the chatterbox

FEBRUARY 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

Lorraine and Faye celebrating at the Independent Living Christmas Party.

A moment with Michael

Hello everyone, and welcome to 2026 and the first edition of our beloved community newsletter, Chatterbox.

Creating Chatterbox is a labour of love, a publication cherished by our readers and community.

To celebrate this first edition, I've chosen to highlight a few articles that resonate with me because their diversity reflects the depth of our culture of care.

Quality Matters

In this Chatterbox, you'll find an article about our quality-centred care systems at Crowley as we prepare for government re-accreditation.

Quality at Crowley isn't just a goal; it's a lived commitment woven into our policies, processes and continuous improvement, centred around the care we provide to our residents and clients.

So as we embark on this new year, let's remember that our organisational vision is rooted in caring for the individual through rewarding relationships with our residents, clients and families.

Award Nominations

It was a proud moment to witness the recent nominations of two cherished members of the Crowley community, Joan Ashford and Helen Cooney, for the Ballina Shire Australia Day Awards. Our community's enthusiasm was evident in the positive comments on Facebook.

We're fortunate to have so many individuals who selflessly dedicate themselves to the Crowley vision, offering their support and kindness to others every day. This is what makes Crowley truly special. Discover more in this edition's article.

PALM Perfection

Crowley actively participates in the Pacific Australia Labour Mobility (PALM) scheme, currently employing 13 workers from Pacific Island countries. Their kind and calm demeanour enriches our cultural diversity, and we're incredibly proud to have them as part of our family. It was an honour for Crowley to be uniquely chosen to host a ministerial visit and a government delegation to witness the success of our PALM programme firsthand. For more details, see the article in this edition.

Aged Care Explained

Many people entering aged care find the system initially overwhelming. To help navigate this maze, this edition of Chatterbox features an article explaining the differences between retirement living, assisted living and residential aged care. If you or your family and friends are feeling a bit overwhelmed by the aged care options, or just want to chat about it, please reach out. We'd be delighted to help.

Very best,

Michael Penhey
Chief Executive Officer

Catch up with Kelli

Kelli Potts
Deputy Chief Executive Officer

Happy New Year and welcome to 2026!

There's something hopeful about the start of a new year. It invites us to pause, reflect and look ahead with optimism and purpose.

Each new year brings fresh possibilities, and here at Crowley, that sense of renewal is very much alive.

To start, we're excited to share a refreshed Chatterbox - giving our much-loved newsletter a new feel, while keeping the same familiar stories and voices you know and trust.

Assisi Apartments

After many months of planning, construction and attention to detail, we're putting the finishing touches on what will be a beautiful new chapter for our community – the Assisi Apartments – our newest Independent Living development at Crowley.

The interest in these purpose-designed and built apartments is very encouraging and speaks to the strong desire for living options that combine independence, security, connection and choice.

From light-filled interiors to practical, modern finishes, Assisi Apartments are designed with care and built with purpose. We have 26 new apartments on offer across two levels with 11 floor plans to choose from.

For many, this will be more than a move into a new home – rather a transition into a community where relationships, wellbeing and independence are genuinely valued.

We'll share more in the coming weeks and as we welcome new Assisi residents to the Crowley family.

Christmas Cheer

While looking ahead, it's important to acknowledge how our community came together over the Christmas period, where Crowley was a hive of activity and celebration.

To our staff, who go above and beyond during what is always a busy and demanding season for everyone, thank you.

To families and friends, thank you for the festive cheer you brought through our doors. Christmas is about connection, and seeing residents surrounded by the people they love was a powerful reminder of why community matters so deeply in aged care.

Everything we do – from major developments like our Assisi Apartments to shared celebrations around the dining table – is guided by a simple vision: placing the individual at the centre of care and community. Inspirational living is found in everyday interactions, in listening carefully, in creating spaces where people feel known, respected and valued.

In 2026, we will work alongside you so that Crowley remains a place where people genuinely want to live, work and visit.

Kelli

Christmas at Crowley

Christmas is a time to celebrate the joy, connection and kindness that make our community so special.

Merry
&
Bright

Valentine's Day

William and Margaret

William worked in real estate and when he needed a PA, Margaret started working for him. It was a big job organising his filing system. Margaret then sold houses while William sold rural properties. When they started dating, they enjoyed driving in the country. William and Margaret have been together for 46 years and between them have five children, 11 grandchildren and three great-grandchildren.

Secret to a happy marriage: Having a sense of humour and not holding grudges.

George and Jean

George and Jean met at a dance when they were around 18. When they were dating, they enjoyed going to the movies and dancing. They dated for around 18 months and married in November 1954 at St Joseph's Burwood Heights. Together they have four children, five grandchildren and three great-grandchildren.

Secret to a happy marriage: George says, "Do what you're told."

Jim and Bev

Jim and Bev met on a blind date organised by Bev's sister. They had dinner with Bev's sister and husband then went to the speedway. When they were dating, they enjoyed picnics on a Sunday and going to the movies. They dated for around three years before marrying in March 1964. After 62 years of marriage, they have three children, two grandchildren and six great-grandchildren.

Secret to a happy marriage: Jim says, "When she says jump, I say how high."

Pat and Dawn

Pat was 24 and Dawn 19 when they met at a dance at Bronte Beach on a Sunday night. It cost 2 shillings to get in. They got engaged in May 1955 and married in April 1956. Together they have three children, Shauna, Vanessa and Martin, seven grandchildren, six boys and one girl, and seven great-grandchildren, six boys and one girl. They will celebrate 70 years of marriage this year, and Pat says Dawn still likes him.

Secret to a happy marriage: Respect each other. When you make your vows, you stick to them.

