

The Difference

PALM LAKE CARE CALOUNDRA OCTOBER - NOVEMBER 2024



Celebrating our team

National Aged Care Employee Day gave us all the chance to celebrate and thank every one of our loyal team members. Our residents' happiness and wellbeing is all thanks to these special people and they should all be celebrated - on Aged Care Employee Day and every day, for that matter! And, don't you agree that meetings look so much more fun in costume (pictured below)?!



Your questions, our answers

Read on for how to make visits with your family and friends even more meaningful

Here, we are united

In our new series, check out what your fellow Palm Lake Care communities are up to



Welcome



**Palm Lake Care Caloundra
Service Manager,
Janene Sayers**

It's been an exciting couple of months here at Palm Lake Care Caloundra, with some wonderful events bringing our community together. In August, we celebrated Aged Care Employee Day, where we took the time to acknowledge and appreciate the dedication of our incredible staff. And in September, we marked R U OK? Day with meaningful conversations and activities to support everyone's mental wellbeing. Looking ahead, we're thrilled to announce that we have even more to celebrate! Our second anniversary is coming up in November, and we've got some exciting plans in the works for that celebration — stay tuned for more details soon!

Whether you're a resident or a family member, your involvement makes a big difference in ensuring Palm Lake Care is a thriving and supportive community. We want to thank you for your ongoing support and we look forward to seeing you around the community and celebrating together in the months ahead.



**Palm Lake Care
Chief Operating Officer,
Trish Heke**

With more than four decades' experience in aged care, I've seen many changes and I can confidently say the proposed changes in 2025 are some of the most positive yet. As you know, the government funds aged care and relies on providers like Palm Lake Care to deliver these services based on that funding. The new Aged Care Act and Strengthened Standards, though slightly delayed, are designed to make sure that this partnership delivers even better care for you. These changes are all about ensuring you receive the safest, most respectful and highest quality of care. The government has listened to residents, families and caregivers, shaping these updates to address those important concerns.

At Palm Lake Care, we're already preparing to go above and beyond these new standards. We're making care more personalised for you, focused on your individual needs and preferences. There will also be more frequent check-ins from the Aged Care Quality and Safety Commission to make sure everything is running smoothly and that your experience is continuously improving. If you'd like to know how these changes might affect you, your Service Manager is always happy to chat. And if you're someone who likes to read the details, you can visit this link online:

www.health.gov.au/our-work/aged-care-act/about

We'll keep you updated with more information as it comes through, so you're always in the loop. Our amazing teams will also receive extra training to fully understand and apply these changes in their daily care routines, ensuring we maintain the highest standard of care you've come to expect.

You're at the heart of everything we do, and these reforms are just another step towards making your experience with us even warmer and more supportive. Thank you for being such a valued part of the Palm Lake Care family, and we look forward to continuing this journey with you!

Palm Lake Care Caloundra

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

PHONE:
07 5355 7100

STREET ADDRESS:
95 Village Way,
Little Mountain QLD 4551

EMAIL:
caloundracaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Janene Sayers
janenes@palllake.com.au
Service Manager Support:
Brandon Del Rosario
Clinical Manager:
Emma Hathaway
Housekeeping Team Leader:
Lisa Wilkinson
Lifestyle Team Leader:
Julie Bresolin
Maintenance: Michael Driscoll



News briefs

Grand birthday treat for Max



Pictured above: We all got quite the treat when our Max turned 90 recently. Max's son, Russell, visited and played our baby grand piano for his dad's birthday. What a joy for all!

Congrats, team!

We love celebrating our most dedicated, loyal and hard working caregivers and our Employee of the Month award recognises just this. Our winners are:

August: Ajay Kharel, FSA
September: Erin Ford, PCA

Meeting dates, for your diary

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. Here are the next meeting dates for your diary. No RSVP is required. We look forward to seeing you there:

- **Residents' Meetings:** October 8, November 5 and December 3 at 11am
- **Food Focus:** October 29, November 26 and December 18 at 2pm

New Act receives bipartisan support

There has been much media attention in recent weeks about the Aged Care Act. Following much discussion, delay and patience, the Aged Care Act was finally secured with bipartisan support and will be introduced to parliament.

This is, of course, only the first step. The introduction of the Bill does not make it law, and there will now have to be a parliamentary process. However, with the agreement of the opposition to the critical reforms, that process can now take place.

