

# The Difference

PALM LAKE CARE DECEPTION BAY DECEMBER - JANUARY 2025

## A glorious Christmas event



Christmas is a time of joy, celebration and togetherness - it's one of the most anticipated seasons for families around the world.

The essence of the holiday is beautifully encapsulated in the experience of gathering loved ones under one roof and creating memories that last a lifetime. From the twinkling lights to the aroma of festive treats, Christmas brings an air of warmth and magic that binds families closer together.

The preparation for Christmas has been an adventure for us at Palm Lake Care Deception Bay. We spent weeks leading up to December carefully planning our festive activities and our Family Christmas Dinner. The excitement was building as the day approached.

When it arrived, the laughter and delight shared during this Christmas event created a profound sense of community and belonging, making even the simplest moments feel extraordinary. The beautiful dancers entertained us as we smelled the traditional succulent roast with lavish sides filling our senses.

Our community members then gathered around the dining room, sharing not only food but also stories, laughter and gratitude. The act of breaking bread together fostered deeper connections as everyone reflected on the year gone by and expressed their hopes and dreams for the future. The evening was certainly not over once the dinner feast was done. Our marvellous Marcia delighted us with her poem about Palm Lake Care Deception Bay. We then danced the evening away to live music. As usual, our artists always manage to get the staff, family and residents up and dancing and this night was certainly no exception.

As the event drew to a close, we enjoyed cups of hot chocolate and shared more stories. These moments of reflection and togetherness created a sense of peace and fulfillment, reminding everyone of the true essence of Christmas — a celebration of love and family.



### 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 Deception Bay  
Service Manager,  
Kelly Roberts**

As we journey towards the end of 2024, our aged care community has blossomed into a remarkable haven of support, compassion and enrichment. We continue to showcase an inspiring transformation that is rooted in resilience and dedication. We have not just survived, but we have thrived in 2024. As a collective family we have championed meaningful connections, harnessed the power of education and growth and have built a beautiful and diverse culture with the collaborative focus on our resident's happiness within our community.

At the core of this transformation is a profound commitment to resident wellbeing that goes beyond the traditional confines of aged care. We have embraced a holistic and person-centred approach, recognising that wellbeing encompasses mental, emotional, spiritual and physical health. This year, we have continued to build on our enriching wellness programs designed to ignite the spark of joy and creativity in every resident. From yoga and seated ballet to art therapy and choir groups, these activities have inspired residents to engage actively with their passions while forming friendships that uplift their spirits. Witnessing the smiles and laughter of our residents as they participate in creative pursuits is a powerful reminder of the vibrancy and resilience that can flourish at any age.

The sense of belonging has undeniably flourished in our aged care community this year, as programs aimed at fostering inclusivity have become the backbone of the social framework. Celebrations of cultural diversity have taken centre stage, with our monthly Fantasy Cruises which have seen us sail all over the world and explore a plethora of traditions, stories, and cuisines. The heartfelt exchanges between residents during these cultural celebrations are testament to the power of empathy, understanding, and love, as they realise that despite their varied backgrounds, they are united in their shared humanity.

As we celebrate the remarkable progress made this year, we are reminded that, together, we can create an environment where everyone feels valued, inspired, and truly at home — a place where the golden years are not just survived but celebrated in all their richness. May you all have a Merry Christmas and that 2025 brings you so much health and happiness.



**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.

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 Deception Bay

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

**PHONE:**  
07 3293 5800

**STREET ADDRESS:**  
42-46 Bay Avenue  
Deception Bay QLD 4508

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

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

Service Manager: Kelly Roberts  
deceptionbaycarefm@palllake.com.au  
Acting Service Manager Support:  
Tania Bell  
Admin: Gillian Hodge and Kaysie Hinton  
Customer Experience: Erinn Gleeson  
Clinical Manager: Jacalynne Peake  
Clinical Nurse: Mamta Devi  
Lifestyle Team Leader: Nadine Troth  
Maintenance Officer: Dean Taylor  
Chef Manager: Amit Jyoti  
Housekeeping Team Leader:  
Michelle Fastlabend



## News briefs

### Join us at an upcoming meeting

Each month, we host a general Residents' meeting, a Food Focus meeting and Consultative Committee meetings. These meetings provide an opportunity to communicate with our residents and gather feedback about how to improve their overall happiness at Palm Lake Care Deception Bay. Communication regarding these meetings is located at Reception (next to the Lobby Tracker), in our resident communication folder and in our weekly lifestyle calendar.

Meeting minutes are available in the folders at our feedback station near the dining room. We encourage families to attend as well.

Here are the next dates:

- **Residents' meeting:** Jan 8 and Feb 12 at 10.30am.
- **Food Focus:** Jan 20 and Feb 17 at 10.30am
- **Consultative Committee:** Jan 13 and Feb 10 at 10am.

All meetings are held in our Theatre. See you there!



### We're forever learning...

Palm Lake Care Deception Bay management are passionate about engagement and fun when it comes to education. Whether it be a quiz on the new strengthened standards or staff knowledge on infection control, or our residents' understanding of what to do in the event the fire alarm goes off, to how well do we know our residents' dietary needs. Our managers thrive on keeping the entire community engaged and motivated to continue to develop their knowledge and understanding to better support our residents' needs and outcomes.

