



The Difference

DECEPTION BAY FEBRUARY – MARCH 2026



IT'S THE SEASON OF LOVE

With Valentine's Day on the horizon, we look at why creating gifts for your loved ones has benefits all 'round

MOVING WITH PURPOSE

2026 might just be the year you make your move - for myriad health benefits

AROUND THE GROUNDS

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

Here, you're always welcome



Palm Lake Care
Deception Bay
SERVICE MANAGER,
SOLOMON SHEKEDE

Welcome to our first newsletter of 2026! As we step into February and March, we're excited to share upcoming activities, community highlights, and a few reminders to help everyone stay connected and engaged. To our staff members, thank you for continuing to make Deception Bay a warm and supportive community for residents and their families.

Our summer social activities have been full of laughter, music and connection. A big thank you to everyone who joined our BBQ afternoons, craft sessions, and music mornings. Your enthusiasm keeps these events vibrant and meaningful. In the coming month among our other activities, we will be celebrating Valentine's Day with high tea and in late March, Harmony Week activities will include sharing the stories, cultures and experiences that make our community unique. A heartfelt happy birthday to all residents celebrating in February and March! May your special day be filled with joy, and something sweet to enjoy. Our team looks forward to celebrating with you.

With the warm weather still with us, our gardens are thriving. Residents are welcome to enjoy the shaded outdoor seating, morning breezes and the colorful blooms. If you'd like to get involved in light gardening activities, let the team know.

Our residents, families, and staff continue to contribute to a community that truly feels like home. Whether through shared conversations, events or small acts of kindness, you help make Palm Lake Care Deception Bay a special place to live and work. We look forward to a wonderful start to 2026 with all of you.



Palm Lake Care
CHIEF EXECUTIVE OFFICER,
DAN AITCHISON

After a very busy 2025 that saw our teams diligently focussed on transitioning into the new Aged Care Act's strengthened Aged Care Standards, we all enjoyed the earned celebrations that the festive season delivered. I feel I can speak for all seven of our care communities when I say that there's a wonderful new energy about the company right now, as we kick off a bright new year with gusto.

With the learnings of 2025 firmly bedded down, 2026 already feels like it will be a year of expansion and growth. We've seen this with the recommencement of admissions across our communities. Our company made a conscious decision to halt new admissions in the second half of last year so we could put laser focus on the roll out of the strengthened Aged Care Standards across our sites. With that transition successful, we've been welcoming many new faces right across our group. I encourage our longer-term residents to make sure they stop and say hello to any new faces they happen upon in the hallways of their community. It's been wonderful to watch the new residents get to know our staff and form friendships with their neighbours along the way.

On the topic of expansion, and in some very exciting news for our company, we'll also break ground on our eighth Palm Lake Care community in the coming months. Palm Lake Care Forster, in New South Wales, will be our first aged caring community outside of South-East Queensland. We look forward to supporting the local community at Forster with this brand new community.

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

Lend a hand?

One of the most rewarding roles across our seven communities is that of the volunteer. We have a small, yet mightily, band of volunteers who stop by to spend time with our residents and support our Lifestyle Team with the facilitation of activities, but we are always on the hunt to find more volunteer helpers, as our residents simply love interacting with them. If this sounds like a role for you, our contact details are on Page 2.

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

Meeting dates, for your diary

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

- February 12, at 10.30am
- March 12, at 10.30am
- April 6, at 10.30am

Our Food Focus Meetings are on:

- February 16, at 11am
- March 16, at 11am
- April 13, at 11am

Make sure to pop these dates in your diary now so you don't miss your opportunity to come along.

Clinical Manager's Report

MELANIE CAMPBELL



Happy New Year! As we welcome a fresh new year, a reminder that summer is well and truly here. If you're heading outdoors, please remember to Slip, Slop, Slap —wear sunscreen, stay hydrated, and avoid the midday sun where possible. Our podiatrist visits every 6–8 weeks, so if you would like an appointment, please speak with our care or nursing staff. We will also be running a Flu Vaccination Clinic in the coming months. Keep an eye out for further information. (Please note: Dr Gaby will continue to manage vaccinations for her own residents). We look forward to welcoming several new residents to our community soon, and we're sure you will all help make them feel at home. Remember to enjoy the season and look after yourselves.

Your feedback matters to us

We'd like to remind everyone that your feedback is always welcome. Feedback forms are available throughout our community and you're always welcome to pop in and speak with our Service Manager or Clinical Manager when they're available. You can also find email addresses on Page 2 of this newsletter for your convenience.

We also strongly encourage residents and relatives to attend our various monthly meetings. Dates and times are always included in this newsletter. These meetings provide a great opportunity for participants to share ideas, raise concerns and help us work together to improve our services. The more people who attend our meetings, the better we can accommodate everyone's needs and preferences. Thank you for being part of our community and for contributing to making it truly special.

