



The Difference

BEACHMERE JUNE – JULY 2026



CONNECTION THAT COUNTS

How we're keeping you
connected from the comfort of
your Palm Lake Care home

MAN'S BEST FRIEND

We love animals and we know
you do too, so all your FAQs
are answered here

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

As we move further into winter, we are mindful that illness tends to increase during the cooler months. We kindly ask for your support in helping protect our residents by refraining from visiting if you are unwell. Our Flu and COVID-19 vaccination clinic was held on April 30; however, we are happy to assist in arranging vaccinations for anyone who may still wish to receive theirs.

Still in the Clinical space, we said goodbye to our Clinical Manager, Jasdeep, recently but have since welcomed Jade Miles to the role. Make sure you say hello to Jade when you see her in the halls of our community.

We are also pleased to share that we are nearing full occupancy once again. A warm welcome to all our new residents — we hope you quickly feel at home, build meaningful connections, and enjoy being part of our special community.

Lastly, our wonderful Lifestyle Team is establishing an Activities Committee to better understand the types of activities/events our residents would like to access and participate in within our community. If you are interested in being involved, please let Mollie know.



Palm Lake Care

CHIEF EXECUTIVE OFFICER,
DAN AITCHISON

I am pleased to share that Amanda Boyd has been appointed Palm Lake Care's Chief Operating Officer and will commence in June. Amanda's appointment reflects Palm Lake Care's ongoing commitment to strengthening our leadership capability and supporting the continued growth and success of our organisation. Amanda brings extensive experience in operational leadership and a strong commitment to building high-performing teams and positive workplace cultures. Working closely with our operational, clinical and support teams, Amanda will play an important role in enhancing collaboration, consistency and operational excellence across our communities and services. Her appointment also supports our future plans, including upcoming developments and broader organisational initiatives that will help ensure Palm Lake Care remains well-positioned to meet the needs of our residents, families and team members for many years to come. No doubt she will spend her first few weeks on-site connecting with our various local communities. Make sure if you see her about the halls of your community, you join us in welcoming Amanda to the Palm Lake Care family.

In another big-news moment for our organisation recently, the first sod has officially been turned for our first Palm Lake Care community outside Queensland. Palm Lake Care Forster will be the group's eighth care address and is located halfway between Port Macquarie and Newcastle on the New South Wales coastline. We look forward to bringing you updates on this incredible new community which will be around 12 months in construction.

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
Jade Miles

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)



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

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:

- **June 17**
- **July 17**
- **August 21**

Our next Food Focus meetings are:

- **June 17**
- **July 17**
- **August 21**

Rewarding our dedicated staff

Congratulations to our prize winners this month who each received a \$50 fuel voucher for attending all rostered shifts as an incentive to reduce agency use and to acknowledge the ongoing fuel crisis.

- Week 1: Nabin Bhatta and Emma Luxford
- Week 2: Kathryn Sheather and Sandeep Kaur
- Week 3: Bhupinder Singh (Monty) and Shaylee Boske
- Week 4: Chrissy Lanagain and Deirdree Dean

Happy birthday!

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

April birthdays

- Pauline Leech
- Dorothy Glanville
- Donald Murphy
- Raymond Hurt

May birthdays

- Ethel Dunn
- Brian Powell
- Anthony Keeling
- Kay Atthow
- Cecile Watson



Meet the team

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

As our hard-working laundry extraordinary, Deb not only manages all residents' personal laundry, but also all bedroom, bathroom and kitchen linens. Deb is such an integral part of our community, we often see her husband here volunteering folding washing and assisting with events — but his strongest skills are on display when he's manning the barbeque.

How do you think people would describe you? I think people would say I am happy, helpful and love hugs.

Why did you choose to work in aged care? After working in childcare for a long time, I was looking for a change — but I knew I still wanted to make a difference.

How do you like to spend your days off? On my days off, I love spending time with our grandchildren and milking cows.

