



The Difference

BEACHMERE AUGUST – SEPTEMBER 2026



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

Welcome



Palm Lake Care Beachmere

SERVICE MANAGER,
JOANNE BROWN

As we head into the warmer months, we're still enjoying some chilly mornings here at Beachmere. I hope everyone is keeping warm and looking forward to the beautiful spring weather ahead.

Palm Lake Care Beachmere extends a warm welcome to our new Chief Operations Officer, Amanda Boyd. I'm sure Amanda will introduce herself during her regular visits to our community, where she looks forward to meeting both residents and staff. We are excited to have her join our team and look forward to her support and leadership.

Planning is well underway for our Mystery Masquerade Ball, and the excitement continues to build. Thank you to everyone involved in organising what promises to be a wonderful and memorable event for our residents, families and team. I would also like to take this opportunity to acknowledge Aged Care Employee Day by thanking every member of our aged care team for the compassion, dedication, and professionalism you bring each day. Your commitment to enhancing the lives of our residents is truly appreciated. Thank you for all you do.



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 Beachmere

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

PHONE:
07 3517 7000

STREET ADDRESS:
145 Bishop Road,
Beachmere QLD 4510

EMAIL:
beachmerecaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER
Joanne Brown
JoanneBr@palllake.com.au

SERVICE MANAGER SUPPORT
Sujan Shrestha

CLINICAL MANAGER
Jade Miles

HOUSEKEEPING TEAM LEADER
Sharon Baker

LIFESTYLE TEAM LEADER
Mollie Pennay

CHEF MANAGER
Thor Valdur

MAINTENANCE
Ryan Jeanes



News in brief



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 and is located halfway between Port Macquarie and Newcastle on the New South Wales coastline. 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 and feedback:

- August 21
- September 18
- October 16

Our next **Food Focus Meetings** are:

- August 21
- September 18
- October 16

These meetings are an excellent way to stay connected and informed about what's happening at Beachmere. Weather permitting, meetings will take place on our beautiful covered deck. We look forward to seeing you there and hearing your valuable input as we continue to work together to make Palm Lake Care Beachmere an even better place to live.

Celebrating our team's best

Congratulations to the following people for being named Staff Members of the Month recently:

June: Tracey Coggnetta
(Customer Experience)

July: Auysh Pudasani
(Registered Nurse, see Page 7 for more about Auysh)

Happy birthday!

We'd like to wish a very happy birthday to the following people who recently celebrated another lap around the sun:

June birthdays

- Jean Frost
- John Booth
- Terrance Middleton
- John Lee
- June Hugo

July birthdays

- Rosemary Benke
- Victor Dennison
- Elva Daglish
- Joan Gibbs

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

Around the grounds

Pictured this page: Getting out and about to enjoy our balmy winter days is among our residents' favourite things to do. We visited the Bribie Island Butterfly House and enjoyed some revitalising sunshine and salt air, beside the sea, among other delicious celebrations.



Clinical Team's update

At Beachmere, we are committed to providing safe, compassionate, and person-centered care that reflects the individual needs, preferences, and choices of every resident.

Over the past few months, we have introduced several initiatives to further enhance the quality of care across our home. One of these has been the recent changes to our Personal Carer allocations. These changes have supported greater continuity of care, allowing residents to become more familiar with the staff who assist them and helping our team better understand each resident's individual needs and preferences. We are pleased with how these changes are progressing and appreciate the support and patience of our residents and families during this transition.

Your feedback remains incredibly important to us. We encourage residents and families to continue sharing their thoughts, suggestions, and experiences, as this helps us identify opportunities to improve and ensure we continue providing the highest standard of care.

Our team is also committed to ongoing education and professional development. During the past month, our clinical staff completed Recognising Deterioration training, strengthening their skills in identifying early changes in a resident's health and responding promptly to support the best possible outcomes.

In addition, our Personal Carers and Clinical Team recently participated in Wound Care Education, focusing on best practice in wound prevention, assessment, documentation, and dressing techniques. This training helps ensure our team continues to provide evidence-based care and supports improved healing and resident comfort.

