



CYCLING, WITHOUT AGE

We enjoyed an awesome volunteer program putting our residents back on bicycles - the easy way!

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

Welcome



Palm Lake Care
Caloundra

SERVICE MANAGER,
JANENE SAYERS

Hello all and welcome to another edition of *The Difference* newsletter. We hope you are all doing well and enjoying the cooler days, as we slide into autumn. I'm very pleased to share that we have welcomed a new member to our team: Lifestyle Team Leader, Sally. With her many years of experience, Sally has already made a fantastic impression and we are excited to continue watching the positive impact she has on our community. We've also received some lovely feedback from residents and families about our new monthly lifestyle calendar and weekly email updates. It's great to hear that the easy-to-read format and icons are making communication clearer and more enjoyable. Thank you to everyone who has taken the time to share this feedback — we truly value it.

We have recently also received feedback regarding staffing. I would like to take a moment to reassure you that, at times, managing rosters can be quite complex, particularly when accommodating sick leave and ensuring our team members have time to rest and recharge. While we always aim for consistency, there are occasions where agency staff are required to ensure safe and continuous care. Please know that these decisions are never made lightly, and our priority is always the wellbeing of both our residents and our team. We encourage you to continue sharing your feedback, ideas, and suggestions with us — it helps us grow and improve every day. Thank you, as always, for your ongoing support.



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 where everyone's invited to attend.

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 Caloundra

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

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95 Village Way,
Little Mountain QLD 4551

EMAIL:
caloundracaresm@pallake.com.au

WEBSITE:
pallakecare.com.au

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

Key local personnel

SERVICE MANAGER
Janene Sayers
janenes@pallake.com.au

SERVICE MANAGER SUPPORT
Brandon Del Rosario

CLINICAL MANAGER
Emma Hathaway

HOUSEKEEPING TEAM LEADER
Lisa Wilkinson

LIFESTYLE TEAM LEADER
Sally Baskett

CHEF MANAGER
Michael Davis

MAINTENANCE
Michael Driscoll



News briefs

Meeting dates

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:

- April 8
- May 5
- June 2

Our **Food Focus Meetings** are on:

- April 23
- May 21
- June 18

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

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.

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. Just head to www.pallakecare.com.au

Have you met Frankie?

Many of you may have already met Frankie, our adorable new community puppy. Frankie is a little French Bulldog and is the pride and joy of our very own Service Manager, Janene. Frankie has been visiting and spreading plenty of joy via cuddles and companionship. Once fully trained, he will be visiting regularly and we look forward to him becoming a much-loved part of our engagement program — for residents, families and staff alike.

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 the Service Manager or Clinical Manager if they're available. You can also find email addresses on Page 2 of this newsletter, for your convenience.

We strongly encourage residents and relatives to attend our monthly Residents and Relatives meeting, as well as our Food Focus meeting. Dates and times are included above. These meetings are a great opportunity to share ideas, raise concerns and help us work together to improve our services. The more people who attend meetings, the better we can accommodate everyone's needs and preferences. Thank you for being part of our truly special community.

Cycling without age

Pictured right and below: We were very grateful to have the volunteers from Cycling Without Age take us on a glorious ride through the sunny streets of the Sunshine Coast. What a wonderful initiative!

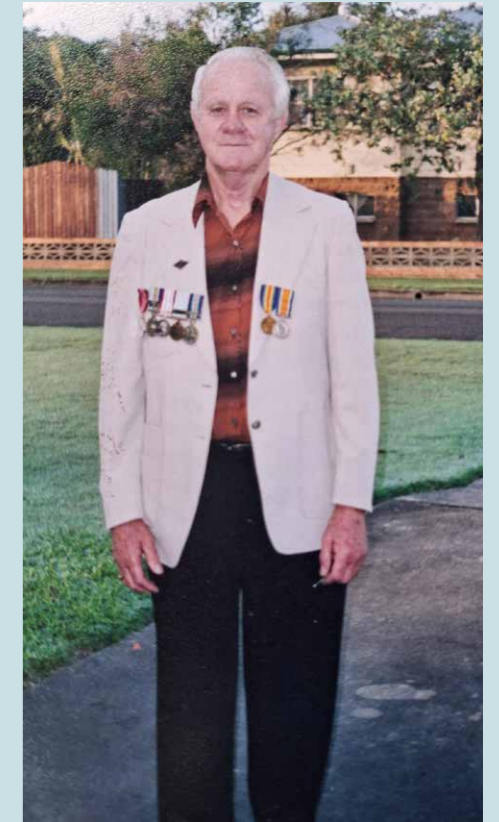


OMG!

Pictured left: Local MG Car Club members were very gracious with their time, visiting our community in their stunning rides recently. Seeing these fancy early-model cars brought back a lot of memories for our delighted residents.

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 William (Clive) Adam...



