

The Difference

PALM LAKE CARE BARGARA DECEMBER - JANUARY 2025



We will remember

Life is filled with great stories and one emerged during our commemorations for Remembrance Day last month.

At our November 11 Remembrance service, we had two gentlemen gathered among the crowd who it turns out were both Warrant Officers at the Royal Australian Air Force base at Amberley back in the day. Pictured above, they are Barry Dahl (seated) and Don Jones. The pair hadn't seen each other their whole lives until recently when Don moved into our community. What a lovely and timely reunion.

Mavis Blackwood, who is 102 years old, helped lay the wreath at our service. Back in World War II, Mavis served in the Australian Royal Woman's Navy as a Wireless Telegraphist. She was also a Cryptographer and a Braille Translator.

Company awards announced

Who are our top performing team members across the company? Find out on Page 8!

Here, we are united

Check out what your fellow Palm Lake Care community members have been up to



Here, you are welcome



Palm Lake Care Bargara
Service Manager,
Anthea Kennewell

Hi everyone -

At this time of year it is wonderful to reflect on all that has happened here at Palm Lake Care Bargara. We have had wonderful days and have made memories that I know we will all cherish.

This time of year also brings some sadness as we think of those who left us this year. I know that I always reminisce about the times I spent with my late parents. We had a tradition in our house that my mum would make home-made 'Baileys' alcohol. She was convinced it was medicinal so she could imbibe at Christmas time. She always had a glass after we returned from midnight mass.

I have continued this tradition and my sons also make it yearly. I hope you have a wonderful Christmas and New Year. May the festive season be kind to you. I look forward to serving you in the New Year.



Palm Lake Care
Chief Operating Officer,
Trish Heke

As we approach the festive season, I would like to take a moment to express my deepest gratitude to all the staff, families, volunteers and residents who make our Palm Lake Care communities so special. This year has been one of growth, resilience and shared commitment to providing exceptional care and support to those who need it most. Together, we overcome challenges, celebrate milestones and create countless moments of joy.

Christmas is a time to reflect on the blessings of the year and look forward to the opportunities ahead. It's a time for connection, kindness and spreading cheer. I am proud of the way our team has come together to ensure that every resident feels supported, valued and loved. Their dedication, compassion and professionalism are what make our communities places of warmth and comfort.

On behalf of the entire leadership team, I wish you and your families a joyful and peaceful Christmas season. May it be filled with happiness and good health, and spent in the company of those you hold dear. Merry Christmas and a Happy New Year!

PS. Make sure you see Page 3 to read more about how our Palm Lake Care communities (and the greater Palm Lake Group) supported the RizeUp Christmas Appeal this year. I couldn't be prouder of the way we all came together for this charitable organisation - the amount of donations we collected was incredible.

Palm Lake Care Bargara

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

PHONE:
07 4331 0000

STREET ADDRESS:
55 Wearing Road,
Bargara QLD 4670

EMAIL:
bargaracarefm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Anthea Kennewell
Service Manager Support: Yari Ottoboni
Admin: Rennay Toms
Customer Experience: Ashlee Duckworth
Acting Clinical Manager: Karen Shingler
Clinical Nurse: Peta Thuell, Patricia Doyle
Lifestyle Team Leader:
Glenys Couchman
Lifestyle Team: Stephen Doherty,
Zoe Cornford and Paula Kelly
Chef Manager: Luke Russell
Maintenance Officer: John Doolan



News briefs

PLC joins Containers for Change

We are thrilled to announce that Palm Lake Care has partnered with Containers for Change to further our commitment to sustainability and community support. This initiative not only helps protect the environment by recycling eligible drink containers but also directly benefits our staff and residents. Here's how it works: Throughout the year, each community will collect eligible containers in specially provided bins. At the end of the year, all proceeds from these collections will be pooled together and used to fund initiatives that benefit both staff and residents within our communities. We encourage everyone to participate and help us make a positive impact.

Next meetings

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:

- January 15
- February 9
- March 19
- April 16

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



We supported the RizeUp Xmas appeal

This year, all seven of our Palm Lake Care communities, along with members of the greater Palm Lake Group, supported the RizeUp Christmas Appeal. COO Patricia Heke says we collected "a mountain of beautiful presents" that will be gifted to children of families in domestic violence situations who otherwise might not have a gift under their tree this Christmas.

"Our efforts were for smiles you will never see, but will know were there, on Christmas morning," Trish says. "A massive thank you to all for your generosity."



