

The Difference

PALM LAKE CARE DECEPTION BAY FEBRUARY - MARCH 2025

The importance of connection



As we journey through life, friendships and family love only grow more important. In aged care, keeping those heartwarming connections alive can sprinkle a magic into everyday life.

Just like sunshine on a cloudy day, warm relationships can lift spirits. Regular chats, laughter and hugs can chase away the dreariness of loneliness and fill hearts with joy. It's why we fill our Lifestyle calendar with as many opportunities as possible for neighbourhood friends to gather and family to stop by. The Christmas/New Year period gave us plenty of great opportunities to gather, and we've continued that spirit in earnest already in 2025 with our recent Australia Day festivities (as pictured).



We love it when family members stop by, so make sure you set up regular opportunities to foster connections with your loved ones. And if you can't physically catch up, you're always as close as a phone/video call. When families and caregivers unite to nurture these relationships, they create a vibrant tapestry of love, laughter and belonging for seniors. By believing in the magic of connection and celebrating the simple moments, we ensure that our treasured elders enjoy every colourful day to the fullest. Let's spread the joy and keep those heartstrings tied together!



Community is everything

The benefits of living in aged care are manifold. Make the most of the opportunity with these tips

Around the grounds

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



Here, you are welcome



**Palm Lake Care Deception Bay
Service Manager,
Kelly Roberts**

Creating a vibrant and fun aged care community involves fostering an environment that prioritises wellbeing, social interaction and personal growth. Key to this is encouraging diverse activities that cater to various interests — arts and crafts, gardening, music therapy and regular exercise sessions help promote physical and mental health. Frequent social events, such as themed parties, game nights and communal dining experiences, enhance connections and reduce feelings of isolation among residents.

On that topic, are you a volunteer looking to make a meaningful impact in the lives of our beloved residents? We invite you to be a part of our lively and welcoming aged care community, where laughter, joy and connection thrive every day! We believe in creating a colourful atmosphere filled with engaging activities — whether it's those listed above, or our lively music sessions, creative arts and crafts, delightful garden strolls etc. We're on the lookout for enthusiastic volunteers who can bring their unique talents and warmth to our community. If you have a passion for making others smile, organising fun events, or simply sharing a chat over a cup of tea, we want to hear from you. Your kindness can spark joy and help foster a sense of belonging. If you're interested in joining our wonderful team of volunteers, please express your interest today. Together, let's create unforgettable memories for our cherished residents.



**Palm Lake Care
Chief Operating Officer,
Patricia Heke**

At Palm Lake Care, our purpose is at the heart of everything we do: to build active, engaged and inclusive care communities. It's not just a goal; it's who we are. Each of you contributes to this by sharing your stories, your laughter, and even your occasional grumbles - yes, we hear those too, and they really matter.

Our diversity as a community is what makes this such a special place. With so many unique cultures, life experiences and perspectives, every day is a chance to learn something new. It's like having a library of living stories all around us - except instead of borrowing books, we borrow conversations over cups of tea or chats in the garden, over a meal or at a group activity.

Of course, fostering an inclusive community wouldn't be possible without tolerance and respect. It's about recognising that while we may have different traditions, beliefs or footy allegiances (I won't name teams), we all share the same desire to belong, connect and feel valued.

So, as we continue into the year, let's embrace what makes each of us unique while creating more opportunities to grow and connect together. Remember, we're not just neighbours - we're a community, thriving together.

And if someone offers you pineapple on pizza, consider giving it a try. You never know - it might grow on you!



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@palmlake.com.au

WEBSITE:
palmlakecare.com.au

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

Key local personnel

Service Manager: Kelly Roberts
deceptionbaycarefm@palmlake.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
Chef Manager: Charles Monteiro
Housekeeping Team Leader:
Michelle Fastlabend



News briefs



Our weekly Coffee Club kicks off

We are excited to announce the launch of our “Weekly Coffee Club” - a delightful social morning tea designed to bring everyone together. We invite all residents and visiting families to gather in our cozy and relaxed atmosphere where we can share conversations, ideas and laughter over our favourite brews.

