

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 Bargara

SERVICE MANAGER,
GENE DEMOS

The festive spirit is in full swing on site, and it's hard not to smile with all the beautiful Christmas decorations brightening up the place. It's such a great atmosphere right now — thank you to everyone who helped make it happen! Reflecting on the last three months, we've achieved a significant milestone. Our recruitment of permanent staff is well underway and we're relying less and less on agency staff. This is a big step forward for stability and team culture, and it wouldn't have been possible without your help and contribution — thank you! I also want to take a moment to thank all staff for their incredible efforts during the recent storms. Your commitment to managing the community and keeping everyone safe was outstanding. It's moments like these that show the strength of our team. I hope you're all enjoying Fancy Friday Lunch — our little initiative to make Friday dining extra special. And don't forget to enjoy the Christmas Luncheon we've prepared for all our residents — a wonderful way to celebrate together and spread some festive cheer! As we wrap up the year, I want to wish you all a Merry Christmas and a Happy New Year ahead. Stay safe, stay connected, and let's keep the positive vibes rolling into 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 Bargara

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

PHONE:
07 4331 0000

STREET ADDRESS:
55 Wearing Road,
Bargara QLD 4670

EMAIL:
bargaracarefm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Gene Demos
GeneD@palllake.com.au

SERVICE MANAGER SUPPORT
Yari Ottoboni

CLINICAL MANAGER
Joleen Barratt

HOUSEKEEPING TEAM LEADER
Kate Stockhill

LIFESTYLE TEAM LEADER
Currently recruiting

CHEF MANAGER
Luke Russell

MAINTENANCE
John Doolan



News briefs

Show you care

Did you know you can show your appreciation for our staff and residents on our website? Our 'Thank a Care Worker' page makes it easy to share a kind word or message of gratitude with the dedicated team who go above and beyond every day. You can also brighten someone's day through 'Message a Resident', a simple way to stay connected with your loved one by sending thoughtful notes and well wishes. Both features help spread joy and connection across our Palm Lake Care communities. Just head to www.palllakecare.com.au



Get social

Are you on social media? We are, too! You can find Palm Lake Care on Facebook and also Instagram. Make sure you like and follow our social media profiles to see even more news from all seven of our communities (and counting!).

Facebook: @palllakecare
Instagram: @palllake.care

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:

- January 15
- February 12
- March 12

These meetings are an excellent way to stay connected and informed about what's happening at Bargara.

They kick off at 10.30am but please confirm the time before arrival.

Our upcoming Food Focus Meetings will be held on:

- January 14
- February 11
- March 11

We look forward to hearing your valuable input as we continue to work together to make our Palm Lake Care Bargara community an even better place.

Model citizens

Pictured right: Our residents enjoyed dressing up in costumes and partaking in a photoshoot recently. The black and white portraits are incredible reminders of the vibrant fun we had that day!



Tropical delight

Pictured left, below: Check out our Hawaiian-themed gala event! It was a celebration of the tropical paradise we live in here at Bargara, and the holiday-everyday spirit of our community.



Gypsie visits

Pictured right: It was with the greatest delight that we welcomed Gypsie the alpaca into our community recently. What fun we had meeting and patting her!



Make their visit count

Summer's here and, for those lucky ones, that means the joy of visiting family. There are so many ways to connect with your grandchildren or great-grandchildren in an authentic, memorable way. 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 on to younger generations and, beyond the clichés, they're actually great ways for you to bond with family that you might not see all that often. Your grandies will take home a skill that makes them think of you every time they pick up a needle or a crochet hook – and some crafty keepsakes as well. And believe it or not, knitting and crochet are all the rage these days.
Hours of entertainment: 1+

Build LEGO

If needlecraft is a skill traditionally passed from grandparents to their grandchildren, LEGO is the opposite – your grandchildren will likely know a lot more about it than you do, 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. Once you have the LEGO parts, the only limit is your imagination.
Hours of entertainment: 2+

Board games

Board games are a tried-and-true way to keep children entertained – and test your family bonds in the process. Pull out old family favourite, or learn how to play one of the new games on the market. If you can't find the perfect one for your grandies, consider making your own! Pick up some coloured card, glue and coloured pens and let their imaginations run wild.
Hours of entertainment: 2+

Reminisce on family photos

If you're inspired to do something memorable with your visiting grandkids, get out any family photos you have and create a visual family tree. It's a fantastic way to show them



where they've come from, and hard copy photo albums can be quite the engaging and compelling novelty in this digital day and age. Time well spent with your family's youngest generation.

