the chatterbox

NOVEMBER 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

Bev and Susie enjoying Crowley Family Show Day.



A moment with Michael

Hello everyone,

Our Crowley Family Show Day was full of magical moments, but none more special than the bond between our residents and the children who visited. Whether they were meeting the farm animals or enjoying the live music, magicians and entertainment, the smiles said it all – it was hard to tell who was having more fun, our residents or the children!

It never ceases to amaze me how simple pleasures and family fun create the most meaningful connections. Thank you to everyone who made the day possible. A lot of work goes on behind the scenes so we can all enjoy these days together.

Supporting our community

You may not know that many of our staff at Crowley do wonderful things for our local community, often in their own time.

Take Lee from our Maintenance team, who recently took on one of the toughest challenges around – The Ox 100km, a 24-hour endurance run at Lennox Head. Lee and his fellow runners raised funds for research into childhood brain cancer, in loving memory of Frankie Fitzgerald, a nine-year-old Lennox Head girl who died from the disease.

Lee is one of only a handful of people who have completed the event every year. Why does he do it? “Because it’s such a great cause,” he says simply. We’re lucky to have people like Lee on our team. We salute you, Lee – very well done!

Bringing us together

Speaking of community, I recently joined parish business managers and representatives at the Lismore Diocese



Parish Administration meeting. We meet with Chancery staff a couple of times a year to share news, ideas and learnings.

Our Diocese stretches across a large area, and it’s inspiring to hear what other parishes are achieving, from commercial and pastoral services to local events. So many initiatives are helping to meet the needs of their communities.

For Crowley, it is heartwarming to know we are part of a larger family – the Ballina Catholic Parish and the Diocese of Lismore. At the heart of both is a shared goal of bringing people together in community in countless ways, and that will never change.



Michael Penhey
Chief Executive Officer

Catch up with Kelli



Kelli Potts
Deputy Chief Executive Officer

One of the most rewarding parts of working in aged care is seeing the power of community in action.

Over the past month, I've seen the power that connection, inclusion and shared experiences make both here at Crowley Care and across our region.

A highlight was our annual Crowley Family Show Day, which once again showcased the Crowley community at its best.

The day brought together residents, families, staff, volunteers and community members for fun, entertainment and plenty of conversation. From market stalls and displays to live performances and activities, there was a wonderful sense of energy and belonging throughout.

These events remind us Crowley is much more than a place to receive care. It is a vibrant community built on relationships, shared experiences and meaningful connections.

Diocesan Artprize 2026

Another recent highlight was hosting the Diocesan Artprize exhibition, *The Face of Compassion,* and it's prize-giving ceremony.

It was such a privilege to welcome artists, supporters and visitors from across the Diocese to celebrate the creativity and talent on display.

Our Activity Centre was transformed into a vibrant gallery space for the week, filled with an impressive collection of artworks across a range of mediums and styles.

Thank you to everyone who came along to view the exhibition, support the artists and share in this wonderful community event.

The exhibition was a reminder of the power of art to inspire, connect people and enrich our lives, and we were delighted to help bring this special event to our community.

DIBA Annual Symposium

Crowley has been a proud supporter of the Dementia Inclusive Ballina Alliance (DIBA) for many years through my involvement on the committee and the provision of ongoing in-kind support. We are delighted to help contribute to the success of DIBA's Annual Symposium held at the Ballina RSL, which fosters awareness, inclusion and connection for people living with dementia.

This year, we were honoured to receive a Business Recognition Award in recognition of Crowley's longstanding commitment to DIBA and our important work.

The symposium's theme, *Reimagine: Living Life to the Fullest with Dementia,* encouraged conversations about creating communities where people living with dementia can participate, connect and thrive.





A highlight was hearing directly from people with lived experience, whose powerful stories reinforced the importance of seeing the person behind the diagnosis and supporting everyone to live a meaningful and fulfilling life.

Since the symposium, DIBA has also been recognised for our outstanding work, being named the Northern Rivers Region Volunteer Team of the Year for 2026 at the Regional Volunteer Awards held in Tweed Heads.

This achievement reflects the dedication not only of the committee, but of the many volunteers, advocates, community partners and people with lived experience who work together to make Ballina a more dementia-inclusive community.

We are incredibly proud of our years of association with DIBA, since it's commencement in 2021 as a small group with a vision, to the dynamic organisation it is today. We extend our sincere congratulations to everyone involved with DIBA and are delighted that it will again be recognised at the NSW State Volunteer Awards in Sydney on 3 December. We look forward to celebrating this well-deserved recognition.

National Aged Care Provider Conference

I recently attended the National Aged Care Provider Conference in Brisbane where the theme, *Rights and Choice, Every Day: One Year In*, explored the first year of Australia's new rights-based Aged Care Act and framework and explored how providers can continue strengthening dignity, independence and choice in everyday care.

The conference reinforced the importance of listening to older people, respecting individual preferences and continually striving to improve the experiences of those we support. Discussions also recognised the challenges facing providers to remain sustainable through this transition of change while meeting the needs of a growing ageing population.

As we move through another busy season, I thank our residents, clients, families, staff, volunteers and supporters for the role you play in making Crowley Care such a special community.

Kelli

Crowley Family Show Day

Our annual Family Show Day was another year of fantastic celebration, bringing together residents, families, staff, volunteers and friends for a day filled with good old fashioned country fun and friendship.

The plaza was buzzing with excitement, showcasing the spirit that makes Crowley so special. From market stalls and live music to animal encounters, line dancing, belly dancing, magic shows, family activities and delicious Devonshire teas, there was something for everyone.

40 years in and this day continues to be a highlight of our annual events calendar. Take a look through some of our favourite moments from this special day.












Crowley
Family
Show Day




SHOW DAY




















RAFFLE
CHOCOLATE BISCUITS
BOX OF CHOCOLATES
CHOCOLATE BAR



















Congratulations to our Show Day winners

100 Club

- Number 33: Katrina

Crowley Raffle

- 1st Prize: Barb
- 2nd Prize: Tom
- 3rd Prize: Joy

Snakes Guessing Comp

- 202: Lynda & Doreen

Freckles Guessing Comp

- 591: Gemma

Auxiliary Raffle

- 1st Prize: Kelli
- 2nd Prize: Vera
- 3rd Prize: Diana



Clinical Update



Kelly Roberts
Nurse Practitioner



Pictured L-R: Anne, Kelly and Anne-Maree

We welcome our new Nurse Practitioner

Many will remember Anne Moehead who worked alongside me for several years before retiring in 2025.

