



# The Difference

TOOWOOMBA DECEMBER 2025 - JANUARY 2026



## VOLUNTEERS ENRICH OUR LIVES

We are so grateful for our volunteers - they are each such an important part of our communities

## FOOD, GLORIOUS FOOD!

There's no denying our kitchen team members deliver meals with heart. Meet some of them, inside...

## AROUND THE GROUNDS

The "Our Communities" pages keep you up to date with what's happening across our locations



# Welcome



**Palm Lake Care  
Toowoomba**  
SERVICE MANAGER,  
SUE DALY

As we come to the end of the year, we're reflecting on the challenges – and celebrations – we've had as a community. This year reminded us of the importance of partnership, adaptability and trust – qualities that you, our residents and representatives, continue to demonstrate with remarkable consistency. We recognise that the world of legislation continues to change rapidly, and we are grateful for the open communication, shared goals and ongoing commitment that make it possible for us to support you effectively. Amid the challenges, there have also been many high points and milestones. These moments are a direct reflection of the strong relationships we have built with you. Your feedback, engagement and willingness to innovate have shaped our progress in meaningful ways. As we look ahead to the coming year, we remain dedicated to delivering value, enhancing your experience, and helping you navigate whatever comes next. Thank you for your trust, your collaboration and the role you play in our shared progress. We are proud to stand alongside you and look forward to building even greater achievements together in the year ahead. I wish you a joyful holiday season and a prosperous New Year.



**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 Toowoomba

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

**PHONE:**  
07 4580 3000

**STREET ADDRESS:**  
149 Hogg Street,  
Cranley QLD 4350

**EMAIL:**  
toowoombacaresm@palllake.com.au

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

**SERVICE MANAGER**  
Sue Daly  
SueD@palllake.com.au

**SERVICE MANAGER SUPPORT**  
Edward Townsend

**CLINICAL MANAGER**  
Jodi Harms

**HOUSEKEEPING TEAM LEADER**  
Mark Barrett

**LIFESTYLE TEAM LEADER**  
David Solomon

**CHEF MANAGER**  
Larry Fernando

**MAINTENANCE**  
Phillip Holton



## News briefs



### Tea Talks

The recent Tea Talks tour proved very popular. Thanks to Daniel for stopping by to discuss the changes to the Aged Care Act and Standards.



## Palm Lake Care Toowoomba Clinical Manager's note



Wow, I can't believe we have already reached the end of a very busy year!

In November we implemented 'No Falls November', which placed a focus on continued reduction in falls in the service. Please take time to review the information and statistics available in the atrium, including resource booklets and pamphlets. They outline several falls prevention strategies to consider, including a review of your existing footwear to see if they are appropriate or may be contributing to falls.

Recruitment for the CN role has progressed to the second stage, with Lesley Grant commencing in the PPT role every Sunday and Monday. We are finalising offers for the full-time role Monday to Friday with the successful candidate expecting to commence in early January. Thank you to Rashila and Samantha for assisting in the role during recruitment.

We had a successful uptake of COVID vaccinations during the vaccination clinic at the end of October. Our next clinic will take place at the end of May/early June 2026.

I wish everyone a very Merry Christmas and Happy New Year, and look forward to what is to come in 2026.

## Lifestyle Team's report

The big item this month was our huge fifth birthday celebration, and what better way to commemorate five years of Palm Lake Care Toowoomba than with a ball? We enjoyed beautiful food and music, and some of us danced the night away.

We also celebrated Diwali recently with a lovely high tea from our catering team. Our wonderful staff, and some residents, came dressed in traditional garb and danced.

We had a visit from Daniel for the Tea Talks tour to discuss the changes to the aged care act and standards.

Resident went out on the bus for a picnic in the rose garden and had a lovely time walking around the park and seeing the beautiful roses.

On Melbourne Cup Day, we played some great games like horseshoe toss (with real horseshoes) and toilet roll racing. What fun!

We recognised Breast Cancer Awareness Month with a party morning tea in pink – from the food to our outfits, everything was pink. We had a lovely talk from the ladies from Blush and helped raise awareness – and a few dollars – for a very worthy cause.

We look forward to celebrating Christmas and wish you all a wonderful time over the festive period.

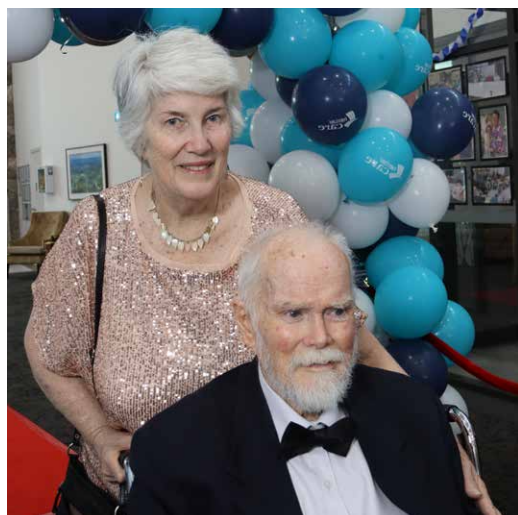
Stay tuned,

**David Solomon,**  
Lifestyle Team Leader



# Five years of fun!

**Pictured this page and top right:**  
We celebrated five years of our community in true Palm Lake Care Toowoomba style... and we (literally) had a ball!



# Think pink

**Pictured above and right:**  
We love any opportunity to dress up and enjoy delicious food – and it's even better when it's for a great cause! What a great event in support of Breast Cancer Awareness Month.





# Lots to celebrate

**Pictured right and below:**  
We've had so much fun recently, celebrating everything from Melbourne Cup Day to Diwali!



# Smelling the roses

**Pictured left and below:** We all enjoyed our recent outing to the beautiful rose garden.

# 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*

# 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 of 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.





# 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!

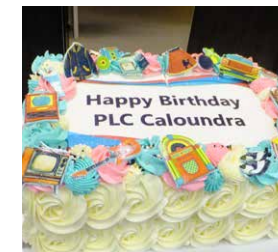
Not only is the year-end festive season giving us reason to celebrate, so too are some important dates on our Palm Lake Care calendar. Happy Birthday to our communities!



## Caloundra

**Our Sunshine Coast community is officially three years young!**

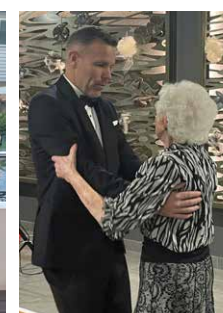
Oh what a night our Caloundra friends had for their rock 'n roll-themed birthday celebration. A fancy car, fancy fashion and some very fancy footwork made this party such a fantastic success! Thank you to everyone who joined in the fun and embraced the theme – you truly helped to bring the party to life!



## 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!





# 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

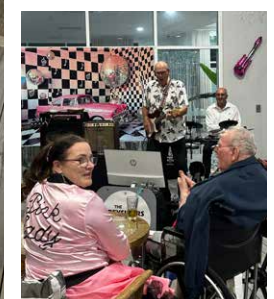
Listening to music activates the brain's memory centres, triggering emotions and recalling significant life moments with remarkable clarity. This powerful connection between music and memory helps preserve personal experiences, making it especially valuable for older adults in rekindling cherished memories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