



The Difference

MT WARREN PARK DECEMBER 2025 - JANUARY 2026



Merry
Christmas!

...with love from all
at Palm Lake Care

OUR GALA EVENT WAS AMAZING!

Did you enjoy our grand 'Bow Ties
and Tiaras' annual Gala Event?
Check out the memories inside...

MAKE THE LITTLE VISITS COUNT

'Tis the season for gathering with
beloved family. Here's how to
connect with even the littlest ones

AROUND THE GROUNDS

Catch up with what your Palm Lake
Care neighbours are doing here
and also further afield

Welcome



Palm Lake Care
Mt Warren Park
SERVICE MANAGER,
VANESSA GAWITH

The past weeks have been busy with our lovely Gala event, Melbourne Cup and preparations for the festive season. In true Palm Lake Care Mt Warren Park style, it is busy and fun with lots going on and all the community coming together. The Christmas raffles are ready and on display, as I walk past the Harlequin Activity Room, I can see decorations are being made and planning for the Christmas party and Carols by Candlelight is going full steam ahead! I cherish this time of the year as we welcome lots of visitors and family into the community to share and spend time with our residents – it is always delightful to hear the stories, laughter and see the smiles. With 2026 fast approaching, the residents, along with our Lifestyle Team and Chef Manager, are already in planning mode. It will be exciting try new events, and bring back old favourites. Over the festive season, Clinical Manager Maxine and I will be available. Service Manager Support Peng is taking leave and Kara will be supporting during this time. Please pop in and say hello as we are here to assist. Merry Christmas to each of you. Our team members look forward to being part of your 2026.



Palm Lake Care
CHIEF EXECUTIVE OFFICER,
DAN AITCHISON

Always at this time of the year, I like to take a moment and look back over what goals Palm Lake Care has set and what we have achieved. It's important to note what things have worked but also what needs our attention. While it's definitely a time to pause and reward ourselves with some festive celebrations, the organisational wheels don't stop running in the background. With reflection comes planning and preparedness for the new year and we are already preparing for another big, rewarding year ahead.

There's little doubt that 2025 has been an historic year for the aged care industry as a whole, with a giant spotlight placed on our work. Palm Lake Care has been working closely with the Aged Care Quality and Safety Commission around implementing the strengthened Aged Care Standards as part of new Aged Care Act. November 1 was the day our industry implemented the new Act and Palm Lake Care was well prepared - in fact, through months of intensive staff training, we were ahead of the game.

As always, our goal is to make sure our residents' experience with us is the best it can be. One of the most important changes we have made this year has been introducing new ways to share information and listen to your feedback, and this is one thing we plan to keep improving on in the new year.

To our staff, I thank you for the effort you've put in, in 2025. I would particularly like to acknowledge those on-site staff who will continue to care for our residents through the coming holiday period, while others enjoy a well-earned rest. Thank you for continuing to bring warmth and care to our communities during this time. And, of course, I would like to extend my sincere thanks to each and every one of our residents, new or longer-term, for being part of our Palm Lake Care community. I wish you all a safe and happy festive season filled with kindness and laughter. We look forward to filling our communities with the joy and happy chatter of your visiting family members and friends. It is a special time of the year - enjoy it!

Palm Lake Care Mt Warren Park

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

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WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Vanessa Gawith
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SERVICE MANAGER SUPPORT
Peng Zhou

CLINICAL MANAGER
Maxine Heard

HOUSEKEEPING TEAM LEADER
Tracie Hamilton

LIFESTYLE TEAM LEADER
Leona Counsell

CHEF MANAGER
Jay Jepsen

MAINTENANCE
Josh Collins



News briefs



Clinical Manager's note

BY MAXINE HEARD

As we approach the holiday season, I'd like to extend my warmest wishes to all our residents and their families. This time of year often brings special moments and opportunities to spend time together, and we are grateful to share this season with you. As you make plans over the festive period, we kindly ask that you let us know if you intend to take your loved one out of the community for day leave or overnight leave. This helps our clinical team ensure we have medications prepared, adequate stock on hand, and all necessary care supports organised. We also encourage families to contact us if you notice any changes in your loved one's health or wellbeing. Early communication allows our team to follow up promptly and provide timely clinical support. Thank you for your cooperation and partnership throughout the year. Wishing you and your loved ones a safe, joyful, and restful holiday season.

Get your festive recipe (and cook book!) here



If you're looking for an easy recipe to recreate for that 'bring-a-plate' get together this festive season, look no further than Mt Warren Park Lifestyle Coordinator Leona Counsell's family recipe for **Raspberry Marshmallow Slice**. It features in the gorgeous Palm Lake Care-published cookbook, 'From our hearts to your table' which is available for purchase from our Reception desk for just \$20 a copy.

