

# There To Care AWARDS

*Celebrating excellence, respect,  
compassion, and community.*



## *Carmel*

Hotel Services Assistant  
Mawson Lakes Residential Care Home

*2026 First Quarter Award Recipient*

The *There to Care Awards* recognises Hotel Services Assistant and café worker Carmel for creating a warm, welcoming environment and consistently providing excellent customer service that goes above and beyond at Mawson Lakes.

While her role involves providing hotel services and serving meals, Carmel believes the most vital part of her work is building genuine connections with residents.

"I'm their first point of call so I believe in a 'happy start, happy day'. They treat me like I am their family, so if I can make them happy, then I feel happy when I go home," she says.

"Their stories are wonderful, they tell you what happened when they were young. One resident, she's 96, she told me she used to dive off cliffs in Canada. She said she was a real daredevil back in the day. That really got me!"

All these meaningful connections have made the award even more special for Carmel, even though it came as a total surprise.

"The award brought a tear to my eye. It was a huge shock, but I felt humbled by it," she says.

"At Mawson Lakes I feel at home, the managers are in sync, and I feel settled. I really enjoy working in a supportive and positive environment. It makes me feel valued as a staff member."

Thanks, Carmel, for being there to care.

**There To Care Awards focus on celebrating our values of excellence, respect, compassion and community, helping us to celebrate the amazing work our people do every day.**



**Helping Hand**