

The Difference

PALM LAKE CARE CALOUNDRA DECEMBER - JANUARY 2025



Two years strong!

It was so wonderful to celebrate Palm Lake Care Caloundra's second birthday with an incredible Gatsby Gala evening! We were blessed to have foundation staff and residents, Michael Dufall and Wilma Tidings, officially cut our birthday cake to signal the start of an unforgettable evening of celebration. Turn to Page 4 for all of the memories...



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



Welcome



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

We recently held our 2nd birthday Gatsby Gala Evening and it was a truly fantastic night! Residents and staff had a wonderful time, with amazing food and everyone dressed to impress. A special moment of the evening was when two of our long-term residents, who have been with us since the very beginning, had the honour of cutting the celebration cake — such a lovely touch to the night. We also took the opportunity to announce our 2024 Staff Member of the Year for Palm Lake Care Caloundra. Congratulations to Alissa Carter! It was a well-deserved celebration of her hard work and dedication.

As we look ahead, Christmas is just around the corner, and we are excited for the festive season with residents and families. We hope you all have a happy and safe Christmas and look forward to welcoming you to visit soon. Here's to planning a wonderful and memorable 2025 at Palm Lake Care Caloundra. Thank you for your continued support.



**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. This year, all seven of our Palm Lake Care communities, along with members of the greater Palm Lake Group, supported the RizeUp Christmas Appeal. 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 we will never see, but will know were there, on Christmas morning. A massive thank you to all for your generosity.

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
Chef Manager: Sujan Shrestha
Maintenance: Michael Driscoll



News briefs

Alissa named best of the bunch!

A big congratulations must go to Alissa Carter who was voted Palm Lake Care Caloundra's Employee of the Year for 2024. It was a lovely surprise for Alissa to be presented with her award at our Gatsby Gala Evening. Congrats for all the hard work you do, Alissa. Our residents appreciate you as much as we do!



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:

- **Residents' Meetings:** January 7, February 5 at 11am
- **Food Focus:** January 21 and February 17 at 11am

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

Congrats, team!

We love celebrating our most dedicated, loyal and hard working caregivers. Here are our Employees of the Months:

- October:** Lisa Wilkinson
- November:** Lucy Jones
- December:** Jaspinder Kaur



**Clinical Manager,
Emma Hathaway**

Well, it has certainly been an eventful couple of months including the celebration of Palm Lake Care Caloundra's second birthday and our staff open day! Some of our Clinical team also attended the QLD Palliative Care Summit in October where we got to meet professionals and organisations who demonstrated what the future is like for palliative care. Our Service Manager, Janene, and I also attended a forum in recent weeks with Country to Coast Public Health Network where professionals get together and work towards an exciting future for the aged care industry within our region.

Can you believe that Christmas is just around the corner now and we are very much looking at the start of a brand new year. Christmas brings joy but also brings the warmer weather. Please ensure, if you are venturing outside for Christmas outings with family and friends, that you have sun protection and water available.



Pictured this page: Our Gatsby-inspired soiree was a night fit for celebration as we marked two years here at Palm Lake Care Caloundra. Everyone went to big efforts to dress to theme and it really helped to elevate the ambience on the night. So many amazing memories were made!

Gatsby soiree



Meet the team

What are three words that best describe you? Happy, helpful and engaging.

Tell us about your other employment/work roles leading up to your current position with PLC? I began my culinary journey working alongside English chefs in cafés and pubs across Brisbane. Over the course of seven years, I gained valuable experience in various pubs and restaurants.

Transitioning to aged care, I have dedicated the last five years to this rewarding field. Prior to my current role at PLC Caloundra, I served as the Head Chef at Rockpool RAC Morayfield for four years, where I honed my leadership and culinary skills.

What does the average day entail, in your role here at PLC? The day begins with a Head of Department meeting to discuss the day's agenda and priorities. After the meeting, I review staffing levels and confirm the meal plans for the day. I then check the paperwork from the previous day to ensure everything is in order. I check inventory levels and place orders for any necessary supplies. If needed, I assist with lunch preparations, ensuring everything runs smoothly. I also conduct food tastings to guarantee that all dishes meet our high standards.



LIKE INTEGRAL LINKS IN A VERY IMPORTANT CHAIN, EVERYONE'S ROLE HERE MAKES A DIFFERENCE. MEET SUJAN SHRESTHA WHO IS OUR NEW CHEF MANAGER.

During lunch service, I like to engage with our residents, gathering feedback to enhance their dining experience. I also cook and serve dinner, ensuring that each meal is prepared to perfection. I make it a point to visit residents at their tables to confirm their meals are of the highest quality.

What's your favourite part of your job? Cooking and engaging with residents. There's something truly rewarding about creating delicious meals and building meaningful connections with those I serve.

How do you like to spend your downtime/days off? I love spending time with my two kids, tending to the garden, and helping my wife with household chores. It's a fulfilling way to enjoy family time while keeping our home in order.

What is something that our residents may not know about you? I am from Nepal and have been living in Australia for 12 years with my wife and two kids, aged 6 years and 10 months old.

What advice do you have for others considering a career in aged care? Focus on developing compassion and strong communication skills, as these will be essential in providing meaningful support to residents.



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.



Pictured left: We celebrated Sandra, Val and Anthony on their birthdays in recent weeks. Hip, hip, hooray!



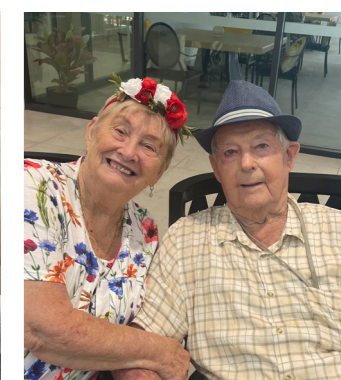
Above: How does your garden grow? Ours is flourishing with all the love and attention we give it!



Above: Flamingo Friday. Do we really need a reason?!



Above: Melbourne Cup gave us a chance to dust off our hats and fascinators for fun!



Meet a neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, JILL TOWNSEND.

I was born in Cloncurry, Queensland, and sent to St Colmans School. I married Raymond who was in the Royal Australian Air Force. Together, we moved all over Australia to many different RAFF air bases. I have four children and three grandchildren (I'm pictured here, with one of my daughters). I love my family visits, being with people, chatting and enjoy all types of music and concerts. I also especially love gardening. I love to take part in activities, especially the concerts and the Cinema. I also love watching sports on the TV and really enjoyed watching the Olympics this year. The best part about living at Palm Lake Care Caloundra is the community here and the friends I have made.

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

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.



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.

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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!