



# The Difference

MT WARREN PARK 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**  
**Mt Warren Park**  
SERVICE MANAGER,  
PENG ZHOU

Over the past few months, Palm Lake Care Mt Warren Park has enjoyed wonderful celebrations, meaningful activities and opportunities to strengthen community connections. We held a MWP Talent Show, showcasing the wonderful talents of our staff and volunteers. It was heartwarming to see everyone come together to entertain our residents and share so many happy moments! The smiles, laughter and connections created on the day were truly special. We also held a planning meeting for our upcoming Gala. Residents had the opportunity to share their ideas and decide on a theme for this year's event. It will be an "Enchanted Garden" theme, with the event planned for October 22.

Our community barbecue was another great success, providing a wonderful opportunity for residents, families, staff and visitors to socialise, enjoy good food and strengthen connections. And we celebrated 'Winter Warm-Up Day', which was a lovely and fun-filled occasion where residents and staff dressed in their cosy pyjamas, enjoying a warm bowl of soup and celebrating together.

Our Cent Auctions have also been a great success, raising \$366, which will contribute towards our upcoming Gala event. Thank you to everyone who participated and supported this initiative.



**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. Happy Aged Care Employee Day to you all!

## Palm Lake Care Mt Warren Park

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

**PHONE:**  
07 3444 6000

**STREET ADDRESS:**  
33 Mt Warren Boulevard  
Mt Warren Park QLD 4207

**EMAIL:**  
mtwarrencaresm@palllake.com.au

**WEBSITE:**  
palllakecare.com.au

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

## Key local personnel

**SERVICE MANAGER**  
Peng Zhou  
mtwarrencaresm@palllake.com.au

**ACTING SERVICE MANAGER  
SUPPORT**  
Kara Bruggy

**CLINICAL MANAGER**  
Sangeeta Bhamoo

**HOUSEKEEPING TEAM LEADER**  
Tracie Hamilton

**LIFESTYLE TEAM LEADER**  
Leona Counsell

**CHEF MANAGER**  
Sunder Mukundan

**MAINTENANCE**  
Currently recruiting



## News briefs



### Turning our very first sod... in NSW!

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

### Acting Clinical Manager's note

As we continue through the winter season, our commitment remains focused on providing safe, high-quality, person-centred care that supports the health, wellbeing and independence of every resident. During the past two months, our Clinical Team has continued to work closely with residents, families, general practitioners, allied health professionals and visiting specialists to ensure care is responsive to individual needs. We remain committed to ongoing clinical monitoring, medication safety, infection prevention and control, falls prevention and supporting residents to maintain their highest possible level of wellbeing. We also recognise the importance of meaningful engagement in promoting both physical and emotional wellbeing. Our Lifestyle, Hospitality and Clinical Teams continue to work together to provide opportunities for residents to remain active, socially connected and engaged in activities that reflect their interests and preferences. On this, I would like to acknowledge the dedication and professionalism of our multidisciplinary team. Their compassion, clinical expertise and commitment to continuous improvement ensure that our residents receive care that is respectful, evidence-based, and aligned with the Aged Care Quality Standards.

Thank you also to our residents and families for your ongoing trust, support and valuable feedback. Your partnership is essential in helping us continually enhance the quality of care and services we provide.

**SANGEETA BHAMO, ACTING CLINICAL MANAGER**

## 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.

**Facebook:** @palllakecare  
**Instagram:** @palllake.care

## 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:

- August 12
- September 9
- October 14

Our 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 Palm Lake Care Mt Warren Park. We look forward to seeing you and hearing your valuable input.

## 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.



# Lifestyle Team's report

THE PAST FEW MONTHS HAVE BEEN FILLED WITH WINTER FUN, MUSIC AND MAKING WONDERFUL MEMORIES. WHILE WE CONTINUE TO ENJOY OUR REGULAR WEEKLY ACTIVITIES AND OUTINGS IN THE COMMUNITY, WE'VE ALSO SHARED MANY SPECIAL EVENTS WITH OUR FAMILIES AND FRIENDS.

One of our most heartfelt events was a beautiful **memorial concert** held in honour of our much-loved resident, Irene. Irene's family generously donated funds to host an event celebrating their mum's life and her love of music. Knowing how much Irene adored classical music and musical theatre, we welcomed the talented Tamsin from Star Powers Productions. Tamsin delighted everyone with a spectacular performance of classic show tunes, changing costumes to match each song and bringing every performance to life. Residents thoroughly enjoyed the concert, and we're excited to announce that Tamsin will be returning to Mt Warren Park to entertain us again soon.

We welcomed the start of winter with a fun-filled **Winter Warmers Day**. Residents and staff embraced the cosy theme by spending the day in their pyjamas (as pictured on Page 5)! The morning was packed with winter-themed games and a lively fashion parade, with plenty of smiles and laughter along the way. Lunch was the perfect winter feast, with a choice of hearty chicken noodle soup or vegetable soup served with warm crusty bread rolls. Dessert was a delicious golden syrup pudding, chosen by one of our residents, and it was the perfect way to finish the day.

