

Palm Lake[®] care | The Difference

TOOWOOMBA 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 Toowoomba

ACTING SERVICE MANAGER,
VANESSA GAWITH

It is a delight to be back at Palm Lake Care Toowoomba, and I have truly enjoyed catching up with many of you and getting to know you better over the past four weeks. I am looking forward to sharing the coming months with you all. Thank you for welcoming me back into the community and for your ongoing support.

At our April Residents' Meeting, we spoke about residents chairing the meetings again and returning the focus to resident community engagement and involvement. As a follow-up to this discussion, Leona, who has worked within another Palm Lake Care community, visited and, together with David, hosted a Planning Meeting with residents to discuss ideas, suggestions, and social events for the coming six months.

Over the next few weeks, you will begin to notice some small changes within the lifestyle and activities space, as well as exciting special events taking place throughout the community.

For those whom I have not yet had the pleasure of meeting, please feel free to come and say hello whenever you see me around the community or passing through reception.



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 Toowoomba

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

PHONE:
07 4580 3000

STREET ADDRESS:
149 Hogg Street,
Cranley QLD 4350

EMAIL:
toowoombacaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Alice Roos

SERVICE MANAGER SUPPORT
Edward Townsend

CLINICAL MANAGER
Pinky Thomas

HOUSEKEEPING TEAM LEADER
Mark Barrett

LIFESTYLE TEAM LEADER
David Solomon

CHEF MANAGER
Lahiru Fernando

MAINTENANCE
Phillip Holton



News briefs

Manager's lunch

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

- June 26, at 12 noon
- July 30, at 12 noon
- August 28, at 12 noon

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

Get social

Are you on social media? We are, too! You can find Palm Lake Care on Facebook and also Instagram. Make sure you like and follow our social media profiles to see even more news from all seven of our communities (and counting!).

Facebook: @palllakecare
Instagram: @palllake.care

Show you care

Did you know you can show your appreciation for our staff and residents on our website? Our 'Thank a Care Worker' page makes it easy to share a kind word or message of gratitude with the dedicated team who go above and beyond every day. You can also brighten someone's day through 'Message a Resident', a simple way to stay connected with your loved one by sending thoughtful notes and well wishes. Both features help spread joy and connection across our Palm Lake Care communities. Visit www.palllakecare.com.au

Lend a hand?

One of the most rewarding roles across our seven communities is that of the volunteer. We have a small, yet mighty, band of volunteers who stop by to spend time with our residents and support our Lifestyle Team with the facilitation of activities, but we are always on the hunt to find more volunteer helpers, as our residents simply love interacting with them. If this sounds like a role for you, our contact details are on Page 2.

Residents' Meeting and Food Focus dates, for your diary

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

Residents' Meetings are on:

- June 18, at 10am
- July 16, at 10am
- August 13, at 10am

Our Food Focus Meetings are on:

- June 12, at 10am
- July 10, at 10am
- August 7, at 10am

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

Your feedback matters to us

We'd like to remind everyone that your feedback is always welcome. Feedback forms are available throughout our community and you're always welcome to pop in and speak with our Service Manager or Clinical Manager when they're available. You can also find email addresses on Page 2 of this newsletter for your convenience.

We also strongly encourage residents and relatives to attend our various monthly meetings. Dates and times are always included in this newsletter. These meetings provide a great opportunity for participants to share ideas, raise concerns and help us work together to improve our services. The more people who attend our meetings, the better we can accommodate everyone's needs and preferences. Thank you for being part of our community and for contributing to making it truly special.



Mum's the word

Pictured this page: What better way to celebrate Mother's Day than by pampering the mums, grandmothers and great-grandmothers in our community? We also put on a morning tea, enjoyed a concert and even had a visit from Elvis!



Lifestyle Team's report

This month brought some very special occasions to both celebrate and commemorate, and it was wonderful to see so many of our residents getting involved in each event.

We were treated to a visit from a group of rock 'n' roll dancers, who performed some fantastic routines to classic songs. Their energy and enthusiasm made for an amazing performance, and they were thoroughly entertaining from start to finish.

We also held a series of Mother's Day events in May. Things kicked off with a beautiful concert by Cathy Drummond, who performed many lovely songs in honour of our mothers. This was followed by a delicious morning tea, lovingly prepared by our wonderful chef, which set the perfect mood for the celebrations. The pampering session that followed was a real highlight – our dedicated volunteers and staff treated mothers to hand and foot massages and nail painting. Some chose to visit the hairdresser to round out their special day, while others preferred to enjoy their pampering in the comfort of their own rooms. To close out the festivities, we had Elvis in the building, serenading our mothers with some of the king's most beloved tunes – a fitting and joyful end to a truly memorable day.

