



The Difference

BETHANIA APRIL – MAY 2026



CLINICAL UPDATE

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

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
Bethania
SERVICE MANAGER,
BERNICE COWLEY

There is a real sense of energy around our community at the moment – countless small interactions that show us what “heart and home” means. It’s not just something we say but something we live, by strengthening our connection and engagement with our residents. There are some special moments coming up, including Easter – for some, a meaningful spiritual occasion; for others, a time to enjoy sweet treats, activities and time together. Anzac Day will also offer an important opportunity to pause, reflect and honour those who have served. In May, Mother’s Day is a chance to celebrate the incredible women in our lives. With my own mum in South Africa, it’s a reminder of how important those connections are... no matter the distance. Thank you to our residents, families and team for making this feel 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 Bethania

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

PHONE:
07 3086 3000

STREET ADDRESS:
1 Goodooga Drive,
Bethania QLD 4207

EMAIL:
bethaniacaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Bernice Cowley
bernicec@palllake.com.au

SERVICE MANAGER SUPPORT
Justersen Jepsen

CLINICAL MANAGER
Tina Le Claire

HOUSEKEEPING TEAM LEADER
Jamie Romana

LIFESTYLE TEAM LEADER
Karen Rayner

CHEF MANAGER
Veijo Lehto

MAINTENANCE
Scott Stevens



News briefs

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. Visit www.palllakecare.com.au



Clinical Manager’s note

TINA LE CLAIRE

As we approach winter, it is important to prioritise the health and wellbeing of our residents – particularly with the increased risk of seasonal illnesses like influenza. Older adults are more vulnerable to complications from the flu, making prevention strategies essential within the aged care environment. Our service will be supporting all residents to receive their annual influenza vaccination in line with current health recommendations. The flu vaccine is a safe and effective way to reduce the risk of serious illness, hospitalisation, and the spread of infection within the home. By maintaining high vaccination rates, we can better protect not only individual residents but also the broader community. Consent will be obtained prior to any vaccination being administered, and families will be kept informed throughout the process. We encourage families and visitors to also consider receiving their flu vaccination, as this provides an additional layer of protection for our residents. Alongside vaccination, our team will continue to implement strong infection prevention and control measures, including regular hand hygiene, use of personal protective equipment where required, and monitoring for any signs of illness. If you have any questions or would like further information about the vaccination program, please feel free to contact our team.

Your feedback matters to us

We’d like to remind everyone that your feedback is always welcome. Feedback forms are available throughout our community and you’re always welcome to pop in and speak with our Service Manager or Clinical Manager when they’re available. You can also find email addresses on Page 2 of this newsletter for your convenience.

We also strongly encourage residents and relatives to attend our various monthly meetings. Dates and times are always included in this newsletter. These meetings provide a great opportunity for participants to share ideas, raise concerns and help us work together to improve our services. The more people who attend our meetings, the better we can accommodate everyone’s needs and preferences. Thank you for being part of our community and for contributing to making it truly special.

Meeting dates, for your diary

Our next **Residents’ Meetings:**

- April 10, 10.30am
- May 8, 10.30am
- June 5, 10,30am

Our next **Food Focus Meetings:**

- April 17, 11am
- May 15, 11am
- June 12, 11am

These meetings are held in our Cinema and are an excellent way to stay informed about what’s happening within our community.

No RSVP required. All are invited to attend. We look forward to seeing you there and hearing your valuable input.

Celebrating culture

Pictured, Pages 4-5: From Waitangi Day to St Patrick's Day, our celebrations have taken us all over the world. We took some 'Arm chair travel' to South Africa, and also enjoyed Lunar New Year celebrations and Harmony Week.



Lifestyle Team's report

What a wonderful start to the year it has been for our residents. We have had so much to celebrate, and are still filtering through the wonderful feedback from our community.

Waitangi Day on February 6 was terrific, with our community celebrating together under one roof. Talk about wow factor! We were lucky to have some family members in attendance, and everyone really enjoyed the experience.

World Cancer Day also brought our residents together. We made cancer awareness ribbons and enjoyed a special morning tea. One week later, we celebrated love in all its forms on Valentine's Day – what a treat!

'Tim Tam Day' on February 16 was certainly a unique experience, and our residents commemorated it by blind-tasting all the flavours of the beloved Arnotts biscuits. No one picked the last biscuit, the Jatz flavour! Also in February, we marked Shrove Tuesday with a hot pancake (or three!). That event was certainly enjoyed by many.

Lunar New Year was another special celebration. Our visitors from the Queensland Chinese Orchestra taught us about the cultural celebration, and we all enjoyed hearing them play their instruments. We ended the event with a wonderful Chinese tai chi performance, which brought us a moment of peace.

