



The Difference

BEACHMERE APRIL – MAY 2026



CLINICAL UPDATE

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

MEET OUR PEOPLE

Get to know some of our residents and team members a little better

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 Beachmere

SERVICE MANAGER,
JOANNE BROWN

We can hardly believe we're already in autumn – where has the year gone? Winter is a timely reminder that the best protection against seasonal illness is staying up to date with yearly immunisations. We also ask that if you're feeling unwell, please stay home and visit once you're better. We also ask families to please check their loved one's clothing and footwear to ensure they have warm, comfortable items suitable for the cooler months.

Our community is steadily filling again, with occupancy increasing each week. We warmly welcome our new residents and encourage everyone to introduce themselves and help them feel at home. At the time of writing, we are looking forward to a Country Hoedown out on our beautiful deck. It will be a wonderful opportunity for residents to bond and enjoy some country-themed fun.

From an operational perspective, we are placing strong emphasis on resident rights and the strengthened standards. Our team is undertaking ongoing training in these areas to ensure we not only meet the standards but truly embrace and deliver rights-based care in everything we do.



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 Beachmere

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

PHONE:
07 3517 7000

STREET ADDRESS:
145 Bishop Road,
Beachmere QLD 4510

EMAIL:
beachmerecaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Joanne Brown
JoanneBr@palllake.com.au

SERVICE MANAGER SUPPORT
Sujan Shrestha

CLINICAL MANAGER
Jasdeep Kaur

HOUSEKEEPING TEAM LEADER
Sharon Baker

LIFESTYLE TEAM LEADER
Mollie Pennay

CHEF MANAGER
Thor Valdur

MAINTENANCE
Ryan Jeanes



News briefs

Our team's best

Congratulations to the following
people for being named Staff
Members of the Month recently:

February: Celso Ramos
(Housekeeping)

March: Connie Gamier
(Personal Care Assistant)

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.palllakecare.com.au

Meeting dates, for your diary

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

- **April 15**
- **May 19**
- **June 17**

Our next Food Focus meetings are:

- **April 15**
- **May 19**
- **June 17**

These meetings are an excellent
way to stay connected and
informed about what's happening
at Beachmere. Weather permitting,
meetings will take place on our
beautiful covered deck. We look
forward to seeing you there and
hearing your valuable input as we
continue to work together to make
Palm Lake Care Beachmere an even
better place to live.



Happy birthday!

We'd like to wish a very happy
birthday to the following people
who recently celebrated another
lap around the sun:

February birthdays

- Simon Munford
- Donad Antwis
- Carol D'Bois
- Thelma Clarke
- Donald Sandilands
- Bruce Staib
- Victor Ziolkowski
- Neil Wheatley
- Renata Lever
- Keith Sams

March birthdays

- Heather Carter
- Thelma (Dawn) Owen
- Graham Peatey
- Barbara Chapman
- Edward Von Hoff
- Roger Boundy

Congratulations lovers

Happy 55th wedding anniversary
to our lovely friends, Fran and
Ed Clelland. This pair marked
their special day with friends
and loved ones on February 27.
Congratulations from the whole
Palm Lake Care team!

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: @palllakecare
Instagram: @palm.lake.care

Around the grounds

Pictured: Our community enjoys coming together for celebrations. Group settings allow us to connect with one another while special commemorations give us the chance to revisit our memories while making new ones. We've most recently marked resident birthdays and anniversaries, Australia Day, Valentine's Day and more.



Meet a neighbour

Our community is full of stories. Let us introduce you to one of our lovely Palm Lake Care Beachmere residents, Elsbeth Roth...

Tell us briefly about your upbringing: Where did you grow up and what's a favourite memory from your childhood? I grew up in Switzerland, skiing in the winter and visiting the mountains. I have two brothers and one sister and was going back home every 2-3 years. I grew up in a small village near Barslow.

Tell us about any jobs you've held in your working career and what you enjoyed most? I have a diploma in hospitality and worked in exclusive hotels. I originally came to Australia in 1980 to travel but loved it here so much that I ended up staying. I worked at the Hilton in Sydney.

What hobbies/sports/special interests have you had throughout your life? I like arts and crafts. I am interested in colouring and love 3D puzzles.

What's your favourite way to spend the day nowadays, here at Palm Lake Care? I retired last February and am mostly busy with appointments and medical issues but hoping to overcome my health challenges.

What are three words that best describe you? Happy, chatty and positive.

What advice do you have for young adults? Listen and learn from older people and travel while you're young so you can learn from other cultures.



Meet the team

Like integral links in a very important chain, everyone's role makes a difference. Meet Mollie Pennay.

