

AUTUMN 2021 **FREE**

THE Difference

MAGAZINE



Here, care meets luxury



THEY BRING THE FUN

Our Lifestyle Teams play a vital role in the wellbeing of residents right across our six locations

A DAY IN THE LIFE OF...

Our Toowoomba community is filling fast - check out a day in the life of a resident here

MEET JEANNIE & NEIL

Looking for a fulfilling and noble career? Read about what it's like to work with us

Welcome

AS I SIT DOWN to write this column, I can honestly say today's been a rewarding one. I've just returned from a visit to Palm Lake Care Bethania. Chief Operating Officer Trish Heke walked me through our brand new 'Poppy' community there. It's a wonderful neighbourhood that Trish and the team are very proud of. It has been set up to replicate any other 'normal' family home and it better enables our residents with dementia to live a life of purpose and dignity.

While I was at Bethania, I also sat in on a Palm Lake Care board meeting. The Palm Lake Care side of our business has been growing exponentially of late, so I'm especially keen to be more involved in this area of the business. Among the meeting topics, we discussed our newest communities - Palm Lake Care Toowoomba and Beachmere - which are both progressing really well. We are creating wonderful communities of people within the walls of these stand-out buildings. I can also officially announce through this column that we've engaged an estimator to begin work on our approved plans for Palm Lake Care Caloundra. This aged caring community will be constructed right alongside our luxury over-50s lifestyle community, Palm Lake Resort Caloundra Cay. We are strategically positioning our care communities adjacent to our over-50s resorts to provide a complete and convenient solution for ageing. For a great example of how our Palm Lake Care and Palm Lake Resort communities are together supporting South-East Queensland families, read about the Wades on Pages 14-15. There are stories just like the Wades' right across our six care communities. Palm Lake Care Caloundra should be roughly 12 months in construction and we will keep you updated on its progress in future editions of this magazine.

At our board meeting we also discussed our team. Did you know, there are 700 caregivers supporting a wide variety of roles across Palm Lake Care? There's little doubt that this can be a challenging industry to work in, but our caregivers each play an amazing role in supporting the many hundreds of residents who call a Palm Lake Care address their home. In my opinion, this success is driven from the top and I'm very proud of the management team we are lucky to have here. They are each dedicated to their roles and bring authentic enthusiasm to the table, which has the effect of energising the people around them.

It really is an exciting time for us at Palm Lake Care. While the aged care industry is being put through the wringer by the media on the back of the release of the Aged Care Royal Commission's findings, and emphasis continues to be placed on home care options, our company continues to go from strength to strength. Our occupancy figures prove just how highly sought after the Palm Lake Care residential aged care offering is.

Enjoy the read!

Scott Elliott

Palm Lake Group Managing Director



Feedback helps us grow

EVERY PALM LAKE CARE RESIDENT IS UNDERGOING A JOURNEY UNIQUE TO THEM. THEY ARE WORTHY OF OUR HELP, UNDERSTANDING AND COMPASSION - AND TO BE HEARD. WHICH IS WHY WE TAKE RESIDENT AND FAMILY CONSULTATION SO SERIOUSLY.

EACH MONTH, each of our six Palm Lake Care locations hosts a Residents' Meeting. While the feedback and consultation process is an ongoing daily one, Palm Lake Care Chief Operating Officer Trish Heke says these meetings are a formal opportunity for our caregivers to hear residents' feedback while also disseminating any news or community updates to them.

"Consultation is really important for the two-way exchange of information," Trish says. "Our residents' families are also invited and encouraged to join in these regular meetings to listen in and have their voices heard."

As Trish explains, feedback – be that positive or constructive – is vital to Palm Lake Care management and caregivers. It helps to continually shape and improve our processes and services, enabling us to continue to provide the quality level of care our company has become renowned for.

Likewise, a separate monthly Consultative Committee meeting is held in each location for that community's key team members

to attend, to formally discuss news and updates relevant to the operation of that community. The local Service Manager, Clinical Manager, other key managerial caregivers and a resident representative formally get together and cover topics including workplace health and safety, news updates, audits and more.

JOIN US, AT A RESIDENT MEETING

If you're a resident or family member and would like to join in a monthly Resident Meeting, simply contact the Service Manager in the Palm Lake Care aged caring community relevant to you. For ease of diarising them, meetings are held on set days in each community, every month:

Bargara: Third Wednesday of the month
Beachmere: First Thursday of each month
Bethania: Third Wednesday of the month
Deception Bay: Third Tuesday of the month
Mt Warren Park: Second Wednesday of the month
Toowoomba: Third Wednesday of the month

Feedback is vitally important to us so if you have anything to share, please feel free to approach our Service Managers at any time - you don't need to wait until a formal Resident Meeting. Our doors are always open.

PALM LAKE CARE CONTACT DETAILS

New admission enquiries: Contact the Care Solutions Team. Phone 1800 246 677 or email caresolutions@palllake.com.au

Join us: PLCRecruitment@palllake.com.au

Account enquiries: Darleen Cruise. Phone 5552 1366 or email PLCAccountsReceivable@palllake.com.au

Human Resources: Amy Pein (AmyP@palllake.com.au)

Care Solutions Manager: Jacinta Sutton (JacintaS@palllake.com.au)

Clinical Governance Manager: Simone Ross (SimoneR@palllake.com.au)

Chief Operating Officer: Trish Heke (TrishH@palllake.com.au)

Group Business Manager: Justin Willmore (JustinW@palllake.com.au)

STAY UP TO DATE: Phone 1800 246 677 to check visiting requirements.

SUBSCRIBE TO OUR QUARTERLY MAGAZINE: To subscribe to this free quarterly magazine, email JacintaS@palllake.com.au

www.palllakecare.com.au

WHAT THEY SAY...

"Hi Jacinta,

On behalf of the Smoothy family we want to say thank you.

Our parents, Os and Daph, are really happy with the care and respect all the staff give them.

Dad wants to stay with Mum permanently. We cannot thank you enough for suggesting Dad joins Mum. They will live happily together next door to each other for however long they may have on this earth."

**- Kay and the Smoothy family
Palm Lake Care Toowoomba**

SEEKING VOLUNTEERS

Our Lifestyle Teams coordinate a rewarding volunteer program in every community. Find out how you can lend a hand on 1800 246 677.



They bring the fun, and loads more

PALM LAKE CARE'S LIFESTYLE TEAM IS LITERALLY A FUN BUNCH. THESE GIRLS MIGHT BRING THE 'FUN' WHEN IT COMES TO DEVELOPING AND DELIVERING A MONTHLY ACTIVITIES CALENDAR THAT KEEPS OUR RESIDENTS ENGAGED AND ACTIVE, BUT THEIR ROLES ARE A LOT DEEPER THAN THAT. THEIR ACTIVITIES ALSO KEEP RESIDENTS CONNECTED TO THEIR LOCAL COMMUNITIES AND GIVE THEM PURPOSE.

