

The Difference

PALM LAKE CARE BETHANIA FEBRUARY - MARCH 2024

A Happy New Year to all!



Another memorable few months have been marked here at Palm Lake Care Bethania with thanks to all the many visitors we've seen and the celebrations we've enjoyed!

They don't call it the 'festive season' for nothing. We've hosted many visiting family members and friends (as well as Santa!) in recent weeks. And our New Year's celebration was another bell ringer!



Legacy projects meet brain gain

Here's how to do something good for your health, and for your loved ones too!

Delightful Logan generosity

Logan locals proved just how thoughtful and generous they are at Christmas time



Here, you are welcome



**Palm Lake Care Bethania
Service Manager,
Vanessa Gawith**

Well, they say change is like a holiday. I have been away from our Palm Lake Care Bethania community over the past weeks while I assisted the new Service Manager at our Toowoomba location. But don't worry - I've been eagerly watching on from the sidelines! It really is a pleasure to see all the events and activities that have taken place for our residents over the festive season - as well as seeing all those in the pipelines for the coming months. I actually had the pleasure of attending our New Year's celebration in early January before I headed up the Toowoomba Range. It was a true delight to see our residents and families come together with our team members and enjoy the celebration. There was a lot of dancing and singing! What I enjoyed the most was being able to speak with our families and visitors one-on-one - it was lovely to have this opportunity to make connections.

You may have seen that Palm Lake Care Bethania has welcomed Yana as our Clinical Manager? We have also welcomed Reece as our Customer Experience team member - Reece has already been helping to introduce new residents and families to our Bethania community. If you see either of these two people around the grounds, make sure you wave them down and say hi. They're eager to meet each and every one of you.



**Palm Lake Care
Chief Executive Officer,
Daniel Aitchison**

As we step into 2024, I want to take a moment to reflect on the journey ahead and the exciting possibilities it holds. At Palm Lake Care, our commitment to providing the highest quality of care remains unwavering and this year, we aim to raise the bar even higher. Our focus for 2024 is clear - to work closely with each of our communities, residents and families, to enhance our service offering and broaden the spectrum of care we provide. We believe in the power of consultation and listening to your valuable insights. Your feedback will guide us in implementing truly personalised services that cater to individual needs and preferences.

The aged care sector is ever-evolving, with changes in the aged care act and new standards on the horizon. We understand the importance of adapting to these changes and, as both service providers and recipients, exploring them together. Together, we can strive to meet and exceed expectations from all stakeholders within the aged care sector.

In exciting news, we are in the process of planning two new aged caring communities to be co-located alongside Palm Lake Resorts Cooroy-Noosa and Forster Lakes. These new care communities will expand our reach and enable us to serve even more individuals in need.

I look forward to sharing more updates with you as we embark on this journey together. We won't always get things right, but we will continue to work collaboratively to provide the best possible care for all those entrusted to us and those who engage with Palm Lake Care.

Palm Lake Care Bethania

Looking for more information
about Palm Lake Care Bethania?
Here's where you can find us:

PHONE:
07 3086 3000

STREET ADDRESS:
1 Goodooga Drive,
Bethania QLD 4207

EMAIL:
bethaniacaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

GET SOCIAL:
Follow us on Facebook
and on Instagram
(@palm.lake.care)

Key local personnel

Service Manager: Vanessa Gawith
bethaniacarefm@palllake.com.au
Service Manager Support:
Janene Sayers
Customer Experience Reece Crago
Admin: Leanne Gronfors, Tracey French
Clinical Manager: Yana Filippova
Clinical Nurses: Ajimole Pappariil Mathew,
Ayman Salameh
Lifestyle Team Leader: Michelle Battye
Lifestyle Team: Sandi Lewi, Karen Rayner
Maintenance: Jason Campbell
Chef Manager: Veijo Lehto



News briefs

New PLC resident advisory board in 2024

Palm Lake Care is committed to ensuring that the services we provide meet the needs and preferences of our residents. In 2024, we will be implementing our Resident Advisory Body (RAB) which will allow a representative from each of our seven dynamic communities to provide feedback and offer suggestions for improvement and assist Palm Lake Care in our consistent endeavors for quality and responsive care services. Meetings will be scheduled at least twice a year, the first planned for May 2024.