Of note to residents: Major improvements were secured during negotiations, to maintain the aged care industry's viability. Criminal penalties, which were originally included against the very strong views of the sector and even against the advice of the Royal Commission, have been removed. Alongside new funding arrangements, this was a high priority issue as these penalties risked criminalising people for doing the right thing, forcing good people out of our sector in the middle of a workforce crisis. The Bill will also include enhanced protections to ensure that people are only

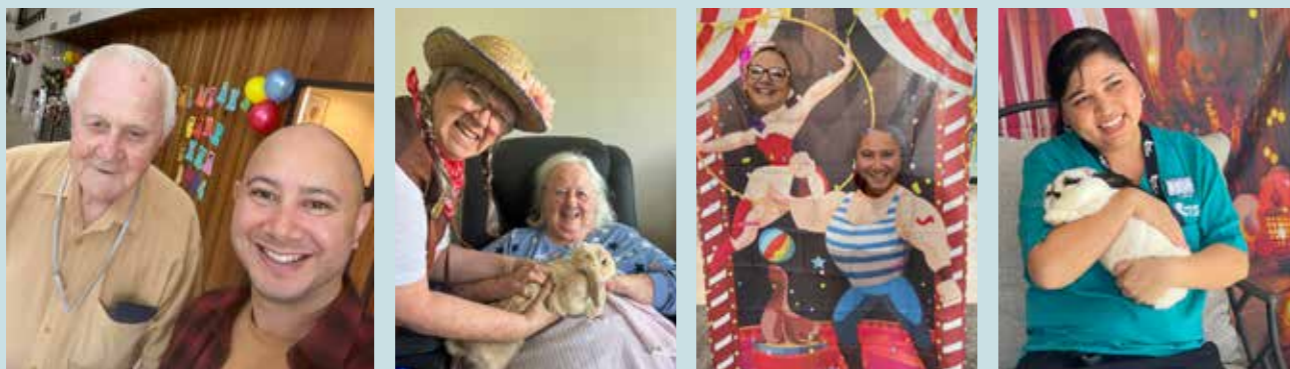
asked to contribute financially if they can genuinely afford to do so.

Attention is now being turned to the remainder of the 550-page Bill, with a Senate Inquiry to follow. There will be much occurring in the coming weeks and months to ensure the final Bill is the best it can be for older Australians and for our sector.

Aged and Community Care Providers Association CEO Tom Symondson congratulated both sides of government for finding a way through after months of intense negotiations.

"The Albanese Government has shown real leadership putting aged care reform back on the national agenda, first through the Aged Care Taskforce and now through the introduction of legislation," Tom says. "The Coalition has been instrumental in finding a way forward during negotiations, joining the Government in putting older Australians first."

It's hoped these reforms will bring structured and sustainable security to the sector, leading to a vibrant, growing aged care system, that meets the needs of older Australians now and in the future.



Pictured this page: The fun of the fair came to Palm Lake Care Caloundra recently for our Show Day spectacular! Visiting farm animals, sideshow games and delicious show-themed food delighted our residents. The best part? Wonderful family memories flooded back for many who took part in the day's activities...

It's showtime!



Meet the team

LIKE INTEGRAL LINKS IN A VERY IMPORTANT CHAIN, EVERYONE'S ROLE HERE MAKES A DIFFERENCE. MEET ERIN FORD, A PERSONAL CARE ASSISTANT AND OUR STAFF MEMBER OF THE MONTH FOR SEPTEMBER.

I have been a PCA for many years and enjoy the diversity it gives me, caring for the different residents. I love that every day is different and enjoy the different personalities I get to care for.

After graduating high school I studied abroad and lived in Provo, Utah. One of the highlights was working at the Winter Olympics in Park City. It was freezing, but a great experience! I returned two years later and moved to Melbourne where I met my husband. We have three kids and a dalmation named Bronte. Before working in aged care I worked as a hotel receptionist in Melbourne. I have also been a gaming attendant and have worked at Anaconda. So, I've done a little bit of everything! On my days off I enjoy going to reformer Pilates and catching up on Netflix. Weekends are always busy with our kids' sport and enjoying family time.

I really enjoy working at Palm Lake Care. The staff are amazing to work with and my role as PC gives me the flexibility and balance between work and home life.