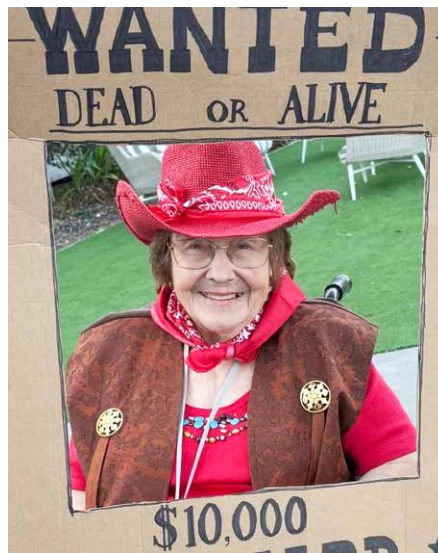
What is your favourite part of your job? Knowing that I am appreciated by the residents, and spending time hearing their stories.

What is something the residents may not know about you? My hobbies include cooking, gardening and making soaps and candles.

What advice do you have for anyone wanting to work in aged care? I would tell them that it's a great choice of employment if you enjoy making people happy.

Hoedown throwdown!

Pictured: What a fantastic event our Beachmere Hoedown turned out to be! With over 100 attendees, it was a wonderful celebration of country spirit. It was especially humbling to see so many families participate, along with the creative costumes and the joy the children brought to the day. "Thank you to everyone who contributed to making it such a memorable occasion," says Joanne, our Service Manager.





Meet our stand-out staff

International Women's Day was an opportunity to recognise the amazing women in our team – and the men who support them.

Meet Holly Morante, who is undertaking training to achieve her Level 4 in Cookery. Holly brings a spark to the kitchen and excitement from the residents, gaining very positive feedback (especially on her baking!).

She is dedicated to learning as much as she can from our chefs so that she can achieve her goals and, when she's not working, spends her personal time completing her assessments. Holly is great at taking on resident feedback, and always modifies her cooking to suit their needs and wants. She's best known for baking the birthday cakes for our monthly resident barbecues. In addition to her baking, Holly also makes the best sandwiches – though she often goes unrecognised, being behind the scenes.

Holly has brought a whole new dimension of resident-centred care to the kitchen, whether she is cooking, making sandwiches or cleaning up. Holly is an amazing staff member – nothing is a problem for her.

A special mention to two top blokes, Keir and James, who support and recognise not only our wonderful female staff, but also our residents. We are grateful to be blessed with such a dedicated, caring team.



Beachmere Clinical Team's update

In the clinical space, we are currently focusing on supporting our new residents by ensuring their initial care plans and assessments are completed in line with the strengthened standards and Statement of Rights.

We also now have a dedicated area in the reception foyer, near the nurses' station, featuring a digital notice board and a range of helpful information. This includes details about support and advocacy services, the Aged Care Commission, and your Statement of Rights. Please feel free to access any of this information at your convenience. If you need assistance reading or understanding any of the materials, our team is always here to help and provide support.

We are currently working to reduce our reliance on agency staff following a recent increase due to higher occupancy levels. In the meantime, we have a strong recruitment drive underway to bring in more permanent team members. Our goal is to ensure that you and your loved ones receive consistent, high-quality and ongoing care from familiar staff.



Clinical Manager
Jasdeep Kaur

Here, I stay connected

The benefits of interpersonal relationships are well proven, which is why Palm Lake Care prides itself on keeping residents connected.

Connected, to our team and to each other

From the moment a Palm Lake Care resident rises in the morning to the time they fall asleep at night, they are connected to a fully engaged network of highly qualified carers, nurses and administrative staff. Our Lifestyle teams also deliver an ever-changing weekly schedule of activities that allows our residents to be as connected to other residents as they choose to be. For example, group exercise and creative art/hobby classes allow residents to share experiences with their likeminded neighbours. Meals at shared tables, with friends, are always more enjoyable. And our visiting entertainers also draw a crowd, where residents can share these memorable experiences.

It's also important that residents stay connected with our management teams. From regular management lunches (allowing residents to speak one-on-one with various managers in our communities) to monthly Residents' Meeting and Food Focus meetings, to ensuring our Service Manager's door is always open for a chat, there are many ways we provide opportunities for connection between our residents and our decision makers.

Connected, to our local community

For those who've lived and breathed their local community for years, it's important that they still feel a part of that neighbourhood. Our Lifestyle team members host bus excursions that allow residents to see, hear and experience familiar sights, and we support our residents' staying connected to the places of worship, community service groups and charitable organisations they love.