John and Ruth

John and Ruth met at church 75 years ago. Ruth was 13 and John was 14. Ruth arrived at church on the back of a truck, sitting on a lounge chair, and it was love at first sight for John. When they were dating, they enjoyed going to the pictures and other places like car shows with other couples, and Ruth would score for John when he played cricket. They got engaged on Ruth's 19th birthday and married five years later. They would have liked to marry sooner, but John was studying to be a Methodist church minister, so they had to wait. After 64 years of marriage, they have two children, a boy and a girl, five grandchildren and eight great-grandchildren.

Secret to a happy marriage: Sharing things and making sure you do things together, but also having time to do your own thing.

Gordon and Sharon

When Gordon was 21 at a party playing his guitar, 19-year-old Sharon walked in wearing a yellow and white panel dress with beautiful black hair and Gordon knew straight away he would marry Sharon. They married seven months later and have been married for 57 years and have three children, nine grandchildren and two great-grandchildren.

Secret to a happy marriage: Love each other, listen to each other, and care for each other.

Stuart and Maureen

In 1954 Stuart came to Sydney from Queensland to complete his Honors degree in Genetics, under the supervision of Dr Jim Rendel, a CSIRO scientist at the University of Sydney. Maureen was his assistant and they worked together for a year with no hint of romance. Maureen invited Stuart to join her family for a few days over Christmas, camping at Sussex Inlet! As Maureen had five younger siblings there it was a bit chaotic but love somehow blossomed. They were engaged a few months later. Stuart returned to Queensland and they married a year later in April 1955. After 70 years of marriage, they have four children, two boys and two girls, two grandchildren and two great-grandchildren.

Secret to a happy marriage: Give and take, let each other do their own thing, but do the important things together.

Your health and wellbeing matter

Meredith Pryke
Executive Manager Care Services

Staying physically active without overdoing it

Staying active is one of the best ways to maintain independence, strength, and wellbeing as we age. The key is to keep moving in ways that feel safe, enjoyable and manageable.

Move a little every day

Aim for 20–30 minutes of gentle movement each day. This doesn't have to be done all at once – short periods of activity throughout the day are just as beneficial. Simple activities such as walking, gardening, light housework, or gentle stretching all help keep the body moving and flexible.

Focus on balance and strength

Balance and strength exercises play an important role in preventing falls and supporting everyday activities. Simple exercises you can try include:

- Standing on one foot while holding onto a chair
- Wall push-ups
- Sitting down and standing up from a chair 5–10 times.

These movements help strengthen muscles and improve stability, making daily tasks easier and safer.

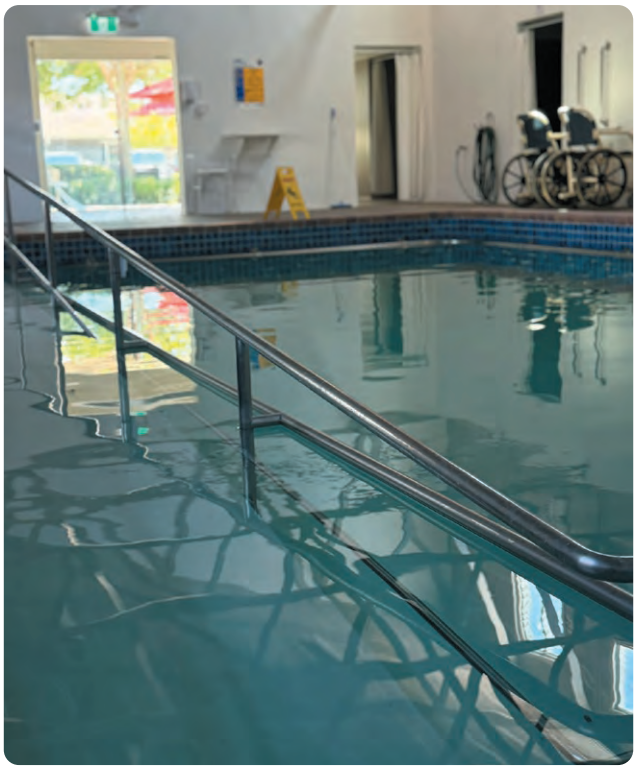
Keep your joints happy

Gentle stretching can help reduce stiffness and improve comfort, especially in the morning or after activity. Low-impact exercises such as walking and swimming are excellent choices for joint health and mobility, as they are easy on the body while still providing benefits.

Listen to your body

It's important to pay attention to how your body feels. Mild muscle soreness is normal when being active, but sharp or ongoing pain is not. Take rest days when needed and remember that consistency is more important than intensity. Moving regularly at your own pace is what supports long-term health.

Remember, it takes 21 days for something to become a habit. And if you add music to your exercise regime, you can stimulate emotions and trigger your brain systems that control pleasure, memory and emotional regulation.



crowley care

Valentine's Day

DRESS UP

Friday 13 February

All residents and staff are invited to wear **Pink** or **Red** and feel the love!

Please note all staff must wear name tags and regulation shoes

Nutrition for wellbeing

Kelly Roberts
Nurse Practitioner

There's a common misconception that older people need less protein, vitamins, minerals and calories. In fact, protein, calcium and vitamin D requirements are actually higher in older people than in younger adults.

While appetite and physical activity can decrease with age, the body's need for vitamins and minerals remains largely the same throughout life.

Nutritional requirements vary from person to person and are influenced by body size, activity level, gender, illness and individual circumstances. Co-existing medical conditions, multiple medications, personal history and cultural preferences all play an important role in how much we eat and when.

Ongoing, unintentional weight loss can signal a change in health status, making nutrition monitoring especially important.

The need for protein

Protein is a vital part of our diet as we age. It supports muscle strength, wound healing and overall health.

