



## OUR CREATIVE TALENT ON SHOW

Did you hear that our residents took out some great art awards at the Beenleigh Show?

## COMMEMORATIONS ON THE CALENDAR

With Anzac Day and Mother's Day on the horizon, we spoke to some residents about what these days mean to them

## 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 has begun with a range of wonderful initiatives and our residents, along with the Lifestyle Team, have already been actively planning a full calendar of special events for each month. These include a mix of much-loved favourites and exciting new ideas. So far, we've celebrated Australia Day, Chinese New Year, Valentine's Day and St Patrick's Day (as you'll see by the photos on the following pages), with plenty more to look forward to – especially our upcoming Easter celebrations.

As the year progresses, we look forward to continuing to share exciting updates and news through our "Tuesday Touch Points" and "A Peek @ Next Week". These communications keep everyone informed about important aged care updates and all the wonderful things happening here in our Palm Lake Care Mount Warren Park community.



**Palm Lake Care**  
CHIEF EXECUTIVE OFFICER,  
DAN AITCHISON

Over the past few months, our focus at Palm Lake Care has been firmly on strengthening the quality, consistency and safety of the care we provide across each of our seven communities. We know how important it is for residents and their families to feel confident in the care experience, and we have been working hard to ensure this is delivered every day.

You may have noticed some of these changes in your community, including more structured clinical reviews, greater visibility of leadership teams, and improved communication around care planning and incident follow-up. We also continue to invest in our people, with additional training and the appointment of experienced clinical leaders to better support our frontline teams. Our Learning and Development lead role has been active in our communities over the past months, working face to face with staff to ensure the new Aged Care Standards are embedded into practice.

Looking ahead, we will continue to build on this work through improved systems, stronger clinical governance and ongoing engagement with our residents and their families. Your feedback remains critical in helping us shape better outcomes. You can provide feedback as regularly as you please via the forms available throughout your community. You could also catch up with your Service Manager or Clinical Manager when they are available. And, of course, we host monthly resident meetings in each local community where everyone's invited to attend. You'll find details of those upcoming meeting dates on Page 3 of this newsletter so you can pop them in your diary.

I have visited a number of our sites over the past months and it's been great to catch up with residents and families to discuss what is happening in each of their respective communities. Thank you, as always, for your trust, your support and the important role you play at Palm Lake Care.



## 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@palmlake.com.au

**WEBSITE:**  
palmlakecare.com.au

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

### Key local personnel

**SERVICE MANAGER**  
Vanessa Gawith  
mtwarrencaresm@palmlake.com.au

**SERVICE MANAGER SUPPORT**  
Peng Zhou

**CLINICAL MANAGER**  
Maxine Heard

**HOUSEKEEPING TEAM LEADER**  
Tracie Hamilton

**LIFESTYLE TEAM LEADER**  
Leona Counsell

**CHEF MANAGER**  
Currently recruiting

**MAINTENANCE**  
Josh Collins



## News briefs

### 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:

- April 8
- May 13
- June 10

Our Food Focus Meetings are:

- April 17
- May 15
- June 19

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 and hearing your valuable input.

### 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



### Clinical Manager's note

BY MAXINE HEARD

It's hard to believe how quickly the year is already moving along. As we continue supporting one another in our community, I would like to take a moment to highlight the importance of our residents each completing their Statement of Choices.

This document helps us understand your preferences for healthcare and ensures your wishes are known and respected if there ever comes a time when you are unable to communicate them yourself. It also provides guidance and reassurance for both your family and our Clinical Team when important decisions need to be made.

Having a Statement of Choices on file allows us to deliver care that aligns with what matters most to you.

If you have not yet completed this document, our nursing team is available to support you. You are welcome to discuss it with staff, involve your family or decision-maker, and complete it at a pace that feels comfortable for you.

### Go girls!

Palm Lake Care Mt Warren Park recently celebrated International Women's Day by putting some of our quiet-achiever women staff members in the spotlight to thank them for the tireless work and dedication they bring to their important roles.

