the chatterbox

MARCH 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

Sweet valentines, Maureen and Stuart.

a moment with Michael

Hello everyone,

As this edition of Chatterbox goes to print, we're putting the finishing touches on our Assisi Independent Living apartments and preparing to welcome our first residents to their beautiful new homes - a proud and exciting milestone for us all.

Assisi is much more than a new building. It's the result of years of listening and learning from our community, shaped by the voices of residents, families, staff, and visitors. It brings together everything we've learned since our last comparable project two decades ago, building on our legacy of creating independent living spaces that genuinely feel like home.

Working closely with our architects, Bickerton Masters, and builders, Total Construction, Assisi is designed to be warm, accessible, and community focused - supporting independence for its residents while fostering a sense of connection.

My sincere thanks to everyone involved, including our partners, the Diocese under Bishop Greg's leadership, the Diocesan Investment Fund, Fr Peter, the Parish Finance Council and the Parish Aged Care Board.

A special thank you to Kelli Potts for her commitment and leadership of the Crowley team in bringing Assisi to life.

We hear you

Listening to our community is at the heart of Crowley.

A favourite weekly moment for me is to read the messages shared on our house TVs - so many are heartfelt thanks to our nursing and support teams for their care and kindness - powerful reminders of the difference our people make and why I'm proud to be part of this community.

Thank you to everyone who takes the time to share their feedback.

Whether it's encouragement or a thoughtful suggestion, your voices help us learn, improve, and keep doing better - together.

Welcome Steve Brierley

I'm pleased to welcome Steve Brierley to the Parish Aged Care Board.

Steve brings deep experience and understanding of our Diocese and region.

Steve is the former CEO of our Diocesan hospital St Vincent's in Lismore, where he previously served as Head of Finance, with additional responsibility for St Joseph's Nursing Home, Lismore.

In his appointment, Fr Peter has recognised Steve's leadership experience and connection to our Diocese. These are valuable assets for our Board as it continues to shape the future direction of Crowley Care.

It's great to have Steve onboard and we look forward to his contribution.

Very best,

Michael Penhey
Chief Executive Officer

Catch up with Kelli

Kelli Potts
Deputy Chief Executive Officer

Assisi now complete!

We are so excited to announce the completion of the Assisi Apartments development. The project has been several years in the making having been impacted by a number of significant events, such as the Covid pandemic, not to mention major regulatory changes such as the revised National Construction Code and introduction of the Design & Building Practitioners Act.

The development was shaped by a comprehensive planning process, community consultation, and a clear vision for contemporary, independent living. The interest from the community has been tremendous, and it has been heartening to see how many people are eager to make Crowley their home. We cannot wait to welcome our new independent living residents into the Crowley community and see the Assisi Apartments come to life with conversation, connection and shared experiences.

These apartments represent far more than bricks and mortar. They reflect our commitment to offering genuine choice - spaces that offer independence while keeping residents connected to a caring vibrant community. Inspirational living means creating environments where people can continue to pursue their interests, grow and nurture friendships, feel secure in a community of likeminded people joined by management and staff onsite.

The construction of a project such as Assisi does not come without its challenges to our community and neighbours. We would like to sincerely thank all of the surrounding residents for your patience and understanding throughout the building process. We are truly grateful for the grace you have shown. With the completion of the Assisi Apartments, Florence Price Place now has plenty of parking spaces available, and a welcome sense of tranquillity has returned to the neighbourhood.

International Womens Day

March also invites us to reflect on the power, resilience and leadership of women through International Women's Day. In this edition, you will meet some truly inspiring women whose stories remind us what is possible at every stage of life. We are especially honoured to celebrate Valda McLerie, who recently reached the remarkable milestone of her 100th birthday - a century of wisdom, warmth and lived experience. What an extraordinary contribution to our community she represents.

Alongside her, we share the story of Betty Parrish from Residential Care, whose strength, humour and kindness continue to touch everyone she meets. Women like Valda and Betty embody the spirit of Crowley. They remind us that ageing is not about limitation; it is about legacy, character, resilience and the relationships we build along the way.

Thank you for being part of the Crowley story.

Kelli

Valentines Day

Staff and residents dressed up in pink and red on Valentines Day!

ANACONDA
Maurie
Anne

Sleep matters in healthy ageing

Meredith Pryke
Executive Manager Care Services

Sleep is more than rest - it's one of the body's important healing processes. While we sleep, the brain and body go into repair mode. Memories are organised, muscles recover, the immune system strengthens and energy is restored.

For older adults, good sleep is linked to independence and wellbeing. Quality sleep protects memory, supports clear thinking and may slow cognitive decline.

When someone is overtired, they may appear more confused or forgetful. This is not always dementia progression, but sometimes simply a lack of restorative sleep.

Sleep plays a major role in safety. Poor sleep affects balance, reaction time and concentration, increasing the risk of falls and night-time wandering. Residents who sleep well are generally steadier on their feet and more alert during the day.

The body also heals during sleep. Skin repair, tissue recovery and immune function all occur overnight. Consistent sleep helps the body fight infections and supports healing of wounds and pressure injuries.

