the chatterbox

AUGUST 2026

NEWS FROM CROWLEY CARE

crowley care

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Acknowledgement of Country

We respectfully acknowledge the traditional custodians of the land upon which Crowley Care sits; the people of the Bundjalung Nation who have walked and cared for this land for thousands of years and who celebrate their continuing culture and the living memory of their ancestors.

Cover photo

Do you know which movie character Feao came dressed as for staff trivia night? (Hint: watch the movie Moana)

A moment with Michael

Hello everyone,

Recently, the Vatican published Pope Leo XIV's message for the **World Day for Grandparents and the Elderly** - a poignant reminder to always cherish our residents and clients and a day that we will celebrate.

Pope Leo said he wanted the day to be "an inspiration for everyone, especially the young, to revive the beautiful custom of visiting their grandparents, the elderly members of the family, and even those who have no one to visit them."

It reaffirms our heartfelt belief that caring for our residents is a partnership between family and staff - a community of connection and support. It reminds us too of the power of intergenerational engagement, where grandchildren and the young play their part in our culture of care at Crowley.

The Pontiff also reminded us that any stage of our life "can become the right time to begin or resume a spiritual life." And of course our chapel sits at both the physical and spiritual heart of our community, where all are welcome to reflect at any time.

Assisi wins award

What a thrill. Our Assisi apartment builders, Total Construction, have won a regional Master Builders Award in the Aged Care/ Lifestyle Over 55's category for projects exceeding $20 million for our now available 26 self-contained independent living apartments.

Designed by our long-time architects, Bickerton Masters, the award recognises Assisi's excellence for "retirement living delivery through thoughtful design, superior construction quality, and strong community focus."

Total Construction said, "This recognition is a testament to the strong collaboration with Crowley Care and the project partners, who were banded together by a shared vision of making a positive difference in people's lives." I couldn't have put it better, and it is a great recognition of our partnership approach and how we are all stronger together when we work together with a common aim.

People and Culture

A huge welcome to Ruaraidh (pronounced roo-ree) Donaldson, our new People and Culture Manager.

In this Chatterbox, Ruaraidh introduces himself whilst highlighting the shift from Human Resources to the more contemporary title of People and Culture.

The new name is overdue because it reflects a long-held practice at Crowley - that we don't leave our culture to chance - we have shared beliefs and values that are expressed in how we connect with each other as a community.

Our focus has always been to build a healthy and happy workplace, where we respect and learn from each other's cultural diversity. That's why over many years we have been very deliberate about this with our ongoing culture training for our staff.

Because in the end, if we have a great culture, it determines the experience of our entire community in all that we do.

Michael Penhey
Chief Executive Officer

Catch up with Kelli

Kelli Potts
Deputy Chief Executive Officer

Each year, opportunities to come together, share ideas and strengthen our sense of purpose remind us of the importance of community - not only within Crowley Care, but across the wider aged care sector.

Over the past month, we have been fortunate to be involved in two significant events that highlighted the value of collaboration, learning and innovation in supporting older people to live well.

International Day of Yoga

Crowley Care proudly partnered with Southern Cross University's National Centre for Naturopathic Medicine, together with the Consulate General of India in Sydney and the Swami Vivekananda Cultural Centre, to host the International Day of Yoga – Yoga for Healthy Ageing: Community & Integrative Wellness Celebration.

Bringing together around 100 residents, staff, students and community members, the event showcased how simple, accessible practices such as chair-based yoga can support physical, mental and emotional wellbeing. More importantly, it reinforced that healthy ageing is about caring for the whole person - body, mind and spirit - and that meaningful partnerships between education, healthcare and community organisations create enriching experiences for everyone involved.

We extend our sincere thanks to all who contributed to making this such a memorable and successful day.

2026 DACCS Conference

This spirit of partnership continued in July as we organised the 2026 Diocesan Aged Community Care Services (DACCS) Conference. With the theme Together in Care, the conference welcomed around 80 delegates from aged care services across the Diocese – from Port Macquarie, Sawtell, Lismore and Ballina.

More than a professional development event, the conference is an opportunity to strengthen the relationships that unite our diocesan services and to renew our shared mission of providing compassionate, faith-filled care that upholds the dignity, value and wellbeing of every person we serve.

In his opening address, Bishop Greg Homeming reminded us that gratitude and generosity are at the heart of our mission. He encouraged us to open our hearts to recognise the many blessings we share and to allow that gratitude to inspire generosity in the way we care for others, support one another and work together as a diocesan community. His message was a timely reminder of why we do what we do and that while aged care continues to evolve, we remain united by a common mission to serve others with compassion, hope and dignity.

The conference featured an outstanding program of speakers from across Australia, including representatives from the Plunkett Centre for Ethics, the Inspector-General of Aged Care and Ageing Australia.

Delegates also heard from experienced leaders across our Diocese, who shared practical knowledge and insights on a range of topics including, information technology, quality improvement, people and culture, pastoral care, food and nutrition, restrictive practices, aged care reform and the implementation of the Support at Home program.

One of the conference highlights was a keynote address from the Inspector-General of Aged Care, who acknowledged the significant challenges experienced by government and providers implementing these major reforms. While recognising the complexity facing providers, she reminded us that aged care extends well beyond services alone. By helping people remain connected to their families, friends and communities, we can support healthier ageing and reduce the need for higher levels of care.

Whether through international partnerships promoting holistic wellbeing or diocesan collaboration focused on the future of aged care, these events demonstrate the power of coming together.

By learning from one another, sharing our experiences and remaining united in our mission, we continue to build a stronger Catholic aged care community and we are better equipped to provide exceptional care to the people and communities who place their trust in us.

Kelli

Stroke Awareness

Kelly Roberts
Nurse Practitioner

Know the signs, reduce the risk

August marks both **National Stroke Awareness Week** and **Speech Pathology Week**. These important health campaigns are closely connected, as one of the most significant impacts of a stroke can be changes to a person's ability to communicate clearly and swallow safely.

A stroke occurs when the blood supply to part of the brain is interrupted, preventing oxygen and nutrients from reaching brain cells. This can cause brain injury if blood can't get through.

When the arteries are blocked, this is an ischemic stroke. When arteries break causing bleeding in the brain, this is a haemmorhagic stroke.

The effects of a stroke vary depending on which part of the brain is affected and the extent of the damage. A stroke can impact a person's ability to walk, talk, move, swallow, think, feel and see.

The good news is that more than 80% of strokes can be prevented by managing:

- **High blood pressure**
  can cause blood clots or plaque to break off and block an artery.
- **Type 2 diabetes**
  affects the body's ability to absorb glucose and can lead to fatty deposits or clots in blood vessels.
- **High cholesterol**
  can lead to plaque build-up on artery walls, narrowing the artery and leading to a clot.
- **Atrial fibrillation (AF)**
  is an irregular heartbeat that can cause stagnant blood flow through the heart that can cause clots to form and travel to the brain.

