

# Palm Lake<sup>®</sup> care | The Difference

CALOUNDRA 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



**Palm Lake Care**  
**Caloundra**  
SERVICE MANAGER,  
JANENE SAYERS

# Welcome

As we move through the year, it has been wonderful to see so much positivity across our community. Recently, we have welcomed some new and refreshed entertainers to our Lifestyle program. The feedback has been overwhelmingly positive, so we are excited to have them return again soon. Keep an eye out for some new and enjoyable performances ahead!

Our team has also been heavily focused on ongoing education and professional development. We have an upcoming three-hour education session with DSA planned for our staff, centred around meaningful engagement with residents. This is something I am particularly passionate about, especially within Aruba, where we are continuing to see many positive changes and improvements in the environment and resident experiences.

Occupancy at Caloundra remains at one of the strongest levels we have seen in a long time, which is a wonderful achievement for the entire team. With this growth, we continue to focus on maintaining strong staffing levels and actively recruiting to fill any vacancies promptly, ensuring continuity of care and minimising the need for agency staff.

I continue to work closely with the Palm Lake Care corporate team to regularly review our rosters, care minutes and staffing allocations to ensure we are meeting both the individual care needs of our residents and all required care minute targets. These reviews occur daily, weekly and fortnightly as part of our ongoing commitment to providing high-quality care and support for every resident in our community.



**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 Caloundra

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

**PHONE:**  
07 5355 7100

**STREET ADDRESS:**  
95 Village Way,  
Little Mountain QLD 4551

**EMAIL:**  
caloundracaresm@palllake.com.au

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

**SERVICE MANAGER**  
Janene Sayers  
janenes@palllake.com.au

**SERVICE MANAGER SUPPORT**  
Brandon Del Rosario

**CLINICAL MANAGER**  
Emma Hathaway

**HOUSEKEEPING TEAM LEADER**  
Lisa Wilkinson

**LIFESTYLE TEAM LEADER**  
Sally Baskett

**CHEF MANAGER**  
Michael Davis

**MAINTENANCE**  
Michael Driscoll



## News briefs

### Meeting dates

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:

- June 2
- July 7
- August 4

Our **Food Focus Meetings** are on:

- June 18
- July 23
- August 20

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

## 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 the Service Manager or Clinical Manager if they're available. You can also find email addresses on Page 2 of this newsletter, for your convenience.

We strongly encourage residents and relatives to attend our monthly Residents and Relatives meeting, as well as our Food Focus meeting. Dates and times are included above. These meetings are a great opportunity to share ideas, raise concerns and help us work together to improve our services. The more people who attend meetings, the better we can accommodate everyone's needs and preferences. Thank you for being part of our truly special community.

## 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.



## Man's best friend: Your frequently asked questions

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 here in our community, our Lifestyle program caters for our animal lovers via pet-therapy-style activities. Here are some of your FAQs answered in relation to pets at Palm Lake Care:

### 1. 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 vet visits. Ensuring 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.

### 2. 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 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. 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 opportunities for our residents to enjoy animal companionship in a way that is safe and beneficial for the entire community. If you have any questions, please reach out to our care team.

...and  
we're  
feeling  
good!

**Pictured this page:** It's amazing what some fresh air, sunshine, music and dancing can do for the soul!



## The Sea Witch finds a new port

Our residents have some interesting tales to tell, including Pat and Paul, who made an unlikely connection over model ships.

— By Palm Lake Care Caloundra resident, Pat Ash

The Sea Witch She is an 1846 scale model clipper. She lived with me in Bendigo, and when I moved to Queensland in 1982, she came too. Over the years, she moved house with me five times around Brisbane. At our last home, on the north side, she was stored in the garage. Sadly, that's where she began to deteriorate — she lost her aft section, gathered layers of dust and her Sea Witch figurehead disappeared. Now she resides here with me at Palm Lake Care Caloundra... and how different she looks! Let me tell you why...

When I first met Paul, we would often bump into each other at breakfast. It was usually just a friendly "Good morning" as we passed each other. He would sit with the fellas, and I would sit with the girls. Then one day, Paul wheeled past me with a model sailing ship balanced carefully on the tray of his wheelchair. I asked him if he restored model ships. He smiled and said 'yes'.

I told him I had one in very poor condition and asked if he would like to restore it. His answer was, again, an immediate yes. When I brought the Sea Witch to him, his eyes lit up. And when I told him I didn't want her back — that she could be his — he was even more delighted! About a week later, I saw Paul again at breakfast and asked if I could take a photo one day, once he had finished restoring her.

"I've already finished," he replied.

I couldn't believe it! He had completely rebuilt the aft section and recreated the Sea Witch figurehead. He scrubbed the entire clipper clean, added ropes, ladders and beautiful fine details. We had a great laugh when he told me how he cleaned the canvas sails — with a toothbrush and toothpaste — in his ensuite shower area, leaving spray everywhere when he was done.

The Sea Witch had never looked so beautiful. And I am so pleased she has found such a wonderful new home with Paul.

## Clinical update

Hello to our Caloundra Community! It is hard to believe we are nearly halfway through the year already, and we certainly are not slowing down here at the facility.

Over the past two months, we have had many exciting initiatives and developments across our community. We recently held our first COVID-19 and Influenza Vaccination Clinic for the year, with many residents taking the opportunity to receive their vaccinations onsite. Thank you to all residents and representatives who supported this important initiative. We have also been providing education to staff on the new LifeVac Airway Clearance Devices, which were recently introduced at our Resident Meeting so residents could learn more about this important safety initiative.