Anne played an important role in supporting residents, families and staff, and we sincerely thank her for her dedication and expertise.

While retired from nursing, Anne continues to give back as a volunteer with Dementia Inclusive Ballina, and as Chair of the Crowley Quality Care Advisory Committee.

Building on the strong foundations established by Anne, we are delighted to welcome **Anne-Maree Schweitzer** to our Clinical Governance Team as Crowley's second Endorsed Nurse Practitioner. Her wealth of knowledge and unique experience will further strengthen Crowley's innovative Nurse Practitioner model of care and our commitment to high-quality clinical services for residents.

Commencing her career as a Registered Nurse, Anne-Maree has more than 45

years of nursing experience, including 15 years as an Endorsed Nurse Practitioner. Her extensive career has taken her across Australia and overseas, with clinical roles in Canada, the Middle East and Nauru, providing her with a diverse range of experience across healthcare settings and cultures.

For more than 30 years, she specialised in emergency and critical care nursing. More recently, her focus has been on improving outcomes for older people, providing expert assessment and emergency care to help reduce unnecessary hospital transfers so residents can receive timely treatment in the comfort of familiar surroundings whenever possible.

Anne-Maree has worked with outreach teams through Brisbane's Princess Alexandra Hospital and locally with the Northern NSW Local Health District, delivering urgent care services to aged care residents throughout the region.





Some of you may recognise Anne-Maree from the recent Dementia Inclusive Ballina Symposium at the Ballina RSL, where she spoke about her passion for high-quality aged care and supporting the ongoing education and development of aged care nurses.

A proud local, Anne-Maree grew up in Lismore and returned to the Northern Rivers following her extensive travels and professional experiences.

Anne-Maree will be at Crowley each Wednesday, collaborating closely with our Nursing Team to provide clinical leadership, support, education and mentorship.

Please join us in warmly welcoming Anne-Maree to the Crowley family.

Staff News



Ruaraidh Donaldson
People & Culture Manager

Building the next generation of Aged Care Workers

Aged care is ultimately about people.

While experience and knowledge are invaluable, it is just as important to create opportunities for new people to join the sector, build their skills and discover the rewards of a career caring for others.

At Crowley, we do this through student placements and traineeships. These programs give people the chance to learn in a real aged care setting, working alongside experienced team members, and gaining the practical skills and confidence they need to start or change careers.

Traineeships are not just for those starting out. They also offer a pathway for people changing direction, who bring valuable skills and life experience from other fields.

Student placements, meanwhile, give those studying for careers in care a first-hand look at aged care, and for some, it's the start of a long and rewarding career.

We are especially pleased to congratulate **Katie** and **Popeye**, who recently graduated from their traineeships.

Our residents are an important part of this learning. The conversations and relationships trainees share with residents show them that great care is about much more than completing tasks. It means getting to know each individual, listening, building trust, and treating everyone with dignity and respect.

Investing in the next generation is essential to the future of aged care.

By welcoming students and trainees to Crowley, we help develop capable, compassionate people while passing on the knowledge and experience of our team.





Congratulations Katie and Popeye!



Welcome to Team Crowley

We say welcome to our newest staff members.



Manon
Administration
Quality



Anne-Maree
Residential Care
Nurse Practitioner



Kate
Residential Care
Registered Nurse



Jay
IT Support





Lee goes the distance for a great cause

Congratulations to **Lee** from our Maintenance team, who recently completed **The Ox 100km** Charity Run at Lennox Head in an incredible 24 hours!

Even more impressive, Lee has run the full 100 km solo every year since the event began four years ago, making him one of only a handful of participants to reach this milestone.

The Ox raises funds for **RUN DIPG**, supporting awareness and research in memory of Frankie, a local nine-year-old who sadly died from this devastating childhood brain cancer.

For Lee, the event is about much more than endurance. It is a chance to honour Frankie's memory, support her family and give back to the community by raising funds for this important cause.

One of the most moving moments of the run came as runners made their way along the beach to Frankie's favourite tree. After an afternoon of cloud and light rain, the skies cleared to reveal a beautiful rainbow, a touching moment that many felt was a tribute to Frankie.

We are so proud of Lee's dedication, perseverance and commitment to helping others, and to have him as part of our Crowley family.

Well done, Lee, on an extraordinary effort that is making a real difference.

To learn more about the cause or to donate visit ***www.theox.au***

Discover our new Crowley Care website

We're delighted to launch our refreshed Crowley Care website!

Designed for residents, clients, families and the wider community in mind, the updated website makes it easier than ever to learn about our services, stay informed, and stay connected with us.

Visitors can explore our services, including Independent Living apartments and villas, Residential Aged Care, Support at Home, Respite Services and Meal Delivery, and appreciate why Crowley has been a trusted regional provider for more than 45 years.

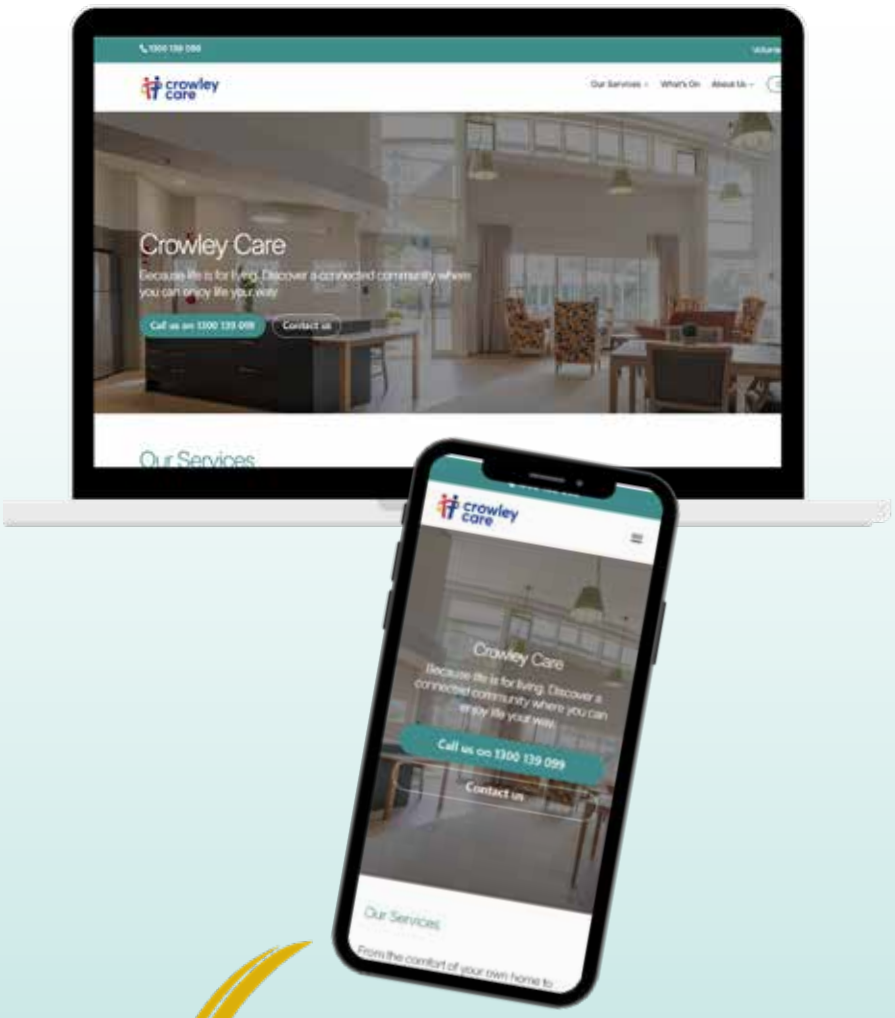
A new What's On section lists upcoming community events and activities taking place across Crowley.