**Clinical Manager,
Emma Hathaway**

Hello to our wonderful Palm Lake Care Caloundra community. My first six weeks here have flown by and I have thoroughly enjoyed getting to know the community. I have a background in aged care spanning 13 years and my passion for the industry has grown, particularly in the area of dementia care.

If I haven't had the opportunity to meet you yet, I look forward to meeting with you soon. Please feel free to pop into my office to say hello. Spring time, along with its beauty, brings the reminder that the warmer months are coming. I would like to encourage everyone to ensure we are keeping hydrated and protected when out enjoying those Sunshine Coast rays.



Meet a neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, NELLIE PERRY.

I grew up in Granville, right near the Granville Railway Station. I was born in 1925 – Yes, I'm 99! I had one sister and two brothers, all taller than me. My dad managed a grocery shop and I worked from the age of 14, managing the deli until I was 26, which was when I met Ronald, who was a builder. We married and moved to Caves Beach and had two boys. One became a civil engineer and the other a draftsman. We lives at Caves Beach for 35 years then moved to Queensland. I lived in Sippy Downs until moving here a year ago.

My earliest childhood memory is a funny one - it wasn't a pleasant one. We had just moved into a very old house when I was 6 and I saw a big rat run along the railing and got a fright. I still clearly remember this! I took up golf at the age of 55 and played for six years. I obtained a handicap of 28 and won a trophy for a pennant team. I loved being active. I also enjoyed ballroom dancing, new vogue dancing and (later) line dancing. At the age of 90 I learnt to jive. I continued dancing until I was 93.

What I love about Palm Lake Care are the carers who genuinely care about me, the new friends I have made here and the love and support we show each other. My advice to young people is to enjoy their lives, be patient and have manners.



Hosting visitors: Your Q&A

Residents, and family members, often ask us how to make visits with their loved ones even more meaningful. So we produced a booklet to help you out...

We are thrilled to announce the release of our new Meaningful Visits resource booklet, designed to help residents and their loved ones create enjoyable and memorable moments together. Here are some common resident questions about making the most of visits, along with practical tips, taken from the booklet:

How can I plan ahead to make visits even more enjoyable? Planning your visits in advance can make a big difference. Choose times when you feel most energetic and coordinate with staff to arrange activities like hair appointments, pampering sessions or sharing a meal. This ensures a relaxing and meaningful visit without rushing.

What kinds of activities can I do with my family during visits? Bringing personalised activities that you love can make the time more special. Whether it's knitting, drawing or listening to your favourite music, these shared experiences create comfort and connection. You could also watch a movie or go through photo albums together to reminisce about good times.

How can we have more meaningful conversations during visits? Meaningful conversations are a wonderful way to stay connected. You can share stories from the past, talk

about current affairs, or chat about what's been happening in your family. Encourage your loved ones to ask about your future plans to keep the conversation engaging and personal.

Are there any outdoor activities I can enjoy during visits? Absolutely! If you're feeling up to it, taking a walk around the garden, enjoying a picnic or doing light exercise together can be both refreshing and uplifting. You can also try a simple gardening project or join any scheduled outdoor group activities together.

What's the best way to celebrate special occasions with loved ones? Birthdays and anniversaries are perfect opportunities to create meaningful memories. Encourage your visitors to bring with them some decorations, cakes and gifts. Together, you can enjoy themed celebrations, making the day even more memorable.

How can I guide my loved ones to make visits more meaningful for me? Your input plays a key role in creating meaningful visits. Share your preferences with your visitors – whether you enjoy quiet time, a shared meal, or participating in activities together. By expressing what makes you happy, you help shape the visit in a way that reflects your needs and interests.

Where can I get a copy of the Meaningful Visits resource booklet? The booklet is available at all reception desks, and our team is always here to support you with any additional ideas. Feel free to pick up a copy and share it around.

Resident Advisory Body wants you

Palm Lake Care understands the importance that resident representatives play in collaborating with our organisation to ensure safe and quality care and services. To foster collaboration at the highest level, Palm Lake Care offers a Resident Advisory Body (RAB).