What is a TIA?

A Transient Ischaemic Attack (TIA), often called a 'mini-stroke', occurs when the blood supply to the brain is interrupted for a short period of time.

The symptoms are the same as a stroke but usually resolve within minutes or hours. Although symptoms disappear, a TIA is a serious warning sign.

If you experience a TIA, your risk of having a full stroke is significantly increased, so it is important to seek medical attention immediately.

Understanding Your Risk

Some stroke risk factors cannot be changed - being older, being male, having a family history of stroke or having experienced a previous stroke.

However, there are many positive steps you can take to reduce your risk:

- Have regular health checks with your GP
- Monitor your blood pressure
- Stay physically active
- Eat a healthy, balanced diet
- Maintain a healthy weight
- Limit alcohol consumption
- Don't smoke.

Your risk of stroke increases as you get older, so regular health checks are especially important from age 45, or from age 30 for Aboriginal and Torres Strait Islander people.

Know Your Numbers

High blood pressure is the single biggest risk factor for stroke. A healthy blood pressure is around 120/80 mmHg.

If your blood pressure is consistently above 140/90 mmHg, speak with your GP. Your doctor, nurse or pharmacist can help you monitor and manage your blood pressure.

If you have atrial fibrillation, your doctor or nurse can check your pulse and heart rhythm. Some people notice symptoms such as a racing or fluttering heartbeat (palpitations), shortness of breath, chest pain, fatigue, dizziness or feeling faint. Others have no symptoms at all.

If you have concerns about your heart rhythm or stroke risk, speak with your GP or nurse as they can organise more tests if required. Early detection and treatment can significantly reduce your risk of stroke.

RSV Vaccine **NOW AVAILABLE**

Standard 5: Clinical Care
'I get the right clinical care for me.'

The Australian Government is now supplying the RSV (Respiratory Syncytial Virus) vaccine to older Australians. RSV can cause serious illness, including pneumonia, particularly in older adults and those with chronic health conditions.

Crowley's Nurse Immunisers are offering the vaccine to permanent residents, with next of kin contacted where consent is required. If you would like more information, please contact Crowley's Clinical Nursing team, **clinicalnursing@crowley.org.au**

Support at Home

Six months on

It's hard to believe we are already six months into our Support at Home journey.

While the rollout has brought change, learning and a few unexpected challenges, it has created opportunities to improve how we deliver services that support you to continue living independently in your own home.

We thank you, your families and our staff for your patience, flexibility and support as we have all navigated this new chapter in aged care, together.

The journey so far

The introduction of Support at Home represents one of the biggest changes to home care in many years.

As with any major reform, there were some early hurdles. However, throughout this time, the Crowley Support at Home team has remained focused on delivering the care and support you need while the broader system adapts.

We are proud of the way our community has worked together during this period of change.

Assistive Technology and Home Modifications (AT-HM)

What can AT-HM be used for?

This funding is specifically for equipment and changes to your home that help you stay safe, independent and comfortable living at home.

It can be used for items such as:

- mobility equipment
- bathroom modifications
- personal alarms
- home modifications like grab rails or bathroom upgrades.

How can I access AT-HM funding?

Your Crowley Care Partners are working closely with you and My Aged Care to identify needs and submit referrals for this funding where appropriate.

To access AT-HM funding, **prescriptive evidence is required** for all recommended purchases.

This means your medical practitioner (such as your GP or specialist) will need to provide written confirmation supporting the purchase of recommended equipment or modifications.

What's coming next?

There are several government updates expected in the coming months, including:

- Further refinement of the Support at Home program
- Continued release of funding for approved participants
- Ongoing improvements to systems and service delivery.

These changes are aimed at making services more responsive, accessible and better tailored to individual needs.

Ongoing Support

There is still more work ahead for both government and providers as the system continues to evolve and demand grows.

Our Care Partners, Lorraine and Jenny, will continue supporting you through home visits, care plan reviews, phone support and sharing updated information as it becomes available.

We are looking forward to the next six months of Support at Home as we work together to ensure you receive the services you need.

Our goal remains the same - to support you to live safely, comfortably and independently in your own home. Thank you for being part of this journey with us.

Dementia Inclusive Ballina

5th Annual Symposium
18 September 2026

https://events.humanitix.com/dementia-inclusive-ballina-annual-symposium-2026

Crowley remains an active member of the Dementia Inclusive Ballina Alliance and supports their annual DIBA Symposium. Once again, our residents and families are invited to register to attend this educational event at the Ballina RSL Club.

Presenters include

- Professor Yun-Hee Jeon, Sydney Uni
- A/Professor Samantha Loi, Melbourne Uni
- Christine Sender, Ivanov CNC iREADI program
- Anne Livingtstone, SMART HOMES
- Dr Peter Silberberg, GP
- Dr Rachel Jones, Geriatrician
- Dr Sabrina PIt & YOD UK

Further information

Phone: 0429 449 591
www.dementiainclusiveballina.org.au

Welcome to Team Crowley

We say welcome to our newest staff members.

Ruaraidh
People & Culture Manager

Kevin
Residential Care

Michelle
Concierge

Staff News

Ruaraidh Donaldson
People & Culture Manager

From Human Resources to People & Culture

I'm excited to introduce myself as the new People & Culture Manager and to be part of the Crowley family.

For those I haven't had the pleasure of meeting yet, my name is Ruaraidh (pronounced roo-ree), and I look forward to getting to know you all in the coming months.

What has already stood out to me is the genuine care, dedication, and compassion that our team demonstrates every day. It's inspiring to see how much heart goes into everything we do, and it's clear that people are at the very centre of our work.

The department, formerly known as Human Resources (HR), is now called People & Culture. While our core responsibilities remain, this new name reflects an important shift in how we view our role within the organisation.

The term Human Resources has been used for many years and is widely recognised. However, People & Culture more accurately reflects our belief that our team members are much more than just resources. Our people bring their experience, values, skills, and personalities to work every day, shaping the wonderful culture that defines the experience for our residents, families, and colleagues.

As the People & Culture Manager, my goal is to support our team members in doing their very best by creating a positive, inclusive, and respectful workplace. This means championing wellbeing, encouraging professional growth, attracting talented individuals and nurturing a culture where everyone feels valued and connected.

In Care, culture matters. When our team feels supported and engaged, it profoundly enhances the quality of care and services we provide. A strong, positive culture helps create an environment where residents feel safe, respected, and truly at home.

I look forward to meeting many of you soon, and if you see me around, please feel free to say hello. Whether you're a resident, family member, volunteer or team member, I'd love the opportunity to meet you, hear your story and learn more about what makes our community special. Building relationships is an important part of my role, and I'm always happy to stop for a chat.

I'm grateful for the warm welcome I've received and am excited about the chance to contribute to Crowley's ongoing success.