Sleep strongly affects mood. Tiredness can lead to irritability, anxiety and agitation, and in people living with dementia may worsen "sundowning" behaviours. Improving sleep often improves behaviour and overall comfort.

At Crowley, we actively support healthy sleep habits for our residents. Caffeinated drinks are not served at supper to promote restful nights, and our team takes care to create a calm, comfortable environment by turning off lights, closing curtains, and ensuring room temperatures are just right for a good night's sleep.

It's a common belief that older people need less sleep, but most adults over 65 still require about **7–8 hours each night**.

Good sleep routines

Simple routines help support better sleep:

- Keeping regular bed and wake times
- Getting sunlight during the day
- Gentle daytime activity
- Limiting long daytime naps
- Maintaining a calm, quiet bedroom environment.

Good sleep supports memory, mobility, mood and recovery. In many cases, improving sleep can enhance quality of life as much as any treatment - it is an essential part of healthy ageing.

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EASTER DRESS UP

Hop on in your best Easter Bunny outfits!

Thursday 2 April to Monday 6 April

ALL residents and staff are invited to dress in their Easter shirts and headwear

Staff must wear name tags and regulation footwear

Maintaining good oral health

Kelly Roberts
Nurse Practitioner

We are fortunate in Australia that people are now keeping their teeth for longer. As people age however, the need for dental care increases, which means more complex fillings and repairs as well as an increased prevalence and severity of gum disease.

Maintaining good oral health is important for our health and wellbeing, particularly for those with chronic and complex health conditions.

Issues that can contribute to poor oral health in older people include:

- reduced nutritional intake
- medication use
- multiple health conditions
- preference for sweet foods
- reduced ability to clean teeth effectively due to injury or impairment
- recurrent respiratory infections.

We can reduce the impacts of poor oral health by providing regular oral care assistance. Teeth should be cleaned twice daily, at a minimum.

Health impacts

Potential health impacts of poor oral health include:

- **Continence**
  Being unable to chew foods with high fibre content can affect continence management.
- **Dementia**
  People living with dementia are particularly at risk of developing complex oral disease as dementia impacts their ability to reliably report dental issues including dental pain.
- **Depression**
  Reduced oral health may cause pain, discomfort, bad breath, and impact our ability to speak, sleep well and socialise. Importantly, it can make people feel self conscious about their appearance leading to reduced social connections and isolation.
- **Medication**
  Taking multiple medications can consistently cause dry mouth which makes speech and swallowing difficult.
- **Mobility**
  Nutritional status may suffer as a result of poor oral health and this can lead to challenges maintaining weight, muscle mass and strength.
- **Skin Integrity**
  Nutritional status impacts skin integrity and wound healing.

Looking after dentures

As well as caring for our natural teeth, it's important to look after dentures to keep our mouths healthy and reduce the risk of infection. Dentures should fit well and be cleaned daily with mild soap and water. Ideally they should be removed and cleaned after meals to remove food and debris. Toothpaste can be too abrasive for dentures and may cause scratches on the polish. It is recommended to remove dentures at night to allow your gums to rest. After cleaning and drying them, store dentures in a clean, dry container with a lid.

Dentures should also be sterilized each week using Sterident or a similar cleansing product. After soaking, rinse thoroughly, dry and store in a dry container until next use. Avoid leaving dentures sitting in water for long periods, as this can increase the risk of fungal and other oral infections.

Advice for carers

If you are caring for someone who needs assistance with oral care, always explain what you are going to do before assisting and allow time for them to respond. Use a soft toothbrush which can be gently bent if needed, or a mouth swab with a pea-sized amount of toothpaste. Some people find electric toothbrushes easier to use, while others may not be comfortable with them. Encourage the person to copy your actions or support them to brush their own teeth where possible. Check their lips and tongue, to ensure they are not too dry.

High fluoride toothpaste can be helpful although it may be costly for some. Reducing sweets and sugary drinks between meals and sipping water if your mouth becomes dry can also improve oral health.

If you are caring for someone who is unable or unwilling to allow assistance with oral care, seek professional advice to ensure their health and wellbeing are protected.

Ideally, visit your dentist every 6 months for a professional clean and check-up.

At Crowley, we prioritise good oral health as an essential part of overall wellbeing. Our Registered Nurses arrange allied health referrals for residents to see a dental hygienist when required. The dental hygienist visits Crowley to conduct comprehensive oral health assessments and provide appropriate care and recommendations as needed.

Remember to brush your teeth at least twice a day to maintain good oral health.

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

Looking after your home

Rene Lange
Risk Manager

How to request maintenance and additional works

At Crowley, we are committed to ensuring your home remains safe, comfortable, and well maintained.

To help us respond promptly to all requests, we ask residents to follow the simple process below when reporting maintenance issues or planning any changes to their unit or apartment.

Reporting maintenance

If you notice something that needs attention, such as a repair or fault, please contact our Customer Service team by phone or by visiting reception.

Our staff will record your request in the **Maintenance Book** so it can be scheduled and assessed for action by our maintenance team.

To ensure requests are properly attended to, we kindly ask that residents do not approach maintenance staff directly.

Requesting works or modifications

If you are considering installing or upgrading items in your unit, please contact us before obtaining a quote from an external supplier (as outlined in the Retirement Village Contract).