The What's On calendar is a great way to stay connected with what's happening in our vibrant community.

You'll also find the latest Chatterbox newsletter to download, current apartments and villas available in our village, career opportunities and other helpful resources, all in a fresh, easy-to-navigate format.

We invite you to explore the new website and discover the Crowley difference.

We look forward to sharing more stories, events and updates with you there.



visit us online at

www.crowley.org.au

crowley care

RESIDENTIAL CARE

CHRISTMAS PARTIES

Crowley Residential Care Residents are invited to celebrate the holiday season with a three course luncheon

Monday 7 December
11.30am - 1.30pm
Lighthouse

LIGHTHOUSE

Tuesday 8 December
11.30am - 1.30pm
Entertainment Room

SERPENTINE
MISSINGHAM
RIVERVIEW
ROSEBANK

Wednesday 9 December
11.30am - 1.30pm
Entertainment Room

BANKSIA
LILLIPILLI
PROSPECT

Family members are welcome to join us for lunch.
Cost is $30 pp. RSVP and pay at Reception by Thursday 3 December.
Please advise dietary requirements at time of booking.



Happy 105th Birthday Joe!

Crowley resident, Joe Van Dommele recently celebrated a remarkable milestone, his 105th birthday, and his inspiring life story was featured on NBN News.

Born in 1921 in Rotterdam, Holland, Joe grew up with three sisters and two brothers. His mother, Jacoba was, a devoted homemaker and his father, Cornelius, a hardworking timber mill worker. Joe credits his long life to strong parents and a country upbringing.

His early adulthood was shaped by the challenges of World War II, when he was sent to Germany by the Nazis. In 1948, he married the love of his life, Jenny, whom he describes as a wonderful wife and mother. Together they raised five children.

Seeking a brighter future, Joe and Jenny migrated to Australia in 1952, with little more than a few shillings in their pockets. After first settling in Alstonville, they made East Ballina home. Joe began repairing and selling second-hand furniture from a workshop in Cherry Street before buying a shop in River Street with his brother and founding the well-known Vados Furniture.

Joe lost his beloved Jenny 12 years ago, but he remains surrounded by a loving family, including 11 grandchildren and 22 great-grandchildren. All five of his children still live locally and visit regularly.

Known for his kindness, resilience and practical nature, Joe still enjoys singing, reading, building model ships, making furniture and fixing just about anything.

Reflecting on his journey, Joe simply says, “I’ve had a fantastic life.” His advice to younger generations is just as straightforward: “If you see something needs doing, get stuck into it.”

Congratulations, Joe, on an incredible 105 years. Your story, spirit and contribution to our community is truly inspiring.

The Road to Residential Care



Rene Lange
Risk Manager

Many older Australians begin their aged care journey by receiving support at home.

Services may start with help through the Commonwealth Home Support Program (CHSP) and progress to more comprehensive in-home services as needs change. These services help people remain safe, comfortable and independent in their own homes for as long as possible.

As needs become more complex, an assessment through My Aged Care may indicate that residential aged care is the next step. While waiting for a suitable placement to become available, many people continue receiving support at home, often with the help of family carers and community services.

At Crowley, we often meet families navigating this in-between stage. They know residential care is the right long-term option, but in the meantime, they are managing increasing care needs while waiting for the right opportunity.

The hidden load Carers carry

Being a carer is an act of love, commitment and generosity, but that doesn't mean it's easy.

Many carers quietly shoulder a significant responsibility. They assist with personal care, medications, appointments, services and providing emotional support, all while balancing their own health, family commitments and daily responsibilities.

It's common for carers to feel:

- Tired and emotionally drained
- Worried about your loved one's future
- Guilty for needing a break
- Isolated from friends and social activities
- Unsure where to turn for help.

These feelings are normal, and seeking support is a sign of strength, not weakness.

It's OK to ask for help

One of the challenges carers face is feeling they need to manage everything on their own. The reality is that accessing support early can make a huge difference.

Home care services, respite care, social support programs and carer support services are designed to ease the load and improve wellbeing for everyone involved.

Just a few hours of additional support each week can provide valuable breathing space, helping carers recharge and continue caring safely and sustainably.

Support at Home services

If your loved one's needs have increased, it may be worth reviewing the services they currently receive. Crowley's Support at Home team can assist with coordinating support, including:

- Personal care
- Domestic assistance
- Nursing support
- Allied health services
- Meal preparation and delivery
- Transport services
- Social support and community participation.

Regularly reviewing support arrangements can help ensure your loved one is receiving the right services at the right time while waiting for residential care.

Taking a break isn't giving up

Respite care is one of the most valuable, yet often underused, supports available to carers.

A short stay in residential respite care can provide the opportunity to attend appointments, spend time with family, enjoy a holiday or simply rest and recharge.

At Crowley Care, respite care also gives older people the opportunity to experience life in our community, meet other residents and become familiar with the environment should residential care be needed in the future.

Many carers tell us they return feeling refreshed, reassured and better able to continue supporting their loved one.

Because respite care is in high demand, availability can be limited. We encourage families to plan ahead and discuss their respite needs early to give themselves the best opportunity to secure a stay when it's needed.