The functional aspects of eating – such as chewing and swallowing – are also essential in maintaining good nutrition. Many people experience changes in their swallowing ability over time, and continuing to use and exercise the muscles involved in chewing and swallowing and moving food around the mouth, helps maintain both nutrition and independence.

Supplements

Residents and families often ask about medical food supplements. These may be appropriate following a clinical assessment that considers medical history, medications, and individual goals.

For some people, however, the cost of supplements or a reduced appetite for regular meals may mean these are not the best option. While supplements can be helpful after illness or during periods of weight loss, the preferred approach is to improve the intake of foods that are enjoyable, nourishing and easy to eat.

Where you eat plays an important role. Eating with others encourages socialisation, stimulates appetites, and often slows down the pace of eating, making meals more enjoyable.

Creative approaches to eating can help sustain nutrition without relying solely on supplements. These include offering smaller, more frequent meals and snacks, and providing physical support and assistance for those with swallowing impairments. A late snack high in calories, protein, nutrients and low in sugar, helps sustain the body overnight until breakfast.

The Crowley experience

At Crowley, balanced, fresh and protein-rich meals are prepared onsite by qualified chefs and staff.

Our meals are regularly reviewed by a dietician, and many modified diets are fortified with extra nutrients to support weight and nutrition.

To discuss your nutrition and weight, or explore what may best support you as you age, speak with your General Practitioner, Nurse Practitioner or a dietitian. Finding food that is both nourishing and enjoyable, and tastes great, is key.

Standard 6:
Food and Nutrition
'I enjoy tasty and nutritious food every day.'

Understanding your options

Rene Lange
Risk Manager

If you are considering downsizing or finding additional care and support, it's important to understand your options and the differences between retirement living, assisting living and residential aged care.

The decision to move into a retirement village, assisted living environment or residential aged care depends on your lifestyle, independence and care needs – now and into the future.

Retirement villages

Retirement villages are residential complexes occupied by residents who do not need the higher level of care offered by Aged Care homes. Crowley's Independent Living village is a retirement village offering villas and apartments designed for people who are active, independent, and able to manage their day-to-day lives.

Retirement villages are not subsidised by government funding, so you will need to pay the full cost yourself. To secure one of Crowley's villas or apartments, you enter into a Licence to Occupy agreement and pay a weekly recurrent charge which includes building maintenance, council rates, and the peace of mind of security patrols. All villas and apartments are fitted with INS Lifeguard consoles and pendants providing residents 24/7 emergency help.

Independent Living residents can enjoy a schedule of weekly activities and access to shared facilities such as the hydrotherapy pool, library, hair and beauty salon, and Barney's Cafe, while maintaining their independence and privacy.

While Crowley's retirement village is co-located with our Residential Aged Care facility, it is important to understand that Independent Living residents do not automatically qualify to transfer into residential aged care. The transition into Residential Care is subject to eligibility and assessment through My Aged Care.

Crowley Residential Aged Care staff are not available to provide direct nursing care to village residents. If more support is needed residents can apply for Support at Home services with a provider of their choice.

Assisted Living

Assisted living is often described as the middle ground between retirement village living and residential aged care. It is a supportive housing option that helps older people maintain independence while receiving help with services such as meals, housekeeping, or personal care.

Unlike retirement living, the cost of assisted living accommodation typically includes personal care and support services like meals, cleaning and laundry, provided in small self-contained apartments or units. Some assisted living environments also provide 24/7 monitored call bells with staff onsite.

Crowley Care does not offer assisted living or supported living accommodation options.

Residential Aged Care

Residential Aged Care is for older people who have been assessed as unable to live independently at home, who need 24-hour clinical care and help with everyday tasks.

Crowley Residential Care residents receive full support with daily living, meals, health needs, and wellbeing from our dedicated care team.

Residential aged care is government funded and providers must meet all requirements under the Aged Care Act 2024. Entry into residential aged care requires an assessment through My Aged Care. For an assessment call My Aged Care on 1800 200 422 or visit www.myagedcare.gov.au

Understanding the differences between retirement living, assisted living and residential aged care helps you make informed choices.

At Crowley Care, we're here to support you every step of the way. If you have any questions regarding our accommodation or care options, please call us on 1300 139 099.

SUMMARY OF THE DIFFERENCES	RETIREMENT LIVING	ASSISTED LIVING	RESIDENTIAL AGED CARE
Does Crowley Care provide this service?	YES	NO	YES
Assessment by My Aged Care required for eligibility	✗	✗	✓
Emergency services available 24/7 via INS Lifeguard (ambulance, fire, police)	✓	✓	n/a
Includes support for daily living such as cleaning, laundry, meals etc.	✗	✓	✓
Onsite staff available 24/7	✗	✓	✓
Nursing Care available 24/7 providing continual care for low to high needs	✗	✗	✓
Registered Nurse available 24/7	✗	✗	✓

Kiribati delegation visit

Shannon Wilson
Human Resources Manager

We recently enjoyed a special visit from a delegation representing Kiribati, along with members of Australia's Department of Employment and Workplace Relations (DEWR) and the Department of Foreign Affairs and Trade (DFAT).

Their Crowley visit was about meeting our wonderful PALM workers and exploring our home to see aged care in action.

For many, it was their very first time stepping inside an aged care community – and what an impression Crowley made!

Our visitors included the Hon. Minister Auria Kitina, Minister for Employment and Human Resources (MEHR), Secretary Mrs Terengaiti Awerika, and several key representatives involved in employment and training programs in Kiribati. They were joined by members of the Australian Government who work closely with the PALM program.

The Minister and Secretary were warm, friendly and eager to talk about the future of aged care and workforce training. They proudly shared that people back home are being trained in a range of industries, and many hope to join programs like PALM to work and learn in Australia.