We have **specifications information sheets** available for modifications such as:

- Screen rooms
- Air-conditioning units
- External awnings
- Retractable hose reels
- Foxtel connections
- TV antennas
- Power points
- Lighting
- Solar panels
- Ramps
- Bidets.

These guidelines help ensure all modifications comply with relevant building codes, safety regulations and standards while maintaining the appearance and harmony of the village.

Approval process

All proposed modifications require prior approval. To apply:

1. Collect an **Additional Works Request Form** from Customer Service.
2. Complete the form and attach a quote from your preferred supplier.
3. Return the documents to our office for review.

We will respond to requests in writing and if approved, include any conditions required for the works to proceed.

By following these procedures, you help us maintain a safe, well-presented, and welcoming community for everyone. If you have any questions, our Customer Service team is always happy to assist.

ST.PATRICK'S DAY DRESS UP

TUESDAY 17 MARCH

All residents and staff are invited to dress in GREEN for St Patrick's Day

Name tags and regulation footwear must be worn by all staff

crowley care

Care, confidence and connection at Coco's Hair and Beauty Salon

If you've visited Coco's Hair and Beauty Salon at Crowley, you've likely met Emilia and experienced her warmth, creativity and care.

Originally from Sydney, Emilia trained in a busy Bondi Beach salon before going on to manage leading salons around Australia. Her career has included work in television, L'Oréal Fashion Week and advanced professional training. Alongside her husband and three children, she has lived across the country before settling in the Northern Rivers "paradise" six years ago. Outside work, Emilia enjoys acting, singing in choirs and staying active.

Emilia joined the Crowley community just over a year ago and describes it as one of the most rewarding chapters of her career.

"After many years in the hairdressing industry, I wanted to contribute more to the community," she says. "I worked in disability support for a time, but missed being creative. When I discovered aged care hairdressing, I completely fell in love with it."

For Emilia, caring for residents goes beyond styling hair. "It's an honour and a privilege to work with our elder generation. Everyone has wonderful stories, and I enjoy helping residents feel nurtured and cared for."

Coco's salon is often filled with gentle music from the 1950s, creating a calm and welcoming atmosphere. Residents frequently sing along or share fond memories inspired by the music.

Emilia sees firsthand the confidence that comes with a fresh hairstyle. "You can see someone come in feeling flat, then leave smiling and standing taller. That's very special."

Book an appointment

Coco's Hair and Beauty Salon is open Monday, Tuesday and Thursday each week.

To book a hair appointment with Emilia, call 0410 322 330.

To book a beauty service with our qualified beautician, Michelle on Mondays, please see Reception.

COCO'S
Hair & Beauty

Hair-care tip from Emilia

Wear a silk bonnet at night to keep hair smooth and tidy.

It works for all hair lengths, maintains blowdrys and sets and keeps hair from getting knotty. Silk bonnets are available to purchase at Coco's Hair and Beauty Salon.

NORTH
Half Limit Hands

KIRKS

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Month of Nutrition

March is the start of our Autumn season and the month of Nutrition. Nutrition is essential for health and wellbeing for all of us not just our aged community because it provides the vital energy nutrients and fuel we require for our body to function grow and repair.

A balanced nutrient rich diet strengthens the immune system maintains a healthy weight boots mental health and reduces the risk of chronic diseases like diabetes, heat disease stroke and certain cancers.

The components of a healthy diet include a variety of foods:

- Staples like cereals (wheat and rice) legumes (beans and lentils) and starchy roots
- Produce: a variety of seasonal fruits and vegetables.
- Proteins & Dairy: lean meats, fish, eggs, and milk.
- Hydration: adequate water intake is essential for bodily functions.

Reminder

The skip bin is located behind the Men's Shed until 31 March for Independent Living residents.

Please refer to page 34 of the February Chatterbox for conditions of use.

Happy 100th birthday Valda!

Congratulations to Valda McLerie, who has recently become the newest centenarian in our Independent Living community. Valda celebrated her remarkable 100th birthday on 21 February, surrounded by family and friends at a beautiful and happy gathering.

Born in 1926 at the Summer Hill Private Hospital in Ashfield, Valda has lived through a century of extraordinary change. She married her beloved husband, Bill, on 6 June 1949. Their family soon grew with the arrival of their daughter Sue in 1951, followed by Belinda in 1953, completing their family of four.

Reflecting on her life, Valda says she is most proud of her resilience, her ability to enjoy life and her determination to make the most of whatever unfolds.

"I have had a fortunate life being surrounded by loving family, starting with my immediate family - my parents, grandparents, aunty, my brother and sister. Then when I married and started my family it was a natural progression of the importance of family and friends."

She fondly recalls Sundays spent gathered around the piano, singing together as a family. Later, she created similar memories with her own daughters, taking them to family and friends' gatherings where the children played while the adults enjoyed a game of cards.

Among her most treasured memories are riding in a horse and sulky with her grandfather and, years later, driving a car with her grandchildren - special moments that beautifully span generations.

Today, Valda's family includes her two beautiful daughters, Sue and Belinda, two son-in-laws, five grandchildren and 12 great-grandchildren, all of whom keep her grounded and connected and immensely proud.