Q&A with Chef

Love your meals at PLC Bargara? You can thank Luke Russell, Chef Manager, and his team. Here's a little Q&A we did with Luke to help you get to know him even better...

What do you enjoy most about your role at Palm Lake Care? Interacting with all our residents and seeing them happy - especially when they are enjoying their meals.

Can you share a memorable moment or story from your time at Palm Lake Care that highlights the impact of your work? A resident's daughter came to thank me personally for the impact I had on her mother's life here at Palm Lake Care Bargara both with the food provided and the conversations we shared.

The resident's daughter was grateful for how all our staff went above and beyond for her mother and how friendly and welcoming everyone was.

What is your favourite food to prepare/cook/eat? A curry, because of all the different spices and ingredients you use in the dish and all the different ways you can prepare them.

What's one fun fact about you that we might not yet know?

I am heavily involved in my football club. I coach an Under 8s team, play in the senior men's team (when I'm not injured) and I like to help right across the club with anything else that is needed.



Pictured above: Peter Gouge won the Palm Lake Care Bargara Indoor Bowls Championship for 2024.



Pictured top right: Melbourne Cup was a fashionable affair! In our group photo, from left, we have Fashions on the Field entrants Pamla (2nd place) and Dawn (1st place) as well as Susan (seated) and Cathy (tied for 3rd). **Pictured above:** We were impressed by Susan's magnificent flower hat. She's pictured with her son, Barry. We also played roll-up horse racing for fun!



Meet a team member

THE SUCCESS OF PALM LAKE CARE COMES DOWN TO OUR DEDICATED TEAM. LIKE INTEGRAL LINKS IN A VERY IMPORTANT CHAIN, EVERYONE'S ROLE HERE MAKES A DIFFERENCE, WHICH IS WHY WE'D LOVE TO INTRODUCE YOU TO KITCHENHAND MANAT DEEPAWEE.

What are some words that best describe you? Hard worker, reliable, honest.

Tell us about your other employment/work roles leading up to your current position with Palm Lake Care? I have lived in Australia for nine years. My first job was in a fruit and veg shop and then I worked in a local restaurant.

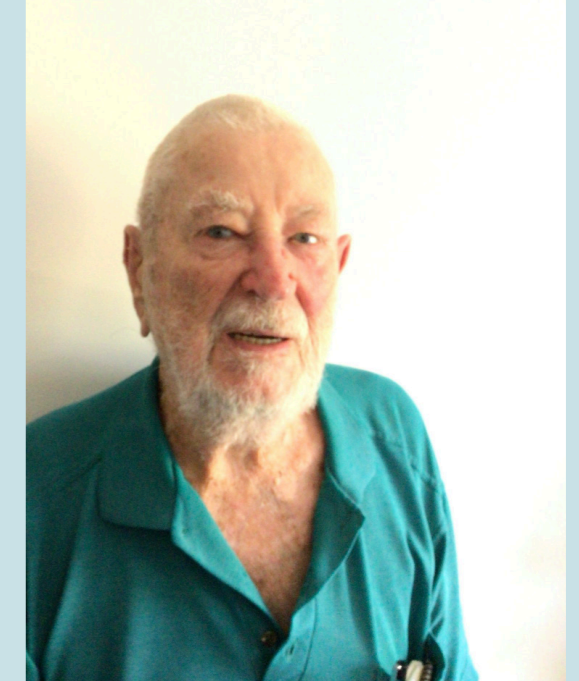
What does the average day entail, in your role here? Washing up, cooking, helping to prepare meals.

What's your favourite part of the job? It is a good work environment here at Palm Lake Care and I enjoy getting to know the residents.

How do you like to spend your downtime/days off? I enjoy shopping and exploring the area with my partner, along with resting.

What is something that we may not know about you? I grew up in a small farming community in Thailand. When I was 15 years old, I moved to Australia.

What advice do you have for others considering a career in aged care? It is rewarding work. There are many different roles, and there's always the ability to change career paths. I have made some good friendships here as well.



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE BARGARA RESIDENTS, JOHN GODSMARK.

Tell us briefly about your upbringing. Where did you grow up and what's a favourite memory from your childhood? Rhodesia (now Zimbabwe) in a town called Gatooma. My favourite memory is going to my dad's mine and going underground. I did 18 months in an English boarding school, came back to Rhodesia in 1939. I was supposed to go back to England, but war broke out. Then I went to a boarding school in Rhodesia (was there two days and ran away but was caught at the railway station in Bulawayo!). Left school December 17, 1944.