Southern Cross University Student Placement

We recently had the pleasure of hosting eight Registered Nursing students from Southern Cross University for their three-week clinical placement.

These students represent the future of our nursing workforce, and it was a privilege to support them as they developed their skills and confidence in a clinical setting. We are incredibly proud to have played a part in their learning journey.

We were delighted to receive the following wonderful feedback from the students about their placement experience with us. Their kind words are a testament to the dedication, professionalism, and supportive culture of our team. Thank you to everyone who helped make their placement such a positive and memorable experience.

Student feedback

- Thank you, my placement experience was great.
- Thank you, Crowley Care, for the opportunity.
- I absolutely loved my 3 week placement at Crowley Care. The facility and staff are wonderful.
- Crowley is a very great facility. All members are supportive, special thanks to Kelly, John, Bin and all the RNs and all residents are care workers.
- Thank you so much for all staff members. Everyone is very supportive and helpful. I am grateful to be here and have the opportunity to work here.
- Amazing working place, staff are friendly, lovely environment and gardens. Lovely residents. Overall a great experience.
- Thank you for the guidance and amazing time. I thoroughly enjoyed being on this placement. The best thing I find here is the working environment. The way they provide person centred care to every single resident rather than just following a routine task. Keep going. I can't wait to join this amazing team in the future.

Staying Independent Safely

Rene Lange
Risk Manager

Maintaining independence is something most of us would say we value deeply.

Being able to make our own choices, follow our routines and enjoy the activities that matter to us is an important part of feeling happy and connected.

An important part of staying independent is recognising when a little extra support may be helpful.

Asking for assistance is not about losing independence, it is about making choices that help protect your safety, confidence and wellbeing.

Sometimes, small changes can be early signs that extra support may be beneficial.

These might include:

- Finding everyday tasks more tiring than they used to be
- Feeling less steady or confident when moving around
- Avoiding activities, you previously enjoyed because they feel more difficult
- Taking longer to recover after illness or injury
- Feeling overwhelmed by tasks that were once easy

By speaking up early, small concerns can often be addressed before they become bigger challenges.

Connecting with the right support

Everyone's circumstances are different, and the right support will look different for each person. The important thing is not to wait until a situation becomes difficult before seeking information or advice.

Sometimes, simply having a conversation about available options can provide reassurance and help with future planning.

Everyone's needs change over time, and recognising those changes is a normal part of life. The goal is not to do less. It is to continue doing the things you enjoy in a way that is safe, supported and sustainable.

At Crowley we can help residents understand the options available and connect them with services that may assist them to remain independent and continue enjoying village life.

Independent Living residents can reach out to Jenny, our IL Coordinator for more information.

Learn more about aged care options by visiting the My Aged Care website **www.myagedcare.gov.au**

World Day for Grandparents and the Elderly

"I will never forget you"

Grandparents hold a special place in our hearts, sharing wisdom, love and cherished memories that connect generations. As we celebrate **World Day for Grandparents and the Elderly**, we honour the invaluable role they play in our families and community.

Established by Pope Francis in 2021, this year's theme, *"I will never forget you,"* reminds us that every person is deeply loved and valued.

To mark the occasion, we invited some of our Crowley grandparents to reflect on treasured moments from their lives. We hope you enjoy their stories and the memories that continue to inspire those around them.

Polly has 4 grandchildren and 4 great grandchildren

"I used to look after the grandchildren during the school holidays.

I would buy them lollies and take them to the movies. I would go and watch them play tennis.

I just love being a grandmother and they love me.

I tried to teach my great grandchildren how to speak Maltese."

Colleen has 3 grandchildren

Whilst visiting, the grandchildren let the budgerigar out of the bird cage when they were cleaning it out and it flew away.

One of the grandchildren said: "Grandma will find it."

I was shopping and found an ornamental budgerigar the same colour and put it up on the timber beam.

When the grandchildren came to visit they saw it and said: "I told you Grandma would find it."

Bob has 3 grandchildren

"I used to love to make a fuss of all the grandchildren. I would buy them lollies and make a fuss of them.

The first two were in their 20's when the 3rd one came along.It was all a bit of a surprise.

She arrived the day before my 90th birthday. She has given me a reason to live. I am currently 92 and 7 months and hoping to see out till 95!

I love being a Grandad."

Ron

"I loved to watch the grandchildren and the great grandchildren as they developed and grew up.

I got great pleasure from running with the kids.

They got great pleasure at beating me.

It was always lovely at Christmas time when we would all get together to see how they had developed and grown into fine grandchildren."

Netty has 5 grandchildren

Her daughter taught in London, Paris and Rome.

Three of the grandchildren were born oversees. Netty would go over after each birth and stay and help. They visited Paris, Rome and London with a newborn!

The other two grandchildren live in Victoria.

"I wish they were all a bit closer."

Nancy has 4 grandchildren

Two granddaughters and two grandsons.

"I just love the grandchildren, they are beautiful.

I was very good at making sponge rolls; the grandchildren loved them.

I lived inland and I would visit them on the coast during school holidays

We had a lovely time."

Kevin has 5 grandchildren and 14 great grandchildren

His son had 2 girls and one boy and his daughter had 3 boys.

He was a very proud dad when his son went to university to do a bachelor of science and become a teacher at Woodlawn College in Lismore.

Kevin has very fond memories of camping trips at Forster with the children.

Board Member Profile

Joshua Bull
Parish Aged Care Board Member

A commitment to community, governance and meaningful impact

Crowley Care is fortunate to have Board members who bring both professional expertise and a genuine commitment to serving our community. This month, we shine a spotlight on Josh Bull, whose legal and commercial experience helps guide the Parish Aged Care Board's mission and strategic direction.

A Partner at Somerville Laundry Lomax Solicitors, Josh has been with the firm for almost a decade, progressing from junior solicitor to equity partner in 2024. His practice focuses on property, commercial and business law, as well as wills and estates.

For Josh, one of the most rewarding aspects of legal practice is building long-term relationships with clients and helping them navigate important life and business decisions.

"I focus on understanding each client's circumstances, identifying practical solutions, and delivering advice that is clear, considered and outcome-focused," he said.

Josh joined the Ballina Parish Aged Care Board to use his professional skills to support an organisation making a meaningful difference in people's lives. Inspired by mentor and former Board member Carolyn Hunt, he was drawn to Crowley's strong reputation for caring for older people and supporting their families.

As a Board member, Josh is guided by integrity, accountability, compassion and practical decision-making.

"The best decisions are made when Board members bring their experience to the table while remaining focused on the organisation's purpose and the wellbeing of residents, families, staff and the broader Crowley community," he said.

What stands out most to Josh is Crowley Care's strong sense of community.

"It's more than an aged care provider. It's a community that values dignity, relationships and quality of life."

Outside of work, Josh and his wife enjoy spending time with their three young children, embracing the Northern Rivers lifestyle through surfing, bike riding, swimming and camping. His commitment to community also extends beyond Crowley Care, having served on several charity boards throughout his career.