Valda says moving into the Crowley Independent Living community 19 years ago was one of the best decisions she made. She loves socialising, regularly plays Mahjong, enjoys word searches to keep her mind active, and enthusiastically joins in community activities and social gatherings.

Her advice to fellow residents is simple: get involved and become part of the community.

When asked about her secret to a long life, Valda credits her positive attitude, staying busy, and remaining connected to family and community.

"Live a full life by being positive, laugh a lot - and most of all, laugh at yourself."

Out and about

Carol
Sandy

Jean
Geoff

“Be happy and enjoy what you’re doing”

Betty Parrish
RESIDENT PROFILE

Born in Lismore at Don Grail Private Hospital, Betty Parrish grew up on a farm in Alstonville, where her father worked as a dairy and cattle farmer.

Her father owned three farms in the area and was awarded an MBE in the 1970s for his service to the dairy industry. “He was a great man,” Betty says proudly.

The youngest of eight children, Betty is now the only surviving sibling. As a child, she and her brothers and sisters travelled to Shaws Bay in Ballina for swimming lessons in the back of a big cream truck - long before seatbelts were around.

“Ballina was very different back then,” she recalls. “There wasn’t a lot there and most people would go to Lismore to shop.”

Betty attended Alstonville Primary School and completed her Intermediate Certificate before moving on to Lismore Technical College, where she studied secretarial studies and dressmaking. She became an accomplished seamstress, making all her own clothes and for her mother.

On a trip to Moss Vale, Betty stayed with a family friend who taught her how to drive so she could surprise her father when she returned home. Not long after, she met her future husband, Lewis, whose brother owned a farm opposite her parents’ property. Invited over by her father for a game of cards, Lewis met Betty for the first time - and soon asked her out. They married when Betty was 20.

Lewis trained for four years to join the Air Force and had travelled to Sydney to enlist, but the war ended just one day before he was old enough to enrol.

Married in 1954, Betty and Lewis built their home in Oliver Street, Lismore, and raised two children, a son and a daughter. Their son studied at Armidale University and became a maths teacher, while their daughter completed secretarial studies and now works alongside her husband.

Betty is also a proud grandmother to three grandsons and great-grandmother to five great-grandchildren.

For more than 16 years, Betty worked at the Karinga Motel in Lismore, once considered the best place to stay in town. Located opposite the swimming baths, it hosted many notable guests, including the Duke of Edinburgh, Dawn Fraser and members of Parliament.

Betty remembers working through the devastating 1954 floods, when staff raced to move belongings upstairs as water rose rapidly.

After retiring, Betty volunteered at the Naval Museum in Ballina each week. “I really enjoyed it,” she says. “I would meet people from all over the world.” She formed many friendships and missed it when she left.

Betty has enjoyed travelling, taking train trips to Perth and Darwin, visiting Cairns, Tasmania, Melbourne, Hawaii, America, Spain, North Africa, Singapore and England. A highlight was travelling through England and Europe with her three sisters.

28 years ago, Betty bought a home in Cherry Street, Sandpiper Court. “It was a lovely place to live,” she recalls. “In summer, all the ladies swam in the creek every day, and we held Christmas parties each year where everyone brought a plate to share. We did that for 28 years.”

Reflecting on her life, Betty offers simple but heartfelt advice: “Be happy, and enjoy what you’re doing.”

Meet you at Barney's Cafe

Tony Baldwin
Hotel Services Manager

Buzzing, brewing and better than ever!

Barneys Café has kicked off the year with a flying start, and it's wonderful to see so many familiar faces coming through the doors.

Wednesdays are always a highlight with our ever-popular Roast Special drawing a fantastic crowd. Let's be honest, you can't beat a good roast (especially when you don't have to cook or wash up afterwards!).

And there's nothing quite like ending the week with a classic as Fridays continue to shine with our much-loved Fish and Chip Day - and yes, they're the very same meals enjoyed within the facility.

There's a little extra excitement at Barney's on Thursdays with our Daily Special on offer. It's becoming a great success, with many keen taste-testers returning to see what's new on the menu each week. We love seeing the anticipation at the counter!

The café is open to visitors seven days a week from 9.30am to 3.30pm, serving up a delicious assortment of sweet and savoury treats. Our cabinet is always filled with yummy cakes, slices and freshly prepared items that change daily. Favourites include the chicken pesto turkish roll and the breakfast egg and bacon roll — perfect with our fantastic coffee. Some might say it's the best coffee in Ballina... I wouldn't argue with that (although I admit I may be just a little biased!).

Having access to a café experience is a big part of life at Crowley. It's more than just coffee and cake - it's about connection, laughter and those "just popping in for a quick cuppa" moments that somehow turn into a long chat. Residents form friendships, catch up regularly, and enjoy the independence of visiting the café, all within a safe and caring environment.

Our café staff are not only experts at making great coffee, but also at creating welcoming conversations and engaging with older people. A friendly smile and a good chat are always on the menu.

With Crowley's new Assisi Apartments soon to be completed, we expect the café to be even busier, which means even more coffee being poured and more stories being shared.

Bookings are encouraged so you don't miss out, especially on Roast Wednesday!

