

The Difference

PALM LAKE CARE BARGARA FEBRUARY - MARCH 2025



Festive memories

The recent festive season gave our residents a chance to share with their families the incredible food, friends and physical community they get to call home.

Our family Christmas luncheon was such an enjoyable day. Our teams worked very hard to bring together a most memorable event for our residents. Many dressed the part as well. The food was amazing so we must thank our talented chefs!

For more, turn to Page 4 >>

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 Bargara
Service Manager,
Anthea Kennewell

Hello and welcome to the New Year! I already know that 2025 will be a great year for Bargara as there are many exciting things in the pipeline already:

- We have exciting new Lifestyle activities planned,
- We are employing some very talented new staff, and
- We will be updating our dining rooms to feature a new buffet-style serving area.

I would also like to recognise the wonderful staff we have here at Palm Lake Care Bargara. It is a privilege to lead them towards this great future. I would especially like to recognise Yari Ottoboni who is in the Service Manager Support role. At our company's 2024 awards night late last year, Yari was awarded three trophies recognising his dedication, hard work and team spirit. From all of us here at Bargara, CONGRATULATIONS Yari!

Please know that my door is always open to discuss concerns, share the compliments or to just have a chat. We are all in this together to ensure that every one of our residents' lives is enriched. I'm looking forward to a great New Year. Please take care of yourselves and each other.



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 Bargara

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

PHONE:
07 4331 0000

STREET ADDRESS:
55 Wearing Road,
Bargara QLD 4670

EMAIL:
bargaracarefm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

Service Manager: Anthea Kennewell
Service Manager Support: Yari Ottoboni
Admin: Keeley Lassig
Customer Experience: Megan Lenihan
Clinical Coordinator Compliance:
Karen Shingler
Acting Clinical Manager: Chris Went
Clinical Nurses: Peta Thuell and
Patricia Doyle
Lifestyle Team: Paula Kelly, Christine
Rogers, Glenys Couchman and
Gay Wilson
Chef Manager: Luke Russell
Maintenance Officer: John Doolan



News briefs

Next meetings

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

Meetings:

- February 9
- March 19
- April 16

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



Animal visits: Your questions answered

We often get asked about our policies around pets coming to visit. As a general rule, animals are very welcome to visit Palm Lake Care as they can provide much appreciated support and enhance our residents' wellbeing, as long as they meet these minimum requirements:

- Animals visiting Palm Lake Care should be healthy and well behaved.
- Animals, other than cats or dogs, must be assessed for personal pet visits, on a case by-case basis.
- Animals that are not permitted onsite include unwell pets or those infested with insects, mites or internal parasites. Also heavily pregnant animals, animals that have just given birth, newborn animals, any animals legislated as restricted or dangerous, and animals subject to special safety precautions are prohibited.

Visits from animals/pets should be booked in advance, with a time and date allocated by our Service Manager or Lifestyle Team Leader. Visits should be conducted within the resident's room or in outside areas. Some additional requirements we also ask for, before an animal visits, include:

- Current vaccination and veterinary health certification.
- Bathe and check animals for fleas, lice, ticks or other parasites within the 24-hours preceding their visit.
- Agree to remain in the areas in our community designated for animal visits/access (for infection and injury control, animal hygiene and animal welfare purposes)
- Toilet the animal prior to entering our community and collect any animal waste.
- Animals are to remain leashed or caged at all times.
- Respect our visiting times and locations.

We encourage you to speak to one of our team members before organising your pet's visit and we can ensure all the requirements are met for a happy visit.

Kung Hei Fat Choy!

We were so grateful to have the PCYC Bundaberg Blazers Dance group come along and perform a Chinese Lunar New Year (Year of the Snake) dance. There were two dancing lions as well as drummers and cymbal players who, as folklore suggests, make noise to ward off any evil spirits. Lifestyle Team Leader Glenys fed the lion lettuce and a red envelope, as per Chinese tradition.





Pictured left: Every year, Rotary holds a Christmas event at our local Sugarland Shopping Centre. The event is only for residents of Bargara's various aged care communities and Big W is the only store open so residents can do their Christmas shopping with ease. Many choirs performed at the event including The Italian Choir. **Below left:** Our Christina and Jim even got to have a chat to Santa to make sure he knew they were on the 'nice' list this year!



Pictured below: Forget Santa's reindeer - Elfie enjoyed a visit from the Christmas alpaca this year! Our residents (including Desley and Hillary) also enjoyed decorating Christmas cookies as a festive activity in December.



Pictured below: 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". They came along to see us recently and sang sea shanties - and they were very good!



Around the grounds



Pictured above: We had a vibrant 1960s/70s day recently that took us all right back! Among the day's activities, we tie-dyed some t-shirts and enjoyed an afternoon 'hippy party' including a delicious visit from the ice cream cart!

Pictured left: Our new Knit'n'Natter group has been very popular. Pictured far left is Cathy, and pictured left is one of our beloved volunteers, Doreen, with Stephanie.





Meet a team member

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

What are three words that best describe you? honest, loyal, trustworthy.

Tell us about your other employment/work roles leading up to your current position with Palm Lake Care? I worked as a nurse for 35 years at Tricare in Bundaberg.

What does the average day entail, in your role here? Loving and caring for our residents.

What's your favourite part of the job? Having one-on-one time with the residents.

How do you like to spend your downtime/days off? Going to the beach and gardening.

What is something that we may not know about you? I have two boys

What advice do you have for others considering a career in aged care? To be patient. Things take time. Use your compassion.



Meet your neighbour

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

Tell us briefly about your upbringing. Where did you grow up and what's a favourite memory from your childhood? I was born in Bundaberg into a family with four sisters and three brothers. I lived there until I was 31.

Tell us about any jobs you've held in your working career and what you enjoyed most? I worked in a childcare centre which I thoroughly enjoyed. I've also worked in housekeeping and in the kitchen in an aged care community.

Tell us about your family and where you lived? Moved to Moura for 10 years, married, and later moved to Ipswich for 27 years. I had a stepson and stepdaughter, and my own son. Later moved back to Bundaberg.

What hobbies/sports/special interests have you had throughout your life? Listening to music – especially country and westerns well as classical. I've always enjoyed doing jigsaw puzzles and crosswords as well.

What's your favourite way to spend the day nowadays, here at Palm Lake Care? I still love doing my puzzles and listening to my music.

What are three words to best describe you? Dependable, funny, trustworthy.

What advice do you have for young adults? Have a good work ethic, be patient and be pleasant to all you meet.



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 are 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.

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 up 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

Deception Bay

As we journey through life, friendships and family love grow more important.

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

We love it when family members stop by across all seven of our communities, 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.



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.

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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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