For those new to the idea, the Australian Government's Pacific Australia Labour Mobility (PALM) scheme enbabled workers from Pacific Island nations to contribute their skills in Australia. The scheme is especially important in regional areas like ours, helping fill employment gaps while giving Pacific and Timor-Leste workers the chance to develop skills, earn income, and support their families back home.

Crowley currently employs 13 PALM workers with 4 from Kiribati, an island country in Micronesia.

We were proud Crowley was the only aged care site, and only NSW location chosen on this delegation's tour.

Our guests took great interest in the gardens, buildings and daily life across our community. They were genuinely impressed by everything they saw, from the warmth of the atmosphere to the pride our PALM workers take in their roles.

It was a privilege to host this enthusiastic and appreciative group.

The high-level visit strengthened our connection with Kiribati and highlighted the value the PALM program brings to our community. A big thank you to everyone who helped make the day such a success!

From the IL desk

Jenny Kliese
Independent Living (IL) Coordinator

Happy New Year! Wishing you all a year of fulfilment and good health in 2026.

Thank you to the residents who participated in the IL Social survey and attended the IL meeting at the end of 2025. It was encouraging to hear that, as a group, you are happy with the current activities and excited to recommence previous activities with a few new suggestions we hope to meet.

We enthusiastically encourage you to support the 2026 IL Social Calendar and welcome new suggestions. There's an activity to suit everyone, helping you stay connected with your community. The monthly IL Social Calendar is published and delivered direct to your mailbox by the 1st of each month.

Keep aware

As the summer months heat up, please remember to look after yourselves by keeping cool and hydrated. We encourage you not to walk in the heat of the day between 10am - 4pm, but stay active in the early mornings or later in the afternoon.

Remember to:

- Wear a wide-brimmed hat
- Wear sunscreen
- Wear sunglasses
- Carry a water bottle
- Wear suitable walking shoes

2026 Footy Tipping kicks off 1 March

Have some fun by joining the Crowley Residents 2026 NRL Footing Tipping Competition from 1 March. It's free to join and no experience needed – it's all a bit of fun joining in on the footy conversations and comparing the weekly outcomes.

We have weekly winners as well as the Crowley Residents NRL Footy Competition Winner, who enjoy bragging rights. Congratulations to last year's winners Nola, Marion and Eric!

You are warmly welcomed to register for the competition at Reception and the weekly draw will be delivered to you.

2026 RESIDENT NRL

crowley care

FOOTY TIPPING COMPETITION

ROUND 1 STARTS
SUNDAY 1 MARCH

FREE ENTRY
open to ALL Crowley residents
register your interest at Reception

Celebrating Crowley at the 2026 Australia Day Awards

The Crowley community was immensely proud to see two of our much-loved family members, Joan Ashford and Helen Cooney, recognised as nominees for the 2026 Ballina Shire Australia Day Awards.

Their recognition celebrated decades of generosity, service and heartfelt commitment to others. Helen and Joan both attended the Ballina Shire Australia Day Award Ceremony held at the Lennox Head Cultural Centre on Monday 26 January.

The awards presented by Mayor Sharon Cadwallader "honour the people who help shape a vibrant, resilient community and remind us that local contribution, in all its forms, is at the heart of what makes our shire special."

Nominated for Senior Citizen of the Year, Joan Ashford was honoured for her extraordinary dedication to volunteering and her remarkable ability to bring joy and connection to people of all ages. Known fondly as the 'Bingo Queen of Ballina' Joan has spent more than 34 years volunteering weekly at Crowley Care, hosting bingo sessions that bring laughter, companionship and inclusion to Independent Living residents. Well into her late 80s, Joan continues to personally organise prizes, set up sessions and adapt technology to ensure everyone can participate. Beyond Crowley, her long-standing volunteer work at Cherry Street Sports Club and Lennox Head Bowling Club have raised significant funds for local charities while mentoring young people through school holiday programs.

Also recognised as a Volunteer of the Year nominee was Helen Cooney, for her tireless leadership of the Crowley Care Auxiliary. A member for over 10 years and President for five, Helen played a pivotal role in raising more than $30,000 to enhance resident wellbeing. These funds supported essential medical equipment and community spaces, including Barney's Café and Village transport. Helen's leadership shone during the COVID-19 pandemic, when she fostered connection, support and care among more than 35 Auxiliary members.

Together, Joan and Helen exemplify the spirit of service, kindness and community that lies at the heart of Crowley Care. Their recognition was richly deserved and we are proud to celebrate them as exemplary Volunteers and Senior Citizens of Ballina Shire.

Crowley Care Auxiliary

Margaret Savage
Crowley Auxiliary President

As we begin a new year, I warmly welcome everyone to 2026. I hope you all enjoyed a lovely Christmas and New Year, surrounded by family, friends and good cheer.

The start of a new year is a wonderful opportunity to reflect, and I am pleased to share that the Crowley Care Auxiliary's fundraising efforts over the past year achieved very good results.

These successes would not have been possible without the generosity, support and hard work of our members, volunteers, staff and wider Crowley community.

Thank you to everyone who contributed in any way and helped us raise the funds to purchase these items that enhance daily life and special events at Crowley Care:

- A Traditional Ice Cream Cart is a fun and joyful addition to Crowley's events and everyday life. We hope delivering sweet scoops of ice cream sparks fond memories, smiles and opportunities for conversation between residents and staff.
- Large Print Books and Games Box will form part of a small library within the Residential Care facility, aiming to give residents with limited mobility easy access to reading materials and games at all times, helping to encourage social connection, mental stimulation and shared activity.
- Two Marquees for use in the Plaza area for outdoor functions and activities, providing shade and comfort and allowing more flexibility when planning events for residents, families and staff.