WHEN YOU THINK of the Palm Lake Care brand, our architectural buildings and luxury fit-outs might first spring to mind. Then there's our coveted health care services provided by a hand-picked team of highly qualified caregivers. But among the beautiful furniture and premium health support at each of our six locations comes a team of caregivers whose specific jobs are to ensure our residents stay active, connected and engaged. Put simply, these caregivers give our residents their ever-important lifestyle and, ultimately, bring the smiles.

When it comes to the monthly Lifestyle activities calendar, it's not all just bingo and board games. Each Palm Lake Care location has a separate team of Lifestyle caregivers and each of these local teams craft a bespoke calendar of daily activities. These activities are carefully selected based on their local residents' personal preferences. The activities calendar capitalises on the local geographic area and that local community's own facilities. It takes into account the community support and social groups that are relevant to and accessible for our residents. And, on the whole, the activities calendar ensures residents are provided with options that tick boxes for physical, social and emotional wellbeing.

When a resident first joins one of our Palm Lake Care communities, it is the job of one of the Lifestyle Team members to sit with that resident and chat through an extensive "It's all about you" questionnaire that delves right into each resident's likes, dislikes, creative interests, personality type, their family history and more. Through this questionnaire, the caregivers learn most of what is to know about each resident. It enables them to tailor relevant activities to stimulate each resident's mind and body in some meaningful way.

While most activities are hosted in our community areas for groups, we sometimes find a resident might be more comfortable in their own suite, in their own company. And this is absolutely fine. Our Lifestyle Team members happily host activities appropriate for these situations as well. As always, every resident has their own choice.

Palm Lake Care Bethania Lifestyle Team Leader Amber Blake says cultural diversity is another big factor in how she puts her community's monthly activities calendar together.

"Cultural diversity not only relates to the differences in our cultures, but the differences in our lifestyles, beliefs and what is most important to us," Amber explains. "In our community, we have around 150 residents who have all come from different lifestyles, countries and religions. Being inclusive means we accept all of those around us regardless of their individual social, cultural, linguistic, religious, spiritual, psychological and medical needs. We do this by making sure everyone is included and has access to the same activities and services available within our community.

"Having such a diverse community give us all the opportunity to learn and experience a variety of different cultures that we may have never understood before. As part of our Lifestyle program, we hold themed cultural days to acknowledge and learn about some of the cultures of our residents. We've embraced Finland, Serbia and Scotland, for example."

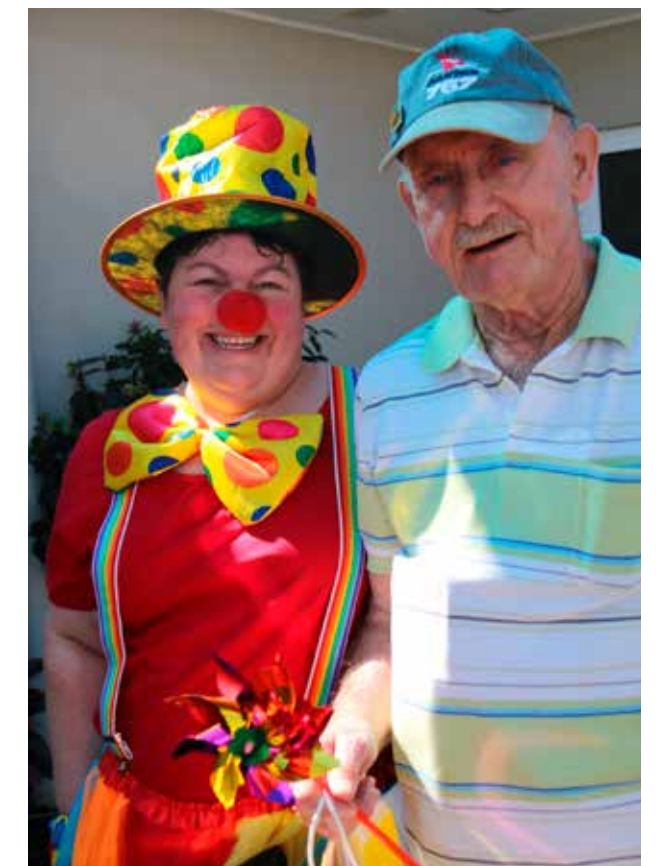
Over at Mt Warren Park, Lifestyle Team Leader Leona Counsell will be the first to don a crazy wig or a colourful costume to tie into the theme of that day's events. On Leona's calendar you'll find activities as varied as arm chair hockey and tennis, cardio drumming, walks, art and craft, movie afternoons, even organised snooker competitions. Bus trips to the local club for lunch are included, as well as one-off excursions to other places of interest. There's time scheduled into the program for things like iPad training, book club, musical concerts, historical talks and church services. Leona's community is quite technologically advanced and the residents enjoy connecting with other Palm Lake Care communities over Zoom.

"I love my job," she smiles. "It's really true that if you love your job you don't work a day in your life."

"I have to pinch myself all the time – I love coming to work here."

Pictured left: Our Palm Lake Care Lifestyle Team Leaders including, from left, Kim Milowski (Bargara), Linda Riedel (Deception Bay), Naomi Joli (Beachmere, at back), Leona Counsell (Mt Warren Park) and Jeannie Healy (Toowoomba).

Pictured below: Bethania Lifestyle Team Leader Amber Blake loves to dress up, knowing her effort always brings smiles to faces.





Congrats Leona: Employee of the Year

WITH A BACKGROUND in childcare, Palm Lake Care Mt Warren Park's Leona Counsell had also notched up 16 years' experience in the aged care industry in Logan City before joining Palm Lake Care when our Mt Warren Park community opened late in 2018. As well as her career credentials, you only have to spend a few minutes with Leona to know she also brings that little bit of something extra to the Lifestyle Team Leader's role – put simply, it's a little bit of sparkle! It might be her sunny disposition, her wide smile, or maybe it's just in the delight that she and her ukulele bring (yes, the girl's got skills!). Whatever is that magic ingredient, Leona seems to have it in spades. Which is likely why she was recently named Palm Lake Care's Employee of the Year.

According to Palm Lake Care Chief Operating Officer Trish Heke, Leona oozes passion for her role.

"She is an amazing individual," Trish says. "Right throughout COVID, she continued to deliver an excellent Lifestyle program that kept everyone engaged while also being socially distanced."

"Leona has also really embraced technology and Mt Warren Park is definitely one of our 'smart' sites. She ensured all our residents stayed connected to their loved ones throughout the challenges of 2020. She is so deserving of this award."

Here, I am rewarded

SOME PEOPLE LIVE JUST ONE LIFE IN THEIR LIFETIME. JEANNIE HEALY HAS LIVED A HUNDRED. NOW, IN HER NEW ROLE AS LIFESTYLE TEAM LEADER AT PALM LAKE CARE TOOWOOMBA, JEANNIE FEELS AS THOUGH ALL OF HER EXPERIENCES HAVE LED HER TO THIS MOMENT.

BORN IN THE Northern Territory in 1970, Jeannie's life was eventful from day dot. At just four years old, while her family was living in Darwin, Jeannie weathered Cyclone Tracy. Then, two years later, they moved to an extremely rural cattle property in the Northern Territory's Tortilla Flats. Her teen years were spent "bull catching" – buffalo mustering with Toyotas and helicopters – before she met her husband in 1990 and moved to Melbourne soon after.

