



The Difference

BETHANIA 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 Bethania

SERVICE MANAGER,
JHARMANE (JAY) KELLY

I am delighted to introduce myself as your new Service Manager here at Palm Lake Care Bethania. Over the past month, I have had the pleasure of getting to know our residents, families and dedicated team members, and it has been a wonderful introduction to such a warm and welcoming community. One of the most rewarding aspects of my transition has been spending time with residents, listening to their stories and learning what matters most to them. I have also been impressed by the commitment and professionalism demonstrated across every department. From our maintenance team (who work hard to ensure our community remains welcoming and comfortable) to our housekeeping team (who maintain a clean and homely environment) at our clinical and care team (who consistently provide responsive, person-centred care), every one of you plays an important role in creating a positive experience for our residents. It has also been wonderful to hear such positive feedback about our dining and lifestyle offerings, and to see residents enjoying meaningful activities, social connections and quality dining experiences. I look forward to continuing to work alongside our dedicated team to provide high-quality care, support and services, while fostering a community where every resident feels valued, respected and at home.



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 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.pallakecare.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 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@pallake.com.au

WEBSITE:
pallakecare.com.au

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

Key local personnel

SERVICE MANAGER
Jharmane (Jay) Kelly
JharmaneK@Pallake.com.au

SERVICE MANAGER SUPPORT
Justersen Jepsen

CLINICAL MANAGER
Tina Le Claire

HOUSEKEEPING TEAM LEADER
Jamie Romana

LIFESTYLE TEAM LEADER
Currently recruiting

CHEF MANAGER
Veijo Lehto

MAINTENANCE
Scott Stevens



News in brief



Clinical Manager's note

TINA LE CLAIRE

There's no doubt that winter has provided us with a wonderful time to slow down, enjoy life's simple pleasures and spend quality time with family and friends. Throughout the season, our team has been committed to creating a warm, welcoming and comfortable environment where residents can continue to enjoy meaningful activities and social connections.

Our Lifestyle Team has facilitated a variety of seasonal activities, from craft sessions and games to warm drinks and afternoon teas, giving residents plenty of opportunities to stay engaged and connected. Now, and at any time of the year, we encourage families to join us whenever possible – your visits bring great joy and are an important part of our residents' wellbeing.

As the weather remains cool, we kindly ask families to check that residents have appropriate seasonal clothing, including comfortable footwear and any other personal items that help them feel cosy and at home.

Thank you for being part of our community. Together, we can continue to make this a season filled with warmth, companionship and memorable moments as we look forward to spring's arrival in the coming weeks.

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

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.



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.

Around the grounds

Pictured this page: From our “Wear your PJs to work day” in support of The Pyjama Foundation, to group bingo games and time outside tending to our community garden, our Lifestyle Team members definitely bring variety to our residents’ lives.



Lifestyle report

THE PAST FEW MONTHS HAVE BEEN FILLED WITH EXCITING NEW OPPORTUNITIES, MEANINGFUL CONNECTIONS AND PLENTY OF FUN.

We’ve been delighted to introduce our new gardening activity, giving residents the chance to enjoy the outdoors, nurture plants and share in the rewards of watching our gardens flourish. You can see, pictured at the bottom of Page 4, our marigold seeds have been among the first to take off.

One of our recent highlights was our fantastic Pyjama Day, where residents and staff came together in their favourite sleepwear to support the Pyjama Foundation. Thanks to everyone’s generosity we raised valuable funds for this wonderful charity while sharing plenty of smiles and creating lasting memories.

We’ve also enjoyed building stronger ties with our neighbours at Palm Lake Resort Bethania, as pictured above, creating new friendships and opportunities for social connection within our wider community.

Our walking group around the lake continues to grow, offering a wonderful way to stay active, enjoy nature, and spend quality time together.

Meanwhile, our card playing group has become increasingly popular, with more residents joining each week to enjoy friendly competition, laughter, and great company.

It’s been fantastic to see our community become even more connected, active and engaged, and we look forward to many more memorable moments together in the months ahead.

**Palm Lake Care Bethania
Lifestyle Team**

News in brief

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 (and can be found below). 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.

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 next Residents’ Meetings:

- August 7
- September 4
- October 9

Our next Food Focus Meetings:

- August 14
- September 11
- October 17

These meetings are held in our Cinema and are an excellent way to stay informed about what’s happening within our community. No RSVP required. All are invited to attend. We look forward to seeing you there and hearing your valuable input.

Get social, with us

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: @palm.lake.care**





Staying well as it warms

The shift from winter to spring can catch our bodies off guard – one day it's cold and grey, the next it's mild and bright. Most of us think of winter as the time for sickness, but did you know it's equally important to stay vigilant as we move into spring? Here's how.

Watch your fluid intake

It's easy to drink less in cooler weather simply because we feel less thirsty, but staying hydrated remains just as important. Dehydration can affect energy levels, concentration and how well your body handles temperature changes. Keep a water bottle or glass within easy reach and sip throughout the day, even if you're not feeling parched.