"This slice has been part of my life since childhood," Leona smiles. "My mum made it for parties, and I later learnt to bake it myself in high school home economics. I still make it now and then for my kids or when I need to bring a plate."

For the base:

4 Weetbix, crushed
½ cup brown sugar
1 cup self-raising flour
140g melted butter

For the marshmallow:

1 cup sugar
1 ½ tablespoons gelatine
1 cup water
Pink food colouring
½ teaspoon vanilla extract

Extras:

1 cup desiccated coconut
½ cup jam

Method:

Combine all base ingredients, press into a greased and lined slice tin and bake at 180°C for 20 minutes.

To make the marshmallow, place sugar and water in a saucepan and heat gently. Sprinkle gelatine over the mixture and stir. Bring to the boil then reduce to a simmer for 7 minutes. Allow to cool slightly, then add vanilla and a few drops of pink colouring. Beat until thick and fluffy.

Spread raspberry jam over the cooled base, then spoon over the marshmallow. Sprinkle with desiccated coconut. Slice once set.



Meeting dates, for your diary

We are pleased to announce the upcoming Residents' Meeting dates, where everyone is welcome to join in and share thoughts, ideas and feedback.

Our Residents' Meetings are scheduled for:

- December 10
- January 14
- February 11

Our Food Focus Meetings are scheduled for:

- December 19
- January 16
- February 20

These meetings are an excellent way to stay connected and informed about what's happening at Palm Lake Care Mt Warren Park. We look forward to seeing you there and hearing your valuable input.

Bow ties and tiaras

Pictured right and below: The highlight of the month was our much anticipated annual gala event, "Bow Ties and Tiaras". Residents spent months planning, designing and attending craft workshops to create all the table decorations. When the big night arrived, everyone enjoyed a beautiful sit-down dinner in each dining room, followed by a decadent dessert bar in the Oasis Lounge. The evening's entertainment, provided by Darren from Tic Tac Entertainment, had everyone on their feet dancing. It was widely agreed that this was the best night yet and each year, our gala just keep getting better!



Giddyup!

Pictured left and below: We love any excuse to frock up and have fun and Melbourne Cup day allowed us to do all those things!



Lifestyle report

Every year, the Lifestyle Team at Palm Lake Care Mt Warren Park celebrates Queensland Seniors' Month to recognise the value and contributions of the wonderful residents in our community. This year's theme, "Connect and Celebrate," is one we practice not only during Seniors' Month, but throughout the entire year.

We began the month with Grandparents' Day (pictured left, top) welcoming a local mothers' group and many grandchildren, both big and small, for a delightful morning tea lovingly prepared by our kitchen team. The celebrations continued with a visit to the Logan Seniors' Expo, where residents enjoyed exploring the displays and taking in a concert. The month was filled with exciting activities, community outings, a country-themed BBQ (pictured left), a performance by our very own Palm Lake Care Choir, and an informative Tea Talk with Dan and Maryann about upcoming changes to the Aged Care Act.

In October, we celebrated Halloween and what a fun day it was! Residents took part in a 'Monster Mash' exercise session, followed by a spooky concert by Lyn Butler. The theatre was transformed with glow-in-the-dark decorations and everyone enjoyed trick-or-treating, games and a special birthday celebration with a fabulous cake baked by our kitchen team.

In November, we celebrated the race that stops the nation - the Melbourne Cup - with an event that rivalled the best of our local clubs! There were Fashions on the Field, Palm Lake Care-style horse racing and live entertainment by Gina Mitchel, a former jockey who generously brought along memorabilia from her racing days. Her visit sparked many fond memories, especially for one of our residents who had once made racing saddles similar to the one Gina shared. After the entertainment, residents enjoyed a magnificent smorgasbord lunch at beautifully decorated tables upstairs, followed by an afternoon in the Theatre cheering on our horses. It was a fantastic day enjoyed by all.

We are so fortunate to have such a supportive local community. Also in November each year, Pastor Owen, a homeowner from one of our sister resorts, kindly conducts our Remembrance Day Service, with help from the Junior Quota children who make the day special. It's always moving to see so many people come together to honour and remember our soldiers.

As we look ahead, everyone is excited for the upcoming Christmas celebrations. We have several community events planned — family Christmas parties, pop-up Christmas stalls, festive bus trips to see the Christmas lights and our very own Carols by Candlelight family evening. Christmas is all about making memories and here at Palm Lake Care Mt Warren Park, we are certainly doing just that.