Clive tells us he faced many challenges as a young boy, but always stayed positive. One day as a young sharemilker (that's a dairy farmer who operates another person's farm, milking the owner's herd in exchange for a percentage of the milk income) he saw a front page advertisement on *The Courier-Mail* newspaper that simply stated: "Join the Navy and see the world".

Clive went ahead and did just that - joining the Navy and journeying off to start his training in Victoria. He spent his days sailing on a cruiser ship around Australia, mostly around the south islands. In 1954, he was joined on board his ship by Her Majesty, Queen Elizabeth II and Prince Phillip. Theirs was the guard ship for the Royals' southern tour.

Clive headed off to Korea near the last part of the Korean War in the 1950s. He spent the majority of his war time

in the far east region onboard Navy ships. He recalls his favourite meals at the time as local delicacies. He enjoyed tasting them all. When there was downtime at port, which wasn't all that often, Clive remembers spending that time drinking, dancing and sightseeing.

Clive also spent 14 months on The Queensborough ship sailing around the Northern Hemisphere.

"Being in service taught me to enjoy every moment, trust nobody but yourself and be careful," Clive says.

"Also, never tell anybody your main secrets."

Clive sums up Anzac Day in a few words: "Life, death, peace, foolishness and agony worldwide." Nowadays, Clive's Anzac Day tradition is to ensure he takes a moment to think about his own service and to pay his respect for others who didn't come home.

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

With Mother's Day on the horizon, it's important to honour not just the celebration itself, but the women whose lives and stories remind us what motherhood truly looks like. When we sat down with Lillian Joshua, it quickly became clear that her story would be one worth sharing.

Lillian has a lot of fond memories of growing up, and her own mother. Lillian lived in a very busy house with eight siblings. She was one of the youngest. Lillian's mother taught her all the skills she needed to run a successful and happy family home. Some of her memories include having to cut up the newspaper into squares and then thread them onto a string for the family to use as toilet paper in the outhouse. Lillian was taught how to correctly polish the floorboards in the home. Fridays were spent with her mother polishing the silver. The time she enjoyed the most was when her mother taught her to sew. At age 12, she made a baby dress with beautiful smocking.

Lillian married at 18 years of age. Her mother thought the world of her husband. She went on to have six children of her own (pictured above, in one of her favourite photos dating back to 1989). She also now has 13 grandchildren and 15 great grandchildren! Lillian's fondest memories of her own children were watching them making their own choice to be baptised through the church.

She still laughs when she thinks of her eldest son and the time he was told not to go fishing during school time. However, he didn't listen and he caught a fish but had nowhere to put that fish. So he took off his undies and wrapped the fish with them and then hid the fish in a flower pot! Another time, he was told he couldn't go on an outing with his parents, so he locked the gate shut with wire so they couldn't get back in when they got home. Her son is turning 70 years old this year.

Lillian's advice to young mums today is that marriage is a journey and your children are there for you to nurture. Shouting and screaming is not the answer. It hurts them deeply. A soft answer goes a long way. Lillian's definition of a good mum is to always be there when the kids need you and if they have any problems, give them guidance and love.

Clinical Team's update

Hello everyone - Welcome to another edition of our newsletter as we continue through 2026 and into the autumn months.

Following on from recent feedback, we have been placing a strong focus on improving communication between our team, residents and their representatives. Open, two-way communication is very important to us, and we will continue working together to ensure everyone feels heard, informed and supported.

At our recent resident meetings, we also heard that residents would find it helpful to know who is on shift each day. In response, we have introduced displays at the nurses' stations showing the names of the nurses and carers on duty. This began towards the end of March, and we thank you for your patience as our team settles into this new routine.

Our Clinical Team has recently commenced Care Plan training with support from our Central Support Office Clinical Team. This is a great opportunity for our staff to further strengthen their knowledge across all areas of care planning, including reviewing residents' needs, incident reporting and supporting dignity of risk, helping us continue to provide the best possible care.

We will be holding our onsite influenza and COVID-19 vaccination clinic on April 29 for both residents and staff. Participation is entirely optional. If you would prefer not to receive a vaccination, please let our Clinical Team know so we can note your preference. If you choose to receive your vaccination elsewhere, that is absolutely fine as well. Just let the nurse in your wing know so we can update your records.

We are always delighted to welcome new residents and team members into our community. Thank you to everyone for your kindness in helping new faces feel comfortable and at home.



Clinical Manager
Emma Hathaway

We love love!

Pictured right and below: Valentine's Day provides us with a very good opportunity to spread the love around. And we did just that via a lovely private dining room experience. Our kitchen crew plated up some incredible meals that were shared in a fine dining setting. We hope our lovebirds enjoyed their time together, making memories.



Chinese New Year

Pictured left: We enjoyed the colour and spectacle of some impressive visitors for Chinese New Year recently. With a menu featuring spring rolls and 'money bags' (crispy, deep-fried dumplings shaped like traditional purses to symbolise wealth and prosperity) we know it'll be a wonderful new year for 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.



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!

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!



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!



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."



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!