Finally, we are proud to share that following our annual NSWFA Audit, Crowley has once again received an **"A"** Pass. A fantastic achievement and a credit to everyone involved. Well done, team!

Beef and Guinness pie

Ingredients

- 2 kg beef chuck casserole steak
- 3 sliced onions
- 4 crushed cloves garlic
- 1 tbsp oil
- 2/3 cup plain flour
- 400ml guinness beer
- 2 cups beef stock
- 2 sheets ready-rolled puff pastry
- 1 beaten egg

Instructions

Brown beef in hot oil. Set aside. Cook onions and garlic in oil until golden. Sprinkle in flour and cook for 1 min.

Return meat and juices to pan, add Guinness and stock. Bring to the boil. Reduce heat, simmer for 2 hours until tender and sauce has thickened.

Preheat oven to 200°C. Spoon beef mixture into eight 250ml ovenproof ramekins. Cut out eight circles of pastry to cover. Press firmly onto dishes and seal. Brush with egg, place on a tray and bake for 25 minutes until golden. Freeze uncooked pies, wrapped in plastic then foil. Defrost before cooking.

Irish stew

Ingredients

- 1/4 cup plain flour
- 1.2kg lamb neck chops, trimmed
- 1/4 cup olive oil
- 1 brown onion, finely chopped
- 1 tbsp fresh thyme leaves
- 2 carrots, peeled, sliced
- 1kg desiree potatoes, peeled, cut into 2cm pieces
- 6 cups beef stock
- Fresh thyme leaves, to serve

Instructions

Place flour and chops in a snap-lock bag. Seal. Shake until chops are coated. Heat 1 tablespoon oil in a heavy-based saucepan over medium heat. Add onion and thyme. Cook, stirring, for 3 to 4 minutes or until tender. Transfer to a bowl.

Increase heat to high. Add 1 tablespoon oil. Add half the chops. Cook for 2 minutes each side or until browned. Transfer to a plate. Repeat with remaining oil and chops. Layer 4 chops and half the carrots, potatoes and onion mixture in pan. Repeat layers with remaining chops, carrots, potatoes and onion mixture. Pour over stock. Bring to the boil, skimming off fat when necessary. Reduce heat to low. Cover. Simmer for 1 hour 30 minutes, skimming off fat when necessary. Remove lid. Simmer for 30 minutes or until chops are very tender and sauce has thickened slightly.

Season with pepper. Top with thyme sprigs. Serve with crusty bread.

Update from Maintenance

Albie Viel
Maintenance Manager

Access and Safety in Your Home

At Crowley, we want your home to feel safe, comfortable, and easy to move around in. One area many residents find challenging is the shower.

As balance changes over time, stepping over raised frames can become risky. That's why our apartments have sill-less shower doors, where the door seal closes onto an aluminium D mould fixed to the floor. In our refurbished villas, shower floors are recessed by 10mm and shower doors are fitted with U-shaped channels to direct water flow to one side. Traditional shower frames can be at least 25mm high, so removing these helps make shower access safer and reduces trip hazards.

Because these showers don't have a door sill or hob, some water may escape onto the bathroom floor. Please take care to keep floors dry. If you use a shower mat, make sure water can still drain properly. Sometimes a small hole in the mat helps prevent water from building up.

Ramps and handrails can also make a big difference accessing your home, especially near patios and entryways. Residents may consider purchasing solid rubber ramps made from recycled tyres, designed to the correct 1:8 gradient where space permits. During villa refurbishments, we also fit magnetic door holders to keep screen doors open while you're coming and going.

If you have concerns about access in your home, an Occupational Therapist can help by assessing your mobility and suggesting the most useful supports and aids to install in your home.

Remember to submit an Additional Works Request form before any alterations are made.

Ready February 2026

ASSISI

APARTMENTS AT CROWLEY

Introducing the Assisi Apartments at Crowley Care.

Independence celebrated.

26 unique apartments designed with care, built with purpose.

Request your information pack today.

Phone us on 1300 139 099
or visit www.living.crowley.org.au

crowley care

Trusted since 1979

DISCOVER MORE:
Scan the QR code to visit our website at www.living.crowley.org.au or call us on 1300 139 099 to learn more about this exciting new development.

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Nestled along the serene banks of Ballina's North Creek, Crowley Care's latest Independent Living development offers an unparalleled blend of luxury, comfort, and community.

Designed for you, the Assisi Apartments provide an inspirational living experience, where every detail is considered for elegance and ease.

AT A GLANCE

Number of Apartments:
26 self-contained residences

Apartment Sizes:
1 and 2 bedroom configurations with 1 or 2 bathrooms. Secure undercover parking space with remote access.

Expected Completion:
February 2026

Accessible Location:
154 Cherry Street, Ballina NSW 2478

Community Features:
Beautifully maintained landscaped gardens, plus shared activity and entertaining areas.

Safety & Security: Enjoy peace of mind with our 24/7 emergency call system, nightly security patrols, and regular wellness checks by our Independent Living Coordinators.

Craft Corner

How to make St. Patrick's Day decorations

Add a festive touch to your St. Patrick's Day celebrations with this clever four-leaf clover decoration. While you're crafting maybe you can share an Irish joke or two!

