



MAKE YOUR DAY EVEN BRIGHTER

It might be the middle of winter but we've got the Top 9 ways to brighten your day inside!

CELEBRATING FATHERHOOD

We're coming up to that special day of the year when we celebrate the special father figures in our world

AROUND THE GROUNDS

Catch up with what your Palm Lake Care neighbours are doing here and also further afield



Palm Lake Care Bargara

SERVICE MANAGER,
GENE DEMOS

I recently travelled home to the Philippines for two weeks to celebrate my grandmother's 100th birthday. What an incredible milestone and a truly special occasion for our family. It was a wonderful opportunity to reconnect with loved ones, celebrate a remarkable life, and reflect on the values of resilience, kindness and family.

Back here at Palm Lake Care Bargara, we continue to focus on recruitment to fill our roster and strengthen our team. Finding the right people who share our values and commitment to resident care remains a key priority, and I appreciate everyone's support as we work towards building a strong and sustainable workforce. Recently, I attended a leadership workshop that gave me the opportunity to reflect on my purpose as a leader. It reminded me why I do this job: to bring happiness to our residents and our team. Every decision we make and every improvement we introduce should contribute to creating a community where residents feel valued, supported and at home, and where our team members feel respected, engaged and proud of the work they do. As our CEO Dan mentions below, if you know someone looking for a rewarding role, make sure you tell them about Palm Lake Care. Happy reading!



Palm Lake Care

CHIEF EXECUTIVE OFFICER,
DAN AITCHISON

As this edition of *The Difference* newsletter goes to print, we'll be gearing up to celebrate Aged Care Employee Day. Held annually on August 7, the event celebrates the thousands of dedicated workers in aged care, retirement living and seniors housing. From leaders and nurses to personal care workers, allied health professionals, volunteers, cleaners, chefs, cooks, maintenance workers, gardeners, administrators and more, every role contributes to the wellbeing of older Australians.

According to Ageing Australia, there are 456,000 aged care workers across our country supporting the 1.3 million Australians who receive aged care services. Here at Palm Lake Care, our workforce totals close to 1300 team members across seven care communities and our Central Support Office, which is why Aged Care Employee Day is such a highlight on our calendar. I know there are many fun team activities organised for the day across our group, as has been tradition over the past few years. And I'm sure there will be some delicious baked goods consumed – and not just by our team members, but also our residents who love to celebrate this annual event with us!

Given our ever-increasing workforce and the integral roles our team members play in our residents' lives each day, Palm Lake Care has recently employed Ben Winduss who is our own dedicated Executive Manager – People and Culture. While the function of HR across Palm Lake Care was previously fulfilled by Palm Lake Group's HR Department (which also covers Palm Lake Resort), Ben's arrival is tangible proof of the utmost and specific importance we place on finding, training, nurturing and supporting team members for Palm Lake Care.

If you know someone perfect for a role at Palm Lake Care (a proudly family-owned-and-operated company), please encourage them to visit our website at www.palllakecare.com.au, click on the 'About' tab and select 'Careers'. We look forward to welcoming bright new faces to Palm Lake Care while also celebrating our incredible existing workforce. Happy Aged Care Employee Day to you all!

Palm Lake Care Bargara

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

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07 4331 0000

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Bargara QLD 4670

EMAIL:
bargaracarefm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Gene Demos
GeneD@palllake.com.au

SERVICE MANAGER SUPPORT
Lalita Miller

CLINICAL MANAGER
Toni Greenberger

HOUSEKEEPING TEAM LEADER
Nerissa MacBeth

LIFESTYLE TEAM LEADER
Currently recruiting

CHEF MANAGER
Katrina Farrow

MAINTENANCE
Currently recruiting



News briefs



Turning our very first sod... in NSW!