Keep your options open

We understand that selecting a residential aged care home is one of life's most important decisions. For many local families, Crowley Care is their first choice for residential aged care.

However, demand for residential aged care places is often high, and enquiries often exceed availability. Waiting times can be longer than expected. We encourage families to stay in touch with us and keep their details up to date while on our waiting list, however, it's also sensible to keep your options open.

Registering your interest with multiple aged care providers can provide additional options should care be required sooner than anticipated.

Many families find reassurance in having explored a range of options while remaining on Crowley's waiting list. This approach can provide peace of mind during what is often an uncertain time and helps ensure the right care is available when it matters most.

Support Services

If you are caring for a loved one, be kind to yourself. Ask questions, seek assistance and accept help when offered. You are doing an extraordinary job, and please remember support is available, you don't have to do it alone.

My Aged Care
Aged Care assessments, Support at Home services, respite and care pathways.
1800 200 422 | myagedcare.gov.au

Carer Gateway
Practical assistance for carers, counselling, coaching, planned and emergency respite.
1800 422 737 | carergateway.gov.au

Carers NSW
Advocacy, education, resources and support services for carers.
1800 242 636 | carersnsw.org.au

Dementia Australia
Education, support, counselling for people living with dementia and their families.
1800 100 500 | dementia.org.au

Older Persons Advocacy Network (OPAN)
Independent advocacy and support to understand aged care rights and options.
1800 700 600 | opan.org.au

Services Australia
Information about Carer Payment, Carer Allowance and other financial support.
13 27 17 | servicesaustralia.gov.au

Lifeline
Confidential crisis support and emotional assistance.
13 11 14 | lifeline.org.au

Community Health Services
Nursing and allied health support helping people remain at home safely.
6620 6200 or your GP

Your Support at Home provider
Additional home care, personal care and support services while awaiting placement.





Service Agreement updates

Graham Smith
Finance Manager

Understanding changes to Residential Care Service Agreements

At the recent Crowley Residential Care Residents Meeting, we shared information about updates to Residential Care Service agreements required under Australia's new aged care legislation.

The *Aged Care Act 2024* introduced new requirements for residential aged care providers. As part of these changes, all agreements established before 1 November 2025 must be reviewed and updated.

Residents currently have a **Residential Care Service Agreement**, which was signed when they moved into Crowley or if they changed rooms after entry. To meet the new requirements, residents or their nominated representative will be asked to review and sign a document called a **Residential Care Service Agreement Transition and Compliance Variation**.

What is a Service Agreement?

A Service Agreement is an important document that outlines a resident's right to occupy a room at Crowley Care, the care and services we provide, and any fees and charges that apply.

What is changing?

The variation updates the existing agreement to reflect current aged care legislation and includes information about:

- The Statement of Rights
- The Aged Care Code of Conduct



- Current residential care services
- Strengthened Aged Care Quality Standards
- Complaints and advocacy services
- Security of tenure protections.

The variation is designed to be read together with the existing Residential Care Service Agreement, which will now be reviewed annually.

Importantly, signing the variation does not change a resident's existing fee arrangements, accommodation arrangements or other resident-specific arrangements.

Residents have the opportunity to review the documents, ask questions and involve family members, supporters, advocates or legally appointed decision-makers throughout the process.

Further information

If you would like more information, please speak with the Crowley Care Finance team on **1300 139 099**.



1951 Premiers at Sydney Sports Ground



A lifetime love of Rugby League

with Crowley resident, Kevin Wilson

With the Sydney Rooster's NRL Grand Final win still fresh in everyone's minds, Crowley resident Kevin Wilson has been reflecting on his own rugby league journey, which began decades ago in Sydney.

"I grew up in the St George area and started playing rugby league when I was about 12 years old," he recalls. "I played the juniors and was later graded with St George."

After a season playing in Nyngan, west of Dubbo, Kevin set his sights on joining Eastern Suburbs, the club now known as the Sydney Roosters. In those days, players had to represent the district where they lived and couldn't move freely between clubs as they do today.

"So I gave my aunt's address at Bronte, and that's how I ended up playing for Eastern Suburbs in 1955 when I was 28. I was a front rower, part of the engine room."

South Sydney won the premiership that year with a powerful side and international pack of forwards, but Kevin's Eastern Suburbs team did later manage to beat them at the old Sydney Sports Ground, on the same site where Allianz Stadium now stands.

The game was very different then. "There were no replacements and no one running onto the field to give you a drink of water. If you got injured, you just played on."



1949 A Grade Finalists





While today's players are bigger, faster and more athletic, Kevin believes parts of the game were tougher in his day.

"We had unlimited tackles, so you could spend 20 minutes defending without touching the ball. The scrums were real contests too. We had to wear shin pads which slowed us up. There was plenty of pushing and shoving, and sometimes a few fisticuffs."

Despite the physical nature of the game, his motivation was simple. "We played because we loved it. There wasn't much money in football then. Whatever players received came from the gate takings, so if your first grade side wasn't doing well, you didn't get much money. We'd play on the weekend and go straight back to work on Monday morning. I was a fitter and turner in those days."

He marvels at how much the rules have changed, particularly for tries in the corner. "Back then, if you touched the corner post you were out. Now players can dive through the air and somehow score. They're wonderful athletes."

More than 70 years after pulling on his Eastern Suburbs jersey, his passion for the game is as strong as ever.

"If I was still able to, I'd be out there running around playing today."

2026 RESIDENT NRL FOOTY TIPPING COMPETITION

Winners

1st prize: Bob
2nd prize: Nola
3rd prize: Lorraine & Frank

Congratulations!

Lest We Forget

REMEMBRANCE DAY SERVICE

Wednesday 11 November 2026

10.30am - 11.00am

Crowley Activity Centre

Residents and staff are invited to join us as we commemorate and honour those who have lost their lives or suffered as a result of war and armed conflict.

crowley care

At the going down of the sun and in the morning, we will remember them



crowley care
Trusted since 1979

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APARTMENTS AT CROWLEY

Independence celebrated.

Safe, secure & central.

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www.living.crowley.org.au
or call us on **1300 139 099**
Enquire today!

2026 Winner
Master Builders Association NSW
Excellence in Building Award for
Aged Care/Lifestyle over 55's

Assisi Apartments are sold unfurnished

CRO292_14_0926-2

From the IL Desk



Jenny Kliese
Independent Living (IL) Coordinator

Ready for the storm season?

