



The Difference

MT WARREN PARK JUNE – JULY 2026



LIFESTYLE TEAM UPDATE

Our Lifestyle Team provides plenty of interesting and varied activities for our residents

MEET OUR FABULOUS PEOPLE

Meet some of the dedicated staff and volunteers who make Palm Lake Care such a wonderful place to live

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
Mt Warren Park**
ACTING SERVICE MANAGER,
PENG ZHOU

Over the past months, Palm Lake Care Mt Warren Park has been filled with wonderful celebrations, meaningful activities and strong community connections. We proudly celebrated International Nurses Day, recognising and thanking our dedicated nursing team for their ongoing compassion, commitment and exceptional care provided to our residents each day. We also enjoyed a lovely Mother's Day celebration, where residents, families and staff came together to honour and appreciate all mothers and mother-figures with joy and gratitude. Residents also had a fantastic outing to Raby Bay, enjoying the fresh air and participating in the senior cycling experience, which brought many smiles and laughter to everyone involved. Our community barbecue was another great success, providing a wonderful opportunity for residents, families, staff and visitors to socialise and strengthen connections within our home. We also showed our appreciation to our wonderful volunteers with a special morning tea, thanking them for their ongoing support, kindness, and valuable contribution to our community.

In preparation for the winter season, flu vaccinations have now commenced for residents and staff to help keep everyone safe throughout the colder months. We wish everyone a safe, healthy and warm winter season.



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 Mt Warren Park

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

PHONE:
07 3444 6000

STREET ADDRESS:
33 Mt Warren Boulevard
Mt Warren Park QLD 4207

EMAIL:
mtwarrencaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Vanessa Gawith
mtwarrencaresm@palllake.com.au

SERVICE MANAGER SUPPORT
Peng Zhou

CLINICAL MANAGER
Maxine Heard

HOUSEKEEPING TEAM LEADER
Tracie Hamilton

LIFESTYLE TEAM LEADER
Leona Counsell

CHEF MANAGER
Sunder Mukundan

MAINTENANCE
Josh Collins



News briefs

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:

- June 10
- July 8
- August 12

Our Food Focus Meetings are:

- June 19
- July 17
- August 21

These meetings are an excellent
way to stay connected and
informed about what's happening
at Palm Lake Care Mt Warren Park.
We look forward to seeing you and
hearing your valuable input.



Clinical Manager's note

BY MAXINE HEARD

With the colder weather now here, it's important that we all take a few extra
steps to stay healthy, comfortable and well throughout the season.

Please remember to:

- Keep warm during cooler days and evenings
- Continue to stay hydrated, even when the weather is colder
- Take care of your skin by applying moisturiser regularly to help keep it soft and supple during the dry winter months
- If you are feeling unwell or notice any changes in your health or wellbeing, please communicate this with your care team so we can support you promptly.

We also kindly ask visitors to be mindful when visiting loved ones. If you are
feeling unwell, please consider whether visiting is the best decision at that
time, as many of our residents are particularly vulnerable to illness during the
colder months. Thanking you in advance.



We love the Junior Quota Club!

If there's one organisation doing wonderful things for our community it's the
Beenleigh Junior Quota Club. Teen members support us no end and in recent
weeks have donated funds to allow us to buy some fun outdoor games and
they also stopped by on Mother's Day with goodies for our ladies. We really
appreciate their support and always look forward to their visits.

Write on!

Our residents have been more
than pleased to embark on a
new pen pal program via the
Brookhaven Community Group.
We recently received our first letter
from Bahrs Scrub Early Learning's
Babies Group and their teacher,
Miss Stacey. Brigitte is pictured left
opening our prized first letter!



Bunny fun!

Pictured right: We are always glad when the Easter Bunny finds us because there are always delicious treats - and fun - to be enjoyed!



Lest we forget

Pictured left and below: Anzac Day always gives us a reason to stop and take a minute to pay our respects. Beenleigh Junior Quota Club members also stopped by to take part in our service.



Meet the team

Meet Paulina Zychora, one of our friendly PCAs.



