

The Difference

PALM LAKE CARE BETHANIA DECEMBER - JANUARY 2025



The season for celebration



There have been so many events to celebrate in our community these past few months and we're only just beginning...

We hosted a gholish Halloween event in October and then took a moment to dress up and pull out our glad rags and fascinators for 'the race that stops a nation' on the first Tuesday in November. Diwali was also a colourful event on our calendar and.... here comes Christmas! Seasons Greetings to you all!

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 Bethania
Service Manager,
Caroline Bosnic

Wow I can't believe we are in the Christmas season already with lots of Christmas activities underway at our lovely community. We have our 'Decorate a door competition' running and the Residents' Christmas Lunch will be held as this newsletter goes to print. More than 60 family members will be joining us for that meal so it should be a great event. See 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!

Palm Lake Care Bethania

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

PHONE:
07 3086 3000

STREET ADDRESS:
1 Goodooga Drive,
Bethania QLD 4207

EMAIL:
bethaniacaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Caroline Bosnic
carolineb@palllake.com.au
Service Manager Support:
Bernice Cowley
Customer Experience Reece Crago
Admin: Leanne Gronfors and
Tracey French
Clinical Manager: Tina Le Claire
Clinical Nurses: Ajimole Pappari Mathew
and Ayman Salameh
Lifestyle Team: Sandi Lewi and
Karen Rayner
Chef Manager: Veijo Lehto
Maintenance Officer: Alvin Au



News briefs



Doing our bit for charity

Pictured right and above: We hosted a breast cancer awareness event recently and raffled a donated prize. We proudly raised \$230 for the Breast Cancer Foundation. Brian and Suzanne won the prize.



101 laps around the sun!

In November, we celebrated a milestone birthday for Florence who marked her 101st. Among the dignitaries was Logan City Councillor Nathan St Ledger. A delicious birthday cake and morning tea was provided by our talented Chef.

Upcoming meeting dates

Communication is at the heart of all that we do. We engage, listen and respond, which is why we'd love to have you join us at these upcoming meetings:

- **Residents' meeting:**
January 9, February 13 at 1.30pm
- **"Food Focus" meetings:**
January 17, February 21 at 10.30am

No RSVP is required. See you in the Cinema.



Our incredible support of RizeUp

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."



Pictured above: Chalk painting allowed us to flex our creativity with a (messy, but fun!) new medium.

Around the grounds



Pictured above: The weather's been amazing lately and we've been making the most of it by getting outdoors and immersing ourselves in nature. **Pictured below:** Art and craft is a big part of our residents' lives - we have such talent in our community.



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE BETHANIA RESIDENTS, FRANCIS CHARLESWORTH...

I was born in England and had two sisters. I was the middle child and the only boy. I played soccer and cricket when I was in school - that was the only good part about my school years. I joined the choir, and eventually became the head choir boy

I met my future wife, Elsie, when I was 10 years old. We had our first dance together and have been dancing every since.

I joined the Air Force and then married Elsie when I was 27 years old. We had one son, Vern. We all immigrated to New Zealand and stayed there for quite a few years before coming to Australia.

I was living at Palm Lake Resort before coming into Palm Lake Care. Nowadays, I look forward to Happy Hour and the entertainment on Friday afternoons. Everyone is so happy that lives and works here. I usually go home every day and spend time with my wife through the day. I have a little dog, Ruby, whom I adore and love spending time with every day. I enjoy living here as I can still come and go as I please.

Meet a team member

LIKE INTEGRAL LINKS IN A VERY IMPORTANT CHAIN, EVERYONE'S ROLE HERE MAKES A DIFFERENCE. MEET BERNICE COWLEY WHOSE ROLE IS SERVICE MANAGER SUPPORT.

Originally from South Africa, I spent 14 wonderful years in New Zealand before making the sunny shores of Brisbane my home in 2022. I'm a proud wife and mother to two incredible daughters and our home is filled with the love and joy of our cherished fur babies.