As we head into storm season, whether you are a Crowley resident or a Support at Home client, now is the perfect time to get prepared for severe weather and strong winds.

Taking a few simple steps now can help keep you safe, comfortable and ready if a storm occurs.

Be storm ready by:

- Securing or storing outdoor furniture, pot plants and loose items on balconies, patios and in gardens that could become airborne in strong winds.
- Keeping gutters, downpipes and drains clear to help prevent blockages and water damage.
- Maintaining your garden and removing any branches, shrubs or plants that could break or blow away during a storm.
- Having enough food, water and essential medications on hand.
- Reviewing your Emergency Plan and checking your Emergency Plan Flip Chart.
- Testing your torch and radio, and keeping spare batteries available.
- Updating personal information and emergency contacts in your Hospital/ Emergency Bag.
- Preparing a waterproof Emergency Bag with warm clothing, waterproof footwear, toiletries and other essentials.
- Remembering your INS Lifeguard has a backup battery for peace of mind.
- Staying informed by listening to local weather warnings and updates on Radio: ABC North Coast 94.5 FM
- Remaining indoors during storms and avoiding unnecessary travel.



In an emergency press your **INS Lifeguard personal alarm**

For emergency assistance during a storm call **NSW SES** on **132 500**

A little severe weather preparation can make a big difference.

If you have any questions about preparing for storms would like help reviewing your emergency plans, please speak with our team.

world diabetes day
14 November

November Health Month: World Diabetes Day

Diabetes is one of Australia's most common chronic health conditions and can increase the risk of serious complications, including vision loss, kidney disease, heart disease and stroke. The good news is that many cases of type 2 diabetes can be prevented or delayed through healthy lifestyle choices such as maintaining a balanced diet, staying physically active and avoiding smoking.

Early detection and ongoing management are important. With regular health checks, appropriate medication and timely treatment, people living with diabetes can reduce the risk of complications and continue to enjoy a healthy, active lifestyle.

This November, take a moment to learn more about diabetes and the simple steps that can support your long-term health and wellbeing.



Christmas Decorations

Christmas is just around the corner! We encourage all independent living residents to get into the spirit of Christmas by displaying Christmas lights and decorations around their home, balcony or garden.

Your efforts help create a warm and welcoming atmosphere throughout the village, bringing joy to neighbours, visitors and the Crowley community.

Let's light up Crowley and share the magic of Christmas together!



Dates to remember

Wednesday 11 November
Remembrance Day Service
10.30am Activity Centre

Thursday 12 November
Mixed BBQ
12.00pm

Friday 27 November
IL Christmas Shopping trip to Tweed City Shopping Centre
Bus departs 8.30am

Tuesday 1 December
Carols in the Plaza
5.30pm

Thursday 3 December
IL Christmas Party
12.00pm Activity Centre

Please check your monthly IL Social Calendar.

Hotel Services news



Tony Baldwin
Hotel Services Manager

The Future of Hospitality in Healthcare

I was delighted to present a 30-minute session, *Workforce Wellbeing and Supporting Our People at Crowley*, at the recent Institute of Hospitality in Healthcare conference in Hobart.

The conference brought together approximately 350 delegates from across Australia under the theme *Smart Hospitality: Redefining Service in Healthcare*.

Over three days, representatives from hospitals, aged-care organisations and healthcare support services connected to share experiences and explore innovative approaches to the future of healthcare hospitality. All shared a commitment to improving the quality of services and experiences provided to patients, residents, families and staff.

A key message was the vital role hospitality plays in delivering high-quality care. Residents everyday experiences are shaped by food and nutrition, cleanliness, communication, dining experiences and efficient support services. Together, these create safe, welcoming and dignified environments where people feel valued, respected and cared for.

Discussions highlighted how innovation, technology, sustainability can transform service delivery, from better dining experiences and stronger food safety to less food waste and smarter digital solutions, while keeping the focus on quality care and the people who make it possible.

I was pleased to contribute to these conversations. Our people are our greatest asset, and their knowledge and wellbeing is fundamental to the quality of service we deliver.



A supportive workplace takes more than policies and procedures. It means building a culture where people feel valued and supported to do their best work. Investing in them, encouraging open communication, recognising contributions and providing strong, visible leadership are all essential to building resilient teams.

The conference workshops, networking sessions, trade exhibition and site visits provided valuable insights into emerging trends, practical solutions and the challenges organisations face as they respond to changing expectations across the healthcare sector.



My takeaway was that hospitality is far more than a support function - it is an integral part of the healthcare experience. Every interaction, every meal served and every space shapes how people experience care. Getting these everyday details right makes a meaningful difference to comfort, dignity and wellbeing.

It was a privilege to represent Crowley, share our experiences and contribute to the ongoing conversation about workforce wellbeing and the future of hospitality in healthcare.

I came home from the conference feeling encouraged and inspired, with a renewed belief that redefining hospitality in healthcare starts with people.

Because when we look after our people, they are better equipped to look after others, and that is at the heart of exceptional healthcare hospitality.



A special thank you to our Show Day sponsors

- Superior Foods
- Florentines Patisserie
- Suncoast Fresh
- Patties
- Mako Foods
- Bakers Maison
- Steggles
- Bulla
- L J Hooker Ballina
- McGrath Real Estate
- Norco Alstonville



Family members welcome

BOOK NOW FOR
CROWLEY CHRISTMAS DAY

Seafood BUFFET LUNCH

FRIDAY 25 DECEMBER

11.30am for 12pm start
Entertainment Room

Includes Prawns & Oysters, Continental Meats,
Carved Leg Ham, Pork & Turkey, Roasted Potatoes,
Fresh Salads, Bread Rolls, Olives, Antipasto,
Dessert Bar plus Bar open for drinks purchases.

$115 per person

RSVP to Reception by Friday 18 December

Please Note: A special Christmas Day lunch is also provided for Residential Care residents

crowley care

Chicken Satay Skewers

Prep 3 h 25 minutes | **Cook** 20 minutes | **Serves** 6

Ingredients

- 1 lemongrass stem, trimmed, outer layers removed, chopped
- 2 tsp ground cumin
- 1 tbsp ground coriander
- 1 tsp ground turmeric
- 1 tbsp finely grated palm sugar
- 2 tbsp peanut oil, plus extra for basting
- 600g chicken breast, cut into 2cm cubes
- Peanut sauce to serve
- Cucumber wedges, to serve

Instructions

Pound lemongrass to a paste with a mortar and pestle. Mix well with spices sugar and oil.