When: Every Wednesday at 10.30am

Where: Around the grounds or within the community.

This is a fantastic opportunity to unwind, connect with your friends and loved ones and foster our sense of community. Whether you're a coffee aficionado, a tea lover, or simply enjoy a good chat, there's a spot for you at the table! Feel free to bring your favourite mug or a sweet treat to share. Let's make this a warm, welcoming space for everyone to come together and enjoy each other's company. We look forward to seeing you there!

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.

Here are the next dates:

Consultative Committee meeting

- Monday, February 10, at 10am
- Monday, March 10, at 10am

Residents' Meeting

- Wednesday, February 12, at 10.30am
- Wednesday, March 12, at 10.30am

Food Focus Meeting

- Monday, February 17, at 10.30am
- Monday, March 17, at 10.30am.

All meetings are held in our Theatre. We encourage families to attend as well. See you there!

Clinical Manager, Jacalynne Peake



Welcome to 2025! Our clinical team look forward to partnering and collaborating with residents and families this year.

Collaboration in aged care is essential to providing high quality care and support to older adults. It involves various stakeholders (including healthcare professions, caregivers, families and the community), working together to ensure the wellbeing and dignity of elderly individuals.

Aged care often requires a team approach where professionals from different disciplines (nurses, doctors, physiotherapist, social workers etc) collaborate to create a comprehensive care plan tailored to individual needs.

Effective communication among these team members, as well as families, is crucial. Regular meetings and updates help ensure everyone is on the same page regarding the care provided.

Engaging family members in the care process can enhance the emotional support for the elderly and provide valuable insights into their preference and history. Collaboration should always focus on the preference and needs of the individual receiving care, ensuring that they are at the centre of all decision-making processes.

If there is anything you would like to discuss with the clinical team please don't hesitate to make a time with a clinical nurse or myself.



Better together

Romany and Peter's story begins in Sri Lanka, when the two were just teenagers (16 and 18 respectively). They met through Ceylon's Dutch Burgher Union.

"We are both Burghers," Romany explains, referring to Sri Lanka's small Eurasian ethnic group. "Peter is of Irish-Scottish descent and I am German and Dutch."

A close-knit community, the Burghers often gathered for various occasions, dancing to rock and roll and playing party games. Peter was about to enter the army – a decision he now recalls as his proudest moment.

"I became the best recruit when I was a cadet. Then I was promoted, and I kept going up. I loved it. I loved the rigorous routine and the responsibility," Peter says.

Romany was right there by his side. They married in 1966, and their son was born the following year in the army quarters.

"He was very adventurous, and I would have to chase him around our small apartment," Romany recalls.

He may have inherited this athleticism from his father – Peter played rugby union for both the army and the national team, competing against India. Like many members of the Burgher community, Peter and Romany eventually left Sri Lanka for Australia. Romany was pregnant when they made their big move, which was sponsored by her sister. Their small family settled in Granville, a western suburb of Sydney, where they lived for 25 years. Before long, their daughter was born.

Romany worked as a secretary – in Sri Lanka, for the American Embassy, then for a private enterprise in Sydney. Eventually, she joined Peter in the public service, who worked in a clerical role for the police.

"Peter would go to work at 6am and return at 7pm," Romany recalls. "I thought, 'They can't be working that long'. Sure enough, I eventually found out they were spending hours in the pub!"

THEY MAY HAVE ONLY CALLED PALM LAKE CARE DECEPTION BAY HOME FOR TWO YEARS, BUT THEIR WARMTH AND HUMOUR HAVE ALREADY MADE PETER AND ROMANY SHEDDEN AN INTEGRAL PART OF OUR COMMUNITY.

Peter responds with a laugh, "What?! That's better than getting a flat with another girl!"

Their shared love for music was another highlight of their life together. Romany played in jazz bands in Sri Lanka, and Peter's beautiful singing voice soon became evident. They formed a family band with their children, performing weekly at the Winston Gardens Restaurant in Sydney.

"We did that for a long time," says Romany, fondly.

