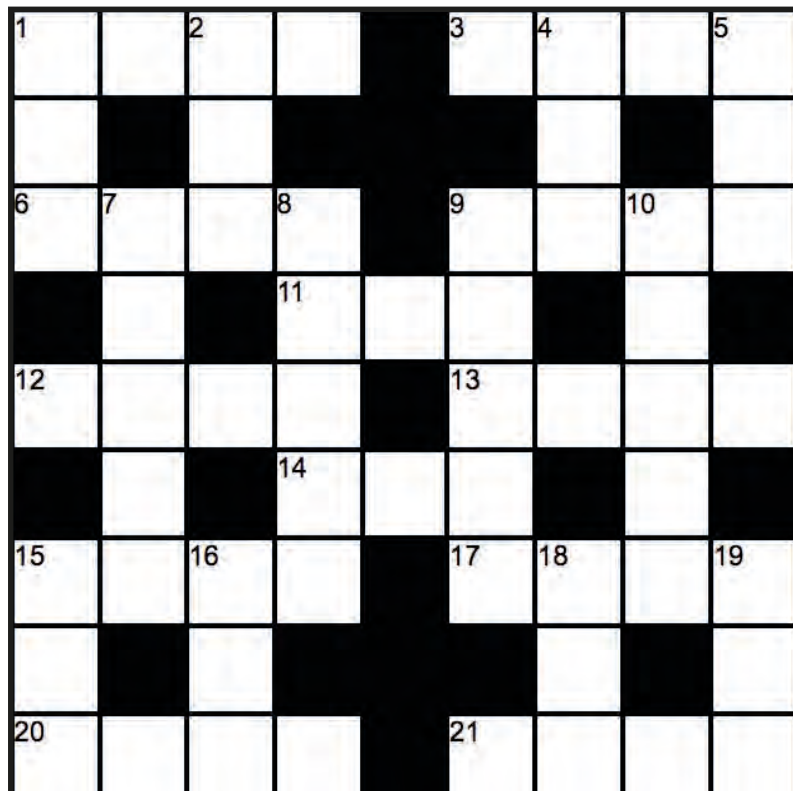
'Rod Laver' was another memoir that we enjoyed this month. Written about his early life, this book details his family and growing up in Rockhampton and his amazing tennis career. An enjoyable story, especially if you know Rockhampton and tennis!

Sara Henderson has written many books about her life. This month we read 'Bullo' which is about a property in a remote area and her life there with Charlie and her three daughters. She succeeded through the ups and downs became the Australian Business Woman of the Year! She also appeared on This is Your Life and travelled the world promoting her many books, some of which are in our library.

Our next meeting will be 28 September. All welcome to attend.

Happy Reading.

GAMES CORNER



CROSS WORD CLUES

Across

1. Locale
3. Soup containers
6. Nectar gatherers
9. Fries or slaw
11. Household pest
12. Belonging to Ida
13. ____ of Evil
14. Morning riser
15. Lazily
17. Buck or doe
20. Sunrise direction
21. You do this with a book

Down

1. Long sandwich
2. Casual top
4. ____ Baba
5. Observe
7. Concluded
8. Cheeky
9. Don't sit
10. Tee off
15. "If ____ said it once..."
16. ____ Angeles
18. New Year's ____
19. Scarlet or Maroon

"What's the difference between in-laws and outlaws?"



Outlaws are wanted!



Graham and Mary Dowling celebrated their 67th Wedding Anniversary of the 12th of August - Congratulations!



Some of us have been bitten by the Park Run/Walk Bug! We would love to start a Crowley Team - be sure to let us know if you'd like to join us. In this photo we have Radania, Kelsie and Sooty the Dog.



Neil Weir enjoying a visit from his beautiful granddaughters Willow and Riley!



Check out what the Men's Shed have been busy making for the upcoming Crowley Family Show Day! Be sure to swing by their booth and pick up some special creations.

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.