Nominations for representatives will be taken from the Resident Meetings held onsite and determined in the month prior to each meeting being held. Meetings will be held via an online TEAMS link (video call) to enable all communities to actively participate and engage with each other.

ACQSC seeking consumers and families for panel

The Aged Care Quality and Safety Commission is an independent government body that regulates Australian government funded aged care services. ACQSC has a Consumers and Families Panel that engages with people who receive aged care services, who are considering accessing aged care services, and/or support someone who receives aged care services. Should anyone from Palm Lake Care wish to register to participate in this panel, visit agedcarequality.gov.au/get-involved



Above: Walter (left), Scott and Dan (centre) visit The Variel in Woodland Hills, California.

United States tour brings new ideas to local care

Palm Lake Group founder Walter Elliott, Managing Director Scott Elliott and Palm Lake Care CEO Dan Aitchison recently embarked on a trip to the United States to explore high-achieving international care communities. The trio enjoyed many learnings and have brought home an array of new ideas to apply to our business. Dan says there is a big focus on integrated living for aged care residents in the US, which supports our own thinking around co-locating Palm Lake Care communities with Palm Lake Resorts.

"We also saw that Americans are prepared to pay for different services that deliver more choice and the highest quality in aged care," Dan explains.

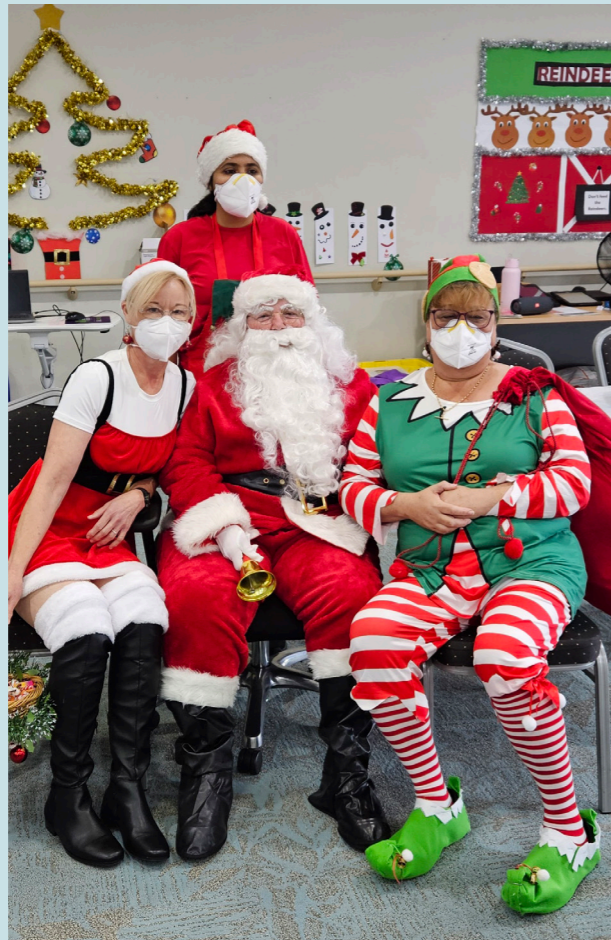
"Above all, it was reassuring to look at the services we are providing locally to see that what we are offering is comparatively world-class. It gave Scott, Wal and I a great deal of pride to put Palm Lake Care on this world stage."

Upcoming meeting dates

Communication is at the heart of all that we do. We engage, listen and respond, which is why we'd love to have you join us at these upcoming meetings:

- **Residents' meeting:** February 1, March 7 and April 4 at 11am
- **Residents' "Food Focus" meetings:** February 9, March 8 and April 12 at 11am

No RSVP is required. See you in the Cinema.



