



The Difference

CALOUNDRA 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



Palm Lake Care Caloundra

ACTING SERVICE MANAGER,
BRANDON DEL ROSARIO

From NAIDOC week to State of Origin, it has been fantastic to see our community celebrate together these last two months. Alongside resident activities, we have been focusing on recruitment, education and staff development. We've welcomed a number of student Personal Care Assistants (PCAs), and remain committed to recruiting staff who share our values and dedication to providing warm, resident-centred care.

This month also marked an incredible milestone for our community – for the first time since opening, Palm Lake Care Caloundra has reached 100% occupancy. This achievement the dedication of our team and the trust that residents and their families place in us every day.

We look forward to celebrating Aged Care Employee Day on Friday August 7, and embracing the spirit of the Ekka with themed celebrations and activities for residents and their families. As always, thank you for your continued support.



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 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!

Welcome

Palm Lake Care Caloundra

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

PHONE:
07 5355 7100

STREET ADDRESS:
95 Village Way,
Little Mountain QLD 4551

EMAIL:
caloundracaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

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

Key local personnel

SERVICE MANAGER (ACTING)
Brandon Del Rosario
BrandonD@palllake.com.au

CLINICAL MANAGER
Emma Hathaway

HOUSEKEEPING TEAM LEADER
Lisa Wilkinson

LIFESTYLE TEAM LEADER
Sally Baskett

CHEF MANAGER
Michael Davis

MAINTENANCE
Michael Driscoll



News briefs



Residents on the road

Happy Valley indeed! Bobby and Jan look like they enjoyed their bus trip to South Australia.

Meeting dates

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 4
- September 1
- October 6

Our **Food Focus Meetings** are on:

- August 20
- September 17
- October 22

These meetings are an excellent way to stay connected and informed about what's happening at Palm Lake Care Caloundra. We look forward to seeing you there and hearing your valuable input.

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 the Service Manager or Clinical Manager if they're available. You can also find email addresses on Page 2 of this newsletter, for your convenience.

We strongly encourage residents and relatives to attend our monthly Residents and Relatives meeting, as well as our Food Focus meeting. Dates and times are included above. These meetings are a great opportunity to share ideas, raise concerns and help us work together to improve our services. The more people who attend meetings, the better we can accommodate everyone's needs and preferences. Thank you for being part of our truly special community.



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.

Don't forget to show you care

Did you know you can show your appreciation for our staff and residents via 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: What fun we've had these past few months! From beachside bike rides with Cycling Without Age to a visit from the Coastal Caring Clowns (and the cutest puppy, Frankie!) our calendar has been full. We've also enjoyed exercise both indoors and by the lake, prepared our garden for warmer weather and got into the festive spirit for Christmas in July. Busy, busy!



Clinical update

Life in our community certainly isn't slowing down! We have plenty happening, with new education opportunities for our team, new faces joining us, and exciting celebrations on the horizon.

Our Clinical Team has been busy reviewing and updating our residents' care plans – important work that ensures that each resident's individual care needs, preferences and wishes are accurately documented and reflected in the care we provide. Over the coming months, care planning will also be a key area of education for our clinical team, supporting them to complete and review documentation thoroughly to achieve the best possible outcomes for our residents.

Upcoming staff education sessions will focus on personal hygiene, continence care and setting up residents' rooms to ensure we continue to deliver high-quality, person-centred care every day.

Following valuable feedback from residents and families, we are also continuing to strengthen communication across the home. This includes improving communication between team members during handover, as well as enhancing the way we communicate with residents and their representatives to ensure everyone feels informed and involved.

VACCINATION CLINIC

We are pleased to advise that our next vaccination clinic will be held on Tuesday September 16. This clinic will primarily provide:

- RSV vaccinations
- Pneumococcal vaccinations

COVID-19 and Influenza vaccinations will also be available for residents who require a catch-up vaccination following the previous two clinics. Please complete and return the consent form that has been provided to you to receive these vaccinations – consent forms completed for previous vaccination clinics cannot be used.

Thank you once again for your ongoing support and for being such an important part of our Caloundra community. We look forward to sharing more updates with you next month.



Clinical Manager

Emma Hathaway

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.

Here's to the dads!



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

Ask William (Bill) Hitchen what his fondest memories of his father are, and he'll tell you about his childhood in Gilgandra, a country town in New South Wales' Orana region. Although Bill was an only child, his mother was one of 11 children and his father was one of seven, so he had cousins 'coming out of his ears'. Bill's father ran a business from home, so there were always staff coming and going through the house.

Bill's father owned a billiard room, along with two buses and three taxis. As soon as Bill was old enough to drive, his father had him out driving the taxis. First thing in the morning, Bill would back one of the buses out onto the street, all ready for the bus driver when he arrived. Bill would then take the second bus on the bush run. He also was responsible for fuelling and cleaning the buses. After the big floods in Gilgandra in 1955, Bill and his family moved away to Sydney.

Bill's father taught him how to shoot a rifle, along with gun safety, teaching him how deadly and dangerous they are. He showed Bill how to pull a rifle to pieces and put it back together again. Bill's father even brought two revolvers back with him from WWII, though he wasn't impressed when he had to hand them back in.

Some of Bill's fondest memories with his own children, Debbie and David, are of teaching them to swim at the local pool in Lane Cove. This was very important to Bill as they were always around water, and he especially wanted them to learn how to get out of the water safely. David turned into an especially good swimmer – but Debbie, who was also proficient, didn't like to work at it and would rather just play around in the water. They spent some wonderful family time together on holidays, especially during their trips back to Gilgandra. The town has always remained close to Bill's heart, with so many memories and family ties.

Nowadays, Bill looks forward to visits from his grandchildren.

Bill's advice to young dad's today is to listen to your elder's advice. His definition of a good dad is someone who will sit down and listen to you, and give you some sound advice.

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.



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!

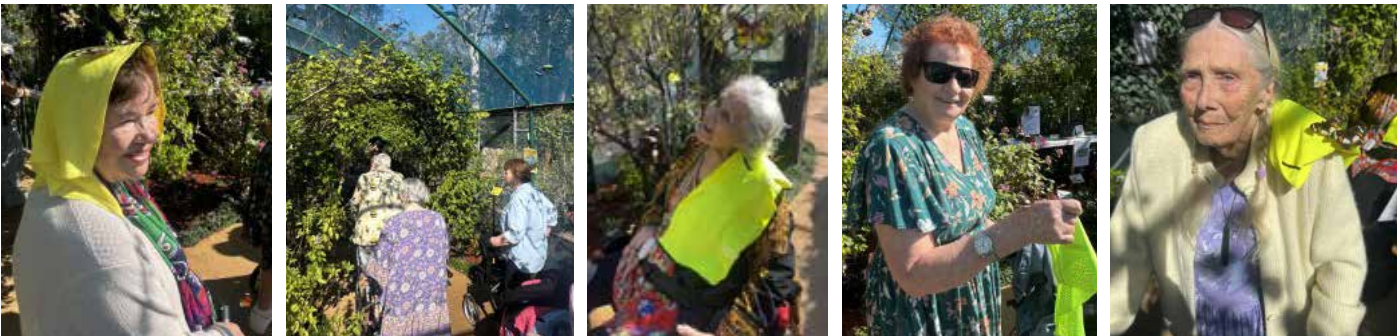
Residents got into the spirit making delicious slices, crafting beautiful Christmas flower decorations, and coming together with friends and family for a day of fun and connection. The community was filled with laughter, colour and cosy winter warmth as everyone embraced an early taste of the season.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



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.



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!