the chatterbox

MAY 2026

NEWS FROM CROWLEY CARE

crowley care

Contents

Catch up with Kelli
Discover more about Crowley's operations 03

A Decade On
Remembering Bishop John Satterthwaite 04

Easter celebrations
at Crowley 06

Clinical Care
Allied health services 12

A Place to Call Home
Why we don't offer general tours 15

Independent Living Update
Village news and Heart health 16

Hotel Services News
National Fish and Chip Day 22

Maintenance Update
Fire safety at Crowley 26

Crowley Care Auxiliary
Growing stronger each year 34

Happy Birthday
Norma celebrates 100 years 36

Focus on Quality
Surveys in Aged Care 38

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

June receives a special visit from the Easter Bunny who delivered chocolate treats of course!

Catch up with Kelli

Kelli Potts
Acting Chief Executive Officer

As the weather cools I always reflect on that lovely feeling of anticipation with the change of each season. As Summer winds down, the refreshing cool of Autumn and beauty of Winter are in our sights.

This month while Michael's on a short break, as Acting CEO I thought I'd share a little of what's happening across our services.

In Independent Living we continue receiving enquires about our new Assisi Apartments, which is exciting and encouraging.

It tells us people are looking for more than accommodation - they're looking for a community like Crowley where they participate and become part of something special.

In Home Care, demand for our services continues as the team transitions our service, suppliers and clients to the Support at Home program. Six months into the new system there is still work to do right across the sector.

Support at Home is a complete redesign of how home care is delivered and funded and has drawn lots of feedback from all involved. There are a number of government and industry representative reviews underway considering the implications for consumers and providers.

In Residential Care, implementing the new Aged Care Standards continues as a focus for the team.

Everyone contributes to our success here, including our wonderful nurses, care staff, hotel services team, maintenance team, clinical leaders and our administration team.

Our world has changed in relation to compliance in aged care, as it has for many industries.

This new focus on compliance is unlikely to change and our job is to navigate this whilst delivering high quality care for our residents and clients. No organisation gets everything right all the time, or meets every need, so working closely with our stakeholders and building relationships is key.

This is where your feedback comes in. When our Quality Team reaches out to you, please take a moment to share your thoughts and suggestions. It gives us an opportunity to hear from you directly so we can continue to improve where we can. Please keep your feedback coming.

National Volunteers Week

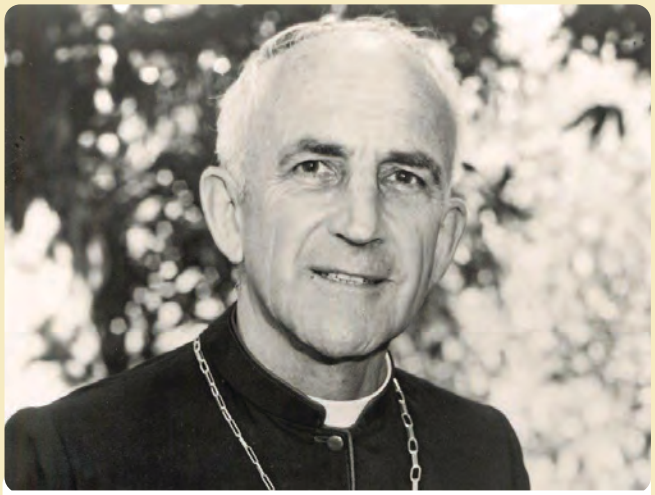
In this edition of Chatterbox is a wonderful tribute to our volunteers who contribute in so many ways, enhancing the experience of our residents.

From spending time with residents and helping with activities, to supporting events and simply being a friendly face these moments might seem small, but they have an incredibly positive impact. There is science behind the positive benefits on our health and wellbeing of these moments of connection. A chat over a cup of tea, a shared laugh, or just having someone take the time to sit and listen, enriches our lives here at Crowley.

To all our volunteers who come in and members of the Auxiliary who spread the word in the community - thank you. Your time, care and generosity is valued.

Kelli

A Decade On: Remembering Bishop John Satterthwaite



Bishop John Steven Satterthwaite
1928 - 2016
May he rest in peace

Bishop Satterthwaite died on Saturday 23 April 2016, just one week short of the 47th anniversary of his ordination to the episcopate by Cardinal Gilroy.

The anniversary of his death provides us with an opportunity to reflect on the contribution of this unassuming man to the life of the Catholic community on the North Coast of New South Wales.

Ordained originally for the Diocese of Armidale, Bishop Satterthwaite was what has been termed "a late vocation". Prior to ordination he had studied engineering at Sydney University and theology at the Lateran University in Rome. Ordination to the priesthood brought with it service in Glen Innes as assistant priest and Armidale as Chancellor and Bishop's Secretary. At the time of his appointment to Lismore he was Administrator of the Cathedral.

In 1969, at the relatively young age of forty he was appointed Coadjutor Bishop to the then Bishop, Patrick Farrelly, himself first appointed as Co-adjutor to Bishop John Carroll in 1931.