Meet your neighbour

Meet a team member

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, LORRAINE WELDON...

THE SUCCESS OF PALM LAKE CARE BETHANIA COMES DOWN TO OUR DEDICATED TEAM. LIKE INTEGRAL LINKS IN A VERY IMPORTANT CHAIN, EVERYONE'S ROLE HERE MAKES A DIFFERENCE, WHICH IS WHY WE'D LOVE TO INTRODUCE YOU TO SARBJIT KAUR...

I was born in Marrickville, Sydney, in 1944. I started school when I was 5 and made many great friends - and we are still friends to this day! I married my husband, Max, when I was 17 years old and we had four children. I worked as a secretary in an office for years which I really enjoyed. Then moved to Brisbane in 1997 and eventually settled in Beenleigh.

My name is Sarbjit Kaur but like to be called Sara. I was born in Dubai, in the United Arab Emirates. I have two siblings - one brother and one sister (I am the middle child). I completed my Masters in Commerce while there but that qualification is unfortunately not recognised here in Australia.

My husband passed away in 2017 and this was a very hard and lonely time for me. My children are a Godsend - always available when I need them and still are today.

I married my husband in 2020 and immigrated to Australia in 2022 because my husband was already here. After settling in Brisbane, I studied my Certificate III, applied for a job at Palm Lake Care and was thrilled to be hired!

We stayed in Beenleigh until I moved into care at another facility that I didn't like at all. Eventually, I came to Palm Lake Care Bethania which I love. I feel at home here. All the staff are very nice and my room feels like my home.

I enjoy working at Palm Lake Care because of the supportive management and the other team members I work with. I'm currently working in the Lifestyle Team with Bobby, Karen and Sandy and I'm continuing to learn so much. I have also learnt that all departments at Palm Lake Care are valuable assets that, together, provide quality care for the residents who live in our lovely community.

I just had my birthday and my son surprised me by organising a boat trip because he knows that I love being out on the water. It was wonderful.

Pictured left: Our Wellness Program sees two activities hosted each day. This program is very popular and it's really encouraging to see our residents having fun and benefiting both from the physical exercise and the social connections they make.

Around the grounds



Pictured above and right: It was proved beyond doubt that we've all been on the 'nice' list this year with Santa stopping by personally to wish us well! What fun we had!

Navigating the new standards

Are you aware of the upcoming changes to the Australian Aged Care Standards and what they mean for you at Palm Lake Care?

We understand that keeping up with the latest developments in the aged care industry can be overwhelming. That's why we've gathered essential information to help you stay informed and prepared for the new Australian Aged Care Standards. Here are some key points to be aware of:

Person-centered care: The new standards emphasise individualised care plans that prioritise residents' preferences and needs. This means more personalised care experiences tailored to your unique requirements.

Enhanced quality of life: The updated standards place a strong focus on improving the overall quality of life for residents. This includes promoting activities, social connections and wellbeing within our Palm Lake Care communities.

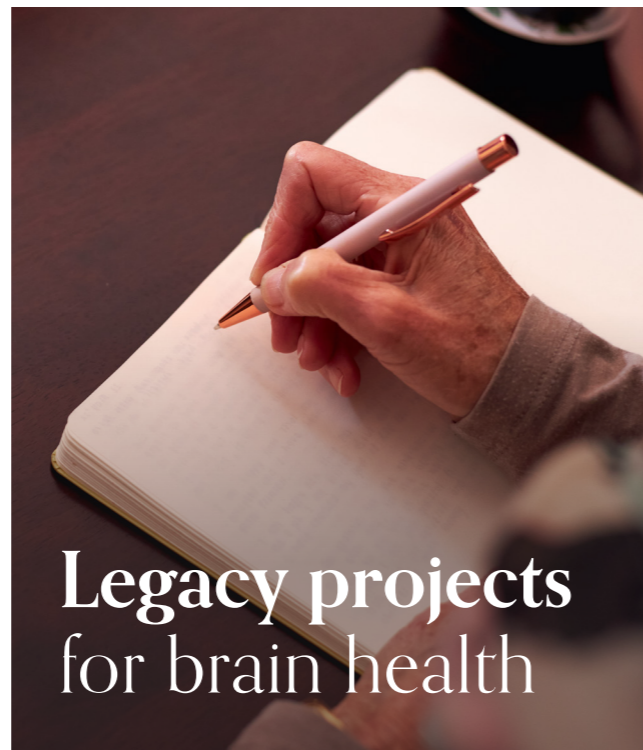
Transparency and communication: Clear and open communication between residents, families and care providers is a cornerstone of the new standards. Expect to be even more involved in discussions about care plans and decisions that affect you.