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

We're always learning

Did you know, our staff will continue to receive valuable training and education right throughout 2026?

Our team of Clinical Practice and Risk Advisors (who operate out of our Palm Lake Care Central Support Office, within our Clinical Governance Team) have commenced the roll out of new staff education in all our communities, starting with Toowoomba and Caloundra.

Staff there have received skills training and knowledge updates to ensure the delivery of good practice, which ultimately ensures great care and service outcomes.

Aussie as!

Pictured right: Our community marked Australia Day with an Aussie concert, lamingtons and mini pies and a thong-throwing competition, of course!



Around the grounds

Pictured left and below: Lots of fun things have been going on lately, from Fantasy Cruises and musical entertainment, to art and craft, games and bus outings.



Meet the team

Like integral links in a very important chain, everyone's role makes a difference. Meet our physiotherapist, Aly.

Aly grew up in the Phillipines. She moved to Sydney in 2017 and then on to Brisbane in 2022. Aly has been a physio for five years with Encara. Prior to that she was a physio volunteer back in the Phillipines. Aly came into physiotherapy as her cousin had moved to Australia and became a nurse. The cousin encouraged Aly to move to Australia and start a new life here. Aly's cousin housed and supported her as Aly started her studies and worked towards completing her physiotherapy degree.

Aly says the most enjoyable part of her job is seeing progress and celebrating the wins with her residents when they reach their goals, or make improvements where they wanted to. She enjoys being part of all the steps involved (pun intended!).

Aly's personal hobbies include strength training, which she does four days a week, as well as running which she does on the other three days. She also enjoys cooking and baking - Aly says she makes a good banana bread!

You will see Aly's smiling face around our community - she is always welcoming residents to stop and have a chat and a laugh.

Please note: If you wish to receive Aly's physiotherapy services, simply let the nursing team know.



Meet a neighbour

Meet one of our lovely Palm Lake Care Deception Bay residents, Bev, who at 89 years of age has just found a new calling in life: as our resident DJ!

Beverly grew up in the city of Victoria. She always had music around her; her mother would put on a record at morning tea time and they would sing and dance together. She learnt some violin through school, then studied ballet throughout her later childhood years. There was even talk of a scholarship in ballet, but unfortunately life led her away. Beverly's career ultimately leaned towards office work in the government, some waitressing and then cleaning in her latter years. Throughout all this time, Beverly always enjoyed her music.

In 1972, Beverly first started collecting records. Last year, while tending to her home, Beverly's nephew saw the record collection and decided to bring them in to Palm Lake Care for Beverly. Beverly purchased a new record player to listen to the records and with so many positive comments from neighbours, she realised just how much those others of her generation would love to hear her records and the popular songs of their time. Beverly decided to become a DJ and was thrilled to hold her first concert here in our community on January 21! She had so many residents turn up and enjoy the music, filled with so many memories.

Beverly plans to continue holding concerts where her friends and neighbours can join in to listen to her collection of wonderful golden songs over a morning tea. Look out for 'DJ Music with Bev' in your activity programs and come join in!

Pictured: Don't forget it's Valentine's Day on February 14. Maybe you could create some gifts for your loved ones?

The love of creating

This time of year encourages us to reflect – on what we love, what brings us comfort, and what makes us feel most like ourselves. It's when we're reminded of love in its many forms – not just the grand gestures, but the small, meaningful moments.

The stroke of a brush. The threading of a needle. The folding of paper to create something new. When you make something by hand, each movement – however small – becomes an act of love. Not only for the person you may be creating it for, but for yourself, and for the joy of creating, too.

And it turns out, the creative process loves us right back. Hands-on activities have long been linked to improved wellbeing among seniors. Studies show that engaging in creative pursuits can help reduce stress, support cognitive function and lift mood. But beyond the health benefits, making things offers an even greater gift – a sense of purpose and identity.

For many Palm Lake Care residents, when they look back on the decades that led them here, a love of creating is a common thread. Sewing, knitting, drawing and repairing – not to mention gardening, building and cooking – were once everyday parts of life, often done for loved ones or the simple satisfaction of doing something well. Returning to these activities can trigger memories, restore confidence and provide comfort through familiar movements and routines.

Others discover new creative interests later in life. Painting for the first time, trying a craft class or learning a new

technique can be both stimulating and empowering. The joy isn't in mastering a skill or producing something perfect – it's in the process itself.

Of course, making also offers tangible rewards. Completing a project, no matter how small, provides a sense of accomplishment that can be especially meaningful when independence or mobility feels reduced. Finishing something with your own hands reinforces the feeling that you are capable, creative and still contributing.