"I went from the outback to the city in one big leap, so it was certainly a culture shock," says Jeannie. "I stayed there for 11 years and fell in love with the city - and of course became a big AFL fan. Go Carlton!"

Jeannie had many jobs over the years – "Too many to remember!" she says. She has served on bushfire councils, called out taxis as a radio operator, worked in medical reception, at a meatworks and as a cook for a childcare centre. She even owned her own business. "Finally, and purely by chance, I settled into aged care," says Jeannie. "I responded to a job call-out for Blue Care that said 'no experience required' and trained on the job in the Lockyer Valley as a personal care assistant."

Besides studying a diploma in beauty for a short period of time – where she gained certificates in lymphatic drainage, full body massage, facial massage and more – Jeannie has worked in aged care for the past 10 years. She has been a dementia respite assistant, a client services coordinator, a cook and in Lifestyle for providers in Toowoomba, Ipswich and the Lockyer Valley.

"While I was working full time, I also studied leisure and health and gained my qualification in diversional therapy," says Jeannie. "I certainly threw myself into the deep end, but I've loved every minute of it."

And, just as it did for so many others, COVID-19 saw another life change for Jeannie – it signalled the start of her next adventure in her role as Lifestyle Team Leader at Palm Lake Care Toowoomba.

"My previous role involved organising community outings to everywhere from Point Danger to the Sunshine Coast, so when we could no longer do that, I was stood down," says Jeannie.



Pictured above: Palm Lake Care Toowoomba Lifestyle Team Leader Jeannie Healy with some of her beloved residents.

"Thankfully, I was offered an opportunity at Palm Lake Care Toowoomba when it opened in November 2020, and I can't help but feel like everything I've done so far has prepared me for this position."

As Lifestyle Team Leader, part of Jeannie's job is to gather residents' lifestyle profiles – a questionnaire designed to help staff across each Palm Lake Care location learn as much as they can about the people they are caring for.

"I'm realising that I can connect with anyone about anything," says Jeannie. "We've had a resident who worked in meatworks, a number of dairy farmers and several taxi drivers. We have so many shared experiences, it's incredible."

And while Jeannie misses being able to curate exciting excursions for the residents she looks after – as she did in her former role pre-COVID – she loves being able to engage with residents in a new way.

"Here, I am connecting with people who are experiencing care for the first time – it is challenging, but also so rewarding," says Jeannie. "I've positioned myself in the Community Centre, not an office, so that people can always see my bright pink shirt and approach me about anything at all, whether they are residents, family members or staff."

Jeannie's workdays can involve dancing with residents to Dean Martin one minute, then coordinating her staff members the next. And though it's hard to choose just one favourite part of her day,

Jeannie says she loves delivering newspapers to the residents each morning because she gets to stop for a chat.

"I just love the people here - absolutely love them," says Jeannie. "I meet people who have done things I could never dream of and listen to all of their stories. I laugh every day here and I feel very lucky to have great people around me – my team, our lovely residents and their families. I feel as though this is what I was always supposed to be doing."

WHAT THEY SAY...

"I just wanted to say a big thank you to all the staff at Palm Lake Care Toowoomba - from the girls at reception to the managers, the nursing staff, carers, cleaners and kitchen staff - for the exceptional care and support given to Mum and the family in her last days. We could not wish for better care and the support they gave us helped get us through these sad times. What they did was well beyond professional care. Mum was treated like family and this in itself made it easier for us when we couldn't be there. Please pass on our sincere gratitude for making Mum as comfortable as possible, for taking such good care of her and, of course, for their devotion and professionalism. God bless you all."

- Chris McGaw, on behalf of the McGaw family

A day in the life of... Toowoomba

OUR NEWEST COMMUNITY - PALM LAKE CARE TOOWOOMBA - IS DEVELOPING WITH GUSTO. WE HAVE NEW RESIDENTS JOINING US EVERY DAY, TURNING THIS AMAZING BUILD INTO A WARM, WELCOMING COMMUNITY. HERE'S A DAY IN THE LIFE OF PALM LAKE CARE TOOWOOMBA.



7am - Rise and shine.
Breakfast in my own time.



11am - A cuppa and cake with friends at our Atrium Cafe



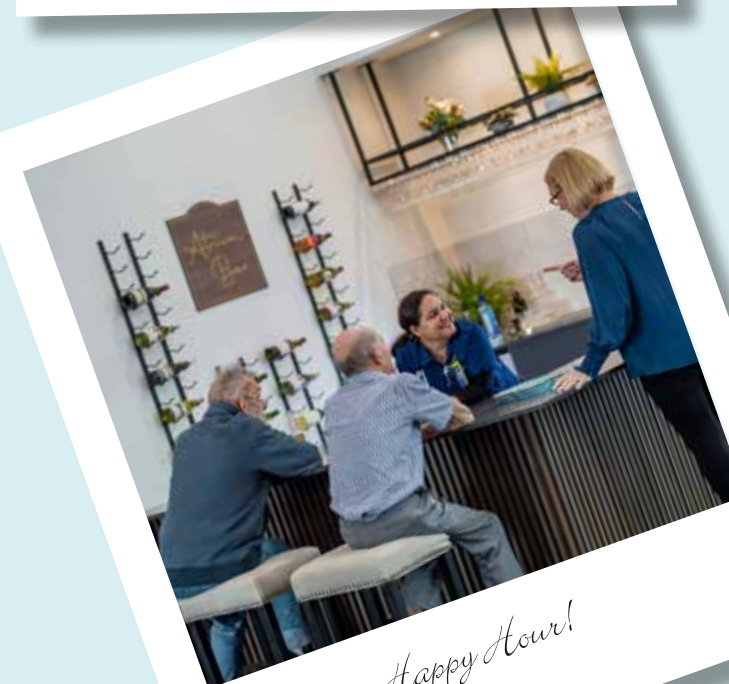
3pm - Hair appointment in our on-site salon. So easy!



6pm - Formal dining with the family for my daughter's birthday



9pm - Nightcap by the fireplace. What a day!



4.30pm - Happy Hour!



1.30pm - Midday movie time



9am - Morning walk around the grounds. Check in on the community veggie patch

APPLY NOW!

Put yourself or a loved one in these images by contacting the Care Solutions team on 1800 246 677



Pictured here: Mt Warren Park's "We Give Club" members hard at work making dog chew toys for donation to local animal shelters.
Pictured right: Deception Bay residents making wildlife boxes.

Here, I have a life filled with purpose

IT'S ONE THING TO STAY BUSY BY FILLING YOUR DAY WITH ANY OLD ACTIVITIES. IT'S A WHOLE OTHER THING TO MAKE THOSE ACTIVITIES USEFUL, MEANINGFUL AND PUT OTHERS' NEEDS FIRST...

MANY PALM LAKE CARE residents will tell you that they've spent a lifetime enjoying mostly rewarding careers, bringing up loving families, and finding purpose in their local communities. Across our six locations, we are ensuring our residents continue to live lives filled with purpose. It's a simple equation really - purpose brings reward and satisfaction. Satisfaction brings happiness. Happiness makes everyone's world go around!

