

THE

Difference

DECEPTION BAY AUGUST



Here, our care workers really make the difference

**AUGUST 7:
AGED CARE
EMPLOYEE
DAY**

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 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 >>



“My purpose is making sure the residents are treated with respect. Food is important but care and respect are my main focus.” **Wayne Pollard, Chef**



“This is my first EN role, and I love the responsibility I have for the residents. I feel like I have direction, and a pathway to becoming an RN.” **Stephanie Rowe, EN**



“I love helping the elderly, and listening to their stories. They are a wealth of information.” **Jan Gerussi, RN**



“I like talking to the residents and seeing them happy. I like being able to fix small things for them (like even the TV channels) and see how happy it can make them.” **Evelyn Nowak, PCA**



“I have plenty of love to give and I love helping others. Caring is my middle name!” **Rony Kennedy, PCA**



“I love aged care. I should have entered this industry years ago. I truly love everything about it - the smiles, the stories. It’s so personally rewarding.” **Kristie Atkins, PCA**



“I’m passionate about end-of-life care. Being able to be there for someone and help them through that stage is really special.” **Belinda Callaghan, EN**



“If you take the time and listen to the residents, you will always learn something new.” **Linda Riedel, Lifestyle Team Coordinator**



“I love the residents and my colleagues.” **Michelle Fastlabend, Housekeeping**



“The residents are so lovely and grateful. It’s rewarding.” **Stacey Calvert, Housekeeping**



“I love the stories from the residents. The history is amazing.” **Anna Northwood, EN**



“I like making the residents smile by helping them.” **Cheryl Helsby, PCA**



“I enjoy making the residents lives easier.” **Allan Graham, Maintenance**

KEY LOCAL PERSONNEL

Service Manager: Kerry Mahedy, deceptionbaycarefm@palmlake.com.au
Admin: Lyndall Woolmer, Gillian Hodge
Clinical Manager: Calley Ainscough
Lifestyle Team Coordinator: Linda Riedel
Chef Manager: Amit Jyoti **Maintenance Officer:** Allan Graham

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