

# The Difference

PALM LAKE CARE BARGARA FEBRUARY - MARCH 2024

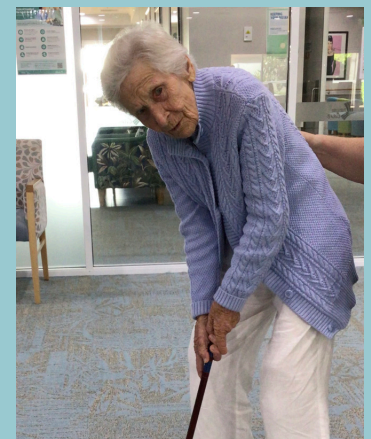


## We're all good sports

There's no doubting the physical benefits of staying active but we are all about the social benefits too!

Getting together to play sports is one way that our Palm Lake Resort Bargara residents stay connected. While we know there are benefits for our bodies in staying active, there's also fun to be had when we pit our competitive spirits against one another. Did you hear that Allan Schultz won our PLC Indoor Bowls Competition for 2023? He's pictured above with his trophy. Also, Keith and Beryl (pictured right) jointly won the December Indoor Bowls Competition with equal high scores.

Beyond the bowls, Rex and Marjorie (pictured, above right) will tell you they love quoits while Beryl is keen for the croquet mallet.



## Legacy projects meet brain gain

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

## Memories galore, and more

We made loads of great memories this past month - check them out, inside...



# Here, you are welcome



**Palm Lake Care Bargara  
Service Manager,  
Peter Kneen**

A warm welcome to the New Year. I hope everyone was able to enjoy the Christmas festivities and share time with family and loved ones. It was amazing to see Palm Lake Care Bargara take on a new look with the huge Christmas displays throughout our community. Unfortunately, our planned resident Christmas luncheon did not go ahead due to Covid being identified on December 20. Residents and their guests were asked to have meals served in their homes. This was disappointing for all involved, however, feedback received has been listened to and we are planning improvements for next year's Christmas celebrations. Fortunately, on this occasion, the Covid restrictions lasted only three days. Thank you to everyone for your cooperation during this time.

A big thank you goes out to all our staff who worked through the Christmas/New Year period. We are a 24/7, 366 days a year care service which is reliant on the generous giving of our staff members' personal family time to serve our residents. Thank you also to Yari Ottoboni (Service Manager Support) and Chrissie Webb (Clinical Manager) for leading the team while I was on leave.

As the New Year is upon us, we have been reflecting on the changes and improvements implemented last year and assure you we are open to any new suggestions for continuous improvement you may want to share with us, that will be of benefit to our residents, staff and greater community.



**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 Bargara

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

**PHONE:**  
07 4331 0000

**STREET ADDRESS:**  
55 Wearing Road,  
Bargara QLD 4670

**EMAIL:**  
bargaracarefm@palllake.com.au

**WEBSITE:**  
palllakecare.com.au

**GET SOCIAL:**  
Follow us on Facebook  
and on Instagram  
(@palllake.care)

## Key local personnel

Service Manager: Peter Kneen  
peterk@palllake.com.au  
Service Manager Support: Yari Ottoboni  
Admin: Renny 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



## News briefs



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

### 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](https://agedcarequality.gov.au/get-involved)

### 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."

### Meeting dates to diarise

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 our regular Residents' Meetings:

- February 21
- March 20
- April 17

Meetings start at 10.30am. No RSVP required. See you there!



**Pictured above:** Wow - Christmas provided us with so many great visiting entertainers, all spreading the festive season cheer. The Palm Lake Singers from neighbouring Palm Lake Resort Bargara gave us a truly wonderful Christmas concert. We loved their costumes and their spirit!

# Around the grounds

**Pictured right:** On the topic of Christmas entertainment, the Salvation Army Band also stopped by to perform Christmas carols for our residents. We thoroughly enjoyed the singalong.

**Pictured below:** Our Palm Lake Care Bargara team also celebrated the festive season together. Their Christmas party saw everyone dressed in their festive finery including one of our PCAs, Tamiica, who was dressed as the most delightful Christmas tree!



## Meet a team member

THE SUCCESS OF PALM LAKE CARE 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 PAULA KELLY WHO IS ONE OF OUR PCAs.

**What are three words that best describe you?**  
Fun, happy, caring.

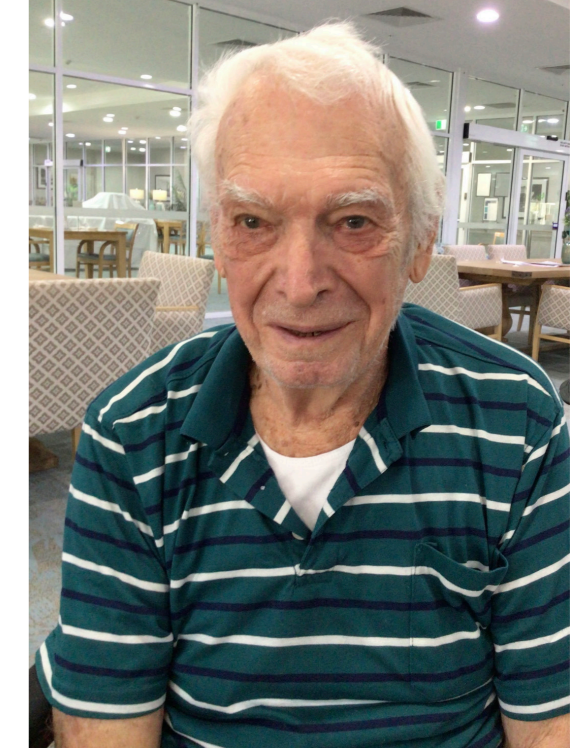
**Tell us about your other employment/work roles leading up to your current position with Palm Lake Care?** I worked in retail, then lost a child and then decided to become a carer. Before that, I was a stay-at-home mum for 20 years and a full-time carer for my autistic son.

