



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

MILESTONES GALORE

Read about our latest Centenarian and the couple that will mark their 75th wedding anniversary in 2026

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
Mt Warren Park
SERVICE MANAGER,
VANESSA GAWITH

2026 is off with a bang, and it's full steam ahead at Palm Lake Care Mt Warren Park! Our residents and Lifestyle Team have already been busy planning special events for each month this year, bringing together some much-loved favourites alongside exciting new ideas.

We would also like to take a moment to reflect on 2025. I'd like to let our residents know that our team at Mt Warren Park feels truly honoured to share each day with you. It was a privilege to witness, at our December events, all of our residents, families, friends and team members coming together in celebration. It was a wonderful reflection of the strong community spirit we cherish here.

We look forward to continuing to connect with you through our 'Tuesday Touchpoint' and 'A Peek @ Next Week' communications as we move through the year ahead.



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.

From a growth perspective, 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.

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 Mt Warren Park

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

PHONE:
07 3444 6000

STREET ADDRESS:
33 Mt Warren Boulevard
Mt Warren Park QLD 4207

EMAIL:
mtwarrencaresm@pallake.com.au

WEBSITE:
pallakecare.com.au

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

Key local personnel

SERVICE MANAGER
Vanessa Gawith
mtwarrencaresm@pallake.com.au

SERVICE MANAGER SUPPORT
Peng Zhou

CLINICAL MANAGER
Maxine Heard

HOUSEKEEPING TEAM LEADER
Tracie Hamilton

LIFESTYLE TEAM LEADER
Leona Counsell

CHEF MANAGER
Jay Jepsen

MAINTENANCE
Josh Collins



News briefs



Clinical Manager's note

BY MAXINE HEARD

Welcome to 2026! A New Year brings new opportunities and exciting things ahead.

Please stay hydrated during the hot weather and take care of yourselves. We're excited to welcome new residents and team members this year, and thank you for helping them feel part of our community.

Your feedback is always valued — it helps us improve and make your home here truly special. It gives us new ideas for the lifestyle program, enhances the dining experience, and supports staff training and education so we can best meet your needs.

Here's to a wonderful year together! Onwards and upwards!

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: @pallakecare
Instagram: @palm.lake.care

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.pallakecare.com.au

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.

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.

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:

- February 11
- March 11
- April 8

Our Food Focus Meetings are scheduled for:

- February 20
- March 20
- April 17

These meetings are an excellent way to stay connected and informed about what's happening at Palm Lake Care Mt Warren Park. We look forward to seeing you there and hearing your valuable input.

Green and (solid) gold!

Pictured right and below: Palm Lake Care Mt Warren marked Australia Day a little earlier this year on Friday, January 23, with a fun morning of games, trivia and entertainment by Trevor Rix. This was followed by a delicious barbecue lunch with the biggest burgers our residents had ever seen! Everyone had a great day. What a way to kick off 2026!



Doing it for the kids

Pictured left and below: A recent highlight was attending our local community centre to volunteer for "Kids 4 Kids". This local charity provides school supplies to families in our community who might need a financial hand. We love giving back to our community in this way. Such a rewarding day!



Lifestyle report

Happy New Year to all at Palm Lake Care Mt Warren Park!

Our residents enjoyed welcoming in the New Year with a lovely party but we also took some time to reflect on 2025 and, boy, what a year it was! We celebrated all those major cultural events from Australia Day in January to Christmas in December - with a Welsh Day thrown in for our Welsh sisters! We enjoyed lots of speciality event days including our Groovy Day, a trip back to the 1970s with an ABBA tribute Show, Chinese New Year, our Annual Gala for Seniors Month and even an Italian Day. We also enjoyed some incredible themed meals prepared by our very own chef. We already have an exciting year planned ahead and everyone is excited to see what 2026 will bring for us.

We kicked off the New Year celebrating Elvis Presley's birthday with some fun games and trivia as well as an ode to Dolly Parton to celebrate her 80th birthday. And that's not to mention celebrating our very own resident Clarice's 100th birthday! We had a lovely cake and afternoon tea together so that everyone could toast Clarice's amazing life (see Page 6 for more). Did you know we actually have four centenarians that live here with us?!

Coming up, we have a Winter Olympics day planned, a visit from Hilda the Historian, a morning tea for Valentine's Day, Shrove Tuesday and we are eagerly waiting to sample Chef Jay's Chinese meal, to celebrate Chinese New Year.

Leona Counsell,
Lifestyle Team Leader



Our special volunteers

Doug and Kerry Parry visit our residents at Palm Lake Care Mt Warren Park each and every month. Doug represents the RSL and his wife Kerry represents Legacy. Each month they meet with those residents who are ex-servicemen to have an afternoon tea and chat with them. On their most recent visit, Kerry presented Neil (pictured left) with his father's Navy service records that she sourced for him. Neil was thrilled to receive these records as Neil himself was in the Navy as well.

