

# The Difference

PALM LAKE CARE MT WARREN PARK AUGUST - SEPTEMBER 2024

Variety is  
the spice  
of life

Palm Lake Care Mt Warren  
Park recently hosted a  
variety concert and the  
acts were so impressive!



Our recent Palm Lake Care Variety Concert allowed us to showcase our beautiful home to the greater community. We had several community groups attend this event and each group was tasked with putting on a performance for us. Our Palm Lake Care resident choir performed “Yellow polka dot bikini” (pictured here), along with “Kumbaya my Lord” and “Ya can’t shove your granny off the bus”! Then we enjoyed performances from The Boulevard Kindy, Beenleigh Neighbourhood Centre, Anglicare, ‘Sing to the Beat’ Aphysia Choir, Logan Dementia Choir, as well as Jean and Linda and staff member Daryn all sing for us. We had residents Duncan Collard (pictured above) play the harmonica for us and Colin Wendt recite a poem that he learned 75 years ago. **See Page 7 for more >>**

## 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 Mt Warren Park  
Service Manager,  
Vanessa Gawith**

I feel very privileged to have been so welcomed into the Palm Lake Care Mt Warren Park community. I have thoroughly enjoyed the past two months, getting to know you and your families and being able to chat and assist where needed. I have attended two Residents' Meetings so far, chaired by our residents. These meetings have been interactive and engaging with lots of feedback and ideas shared. Thank you to those who attend. We would love to see you - and as many others - at the next meetings (dates can be found on Page 3).

Before I moved here, I had heard how busy the Mt Warren Park activities calendar usually is and over the past few months I have now seen firsthand the number of activities on offer – I can't keep up with what's on! Your diaries are definitely filled to the brim!

Remember, my door is always open. If you have any questions or just would like a cuppa, please reach out to me – I am partial to a coffee or two!



**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 Mt Warren Park

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

**PHONE:**  
07 3444 6000

**STREET ADDRESS:**  
33 Mt Warren Boulevard  
Mt Warren Park QLD 4207

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

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

**Service Manager:** Vanessa Gawith  
mtwarrencaresm@palllake.com.au  
**Service Manager Support:** Peng Zhou  
**Admin:** Diane and Kara  
**Customer Experience:** Hayley Alagiah  
**Clinical Manager:** Eriberta Teia  
**Lifestyle Coordinator:** Leona Counsell  
**Chef manager:** Jay Jepsen  
**Housekeeping Team Leader:** Tracie Hamilton



## News briefs

### 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 our upcoming Residents' Meetings:

- **August 14**
- **September 11**
- **October 9**

Food Focus meetings are on:

- **August 23**
- **September 20**
- **October 18**

All meetings are held at 1.15pm in the Harlequin activity room. No RSVP is required. We look forward to seeing you there!



**Pictured above:** Exercise never looked so good! We are grateful for the gloriously warm winter days we are experiencing right now, that allow us to venture outside for some sunshine and fresh air while we exercise together.

## 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 Poales (as pictured left). Well done, Kelly!

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!"







**Pictured above:** Beenleigh Police's Senior Sergeant James Bromley stopped by our community again recently to catch up with our residents.

**Pictured above:** Our resident fundraising team was proud to donate \$1000 to the Mini Farm Project recently. Project members came along to talk to us about their work.

# Lifestyle Team's report

## THE COMMUNITY AT PALM LAKE CARE MT WARREN HAS BEEN ENJOYING A VARIETY OF FUN AND REWARDING ACTIVITIES THESE PAST FEW MONTHS. HERE'S A RUNDOWN...

The residents enjoyed a visit from Senior Sergeant James Bromley of the Beenleigh Police Station. He shared afternoon tea with us and provided education on how we can all avoid scams and how to keep our valuables safe.

We also recently had the Mini Farm Project people come in to tell us about their program. The Mini Farm Project installed raised garden beds at Loganlea State High School and the students of this school are then taught how to grow vegetables. These vegetables are then donated to local groups who teach people in the community cooking skills. The finished meals are then donated to people in need in the local community. Our resident fundraising group decided this was a very worthy cause and so they sponsored a garden bed at the high school. We are planning a visit to the high

school when the grounds dry out so we can look at our contribution.

Our chef, Jay, recently received a request from a resident to have more offal on the menu. This got a small group of our residents talking about kidneys and brains, so it was decided that we would offer a special offal lunch. Instead of the expected 12 residents booking in for the lunch that day, we had 36 residents request the delights! They enjoyed a menu of crumbed brains with puy lentil stew and sage jus, or lambs fry and bacon on brioche with gravy. Everyone was so happy and some of the residents even had seconds and thirds.

Our residents recently acknowledged Naidoc Week by attending our local Logan Art Gallery to see a display of art by indigenous artists. Everyone thought it was one of the best displays they had ever seen. They also enjoyed a pottery workshop to finish their visit.