We say welcome to Josh and thank you for his valuable commitment to Crowley Care and our community.

Assisi Apartments are sold unfurnished

ASSISI

APARTMENTS AT CROWLEY

Available now in Ballina.
Independence celebrated.
Unique independent living apartments, designed with care, built with purpose.

DISCOVER MORE:
Scan the QR code to visit **www.living.crowley.org.au** or call us on **1300 139 099** to book your tour today!

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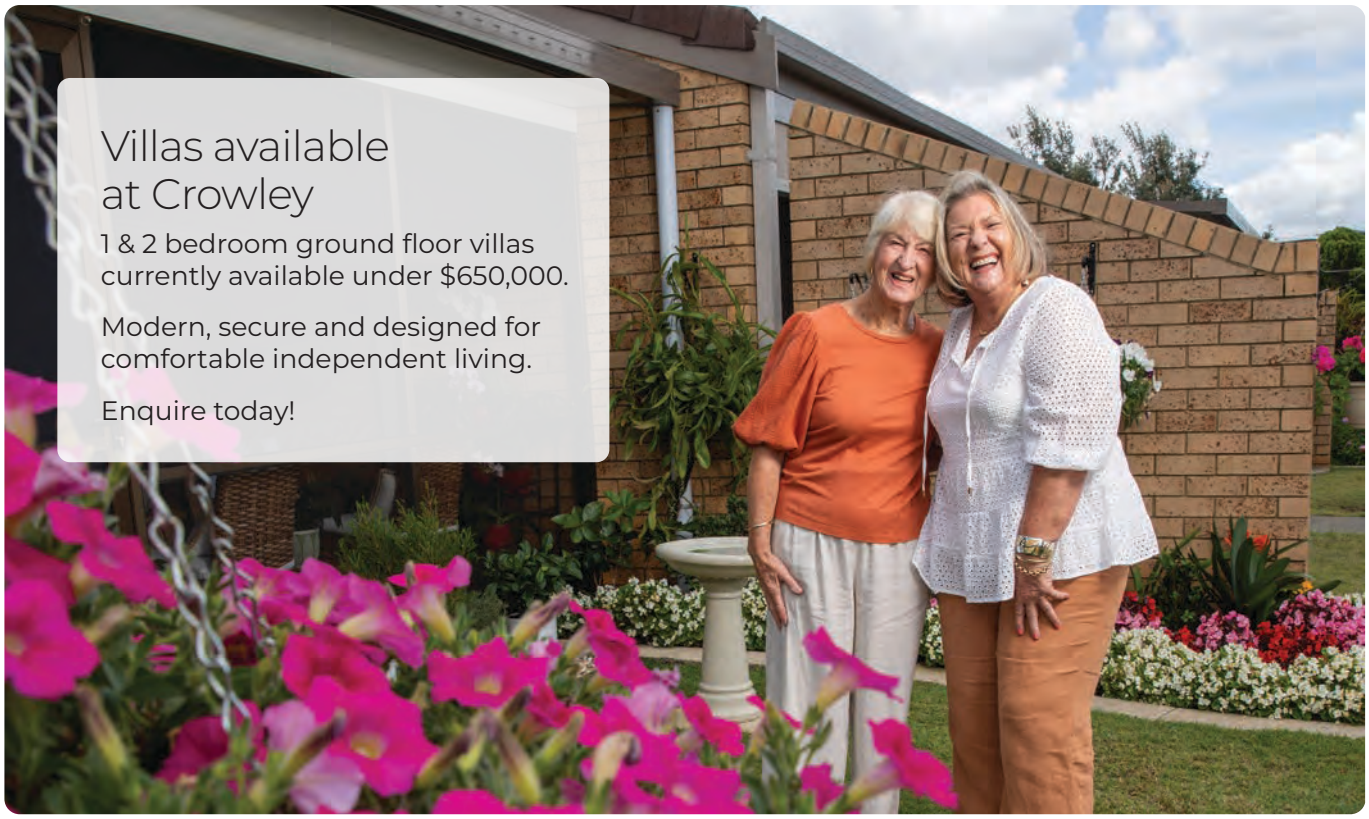
News and Natter

In response to resident feedback that some found it difficult to read our Chatterbox magazine independently, we have recently introduced News and Natter sessions.

During these relaxed group sessions, residents enjoy reading and discussing news stories together, (including our Chatterbox articles), sharing memories, opinions and plenty of laughs along the way. It's a wonderful way to stay informed, spark conversation and strengthen social connections.

Art and Craft



Villas available at Crowley

1 & 2 bedroom ground floor villas currently available under $650,000.

Modern, secure and designed for comfortable independent living.

Enquire today!

Out and About

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Are you a room maker?

August marks Loneliness Awareness Week in Australia (3–9 August), with this year's theme, **Make Room for Connection**.

Connection doesn't happen by accident, it grows in the spaces we create for each other. Become a room-maker by:

- offering a spare seat at a table
- extending an open invitation
- sharing a smile
- checking in with a neighbour friend or family member
- making someone feel welcome
- acknowledging others
- joining activities that build connection.

This Loneliness Awareness Week we celebrate the simple ways Australians are creating opportunities for connection and encourage everyone to make room for connection at home, work, school and in our community.

For more information visit *www.lonelinessawarenessweek.com.au*

A simple challenge:

If you see someone sitting by themselves, ask if they'd like some company or make room for them at your table.

Dates to remember

Friday 21 August
Daffodil Day - make a donation at Reception

Health Promotion Projects
During August we will host 12 Southern Cross University Allied Health students who will conduct 3 different health projects - check your mailboxes for flyers with details of how to get involved.

Please check your monthly IL Social Calendar.

Never too old for new ideas

Our Independent Living resident, Fred has perfected a great invention to stay dry.

Looks like this could take off Fred - you'd better get your Patent paperwork organised!

Reminder

SKIP BIN available from 1 - 30 September

While it is only August I often hear "Oh I wish I was reminded beforehand". The skip bin behind the Men's Shed will be available to IL Residents for items too large for their wheelie bins during September.

E-waste such as televisions and other electrical items may be placed beside the skip for disposal.

Please **do not** place cardboard, chemicals or oils, fridges, tyres, paint or batteries in skip bin.

Thank you for your cooperation in keeping our village safe and tidy.

International Day of Yoga

Cauliflower
Bhaji

Hotel Services news

Tony Baldwin
Hotel Services Manager

Our Biggest Morning Tea yet!

This year's Biggest Morning Tea was our most successful to date, with more than 100 people coming together to enjoy a wonderful morning of friendship, delicious treats, and community spirit.

It was fantastic to see so many residents, families, and staff supporting this special event.

The incredible turnout reflects the caring and generous nature of our Crowley community and our shared commitment to making a positive difference.