Importantly, making doesn't need to be physically demanding. Activities can be adapted to suit different abilities – whether that means working at a table, using modified tools, taking breaks or focusing on simpler tasks. Even gentle, repetitive actions like folding fabric, arranging flowers or sorting pieces can be calming and fulfilling.

There is also a strong social element to creating together. Group craft sessions, gardening clubs or shared projects encourage connection without pressure. Conversation flows naturally, stories are shared and friendships form. For those who prefer quiet company, creating side by side can feel just as meaningful.

At Palm Lake Care, creative activities are designed to be inclusive and flexible. Residents are encouraged to take part in ways that suit their interests, energy levels and abilities. There's no expectation to produce something perfect – only to enjoy the experience.

As the year unfolds, perhaps the most meaningful act of self-love isn't about change at all. It's about continuing to create – to use your hands, express yourself and find joy in making something, simply for the love of it.

Moving with purpose

Movement is an important part of healthy ageing, but staying active doesn't have to mean pushing yourself or keeping up with others. Instead, it's about choosing the right kind of movement for the right purpose – and doing what feels safe, comfortable and achievable.

Different types of movement support different areas of health, and even gentle activity can have powerful benefits. But what should you focus on?

Movement for bone strength

Bones respond to movement that encourages them to carry weight. Standing exercises, supported walking and light resistance activities help signal to the body that bones are still needed. Over time, this can help slow age-related bone loss and support strength. These movements can be adapted using chairs, rails or mobility aids to ensure safety and confidence. *Try this:* Supported sit-to-stand from a chair (using armrests if needed).

Movement for balance and fall prevention

Balance relies on coordination, muscle strength and awareness of body position. Slow, controlled movements – such as tai chi or guided balance exercises – allow the body to practise stability in a safe way. Improving balance can reduce the risk of falls and help residents feel more confident moving through their day. *Try this:* Heel-to-toe standing at a bench or rail. Holding on for support, place one foot in front of the other and hold for a few seconds.

Movement for heart health

Gentle aerobic activity supports circulation, heart health and blood pressure. Walking, dancing or participating in light exercise sessions can raise the heart rate slightly

without strain. Regular movement helps the heart work more efficiently and supports overall endurance – not just for exercise, but for daily activities. *Try this:* Gentle walking at a comfortable pace – even indoors.

Movement for flexibility and mobility

Stretching and range-of-motion exercises help keep joints moving freely. Maintaining flexibility can make everyday tasks – such as dressing, reaching or turning – feel easier and more comfortable. These movements can be done seated or standing and are especially helpful when performed regularly. *Try this:* Seated shoulder rolls, rolling the shoulders forward and back.

Movement for cognitive health

Movement benefits the brain as well as the body. Activities that involve learning sequences, following instructions or coordinating movements stimulate multiple areas of the brain. This brain-body connection supports memory, focus and mental agility, while also encouraging engagement and enjoyment. *Try this:* Follow-the-leader movements, copying motions to engage your body and brain.

At Palm Lake Care, movement programs are designed with residents' safety and independence in mind. Activities are adaptable, supported by trained staff and offered at varying levels to ensure everyone can take part in a way that feels right for them.

Why? Because we know that movement doesn't need to be strenuous to be effective. Small amounts of regular movement can improve strength, confidence and wellbeing – today and into the future.



OUR COMMUNITIES



Your rights, your choices, your voice

The strengthened Aged Care Standards put the power in your hands.

Central Support Office

At Palm Lake Care, we believe that every resident has the right to feel respected, heard and in control of their everyday life. These principles sit at the heart of the Statement of Rights, one of the new Strengthened Standards that guide how aged care services are delivered across Australia.

Recently, the Older Persons Advocacy Network (OPAN) highlighted the importance of embedding these rights into daily practice — not just as words on paper, but as lived experiences. This includes recognising the important role of registered supporters, family members and advocates who help residents make decisions when they need support to do so.

Supported decision-making means that residents are encouraged and assisted to make your own choices wherever possible — about your care, routines, preferences, and the things that matter most to you. It recognises that needing support does not mean losing independence or control. Instead, it's about working together so your wishes, values and voice remain central.

Whether it's deciding what time to get up, how care is provided, what activities to join or who is involved in important discussions, you have the right to be included and respected. Palm Lake Care's role is to listen, to explain options clearly, and to ensure decisions are made with you, the resident — not for you.

While the Federal Government's Statement of Rights offers a long and detailed list of strengthened rights and principles under the new Aged Care Act, OPAN has provided an abridged version. All Australian aged care providers and aged care workers are legally obliged to deliver services in line with these rights:

- **Autonomy and freedom of choice:** I have the right to make my own choices about my care, relationships, lifestyle and taking risks, with support if I want it.
- **Equitable access:** I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions, such as dementia, respected.
- **Safe, quality care:** I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.
- **Privacy and confidentiality:** I must have my privacy respected and my personal information kept confidential, and be in control of who this information is shared with.
- **Communication and complaints:** I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.
- **Support and social connections:** I can stay connected to important people, pets and culture including independent advocates. As an Aboriginal or Torres Strait Islander I can stay connected to Country and Island Home.