Pictured right, thank you to Rebecca, Keris, Kim, Aroha, Lesley and Kira for the great job that you girls do!

Your co-workers could not speak more highly of you and we all find you to be kind, caring and a pleasure to work with every single day.



## It's puppy love

**Pictured right:** There's honestly nothing better than the smell and soft feel of a puppy. The joy they bring our residents and the love they shower on us is the best therapy of them all!



# Lifestyle report

The residents of Palm Lake Care Mt Warren Park were very lucky to recently attend the "Soundtrack of your Mind" music therapy workshop through Logan Dementia Alliance. We found out that you are never too old to learn, and the residents took great delight in hearing more about the benefits of music and how it can improve your mood.

We have celebrated quite a few cultural and commemorative events lately:

- We enjoyed a quiz and trivia for Waitangi Day
- Valentine's Day was marked with a lovely morning tea
- Shrove Tuesday saw us take part in some serious pancake making and tasting!
- Ash Wednesday Service by our local Anglican Pastor.

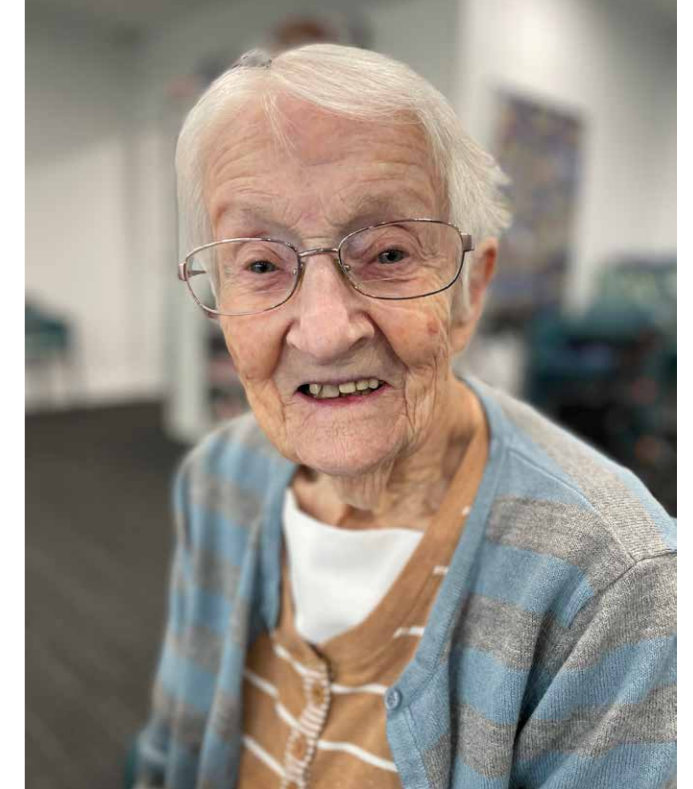
Chinese New Year then came around with some armchair travel courtesy of Peng. Peng recently took his family back to China to learn about their culture and heritage and Peng kindly shared his trip with us. We followed up the armchair travel with a delightful Chinese meal consisting of a chicken, veg and cashew nut dish, as well as Mongolian beef, spring rolls and prawn crackers in the noodle boxes followed by deep-fried ice cream with a butterscotch sauce for dessert. It was all prepared by our very own chefs, Jay and Lesley.

Our highlight of the past few months was hosting our very own Winter Olympic Games! We started the morning off with some warm-up exercises fit for the snow fields, followed by a game of hockey, and then some bobsledding in our very own bobsled made by Cathy, our Lifestyle assistant! The photos from this activity are a delight! We even participated in a biathlon, which was lots of fun. To finish off the games, we had two teams competing to design the best ice skating costume. There were LOTS of laughs from both the staff and residents which made it very successful for everyone involved.

We have also started enjoying visits from the children of the local Beenleigh Early Learning Centre. The children are a delight and we look forward to having them visit us monthly. We have also enjoyed the Browns Plains ukulele group coming back to perform for us each month and have recommenced our community barbecues for the year.