Place chicken in a glass or ceramic dish, rub with paste, cover and refrigerate for 3 hours or overnight.

Meanwhile, soak about 18 wooden skewers in boiling water for 10 minutes.

Thread 5 chicken pieces onto each skewer.

Heat a barbecue or large chargrill on medium-high heat and cook skewers, in batches, turning and constantly basting with extra oil, for 8-10 minutes until the chicken is cooked and slightly charred.

Serve skewers with peanut sauce and cucumber.





Best Butter Cookies

Prep 10 minutes | **Cook** 12 minutes | **Makes** 100

Ingredients

- ½ cup (100 g) raw sugar
- 2¼ cups (500 g) butter, softened
- 5 cups (750 g) self-raising flour
- 1 tin (390 g) sweetened condensed milk
- Optional: Jam, chocolate chips, sprinkles, chopped nuts, chocolate freckles or cornflakes.

Instructions

Preheat the oven to 180°C (350°F) and line baking trays with baking paper.

Using an electric mixer, beat the butter and sugar until combined. Add the condensed milk, then gradually mix in the flour to form a soft dough.

If desired, stir through chocolate chips, sprinkles, cornflakes or other mix-ins.

Roll small portions of dough into balls and place on the trays, leaving room between each cookie. Flatten slightly with a fork.

Add optional toppings such as a little jam, a walnut or a chocolate freckle.

Bake for approximately 10-12 minutes, or until the edges are lightly golden.

Allow to cool on the trays for a few minutes before transferring to a wire rack.

Serve with a cup of tea or coffee and enjoy!



News from the Men's Shed

A big thank you to everyone who visited the Men's Shed stall and purchased items at Crowley Show Day. We got lucky with the weather after the early morning rain.

If you missed out on buying that special item or are looking for unique Christmas gifts, many of our handcrafted products are still available for purchase at the shed on Tuesdays and Thursdays from 8.30am – 12noon.

The shed will remain open on these days until mid December. During this time, we're also available to repair and rejuvenate treasured items, as well as create custom-made pieces on request.

Our popular range of plants and pots are available at the front of the shed at all times, with purchases operating on an honesty system as usual.

If you've ever thought about joining the Men's Shed, we'd love to welcome you. Come along for a cuppa and a chat with the group. Whether you're interested in working on projects, learning new skills, or simply enjoying good company and sharing a few yarns, there's always room for new members.



Men's Shed Open

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



Update from Maintenance

Albie Viel
Maintenance Manager

Stay cool and save this Summer

As summer arrives, keeping your home cool and comfortable is a priority. Your air conditioner is your best friend during the summer months, but using it wisely can help you stay comfortable while keeping energy costs under control.

Find the Sweet Spot

Set your air conditioner between 22°C and 24°C for the best balance of comfort and efficiency. Every degree lower can add up to 10% to your cooling costs! A steady temperature helps keep both your living space pleasant and your power bill manageable.

Keep the Cool In

Close doors, curtains and blinds in unused rooms or during the hottest parts of the day. Blocking direct sunlight helps reduce heat build-up and prevents your air conditioner from working harder than it needs to.

Use Fan Mode First

On milder days, try using the fan setting on your air conditioner or switching on a ceiling fan. Fans use a fraction of the electricity and create a gentle breeze that makes the room feel several degrees cooler.

Keep Filters Clean

Dust and debris builds up quickly. Clean filters in your air-conditioner improves airflow and indoor air quality, helping your unit run smoothly and efficiently.



Look After the Outdoor Unit

Gently hose your outdoor unit to remove build up of dirt and other debris from the condenser.

A few simple habits can make a big difference, helping you stay cool, comfortable and energy-conscious all season long.



Crowley Care Auxiliary



Margaret Savage
Crowley Auxiliary President

From scones to racehorses and Christmas raffles!

If there's one thing the Crowley Care Auxiliary knows how to do, it's keep busy! No sooner has one fundraiser wrapped up than another is in the planning.

The Crowley Family Show Day was a wonderful success, with our Devonshire Tea stall bustling throughout the day. Visitors enjoyed plenty of scones, tea and coffee, along with good company and lots of smiles.

Our Show Day Raffle was also well supported, with congratulations going to Kelli, Vera and Diana, who took home the three prizes.





A heartfelt thank you to everyone who stopped by, purchased raffle tickets and supported our fundraising efforts. Most importantly, thank you to our incredible Auxiliary volunteers. We couldn't do it without you!

Melbourne Cup Luncheon

Next on the calendar is our Melbourne Cup Luncheon, which promises an afternoon of friendship, fun and racing excitement.

While this will be our final fundraising luncheon for 2026, the Auxiliary isn't slowing down just yet.

Christmas Raffle

Our annual Christmas Raffle launches on 4 November, with tickets available from Crowley Reception for just $2 each or three for $5.



Auxiliary social gathering at Corner Cafe

Thanks to the generosity of our sponsors and supporters, the prizes are shaping up to be fantastic, including gift vouchers, festive treats, wine, chocolates and a beautiful handmade quilt crafted by one of our talented Auxiliary members. With three great prizes on offer, there will be plenty of chances to win.

Christmas Cake & Craft Stalls

The fundraising continues at Ballina Fair, where we'll hold a Craft Stall on 26 November and a Christmas Cake Stall on 5 December.

We would greatly appreciate donations of handmade craft items, Christmas-themed creations and festive baked goods. If you can contribute, please leave your details with Crowley Reception, and we'll be in touch to arrange collection.

A reminder that our final Auxiliary meeting for 2026 will be held on Monday 23 November at 12 noon in the Activity Centre. It will be a wonderful opportunity to reflect on another busy and rewarding year together.