The Biggest Morning Tea is an important annual fundraiser for the Cancer Council, whose ongoing work supports cancer research, prevention programs, patient support services, and education across Australia.

We are proud to play a small part in helping such a worthwhile cause.

Thanks to the generosity of our residents and everyone who attended. We raised valuable funds through donations that will contribute to the Cancer Council's vital work. Every donation, no matter the size, helps provide hope and support to people affected by cancer and their families.

Guests enjoyed a wonderful selection of homemade cakes, slices, biscuits, and other sweet treats, all beautifully presented and generously shared.

The room was filled with plenty of smiling faces listening to Carina Grace as she entertained us with live music.

A heartfelt thank you goes to everyone who donated, volunteered, and attended. Your kindness and generosity made this event such a memorable success.

It was inspiring to see our community come together in support of an important cause.

We look forward to making next year's Biggest Morning Tea even bigger and continuing to support the Cancer Council through this much-loved annual event.

Barney's
CAFE

Australia's
Biggest
Morning
Tea

BIGGEST
MORNING TEA
Fundraising Stall
Cupcakes
$2.20 ea

HERO

Slow Cooker Braised Steak and Onions

Prep 20 minutes | **Cook** 5h 35 minutes | **Serves** 6

Ingredients

- 1 tbsp olive oil
- 1kg whole beef topside roast, cut into 3cm-thick steaks
- 20g salted butter
- 2 brown onions, halved, thinly sliced
- 3 garlic cloves, thinly sliced
- 2 tbsp tomato paste
- 500ml (2 cups) chicken stock
- 1 1/2 tbsp Worcestershire sauce
- 6 fresh thyme sprigs
- 3 dried bay leaves
- 1 1/2 tbsp cornflour
- 2 tbsp water
- 2 tbsp chopped fresh parsley

Instructions

Heat the oil in a large frying pan over high heat. Cook the steaks in 2 batches, for 3 minutes each side or until browned. Transfer to the slow cooker.

Add the butter to the pan. Cook until foaming. Add the onions. Reduce heat to medium-low and cook, stirring often, for 10 minutes or until browned and tender. Add the garlic and cook, stirring, for 1 minute or until aromatic.

Add the tomato paste to the frying pan and cook, stirring, for 1 minute. Add the stock, Worcestershire sauce, thyme and bay leaves. Bring to a simmer. Pour over the steaks in the slow cooker. Cover and cook on High for 5 hours or until beef is tender.

Combine the cornflour with water. Add to the slow cooker. Cook for 20 minutes or until the liquid has thickened slightly. Season. Stir through the parsley and serve.

Recipe from taste.com.au

Easy Protein Choc-Chip Cookies

Prep 20 minutes | **Cook** 20 minutes | **Makes** 16

Ingredients

- 50g (1/2 cup) rolled oats
- 400g can chickpeas, rinsed, drained, dried with paper towel
- 90g (1/3 cup) natural smooth peanut butter
- 1 tsp vanilla extract
- 1 tsp bicarbonate of soda
- 110g (1/2 cup) monk fruit sugar
- 90g (1/2 cup) sugar-free choc chips

Instructions

Preheat oven to 200°C/180°C fan forced.

Line a large baking tray with baking paper.

Place oats in a food processor and process for 20 seconds or until a fine flour.

Add chickpeas, peanut butter, vanilla, bicarbonate of soda and sugar. Process for 1 minute or until a thick paste forms.

Transfer mixture to a bowl, add choc chips, and stir well to combine.

Roll 2 tbsp mixture into balls and arrange on the lined tray, leaving a little space for spreading. Flatten balls until 1cm-high rounds.

Bake for 15 - 18 minutes or until slightly golden.

Cool on tray.

Serve.

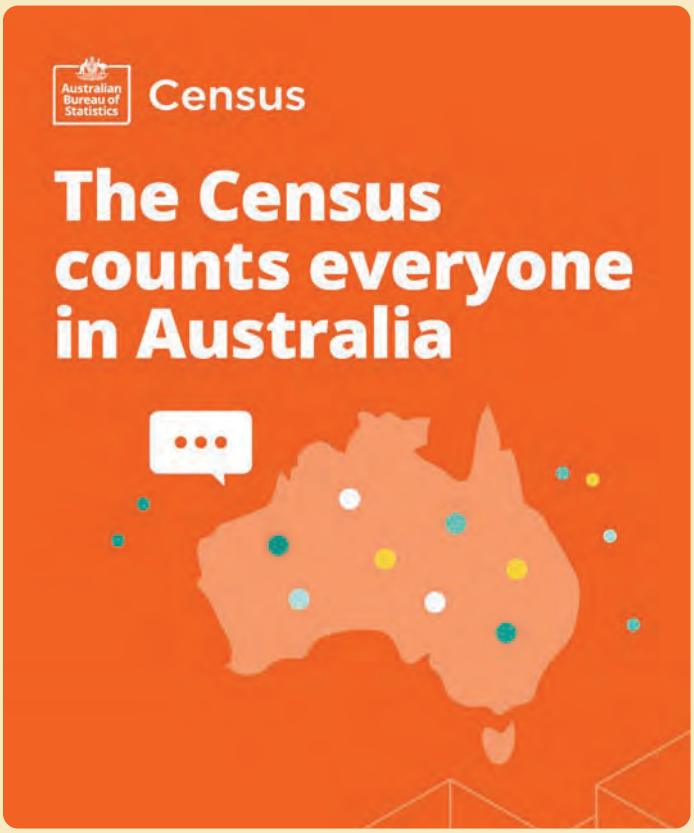
2026 Census

The 2026 Australian Census will take place on **Tuesday 11 August 2026**, providing a snapshot of everyone living in Australia on Census Night.

Conducted every five years by the Australian Bureau of Statistics (ABS), the Census collects important information about our population that helps governments, businesses and community organisations plan for the services and infrastructure our communities need, including hospitals, aged care, transport and local facilities.

Crowley Care will visit each Residential Care resident during the week of the Census to assist in ensuring Census requirements are met.

Census forms will be distributed in the IL village by Census staff (wearing an official badge). Independent Living residents and clients receiving Support at Home services will need to complete their own Census form, either online or on paper and return by post in the envelope provided.



If you need help completing your Census, assistance is available through the ABS, with support offered over the phone, online and in many languages. Family members or trusted carers can also assist if needed.

For more information visit **census.abs.gov.au**

Update from Maintenance

Albie Viel
Maintenance Manager

Keeping it hot

For the supply of warm and hot water throughout the Residential Care building we rely on four forms of supply:

- continuous gas heated water
- instant gas heated water
- continuous electrical supply
- electric storage.

The continuous water supply system circulates at a temperature of up to 45 degrees. This system relies on UV lamps to destroy bacteria.

Our contractors service the systems quarterly and six monthly ensuring UV lamps are clean or periodically replaced, They also check and adjust gas pressures high and low ranges to ensure they are correct.