On April 25, we paused to observe Anzac Day with a thoughtful service. We were gifted some handmade poppies, crocheted with great care by Angela Wade. We were also honoured to have Kim Solomon, a former Navy serviceperson, represent the services and deliver a heartfelt address to those gathered.

Looking ahead, you may notice some changes taking shape in our lifestyle space. We are making a number of improvements to the area to make it more comfortable, accessible and easier to navigate for everyone.

In addition to this, we have made some updates to our activity planners and programming in direct response to your feedback. Please do continue sharing your thoughts, whether positive or constructive, through the feedback forms. Every suggestion is read, valued and appreciated, and it is through your input that we can keep improving the lifestyle program for all of you.

David Solomon,
Lifestyle Team Leader

Clinical update

Hello everyone - I have been part of the Palm Lake Care team for the past three months. I came from New Zealand, where I worked in aged care and gained valuable experience supporting older adults with compassion and respect. I have always enjoyed working in aged care because it allows me to build meaningful relationships with residents and make a positive difference in their daily lives. I find it rewarding to listen to their stories, support their independence, and help create a warm and caring environment. Since joining Palm Lake Care, I have enjoyed getting to know the residents, families and my wonderful colleagues. Everyone has been very welcoming, and I am grateful to be part of such a supportive team.

We are pleased to share that our clinical leadership team has been strengthened with the addition of two new Clinical Nurses alongside myself. As a team, we are actively engaging with residents and their families, building strong, trusting relationships and gaining a deeper understanding of individual needs and preferences. Our focus is on fostering a positive and cohesive team culture, with the goal of developing a "golden team" — one that is passionate, compassionate and dedicated to delivering the highest standard of care to our residents.

Recently, we successfully conducted our influenza vaccination clinic, which was well attended and efficiently delivered. This is an important step in safeguarding the health and wellbeing of both residents and staff.

Since our last newsletter, we have farewelled some of our residents who were receiving palliative care. During this time, our team remained committed to providing compassionate, dignified and person-centred end-of-life care, supporting both residents and their families.

Our ongoing priority is to ensure high-quality, individualised care, tailored to each resident's unique needs. We continue to encourage open communication and actively seek feedback from residents, families and staff. We highly value this feedback, as it provides meaningful opportunities to reflect, improve, and enhance our services.

Moving forward, our aim is to continue strengthening our team, nurturing a culture of collaboration and respect, and ensuring that we provide a safe, supportive, and caring environment for all our residents.

Clinical Manager
Pinky Thomas



Rock 'n' roll fun

Pictured right: We were delighted to welcome a group of amazing rock 'n' roll dancers to our community recently. It was great to see our residents tapping their feet and taking to the dancefloor. Thank you to the entertainers for a wonderful afternoon! We hope to have you back in the near future.



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.



Lest we forget

Pictured left and above: Our community commemorated Anzac Day with a moving service, showing our gratitude for the brave men and women who have served our country.

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!

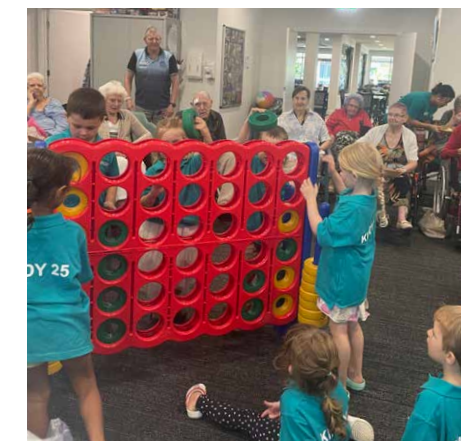
Maintaining connections with the wider community helps aged care residents preserve a sense of purpose, identity and belonging beyond their residential environment. Regular social interaction and community involvement can also improve mental wellbeing, reduce feelings of isolation and support a higher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



Mt Warren Park

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

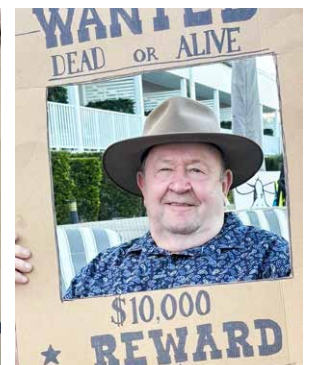
Our residents are blessed to be part of a very engaged and connected local community. They enjoy regular visits from Junior Quota Club members and local kindy kids, and have recently started a Pen Pal program with another local community organisation. The local orchestra and choir also often pop in to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



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!



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!