

THE

# Difference

BETHANIA AUGUST



**AUGUST 7:  
AGED CARE  
EMPLOYEE  
DAY**

## Here, our care workers really make the difference

By **JASON MCMAHON**

*Palm Lake Care's Chief Operating Officer*

This month, on August 7, we celebrate Aged Care Employee Day - an initiative of Leading Age Services Australia.

It's a celebratory event that we truly embrace as a business, simply because our five Palm Lake Care aged caring communities would be nothing without the caregivers we painstakingly select to provide all the various types of care and assistance that our residents require. It is a massive team effort to bring the level of care we do to our very grateful residents and families, and is thanks to everyone in our team - from the nurses and PCAs on our frontline, to our kitchen and admin staff, those in our laundries, the cleaners, maintenance officers and management teams that keep the wheels turning in



the background. Like links in a chain, everyone plays a vital role. And then we also have all those wonderful volunteers who give up their time to help make our residents' lives even brighter. While these people may not be official 'employees', they are another important element of this well-oiled machine.

The theme of Aged Care Employee Day, #ThanksforCaring, recognises each and every team member involved in caring for the 1.3 million older Australians receiving home care or residential care services. If you are looking for a way to say thanks to a Palm Lake Care caregiver who means a lot to you and your family, don't forget that our website offers a "Thank a Care Worker" portal for your messages. Simply head to [www.palmlakecare.com.au](http://www.palmlakecare.com.au) and click the "Thank a Care Worker" button in the top right corner of your screen. Our caregivers love receiving these unexpected messages. And they are very deserving of the praise.

**Turn over to meet some of our dedicated caregivers >>**



“I love the residents and enjoy spending time with them. We see them as our grandparents and treat them like family. I’ve been in aged care for 10 years.”  
**Sharon Sharples, Housekeeping**



“I like to talk to the residents. All my family is in Romania, but the residents here are so friendly and I treat them like my family.” **Gabrielle Chirila, Housekeeping**



“I want to give the residents a great experience. I think about what I would want for my parents and try to facilitate that. Making them happy makes me happy.”  
**Brook Lemairs, Concierge**



“I’ve been in aged care for 40 years. I have a real passion for palliative care and guiding and supporting families through this stage in their journey.”  
**Mischelle Taewa, RN**



“Our residents and their families have become an extension of my own family. It’s a happy environment. I’ve worked in aged care for 10 years.” **Tricia Hargreaves, Administration**



“It’s important to me to make the residents happy. It’s my role to help them have a great day and be an advocate for them. I’ve been in aged care for 25 years.” **Lindy Janson, Lifestyle**



“Whether a resident remembers my name or not, I know I have made a difference in their life. Making connections with the residents is a great joy.”  
**Sheryll Frecker, PCA**



“I have always had a love for older people, and wanted to work in aged care after raising my family. Now, the residents have become family.” **Adeline Kiwi Kiwi, FHA and Concierge**



“I’ve been in aged care for 15 years. Helping the residents is so rewarding. I like to interact with them where I can.”  
**Paul Bantoft, Maintenance**



“My Philippino culture is about looking after our elders. I miss my parents so I treat the residents like family. I always come early to work, because I love seeing them.”  
**Milanie Oso, PCA**



“I’ve worked here for almost seven years and every day is different. I love interacting with the residents and putting a smile on their faces.” **Jason Campbell, Maintenance**



“It’s about the resident and family connection – knowing that today you made a difference. It’s also about the team going the extra mile to give the residents their smiles.”  
**Vanessa Gawith, Service Manager**

**KEY LOCAL PERSONNEL**

**Service Manager:** Vanessa Gawith, bethaniacarefm@palllake.com.au  
**Admin:** Tricia Hargreaves, Kylie Daley  
**Clinical Manager:** Jacquie Everson **Clinical Nurse:** Koriri Enari  
**Lifestyle Team Coordinator:** Amber Blake  
**Chef Manager:** Veijo Lehto **Maintenance Officer:** Paul Bantoft

**PALM LAKE CARE BETHANIA**

1 Goodooga Drive,  
 Bethania QLD 4207  
 Phone 07 3086 3000



[www.palllakecare.com.au](http://www.palllakecare.com.au)