**Leona Counsell, Lifestyle Team Leader**

# Meet your neighbour

**DUNCAN COLLARD MIGHT BE LIVING A LIFE LESS ORDINARY – IT'S QUITE EXTRAORDINARY, IN FACT – BUT THIS OPTIMISTIC 82-YEAR-OLD WON'T LET YOU TELL HIM THAT. YOU SEE, DUNCAN HAS LIVED 81 OF THOSE YEARS COMPLETELY BLIND.**

Born with normal vision, a complication from measles when he was just one, saw baby Duncan lose his eyesight forever. But, if anything, the unfortunate nature and timing of that illness actually set him on quite a meaningful life path. It is a colourful life path too, punctuated by selfless acts of service and impressive accolades among all the everyday 'normal' things. It's a life path that ultimately lead Duncan to Palm Lake Care Mt Warren Park four years ago, and literally right up to the back fence of his dotting little sister, Noela, and her husband, Keith, who have called neighbouring Palm Lake Resort Mt Warren Park home for the past 17 years.

On the morning that we catch up with Duncan, he's just returned from a medical appointment that Noela has accompanied him to. The convenience, for these siblings, of having each other literally either side of a fence is not lost on either of them.

"I take Dunc and some of his Palm Lake Care friends up to church every Sunday and then I'll bring him back to our house for morning tea afterwards," beams Noela. "And it's easy for me to come over and grab him for his medical appointments through the week. There's also a level of advocacy I can provide by being so close."

Noela remembers when construction workers first broke ground on the Palm Lake Care Mt Warren Park site next door. She watched the development progress literally over her back fence, thinking how convenient it would be to have brother Duncan living right there. Up until that time, Duncan had been living in an aged care community at Mt Gravatt but the idea of her sibling being co-located alongside her at Mt Warren Park was too good to be true and so Duncan joined Palm Lake Care in its early days.

Four years on, Duncan will tell you that he thoroughly enjoys the Lifestyle Team's activities schedule. There are craft lessons for him to partake in, and games of bowls, and the visiting entertainment every Friday is always a highlight in his diary. You'll often find Duncan on the Palm Lake Care bus enjoying special outings as well.

"Leona and the Lifestyle Team really are a class above," Noela smiles.

Duncan's other hobbies include playing the harmonica, choir singing, braille bingo, quizzes, bible studies and loads more.

"Being blind doesn't stop you from doing anything!" he declares, from his comfy armchair, positioned in the sunniest corner of his private suite.



Duncan's life really is proof of this statement – and it's a life that would put some sighted people to shame. The son of a baker and one of seven kids, Duncan grew up on a farm in Gunalda, about 30 minutes' drive north of Gympie. His beloved family photo album shows images of Duncan doing normal farm kid things – riding bikes, billycarts and horses, feeding cows and playing with his siblings. Duncan began his education at 'Blind School' at age 6. It was a boarding school in Brisbane's inner south. There, Duncan learned Braille, while also learning important lessons around independence.

Fast forward some years and the family would move from Gunalda to Enoggera and on to Beenleigh. As a competent young adult, Duncan landed his first job working for the organisation now known as Vision Australia. Among his tasks, Duncan spent decades constructing cane furniture – bassinet stands, day beds, lounges, coffee tables and the like – before moving on to roles in assembly lines where he'd help construct clothes pegs and mops. Although he was completely blind, Duncan would catch the train into work alone, from Beenleigh to Dutton Park station, and home again every afternoon. The train conductor got to know Duncan well and so, on his daily return trips, the conductor would slow the train to a stop right at the intersecting dirt road that lead to Duncan's family's farm, and let the dedicated young employee conveniently hop off there. Duncan's association with Vision Australia would go on to span an incredible 50 years of service – right up to his retirement in 2011 at age 68.

Duncan's life took another positive turn when he met his one true love, Beverley, in 1983. He married her the following year. Beverley was only partially sighted but it didn't stop the pair from dedicating their married life to various types of community service. Beverley was a Brownie leader and Duncan spent 20 years volunteering as a Scout leader while he was employed at Vision Australia. The pair also shared a strong devotion to the Salvation Army right up to the time Beverley succumbed to cancer in their 24th year of marriage.

For now, Noela knows her 'Dunc' is living his best life here, among friends, at Palm Lake Care Mt Warren Park. He is supported. He is content. And he is loved. Duncan is proof that there are no real boundaries when your life is lived with optimism and positivity – and some beloved family just over the back fence...





## 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.



## Variety showcase

**Pictured above (and continued from Page 1):** Check out some more of the acts from our recent Palm Lake Care Mt Warren Park Variety Show. The event gave us the opportunity to invite other local community groups along to share their talents with us. We were also grateful to be entertained by our very own staff members who showed us their hidden musical talents!



# 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!