Leona Counsell,
Lifestyle Team Leader



Meet the team

Meet Ricardo Wong, one of our Personal Carers.

What are three ways to best describe you?

Happy, compassionate and loves life!

Tell us about your previous roles leading up to PLC?

I have worked a variety of jobs in my career. I am a fitter and turner but have worked in hospitality at some of the bigger hotels, to a role at Woolworths for 24 years before finding myself in aged care.

What does the average day entail in your role? I work for Palm Lake Care two days a week. I assist the residents with their cares to help them remain as independent as possible.

What's your favourite part of your job? Interacting with the residents – they all have a story.

How do you like to spend your downtime? Spending time with my family. I have a wife, two daughters and grandchildren who all keep me busy. I also enjoy surfing and riding my Harley Davidson.

What is something that our residents may not know about you? My very first job when I came to Brisbane was working as a garbage man. It was before automatic bin emptying and I used to run with the bins!

What advice do you have for others considering a career in aged care? It is good to listen to what other people say, especially about their mistakes so that you don't make the same ones.



Meet a neighbour

Meet one of our lovely residents, Dawn O'Sullivan

Tell us about previous jobs you've held, and what you enjoyed most?

When I left school I worked at Shirley Shoes which later became Mathers. I used to love working there and meeting people. I actually meet my husband, Brian, at work. He was selling the men's shoes.

Tell us about your family and where you lived? I grew up in Holland Park and went to the local Catholic school. Brian and I went on to have three children. Brian joined the Army and we lived all over the place with the Army.

What special interests have you had throughout your life? I was too busy for hobbies raising three young children, and living in different towns and countries! I have done a lot of travelling with my husband in the Army and I even travelled to America with my mother in law to visit my sister in law in Arizona.

What's your favourite way to spend the day nowadays? I like to keep to myself but there are plenty of things to do if I choose to attend. I enjoy spending my leisure time catching up with family, resting and watching my favourite TV shows.

Three words that best describe you? Kind, gentle and helpful.

What advice do you have for young adults? Enjoy life, but behave!



Around the grounds

Pictured this page and top right:

The past few months have been packed with vibrant activities and fun. Life is grand at Palm Lake Care!



Care advisors

Pictured below: Resident Fay Hewitt and Lifestyle Team Leader Leona Counsell were invited to join Palm Lake Care's Quality Care Advisory Body. They attended their first meeting at Head Office and reported that it was inspiring to learn about the many improvements Palm Lake Care continues to make. They look forward to attending more meetings in the new year.



Make their visit count

The summer holidays are here and for those lucky ones, that means the joy of visiting family. Here are our top ways to connect with your visiting grandies and make loads of life-long memories.

Jigsaw puzzles

Whether you're on a plush rug indoors or soaking up the sun outside, a jigsaw puzzle is a great way to keep the kids entertained and their little minds stimulated. It also means you can take some time out to sit and chat with them, which sure beats chasing them around all day. Win, win!

Hours of entertainment: 0.5+

Needlecraft

Knitting and crochet are classic skills for creative grandparents to pass down, but beyond the cliché, they're great ways to bond with family that you don't see often. They'll take home a skill that makes them think of you every time they pick it up – and some crafty keepsakes as well.

Hours of entertainment: 1+

Build LEGO

If needlecraft is a skill traditionally passed from grandparents to their grandchildren, LEGO is the opposite – which is what makes it such a fun bonding activity. They become the teacher! You could pick up a couple of small LEGO sets from the shops ahead of their visit or ask your grandchildren to bring their favourites with them.

Hours of entertainment: 2+

Discover their interests

Have you ever tried your grandies' favourite activities? Kids these days have so many different interests, from slime to sports, and they're probably dying to show you what they're into. If all else fails, nothing shortens the generation gap like sharing a good book, so ask them to show you theirs.

Hours of entertainment: 1+

Explore your community

And, of course, there is so much fun to be had in and around your Palm Lake Care community. Have your grandchildren and great-grandchildren accompany you to craft, bingo or sports session, and enjoy seeing your world through their eyes.

Hours of entertainment: infinite

OUR COMMUNITIES



Thank you for coming to our Tea Talks...

Looking back on the conversations that will shape the future of Palm Lake Care.



Central Support Office

Palm Lake Care would like to extend a sincere thanks to all residents, families and representatives who took time to meet with our CEO Daniel Aitchison and Board Chair Maryann Curry during our recent Tea Talks.

Throughout October, Dan and Maryann visited all seven of our Palm Lake Care communities for a series of small, informal conversations. These Tea Talks gave our residents, families and representatives the opportunity to share their thoughts, ask questions and help us understand how we can continue to improve our service.