When required, these systems circulate the water at a raised temperature of 65 to 80 degrees for an hour to ensure the systems are free of bacteria.

Tea tree oil is used as an additive to treat the water in the holding tank of the continuous gas system to maintain the condition of the system. An anodized rod is also fitted inside the hot water tank to prevent corrosion of the tanks.

In July we carried out the hot water flush of the continuous warm water. This was opportunity to increase everyones awareness of the dangers of circulating water at high temperatures.

Bi monthly samples of our water are sent to Southern Cross University in Lismore to ensure our systems meet quality standards.

Crowley Care Auxiliary

Margaret Savage
Crowley Auxiliary President

Every act of kindness helps build a stronger community

Winter has certainly arrived with a vengeance! We hope everyone has kept warm, cosy and enjoyed spending time with family and friends during these cooler months.

Christmas in July event

Our annual Christmas in July Luncheon on Thursday 23 July was an outstanding success. The number of guests far exceeded our expectations, making for a wonderful afternoon filled with friendship, laughter and festive cheer.

The room looked spectacular, the meal was absolutely delicious, the service was exceptional and the entertainment was thoroughly enjoyed by all.

While the Auxiliary would love to take all the credit, we know our success is only possible because of Tony and the entire Hotel Services team. Their professionalism, outstanding cuisine, attention to detail and warm hospitality continue to make every function something special.

Crowley has earned a wonderful reputation for fine dining and entertainment, and it is clear that reputation is spreading throughout our community. Our sincere thanks go to Tony and his team for helping make every event such a memorable occasion.

A heartfelt thank you goes to our amazing Auxiliary ladies. Your enthusiasm, dedication and willingness to help are the heart of our organisation.

Thank you also to everyone who attended. Bringing together residents, families, friends and our wider community is just as important as the funds we raise, and your support helps us continue providing valuable equipment and services for the residents of Crowley Care.

Raffles

Following the drawing of our Christmas in July Raffle, we will take a short break from raffle sales until early September when our popular Melbourne Cup Raffle begins. However, our fundraising certainly doesn't stop there!

Cake & Craft Stall

Our next fundraising event is our Cake and Craft Stall at Ballina Fair on Saturday 22 August. We would greatly appreciate donations of handcrafted items, which can be left at Crowley Reception at any time.

Donations of homemade cakes, slices, biscuits, jams, preserves and other goodies can be delivered to the Activity Centre on Friday 21 August from 3.00pm. Please ensure all homemade food is clearly labelled with its ingredients.

Not everyone is talented in the kitchen or craft room (present company included!). If that's you, simply come along on the day, bring your friends, your sweet tooth and your generosity.

Every purchase helps support the residents of Crowley Care.

Social outings

The Auxiliary also enjoys spending time together socially. Our recent High Tea was a wonderful success and we are still receiving lovely compliments from those who attended.

Our next outing is a morning tea at the Corner Café, followed by a trip to Byron Bay for a ride on the Solar Train and lunch together in September.

If you would like to become part of a friendly group that enjoys giving back to the community while having fun along the way, we would love to welcome you.

Every volunteer makes a difference, every donation has an impact, and every act of kindness helps build a stronger community.

Thank you for your continued generosity, friendship and support. Together, we are making a real difference in the lives of the residents of Crowley Care.

Next Meeting

3pm Monday 24 August
Crowley Education Centre
All welcome.
Afternoon tea provided.

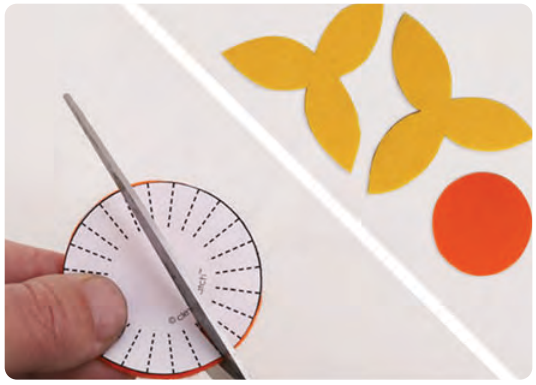
Craft Corner

Daffodil Brooch

Celebrate spring and Daffodil Day with this cheerful brooch.

What you need

- Daffodil petal and circle template
- Yellow felt (for petals)
- Orange felt (for flower centre)
- Round buttons
- Marker
- Scissors
- Embroidery needle and thread
- Self-adhesive brooch backs



Instructions

Cut out the template pieces.

Using a marker, trace two petal templates onto yellow felt, and one circle onto orange felt.

Cut out all the felt shapes.

Snip small fringes around the edge of the orange circle.

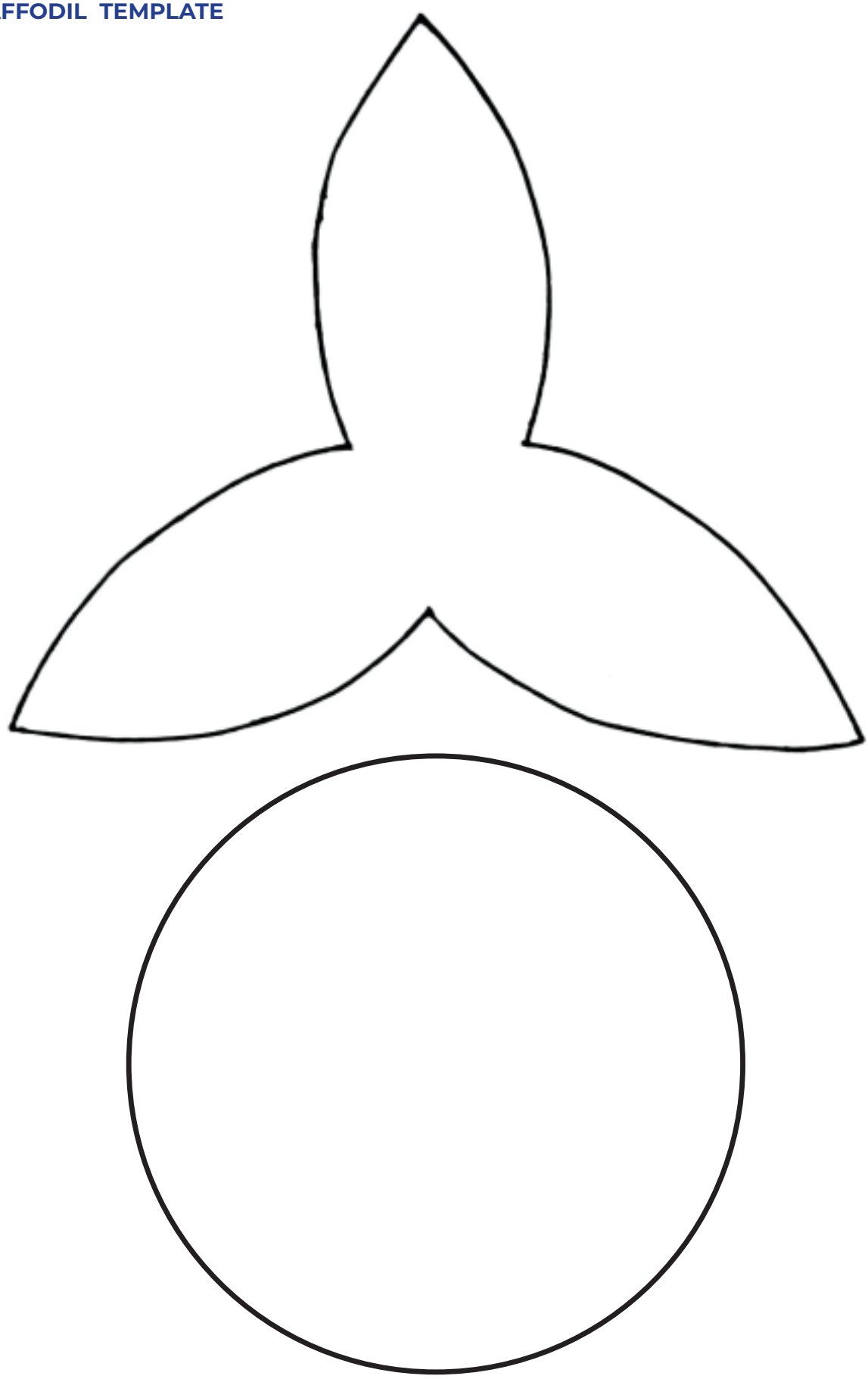
Layer the two yellow petal pieces so the bottom layer is slightly visible through the top petal gaps.