Ease stiff joints gently

Many people notice more stiffness in their hands, knees or hips when the weather changes. A warm shower or heat pack on affected joints, along with slow, gentle stretching first thing in the morning can help loosen things up before you start your day.

Give your immune system a helping hand

Beyond your vaccinations, there are still small daily habits that go a long way in this cold-and-flu season. Regular hand washing, staying in your room to rest if you're feeling unwell and keeping up with fluids and nutritious meals all help your body stay resilient. Our cleaning staff are on hand to sanitise frequently touched surfaces, especially in shared spaces.

Layer smarter, not heavier

Trans-seasonal weather calls for a different approach to dressing than the depths of winter. Rather than one heavy layer, try two or three lighter ones – a singlet, a long-sleeve top and a cardigan, for instance – so you can add or remove pieces as the day warms up or cools down.

Look after your skin

Cooler, drier air combined with more time spent near heating can leave skin feeling dry, itchy or tight this time of year. A good moisturiser applied after showering, along with shorter, lukewarm showers rather than long hot ones, can help keep skin comfortable, healthy and less prone to injury through this seasonal transition.

The gift of family memories

If you're looking for meaningful gift ideas for family members, the best things to share (and immortalise) are your memories. Your family, your past, your happy memories together – these are the things that make life so special. Here are some way to gift those memories...

Handmade scrapbooks

A handmade scrapbook filled with photos, notes and keepsakes from the past is a beautiful way to bring your family's history to life. You can curate themed pages adorned with photos, ticket stubs or mementos to reflect special memories – think family holidays, childhood memories or important milestones. Alternatively, consider a scrapbook frame to display a single page or a collection of items that tell a story. These frames can hold vintage photographs, concert tickets or handwritten letters, creating a piece of art that blends memories with home decor. A perfect solution if you're creating gifts for more than one person.

Digital frames

A modern twist on a classic present, a digital frame allows you to share hundreds of photos in a rotating display. Certain frames allow you to preload a selection of family snapshots, while others can be added to remotely (via cloud technology) for a display that changes as your family does. If a picture tells a thousand words, we can't think of a better way to keep your memories alive.

Furniture with meaning

Furniture may not be the first thing that comes to mind when you think about sentimental gifts, but restoring or passing down a cherished piece can have great significance. Whether it's a rocking chair that's been used by generations or a coffee table where family game nights took place, these pieces allow memories to live on – even when the walls around them change. For a personal touch, inscribe meaningful dates or messages on the furniture, or write a letter explaining its history to your gift's recipient.

Sentimental jewellery

As some of our most treasured possessions, pieces of jewellery can carry deep of nostalgia – especially when they have been passed down through the generations. That necklace or watch that has been gathering dust in your nightstand could become a cherished gift for your child or grandchild. Or how about creating a custom piece from a broken or dated item? You can incorporate birthstones, engravings or handwriting – the possibilities are endless.

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.

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.

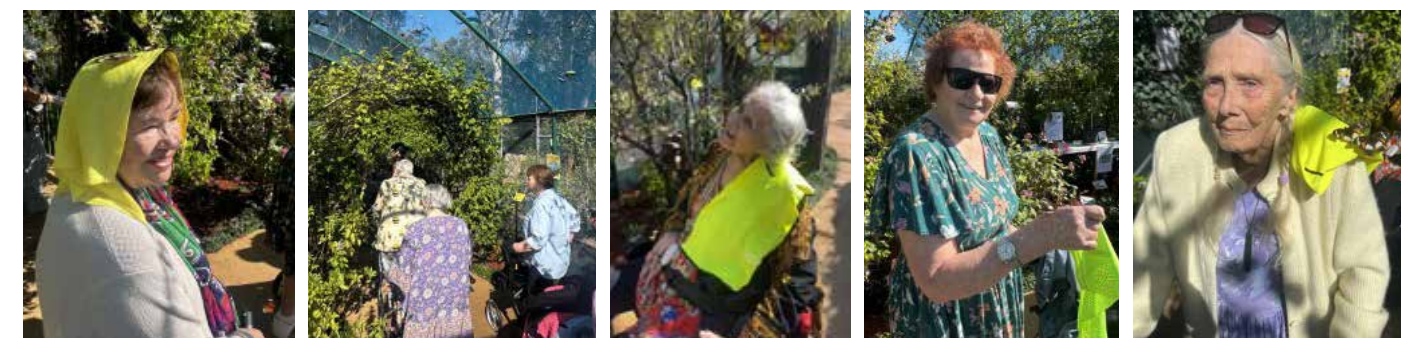
In our Caloundra community, our residents take every opportunity to make the most of our beautiful surroundings. Whether strolling by the lake in the sunshine or tending to the community gardens, there’s always a chance to get outdoors and enjoy the fresh air. It’s a simple pleasure that brings a real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



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.



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!