The Lifestyle Team Leaders in each of our six locations work tirelessly with their team members and encourage resident input to come up with interesting ideas to create monthly activities calendars that engage residents and encourage lives filled with purpose. Over at Palm Lake Care Deception Bay, residents have been busy making bird and wildlife boxes for donation to the Rangers and Environmental Officers at Moreton Bay Regional Council. They have built and donated about 30 wildlife boxes over the past year or so.

"The boxes were really well received and the officers have placed them in local trees where needed," explains Lifestyle Team Leader Linda Riedel. "Our residents were all concerned about the welfare of our native animals after the raging bushfires in 2019. These fires

had a huge impact also on our bees. Our wildlife boxes have been a creative and tangible way we can help play our part to support our local environment."

Linda says her residents have also built and brightly painted native bee hives that have been mounted around their own Palm Lake Care community.

"Native bees do not sting and are the most effective pollinators of the bee families," Linda explains. "This will enhance our herb and sensory gardens in the Harmony courtyard and encourage the cotton plants to bloom."

Knitting for the underprivileged is another way Deception Bay and Bargara residents have been living lives filled with purpose. Linda says her clever residents have knitted knee rugs and mittens for donation to Orange Sky - a charitable organisation supporting the local homeless. Bargara Lifestyle Team Leader Kim Milowski says her crafty residents have also been knitting 'Trauma Teddies' for donation to their local hospitals to support young local children faced with the daunting prospect of a hospital stay.



Taking the 'lives filled with purpose' concept one step further, Palm Lake Care Mt Warren Park has started the "We Give Club". It's a club for any resident to join but members' sole purpose is to give back, in some form, to their local southside community. Lifestyle Team Leader Leona Counsell says some of the Club's initiatives so far include fundraising for the local rural fire brigade and sewing wildlife pouches for donation to local wildlife rescue groups. Most recently, Club members have been busy upcycling old clothing to make dog chew toys for their local animal shelters. So popular is this project, and so productive have the residents been, they are now also selling their dog chew toys to caregivers and families for \$1 each, to raise money to sponsor their very own Guide Dog.

"Each week the residents meet in the activity room and work together to make these toys," Leona explains. "Some come for the social chat, some come for the friendships and some come to cut up the material and make the toys. We have a great morning."

If there's one thing for sure, it's that Palm Lake Care residents are making a statement in their local areas - showing others that age is just a number and that you can continue to live a life filled with purpose in many easy ways.

Here, we are tech heads!

WHEN 2020 SERVED US LEMONS, OUR COMMUNITIES JOINED FORCES AND TURNED THEM INTO DIGITALLY ADVANCED LEMONADE!

WITH EVERY CLOUD there's a silver lining. Considering the big cloud that 2020 turned out to be, the silver lining for Palm Lake Care's caregivers, residents and families was the technological advancements our company made. To ensure our residents stayed connected to their family members while restrictions kept them physically apart, our communities quickly moved to embrace video conferencing technology. What a thrill it was for our residents to see their smallest family members' faces up on our big flat screen TVs and talk to them!

But our caregivers took things to the next level when they called on the same technology to connect Palm Lake Care residents across our different communities - something we'd never done before. Not only did our residents get to see inside other Palm Lake Care communities in geographical locations stretching from Bargara to Bethania, but they made new friends and even put on a concert or two! Residents still now talk about the "Palm Lake Care's Got Talent" show. Each community came up with and practised a creative performance for weeks leading up to the big day. While it was pegged as a competition, we know that everyone who performed during the livestream that day was a winner.

Now, video conferencing technology is a mainstay in our communities. It has added even more depth to our monthly activities calendars where volunteer entertainers and class facilitators are 'Zoomed' or 'Facetimed' into our communities to entertain and educate our residents. Cardio drumming and gentle exercise classes, for example, have been a huge hit on the big screen. A popular volunteer poet is now being enjoyed in multiple Palm Lake Care communities - not just her local one. So, when we think about COVID-19 and all that 2020 dished up, we see the glass half full - not half empty.



Around the grounds



Pictured left: Palm Lake Care Beachmere benefits from being on the doorstep of Moreton Bay. It was such a great morning when we gave resident Judy a ride along the beachfront in the new SandCruiser for the first time. Judy LOVED the chance to get the sun on her skin and her feet wet. The SandCruiser has been an absolute hit. How lucky these residents are to have the sand and saltwater right at their back door! **Pictured below:** Messy art and craft fun at Toowoomba.



Pictured above: Cardio drumming is a fave new activity in our Bargara aged caring community. It brings fun beats and gentle exercise as well. Oh, and a fair few giggles while the residents are at it! **Pictured right:** Happy 100th birthday to Bonnie at Mt Warren Park. She was thrilled about her cards from the Queen and our Prime Minister! **Pictured far right:** We've welcomed a barber to Beachmere's on-site hairdressing salon. He's providing all those old-fashioned men's grooming services and our boys are loving it.



COVID vaccination: It's your choice

NEED MORE INFO?

We suggest you head to the Federal Government's Department of Health website at www.health.gov.au

COVID-19 VACCINATIONS HAVE LANDED IN OUR COUNTRY. NOW IT'S UP TO YOU TO EDUCATE YOURSELF ON WHETHER YOU WILL OR WON'T HAVE THE JAB. WE ASK THAT YOU SEEK OUT INFORMED OPINIONS AND OFFICIAL CHANNELS OF INFORMATION WHEN MAKING YOUR DECISION.

By **TRISH HEKE**
Palm Lake Care's
Chief Operating Officer



PALM LAKE CARE supports the current roll out of the COVID-19 vaccination program that commenced in Australia on February 23. The best way to understand the vaccination is to have clear information about the vaccine, any possible side effects, why you should have it and how and when you can receive it. This way, you and your loved ones can make an informed decision about consenting.

Vaccination is the most effective way to protect you and the rest of the community against infectious diseases, such as COVID-19. Vaccines strengthen your immune system so you can fight against specific viruses.

As we have seen here in Australia and more broadly throughout the rest of the world, COVID-19 has had a huge impact on people's health, social freedoms and the world's economy. When enough people in our community commit to being vaccinated, we achieve "herd immunity", meaning the spread of the disease is slowed right down. This is evidenced in other very successful vaccines that have close to eradicated a number of diseases such as polio, diphtheria, measles and meningococcal disease.

Our Public Health units are currently assisting Palm Lake Care's aged caring communities by arranging days and times for the vaccination roll out, but we require our residents (or their representative) to consent so we can facilitate this. The vaccination is a two-part process meaning two injections, three weeks apart. Trained personnel will be providing the vaccination and Palm Lake Care will support this by providing after care to our residents after their vaccination.