Bishop Satterthwaite spent the first years in the Diocese in Casino and Grafton before becoming Bishop of Lismore in 1971, on the retirement of Bishop Farrelly.

Like his predecessor Bishop Satterthwaite sought and received a Coadjutor Bishop, Geoffrey Jarrett, appointed in December 2000. Having given his successor time to settle in he submitted his retirement to the Holy See. This was accepted. So, some 30 years after his appointment as Bishop of Lismore and 32 years after his ordination as a Bishop, he laid aside his pastoral staff as Bishop of the Diocese of Lismore.

He was Bishop of the Diocese for some 30 years. During that time he devoted himself tirelessly to this area of the world. It was a time of great change, both in the Church and in the community. It was left to Bishop Satterthwaite, in cooperation with priests, religious and laity, to implement the reforms of the Second Vatican Council. This required, above all, kindness and firmness.

Though eminently capable he chose not to go on committees that would take him away from his Diocese, choosing rather to fulfil the role of a "country bishop". In the main this consisted of a weekly round of visiting parishes from Tweed in the north to Camden Haven in the south. In addition to administering the sacrament of Confirmation, he went to the schools, assisted with confessions, and visited the sick. He made sure that he visited the parents of priests and religious living in the parish.

Always available, he would accept invitations to any part of the Diocese. This often meant travelling to Port Macquarie on one day, returning to Lismore to travel to Tweed Heads the next day. He loved celebrating Mass in the small churches surrounding Lismore. The people at Dunoon and Goolmangar, Larnook and Nimbin remember him with

great affection. At Christmas and Easter, having celebrated the evening before in the Cathedral he would often travel to Mallanganee, beyond Casino, to say Mass for the people there.

When in Lismore, he took his turn in parish duties. Every week, when in town, he would walk to St Vincent's Hospital and visit all the patients. In the Chancery he often walked down to the Post Office to collect the mail. Having completed his administrative duties he would often visit the sick or the families of those who had died in Lismore.

Of course, in his younger days, there was always time for a game of squash where he would race some hapless opponent around the court, often one of the Marist Brothers or the assistant priest.

He had a great affection for the Italian families in Lismore and district and was always available to say Mass in Italian for them at the Italo club during November and at New Italy after Easter. He loved nothing more than a plate of pasta and a glass of red wine, usually homemade!

While he presided over many great initiatives in the Diocese: education, health and aged care to name the more important things, he took no credit for them. They are the result, he says, of generosity and hard work of priests and people at the local level. However, without his encouragement they would not have happened. He was loath to take any credit, remarking, in his rather dry manner, that "when I am lying in a coffin someone else will be lying in the pulpit".

Bishop Satterthwaite is above all a man who tried to treat everyone equally. One person said, "in meeting the Bishop you never feel nervous or frightened." He often said that in dealing with people one should never put them in a corner. It may not be generally known that the Bishop was a member of the Ozanam Villa Conference of the St Vincent de Paul Society. He rarely missed the Tuesday night meeting.

One person affectionately called him "our no frills Bishop". His homilies were always concise, his public statements given in language all could understand. He saw his most important role not as an administrator but as a teacher. He taught not so much by what he said as by what he did. Few except those who have lived with him would know that if you wanted to find him at 5.30am he would be found at prayer in the Cathedral.

In retirement he chose to return to parish duties, first in Bellingen before settling in Port Macquarie as chaplain to its aged care. He continued to do what he had always done: hospital and home visitation. When he left his home in Lismore for the last time he did so in the same way he had come to it some thirty years before – with nothing more than a small suitcase!

Bishop Satterthwaite's mortal remains were received into St Carthage's Cathedral on the evening of the 1 May, 47 years to the day after his ordination to the episcopate by Cardinal Gilroy in 1969.

Bishop Satherthwaite ordained 45 priests. All together he gave the Catholic church close to 60 years of official service, working diligently to build the Lismore congregation through difficult times. He helped a new generation for the church.

Source: ABC, published Northern Star 2 May 2019

Easter Celebrations at Crowley

Crowley Care was filled with joy and colour this Easter, as residents took part in a variety of activities and celebrations.

Easter included a variety of arts and crafts along with an Easter morning tea where residents enjoyed time together in a relaxed social setting with live entertainment and were able to show off their Easter bonnets.

A popular highlight was the pop-up Easter shop, where residents could browse and choose a special treat. Adding to the excitement was a surprise visit from the Easter Bunny, bringing smiles and laughter to all.

It was wonderful to see the Easter spirit shared throughout the community.

Pop Up
3 for $1.

DONATA

Allied Health Services

Kelly Roberts
Nurse Practitioner

The importance of multidisciplinary care

Thank you Lyn Haugh

After more than two decades providing speech pathology services to our residents, we recently farewelled Speech Pathologist Lynn Haugh as she retires.

Lyn supported residents and staff over many years. Her work focused on assessing swallowing, and promoting safe, enjoyable mealtimes, while upholding each person's choice, dignity and ability to communicate.

Speech pathologists are vital to our allied health network. They assess and assist with communication, eating, drinking and swallowing difficulties - challenges that are common as we age. They play a key role in helping people maintain their health and quality of life.