Eventually, the couple sold their house in Sydney and moved to Rothwell, Queensland. They lived there for another 25 years, watching their children – and grandchildren – building lives of their own. Peter and Romany proudly explain that their daughter works for Union Water and their son is an aircraft engineer. Both children live close by, in Burpengary and Woody Point, and visit frequently with their children and grandchildren. Romany and Peter's granddaughter has even had two children, making them great-grandparents.

"They're nice kids, though I'm biased," says Peter.

Having spent a lot of time travelling during their 58 year marriage – including an impressive 14 P&O Cruises – Romany and Peter now love nothing more than sitting and watching the telly.

"We have had a wonderful life," says Romany. "We did so much, now we just want to do nothing. I was shopping, cooking, cleaning, washing up all my life, and now I love sitting here and being looked after."

Peter adds, "I have always believed that if you live, live well. I'm living well. I'm fantastic."

Their biggest accomplishment? Everything they've done, they've done it together – and with a sense of humour, no less.

"The best thing that we have in our repertoire is that we love each other, and we respect each other," says Peter. "I can't live without her... I'm not ready for another one!"



Pictured left: Marcia is a Resident Representative here at Palm Lake Care Deception Bay. **Pictured below left:** Sandeep has been newly welcomed into our community in the Service Manager Support role.

Meet Marcia

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR RESIDENTS, MARCIA, WHO IS ALSO A RESIDENT REPRESENTATIVE HERE AT PALM LAKE CARE.

Marcia grew up on a dairy/mixed farm at Kitoba. She was the eldest and helped to raise her four younger siblings. They would get up in the morning and milk the cows before school. Marcia would then bring some milk back to the house to make breakfast and ensure her siblings were fed and ready for school. They would take a horse to school at Winderera State School. They later moved to Cloyna State School when the family opened a second farm. Marcia's favourite memory was fishing with her Dad in the creek on their farm.

After school, Marcia went to college doing one year in teaching. She then began teaching at Pialba State School. Not long into her time at Pialba, she got transferred back to Cloyna where she was in charge of four classrooms.

Marcia met her husband, Ewan, at a neighbour's wedding. They spent the evening talking and then he took her out dancing straight afterwards. Marcia says from there, she was hooked. Marcia remembers seeing Ewan at a tennis match. She remembers seeing him as he was quite a good looking man! Marcia and Ewan married three years later. They lived on a farm at Tansey farming lucerne, cattle and later also had a piggery. They had seven children - six boys and one girl, Marcia spent seven years at home working on the farm and looking after the children before starting back at work doing teaching on and off. She also spent her time, between teaching and working on the farm, studying her Bachelor of Education Studies and specialised in religion through distance education. One night a week she enjoyed doing a woodwork class, making furniture for her home.

In 1985, Marcia and Ewan purchased a property in Redcliffe which they would use as a holiday home at this time. Marcia's finished teaching, with her last class in 2004. In 2004, she began as a lay Minister, in charge of the Parish at Barambah. She continued there until 2015. Ewan and Marcia moved to Redcliffe permanently in 2012 but she spent a lot of time travelling to and from Barambah as she continued with the Parish.

Marcia resigned from being a Lay Minister in 2015, only travelling occasionally back to hold wakes as requested. Marcia became actively involved in the Redcliffe Anglican Parish. She has been in different positions there and currently holds the positions of Parish Councillor, Parish Secretary and organist, for services.



Meet Sandeep

WE ARE THRILLED TO WELCOME A NEW ADDITION TO OUR BEAUTIFUL COMMUNITY...

Please join us in warmly welcoming our new Service Manager Support, Sandeep Vaid, who has joined us with a wealth of experience, enthusiasm and a shared commitment to creating an exceptional environment for our residents.

Sandeep brings with him an extensive background in aged care. As a French-trained chef with extensive world travels, he is certainly passionate about bringing a decadent and elevated dining experience to our residents. Sandeep will oversee our Food Services, Housekeeping and Maintenance teams and we are excited to see how his skills will contribute to enriching the lives of our residents and enhancing our community spirit.