My professional journey spans over 28 years, beginning in property management, customer service and portfolio growth where I honed my dedication to quality service and attention to detail. However, what truly warms my heart is making a positive difference in the lives of others, which led me to the world of aged care. Within aged care, I have donned many hats. From managing finances and office administration to successfully managing an aged care community. I am deeply passionate about person-first care, building meaningful connections with the elderly and committed to providing the highest quality care to those who need it most. I hold a Diploma in Leadership and Management, which has strengthened my ability to lead with compassion and focus. Working at Palm Lake Care Bethania has so far been a fulfilling experience. I'm inspired daily by the incredible team I'm a part of and take pride in knowing that the care we provide reflects the standards I'd want for my own family.

When I'm not at work, I enjoy live music, dancing and exploring new places. I also have a flair for interior decorating and cherish spending time with my family, friends and of course my pets. As someone with all my family based in South Africa, I value the importance of empathy and understanding in supporting the wellbeing of loved ones. Thank you for allowing me to be part of your wonderful home. I believe every day is an opportunity to make someone's life better.



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.



Hers is a life well crafted

On full display around her cosy, colourful suite at Palm Lake Care Bethania, Helena Jutte's incredible artistic creations tell the equally as colourful story of her life.

Helena has always navigated the world creatively. Though her life story spans decades and continents, craft has been a constant companion. Though Helena was born in Holland, home in her early years was the Caribbean Dutch colony Curaçao. Helena's family moved there when she was just two years old, so that her father could find work as a builder. She credits her worldview to those formative years in Curaçao, where she was one of only a few white children in her class.

"I grew up surrounded by Curacaoans. I could speak the language and everything," Helena smiles.

These early years also fostered Helena's love for learning and curiosity. Though her teens saw her family move back to Holland, she still felt the pull of far-off places.

"Holland never felt like my country," she says.

Chasing adventure, Helena eventually moved to Africa – specifically, Tanzania and South Africa. Encountering first-hand the complexities of apartheid, she noticed the stark contrast to the harmony she had known in Curaçao.

"It was so different," she reflects. "Even the beaches were segregated."

Eventually, Helena made her way back to Holland – where a whole new kind of adventure awaited her. Though she and her husband, Wilhelm (Wil), had met when they were teenagers, their romance didn't spark until Helena returned in her mid-20s.

"I was in girl guides with his sister, but I didn't like him at first," Helena admits with a chuckle. "I went out with other people, you know? But I will always remember my mother saying to me, 'Marry well.' So I did. Wil and I got married when I was 26."

Sixty-three years of happy marriage later, Helena is glad she took her mother's advice on board. The pair have always complemented each other's interests. He was 'the brainy one', an engineer, while Helena preferred to work with her hands. Together, they raised three children while moving across the globe – Holland, then Africa, and finally Australia in 1980. Leaving behind political instability in South Africa, Australia offered new opportunities and a sense of permanence. And through it all, Helena's love for creating has never wavered. Her self-taught skills range from knitting and crochet to carpentry and painting.

"If I see something, I can make it," she says. "I like to look at things and say, 'How can I use it? What can I use it for?'"

Helena's art incorporates objects found around our Palm Lake Care Bethania community – medicine cups, CDs, cotton wool balls, twigs from the outdoor gardens. From vibrant emus to intricate Christmas crafts, Helena's work does more than just brighten up her room; she loves loaning out her creations to decorate the walls and communal spaces of Palm Lake Care Bethania. This 83-year-old certainly shows no signs of stopping.

"I'm busy every day," she says, proudly.

With so many of her life's stories to weave into her work – the wildlife of Australia and Africa, the tulips of Holland, the beaches of Curaçao – Helena will no sooner run out of memories to capture than she will materials to capture them with.

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!

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.



Here, we are united

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Bargara

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

At the November 11 Remembrance service, Palm Lake Care 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 below, 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.



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!