Older people may experience communication difficulties due to conditions such as hearing loss, dementia, or language and cultural differences.

Through a multidisciplinary approach, we work closely with visiting allied health professionals, including speech pathologists, to support both residents and staff.

This collaboration includes training and guidance in areas such as:

- Identifying and managing swallowing difficulties
- Supporting safe and adequate nutritional intake
- Promoting positive mealtime experiences, particularly for people living with dementia
- Ensuring appropriate meal textures to meet individual needs
- Strengthening staff communication skills, including speaking clearly, using simple language and engaging at eye level
- Encouraging personalised communication strategies, such as using photo albums to spark conversation
- Recognising and responding to oral health concerns.

Speech pathologists visit Crowley onsite based on individual referrals, typically when a resident requires assessment or support with changes in their eating, drinking or communication needs.

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

We say goodbye to Speech Pathologist, **Lisa Haugh** and wish her well on her retirement.

Welcome Karen Kostal

We are pleased to welcome Speech Pathologist Karen Kostal, who will continue to providing this important allied health service to our residents.

Karen graduated with a Bachelor of Speech Pathology from the University of Newcastle in 2000 and has worked with children and adults across New South Wales and England before settling in the Northern Rivers in 2003.

Karen is passionate about supporting person-centred goals through evidence-based assessment and therapy delivered in a compassionate environment.

Her areas of expertise include dysphagia (swallowing) across the lifespan, neurological conditions such as stroke, Motor Neurone Disease and Parkinson's disease, as well as head and neck cancer and complex care needs.

She brings a strong commitment to working collaboratively within a multidisciplinary team.

We look forward to working together to continue supporting the health, wellbeing and dignity of those in our care.

We welcome Speech Pathologist, **Karen Kostal** providing allied health services to residents.

International Council of Nurses
OUR NURSES. OUR FUTURE.
International Nurses Day 2026
Empowered Nurses Save Lives

Honouring our Nurses

International Nurses Day

12 May 2026

On the 12 May each year, we celebrate International Nurses Day and the birth of Florence Nightingale, the founder of modern nursing. It's a meaningful moment to recognise the extraordinary contribution our nurses make to the health and wellbeing of our Crowley community.

The 2026 theme, **Our Nurses. Our Future. Empowered Nurses Save Lives** highlights something we see every day - when nurses are supported, respected and empowered, the impact on care is profound.

Here at Crowley, we are fortunate to have a team of dedicated and highly skilled nurses who bring clinical expertise, compassion, patience and understanding to their roles.

Whether it's providing comfort, advocating for residents, or taking the time to listen, their work shapes the experience of care in meaningful ways.

International Nurses Day is a chance to pause and thank our nurses for the care they provide, the relationships they build, and the difference they make each and every day.

We look forward to celebrating our nursing team with a breakfast BBQ and pizza dinner in recognition of all that they do.

Happy International Nurses Day!

Celebrating our Volunteers

Our community spirit is felt in many ways, none more so than through the kindness and generosity of our volunteers.

Volunteering is often described as giving, but at Crowley Care, we know it's also about connection, belonging and shared moments where our volunteers are essential to what makes our community feel like home.

So for National Volunteers Week (18–24 May), we highlight our incredible volunteers who selflessly give their time to support our residents, clients and staff.

Often offered quietly, their contribution and impact is deeply felt every single day.

Crowley volunteers bring companionship, connection and joy to our community. Through one-on-one visits, they offer conversation, friendship and a listening ear - gestures that make a meaningful difference to someone's day.

Others lend a hand during group activities, helping residents enjoy much-loved games such as bingo and hoy, where laughter and friendly competition fill the room.

Volunteers support our residents to attend Mass and socialise, helping maintain important connections and routines.

Beyond this, our volunteers contribute in many practical and meaningful ways. From driving the shuttle bus to assisting residents getting out and about, to sharing the joy of poetry through reading sessions, to helping collect survey responses that support continuous improvement across our services. Their support touches many aspects of daily life at Crowley.

To honour the contribution of our more than 50 volunteers, Crowley will host an afternoon tea during National Volunteers Week - a small gesture of thanks for the generous spirit our volunteers bring to our community.

We extend our heartfelt thanks to each and every volunteer. Your kindness does not go unnoticed - it is truly at the heart of all we do.

National Volunteer Week
18-24 MAY 2026
YOUR YEAR TO VOLUNTEER

Would you like to make 2026 your year to volunteer at Crowley?

To apply, contact us on 1300 139 099.

A Place to Call Home

Rene Lange
Risk Manager

Why we don't offer general tours

Our residential care community is home for our residents – a place where they live, relax, feel safe and comfortable.

From time to time, people ask to visit and look around while considering care options for themselves or a loved one.

We completely understand it's a big decision, and it's natural to want to see where they might be living.

However, we don't offer general tours of our residential care home because the privacy, dignity and wellbeing of our residents always come first.

It's important our residents feel secure, where their home is not filled with unfamiliar visitors walking through their personal spaces.