Three words to describe you? Patient, empathetic, friendly.

Tell us about your previous roles leading up to Palm Lake Care? I used to be a chef and then moved to Australia. I have worked in aged care since 2020

What does the average day entail in your role? I spend my days supporting residents with their daily routines.

What's your favourite part of your job? Knowing that the residents are happy, supported and safe in their home. I enjoy their smiles - it makes my day!

How do you like to spend your downtime? I have three children and like to spend my days off with them, swimming in the pool and going to the beach on the Gold Coast.

What is something that our residents may not know about you? I have lived on a catamaran and worked as a chef. I sailed from Europe to Australia through Cape Horn. I have 27,000 sailing miles behind me - which is half of the world! I lived in Mt Warren Park and watched Palm Lake Care being built.

What advice do you have for others considering a career in aged care? You need patience, respect and must be caring and loving. Don't presume to know what people want - always check twice. Take time to learn about your residents.

Meet a volunteer

Meet "volunteer extraordinaire" (according to Leona), Sue Hutchinson.



Three words that best describe you? Kind, caring, happy.

Tell us about your previous roles? I have been volunteering at Palm Lake Care Mt Warren Park since June 2023. Before that I was volunteering for a senior citizens association. I also used to help my husband run our plumbing business.

What does the average day entail in your role? I volunteer here two days a week and I help with the Lifestyle activities. I help run arts and craft activities, games, bingo, Rummikub, barbecues and also on bus trips. I also come in on additional days and help out with the larger events.

What's your favourite part of your role? I love all of it, especially the residents and the Lifestyle Team!

How do you like to spend your downtime? With the family, shopping, camping. Also, catching up with friends.

What is something that our residents may not know about you? I used to ride a motorbike when I was younger. I met my husband on a blind date that my cousins set up

What advice do you have for others considering volunteering in aged care? Just do it, it is very rewarding!

Sweet sounds

Pictured left and below: From the Beenleigh Orchestra to the Palm Lake Resort homeowners' choir to the man himself (Elvis!), we've enjoyed many musical moments.



Lifestyle Team's report

THE PAST FEW MONTHS HAVE BEEN FILLED WITH WONDERFUL ACTIVITIES, SPECIAL CELEBRATIONS AND MEANINGFUL COMMUNITY CONNECTIONS FOR OUR MT WARREN PARK RESIDENTS. IT HAS BEEN LOVELY TO SEE SO MANY RESIDENTS, FAMILIES, VOLUNTEERS AND COMMUNITY GROUPS COMING TOGETHER TO CREATE MEMORABLE EXPERIENCES...

Our **Easter** celebrations were a fantastic success, with residents enjoying our Easter Extravaganza featuring a barbecue lunch, concert, Easter games and a very special visit from the Easter Bunny. There was plenty of laughter, fun, and delicious food shared by all.

Residents also enjoyed a fascinating visit from **Hilda the Historian**, who presented an engaging talk about the history of dance halls in Logan. The presentation sparked many memories and conversations amongst residents and staff alike and it is amazing to note just how many of our residents met their future partners at a dance hall.

To celebrate **World Art Day**, residents and staff worked together on a community art project, showcasing creativity, teamwork and artistic expression throughout our community. We made a handprint garden with blooms of love. This is proudly on display in our Lifestyle activity room. Call in and have a look next time you are visiting.

We were excited to participate in the opening week of the Raby Bay **Cycling Without Age** program. Residents enjoyed a relaxing bike ride along the beautiful Raby Bay foreshore followed by a picnic lunch in the park — a wonderful day outdoors enjoyed by everyone involved. Our residents enjoyed this outing so much that we have booked it monthly to attend. They are currently fundraising to purchase a bike that can accommodate a wheelchair which will be fantastic.

Intergenerational connections continue to be a highlight in our community. We welcomed a visit from the local kindy, where residents and children spent time cooking together, stirring in plenty of love into the pikelets. Everyone agreed that they were the tastiest pikelets ever!

