

# The Difference

PALM LAKE CARE BETHANIA AUGUST - SEPTEMBER 2024



## Bundles of joy

We love visitors - and the smaller and cuter, the better!

We had another visit from our local mums and bubs group recently, so we dressed up as superheroes - just for something a little different! The babies and young children bring so much joy and life to our residents who enjoy singing little nursery rhymes, reading the kids their favourite books, playing ball with them, and more. We're told time and time again that listening and singing along with the children to nursery rhymes reminds our residents of singing to their own children many decades ago...



## Your questions, our answers

We delve into your FAQs around pets and keeping animals in our communities

## Around the grounds

Meet your Palm Lake Care neighbours and check out what we've been up to



# Here, you are welcome



**Palm Lake Care Bethania**  
Service Manager,  
Caroline Bosnic

Wow - I can't believe I've been here at Palm Lake Care Bethania for three months already. The warm reception from our residents and staff here has made me feel like I've been at Bethania forever!

Speaking of warmth, our new winter menu has begun with our delicious new soups receiving fabulous feedback and compliments to the Chef. There are actually lots of new dishes for our residents to enjoy.

But the enjoyment doesn't stop there. We've hosted a swag of fun activities and bus trips to the local clubs lately and we're also in the thick of planning The Bethania Ball - a resident-only special evening event due to take place in September.

With our occupancy at an all-time high, there is so much to look forward to and many memories to make with new friends. Palm Lake Care Bethania really is the place to be!



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

As we move into the second half of 2024, I wanted to take a moment to update you on some important changes in the aged care sector.

If you have been following the news you may have seen some updates in relation to the new Aged Care Act. This new legislation was scheduled to commence on July 1, 2024, along with a new set of Aged Care Standards. The Federal Government has delayed this commencement and as yet not introduced the new Act to parliament. If all goes to plan, the new Act and the subsequent standards will come into place in July 2025.

Along with this is a discussion about the future funding of the sector, in which the Aged Care Taskforce (chaired by the Aged Care Minister) has presented a report with recommendations to the Government which, to date, has made no commitment. We eagerly await further information on these changes and continue to work internally to ensure we are as best prepared as possible.

Pleasingly though, we have seen further recognition of our valuable employees with a Fair Work Commission decision on the Work Value Case. This will see further increases to those awards under which staff who work in the aged care sector in Australia are employed.

Beyond all this external news, each of our Palm Lake Care teams continues to work to improve things in their respective communities everyday - whether that be their residents' dining experience, lifestyle program or additional service offerings.

We thank you for your ongoing trust and support. Together, we will continue to thrive and uphold the high standards of care at 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: Caroline Bosnic  
carolineb@palllake.com.au  
Service Manager Support:  
Trevor White  
Customer Experience Reece Crago  
Admin: Leanne Gronfors, Tracey French  
Clinical Manager: Tina Le Claire  
Clinical Nurses: Ajimole Papparil Mathew,  
Ayman Salameh  
Lifestyle Team Leader: Michelle Battye  
Lifestyle Team: Sandi Lewi, Karen Rayner  
Maintenance: Jason Campbell  
Chef Manager: Veijo Lehto



## News briefs



### Best wishes, Iris!

Our Iris celebrated another lap around the sun with a huge party! We wish her the best for another fabulous year ahead!

## National praise for Kelly, Anjali, Amit

As part of the Aged & Community Care Providers Association's annual national event, Aged Care Employee Day, the organisation hands out a raft of prestigious industry awards to highlight the good work performed by aged care employees in the field.

Among the finalists for an ACCPA Excellence Award this year was Kelly Roberts, Service Manager at Palm Lake Care Deception Bay. Kelly was a finalist in the "Rising Star" category and received her finalist certificate from ACCPA CEO Tom Symondson and Queensland manager Ian Poalses (pictured right).

Through the nomination process, ACCPA also named Palm Lake Care Deception Bay's Anjali Sharma and Amit Jyoti in their "You are ACE!"

recognition program in the Individual - Leadership category. Anjali is a Clinical Care Funding and Compliance Officer while Amit is Deception Bay's Chef Manager.