When do visits happen?

When a room becomes available, we warmly welcome prospective residents and their families to visit.

This gives them the opportunity to see the room, meet our team, and get a feel for life at Crowley in a way that respects the comfort and privacy of everyone who lives here.

Our approach is guided by a simple principle for our residents - this is your home, and we are committed to keeping it a safe, respectful and welcoming place.

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Never miss a Beat this Heart Week

Heart Week commencing 4 May is Australia's annual heart health awareness campaign. Held by the Heart Foundation, it encourages Australians to check their heart health.

With a focus on encouraging people aged 45+ (or 30+ for Aboriginal and Torres Strait Islander peoples) to book a 20-minute **Heart Health Check** with their General Practitioner.

It's all about starting conversations about heart health, taking steps to reduce the risk of heart disease.

Why it matters

Heart disease is largely preventable through healthy habits, yet it remains a significant health issue. A Heart Health Check a General Practitioner can help you understand your risks, including blood pressure, cholesterol, and blood sugar levels, and create a personalised plan to improve your heart health.

Heart Week highlights

- **Goal**: Raise awareness, start conversations, and encourage action to reduce heart disease risk through lifestyle changes and early medical checks;
- **Focus**: The 2025/26 campaigns highlight using the Aus CVD Risk calculator during consultations to estimate heart attack or stroke risk over the next five years;
- **Action**: Many community pharmacies also offer blood pressure, cholesterol, and risk assessment services;
- **Get Involved:** People can access resources, join Heart Foundation Walking groups, or order promotional packs, as noted on the Heart Foundation Shop.

Free resources

Check out the free Heart Foundation resources online at ***shop.heartfoundation.org.au/collections/resources***

Dates to remember

Thursday 7 May
Mother's Day Luncheon
RSVP by Friday 1 May
Happy Mother's Day to the women who have loved, nurtured and mentored the children in their lives. Thank you.

Tuesday 12 May
Education session with Kelly Roberts (to be confirmed)

Friday 29 May
Zentveld's Coffee Tour and morning tea, RSVP by 25 May

Friday 19 June
IL Biggest Morning Tea

IL Bus Trip

Independent Living residents recently enjoyed a fun and relaxed day out at Tweed Heads, browsing their favourite stores.

EVACUATION SIGN

Mothers Day Memories

Our heartfelt best wishes to all the wonderful mothers, grandmothers and mother figures this Mothers Day. May your day be filled with love, appreciation and special moments with those who matter most.

I have 3 children - 2 boys and 1 girl - Wayne, Russell and Rhonda. I was very proud of them. They were excellent at sport. They did soccer, gymnastics judo and football. It was good fun. They would go to Sydney and Queensland to compete at times. We were very proud of them.

Mary

I have 3 daughters, Leanne, Debra and Elizabeth. My husband was a timber man, he built a house in Cawarra Street. We were the first ones in the street. The girls and I would love to go swimming in North Creek. There was a dredge that would pump sand from the creek to level up the park opposite where the girls would also play.

Lenore

I have 4 children - 1 girl and 3 boys - Lisa, Michael, Geremy and Matthew. At first being a new mother was terrifying. I have lovely memories of when we would travel from Sydney to Byron Bay when the children were younger. We would stay for 3-4 weeks. The kids would have a great time, together we created many special family memories.

Lorraine

I have 2 children, April and Paul.

We used to love to go to the beach and the movies together.

Di

I have 3 boys and 1 girl - Joe, Cheryl, Tony and Geoffrey. I used to spoil them. Joe was a good big brother, he would come home from school and put Geoffrey in the pram and visit his mates place. I have fond memories of family holidays in the caravan at Darlington Park. The kids loved the beach and the pool. We enjoyed creating lots of memories and met many friends.

Ann

I have 2 sons - Tony and Geoffrey. My son's have been unbelievable while I was living at home alone. They have been very supportive prior to my coming to live at Crowley. I have 2 granddaughters and 4 great granddaughters.

Shirley

Hotel Services news

Tony Baldwin
Hotel Services Manager

Sharing fish and chips done right!

Nothing could be more important than National Fish and Chip Day at Crowley Care!

A calendar favourite and a great excuse to tuck into fish and chips which carries with it a rich history and a sense of comfort and familiarity.

A little bit of history

Fish and chips first became popular in the late 19th century in the United Kingdom, when fresh fish became more accessible and affordable.

Advances in trawl fishing in the North Sea, along with expanding railway networks, made fresh fish more widely available and affordable - even in inland cities.

Paired with fried potatoes, it became a cheap, hearty meal that was ideal for workers in physically demanding jobs.

Fish and chip shops soon began appearing across Britain as demand for this dish grew. Over time, it grew into a much-loved staple, enjoyed by generations across the world, including here in Australia.

National Fish and Chip Day itself was established in 2015 by the National Edible Oil Distributors Association (NEODA), with the aim of celebrating the industry and raising awareness of this iconic food. The event typically takes place on the first Friday of June.