I urge everyone to do their homework and research the COVID-19 vaccine from reputable sources such as the Australian

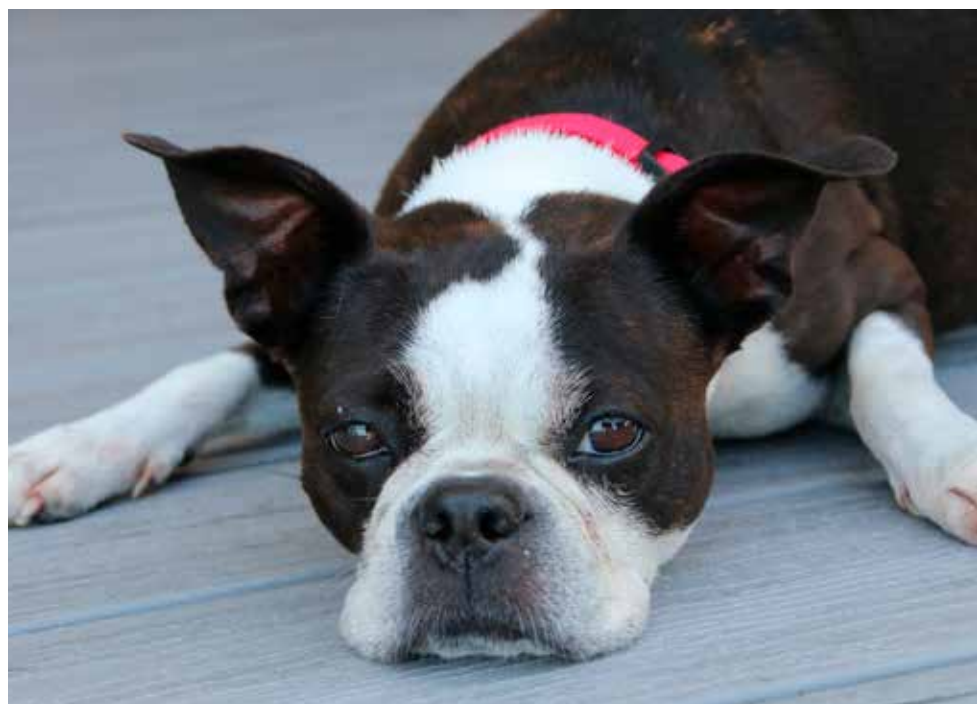


Government's Department of Health website which you can find online at www.health.gov.au You can also make an enquiry by contacting the National Coronavirus Hotline on (freecall) 1800 020 080 or by submitting an enquiry via the Department of Health's website.

Having the vaccination is not mandatory for you or your loved one, but we do urge you to be part of the solution to the current COVID-19 worldwide pandemic and roll your sleeve up to have the jab.



Pictured above: Husband and wife, Kerry and Jeanette Wade, have made a comfortable life for themselves on either side of Bishop Road. Jeanette calls Palm Lake Care Beachmere home, while Kerry (and the couple's gorgeous Boston Terrier, Georgia), are based at Palm Lake Resort Beachmere Sands and come visiting all the time.



Life comes full circle, by the Bay

SINCE MEETING ON STRADBROKE ISLAND AS TEENAGERS, KERRY AND JEANETTE WADE HAVE BEEN THROUGH A LOT – THEY WEATHERED CYCLONE TRACY, BRAVED KERRY'S FOUR-YEAR DEPLOYMENT IN SOUTH-EAST ASIA, BUILT A HOUSE AND RAISED A FAMILY. NOW, HERE IN BEACHMERE, THEIR LIFE HAS COME FULL CIRCLE.

IT WAS 1962, and Kerry Wade was just 16 years old when he first met Jeanette at Amity Point on North Stradbroke Island. Their families were staying in the same duplex and the children all became fast friends – it was the first of many holidays together.

It didn't take long for Kerry and Jeanette to fall in love, and a short five years later, the two were already talking about marriage. In 1967 – when Kerry was 26, and Jeanette 23 – they bought a house in Windsor and were married soon after.

"A lot happened in the early years of our relationship," says Kerry. "I was in the Navy for 20 years and was involved in the 1964 Borneo/Indonesia confrontation and the 1968 attack on the HMAS Hobart in Vietnam. It certainly wasn't easy, and it wouldn't have been easy for Jeanette here at home."

Kerry's work in the Navy took the pair to Darwin, where they withstood Cyclone Tracy in 1974. Jeanette had to be evacuated – alone – just days after the cyclone had passed. Thankfully, things settled down a bit after that. The couple welcomed three children and spent a year at Frenchs Forest in Petrie while they were building their family home in Whiteside, where they lived for the next 30 years.

"After the Navy, I became a fire safety and security officer at the Prince Charles Hospital, before becoming an insurance salesman," says Kerry. "When the kids were old enough, Jeanette worked at the Pick'n'Pay at the Aspley Hypermarket – she was the checkout chick, but I think she was also the eye candy!"

When the children moved out and the time came for Kerry and Jeanette to downsize from their home in Whiteside, they were drawn in by the village feel and luxurious clubhouse at Palm Lake Resort Beachmere Sands. With their daughter at Narangba, son in Redcliffe and their other son only a few hours away in Bangalow, Kerry and Jeanette knew it was the perfect place to start their next adventure together.

"We lived together at Palm Lake Resort Beachmere Sands for four-and-a-half years, but when Jeanette's dementia began to worsen,

I knew we needed to find care," says Kerry. "Palm Lake Care Beachmere ticked all the boxes."

Only a short walk for Kerry and the couple's Boston Terrier, Georgia, Palm Lake Care Beachmere offers the best of both worlds. The rooms and layout are designed to make life easier for Jeanette – right down to the wheelchair-friendly bathroom cabinets and the safe waterfront walkway – and Kerry can visit as much as he likes, but still go home to Palm Lake Resort Beachmere Sands knowing Jeanette is in safe hands.

"We love being by the bay, and I'll often take Jeanette down for a walk along the water with Georgia by our side," says Kerry. "On a clear day, we can even look across the water to Amity Point and remember where it all started, all those years ago."

WHERE RESORT MEETS CARE

Palm Lake Group has a history of developing award-winning community lifestyle resorts and aged caring communities across Australia's east coast, dating back to 1977. The Elliott family, based in South-East Queensland, currently owns and operates a portfolio spanning 28 Palm Lake Group addresses (including two over-50s resort sites currently under construction). The portfolio includes six Palm Lake Care communities. Each of these care communities is strategically positioned adjacent to a Palm Lake Resort over-50s community to provide a convenient total residential care solution for families.

Just like the Wades, we have many couples with varying health needs being fully supported across neighbouring Palm Lake Resort and Palm Lake Care communities. In fact, there are more Palm Lake Care communities currently in the pipeline, to further extend our 'resort-meets-care' offering, including our next care community at Caloundra.

>> Turn over to see just some of the Palm Lake Resort homes currently for sale, adjacent to one of our care communities.

This is your time

A family company based in South-East Queensland, Palm Lake Group owns and operates over-50s community lifestyle resorts and aged caring communities across three states of Australia. With 28 locations, did you know more than 11,000 people call a Palm Lake Group address home? The strength and breadth of this company enables couples with differing care requirements to coexist in adjacent communities for ultimate convenience and peace of mind. We have many couples where one partner lives in a Palm Lake Care community enjoying premium healthcare and support, while their spouse enjoys the benefits of living next door in a Palm Lake Resort over-50s community where their social needs are also met. With your spouse settled into their Palm Lake Care suite, here are just some of the homes available now across our resorts...