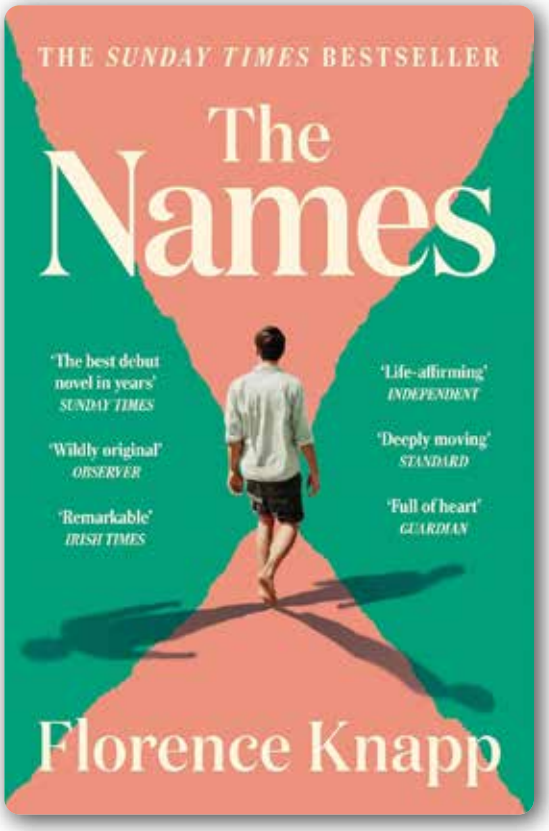
As the year begins to wind down, we can look back with pride on everything we've achieved. Through the support of our members, sponsors, volunteers and friends, we've raised funds, shared plenty of laughs and continued making a positive difference in the Crowley community.

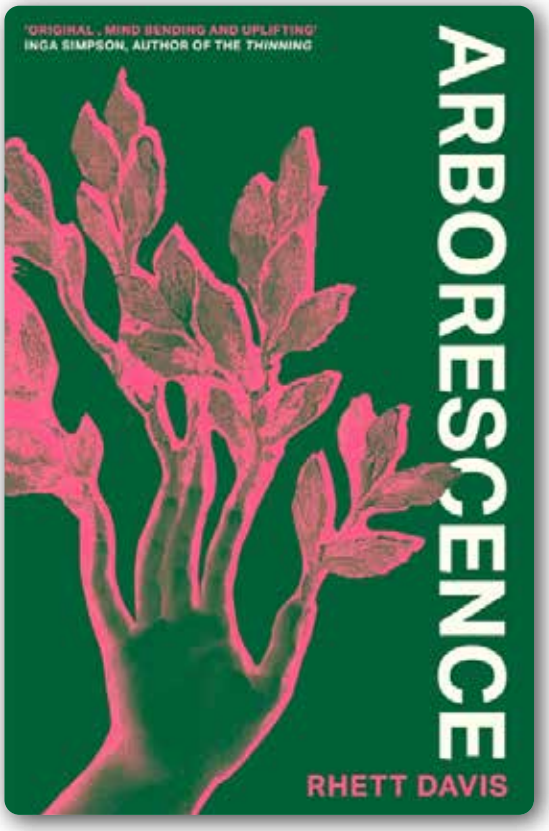
Thank you for your ongoing friendship, enthusiasm and generosity. Together, you keep the Auxiliary going from strength to strength. And remember, there's always room for one more smile, one more friend and, of course, one more cup of tea!

Next Meeting

12pm Monday 23 November
Crowley Activity Centre
All welcome.
Afternoon tea provided.

Book Club





The Names by Florence Knapp Apps

Our latest read was **The Names**, a debut novel by Florence Knapp.

Cora is on her way to register the birth of her newborn son, with strict instructions from her husband, Gordon, to call him Gordon. However, Maia, their daughter wants to call him Bear or Julian. From that single decision, the novel unfolds into three different versions of family life.

Across those parallel lines the novel explores identity, family, motherhood, domestic abuse, and the strange combination of choice and chance that shapes what we become, and leaves us with the one big question – How much can choice really change us and are we shaped by the choices we make or the choices made for us?

What did we think?

- A well-written innovative idea.
- Enjoyable, considering the subject matter.
- True to life.
- It was more about the wife's decisions and impact on her family, not names.
- The stories of each character not given enough depth.
- Tricky read as it jumped from one character to another across timelines.

Our next read

Our next read is **Arborescence** by Rhett Davis. It is billed as a speculative, darkly humorous novel that imagines a strange global phenomenon where people voluntarily stand still in nature to transform into trees!!

Until 19 November, happy reading!

Marion

COCO'S
Hair & Beauty

Hairdresser

Open
Monday, Tuesday, Thursday
from 9am

Bookings Emilia 0410 322 330

Beauty

Open
Monday from 9am

Bookings see Reception



2026 Crowley Care

MEMORIAL SERVICE

Join us in Reflection and Remembrance

Thursday 19 November

10.30am - 11.30am Crowley Activity Centre

You are warmly invited to attend our Memorial Service and join residents, families and staff in a time of quiet reflection and remembrance as we honour the lives of the residents and clients we have lost over the past year.

Please RSVP to Crowley Reception on 1300 139 099 by Friday 13 November.

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Craft Corner

Sparkling Sequined Baubles

Bring a touch of kitsch festive glamour with these bright, sparkling baubles.



What you need

- Coloured sequins or glitter
- Styrofoam ball shapes
- Small plastic push pins or glue
- Ribbon for hanging.

STEP 1

Organise sequins into containers by colour.



STEP 2

Insert a push-pin through the hole in the centre of the sequin, then push it into the styrofoam shape. Continue to create a pattern, covering all the white gaps.

For a less prickly option, use glue to fix the sequins to the ball.
Or roll the ball in glue and then glitter to cover.

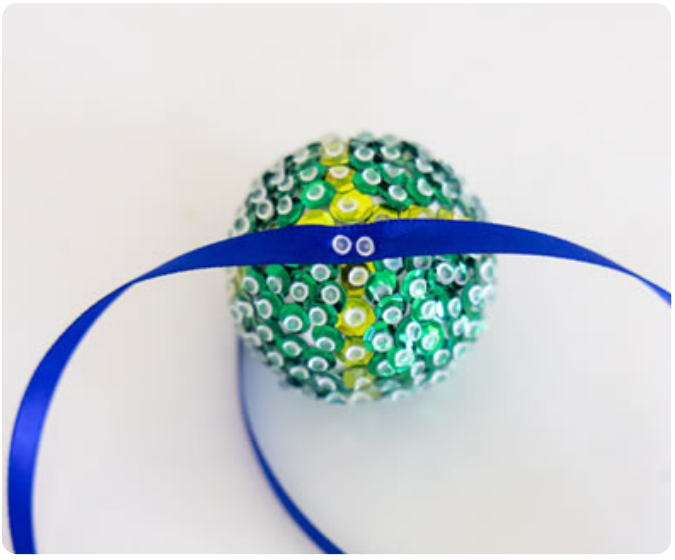


STEP 3

Once the ball is covered, use two pins pushed through the ribbon to hold it fast to the ball.

Tie a simple knot to hang from the tree.

Enjoy the sparkling, rainbow effect!