Of course, we couldn't let **National Donut Day** pass without celebrating! Donuts were enjoyed throughout the facility, bringing plenty of sweet smiles to everyone's faces.

Our popular **monthly BBQs** continue to be a favourite gathering for residents, friends and families. We were also

delighted to enjoy a special concert presented by **Silver Memories Radio**. Did you know that Palm Lake Care subscribes to Silver Memories? Residents can listen anytime by tuning into Channel 4 on the television in their room. The station not only plays timeless classics but also features wonderful nostalgic images that encourage reminiscing and conversation.

We proudly celebrated **NAIDOC Week** with a variety of Indigenous-themed activities, learning more about Aboriginal and Torres Strait Islander cultures while enjoying creative activities together. We also travelled to France without leaving Palm Lake Care as we celebrated **Bastille Day!** Residents enjoyed a French-themed morning tea along with games, laughter and plenty of fun as we embraced a little French culture (as pictured above!).

Another highlight was hosting our **Palm Lake Talent Show**. It was wonderful to welcome our families, friends and guests from the Logan Respite Centre to support our performers. Our choir performed beautifully, and several residents and staff showcased their individual talents with solo performances. The event concluded with a delicious BBQ lunch enjoyed by everyone.

Our next major event is a traditional **Cent Auction**. Our residents have been busy preparing prizes that have been donated by family and staff. We have that many prizes we are hoping that nearly everyone is a winner on the day.

**Leona Counsell, Lifestyle Team Leader**

## Around the grounds

**Pictured this page:** From National Donut Day, to our Winter Warmers Day, to Bastille Day - give us an interesting theme and our Lifestyle Team will definitely bring the (relevant) fun!



# 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. Just ask Mary (pictured above) who was captured here enjoying our recent Silver Memories music concert. 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 smile.

## 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 father figure lasts a lifetime. Ahead of this year's celebration – on September 6 – we asked one of our resident fathers to share what the role has meant to him.

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

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

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

With Father's Day on the horizon, let's hear from one of our resident dads, Fred Telfer, about what it all means to him...

**What are your fondest memories with your father?** When I would get into trouble with my Mum, sometimes Dad would sneak me some chocolate. I still love my chocolate to this day. My Dad was a photographer and when I was a teenager, I would go with him and work as his assistant at weddings.

**What are your fondest memories with your children and/or grandchildren?** I don't remember exact places, times or events but I do remember spending time with my son, Michael, and my daughter, Julie, and her three children. My family visits me often here continuing that enjoyment of time together. My children and I attended church each Sunday and Julie sang in the choir.

**What did your father teach you that you still carry with you today?** He taught me right from wrong, how to conduct myself and behave in public, and general life rules like if you open a door you must close it.

**What advice do you have for young dads today?** Be a happy family, enjoy time together and love each other

**What is your definition of a good dad?** Someone who loves their children, spends time with them and teaches them what they need to know and to do what's right.

**Any other thoughts on fatherhood?** It's a partnership. I'm lucky to have a good wife and we had the good fortune to have our son and daughter just 12 months apart. Although we only had the two, I would most definitely do it all again.

# Meet the team



Like integral links in a very important chain, everyone's role here at Palm Lake Care makes a difference. Meet Sunder Mukundan (pictured above), who is our new Chef Manager.

**What are three words that best describe you?**  
Innovative, hard-working, responsible.

**Tell us about your other previous employment/work roles leading up to your current position with Palm Lake Care Mt Warren Park?**

I moved to Australia in 2018 and previously had 15 years' experience working as a chef overseas. When I moved to Australia I held roles at the Gold Coast Airport then childcare centres and restaurants before moving into aged care where I have worked for the last couple of years before moving to take on the role as Chef Manager at Palm Lake Care Mt Warren Park.

**What does the average day entail, in your role here at Palm Lake Care?**

Cooking nutritional meals for the residents, checking with the residents if their meals meet their satisfaction and improving if need be. I also do all the menu planning and ordering and manage the hospitality staff

**What's your favourite part of your job?**

Cooking and interacting with the residents

**How do you like to spend your down time/days off?**

With my family. I am married and have one son and another baby on the way. I also enjoy listening to my favourite music and watching movies in my down time.

**What is something that our residents may not know about you?**

I am from South India and I am Hindu.

**What advice do you have for others considering a career in aged care?**

You definitely should consider a career in aged care. It provides a very good work/life balance, with little stress. It is lovely to be able to interact with the elderly and your work colleagues are caring people to work with as well.

# 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.

## Getting out and about

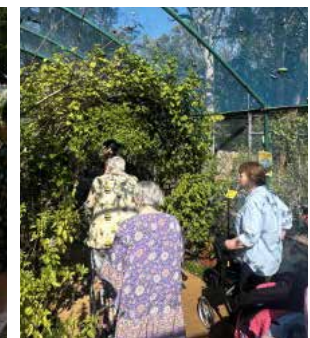
Being outdoors is good for both body and mind, which is why outings that bring residents into nature and sunshine are so beneficial. Fresh air, gentle movement and a change of scenery can lift the mood, ease restlessness and support better sleep. Sunshine also provides a natural source of vitamin D, 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!**

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.



## 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](http://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](mailto: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!