Safety and dignity: Safety measures are being heightened to ensure residents' physical and emotional wellbeing. Dignity and respect are at the forefront of care, ensuring residents maintain their independence and autonomy.

Complaints handling: The new standards require robust systems for addressing concerns and complaints. If you have any issues or questions about the care provided at Palm Lake Care, rest assured that there will be even more robust avenues for your voice to be heard.

At Palm Lake Care, we are dedicated to maintaining the highest standards of care and ensuring a smooth transition to these new regulations. Our team is committed to working closely with you and your family to provide the best possible care experience.

Stay tuned for more detailed information about the changes and how they will impact on your daily life at Palm Lake Care. We are here to support you every step of the way as we continue to provide exceptional care and service. If you have any immediate questions or concerns, please contact our team. Your peace of mind is our top priority.



Maintaining a sharp mind is vital at every stage of life. But what if we were to tell you there's a way to intertwine brain health strategies with creating wonderful legacy projects to enrich your life and the lives of your loved ones. It's win-win!

Your life story is a treasure trove of experiences, wisdom and memories waiting to be shared. Here are some creative legacy project ideas that will simultaneously assist in boosting your brain health while you're at it:

Life journey journaling: Keeping a journal of your life's journey not only preserves memories but also enhances cognitive function through mindful reflection and writing.

Family tree creation: Building your family tree involves research and memory recall, providing an engaging mental workout.

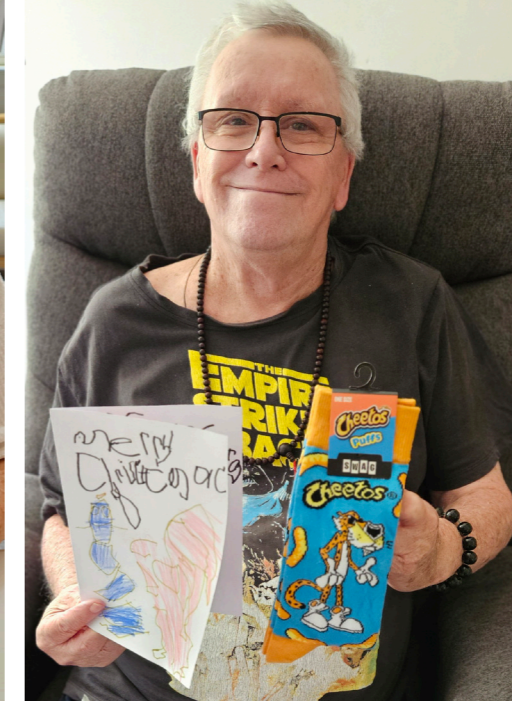
Memory books: Crafting visual memory books engages your cognitive functions while reliving precious moments.

Artistic expressions: Creating artistic pieces stimulates creativity and imagination, keeping your mind active and vibrant.

Storytelling sessions: Sharing stories with loved ones strengthens social connections and memory retention, all while celebrating your life's narrative.

Recipe compilation: Assembling family recipes requires attention to detail and recollection of ingredients and methods, giving your brain a beneficial workout.

At Palm Lake Care, we understand the importance of preserving your unique legacy and maintaining brain health, and we're here to support you every step of the way. Share your wisdom, celebrate your life's journey, and create lasting connections with your loved ones through these heartfelt projects.