What you need

- Green craft paper
- Scissors
- Glue
- String

Instructions

Cut strips of craft paper 3cm wide and 30cm long.

If participants have poor dexterity, trace the lines with a black marker and hand it to them to cut out.

Cut several strips and start assembling.

Fold one strip in the middle. The folded end is the bottom of the heart shape.

Put 1.5 inches (2 cm) of glue on the outside ends of the strip.

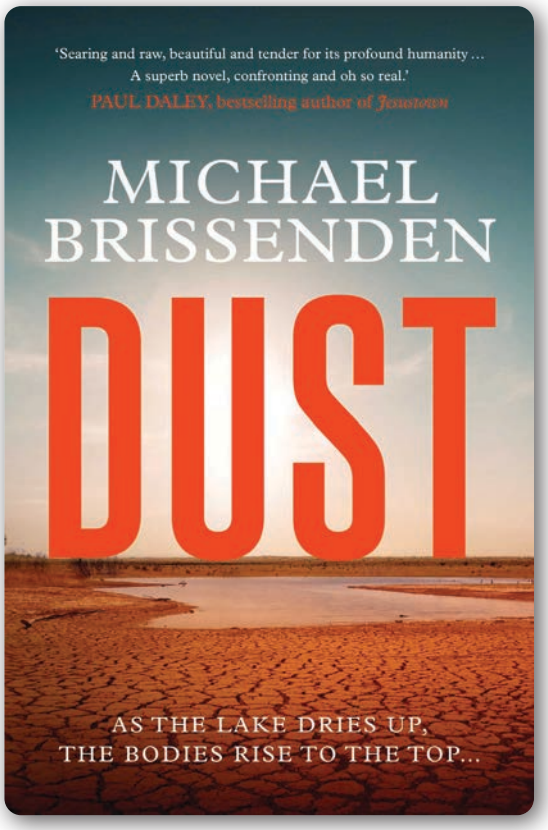
Take the two ends and bend inwards to glue together. The more you fold the glued parts the more it looks like a heart shaped figure.

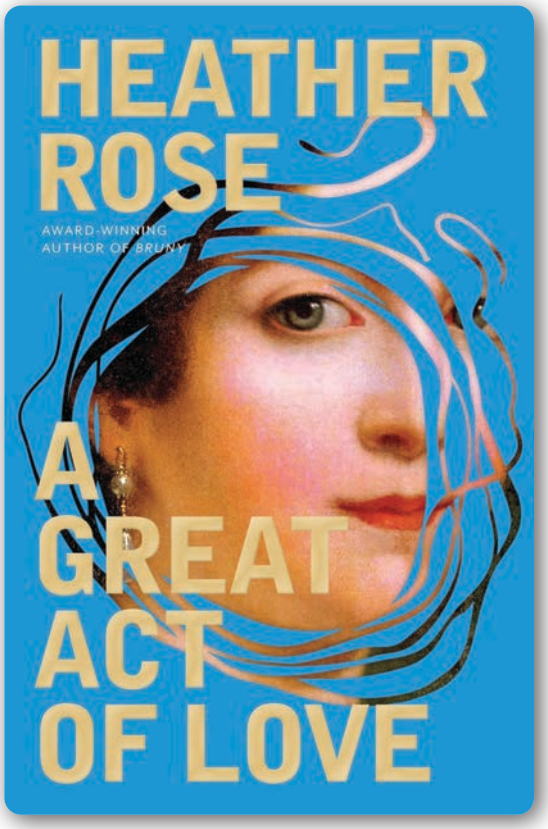
Secure with a paper clip until it dries.

Glue the four pieces together making sure the folded ends meet.

Decorate walls, windows with blue tack or attach cotton yarn or make a garland and hang from the ceiling.

Book Club





Dust by Michael Brissenden

Our latest read was "Dust" by Michael Brissenden. Michael was a journalist and foreign correspondent with the ABC for 35 years. This is his fifth novel.

When Aaron Love discovers a fresh corpse near the cracked lake bed of Lake Herrod, along with evidence that his missing father is alive and linked to a web of organised crime, he is thrust into a world of deception, injustice and betrayal.

Detectives, with Aaron's help, uncover a web of conspiracy that reaches far beyond the small community. There is a side story involving a detective's daughter and her protesting at climate rallies.

What did we think?

- A good detective yarn with lots of twists and turns
- Too much foul, gritty, crude language
- With the author's background, it was probably more real than we would like to believe
- A slow beginning, with most of the action in the last few chapters
- The detectives and police were too stereotyped
- One of the protagonists deserved a better ending, and was the ending credible
- The landscape and heat became their own characters but was the setting too much like a Chris Hammer novel?

Our next read

Our March read is **A Great Act of Love** by Heather Rose. A young woman of means arrives in Van Dieman's Land in 1839 with a young boy in her care. Leasing an old cottage next to an abandoned vineyard, Caroline Douglas must navigate an insular colony of exiles and opportunists to create a new life. She is carrying a secret of such magnitude that it has led her to cross the world and it will take all she is made of to bring it to light.

Until our next meeting on 19 March, happy reading! Marion

News from the Men's Shed

The Men's Shed reopened late January and is buzzing with the crew onsite every Tuesday and Thursday mornings from 8.30am to 12 noon.