Today, fish and chips remain a favourite for many, whether it's a memory of seaside holidays, a Friday night takeaway wrapped in paper, or simply the pleasure of sharing a good meal with others.

Celebrating at Crowley

At Crowley, National Fish and Chip Day is when we come together to enjoy simple pleasures.

To celebrate, we're delighted to offer free fish and chips at Barney's Cafe on 5 June.

Residents, families and staff are invited to dress up in Nautical theme, sit outside in the Plaza, enjoy the fresh air, and share a relaxed meal together. A chance to catch up and enjoy the welcoming community we're so proud of.

Please RSVP to Reception by Tuesday 2 June 2026.

We look forward to sharing this special day with you.

National Fish & Chip Day!

AHOY THERE!
Join us for Fish & Chips

FRIDAY 5 JUNE

12 noon - 1.30pm

Plaza and Barney's Cafe

Live entertainment with Helen Jarvis

RSVP Tuesday 2 June to Crowley Reception

Dress up in NAUTICAL theme (red, white & blue)

crowley care

Cheesy Mexican stuffed chicken breasts

Prep 15 minutes | **Cook** 30 minutes | **Serves** 4

Ingredients

- 280g jar mixed chargrilled peppers
- 4 chicken breast fillets
- 1/2 cup firmly packed coriander leaves
- 300g jar salsa
- 2 tbsp water
- 4 slices chilli cheddar cheese
- Coriander sprigs, to serve

Instructions

Preheat oven to 190C/170C fan-forced.

Drain and slice peppers, reserving 1 tbsp oil.

Cut slits into each chicken breast, about 1.5cm apart, being careful not to cut the whole way through. Push peppers and coriander leaves into the cuts.

Reserve 1/4 cup salsa. Stir water into remaining salsa and spoon over the base of a greased 21cm x 35cm roasting pan. Arrange chicken breasts on top. Drizzle with reserved oil and season.

Bake chicken for 15 minutes. Drizzle chicken with reserved salsa and top with cheese slices (breaking where needed to completely cover top of breasts).

Bake for 15 minutes or until cheese is melted and chicken is cooked through. Serve sprinkled with coriander sprigs.

Recipe from taste.com.au

Brown rice and salmon patties

Prep 20 minutes | **Cook** 45 minutes | **Serves** 4

Ingredients

- 1/2 cup medium grain brown rice
- 2 1/2 tbsp olive oil
- 3 spring onions, finely chopped
- 415g can red salmon, drained, skin and bones removed, flaked
- 2 tbsp finely chopped fresh coriander leaves
- 1/2 cup low-fat grated cheddar
- 125g green beans, thinly sliced
- 2 tbsp wholemeal plain flour
- 1 egg, lightly beaten
- 1 tbsp kecap manis

Dipping sauce

- 1/2 cup plain Greek yoghurt
- 1 tbsp sweet chilli sauce

Instructions

Cook rice following packet directions. Cool.

Heat 2 tspns oil in a frying pan over medium heat. Cook onion and garlic, stirring, for 2 minutes or until onion has softened. Cool.

In a large bowl, combine rice, onion mixture, salmon, coriander, cheese, beans, flour, egg and kecap manis. Season with pepper. Mix well.

Shape 2 tablespoons of mixture at a time into patties. Place on a lined baking tray. Refrigerate 30 mins or until firm.

To make dipping sauce, combine yoghurt and sweet chilli sauce in a small bowl. Cover. Refrigerate.

Heat remaining oil in a large frying pan over medium heat. Cook patties in batches for 2 minutes each side or until golden.

Serve patties with dipping sauce and celery stalks, cherry tomatoes, carrot sticks, and trimmed snow peas.

Update from Maintenance

Albie Viel
Maintenance Manager

Fire Safety at Crowley

Behind the scenes, there's is a lot that goes on to make sure our fire safety systems operate at optimal levels.

In April we conduct mandatory annual fire safety inspections and testing in both Residential Care and Apartment buildings.

All fire systems - hydrants, sprinklers, alarms, extinguishers, exits, hose reels, dampers and communications are checked to ensure they meet Australian standards.

Staff training records and our Emergency Management Plan are also submitted to Council and Fire Services.

Testing covers the fire panel, alarms, communication displays, fire dampers, and door release systems for safe evacuation.

Smoke detectors, exit pathways, and maintenance records are also reviewed.

These measures are essential for resident, client, and staff safety.

What is Steve doing?

Our Fire Safety consultant goes to great lengths to test all the smoke alarms in each room as part of the Annual Fire Safety Statement process.

ASSISI

APARTMENTS AT CROWLEY

Available now. Independence celebrated. 26 unique apartments designed with care, built with purpose.

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

Nestled along the serene banks of Ballina's North Creek, Crowley Care's latest Independent Living apartments offer 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

26 self-contained apartments:
1 and 2 bedroom configurations with 1 or 2 bathrooms. Secure undercover parking space with remote access.

Accessible Location:
12 Florence Price Place, Ballina NSW 2478

Community Features:
Beautifully maintained landscaped gardens, plus shared activity and entertaining areas to keep you active, engaged and connected.