Our **Anzac** ceremony was a particularly moving occasion, led by Pastor Owen White and assisted by Beenleigh Junior Quota with support from Simplicity Funerals. Residents and staff came together to reflect, remember and honour those who have served our country. The following day, we held a morning tea while we watched the online ceremonies and parades and shared our memories of the wartime.

Music has also played a big part in our activities offering during recent months. We were treated to a spectacular evening of entertainment by the **Beenleigh Orchestra**, with more than 35 orchestra members performing Beatles and Disney classics. Residents thoroughly enjoyed supper with the orchestra members following the concert. We also welcomed the **Palm Lake Resort Choir** whose visits are always warmly anticipated. Many residents enjoy reconnecting with old friends, especially those who previously lived in the nearby Palm Lake Resorts.

Recently, our bus had to go in for some minor repairs so instead of having a bus trip, the residents voted to enjoy takeaway food here. Red Rooster was the order of the day!

And, well, you can't just eat takeaway - we made a full day of the **chicken theme**! We had chicken racing, egg and spoon games and a visit from a couple of 'old chooks'! There was lots of laughter and great times shared!

Our **monthly community barbecues** continue to grow in popularity and provide a lovely opportunity for families, staff and residents to come together and strengthen community connections. Musical trivia has become a favourite activity during these gatherings and, in May, we enjoyed a special concert by **Silver Memories**, a radio station dedicated to music that evokes memories for older Australians. Residents may also enjoy Silver Memories anytime on Channel 5 in their rooms, thanks to Palm Lake Care's subscription service.

Residents recently attended the **Logan Dementia Alliance Choir's** 3rd birthday celebrations and visited **Jonica Gardens** - a beautiful award-winning private garden and rock 'n roll hall, where we were entertained by a lively dance demonstration.

Mother's Day was celebrated with a beautiful high tea morning tea and a special visit from students from Junior Quota, making the day extra meaningful for our residents. We also hosted many families on site who held their own private Mother's Day celebrations with their families.

Our local **Junior Quota Club** members are dedicated supporters of our community. They recently donated money to us for the purchase of some yard games for our outdoor areas. Now, when families come to visit, they can take advantage of our lovely community areas that are set up for fun and family engagement. Junior Quota also support us every Anzac Day and Remembrance Day and visit us every Mothers' Day and Fathers' Day.

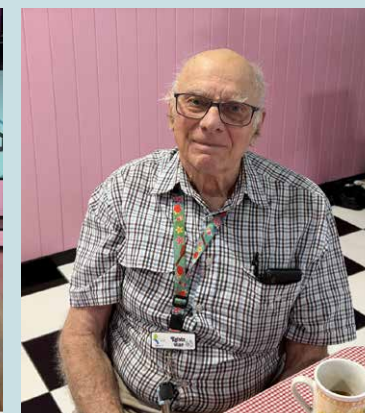
Another exciting thing we are working on is a **pen pal program** with the local Brookhaven Community Group. We recently received our first letter from Bahrs Scrub Early Learning's Babies Group and their teacher, Miss Stacey. They made a lovely book with paintings that the babies did of animals and included a letter all about their program. We were so excited to receive this letter and we are looking forward to writing back.

We also took time to recognise and celebrate our incredible nurses on **International Nurses' Day** and our delightful volunteers in **International Volunteers' Week**. Our community is blessed to have a large number of volunteers who support our Lifestyle program, Pastoral Care programs and our community visitors scheme. We are so lucky to have them come along and be part of our community. We honoured our volunteers with a special morning tea, and some also attended the Logan City Council Volunteers' Breakfast in recognition of their valuable contributions. We thank them all so much!

Leona Counsell,
Lifestyle Team Leader

Around the grounds

Pictured this page: Life is bright at Palm Lake Care! We enjoyed the Cycling Without Age program at gorgeous Raby Bay marina, a visit to Jonica Gardens, some 'Chicken Day' fun with our beloved 'old birds' and some quality inter-generational exploits with our littlest friends.



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 our nurses!

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.



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.

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.



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.



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!



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!