PALM LAKE RESORT BEACHMERE BAY

Palm Lake Care Beachmere sits on a commanding block of land right on the waterfront of Moreton Bay. Just across Bishop Road, however, there's a Hamptons-inspired over-50s community lifestyle resort providing as much glamour, style and luxury as its Care 'cousin'. From the breezy open-plan spaces to the sophisticated Hamptons details, Palm Lake Resort Beachmere Bay's Holbrook design (pictured left) might just sweep you away to a holiday destination. As a special offer, if you buy a brand new home in Beachmere Bay (or any other Queensland Palm Lake Resort) before June 30, 2021, you'll receive a luxury \$20,000 Club Car 'Tempo' golf car absolutely free! Phone the Beachmere Bay Sales Information Centre on **1800 338 382**.

PALM LAKE RESORT BETHANIA

Palm Lake Resort Bethania is where it all began in Queensland for the Palm Lake Group. After purchasing and operating their first over-50s lifestyle community in Bangholme, Victoria (Palm Lake Resort Willow Lodge is still in the portfolio today), the Elliott family relocated to Queensland and purchased this community at Bethania. With established homes that are move-in ready (like this renovated home currently for sale, pictured left), Palm Lake Resort Bethania sits right alongside Palm Lake Care Bethania. The local area offers all the amenities and services you will need. Phone the Sales Information Centre on **1800 774 866** or visit www.palmlakeresort.com.au/homes to see what's available now.



BEDS + STUDY 2	BATH 2	LIVING 1	OUTDOOR LIVING	GARAGE 4
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PALM LAKE RESORT BARGARA

Palm Lake Resort Bargara has been such a popular and successful community for the Palm Lake Group that there's a large resort extension currently underway. Civils for Stages 10-14 are progressing with first house slabs in the extension going down as this newsletter goes to press. As well as the hundreds of new homes to be added, there's a raft of great new facilities planned including a four-lane tenpin bowling alley, pickleball court, recreational centre and more. Home designs, like this Pandanus RV (pictured left) have all had a little tweak for the new stages with some new added luxuries. Many sites are north/south facing. The Palm Lake Care GP has just received his provider number to be able to service all Palm Lake Resort residents now as well. Phone the Sales Information Centre on **1800 501 119**.



BEDS 3	BATHS 2	LIVING 1	OUTDOOR LIVING	GARAGE 2
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PALM LAKE RESORT TOOWOOMBA

Many residents come into Palm Lake Resort Toowoomba from nearby rural towns and a lifetime on the land. Whether that was a busy working farm or a sprawling regional family home, the view that homesites in Stage 6 offer will have you enjoying all that you loved about your time living on the land, but with only a fraction of the home and yard maintenance. Palm Lake Care Toowoomba has been built within the resort grounds for convenience and easy access. Phone the Sales Information Centre on **1800 280 129** to take a tour of the resort and display homes (including the Derwent, pictured left). There are only a few stages to go until this resort is completely sold out.



BEDS + STUDY 2	BATH 2	LIVING 1	OUTDOOR LIVING	GARAGE 2
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PALM LAKE RESORT BEACHMERE SANDS

A welcoming community of long-time local residents is what you'll find at Palm Lake Resort Beachmere Sands. This retirement village is also situated across Bishop Road from Palm Lake Care Beachmere and adjoins Beachmere Bay. An established resort, the pre-loved homes here are move-in ready. As an example, the masterfully designed home pictured left comes complete with a large main bedroom, spacious ensuite and walk-in robe, a large second bedroom with 2-way bathroom, a generous study and a beautiful open plan kitchen, dining and living area. Other features include ducted air con, tinted windows, window coverings, stainless steel SMEG appliances and beautiful lake views. Freecall **1800 338 382**.



FREE PREMIUM GOLF CAR WITH YOUR NEW HOME
T&Cs apply

BEDS 2+1	BATHS 2	LIVING 1	OUTDOOR LIVING	GARAGE 2
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BEDS 2	BATH 2	LIVING 1	OUTDOOR LIVING	CARPORT 2
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Food, glorious food

CHEF MANAGER NEIL GALPIN HAS HAD A LOVE OF PREPARING FOOD THAT DATES BACK TO THE TIME HE WAS 12 AND FEEDING HIS FAMILY. IT'S LITTLE WONDER WHY HE'S SO ENJOYING, NOWADAYS, FEEDING HIS OTHER 'FAMILY' AT PALM LAKE CARE BEACHMERE.

IF YOU'VE EVER had anything to eat at Palm Lake Care Beachmere, chances are that dish has passed through the hands of Chef Manager, Neil Galpin (pictured above). With the company since Beachmere opened for its very first residents, Neil oversees a team of chefs and kitchenhands in their preparations of freshly cooked meals, each and every day.

On the day we dropped by to chat with Neil, he was icing dozens of delicious cupcakes and preparing slabs of light sponge cake that would later become lamingtons. One word: Yum! Neil admits that he loves being on the tools in the kitchen but he equally loves the interactions he has with residents and his fellow caregivers, as well as all the managerial-type jobs on his daily to-do list including ordering and rostering. For even more

variety, Neil also currently oversees the management of Palm Lake Care Beachmere's laundry.

"I like to mix things up - it's the same with food. I enjoy making desserts just as much as I like preparing main meals," Neil says. "I hate being bored."

Born in Victoria, Neil says his love of food dates back to when he was just a tween. He states his mum "can't cook" so, as a 12 year old, he jumped in and put himself in charge of preparing family meals for his parents and his two sisters. He recalls making a mean spaghetti bolognaise as one of his first ever (and very successful) family meals.

After high school, Neil worked in an abattoir and became a fully qualified butcher (another handy string in his bow). But then an opportunity came up to join the Army and he leapt at the chance. For more than 12 years, he worked the Army's kitchens and, in that time, rose to the rank of sergeant. On some days in his Army kitchen, Neil and his team would be tasked with feeding up to 3000 hungry mouths. His job had him working in a variety of locations as well - he spent time in Townsville and Brisbane

while also working a four-month deployment to the Solomon Islands. He even cooked for the SAS in Perth.

While his days in the Army are now over, Neil says he's more than excited to have found himself in charge of a kitchen feeding our elderly. In fact, he has worked in four separate aged care company kitchens over the years - "and, without a doubt, Palm Lake Care is the best".

"I really enjoy seeing the satisfaction on residents' faces when they get our really good quality meals," he says. "And I also enjoy hearing the feedback we receive out of the residents' meetings."

Neil says Palm Lake Care Beachmere residents have a special love for his garlic prawns but they also fancy his pizzas. And, true to all Palm Lake Care communities, the residents always devour a hearty "old-fashioned" meat-and-three-veg meal.

"I also like to stir them up and have a laugh with our residents," Neil laughs. "I firmly believe in the power of adding a laugh or some fun into everyone's day."