Sandeep and our Service Manager Kelly look forward to working together, where they will continue to foster an inspiring and supportive environment for both staff and residents alike.

Making the most of life in aged care



Living in an aged care community offers unique opportunities to enhance your health and wellbeing while enjoying a vibrant and supportive environment.

Here are some tips to help you make the most of everything around you in our Palm Lake Care communities:

1. Stay active: Take advantage of the activities and facilities available. Whether it's joining a gentle exercise class, gardening in the outdoor spaces, or participating in a walking group, staying active is key to maintaining strength and mobility. Movement, no matter how small, keeps your body and mind sharp.

2. Engage socially: Being part of a community means you're never alone. Make the effort to connect with others — whether it's sharing stories over morning tea, playing a board game, or attending a group activity. Building relationships not only creates joy but also reduces feelings of loneliness.

3. Nourish your body: Enjoy the nutritious and delicious meals provided for you and make sure to stay hydrated throughout the day. If you have dietary preferences or needs, share them with your local team — they're here to ensure you're well cared for.

4. Participate in activities: From trivia nights and art classes to movie screenings and musical performances, there's always something happening in your Palm Lake Care community. Trying new things not only keeps life interesting but can uncover hidden talents or spark new passions that you may not have even realised existed!

5. Prioritise mental wellness: Find and use the quiet spaces in your Palm Lake Care community to relax, or engage in activities that bring you peace, like reading, meditating or enjoying the garden. If you ever feel overwhelmed, don't hesitate to reach out — support is always available.

6. Personalise your space: Make your room feel like home by adding personal touches like cherished photos, your favourite blanket, or even a special piece of furniture from your previous family home. A familiar environment can enhance your comfort and sense of belonging.

7. Communicate your needs: Your care team is here to support you, so let them know what you need to feel happy and healthy. Whether it's a new activity suggestion to add to the Lifestyle program, adjusting your care plan, or simply having a chat, our team members always ready to listen.

Remember, an aged care community isn't just a place to live — it's a place to thrive and this is especially the case at Palm Lake Care. By embracing the opportunities around you and staying engaged, you can enjoy a fulfilling and meaningful life surrounded by people who authentically care for you. Your Palm Lake Care team is here to support you every step of the way — reach out anytime!

Your questions, our answers

Here we answer some of the most common questions we get asked about living in an aged caring community...

Q: What does living in aged care actually mean?

A: Living in an aged care community like Palm Lake Care is about more than just having support when you need it — it's about being part of a vibrant, welcoming environment where you can enjoy meaningful connections and experiences. This is your home, and everything we do is designed to help you feel comfortable, included, and empowered.

Q: Will I still have my independence?

A: Absolutely! Independence is important, and we encourage you to live your life on your terms. You're free to make your own choices about how you spend your day, what activities you join, and how you personalise your space.

Q: What does being part of a community involve?

A: Being in a Palm Lake Care community means there are endless opportunities to connect, whether that's group activities, enjoying a quiet cuppa with a neighbour, or sharing a laugh at one of our events. You decide how involved you want to be — there's no pressure, just plenty of options.

Q: Will I feel like I belong here?

A: We work hard to create an inclusive, welcoming environment where everyone feels valued. Our purpose is to build active, engaged, and inclusive care communities, and we're always looking for ways to help you feel at home.

Q: How does PLC help me stay active and engaged?

A: From exercise programs and creative workshops to movie nights and trivia, there's something for everyone. We also love hearing new ideas—if there's something you're passionate about, let us know!

Q: What kind of support will I have?

A: Our team is here to provide personalised care that supports your needs while respecting your independence. We're always here to lend a helping hand, have a chat, or just share a smile.

Q: How will this community respect my individuality?

A: Your traditions, preferences and personality are celebrated here. We understand that everyone is unique, and we make it a priority to honour what makes you, you.

Q: Can I make suggestions or share ideas?

A: Absolutely! We love hearing from residents. Whether it's a new activity idea or a way to improve our community, your input helps us make Palm Lake Care even better.