Safety & Security:
Enjoy peace of mind with our 24/7 emergency call system, nightly security patrols, and a caring community.

crowley care
Trusted since 1979

Fun and Games

Congratulations to
Pat and **Dawn** on their
70th Wedding Anniversary!

Craft Corner

Cupcake Flower Collage

Create bright and cheery flowers with ruffled edges and button centres.
The more flowers made, the better - see how big your garden can grow!

What you need

- Green backing cardboard
- Cupcake liners (patty pans) in assorted colours, shapes and sizes
- Buttons
- Scissors
- Glue

Instructions

Invert each patty pan and fold it flat. Use scissors to cut petal shapes such as scallops. triangles or strips.

Using glue, layer the cupcake liners. Choose a single layer or build several stacked layers.

Glue one or more buttons in the middle to create the flower centre.

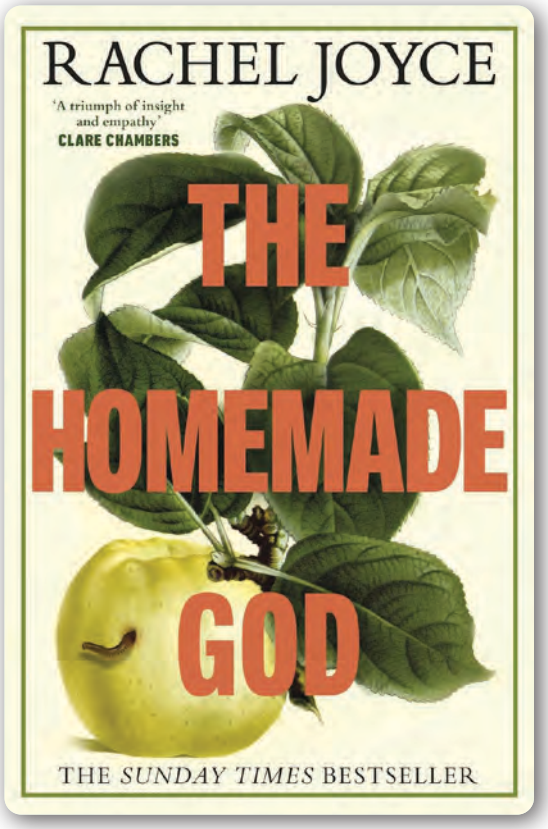
Arrange flowers close together on backing cardboard to form a vibrant collage.

Bostik
Glu Stik

Bostik
Glu Stik

Bostik
Glu Stik

Book Club

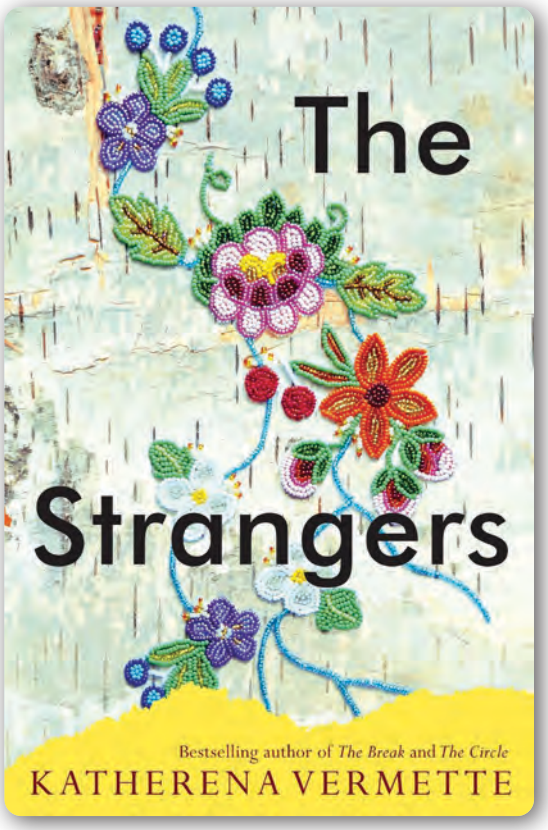


The Homemade God by Rachel Joyce

Our latest read was **The Homemade God** by Rachel Joyce. It is a long-winded saga about a very dominant father and his influence over his four children, their families and his new much younger wife.

What did we think?

- Surprisingly for a book that wasn't well-liked, it generated lots of discussion
- Tedious, too long, boring, ploughed through it
- An easy read but did not enjoy plot or characters
- Enjoyed the descriptions of the Italian lake district
- Communication/dysfunction between family members will always be with us
- Somewhat unbelievable especially with a fifty-year age difference of father and new wife
- It did improve after a boring beginning
- Too long but a nice ending.



Our next read

Our next read is **The Strangers** by Katherena Vermette. It is billed as an intergenerational saga that explores how connected we are, even though we're no longer together – even when we're forced apart. It explores race, class, inherited trauma, and marital bonds that – despite everything – refuse to be broken … we shall see!

Until our next meeting on 21 May, happy reading!

Marion

Welcome to Team Crowley

We say welcome to our newest staff members.