We have also enjoyed celebrating St Patrick's Day, Harmony day and International Women's Day and we're looking forward to celebrating Easter in the coming weeks.

**Leona Counsell,**  
Lifestyle Team Leader



## The mother of all roles

Mother's Day will be celebrated on May 10 this year. Ahead of that most special Sunday of the year, we spoke to one of our resident mothers about what the role has meant to her over the course of her life. Meet Janet Fox...

### What are your fondest memories with your own mother?

My mum was Mary McCole Johnston - know as 'Molly' to everyone. She was a very good mum. Strict, but firm. She was of Scottish decent. I was born in Sale, Victoria, and there was three of us. Me and my sister, Ann, and my brother, Robert. She was good to all of us.

### What are your fondest memories with your own children and/or grandchildren?

I have three children: two daughters (Robyn and Diane) and my baby, Mark. We had a farm in Sale and had a lovely time on the farm. We then sold the farm and moved to Cairns to run a caravan park. We bought a boat and we would go off in the boat together. They are lovely memories. I now have eight grandchildren and 13 great grandchildren.

**What advice do you have for young mums today?** Enjoy your children. They are only little for such a short time.

**What is your definition of a good mum?** Someone who listens to their children and will be there with them.

**Any other thoughts on motherhood?** Kiddies always come up to me and that's what I like. Mine always know that they can come to me at anytime, even if they are in trouble. I am very proud of my kids and all my grandchildren and great grandchildren. I love them all.

## Talent on Show

**Pictured left and below:** We recently entered some of our residents' artwork into the Beenleigh Show and were beyond thrilled to receive First Prize and Second Prize certificates for several of our pieces. You can check out some of our winning resident artists here. You guys all did us proud!



# Lest we forget

With Anzac Day on the horizon, we spoke to one of our valued ex-service personnel residents to gain an insight into their service and how that service shaped them as a person in the decades that followed. Meet Victor Wynands...



Victor Wynands, or 'Vic' as he's better known here, joined the Army in 1966 at just 19 years of age.

**What motivated you to enlist in service?** I was called up for National Service.

**Can you tell us a little about your time in service?** I was in Vietnam from 1966 – 1968. I was based in Nuidat, which is in South Vietnam. I was a rifleman with the rank of Private.

**Tell us about some specifics of that time: What did you do for fun/downtime in your service era? Did you have a favourite meal or treat? Is there a song that takes you back to that era of service?** I was a member of the 7 RAR (Royal Australian Regiment – Infantry). My Battalion was called 'The Pigs'. We got that name because the Sergeants were caught by a new commanding officer having a food fight and they were told 'You guys are nothing but pigs!'. The name "Porky Pigs" stuck and our Battalion became known as The Pigs and we even had a pig as our mascot.

**What does mateship mean to you? Are you still in touch**

**with anyone from your service era?** In our Platoon, we had 30 blokes. A small group of us at a time went into the jungle together. We all became good mates because we all went through the same things together.

**What did your service teach you about life?** It made me grow up very quickly and learn what life was about - and how quickly it can also be extinguished.

**How did your service shape who you are today?** It made me appreciate life and the value of my mates.

**What does Anzac Day mean to you today?** It is a time to remember mates, past and present.

**Do you have a favourite Anzac Day tradition?** I always go to a service and then attend an RSL. Last year I was part of the Beenleigh Parade. I went in a golf cart for the parade, as I can no longer walk far.

**What would you like people reading this to take away from your story and/or learn from Anzac Day?** It is an important time to reflect.

## The symbols of Anzac Day

Each year on Anzac Day, Australians and New Zealanders pause to remember those who have served in wars, conflicts and peacekeeping missions. For many, 111 years on from the landing at Gallipoli, it's a deeply personal and reflective day, rich with tradition and symbolism. Here are some of the key elements often seen or experienced:

- **Dawn Service:** Held at first light, this quiet ceremony reflects the time of the original landing at Gallipoli in 1915 and invites peaceful reflection.
- **The Ode:** A short verse from 'For the Fallen' is recited to honour those who died in service.