Around the grounds

Pictured above: There were many instances of delightful generosity for our residents over the festive season. Bethania Lutheran Kindergarten children gave our residents presents with gorgeous hand-written cards while a group of friends who have lost their grandparents wanted to give gifts to our residents as well. It has been so amazing to see how generous the Logan community has been - we do live in a wonderful part of the world.

Right: Our new icecream cart has been the biggest hit. And it's easy to see why! Yum!



Clinical Manager, Yana Filippova

I'm Yana, your new Clinical Manager, and it brings me great joy to be a part of this wonderful community. I reside in Redland Bay with my family, including my 7-year-old son with whom I share the joy of playing tennis on the weekends. Beyond my professional life, I take pride in my Eastern European heritage with roots in Polish and Ukrainian cultures. I adore cooking flavourful dishes for my family, often preparing Borsch paired with homemade sourdough bread and sour cream— a recipe passed down from my grandmother, cherished and prepared just as she taught me. My passion is my orchid garden (as you'll see from my photo!). I have a collection of rare orchids and dozens of Phalaenopsis and Dendrobiums. If I have a spare moment, I also enjoy the therapeutic arts of painting and crochet.

With a background in both psychology and nursing, I've spent more than 25 years in various healthcare settings, including hospitals, healthcare services and universities. For the past 14 years, my focus has been on enhancing the quality of care in aged care settings. This year marks the final leg of my journey towards a Master of Nurse Practitioner qualification and I am eager to contribute my knowledge and experience to ensure our residents here receive the highest quality of care. I look forward to getting to know each of you and contributing to the warm and supportive community here at Palm Lake Care Bethania.

Important information

Meet our Central Support team

Chief Executive Officer:

Dan Aitchison

Chief Operating Officer:

Trish Heke

Operations Support Lead:

Eleanor Morgan (south)

Libby Hema (north)

Clinical Governance Manager:

Melissa Ostrouhoff

Support Services Manager:

Steve Wheeler

Customer Experience Manager:

Blake Johnston

We love your feedback!

We highly value all types of resident and family feedback - it enables us to continually improve our already high standards. There are so many ways you can provide feedback but the easiest way is to complete a feedback form. Blank forms are available from our Reception desk and, once complete, can be submitted in the Feedback Box, also found at Reception. Our Service Managers are also available to chat at any time. Their door is always open.

What should I do in an emergency?

FIRE: Spotted a fire? Let a staff member know and press the alarm, if I can.

EXITS: I need to remember my closest way out. Leave things behind and get out quickly.

CRISIS: If something else happens, I'll stay calm. I'll help my neighbours if it's safe to.

PREPARE: I'll remind myself of safe places and the best way to leave, if needed.

Note to self: If I'm unsure, I'll ask a staff member.

Volunteers are the best people

We are always on the lookout for volunteers to stop by and support our community. You might like to help our Lifestyle Team facilitate their regular group activities? Or you might like to spend some one-on-one time with our lovely residents? Many love to share a cuppa and a chat! Maybe you have a specific skill you can share? If you'd like to volunteer in our community, and enjoy the reward that comes with it, simply contact our team via the details on Page 2. You can also go to our website and click on "Join us".

Care is a noble profession

If you've been looking for a career that is meaningful and rewarding, maybe aged care is for you? We have an ever-changing list of vacancies across a variety of positions, from housekeeping and admin to carers and grounds staff. To find out what vacancies are currently available in each of our Palm Lake Care locations, go to our website and click on "Join us". We look forward to welcoming you to our team.

Your meals, your choice

At Palm Lake Care, your choices shape our menu. Our dedicated chefs create meals that not only nourish but also cater to your tastes. Through our Food Focus Group meetings, your feedback directly influences our culinary direction. We value your voice, ensuring that your dining experience is truly tailored to our residents' preferences. Share your thoughts and savour the difference!