Mollie Pennay is our very first success story from the "Grow Our Own" project here 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. Please join us in congratulating Mollie on this fantastic milestone. We are incredibly proud of her and look forward to seeing her continue to thrive in her new role.

How do you think people would describe you? I think people would describe me as bubbly, kind and approachable. I love bringing positive energy into a room and helping others feel comfortable, valued and included.

What is your favourite part of your job? 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. 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.

Why did you choose to work in aged care? When I was younger, I saw the incredible care my grandparents received and remember thinking how special those nurses were. I knew I wanted to make people feel that same sense of comfort and dignity. When I was old enough, I began working in home care and quickly realised how much I loved supporting older people to continue doing the things they thought they were "too old" to do. That's what inspired me to move into Lifestyle — helping residents stay engaged, active and joyful.

How do you like to spend your days off? On my weekends, I love exploring local markets and going paddle boarding with my partner. We also love to take our dog to the beach.

What is something the residents may not know about you? I'm a qualified scuba diver! I started diving when I was 14 and still enjoy diving off the Sunshine Coast with my uncle whenever I can.

What advice do you have for anyone wanting to work in aged care? My advice, especially to younger people, is don't let your age hold you back. You're never "too young" to work in the aged care industry. If you're compassionate, willing to learn and genuinely care about people, you can make a real difference in someone's life. You'll gain so much in return — not just skills and experience, but wisdom from the incredible stories and lives of the people you support.

Beachmere Clinical Team's update

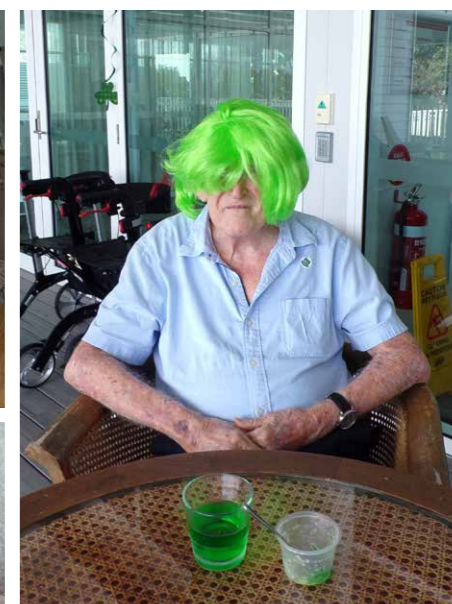
In the clinical space, we are currently focusing on psychotropic, opioids and polypharmacy review. This aligns with the expectations of the Australian Commission on Safety and Quality in Healthcare and supports compliance with the Aged Care Quality Standards while also improving resident safety, reducing falls risk, and enhancing overall quality of life. During this process, residents might receive a phone call or email from our clinical staff or onsite pharmacist to discuss their current medications and their benefits or side effects. If you have any questions regarding this process, please feel free to contact anyone in the Clinical Team via phone, email or face to face meeting. Please rest assured that these reviews are only completed to provide best outcomes for our residents and no medication change will occur without consultation with residents or their Enduring Power of Attorney. So far, we have had positive feedback from residents and their families. We always love to hear from you about any positives as well as things we need to improve on so that we can assist our residents to enjoy the best quality of life.



Clinical Manager
Jasdeep Kaur

Around the grounds

Pictured this page: St Patrick's Day gave us a chance to be silly and enjoy all the green things! Armchair travel took us to far-flung countries (from the comfort of our Beachmere lounge!) and we even sampled teas from around the world. We also wished a big 'Happy Birthday' to all those special residents who celebrated another lap around the sun recently.



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!

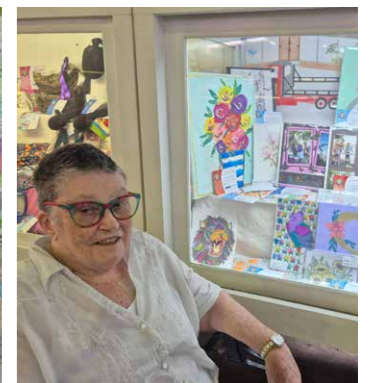
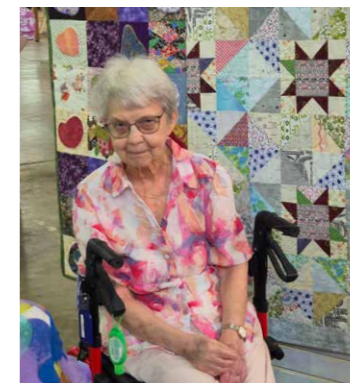
We recently entered some of our residents' artwork into the Beenleigh Show and were beyond thrilled to receive First Prize and Second Prize certificates for several of our pieces. You can check out some of our winning resident artists here. You guys all did us proud!



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!



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.



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 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!