Focus on Quality



Michelle Golding
Quality Manager

Your voice at our Food Focus Group

Our first Residential Care Food Focus Group meeting provided a wonderful opportunity for residents to share their thoughts, ideas and suggestions about the food and dining expereince at Crowley.

Residents told us they would like future meetings to include discussion around food choices, menu ideas, recipe sharing, food activities and food hygiene. There was also plenty of practical feedback for continuing to improve the dining experience.

Suggestions included adding more vegetables to hot pot meals, offering apples as a fruit choice, and exploring crustier bread and rolls as an alternative to some of the softer options currently available.

Residents raised concerns about the amount of food apparently being wasted, and provided feedback about the timing of morning tea.

Residents also highlighted how important good hygiene and appropriate food handling are to them.





Another great suggestion was to provide residents with their own printed Food Guide to keep in their rooms and to make sure food information stands are clearly displayed in resident areas.

Thank you to everyone who contributed. Your feedback helps us understand what matters to you and gives us practical ideas for improving our food and dining experience.

Our Food Focus Group includes a resident representative from each of our Residential Care areas, along with our Hotel Services Manager, Quality Manager and Food Services Coordinator.

Please keep sharing your ideas and feedback! The Food Focus Group is your opportunity to have a say on the menus and how we can make mealtimes even more enjoyable.

Keeping our community safe

Throughout October, our staff participated in **Fire Warden and CPR training** as part of our ongoing commitment to safety and emergency preparedness.

Fire Warden training helps ensure staff understand their responsibilities during an emergency, while CPR training provides an important opportunity for staff to refresh their emergency response skills.

These training sessions are an important part of keeping our knowledge current and ensuring our team is prepared to respond confidently should an emergency occur.

A big thank you to all staff who participated and continue to make the safety and wellbeing of our residents, visitors and colleagues a priority.



We'd love to hear from you!

Our upcoming **Residential Care Relatives & Representatives Survey** and **Support at Home Client Feedback Survey** are an important opportunity for you to tell us about your experience and share what matters most to you.

Your feedback helps identify what we are doing well and where we can continue to improve our care and services.

When you receive your survey, we encourage you to take a few moments to share your thoughts. Your voice matters and helps us continue to improve everything we do.

The festive season is almost here!

The festive season is just around the corner, and we're looking forward to a wonderful time of celebration, connection and togetherness.

There will be plenty of opportunities throughout the season for residents, families and friends to come together and enjoy the festivities. From Christmas celebrations and entertainment to music, delicious food and special activities, we look forward to creating some memorable moments together.

The festive season is a special time to celebrate friendship, family and community, and we hope everyone will join us in sharing the joy.

Keep an eye on our upcoming activities and events, and get ready for some festive fun!



Making Feedback Flow

Michelle Golding
Quality Manager

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

Residential Care resident

- Congratulations to all Crowley staff for all your efforts for Show Day. You worked hard to prepare for the day even when it looked like rain and you did us proud. Thank you for all the entertainment and thank you for the delicious lunch. Thank you for your hard work always done so cheerfully. Crowley Care you are the best!

Residential Care family

- Many thanks to you and your staff who cared for my husband. The family appreciate the card and flowers very much.
- To Jodie and all the Lillipilli Crew, thank you for all your gentle care of our lovely Mum.... with heartfelt thanks.
- I need to bring to your attention the great staff member Jodie in Lillipilli. Jodie is such a caring staff member who treats all residents with dignity, respect, kindness and patience. She goes the extra mile for residents and families and I am so grateful for her presents. A true carer. A gem.
- Thank you so much for all your birthday best wishes. It was lovely to receive your card. I will be enjoying a birthday lunch with my son and daughter on Friday. Many thanks and best wishes to all.
- On behalf of myself and the family, I would like to extend our heartfelt thanks for the care you all provided to Mum, especially in her last days with you. Our thanks to Dr Lambrou for his care and kindness. Thank you for the beautiful flowers.

Independent Living resident

- Thank you to all the staff and volunteers for giving us all such a wonderful Show Day. So much to see and do. The amazing fruit and vegetable display, the variety of stalls, the entertainment and especially the farm / western vibe with staff in jeans and cowboy hats.

Independent Living family

- Thank you once again for the care you showed over the years. Love and appreciation.

Home Care client

- Julia did a wonderful job with her DA service today.
- My group of friends and I had a wonderful time at Crowley show day.





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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2026 CROWLEY CARE

Christmas Carols

IN THE PLAZA

TUESDAY 1 DECEMBER
5.30PM - 7.30PM

LIVE PERFORMANCES FEATURING THE HEADLINERS CHORUS

All Independent Living and Residential Care residents and their families are invited to attend

Please RSVP to Crowley Reception by Monday 23 November

crowley care

Happy Birthday!

Happy Birthday to all of our residents who recently celebrated.











Melbourne Cup Quiz

Try your luck and test your knowledge with our Melbourne Cup Quiz. See how many questions you can answer before the big race!

1 What is the total prize money awarded at the Melbourne Cup?

2 When was the first Melbourne Cup?

3 In what year was the largest crowd for a Melbourne Cup recorded?

4 How long does it take the horses to run the race?

5 In 1972 the Melbourne Cup race track was converted to the metric distance; how many metres is the track now?

6 What was Melbourne Cup originally called?

- ◯ Fortune Day
- ◯ Racing Day
- ◯ Sunday School Picnic Day

7 How old was the youngest jockey to win the Melbourne Cup?

8 What does the name *'Phar Lap'* mean?

9 By how many lengths did *Phar Lap* win the 1930 Melbourne Cup?

10 In what years did the mare *Makybe Diva* win three Melbourne Cups, the only horse to achieve the feat?

11 How many Melbourne Cup winners has Bart Cummings trained?

12 Which horse won the first two runnings of the Melbourne Cup, back in 1861 and 1862?

13 What popular phrase is used to describe the Melbourne Cup?

14 Which year did the Melbourne Cup become the first race in Australia to offer $1 million in prize money, won by *What a Nuisance?*

15 In what year did Michelle Payne ride *Prince of Penzance* to victory, becoming the first winning female jockey of the race?



Cowboy Word Search

Did you round up all the cowboy words hidden in this puzzle last month?

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

Bandana
Bedroll
Branding
Bronco
Cattle
Cowboys
Horse
Filly
Gelding
Jerky
Lasso
Mustang
Outlaw
Poke
Range
Rawhide
Rodeo
Roundup
Stampede
Vaquero
Wrangler

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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