

The Difference

PALM LAKE CARE CALOUNDRA FEBRUARY - MARCH 2025



Celebrating the Aussie spirit

The weather was picture perfect for our Australia Day festivities this year. Our residents and team members joined forces to enjoy a delicious alfresco barbecue together as well as some very 'Aussie' games including a highly competitive thong-throwing championship!

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 Caloundra
Service Manager,
Janene Sayers

I hope you all had a wonderful Christmas and New Year! As you know, Caloundra hosted a fantastic Christmas party luncheon on December 20 and it was a great success. The food was incredible, the atmosphere was vibrant and we were thrilled to see so many residents, family members, and visitors join us on the day. The highlight, of course, was our Elvis impersonator who provided the day's entertainment, which everyone thoroughly enjoyed. See Page 5 for all the photos.

As we step into the New Year, you might notice a few small changes around the community:

- We've added a lower desk in the foyer, making it easier for residents to access when signing in and out. This desk also houses the updated handbook, which we launched last year.
- To encourage family connection and fun, we've placed some board games in the foyer (in the cupboards of the new lower desk). Visitors and families are welcome to help themselves and enjoy a game or two with their loved ones in the café area.

Don't forget that we truly value feedback from all residents, visitors and family members — whether it's good or challenging to hear. Your input helps us make meaningful improvements and implement changes. Please don't hesitate to fill out a feedback form, send us an email, or speak to us in person.



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 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:
Annie McBryde
Chef Manager: Sujan Shrestha
Maintenance: Michael Driscoll



News briefs

We're forever learning

A group of Palm Lake Care team members from across our seven communities have worked diligently through their Foundations of Infection Prevention & Control (IPC) course recently. It's a three-month intensive course that allows them to be classified as IPC Leads. Topics include environmental hygiene, outbreak management, employee health, surveillance, epidemiology and microbiology. This course reflects recent evidence, guidelines and standards. Congratulations to our Emma Halliday for her work in completing this course and helping to further strengthen our awesome team's skillset.



Pictured above: Group activities are an important part of our Lifestyle program. We like to picnic together and we also enjoyed cooking together recently.

Congrats, team!

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

December: Jaspinder Kaur

January: Pirjo Bakker

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:** Feb 5, March 4, April 9
- **Food Focus:** Feb 17, March 7, April 14

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



**Clinical Manager,
Emma Hathaway**

Hello, and Happy New Year to our Palm Lake Care Caloundra community! It's already full steam ahead for 2025. As a reminder - through those warmer periods, maintaining hydration and sun safety is crucial to your health and wellbeing. Slip, slop, slap always.

Now that Dr Barnes has relocated to New South Wales, we have engaged Dr Henoh from Aged Care GP who brings a wealth of knowledge and a passion for the aged care industry. Dr Henoh attended our site to meet and greet our residents in the last week of January and will commence his reviews in February. If you are interested in becoming a patient of Dr Henoh, please inform a member of the Clinical Team and we can provide you with the onboarding paperwork. We are also lucky to have other services visit us onsite. If you would like to be reviewed by an audiologist, optometrist or dentist onsite, please let a member of the Clinical Team know and we would be more than happy to forward the consent forms and place a referral. Other services that visit onsite include podiatry, speech pathology and dietetics.

In closing, if you or your representative have any clinical concerns, please address these with the nurse in your neighbourhood. If they cannot assist you, please request to see the Clinical Nurse who will then feed any concerns back to me and I can work alongside you/your representative to address your concerns.



Celebration central

Pictured clockwise from top left: It's been celebration central here at Palm Lake Care Caloundra lately. We've enjoyed a pile of birthdays and anniversaries and here are just some of them... Kathleen celebrated her 90th birthday milestone with a well-coordinated bunch of fashionable friends; Val had a birthday in December; Keith was shown the love on his special day; and Lloyd also received visits from his special people.

Meet the team

LIKE INTEGRAL LINKS IN A VERY IMPORTANT CHAIN, EVERYONE'S ROLE HERE MAKES A DIFFERENCE. MEET SOPHIE TAYLOR – ONE OF OUR REGISTERED NURSES.

Meet Sophie, known as Soph, who is a Clinical Monitoring & Support Nurse at Palm Lake Care Caloundra, described as kind, dedicated and empathetic. With nearly 10 years' experience at the National Burns Centre in Middlemore Hospital, New Zealand, she started as a Student Nurse and later became a Registered Nurse. She developed a passion for burns treatment and wound care, contributing as a preceptor, floor coordinator and patient safety educator.

In her current role, Soph supports the Clinical Team. She finds great fulfillment in being part of a passionate team dedicated to providing the best care for residents, particularly in facilitating peaceful, dignified end-of-life care.

In her downtime, Sophie enjoys spending time with her partner and two children, playing at the playground and eating ice cream. She also loves gardening. Born in the UK, she moved to New Zealand at 15, a fact that many of her residents may not know.



Her advice to others considering a career in aged care would be that aged care can be incredibly challenging at times but also rewarding, so it's important to have a genuine passion for making a difference in the lives of others. Building strong relationships with residents and their families can be one of the most fulfilling aspects of the job, she says.



Pictured above: The Christmas season provided many opportunities for residents to get together with their neighbours and invite some of their special people to stop by and share a meal and share in some good times as well.

Pictured below: Tristan James (aka Elvis) is such an engaging performer and our residents loved the show he put on.





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.

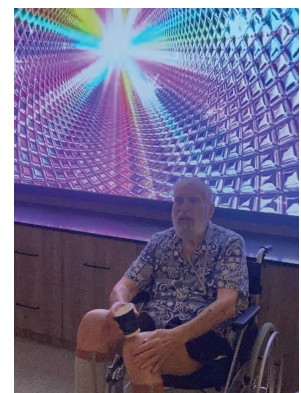
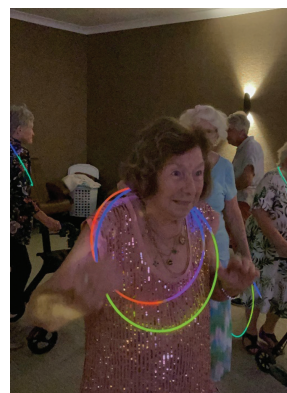
Q: What makes living in aged care a positive experience?

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.



Pictured above: Exercise is always better when enjoyed with a group. From chair yoga to gentle exercise classes, we like to have a little fun while we're moving our bodies.

Around the grounds



Pictured above: Our very first disco was a bright and vibrant affair! Disco lights and upbeat music (and the joy of glow sticks!) ensured this first ever disco won't be our last!

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

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.

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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.



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.



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

PALM LAKE CARE CALOUNDRA

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