Georgie
Residential Care

Madison
ICT Trainee

Kerri
Support at Home

Villas available at Crowley

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

Modern, secure and designed for comfortable independent living.

Enquire today!

Crowley Care Auxiliary

Margaret Savage
Crowley Auxiliary President

With friendship, laughter and community spirit, the Auxiliary continues to grow stronger each year

We held our Annual General Meeting in March and warmly welcomed new and existing members who signed on for a year of friendship, support and service.

We proudly introduce the new Executive of the Crowley Care Auxiliary for 2026:

- President: Margaret Savage
- Vice President: Nancy O'Reilly
- Secretary: Margaret Ellis
- Assistant Secretary: Jan Boardman
- Treasurer: Pamela Scott-Toms
- Assistant Treasurer: Margaret Mitchell

We also introduced two new non-executive positions - Helen Cooney as Publicity Officer and Tess Colenso as Assistant Social Activities Organiser.

And a big welcome to our new members - Sandra Baldwin, Prue Coady, Jocelyn Grant, Bev Howard, and Margaret McLaren. We look forward to sharing many enjoyable times throughout the year.

Following five raffles and three successful functions held in 2025, we decided to include even more social activities this year.

Tess has hit the ground running, organising an entertaining and enjoyable lunch in April at the Asian Green Restaurant at the Ballina Golf Club. It was a wonderful day filled with laughter, enjoyable company and great food.

Our next social function will be a High Tea at Crowley on Thursday 28 May, and we are planning a lunch at the Ballina Jockey Club on Monday 8 June. If you would like

to join one of these non-fundraising events, please chat to the friendly staff at Crowley reception.

While we enjoy our social gatherings, we never lose sight of our main aim - fundraising for Crowley residents.

We are proud to announce 2025 was the most successful year for fundraising in the history of the Auxiliary.

A big thank you goes to everyone who supported our raffles and functions. Without your support, and the wonderful support of the staff of Crowley Care, our success would not have been so impressive.

Easter Raffle winners

Congratulations to our Easter Raffle prize winners:

1st prize - Ester

2nd Prize – Aliera

3rd Prize – Yolanda

4th Prize – Gail

5th Prize – Liz

Mother's Day Luncheon

We are in full swing planning our Annual Mother's Day Luncheon to be held on Thursday 7 May. This is a ticketed fundraising event and we look forward to welcoming new friends while reconnecting with our regular supporters.

Our Mother's Day Raffle will be drawn at the luncheon on Thursday 7 May. Remember - you have to be in it to win it, and all three prizes are certainly worth winning!

We sincerely thank our generous sponsors who donated prizes to help make our raffles so exciting:

Su Reynolds of First National Byron Bay, Salt Bush Bar & Grill, Pillow Talk Ballina, Ballina Newsagency River Street, Price Attack, Direct Chemist Outlet Ballina Central, and Byroness Ballina Fair.

All welcome

Please consider coming along to one of our meetings or joining us for one of our social outings - new faces are always warmly welcomed.

Thanks to everyone for your continued support, friendship, and enthusiasm.

Together, we look forward to another wonderful year of friendship, fun, and fundraising, and we hope to see many of you at our upcoming events and meetings.

Next Meeting

3pm Monday 25 May

Crowley Education Centre

All welcome.

Afternoon tea provided.

Happy Birthday!

Happy Birthday to all of our residents who recently celebrated.

And a very happy **100th** birthday to Norma!

Focus on Quality

Michelle Golding
Quality Manager

Surveys in Aged Care

Surveys give our community the chance to tell us what's working and where we can do better. Structured feedback helps us understand experiences, identify gaps and implement improvements in our community.

Whether it's the meals our residents enjoy, the activities on offer, or the way care is delivered, your voice is important in helping us improve.

We regularly invite residents, families, clients and staff to share their thoughts through short surveys. These include satisfaction surveys, staff engagement surveys, as well as food satisfaction and lifestyle and activity surveys.

We also contribute to regular government surveys that review residents' experiences and quality of life.

These include questions about how respected, safe and supported residents feel, as well as their independence, social connections and overall happiness.

Consumer Experience Survey and Quality Indicator Program

The Consumer Experience Survey is a government-mandated tool that captures residents' perspectives on the care they receive.

Conducted regularly, it contributes to a set of quality indicators reported by providers. The survey focuses on key experience domains including:

- Respect and dignity
- Feeling safe in the service
- Staff responsiveness
- Communication and involvement in care decisions.

Results are reported as part of the national Quality Indicator Program, allowing the government to:

- Monitor how well providers are delivering person-centred care
- Identify systemic issues across the aged care sector
- Inform regulatory action and policy development.

Quarterly reporting ensures changes in consumer experience are tracked over time, rather than relying on one-off assessments.

Quality of Life indicators are also part of the mandatory quarterly reporting requirements under the Quality Indicator Program. These indicators are collected directly from residents and focus on broader wellbeing outcomes rather than clinical care alone.

They assess areas such as:

- Independence and autonomy
- Social connection
- Emotional wellbeing
- Overall life satisfaction.