By embedding the Statement of Rights into everyday interactions, we continue to build communities where dignity, choice and genuine partnership are part of daily life — because your voice matters.



Volunteers get rewards

Volunteering is rewarding because it boosts mental health by releasing 'feel-good' chemicals like dopamine and oxytocin, reduces stress, and fosters a sense of purpose and accomplishment. Not mention the reward that the recipient receives! Volunteering enhances self-confidence, connects us to our community, and provides opportunities to learn new skills while making a genuine, positive impact.



Mt Warren Park

Our recent highlight for our Mt Warren Park community was attending their local community centre to volunteer for "Kids 4 Kids".

This local charity provides school supplies to families in the area who might need a financial hand. Our residents loved packing the stationery kits and giving back to their community in this way - it was, in fact, their second year of volunteering with Kids 4 Kids. Such a rewarding day for everyone involved!



Toowoomba

Our Toowoomba community is blessed to have a special relationship with its neighbouring Palm Lake Resort.

For example, the Palm Lake Resort Toowoomba Ukulele Group delighted us on Australia Day by dressing up in costumes and performing a lovely concert. With a sausage sizzle and Happy Hour drinks to follow, it was a great day. Oi, Oi, Oi!



OUR COMMUNITIES



Your sunny helper

Sunlight triggers the skin to produce vitamin D, which is essential for calcium absorption, strong bones and immune system support. As we age, the skin becomes less efficient at producing this vitamin so it's a great idea to get some sun on your skin - but not too much!

Beachmere

What's more Aussie than Christmas by the sea?

Our Palm Lake Care Beachmere residents are very lucky to have Moreton Bay as their immediate next door neighbour, so it's little wonder that our festive season celebrations embraced the bayside alfresco energy. Fresh air, sunshine, great food, family and friends... Summer festivities are a delight at Beachmere!



Bethania

Getting out and about in the great South-East is one of our Bethania residents' favourite past times.

Our community bus has taken residents to lunch outings at local taverns, for example, and also recently right into the heart of Brisbane's CBD to allow residents to keep up with the changing landscape of the city they know so well.



Long time love

As of June 2025, Delma and Frank Murray are recognised as having Australia's longest marriage. Married in 1945, the Newcastle couple met in 1939 and last year marked 80 years of wedded bliss. They have two children, five grandchildren and nine great-grandchildren and are acknowledged by The Australian Book of Records.



Caloundra

Caloundra residents William and Florence Hitchen have a love story that dates back almost seven decades, to a grass paddock airstrip in regional New South Wales...

According to Flo: "After completing my midwifery training at Crown Street Hospital in Sydney, I was eager to begin my career. Although I hoped one day to work in the UK, I accepted a temporary posting in rural NSW to gain experience. My journey began aboard a DC3 aircraft, landing on a grass paddock airstrip. Stepping off the plane, I felt a mix of excitement and uncertainty as I looked for the taxi arranged to take me to the hospital."



According to Bill: "I had grown up in Gilgandra, working in my family's taxi and bus business. That Sunday, I was needed at the airfield to collect the hospital's relief staff. When the DC3 came to a stop and Florence stepped out, I noticed her immediately. She was very pretty, and her warm smile turned a routine job into a moment I would never forget. As I helped her into the taxi, neither of us could have known that this chance meeting would begin a 69-year love story."

Bill and Flo were married in 1956 and built a life shaped by partnership and hard work. Together, they ran a fuel distribution business across country NSW before moving the business on to Rockhampton, where they settled and raised two children, David and Deborah. The Hitchen's family now includes three grandchildren and three great-grandchildren.

"We have travelled widely, but our greatest joy has always been the life we built side by side," Flo says.

"Since retiring to the Sunshine Coast nearly 30 years, we remain deeply grateful for that DC3 flight that brought us together seven decades ago," smiles Bill.

Bargara

The love stories continue up the Queensland coast to tropical Bargara where we found another Palm Lake Care couple proudly celebrating their love.

Kel and Ngari's love story began at a small-town dance in Mount Morgan, where a chance meeting quickly turned into a whirlwind courtship. Before long, the pair was married in Maryborough, starting a journey that has now spanned an incredible 61 years together.

Anyone who knows Kel and Ngari will agree – their relationship is built on trust and respect, but has always been defined by plenty of humour and laughter. They also agree that a love like theirs is the kind that only grows richer with time.



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!