

# The Difference

PALM LAKE CARE TOOWOOMBA OCTOBER - NOVEMBER 2024



## Winning green thumbs

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



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

## 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 Toowoomba**  
Service Manager,  
Sue Daly

Wow, time certainly flies when we are all having fun! It's been an amazing few months with lots of wins for Palm Lake Care Toowoomba. Celebrating the annual Carnival of Flowers in true fashion, it was a very proud moment when our residents won Cobb and Co Museum's hanging basket competition and then took out the People's Choice Award as well!

As promised in our last newsletter (and as seen in the photos on the following pages), we have ramped up our Lifestyle offerings by taking an even more collaborative approach with our residents. Look out for next edition to see the end result of the evening ball they are currently planning - it'll be great!

The last few months have seen the Palm Lake Care Toowoomba management team busy with staff recruitment. Listening to the valuable feedback from residents, family members and current staff, Team Toowoomba proudly advise a reduction of more than 50 per cent in the use of agency staff. We are focusing on building and enhancing our employee cohort to ensure excellence in care and service delivery to our beautiful residents. Please look out for my regular updates on our new team members and I ask that you join me in welcoming our new team members to our ever-growing family.



**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](http://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.

## Palm Lake Care Toowoomba

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

**PHONE:**  
07 4580 3000

**STREET ADDRESS:**  
149 Hogg Street,  
Cranley QLD 4350

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

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

Service Manager: Sue Daly  
toowoombacaresm@palllake.com.au  
Service Manager Support:  
Edward Townsend  
Admin: Louise King and Sam Crust  
Clinical Manager: Jodi Harms  
Clinical Nurse: Ramandeep Dhillon and Lisa Bergan  
Lifestyle Team Leader: David Solomon  
Maintenance: Phillip Holton  
Chef Manager: Larry Fernando



## News briefs

### 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.

### Meeting dates for your diary

Communication is at the heart of all that we do. Here are the next few Residents' Meeting dates so you can plan ahead:

- **October 16**
- **November 1**
- **December 6**

Dates subject to change. No RSVP is required. We look forward to seeing you there!



**Clinical Manager,**  
Jodi Harms

Recently, we have been celebrating the 2024 Carnival of Flowers with Toowoomba in full bloom. It has been wonderful to see so many visitors to our beautiful community at this time.

Last month, we held our Falls Prevention Month, which was belated due to disruptions with various respiratory outbreaks. It was a great way to showcase the new Palm Lake Care resources and have the team available for our residents to ask any questions during our special morning tea. There was also a series of education sessions for our team on what to look out for to ensure our residents remain safe at all times.

We have had the pleasure of welcoming new team members to our staff cohort in all areas in recent weeks. Next month we will be celebrating our team again with another Wellbeing Week to thank them for all for the hard work they do. As always, our residents will be heavily involved in these celebrations.

Please ensure that if you have any questions, at any time, you reach out to my team or myself so we can assist with your enquiry and/or provide support.



**Pictured above:** These students of St Mary's College, Toowoomba, joined us for a very professional musical recital recently. The boys were very mature and interacted with our residents very well. Our residents said they were very impressed by the choir and the show band, which performed many varied acts. The cherry on top was that the students walked around and talked with our residents after the show. It was such a lovely visit.



**Pictured above:** Elvis has entered the building! We love a visiting musical entertainer and Elvis is up there with our favourites!

## Around the grounds



**Pictured above:** Our pool table is always popular among the residents and our visitors.



## Power on!

**Pictured this page:** Palm Lake Care Toowoomba joined in the fun of the national Powerlympics event recently, held in conjunction with the 2024 Paris Olympics. More than 50 aged care communities around Australia were in the competition, including our other Palm Lake Care locations (some 976 participants in total). Our residents worked very hard on their exercises during the course of the event. While we did put in a great effort, we also (most importantly) had a lot of fun. Even some of our staff got involved. Of all the seven Palm Lake Care communities that took part, our Bargarra friends were most highly awarded. Read more about it in our new section, "Together, Across our Communities" at the end of this newsletter.



## 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.



## Riverton cooks up a storm

If the delicious smells wafting from Riverton in early September were anything to go by, our residents were definitely having fun, recalling their earlier family days...

Riverton residents were given the perfect opportunity to reminisce while cooking pancakes with their family members during a recent cooking class.

The group chatted about different styles of pancakes and topping combinations but they all agreed that nothing beats an original pancake with golden syrup over the top.

Residents used a three-ingredient recipe of flour, milk and eggs. They enjoyed mixing the ingredients together - it made for a fun and messy experience that brought joy, laughter and smiles to their faces. Cleaning up was extra fun! The best thing about the experience was that the residents got to enjoy their handiwork for afternoon tea. Yum!

# 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](mailto: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

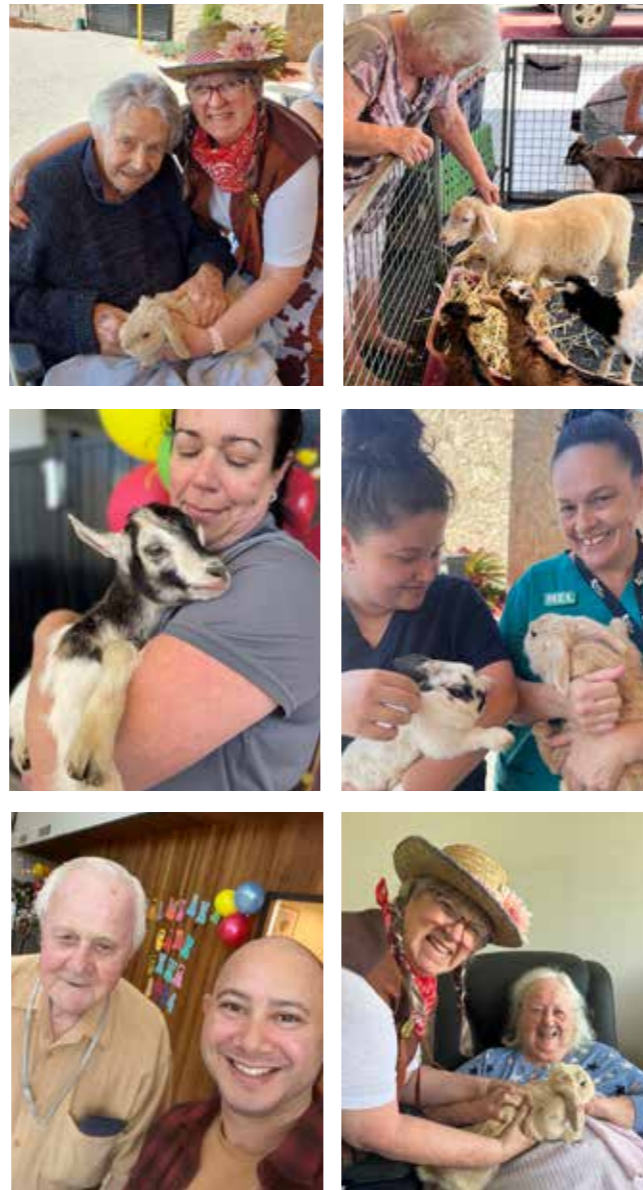


During July and August, Palm Lake Care staff and residents from right across our group of seven communities were in training mode to partake in the national aged care 'Powerlympics' event.

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.

## Caloundra



### Roll up! Roll up!

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

## 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.



## 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!

# 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!