Centre the orange circle on top of the petals.

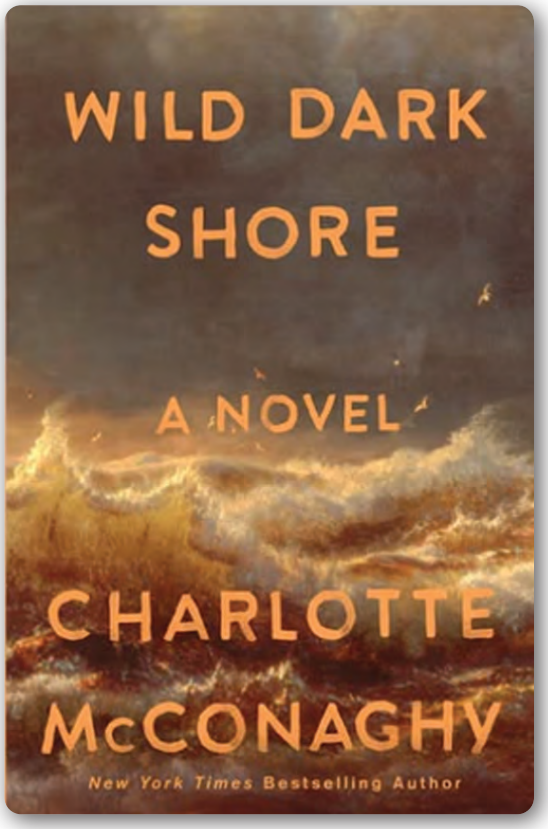
Sew a button in the middle of the circle through all layers, securing them together.

Apply the self-adhesive brooch pin to the back of your flower.

DAFFODIL TEMPLATE



Book Club



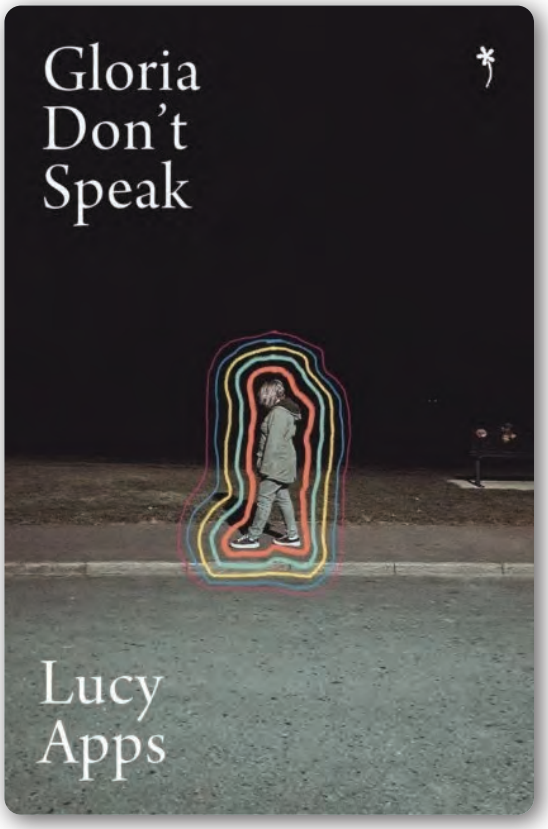
Wild Dark Shore by Charlotte McConaghy

Our latest read was **The Wild Dark Shore** by Charlotte McConaghy. It was winner of the Indie Book of the Year 2026, Dymocks Book of the Year 2025 and the 2026 Stella Award for International Bestsellers as well as being long-listed for the Women's Prize 2026.

Dominic Salt and his three children are caretakers of Shearwater, a tiny island not far from Antarctica. It is home to the largest seed bank and was once full of researchers. However, with rising sea levels, the family is now its final inhabitants, waiting to be relocated to The Australian mainland. During the worst storm the island has ever seen, a woman washes up alone. She is nursed back to strength but is not telling the whole truth of her expedition south. Dominic Salt is also keeping his own secrets...and the story develops.

What did we think?

- most really enjoyed it but it took a while for the suspense to develop
- a well-written emotionally rich read
- somewhat unrealistic
- well-developed characters, and especially liked the three children
- the lust to romance subplot felt out of place, especially with suspicion on both sides
- a solemn story about climate change
- lush nature writing
- disappointing ending; sad ending



Our next read

Our next read is **Gloria Don't Speak** by Lucy Apps.

The author crafts a profound, beautifully observed portrait of loneliness, loyalty and one woman's search for community.

Until 20 August, happy reading!

Marion

Cancer Council
Daffodil Day

For all the cancer takes, give hope.

Daffodil Day

Friday 21 August 2026

Dress Up Day and Fundraising Stall

Daffodils on sale
Cupcakes on sale
100 Club

Show your support by wearing **YELLOW** or contribute to our fundraising stall

crowley care

All proceeds donated to Cancer Council and their life-saving cancer research

Focus on Quality

Michelle Golding
Quality Manager

Events Crowley-style

As Quality Manager, I also have the privilege of overseeing Education and Events with my team. We've had a wonderful couple of months of events, Crowley style! From the Biggest Morning Tea for Residential Care and Independent Living and fundraising stall to our Staff Trivia Night to, there has been plenty of laughter, teamwork, and community spirit.