An historic day in the history of Palm Lake Care was captured, above, as the first sod was officially turned for our first Palm Lake Care community outside Queensland! Palm Lake Care Forster will be our group's eighth care address. Palm Lake Care CEO Dan Aitchison and our team joined Federal Member for Lyne, Alison Penfold, who wielded the 'golden shovel' at the ceremony that marked the start of this historic build for our family-owned and operated company. Pictured above, from left to right are Palm Lake Works Planning Manager Andrew Magoffin, Development Manager Sara Burston, Construction Manager Mick Munro, Alison Penfold MP, PLC CEO Dan, Site Supervisor Ben Gunning and Palm Lake Care's new Chief Operating Officer, Amanda Boyd.

Meeting dates, for your diary

We are pleased to announce the upcoming Residents' Meeting dates, where everyone is welcome to join in and share thoughts, ideas and feedback. Our Residents' Meetings are scheduled for:

- August 13
- September 10
- October 8

These meetings are an excellent way to stay connected and informed about what's happening at Bargara.

They kick off at 10.30am but please confirm the time before arrival.

Our upcoming Food Focus Meetings will be held on:

- August 14
- September 11
- October 9

We look forward to hearing your valuable input as we continue to work together to make our Palm Lake Care Bargara community an even better place.

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



Happy 102nd birthday, Helen

The whole of Palm Lake Care Bargara celebrated the 102nd birthday of our wonderful resident Helen recently. We were delighted to enjoy a lovely afternoon tea here with her family and fellow residents. What a milestone!



Go team!

Our residents have starting their training for the Guide Healthcare Aged Care Games 2026. And by all reports, our Bargara Bandits team members are rocking the training!

Christmas comes early

Pictured right and below: We enjoyed making delicious White Christmas slice ahead of our Christmas in July family celebration.



Show time!

Pictured left and above: Forget the Royal Qld Show - we had it all going on here at Palm Lake Care for our very own Show Week extravaganza! Over two amazing days we had cuddles at our petting zoo, games and giggles at side show alley, cake testing and an amazing art exhibition!

Here's to the dads!



Father's Day may only come once a year, but for many of us, the influence of a good father figure lasts a lifetime. Ahead of this year's celebration – on September 6 – we asked one of our resident fathers to share what the role has meant to him.

The tradition of Father's Day is believed to have begun in the United States in the early 1900s, when a woman named Sonora Smart Dodd wanted to honour her own father, who raised six children alone. The idea spread over the decades and eventually made its way to Australia, where it's now a chance to celebrate the dads, granddads and father figures in our lives.

Gift-giving doesn't need to be complicated. A favourite book, a new jumper, or a framed family photo are always well received. Homemade cards and gifts from little hands are treasured just as much, if not more.

As for activities, sometimes the simplest options are the best: a game of cards, a shared meal, or just sitting down together for a good chat over a cup of tea.

With Father's Day on the horizon, let's hear from one of our resident dads, Robert (Bob) Bowie, about what it all means to him...

What are your fondest memories with your father? His name was Henry (aka Harry), he was born in the UK and was a dedicated painter. I appreciated learning things from my dad and also appreciated how patient he was.

What are your fondest memories with your children and/or grandchildren? I loved to swim with my children - I have four children: two boys and two girls. I've always been proud of how well behaved my eldest daughter is and was, unlike myself!

What did your father teach you that you still carry with you today? To keep learning to do things even if they are hard.

What advice do you have for young dads today? To keep learning and trying. Don't give up!

What is your definition of a good dad? Someone who can be patient, who can teach their children things, and to have love for everyone.

Any other thoughts on fatherhood? Make sure your children know that you love them and that you are proud of them.

Clinical team's update

Like integral links in a very important chain, everyone's role here makes a difference, especially when it comes to our clinical and nursing team.

Hi everyone! The days are finally becoming warmer and brighter, with spring just around the corner in September!

As the weather warms up, remember to keep your fluids up — dehydration isn't good for you (and it might even give you a few extra wrinkles!).