Our volunteers are an integral part of the success of our community and we are blessed to have such lovely people visit us. We are always on the hunt for extra volunteers so if you think you might know someone perfect for this role, make sure you pass on Leona's contact details to them.



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.



A Valentine's Day love story

Residents Shirley and Donald will celebrate 75 years of togetherness and wedded bliss in 2026 - what an achievement!

When Donald was around 21 years of age and Shirley was 17 they met at a dinner dance. The pair used to see each other on their commute each morning on the train to the town hall station. Donald had wanted to speak to Shirley many times, but never got a chance - until the dance. He said it was love at first sight.

The dinner dance was held at the local tennis club. The pair remembers dancing together all night. As they lived close to each other, they walked home together. After dating for three years, Donald asked Shirley's dad, Norman, for his daughter's hand in marriage. Norman told Donald he would agree to their marriage when Shirley turned 21 and only if he took very good care of his daughter.

They were married on September 22, 1951, at Saint John's Church. Shirley remembers her mother paid £39 for the wedding reception.

The first year of their marriage saw the pair trying to secure and build a home of their own, while living with Shirley's parents. Due to the post-war lack of building supplies, they ultimately purchased Shirley's family's home when her parents relocated to Rose Bay.

They started their family soon after. Sandy was born in May, followed three years later by Wayne. Prior to starting her family, Shirley worked for ETA Peanuts and while raising her children volunteered for both the Red Cross and Meals on Wheels. Donald worked as a mechanic for the NRMA to support his family.

Given the chance to go back and choose again they both agreed they would choose each other. Donald says Shirley is the apple of his eye, and Shirley says these have been the best years with Donald.



Meet a birthday girl!

Meet one of our lovely residents, Clarice Boulton, who just celebrated her 100th birthday!

Tell us about your family and where you lived? I was born in Southport on January 9, 1926 to Ethel and Walter. I had two sisters, Gladys and Joyce, and one brother named Eric. We grew up on a dairy farm at the foothills of Tamborine Mountain.

I met my husband, Alan, at a dance in Nerang. We married in 1947 and made our home on a farm in Nerang and then later at Boyland Canungra. We lived on a beef and a hay farm. We had two children, a son Laurie and a daughter Jan. We went on to have six grandchildren and 11 great grandchildren!

What are some of your favourite memories? I have lots of lovely memories, mainly about looking after my family. My family means everything to me.

What's your favourite way to spend the day nowadays? I really enjoy playing Bingo, I try and go twice a week. I had never played Bingo before I moved here. I also enjoy all the big parties and the concerts. I am in awe of what the staff do here.

Three words that best describe you? Practical, kind, caring.

Any advice for young adults? Be a giver, not a user.



Meet the team

Meet Kara Bruggy, one of our friendly Admin Officers.

Three words that best describe you? Kind, caring, efficient.

Tell us about your previous roles leading up to Palm Lake Care? I worked in customer service for the lotto for nine years before working as a office manager for a construction company.

What does the average day entail in your role? Anything and everything from basic administration and general enquiries to rostering and payroll.

What's your favourite part of your job? Our lovely residents!

How do you like to spend your downtime? I like to hang out with my partner, my dog and my family. I also like to go to the beach and practise yoga.

What is something that our Palm Lake Care Mt Warren Park residents may not know about you? I am an aunty to 26 nieces and nephews and a great aunty to three!

What advice do you have for others considering a career in aged care? It is both one of the hardest yet most rewarding jobs that you can ever do.

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.



Sounds so good!

One of our lovely Deception Bay residents, Beverly, aged 89, has just found a new calling in life: as her community's resident DJ!

Deception Bay

One of our lovely Deception Bay residents, Beverly, aged 89, has just found a new calling in life: as her community's resident DJ!

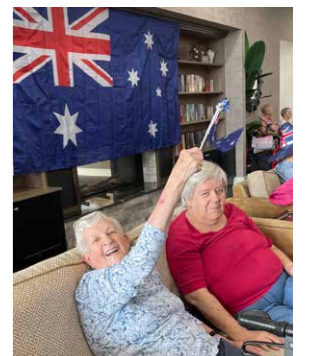
Bev first started collecting records in 1972. Last year, while tending to her home, Bev's nephew saw the record collection and decided to bring them in to Palm Lake Care for Beverly. Bev purchased a new record player to listen to the records and with so many positive comments from neighbours, she realised just how much those others of her generation would love to hear her records and the popular songs of their time. Bev 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. She 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.



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!