The purpose of the RAB is to:

- Allow for engagement, consultation and the opportunity for feedback regarding aspects of care and services within Palm Lake Care communities
- Engage with the wider resident community so members have an opportunity to contribute to ensuring high-quality care and services are maintained.
- Ensure residents are central to decision-making processes regarding the care and services they receive.
- Contribute to the development and implementation of policies, procedures and practices that promote person-centred care and meet the diverse needs of residents across Palm Lake Care.
- Help with problem-solving and suggestions for improvement.

The minimum requirements for the RAB are that a meeting is held at least once every 12 months, however Palm Lake Care exceeds this by engaging with resident representatives directly every six months. Membership of the RAB is comprised of resident representatives from each Palm Lake Care community, and seeks to be representative of the demographics and diversity of residents with Palm Lake Care.

RAB members are appointed following an invitation to participate which is issued at the site Residents' Meeting one month prior to each meeting.

Resident participation is voluntary, although Palm Lake Care hopes that a representative from each of our seven aged caring communities will participate.

The meeting allows these resident/representatives to engage directly with Palm Lake Care executive team members, and provide feedback for consideration from their community. Further, this information is escalated directly to the Board for review and feedback.

The next RAB meeting is due to be held in November, and we will be seeking nomination in the next onsite Residents' Meeting for residents who wish to be involved.

Surveys show improvement

The 2022 and 2023 Residents' Experience Survey results just published by the Department of Health and Aging (DoHAC) shows that aged care in Australia is improving.

Each year the Aged Care Quality and Safety Commission (ACQSC) complete independent Residents' Experience Surveys in each aged care community in Australia. These results contribute to the community's star rating, which are then published on the My Aged Care website. They are additionally reviewed to identify trends across the sector.

Over the last two years, the independent survey team contracted by the department have talked to almost 75,000 older people across the country.

In the 2023 survey, 85 per cent of residents said they would recommend their aged care home to someone they know. Residents said that safety, respect and kindness were the most positive parts of their experience. Autonomy (the extent to which they can live independently) showed the most improvement. In contrast, while 70 per cent of residents said they were satisfied with the food in their community, it's clear that a number of residents want to see improvements in the food quality, service, quantity and variety. You can read the full report on the department's website.

Please note that to improve food in aged care, the Commission has set up a new Food, Nutrition and Dining Advisory Support Unit. In addition to providing expert advice to callers to the Commission's Food, Nutrition and Dining Hotline (1800 844 044), the Unit has supported visits by Commission assessors to 720 aged care communities across the country to assess food, nutrition and dining for residents. The 2024 survey is underway and will be finished in October this year.



Here, we are united

Palm Lake Care spans seven individual communities across South-East Queensland. Given the thousands of residents and team members who call Palm Lake Care their own, there's always so much going on! In our new regular series, let us connect you with your fellow communities and take a peek at what's been making news around the grounds...

The Central Support team



Guess what? We're cooking up a cookbook and we need your input! Let us introduce you to our Community Cookbook project...

At Palm Lake Care, we believe food is more than just nourishment – it's a way to bring people together, create memories and share joy. That's why we're thrilled to announce the launch of the Palm Lake Care Community Cookbook! This exciting project will showcase the cherished recipes of our residents, families and team members, and we need your help to bring it to life.

Do you have a family recipe that's been passed down through generations? Or maybe a dish that's always a hit at family gatherings? Now is your chance to share those delicious creations with the entire Palm Lake Care community. We're looking for all types of dishes – from main courses and desserts to snacks and sides. Whether it's a beloved classic or a unique creation, we want to celebrate your special recipes. Don't forget to include a short story or memory about the dish and tell us why it's special to you.

Once submitted, selected recipes will be cooked and prepared by our talented chef managers, allowing the entire community to experience the flavours and traditions behind each dish. From here, we will choose a number of recipes to be included in our official Palm Lake Care Community Cookbook. The book will no doubt reflect the diverse tastes and heritage of our residents, families and staff. Selected recipes may also feature at special future dining events within our communities.

This is a wonderful opportunity to share your culinary legacy and contribute to a unique community project. Whether sweet or savoury, simple or elaborate, every recipe is a reflection of the heart and warmth of the person who created it. We're excited to bring your dishes to life, share them with others, and celebrate the joy of food together. Please send your suggested recipe to Palm Lake Care's Hotel Services Coordinator, Russell Middleton, via email at russellm@palllake.com.au Be sure to include your name, the name of the recipe, any special instructions for preparing the dish and also a short note on why this recipe is special to you. Let's get cooking!

