



The Difference

BEACHMERE DECEMBER 2025 - JANUARY 2026

Merry
Christmas!

...with love from all
at Palm Lake Care



THE GIFT OF FAMILY MEMORIES

Looking for that most meaningful Christmas gift that won't cost the Earth? We've got you covered

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 Beachmere

SERVICE MANAGER,
JOANNE BROWN

Palm Lake Care Beachmere has been bustling with preparations for the upcoming Christmas season. We are very much looking forward to welcoming our families to our Christmas High Tea and Christmas Dinner in December. October was an exciting month, highlighted by our vibrant Rock 'n' Roll Party, which was a resounding success among our residents. They are already beginning to plan the event they would like to enjoy in March next year. Recently, our community experienced a severe storm that resulted in a 24-hour power outage, after which we were able to secure generator support. Additional staff were rostered on to conduct hourly welfare checks on residents throughout the night, ensuring everyone's safety and comfort during this challenging period. We are also delighted to be welcoming new residents into our community. They have settled in well and are enjoying the warm connections being formed with our long-standing residents. Looking ahead, we have an exciting calendar of events planned following Christmas, including a Seafood Buffet, the continuation of our monthly barbecues, and the return of the Manager's Fine Dining Experience. Lastly, I would like to extend a heartfelt thank you to our dedicated staff. Their commitment has enabled us to reduce our agency usage by 75 per cent. An outstanding achievement — well done!



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 Beachmere

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

PHONE:

07 3517 7000

STREET ADDRESS:

145 Bishop Road,
Beachmere QLD 4510

EMAIL:

beachmererecaresm@palmlake.com.au

WEBSITE:

palmlakecare.com.au

GET SOCIAL:

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

Key local personnel

SERVICE MANAGER

Joanne Brown
JoanneBr@palmlake.com.au

SERVICE MANAGER SUPPORT

Sujan Shrestha

CLINICAL MANAGER

Jasdeep Kaur

HOUSEKEEPING TEAM LEADER

Sharon Baker

LIFESTYLE TEAM LEADER

Currently recruiting

CHEF MANAGER

Thorvaldur Bragason

MAINTENANCE

Ryan Jeanes



News briefs

Go team!

Congratulations to these esteemed Palm Lake Care team members who have recently been named Employees of the Month. Keep up the great work!

- **October:** Jennifer Craze (PCA)
- **November:** Deidree Dean (PCA)

The following staff were nominated by residents for recognition of great work. Each of these staff members received a certificate of appreciation and a small gift.

- Rylin Maypa (PCA)
- Barbara Noonan (EN)
- Melissa McKay (PCA)
- Jazmin Boston (HK)
- Connie Gamier (PCA)



Happy birthday!

We'd like to wish a very happy birthday to the following people who recently celebrated another lap around the sun:

October birthdays

- Brian Mayfield
- Jacqueline Keeling
- Ed Clelland

November birthdays

- Kathleen Dooley
- Kathleen Kearns

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
1/2 cup brown sugar
1 cup self-raising flour
140g melted butter

For the marshmallow:

1 cup sugar
1 1/2 tablespoons gelatine
1 cup water
Pink food colouring
1/2 teaspoon vanilla extract

Extras:

1 cup desiccated coconut
1/2 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 and feedback:

- **December 19**
- **January 23**
- **February 20**

Our next Food Focus meetings are:

- **December 19**
- **January 23**
- **February 20**

These meetings are an excellent way to stay connected and informed about what's happening at Beachmere. Weather permitting, meetings will take place on our beautiful covered deck. We look forward to seeing you there and hearing your valuable input as we continue to work together to make Palm Lake Care Beachmere an even better place to live.

Rockin' and rolling!

Pictured this page: Talk about a throwback! Our October Rock 'n' Roll party was a chance to relive 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!



Don't stop the music...

Pictured left: The fun in the sun continued with another musical performance, and all of our residents really enjoyed their time outside. How lucky are we to have this beautiful deck overlooking Moreton Bay?

Clinical Team's note

The Clinical Team has been focusing on compliance these last two months. Care planning has been a big part of our compliance plan, ensuring all of our care plans up to date.

The Personal Care assistants are receiving written handovers at each shift, helping them be available more promptly to the residents at the beginning of their shift.

Our clinical indicators show that we are trending downward in all of our skin injuries and pressure injuries, and we are very proud of this.

Finally, a warm welcome to our new nurses. We almost have a full roster, so we hope you enjoy getting to know your team. They will be sure they introduce themselves to you.



