



The Difference

DECEPTION BAY APRIL – MAY 2026



CLINICAL UPDATE

Find out what's happening in the clinical space here at Deception Bay

COMMEMORATIONS ON THE CALENDAR

With Anzac Day and Mother's Day on the horizon, we spoke to some residents about what these dates 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
Deception Bay
SERVICE MANAGER,
SOLOMON SHEKEDE

As we transition into winter, a heartfelt thank you to our team for creating a warm, safe, supportive home for our residents. We've had some lovely summer days, with clear skies and comfortable temperatures through March – perfect for time in the gardens. Thanks to everyone who joined our outdoor gatherings, craft mornings and music sessions in summer. We have some wonderful events planned for April and May, including craft workshops, morning teas, special occasions and more. Our residents and their families are always welcome to participate – keep an eye on our noticeboards for details. We are pleased to welcome new residents over the coming months, and trust they will feel supported, included and at home from their first day.

As we head into flu season, it's important to get vaccinated early, practice good hygiene and stay home if you are feeling unwell, to protect those who are the most vulnerable. Thank you for continuing to make ours a community filled with warmth, fun and belonging – it truly feels like home.



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 Deception Bay

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

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EMAIL:
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WEBSITE:
palmlakecare.com.au

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

Key local personnel

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SERVICE MANAGER SUPPORT
Stuart Hamilton

CLINICAL MANAGER
Melanie Campbell

CLINICAL NURSES
Anupama Adhikari Acharya
and Prabh Kaur

HOUSEKEEPING TEAM LEADER
Michelle Fastlabend

LIFESTYLE TEAM LEADER
Nadine Troth

CHEF MANAGER
Charles Monteiro

MAINTENANCE OFFICER
Nat Nowakowski-Ward



News briefs



Clinical Manager's Report

MELANIE CAMPBELL

Welcome everyone to the start of autumn and the cooler weather. This is the time of year when we typically see an increase in colds and flu. We will be holding a flu vaccination clinic on Thursday April 16 for those who have already provided consent and wish to receive the vaccine. The clinic will be run by our pharmacy, Aspect Health. Please note that this clinic does not include patients of Dr Gaby, as she will be managing vaccinations for her own patients separately. As always, if you are feeling unwell in any way, please let staff know. This helps us reduce the spread of illness and keep everyone healthy. Let's enjoy the cooler weather and stay well this autumn.

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

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 feedback:

- April 9, at 10.30am
- May 14, at 10.30am
- June 11, at 10.30am

Our Food Focus Meetings are on:

- April 13, at 11am
- May 11, at 11am
- June 15, at 11am

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

Lend a hand?

One of the most rewarding roles across our seven communities is that of the volunteer. We have a small, yet mighty, 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

Spreading the love!

Pictured right: We marked Valentine's Day with a love-filled celebration, bringing together residents, our team and members of our wider community for a delicious morning tea.

A highlight of the day was the visit from students from BUSi, who gave their time to spread a little extra love. As part of their event planning studies, the group organised thoughtful gifts for each resident, which made the day all the more memorable.

Residents 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, hosting the event and keeping the atmosphere light, warm and welcoming throughout. Thank you to everyone who made the day special. Love was certainly in the air!



The luck of the Irish

Pictured left and below: Our St. Patrick's Day celebrations were about more than just green costumes – we also spent the day learning about the Shillelagh (a weapon made from oak or blackthorn) and Irish shenanigans, and we had so much fun while doing it.



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 George Martin...

Scotland-born George was part of the United Kingdom's Royal Airforce for two years. He enlisted at 20 years of age, as was compulsory – though only after he had finished his building apprenticeship.

His first experience in the National Service was two weeks at Bridgnorth, in Shropshire, England, where he received his uniform and training.

"There was one boy who was 17, and he was always in trouble," recalls George of his time in the air force. "He would never bathe properly, and the whole recruitment would have to 'scrub' again because he was dirty. By the end, we were scrubbing him!"

Mateship was a great part of George's service. He remembers one particularly good mate from Crieff, Scotland, who George kept in close contact with over the years.

"All us Scots would sing 'I Belong to Glasgow', and the other men from different backgrounds would sing their own songs," George remembers.



"There wasn't much to do during our downtime – in fact, we all just slept. The National Service was so tiring."

Moving from company to company, station to station, George was offered a variety of different meals – some better than others. He credits his time in the National Service for teaching him how to not only look after himself, but also his belongings. One lesson learned the hard way: don't lose items from your pack, and ensure they aren't pinched by others. Otherwise, you'll have to buy them back.

Since leaving the Royal Airforce and moving to Australia, George and his wife, Andi (pictured above), have been a big part of the Royal Australian Air Force association. Though he wasn't part of the RAAF, he and Andi would look after RAAF veterans. On Anzac Day, George enjoyed leading the pipe band with the flag (since he couldn't play himself) and has always attended the dawn and mid-morning services. He is pictured, above, on a previous Remembrance Day donning his uniform.

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.

Mum's the word

Meet Gladys Robinson – daughter, mother, grandmother, and Palm Lake Care Deception Bay resident. With Mother's Day fast approaching, we asked Gladys to share her personal reflections on motherhood.



Recalling memories of her mother takes Gladys back – her exact words are, "Geez, that's a while ago!"

Her mother died when Gladys was just 15 years of age, but she still taught Gladys a lot during her childhood.

"My mother taught me to always be honest and responsible," Gladys remembers. "What I remember most about her were the Sundays we would spend together – that was our special day. We lived in the country, so we would go out for walks in the bush, on the dirt tracks, and pick wattle or other flowers that were in bloom."

When Gladys became a mother herself, she enjoyed doing the same thing with her own children. Holidays were spent

on the family's farm, wandering the lands setting wallaby traps, doing odd jobs and playing in the creeks and pools.

Gladys's advice for young mothers today is this: Spend more time with your children.

"It's hard these days with needing to work, but it is also important," she says. "Get them interested in sport, too."

Also, don't be afraid to use a firm hand. When asked what makes a good mum, Gladys says it's someone who is loving and caring, but also ensures they behave well.

Gladys's closing words of wisdom?

"Listen to your children," she says.

Roy joined us in early 2025, not long after coming to Australia from the Philippines. Since then, he has become a much-loved team member by our residents, receiving praise for the dedication, care and support he shows whilst undertaking his housekeeping duties. Nothing is too much for him!

That's why, in February, Roy was chosen as our 'Employee of the Month'. Well done, Roy!

"I am very happy here," says Roy, going on to share how much he loves working at Palm Lake Care Deception Bay. From the management to the residents, he says there are so many people that make his role enjoyable.

At home, Roy has two sons aged 16 and 11. They recently moved to Australia to join Roy – much to his delight – and start school here.

On the weekends, Roy loves playing basketball and riding bikes with his sons – just as he did back home in the Philippines.



Meet the team

Like integral links in a very important chain, everyone's role makes a difference. Meet Roy Esmaya, from our Housekeeping team.



Waitangi Day fun

Pictured left: We celebrated New Zealand's national day in style. First we made Poi, then Kris taught us to dance with it to traditional Maori songs.

Around the grounds

Pictured right and below: A sunny barbeque lunch (prepared by our Chef Manager, Charles, and his helpful sous-chef, resident Bernie), a visit to the Redcliffe Art Gallery, and a serious game of table tennis – these past few months have had us out and about!



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.



Mt Warren Park

We knew our Palm Lake Care Mt Warren Park residents were talented - and now greater Beenleigh knows it too!

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!



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.



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!

Caloundra

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.



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."



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

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!