



The Difference

BARGARA 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 Bargara

SERVICE MANAGER,
GENE DEMOS

A very warm welcome to all of our new residents and staff here at Palm Lake Care Bargara. We're so pleased to have you join our community. Moving into a new home is a big step, and we're here to support you every step of the way.

I'm also excited to introduce a few new faces in our leadership team. Please join me in welcoming: Lalita Miller, our new Service Manager Support, Toni Greenberger, our Clinical Manager, Katrina Farrow, our Chef Manager and Housekeeping Team Leader Nerissa Macbeth. Each of them brings great experience and we're very lucky to have them on board. If you see them around, don't hesitate to say hello!

I'd also like to share an update on our growing partnership with Wide Bay Health and Hospital Service. Through this collaboration, we'll be supporting interim care in our Acacia area. This is a fantastic opportunity for us to contribute to the broader community while continuing to provide care here at Palm Lake Care. A heartfelt thank you to all residents who have recently moved rooms. We understand that change can sometimes be a little disruptive, and we truly appreciate your patience, understanding, and flexibility. Your support allows us to continually improve our environment and services for everyone. As always, my door is open. Whether you have a question, a suggestion, or just want a chat, I'm always happy to connect.



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 Bargara

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

PHONE:
07 4331 0000

STREET ADDRESS:
55 Wearing Road,
Bargara QLD 4670

EMAIL:
bargaracarefm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Gene Demos
GeneD@palllake.com.au

SERVICE MANAGER SUPPORT
Lalita Miller

CLINICAL MANAGER
Toni Greenberger

HOUSEKEEPING TEAM LEADER
Nerissa MacBeth

LIFESTYLE TEAM LEADER
Currently recruiting

CHEF MANAGER
Katrina Farrow

MAINTENANCE
John Doolan



News briefs



Clinical Manager's Report

My name is Toni, and I'm the new Clinical Manager at Palm Lake Care Bargara. I have worked in aged care for more than 20 years and have experienced many changes within the industry over that time. I feel very fortunate to now be part of the wonderful team here. The staff are amazing, and I truly enjoy working alongside them and caring for our lovely residents.

A little bit about me... My family and I live in Bundaberg East. We are a family of three including my husband, Dennis, our 13-year-old son, Zachary. I originally come from Lismore in northern New South Wales. My family has lived there for many, many years, but I chose to move to Bundaberg six years ago and have happily called it "home sweet home" ever since.

As we head into winter here in sunny Bargara, please remember to keep warm when the cooler weather creeps in. It's also important to drink plenty of water and keep your skin well moisturised. Our skin is the largest organ in the body, making up around 16 percent of our body weight, so taking care of it is very important. Please don't hesitate to ask staff to help apply moisturiser after your cares to help keep your skin hydrated and healthy.

If you see me around, please say hello! If you would ever like to have a chat with me, simply ask one of the staff members to pass on a message and I'll be happy to come and meet with you. I work Monday to Friday from 8am to 4pm, so feel free to catch me during those times for a chat. Stay wonderful!

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, ideas and feedback. Our Residents' Meetings are scheduled for:

- July 9
- August 13
- September 10

These meetings are an excellent way to stay connected and informed about what's happening at Bargara.

They kick off at 10.30am but please confirm the time before arrival.

Our upcoming Food Focus Meetings will be held on:

- July 8
- August 11
- September 9

We look forward to hearing your valuable input as we continue to work together to make our Palm Lake Care Bargara community an even better place.



Sew good!

These gorgeous quilts were lovingly donated by the Palm Lake Resort Bargara quilters' club, and we're so grateful.



Hello, new team members!

We had a lovely team dinner at our local recently, to welcome some new staff. We are excited to introduce our new Clinical Manager Toni Greenberger, Service Manager Support Lalita Miller and Chef Manager Katrina Farrow. We're so happy to have you as part of the Palm Lake Care team!

A formal affair

Pictured right and below: What better way to celebrate our 10 year anniversary than a fancy masquerade ball? Our residents and staff looked so good dressed in their finery.



Jacobus celebrates 107 years

Pictured left: What a milestone! On April 21, 2026, our very own Jacobus 'Jack' Sulster turned 107. Everyone got in on the celebration, which was lucky – we needed a lot of help to finish that big cake!



Easter fun

Pictured right, above and below: What's better than Easter chocolate? Having the Easter bunny himself stop by to deliver it!



Fairy tea

Pictured left and above: This year's Biggest Morning Tea fundraiser had a magical twist, in the form of fairies!





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.

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.

Lest we forget

Pictured right and below: Our community came together to commemorate Anzac Day with a moving service.



Happy birthday, Elton John!

Pictured left and below: Groovy glasses and great music were just two ways we celebrated the birthday of Rocketman himself.



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. For many, these occasions provide something to look forward to and enhance overall quality of life.

Beachmere

What a fantastic event our Palm Lake Care 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 this event. Yee hah!



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!