Some easy ways to stay hydrated include:

- Drinking water regularly throughout the day.
- Enjoying jelly as a refreshing dessert.
- Eating water-rich foods such as watermelon, oranges, cucumbers, tomatoes and lettuce.

The Clinical Team continues to provide education sessions for our team members to support their ongoing learning and professional development. We also work closely with local resources, including the RaSS and SPACE teams, who regularly visit our service from Queensland Health.

If you would like to have a chat with me about anything, please let one of the staff know, and I will be happy to drop by and see you.

Stay wonderful!

CLINICAL MANAGER
Toni Greenberger



Nine ways to brighten your day

Getting out of a winter slump can feel impossible. But with warmer weather on its way – and R U OK? Day on September 10 – now is the time to focus on your mental wellbeing. If you don't know where to start, try one of these nine mood-boosting activities.

Enjoy the sunshine

Sunny weather can be unpredictable on the east coast of Australia, so we need to make the most of the sunshine while we have it. Feeling the warmth on your skin after a long, cold winter isn't just enjoyable – it's essential for your mental and physical wellbeing. From stronger bones and muscles to improved immune function and even oral health, not to mention cognitive function and mood regulation, the benefits of vitamin D are innumerable.

Move your body

The physical benefits of exercise are well-known, but did you know it's just as important for your mental health, too? If you've come down with a case of the winter blues, try the following: 10 gentle shoulder rolls, forwards and backwards; 10 ankle rolls, forwards and backwards; and 10 seated marches on each leg. Notice the energy moving through your body. For more, join one of the exercise classes on offer in your community.

Check in on a friend

Our communities are built around connection – between residents, their loved ones, staff and volunteers. Why? Because social connection is essential for reducing the risk of loneliness, depression and cognitive decline. It's the premise behind R U OK? Day, a national movement that encourages us to check in on one another. Doing so can spark unlikely conversations, improve relationships and help you learn more about yourself and others. Yes, a lot of good can come from three little words!

Join an activity

Our Lifestyle Teams are experts at creating fun. From crafts to celebrations, themed dinners to dance parties, there's always something to participate in around your community. While we understand some prefer to keep to themselves, there are so many benefits to participating in activities – even if it's only once in a while. You'll make new friends, new memories and new discoveries about yourself and those around you.



Listen to music

One of the best ways to turn your mood around is a good tune. Whether it's the latest hit or an old favourite, music helps us regulate our emotions, process feelings and cope with stress. So put on a song or album you love, tap your foot along to the beat and enjoy the stress-relieving, mood-boosting power of music.

Spend time with animals

Whether they're furry, feathery or scaled, animals have a way of putting a smile on our faces. Patting a visiting therapy dog, watching birds in the garden or interacting with the animals you see out and about can lower stress hormones and boost feelings of connection. Keep an eye out for approved animal visits in your community and notice the instant the joy they bring when they come around.

Make something by hand

There's something deeply satisfying about creating with your own two hands. Whether it's knitting, painting or tending a pot plant, hands-on hobbies help calm the mind and bring a sense of accomplishment. You don't need to be an expert – the joy is in the doing, not the result. Now is the time to pick up an old hobby or try something new at your next craft session.

Wear your favourite outfit

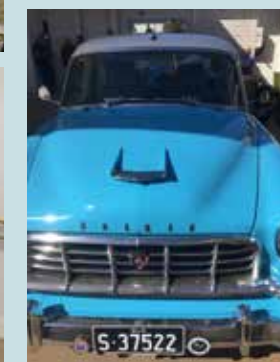
Never underestimate the power of getting dressed. Slipping into an outfit that makes you feel confident and comfortable – be it your Sunday best or your favourite cosy cardigan – can genuinely lift your mood for the day ahead. So next time you're deciding what to wear, choose the outfit that makes you feel like you.