News in brief

MEMORY SUPPORT UNITS UNDERGOING CHANGE

PALM LAKE CARE'S Memory Support Units are undergoing changes right now, based on feedback and our never-ending pursuit of outstanding resident care. With input from Dementia Australia, we are rethinking way-finding measures between residents' rooms and community areas (eg. feature paint colours, signage, floor coverings artwork), we have explored and are incorporating new sensor-based security technology for doors, and we are also focussed on providing quieter and more intimate living spaces.

THE LOVE WINDOW

WHEN COVID-19 restrictions meant our residents couldn't physically touch their loved ones, our creative caregivers came up with a plan to give them the next best thing. A 'Love Window' was set up in each community's reception area so residents could sit by the specially decorated window and see their loved ones when they popped along for a visit. The windows were an absolute hit - proving just how important social connection is. Thankfully, our Love Windows are a thing of the past now and we cross our fingers that we don't need to reinstate them again in the future.



Pictured above: Palm Lake Care Mt Warren Park's "Love Window" got a good workout during periods of restricted visitor access.

News in brief

MESSAGE A RESIDENT AND THANK A CARE WORKER

HAVE YOU SEEN that our Palm Lake Care website offers a 'Message a Resident' function? In the top right corner of the home screen, you simply click the button and a form will pop up, allowing anyone to send a surprise message to their loved one. You can even upload images with your message. Messages are then printed and delivered to residents' suites and have proven to be such a hit!

In the same way our 'Message a Resident' function works, our website also offers the ability for anyone to 'Thank a Care Worker'. Again, sitting at the top of the home screen is a clickable button. Simply fill in the details on the form, upload a photo if you wish, and hit send. Our caregivers have reported that receiving one of these messages really is a bright and unexpected moment in the day!

WE GO SMOKE-FREE, FROM JULY

IF YOU ARE yet to use the "Thank a Care Worker" button on the top right corner of our website's home page, we will be seeking even more encouragement and support from our communities for some of our terrific caregivers as Palm Lake Care becomes smoke-free from July 1, 2021.

Tobacco smoking is the single largest cause of preventable death in Australia. Evidence suggests that smokers use three times as much sick leave as non-smokers and exposure to environmental tobacco smoke or second-hand smoke can also cause harm. Palm Lake Care Chief Operating Officer Trish Heke explains that Palm Lake Care is launching initiatives to support employees to quit.

"A non-smoking resident admission policy has been in place for some time now, but of course Palm Lake Care communities are homes for individuals and we recognise the rights of those few residents with us who smoke," Trish says. "We want to actively contribute to better health and financial outcomes for all our caregivers and their families and friends - and we will do this through the initiatives we are putting in place leading up to, and beyond, July 1."

Rising through the ranks

LIBBY CADOGAN JOINED PALM LAKE CARE BEACHMERE AS A REGISTERED NURSE. NOW, LESS THAN A YEAR LATER, SHE IS MENTORING STAFF ACROSS THREE PALM LAKE CARE LOCATIONS AS THE QUALITY AND COMPLIANCE OFFICER – AND SHE'S LOVING EVERY MOMENT.

ORIGINALLY FROM New Zealand, Libby entered the aged care industry almost 20 years ago. Coming from a long line of care providers – her mother worked in aged care and her aunty and grandmother were both nurses – Libby always knew that aged care was her calling.

"I was working in hospitality as a bar maid before I became a carer, so I've always had jobs where I can connect with people," says Libby. "Luckily, I'm definitely a people person!"

But Libby's experience in aged care hasn't always been positive – she started her career in emergency care before becoming a team leader in high care. She recalls her early career in New Zealand as cold and strictly regimented.

"It was very task-oriented," says Libby. "We would get our patients out of bed, bathe them, dress them and feed them, one after another – like an assembly line. It was awful."

Since moving to Australia, Libby has been seen significant change to the industry and is particularly impressed with the standard set by Palm Lake Care Beachmere.

"There is absolutely no comparison between the work I used to do and the work I do here," says Libby. "They're worlds apart."

Libby joined the Palm Lake Care team in April 2020 as a registered nurse – despite her senior background, Libby was eager to be able to work closely with residents once again.

"I knew that Palm Lake Resort had a great name in the community, so when I heard that Palm Lake Care Beachmere was opening I jumped at the opportunity," says Libby, who lives nearby in North Lakes. "I'd just had three months off after quitting my previous job and was really missing being able to help people. The timing was perfect."

After three weeks of training at Palm Lake Care Mt Warren Park, Libby joined the team at Beachmere. She quickly rose through



Pictured above: Palm Lake Care's new Quality and Compliance Officer, Libby Cadogan, has worked her way up through the company's ranks. While her new role has her working across the six Palm Lake Care locations, she has a soft spot for our Beachmere aged caring community where she started as an RN. Libby's pictured here at Palm Lake Care Beachmere with one of our residents, Jenny.

the ranks, going from registered nurse to clinical nurse, to her current role as Quality and Compliance Officer.

"I now oversee three Palm Lake Care locations, mentoring staff and empowering them to achieve a high standard of care," says Libby. "When word got out about my promotion, I got so many beautiful letters from families I had worked with. I feel like I did a lot right in that role."

Libby says her mum, who is based in New Zealand, is particularly proud of her accomplishments, and also of Palm Lake Care.

"My mum came to visit (at Beachmere) and couldn't believe this is where I get to work," says Libby. "It's so different to anything she ever experienced in her long career in aged care. You also can't beat that view!"

When asked what she thinks is the secret to Palm Lake Care's success, Libby says it's a combination of factors. For one, each staff member works to a very high standard – this comes from the top down, but also from their peers.

"We are always motivating one another to do better and adapt to the needs of the residents," says Libby. "One staff member here at Beachmere wears a different pair of suspenders and funky socks whenever he comes in, just to give the residents a laugh."

Libby knows the residents expect a high standard of care, too.

"Many have come from Palm Lake Resort Beachmere and are expecting a high level of luxury and service, while those who have come from their own beautiful homes and families are seeking the same attention and comfort," she says.

While Libby admits she is sad to have slightly less face-to-face time with residents nowadays, she knows she can affect even more change in her role as Quality and Compliance Officer.

"I just love coming in to work every day," says Libby, "and I know how lucky I am to be able to say that."

CARE IS A NOBLE PROFESSION - COME WORK WITH US

Do you have a passion for people, just like Libby? Do you love working behind the scenes to make people smile, just like Neil? Palm Lake Care is always hiring across a broad range of positions. Visit the Palm Lake Care website at www.pallakecare.com.au/careers to search our current vacancies.

PALM LAKE CARE

Bargara

55 Wearing Road, Bargara QLD 4670
Phone 07 4331 0000

KEY LOCAL PERSONNEL

Service Manager: Steve Wheeler
bargaracarefm@palmlake.com.au
Admin: Colleen Dwyer, Isobel O'Brien
Clinical Manager: Fran Beare
Clinical Nurses: Christie Webb and Bart Land
Lifestyle Team Coordinator:
Kim Milowski
Chef Manager: Jenny Wise
Maintenance Officer: Richard Miller

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month

HERE, WE DO IT ALL

We have done plenty of things throughout these past months, demonstrating just how varied our Lifestyle activities calendar is. Some of our men have built plant stands during their men's mornings. We've been completing craft projects for our upcoming Cultural Day. We've enjoyed chair exercise and learning new games, like mah-jong. But the most exciting thing to happen in this past month was to be able to have entertainers return to our community again! Our residents were ecstatic to enjoy their Happy Hours with entertainers again, as well as seeing Emma for chair yoga and Cynthia for cardio drumming. We look forward to seeing more and more faces around the halls of our community again as life gets back to 'normal'.



