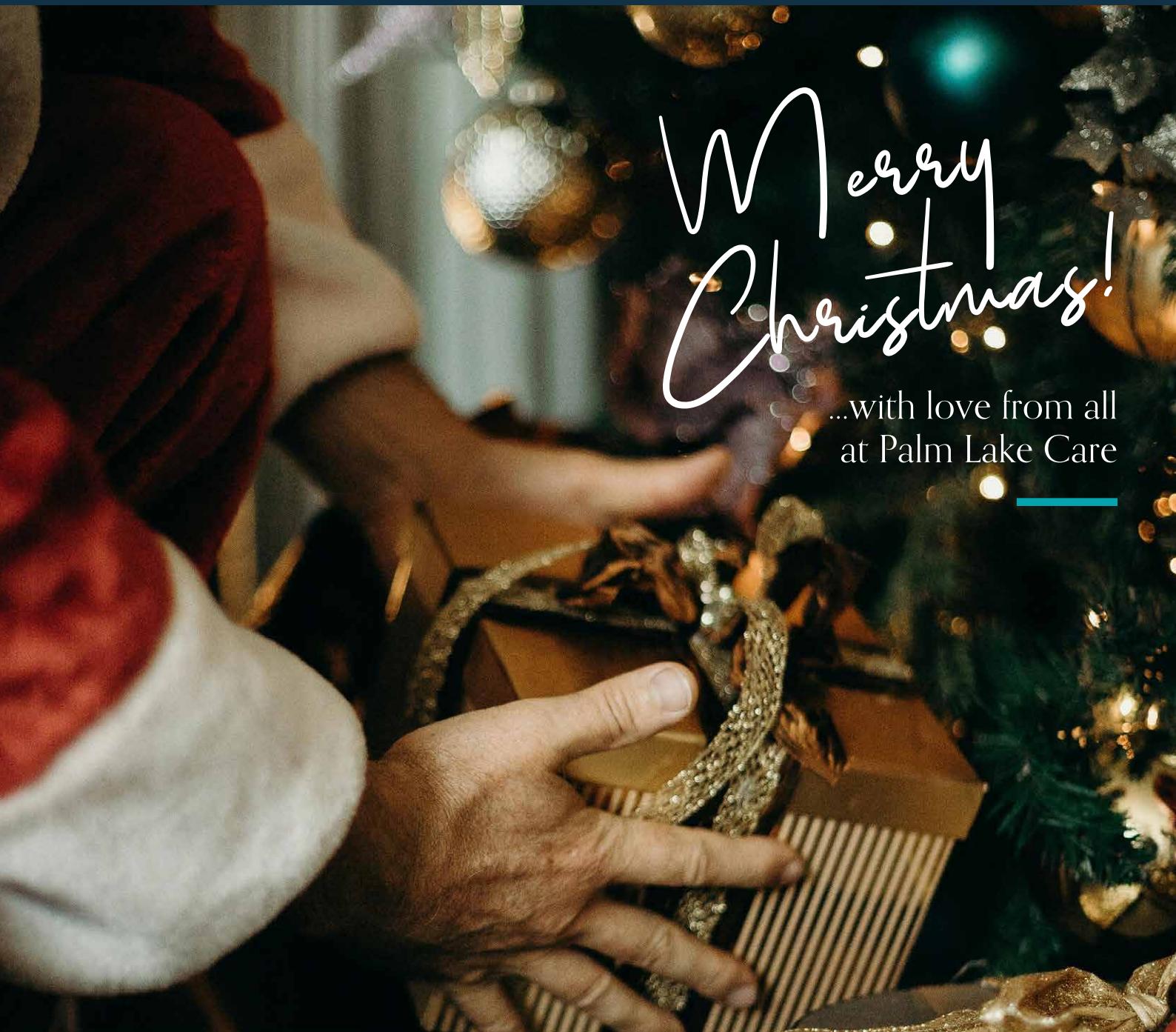




# The Difference

DECEPTION BAY 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 Deception Bay

SERVICE MANAGER,  
SOLOMON SHEKEDE

As 2025 draws to a close, we extend warm wishes to all residents, families and team members of Palm Lake Care Deception Bay. This time of year brings with it a wonderful sense of joy, reflection and community. Our community has been buzzing with festive preparations, cheerful music and plenty of shared laughter as we get ready to celebrate the holiday season together. Throughout December, Palm Lake Care Deception Bay will be hosting a range of joyful activities to keep spirits bright. Think movie afternoons featuring festive classics and Christmas carols with community groups. On December 12, we will be hosting our annual Christmas party. We encourage families to join us whenever possible over the holiday period. Your presence adds warmth and meaning to our festive celebrations.



## 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 Deception Bay

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

**PHONE:**  
07 3293 5800

**STREET ADDRESS:**  
42-46 Bay Avenue  
Deception Bay QLD 4508

**EMAIL:**  
deceptionbaycaresm@palmlake.com.au

**WEBSITE:**  
palmlakecare.com.au

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

## Key local personnel

**SERVICE MANAGER**  
Solomon Shekede  
solomons@palmlake.com.au

**SERVICE MANAGER SUPPORT**  
Stuart Hamilton

**CLINICAL MANAGER**  
Melanie Campbell

**CLINICAL NURSES**  
Anupama Adhikari Acharya and Dipesh Khanal

**HOUSEKEEPING TEAM LEADER**  
Michelle Fastlabend

**LIFESTYLE TEAM LEADER**  
Nadine Troth

**CHEF MANAGER**  
Charles Monteiro

**MAINTENANCE OFFICER**  
Edward Nowakowski-Ward



## News briefs

### 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:** @palmlakecare  
**Instagram:** @palm.lake.care

### 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:

- December 10, at 10.30am
- January 8, at 10.30am

Our Food Focus Meetings are on:

- December 15, at 11am
- January 15, at 11am



### Cybersecurity awareness

Recently, officers from the Queensland Police Service paid us a visit to educate us on the importance of cybersecurity. Thank you for visiting! We all learned so much.