Tell us about any jobs you've held in your working career and what you enjoyed most? In 1945 I joined the Navy with 15 other Rhodesians. I've been an Auctioneer, Messenger of the Court and Deputy Sherrif.

Tell us about your family and where you lived? I was married August 1948 to a Polish refugee (Jadwiga), We were married for 66 years before she passed away. Dad was an Auctioneer. Mum worked with him. I also have a brother, Lawrence, who was taken out of school and conscripted into the Army - he served in Italy and North Africa.

What hobbies/sports/special interests have you had throughout your life? Lapidary, fishing, poaching game, prospecting for precious metals. I also played badminton and enjoyed swimming.

What's your favourite way to spend the day nowadays, here at Palm Lake Care? Playing cards (Patience) and gardening.

What are three words to best describe you? Honest, helpful, patient.

Around the grounds



Pictured left: Halloweeeeeeen gave us another excuse to get dressed up for some ghoulish fun! Who wore it best, do you think? Anthea, Paula, Rennay, Yari, Kirra or Trish?!



Seasonal mental health awareness

The holidays, while festive, can also bring a flurry of emotions and stress for many of us. It's important to navigate this season with care...

First and foremost, it's vital to recognise and honour your feelings. It's perfectly normal to experience a range of emotions during this time, and giving voice to these feelings can be incredibly cathartic. Don't hesitate to talk to a staff member, a friend, or reach out to loved ones for support when you need it.

Establishing a daily routine can also be a source of comfort. Engage in activities that bring you joy, such as reading, crafting, or joining in one of our organised social events. These consistent routines help provide a sense of order and normalcy.

Connection is also key during the holiday season. Participate in as many of our community's holiday events as you can or enjoy leisurely chats with fellow residents. If you're inclined to use technology, a video chat can bridge the distance between you and your family.

Gratitude can also be a powerful tool for mental wellness. Reflecting on the aspects of your life that you're thankful for can instantly enhance your mood and outlook. Consider sharing stories of gratitude with friends during a coffee morning or in a casual setting.

If you find yourself feeling overwhelmed by the festive rush, remember that setting boundaries is healthy. It's okay to choose which activities you want to participate in and which you might skip this year. Our dedicated team members are always here to support your mental wellbeing. Should you find the season challenging, we encourage you to reach out for the support you need. Here's to a peaceful and joyful Palm Lake Care holiday season.

Giving the gift of you

On the topic of Christmas holiday stress, many aged care residents worry about buying just the right presents for their family members - and vice versa.

But what families don't often realise is that many of the best 'gifts' are not found on any retail shop shelf - and they aren't the most expensive ones either. Have you considered some of these ideas for gift giving:

Handmade scrapbooks: A scrapbook filled with photos, notes and keepsakes from the past is a beautiful way to bring your family's history to life. You can curate themed pages adorned with photos, ticket stubs or mementos to reflect special memories – think family holidays, childhood memories or important milestones. Alternatively, consider a picture frame to display a collection of items that together tell a story. Vintage photographs, concert tickets or handwritten letters are all good starting points.

Storyworth: This website allows users to answer questions about their past, including questions that can be submitted by friends and family members. At the end of the year, the answers are compiled into a book. These stories offer insight into family traditions, adventures and life lessons. A great gift for the older generations to give to the family's younger generations.

Digital frames: A modern twist on a classic present, a digital frame shares hundreds of photos in a rotating display. Certain frames allow you to preload a selection of family snapshots, while others can be added to remotely (via cloud technology or even email) for a display that constantly changes as your family does. If a picture tells a thousand words, we can't think of a better way to keep your memories alive. Google Skylight Frames for a great option.

Furniture with meaning: Passing down a cherished piece at this time of the year can have great significance. Whether it's a rocking chair that's been used by generations or a coffee table where family game nights took place, these pieces allow memories to live on – even when the walls around them change. Make sure the recipient knows the story behind the piece – you could even inscribe dates or a short message on the underside of the furniture piece.

Sentimental jewellery: As some of our most treasured possessions, jewellery can carry deep nostalgia – especially when the piece has been passed down through the generations. That necklace or watch that has been gathering dust in your nightstand could become a cherished gift for your child or grandchild. Again, make sure the story/history of the piece is captured and goes to the piece's new owner as well.

Beyond all this, the holiday season is about presence - not always presents. Make sure you remember that, too.