Volunteering with the Crowley Care Auxiliary is about much more than fundraising. Our members enjoy a friendly and welcoming social environment, with regular catch-ups, shared activities and plenty of laughs along the way. These connections are what make the Auxiliary so special.

Recently, the Auxiliary enjoyed a luncheon at the Ballina Jockey Club, shared with family and friends. It was a delightful day of good food, great company and, for some, the added excitement of backing a few race winners.

The Auxiliary concluded the year with a delicious Christmas lunch, generously prepared and provided by Crowley Care's Hotel Services team. It was a wonderful way to come together, reflect on the year that was and celebrate the spirit of friendship and appreciation that underpins the Auxiliary.

If you'd like to meet new people, stay connected to your community and make a real difference, we warmly invite you to consider joining the Crowley Care Auxiliary.

Meetings are held on the fourth Monday of each month.

Our first meeting for 2026 will be held on Monday 23 February at 3pm, upstairs in the Education Centre at Crowley Care (there is lift access), followed by a relaxed and welcoming afternoon tea - the perfect opportunity to enjoy a cuppa, something sweet and a friendly chat.

Next meeting

3pm Monday 23 February 2026
at Crowley Care Education Centre

ICE
CREAM

RACE DAY
RAFFLE 2026
Drawn
Today
Crowley
Care
Auxiliary
Crowley
Care
Auxiliary

A cherished tradition

Tony Baldwin
Hotel Services Manager

We were proud to once again host our much-loved Christmas Day buffet - an event with a meaningful tradition in our community.

We were delighted to welcome 185 attendees this year, making it one of our most well-attended Christmas events to date. Seeing so many people come together to celebrate highlighted just how important this gathering is for our community.

The day was truly special, with residents coming together with their families, enjoying delicious food, and celebrating the festive season in a warm and welcoming environment.

This year's buffet was nothing short of amazing. From the moment the doors opened, the atmosphere was filled with joy and laughter. The positive feedback, along with the many smiling faces, told the story better than words ever could - a wonderful success!

The buffet was a delicious meal and a chance for connection, conversation, and companionship - something especially valuable on Christmas Day.

Despite being a very busy day, staff from across Crowley came together to help set up, serve meals, and ensure everything ran smoothly. Their kindness, hard work, and willingness to go the extra mile truly made the day special for everyone who attended.

A heartfelt thank you to everyone involved in making our Christmas Day buffet such a success.

Happy New Year

Let's put a (laundry) label on it!

Clothing labels

During the summer months, we are noticing an increase in new clothing arriving for residents.

Whilst lovely to see residents receiving new outfits and seasonal gifts, there is a rise in unlabelled clothing given directly to residents, bypassing the very important labelling process needed by our laundry and staff.

To help us return clothing items safely to their rightful owner, we kindly ask families and visitors to follow Crowley's clothing-labelling procedure at all times. Proper labelling is essential in preventing clothing from being misplaced or lost, particularly during this busy period when residents often receive additional gifts and summer wear.

Clearly labelled clothing allows staff to:

- Return items promptly to the correct resident
- Prevent mix-ups between residents' belongings
- Protect special or sentimental items
- Maintain an efficient and accurate laundry service

Clothing labelling procedure

When a new resident arrives:

1. All clothing should be dropped off at Reception, where it is documented and prepared for collection.
2. Laundry staff are notified and will collect the clothing from Reception. Items are taken to the laundry and labelled with the resident's details.
3. Once labelled, clothing is returned to the resident's room, where care staff will put the items away.
4. A designated space on the laundry trolley is allocated, including a named hanging space and a personal laundry basket for each resident.

When new or additional clothing is purchased or brought in for an existing resident, the same process applies. All items should be taken to Reception first, not given directly to the resident. The clothing will be documented and sent to the laundry for labelling before being returned to the resident's room.

Laundry service

Our laundry service operates daily in each area. Clean laundry is returned to each area on trolleys, and the laundry staff then place the clothing back into residents' wardrobes.

If any items are found without labels, they are returned to the laundry and recorded in the Unmarked Clothing Book. These items are kept safely while we wait for them to be identified and claimed by their owner.

How families can help

- Please ensure all new clothing goes directly to Reception
- Avoid giving clothing directly to residents or placing items in wardrobes unlabelled
- Check labels periodically to ensure they remain legible

Your cooperation makes a big difference and helps us provide the best possible care for our residents. Thank you for your continued support and understanding.

Lost Clothing

Second Friday of each month

9am – 11am

Entertainment Room

Each month, unclaimed clothing that has accumulated in the laundry will be displayed for viewing. This usually occurs when name labels fade or come off over time. Families and residents are welcome to check for any missing items.

UNMARKED
CLOT
LILLIPILLI
BANKSIA
LAUNDRY LIST

LAUNDRY LIST

Coconut-crumbed prawns with lime aioli

Ingredients

- 8 large green king prawns, peeled, deveined, tails intact
- ¼ cup plain flour
- 1 egg
- ½ cup shredded coconut
- ½ cup panko breadcrumbs
- Vegetable oil, for shallow-frying
- Lime aioli
- ¼ cup whole-egg mayonnaise
- 1 small garlic clove, crushed
- ½ tsp finely grated lime rind
- 1 tbsp lime juice

Instructions

Using the palm of your hand, slightly flatten prawns. Place flour in a bowl. Add prawns. Toss to coat.

Whisk egg and 2 tablespoons cold water together in a shallow bowl. Combine coconut and breadcrumbs on a plate. Dip 1 prawn in egg mixture, then breadcrumb mixture. Place on a plate. Repeat with remaining prawns, egg mixture and breadcrumb mixture.