During these times, you're welcome to drop in and browse our range of handmade items, along with fresh herbs and plants for sale.

If you'd like to purchase herbs or plants outside these hours, place your payment in the honesty tin at the front of the shed.

The team is happy to help with small repairs or the construction of new items - just call in for a chat and some friendly advice. New ideas and suggestions are welcome, so feel free to share your thoughts.

Currently, we have a surplus of free pots in various shapes and sizes behind the shed near the greenhouses - please help yourself.

Donations of usable timber or items suitable for reconditioning are always appreciated and help keep the Shed running.

The Men's Shed crew is grateful for the support from Crowley management and our wonderful community. We look forward to a happy, busy, and productive 2026 together.

Men's Shed Open

Tuesday and Thursday mornings each week from 8.30am to 12 noon.

Crowley Care Auxiliary

Easter Raffle

TICKETS

$2 each or 3 for $5

DRAWN Tuesday 31 March 2026

1st Prize

2nd Prize

3rd Prize

Crowley Care Auxiliary

Margaret Savage
Crowley Auxiliary President

The Crowley Care Auxiliary year began with a very warm (in more ways than one!) first meeting in February.

Despite the heat, it was wonderful to see so many familiar faces, and we are now full steam ahead with planning functions, raffles, and some exciting outings for our Auxiliary members, along with family and friends, to enjoy fun, fellowship, and true camaraderie.

Easter Raffle

Our Easter Raffle is up and running, with tickets available from Crowley Reception. Our valued Auxiliary members will also be selling tickets in River Street and at Ballina Fair.

I would like to take this opportunity to sincerely thank Su Reynolds of **Byron Bay First National Real Estate** for her very generous donation, which has enabled us to put together three very exciting raffle prizes. We are extremely grateful for her continued support of the Auxiliary and the work we do.

Annual General Meeting

We will next gather for our Annual General Meeting, on Monday 23 March at 3.00pm, upstairs in the Education Centre (there is lift access available). We warmly invite everyone to come along - our membership is open to both men and women.

The Auxiliary is an inclusive organisation, and our members are proudly multi-denominational.

The annual membership fee is just $5.00, which many would agree is well worth it for the delicious afternoon tea alone!

We always aim to keep meetings to a minimum so we can relax, enjoy some refreshments, and share a friendly chat.

We look forward to seeing all our regular members and, hopefully, welcoming a few new or prospective members along as well.

Here is a lovely reminder of what the Auxiliary is all about:

> "Alone we can do so little; together we can do so much."
>
> - Helen Keller

Next meeting

Annual General Meeting
3pm Monday 23 March 2026
Crowley Education Centre

Everyone Belongs

Shannon Wilson
Human Resources Manager

Celebrating Harmony at Crowley

Our community is made up of people with unique stories, traditions, and life journeys. Some of us are local, others have travelled far. Some bring family recipes passed down through generations, others memories of careers, service, and adventure. What unites us is something simple but powerful: a shared sense of belonging.

Each year in March, Australia celebrates **Harmony Week**, a time to value the cultural diversity that strengthens our nation. Harmony Week is celebrated from Monday 16 March – Sunday 22 March and this year's theme, **Everyone Belongs** reflects something we strive to live every day at Crowley.

Crowley is home to people from many backgrounds, cultures, and walks of life. This diversity is also reflected in our dedicated staff, who bring a wide range of experiences, languages, and traditions. Together, they help create a warm, respectful, and welcoming environment where everyone feels valued.

Harmony at Crowley can be seen in many small but meaningful ways. It is in neighbours sharing stories over a cuppa.

It is in residents exchanging favourite recipes or family traditions. It is in themed meals, cultural celebrations, and community events that bring people together. It is also in the quiet moments - when staff take the time to listen, understand individual preferences, and provide care that respects each person's background and beliefs.

Fostering an inclusive and respectful environment is central to everything we do. We are committed to supporting our staff through ongoing training, open communication, and strong values that place dignity, kindness, and compassion at the heart of care. When our teams feel supported and respected, they are better able to provide the thoughtful, personalised care that residents deserve.

For our residents, harmony means feeling safe, welcomed, and comfortable being yourself. It means knowing your story matters. It means living in a community where differences are not just accepted, but appreciated.

We are proud of the culture we continue to build together at Crowley - one that is grounded in mutual respect, genuine connection, and shared purpose. Our strength lies in our people: residents, families, staff, and volunteers who contribute daily to the spirit of our community.

As we recognise Harmony Day this month, we thank everyone who helps make Crowley a place where people feel at home. By continuing to listen, learn, and support one another, we ensure that our community remains strong, inclusive, and welcoming where "Everyone Belongs".

Did you know?

More than **25** languages, in addition to English, are spoken across Crowley, reflecting the rich cultural diversity of our residents and staff.