Clinical Manager
Jasdeep Kaur



Meet the team

Like integral links in a very important chain, everyone's role makes a difference. Meet Joanne Brown, our Service Manager.



Meet a neighbour

Our community is full of stories. Let us introduce you to one of our lovely Palm Lake Care Beachmere residents, Patricia Simpson.

What are three words that best describe you?
Dedicated, fun and random.

Tell us about your other employment/work roles leading up to your current position with PLC?

I started my career as a PCA, then went into deep sea fishing on boats that saw me go out for six weeks, then be home for six weeks. After that, I worked in a timber yard. Next, I did my nursing training, working in medical and surgical before becoming a theatre nurse, then doing further training to become a surgical assistant. Following on from this I went into quality, then aged care. I started with Palm Lake Care in January 2024 in a quality role, supporting in the clinical management space. Now, I'm the Service Manager.

What does the average day entail, in your role here at PLC?

It's really different from one day to the next. My thinking is: as long as my residents are happy and my staff are happy, everything will work itself out.

What's your favourite part of your job?

The time spent with my residents.

How do you like to spend your downtime/days off?

I have just got my motorbike licence, so I'm getting practice riding on days off.

What is something that our residents may not know about you?

I have four daughters – my eldest is nearly 27, and my youngest is 15.

What advice do you have for others considering a career in aged care?

Be there to care. It's not just a job or a paycheque – you really have to care about the residents, so go in with a good mindset about why you're really there.

Tell us about your upbringing? Where did you grow up and what's a favourite memory from your childhood?

I grew up in Auckland, New Zealand.

Tell us about any jobs you've held in your working career and what you enjoyed most?

I used to work for the Auckland City Council, and I also worked at the Auckland Zoo.

Tell us about your family and where you lived?

I have two children – a son and a daughter. My daughter lives down the road, and my son still lives in New Zealand. I am lucky to have grandchildren and great grandchildren.

What hobbies/sports/special interests have you had throughout your life?

I enjoy watching rugby league – in fact, I like to watch most sport.

What's your favourite way to spend the day nowadays, here at PLC?
I like to play bingo at Palm Lake Care Beachmere.

What are three words that best describe you?
I am happy – I think I talk too much.

What advice do you have for young adults?

Enjoy life, save for a house and be a good employee.



The gift of family memories

This festive season, why not celebrate the gifts we already have? Our family, our past, our happy memories – these are the things that make life so special. Here's how...

Handmade scrapbooks

A handmade scrapbook filled with photos, notes and keepsakes from the past is a beautiful way to bring your family's history to life. You can curate themed pages adorned with photos, ticket stubs or mementos to reflect special memories – think family holidays, childhood memories or important milestones. Alternatively, consider a scrapbook frame to display a single page or a collection of items that tell a story. These frames can hold vintage photographs, concert tickets or handwritten letters, creating a piece of art that blends memories with home decor. A perfect solution if you're creating gifts for more than one person.

Digital frames

A modern twist on a classic present, a digital frame allows you to share hundreds of photos in a rotating display. Certain frames allow you to preload a selection of family snapshots, while others can be added to remotely (via cloud technology) for a display that changes as your family does. If a picture tells a thousand words, we can't think of a better way to keep your memories alive.

Furniture with meaning

Furniture may not be the first thing that comes to mind when you think about sentimental gifts, but restoring or passing down a cherished piece can have great significance. Whether it's a rocking chair that's been used by generations or a coffee table where family game nights took place, these pieces allow memories to live on – even when the walls around them change. For a personal touch, inscribe meaningful dates or messages on the furniture, or write a letter explaining its history to your gift's recipient.

Sentimental jewellery

As some of our most treasured possessions, pieces of jewellery can carry deep nostalgia – especially when they have been passed down through the generations. That necklace or watch that has been gathering dust in your nightstand could become a cherished gift for your child or grandchild. Or how about creating a custom piece from a broken or dated item? You can incorporate birthstones, engravings or handwriting – the possibilities are endless.

Make their visit count

Summer's here and, for those lucky ones, that means the joy of visiting family. Here are our top ways to keep the visiting grandies busy.

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!



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!



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.

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.



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.



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 helped to bring the party to life!



Mt Warren Park

The highlight of the past few months for our Mt Warren Park community was the 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. Darren from Tic Tac Entertainment had everyone on their feet dancing. It was the best gala yet!



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

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@palmlake.com.au And, of course, 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!