Q: What makes living in aged care a positive experience?

A: It's the people, the connections and the opportunities to live life fully and meaningfully. At Palm Lake Care, you'll find a supportive community where you're not just living — you're thriving.



Around the grounds



Pictured above: Some of the memories we've been making here recently at Palm Lake Care Deception Bay.

Here, we are united

The Central Support team

It's no secret that people are at the heart of what we do here at Palm Lake Care so it should not come as a surprise that we take a lot of time and put a lot of effort into recruiting just the right people for our company's key roles. We're delighted to introduce to you one of the newest faces in our Central Support Office's team, Katie Cooley, who is our new Operations Manager.

With more than 25 years' experience in the aged care sector, Katie Cooley has dedicated her career to supporting aged care communities right across Australia.

Her journey began with the provision of pharmacy services and medication management solutions before transitioning into operational roles with aged care providers. Having worked across both not-for-profit and profitable organisations, Katie brings a deep understanding of the sector's challenges and opportunities while also bringing experience and passion to our seven Palm Lake Care aged caring communities.

"I'm deeply passionate about making a real difference in the lives of older Australians — ensuring they receive the dignity, respect and high-quality care they deserve," Katie says.

"Every resident has a story that matters, and I am committed to working alongside our teams to create an environment where they feel valued, supported and at home."



Pictured above: Palm Lake Care's new Operations Manager, Katie Cooley.

Katie says she is excited to join Palm Lake Care and collaborate with teams that share a commitment to excellence in care and resident experience.

She says our organisation's dedication to quality care and continuous improvement truly inspires her.

During her initial weeks at Palm Lake Care, Katie's focus will be on meeting our teams to understand the unique strengths of each community and service offering, while working together to support our Service Managers in enhancing workforce capability to ensure the best care for our residents.

"I have to thank everyone for such a warm welcome so far," Katie smiles. "I look forward to visiting our seven communities, getting to know everyone and also working together with the teams to make a meaningful impact."

"An exciting journey lies ahead at Palm Lake Care, and I'm thrilled to be part of it."

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...

Toowoomba



Tristan James, aka Elvis, is well known to most of our Palm Lake Care communities.

As 'Elvis', Tristan has visited most of our sites over the years, bringing his impressive and engaging musical act to life for the benefit of our residents. You see, music plays a powerful role in helping the elderly recall key memories, especially for those experiencing cognitive decline or dementia. The brain's connection to music is deeply emotional and long-lasting, often preserving musical memories even when other recollections fade. Familiar songs can trigger vivid memories, emotions and past experiences, helping our residents reconnect with their personal histories. For those in aged care or living with Alzheimer's, music therapy has been shown to improve mood, reduce agitation and enhance communication. Songs from our residents' youth (like those that Tristan sings) can bring comfort and spark conversations. Music also fosters social interaction, creating a sense of belonging and joy — as is definitely the case every time Elvis has entered the (Palm Lake Care) building!

Mt Warren Park



Who says you can't make a difference in your local community when you live in aged care?

In mid-January, the Mt Warren Park Lifestyle Team packed a busload of eager residents and off they headed to Bethania Community Centre to volunteer some time to an organisation called Kids4Kids Foundation. This charitable organisation was started in 2017 by a (then) 9-year-old local boy name Samuel, who saw a need to help fellow classmates who were struggling through domestic violence situations and had none of the 'tools' they needed for an education. The group packs donated essential stationery items into school bags for these disadvantaged children.

The 600 back-to-school packs that our residents helped assemble in January were given to local school chaplains for distribution to those school families in need. Our residents loved helping out with the packing of thousands of stationery items and it was certainly an eye-opener for them to see how many people in our community need assistance with these basic essentials.

"My residents are passionate about helping the disadvantaged in our local community," Lifestyle Team leader Leona says. "When I told them about this particular charity, they jumped at the chance to volunteer. The residents love that they are still able to contribute to their local community in ways like this."

Leona says Kids4Kids was incredibly happy to have our residents along to help. The group is looking forward to going back and helping Kids4Kids again later this year.