Do something for someone else

Kindness has a funny way of benefitting the giver just as much as the receiver. Whether it's holding a door open, sharing a kind word or helping a neighbour with a small task, small acts of generosity release happy hormones and strengthen our sense of purpose. So next time you spot an opportunity to help, take it – you might just brighten two days instead of one.

Around the grounds

Pictured this page: From alpaca visits, to a Classic Car Show, to celebrating Philippines Independence Day, to a lovely Teddy Bear's Picnic, our Lifestyle Team definitely brings the fun!



OUR COMMUNITIES



One team, one way

How we are empowering our leaders to build even stronger local teams...

Central Support Office

Palm Lake Care held the first in a series of “One Team, One Way” Leaders Workshops in recent weeks. The day brought together our Service Managers, the Central Support Office Leadership Team and Executive Team, with two members of our Palm Lake Care Board also attending.

With seven Palm Lake Care communities in our group (stretching geographically from Bargara in the north, south to Bethania and Mt Warren Park, and west to Toowoomba), the workshop gave our leaders a rare opportunity to come together as one group, to share ideas and reflect on how they lead and support their respective teams. By strengthening leadership and creating greater consistency in how our teams work, we aim to deliver an improved and more standardised experience for residents and families across every Palm Lake Care community.

The day-long workshop was centred around Palm Lake Care’s vision that belonging and connection are fundamental rights of ageing. We talked about our purpose of building active, engaged and inclusive care communities, and our company priorities around people, community and listening. Through discussions and group activities, participants

explored the important role leaders play in shaping their teams and workplace culture. The group considered how strong leadership, open communication, psychological safety and accountability can help employees feel supported, work well together and provide reliable, high-quality care and services. Leaders also discussed what an exceptional resident experience looks and feels like. They identified practical opportunities to strengthen and standardise how our teams work, while continuing to respect each resident’s individual needs, preferences and choices.

The day concluded with each leader making a personal commitment to turn what they had learned into meaningful action. As the first in a three-part series that will conclude before the end of this year, future workshops will continue strengthening our ‘One Team, One Way’ philosophy to provide an even more exceptional experience for residents.



Travelling the world, from home

Celebrating other cultures brings a welcome sense of adventure to everyday life. Sharing food, music and traditions from around the world offers residents a chance to learn, connect and reminisce – all without leaving home. For some, these celebrations spark memories of travels past; for others, they open a window to somewhere new. It’s a simple way to add colour and variety to community life, encouraging conversation and curiosity along the way, and reminding us just how much there is to discover together, right here at home.

Mt Warren Park

Our Palm Lake Care Mt Warren Park residents living ‘la vie en rose’.

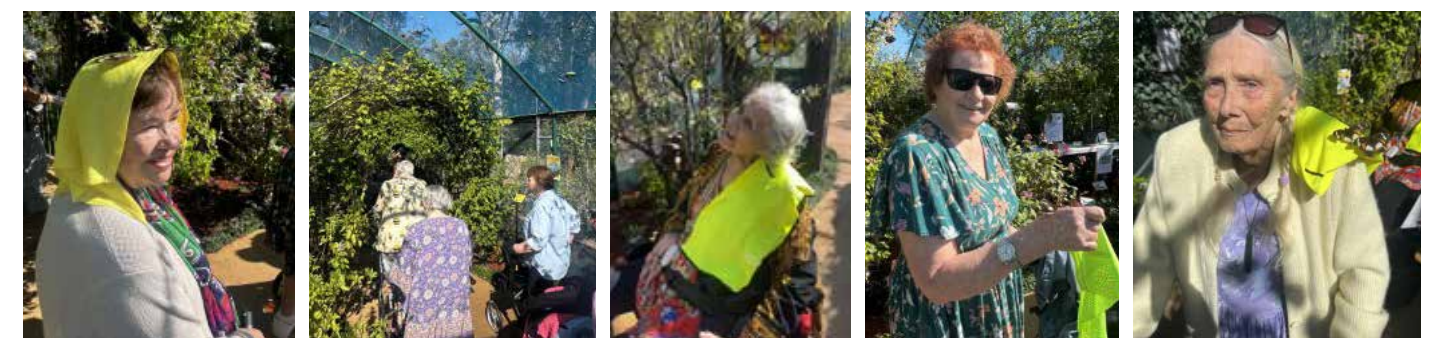
Who doesn’t love travelling – especially when you don’t even need to leave home to do it? Palm Lake Care Mt Warren Park celebrated Bastille Day on July 14 with a French-themed morning tea along with games, a ‘Build the Eiffel Tower’ challenge, laughter and plenty of fun as they embraced a little French culture.