By combining internally developed surveys with mandatory reporting requirements, Crowley gains a deep understanding of service performance and resident/client wellbeing, ensuring our care delivery aligns with best practice and regulatory expectations.

What happens with survey responses?

We review responses and share results with our teams, with feedback helping guide future decisions and improvements.

This might include changes to menus, new activities, or ways to better support the day-to-day needs of our residents, helping us provide better resident centred care.

Results of the Consumer Experience Survey and Quality of Life Indicators are reported to the Australian Government quarterly, and our progress tracked over time to ensure we are meeting national standards and delivering high-quality care.

Every piece of feedback, big or small, makes a difference. If you are invited to complete a survey, please take part. If you need assistance, our team is always happy to help.

Together, we continue to make Crowley a place where people feel heard, valued and at home.

Making Feedback Flow

Michelle Golding
Quality Manager

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

Residential Care family

- Thank you very much for your ongoing care of our Mother. We are appreciative of the professional nursing care and the kind and gentle manner of the staff towards Mum. Our family is most grateful that Mum is living comfortably and as independently as she can in Missingham wing.
- To all the wonderful staff - Happy Easter it is a special time of the year. Enjoy and thank you for all you all do.
- Thanks for the ongoing care and concern for my beloved parents. Mum had a lovely day on her birthday last Thursday. She got fussed over and was in great spirits when I got to call her after work.
- Thank you for looking after my Dad. You made his passing a beautiful thing and treated him with the love and respect he deserved.
- Aged Care Hospitality Workers Day – they are amazing, always friendly and do a fabulous job

Staff

- Thank you Michelle and your team, for your efforts in the planning and organising of the IL Activities and Events programming. The flyers for events are being well received and appreciated by our IL residents.
- Lillipilli ladies had a lovely time today at lunch. It was nice to hear them socialising and enjoying a good barbecue. Great atmosphere today at the mixed barbecue.

Independent Living residents

- Thank you Albie for jobs done.
- Harmony Day - So proud to live at Crowley such a welcoming place for everyone.
- Barneys Cafe - The food is terrific and the staff are wonderful!!

Independent Living family

- Thank you for the absolutely amazing job you did last Saturday on the catering and organisation for my mother's 100th Birthday we had in the Activity Centre. It all went so well - the food was incredible and you were so obliging and helpful when it came to all aspects of the function also your offsider Tim was a wonderful help with all aspects of the room setup etc. He wanted it to be perfect and it definitely was.

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

Mothers Day Word Scramble

Unscramble each word and write in the space provided.

FEEMPRU _____

SIKS _____

TGEATIDUR _____

TDRHUAEG _____

QUUTEBO _____

RJLYEWEEL _____

VLOE _____

UGH _____

EELNRICBAOT _____

HHIESRC _____

NAANCOTIR _____

EHALTCCOO _____

SSORE _____

TLEFABUIU _____

PTSRRENE _____

NFCFANTIOE _____

DCAR _____

YDUNSA _____

TARHE _____

SALBLONO _____

REBKAATSF _____

DNEHICRL _____

UOOHNR _____

FIGT _____

Australian Flowers Quiz Answers

How was your knowledge of Australia's unique and vibrant flora last month?

1. **Which Australian flower is known as the national floral emblem?**
   a) Kangaroo Paw
   b) Waratah
   c) Golden Wattle
   d) Sturt's Desert Pea

2. **The Waratah is the floral emblem of which Australian state?**
   a) Victoria
   b) New South Wales
   c) Queensland
   d) Tasmania

3. **Which plant is also called the "Silver Princess" in Australia?**
   a) Eucalyptus caesia
   b) Acacia dealbata
   c) Grevillea robusta
   d) Hakea laurina

4. **What is the botanical name of Kangaroo Paw?**
   a) Banksia serrata
   b) Anigozanthos
   c) Callistemon
   d) Grevillea juniperina

5. **Which flower is known as a symbol of remembrance and is associated with Anzac Day in Australia?**
   a) Poppy
   b) Lily
   c) Marigold
   d) Golden Wattle

6. **The Sturt's Desert Pea is the floral emblem of which Australian state or territory?**
   a) Northern Territory
   b) South Australia
   c) Western Australia
   d) New South Wales

7. **What are the colours of the Royal Bluebell, the floral emblem of the ACT?**
   a) Yellow
   b) Blue
   c) Pink
   d) White

8. **Which flower is native to Western Australia and is known for its vibrant red and green flowers?**
   a) Kangaroo Paw
   b) Wattle
   c) Grevillea
   d) Flannel Flower

9. **What is the largest flowering plant in Australia?**
   a) Eucalyptus
   b) Melaleuca
   c) Bottlebrush
   d) Banksia

10. **What is the scientific name of the Golden Wattle?**
    a) Acacia pycnantha
    b) Acacia longifolia
    c) Eucalyptus leucoxylon
    d) Callistemon citrinus

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.

Crowley Care
154 Cherry Street
BALLINA NSW 2478
info@crowley.org.au
1300 139 099
www.crowley.org.au

facebook.com/crowleycare