Connected, to loved ones

Keeping our residents connected to their loved ones is most important to us – not only do they thrive from regular family connection, but their families also benefit. That's why every Palm Lake Care suite offers a direct-dial phone so family can speak to their loved one at any time of the day, beyond our physical visiting hours. Likewise, our Palm Lake Care website offers a "Message a resident" function where anyone can send a written message to a resident (and even upload photos), for our caregivers to deliver to them. We're also able to utilise software to allow our families to video call their loved ones on large-screen TVs. Many of our residents have particularly wonderful and heart-warming interactions with their smallest family members via video call technology.



Man's best friend

We know that pets are often considered part of the family, providing companionship, joy and emotional support.

While we can't offer pets a long-term home across our various aged care accommodation addresses, we have robust animal/pet therapy programs that sit perfectly within our lifestyle programs. Below, we answer some of your frequently asked questions around pets in our aged care communities...

WHY CAN'T I HAVE PETS LIVE WITH ME?

Health and safety: The health and safety of all residents is our top priority. Some residents may have allergies or health conditions that can be aggravated by pets. Additionally, pets can sometimes pose fall risks or other safety concerns.

Care needs: Pets require consistent care, including feeding, grooming and regular veterinary visits. Ensuring that these needs are met can be challenging in an aged care setting, where residents have varying levels of mobility and health.

Hygiene: Maintaining a clean and hygienic environment is essential in aged care. Pets can sometimes contribute to cleanliness issues, which can affect the overall wellbeing of the community.

WHAT ABOUT VISITING PETS?

We encourage and facilitate visits from placid animals under certain conditions:

Pet-friendly aged care therapy programs: We partner with volunteers and organisations to bring well-trained, friendly animals into our community. These visits provide comfort and joy and are conducted in a controlled and safe manner.

Family pet visits: Family members are welcome to bring their pets for visits, provided they adhere to our guidelines. Pets must be well-behaved, vaccinated and on a leash or in a carrier at all times. Visits should be pre-arranged with our care team to minimise disruption to our community.

Stick to common areas: Visiting pets are usually limited to our common areas where they can interact with those residents who choose to engage with them.

We understand the important role animals and family pets play in people's lives and we strive to offer pet-friendly aged care opportunities to allow our residents to enjoy animal companionship in a way that is safe and beneficial for the entire community. If you have any questions, please don't hesitate to reach out to our care team.

OUR COMMUNITIES



We're expanding our role in regional healthcare

Read all about our new partnership with Wide Bay Hospital and Health Service



Central Support Office

A new partnership for Palm Lake Care will see one of our communities take on an expanded role in supporting older Australians through recovery – bridging the gap between hospital and home.

Palm Lake Care has reached an agreement with Wide Bay Hospital and Health Service (WBHHS) to deliver interim care from June 1, 2026, marking an exciting new chapter for our Bargara community and strengthening the role Palm Lake Care plays within the broader regional healthcare system in Queensland.

The partnership will see a dedicated area within Palm Lake Care Bargara provide short-term, recovery-focused care for older people who have been discharged from acute hospital care, but are not yet ready to return home or transition into permanent residential aged care. It's a model sometimes referred to as 'transitional' or 'interim care', and Palm Lake Care Bargara is well placed to provide it – offering a warm, supportive environment where people can rebuild strength, confidence and independence at the right pace.

For the Bundaberg region, the benefits extend beyond individual patients. By providing appropriate step-down care for people who no longer require acute hospital beds, the partnership helps relieve pressure on the hospital system, improves patient flow and ensures people receive care in the most appropriate setting.

"This reflects who we are as an organisation," says Palm Lake Care CEO Daniel Aitchison. "A community committed to care, compassion and supporting when people need it most."

The agreement follows a period of open consultation with residents, families and staff at Palm Lake Care Bargara. Dan updated the community as negotiations progressed, and hosted senior leaders from WBHHS and Bundaberg Hospital at Palm Lake Care Bargara ahead of the partnership being confirmed. The visit drew warm praise for the environment our Bargara team – which includes every resident, family member and staff member – has created there.