Hours of entertainment: 1+

Take a walk

There's nothing quite like taking a long walk in the afternoon to clear the mind, embrace nature – or tire out restless grandchildren. Make the most of the warmer evenings and fresh air by taking a stroll around your neighbourhood, pointing out your favourite spots or friends' houses to your littlest relatives and just taking a minute to unwind. Remember: don't underestimate the fun that can be had kicking a pebble all the way home.

Hours of entertainment: 0.5+

Discover their interests

Have you ever thought of getting involved in your grandchildren's favourite activities? Kids these days have so many different interests, from slime to sports to screens, and they're probably dying to show you what they're into. Don't stress if you're not quite up for a game of soccer – nothing shortens the generation gap like sharing a good book, so ask them to show you theirs.

Hours of entertainment: 1+

Playground games

Children these days might have a lot more entertainment at their fingertips, but one thing that isn't likely to fade is the fun of playground games. Think hopscotch, hide and seek and all the other games you played when you were their age. You never know, they could take them home with them and teach it to their school friends. Plus, a healthy dose of vitamin D and fresh air never hurt anyone.

Hours of entertainment: 2+

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 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 are a few ways you can document your family history and turn it into cherished gifts.

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.

Memory books

We each have a seemingly endless well of memories, but it can be hard to recall them all on our own. Memory books are a wonderful way to share stories from our lives – and you can find them just about anywhere. Of course, there are digital alternatives, too. Websites like Storyworth allow users to answer questions about their past (including questions submitted by their friends and family members). At the end of the year, the answers are compiled into a book. These stories offer insight into family traditions, adventures and life lessons. Can you think of a better gift for the next generation?

Photo albums and books

Curating a photobook is a great way to tell a visual story. Gather up your pictures from over the years, from family vacations to simple moments at home. Many online services offer easy-to-use templates to create beautiful albums that will be cherished for generations. For tech-savvy grandparents and great-grandparents, digitising old photos and videos is a special touch – turning fading images into high-quality digital files that can be shared easily across devices.

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 even handwriting – the possibilities are endless.



Around the grounds

Pictured left and below: Just some of the memories we've been making here in recent weeks.

Clinical Manager's note

Thank you all for the warm and generous welcome I have received since joining Palm Lake Care Bargara. It has been a privilege to step into this community and immediately feel the kindness, humour and quiet strength that lives here every day from residents, families and our incredible team alike.

December is always a special time, but this year it also brings an important focus for us: falls prevention as we "Stand tall, call don't fall". While the wording is light-hearted, the message is not. Keeping our community safe, steady on their feet, and supported in both body and mind is at the heart of quality care. You will notice our team continuing to be vigilant with safe footwear, clear walkways, appropriate mobility aids and gentle reminders, as well as engaging activities that promote strength, balance and cognition. Thank you for partnering with us in this work. Every small adjustment, every reminder, every shared observation genuinely makes a difference.

The team have also done a wonderful job transforming our community in preparation for Christmas. The decorations, the sparkle, and the little thoughtful touches around the place are not just "for show" they create moments of joy, connection and reminiscence for our residents and their families.

To our staff: thank you for the energy and heart you bring, not only in your clinical and care tasks, but in being proactive and embracing change. To our residents and families: thank you for your trust, your patience, your stories, and the way you contribute to the life and culture of Palm Lake Care Bargara every single day.

As we move through December and into the New Year, I look forward to getting to know each of you more deeply, hearing your feedback, celebrating our wins and continuing to refine how we care safely, compassionately and consistently. Thank you to the entire Palm Lake Care Bargara community, and to Palm Lake Care as an organisation, for your commitment to doing aged care properly, for backing your teams, and for placing residents at the centre of everything. It is an honour to be part of this journey with you.

Clinical Manager
Joleen Barratt



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



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.

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.



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!



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!



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

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!