**What does the average day entail, in your role here?** Meet and greet residents, make morning teas, bed changes and put away personal clothing, helping in our dining room.

**What's your favourite part of your job?** The residents.

**What is something that our residents may not know about you?** That I have five children, a Diploma in Hospitality and a Certificate 3 in Education.

**What advice do you have for others considering a career in aged care?** As long as you care, you're in the right industry.



## Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE BARGARA RESIDENTS, KEN RAWLINSON

**Tell us briefly about your upbringing. Where did you grow up and what's a favourite memory from your childhood?** I grew up in Bundaberg. One of my favourite memories is getting my first dog – a miniature foxie called Dixie.

**Tell us about any jobs you've held in your working career and what you enjoyed most?**

I held the same job for 19 years - I was a motor mechanic on trucks working for Larkhoskins. I was also a foreman and service manager until retirement.

**Where have you lived?**

My family live in Sydney and Bundaberg

**What hobbies/sports/special interests have you had throughout your life?**

I love football especially the Penrith Panthers and, of course, I go for Queensland in the State of Origin.

**What's your favourite way to spend the day nowadays, here at Palm Lake Care?**

I like to attend the activities of my choice and enjoy the visiting entertainment. Happy Hour and indoor bowls are also favourites, just to name a few.

**What are three ways to best describe you?**

A gentleman, with a sense of humour and I'm honest.

**What advice do you have for young adults?**

Don't ever grow old! And if you ever marry, make sure it's to the right woman!

# 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.

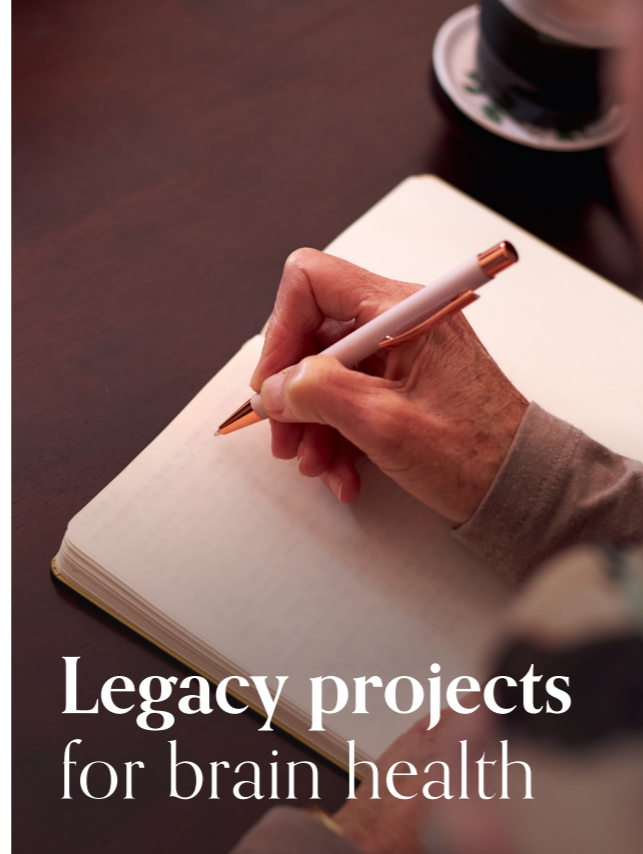
**Transparency and communication:** Clear and open communication between residents, families and care providers is a cornerstone of the new standards. Expect to be even more involved in discussions about care plans and decisions that affect you.

**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.



## Legacy projects for brain health

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:** Our Volunteers Day morning tea celebrated the special people who give up their time to spend it with us. We adore Meryln (pictured top, with resident Barbara) as well as Tina and Bill, who also come and visit the residents.

**Pictured right:** Our 'Movember' Happy Hour saw residents dress to theme, including Janet Hitchcock, Kay and Allan Schultz as well as Harry and Marjorie Steere.



### Palm Lake Care Bargara Clinical Manager, Christie Webb

Hello residents and representatives! Well, 2024 came around very quickly, didn't it? It has been 12 months since I was appointed Clinical Manager for Palm Lake Care Bargara. How time flies when you're having fun! It has been very rewarding building the Clinical Team and getting to know some of you a little better.

Summer is almost over and autumn is near, phew! It was a hot summer. I hope you all challenged yourself to drink more water and keep hydrated in any way you can. With a new season comes a change of toothbrush – PCAs will be replacing your toothbrush with an orange toothbrush.

The next two months will see the Clinical Team focusing on topics including auditing assessment and care planning, deterioration of the elderly, documentation, incident management, medication administration, pain management, palliative care as well as privacy/dignity and choice. This will prompt education for our staff and residents to be arranged and delivered in the months to follow.

# 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!