We were also pleased to introduce one of our new visiting General Practitioners, Dr Joe, alongside Nurse Practitioner Tracey, at this month's Resident Meeting. They are currently accepting new patients. If you would like further information regarding onboarding forms, please speak with a member of the Clinical Team. We also continue to work with Aged Care GP and Access Aged Care. Just a reminder for Aged Care GP that Dr Michiel Mel has now taken over from Dr Stewart's patients.

Another exciting development has been the strengthening of our TENA Team — a group of nursing and clinical staff passionate about expanding their contience knowledge and enhancing support for our residents. We look forward to continuing to grow this program across our wider team.

Finally, I would like to sincerely thank all staff, residents, and representatives for their support during our recent Rhinovirus outbreak. Seasonal outbreaks can be challenging; however, through everyone's teamwork and dedication, the outbreak was managed exceptionally well and we were commended by the Public Health Unit for our response.

Thank you again for your ongoing support and contribution to our community.



**Clinical  
Manager**

Emma Hathaway



# Meet your neighbour

Kevin Fitzthum is better known around our community as 'Jim'. This vibrant almost-92 year old has a passion for writing. Here is his colourful life story, in his own words...

My early years were shaped by my loving parents, followed by learning to care for myself and, later, raising a family with the same values I had been taught. Sadly, my wife passed away in 1980. For the next 46 years, I have lived independently. I have never been lonely or bored, as I have always been a creative person.

Between 1980 and 2000, I was fortunate to travel extensively, visiting many countries across five continents. Travel was much simpler then – before mobile phones, when travellers relied on travellers' cheques, rail passes and affordable bed-and-breakfast accommodation throughout Europe and England.

In 2002, at the age of 67, I made the life-changing decision to move from New Zealand to Australia, where much of my family lived. It was a daunting step, arriving with only a suitcase while my belongings crossed the ocean in a shipping container. After exploring South-East Queensland, I settled in Mooloolaba on the Sunshine Coast and found a lovely unit close to the beach.

Over the next 24 years, I embraced the coastal lifestyle. I volunteered at the local Tourist Information Centre, joined U3A (University of the Third Age), studied German and attended a creative writing group for more than 20 years. I made many good friends and enjoyed daily walks to Mooloolaba Beach, where I would sit beneath my favourite tree, read a book and watch the waves roll in.



Australia's healthcare system proved invaluable. Over the years, I underwent two hip replacements, cataract treatment, carpal tunnel surgery and other procedures, all with excellent care. During the COVID-19 pandemic, life changed dramatically, and not long afterwards I developed serious heart problems that required regular hospital visits to remove excess fluid from my body.

Eventually, after one particularly difficult hospital stay, I realised I could no longer manage on my own. With the support of my family, I found a wonderful aged care home on the Sunshine Coast. Leaving behind the unit I had called home for 24 years was a major task and my youngest son, Steve, generously spent weeks helping clear and sort a lifetime of possessions.

Today, I live in a modern care community here at Palm Lake Care Caloundra, with a sunny balcony and plenty of activities to enjoy, including bingo, a book club, snooker and a lovely café. It has been a huge adjustment after more than four decades of independence, but I am comfortable and well cared for.

Most importantly, I still have my computer and my passion for creative writing. This story cannot yet be finished. As I approach my 92nd birthday, I consider myself fortunate to have lived such a full and rewarding life.

– By Kevin (Jim) Fitzthum

## Don't forget to show you care

Did you know you can show your appreciation for our staff and residents via 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.palmlakecare.com.au](http://www.palmlakecare.com.au)

## Around the grounds

**Pictured this page:** Just some of the things we've gotten up to lately, including our Anzac Day commemoration and our celebration of special women on Mothers' Day...



# 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!

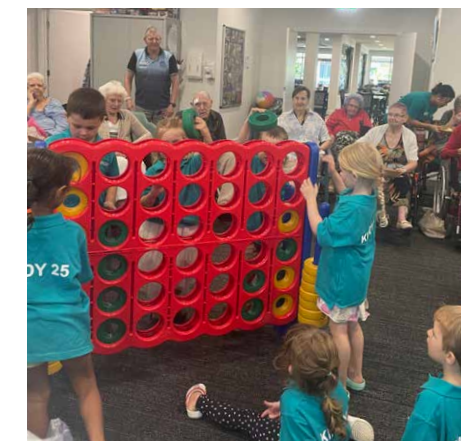
Maintaining connections with the wider community helps aged care residents preserve a sense of purpose, identity and belonging beyond their residential environment. Regular social interaction and community involvement can also improve mental wellbeing, reduce feelings of isolation and support a higher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

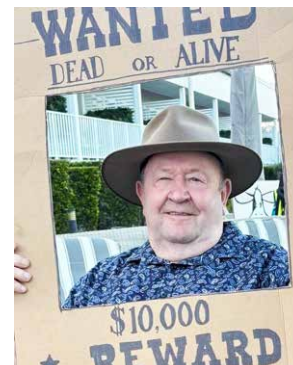
Residents and staff pulled out all the stops, dressing in their finest for an evening that was as elegant as it was joyful. A decade of care, connection and community, celebrated in true Bargara style.



## 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!



## 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](mailto: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!