Meet Russell

As Palm Lake Care's Hotel Services Coordinator, Russell Middleton (pictured above left) oversees all seven of our kitchens, housekeeping and laundry teams. It's a big role, for this big personality...

What do you enjoy most about your role? Working with a team of dedicated aged care professionals, who strive everyday to make a real difference.

Can you share a memorable moment at Palm Lake Care that highlights the impact of your work? I have two: The kitchen team at Toowoomba securing the hospitality award for two years in a row and laundry assistant Fay, from Deception Bay, securing Palm Lake Care's Employee of the Year, last year. Both these moments reiterate to me just how important the Hotel Services space is in our organisation.

What is your favourite food to prepare/cook/eat? I am loving my Traeger smoker, so anything from beef brisket and racks of ribs, to chicken wings and beer-can chicken. I love experimenting with new found recipes and cooking techniques.

Beachmere



Jeans for Genes fundraiser

Palm Lake Care Beachmere put on a lovely morning tea for their recent Jeans for Genes day fundraiser. Lucky door prizes, games and a lot of fun was had. The best part was raising hundreds of dollars and awareness for children born with birth defects or genetic diseases.

Bethania



Peace-full annual gala event

Bethania's annual gala evening was a vibrant spectacle of love, laughs, music and dancing! The residents chose their own theme and consulted on all the finer details. And, of course, our team delighted in dressing up for the event!

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Bargara



During July and August, Palm Lake Care staff and residents from right across our group of seven communities were in training mode to partake in the national aged care 'Powerlympics' event.

It was a great adventure, designed to improve strength and balance, as well as providing social engagement in line with the 2024 Paris Olympics. Overall, there were 967 participants and special mention was made of Palm Lake Care for our involvement and encouragement of our residents. In fact, the organisers specifically noted that Palm Lake Care Bargara "had the absolute best community spirit of all the teams". The organisers said they really looked forward to seeing Palm Lake Care Bargara on the Zoom catch up each day "as we always knew you would bring the positive energy". Team Bargara won a \$150 voucher for their efforts, to be used at Alpha Sport to purchase sporting equipment. Bargara resident Cyril (pictured above) even won a bronze medal in the cycling!

One of our lovely Palm Lake Care residents shared that, after the Powerlympics, she was confident enough to finally visit her son at his home where he has stairs. She said she could confidently walk up and down with minimal assistance, where once she had needed extensive support. She put all this down to her participation in the Powerlympics and other Olympic-themed activities. It made her push herself to be stronger and better for each round. Well done to all who participated in the Powerlympics adventure and saw benefits - both physically and mentally.

Deception Bay



Fun is the name of the game!

At Deception Bay, the staff know that bringing the fun to work literally brightens everyone's day - from the residents and their visiting family members to the team members themselves. From pyjama day, to 1980s glam, to a Spring wedding theme, they've done it all in the past few months!

Mt Warren Park

The team at Mt Warren Park learned that one of their lovely residents used to sail when he was younger and that on his bucket list was to go sailing one more time.

The challenge was accepted and after some research and many emails back and forth, the Lifestyle Team had organised a group booking with Sailability at Manly Harbour. A busload of eager male residents were excited to board Sailability's yacht, 'Faith'. But the ladies, who were just coming along for a picnic and to watch the men in action, ended up also being offered a ride in some cute little boats called 'tubs'. From all accounts, the team could not wipe the smiles off all the residents' faces - as well as those participating family members - and they were very grateful for Sailability's assistance in making one man's dream happen, for the enjoyment of the whole group.



Toowoomba

A big congratulations must go to our Toowoomba residents for picking up first prize in the 2024 Toowoomba Carnival of Flowers' hanging basket competition!

Our Toowoomba community entered a bright and beautiful decorated hanging basket of flowers in the 'Community' category for Cobb and Co Museum's hanging pot competition. And they won! The cherry on top is that our Toowoomba green thumbs also took out the 'People's Choice Award' that was run on social media. Their entry was decorated and planted by the residents who are chuffed with their big win!



Important information

Meet our Central Support team

Chief Executive Officer:

Dan Aitchison

Chief Operating Officer:

Trish Heke

Operations Support Lead:

Eleanor Morgan

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!