



The Difference

BETHANIA 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 Bethania

ACTING SERVICE MANAGER,
BRANDON DEL ROSARIO

Over the past month, we have continued to place a strong focus on compliance, education and staff training to ensure we are consistently providing safe, high-quality care. We appreciate all team members who engage positively with these initiatives and strive for continuous improvement.

We have also been working hard to refresh the overall aesthetics of our community, helping to create a more enjoyable environment. A huge shoutout to Scott and our Maintenance Team for their hard work, dedication and pride in keeping our home looking its best.

Our Service Manager, Bernice Cowley, recently resigned to move on to her next chapter. We sincerely thank Bernice for her dedication during her time with us and wish her all the very best. Recruitment for her replacement is currently underway. In the meantime, I will be acting in the Service Manager role. We would also like to warmly welcome Jay into his new position as Service Manager Support.

Finally, State of Origin fever has certainly arrived at Bethania! There has been plenty of friendly rivalry and spirited banter between both staff and residents, and we look forward to seeing which state comes out on top this year!



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 Bethania

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

PHONE:
07 3086 3000

STREET ADDRESS:
1 Goodooga Drive,
Bethania QLD 4207

EMAIL:
bethaniacaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

ACTING SERVICE MANAGER
Brandon Del Rosario
brandond@palllake.com.au

SERVICE MANAGER SUPPORT
Justersen Jepsen

CLINICAL MANAGER
Tina Le Claire

HOUSEKEEPING TEAM LEADER
Jamie Romana

LIFESTYLE TEAM LEADER
Karen Rayner

CHEF MANAGER
Veijo Lehto

MAINTENANCE
Scott Stevens



News briefs



Clinical Manager's note

TINA LE CLAIRE

As we move into another busy month, I would like to take this opportunity to thank all residents, families, and staff for their continued support and dedication to creating a safe, welcoming, and caring environment.

Our clinical team remains focused on providing high-quality, person-centred care while supporting the health, wellbeing, and independence of our residents. Over the past month, we have continued to review clinical practices, strengthen infection control measures, and support staff education to ensure we maintain the highest standards of care for our residents.

We also encourage families to continue open communication with our team. Your feedback and involvement are highly valued and play an important role in supporting positive outcomes for our residents.

As we head into the cooler months, we remind everyone to remain mindful of infection prevention practices, including hand hygiene and staying home when unwell, to help protect our vulnerable residents.

Thank you again to our wonderful staff for their ongoing compassion and commitment, and to our residents and families for being an important part of our community.

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 mightily, 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.

Meeting dates, for your diary

Our next **Residents' Meetings:**

- July 10, 10.30am
- August 14, 11am
- September 4, 10.30am

These meetings are held in our Cinema and are an excellent way to stay informed about what's happening within our community.

Our next **Food Focus Meetings:**

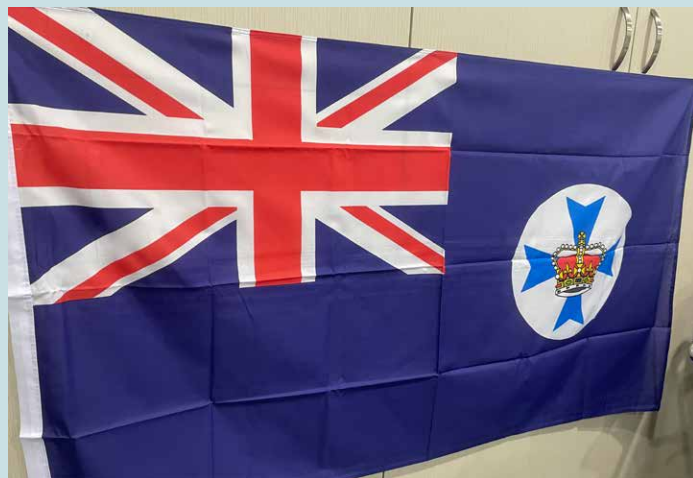
- June 12, 11am
- July 17, 11am
- September 11, 11am

No RSVP required. All are invited to attend. We look forward to seeing you there and hearing your valuable input.



Welcoming our new residents

We hosted a delicious high tea to welcome some of our newest residents! It was a great chance to get to know everyone, and we look forward to seeing these new faces around our community.



Lifestyle Team's report

Palm Lake Care Bethania has had an enjoyable couple of months. They have been busy and fun-filled for all, from celebrating and hosting major events right down to our art and craft days.

We had a special service for Anzac Day, and there were many proud residents in attendance to honour our men and women who served. Our craft days have continued to be very successful, and our residents made a special wreath for our fallen soldiers. Many thanks to those who participated in making such a beautiful display.

Our barbecues are always a hit, and this time of year promises great weather for it. Our Armchair Travel sessions continue to be popular, and our recent one – locally, around Queensland – was particularly special. We always have a great attendance.

Recently, we bid farewell to our Service Manager, Bernice, and we wish her well for the future.

Stay tuned for many more activities and great fun to come in the next edition.

Karen Rayner,
Lifestyle Team Leader



Farewell Bernice

Pictured right, below: We said farewell to our Service Manager, Bernice, recently. Though we are sad to see her go, we know her next chapter will be bright and wish her all the best.



Lest we forget

Pictured left, below: We hosted a service for Anzac Day, complete with wreaths made by our residents.



Meet the team



Like integral links in a very important chain, everyone's role makes a difference. Meet Wakesa Avitu, our Employee of the Month.

Originally from Fiji, Wakesa currently resides locally in Waterford. She is fully qualified as a Personal Care Assistant, but is currently working in our Nutrition and Hydration department. Wakesa has been a Personal Care Assistant for around 11 years and thoroughly enjoys both her roles.

"I truly love working at Palm Lake Care," she says. "We have great team on all shifts and, of course, the residents are simply a joy. I bring a positive energy to both my roles and what makes my day is to see the happy faces on the residents. I thank everyone involved in all departments at Palm Lake Care Bethania."

Meet the team



We love welcoming new members to our team. This time, we're introducing Natasha Day, our new Lifestyle Assistant.

Natasha has worked previously in care, and is pleased to be working with our team at Palm Lake Care Bethania. Tash brings a wealth of knowledge to our department, especially when it comes to art and craft. Living locally is also a plus – in fact, she's only five minutes on foot. What a bonus! In her spare time, Natasha enjoys hiking and helping family around the gardens at home. We are very lucky to have Tash on our team and look forward to her input and having her in our community.

So much to celebrate

Pictured this page: We've marked many special occasions recently, from Cultural Diversity Day to Easter, International Nurses' Day and our Mother's Day concert.



Here, I stay connected

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

Connected, to our team and to each other

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

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

Connected, to our local community

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

Connected, to loved ones

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



Man's best friend

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

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

WHY CAN'T I HAVE PETS LIVE WITH ME?

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

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

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

WHAT ABOUT VISITING PETS?

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

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

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

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

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

OUR COMMUNITIES



We're expanding our role in regional healthcare

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



Central Support Office

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

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

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

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

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

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

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

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

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

We love the people!

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



Mt Warren Park

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

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



Toowoomba

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

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



OUR COMMUNITIES



One mother of a celebration

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

Deception Bay

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

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



Party time purpose

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

Bargara

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

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



Caloundra

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

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



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!