For our Palm Lake Care Bargara community, day-to-day life will remain unchanged, with the wellbeing, dignity and comfort of our existing residents remaining our highest priority. Interim care residents will be supported within a designated area of the building, with dedicated staffing arrangements in place to ensure a familiar and well-supported environment for everyone.

While this partnership is specific to Palm Lake Care Bargara, it reflects values that run across our entire organisation – a commitment to support and care for older Australians wherever they are in their journey.

"We believe this is an important opportunity, not only for Palm Lake Care Bargara, but for the wider community. We are excited about the positive difference we can make together."

We love the people!

Maintaining connections with the wider community helps aged care residents preserve a sense of purpose, identity and belonging beyond their residential environment. Regular social interaction and community involvement can also improve mental wellbeing, reduce feelings of isolation and support a higher quality of life.



Mt Warren Park

Connection is key for residents at Palm Lake Care Mt Warren Park.

Our residents are blessed to be part of a very engaged and connected local community. They enjoy regular visits from Junior Quota Club members and local kindy kids, and have recently started a Pen Pal program with another local community organisation. The local orchestra and choir also often pop in to perform.



Toowoomba

On April 25, Palm Lake Care Toowoomba paused to honour the Anzac Day spirit with a moving service.

The occasion was made all the more special by a collection of beautiful handmade crocheted poppies, gifted by Angela Wade. Kim Solomon, a former navy servicewoman, represented the armed services on the day and delivered a heartfelt address that resonated with all in attendance.



OUR COMMUNITIES



One mother of a celebration

Sunday, May 10, provided a chance for our communities to celebrate the mothers, grandmothers and great-grandmothers in residence. From high teas to shopping sprees, our staff went above and beyond to make the day as special as the women they were honouring. Thank you to our team members for always going the extra mile for our residents.

Deception Bay

Mother's Day at Deception Bay was a community affair, with contributions from some amazing local businesses.

Not only did our very own Chef Annie and Charles prepare a high tea, but Heartfelt Funerals kindly donated flowers to every mother in residence, while the Mobile Fashion Shop brought some much-needed retail therapy.



Party time purpose

Celebrations play an important role in aged care because they bring people together, create positive experiences and provide opportunities for residents to remain socially connected. They help foster a sense of belonging, strengthen friendships and build a vibrant community. Celebrating special milestones can also evoke happy memories, encourage conversation and support emotional wellbeing. For many, these occasions provide something to look forward to and enhance overall quality of life.

Bargara

Palm Lake Care Bargara recently marked a magnificent milestone – 10 years of community – and what better way to celebrate than a glamorous masquerade ball?

Residents and staff pulled out all the stops, dressing in their finest for an evening that was as elegant as it was joyful. A decade of care, connection and community, celebrated in true Bargara style.



Caloundra

Some of the most talked about activities at Palm Lake Care Caloundra include music and dance.

Whether our Caloundra residents are singing or dancing along to our visiting entertainers, or they might even be beating their own drums, the one thing that seems to keep everyone at Caloundra smiling is music and rhythm.



Bethania

Palm Lake Care Bethania celebrated its nursing team in style for International Nurses' Day, with catering and festive decorations – banners and signs honouring the people who give so much every day.

Observed each year on May 12, International Nurses' Day marks the birthday of Florence Nightingale, the founder of modern nursing. First celebrated internationally in 1965, the day recognises the vital role nurses play in communities around the world – a role that has never been more visible or more valued, especially across our Palm Lake Care communities.

At Palm Lake Care Bethania, that appreciation is felt year-round, but International Nurses' Day offers a moment to pause and say it plainly: thank you. From early morning shifts to late-night care, our nurses bring skill, compassion and dedication to everything they do. Here's to every one of them.



Important information

Meet our Central Support team

Chief Executive Officer:

Dan Aitchison

Chief Operating Officer:

Amanda Boyd

Executive Manager – Clinical Governance:

Lisa Patterson

Executive Manager – Quality and Risk:

Patricia Heke

Executive Manager – People and Culture:

Ben Winduss

Operations Manager:

Katie Cooley

Operations Support Lead:

Caroline Bosnic

Support Services Manager:

Steve Wheeler

What to 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!