"Anjali's deep understanding of the elderly's needs, combined with her adept leadership qualities, nurtures a compassionate and efficient environment in our care community Anjali's commitment to enhancing residents' wellbeing is truly inspiring," Anjali's nomination stated. "Her ability to inspire and guide staff, residents and visitors makes her an invaluable asset, shining brightly as a great leader in our community."

Deception Bay resident Marcia McIntosh had glowing praise for Amit. "He goes above and beyond and knows if I am having a difficult day. A fresh sandwich full of smoked salmon,



capers, cream cheese and red onion, always lifts my spirits," she says.

"I tried his macaroni and cheese for the first time the other night - I haven't had this since I was a child. And wow, it brought back so many special memories. That's the thing about the food here... it creates a full sensory experience. My advice - the braised beef shin can't be missed, it's exquisite!"



## Palm Lake Care volunteers are amazing!



Volunteers' Week was celebrated in May. We are so thankful for all our wonderful volunteers. They have so much passion and talent that they choose to share with our residents. Each of our volunteers received a small gift from our residents to thank them for their services.

## 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:**  
August 1 and September 5, at 1pm
- **"Food Focus" meetings:**  
August 9 and September 13, at 10.30am

No RSVP is required. See you in the Cinema.



# Wheels in motion!

This month we travelled down to Paradise Point to enjoy the "Cycling Without Age" program. It was great when we found out that we didn't have to cycle the bikes ourselves! The scenery was beautiful as we sat in our special bikes, riding around the boardwalk while admiring the homes and yachts. Everyone was so friendly, including all the other people who were enjoying their day out, too. The Cycling Without Age volunteers kept us entertained with their stories as we rode around. Cycling Without Age is a non-profit organisation (and a global movement) that offers seniors free bike rides on their modified trishaws. This program is fully run by volunteers who rely on donations from the community. To top off our day, we also enjoyed a picnic in the park and a well-earned ice cream cone from McDonald's on the way home. What a day!



## Meet a team member

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 ASHLEY WOOLLETT, OUR HOUSEKEEPING TEAM LEADER.

I was born in Urbenville, New South Wales, which is near Lismore. My family and I have travelled around to many different states in Australia, settling in some for a short time and others staying for a long time before finally making our way to Brisbane and buying our home in Bethania just around the corner from Palm Lake Care Bethania.

I started working at Palm Lake Care Mount Warren Park as the Hotel Services Team Leader before transferring to Palm Lake Care Bethania in the same role. I really enjoy my role because it gives me the opportunity to spend time with (and make friends with) so many of our wonderful residents. I enjoy listening to the stories that they tell - some even introduce me to their family members which makes me feel that I am special to the residents. They become my friends and family.

We have a great team here at Palm Lake Care. We are always having fun while getting our work done - whether it is singing in the corridor with our fellow staff members or the residents, or joining in the Lifestyle activities with our residents.

When I am at home, I spend my time running around after my miniature dachshund puppy, Bruce. He is just the light of mine and my partner's life!



## Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE BETHANIA RESIDENTS, RONALD (RON) POPE ...

I was born in and spent my childhood years at an orphanage at Nudgee. I never met my parents; I was raised by nuns. I had a few good friends in the orphanage, and we would get into mischief - not bad trouble though.

When the war was on, they built a big shed on the orphanage grounds and we could do manual work there, to train for the future. If we got into trouble, we were not able to go to training.

I've always worked on side shows and travelled all over Australia doing so. I met my wife, Joyce, and we had eight children all together. It was a great life being married and having a large family. I married that woman more than 55 years ago now!

I moved into Palm Lake Care Bethania because I was no longer able to look after myself. I enjoy living at Palm Lake Care and I have made many friends with my fellow residents and the staff.

The activities are great - we always get to choose which ones we want to do. I especially enjoy going on the outings.

I may not have had family when I was growing up but I'm grateful that the staff here treat me as their family.



## Your questions, our answers

Many of you have asked about the possibility of having pets live with you or having pets come to visit.

