



The Difference

TOOWOOMBA APRIL – MAY 2026



TO BE SURE, TO BE SURE

St Patrick's Day shenanigans came to Toowoomba, in all the greenest glory!

AWARD-WINNING CREATIVITY

The 2026 Royal Toowoomba Show saw some of our most creative talents awarded

AROUND THE GROUNDS

Catch up with what your Palm Lake Care neighbours are doing here and also further afield

Welcome



Palm Lake Care Toowoomba

SERVICE MANAGER,
ALICE ROOS

Since joining Palm Lake Care Toowoomba in February, I have felt incredibly welcomed — thank you to our residents, their families and the team for your warmth and support during this transition.

It's clear that a significant amount of good work has already been underway in recent months to support ongoing improvements. I'd like to acknowledge the dedication across the team, with our Personal Carers, Registered Nurses and Enrolled Nurses all undertaking a substantial amount of training to strengthen practice and enhance the care we provide.

We continue to focus on our remediation work, alongside stabilising the team and strengthening how we work together. As I settle into the role, my key priorities are building strong teamwork, improving communication, and ensuring we better support you — particularly in how we listen to feedback and continue to improve. I would also like to acknowledge the support of the Palm Lake Care Clinical Governance team and thank Caroline Bosnic and Eleanor Morgan from our Central Support Office for their guidance and support throughout my orientation and onboarding.



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 Toowoomba

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

PHONE:
07 4580 3000

STREET ADDRESS:
149 Hogg Street,
Cranley QLD 4350

EMAIL:
toowoombacaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Alice Roos

SERVICE MANAGER SUPPORT
Edward Townsend

CLINICAL MANAGER
Pinky Thomas

HOUSEKEEPING TEAM LEADER
Mark Barrett

LIFESTYLE TEAM LEADER
David Solomon

CHEF MANAGER
Lahiru Fernando

MAINTENANCE
Phillip Holton



News briefs

Manager's lunch

Make a note in your diary for these upcoming Manager's Lunch dates:

- May 29, at 12 noon
- June 26, at 12 noon

These lunches give our residents a great opportunity to talk to members of our leadership team in a casual setting - while also enjoying a delicious bite to eat!

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: @palllake.care

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



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.

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.

Residents' Meeting and Food Focus dates, for your diary

We are pleased to announce the upcoming meeting dates, where everyone is welcome to join in and share thoughts, ideas and feedback.

Residents' Meetings are on:

- April 16, at 10am
- May 21, at 10am
- June 18, at 10am

Our Food Focus Meetings are on:

- April 10, at 10am
- May 8, at 10am
- June 12, at 10am

We look forward to seeing you there and hearing your valuable input as we continue to work together to improve Palm Lake Care Toowoomba.

To be
sure, to be
sure!

Pictured this page: You couldn't miss St Patrick's Day this year with all the green-themed shenanigans going on around our community!



