



The Difference

DECEPTION BAY 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
Deception Bay**
SERVICE MANAGER,
SOLOMON SHEKEDE

Hello all - I would like to reflect on the dedication and teamwork demonstrated across our community in recent months. Our teams have shown strong collaboration and a shared commitment to delivering safe, high-quality care and meaningful experiences for residents, and I thank all staff for their professionalism, compassion and resilience.

Resident engagement has been a continued focus for our team, with activities and events offered that promote connection and wellbeing. It was pleasing to see the wonderful atmosphere at our Mother's Day High Tea, where residents and families celebrated together. We also recognised our nursing team during International Nurses' Day, acknowledging their dedication and clinical expertise. Nurses play such an important role in our organisation.

With flu season upon us, we kindly ask all families and visitors to stay home if unwell and seek medical advice, helping us protect our residents' health and safety. As always, we remain committed to improvement, communication and supporting our staff – because a valued team is key to delivering excellent care. Thanks again to all our staff for their hard work and dedication. We are proud of you all!



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 Deception Bay

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

PHONE:
07 3293 5800

STREET ADDRESS:
42-46 Bay Avenue
Deception Bay QLD 4508

EMAIL:
deceptionbaycaresm@pallake.com.au

WEBSITE:
pallakecare.com.au

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

Key local personnel

SERVICE MANAGER
Solomon Shekede
solomons@pallake.com.au

SERVICE MANAGER SUPPORT
Stuart Hamilton

CLINICAL MANAGER
Melanie Campbell

CLINICAL NURSES
Anupama Adhikari Acharya
and Prabh Kaur

HOUSEKEEPING TEAM LEADER
Michelle Fastlabend

LIFESTYLE TEAM LEADER
Nadine Troth

CHEF MANAGER
Charles Monteiro

MAINTENANCE OFFICER
Nat Nowakowski-Ward



News briefs



Friendly rivalry

State of Origin fever has taken over our community. Check out PCA Evangeline and resident Marlene ready for first game!

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.pallakecare.com.au

Meeting dates, for your diary

We are pleased to announce the upcoming Residents' Meeting dates, where everyone is welcome to join in and share feedback:

- June 11, at 10.30am
- July 9, at 10.30am
- August 13, at 10.30am

Clinical Manager's Report

MELANIE CAMPBELL



We are now almost halfway through the year, and it has been wonderful to see such a positive response from both residents and staff to our flu vaccination program. As we move into the colder months, we kindly remind everyone that if you are experiencing any cold or flu-like symptoms, please inform staff promptly. This allows us to take appropriate precautions and help prevent the spread of illness within our community. We also ask that family and friends postpone their visits if they are unwell and return once they are feeling better. The health and wellbeing of our residents remains our highest priority.

With winter approaching, it's the perfect time to bring out your warm clothing and stay cosy. And with all the recent rain, you might even feel like you need your water wings! We look forward to a happy and healthy winter ahead. Please take care, keep warm, and stay well.

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.

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.

Get social

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: @pallakecare
Instagram: @pallake.care