## Clinical Manager's Report

MELANIE CAMPBELL

The festive season is almost here! It's the perfect time to celebrate, have fun, and enjoy special moments with family and friends. We're especially excited about our Christmas dinner party and celebrations, and we know many of you are looking forward to it as well!

As the weather heats up, please remember to stay cool and keep hydrated. Water is always the best choice, but if you'd like something refreshing, icy poles are available in the kitchen. Just ask us.

And, of course, as the festive season is a busy time for visitors, ensuring everyone's wellbeing remains our priority. For families and visitors stopping by our community, please follow sign-in procedures and infection control guidelines. If you are feeling unwell, we kindly ask you postpone your visit.

## 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. Visit [www.palmlakecare.com.au](http://www.palmlakecare.com.au)

# Celebrate good times

**Pictured this page:** We've had lots to celebrate recently! It all started with Melbourne Cup Day, which saw a fancy luncheon attended by residents dressed in their finest. We held a sweep (congratulations to the winners, Maree included!) and watched the race together. More recently, we've started getting into the festive spirit – we decorated the tree, and shopped the gift stall for pre-Christmas gifts. Rita, pictured below, picked up some goodies for her loved ones!



## Meet the team

Like integral links in a very important chain, everyone's role makes a difference. Meet our Clinical Nurses, Anu Acharya and Dipesh Khanal.

### 'ANU' ANUPAMA ADHIKARI ACHARYA

Anu has worked in aged care for over nine years – she has been a nurse for five years, and worked as a carer before that. Before joining us at Palm Lake Care, Anu worked at a nursing home at Warrigal, Canberra, for many years. When she moved to Brisbane, Anu worked at Palm Lake Care Beachmere as a Clinical Monitor. She took on our CN position at Deception Bay to be nearer to home.

Since then, Anu has found she loves being with us for our welcoming environment and warm community.

Anu has a five-year-old daughter and a husband. She enjoys gardening (especially flowers) and watching drama shows on Netflix – fittingly, medical dramas are her favourite!

### DIPESH KHANAL

Dipesh has only just joined us, and we're happy to have him here. He has been working in aged care for eight years, coming to Palm Lake Care Deception Bay after moving across from Toowoomba.

At home, Dipesh has wife and a young adult son. His favourite pastime is walking, enjoying our beautiful parks and scenery.

Dipesh enjoys being a nurse as he likes making people's journeys comfortable. So far, Dipesh feels he enjoys it here because the residents are very cheerful.



## Meet a neighbour

Meet one of our lovely Palm Lake Care Deception Bay residents, Rita G.

Rita grew up on a sugar cane farm, where her childhood was shaped by long bike rides – seven miles to school each day – and the simple joy of eating fresh mangoes straight from the tree. With her older brother away at boarding school, much of that time was spent independently exploring farm life.

When she reached senior schooling age, Brisbane was the nearest option. It was there that a visiting former student inspired her future career. The older girl spoke about her work as a physiotherapist, and Rita was struck by how meaningful the job sounded. That moment set her path.

Rita went on to university, qualified as a physiotherapist, and returned to her hometown to work. Many children in the community were recovering from polio at the time, and her skills were in high demand. She found great purpose in helping them navigate their physical challenges. After 13 years in the profession, she decided to retire.

Rita later married and had a son, raising her family on the farm she and her husband owned.

Her advice to others is straightforward: "Just keep working at it." Whatever 'it' may be!

# 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.

# 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

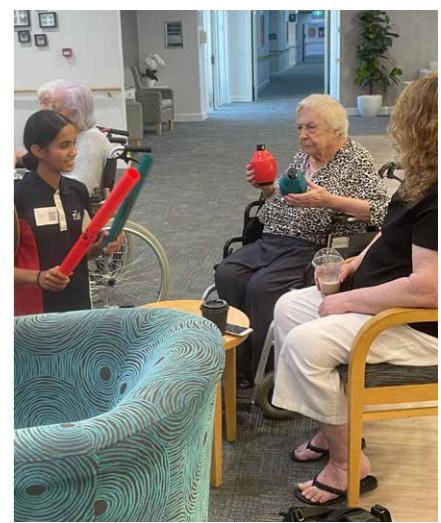
Have you ever tried your grandies' favourite activities? Kids these days have so many different interests, from slime to sports, and they're probably dying to show you what they're into. If all else fails, nothing shortens the generation gap like sharing a good book, so ask them to show you theirs.

*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*



# Fun that spans generations

**Pictured above, right:** We love our intergenerational program! Recently Deception Bay State School and The Lakes College have visited us – we've played Cornhole and Snap, and enjoyed music therapy. Such fun!

# Around the grounds

**Pictured below, left:** Our calendar has been busy lately! We participated in Movember, visited the North Lakes Leagues Club and honoured our servicemen and women on Remembrance Day.



# 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 brought the party to life!



## 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.

# 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.



## 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!



## 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](mailto: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.

## 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.

## 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!