Events are where my creative side comes to life and where I get to have a bit of fun. There is nothing more rewarding than seeing our residents and staff enjoying themselves, making connections, and sharing special moments together. I know I've done a great job when I've helped put a smile on someone's face.

Quality and Events are a marriage made in heaven. Our methodical and systematic approach means every little detail is carefully considered and planned, while our creative side brings each event to life. It's the perfect balance, ensuring our events are not only well organised but also enjoyable and memorable for everyone involved.

Biggest Morning Tea

The Biggest Morning Tea is a nationwide event held each year to help raise funds for the Cancer Council, supporting their vital work. Every dollar raised nationwide brings us one step closer to a *cancer-free future*, the vision of the Cancer Council.

Our Biggest Morning Tea was another wonderful success raising funds for Cancer Council through our fundraising stall and your generous donations. Next month we will let you know how much we raised.

Aged Care Employee Day

On Friday 7 August, we will celebrate Aged Care Employee Day - a special occasion to recognise and celebrate the dedication, compassion, and hard work of people who work in aged care.

Each year, we take this opportunity to acknowledge and thank our incredible team at Crowley. From our nurses and personal care workers to our lifestyle staff, cleaners, catering and laundry assistants, maintenance team, and administrators, every employee plays an essential role in creating a safe, welcoming, and caring environment for those we support.

Aged Care Employee Day is our chance to express our sincere appreciation for the commitment, kindness, and professionalism our staff demonstrate every day. Their compassion and dedication make a meaningful difference in the lives of our residents, clients, and their families, and we are truly grateful for all they do.

Music from the Movies Staff Trivia Night

Friday 17 July was no exception. It was a fantastic way to spend a Friday evening, with our Music from the Movies staff trivia night bringing everyone together for a fun-filled night of friendly competition, great music, and lots of laughs.

The dressup theme of red, black or silver, or coming as your favourite movie character gave staff the perfect opportunity to let their hair down, embrace the theme, and really get into character.

Thanks to the generous donations from Ramada, Out of the Blue Adventures, Terry White Chemmart Pharmacy, Rous, Nestlé, Shirley's Flowers, Bunnings, and Zarraffa's Coffee, we were able to offer some fantastic prizes to our staff.

Staff also took home a range of fun and well-deserved awards, including the Red Carpet Royalty Award for Best Dressed, the Noir Award for Coolest Team, the Glitter & Glam Award, the Silver Screen Sensation Award, and the Hollywood Icon Award – Crowley's Own Movie Star.

Making Feedback Flow

Michelle Golding
Quality Manager

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

Home Care family

- Thank you to Crowley Care staff for shining sunshine on others. You did that for many years to my parents Joan shortly followed by John. You enriched their dignity and hope; priceless. Always grateful, keep shining.

Residential Care family

- Thank you so much for my spoil, which I love. Also, to Crowley as have just received these beautiful flowers. We can't thank everyone enough for all the exceptional care and support we have received with Brian's time at Crowley, I can't speak highly enough.

Residential Care residents

- To Tony, Judy & staff in the kitchen, thank you all very much for a magnificent presentation of the table set for my memorial of my wife Marie. Crowley must be very proud to have people such as yourself. Not one but every one person complimented the way in which the food was presented and the amount of food available. ..... my heart, thanks for what you presented.
- Whoever makes the cakes and slices for 'Morning Tea' needs a special thank you as the cakes and slices with icing are particularly delicious and irresistible. The marshmallow slice is THE BEST.

Independent Living residents

- International Day of Yoga Event - thank you. It was a good day. Wonderful lunch - no dinner tonight.
- To Michelle, Jenny and all who helped organise the IL Biggest Morning Tea. A very big thank you. What a wonderful morning filled with friendship, laughter and delicious treats to eat. Plus extra knowledge about TEA. While raising money for a cause which has touched us all - Cancer Research. Thank you again and we look forward to next year.

Government Contractor (Resident Experience Surveys)

- Thank you for having me. I had a lovely time chatting with your beautiful residents.

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

1. **Fill in** a feedback card and place in a feedback box at Reception and the Banksia Dining Room or
2. **Email** us at info@crowley.org.au or
3. **Call** us on 1300 139 099

crowley care

Grandparents Day Word Search

Families around the world have many special names for grandparents. Celebrate **World Day for Grandparents and the Elderly** by seeing how many different terms for grandparents you can spot. Happy searching!

A	W	Y	Z	A	Y	D	E	E	N	M	Z	B	N
W	B	J	A	I	N	O	N	N	O	O	M	A	K
G	P	U	D	Y	C	A	N	A	N	N	A	W	L
J	R	E	E	I	A	C	B	B	P	I	M	S	O
G	L	A	P	L	U	C	T	U	J	D	I	D	O
R	O	K	N	E	A	U	B	A	E	H	H	K	N
A	P	U	L	D	I	T	L	T	H	L	D	Y	A
N	A	N	Y	P	A	A	A	R	E	N	O	B	N
D	P	A	B	K	P	D	J	V	A	E	X	V	A
M	A	N	O	D	C	A	A	N	R	D	I	D	Q
A	P	I	N	Y	B	I	N	P	T	L	P	N	V
K	U	A	C	A	V	O	O	G	R	A	N	N	Y
J	R	L	B	F	N	P	A	L	K	B	C	Z	Q
G	V	M	E	M	E	Z	A	Y	D	E	H	F	R

Abuela
Abuelo
Baba
Dido
Grandma
Grandpa
Granny
Grandad
Nanna
Pop
Oma
Opa
Meme
Pepe
Yaya
Papu
Nonno
Nonna
Nana
Nani
Aja
Aji
Zaydee
Zaydeh

Word Search Answers

Did you find these items at our Cancer Council Biggest Morning Tea events last month?

- Teacup
- Milk
- Spoon
- Tea trolley
- Fruit platter
- Muffin
- Espresso
- Bake
- Flour
- Cupcake

F	R	U	I	T	P	L	A	T	T	E	R	S
L	H	C	I	O	S	S	E	R	P	S	E	O
F	T	E	A	T	R	O	L	L	E	Y	W	O
N	O	U	P	Z	S	H	D	N	K	V	J	K
I	B	U	D	T	A	I	A	I	E	B	Q	S
Q	Y	V	Y	M	A	U	B	F	N	A	J	V
C	U	P	C	A	K	E	D	F	I	K	O	L
M	Y	G	W	J	O	Y	E	U	S	E	R	P
F	B	R	J	R	K	Z	Q	M	F	F	X	U
C	G	S	D	T	B	Z	X	K	N	L	I	C
W	M	O	T	W	K	L	I	M	D	O	R	A
A	V	I	F	X	A	O	P	L	O	U	F	E
Q	M	H	W	E	S	P	O	O	N	R	L	T

Contacts

Emergency
Fire, police, ambulance
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Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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

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

Enquiries should be directed to Crowley Care Administration.

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