**Clinical Manager,  
Jacalynne Peake**



We are looking forward to welcoming family and friends onsite during December. Engaging with loved ones during Christmas can be a heartwarming experience. Here are some ideas to make those visits special:

1. Personalised gifts: Bring small thoughtful gifts like handmade ornaments, cozy blankets or photo albums filled with memories.
  2. Share stories: Spend time sharing stories from your life and encourage them to share their own. His can spark wonderful conversations and help them reminisce.
  3. Decorating together: If they enjoy it, help them decorate their space for Christmas. This includes putting up lights, ornaments or even creating a small Christmas tree.
  4. Music and carols: Play some classic Christmas music or sing carols together. Music can evoke fond memories and create a joyful atmosphere.
  5. Crafting: Engage in simple Christmas crafts, like making cards or decorations. This can be a great way to express creativity and have fun together.
  6. Watch Christmas movies together: Bring along some classic Christmas movies.
  7. Games and puzzles: Bring along some games, cards or puzzles. It can be a great way to bond and have fun.
  8. Take a Walk: If they are able, take a leisurely walk down to the Bay. Fresh air and change of scenery can be refreshing.
- Remember the most important thing is to be present and attentive. Your companionship can mean the world to your loved one this Christmas season.



**Pictured above:** More memories from our Family Christmas Dinner (see Page 1).

## Around the grounds



**Pictured above:** Having fun with our friends (and staff who we call friends) at Palm Lake Care Deception Bay!



**Pictured above:** It's official! We're a four-star community!



## Moments with Marcia

By **MARCIA McINTOSH**,  
a resident of Palm Lake Care Deception Bay

Is it something to do with getting older? Here we are in December already. Summer is here and Christmas is looming. The magnificent Christmas tree in the main lounge area, so artfully decorated by residents and staff, is confirmation of that fact – if we need reminding!

A few quick snapshots of the past couple of months here in Deception Bay where we are never stuck for something to do. We've enjoyed bus trips with visits to the shopping centres and barbecues at the beach, Christmas-themed craft, and our grand Summer Social Night. Boy oh boy! There are some pretty good rock'n'rollers here (and not just staff members!).

After a recent snake scare, the gardener crew from TPM Landscape Services (pictured above) came and wreaked havoc on their hiding places. Sorry – not sorry – Mr Snake! Those cheery boys got to work with outstanding results. The garden area is so neat and tidy now with special plants displaying their brilliance and pleasing our eyes. Can't wait to see the boys back again, keeping it all ship-shape.

An unforgettable highlight of recent weeks was the Fantasy Cruise to Nepal. Yes, we know it is 'landlocked' but we did say 'Fantasy'! But there was no fantasy about the brilliant performance from our wonderful Nepalese staff members (male and female) with a whole dozen of them coming out in their dazzling traditional dress. They gave us an insight into the country's history and traditions and then their mesmerizing and stunningly beautiful hand actions and dance routines – all topped off with an afternoon tea of Nepalese food snacks. Unforgettable indeed! Turn to Page 7 for all the photos.

Have a **HAPPY, HOLY and HEALTHY CHRISTMAS!**



## Meet Jean

**WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR RESIDENTS, JEAN CHAMBERLAIN, WHO TURNS 104 ON DECEMBER 16!**

Jean says she grew up in a small town out west called Lake Cargelligo. She was one of eight children - four boys and four girls. Her favourite childhood memory was "just being a kid". She recalls playing hockey using tennis balls and mallets.

Jean started work in her aunt's restaurant. She would work after school for 6 shillings wage. She went on to work in a local bakery. The owners had a little curly blonde-haired boy called David. Jean says from that point on, if she had a son, she would call him David, too. Jean moved to Sydney working with two children as a nanny. During this time she did night school to learn shorthand and typing. Jean then started work for a carrier company called EM Sphinks.

"I met my husband during the war years," she smiles. "I was visiting a park with friends. He was with friends also and we saw each other. It was love at first sight! It sounds a bit silly now that I look back on it!"

The pair married, moved to Perth, and had four children. Cheryl, Judy, Kayre and - David! Jean studied for her ENs and became a nurse at 50, after her kids grew up.

"I thought 85 was a good age to live to, and then the years kept creeping up, suddenly I was 100!" she laughs. "Now I just keep going down to meals, socialising with others and getting through the day."

"My children are in their 70s, grandchildren in their 30s and there are so many great grandchildren!"

Jean's advice is: "Everyone is all too fast now, slow down and see what's around. And, if an old granny can do it, anyone can!"



# 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 above and right:** The Nepalese culture is rich and diverse, with vibrant customs and delicious cuisine. Our wonderful Nepalese staff came together for a Fantasy Cruise Happy hour and we explored traditional music and dance, and sampled some authentic Nepalese dishes. The dancing was especially memorable. We are so grateful to all our staff for sharing their beautiful culture with us.



**Pictured left and below:** Our gorgeous Spring Social brought together our community members, as well as a host of visiting family and friends, for a memorable soiree.



# 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

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...

## 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!