



The Difference

DECEPTION BAY 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

Here, you're always welcome



Palm Lake Care
Deception Bay
SERVICE MANAGER,
SOLOMON SHEKEDE

I would like to thank our community for their support and understanding during the recent rhinovirus outbreak. I am pleased to share that all residents who tested positive were well supported throughout isolation, with no hospital admissions required, and all have now returned to their baseline health. This outcome reflects the professionalism and compassion of our teams, along with the cooperation of residents and families in helping us maintain a safe environment. Thank you to everyone who supported our infection prevention measures. As we look toward spring, we ask staff, families and visitors to stay home if feeling unwell and seek medical attention where needed – these simple steps help protect our residents and community.

We would also like to thank all family members who joined our Christmas in July celebration – it was wonderful to see everyone come together for such a warm day. A big thank you to all who made it so memorable.



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 new 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 Deception Bay

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

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WEBSITE:
palllakecare.com.au

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

Key local personnel

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SERVICE MANAGER SUPPORT
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CLINICAL MANAGER
Melanie Campbell

CLINICAL NURSES
Anupama Adhikari Acharya
and Prabh Kaur

HOUSEKEEPING TEAM LEADER
Michelle Fastlabend

LIFESTYLE TEAM LEADER
Nadine Troth

CHEF MANAGER
Charles Monteiro

MAINTENANCE OFFICER
Nat Nowakowski-Ward



News briefs

Don't panic!

When the fire alarm sounds, there's no need to panic – our staff are trained and on hand to guide you every step of the way. Simply follow their direction, move calmly to your nearest exit, and know that help is always close by.

Your feedback matters to us

We'd like to remind everyone that your feedback is always welcome. Feedback forms are available throughout our community and you're always welcome to pop in and speak with our Service Manager or Clinical Manager when they're available. You can also find email addresses on Page 2 of this newsletter for your convenience.

We also strongly encourage residents and relatives to attend our various monthly meetings. Dates and times are always included in this newsletter. These meetings provide a great opportunity for participants to share ideas, raise concerns and help us work together to improve our services. The more people who attend our meetings, the better we can accommodate everyone's needs and preferences. Thank you for being part of our community and for contributing to making it truly special.



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.



Clinical Manager's Report

MELANIE CAMPBELL

As you may be aware, our community recently experienced a Rhinovirus outbreak. We are deeply grateful for the care, dedication and diligence shown by our staff, whose infection control practices helped limit the outbreak to five residents.

These viruses remain widespread in the community, and with Ekka time approaching, we know seasonal bugs can spread more easily, especially with the westerly winds. With this in mind, we kindly ask that you stay away from residents if you are feeling unwell. Your care and consideration make a real difference in helping keep our residents, staff, families and wider community safe and well.

Meeting dates, for your diary

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

- August 13, at 1pm
- September 17, at 10.30am
- October 15, at 10.30am

Our Food Focus Meetings are on:

- August 10, at 11am
- September 14, at 11am
- October 12, at 11am

Make sure to pop these dates in your diary now so you don't miss your opportunity to come along.



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

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

In her younger years, Daphne was active and social, enjoying basketball and tunnelball before later taking up ballroom dancing – a passion she pursued socially for years. Music has remained a constant joy throughout her life, too. Professionally, Daphne worked as a seamstress, having started out in upholstery.

Looking back on her 101 years of life, Daphne says she is proud of having “a go at everything” and admires those who have helped her along the way, adding that she remains always willing to learn and move forward. She credits her determination and her own way of doing things as key to a long and fulfilling life.

It was Norman who had the greatest influence on her, teaching her to be fair to everyone and to give people a chance – everyone, she says, deserves one. Daphne’s advice for younger generations is simple and heartfelt: listen to and respect your elders, who have earned their wisdom through a lifetime of experience.

Congratulations, Daphne, on this impressive milestone!

Daphne’s
big birthday!

Christmas in July feast

Pictured right and below: Why wait until December to celebrate the festive season? In our community, Christmas comes but twice a year...



Around the grounds

Pictured this page: From footy nights to fun with flowers, it’s been a busy few months at Palm Lake Care Deception Bay! We celebrated NAIDOC week, enjoyed lunches in our community and around town, and walked with the butterflies along the waterfront. Let’s catch up on everything we’ve been up to...



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 on 'Silver Memories' (channel 101 on your TV), 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.

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 – Ian Milligan – about what fatherhood means to him...

What are your fondest memories with your father?

My father was Scottish. He worked in a bakery and in the mines, then came to Australia on a 10-pound ship trip. He was very strict. During the war, my father was a builder; building hospitals and training facilities. I fondly remember that my father was always there for all my swimming competitions.

What are your fondest memories with your children and/or grandchildren?

I had four children – two girls and two boys. Some of my favourite memories with my own children were caravanning holidays at the beach.

What did your father teach you that you still carry with you today?

My father taught me to be honest.

What advice do you have for young dads today?

"Do to others as you would have done to you," as my father would say.

What is your definition of a good dad?

A good dad is always there for their children.



Beachside biking

Pictured below: We love our days out with Cycling Without Age! This amazing non-profit helps reduce isolation and build community, allowing our residents to enjoy the fresh and sunshine with the help of their volunteer cyclists. During our most recent outing, we stopped for a picnic by the water. What a 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.



OUR COMMUNITIES



Getting out and about

Being outdoors is good for both body and mind, which is why outings that bring residents into nature and sunshine are so beneficial. Fresh air, gentle movement and a change of scenery can lift the mood, ease restlessness and support better sleep. Sunshine also provides a natural source of vitamin D, which supports our bone health. Beyond the physical benefits, these excursions offer a welcome sense of freedom and connection to the world beyond our communities.



Beachmere

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

Everyone 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.



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!