Beachmere

Residents at Palm Lake Care Beachmere recently enjoyed a delightful outing to the Beachmere Butterfly House!

Residents took in the sights and sounds of this beautiful sanctuary, with many pausing to admire the butterflies up close. It was a wonderful chance to get out and about, enjoy some fresh air, and experience a little slice of nature together.



One hundred years young

Living beyond 100 is a remarkable achievement, and this year Palm Lake Care has been fortunate to celebrate several centenarians across our communities. These milestones are a wonderful reminder to sit down with our elders and hear their stories – perhaps even recording them for family to treasure. As for longevity, many of our centenarians point to the same simple secret: staying connected to the people they love.

OUR COMMUNITIES

Deception Bay

On June 11, Palm Lake Care Deception Bay resident Daphne celebrated turning 101, surrounded by family and friends!

Born in Brisbane, Daphne married her late husband Norman and had four children: daughters Norma and Karen, who remain an active part of her life, and twins Dianne and Lynette, who passed away.

In her younger years, Daphne enjoyed basketball, tunnelball and ballroom dancing, and music has remained a lifelong joy. She also worked as a seamstress, starting out in upholstery.

Daphne is proud of having “a go at everything,” crediting her determination for a long, fulfilling life. Norman taught her to be fair and give everyone a chance – advice she still lives by. Congratulations, Daphne, on this impressive milestone!



So much to celebrate

Special occasions offer more than just a reason to celebrate – they bring structure, connection and joy to everyday life. Activities like baking, crafting and decorating give residents something to take pride in, while shared celebrations create opportunities for conversation and laughter. Having family join in makes these moments even more meaningful, strengthening bonds and creating memories together. Whether it’s a birthday, a seasonal tradition or something a little unexpected, celebrating together reminds us all of the importance of community and togetherness.

Toowoomba

Excitement is building at Palm Lake Care Toowoomba, as the community prepares for the city’s famous Carnival of Flowers.

Alongside the flower carnival – which brings thousands of visitors to the Garden City every September – our Toowoomba community is getting set to host their Carnival of Smiles. Part of an ongoing commitment to strengthening community connections, it’s a fun-filled community celebration complete with floral displays by residents, a delicious sausage sizzle, decorated verandas and flower gardens, and more.



Caloundra

Sunshine, fresh air and beautiful surroundings – Palm Lake Care Caloundra residents are soaking it all in.

In our Caloundra community, our residents take every opportunity to make the most of our beautiful surroundings. Whether strolling by the lake in the sunshine or tending to the community gardens, there’s always a chance to get outdoors and enjoy the fresh air. It’s a simple pleasure that brings a real sense of wellbeing.



Bethania

Palm Lake Care Bethania swapped uniforms for pyjamas in support of National Pyjama Day!

Our amazing staff embraced the fun, arriving in their comfiest sleepwear to help raise awareness – and funds – for the Pyjama Foundation, which supports the literacy and wellbeing of children in foster care.

It was a light-hearted day filled with laughter, but one with real purpose behind it. A big thank you to everyone at Bethania who got involved and helped make a difference for vulnerable kids across the community.



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 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 www.palmlakecare.com.au and click on "About" and then click on "Careers". 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@palmlake.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!