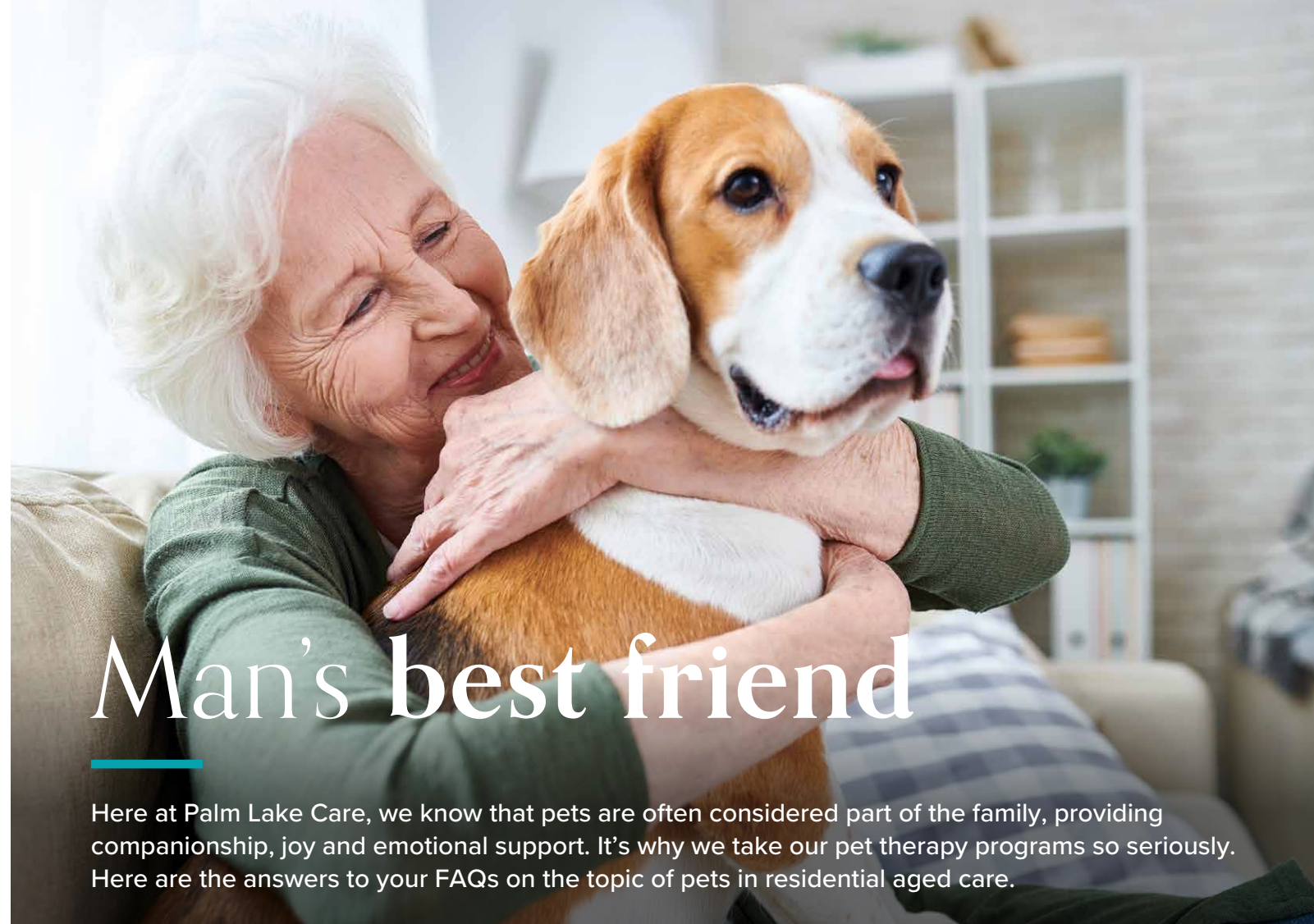
Mum's the word

Pictured right and below: Mothers at Palm Lake Care Deception Bay were treated to a beautiful High Tea, with Chef Annie and Charles preparing a spread fit for the occasion. Heartfelt Funerals kindly donated flowers for every mother in residence, while the Mobile Fashion Shop brought a touch of retail therapy to the celebrations.



Man's best friend

Here at Palm Lake Care, we know that pets are often considered part of the family, providing companionship, joy and emotional support. It's why we take our pet therapy programs so seriously. Here are the answers to your FAQs on the topic of pets in residential aged care.



They're said to be man's best friend – but most women would attest to dogs being some of their best friends, too! So, when it comes to pets living in residential aged care communities like ours, we understand our residents' longing for animal interaction. While we can't offer pets a long-term home across our various aged care accommodation addresses, Palm Lake Care is definitely a pet-friendly aged care provider as we have robust animal/pet therapy programs that sit perfectly within our seven communities' respective aged care lifestyle programs. Here are some of your frequently asked questions around pets in our Palm Lake Care residential aged care communities...

WHY CAN'T I HAVE PETS LIVE WITH ME?

While we understand the deep bond between residents and their pets, there are several reasons why having pets live permanently in our aged caring communities is not feasible:

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 well-being of the community.

WHAT ABOUT VISITING PETS?

We recognise the positive impact that interaction with animals can have on our residents. That's why we encourage and facilitate visits from placid animals under certain conditions:

Pet-friendly aged care therapy programs: As part of our aged care activities, we partner with volunteers and organisations to bring well-trained, friendly animals into our community. These visits provide comfort and joy to residents 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 ensure they do not disrupt other residents or activities going on at the same time.