Heat oil in a large frying pan. Cook prawns for 2 minutes each side or until golden and cooked through.

Meanwhile, make aioli Place mayonnaise, garlic, lime rind and lime juice in a bowl. Stir to combine.

Serve prawns with aioli.

Recipe from taste.com.au

White chocolate cream heart tarts

Ingredients

- ½ x 200g packet Kingston biscuits
- 30g butter, melted
- ¼ cup thickened cream
- 45g block white chocolate, melted, cooled
- 125g fresh raspberries
- Icing sugar mixture, for dusting

Instructions

Place biscuits in a food processor. Process until finely chopped. Add butter. Process until just combined.

Divide mixture evenly between two 2cm-deep, 10cm (base) heart-shaped loose-based fluted flan tins.. Using the back of a metal teaspoon, press mixture over base and sides of tins. Refrigerate for 30 minutes or until firm.

Whisk cream until soft peaks form. Add chocolate. Using a large metal spoon, gently fold until well combined. Carefully remove biscuit cases from tins. Divide cream mixture between cases. Arrange raspberries on top. Serve.

Picture perfect

Albie Viel
Maintenance Manager

When television reception is lost in the village, the antenna is often the first thing residents suspect. In reality, a good-quality aerial typically lasts between 10 and 20 years. At Crowley, we use the Matchmaster MDU 36 antenna, supplied by our electrical contractor, and over the past two years, we have been progressively replacing rusted poles and deteriorating aerials across the Village.

One common cause of poor picture quality is a thin or damaged aerial cable running from the television to the wall point. Thicker, high-quality coaxial cable can provide a stronger and more reliable signal. As part of our Independent Living Unit refurbishments, we upgrade cabling and connection points to improve overall reception and picture quality.

Residents are also encouraged to check their power boards. Power boards facing upwards can collect dust over time, which may affect performance and safety.

During periods of extreme weather, trees along Angels Beach Drive can temporarily weaken or disrupt the television signal. While this can be frustrating, please be assured that these disruptions are usually short-term and resolve once conditions improve.

We also recommend regularly retuning your television, which updates your channel list and ensures you are receiving all available Freeview channels with the best picture quality.

Skip bin reminder Independent Living Units

A reminder for Independent Living Unit residents that the six-monthly skip bin will be located behind the Men's Shed from 1 March. This is available for items that are too large for wheelie bins.

Please note the following items must not be placed in the skip:

- Chemicals or oils
- Fridges
- Tyres
- Paint
- Batteries

Electrical items such as televisions may be placed beside the skip for e-waste disposal. Please also ensure that cardboard is not placed in the skip.

Thank you for your cooperation in helping us maintain a safe, tidy and well-functioning village.

Ready February 2026

ASSISI

APARTMENTS AT CROWLEY

Introducing the Assisi Apartments at Crowley Care.

Independence celebrated.

26 unique apartments designed with care, built with purpose.

Request your information pack today.

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

crowley care

Trusted since 1979

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

CRO292_14_1225

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

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

AT A GLANCE

Number of Apartments:
26 self-contained residences

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

Expected Completion:
February 2026

Accessible Location:
154 Cherry Street, Ballina NSW 2478

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

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

Craft Corner

How to make Origami Hearts

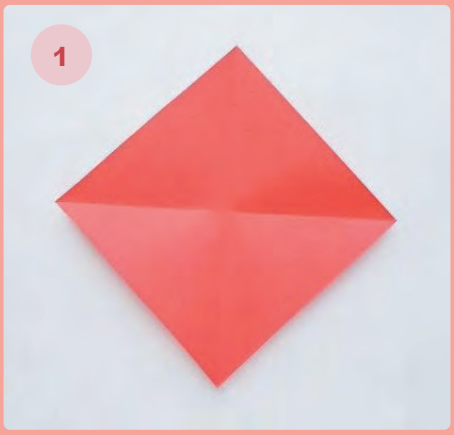
This simple and beautiful origami heart is the perfect introduction to the art of paper folding. It's a calming, hands-on activity, ideal for beginners - especially when using larger paper squares for easier handling.

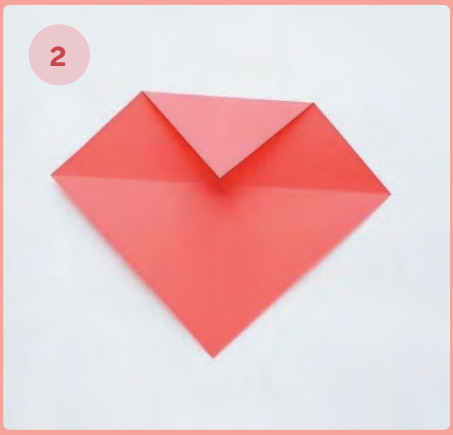
What you need

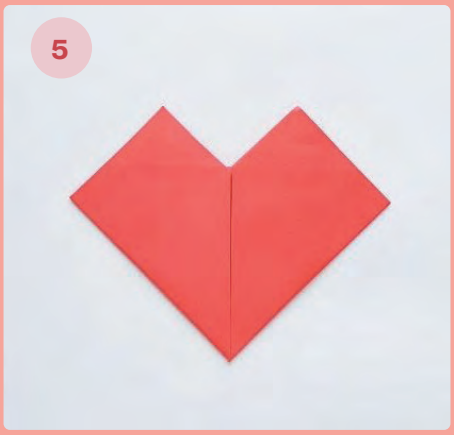
Square origami paper
(larger sizes recommended for beginners)