Family ties

Whether they were fixing cars or exploring the country, the McNicholls have always stuck together. Now, with Ray in care at Palm Lake Care Bargara, is no different.

Family is everything for Ray and Doreen McNicholl. It's part of the reason they moved to Palm Lake Resort Bargara in the first place.

"We were living on a property at South Kolan when Ray started having a few accidents – silly little things, like getting the tractor bogged," says Doreen. "A friend had suggested community living and told us about a new place in Bargara that was opening soon.

"We drove down, saw a house we liked and put down a deposit on the day. That was it. Love at first sight – except that it then took us 12 months to sell our house, and we nearly lost our spot here. But we found a buyer, and everything worked out. It was meant to be."

For Ray and Doreen, the co-location of Palm Lake Resort Bargara and Palm Lake Care provided comfort. They weren't sure what the future would bring, but being able to stay close to one another while each receiving the support they needed – 24-hour care for Ray, community for Doreen – was everything.

Ray has since moved permanently into Palm Lake Care. Doreen visits every morning to give him his breakfast, as well as weekly visits for lunch and twice-weekly dinners.

"It's great being so close," she says. "It takes me four minutes to walk here – I just come in the back gate."

When Doreen isn't with Ray, she fills her days with two of her other great loves – crafts and exercise. She's a keen knitter, a keen clogger (a style of dancing, similar to tap) and a keen walker, walking six kilometres a few times a week.

One of the things she misses most, though, is travelling with Ray by her side. They're adventurers at heart. The couple met in Alice Springs when they were both working in tourism – Doreen was a housemaid/waitress, and Ray drove the bus. They got engaged and, as Doreen says, the rest is history. They'll celebrate 58 years of marriage soon.

As we chat, Ray holds a shiny orange truck – a gift for his 85th birthday, which Doreen and their daughter Kerry are here celebrating with him. The truck is a fitting gift, given that Ray spent so much of his life behind the wheel. Buses, cars, motorbikes – he drove them all.



It's little surprise that the McNicholl's three sons are all mechanics. As for their daughter, Kerry? No... but she married one.

"He also races stock cars, so I spend a lot of time out at the raceway," laughs Kerry. As Doreen says, she's always been one of the boys.

The 33 years Ray and Doreen spent in Alice Springs were full of adventure, whether they were exploring Australia in buses, bungee jumping or, in Kerry's case, skydiving.

"We were always very active – Ray ran two marathons!" says Doreen. "We did everything together when the kids were growing up. We travelled a lot. We loved all of Western Australia, and we loved Darwin, but we kept coming back to Bundaberg. So, when Ray took an early retirement, he and I made the move. We're happy here."

Never one to miss out on the fun, Kerry eventually moved to Bundaberg, too.

"I've learned so much from them," she says of her parents, "but especially the importance of family, and being together."

Seeing her parents navigate the challenges of the past few years has clearly inspired Kerry. A few years ago, she gave up on her job in accounts and became a personal carer nearby. She loves it.

And you'll often find Doreen volunteering around the Palm Lake Care Bargara community, whether she's hopping aboard the bus to lend a hand during a day out or donating handmade blankets.

"We've seen firsthand the difference that amazing carers can make," says Doreen. "We absolutely love the set up here – it's really, really good. It has made life so much easier. I'm happy where I am, and Ray is well looked after here."

And as she speaks, Ray smiles.

Here, we are united

Pictured right: Palm Lake Care's 2024 Employee of the Year award went to Lyn Ferguson who works in Hotel Services at Palm Lake Care Toowoomba. What an achievement - well done, Lyn!



Overall Palm Lake Care Employee of the Year:

Lyn Ferguson, Hotel Services at Palm Lake Care Toowoomba

Leading Culture Support Services Excellence Award:

Palm Lake Care Bargara

Leading Culture Customer Services Excellence Award:

Palm Lake Care Deception Bay

Leading Culture Dining Experience Award:

Larry Fernando of Palm Lake Care Toowoomba

Leading Culture Lifestyle Services Excellence Award:

Leona Counsell of Palm Lake Care Mt Warren Park

Emerging Leader Award:

Yari Ottoboni of Palm Lake Care Bargara
Hayley Alagiah of the Customer Experience Team

Leading Culture Operational Excellence Award:

Caroline Bosnic of Palm Lake Care Bethania
Vanessa Gawith of Palm Lake Care Mt Warren Park

The Central Support team

At the end of each year, we host an annual company awards event that aims to showcase the best performing team members and teams from across our seven Palm Lake Care communities.