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. This helps maintain a comfortable environment for everyone who lives in our care community.

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 or need more information about our pet policies, please don't hesitate to reach out to anyone in our care team.



Meet the team

Like integral links in a very important chain, everyone's role makes a difference. Meet Susanna Cook, one of our amazing Personal Care Assistants.

Susanna (or Sue) has been with Palm Lake Care Deception Bay for 13 years as of May. She was a student doing her placement here, and had a job offered to her the next day. Susanna says she has been here for this long because of her residents, she is very passionate about the support and care they receive.

Prior to working at Palm Lake Care Deception Bay Susanna worked in a fish and chip shop, as well as a fruit market. She held two jobs plus studying whilst raising children.

Sue is now a grandma, and seeing her kids and grandkids is one of her favourite things to do. She just got to welcome a new granddaughter!

Susanna also enjoys camping on her days off. She has a campervan that has been dubbed 'Poppy' (short for pop top) which she travels in.

Susanna is always bright and approachable, has a wonderful sense of humour and is a strong advocate for her residents.

She will be 60 the end of this year and intends to continue working with us for some time yet!



Here, I stay connected

The importance of interpersonal relationships has been widely researched and their benefits undoubtedly proven which is why Palm Lake Care prides itself on keeping residents connected, on a variety of levels.

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 blessed to be connected to a fully engaged support network of highly qualified carers, nurses and administrative staff. In fact, we hear many residents speak warmly about their personal carers.

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 with one another.

It's also important to us that residents have as many opportunities as possible to stay connected to our local and groupwide management teams. From regular management lunches in a more intimate setting (allowing residents to speak one-on-one with various managers in our communities) to our organised 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 direct connection between our residents and our decision makers.

Connected, to our local community

It's important to us that our Palm Lake Care residents stay connected to their geographic local community as well. 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 those local sights that were a big part of their earlier lives. And we are always pleased to help our residents stay connected to those local places of worship, local community service groups and local charitable organisations that they may know so well.

Connected, to loved ones

Keeping our residents connected to their family and loved ones is most important to us. There's little doubt our residents thrive from having regular family connection, and their families also benefit. For that reason alone, every Palm Lake Care suite offers a direct-dial phone so family can easily and conveniently speak to their loved one at any time of the day, and beyond our physical visiting hours.

Likewise, our Palm Lake Care website offers a "Message a resident" function where anyone can use the easy online form to send a written message to a resident (complete with uploaded photos, if they choose), for our caregivers to print and deliver to grateful resident recipients.

We're also able to utilise Internet technology to allow our residents' families to Skype or Zoom their loved ones on large-screen TVs, if they like. Many of our residents have particularly wonderful and heart-warming interactions with their smallest family members via video call technology.

Meet a neighbour

We would like to introduce you to one of our lovely Palm Lake Care Deception Bay residents, Paula.



Paula (pronounced Pow-la) recently joined Palm Lake Care Deception Bay. She grew up in South Sweden, Malmö City specifically – the third biggest city in Sweden.

Paula had two brothers, and her strongest memories are with them – as well as taking part in running and athletics at school. Paula moved to Australia just before the borders shut during the COVID-19 pandemic. All she had was a camp chair! Her son studied in Brisbane, which is why Paula moved over here – to be with him.

Throughout her career, Paula worked at the University of Malmö. She was a doctor and a science data recorder for 30 years. Paula has one son, Jonas, whom she is very fond of. She also has two grandchildren, Isaac and Emma.

Paula has always enjoyed living near the water. Prior to joining us she lived at Margate, where she would walk to the beach every day. She loves outdoors and nature.

Paula has plenty of advice to share; listen to yourself, always be honest, respect yourself and other people, be in nature (hug a tree – trees have amazing energy!), learn first, before forming an opinion, and laugh a lot.

Around the grounds

Pictured right and below: Residents have been keeping active with physio sessions led by Aly, while a lunch outing to Ka Pow Chinese Restaurant at North Lakes made for a lovely day out. Maree, Anne and Roma got creative making cards, and a scenic drive along the Scarborough beachfront rounded out a wonderful stretch of days.



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



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.



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!