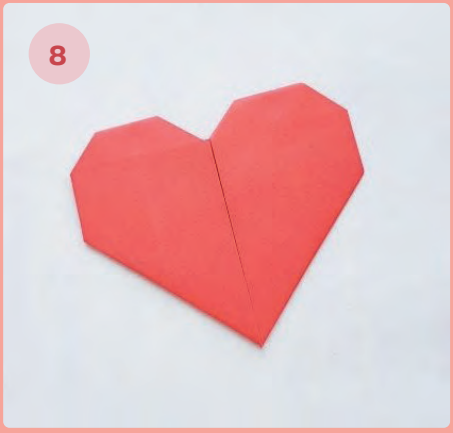
Instructions

1. Fold the paper in half joining two opposite corners together. Unfold the paper. Fold the paper in half again by joining the other two opposite corners together. Unfold completely.
2. Fold the top corner of the paper downward so that the tip touches the center point of the square (where the 2 creases intersect).
3. Fold the bottom corner upward so that the tip touches the center of the opposite side of the paper.
4. Fold the right bottom side along the vertical crease to meet the top corner of the upright triangle.
5. Similarly, fold the left bottom side up along the vertical crease.
6. Flip the paper over to the other side.
7. Fold the left and right corners along the inner edge. Fold the 2 top corners down to the edge made by the top flap fold. Apply glue to secure these 4 folds.
8. Flip the paper heart to the other side again. You are done!



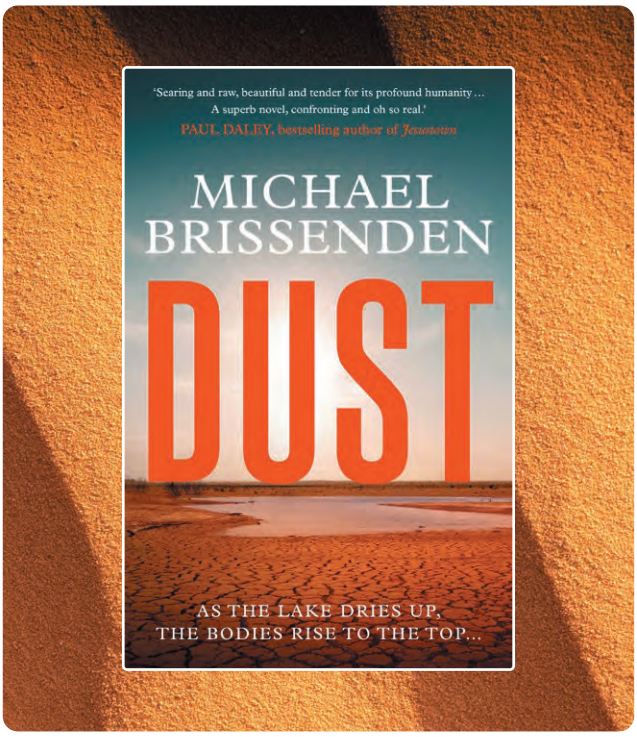






Book club

Our holiday reads



At our latest meeting, we discussed books we'd enjoyed over the break. Most had been busy with little time to read. There were lots of different genres; some more enjoyable than others.

You may enjoy these:

- "Criss Cross" by James Patterson
- "Mind Games" by Nora Roberts
- "The River is Waiting" by Wally Lamb
- "Australia" by Tony Abbott
- "Lola in the Mirror" by Trent Dalton
- "A Prey to Murder" by Ann Cleeves
- "Legacy" by Chris Hammer
- "The Unquiet Grave" by Dervla McTiernan.

Our next read is "Dust" by Michael Brissenden. It's billed as a dark, dripping thriller that explores the complexities of identity and truth, and the unyielding forces of corruption in a world where lives are lived on the fringe and nothing is at it seems.

Our next meeting is on Thursday 19 February.

Until then, happy reading!

Marion

PLEASE NOTE: Unfortunately, the book club is currently full. We are limited to ten members. If you are interested in joining when a vacancy arises, please put your name down at the office.

NEEDED:

Donations of 8ply Wool

Do you have wool to spare?

One of our enthusiastic residents is busy knitting rugs, slippers, and other items for fellow residents and has run out of wool.

Any donations are greatly appreciated.

Villas available at Crowley

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

Modern, secure and designed for comfortable independent living.

Enquire today!

Our quality journey

Michelle Golding
Quality Manager

At Crowley, quality isn't just a goal; it's a lived commitment.

As we prepare for our upcoming accreditation, we are guided by the strengthened Aged Care Quality Standards that define what safe, respectful and high-quality care looks like.

The new standards were introduced in November 2025, are more measurable and detailed than earlier standards, and reflect what residents can expect from their care provider.

Residents at the centre

At the heart of the strengthened Standards is **Standard 1: The Individual** - making sure that every resident's needs, preferences and goals are central to how we plan and deliver care. Older people are not treated as a set of tasks, but as individuals whose voices are listened to and respected.

This means we work collaboratively with each of you to understand what matters most - your choices, dignity, cultural identity, lifestyle preferences and personal goals - and reflect those in care planning every day.

Quality systems and safety culture

Standard 2: The Organisation focuses on creating a strong culture of quality, safety and inclusion. It requires us to have systems that promote continuous improvement, include resident/client and family feedback, and manage risks and incidents effectively.

For us, this means:

- Encouraging feedback and concerns to be raised and resolved
- Maintaining a skilled, competent workforce
- Planning for emergencies in ways that protect resident wellbeing
- Ensuring policies and procedures are up to date and reflect contemporary evidenced best practice

Care that is planned, coordinated and respectful

Under Standard 3: The Care and Services, we must work with residents to develop, review and deliver care that meets your individual needs and goals.

This standard emphasises culturally safe care, communication about changes, and care that respects your right to take risks and maintain independence - all important parts of dignity and quality of life.