- **Laying of wreaths:** Flowers are placed at memorials as a sign of respect and remembrance.
- **The Last Post:** This bugle call signals the end of the day and is played to commemorate the fallen.
- **Minute of silence:** A shared pause to reflect on sacrifice and loss.
- **Rosemary sprigs:** Worn as a symbol of remembrance, as rosemary grows wild at Gallipoli.
- **Anzac biscuits:** A traditional treat linked to soldiers' wartime rations.

Whether at a service or simply taking a quiet moment, Anzac Day is a time to remember, reflect and give thanks.

## Winter Olympics fever!

**Pictured right and below:** Forget Milan, Italy. The best (fun) of the Winter Olympic Games was observed right here at Palm Lake Care Mt Warren Park! Our incredible Lifestyle Team got to work, bringing us an Olympic-sized day of fun, as you'll see by these fun photos!



## Music sounds good

**Pictured left and below:** We were lucky to take part in a music therapy workshop, offsite, courtesy of Logan Dementia Alliance. A lovely day of learning was had by all.



# OUR COMMUNITIES



## We're strengthening our clinical governance capability

We've welcomed three new faces to our Central Support Office.



## Central Support Office

**Palm Lake Care's renewed journey to strengthening clinical governance continues, with the CEO and Board endorsing further investment in the skills and capabilities of our Clinical Governance team.**

A key component of this commitment has been the appointment of three Clinical Practice and Risk Advisors who will join our existing team members. We are pleased to welcome Kym Manteit, Ian Corney and April Pacifico to these important roles.

Each of our new team members is an experienced Registered Nurse and a dedicated aged care professional, bringing extensive operational, quality, compliance and multi-site management experience, alongside strong commitment to collaborative communication and practical application. Their collective expertise will further support our approach to clinical governance, which is resident-focused and grounded in data-driven decision making.

The expanded team will continue to work closely with Palm Lake Care's Executive Manager Clinical Governance, Lisa Patterson, to develop and implement advanced reporting tools that enhance clinical and care management, executive leadership oversight and Board visibility.

"In addition, they will provide in-person mentoring and support to Palm Lake Care's local management and clinical teams, helping to guide best practice and effectively manage care and compliance risks," Lisa explains.

"Working collaboratively with residents, local management and staff, they will contribute to the delivery of resident-focused care outcomes that reflect Palm Lake Care's commitment to safety, quality and continuous improvement."

Lisa says the trio of new faces is passionate about building systems that promote continuous improvement, resident safety, staff development and organisational integrity, ensuring they will play a vital role in supporting excellence across our communities.

"Kym, Ian and April tell us they are excited to join the Palm Lake Care team and are committed to contributing meaningfully to our mission and values while helping shape a future where care remains safe, person-centred and of the highest quality," Lisa says.

"Please join us in warmly welcoming Kym, Ian and April. We are confident they will make a positive and lasting impact across Palm Lake Care."

## We love to craft!

Art and craft offers aged care residents meaningful ways to express themselves, stimulate memory and maintain fine motor skills. Creative activities can reduce stress, boost mood and encourage social connection, fostering a sense of purpose and achievement while supporting cognitive health and overall wellbeing in a relaxed, enjoyable safe environment.



## Toowoomba

**Another Palm Lake Care address finding acclaim for its creative and talented resident population is Toowoomba.**

The 2026 Royal Toowoomba Show gave our Toowoomba residents the chance to flex their creative muscles with some wonderful handicraft entered - and winning! Residents enjoyed a day trip to the Show to see their work on display and take in the joy and wonder of this popular event.



## Beachmere

**Mollie Pennay is our very first success story from the "Grow Our Own" project at Palm Lake Care Beachmere.**

This initiative supports our team members to upskill, gain further training and certifications, and continue developing their careers within our community. Starting with us as a Lifestyle Assistant, Mollie was supported to complete her Level 4 training. Through her dedication and hard work, she has now stepped into the role of Lifestyle Team Leader — a wonderful achievement and a testament to her commitment to both her professional growth and our residents.