In March, we celebrated International Women's Day by reflecting on important women throughout history. Then, on March 17, we celebrated St. Patrick's Day with all things green!

Harmony Week brought a sense of togetherness to our activity room and staff room. We made hands in a fun craft session, and wonderful food was provided by our Food Service Department. A big thank you to the kitchen team – well done, guys!

Looking ahead, some upcoming events include armchair travel to South Africa, a 100th birthday celebration for a special lady, barbecues, bus outings, Easter, Anzac Day, an Easter concert from our guests from Palm Lake Resort (all of 35), International Nurses Day, Mother's Day and State of Origin, just to name a few.

It's nothing but the best for our residents at Palm Lake Care Bethania. Happy smiles make for happy days!

Karen Rayner,
Lifestyle Team Leader

Special occasions

Pictured right and below: February was the month for special celebrations. Shrove Tuesday, Valentine's Day, Tim Tam Day and World Cancer Awareness Day were just some of the events on our social calendar.



Creativity and fun

Pictured left and below: From scrapbooking to group games, we like to spend time with our friends.



Meet the team



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

If you've visited our community recently, you will probably know Tracey – she's the face that greets everyone upon arrival.

Resident- and staff-focused, Tracey is always on call to lend a hand. Before joining us, she worked at the Wesley Hospital at Auchenflower in day rehab and administration. Though we're sure she is sadly missed there, it's our gain – and we're so glad to have her with us.

As of July 2026, Tracey will have been part of our Palm Lake Care team for four years.

Tracey is local to the area and very family focused, making sure to spend as much time as she can with her loved ones outside of work.

When asked what makes her happy about working at Palm Lake Care Bethania, Tracey says it's all about the people – from interacting with the residents to having a great working relationship with the staff. Tracey, thank you for being such a great co-worker and team member. You make a difference to us all!



Like mother, like daughter

For Palm Lake Care Bethania Personal Care Assistant Emmaruth, this Mother's Day will be more special than most – it will be her first one with her daughter, Andreana, working alongside her.

It was love that brought Emmaruth from the Philippines to Australia almost a decade ago – love for her new husband, who she had met during a trip here in 2015, and love for her three children, who remained behind in the Philippines to finish their schooling.

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

That job turned out to be a Personal Care Assistant (PCA) role at Palm Lake Care Bethania, which Emmaruth took on in July 2018. She was immediately drawn to the Administration team's 'firm but fair' approach – they set a high standard for their staff, but were kind and good hearted if anyone needed help.

"I call Bernice, Leanne and Tina 'Charlie's Angels'," Emmaruth laughs. "They are all tough women who are there to help whenever you need them."

So Emmaruth knew exactly who to ask when her daughter

needed a new job. Andreana, Emmaruth's middle child, had moved to Australia to support her mum after her husband passed – even though that means doing her study and exams again, despite working as a Registered Nurse in the Philippines for five years.

"She told me, 'That doesn't matter, as long as I'm with you'," Emmaruth says proudly. "Now, Andreana is here on a student visa, studying a Diploma of Nursing while working alongside me as a PCA."

Though Andreana ultimately wants to become a GP, she is loving her role at Palm Lake Care Bethania – especially taking her lunch breaks with her mum. Their days are spent caring for the residents and supporting them with their daily needs, working alongside the team that Emmaruth says has supported her from the start.

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

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!

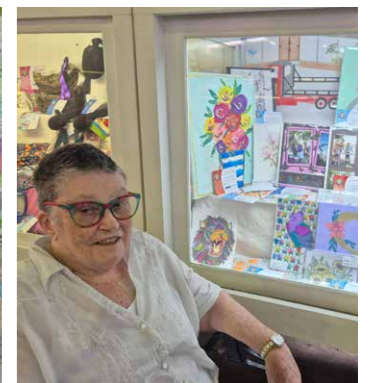
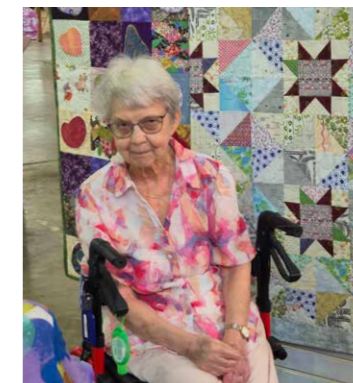
We recently entered some of our residents' artwork into the Beenleigh Show and were beyond thrilled to receive First Prize and Second Prize certificates for several of our pieces. You can check out some of our winning resident artists here. You guys all did us proud!



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!



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!



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."



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!