To further strengthen the way we deliver care, we have introduced a revised schedule for reviewing resident care plans. This provides greater oversight to ensure care plans are regularly reviewed, kept up to date, and continue to reflect each resident's preferences, goals, and changing care needs. As part of our ongoing commitment to quality improvement, we have also reinforced with all staff the importance of:

- Respecting each resident's individual preferences and choices by following their personalised care plans.
- Responding to call bells promptly and ensuring residents feel heard, supported, and assisted with dignity and respect.
- Maintaining high standards of personal care so that every resident feels clean, comfortable, and well cared for.
- Every interaction is an opportunity to provide kindness, compassion, and respect. Our team remains committed to ensuring every resident feels valued, listened to, and supported each day.

Thank you to our residents and families for your continued trust, feedback and partnership. Together, we continue to build a warm, caring community where continuous improvement is embraced, and every resident receives the quality care they deserve.

Clinical Manager
Jade Miles



News in brief

New staff initiative: Crack the Code!

We're excited to introduce "Crack the Code", a new recognition initiative designed to celebrate the outstanding work our team does every day.

Staff who are recognised for consistently demonstrating our Code of Conduct, embracing meaningful teamwork, and showing dedication and excellence in their role will earn the opportunity to enter a four-digit code into the prize safe. Enter the correct code and you'll win everything inside the safe! If the safe isn't unlocked, the prize continues to grow. Each week, our Service Manager Joanne will add another item to the safe, creating an even bigger jackpot until someone successfully 'Cracks the Code'.

To our team: Keep demonstrating our values, supporting one another and delivering exceptional care — you could be our first winner!

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

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: @palmlakecare
Instagram: @palm.lake.care

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.



Meet a neighbour

Our community is full of stories. Let us introduce you to one of our lovely new Palm Lake Care Beachmere residents, Paul.

Hi, my name is Paul, and my lovely wife, Wendy, and I have recently moved into Palm Lake Care Beachmere. Since moving in, I've really enjoyed getting up early each morning and having a cuppa coffee. One of my greatest passions is playing the piano, and I look forward to spending even more time playing music now that we've settled in here.

I was born in Oakleigh, Melbourne, Victoria and grew up in Box Hill. One of my favourite childhood memories is my time at Box Hill High School, which was an all-boys school. I loved playing football and swimming and was also an A-grade tennis player.

After leaving school, I joined Amcor, where I worked as a Sales and Marketing Manager. Amcor manufactured everything from beer cans to plastic packaging and I thoroughly enjoyed travelling for work throughout Victoria, as well as to Perth and Tasmania.

Sport has always been a big part of my life. I played AFL football for 17 years, with my final two seasons at Box Hill, the Hawthorn Football Club's feeder team. I also have a lifelong love of golf and continue to enjoy following football.

These days, the people I look forward to seeing most are my wife, Wendy, and my niece, Carol. As I like to joke, I now have two bosses to listen to! Spending quality time with Wendy, enjoying my morning coffee, and playing the piano are some of my favourite ways to spend the day.

If you were to ask others to describe me, they would probably say I'm witty, suave and kind.

My advice to young people is simple: Work hard, save your money, and always be kind and respectful.



Meet a team member

Like integral links in a very important chain, everyone's role here makes a difference. Meet Ayush.

My name is Ayush Pudasaini and I am a Registered Nurse at Palm Lake Care Beachmere.

Originally from Nepal, I moved to Australia in 2014 and have proudly called Queensland home ever since. I completed my nursing studies at the University of Southern Queensland (USQ) and have now been working as a Registered Nurse for the past seven years.

One of the things I enjoy most about my role is building meaningful relationships with our residents. It is a privilege to care for them, support them through their daily lives, and make a positive difference, no matter how small. Knowing that I can bring comfort, dignity and a smile to someone's day is what makes nursing so rewarding. I truly love being part of the team at Palm Lake Care Beachmere and appreciate the supportive and caring environment we share.

Outside of work, I enjoy spending quality time with my family. I met my wife here in Australia, and we were married here. We have an energetic two-year-old son, and we're excited to be welcoming another little boy in September, which means I'll soon be a dad of two boys!

As a recent "Employee of the Month" recipient, I would like to thank my wonderful colleagues and the management team for this recognition. It is a privilege to work alongside such dedicated people, and I look forward to continuing to provide the best possible care for our residents every day.

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.



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.



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.

Bargara

Palm Lake Care Bargara brought festive cheer forward with a Christmas in July celebration!

Residents got into the spirit making delicious slices, crafting beautiful Christmas flower decorations, and coming together with friends and family for a day of fun and connection. The community was filled with laughter, colour and cosy winter warmth as everyone embraced an early taste of the season. It was a wonderful reminder that there’s always a good reason to celebrate together, any time of year.



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!