These include: Kiribati, Malayalam, Hindi, Tongan, Filipino, French, Kinyarwanda, Telugu, Samoan, Punjabi, Japanese, Polish, Spanish, Thai, Indonesian, Fijian, Tagalog, Nepali, Swahili, Dzongkha, Arabic, Cebuano, Sinhala, and Hebrew.

crowley care

DRESS UP DAY

Friday 20 March

Staff and residents are invited to wear **ORANGE** OR **Multicultural** attire to celebrate the cultural diversity of Australia!

everyone belongs

HARMONY WEEK

HARMONY.GOV.AU

Welcome to Team Crowley

We say welcome to our newest staff members.

Melinda (Mel)
Administration

Darpan
Residential Care

Saziso (Sazi)
Residential Care

Lilly
Residential Care

Happy Birthday!

Continuous improvement

Michelle Golding
Quality Manager

Why it matters in Aged Care

Continuous improvement isn't a buzzword – it's at the heart of safe, high-quality care and a requirement under Australia's aged care quality framework.

Under the new Strengthened Aged Care Quality Standards, aged care providers must demonstrate how they review, monitor and improve their services over time.

These strengthened Standards raise expectations and reinforce what matters most - safe care, dignity, respect and accountability.

At Crowley, continuous improvement means we are always looking for ways to make life better for the people who live here and for our clients.

What it means for you

Continuous improvement means we:

- Listen to our residents, clients, families, staff and stakeholders
- Learn from feedback, incidents and outcomes
- Make planned improvements
- Monitor whether those improvements make a positive difference.

It's now an embedded and measurable part of how aged care services are governed and delivered.

By fostering a culture of learning, evidence-based decision making and responsive care, we meet compliance requirements and help ensure our residents and clients receives safe, respectful and person-centred care.

Elements of continuous improvement

These principles guide our approach:

- **Person-centred focus** - placing each resident and client's needs, preferences and rights at the centre of decisions.
- **Innovation** - finding better ways to deliver care and services.
- **Involvement and accountability** of key stakeholders, including people receiving aged care, their representatives and carers, staff and volunteers, committee and board members, advocates.
- **Planned and structured actions** to address identified improvements
- **Regular monitoring and evaluation** to ensure changes are effective.

Continuous improvement benefits

Beyond meeting regulatory requirements, continuous improvement allows us to:

- Identify areas where care and services can be strengthened
- Improve outcomes and experiences for residents and clients
- Increase resident, client and family involvement
- Strengthen systems to monitor and track changes
- Achieve sustainable, long-term improvements
- And simply do things better.

How We Make Improvements:

We use a structured approach known as the Plan-Do-Check-Act (PDCA) cycle, a recognised continuous improvement model.

It includes four steps:

1. **PLAN** the improvement
2. **DO** implement the change
3. **CHECK** the results
4. **ACT** to standardise and sustain successful improvements.

This cycle helps ensure that improvements are thoughtful, measured and effective.

Ongoing Commitment

Continuous improvement means we never assume we are "finished."

We keep listening.

We keep learning.

We keep striving to make Crowley the best it can be for everyone who lives here, works here and receives our services in the community.

Making Feedback Flow

Michelle Golding
Quality Manager

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

Residential Care residents

- A great many thanks to the girls in the laundry for returning my blouses beautifully washed and ironed.
- I am blown away by how discreet it is when someone passes away. The passionate staff for all things big & small. The care is amazing to all - resident, family member or friend. Can't thank all enough for always being available for a chat & care.

Independent Living residents

- Been here in an independent living apartment for 18 years and Crowley has met all our expectations!
- Been living in Crowley independent living for 10 years and love it.
- Crowley has exceeded all our expectations.

Student Placement

- Learnt a lot from Ally and Brenda they supported me every step. Very appreciative.

External Booking

- Thank you today was amazing, the room setup and the catering. Fantastic!

Home Care families

- I would like to thank you all for all that you have done for Mum while she was on her package. She is in the right place in residential care now. Hopefully she will settle and thrive.
- Can you please pass on our family's sincere thanks to all the carers that have cared for Mum especially Vicki, Julie and Leanne. They are absolute gems.
- We are so happy that Vicki and Leanne will continue now with John.
- Amelia is lovely and very good at her job!

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

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Unscramble word search

To solve this puzzle, first unscramble each word and write the word on the blanks provided. Then look for the words you made in any direction in the puzzle. HINT: each word is related to St Patrick's Day.

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

NFU _____
THA _____
IJG _____
OPT _____
OGLD _____
GFAL _____
KUCLY _____
SIHIR _____
USICM _____
EDNAC _____

NITAS _____
NIOSC _____
ARCHM _____
ERENG _____
PCINH _____
LORVEC _____
RADAPE _____
MARHCS _____
ELTCIC _____
RITCAPK _____

DERELMA _____
HYIDOLA _____
ELANRID _____
DOGO LUKC _____
CIKMILRE _____
CORMHASK _____
EBRLATECE _____
BNOIOARW _____
SESHROEHO _____
CEHRPAAENUL _____

YBNARLE

NOTES

_____

_____

Answers for hidden objects

Did you find all 10 hidden Valentine's Day objects last month?

Villas available at Crowley

2 bedroom ground floor villas currently available in Ballina under $650,000.

Modern, secure and designed for comfortable independent living

Enquire today!

Contacts

Emergency
Fire, police, ambulance
000

Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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

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

Enquiries should be directed to Crowley Care Administration.

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