Clinical care you can trust

Standard 5: Clinical Care requires clinical services, including medication and healthcare needs, are tailored to your goals and preferences, that risks are identified and managed safely, and that multidisciplinary care is coordinated.

This means clinical decisions are not just about tasks - they are about understanding you, your health goals and your comfort.

Environment, nutrition and community

Other strengthened standards cover the environment (comfortable, safe settings), food and nutrition (nutritious, choice-based meals) and residential community (fostering connection and wellbeing).

Understanding how aged care homes are being audited

The way the Aged Care Quality and Safety Commission audits providers has changed. Aged care homes are now given a graded assessment against each Quality Standard.

One of the following grades will apply:

- Conformance
- Minor non-conformance
- Major non-conformance

What Accreditation means for you

Accreditation assesses whether we can demonstrate conformance with each Standard. It shows how our systems, care planning, safety culture and person-centred approach reflect what the strengthened Standards expect.

Preparing for accreditation reinforces what we aim to do every day - deliver care that keeps you safe, respects your rights, and enhances your quality of life.

Thank you for being part of our community and for contributing your voice to our ongoing quality journey.

Making feedback flow

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

Consultants / Entertainers / Volunteers

I have been meaning to email you both to say how great Tony has been with our HR Circle catering. He called me when we wanted to discuss some options for the light breakfast and was so accommodating considering the several dietary requirements amongst our group. The last two sessions he has served a beautiful frittata with a hash brown which all of our members have loved. Tony called me after the first time we tried the new menu to check in and make sure everything was ok. Such a lovely call to receive and we really appreciate how much effort he and the team put into our catering. Thank you also to both of you again for allowing us to use your amazing space.

Thank you to the Crowley team for accommodating our needs for our volunteer lunch. Tony and Judy and the team made us feel welcome and served the meals without any fuss. The event exceeded our expectations. The room was welcoming and the decorations and table settings were lovely. The volunteers who attended enjoyed the ambience of the room and I received so many positive comments about the meal and everyone enjoyed the day. Please extend our appreciation to the staff and thank you for your help in completing the booking.

Headliners Chorus wishes to thank Crowley for once again showing your appreciation for our Christmas performance with such a generous donation. We love sharing the gift of music with our community and our Crowley Christmas performances are always a highlight. Your donation helps towards the running costs of our chorus, such as coaching, the purchase of music and the costs incurred by our participation in the national sweet Adelines Australia Connection in Hobart next year. Your friends, gratefully, The Headliners.

Residential Care residents

To Judy, thank you for yesterday. The food was delightful and everyone enjoyed it.
Once again thank you and good luck.

Residential Care families

To the Crowley nursing staff in Prospect, thank you so much for taking so much care of Mum over the past year, and especially at the end of her life. We appreciate it greatly.

To every staff member at Crowley, a huge thank you from John's family for your kindness and care of our Dad.

I would like to comment on the general décor and ambience of this facility, it is so detailed, so unobtrusive, so calm, so variable - every section has its own 'feel'.

Many thanks for emailing "what's on at Crowley", it allows me to keep up with the recreational-social activities offered to all the residents. Merry Christmas and thanks again.

This is a little late but we wanted to thank the staff and food preparers for the amazing job they did for the Serpentine Christmas lunch held on 9th Dec. A fantastic day with amazing food, incredibly helpful and caring staff and great entertainment. Congratulations to all involved.

Appreciation to everyone involved in making Christmas Day so wonderful. Diana said the lunch was amazing and for those who like prawn and oysters they just kept on coming.

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

Welcome to Team Crowley

We say welcome to our newest staff members.

Graham

Maddison (Maddie)

Lorraine

Karolina

Rebecca (Bec)

Janice

Elizabeth (Betty)

Christie

Steve

Happy birthday!

Find the hidden objects

Can you find all 10?

Answers for the Christmas quiz

Check your answers for last month's feature quiz.

1 What country is credited with starting the tradition of decorating Christmas trees?

A. Germany
B. Norway
C. Sweden
D. France

2 In which Christmas movie does thecharacter Kevin McCallister get left behind?

A. Elf
B. Home Alone
C. The Santa Clause
D. Miracle on 34th Street

3 Who wrote the classic Christmas story A Christmas Carol?

A. Charles Dickens
B. Mark Twain
C. Leo Tolstoy
D. Jane Austen

4 Which reindeer has a red nose?

A. Comet
B. Blitzen
C. Rudolph
D. Dasher

5 What popular Christmas song was actually written for Thanksgiving?

A. Jingle Bells
B. Silent Night
C. Deck the Halls
D. Winter Wonderland

6 Where does the famous Christmas ballet The Nutcracker take place?

A. France
B. Russia
C. Germany
D. Austria

7 What was Frosty the Snowman's nose made of?

A. Carrot
B. Button
C. Coal
D. Candy cane

8 Which Christmas beverage is known for its creamy texture and spices?

A. Eggnog
B. Mulled wine
C. Hot chocolate
D. Apple cider

9 What color suit did Santa wear before red?

A. Blue
B. Brown
C. Green
D. White

10 What is the best-selling Christmas single of all time?

A. "Jingle Bell Rock"
B. "Silent Night"
C. "White Christmas"
D. "All I Want for Christmas Is You"

11 In The Grinch Who Stole Christmas, what is the name of the Grinch's dog?

A. Max
B. Spot
C. Sam
D. Fred

12 What Christmas decoration was originally made from silver?

A. Tinsel
B. Lights
C. Garlands
D. Ornaments

13 How many reindeer pull Santa's sleigh?

A. 8
B. 9
C. 6
D. 7

14 Who was the author of The Night Before Christmas?

A. Clement Clarke Moore
B. Charles Dickens
C. William Blake
D. T.S. Eliot

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

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