Here, we are united

Bargara

The Palm Lake Care Bargara Lifestyle Team is always presenting vibrant entertainers and engaging activities to their residents and these past few months have been no exception.

We especially love it when our Palm Lake Resort 'cousins' stop by. Palm Lake Resort Bargara's "Palm Lake Singers" is a choir formed by the resort's homeowners. The choir's male members have formed a separate choir group called "The Barnacles". Pictured below, The Barnacles stopped by to see their Palm Lake Care Bargara friends recently to sing sea shanties - and they were very good! Bargara also hosted a (literally) vibrant 1960s/70s day that took the whole community back in time! Among the day's activities, the residents tie-dyed some t-shirts and enjoyed an afternoon 'hippy party'. What fun!



Beachmere

Our Palm Lake Care Beachmere community has seen an exciting new leadership team appointed for 2025.

While they say change is as good as a holiday, lucky for our beautiful waterfront community at Beachmere, every day is a holiday when you live on the edge of Moreton Bay! In exciting news for this community, however, Joanne Brown has just been appointed the new Service Manager in



2025. While new in this role, Joanne's journey with Palm Lake Care stretches more than 12 months. Pictured above, she has previous career experience in clinical and quality assurance and is looking forward to using those skills in this exciting career promotion.

Beachmere has also welcomed Sandeep Vaid as the newly appointed Service Manager Support. Sandeep has a pretty amazing track record. He trained under Gordon Ramsay, so the residents are encouraged to have a chat with him about his incredible life experiences in the culinary world before his move into the aged care sector.

We've also seen Jasdeep Kaur recently appointed Beachmere's Clinical Manager and finally, Chef Manager Neil Galpin (who had worked at Palm Lake Care Beachmere since its official opening), has also resigned and we welcome Thorvaldur Bragason — known as 'Toddi'.

Palm Lake Care really benefits from its large network of seven communities stretching the length of South-East Queensland. When we do have unexpected changes to our teams, there's always someone from across the group to jump in and lend a qualified hand. For example, Caroline Bosnic (Palm Lake Care Bethania's Service Manager) stepped in when Beachmere's Service Manager role was vacated and the recruitment process was underway, ensuring a seamless transition for residents. We really are lucky to be able to call on our vast and experienced Palm Lake Care network and the greater Palm Lake Group's almost 50 years of operational experience.

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...

Bethania

Palm Lake Care Bethania offers a wonderful opportunity for the gentlemen of their community to come together for some important male bonding time.

Male-only social groups for senior men provide essential emotional, mental and physical health benefits. As men age, they may struggle with social isolation due to retirement, loss of friends or changes in family dynamics. Gathering in male-only spaces allows them to bond over shared experiences, hobbies and interests in a relaxed and comfortable setting. This was especially the case during the Bethania boys' recent bus trip to Yatala Pies. According to the Team members who went along for the ride, the bus was full of laughter, there were many car stories told and everyone enjoyed listening to the trucks roll down the M1. Groups like this offer a sense of camaraderie to reduce any loneliness. Additionally, these gatherings allow men to support each other, share advice and find purpose, ultimately enhancing their quality of life as they age.



Caloundra



The Palm Lake Care Caloundra team knows just how important it is for our dedicated team members to engage in a fun and social way with our residents, as well as in their normal professional manner.

So, when Australia Day rolled around this year, there was no doubting that our team members would be keen to battle it out with residents (and each other!) in some very fun, Aussie-themed games. The thong-throwing championship was a hotly contested event, as you can see by the photos above. The team also joined their residents for a delicious alfresco barbecue on the day, giving them a chance to chat socially with our residents while they shared a meal. Australia Day provided everyone at Palm Lake Care Caloundra with the perfect excuse to come together for fun, while celebrating the incredible working relationships we have across our care community.

Important information

Meet our Central Support team

Chief Executive Officer:
Dan Aitchison

Chief Operating Officer:
Patricia Heke

Operations Manager:
Katie Cooley

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!



Here we make a difference

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