We know that pets are often considered part of the family, providing companionship, joy and emotional support. Here are some answers to your FAQs on this topic:

### Why can't I have pets live with me?

While we understand the deep bond between residents and their pets, there are several reasons why having pets live permanently in our aged caring community is not feasible:

1. **Health and safety:** The health and safety of all residents is our top priority. Some residents may have allergies or health conditions that can be aggravated by pets. Additionally, pets can sometimes pose fall risks or other safety concerns.
2. **Care needs:** Pets require consistent care, including feeding, grooming and regular veterinary visits. Ensuring that these needs are met can be challenging in an aged care setting, where residents may have varying levels of mobility and health.
3. **Hygiene:** Maintaining a clean and hygienic environment is essential in aged care. Pets can sometimes contribute to cleanliness issues, which can affect the overall well-being of the community.

### What about visiting pets?

We recognise the positive impact that interaction with animals can have on our residents. That's why we encourage and facilitate visits from pets under certain conditions:

1. **Pet therapy programs:** We partner with pet therapy organisations to bring well-trained, friendly animals into our community. These visits provide comfort and joy to residents and are conducted in a controlled and safe manner.
2. **Family pet visits:** Family members are welcome to bring their pets for visits, provided they adhere to our guidelines. Pets must be well-behaved, vaccinated and on a leash or in a carrier at all times. Visits should be pre-arranged with our care team to ensure they do not disrupt other residents or activities.
3. **Common areas:** Visiting pets are usually limited to our common areas where they can interact with those residents who choose to engage with them. This helps maintain a comfortable environment for everyone who lives in the care community.

We understand the important role pets play in your lives and strive to offer opportunities for you to enjoy their companionship in a way that is safe and beneficial for the entire community. If you have any questions or need more information about our pet policies, please don't hesitate to reach out to our care team.

## Baby, it's cold outside

As we navigate these cooler months, now more than any other time of the year it's essential to prioritise our health and wellbeing.

Flu season is upon us, and we want to ensure that everyone at Palm Lake Care stays as healthy and comfortable as possible. Here are some important tips and information to help you stay well during this time.

### Vaccinations: Your best defence

One of the most effective ways to protect yourself from the flu is through vaccination. The flu vaccine is specifically designed to combat the most common strains of the virus each season. We strongly encourage all residents to get their flu shots. The vaccine is safe, effective, and can significantly reduce your risk of falling ill.

### Tips for staying well

1. **Stay warm:** As temperatures drop, keep warm by dressing in layers and using blankets. A warm home is crucial for maintaining your health during the cold months.
2. **Stay hydrated:** Drinking plenty of fluids helps keep your immune system strong. Warm drinks like herbal tea can also be soothing.
3. **Healthy eating:** A balanced diet rich in fruits, vegetables, and whole grains can bolster your immune system. Try to include foods high in vitamins C and D, as well as zinc.
4. **Hand hygiene:** Regular hand washing with soap and water is one of the simplest and most effective ways to prevent the spread of germs. Remember to wash your hands before meals and after coughing or sneezing.
5. **Avoid close contact:** Try to avoid close contact with anyone who is unwell. If you feel sick, it's best to stay in your room and rest to prevent spreading any illness to others.
6. **Stay active:** Gentle exercises like stretching, walking, or even light yoga can boost your immune system and keep you feeling energised.
7. **Rest well:** Ensure you are getting enough sleep. A well-rested body is better equipped to fight off infections.

### Our commitment to your health

At Palm Lake Care, your health and wellness are our top priorities. We will be organising vaccination clinics on-site to make it as convenient as possible for you to get your flu shot. Our care team is always here to support you with any health concerns or questions you may have. Let's work together to make this flu season a healthy one for everyone in our community.



## Wellness program

**Pictured above:** Here at Palm Lake Care Bethania, we run a Wellness program twice per day. This program has proven to be very popular and it's really encouraging to see the residents having fun and benefiting from doing something that is good for them.

We have added a few different activities to our Wellness program recently, including morning walks, meditation and tai chi.

# 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!