Lifestyle Team's report

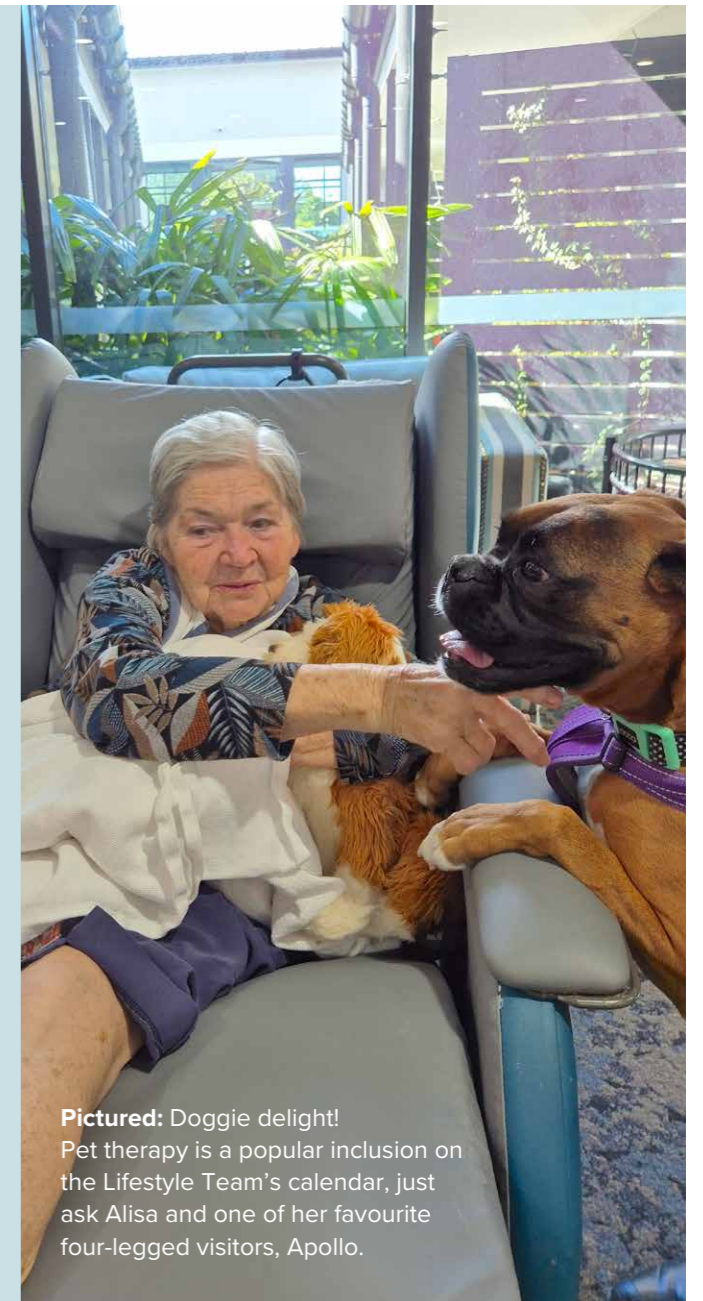
We have already been so busy here at Palm Lake Care Toowoomba in 2026 - and we are just getting started. We are introducing new and even more opportunities for our residents to engage in activities. We have been out to visit local pubs for lunch, out for some retail therapy at the Toowoomba shopping centres and we've also found out that hanging out at Bunnings is always a popular bus trip!

We also had some entries in the 2026 Toowoomba Royal Show that have earned some wonderful prizes to recognise the effort put into them by our most creative residents.

We also celebrated St Patrick's Day with some green-themed food and drink, some interesting Irish trivia and Irish indoor bowls involving a cabbage and some potatoes! There was also a strange fellow with a not-very-believable beard lurking about, dressed in green. We also enjoyed a performance by the Palm Lake Resort Ukulele group playing many well known Irish songs.

We look forward to lots more fun in the coming months at Palm Lake Care Toowoomba!

**David Solomon,
Lifestyle Team Leader**



Pictured: Doggie delight! Pet therapy is a popular inclusion on the Lifestyle Team's calendar, just ask Alisa and one of her favourite four-legged visitors, Apollo.

Clinical Team's update

Since joining the Palm Lake Care Toowoomba team in March, I have felt very welcomed and have appreciated the support during my transition into the Clinical Manager role.

It's clear that a strong focus on improving clinical practice has been underway. As part of my orientation and onboarding, I attended the recent RN/EN training alongside our team members. Currently, 40 RN/EN staff at Palm Lake Care Toowoomba have completed the two-day workshop, with the remaining four RNs scheduled to attend a make-up session, bringing us to a 91 per cent compliance rate. I'd like to acknowledge the team's commitment to this training.

The workshops have strengthened clinical capability, and feedback has been very positive, with participants reporting increased confidence in delivering care in line with expected standards.

It has also been great to be supported by the Palm Lake Care Clinical Governance team, whose guidance continues to strengthen our approach and outcomes.



**Clinical Manager
Pinky Thomas**

A great show of creativity

Pictured this page and right: The 2026 Royal Toowoomba Show gave us the chance to flex our creative muscle with some wonderful handcraft entered (and winning!). We also enjoyed a day trip to the Show to see our work on display and take in the joy and wonder of this popular annual event, now in its 161st year.



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!



Beachmere

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

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

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

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

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



OUR COMMUNITIES



We love love

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

Deception Bay

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

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



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!