Steve Wheeler,
Service Manager

PALM LAKE CARE

Beachmere

Bishop Rd, Beachmere QLD 4510
Phone 1800 246 677

KEY LOCAL PERSONNEL

Service Manager: Sue Daly
beachmerecaresm@palmlake.com.au
Admin: Julie Skein
Clinical Manager: Emma Van Leeuwen
Clinical Nurse: Sisir Dakhal
Lifestyle Team Coordinator:
Naomi Joli
Chef Manager: Neil Galpin
Maintenance Officer:
Anthony Batchelor

UPCOMING RESIDENTS' MEETINGS:
First Thursday of each month

HERE, WE HOLIDAY EVERY DAY!

Have you heard what the Palm Lake Care Beachmere residents and families are affectionately now calling our aged caring community? "CLUB Beachmere". It certainly is like a beach club here! We launched our SandCruiser in recent weeks - it's a beach buggy that assists residents to access and explore our beautiful sandy backyard. We are so blessed to be positioned on the absolute waterfront, with Moreton Bay as our next-door neighbour. Our residents and their families always end up on our back deck, enjoying the water view, the revitalising sunshine and the fresh sea breeze. With our family growing rapidly, lots of new friendships have formed over cool drinks and chats on that back deck. We really have it all here at CLUB Beachmere!



Sue Daly,
Service Manager

PALM LAKE CARE

Bethania

1 Goodooga Drive, Bethania QLD 4207
Phone 07 3086 3000

KEY LOCAL PERSONNEL

Service Manager: Vanessa Gawith
bethaniacarefm@palmlake.com.au
Admin: Tricia Hargreaves, Kylie Daley
Clinical Manager: Suja David
Clinical Nurses: Sandhya Rajan and Merin Parambath
Lifestyle Team Coordinator:
Amber Blake
Chef Manager: Veijo Lehto
Maintenance Officers: Jason Campbell

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month

HERE, THE GLASS IS HALF FULL

Well, residents, family and friends, it goes without saying that we are excited to be in 2021! Last year presented us with many challenges and obstacles however, for me, it also provided us new opportunities. We have deepened our friendships, looked for ways we can help others and taken stock of what is important in our lives. While we were excited to introduce our window visits during the restrictions (it provided residents with a lovely and safe opportunity to stay connected to the outside world), we are looking forward to building on our 'open doors' policy this year. We are also looking forward to rolling out all the activities our residents and Lifestyle Team have planned for this year. As always, my door is always open.



Vanessa Gawith,
Service Manager

PALM LAKE CARE

Deception Bay

42-46 Bay Avenue, Deception Bay QLD 4508. Phone 07 3293 5800

KEY LOCAL PERSONNEL

Service Manager: Gail King
deceptionbaycarefm@palmlake.com.au
Admin: Lyndall Woolmer and Gillian Hodge
Clinical Manager: Amita Poudel
Lifestyle Team Coordinator:
Linda Riedel
Chef Manager: Amit Jyoti
Maintenance Officer: Samantha Jose

UPCOMING RESIDENTS' MEETINGS:
Third Tuesday of the month

HERE, WE ARE WELCOME

Thank you for welcoming me into the beautiful aged caring community at Deception Bay. I come to Palm Lake Care with a long and rewarding history working in aged care management roles over the past 27 years. I have worked as Executive Director/Service Manager with a community of similar size to this one. I also filled the role of Interim Manager for a very large community on the Sunshine Coast. I pledge to uphold the Palm Lake Care 'Promises' and ensure we continue to be recognised for excellence in quality care. I look forward to contributing and leading the team to ensure residents enjoy their warm, friendly home and feel treated with dignity and respect. I consider it a privilege to join the Palm Lake Care community and am eager to meet all our families.



Gail King,
Service Manager

PALM LAKE CARE

Mt Warren Park

33 Mt Warren Park Blvd, Mt Warren Park QLD 4207. Phone 07 3444 6000

KEY LOCAL PERSONNEL

Service Manager: Eleanor Morgan
mtwarrencaresm@palmlake.com.au
Admin: Christine Richards
Clinical Manager: Caroline Bosnic
Lifestyle Team Coordinator:
Leona Counsell
Chef Manager: Colleen Anderson
Maintenance Officer: Alec Walker

UPCOMING RESIDENTS' MEETINGS:
Second Wednesday of the month

HERE, WE CELEBRATE WITH YOU

It's incredible to think that 2021 is already here. After the time we all had in 2020, when it was difficult to maintain the close contact we once took for granted, let's hope that 2021 will be the year we can refocus on our connections with the important people in our lives.

We were excited to learn that our wonderful Lifestyle Team Leader Leona Counsell was nominated for - and won! - Palm Lake Care's Employee of the Year for 2020. Leona is such a deserving and gracious winner, and it was a very proud moment for all of us here at Mt Warren Park to watch her receive the award from our company CEO. Well done, Leona!



Eleanor Morgan,
Service Manager

PALM LAKE CARE

Toowoomba

149 Hogg St, Toowoomba QLD 4305. Phone 07 4580 3000

KEY LOCAL PERSONNEL

Service Manager: Tony McKenzie
toowoombacaresm@palmlake.com.au
Admin: Louise King and Toni Brazier
Clinical Manager: Jodi Harms
Clinical Nurse: Daisy Sharma
Lifestyle Team Coordinator:
Jeannie Healy
Chef Manager: Edward Townsend
Maintenance Officer: Jason Schwerin

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month

HERE, WE ARE ALWAYS SMILING

Our focus in aged care never seems to stay stagnant for too long as we continually move from one task to another, while still juggling the competing priorities from yesterday and the day before. Is it any wonder I can't comb my hair to the side anymore! What does stay permanently entrenched in our community however is the passion our caregivers have for our residents. No matter what challenges come our way, the residents' happiness is our first priority. I have watched our caregivers work through each day with a smile and soft politeness as we grow in numbers. They work through an endless array of challenges thrown their way through this COVID maze and at the end of each day, they manage to finish with that same smile. Thank you team. You are the best.



Tony McKenzie,
Service Manager

Last
remaining
suites



A new age of luxury care **Beachmere Waterfront Suites**

A limited number of Ocean Vista suites have introduced a new age of luxury care to Beachmere. Offering sweeping views across Moreton Bay and featuring beautiful Hamptons styling, our spacious, private suites feature ensuite, television, refrigerator, direct dial phone, individual air-conditioning and access to your own Ocean Vista terrace. You'll also enjoy delicious, chef-prepared meals made on-site daily and the highest level of 24/7 care.

For more information call 1800 246 677



Aged Caring Community
Beachmere