The 2024 awards have just been run - and won - with a stellar cast of winners announced. But when you think about it, the 'real' winners are our residents who are the ones who benefit from the dedication, loyalty and care that this talent pool provides daily. We congratulate these people and teams and are so grateful that they choose to call Palm Lake Care their (work) family!

Bargara Staff Member of the Year:
Yari Ottoboni, Service Manager Support

Beachmere Staff Member of the Year:
Laura Joyce, Personal Carer

Bethania Staff Member of the Year:
Jamie Romana, Hotel Services

Caloundra Staff Member of the Year:
Elissa Carter, Personal Care Support

Deception Bay Staff Member of the Year:
Tania Bell, Administration Officer

Mt Warren Park Staff Member of the Year:
Zilda De Camargo Teixeira, Personal Carer

Toowoomba Staff Member of the Year:
Lyn Ferguson, Hotel Services

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...

Beachmere



Staying connected to their community is important to our Beachmere residents.

So when Halloween rolled around, the residents decided they'd like to invite the local children to stop by for some 'trick or treat' goodies. Rest assured our visitors were all offered a treat - no tricks! The residents had a great time, smiling and talking with the visiting children who all came in costume. Some of our cheeky residents even scored a bag of Halloween lollies for themselves!

Bethania

It's definitely the season for festivities - and we've seen it all at Palm Lake Care Bethania over the past few weeks!

From Melbourne Cup day 'Fashions on the Field' and more, to ghoulish costumes for Halloween, to the bright and wonderful Diwali cultural celebration, to all our various Christmas festivities, it's been a fun ride! One thing that we know for sure at Bethania is that their Lifestyle team brings the fun!



Here, we are united

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Deception Bay

At Deception Bay, we're lucky to have such an engaged and proud multicultural team.

It was our contingent of Nepalese staff members who decided to bring some of their homeland culture to Deception Bay via their regular 'Fantasy Cruise' Happy Hour series.

The wonderful Nepalese staff shared their traditional music, dance and vibrant customs while also allowing residents to sample some authentic and delicious Nepalese dishes. We heard that the dancing was especially memorable!

We are so grateful to all our staff for sharing their beautiful and diverse cultures with us. Our residents love learning and these types of themed days allow them to reminisce about their exciting past travel adventures as well.



Caloundra



Hip, hip, hooray to our friends at Palm Lake Care Caloundra on marking their second birthday!

If there's one location that doesn't do things by halves it's our Caloundra community. Recently celebrating their 2nd birthday, the Caloundra team used the opportunity to stage a Gatsby Gala Event that Jay Gatsby himself would have been impressed with. The finest of food, 1920s-style fashion, bubbly refreshments and a host of excited residents combined to create an atmosphere that will be remembered for a long time to come. Two foundation residents and a handful of foundation team members were on hand to cut the official birthday cake. And to top off a wonderful event, team member Alissa Carter was announced as Employee of the Year for Palm Lake Care Caloundra! So many reasons to celebrate!

Mt Warren Park

Palm Lake Care Mt Warren Park residents are a charitable bunch.

They have fundraised for many different charities over the years and most recently held a community fundraiser in the lead-up to a visit from Harmony Hooves Healing Hearts. This organisation provides animal rescue and rehoming services while also using their animals for animal therapy and aged care/hospital visits. They even offer goat yoga sessions!

Harmony Hooves brought their delightful animals along to Mt Warren Park's recent Grandparent's Day and were so very grateful for the donation our residents provided them. It's just another way that our Palm Lake Care people stay connected to their local community. The additional reward is knowing that they are continuing to play a valuable role in society. Well done, MWP!



Toowoomba



It was Palm Lake Care Toowoomba's time to shine, when their annual 'Gala Ball' rolled around.

This year's dazzling event was made even more special by a host of local businesses who came together to offer their services, free of charge, to ensure our residents had the time of their lives. Wilsonton Terry White Chemmart Pharmacy provided free beauty products and three make-up artists to help our residents get dolled up to the nines. Local hairdressers Mandy, Brad and Carissa offered their services as well. St Vincent de Paul even came to the party, providing ball gowns and formal attire for those who needed a hand with their wardrobe. And, to top it all off, local photographer Kim Solomon donated her time to capture all the stellar fun and ensure the memories lived on for our residents and their families long after this night was over. It was a truly special evening and congrats must go to our very talented kitchen team who provided an incredible five-star banquet! Oh, what a night!

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!