Teamwork makes the dream work

Aged Care Employee Day gave us the chance to stop and celebrate the people who make our community truly great.

Pictured left: Bundaberg Regional Council's Mayor, Jack Dempsey, even paid us a visit and made a speech thanking all our staff for the work they do to support the families of Bargara and beyond.

The day's festivities also included a fun scavenger hunt, numerous raffles and lucky door prizes. We enjoyed popcorn, freshly cooked burgers by Rob and a lovely authentic mild thai curry courtesy of Sawita. Yum!

Service Manager's note

Greetings to our Palm Lake Care Bargara community! It has been my privilege to have met so many residents, their relatives and friends across the past 10 weeks since I began my role as Service Manager here. The feedback I am hearing is very important in assisting myself and the team in identifying continual improvement projects that can increase happiness and promote quality of life and wellbeing for all. Please continue to complete the feedback forms available from front reception or the nurses' stations near your suites. Our friendly staff are more than willing to assist you in completing these forms, should you require assistance. Once completed, they can also assist you with depositing your form in the Suggestion Box near our front reception. The Suggestion Box is opened daily and your feedback is responded to within a couple of days. No matter what the matter is that you raise, we are here with a positive attitude to resolve it, after consultation with you. On most occasions you will have the solution to the matter and in this way we look forward to working with you to improve the community as a whole, for everyone.

Peter Kneen SERVICE MANAGER

Pictured above: What a milestone! Mabel celebrated her 103rd birthday recently with many family members stopping by to wish her well and joining us for a high tea in Mabel's honour.

Meet your neighbour

Meet Daphne Donohue from Magnolia wing. Daphne grew up in Tambo, Qld. She worked in the local hospital until she married Morgan and had two boys and two girls. Daphne loves gardening and helping people. She is extremely sociable, bringing happiness to all our other residents.

What does happiness mean to you? Being with family.

What is your favourite memory? I have so many favourite memories, I can't choose just one!

What do you wish you had done more of? Or less of? I used to do a lot of knitting and painting, and wish I could do more of that still now.

Lifestyle Team's note

Christmas in July was a great success with a visit from Santa, reindeer target shooting (with Nerf guns, of course!) and reindeer quoits.

Gardening club has become very popular with many residents getting their own plants growing throughout our community. Our residents are beginning to grow green thumbs! We have a sensory garden as well and the residents love the different textures.

Our recent **kindergarden visit** was enjoyed by many residents who joined in on the children's activities. A new spark of life is often seen in our residents on days like these, as they joined in the fun with the kids.

The focus of our **Cultural Day** in last month was Italy. Gondola races were enjoyed, and we learned Italian facts and trivia.

There were a few laughs while we made cookie bites during our recent **cooking** session. Memories of baking for the family came flooding back for many.

And, finally, we never let a fun opportunity pass us by so the "**grand opening**" of the automatic door was a ceremony conducted with our Barry, who did the honours of cutting the ribbon and proclaiming the door open!

Kim, Glynis & Stephen
LIFESTYLE TEAM

Key local personnel

Service Manager: Peter Kneen
peterk@palmlake.com.au
Service Manager Support: Yari Ottoboni
Admin: Rennay Toms
Customer Experience: Ashlee Duckworth
Clinical Manager: Chrissie Webb
Clinical Nurse: Amanda Teefy
Lifestyle Team Leader: Kim Milowski
Lifestyle Team: Glenys Couchman, Stephen Doherty and Zoe Cornford
Maintenance: Matthew Jeffery
Chef Manager: Luke Russell

Here we **make a difference**

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