"My favourite part of the job is seeing our residents smile and sharing a laugh together. It's such a rewarding feeling to know you've brightened someone's day," Mollie smiles. "Also one of the most meaningful parts of aged care, for me, is hearing residents' stories.

"Every person has lived such a unique life, with different experiences, challenges and achievements. Listening to their journeys has helped me grow so much as a person and has taught me valuable lessons about resilience, gratitude and what truly matters in life.

"Every story shared is a privilege, and it's one of the most wholesome parts of what I do."



# OUR COMMUNITIES



## We love love

Valentine's Day traces back to ancient Rome, possibly linked to the festival of Lupercalia. It later became associated with Saint Valentine, a martyr. By the Middle Ages, it was tied to courtly love, evolving over centuries into a global celebration of romance, marked by cards, gifts and heartfelt gestures - as our Palm Lake Care residents will tell you!

### Deception Bay

**A highlight of Valentine's Day at Palm Lake Care Deception Bay was a visit from the students of BUSi.**

As part of their event planning studies, the group organised thoughtful gifts for each of our residents. Our people were also treated to a beautifully presented Valentine's high tea hosted by Chef Manager Bernie, featuring an array of delicious sweet and savoury treats. Kris and the Lifestyle Team ensured everything ran smoothly. Love was certainly in the air!



### Caloundra

**...and it seems love found its way up the highway as well!**

Valentine's Day provided our Palm Lake Care Caloundra community with a very good opportunity to spread the love around via a lovely private dining experience. Our kitchen crew plated up some incredible meals that were shared in a fine dining setting with our loved ones. We hope our lovebirds enjoyed their time together, making memories.



## Finding purpose

Taking part in community fundraisers like World's Greatest Shave gives our residents a sense of purpose and connection. It encourages social interaction, boosts mood and supports mental wellbeing. Contributing to a shared cause also fosters pride and belonging, while keeping residents engaged and feeling valued. This happens within our local care community but also makes them feel part of something much bigger.



### Bargara

**Not only do we like to look after one another at Palm Lake Care Bargara, we like to help other people too...**

Palm Lake Care Bargara hosted a World's Greatest Shave recently, raising a wonderful \$300 for charity at the event. This has taken their total amount raised to \$2075. Thank you to everyone who came out in support of this fundraiser. Our residents had a great time watching all the action and even getting involved with the cutting and colouring of our staff members' and each other's hair!



### Bethania

**Romantic love originally brought PCA Emmaruth from the Philippines to Australia almost a decade ago. But it's a mother's love (for her three children, who remained behind in the Philippines to finish their schooling) that has kept this dedicated mum happily employed here at Palm Lake Care Bethania.**

"They all had dreams of becoming doctors," Emmaruth smiles, "and I wanted to find a job that would help me put them through school."

That job turned out to be a PCA role at Palm Lake Care Bethania, which Emmaruth took on in July 2018. She was immediately drawn to the Admin team's 'firm but fair' approach – they set a high standard for their staff, but were kind and good hearted if anyone needed help. So Emmaruth knew exactly who to ask when her daughter, Andreana, needed a new job. Andreana had moved to Australia to support her mum after her husband passed – even though that meant doing her study and exams again, despite working as an RN in the Philippines for five years. Now, Andreana is here on a student visa, studying a Diploma of Nursing while working as a PCA alongside Emmaruth. Though Andreana ultimately wants to become a GP, she says she loves her role at Palm Lake Care – especially taking lunch breaks with her mum.

"My parents aren't around anymore, but before my mother passed, she told me, 'Focus on your career' – so I did," Emmaruth says. "And because I did, my children now get to do that, too."



# 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@palllake.com.au](mailto:plcfeedback@palllake.com.au) And, of course, our Service Managers are also available to chat at any time. Their door is always open.

## 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.

## 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".

## 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.

## 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!