As Maryann says, good governance helps everyone – but it can only be achieved when every member of our community has a voice. Your honesty, care and thoughtful feedback have given us valuable insight into what's working well and where we can continue to improve.

"It was my absolute delight to visit each of our communities, meeting so many of you and hearing how Palm Lake Care can continue raising our standard of care," says Maryann. "Good governance means better communication, stronger leadership and a shared focus on quality care. This is why the conversations with you during our Tea Talk meetings have been so important."

From these Tea Talks, several key priorities have emerged:

- **Strengthening communication:** We are working to enhance communication between residents and staff, as well as within our teams, to ensure important information is shared clearly and acted on promptly.
- **Improving our meals:** While many residents enjoy the meals at Palm Lake Care, we recognise there is always room to improve. We are committed to delivering the best possible dining experience across all homes.
- **Strengthening our workforce:** Feeling comfortable and familiar with the people who care for you each day is essential. Many of you shared feedback about the use of agency staff. In response, we are reviewing our workforce strategy to reduce reliance on agency team members and strengthen recruitment and retention of our own dedicated staff.
- **Responding faster to call bells:** We are taking steps to improve response times through additional staff training, clearer communication and ongoing roster reviews to ensure support is available during peak periods.

We are grateful for your participation, your candour and your trust during our Tea Talks. We look forward to continuing this dialogue as we work together to improve life at Palm Lake Care for all.

Pictured above left: CEO Dan addresses the crowd at Palm Lake Care Toowoomba. **Pictured left:** Board Chair Maryann and Governance Advisor Justine Reefman meeting with Robyn, the resident representative for Palm Lake Care Toowoomba and member of the resident advisory body.

Party season!

Not only is the year-end festive season giving us reason to celebrate, so too are some important dates on our Palm Lake Care calendar. Happy Birthday to our communities!



Toowoomba

Happy 5th birthday to our friends at Palm Lake Care Toowoomba!

It's hard to believe that our Toowoomba community has been operating for five years already. In that time, they've enjoyed such a variety of fun. The masquerade birthday party celebration was a fitting tribute to this vibrant group.



Caloundra

Our Sunshine Coast community is officially three years young!

Oh what a night our Caloundra friends had for their rock 'n roll-themed birthday celebration. A fancy car, fancy fashion and some very fancy footwork made this party such a fantastic success! Thank you to everyone who joined in the fun and embraced the theme – you truly brought the party to life!



OUR COMMUNITIES



Bethania

Oh, we do like to be beside the seaside, especially when it's this easy!

Our Palm Lake Care Bethania residents were able to fully relax (and not even break a sweat!) on their recent scenic bike ride around the Gold Coast thanks to the volunteers at Cycling Without Age. What a wonderful charitable organisation.



Pedal power

Cycling Without Age is a not-for-profit charity that provides a community service by connecting those no longer able to ride for themselves with their community and the outdoors via free rides on trishaw ebikes, piloted by volunteer cyclists.

Bargara

Animal therapy visits are well-loved on the Lifestyle calendar at our Bargara community.

So it was with the greatest delight that they welcomed Gypsie the alpaca for a visit recently. What fun our residents (and staff!) had meeting and patting her.



Step back in time

Listening to music activates the brain's memory centres, triggering emotions and recalling significant life moments with remarkable clarity. This powerful connection between music and memory helps preserve personal experiences, making it especially valuable for older adults in rekindling cherished memories from their past.

Beachmere

Talk about a throwback! Beachmere's recent rock 'n roll party was a chance to re-live the very best sounds and styles of the 1950s.

Everyone got into the spirit, donning their polka dots, poodle skirts and pin-up hairstyles as they enjoyed the live music (and the delicious ice cream!). What a time to be alive!



Deception Bay

We love our intergenerational program right across the Palm Lake Care group, but especially so at Deception Bay.

Recently, students from both Deception Bay State School and The Lakes College have visited our residents. They played games like Cornhole and Snap, and enjoyed music therapy. What fun!



Important information

Meet our Central Support team

Chief Executive Officer:

Dan Aitchison

Operations Manager:

Katie Cooley

Executive Manager – Clinical Governance:

Lisa Patterson

Executive Manager – Quality and Risk:

Patricia Heke

Operations Support Lead:

Caroline Bosnic

Support Services Manager:

Steve Wheeler

Customer Experience Manager:

Carmel Morgan

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.

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.

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. You can also email your feedback directly to plcfeedback@palllake.com.au And, of course, our Service Managers are also available to chat at any time. Their door is always open.

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".

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!